

THE HOME OF COMFORT

2017 Survey of Residents and Visitors

The findings of the survey were presented by Sally King to the Trustee board on 19th September.

The Trustees noted that we had a good number (18) of completed surveys returned this year from relatives and other visitors which was pleasing.

Sally had visited all of the residents who were able to participate to collect their feedback and comments which were given anonymously.

The comments made by both residents and families were in general very positive. A selection of these are given at the end of this report, and will be used to encourage and reinforce good practice.

Ratings

Visitors were invited to rate aspects of the Home on a Likert scale (1 – 5) and the scores reflected the positive comments with only a small number of ‘fair’ and no ‘poor’ ratings.

STAFF	Excellent	V Good	Good	Fair	Poor
Friendliness	12	3	1	0	0
Responsiveness	10	5	1	0	0
Patience	11	4	0	1	0
Providing Caring Treatment	10	6	0	0	0
Clear Communication	8	7	1	0	0

MEALS	Excellent	V Good	Good	Fair	Poor
Quality	5	9	0	0	0
Variety (including meeting special dietary needs)	7	7	0	0	0
Temperature	5	8	0	1	0
Presentation	7	7	0	0	0

HOME	Excellent	V Good	Good	Fair	Poor
Decor, furniture and facilities in the residents rooms	4	7	8	1	0
Cleanliness overall	14	4	0	0	0
Facilities overall	5	10	5	0	0
Activities available	3	11	5	0	0

Problems and Suggestions

The survey findings suggest that overall the Home is offering good care and meeting the needs and wishes of residents, but a number of comments were made that suggest areas for potential improvement.

Some requests were made by residents who we will need to identify so that we can make the requested change. These will be raised at the next Resident and Relative meeting, but we will also ask residents if any of these points are of interest to them to see if we can find the people who have

made each suggestion. Next year, we will look for a way to collect comments anonymously but also to ask residents if there are any requests they would like to make without anonymity.

Issue / Concern / Suggestion	Action to be taken
Residents do find some members of staff difficult to understand because of an accent.	Deepa will remind staff at the next Carers, RGNs and All Staff meeting, that they should not speak too quickly, and should ensure that the resident they are speaking to can see their face. She will also ask them to check with the resident if they have any doubt that they have been understood, as residents may be reluctant to ask for help.
One resident commented that not all staff are patient.	At staff meetings, Deepa will remind staff of the need not to rush, or to appear to rush, when with residents.
Two families stated that their relative was often dressed in clothes that do not belong to them. One noted that this does not cause distress to the resident but is upsetting as they are not clothes that she would have chosen for herself when she was able to buy clothes for herself. One commented that "If the clothes I buy are not suitable, I would prefer to be told".	Residents should never be dressed in someone else's clothes. Family members must be told if the clothes a resident has are not suitable. If the Home provides clothes, for example from the annual donation of linen we receive, we must explain to relatives why the clothes the resident has are unsuitable or insufficient. Deepa will raise this with all staff, especially the care staff (who dress residents).
One relative commented that 'it would be good if someone could check whether Mum would like a blanket over her legs or a cushion; if someone could ask if she is comfortable'	Deepa will remind all staff that we should proactively ask residents if there is anything that would make them more comfortable.
One visitor asked if we could remind the resident she visits to drink as she struggles to drink enough water.	Generally Deepa observes staff offering drinks regularly but she will make sure everyone is aware that visitors do notice if this isn't being done.
One resident said it would be nice to have a shelf or some hooks by the bed.	These requests would be very easy to do, if we can identify the residents who made them. We will ask around and see if anybody comes forward. We will also make sure all residents are aware that they are welcome to make requests like this, and that staff know that they should be passed on.
One resident finds the pillow on her (or his) bed uncomfortable and would like a softer one.	
One resident would like to be able to turn on a light.	This can probably be done, if we can identify the resident concerned. We will ask Chalkie to informally ask residents if everything is alright in their room.
One resident would like to have her nails done.	Stephanie would be happy to do this. We will ask around and make sure all residents are aware that this is on offer if they would like it.
One resident commented that it would be nice to join in the activities but "I am too shy".	Stephanie will encourage all residents who don't usually come to ask if they would like a bit of support. We are happy to work with families to help overcome the initial barriers to joining in.

Selected Comments by Residents and Visitors

These comments are really lovely to hear. We will share them with staff, to remind them how much of a difference the way that they conduct themselves can make to our residents and to say a big 'thankyou' on behalf of residents and their families.

Do you think our staff are friendly, patient and caring?

- They're lovely, they're all my friends. They are very patient and caring, and they spoil me rotten.
- Stephanie is like a friend, she comes in for a chat.
- They are very friendly and patient. Very good if I ask for anything.
- They are all good and would do anything in the world for you.
- Definitely very friendly, they are patient and kind as well.
- The staff are smashing really, they are patient and kind.

How responsive are we to your needs and requests?

- They come as quickly as they can, they pop in and say they won't be long.
- They are always very good to me, I have no complaints at all.
- They always apologise if I have to wait.

Do you feel the Home is clean?

- The Home is clean, they love washing things.
- They are very particular about cleanliness
- Very clean, they clean every day.
- They keep us very clean as well.

What is the food like?

- Karen is very helpful.
- Magnificent, a banquet almost every day. It's good and nourishing and there is plenty of it.
- I have no complaints at all.
- It's very nice indeed.
- I can have what I want when Karen comes round.
- Nothing is too much trouble and they will get something different if you prefer it.
- The food is excellent and the Home is spotless.

Other comments

- I love being in the dining room with Stephanie
- I am very happy here

Comments made by visitors

- Despite the seriousness of her condition [my mother] didn't just pass her time there, but lived it.... Although I saw her ill, exhausted, very confused and troubled, I can think of no occasion when I saw her distressed or frightened. Thank God for the Home of Comfort.
- It is comforting to know Mum is being so well looked after and to know that I will be contacted should there be any concerns.
- Staff always make a point of welcoming us back to the Home after a trip out and ask Mum what she did.
- We have always found the staff to be helpful, approachable and kind.
- The activities are great too – Steph is a class act
- Your staff are wonderful.
- I have always found the staff friendly and willing to help with any queries/comments. The staff may not always be able to deal with your question immediately but do always get back to you when they can.
- All staff have always been professional, caring and competent, very capable and willing to discuss my Mum at any time.
- The staff have shown a lot of patience at times when Mum has not been easy.
- My mother is a very fussy eater, and staff, particularly Karen, have gone out of their way to try to persuade her to eat.