



# Survey of Residents and Relatives Overall Report June 2018



Report prepared by  
HWA Consulting  
for Sonnet Care Homes Ltd



## INTRODUCTION

**This is a survey of resident and their relatives' / friends' perceptions of key areas / issues within The New Deanery and St Marys Court Homes and this report details the relevant findings.**

### HOWARD WARWICK ASSOCIATES

HWA's core business is the development and project management of patient, resident and staff engagement and feedback. The Company is an accredited member of all relevant professional associations and is registered for the purposes of the Data Protection Act.

### OPERATION

The survey was conducted using questionnaires issued during June 2018 to residents and their friends/relatives by the care home. Surveys were given to all next of kin and regular visitors; therefore there might be cases where both a resident and their relative/friend have taken part. Completed questionnaires were returned to HWA for analysis.

### CALCULATIONS

Where data is shown as percentages the figures are based on the actual number of responses to the question, not the total number of people responding. Some percentages are rounded up to the nearest whole number, so some answers may not total exactly 100%

### PARTICIPATION

A total of 60 responses were received to the survey; 41 from friends and family questionnaire and 19 from residents.

Participation levels are important for two reasons:

- a. It is a measure of the organisation's commitment to the process that residents and their families are encouraged to participate.
- b. It means that the results give an accurate representation of opinions within the village and are statistically robust.

## OVERVIEW OF OPINION AT THE NEW DEANERY & ST MARY'S COURT

### RESPONSES

60 responses were received from the questionnaires issued at The New Deanery and St Marys Court. However we did not receive resident responses from St Mary's.

### WHO COMPLETED THE QUESTIONNAIRES?

The majority of responses to the family & friends questionnaire were from relatives. Three respondents didn't answer.

WHAT IS YOUR RELATIONSHIP TO THE PERSON WE CARE FOR?	Resp	Relative	Friend	Carer	Resident
Are You.....	57	36 63%	2 4%	0 0%	19 33%

### OVERALL CARE

The overall rating of service is a useful generic indicator of care levels in your home. Low scores are generally caused by one or more of the key drivers being poorly rated. In these homes 100% of residents rated the overall service they have received as 'Good or better'. Relatives gave a 98% rating for the same question.

### RECOMMENDATION

This is an important performance indicator and identifies how many residents are 'promoters'. A good rating here is important and The New Deanery and St Mary's Court has achieved a score of 100% of residents and 90% of relatives who say they would be likely or extremely likely to recommend.

### STAFF, ACCOMMODATION AND SERVICES

Key ratings for staff, accommodation and services are as follows (all % 'Good or better'):

Kindness and respectfulness of staff	98%
Communicating information to relatives	88%
Communicating information to residents	100%
The buildings and the grounds	98%

### PRIVACY AND DIGNITY

We asked 'Do we respect your privacy?' and 94% of residents told us 'Yes, always'. A similar question: 'Do we respect your dignity?' achieved 100% 'Yes, always' from our residents.

### CARING AND LEADERSHIP

We asked: 'Do we provide care which is safe, within a safe environment?' 98% of residents and 98% of relatives said 'Yes'.

We asked: 'Are we caring?' 100% of residents and 100% of relatives said 'Yes'

### ACTIVITIES

Key ratings for staff, activities (all % 'yes definitely or generally'):

Do we provide sufficient activities to keep you occupied?	95%
Do we provide sufficient indoor activities?	95%
Do we provide sufficient outside and community based activities?	95%
Do we give you opportunities to join the activities of your choice?	100%

## KEY QUESTIONS

Proportion of respondents rating 'Yes'			
KEY QUESTIONS	All	Residents	Residents
Do you believe we provide care which is safe, within a safe environment?	<b>98%</b>	98%	100%
Do you find us to be effective in meeting your (relative / friends') needs?	<b>98%</b>	97%	100%
Are we caring?	<b>100%</b>	100%	100%
Are we responsive?	<b>96%</b>	97%	95%
Is the home well-led?	<b>97%</b>	95%	100%

The 5 questions above are representative of the CQC Key Lines of Enquiry or CREWS (Caring, Effective, Responsive, Well led, Safe). In each area there are overwhelmingly strong positive results which Sonnet Care can be extremely proud of, particularly answer to 'Are we caring' which is 100% positive.

## STAFF, ACCOMMODATION AND SERVICES

The table below illustrates the extremely high levels of satisfaction with the hard facilities such as grounds, communal areas and cleanliness. It also shows that that staff are doing a fabulous job of being warm and welcoming, kind and respectful as well as being willing and able to help. Operational teams should be congratulated on such good results.

STAFF, ACCOMMODATION & SERVICES	Questionnaire		'Good or Better' ratings		
			All	Family / Friends	Residents
<b>Please give your opinion of each of the following</b>					
Your overall impression of service / care received here	R	FF	98%	97%	100%
The visibility and availability of managers / supervisors	R	FF	95%	93%	100%
The kindness and respectfulness of the staff	R	FF	98%	98%	100%
The overall level of comfort provided	R	FF	97%	95%	100%
The housekeeping services received	R	FF	92%	93%	89%
The food choice, quality and presentation	R	FF	86%	87%	84%
The general appearance of the buildings and grounds	R	FF	98%	97%	100%
The comfort of communal areas	R		100%		100%
The cleanliness of communal areas	R		100%		100%
Providing assistance with eating, if required	R		100%		100%
Providing a variety of meals/snacks and special diets	R		100%		100%
How well we communicate information	R	FF	91%	88%	100%
			<b>Definitely / Some extent</b>		
Are the staff willing and able to help you?	R		<b>100%</b>		<b>100%</b>
Are you made to feel welcome when you visit?		FF	<b>95%</b>	<b>95%</b>	

There is little difference of opinion between the residents and their families, which supports the overall accuracy of these excellent results. However, it is important to remember that no responses were received from Residents at St Mary's.

These are key measures as they encapsulate how the residents and their families feel they are treated. We would expect to see figures of 90% plus. The table below shows the overall results, which are very good with only food, choice, quality and presentation falling under 90%.

RESPECT & DIGNITY	Questionnaire		Resp.	Always	Sometimes	No
<b>Do we respect the following...?</b>						
Your/their privacy	R	FF	54	85%	13%	2%
Your/their dignity	R	FF	53	87%	13%	0%
Your/their confidentiality	R	FF	50	92%	8%	0%

RESPECT & DIGNITY	Questionnaire		% 'Always'		
			All	Family / Friends	Residents
<b>Do we respect the following...?</b>					
Your/their privacy	R	FF	85%	81%	94%
Your/their dignity	R	FF	87%	81%	100%
Your/their confidentiality	R	FF	92%	87%	100%

## CARE OF RESIDENTS

We asked both groups to tell us about their perceptions of care given.

CARE	Questionnaire	Resp.	Family & Friends' opinions		
			Excellent / Very good	Good	Fair / Poor
Keeping you informed about your relative / friend's care and state of health	FF	41	69%	20%	13%
Involving you with your relative / friend's personal plan of care	FF	39	62%	28%	10%
Involving you in changes to your relative / friend's plan of care	FF	40	55%	28%	17%

  

CARE	Questionnaire	Resp.	Residents' opinions		
			Definitely	Some extent	No
Do you believe the care you receive is delivered professionally?	R	19	84%	16%	0%
Do we provide you with support when needed?	R	19	89%	11%	0%
Do you have personal involvement in your care plan?	R	17	59%	35%	6%
Do you know the name of your Key Worker?	R	18	78%	6%	17%

Families were uniformly positive with less than 10% negative opinions in keeping informed about relative/ friend's state of health which is clearly an aspect to focus on.

Residents are perfectly happy with the care and support given, 84% rating as 'Definitely' and no negative ratings. However, involvement in care is an issue for residents as well as 17% answered 'no'.

There are two possibilities for these relatively low figures: Either these are areas where the homes need to take action, or the residents are not able to be involved / would not remember the names of their Key Workers.

## ACTIVITIES

ACTIVITIES	Questionnaire	Resp.	Family and Friends' opinions				
			Excellent	Very good	Good	Fair	Poor
Providing sufficient and varied activities	FF	38	26%	32%	37%	5%	0%
Giving opportunities to join in the activities of /their choice	FF	37	30%	41%	24%	5%	0%
		Resp.	Residents' opinions				
			Definitely	Generally	Not really	Not at all	
Providing sufficient activities to keep you occupied	R	19	58%	37%	5%	0%	
Providing sufficient indoor activities	R	19	58%	37%	5%	0%	
Providing sufficient outdoor & community activities	R	19	53%	42%	5%	0%	
Giving opportunities to join in the activities of your choice	R	19	63%	37%	0%	0%	

Once again, activities received a positive set of feedback. The possible area for attention may be outdoor and community activities.

One course of action would be to take these results to the residents and ask each one individually what, if any, additional activities they would like. This would support the comments made (shown at the end of the report). singing, trips and quizzes were mentioned.

## PROBLEMS AND PROBLEM SOLVING

GENERAL	Questionnaire	Resp.		Yes	No	All	Relatives	Residents
				32%	68%	32%	28%	41%
Have you encountered any problems since you arrived?	R	FF	53	32%	68%	32%	28%	41%
				Completely	Partly	No	% Completely + Partly	
If yes, have they been resolved?	R	FF	42	76%	21%	2%	97%	100%
				Yes	No	Not sure	%Yes	
Have you been given any information explaining how to complain about the care received?		FF	31	87%	13%	0%	64%	

More problems have been reported in this survey – up from 22% to 32% this year

All RESIDENT problems have been resolved to some extent, and less have been unsolved than last year down to 2%

## CULTURAL & RELIGIOUS BELIEFS

We asked residents if they are able to participate in their cultural and religious beliefs. The results are essentially unchanged on previous years, with less than 10% dissatisfaction.

Cultural & Religious Beliefs				
	Resp	Always	Sometimes	No, not really
Are you able to participate in your cultural & religious beliefs?	14	79%	14%	7%

## REASONS FOR CHOICE

We asked friends and family to tell us why they or their relative chose The New Deanery and St Mary's Court.

	Resp	Reasons for Choice					
		Services we offer	Our management	Our homes	Our ethos	Don't know	Other
Why did you/your relative choose The New Deanery?	33	33%	21%	12%	24%	3%	6%
Why did you/your relative choose St Marys Court?	36	42%	14%	11%	11%	0%	22%



## COMMENTS & SUGGESTIONS MADE BY RELATIVES AND FRIENDS

### ***IF YOU HAVE ANSWERED 'NO' TO KEY QUESTIONS PLEASE TELL US WHY***

A visibility exists of the process of continuous improvement that the managers have in place; it's driven, it's visible, it's communicated whether in organised meeting or within discussion with staff  
The security of the grounds seems to be an issue during the current building works and main gates broken. The steep slope down to the back gate I feel is an issue and should somehow be controlled some efficiently

They have said they will do something to meet their needs but this isn't always followed through

The main problem is lots of agency staff who don't care. Lots of young staff who do not have a passion. Dementia care is hard so should be more older staff with life experiences

As a family we have an issue with the care home, have had a meeting with the manager but nothing resolved yet.

### **WHY HAVE YOU CHOSEN THE NEW DEANERY / ST MARY'S COURT**

When we walked in I didn't smell and the manager said all the things we wanted to hear for his care and welfare. Well-kept home inside and out

I had my own set of criteria for the home to meet having extensive grounds around the home was important

My mother chose to become resident after visiting her friend and a respite stay - she could not be happier big thank you to the management and staff

My brother was quite young when he started to suffer from dementia and his social worker identified your home as being one that specialised in helping younger people suffering from dementia

I chose the New Deanery as my cousin has very few relatives left and we wanted her near to us and have been very pleased with everything provided and she is very happy

We looked at a number of homes the easy part was rejecting those that were unsuitable or had shortcomings. Of those left they varied between small pleasant homes as part of a family to a floor on a wing of a CCU Private establishment. E.g. a question of style in hindsight we chose well. or were very lucky!

My son wanted me to be nearer to him and he did not know the area but said this was a nice (...)

Friendly, approachable staff, proximity to close family open visiting + ethos

And the locality

The environment

Close to original home with (locally) good reputation having taken over home and sorted out previous failings

Transfer from Old Deanery

Social services helped find St. Mary's Court + I loved it as soon as I walked in + knew that my mum would love it too and feel safe + well looked after

Recommended by Norfolk and Suffolk Social Worker Nothing in Suffolk

Locality and reviews

Near to relatives

## **WHAT MORE COULD WE DO TO IMPROVE THE SERVICES WE OFFER TO YOUR RELATIVE/FRIEND?**

Rooms belonging to family members rooms not cleaned when a family visitor visits

1) Making more of the routes around the building into an open air more wheel chair friendly 2) Making pathways into the grounds wheel chair friendly

Maybe improve the system used to identify his clothes and how they are kept in his room quality of mattresses used could be improved. I would buy him a new mattress if was OK. All care staff are excellent and work hard to ensure (...NAME...) is happy and well cared for. Always made to feel welcome when I visit.

I don't think there is anything you can do to improve your services

None thank you - delighted kind helpful staff is the most important thing

keep more of a check on their personal hygiene with regard to washing/ cleaning of clothes. My mum is still washing her own underwear

Possibly more staff to enable quicker responses to buzzers

Stop using agency staff

Maybe to stay with my mum while she eats - I know it is difficult but I think if someone was talking and helping her to eat. I think it would encourage her to eat more + because her eyesight is bad I think she gets fed up trying to feed herself sometimes

The home is doing loads for your clients ! It's whether they want to join in?

More information to all family members should the individual being cared for have problems - Not to just one individual

If a patient can get out of bed into a chair, then do everything to ensure they do

Keep better records in the room + in the office e.g. my mother had had a fall + been taken to hospital but a nursing amusement no record of this. Have found alarm buzzer pulled out - especially at weekends

More parking spaces

More timely communication regarding health issues, more daily simulation in particular more variety. To provide regular haircuts/ dressing services

Provide caring staff. Give the residents decent food specialist dementia carers

More privacy in their own rooms. Residents just wander into people's private rooms and take objects. These never seem to be found - Some are expensive

## **GENERAL COMMENTS AND SUGGESTIONS**

The call buzzer is continuously going. It is very level + can be heard in all the rooms. I would have thought there is a better, quieter system available

For the fees being charged the quality of some of the staff is disappointing. It is not easy to get staff that really care. Is this really a care home or a 'feed them and bed them' in a 'don't care home' some of the staff are truly 'caring' but only some.

We are pleased with everything my cousin has received since she has been at the New Deanery

The TND despite its size never feel large or faceless but is big enough, with enough space gardens etc. to allow space + privacy while enjoying a fully supported regime. For us, the biggest unknown in choosing a home was not the home itself - but how our Mother would react to the change in lifestyle. We've been lucky (?) in the choice of home + choice of mother!

Having fallen 4 times I should like continuity with carers I seem to (...)

Keep up the good work

Would be good to have a relative comment back page in the room so we could comment if appropriate/

immediate feedback.

I'm not sure, but would like to know who's senior/ supervisor carer when I visit, it's not clear who is in charge

Too much post is sent in separate envelopes. Why not put any flyers in with the monthly invoice?

The senior staff are good, but rushed off their feet. Carers just 'do' not there 'care'

I feel the amount of parking is inadequate because of the amounts taken on by people on courses - Made more difficult by the new private estate round the corner gate

## COMMENTS & SUGGESTIONS MADE BY RESIDENTS

### ***WHAT ADDITIONAL ACTIVITIES WOULD YOU LIKE US TO PROVIDE?***

More singers at weekends

More quizzes, More flower arranging

More trips out to local attraction

More encouragement needs to be given to join in the excellent range of activities. My dependent is happy to say no when given a choice rather than socialise or participate

### ***IF YOU HAVE ANSWERED 'NO' TO KEY QUESTIONS PLEASE TELL US WHY***

Difficult to make changes

I have written before how I miss (..) having been here for 6 years + am 93 + fallen 4 times I don't like new girls all the time I know they are part time + have to learn

### ***GENERAL COMMENTS AND SUGGESTIONS***

Laundry being mislaid

The care home and everyone here is excellent + caring

Sandwiches - good, cakes + puddings - good, pastry - not so good

At the home has become busier with new residents attention on request had become slower. The laundry system is the main issue often have other residents clothes in my room. Sometimes run out of underwear completely as there is delay coming back from washing.

There still seems to be problem with laundry some things still missing.. and some seem to take a long time to be returned but generally seems to be improving

My white clothes come out of the laundry grey. We are told if we want any different food to ask for it I have asked for fresh greens I said I would pay for them myself but told they have not the time to cook them, but I am sure other people would like them

I am very happy here

A more varied menu

More car parking for visitors please

For further information, please contact [robin@howardwarwick.co.uk](mailto:robin@howardwarwick.co.uk)

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