



*Sunbury
Nursing Homes
2016
Residents Survey
Summary*

Report

Resident's Survey 2016

Introduction

Each year Sunbury Nursing Homes carries out a satisfaction survey with the residents of the home. This report is a summary of the main findings of the February 2016 survey. A more detailed report containing a more in depth analysis can be obtained on request from Reception.

We received a good response to the survey with 63% of the distributed forms being completed and returned. Overall the survey provided very positive results with the returned surveys showing a high level of resident satisfaction with the care and services by provided by Sunbury Nursing Homes. The survey has also usefully identified some weaker areas on which we can focus on improving.

Results

The next few pages show the survey results. The results for most questions are shown by pie charts which show the percentage of replies giving each of the four response options. The questions with the best results have charts showing mostly green (always satisfied) and yellow (usually satisfied); the worst results are those with the most blue (sometimes satisfied) and red (never satisfied). For a few questions the response options were just *yes* or *no* and for these charts we have used yellow and blue with yellow indicating the response corresponding to greater client satisfaction.

If we look at figures 1 and 2 we can see that all the charts are predominantly green and yellow showing good levels of client satisfaction. The question with the largest green slice and so the best result was *Do you feel that you are treated with the dignity you deserve?* There were also very good results for the questions *Is your privacy respected?*, *Do staff communicate with you respectfully?*, *Do you feel safe here?*, and *Is the home clean and fresh?*. On this basis the poorest results are for the questions with the smallest green slices which are *Do you like the meals?* and *Are staff available when you need them?*.

The red (never satisfied) and blue (sometimes satisfied) slices on the charts are generally very small indicating low levels of resident dissatisfaction. If we consider the worst results are the questions with the largest combined blue and red slices, these are *Do you like the meals?* and *Do you think the home provides suitable activities?*.

From the charts in Figure 3, we can see that people are aware both of the complaints procedure and who to speak to if they are not happy and few wish to speak to one of the managers about their life in the home. It is noticeable, however that about a quarter of the people replying to the survey would like more involvement in decision making in the home.

At the end of the survey we asked residents to tell us what they considered were the best and the worst things about living at Sunbury Nursing Homes and what they would most like to change about their life here. We have summarised these answers in the tables on page 5. There were considerably more comments about the best things, forty seven comments, than about the worst things for which there were eight (excluding those stating 'nothing'). This in itself is a very positive result. By far, the most frequent topic for the best thing was the 'staff

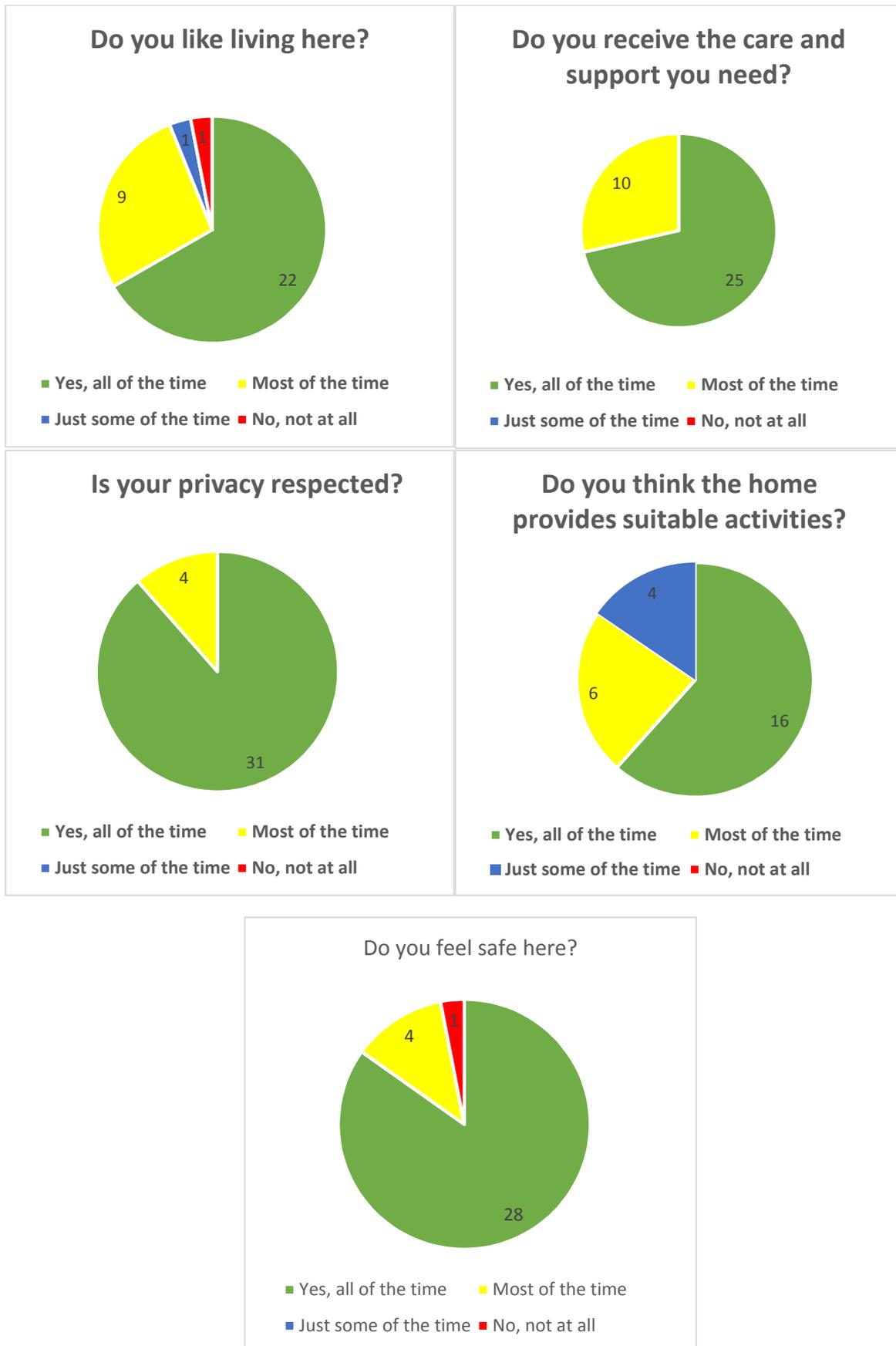


Figure 1

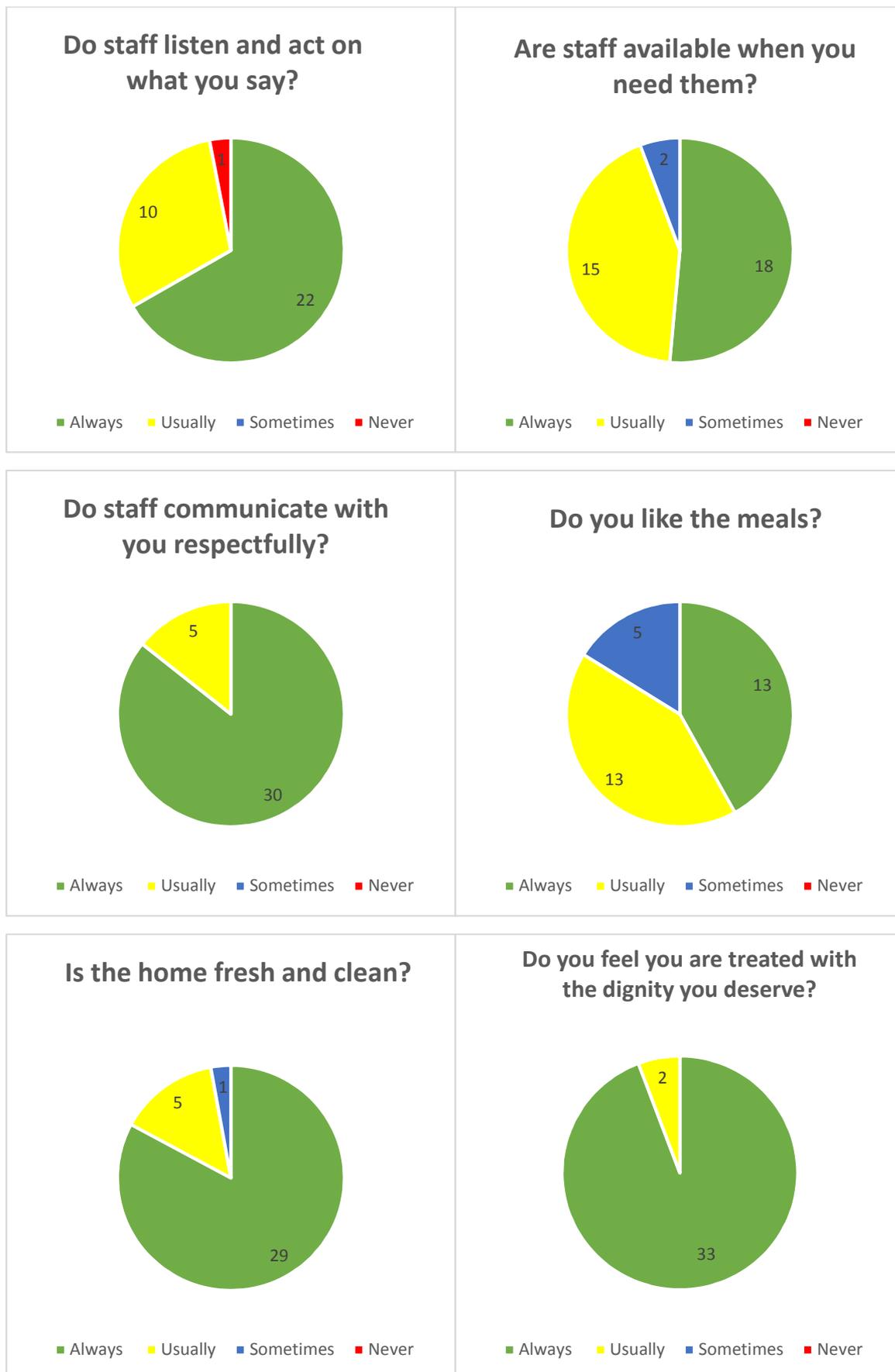


Figure 2

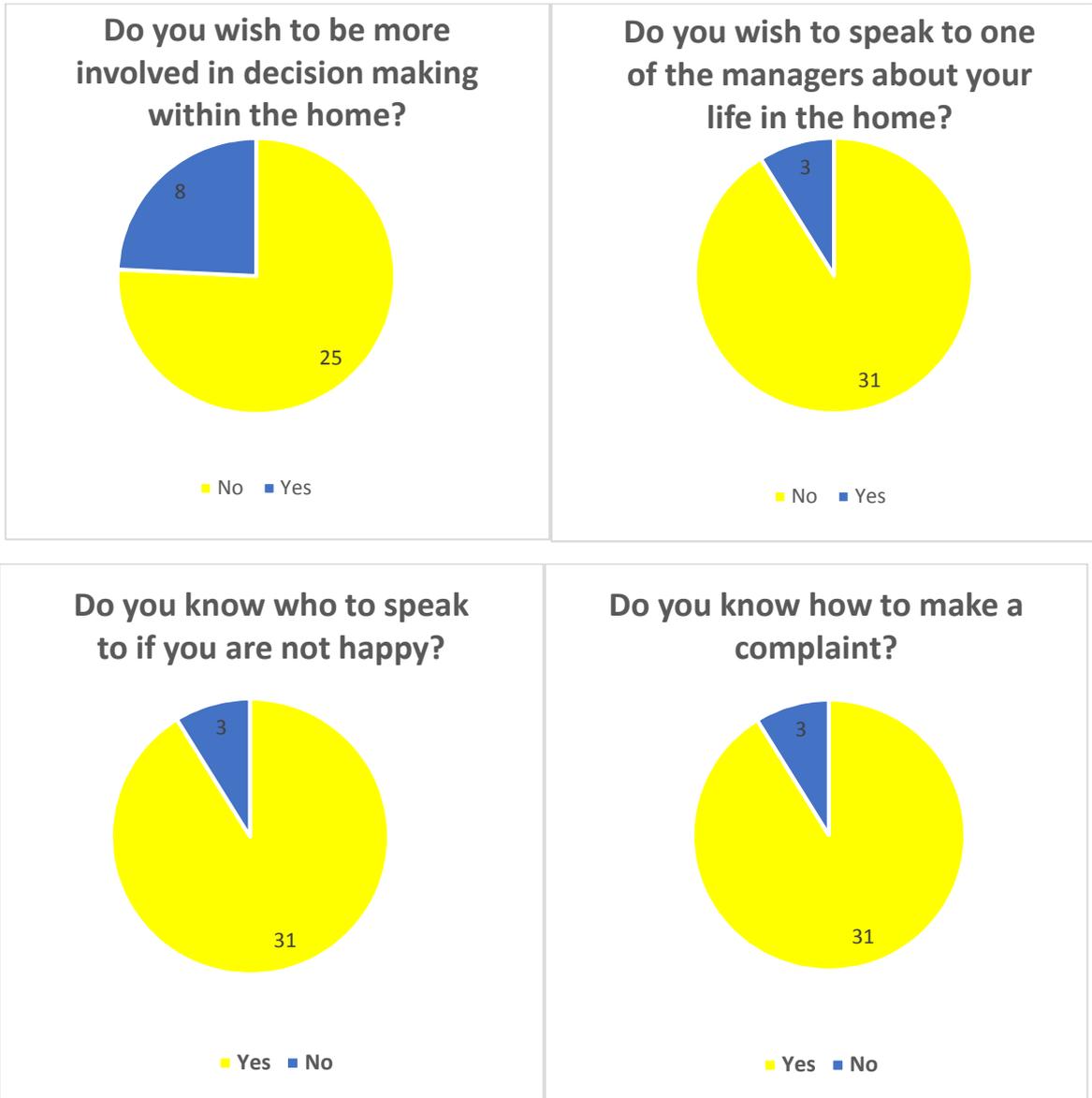


Figure 3

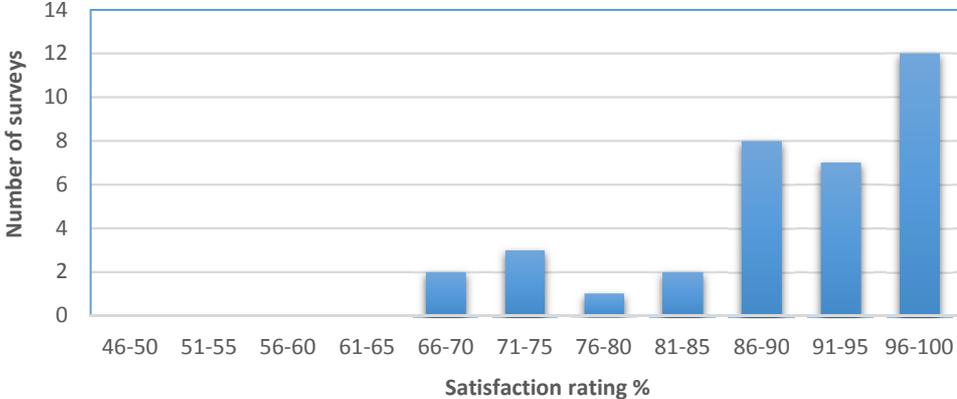


Figure 4. Number of surveys plotted against satisfaction ratings

Theme	Number of surveys
Staff and care provided	19
Safety & security	7
Social interaction / activities	5
Happy atmosphere	5
Clean environment	3
Freedom from responsibilities	3
Visitors made welcome	1
Food	1
Room decorated to meet resident's taste	1
View from room	1
Privacy	1

Table 1. Best things about living at Sunbury Nursing Homes

Theme	Number of surveys
Nothing	13
Unable to be at home / missing family	3
Noise (alarm system)	1
Stuck indoors	1
Don't know when doctor is coming	1
Need for more attention in the morning	1
Sadness of the situation	1

Table 2. Worst things about living at Sunbury Nursing Homes

Theme	Number of surveys
Nothing	7
Better mobility or health	5
More trips out	3
A cat/ dog	2
More residents to converse with	1
Reduce noise in the morning	1
More socials	1

Table 3. Change one thing about your life here at Sunbury Nursing Homes

and care provided' for which there were nineteen comments. Other recurring themes were safety and security, opportunities for social interactions / activities and the home's happy atmosphere. No themes emerged for the worst things other than not being at home for which there were three comments. The final question in the survey was *If you could change one thing about your life here, what would it be?* For which there were twenty responses. However the most frequently occurring response was 'nothing' (seven surveys) followed by 'better mobility / health', 'more trips out' and 'a cat or dog'.

As well as looking at the replies for each individual question, we calculated a satisfaction rating for each returned survey. Figure 4 on page 4 shows the range and distribution of the calculated ratings. All the ratings fell within the range 66% to 100% with almost a quarter of the surveys scoring the maximum 100%. The average score was 90%.

We have also been able to compare this 2016 survey with the previous one (November 2014). Figure 5 below compares the scores for the two surveys. As can be seen, overall both surveys present a very similar picture. We are, however, particularly pleased to see that our focus on dignity in care has been effective and in the wake of publicising the 'Dignity Do's' and our support of Dignity Action Day, this 2016 survey has a 17% increase in the score for the question *Do you feel you are treated with the dignity you deserve?*

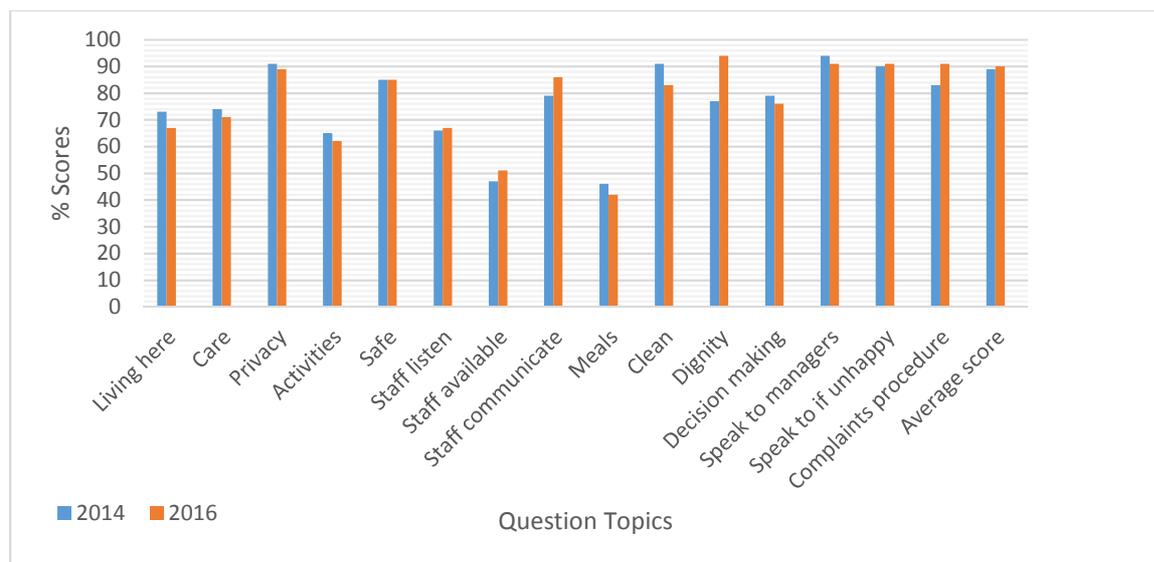


Figure 5. Comparison of scores for 2014 and 2016 surveys

Concluding remarks

We would like to thank the residents and their advocates who took time to complete the surveys. With a return of almost two thirds of the issued surveys we can be confident that they are a good representation of the views of our current set of residents. We do also appreciate the assistance our staff gave residents to enable as many as possible to complete a survey and contribute their views.

This survey has provided us with a clear picture of the aspects of our service that residents are most satisfied with as well as indicating some areas that could be improved. It has highlighted the value residents place on being provided with dignified care in a safe environment and shown their appreciation of the staff who care for them.

The areas of least satisfaction as identified in this survey are associated with the meals and having staff available when needed. Our challenge will therefore be to find ways of improving the residents' experiences in these areas. We would also like to improve the activity experience for the 15% of residents who only 'sometimes' find the home provides suitable activities. We will promoting the concept of 'activities for all' with an understanding that the term 'activities' is not limited to formal sessions but encompasses a broad range of occupations and social interactions.

The views and opinions of our residents are of the greatest importance to us and we always welcome comments and suggestions on how we can improve the services we provide. We hope that residents and their relatives will continue to support the Resident & Relative Forum and take the opportunity of sharing their ideas for improving life at Sunbury Nursing Homes. We will be working to maintain the high standards we have achieved in many areas and looking to improve the weaker aspects. We anticipate that our next annual survey will provide evidence of our success.

On behalf of the Directors of
Sunbury Nursing Homes Ltd

September 2016