



*Sunbury
Nursing Homes*

*2017
Survey of Relatives*

Summary

Introduction

Each year Sunbury Nursing Homes conducts a satisfaction survey of the relatives/representatives of the home's current residents. This booklet is a summary of the main findings of our most recent survey carried out during March 2017.

Survey forms were returned from relatives of about 46% of the residents so a good representative sample was provided. The surveys provided some very positive results with an average satisfaction rating of 92%.

The questionnaire

The questionnaire consisted of the following 10 questions:

- Q1. Do staff / management make you feel welcome at any time?
- Q2. Can you visit your relative / friend in private?
- Q3. Are you kept informed of important matters affecting your relative / friend?
- Q4. If your relative / friend is unable to make decisions, are you consulted about their care?
- Q5. In your opinion, are there always sufficient numbers of staff on duty?
- Q6. Are you aware of the home's complaints procedure?
- Q7. Have you ever had to make a complaint?
- Q7a. If yes to previous, was the complaint dealt with satisfactorily?
- Q8. Do you feel that your relative / friend is safe here?
- Q9. Do you know how to access copies of CQC inspection reports on the home?
- Q10. Are you satisfied with the overall care provided in the home?

Results

We have applied a scoring system to the surveys and used this to calculate a satisfaction rating for each returned survey. The satisfaction ratings fell within the range 61% to 100% and the average score was 92%. The chart below (Figure 1) shows the distribution of satisfaction ratings. Over half (52%) of the surveys scored 100% and only 3 surveys less than 78%.

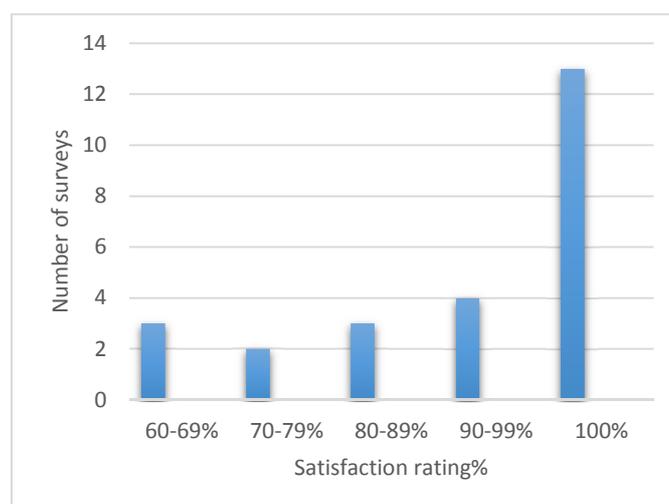


Figure 1. Satisfaction ratings



Figure 2 Survey Results

Topic	No of comments		Comment details Comments referenced against Survey Reply No.
	Positive	Negative	
Care / Staff	6	1	<p><i>'I am very happy with the care that mum receives' (268)</i></p> <p><i>'..and wonder how they [staff] cope as cheerfully as they do' (268)</i></p> <p><i>'the care is wonderful' (270)</i></p> <p><i>'with thanks for everything you do' (276)</i></p> <p><i>'sometimes attention to detail in mum's basic care are not carried out' (278)</i></p> <p><i>'..we appreciate enormously the kind way Mum is treated and cared for' (279)</i></p> <p><i>'[Q10] – definitely' (290)</i></p>
Meals	0	4	<p><i>'meals could be hotter... beef and lamb always seem tough' (272)</i></p> <p><i>'some of Mum's meals are not appetising and cooked properly ... she often does not get what she asked for even though it is ordered a few days ahead' (278)</i></p>
Staffing numbers	1	2	<p><i>'...at staff changeover times and when other residents are being brought upstairs from the Conservatory etc there can be a delay in finding a member of staff' (279)</i></p> <p><i>'There were a couple of occasions recently when there was a shortage of carers but I was sure this was due to unexplained leave eg sickness ...generally staffing excellent' (286)</i></p>
Safety	0	1	<i>'[Q8] not really doors open anyone can enter' (278)</i>
Environment	0	1	<i>'...whenever we visit Mum TV/radio in room opposite is so loud' (270)</i>
GP services		1	<i>'I keep hearing [doctor] 'Away on holiday'</i>
Communication		1	<i>'sometimes there are communication problems and understanding' (278)</i>
Missing items		1	<i>'Many items of mum's have gone missing even though they are named (towels, pens, mugs)' (278)</i>

Table 1. Additional Comments

As well as looking at the overall satisfaction ratings, we have looked at the ratings for each individual question. The results for each question are presented in the pie charts in Figure 2. In these charts, green always indicates the most satisfactory results and red the least.

100% satisfaction was achieved in response to the two questions: *Do staff / management make you feel welcome at any time?* and *Are you satisfied with the overall care provided in the home?*

The question with the poorest score was *'In your opinion, are there always sufficient numbers of staff on duty?'* as about one quarter of the respondents to the survey answered 'sometimes' or 'never' to this. Approximately one fifth of the respondents to the survey were unaware how to access CQC reports or the complaints procedure. Four people said they had had to make a complaint but all of these were satisfied with the way it was dealt with.

As well as the responses to questions, respondents were invited to add additional comments and suggestions. Nine survey forms included such additional comments; some making a number of comments on different aspects of the home. These have been analysed to look for any themes and Table 1 summarises our findings.

The greatest number of comments were related to staff and the care provided with seven of the nineteen comments being related to this. Six of the seven comments were complimentary about the standard of care in the home; one was negative. There were four comments on the meals all of which were negative and were from two surveys. Three of the comments related to the staffing numbers and these also arose from two surveys. One of the comments was very positive in that it described staffing levels as 'excellent'; the other two comments remarked that there were odd occasions when appeared to be shortage such as at staff handover or through unplanned staff absences. The remaining comments did not fall into any themes but all will receive consideration.

Comparison with Previous Surveys

We have carried out an annual relatives' survey for several years now using similar questions and rating system. Table 2 provides a comparison of the results of this 2017 survey with those of previous years. It can be seen that fewer surveys were returned this year than in the previous couple of surveys (an 11% drop since last survey). The average score has however remained consistent and it is pleasing to see that there is a five percent increase in the number of surveys scoring 100%. However there is also a counteracting increase of 8% in the percentage of surveys scoring less than 80%.

From Table 2, it can also be seen that the scores for the individual questions with the exception of three questions (5,6 and 10) are all within 4% of the previous survey score. There is a very satisfactory 9% increase in the number of respondents who are aware of the home's complaints procedure but a 9% decrease in the number

Summary	2011	2012	2014	2015	2017	1 year increase
No. of residents	82	65	53	56	55	-1
No. of surveys returned	27	28	32	32	25	-7
% surveys returned	33%	43%	60%	57%	46%	-11
Overall average rating	87%	92 %	95%	93%	92%	-1%
Scores = 100%	52%	54%	63%	47%	52%	5%
Scores > 90%	71 %	72 %	76%	63%	68%	5%
Scores > 80%	86 %	86 %	92%	88%	80%	-8%
Scores<80%	15 %	14 %	9%	12%	20%	8%
% of respondents answering Yes to following questions						
Do staff / management make you feel welcome at any time?	98 %	100 %	100%	100%	100%	0%
Can you visit your relative / friend in private?	100 %	100%	100%	98%	96%	-2%
Are you kept informed of important matters affecting your relative / friend?	98 %	89 %	93%	95%	92%	-3%
If your relative / friend is unable to make decisions, are you consulted about their care?	100 %	85 %	96%	97%	96%	-1%
In your opinion, are there always sufficient numbers of staff on duty?	89 %	74 %	90%	91%	76%	-15%
Are you aware of the home's complaints procedure?	85 %	86 %	87%	75%	84%	9%
Have you ever had to make a complaint?	30 %	19 %	12%	19%	16%	-3%
If yes to previous, was the complaint dealt with satisfactorily?	100 %	80 %	100%	100%	100%	0%
Do you feel that your relative/friend is safe here?	100 %	100 %	100%	100%	96%	-4%
Do you know how to access copies of CQC inspection reports on the home?	74 %	86 %	81%	91%	80%	-9%
Are you satisfied with the overall care provided in the home?	100 %	93 %	100%	100%	100%	0%

Table 2. Comparison of survey results over last five years

who know how to access CQC reports on the home. The only other question which has a significant drop in score is *Q5 In your opinion, are there always sufficient numbers of staff on duty?* for which there is a 15% drop in score.

Discussion

We received completed survey forms from a relative/friend of almost half the residents (46%) so we can be assured that the sample was sufficiently large to be representative.

Overall the survey has yielded some very positive results with an average satisfaction rating of 92% and over half the surveys (52%) scoring 100% satisfaction. This survey also confirms that relatives/friends are confident that our residents are well looked after and that they themselves are made welcome when they visit. The good scores achieved in the previous (2015) survey have mostly been maintained. It is also pleasing that this survey has shown a significant increase (9%) in relatives' awareness of how to access the home's complaints procedure. This was one of the targets for improvement identified in the previous survey and was addressed by designing a new style leaflet containing the complaints procedure and ensuring a stock of these is maintained in the home's entrance hall.

We note that there has been a drop in awareness of how relatives may access copies of the CQC reports on the home (despite copies being kept available in the entrance hall) and will be looking at ways of addressing this. We are also conscious of the drop in satisfaction with staffing levels indicated in this survey and have already started work on reviewing the situation. As a starting point we have looked at the survey comments relating to staffing numbers (see Table 1) of which there are three one of which is very positive as states 'generally excellent'. Of the others, one indicates a problem when residents return from daily activities in the Conservatory and the other refers to odd times when there are unplanned staff absences. We have taken action to deal with the situation when residents are returning to their rooms after activities. Staff breaks have been adjusted so more staff are available at this time and staff are allocated to the Conservatory for 40 minutes after the activity session has ended so there is no rush for residents to leave the Conservatory and get settled back in their rooms. We have also thought it important to check whether there had been a significant number of unplanned staff absences leading to staff shortages. Reassuringly an initial analysis of staff numbers for the first three months of 2017 has shown consistency in both the hours scheduled and the hours worked in this period. On only 3/13 weeks did the number of care hours worked drop below the set standard number of hours; on one occasion the drop was 4% on the other two occasions 1%. This indicates that unplanned staff absence is not currently a significant issue.

We will take into consideration all the additional comments made on the survey forms and wherever possible will address the issues identified. As there were a range of issues regarding food, we plan to review mealtime arrangements, food options and resident satisfaction with the meals provided.

Conclusions

Taking into account these survey results, our aims will be to continue to maintain the high standards of care and welcoming atmosphere acknowledged by the relatives who completed the surveys.

We will continue to monitor and review staffing levels and the way staff are deployed and their work organised in various areas of the home. It may be feasible to make further small adjustments to breaks and timings so that handover times run more smoothly.

We will discuss all the individual comments made on the survey forms at senior staff meetings with a view to improving practice and raising customer satisfaction. We will also look at ways of ensuring that more relatives are aware of how they can access copies of CQC reports.

In line with the CQC *Guidance for Providers on Meeting the Regulations*, we will continue to promote a culture in which the views of residents and their relatives / representatives are a driving force for change in the home.

Finally, thank you to everyone who took part in this survey. As ever your assistance is greatly appreciated.

On behalf of the directors of

Sunbury Nursing Homes Ltd.

1st June 2017

