

***Sunbury***

***Nursing Homes***

***2014***

***Residents Survey***

***Summary***

**Report**

**Resident’s Survey 2014**

**Introduction**

Each year Sunbury Nursing Homes carries out a satisfaction survey with the residents of the home. This report is a brief summary of the main findings of the November 2014 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 provided by Sunbury Nursing Homes. The survey has also usefully identified some weaker areas on which we can focus improvements in the following year.

**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 or yellow showing good levels of resident satisfaction. If we consider the best results to be those with the largest green slices these are for the following questions:

*Is the home fresh and clean?* and *Is your privacy respected?*

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 that the worst results are the questions with the largest combined blue and red slices these are: *Do you think the home provides suitable activities you can be involved in?* followed by *Do you like the meals?* and *Do you feel that you are treated with the dignity you deserve?*

At the end of the survey we asked residents to tell us what were the best and 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. The most frequently given response to the question *What are the best things about your life here?* was *the* *staff and care provided* followed by *safety* and *companionship*. In answer to the question *What are the worst things about living here?* the most frequent response was about *not being at home* and *loss of independence* while for the question *If you could change one thing about your life here, what would it be?* it was *nothing* followed by *better mobility* and *more food choices.*

**Figure 1**

**Figure 2**

**Figure 3**

|  |  |
| --- | --- |
| **Theme** | **Number of surveys** |
| Staff and care provided | 15 |
| Safety and security | 6 |
| Company | 5 |
| Feeling happy / content / comfortable | 4 |
| Pleasant / clean environment | 2 |
| Food | 2 |
| Activities | 1 |
| Garden | 1 |
| Privacy | 1 |

***Table 1. Best things about living at Sunbury Nursing Homes***

|  |  |
| --- | --- |
| **Theme** | **Number of surveys** |
| Not being at home | 3 |
| Loss of independence | 2 |
| Prefer more one to one time | 1 |
| The food | 1 |
| Effectiveness of air conditioning in Conservatory | 1 |
| The inevitability | 1 |

***Table 2. Worst things about living at Sunbury Nursing Homes***

|  |  |
| --- | --- |
| **Theme** | **Number of surveys** |
| Nothing | 3 |
| Better mobility | 2 |
| More food choices | 2 |
| Be fit enough to go home | 1 |
| Dislike the hoist | 1 |
| Noisy call bell system | 1 |
| More freedom | 1 |

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

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 48% to 100% with almost a quarter of the surveys scoring the maximum 100%.

We have also been able to compare this 2014 survey with our last survey (April 2013). This has shown a significant increase in resident satisfaction. The average satisfaction rating has risen 8% to 89%, the percentage of surveys scoring the maximum 100% has increased by 4% and the satisfaction rating has increased for each question. We have also found that most of the areas targeted for improvement after the previous survey were those showing the most improvement in ratings in this latest survey. In particular the score for activities increased by 39% and satisfaction with living here by 29% in the maximum satisfaction ratings and the score for meals decreased by 18% in the dissatisfaction ratings. Resident awareness of how to make a complaint has also increased by 9%.

**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. It has also been pleasing to see that the areas targeted for improvement in the previous survey have shown a significant improvement in satisfaction ratings in this latest survey.

The areas of least satisfaction as identified in this survey are all associated with lifestyle - food, activities and living in the home. Our challenge, therefore, for the coming year will be to work on improving the overall lifestyle experience for residents. This will involve focussing on each resident’s individual preferences and looking at ways of meeting them more fully.

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 become involved in 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

April 2015