

***Sunbury***

***Nursing Homes***

***2015***

***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 August 2015.

Survey forms were returned from relatives of about 57% of the residents so a good representative sample was provided. The surveys provided some very positive results with an average satisfaction rating of 93%.

***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 67% to 100% and the average score was 93%. The chart below (Figure 1) shows the distribution of satisfaction ratings. Almost half (47%) of the surveys scored 100% and only 1 survey less than 78%.

***Figure 1. Satisfaction ratings***

***Figure 2 Survey Results***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 three questions: *Do staff / management make you feel welcome at any time?; Do you feel that your relative / friend is safe here?;* and *Are you satisfied with the overall care provided in the home?*

The question with the poorest score was *‘Are you aware of the home’s complaints procedure?’ as a*bout one quarter of the respondents to the survey answered ‘no’ to this. Six respondents 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. Six survey forms included such additional comments and these are listed in Table 1 below. The majority of comments (four) were concerned with staffing levels, one noted that they had made a complaint on one occasion and the final comment was praising of the level of care.

|  |  |
| --- | --- |
| **Survey reply no** | **Comments** |
| 238 | Occasionally in mid-afternoon (I suspect when residents are being bought back from the conservatory or at shift change times) it is hard to locate a member of staff on the corridor. At weekends staff seem a bit sparse at times-but these are just my impressions rather than assessment of staffing levels. |
| 239 | I am very pleased with the level of care. |
| 247 | On one occasion a complaint was made |
| 249 | Sometimes difficult to find somebody in authority. Carers fine. |
| 259 | Odd occasion seems short staffed |
| 262 | Not enough staff at night |

***Table 1. Additional Comments***

**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 2015 survey with those of previous years. In comparison with the 2014 survey there is a slight drop (2%) in the average satisfaction rating. However comparison of the question scores shows very little difference between this survey and the previous. Excluding the questions regarding complaints, the complaints procedure and access to CQC reports, the question scores for this latest survey are all within 2% of the

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| --- | --- | --- | --- | --- | --- | --- |
| Summary | 2010 | 2011 | 2012 | 2014 | 2015 | 1 year increase |
| No. of residents | 70 | 82 | 65 | 53 | 56 | 3 |
| No. of surveys returned | 30 | 27 | 28 | 32 | 32 | 0 |
| % surveys returned | 43% | 33% | 43% | 60% | 57% | -3% |
| Overall average rating | 93% | 87% | 92 % | 95% | 93% | -2% |
| Scores = 100% | 47 % | 52% | 54% | 63% | 47% | -16% |
| Scores > 90% | 70 % | 71 % | 72 % | 76% | 63% | -13% |
| Scores > 80% | 83 % | 86 % | 86 % | 92% | 88% | -4% |
| Scores<80% | 17 % | 15 % | 14 % | 9% | 12% | -3% |
| % of respondents answering *Yes* to following questions | | | | | | |
| Do staff / management make you feel welcome at any time? | 100 % | 98 % | 100 % | 100% | 100% | 0% |
| Can you visit your relative / friend in private? | 99 % | 100 % | 100% | 100% | 98% | -2% |
| Are you kept informed of important matters affecting your relative / friend? | 97 % | 98 % | 89 % | 93% | 95% | 2% |
| If your relative / friend is unable to make decisions, are you consulted about their care? | 83 % | 100 % | 85 % | 96% | 97% | 1% |
| In your opinion, are there always sufficient numbers of staff on duty? | 80 % | 89 % | 74 % | 90% | 91% | 1% |
| Are you aware of the home's complaints procedure? | 86 % | 85 % | 86 % | 87% | 75% | -12% |
| Have you ever had to make a complaint? | 27 % | 30 % | 19 % | 12% | 19% | 7% |
| If yes to previous, was the complaint dealt with satisfactorily? | 100 % | 100 % | 80 % | 100% | 100% | 0% |
| Do you feel that your relative/friend is safe here? | 100 % | 100 % | 100 % | 100% | 100% | 0% |
| Do you know how to access copies of CQC inspection reports on the home? | 76 % | 74 % | 86 % | 81% | 91% | 10% |
| Are you satisfied with the overall care provided in the home? | 100 % | 100 % | 93 % | 100% | 100% | 0% |

***Table 2. Comparison of survey results over last five years***

previous survey and for only one of these questions had the score dropped rather than fractionally increased or stayed the same. It is also interesting to note that relative’s awareness of how to access CQC reports has risen 10% with 91% of the surveys answering ‘yes’ to Question 9 *(‘Do you know how to access copies of CQC inspection reports on the home?’*). Conversely there has been a 12% drop in the number of relatives (surveys) who are aware of the home’s complaints procedures.

**Discussion**

We received completed survey forms from a relative/friend of over half the residents (57%) 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 93% and almost half the surveys (47%) scoring 100% satisfaction. This survey also confirms that relatives/friends are confident that our residents are safe and well looked after and that they themselves are made welcome when they visit. The good scores achieved in the 2014 survey have been maintained for all questions other than that relating to the complaints procedure. It is also pleasing that this survey has shown a significant increase (10%) in relatives’ awareness of how to access CQC reports as this was one of the targets for improvement identified in the 2014 survey.

Awareness of the home’s complaints procedure had remained consistent over the last four or five surveys so it is surprising to find that this had dropped by 12% in this survey. Clearly improving this will be now be one of our targets. We believe the drop in awareness is associated with residents being admitted to our Stepdown Beds from Ashford or St Peter’s Hospital for which there are differences in the admission process and information flows from other types of admission. We will now be reviewing the information provided to relatives of residents admitted to the stepdown beds to make sure they are provided with a copy of the Home’s Complaints procedure.

Few of the surveys included any additional comments but most of those that did (four out of six) were related to staffing levels. The common theme was occasionally (odd times, mid-afternoons, weekends, nights) there did not appear to be enough staff or it was difficult to find someone in authority. With regards to ‘someone in authority’, throughout the twenty-four hour day there are normally a minimum of two registered nurses on duty while during the normal working day there is at least one additional person taking responsibility for the day to day management of the home. Clearly there is always someone in authority present so the issue to be addressed is providing appropriate guidance on how to access the appropriate person. With regards to staffing levels, checks on the staffing rotas confirm that there is no difference in staffing numbers between weekdays and weekends and we do also believe that we are properly staffed at night with a minimum of two registered nurses and five care assistants (many of whom hold a level 2 NVQ or Diploma in Health & Social Care) throughout the night. As there does not seem to be a problem with the actual numbers of staff on duty it may be beneficial to review how staff are deployed and their work is organised in the various areas of the home.

**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 surveyed. We will bear in mind the comments that occasionally staff do not appear to be accessible to relatives and take steps to remedy this. We will also continue our endeavours to ensure that relatives are aware of the home’s complaints procedure.

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.

18th September 2015