



*Sunbury
Nursing Homes

2018
Residents Survey

Summary*

Report

Resident's Survey 2018

Introduction

Each year Sunbury Nursing Homes carries out a satisfaction survey with the residents of Sunbury Nursing Homes. This report is a summary of the main findings of the July 2018 survey.

We received a good response to the survey with 44% of the residents completing and returning the forms. Overall the survey shows a high level of resident satisfaction with the care and services provided by Sunbury Nursing Homes. The survey has also provided a useful means of highlighting areas to 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 questions giving each of the response options. Figures 1 and 2 illustrate the results for the questions with four response options. In these charts, the questions with the best results are those with the largest green (always satisfied) and yellow (usually satisfied) sections; the worst results are those with the largest blue (sometimes satisfied) and red (never satisfied) slices. Figure 3 shows the results for questions which just had a simple *yes* or *no* response option. In these charts we have used yellow and blue with yellow indicating the response corresponding to greater client satisfaction. Table 1 shows the results of the open ended questions by listing all the resident responses given.

Looking first at figures 1 and 2, we can see that all the charts are predominantly green and yellow showing a good level of client satisfaction. The question with the largest green slice and so the best result (in terms of excellence) was *Is your privacy respected?*. There are also very good results on this basis for the questions *Is the home fresh and clean?* and *Do you think the home provides suitable activities that you can take part in?*

The red (never satisfied) and blue (sometimes satisfied) slices on the charts are generally very small indicating low levels of client dissatisfaction. If we consider the worst result is the question with the largest combined blue and red slices, this is *Do you like the meals?* followed by *Do you think the home provides suitable activities that you can take part in?* then the questions *Are the staff available when you need them?* and *Do the staff listen and act on what you say?*

From the charts in Figure 3, we can see that residents generally are aware both of the complaints procedure and who to speak to if they are not happy. Just over a quarter of the residents completing the survey would like to speak to one of the managers about their life in the home and just under half would like to be more involved in decision making in the home.

Table 2 converts the results for each question into a satisfaction rating. The scores are all in the range 68% to 91%. The best satisfaction rating being for the questions *Is your privacy respected?* and *Is the home fresh and clean?* The lowest scoring question is *Do you like the meals?* (68%) followed by the two questions *Are the staff available when you need them?* and *Do the staff listen and act on what you say?* both of which scored 73%.

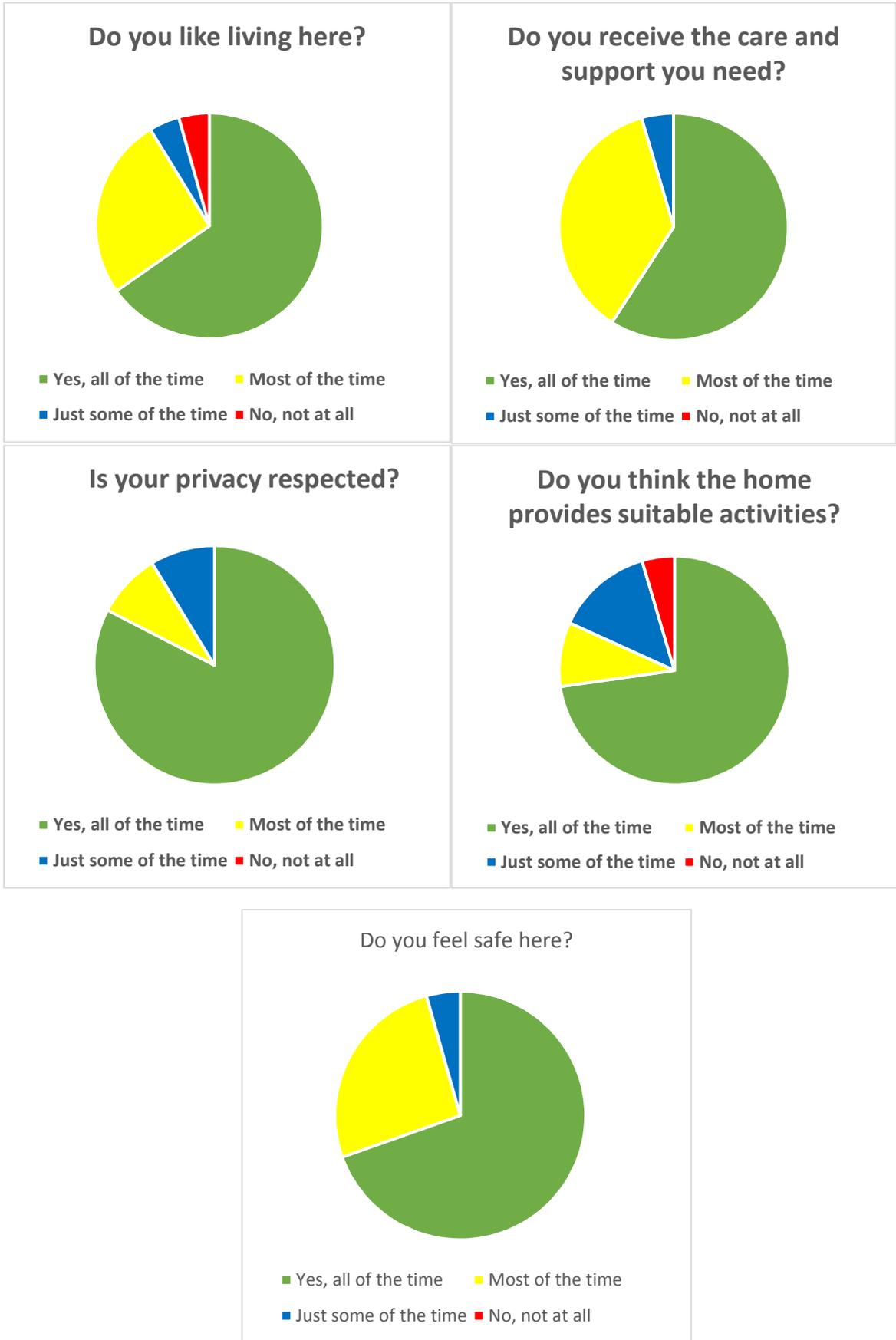


Figure 1

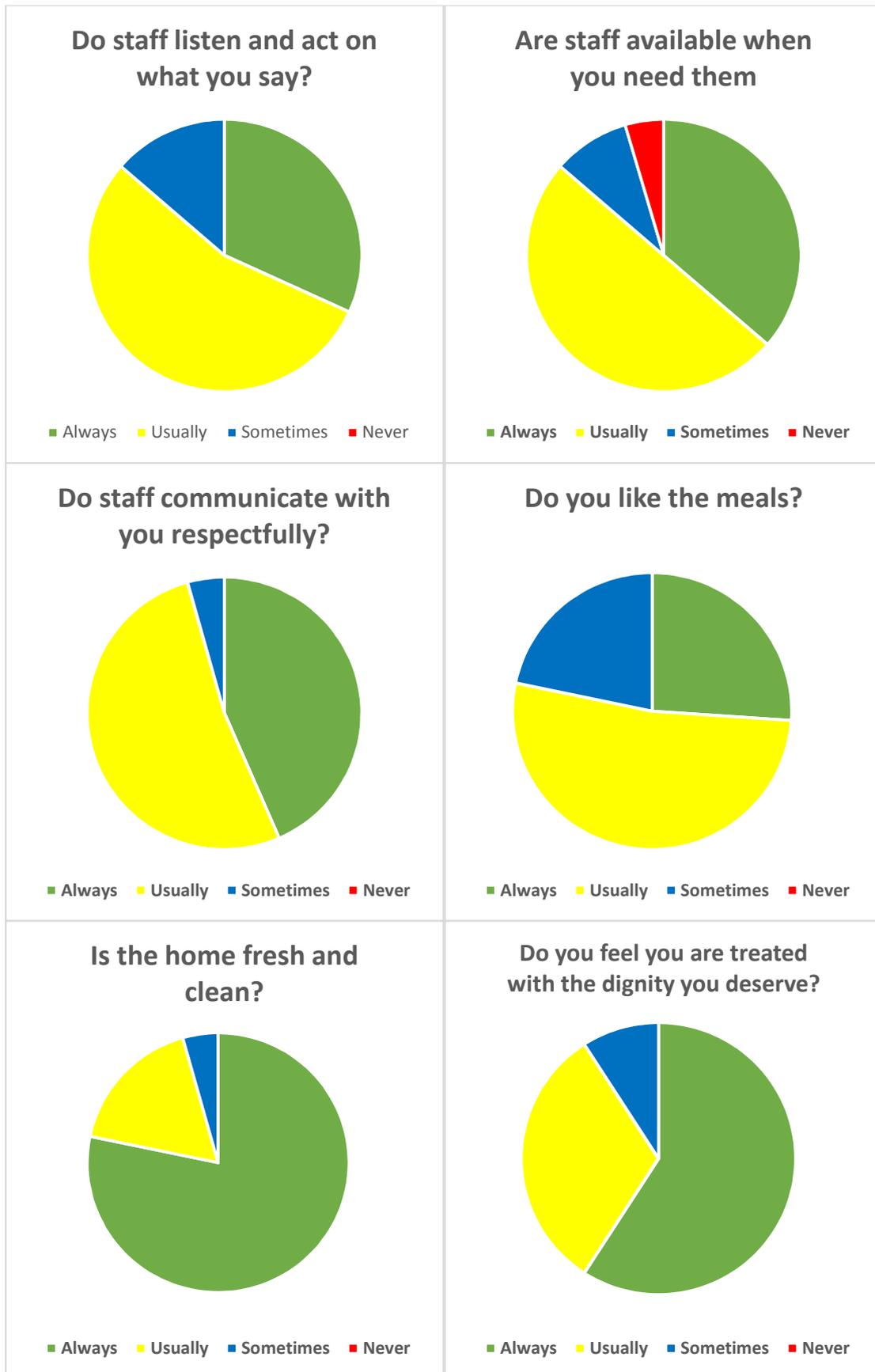


Figure 2

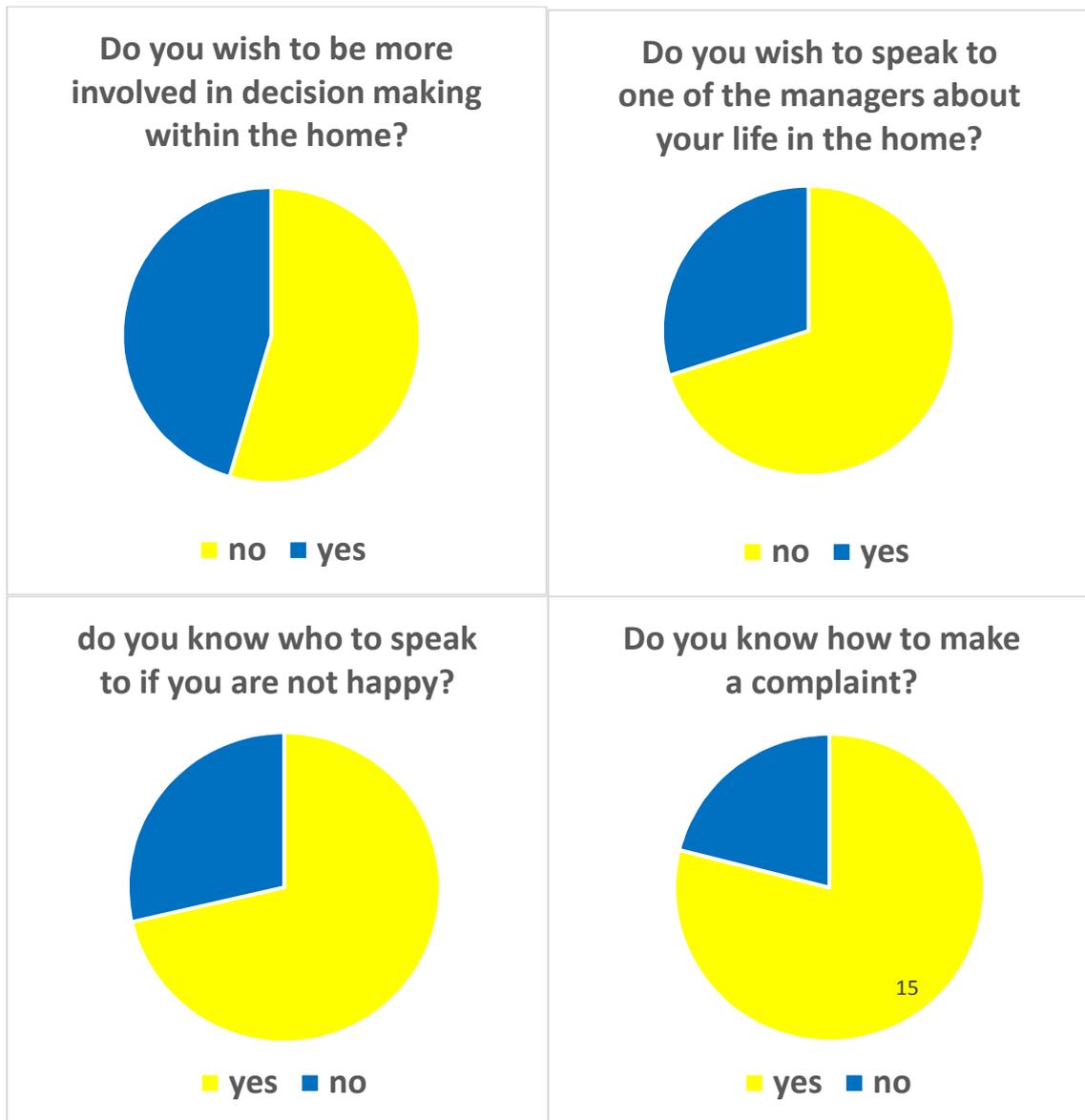


Figure 3

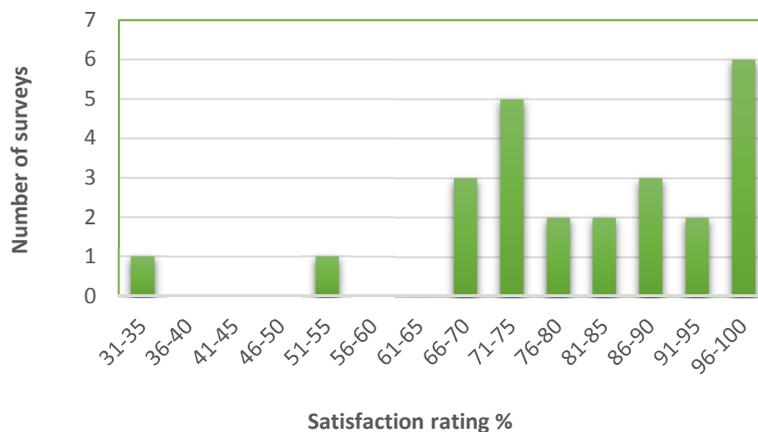


Figure 4. Number of surveys plotted against satisfaction ratings

Question	Comments
<p>What do you think are the best things about living here?</p>	<p><i>'All the help I get and I feel safe here'</i> <i>'General care is very good'</i> <i>'I do like living here. You don't have to do shopping'</i> <i>'The kind smiling faces, the friendly chats, the family atmosphere'</i> <i>'Togetherness'</i> <i>'Safety, security, company'</i> <i>'I am alright, happy and feel good'</i> <i>'Because I am being taken care of'</i> <i>'The gardens are very pretty'</i> <i>'Happy, cheerful staff'</i> <i>'Feel secure here, was living on my own and worried about falling and needing help – especially at night'</i> <i>'Just living here is the best thing'</i> <i>'Having company'</i> <i>'I have freedom to choose what I do'</i> <i>'Care and welcome given to visitors'</i> <i>'Security, friendly staff, beautiful surroundings, friendly and kind people'</i></p>
<p>What do you think are the worst things about living here?</p>	<p><i>'Nothing' (2)</i> <i>'No complaints'</i> <i>'I like living here, all the people are happy'</i> <i>'Not being able to go out shopping on my own'</i> <i>'Contented living here'</i> <i>'There is no worst thing'</i> <i>'Away from the family and friends'</i> <i>'Not having a dog'</i> <i>'Not being able to do things myself'</i></p>
<p>If you could change one thing about your life here what would it be?</p>	<p><i>'Nothing. I am happy here'</i> <i>'Like a lot of company'</i> <i>'It is very happy, all are kept well and clean'</i> <i>'Nothing' (3)</i> <i>'I am alright living here I don't need to change'</i> <i>'Sometimes a bit more freedom'</i> <i>'Would like to be more active and independent'</i> <i>'I don't know. I don't want to change anything, everything is fine here'</i> <i>'To be able to do certain things myself'</i> <i>'I'd like some physical activity'</i></p>
<p>General comments</p>	<p><i>'Would like to go to church C of E'</i> <i>'I am very happy with this home'</i> <i>'A word of praise for all the lovely people that work here with such loving care and dedication'</i> <i>'Everything good'</i> <i>'All is well, I am content with my life'</i></p>

Table 1. Responses to open ended questions

Question	Satisfaction Rating
Is your privacy respected?	91%
Is the home fresh and clean?	91%
Do you feel safe here?	88%
Do you receive the care and support that you need?	85%
Do you like living here?	84%
Do you feel you are treated with the dignity that you deserve?	83%
Do you think the home provides suitable activities that you can take part in?	83%
Do the staff communicate with you respectfully?	80%
Do the staff listen and act on what you say?	73%
Are the staff available when you need them?	73%
Do you like the meals?	68%

Table 2. Satisfaction ratings

As well as looking at the replies for each individual question, we have calculated a satisfaction rating for each returned survey. Figure 4 shows the range and distribution of the calculated ratings. The ratings fell within the range 34% to 100% with about one sixth of the surveys scoring the maximum 100%. The average score was 81%

At the end of the survey we asked residents to tell us what they considered 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 also left a space for any additional comments. We have listed these answers in Table 1. There were considerably more comments on the best things, 16 comments, than the worst things for which there were 4 (excluding those stating *nothing/ no complaints / content*). The main themes for the best things were care, security, staff and company. With so few comments about the worst things, no clear themes can be established other than the link of residents missing their previous lives when they were at home and independent. The question, *If you could change one thing about your life here what would it be?* elicited a similar set of responses to the question on the worst things. Of the twelve responses, eight stated they were happy or would change nothing while the remaining four were about being more active or independent.

Concluding remarks

We would like to thank the residents who took time to complete the surveys. With completed surveys from nearly half the residents 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.

The 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. Analysis of the satisfaction scores indicates that residents consider they are being looked after in a clean, safe environment where their privacy is respected. When we review the open ended questions the main theme identified was the residents' contentment with their life at Sunbury Nursing Homes. Their comments show they value the happy atmosphere and friendly staff as well as feeling safe and well cared for.

When we look for aspects that could be improved, the satisfaction scores indicate we should be looking at two aspects of care namely the meals and staff responding to residents needs and wishes. However neither the survey comments nor the open ended questions give any indication of specific shortfalls in these areas which could be targeted in an improvement plan. We will none the less be looking at ways of improving resident satisfaction in these areas. We will be reviewing mealtime arrangements with the goal of achieving the situation that all residents at least *usually* like their meals and most *always* do. An improved staff response both to being available when needed and listening and acting on what residents say will be best addressed by the training and supervision program. Staff will be encouraged to consider the importance of these issues to residents who have had to accept limitations associated with their health conditions and loss of their previous independent lives.

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 the residents and their relatives will continue to support the Resident and 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 the next annual survey will provide evidence of our success.

On behalf of the Directors of
Sunbury Nursing Homes

September 2018