



*Sunbury
Nursing Homes*

*2018
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 June 2018.

Survey forms were returned from relatives of 56% of the residents so a good representative sample was provided. The surveys provided some very positive results with an average satisfaction rating of 89%.

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 89%. The chart below (Figure 1) shows the distribution of satisfaction ratings. From this it can be seen that the mode is 100%. Half the surveys scored over 90% and only 4 surveys less than 78%.

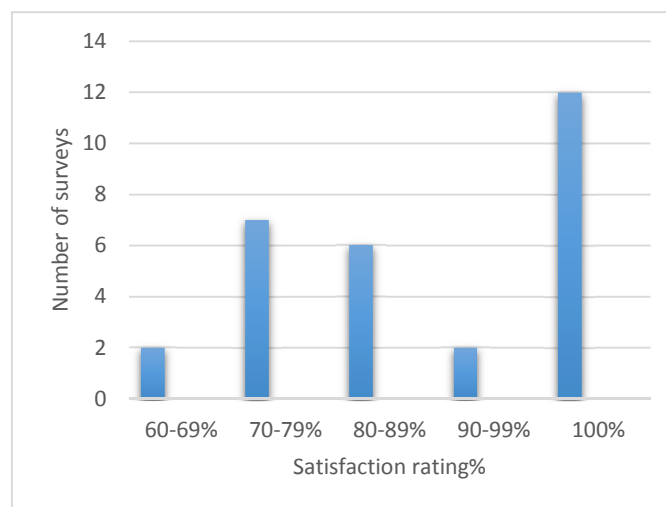


Figure 1. Satisfaction ratings



Figure 2 Survey Results

Topic	Comment details Comments referenced against Survey Reply No.
Q1 Do staff / management make you feel welcome at any time?	<i>Definitely (302)</i> <i>Very (317)</i>
Q2 Can you visit your relative / friend in private?	<i>Difficult as she can't walk (299)</i>
Q3 Are you kept informed of important matters affecting your relative / friend?	<i>On asking (321)</i>
Q4 If your relative / friend is unable to make decisions, are you consulted about their care?	<i>Regularly consulted when condition changes (309)</i> <i>Not applicable at present (313)</i>
Q5 In your opinion, are there always sufficient numbers of staff on duty?	<i>Staff appear to be moved around several times a day on some occasions (294)</i>
Q6 Are you aware of the home's complaints procedure?	<i>We would find out were it necessary to make one (309)</i>
Q7 Have you ever had to make a complaint?	No comments
Q8 Do you feel that your relative / friend is safe here?	No comments
Q9 Do you know how to access copies of CQC inspection reports on the home?	No comments
Q10 Are you satisfied with the overall care provided in the home?	<i>Definitely (302)</i> <i>Definitely 'yes' with [named carer] in particular (310)</i>
General - care	<i>I am extremely happy with [name's] care (294)</i> <i>Once again, I would like to thank you for all you do for [name] - it is greatly appreciated (317)</i>
General - food	<i>Food is not as good as it used to be I notice when visiting. Portions vary in size. Sometimes what is served is different from what is ordered (313)</i>
General - laundry	<i>Clothes return after laundry – Mum often has clothes not for her...also some of Mum's clothes goes missing for a while but eventually after a longish gap returns (313)</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 three questions: *Do staff / management make you feel welcome at any time?*; *Do you feel you relative / friend is safe here?* 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?'* for which about one fifth of the respondents to the survey answered 'sometimes' or 'never'. From the pie charts it can also be seen that about an eighth of the respondents would like to be kept more informed or be consulted more about their relative. Just over three quarters of the relatives said they were aware of the complaints procedure but more (about 82%) were aware of how to access the CQC reports on the home. Four people said they had had to make a complaint and 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. Eight survey forms included such additional comments; some making a number of comments on different aspects of the home. These comments are shown in Table 1. As can be seen from this, no themes have emerged from analysis of the comments other than that four are connected with compliments regarding the care provided. However all comments are being reviewed by the management team and addressed where possible to further improve the service provided by the home.

Comparison with Previous Surveys

We have carried out an annual relatives' survey for several years now using similar questions and rating system. Figure 3 provides a comparison of the results of this 2018 survey with those of previous years. As can be seen, the results of this survey are consistent with those of previous surveys with no significant changes. Over the last few surveys there has been a slight gradual decrease in the overall satisfaction score which is reflected in the results for the two questions *Q2 Can you visit your relative / friend in private?* and *Q3 Are you kept informed of important matters affecting your relative / friend?*. The question *Q4 If your relative / friend is unable to make decisions, are you consulted about their care?* is the only question that has a noticeable (but still small) drop in score from previous years.

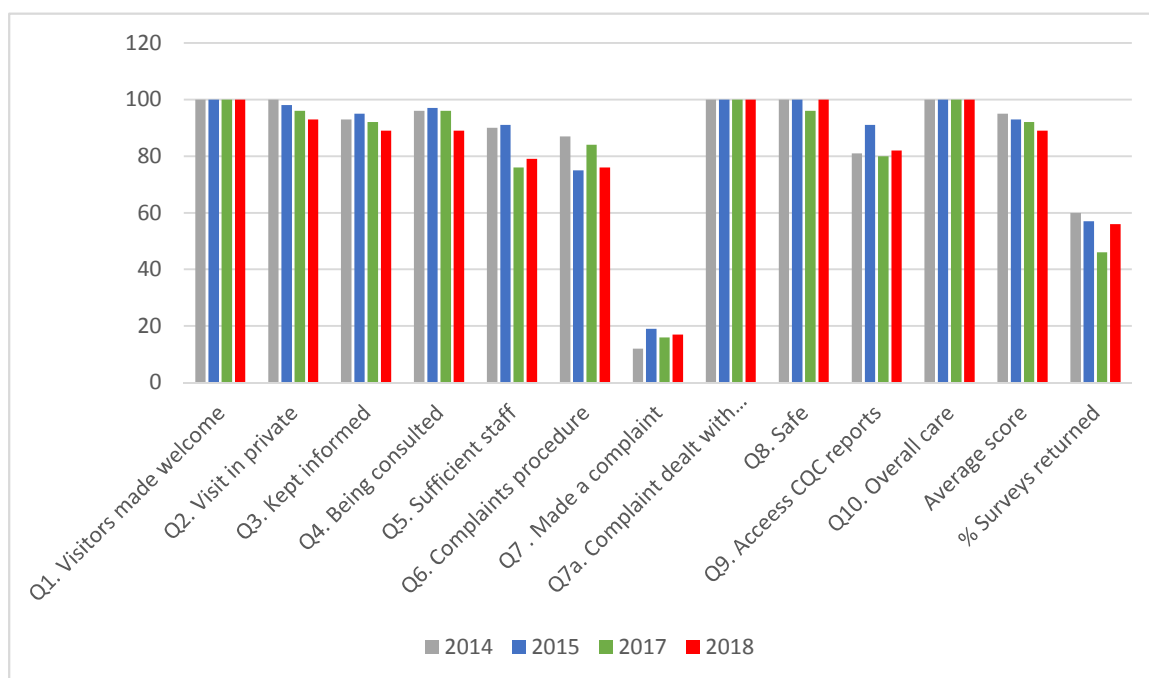


Figure 3. Comparison of survey results with previous years

Discussion

We received completed survey forms from a relative/friend of over half the residents (56%) 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 89% and 41% of the surveys scoring the maximum 100% rating. This survey also confirms that relatives/friends are confident that our residents are well looked after in a safe environment and that they themselves are made welcome when they visit.

We note the slight decrease in satisfaction with the level of consultation and sharing of information regarding the residents. Possibly some of this stems from greater awareness among staff of the issues relating to confidentiality and the impact of the General Data Protection Regulations that have recently come into effect. We will, however, be looking at ensuring that good systems of appropriate information sharing and consultation continue to flourish within the bounds of the regulations.

With regards to the question *'In your opinion, are there always sufficient numbers of staff on duty?'* we must confirm it is of great importance to the home to ensure there are always sufficient staff on duty. Relatives may be reassured from a recent review we have undertaken which has shown that in comparison to at least three industry standard staffing models, staffing levels (actual as well as scheduled) at Sunbury Nursing Homes consistently exceed the recommended minimum by at least four

care staff daily. We will continue to closely monitor both staffing levels and resident dependency to ensure staff are deployed appropriately to the various areas of the home to meet the residents' assessed needs.

Comparison of survey results over the last few years shows fluctuations in relatives' awareness of how to access CQC reports and the home's complaints procedure. We will look at ways of increasing this awareness and will continue to provide easy access to both by ensuring up to date copies remain available in the main entrance hall.

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 be continuing to review our information flows in line with the General Data Protection Regulations and will bear in mind the importance to relatives of being consulted and kept up to date. All the individual comments made on the survey forms will be reviewed at senior staff meetings with a view to improving practice and raising customer satisfaction.

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.

17th October 2018

