



# Grange Lea Care Home

*Relatives and Visitors Quality Assurance Report*

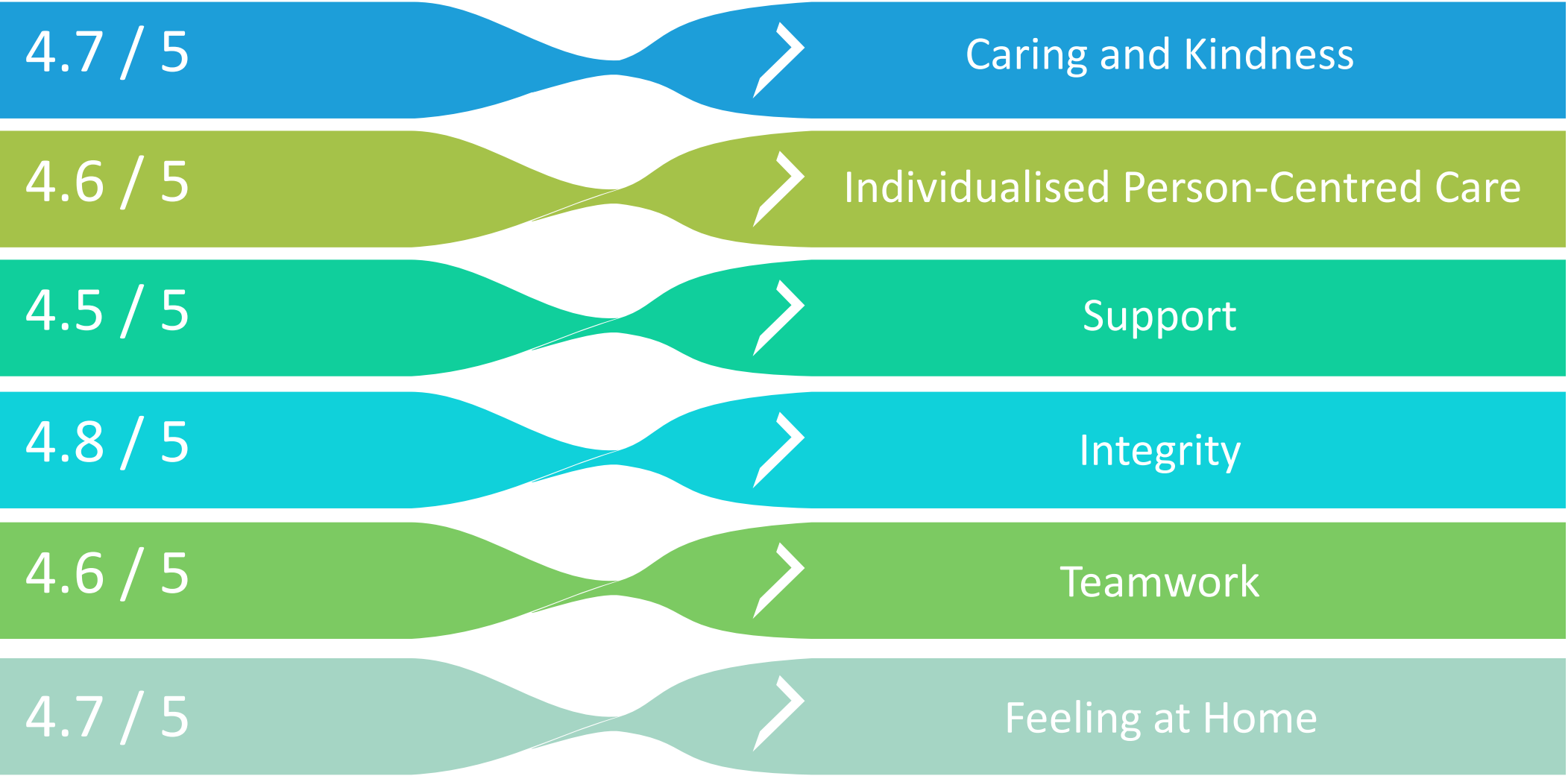
*September 7<sup>th</sup> 2023*

# Executive Summary



- An electronic quality assurance questionnaire (QAQ) was created using Google Forms and a link to this was sent out to all relatives of current Grange Lea residents. In total, 20 responses were received. This was an increase from 11 responses in 2022.
- The purpose of the relatives QAQ is to gain a valuable external perspective of how the home is performing and what relatives believe is good and what we should continue to do. It is also vital in identifying areas which could be enhanced in order to improve our residents' quality of life.
- The QAQ was designed to cover a broad spectrum of topics and has been structured in line with our vision and values. Specifically all questions relate to our values of **Caring and Kindness**, **Individualised Person-Centred Care**, **Support**, **Integrity** and **Teamwork** which we see as fundamental building blocks in achieving our vision, which is 'to provide outstanding, personalised care in a loving environment which truly feels like home, for all our residents.'
- A detailed breakdown of the values and associated questions is provided in the main body of this report.
- Overall, the QAQs indicated that the relatives are very satisfied with the standard of care provided at Grange Lea.

# Executive Summary





# Detailed Findings

- We used the same set of questions as we did in 2022; this allows for a direct comparison between the two years.
- The QAQ was split in to 6 value-based categories with a number of relevant questions in each category. Responses were graded from 1-5 with 1 being strongly disagree and 5 being strongly agree. An example is shown on the right.
- The total score was then added together for each question in that category and divided by the total number of respondents in order to give an average score for that category.
- Overall reported satisfaction levels increased in all but one of the categories compared to the 2022 scores. The one area where there was no improvement compared to the prior year (Teamwork) remained the same. Specific improvements were as follows:
  - Caring and Kindness – up 0.3 to 4.7/5;
  - Person-Centred Care – up 0.4 to 4.6/5;
  - Support – up 0.1 to 4.5/5;
  - Integrity – up 0.1 to 4.8/5;
  - Teamwork – remains the same at 4.6/5;
  - Feeling at Home – up 0.3 to 4.7/5
- In the next slides, a full breakdown of each category will be given. This will include individual question scores and any comments received in relation to that particular category.

My relative is treated kindly

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

# Caring and Kindness



## Overall rating – 4.7/5

All respondents agreed that their relative is treated kindly, is listened to and is treated with patience. The majority of respondents agreed that their relative doesn't feel lonely at Grange Lea.

Comments included:

***'The staff are exceptional. Doreen manages the home extremely well. It has a welcoming atmosphere, it's homely and clean.'***

***'The same staff members for years which gives stability and confidence to her family and herself.'***

***'The homely, friendliness and caring atmosphere. And patience.'***

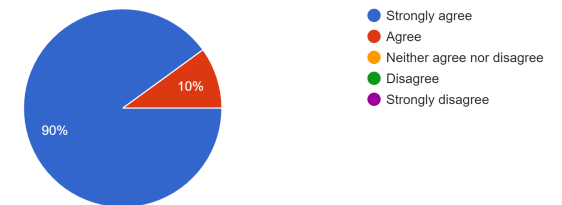
***'All the staff are kind and caring towards residents and relatives.'***

It is clear from these responses that the staff are doing an excellent job of ensuring Grange Lea is a kind and caring environment. This is the basis of our vision for how we want life at Grange Lea to be. These excellent ratings, kind comments and general agreement demonstrate that we are achieving this strategic aim.

## Specific questions - % of respondents who agree is the case:

- My relative is treated kindly – 100%
- My relative is listened to – 95%
- My relative is treated with patience – 100%

My relative is treated kindly  
20 responses



# Individualised Person-Centred Care



## Overall rating – 4.6/5

15 out of 20 respondents agreed that they believe their relative is looked after in manner of their choosing and that they are personally involved in the decisions about the care and support of their relative. 90% of respondents agreed that their relative has their room the way they like it. This is important as we do our best to ensure each room is presented in a way that makes the resident happy and as close to being 'at home' as possible. This is a reflection of the standard of personalised care that is provided at Grange Lea and is testament to the kindness of the carers and their approach to caring for residents.

Comments included:

***'The home has welcoming, supportive staff who have taken the time to get to know and understand my relatives' needs.'***

***'All the staff are kind and caring towards residents and relatives.'***

A high proportion of respondents stated they neither agree nor disagree with the questions. Only 3 out of a total of 80 responses disagreed with any of the above questions which clearly indicates that overwhelming majority of relatives are satisfied with the Individualised person-centred care at Grange Lea.

However, we recognise that there is an opportunity to improve in this regard given the high proportion of indifferent responses. Please refer to the end of this presentation for details of the actions we propose to take.

## Specific questions - % of respondents who agree is the case:

- My relative has their room the way they like it – 90%
- My relative talks with staff about their personal experiences– 55% (*some residents would like to keep it as private*)
- My relative spends time doing things they enjoy doing – 70%
- My relative is looked after in a manner of their choosing – 80%
- My relative is encouraged to keep as well as they can – 95%
- I am involved in decisions about the care and support of my relative – 90%
- I am involved in reviewing my relatives care and support – 85%

# Support



## **Overall rating – 4.5/5**

It is important to us that residents are supported and assisted to live in a manner of their choosing which maximises their quality of life, promotes their independence and makes them happy.

95% of respondents agreed that their relative is supported to be as independent as possible and that they are actively encouraged to proactively maintain their level of function order to look after their own wellbeing. The majority of respondents strongly agreed that their relative is encouraged to be part of the community. We publish a monthly social calendar which has a variety of social activities and trips out that are made available to residents. This is to encourage residents to spend time with other residents at the home so that they feel a sense of belonging at the home and do not feel isolated.

Comments included:

***‘One of the best things about the home is knowing my relative is well cared for and comfortable’***

***‘We as a family know my Mam is looked after 24/7.’***

This demonstrates our promise to support residents as much as we can through safe, positive risk taking whilst ensuring we maximise their potential emotionally, physically, intellectually and socially.

## **Specific questions - % of respondents who agree is the case:**

- My relative is encouraged to be part of the community – 95%
- My relative is as independent as they can be – 100%
- My relative is encouraged to proactively maintain / improve their level of function – 100%
- My relative is encouraged to keep as well as they can – 95%

# Integrity



## Overall rating – 4.8/5

At Grange Lea, we must act with the upmost honesty in every action, interaction and decision. Our value stipulates that we are accountable for our actions and do the right thing every time, even when no one is looking.

The relative were asked six key questions relating to Integrity so we can assess whether residents feel safe, secure and respected. 90% of respondents agreed for every question apart from the question about being informed of any changes at the home. Over 100% of respondents agreed that their relative feels safe, is treated with dignity and respect and is not discriminated against in any way.

Comments included:

***'I feel quite at ease about calling to discuss any problems or potential problems. I know The manager and other staff will dealing with them for the residents.'***

***'I'm very happy with the service and care Grange Lea provides.'***

Overall, it is excellent to see that relatives have a high degree of confidence that the home keeps residents safe, free from discrimination and protects them in the event that complaints or concerns need to be made.

## Specific questions - % of respondents who agree is the case:

- My relative is treated with dignity and respect – 100%
- My relative is not discriminated against in any way – 100%
- I feel that my relative is safe – 100%
- I am confident the home would deal with any complaints appropriately – 95%
- I can raise concerns and know they will be dealt with appropriately – 100%
- I am kept informed of any changes at the home – 90%



# Teamwork



## Overall rating – 4.8/5

At Grange Lea, we support our colleagues to provide the best possible service and put the needs of others above our own. There were five questions that we asked to relatives and visitors, of which all respondents agreed that the staff are kind and caring, that staff know what they are doing at all times, and that they themselves get on well with the staff. This demonstrates that staff are clearly doing their jobs to the absolute best of their ability and really do put the residents and their relatives and visitors before anyone else. This is also testament to how well the staff work together as a team and shows how important teamwork is in delivering a caring service with the upmost kindness and respect.

Comments included:

***‘The staff are all lovely with my relative and also ourselves when we visit my relative.’***

***‘Grange Lea has a homely environment with a stable workforce.’***

The feedback and comments from the questionnaire suggest that the staff are one of the best things about Grange Lea. We have residents that have been here for several years and also family members who have had more than one relative stay at Grange Lea; which is testament to how well the staff work here and the excellent care they provide.

## Specific questions - % of respondents who agree is the case:

- The staff are kind and caring – 100%
- I feel the staff work well together as a team – 95%
- I get on well with the staff – 100%
- I feel the staff get on well with my relative – 95%
- I feel the staff know what they are doing – 100%

# Feeling of being at home



## Overall rating – 4.7

It is vitally important to us that Grange Lea feels as much like home as possible for all of our residents. We want to create a 'homely' feel and environment in which residents can feel settled and enjoy spending their time at Grange Lea.

100% of respondents agreed that the home has a comfortable and homely environment and that overall, they are happy with the care their relative receives at Grange Lea. In total, no respondent disagreed with any of the questions relating to feeling of being at home apart from 3 respondents about their relative enjoying the meals at Grange Lea. This is something we are always monitoring and looking to improve. This is noted in our Action Plan.

Comments included:

***'Grange Lea has variety of home cooked meals. Visitors feel welcome.'***

***'Home from home is a great motto. Everyone is so kind and helpful. Everything is as we expect.'***

It is great to see the positive response to this question however we will continue to alter and improve our service to maintain and build upon these high standards.

Areas for development have been summarised towards the end of this presentation.

## Specific questions - % of respondents who agree is the case:

- The home has a comfortable and homely environment – 100%
- The home is clean and tidy – 95%
- Overall, I am happy with the care my relative receives at Grange Lea – 100%
- My relative feels at home in Grange Lea – 90%
- My relative enjoys the meals at Grange Lea – 85%
- My relative enjoys the social activities at Grange Lea – 100%

# Other general areas



## Food and Drink

### ***'Good variety of home cooked food.'***

At Grange Lea, we aim to reach an extremely high standard of catering. Quality of meals is very important to us, and we also ensure that residents get a wide choice of food options and also meals that are specific to their own personal needs. We also understand that the food cannot always be to everyone's individual liking, but we will do our utmost best to accommodate their wishes to ensure they are highly satisfied. We periodically review our menu to ensure our standard of food remains very high.

## Social Activities

### ***'I love that are outings and activities for the residents.'***

We publish a monthly social calendar which is distributed out to residents and their relatives at the beginning of each month. This details any social activities that month and any trips out. We understand that due to unforeseen circumstances some trips / activities may need to change or be cancelled at short notice, and we aim to do our best to minimise this and we are looking at options on how best to communicate any changes to the social calendar each month.

# Feedback for improvements to be made



In the Questionnaire, we specifically asked Relatives and Visitors if there is anything that they would like to see improve at Grange Lea. The majority of responses to this question were that Relatives and Visitors are extremely happy with the standard of care at the home and would not change anything about the way they are cared for or any other areas of the home. Below are some of the *comments from Relatives and Visitors with regards to this question.*

- *More staff interaction with residents.*
- *More fresh vegetables, salads and healthy meal options. Food Could be better.*
- *More varied social activities & if something is cancelled, always have something else to offer.*
- *Closer monitoring of residents' needs. (water intake; participation in events; the food on offer and sometimes the quantity and suitability, such as warm food on cold evenings, etc.).*
- *You could make more use of the garden and support residents to get outside if they want to, without having to wait for a relative to take them out. Perhaps a regular garden hour on nice days, to encourage the more mobile to sit outside together, walk round and chat.*
- *The outside patio area & garden are looking overgrown & a little untidy.*

It is important that we receive feedback as it helps us to better our service and improve the care we provide to the residents. We strive for a culture of continuous improvement, as such we will use the above feedback to improve our service

All relatives and visitors should be reminded that we are always receptive to feedback, and you do not need to wait for formal opportunities such as quality assurance reviews or relative meetings to make suggestions.

Please refer to the Action Plan on the next slide for more information on how we plan to improve our service from the feedback we have received.

# Action Plan



| Area of improvement identified   | Action   |
|--|--|
| To improve staff interaction with residents.   | Review the current working day and identify times when we can have designated unstructured staff time with residents – this could be used to do nails, manicures, just chat etc. with the emphasis being on time spent with all residents.   |
| To ensure varied social activities & if something is cancelled, always have something else to offer.   | We will continue to obtain feedback from the residents in relation to social activities via resident meetings. Feedback from our most recent resident meeting has been used to shape our most recent social calendar (morning quizzes with prizes and a talk from Ponteland Local History Society). We will continue to be responsive to both formal and informal suggestions moving forwards.   |
| To improve the choice of meals made available to residents. (especially vegs)  | A formal review of the menu will take place in September 2023 with a particular focus on ensuring the sides and dessert options are as varied as the main meal proteins. A new menu will be devised after this review has taken place and the importance of not deviating from the menu will be communicated to our Chefs.   |
| To support residents to get outside if they want to , make more use of Garden.<br><br>Make sure the garden is always tidy and other areas of the garden are not overgrown. | As per the above action, on pleasant days we will use the designated, unstructured staff time with residents to sit in the courtyard or take residents for a walk around the perimeter of Grange Lea / towards Ponteland.<br><br>We have a Gardener who comes fortnightly to maintain the garden – specific expectations in relation to the tidiness of the courtyard and other formal areas will be communicated. We will continue our monthly housekeeping audit which is a formal mechanism to confirm all areas are in a good and presentable state. |
| To ensure closer monitoring of residents' needs.   | Staff will be reminded of the need to implement food, fluid, turn charts etc. as and when circumstances require this. Management will monitor this moving forwards to ensure residents needs are identified and appropriate action implemented timely.   |
| Named carer for resident who can update relatives with any issues / changes.   | Each resident has a key worker; the expectation to communicate changes will be reiterated to all key workers. In addition, we will amend our Resident of the Day process to stipulate that relatives are formally contacted every 2 months as opposed to our current cadence of every 4 months   |

***All actions will be added to our central action tracking spreadsheet and their progress monitored via this governance tool***

# Thanks



*We would like to thank all of the relatives for taking the time to complete the questionnaire.*

*Please don't hesitate to get in touch if you have any questions or would like to discuss any aspect of this report.*

*Scott & Vivi*