



# Grange Lea Care Home

*Relatives Quality Assurance Report*

*17<sup>th</sup> September 2024*



# Executive Summary

A electronic quality assurance questionnaire (QAQ) was emailed to all relatives at Grange Lea. In total, 14 responses were received.

The purpose of the relatives QAQ is to gain an overall understanding of how the home is performing and what relatives believe is good and what needs to be improved.

It is 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 **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 relatives are very satisfied with the standard of care provided at Grange Lea.

# Executive Summary



4.7/5



Caring and Kindness

4.3/5



Individualised Person-Centred Care

4.5/5



Support

4.8/5



Integrity

4.7/5



Teamwork

4.5/5



Feeling at home

# Detailed Findings



The questionnaire 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 each question. The average score for all questions in each category gives us the average score for each value-based category.

Overall reported satisfaction levels were broadly similar to the 2023 scores; there has been an overall net decrease in satisfaction of 0.4. Specific results are as follows:

- Caring and Kindness – remains the same at 4.7/5;
- Person-Centred Care – down by 0.3 to 4.3/5;
- Support – remains the same at 4.5/5;
- Integrity – remains the same at 4.8/5;
- Teamwork – up 0.1 to 4.7/5;
- Feeling at Home – down by 0.2 to 4.5/5

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 or question.

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:

***'Residents and family are treated as family. There is continuity of care. Everyone is professional, caring and genuinely concerned that my father is well cared for.'***

***'The staff are kind, patient and friendly. Most are very experienced. I feel involved in my Mum's care.'***

***'The staff are fantastic, so patient and caring.'***

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

***'One of the best things about the home is knowing my relative is well cared for'***

***'I think Grange Lea is a wonderful care home. I am very happy with it.'***

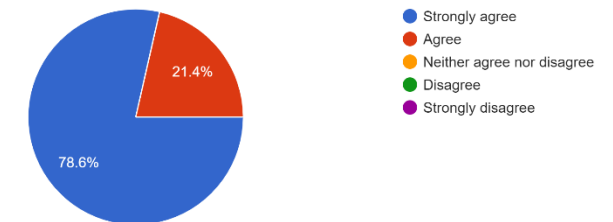
It is clear from these responses that the staff are doing an excellent job of ensuring Grange Lea is a kind and caring environment.

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 – 93%
- My relative is treated with patience – 100%

My relative is treated kindly  
14 responses





# Individualised Person-Centred Care

## Overall rating – 4.3/5

12 out of 14 respondents agreed that they believe their relative is looked after in manner of their choosing and 13 out of 14 agreed that they are personally involved in the decisions about the care and support of their relative. 93% of respondents agreed that their relative has their room the way they like it. This is important as we strongly believe each room being tailored to that resident is crucial in ensuring the residents' happiness and making Grange Lea feel as much like home as possible.

Comments included:

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

A relatively high proportion of responses (13/98; 13%) stated they neither agree nor disagree with the questions. Only 2 out of a total of 98 responses (2%) disagreed with any of the above questions. Therefore, 83/98 responses (85%) either agreed or strongly agreed with the questions which indicates the majority of relatives are satisfied that our care is bespoke and person-centred.

However, the average score for this value has decreased 0.3 compared to the prior year. Our highest year-on-year fall. As such, we recognise that there is an opportunity to improve in this area and do more to change those disagrees and neither agree nor disagree responses to agrees and strongly agrees.

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 – 92%
- My relative talks with staff about their personal experiences– 78% (*some residents would like to keep it as private*)
- My relative spends time doing things they enjoy doing – 65%
- My relative is looked after in a manner of their choosing – 85%
- 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 – 92%
- I am involved in reviewing my relatives care and support – 92%

# 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.

100% of respondents agreed that their relative is supported to be as independent as possible. However, only 9 out of 14 responses agreed or strongly agreed that their relatives are actively encouraged to proactively maintain their level of function. 4 responses were neither agree nor disagree and one response disagreed with this statement. On reflection, it is difficult to quantify what we do without a process to benchmark and baseline level of functionality. This is something we will look in to implementing. We will then be able to use this as a basis for conversations when reviewing care plans, risk assessments etc. with residents, their families and health professionals.

The majority of respondents strongly agreed (8/14) that their relative is encouraged to be part of the community with the remainder (6/14) agreeing this was the case.

A comment was received that the 'social activities could be more varied as they are quite repetitive.' We review these activities every month and through discussion with residents informally and at quarterly resident meetings. Feedback has been positive on the activities and as such, they have been recurring in nature, especially trips out, the educational talks, accordion player and the French lessons!

We will review our processes to identify how we can continue to improve our social activities specifically and support processes more generally to maximise our residents' emotional, physical, intellectual and social potential.

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

- My relative is as independent as they can be – 100%
- My relative is encouraged to proactively maintain / improve their level of function – 65%
- My relative is encouraged to keep as well as they can – 93%
- My relative is encouraged to be part of the community – 100%

# Integrity



## *Overall rating – 4.8/5*

At Grange Lea, we strive to 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/visitors were asked six key questions relating to Integrity so we can assess whether residents feel safe, secure and respected.

93% of respondents agreed or strongly agreed for every question apart from the question about being informed of any changes at the home. Over 93% of respondents agreed that their relative feels safe, is treated with dignity and respect and is not discriminated against in any way.

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.

With regards to the disagreement on being informed of changes to the home, a WhatsApp channel will be established in due course, whereby general updates can be easily communicated to family members.

This action has been captured in our action plan, at the end of this report.

## **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 – 93%
- I am confident the home would deal with any complaints appropriately – 93%
- I can raise concerns and know they will be dealt with appropriately – 93%
- I am kept informed of any changes at the home – 93%



# Teamwork

## Overall rating – 4.7/5

At Grange Lea, we support our staff to provide the best possible service and put the needs of others above our own.

There were five questions that related to teamwork, of which all respondents agreed that the staff are kind and caring, that staff know what they are doing at all times, and that relatives get on well with the staff. This demonstrates that staff are doing their jobs to a very high standard.

The majority of "free text" comments received praised the staff. Some of the comments included:

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

***'The staff are excellent, Doreen in particular.'***

***'Happy with the care my relative received at Grange Lea.'***

***'The staff are kind, patient and friendly. Most are very experienced.'***

***'The staff are excellent, so patient and caring.'***

***'Kind staff and I know my mum is well cared for.'***

The feedback and comments from the questionnaire suggests that the staff are one of the best things about Grange Lea. Indeed, this area has improved on its' overall score from last year (rising to 4.7/5 from 4.6); as such we will continue in the same vein as we have been and will hope to see this high level be maintained our enhanced upon in subsequent quality assurance reviews.



## 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 – 93%
- I get on well with the staff – 100%
- I feel the staff get on well with my relative – 100%
- I feel the staff know what they are doing – 93%

# Feeling of being at home



## Overall rating – 4.5/5

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

100% of respondents agreed or strongly 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.

Only 2 of the 84 responses (2.4%) received disagreed and these both related to the question around food. The food menu is something we are always monitoring and looking to improve. It is a standing agenda item at resident meetings and we will continue to obtain feedback from residents so we can improve in this domain.

Some comments received allude to the feeling of 'being at home', they included:

***'Grange Lea has made visitors feel welcome.'***

***'Everyone is so kind and helpful.'***

Everything put in place at Grange Lea is done so to make the residents feel as much like they're at home as possible. 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 – 93%
- Overall, I am happy with the care my relative receives at Grange Lea – 100%
- My relative feels at home in Grange Lea – 100%
- My relative enjoys the meals at Grange Lea – 85%
- My relative enjoys the social activities at Grange Lea – 71%

# Feedback for improvements to be made



In the Questionnaire, we specifically asked Relatives if there is anything that they would like to see improve at Grange Lea. The majority of responses to this question were that Relatives 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 with regards to this question.

- *Maybe a more regular discussion about the resident's current state of health including mobility, memory etc to get an opinion from the staff point of view who see more of the resident than the relatives.*
- *It would be better if staff had more time to spend with residents, to help keep them active and stimulated.*
- *Better choice for tea/dinner*
- *More support for residents to get out into the garden on fine days.*
- *More varied social activities, maybe a few more activities at the weekend and more activities for the residents with dementia.*
- *Improved lighting and decor to make the place look more bright and cheerful. More comfortable (warm) bathroom for showering.*
- *Deep cleaning of the residents' rooms every few months.*

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 implement change and 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
1. Increase the time residents spend with staff.	Reiterate to staff the importance of spending quality time with residents (when they are able to) discussing topics that the resident would like to talk about
2. To ensure varied social activities & a few more activities at the weekend, and more activities for the residents with dementia	Continue to review the social activities with residents, increase the variety of activities offered and schedule more activities at weekends from October 2024 onwards.
3. To improve the choice of meals made available to residents.	Review the menu with Chefs (especially supper options) and consider the implementation of a mechanism to obtain feedback for each meal – so menus can be reviewed and changed more dynamically
4. To support residents to get outside if they want to, make more use of Garden.	Reiterate to staff the importance of encouraging residents to go outside when the weather allows. Implement a gardening station for residents in Spring 2025
5. To ensure a more regular discussion about the resident's current state of health including mobility, memory etc to get an opinion from the staff's point of view who see more of the resident than the relatives	Look into a benchmarking or baselining process which we can use to quantify a residents' capability across multiple domains (i.e. mobility, memory etc.). Upon review of this baseline, changes can be discussed with residents, relatives (informally or via the Resident of the Day process) and/or health professionals.
6. Improved lighting and decor to make the place look more bright and cheerful	Assess what enhanced lighting can be installed in communal areas and continue to renovate rooms and communal areas. Renovation of communal areas is contingent on our planning permission application i.e. it does not make sense to decorate communal areas that may be changed shortly.
7. Deep cleaning of the residents' rooms every few months.	A deep cleaning schedule will be documented to be completed at regular intervals
8. Communication	Create a WhatsApp channel so general updates can be communicated quickly and easily to all family members

***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*