



# Grange Lea Care Home

*Relatives and Visitors Quality Assurance Report*

*September 13<sup>th</sup> 2022*

# Executive Summary



- A electronic quality assurance questionnaire (QAQ) was emailed out to all relatives of the residents at Grange Lea. In total, 11 responses were received.
- The purpose of the relatives and visitors QAQ is to gain an overall understanding of how the home is performing and what relatives of the residents believe is good and what needs to be improved. It is also vital in identifying areas which could be enhanced in order to improve our residents' quality of life. To achieve this, 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 all relatives and visitors are very satisfied with the standard of care provided at Grange Lea.

# Executive Summary



- 4.4 Caring and Kindness
- 4.2 Individualised Person-Centred Care
- 4.4 Support
- 4.7 Integrity
- 4.6 Teamwork
- 4.4 Feeling at home



# Detailed Findings

- Each of the 6 main categories were summarised by a number of individual questions which were graded from 1-5. 1 being strongly disagree and 5 being strongly agree. The respondents were given a scale of strongly agree to strong disagree to help them make their decision. An example question 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.
- 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 – 4.4/5

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 attentive, patient, understanding, kind and caring and give each resident time, which is probably one of the most important aspects of life in care.'***

***'The staff are very caring & considerate to my relative & have helped my relative through emotionally difficult times.'***

***'The lovely staff, their patience and caring is exemplary.'***

***'It is a friendly and caring environment.'***

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



# Individualised Person-Centred Care

## Overall rating – 4.2/5

10 out of 11 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. This is a clear reflection of the extremely high 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. 100% 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.

- Comments included:

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

***'The personal approach is what I like best about Grange Lea.'***

A high proportion of respondents stated they neither agree nor disagree with the questions. 0 out of a total of 60 responses disagreed with any of the above questions which clearly indicates that not one relative or visitor is dissatisfied 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 – 100%
- My relative talks with staff about their personal experiences – 55%
- My relative spends time doing things they enjoy doing – 73%
- My relative is looked after in a manner of their choosing – 91%
- I am involved in decisions about the care and support of my relative – 91%
- I am involved in reviewing my relatives care and support – 73%

# Support



## **Overall rating – 4.4/5**

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 and that they are actively encouraged to proactively maintain their level of function in order to look after their own well being. 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’***

***‘It has a lovely, homely atmosphere.’***

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 – 100%
- 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 – 100%

# Integrity



## Overall rating – 4.7/5

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/visitors were asked six key questions relating to Integrity so we can assess whether residents feel safe, secure and respected. 100% of respondents agreed for every question apart from the question about being informed of any changes at the home. Over 80% of respondents strongly 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. The manager and other staff cannot do enough for the residents.'***

***'We love the homely atmosphere and the high standard of care.'***

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 – 100%
- I can raise concerns and know they will be dealt with appropriately – 100%
- I am kept informed of any changes at the home – 91%



# Teamwork



## Overall rating – 4.6/5

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.’***

***‘I feel that Grange Lea have done so well as I have I have had two relatives there. What you are doing, you are doing supremely well!’***

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 – 91%
- 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 – 100%

# Feeling of being at home



## Overall rating – 4.4

It is vitally important to us that at Grange Lea, the residents feel like they are at home as much as possible. 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 2 respondents about their relative enjoying the meals here at the home. This is something we are always monitoring and looking to improve. This is noted in our Action Plan.

Comments included:

***‘Grange Lea feels like a homely home and not a typical residential care home.’***

***‘It’s as close to being at home as possible.’***

Everything put in place at Grange Lea is done so to make the residents feel like they’re at home as much 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 – 91%
- Overall, I am happy with the care my relative receives at Grange Lea – 100%
- My relative feels at home in Grange Lea – 91%
- My relative enjoys the meals at Grange Lea – 82%
- My relative enjoys the social activities at Grange Lea – 100%

# Other general areas



## Food and Drink

### ***'Beautiful 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.

**Everything put in place at Grange Lea is done so to make the residents feel like they're at home as much as possible. We are always looking for ways to improve and by speaking regularly with residents and their relatives, it is possible to gain the right feedback to do so.**

# 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.

- *Communication with residents about things happening at the home and anything that has been changed such as the changing of social activities or events.*
- *The choice of food.*
- *The cleaning of bedrooms and the bathrooms in the room.*
- *The home needs a little spruced up.*
- *More communication on the Facebook page about social activities and events that have taken place.*

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 and ensure that residents do not feel this way in the future.

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	Comments	Complete
To improve communication with residents and relatives about the changing of social activities or events.	We will look at options of way to inform both residents and relatives/visitors at the very earliest opportunity of any changes to the social calendar for that particular month.		
To ensure bedrooms and bathrooms are deep cleaned on a regular basis.	We have recently introduced a weekly audit on the deep cleaning of bedrooms and bathrooms. This and the cleanliness of the rooms will be closely monitored to ensure they consistently meet our extremely high standards of cleanliness.		
To improve the choice of meals made available to residents.	Review of the menu will take place in September 2022. A new menu will be devised after this review has taken place.		
To improve our social media presence in order to communicate to relatives and the wider public about what's going on at the home.	We will be posting more regularly on Facebook. We will audit social media activity monthly to ensure at least two Facebook posts are published per month.		
The home needs a little spruced up.	We have replaced carpets in the vast majority of bedrooms and in due course will start redecorating the communal areas. We will continue our monthly housekeeping audit which is a formal mechanism to confirm all areas are in a good and acceptable working condition.		
To include a wider range of social activities made available to residents.	To get feedback from residents at the resident meetings. We recently conducted a resident meeting and feedback from this was used to construct our latest monthly social calendar and will be used for future publishing of social calendars.		

# Thanks



*We would like to thank all of the relatives of residents 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*