



Grange Lea Care Home

Resident Quality Assurance Report

August 31st 2023

Executive Summary



- All residents were requested to complete the quality assurance questionnaire (QAQ). Physical copies of the QAQ were made available to all of the residents at Grange Lea. In total, 16 responses were received out of 20 residents (80%.) Due to a variety of issues, some residents were unable to understand certain questions and were not able to complete the QAQ at all. If a resident was not able to complete the Questionnaire independently or complete specific questions, then they were aided by a relative/advocate/carer to do so as best as possible.
- The purpose of the QAQ is to understand what is working well and 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 residents are very satisfied with the standard of care provided at Grange Lea.

Executive Summary



4.6 / 5



Caring and Kindness

4.4 / 5



Individualised Person-Centred Care

4.6 / 5



Support

4.6 / 5



Integrity

4.8 / 5



Teamwork

4.4 / 5



Feeling at home



Detailed Findings

- We used the same value-based questionnaire this year as we did for our 2022 QA review. Questions focused on overall feelings and areas of improvement, how residents feel generally and then 5 sections each directly linked to our values. The questions were graded from 5 to 1 with 5 being strongly agree and 1 being strongly disagree. The residents were given a scale, which included visual faces, to make it easier for them to understand and provide meaningful responses.
- The total score was added together for each question in that category and then divided by the total number of respondents in order to give an average score for that category. An average score of 1 would imply that there was a strong consensus that Resident's were extremely dissatisfied. An average score of 5 would reveal that there was a strong consensus that Resident's were extremely satisfied.
- Overall, reported satisfaction levels increased across all values compared to the 2022 scores. Specific improvements were as follows:
 - Caring and Kindness - up 0.2 to 4.6/5;
 - Person-Centred Care - up 0.2 to 4.4/5;
 - Support – up 0.1 to 4.6/5;
 - Integrity – up 0.3 to 4.6/5;
 - Teamwork – up 0.5 to 4.8/5;
 - Feeling at Home – up 0.1 to 4.4/5.
- In the next slides, a full breakdown of each value-based category will be given. This will include individual question scores and any comments received in relation to that particular value.
- A summary of the actions we will take as a result of this QA review can be found at the end of this report.

Caring and Kindness



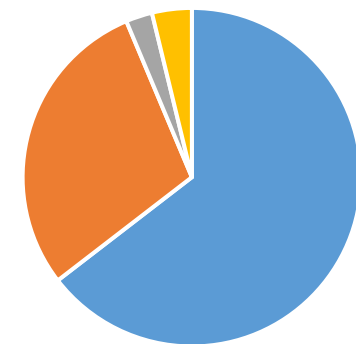
Overall rating – 4.6

- All of the residents agree that the staff at Grange Lea are kind and caring. All of the residents are very happy and satisfied with the way they are cared for.
- Specifically, 16 out of the 16 respondents agreed that they were treated kindly by all of the staff, 15 out of 16 respondents agreed that they felt staff treated them with patience and understanding, and 15 out of 16 respondents agreed that they were treated with dignity and respect. 1 of the 16 responses indicated that this resident would like things to be done differently - this is a matter we will pursue to ensure that this particular resident is happy and satisfied with the standard of care.
- Some comments included; *'the staff are extremely friendly and wonderful'* and the *'one thing I like the most about Grange Lea is the STAFF!'* From these results it is clear that the staff treat the residents with the upmost care and kindness.
- Being asked about a resident's personal life scores lower than the other question areas – only 75% agree or strongly disagree. Some residents like to keep their personal life private which may explain the lower number. However, the importance of asking about residents' lives will be reiterated to staff and will be applied in a person-centred way to those residents who are happy to share details of their personal life and experiences.

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

- The staff are kind and caring to me – 100%
- The staff are patient and understanding with me – 93%
- I am treated with dignity and respect – 93%
- I get on well with the staff – 100%
- I get asked about my personal life and experiences – 75%

Number of Residents



■ Strongly Agree ■ Agree ■ Don't know ■ Disagree



Individualised Person-Centred Care

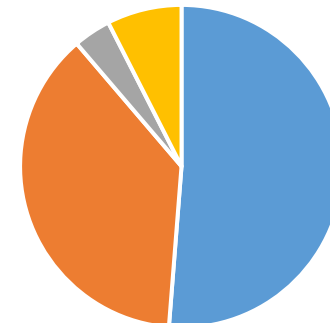
Overall rating – 4.4

- Our aim is to ensure every interaction, action and decision is meaningful and tailored to the residents' personal preferences and wishes. The majority of respondents (93%) agreed that the care that they receive is personal to them and they are cared for in a manner that they would want to be looked after.
- We have received excellent feedback on the food, with 93% of responses stating that they enjoy the meals in Grange Lea, particularly at lunch times. Pleasingly, most residents (93%) feel that they are offered a reasonable alternative if they do not like a particular food option.
- Spending time doing things residents enjoy is lower than we would like it to be with only 75% of residents in agreement. We have started very deliberately tailoring our social calendars to requests received in resident meetings – these include more quizzes, bingo and local history society talks. We hope resident satisfaction will improve in this regard in the coming months
- Comments from resident's included, *'we are always told what is going on at the home and if there are any activities happening from the social calendar.'* We also had feedback that variety of food choice could be improved, and this is something we will be looking into and monitoring over the coming weeks.

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

- I am cared for in a manner that I would want to be looked after – 93%
- I spend my time doing things I enjoy – 75%
- I enjoy the meals here – 93%
- I am offered a reasonable alternative if I do not like a food option – 93%
- I am involved in decisions and care about my support – 87%

Number of Residents



■ Strongly Agree ■ Agree ■ Don't know ■ Disagree

Support



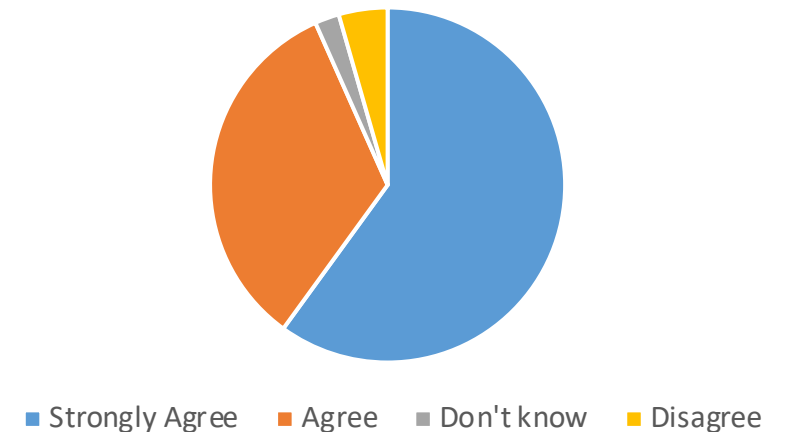
Overall rating – 4.6

- 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 and makes them happy. 100% of residents believed that they were not discriminated against in any way and 87% of respondents agreed that they are supported in a way which encourages them to keep as well as they can and thus maintain their independence as long as they can do so safely. This positive risk taking is a key part of supporting our residents.
- An example of positive risk taking in practise is the fact that our residents often take short walks together around the building when the weather is suitable to do so thus enjoying some independence, fresh air and views over the fields.
- We have at least one exercise class per week scheduled into the social calendar and this is either ran by our regular physiotherapist or one of our staff members.
- All staff are aware of the need to encourage residents to maintain their independence as long as they can safely do so – this includes supporting with physio exercises or helping residents to stand/move regularly so as to prevent avoidable ailments such as sores.

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

- I am encouraged to move regularly – 86%
- I am supported to keep as well as I can – 87%
- I am not discriminated against in any way – 100%

Number of Residents



Integrity



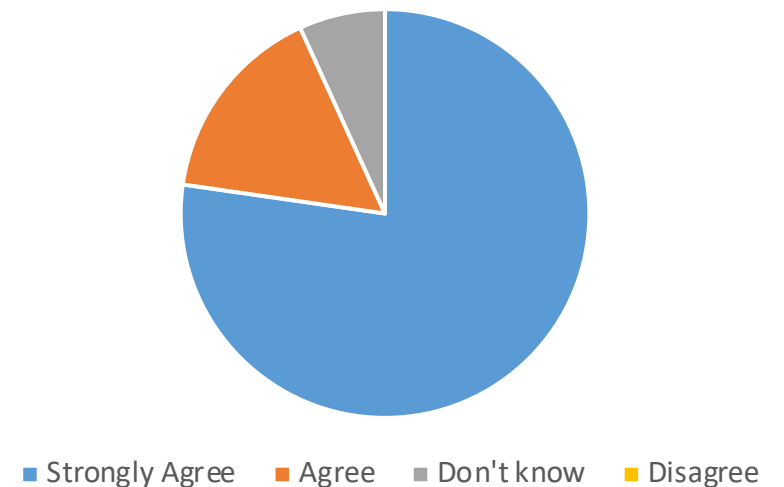
Overall rating – 4.6

- At Grange Lea, we act with the upmost honesty in every interaction. We are accountable for our actions and do the right thing every time, even when no one is looking. The residents were asked a three key questions relating to Integrity so we can ascertain if we are achieving this value.
- 100% of respondents agreed that they felt their money and personal belongings are well looked after. It is very important to us that residents feel that they and their possession are safe as this is a fundamental aspect of feeling at home.
- 14 out of 16 respondents agreed that they could raise a concern and know it would be dealt with in an appropriate manner. 2 choose not to answer the question. We do our best to encourage residents to be honest where they can and if they ever felt uncomfortable, they are able to speak to a member of staff/management in a private and confidential way so that their concern can be dealt with in the most appropriate way possible. Residents are reminded of the process to raise concerns/complaints in our resident meetings, and we also display posters within Grange Lea which visually advise of the process.

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

- My money and personal belongings are well looked after – 100%
- I can raise concerns and know that they will be dealt with – 100%
- I am happy with how Grange Lea is managed – 93%

Number of Residents



Teamwork



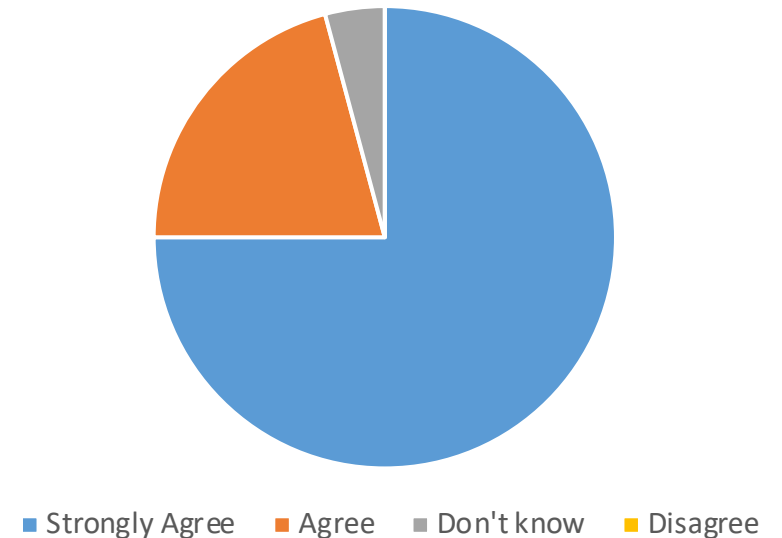
Overall rating – 4.8

- At Grange Lea, we support our colleagues to provide the best possible service and put the needs of others above our own. There were three main questions that we asked to residents and 100% of respondents agreed or strongly agreed that the staff work extremely well together as a team. The staff play a hugely important role at Grange Lea and ensuring that our residents feel comfortable and cared for in the best way possible.
- 14 out of 16 respondents agreed that they receive excellent care, 24 hours a day and 7 days a week. When conducting the survey, 12 residents specifically said **that the staff are the best thing about the home and that they are extremely friendly**. Two residents said that the staff made them feel at ease all of the time.
- Where responses indicated they did not believe they got excellent care 24/7, this will be looked in to and appropriate action taken to enhance these residents' experiences of living in Grange Lea.
- There were many comments from respondents that indicated the staff are the best thing about Grange Lea and that is why they love living in Grange Lea.

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

- The staff work well together as a team – 100%
- The staff know what they are doing – 100%
- I receive excellent care, 24 hours a day, 7 days a week – 87%

Number of Residents





Feeling of being at home

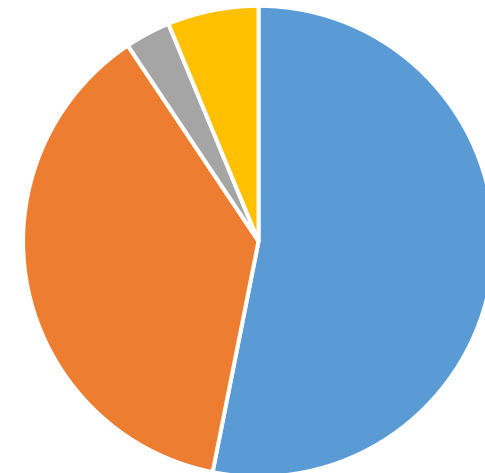
Overall rating – 4.4

- The main focus of this particular category of questions was to try gain insight into how ‘homely’ Grange Lea feels and to get residents’ thoughts on the various areas of the home.
- The vast majority of residents agreed that they feel at home at Grange Lea. Two of our Residents not feel at home due to their personal issues and those who found it difficult to answer, it was agreed that it was the best alternative to their home.
- 93% of residents agreed that they are happy with the care and support they receive at the home. Comments from residents included; *‘the home feels very homely’* and the home is *‘quiet and peaceful.’*

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

- I feel at home at Grange Lea – 81%
- I am happy with the care and support I receive in Grange Lea – 93%

Number of Residents



■ Strongly Agree ■ Agree ■ Don't know ■ Disagree



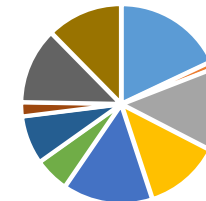
Feeling of being at home (continued.)

Overall rating – 4.4

- The main focus of this part of the questionnaire was to gain an overall picture of how the residents feel at Grange Lea. This was put in the simplest format and residents were asked to tick a box if they felt that they were safe, content, respected, valued etc. If residents ticked the box, this was classed as agree. If the box was unticked, it was deemed that they did not understand the question. If the box has a cross in it or a comment, it was deemed that there was an issue and they therefore disagreed.
- 100% of residents agreed that they felt safe and supported at Grange Lea.
- The majority of residents agreed that they felt content, listened to, respected and accepted.
- Only 43% of residents agreed that they felt independent, with the majority saying that they are as independent as they can be given their current circumstances. We have a large proportion of residents who rely on the support of staff in order to move around the home and do certain tasks.

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

- I feel safe – 100%
- I feel content – 75%
- I feel listened to – 75%
- I feel respected – 81%
- I feel independent – 43%
- I feel accepted – 68%
- I feel supported – 100%



Feedback for improvements to be made



In the Questionnaire, we specifically asked residents what they would change about Grange Lea. The majority of responses to this question were that Resident's are extremely happy 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 resident's with regards to this question.

- *I would like to have more Salads and more dressing for meals.*
- *I would like the home to be a little warmer on colder days.*
- *I feel we need more staff for nighttime.*
- *I would like my breakfast tray to be checked before serving to me. In case it is missing cutlery and/or sugar.*

It is important to us at Grange Lea that we receive constructive feedback as it helps us to enhance 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.

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
Ensuring care is personalised to the individual's needs.	Remind the staff to take the time to have conversations with residents about their lives and ask questions about their personal experiences if this is something the resident is happy to talk about.
Better/Improved variety of choice of food for the meals	Liaise with chef and review the menu, specifically ensuring there is a good variety of food accompaniments, meats and that desserts are varied.
Ensuring room temperature are warm enough on cold days.	Review the thermostat settings and ensure all areas of Grange Lea are warm throughout the Autumn and Winter. Further remind the staff to take a common sense approach by closing windows, doors etc. to help retain heat.
Ensuring residents get supported more efficiently by Nighttime staff.	It is not viable to use any extra night-time staff and based on dependency levels, 2 staff is adequate for current demands. However, we will discuss with the relevant resident to better understand their concerns and see what can be done to alleviate the situation.
Ensuring residents feel as independent as possible.	Staff will be reminded to encourage all residents to be as independent as possible, on a risk assessed basis primarily ensuring their safety.

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

Thank you



We would like to thank our residents for taking the time to complete the questionnaire and to the volunteers who assisted with the completion of some questionnaires.