



Grange Lea Care Home

Resident Quality Assurance Report

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, 11 responses were received out of 18 residents (61%.) Due to a variety of reasons, some residents were unable to understand certain questions and some were not able to complete the QAQ at all.
- The purpose of the QAQ is to understand how the home works for the people who live here and identify areas which could be enhanced in order to improve our residents' quality of life.
- To achieve this, the QAQ was designed to include a broad spectrum of topics viewed through the lens of the Grange Lea vision and values. Our vision is; is 'to provide outstanding, personalised care in a loving environment which truly feels like home, for all our residents.' The values which we promote and believe will help achieve the vision are Caring and Kindness, Individualised Person-Centred Care, Support, Integrity and Teamwork.
- 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.

Overall Ratings



4.3

Caring and Kindness

4.1

Individualised Person-Centred Care

4.5

Support

4.4

Integrity

4.5

Teamwork

4.3

'Feeling at home'



Methodology and Scoring

- The average overall ratings featured in each category of the Executive Summary (overleaf) represent the average scores from all questions pertaining to that category.
- All questions were graded from 1-5 with 1 being strongly disagree and 5 being strongly agree. The residents were given a scale of visual faces (as seen below) to make it easier for them to understand and therefore provide an answer.



- 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.
- 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.

Caring and Kindness



Overall rating – 4.3/5

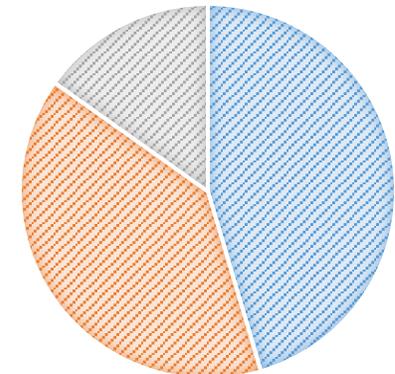
- All of the residents agree that the staff at Grange Lea are kind and patient. All of the residents are happy that they are cared for in a way that they would like to be treated.
- Specifically, 10 out of the 11 respondents agreed that they were treated kindly by all staff, 9 out of 11 respondents agreed that they felt staff treated them with patience, and 9 out of 11 respondents agreed that they were cared for in a way that they would like to be treated.
- Some comments included; ‘the staff are very kind and helpful’ and the ‘staff are the best thing about the home’. It is very clear that the staff treat the residents with the upmost kindness and in a way they would want to be treated themselves.

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

- The staff are kind to me – 91%
- The staff are patient with me – 82%
- I feel cared for in a way that I would like to be treated – 82%

Summary of All Responses – Caring and Kindness

- Strongly agree
- Agree
- Neither agree nor disagree



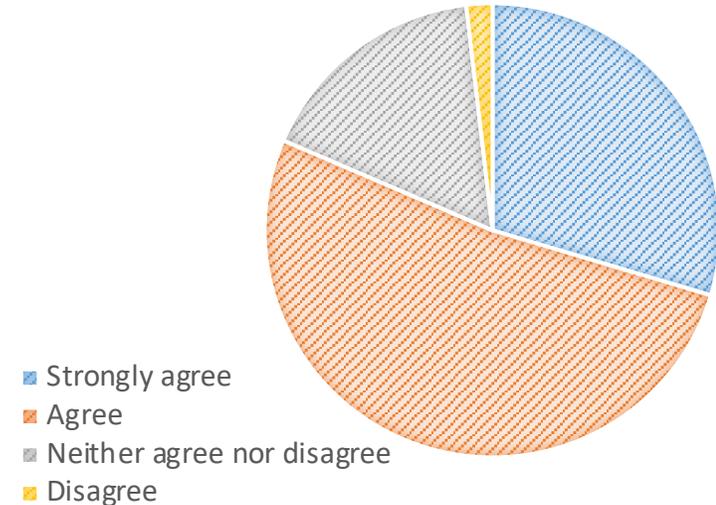
Individualised Person-Centred Care



Overall rating – 4.1/5

- 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 agreed that the care that they receive is personal to them and that the staff have their best interests at heart when being cared for.
- Specifically, all residents felt like they were being kept informed of what is happening in the home and if there are any changes that may impact the care received. A high percentage of residents strongly agree that they get on well with staff. This is a reflection of the hard working staff who ensure that they know the residents' personal likes and dislikes which enables them to provide care and service which is tailored and as person-centred as possible.
- Comments from respondents included, 'the staff ask me about my favourite things to do' and 'we are always told what is going on at the home and if there are any activities happening, but it would be useful to know a little more in advance.'

Summary of All Responses – Individualised Care



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

- I am regularly updated with what is going on in the home – 82%
- I get asked questions about my life and personal experiences etc. – 73%
- I get on well with the staff – 82%
- I have my room the way I like it – 82%
- I am involved in decisions about my care and support – 90%

Support



Overall rating – 4.5/5

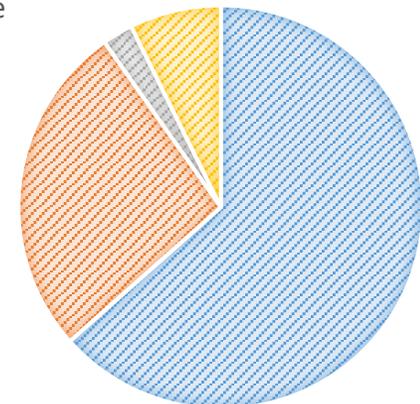
- It is important to us that residents are supported and assisted to live in a manner of their choosing which maximises their quality of life and makes them happy. Over 90% of respondents agreed that they are supported in a way which encourages them to keep as well as they can and also to be as independent as they can be.
- 7 out of 10 respondents strongly agreed that they are encouraged to move regularly and 8 out of 11 strongly agreed that are supported to be as independent as they can be.
- Comments included; ‘the staff always try to get me to move around and do different things’ and ‘I am forever encouraged to participate in activities.’
- This demonstrates our commitment to supporting residents as much as we can and ensure they are cared for at their own pace in order to maximise their potential emotionally, physically, intellectually and socially.

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

- I am encouraged to move regularly – 90%
- I am supported to keep as well as I can – 90%
- I am encouraged to mix with other residents – 90%
- I am supported to be as independent as I can be – 91%

Summary of All Responses – Support

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



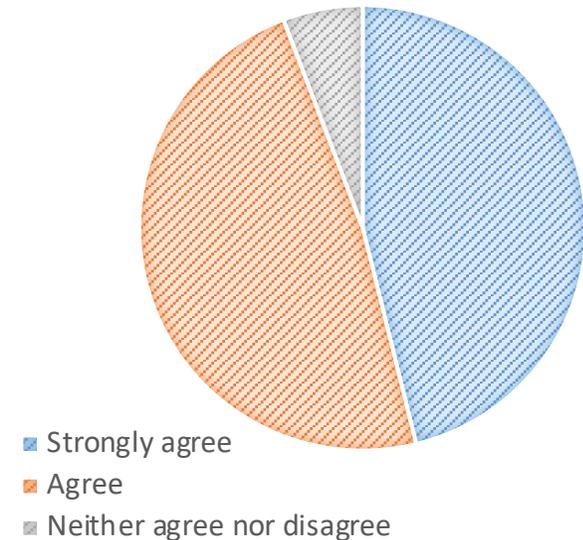
Integrity



Overall rating – 4.4/5

- At Grange Lea, we must act with the upmost honesty in every interaction. We define integrity as being accountable for our actions and doing the right thing every time, even when no one is looking. The residents were asked five key questions relating to Integrity to assess if residents feel safe, secure and respected.
- 100% of respondents agreed that they feel safe, are listened to and treated with the upmost dignity and respect at Grange Lea.
- One resident said that ‘I get the privacy I need and I feel very safe here in the home.’

Summary of All Responses – Integrity



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

- My money and personal belongings are well looked after – 89%
- I feel safe – 100%
- Staff listen to what I have to say – 100%
- I am treated with dignity and respect – 100%
- My complaints are dealt with appropriately and in a confidential manner – 80%

Teamwork



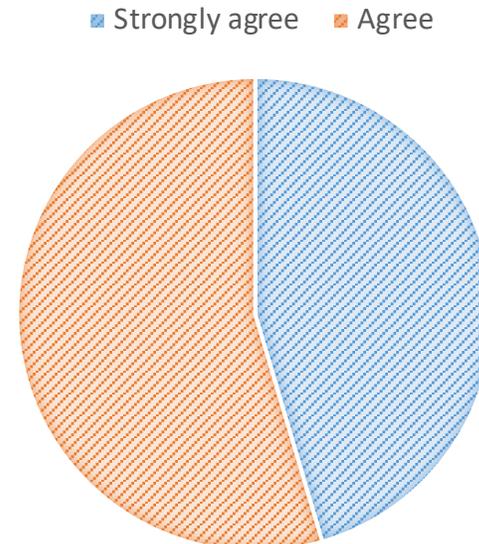
Overall rating – 4.5/5

- At Grange Lea, we support our colleagues to provide the best possible service and put the needs of others above our own.
- There were two main questions that we asked to residents and all respondents agreed that the staff work extremely well together as a team and also that staff know what they are doing at all times, doing their jobs to the absolute best of their ability.
- There were many comments from respondents that indicated the staff are the best thing about Grange Lea and that is why they love living at the home. We are very proud of our staff and the excellent care they provide.

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%

Summary of All Responses – Teamwork





Other general areas

- Alongside the 5 value based categories, we also asked residents about other important areas which we believe have an impact on the residents' care experience and also the overall feeling of being 'at home.' The below categories included specific questions that were graded on the same 1-5 scale and an average score was worked out using the methodology previously outlined. The additional categories and average rating are as follows:
 - Food and drink – 4.3
 - Management – 4.2
 - General – 4.2
- The next slides provide a detailed breakdown of the above three categories.



Other general areas (continued)

- All respondents agreed that they enjoy the meals at the home and are happy that they are offered a reasonable alternative if their first option is not possible or if they do not like something. Residents strongly agreed that the meals are served at the best times during the day. Comments included; 'the chef is wonderful' and 'the meals are lovely and there is always a good choice on the menu.'
- There was extremely positive feedback from residents about the quality of the meals at lunchtime. Favourite meals included; roast dinners, soups and fish meals. With regards to improvement, some comments included; 'more fish meals' and 'too many vegetables.'
- With regards to management, all respondents agreed that they have a positive relationship with the management. Furthermore, with regards to being happy with the way the home is managed, of those who answered 'neither agree nor disagree', all said that they did not fully understand the question.

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

- I enjoy the meals here – 82%
- I am offered a reasonable alternative if I do not like something – 91%
- The meals are served at a good time – 91%
- I am happy with the way the home is managed – 67%
- I have a good relationship with the management – 100%



Other general areas (continued.)

- All residents are very satisfied with the daily schedule and are happy with the times that they go to bed and get up in a morning, as well as getting peace and quiet when they want to.
- 70% of respondents enjoy the social activities at the home. Some comments included; 'I love the activities at the home, especially the games and quizzes' and 'its great when the singer comes in and entertains us all.' Thoughts for improvement included; 'I would like to do more day trips.'

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

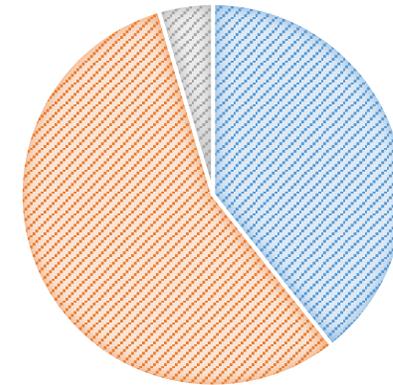
- I get up and go to bed when I want to – 80%
- I get peace and quiet when I want to – 90%
- I enjoy the social activities at the home – 70%
- My laundry is of a good standard – 82%

Feeling of being at home



- *Overall rating – 4.3*
- The main focus of this particular category of questions was to try gain and overall perception of how ‘homely’ Grange Lea feels and to get residents’ thoughts on the various areas of the home.
- 100% of respondents agreed that they ‘feel at home.’ 3 out of 11 respondents felt like they couldn’t agree nor disagree, but said that the care home was excellent, despite them preferring to be in their previous homes.
- As seen, 100% of respondents were very happy with their rooms, and how comfortable the living areas were. There was extremely positive feedback on our ‘sun lounge’ room, in which residents’ comments included; ‘I love to watch the birds fly above us whilst we sit relaxing’ and ‘I love to relax here whilst watching passers by walk along past the home.’

■ Strongly agree ■ Agree ■ Neither agree nor disagree



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

- I feel at home here – 73%
- My room is well-furnished and comfortable – 100%
- My room is always clean – 100%
- The dining area is comfortable – 100%
- The living areas and TV room are comfortable – 100%
- The home is clean – 100%



Action Plan

In completing the Resident Quality Assurance Survey we have identified the following areas of improvement. These will be added to our central action log and will be completed as soon as possible:

Area of improvement identified	Action	Comments	Complete
Ensuring staff treat residents with the upmost patience.	Respond to ALL residents' needs and take the time to listen to what residents have to say.		
Ensuring care is personalised to the individuals needs.	Taking the time to have conversations with residents about their lives and ask questions about their personal experiences.		
Ensuring care is personalised to the individuals needs.	Ask residents if they would like to make changes to their rooms (i.e. additional photographs on wall) to make it more personalised to they way they would like it.		
Ensuring residents are encouraged to move on a regular basis.	Suggest walks outside on the premises or afternoon day trips out.		
Ensuring residents' voices are heard and improvements are made where necessary.	Ensure residents complaints procedure is simple and familiar with residents.		
Ensure roast dinners feature regularly on the menu.	Liaise with chef with regards to roast dinners and ensure they are on the menu regularly.		
Ensure a variety of social activities are on the social calendar.	Provide a variety of social activities and ensure resident feedback is received in order to make changes or improvements.		

Thanks



- 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.