



# Grange Lea Care Home

*Resident Quality Assurance Report*

*September 12<sup>th</sup> 2024*



# 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, 15 responses were received out of 18 residents (83%.) 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 or carer to do so.

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



4.3/5



Caring and Kindness

4.2/5



Individualised Person-Centred Care

4.4/5



Support

4.6/5



Integrity

4.7/5



Teamwork

4.4 /5



Feeling at home

# Detailed Findings



We used the same value-based questionnaire this year as we did for our 2023 and 2022 QA reviews. 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 residents were very dissatisfied and an average score of 5 would indicate high levels of residents' satisfaction.

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.

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 – 4.3

All of the residents are very happy and satisfied with the way they are cared for.

Specifically, 15 out of the 15 respondents agreed that they get on well with the staff. 14 out of the 15 respondents agreed that they are treated kindly by all of the staff, 14 out of 15 respondents agreed that staff treat them with patience and understanding.

Only 1 resident didn't feel satisfied with the care they received, and this is a matter we will pursue to ensure that this particular resident is happy and satisfied with the standard of care.

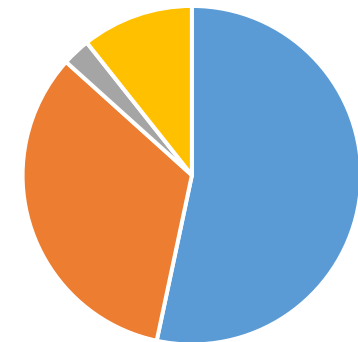
Some comments included; **'the staff are marvellous and good natured.'** **'Staff are wonderful, they are friendly and helpful'** and **'everyone is very caring. All staff have a sense of humour.'** From these results it is clear that the staff treat the residents with the upmost care and kindness.

Being asked about a resident's personal life scores lower than the other question areas – only 66% (10 out of 15) 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 – 93%
- The staff are patient and understanding with me – 93%
- I am treated with dignity and respect – 80%
- I get on well with the staff – 100%
- I get asked about my personal life and experiences – 66%

Number of Residents



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



# Individualised Person-Centred Care

## Overall rating – 4.2

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 they receive is personal to them and they are cared for in a manner of their choosing.

We have received satisfactory feedback on the food, with 80% of responses stating that they enjoy the meals in Grange Lea. Pleasingly, most residents (93%) feel that they are offered a reasonable alternative if they do not like a particular food option. We also had feedback that variety of food choice could be improved. The variety of food as well as how we can increase satisfaction levels will be looked into as a result of this review.

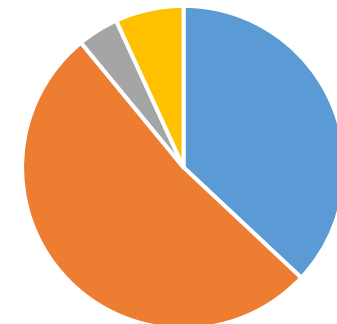
Spending time doing things residents enjoy has improved 18% (compared to last year) to **93%** which demonstrates the efficacy of the actions implemented. Specifically, we have tailored our social calendars based on requests received during resident meetings. Popular activities include quizzes, bingo, physical exercise, French lessons, Arts & Crafts, trips out and educational talks from Linda. We are pleased with our residents' satisfaction regarding the variety of social activities we offer at Grange Lea.

Comments from resident's included '**excellent activities provided by staff of Grange Lea.**' '**Being able to have occasional trips out is excellent.**'

## 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 – 93%
- I enjoy the meals here – 80%
- 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 – 73%

Number of Residents



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

# Support



## Overall rating – 4.4

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 100% 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.

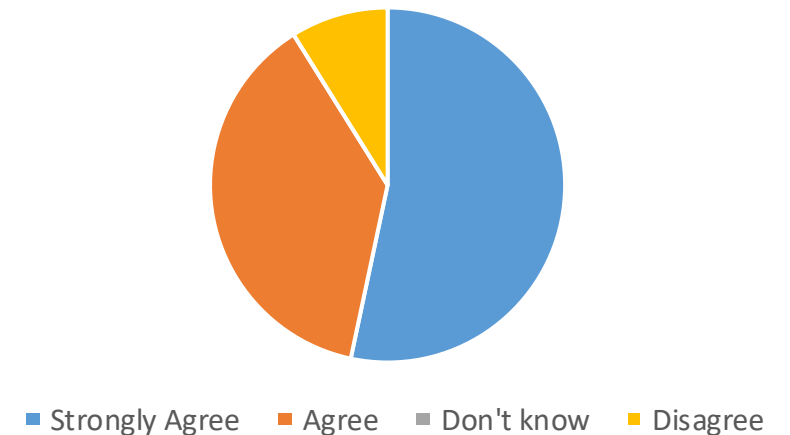
All staff are aware of the need to encourage residents to maintain their independence as long as they can safely do so – this includes supporting with physio exercises or helping residents to stand/move regularly so as to prevent avoidable ailments such as sores and worsening mobility. It is therefore disappointing that only 73% of respondents agree that they are encouraged to move regularly.

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. Staff will be reminded to encourage all residents attend these exercise sessions following feedback in this review.

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

- I am encouraged to move regularly – 73%
- I am supported to keep as well as I can – 100%
- 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.

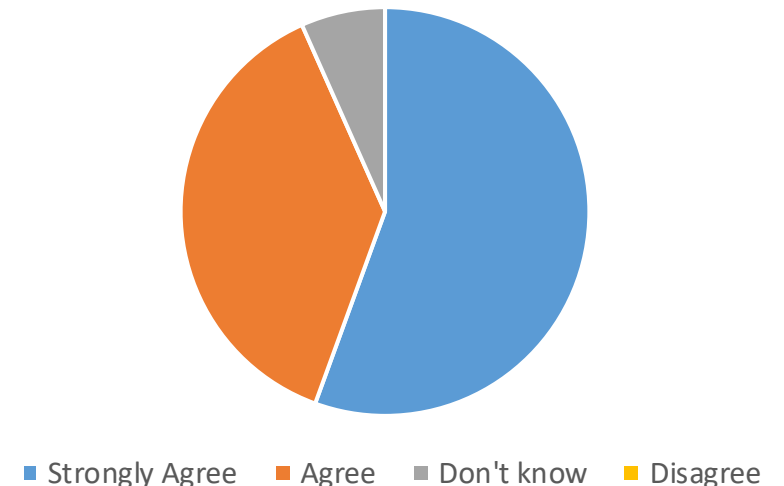
100% of respondents agreed that they felt their money and personal belongings are well looked after. It is very important to us that residents feel that they and their possession are safe as this is a fundamental aspect of feeling at home.

13 out of 15 respondents agreed that they could raise a concern and know it would be dealt with in an appropriate manner. 2 residents chose 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 – 86%
- I am happy with how Grange Lea is managed – 93%

Number of Residents



# Teamwork

## Overall rating – 4.7

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 **all respondents agreed that the staff know what they are doing**. 86% respondents agreed that the staff work 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.

13 out of 15 respondents agreed that they receive excellent care, 24 hours a day and 7 days a week. When conducting the survey, 10 residents specifically said that the staff are the best thing about the home and that they are extremely friendly. One resident said, **'everything has been done in the room and I have nothing to worry about.'**

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.

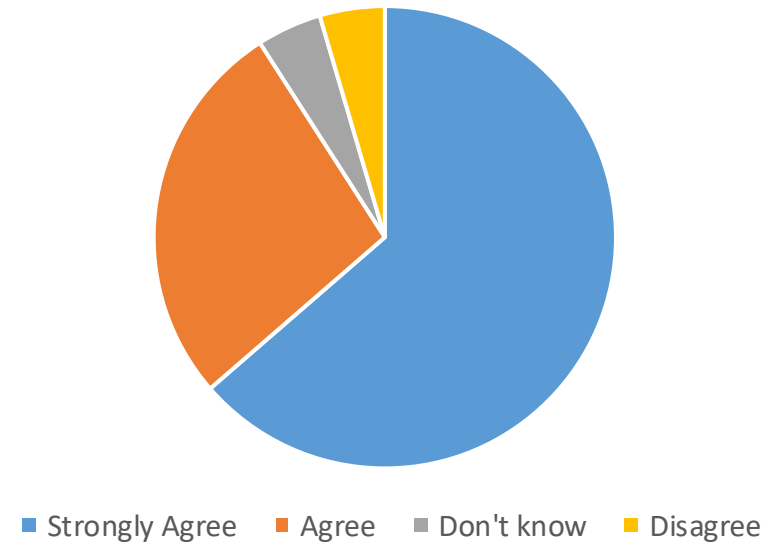
There were many comments from respondents that indicated the staff are the best thing about Grange Lea and that is why they love living at the home.



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

- The staff work well together as a team – 86%
- The staff know what they are doing – 100%
- I receive excellent care, 24 hours a day, 7 days a week – 80%

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 and overall perception of how 'homely' Grange Lea feels and to get residents' thoughts on the various areas of the home.

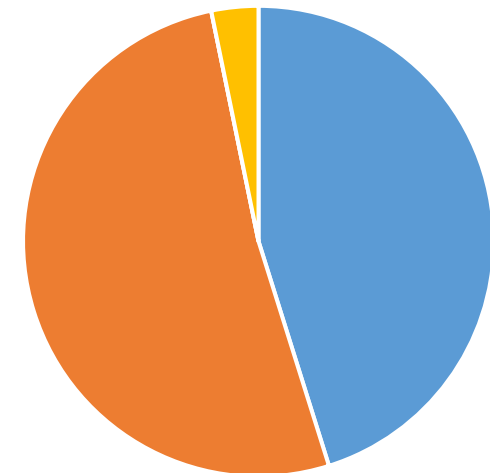
The vast majority of residents agreed that they feel at home at Grange Lea.

All the residents agreed that they are happy with the care and support they receive at the home. Comments from residents included; ***'the friendly atmosphere ... feels like home'*** and ***'everything is great here.'***

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

- I feel at home at Grange Lea – 93%
- I am happy with the care and support I receive in Grange Lea – 100%

Number of Residents



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



# Feeling of being at home (continued.)

## Overall rating – 4.4

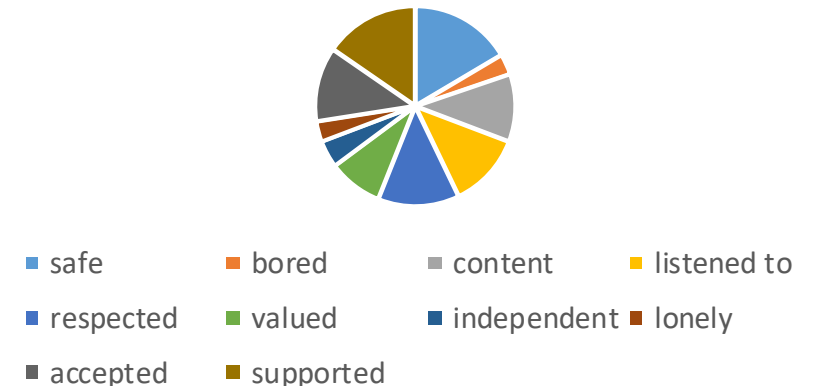
The main focus of this part of the questionnaire was to gain an overall picture of how the residents feel at Grange Lea. This was put in the simplest format and residents were asked to tick a box if they felt that they were safe, content, respected, valued etc.

If residents ticked the box, this was classed as agree. If the box was unticked, it was deemed as a nil response. If the box has a cross in it or a comment, it was deemed that there was an issue and therefore disagreement.

- **100% of residents agreed that they felt safe** and 93% felt supported at Grange Lea.
- The majority of residents agreed that they felt content, listened to, respected and accepted.
- Only 26% of residents agreed that they felt independent, with the majority saying that they are as independent as they can be given their current circumstances. The majority of residents 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 – 66%
- I feel listened to – 73%
- I feel respected – 80%
- I feel independent – 26%
- I feel accepted – 73%
- I feel supported – 93%





# Feedback for improvements to be made

In the questionnaire, we specifically asked residents if there is one thing that they would change about Grange Lea, what would this be. The majority of responses to this question were that residents 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 residents with regards to this question:

- *I would like to have more conversation with the carers.*
- *I would like brighter lighting in the home.*
- *I feel there should be more staff for the dining room at mealtime and when residents are there.*
- *I would like Grange Lea to improve the communication between residents and staff to help with the day to day running of the home.*

It is important to us at Grange Lea that we receive constructive 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.

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 identifiedz	Action	Comments	Complete
Improving communication with residents and staff.	Reminding staff to take the time to have conversations with residents about their lives and ask questions about their personal experiences.		
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.		
More staff in the dining room at lunchtime	Review lunchtime procedures so more staff can be present and/or review staff lunchtimes to see if an extra staff member can be made available to assist with the lunchtime routine.		
Ensuring room lighting is bright enough for the residents.	Review lighting and install brighter lights in key communal locations as well as in rooms where residents are visually impaired		
Food Provision	Review the variety of food offered to see how this can be improved. Further, also look into how we can improve residents' satisfaction with the food provided		
Care Provision	Specifically discuss care provision with the one resident who expressed disagreement to understand specifically what we can do to improve their experience of living in Grange Lea.		
Exercise Classes	Remind staff to encourage all residents to attend exercise classes regularly as part of a broader drive to maximise their individual mobility potential		

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.