



Grange Lea Care Home

Relatives and Visitors Quality Assurance Report

Executive Summary



- A electronic quality assurance questionnaire (QAQ) was emailed out to all relatives of the residents at Grange Lea. In total, 10 responses were received (c. 50% of those emailed).
- The purpose of the QAQ is to to gain an overall understanding of how the home is performing and what relatives/visitors 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 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 relatives and visitors are very satisfied with the standard of care provided at Grange Lea.

Executive Summary



4.4

Caring and Kindness

3.9

Individualised Person-Centred Care

4.4

Support

4.7

Integrity

4.7

Teamwork

4.5

'Feeling at home'



Detailed Findings

- Each of the 6 main categories featured questions which were graded from 1-5. 1 being strongly disagree and 5 being strongly agree. 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.
- Comments included:

‘The staff are always friendly to my uncle and to visitors.’

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

‘The staff have gone above and beyond to provide a safe caring home for my mum.’

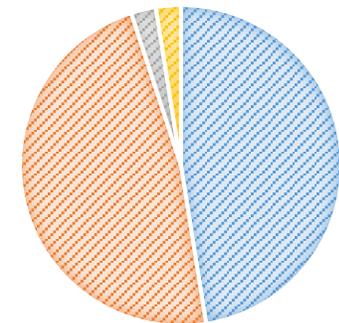
‘I am very happy with Grange Lea. It is a very caring environment which is so important.’

- It is very clear that the staff at Grange Lea are doing an extremely good job of creating an environment which our residents find both kind and caring.
- The responses provide evidence that the staff are living our value which is to provide care which is the same as how they would want to be treated themselves.

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%

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



Individualised Person-Centred Care



- **Overall rating – 3.9/5**
- All respondents agreed that their relative is looked after in manner of their choosing. This is a clear reflection of the extremely high standard of a care that is provided at Grange Lea and is testament to the kindness of the carers and their approach to caring for residents. The majority of respondents agreed that they are involved in decisions about the care and support of their relatives.
- Comments included:
‘The friendliness of the staff and the way the staff are so caring and thoughtful to my mothers needs.’
- A high proportion of respondents stated they neither agree nor disagree with some of the questions. Only 3 out of a total of 60 responses were disagreeing.

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

- My relative has their room the way they like it – 70%
- My relative talks with staff about their personal experiences – 60%
- My relative spends time doing things they enjoy doing – 70%
- My relative is looked after in a manner of their choosing – 100%
- I am involved in decisions about the care and support of my relative – 90%
- I am involved in reviewing my relatives care and support – 60%

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 and makes them happy. Over 90% of respondents agreed that their relative is supported incredibly well at Grange Lea and strongly agreed that their relative is assisted and supported to be as independent as they can be as well as be part of the wider community in order to keep as well as they can.

- Comments included:

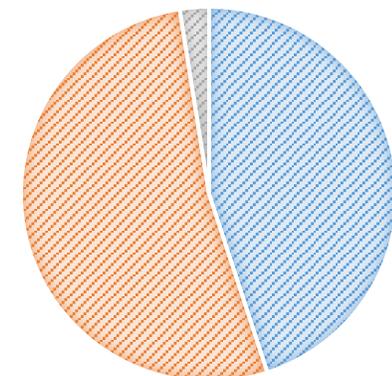
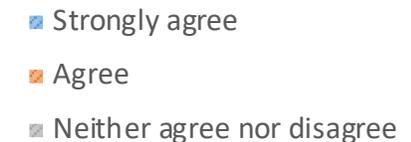
‘There is a friendly atmosphere at the home.’

‘I was pleased to see a new activities programme as I believe those who are able to take part, need to be kept mentally stimulated & active. I hope this type of programme continues.’

- This demonstrates our promise to support residents as much as we can and ensure they 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 – 90%
- 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 interaction. We are accountable for our actions and do the right thing every time, even when no one is looking. Relatives and Visitors were asked five key questions relating to Integrity so we can assess whether residents feel safe, secure and respected. 100% of respondents agreed for every question with 90% of respondents strongly agreeing that their relative feels safe and is treated with dignity and respect.
- Comments included:

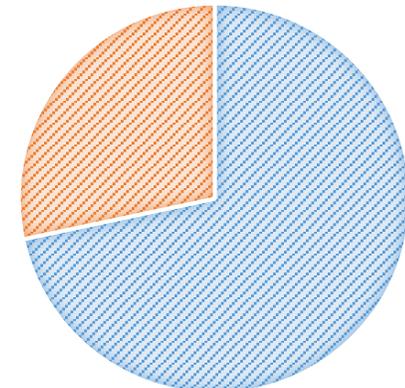
‘The staff are very caring & considerate to my relative & have helped my relative through emotionally difficult times.’

- Overall, it is very clear that the home is an extremely safe and secure place to be for our residents. Staff are encouraged to and do treat every resident with the upmost respect which helps to build high levels of trust between themselves and residents.

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%

■ Strongly agree ■ Agree



Teamwork



- **Overall rating – 4.7/5**
- 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.
- Comments included:

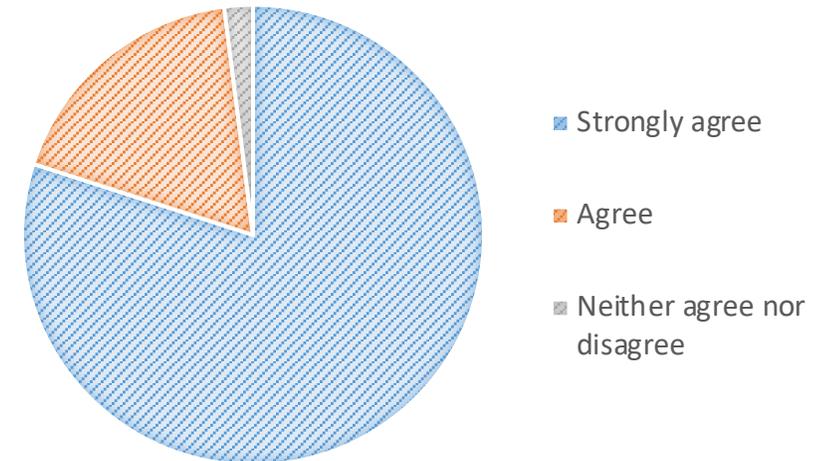
‘Friendly atmosphere.’

‘Mother always tells us she is well looked after.’

The feedback and comments from the Questionnaire suggest that the staff are one of the best things about Grange Lea.

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 – 90%
- 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%





Other general areas

- Alongside the 6 main categories, we also asked relatives about other areas of which we believe have an impact on the residents' care experience and also the overall 'feeling at home' experience. The below categories included specific questions that were graded on the same 1-5 scale and an average score was worked out.

- ***Food and drink – 3.9***

80% of respondents agreed that their resident enjoys the meals they are served at the home.

- ***Social activities – 3.8***

- 60% of respondents agreed that their resident enjoys the social activities at the home.
- The other 40% neither agree nor disagree. Comments included; **'I was pleased to see a new activities programme as I believe those who are able to take part, need to be kept mentally stimulated & active. I hope this type of programme continues.'**

During the last 12 months, it has been extremely difficult to organise trips out due to the Covid-19 Pandemic. Therefore, despite a lot of effort to organise social activities within the home of which they have gone down very well and residents have thoroughly enjoyed them, there has been an increasing desire to leave the home for trips outdoors. This is something that is now possible and we plan to implement on an ongoing basis.



Feeling of being at home

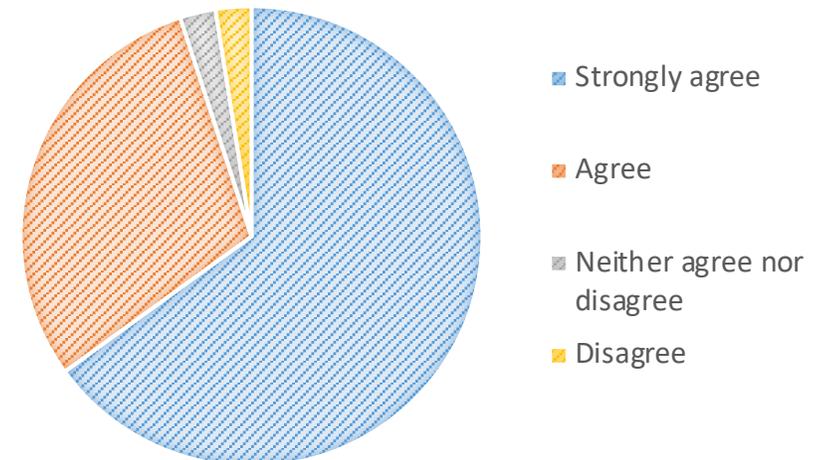
- **Overall rating – 4.5/5**
- It is important to us that at Grange Lea, the residents feel like they are at home as much as possible. We want to create a 'homely' feel and environment in which residents can feel settled and enjoy spending their time at Grange Lea.
- 100% of respondents agreed that the home has a comfortable and homely environment, and is clean and tidy. Also, relatives are very happy and satisfied with the care provided for their relative at Grange Lea.
- One comment included:

'The home feels like home - staff are friendly and mum is treated well.'

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.

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

- The home has a comfortable and homely environment – 100%
- The home is clean and tidy – 100%
- Overall, I am happy with the care my relative receives at Grange Lea – 100%
- My relative feels at home in Grange Lea – 80%



Action Plan



In completing the Relative and Visitor 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
Social Activities	Ensure more activities take place once Covid-19 restrictions are lifted. Including in particular, outdoor trips		
Person-Centred Care	Ensuring that residents' rooms are tailored as much as possible to their personal needs, in order to make them feel more at home. This includes, making more space in residents' rooms to allow for more personal items in order to make them feel more at home.		
Person Centred Care	Ensuring staff take time to speak with residents, whose mental capacity allows, about their personal experiences.		
Person Centred Care	Communication between staff and residents.		

Thanks



- We would like to thank all of the visitors and relatives for taking the time to complete the questionnaire.