



# Grange Lea Care Home

*Staff Quality Assurance Report*

*January 2024*

# Executive Summary



An electronic quality assurance questionnaire (QAQ) was created using Google Forms. This was sent to all staff via email and a reminder via WhatsApp. Staff were given approximately three weeks to complete the survey. In total, 17 responses (71% of all staff) were received. This was an increase of 29% compared to the previous year.

The purpose of the staff QAQ is to gain an overall understanding of how the home is performing from a staff perspective, what they 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' experience and quality of life.

The QAQ was designed to cover all aspects of working at Grange Lea. The questions were organised thematically in line with our values: **caring and kindness**, **individualised person-centred care**, **support**, **integrity** and **teamwork**. This thematic organisation will allow us to assess how successfully our values are embedded and how successfully we are achieving our vision of providing 'outstanding, personalised care in a loving environment which truly feels like home, for all our residents.'

A detailed breakdown of the questionnaire and feedback received is provided in the main body of this report.

Overall, the QAQs indicated that all staff are very satisfied with the working environment and their experience of working at Grange Lea.

# Executive Summary



4.5 / 5



Caring and Kindness

4.1 / 5



Individualised Person-Centred Care

4.3 / 5



Support

4.2 / 5



Integrity

4.1 / 5



Teamwork

4.1 / 5



Feeling at Home

# Executive Summary



Overall, we found that 94% of respondents agreed or strongly agreed that they enjoy working at Grange Lea. 94% agreed or strongly agreed that they would recommend working at Grange Lea and 100% agreed or strongly agreed that they would recommend the home to a relative or a friend who needed care.

This generally positive response is demonstrated on the previous slide; in all thematic areas we scored at least 4.1 out of 5 using a weighted average. A score of 4/5 indicates that the average response to that questions was agree (a score of 5 would equate to strongly agree and closer to one would indicate strong disagreement). Whilst this makes for positive reading, we will focus on the areas which scored slightly lower (Person-Centred Care, Teamwork and Feeling at Home) to see how we can shift them up towards a 5/5 score.

Of all the responses received, 88% of responses were positive affirmations (strongly agree or agree), just over 9% were neutral (neither agree nor disagree) and only 2.7% were negative (disagree – no strongly disagree responses were received)

Despite being a tiny minority of responses (8 out of 301) – we will focus on these ‘disagree’ areas to drive targeted change which will enhance our staffs’ experience of working at Grange Lea.

The disagrees can be grouped thematically as follows:

- 3 disagrees were in relation to the question around food provision;
- 2 disagrees were in relation to staff communication;
- 1 disagree was in relation to residents feeling at home;
- 1 disagree was in relation to the furnishings of the building; and
- 1 disagree related to learning and development opportunities

These results, along with comments received from the survey, will be used to document targeted actions. A summary of these actions will be featured in the back of this report and all actions will be added to our centralised action tracking software so changes can be tracked and implemented in a timely manner.

# Comments Received



'Good management, good ambiance'

'Small consistent care team'

'The care given by our carers is super.'

'A lovely place to work'

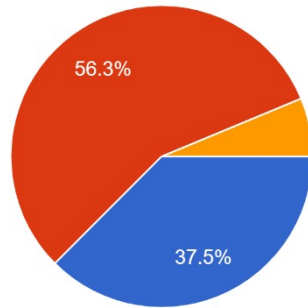
'It is a home from home.'



# Detailed Findings – Question by Question

I enjoy working at Grange Lea

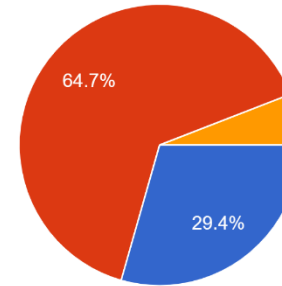
16 responses



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

I feel supported by colleagues at Grange Lea

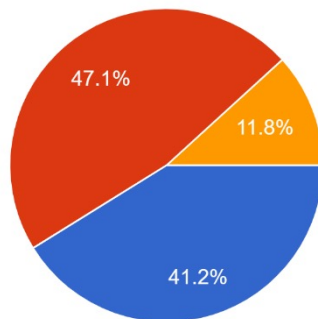
17 responses



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

I feel valued as a team member at Grange Lea

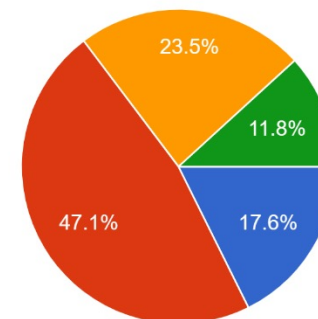
17 responses



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

I believe that staff communicate well with each other and across shifts.

17 responses

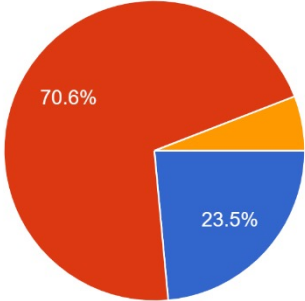


- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

# Detailed Findings – Question by Question

I have good relationships with other staff members

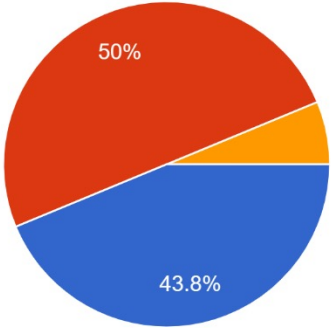
17 responses



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

I would recommend working at Grange Lea

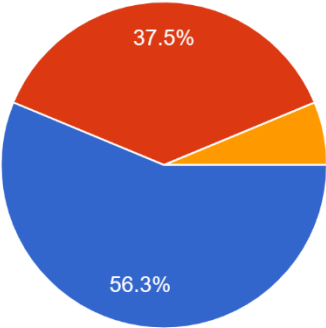
16 responses



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

I feel supported by management at Grange Lea

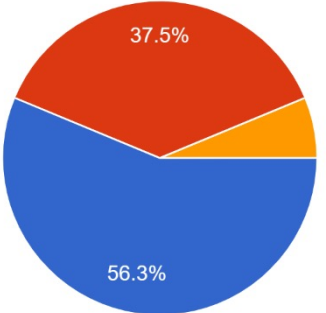
16 responses



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

I have a good relationship with management

16 responses



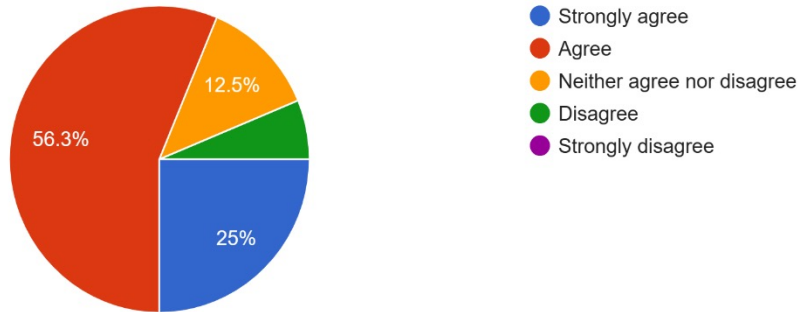
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



# Detailed Findings – Question by Question

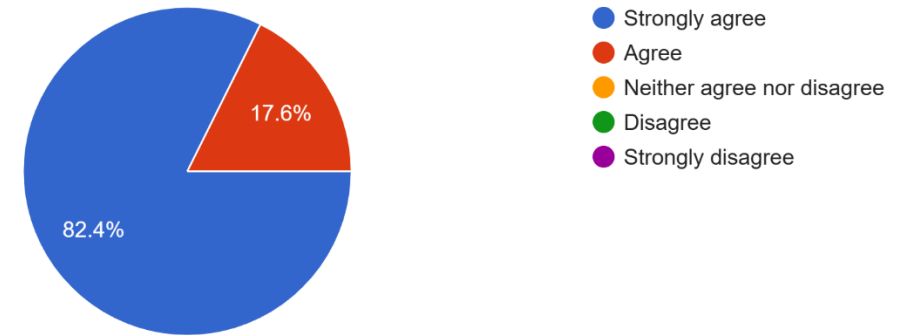
There are opportunities for me to learn and develop at Grange Lea

16 responses



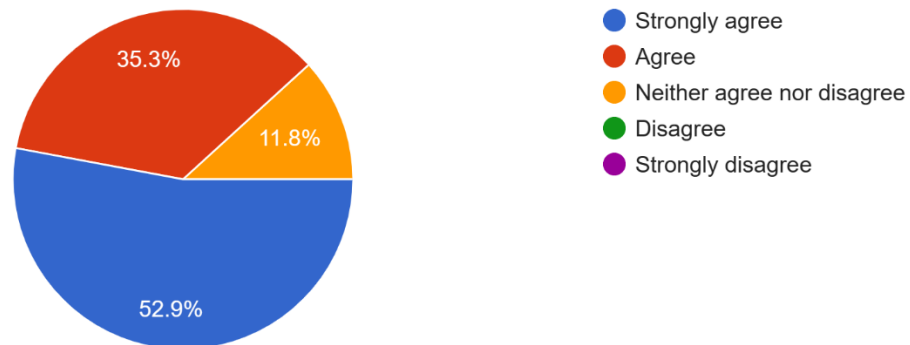
I have good relationships with the residents

17 responses



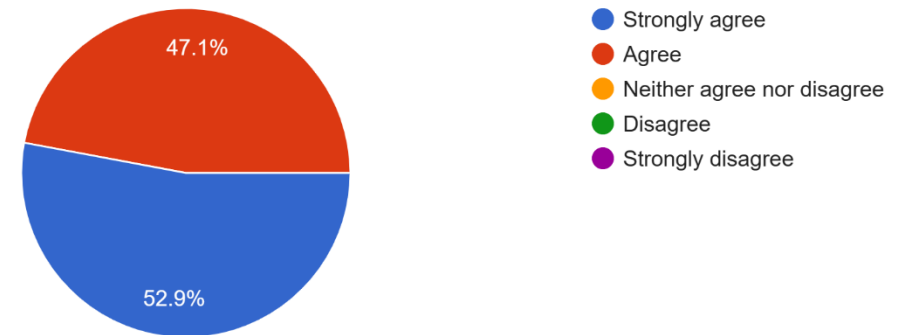
I believe the standard of care at Grange Lea is of a high standard

17 responses



I would recommend this care home to a friend or relative who needed care

17 responses



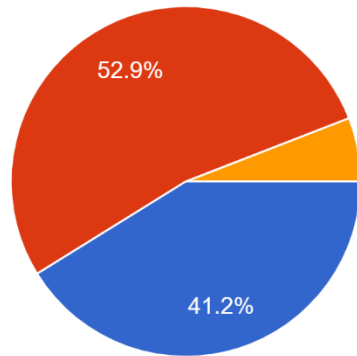


# Detailed Findings – Question by Question



I believe the residents are happy at Grange Lea

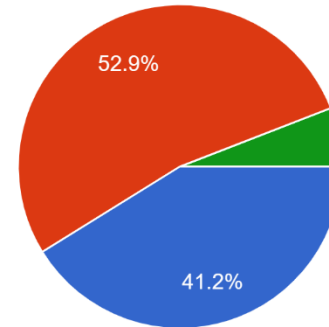
17 responses



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

I believe the residents feel as much like they are "at home" as possible in Grange Lea

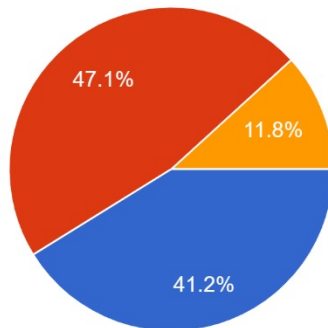
17 responses



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

The Grange Lea Vision and Values give me a sense of purpose in my work

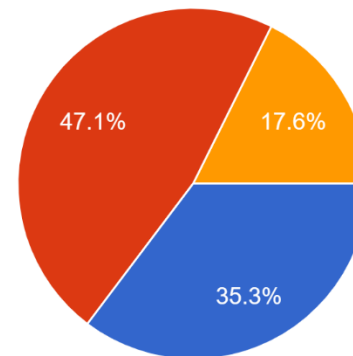
17 responses



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

I believe the home would deal with a complaint properly and in a confidential manner

17 responses



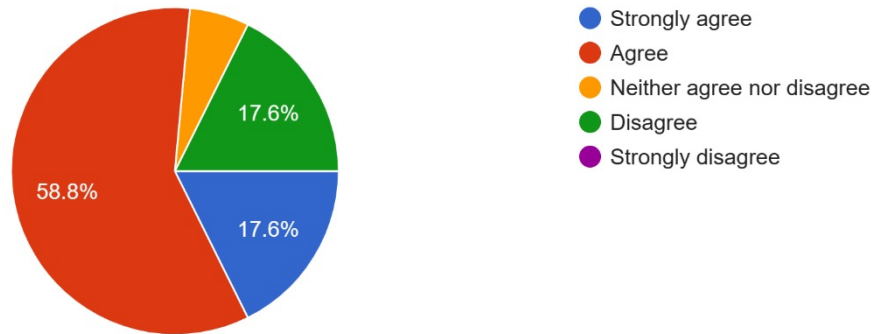
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree



# Detailed Findings – Question by Question

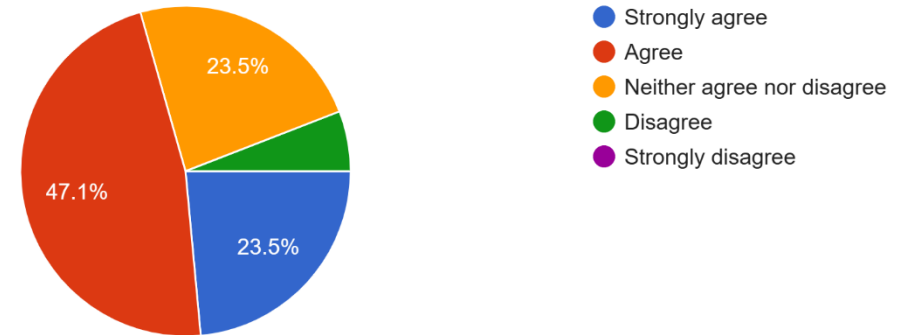
I believe the quality of the food at Grange Lea is of a high standard

17 responses



The home is appropriately furnished

5 responses



## Further Feedback & Next Steps

At Grange Lea we are committed to making our staff feel part of our family. We want staff to feel happy, positive and valued. Feedback can be provided throughout the year informally, formally at meetings or whenever staff feel comfortable. It is not necessary to wait until the annual quality assurance process in order to provide feedback – changes will be implemented on an ongoing basis as we strive for a culture of continuous improvement across all aspects of Grange Lea.

The following slide includes the actions we will take as a result of this quality assurance review – any feedback or comments are always welcome

# Action Plan and Improvements



Area of improvement identified	Action	Comments
<b>Food – 3 of the 8 disagrees received related to food</b>	We will discuss this point in greater depth at the next staff meeting to obtain up to date views and opinions. The timing of the QAQ coincided with the release of a new menu which included enhanced supper options which were easier for the C shift to prepare. We need to confirm if this has made a difference or if further changes are required	
<b>Communication – 2 of the 8 disagrees related to communication between staff and across shifts</b>	Will review the 'Daily Tasks' book at the next Staff Meeting to ensure this is working effectively so that all information being passed between shifts is accurate and representative of the current situation. We will also explore other options as to how communication could be more effective – this is to include a review of handovers to ensure they are sufficiently detailed but concise enough to not impact the working day. The importance of staff arriving on time so a handover can begin promptly will also be re-communicated to staff.	
<b>Communication - To improve communication between management and staff.</b>	Add all staff to the WhatsApp group as this is an effective means of communicating to all staff seamlessly.  We will also re-start the suggestion box so suggestions can be made anonymously; this will be checked monthly and an audit completed to record suggestions and changes implemented as a result of staff suggestions.	

# Action Plan and Improvements (cont.)



Area of improvement identified	Action	Comments
Communication – review format of staff meetings	Comments included that the current format of staff meetings was not adequate for staff to communicate with management. We will consider how these can be amended so that they work more effectively – options include mandatory attendance or doing these digitally so that more staff will be able to attend.	
Communication - <b>to have a better internal bell/communications system.</b>	As part of our re-investment in the business and modernisation, an updated call bell system with greater functionality will be purchased and installed in due course. We will look to do this in consultation with the staff (and residents) so we ensure that what we purchase is fit for purpose.	
Building Furnishings – one disagree was in relation to the care home being appropriately furnished and the need for renewal in certain areas	We will continue on with our phased programme of renewals; this year we will look to modernise the communal areas and upstairs hallway having already redecorated all of the bedrooms.	
Building Furnishings – a designated area for staff	A staff room is part of our longer term aspiration; however it cannot be created without significant change and is not feasible in the current layout. As part of any future building plans, a staff room will be incorporated in to the design.	

# Action Plan and Improvements (cont.)



Area of improvement identified	Action	Comments
Learning and Development – one disagree was in relation to the learning and development opportunities available to staff	Our aspiration is for a regular programme of training to support our staff’s ongoing learning and development, as well as to refresh on previous areas of training. We will look to secure funding to support this and contact suitable training providers in due course.	
Induction process and new staff onboarding	Several comments related to adequate training of staff prior to them starting on shift. We will review our induction process and add enhancements to it where identified – these will include a designated mentor (non-management) and protected time to complete all induction activities. The importance of creating a positive, welcoming atmosphere for new staff will also be re-communicated to staff as this was mentioned in comments	
Teamwork	The importance of shifts working seamlessly together will be re-communicated. If certain jobs are not completed the expectation that this will be picked up by an incoming shift and likewise, if extra jobs can be done by a shift then these should be completed. Everyone contributing fairly to the team effort will also be monitored by management.	
Feeling at home - 1 disagree was in relation to residents’ feeling at home	We will continue to conduct our resident of the day process and monitor the trends in reported happiness and feeling at home scores as part of our monthly audits – this mechanism allows us to monitor and implement changes if required.	

# Thanks



We would like to thank all of the staff for taking the time to complete the questionnaire.