

05.10.17

Outcome of survey held August /September 2017

Employee satisfaction:

3 highest scores were:

Do you feel able to approach management = 100% said yes

Do you feel that we are a good employer = 100% said yes

Do feel that the management is proactive in their approach to health and safety = 100% said yes

3 lowest score

Do you feel involved in the running of the home = 94.4% said yes

Do you feel that your training needs are being met under the current system = 94.4% said yes

Do you feel that you received an adequate induction = 92.8% said yes

Planned improvement outcomes:

We are currently looking at our induction program to ensure that new members of the team are well supported

We are looking at our training methods and how we evidence that training is meaningful and applied to practise

Service users satisfaction:

3 highest scores:

Do you feel safe in the home = 91.2% satisfaction

How is the cleanliness of your room = 91.2% satisfaction

How comfortable is your bed = 91.2% satisfaction

3 lowest scores

How well are the changes on the menu consulted with you = 51.3% satisfaction

How seriously are your concerns/complaints taken and appropriate action taken = 65.2% satisfaction

How is the promptness of you call bell response if you need to ring for attention = 65.6% satisfaction

Planned improved outcomes:

Show and tell folders for food are now available, there is one on the tea trolley, one in the dining room, another in the lounge and one in the kitchen. Individuals or their representative can request a folder for individual use if required.

If any person has a concern/complaint, Dinah (Manager) can be contacted at Grandview or on her mobile 077 366 756 39, details of the complaints procedure are available in the brochure, online and at reception.

Attention to response times for call system is being addressed through the induction process and reminding staff of the need to respond promptly.

Family satisfaction survey:

3 highest scores:

How do you feel that your relative is treated by care staff = 96.3% satisfaction

How do you feel you are treated by Senior care staff = 96.3% satisfaction

How do you feel your relative is treated by care staff = 94.5% satisfaction

3 lowest scores:

If you ever need to ring for attention is the call bell answered promptly = 70% satisfaction

Are you satisfied with the activities program = 83.6% satisfaction

Are you satisfied with the menu available = 84.4% satisfaction

Planned improved outcomes

Attention to response times for call system is being addressed through the induction process and reminding staff of the need to respond promptly.

Increased activity hours have been provided, we are now able to offer an activity person from 09.30 to 18.00 seven days a week (this may vary in the event of annual leave or sickness), increased resources made available to activity team.

Recommence 'food forum' meetings to ensure that we are getting the views of people in the home