

Grandview Survey Results. October 2021

Introduction:

We conducted a survey in September 2021 to ask people their views about how we are performing.

The questions asked are under the same 5 key questions that the Care Inspectorate inspect us on. Each question asks the respondent to give a score between 1 and 6. This is also in line with the grade the Care Inspectorate provide.

Scores are analysed by adding up the scores for each question and then dividing then by the number of responses this provides a grade to each key question by each respondent. These are then added together and divided by the total number of respondents. This provides an overall grade for each group surveyed.

If in any of the questions asked under each key question a response of 1 or 2 is given, then we automatically grade that key question to the lowest score.

This uses a methodology that is similar to the Care Inspectorate when they grade us and so gives as close as possible representation of how we may score should we be inspected.

Below are the Key question headings and the aggregate score provided from each group.

Aggregate Scores

Key questions:

1. How well do we support people's wellbeing?

Residents: 4.5

Relatives: 5.4

Staff: 4.9

2. How Good is our leadership?

Residents: 4

Relatives: 4.8

Staff: 4.8

3. How good is our staff team?

Residents: 3.9

Relatives: 5.3

Staff: 4.6

4. How good is our setting?

Residents: 4.5

Relatives: 5.5

Staff: 5.1

5. How well is our care and support planned?

Residents: 3.1

Relatives: 5.4

Staff: 5.4

Actual Grades

We were inspected on 5th August 2021 and we were graded on key questions 1 and 2 and the care inspectorate grades are as follows.

How well do we support peoples wellbeing. 3

How good is our Leadership. 4

We were also inspected on key question 7.2 How good is our care and support during the COVID 19 pandemic and we were graded 4.

Comments from surveys

From the residents 18 questionnaires were returned.

The comments included the following:

18. "I don't know who the manager is"

17. "all very good to me"

14. "smaller portions" (of food)

13. "no choice for level 4 meals"

11. "very happy with everything, no complaints"

10. "I love you all, you are all so good to me. Just wonderful"

8. " All so good to me. I am very lucky. Wouldn't want to be anywhere else"

7. "Since today is my first day out of quarantine and I have yet to make it downstairs, many of the boxes [questions asked] have been left empty. I don't know enough yet. A wheeled walker with seat? Referral to wheel chair services?"

5. "I will show staff how to clean properly. The food I okay at times. Not a chef but a cook and that's a compliment. I am unaware of who the manager is, I do not like it here and never agreed to come up to Scotland. I feel I have no other choice"

4."both quite happy and fortunate to be here."

From the relatives 6 surveys where returned.

The comments included the following:

2."[resident] is very well cared for by staff in a family atmosphere. Recent times have been very demanding for staff but this has not affected care of the residents. One thing that disappoints that in recent week the trousers [resident] has worn are very shabby and not one purchased. They have been very short and look a mess. During the past year I have bought 7 new pairs of trousers from M&S and next so why the shabby ones weren't taken out disappoints"

3."I am remote from Grandview but prior to COVID I was able to visit whenever I wanted and a room was made available. Her niece and I are happy with the care which is being provided. I can not really comment on many of the topics you ask about"

4."Improvement since Dinah became manager again. I felt there was a lack of management particularly during lockdowns. I also felt there could have been more regular updates over the past 12 months. A regular newsletter/private facebook group may help address this. I think I initially knew who the "named carer was but this has obviously changed and I have not been made aware of this. Lockdown has impacted on the provision of specialist equipment. I feel a wait of almost 18 months for a made to measure chair is unacceptable. Never made aware of the possibility of staying over. Lack of engagement recently. Hopefully this will return. Difficult giving accurate answers to some questions simply ticking a box. Also COVID has impacted greatly on the usual service and communication provided in Grandview. Overall staff have done an amazing job during this unprecedented pandemic. Greatly appreciated.

5." I have always been informed of anything that has happened and have had a welcome to my questions. The team are always ready to listen to me and look after my husband very well. "

From the Staff 11 surveys were returned.

The comments include the following:

5."I enjoy working here. We have a good team and surviving COVID this far has made it stronger"

6."training – zero. Especially for new staff with no experience. Basic training is essential and not just M&H, a basic Dementia, restraint, infection control, would be 100% beneficial. Those should be mandatory."

7."{names of senior management] have done an amazing job through out COVID 19 as have the rest of our team. Grandview is a good place to work and if I was to ever need a nursing home I only hope there will be a place like Grandview for me."

9."there are no snacks like sandwiches left for the night trolley for the night tea. Would like more training on things like incontinence, levels of food, distressed behaviour and first aid."

10. " with new management GV seems to be getting back on track. Before no support from any management. With new management it already feels better supported and everyone knows what they are doing"

11."I love working here. We all work together great and help each other out. And we did a great job when we have COVID and worked hard."

12. "I find it very good company and helpful to staff".

Detailed analysis of key questions:

A further detailed analysis of the questions was undertaken. A percentage has been worked out of overall how satisfied people are with each question. This has been broken down into each respondent group. We have then identified the two areas of each key question where people are most and least satisfied and actions then taken.

Residents:

Key Questions:

1.How well do we support people's wellbeing?

Most satisfied:

I can choose which activities to attend and go out to the local community.

95% of people were satisfied with this statement.

I experience care and support with warmth and compassion

94% of people were satisfied with this statement.

Least satisfied:

I was informed of the cost involved in living here and any extra costs.

83% of people were satisfied with this statement.

Mealtimes are unhurried, the food is good quality and choice is always offered

84% of people were satisfied with this statement.

2. How good is our Leadership?

Most satisfied:

Grandview House Ltd staff are always looking at ways in which things can be improved for me.

93% of people were satisfied with this statement.

My views are listened to and shape the service

89% of people were satisfied with this statement.

Least satisfied:

There is good communication between management and me

76% of people were satisfied with this statement.

The manger is known to me, they are a visible role model around the service and I can speak to them in private if I want.

84% of people were satisfied with this statement.

3. How good is our staff team?

Most satisfied:

I know who the staff are that support me

94% of people were satisfied with this statement.

Grandview House Ltd staff treat me with dignity and respect and are well trained.

93% of people were satisfied with this statement.

Least satisfied:

I am involved in staff recruitment and staff development if I wish.

79% of people were satisfied with this statement.

I can ask for who supports me, including gender preference

90% of people were satisfied with this statement.

4. How good is our setting?

Most satisfied:

My family and friends are welcomed to visit at any time and share celebrations and events.

96% of people were satisfied with this statement.

I can, if I wish, have a telephone, WiFi, or TV installed an staff will help me to use technology, e.g, Face time and Skype

95% of people were satisfied with this statement.

Least satisfied:

If I require equipment, I receive this to help maintain my independence.
89% of people were satisfied with this statement.

The environment and equipment is well maintained.

90% of people were satisfied with this statement

5. How well is our care and support planned?

Most satisfied:

My family and friends are welcomed and can be involved in supporting me.

93% of people were satisfied with this statement.

My care is planned to incorporate my views and wishes and preferences

92% of people were satisfied with this statement.

Least satisfied:

The service is led in a way that is strongly influenced by me, my family and carers.

89% of people were satisfied with this statement.

I am fully involved in the decisions about current and future care.

86% of people were satisfied with this statement.

Relatives:

Key Questions:

1. How well do we support people's wellbeing?

Most satisfied

I am happy with the care and support they receive from Grandview House Ltd.

86% of people were satisfied with this statement.

I can visit at a suitable time for the person important to me and I am made to feel welcome to the service on my visiting.

83% of people were satisfied with this statement.

Least satisfied:

If they have communication challenges I was consulted on their likes and dislikes.

72% of people were satisfied with this statement.

If I have financial guardianship for them, I was informed of the costs involved in the living in the service and any extra costs.

75% of people were satisfied with this statement.

2. How good is our Leadership?

Most satisfied:

Grandview House Ltd staff are well managed and leadership is evident.

69% of people were satisfied with this statement.

The manager is known to me, they are a visible role model around the service and I can speak to the in private should I desire.

67% of people were satisfied with this statement.

Least satisfied:

My views are listened to and are considered to shape the service

58% of people were satisfied with this statement.

Grandview House Ltd staff are known to continually ask how the service can improve.

58% of people were satisfied with this statement.

3. How good is our staff team?

Most satisfied:

Grandview House Ltd staff treat the person important to me with dignity and respect and are well trained.

80% of people were satisfied with this statement.

The Grandview House Ltd staff team is caring and work well together.

80% of people were satisfied with this statement.

Least satisfied:

I know who their carer is and staff are consistent in delating with them

57% of people were satisfied with this statement.

The can request who cares for them including gender preference

63% of people were satisfied with this statement.

4. How good is our setting?

Most satisfied:

There are both private and communal areas for use when visiting.

83% of people were satisfied with this statement.

The environment at Grandview House Ltd is warm and comfortable with plenty of natural light.

77% of people were satisfied with this statement.

I am welcome to visit at any time and share celebrations and events. I could also stay over if required.

Least satisfied:

70% of people were satisfied with this statement.

If they require equipment, they receive this to help maintain independence.

72% of people were satisfied with this statement.

5.How well is our care and support planned?

Most satisfied

There is a supportive and inclusive approach to involve family, friends and advocates in the delivery of care and support.

73% of people were satisfied with this statement.

Grandview House Ltd management engaged meaningfully with relatives, friends and advocates of service users.

73% of people were satisfied with this statement.

Least satisfied:

Relatives, friends and advocates can be involved in staff recruitment if they wish.

50% of people were satisfied with this statement.

The service is led in a way that is strongly influenced by services users, family, friends, carers and advocates.

66% of people were satisfied with this statement.

Staff:

Key Questions:

1.How well do we support people's wellbeing?

Most satisfied:

I understand my responsibility to protect service users from harm, neglect, abuse, bullying and exploitation.

95% of people were satisfied with this statement.

Service users privacy is always respected by staff.

90% of people were satisfied with this statement.

Least satisfied:

I understand how to request advocacy if services users would benefit from this service.

77% of people were satisfied with this statement.

The standard of food that service users receive is of good quality and the mealtimes are unhurried. All staff understand how to support service users with their meal if required.

83% of people were satisfied with this statement.

2. How good is our Leadership?

Most satisfied:

Staff recognise the importance of service users human rights and choices.

89% of people were satisfied with this statement.

I understand that there are policies and procedures to explain and guide staff in the care delivery and we are encouraged to read and reflect and understand these.

88% of people were satisfied with this statement.

Least satisfied:

There is good communication between management and staff.

72% of people were satisfied with this statement.

The culture with Grandview House Lt encourages contributions from staff.

80% of people were satisfied with this statement.

3. How good is our staff team?

Most satisfied:

I am clear about my role and responsibilities within the team.

97% of people were satisfied with this statement.

I would not hesitate to challenge and report any poor practice and I am confident this would be acted upon.

95% of people were satisfied with this statement.

Least satisfied:

I receive training in a method that suits me and develops my skills and the service supports my continuous professional development.

72% of people were satisfied with this statement.

I receive supervision and appraisal which help me develop skills.

74% of people were satisfied with this statement.

4. How good is our setting?

Most satisfied:

There are both private and communal areas for service users to use.

95% of people were satisfied with this statement.

I understand that some people require aids to help maintain independence and I am confident that these are purchased if they are deemed suitable

95% of people were satisfied with this statement.

Least satisfied:

The Grandview House Ltd environment is warm and comfortable with plenty of natural light.

79% of people were satisfied with this statement.

There are clean and comfortable staff areas available to use during break times.

85% of people were satisfied with this statement.

5.How well is our care and support planned?

Most satisfied:

Grandview House Ltd encourages family and friend to be involved in supporting their relatives.

92% of people were satisfied with this statement.

Least satisfied:

There are frequent opportunities for service users to voice their opinions to management via meetings, either in a group or in private and their opinions are listened to

86% of people were satisfied with this statement.

Actions:

From the comments

Where the person has identified themselves, we will speak with that individual about any concerns or improvements that they would like to see noted and action taken if appropriate.

From the Key Questions:

1.How well do we support people's wellbeing?

Residents

27% felt that the cost of care is not explained to residents by the care home. This is done by the social workers and the family representative.

16% of people feel that meal times could be less hurried and there could be more choice. We will raise this through a food forum with the kitchen about meal options and understand why they feel that they are hurried at times.

Representatives

28% of people felt there could be improvement in contacting them about likes and dislikes if their relative has communication difficulties. We are currently reviewing care plans and inviting families to be involved in the process and given an opportunity to review their care plans. Therefore we hope that we can gather more information that can feed into care delivery.

25% of people would like to have known more about the cost of their relative living in a care home. This information is held within the client contract which is posted for relatives to review and sign. Information on costing will be held within this. Social work organises the financial assessment as every persons contribution to the cost of care is different. Therefore we are unable to provide detailed individual costings.

Staff

23% of staff are unsure how to access and when it is appropriate to do so, advocacy services. Therefore we will do an update on training on this.

27% of staff feel that meal times can be hurried so we will discuss why people think this is the case through a staff meeting or suggestion box and see if there are things we can do to improve this. This will also be done in conjunction with the food forum as residents have this too.

2. How good is our Leadership?

Residents.

24% of residents feel that there could be better communication between them and management and so will ask for a resident meeting to ask for further views on how they would like to engage with management and for management to engage with them. We will also explain the management hierarchy and how to report and raise concerns. This can be done via an organisation chart which outlines peoples responsibilities.

Relatives.

42% of families felt that there could be improvement in asking relatives, residents and staff on how the service can improve. We hold regular resident meetings, food forums, conduct surveys, have suggestion boxes and have held relatives meetings pre COVID. Individuals can and do make suggestions to improve the services and these are acted upon when appropriate. We also develop improvement plans which have been shared with staff and their feedback sought from department heads.

Staff

28% of staff there could be better communication between management and them and so we will do a suggestion box on this topic along with how staff feel they can contribute ideas to Grandview as 20% of people felt there could be an improvement in this area also.

3. How good is our staff team?

Residents

21% of residents feel that they are not involved in staff recruitment and training. We will ask residents if they have questions that they would like asked at interviews and if there are training needs that they think would be useful and we can look to incorporate them into the training plan if appropriate.

Representative

43% of people did not feel that they knew who their relative's carer was. Staff at Grandview have to work a range of shift patterns, and so it is not possible to have the same person or people working with particular residents everyday. However staff know who they work well with and who they have good relationships with and so where possible individuals will work with those residents. Unfortunately this is not always possible.

Staff

28% of people felt that their training needs could be improved. We now have a schedule of training which consists of an induction, fire, moving and handling, infection control, dementia, oral health, continence, ASP and TMARRS. Staff must take responsibility to attend this training. All staff have the opportunity to undertake and SVQ 2 which is paid for in full and there is a pay award at completion. If staff wish to go on to do their Level 3 this is also paid for and another pay award made. The same can be said for the Level 4. Other training for nurses is made available based on what they would like to learn and if there is a benefit to Grandview then this training can also be paid. We have the Dementia bus coming this January 2022.

26% of staff feel they do not receive enough supervision. This we try to deliver 3 times per year for each staff member and staff can request this at any point as well. We have offered 1 to 1 talking points following the COVID outbreak and have provided counselling details if this is something people have wanted. Due to COVID there has not been as much supervision as we would normally run and so we apologise for that. However a new supervision time table will be going up.

4. How good is our setting?

Residents

We are pleased to see that the use of technology is improving in the home with 96% of residents saying that they are supported to use internet enabled devices to help with communication with their loved ones.

21% of residents felt that there could be improvement in getting the correct equipment for them. There have been delays due to COVID 19 with accessing wheelchair services and OT referrals for equipment. We will continue to raise these issues on behalf of residents to ensure they have the equipment that they need.

Relatives

30 % of people felt that there could be improvement in being welcomed for visiting, events and being able to stay over if required. Families are welcome to attend events and can visit when they wish. Due to COVID we have had to put in place strict visiting protocols and so it has not been possible to facilitate everyone's requests. However as rules relax and we move to a more normal life it is hoped that more flexible visiting can return. For clarity, families are welcome to stay if required, if we have accommodation available and if permitted in the context of COVID.

72% of people felt that their relatives have all the equipment that is needed. As mention in a previous statement there has been issues with accessing services such as wheel chair services. However if you feel that your relative would benefit from a particular piece of equipment please let us know.

Staff

21% of people felt that Grandview could be more comfortable and with increased natural light. Unfortunately we are unable to add windows to the building. However we are in the process of putting in central heating and removing the storage heating to make a more warm and cosy place. We have installed a water fountain on one of the floors and we will look to increase these over time. Residents are also able to use the garden space and we have gazebos for inclement weather as well as being able to go out or a walk in the town.

25% of people would like more comfortable break rooms. Therefore we will put out a suggestion box on how the staff room and changing rooms could look and then look to make these changes through agreement at a staff meeting.

5.How well is our care and support planned?

Residents

24% of residents feel that they could be involved more in their care planning and decision about care. We are in the process of reviewing plans of care currently and so residents will be given the opportunity to look at and discuss their care needs.

Relatives

50% of families feel that they could be involved more in recruitment. Therefore we suggest as we do for the residents that if you have specific questions that you would like asked at interviews then we add this to a stack of questions to inform interview questions.

Staff

14% of Staff felt there could be better improvement made to increase opportunities for residents to voce their opinions. We run food forums, residents meeting, ask people about their care and are making strides to improve this as well therefore we hope that this will improve people experiences.

Dissemination of results:

We will make this available on the website for anyone to download. We will tell people about this via the face book page and make reference to it in the next newsletter. We will have printed copies available for staff to read and it will be discussed at staff meetings. We will also make reference to this at the next residents meeting and there will be copies for residents in large print if required so that they too can read this.

An abbreviated action plan will be created and will sit with the managers meetings folder and overarching audit so that we can sign off as actions are taken forward and will involve staff, residents and representatives as required.