



Catherine Miller House

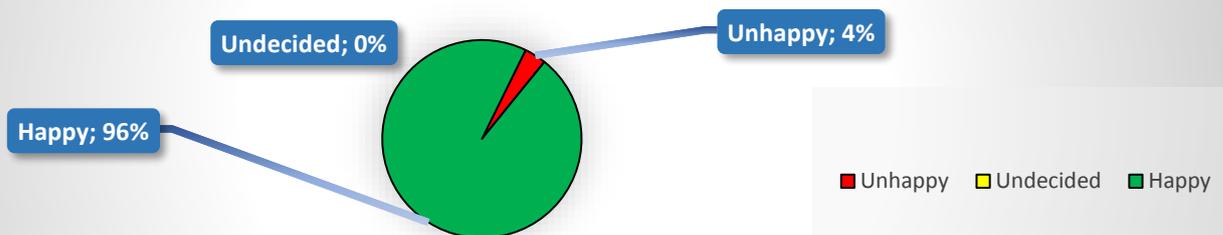
Experience a home from home..

Quality Assurance

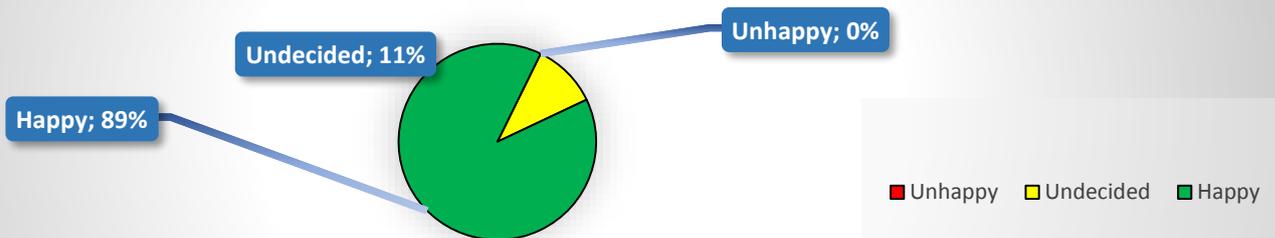
Resident Satisfaction Survey – March 2018

The below charts represent how the residents at Catherine Miller House feel about the service that's being provided to them. All surveys reflect the true feelings of the resident at the time the survey was carried out. No names / personal details will be used, instead a compiled chart will show proportionate

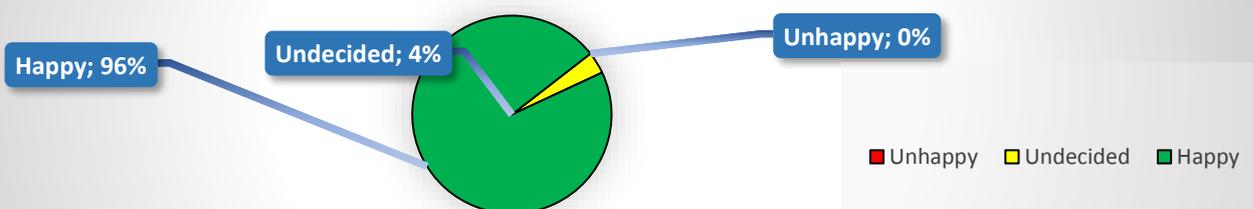
1.0 Do you feel safe?



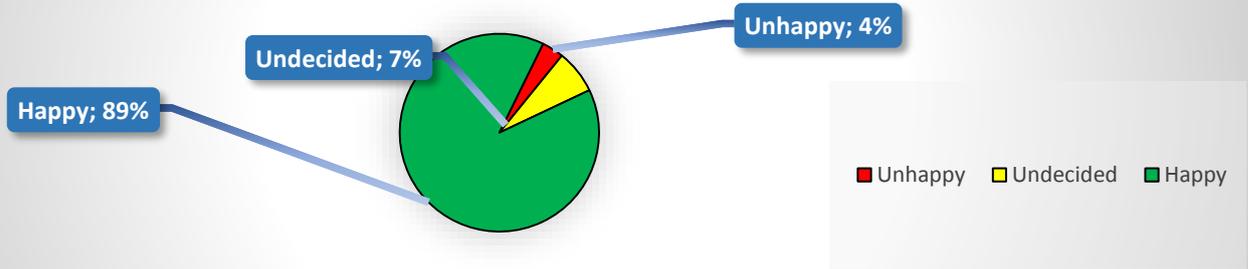
2.0 Do you feel listened to?



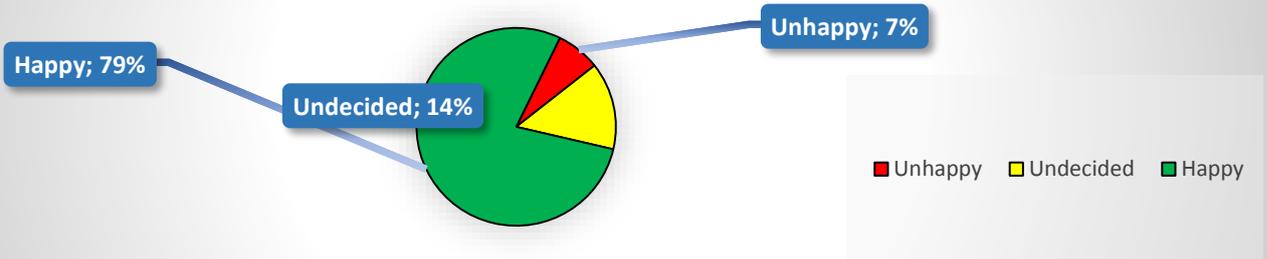
3.0 Do you feel comfortable in your home?



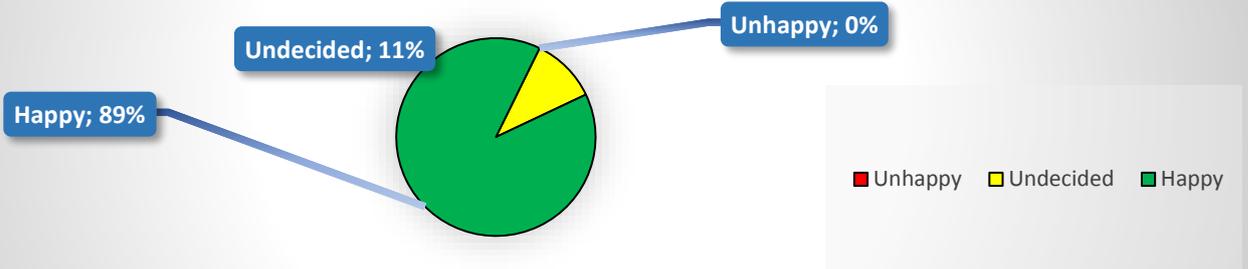
4.0 Do you feel involved in your care?



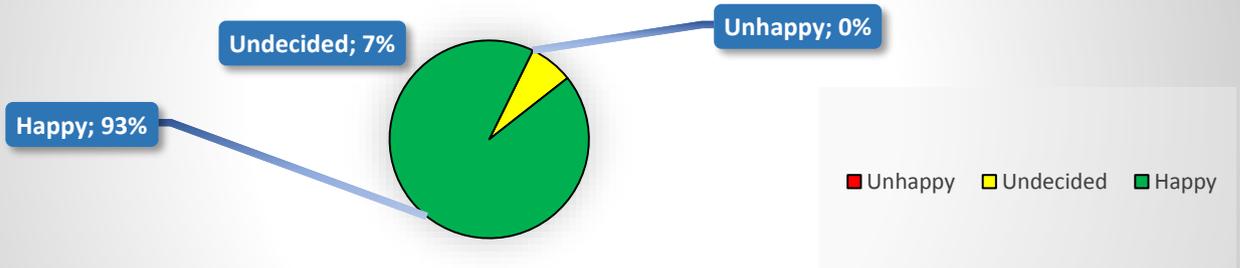
5.0 Do you feel you are given choices over your daily life?



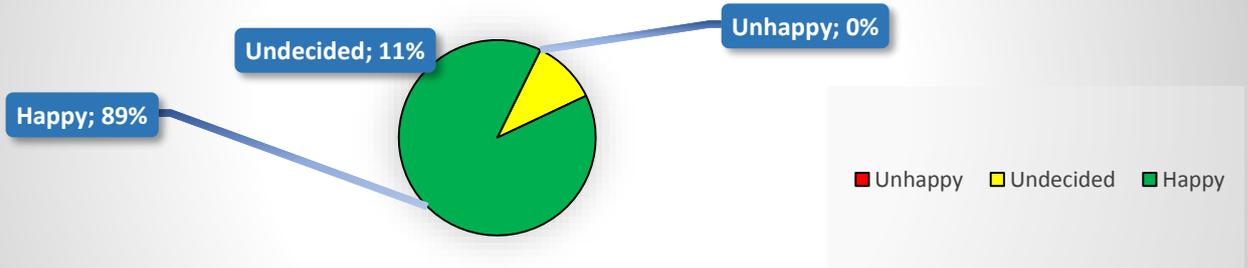
6.0 Do your visitors feel welcome?



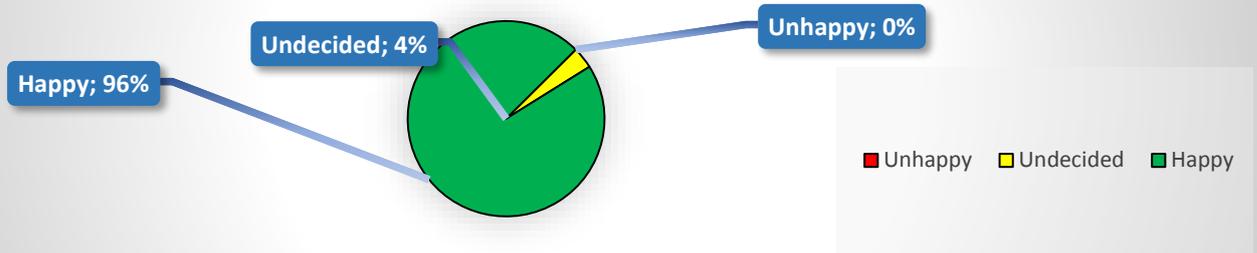
7.0 Do you feel you are treated with respect and dignity?



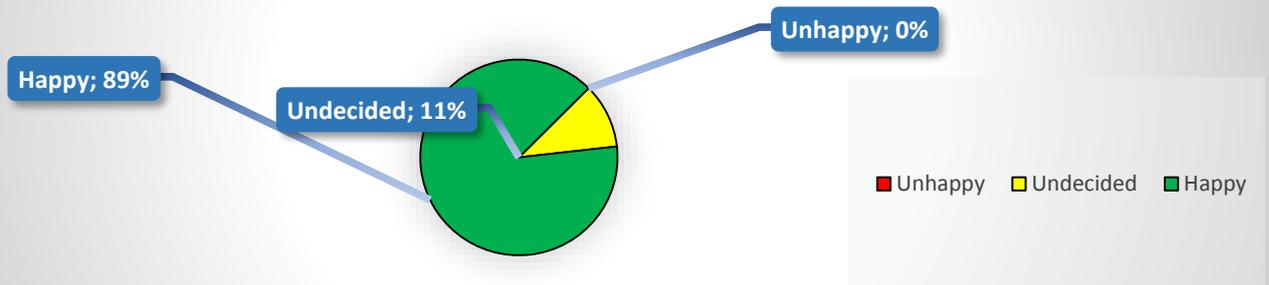
8.0 Do you enjoy your meals?



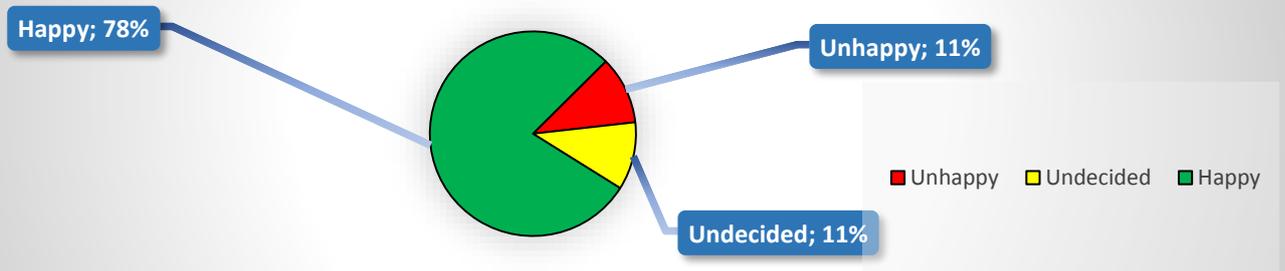
9.0 Do you feel supported at meal times?



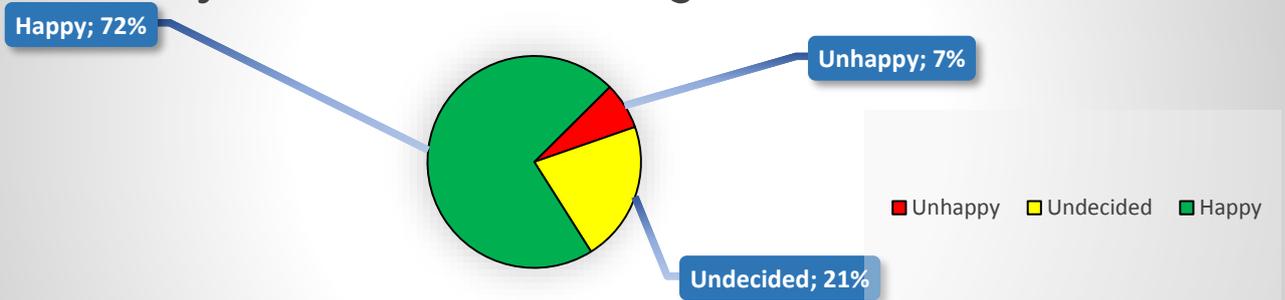
10. If you do not like the main meal. Are you offered alternatives?



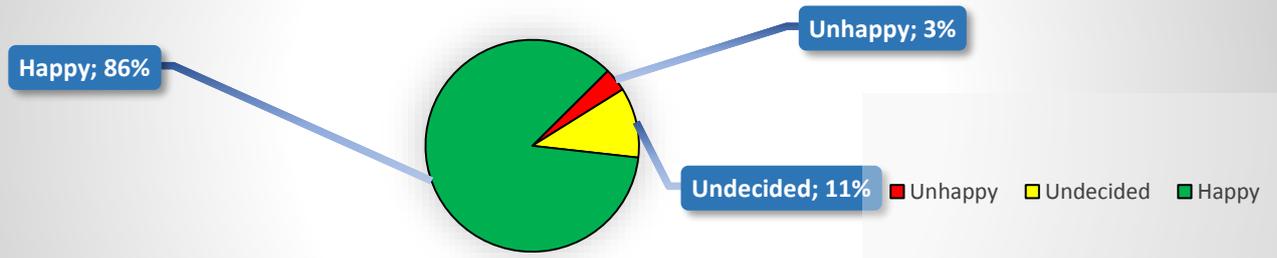
11. Do you feel you go out enough?



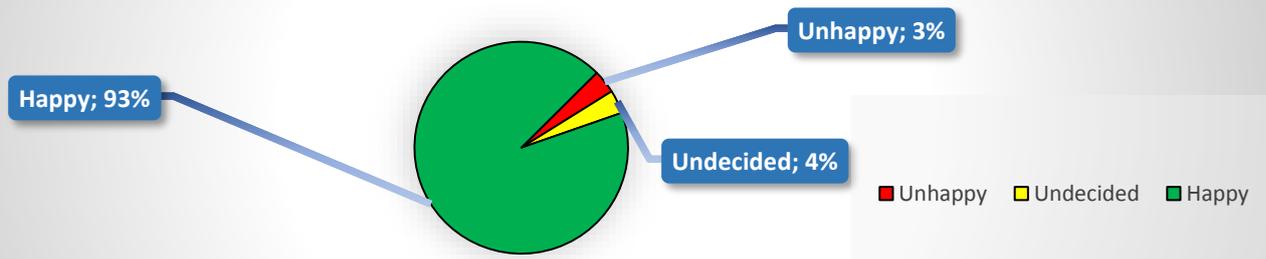
12. Do you feel there are enough activities in the home?



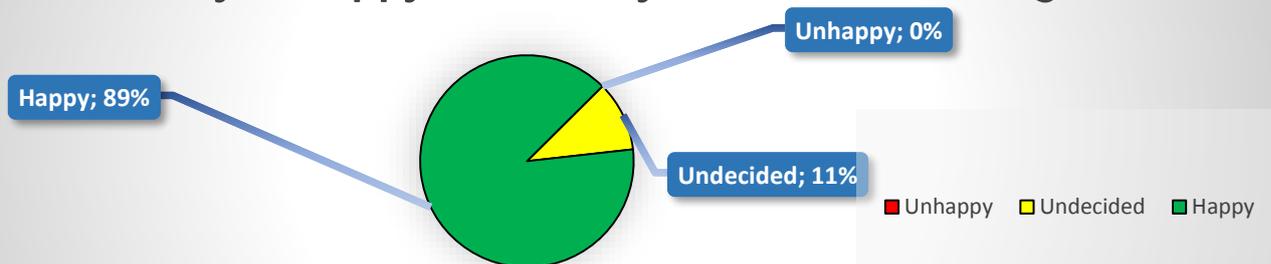
13. Do you feel you can talk to the management team?



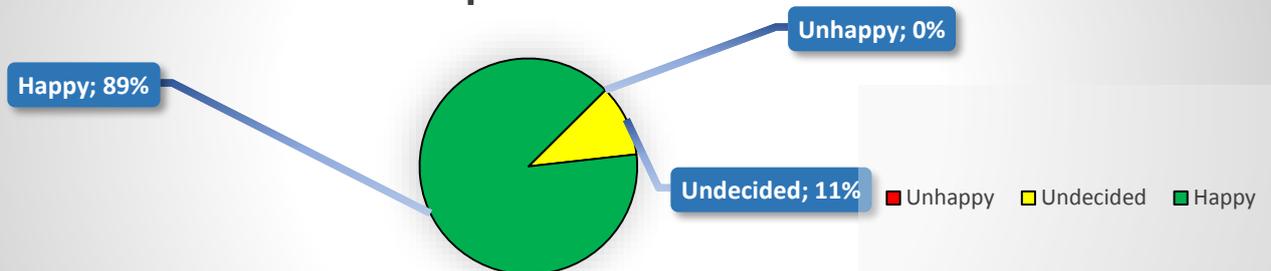
14. If you have concerns, do you feel they are dealt with?



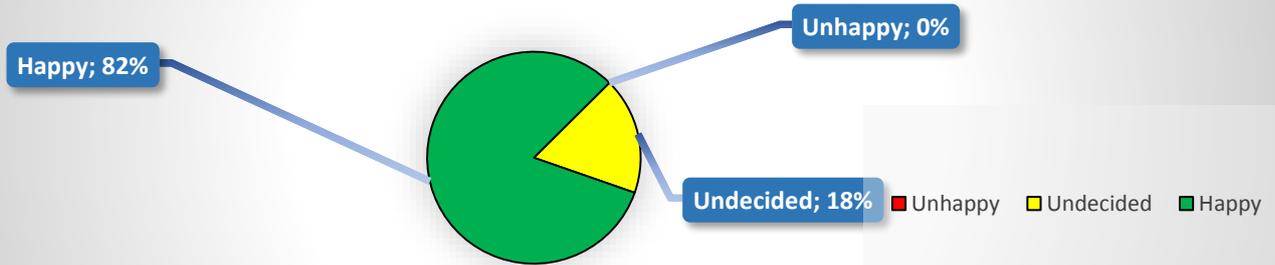
15. Are you happy with how your medicines are given?



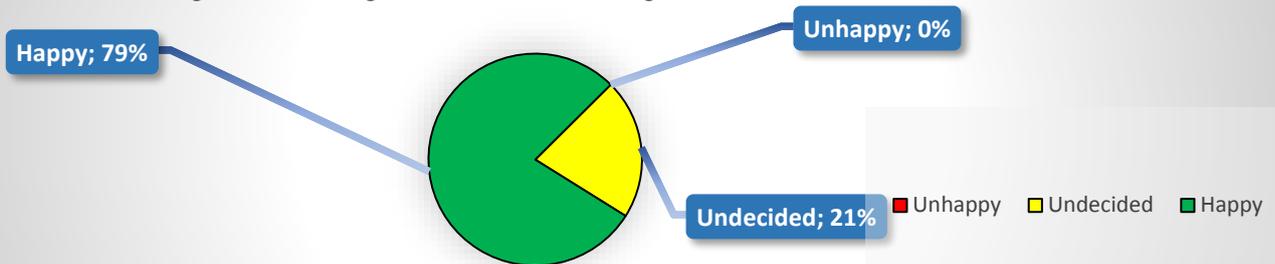
16. Are you happy with the service of your GP and other professionals?



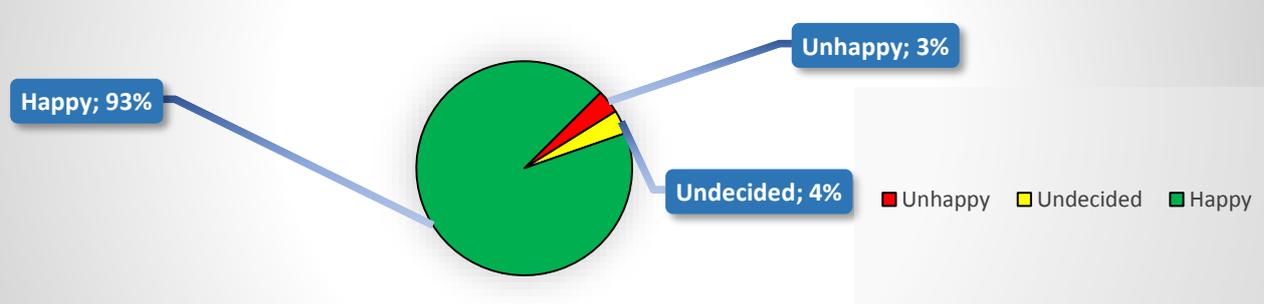
17. Do you feel your room reflects your tastes?



18. Do you feel you have a say in how the service is run?



19. If you have any concerns, do you feel able to talk about them?



At the end of each survey, all residents in the home have an opportunity to add anything they wish, relating to any issue or topic they wish to discuss. They will be listed anonymously as section 20.0. The way in which they will be written will be exactly as read from the survey. The only alterations will be if somebody's identity is compromised by keeping the full text in.

- 1) I am very happy here
- 2) I think it's lovely
- 3) No improvements to be made
- 4) Staff and home are all okay as far as I am concerned.
- 5) Not at this point in time
- 6) No further comments
- 7) Does not remember who the management or staff are, has no further comment
- 8) I feel that when I am confused the staff help me a lot and I feel happy, the lounge is a nice place to be.
- 9) I am happy
- 10) I'm very satisfied

- 11) Everything is good in my eyes
- 12) They all do their best here.
- 13) I am at ease with everything.
- 14) Everyone is kind and helpful
- 15) I'm happy that staff respond to the emergency buzzers quickly
- 16) I would like to see more bingo, quizzes and drawing competitions.

Action Plan

The reasoning behind the quality assurance survey's is anything but a tick box exercise, we at Catherine Miller House will act on everything that has been said that has made anybody unsatisfied within the home.

- **Activities** / appeared to be a theme among the responses of the satisfaction survey. Only 78% of residents felt as though they got to go out as much as they'd like, and just 72% felt that there wasn't as many activities being provided within the home as they'd like. Due to this, we will now free up the activities co-ordinator by relinquishing some care duties through the day, so that they are able to focus entirely on their own role and not become distracted doing other jobs. This should, enable more time for meaningful interaction with residents.
- **Management** / 14% felt that they were unable to go to the management for whatever reason. Although we try to make ourselves available and visible through the days, nights and week; clearly we are not where we should be at this moment in time as the statistic shows. To help solve the issue of visibility, the Senior on shift will now go around and see every resident to see how they are doing each and every day, instead of purely care staff & support staff. This way, any issues/concerns can be addressed immediately instead of passing messages on. Which isn't ideal especially if the resident doesn't feel comfortable speaking to a carer about a particular issue.
- **Meal Times** / Although it's wonderful that 96% of residents feel supported at meal times. (100% is ideally where we'd like to be, though) It has surprised the team to uncover that 11% of residents don't feel as though they are offered an alternative at meal times. It's absolutely our policy that anything we have, a resident can have it. Staff as a whole will make more of an effort to ensure that meals are satisfactory at the time; and if anybody would like something different, the cook arranges this for them without delay. Also, the menus will be updated more frequently instead of just seasonal changes.
- **Care provided** / 89% feel involved in their care and just 79% feel as though they are given choices in their every day life according to the survey. This isn't a number we are comfortable with and will take steps to further involve all residents with their

care. Though we already feel as though we do, the survey doesn't suggest this is always the case. We will be more aware as a home what the residents are involved in and make sure that we continue to involve all residents with the planning and day to day choices in respect to their care, make sure residents are more involved with the professionals that visit them and promote decision making further.

19. If you have any concerns, do you feel able to talk about them?

