

**RESULTS OF THE
OLD HASTINGS HOUSE
QUALITY STANDARDS QUESTIONNAIRES
FOR RESIDENTS, RELATIVES
& PROFESSIONALS**



SEPTEMBER/OCTOBER 2017

QUALITY STANDARDS RESULTS

RESIDENTS SURVEY – Sept/Oct 2017

*74% of the total of those resident at the time of the survey responded (representing 80% of Main House residents and 57% of Magdalen Suite residents).
(Figures below do not include “no response to question”.)*

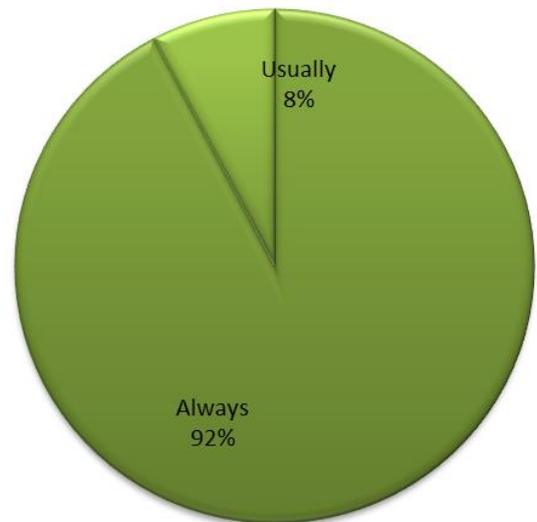
CARE & CARE STAFF

Residents were asked if they were happy with the level of care provided by staff.



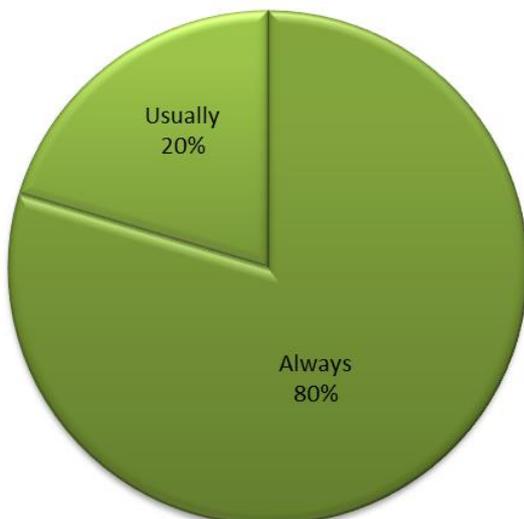
LAUNDRY

Residents were asked if they were happy with the laundry service provided.



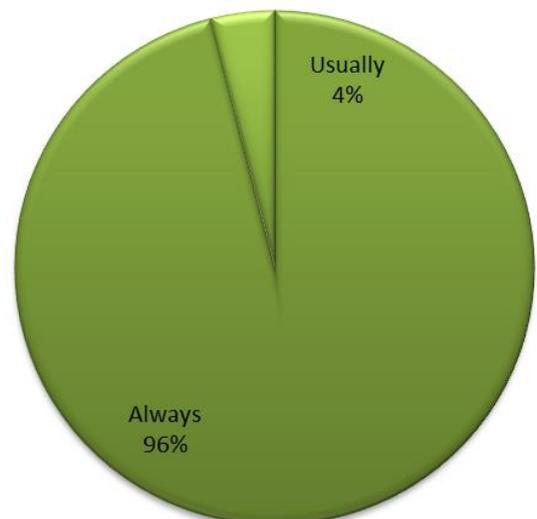
MEALS, MENUS & KITCHEN STAFF

Residents were asked if they were happy with the **variety and quality** of menus.



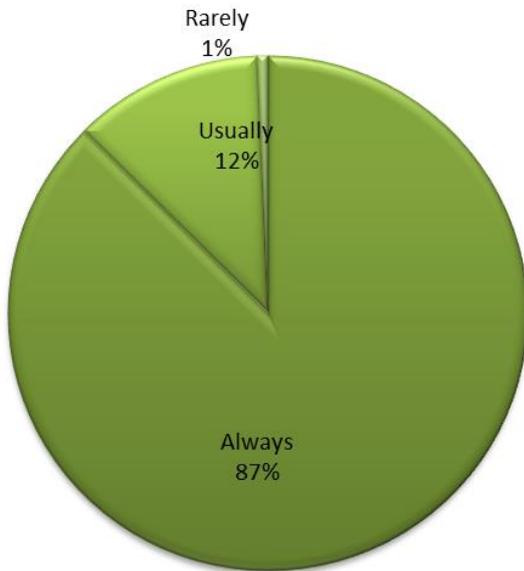
CLEANING & DOMESTIC STAFF

Residents were asked if they were happy with the cleanliness of the home and their rooms.



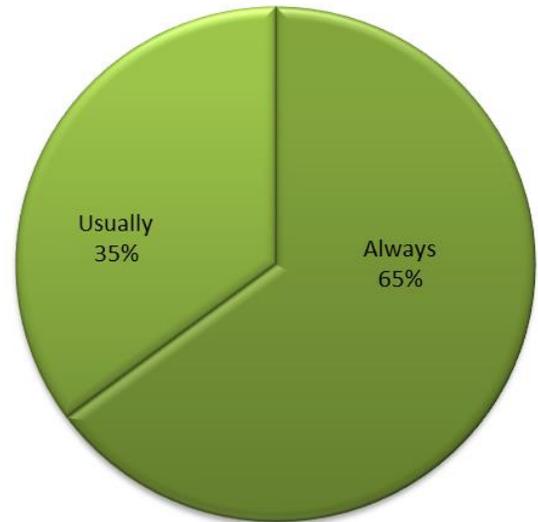
MANAGER & SENIOR STAFF

Residents were asked if they were happy with the level of service provided by senior staff.



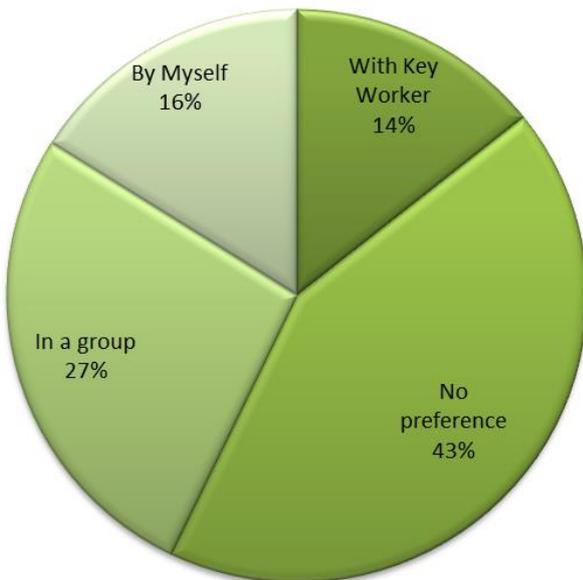
ACTIVITIES

Residents were asked if they enjoyed the **range** of activities on offer.



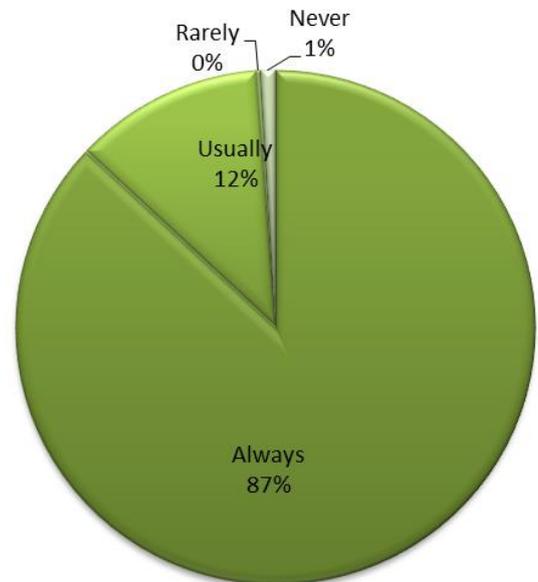
ACTIVITY PREFERENCE

For the first time in this survey, Residents of the Main House were asked *how* they preferred to take part in activities:



GENERAL

Residents were asked if they were happy with the home in general including the atmosphere, the grounds and the upkeep.



CQC Ratings

For the first time in this questionnaire, **Residents of the Main House only** were asked to rate OHH in terms of the CQC Categories below, where 1=Low and 5= High. The number of responses received (from a maximum total number of 35) in each category were as follows. Not all residents rated all the categories.

	1	2	3	4	5
Safe	1			2	31
Effective	1		1	3	27
Caring	1			1	31
Responsive	1		1	3	27
Well-led	1			4	28

Comments & Suggestions from Residents Sept/Oct 2017

General

They always go the extra mile when you need it.

Impossible to improve.

I feel fortunate to be residing here.

Our carers are well known in Hastings to be the best ! One of the reasons why my family [supported me to move in] here.

My visitors always remark on the cleanliness of the whole of Old Hastings House.

An excellent service.

I am just grateful to be living here with such loving care.

The staff couldn't be better!

I love living here.

My grandchildren aged 2 and 4 years are always welcome.

Spotless throughout.

There are, of course, times when I miss my home and my neighbours but I already have made good friends here with other residents.

In all ways the home has reached a very high standard.

My visitors always remark on the cheerful kindly welcome they receive from the staff. I greatly appreciate everything that is done for me especially help and transport with hospital and doctors.

[My Keyworker] was a delightful companion when I had to go to the optician and then hospital. She was a huge help during the very long 3-hour wait and helped me to cope with the questions I was asked.

The Housekeepers are brilliant. The lady on my floor just never seems to stop working.

Laundry

My clothes have never been so beautifully pressed and the speed with which they are returned is amazing.

Excellent.

Please keep socks together in pairs.

I have always hated ironing – so Janet and Helen are stars!

Kitchen/ Menu Suggestions

They do a grand job.

I prefer white meat to too much red.

Very happy with the menu.

When I was fast asleep one mealtime, I was allowed to continue the much-needed sleep and then given a tasty collection of goodies later on. They are trying hard with special food that is helping me to get back some of the weight that I had lost.

The pork or lamb chops are great; the corned beef hash leaves room for improvement.

Activities Comments and Suggestions

I always enjoy quizzes, word games and discussion groups, and especially the time spent 1-1 with my keyworker.

Having a good old sing song!

Karaoke?

[I'm] open to trying other activities.

Range of activities is fine but I prefer to be on my own on the whole.

[I like] especially music activities in the Magdalen Suite.

QUALITY STANDARDS RESULTS RELATIVES' SURVEY – Sept/Oct 2017

28 forms were completed which represents 48% of the total that were sent out.

Number of responses in each category as follows. ("No response" not included.)

	Yes	Usually	No
Are you made to feel welcome by the manager and staff when you visit your friend / relative?	28		
When telephoning, do staff answer the telephone in a prompt and professional manner?	25	2	
When visiting Old Hastings House do you find that staff are friendly and approachable?	27	1	
When visiting, is the home and your friend / relative's room presentable and clean?	25	3	
Do you feel that you are given enough privacy when visiting your friend / relative?	25	3	
Does your friend / relative appear happy and well cared for when you visit?	25	3	
Would you recommend Old Hastings House to other friends / relatives?	28		
Do you think that the home and grounds are well maintained?	27	1	
Are you aware of the procedure if you feel that you need to make a complaint?	20		8

For the first time in this questionnaire, Relatives and Visitors were asked:

On a scale of 1-5, where 1 is Low and 5 is High, how do you rate Old Hastings House Overall according to the Care Quality Commission (CQC) categories of Safe, Effective, Caring, Responsive and Well-led?

The number of responses received was as follows:

	1	2	3	4	5
Safe			2	2	24
Effective				5	23
Caring				3	25
Responsive				5	23
Well-led			1	5	22

Relatives & Visitors Survey Comments

Thank you all for the wonderful care you give to our mother. She is looked after with great care and understanding.

I have just returned from a week away and it is the first time in a few years that I have been able to really relax as I know my mother is well cared for.

The staff are always friendly and approachable and if ever there is a problem or a worry we always receive a call to let us know what is going on.

Although I gave maintenance a good score, there is one issue of a loud screeching tap where maybe a professional plumber needs to be consulted.

My mother...very quickly settled in and started to look a lot healthier because of the care and good regular food.

I feel the residents would benefit from even more trips out in the home's bus, and a lot more further afield, just to break up the week a bit more.

[My relative's] Key Worker has been proactive in following up appointments.

It is always a pleasure to visit. I have already recommended it to several friends.

Before father came to the home, he lived alone. Since being at OHH the change in him has been remarkable. He really likes being here.

I can't thank the staff enough for their care and respect.

All rooms are clean and fresh and we believe the food to be of a high standard.

It is very much appreciated that transport and assistance is provided for hospital/medical appointments: it makes this much easier.

OHH is an excellent place to be!

The staff certainly go the extra mile. When my dad had a fall recently a member of staff took him to A&E and stayed with him for seven hours.

There is usually an activity happening in the Magdalen Suite or music or a DVD to watch, or some sort of stimulation.

Before Father came to the home he lived alone. Since being at OHH the change has been remarkable-he really likes being here and feels really at home.

A warm and friendly home with excellent caring and approachable staff.

A majority of the weekly outings are advertised for residents who are mobile only. It would be nice if some of the trips could include those residents who are less mobile.

If I needed residential care I would choose Old Hastings House.

Privacy: could staff knock and wait before walking into rooms?

I am very happy about the support I have been given whilst settling my mother into the home. I do not live locally, so cannot visit often, and travel abroad for the winter, so I am confident that she is being well looked after.

We are very pleased to have found this lovely home for our mum.

QUALITY STANDARDS RESULTS
PROFESSIONALS SURVEY – Sept/Oct 2017

5 forms were completed which represents 45% of the total that were sent out

	Yes	No
Are you made to feel welcome by the manager / staff when you visit service users at Old Hastings House?	5	
When telephoning, do staff answer the telephone in a prompt and professional manner?	5	
When visiting, is the home and the service user's room presentable and clean?	5	
Does the service user appear happy and well cared for when you visit?	5	
Do you find that the manager / staff communicate clearly and work in partnership with you?	5	
Does the manager / staff clearly understand the needs of the service users in their care?	5	
Are you aware of the procedure if you feel that you need to make a complaint?	4	1
Are you satisfied with the over all care provided to the service users within Old Hastings House?	5	

For the first time in this questionnaire, Professionals were asked:

On a scale of 1-5, where 1 is Low and 5 is High, how do you rate Old Hastings House Overall according to the Care Quality Commission (CQC) categories of Safe, Effective, Caring, Responsive and Well-led?

The number of responses received was as follows:

	1	2	3	4	5
Safe					5
Effective					5
Caring					5
Responsive					5
Well-led					5

Manager's response to October 2017 residents /relatives/visitors survey

This survey is our most satisfying to date, with satisfaction levels rising in all areas. For the first time we also used the CQC categories for the 5 key areas they inspect against, with respondents overwhelmingly rating the service Outstanding! (5/5)

The results of this survey show record highs in terms of those always happy with: care staff, food cleanliness, staff, management and senior staff, with very small margins for improvement. There was only 1 respondent out of 45 residents either rarely or never happy with any area. Satisfaction with cleanliness remains especially high (96%) The most complex area to get right is laundry, which is now at 92% always happy. The spirit of Whole Team working is shown in the exceptional performance yet again of the housekeeping team. The biggest improvements came in care and senior staff/management rising from a previous high base to 91 and 87% respectively. The overall percentage of those always happy with the home as a whole rose to 87%.

It was pleasing to see that the number of resident and relatives who took part had increased to 74%, and 48 % respectively. The alternative and shorter bespoke questionnaires for those with dementia resulted in more people taking part and more questions being answered.

100% of all relatives and professionals who returned comment cards gave a rating indicative of Outstanding. The percentage of relatives' response improved to 48% (42% last time).

"Success is always under construction" at Old Hastings House as we go the extra mile and address fine details. This survey shows how small improvements can be made in 2 key areas. Whilst more people are always happy with the *quality* of food evidence shows that some fine details can be improved upon. We will now look at nutritional champions/advocates for those residents who do not speak up or attend resident forums. Whilst satisfaction levels with activities remain high (65% always happy) we have not made progress with our stated action plan of 75% always happy. We therefore look forward to the impact of two new additions to the dedicated activity team. The aim of Old Hastings House is that residents are **always happy** with **all** aspects of the home. This commitment informs the action plan below.

Action Plan	Method	Review date
<p style="text-align: center;">Meals</p> <p><i>Target of 75% always happy by next survey</i></p>	<ul style="list-style-type: none"> • Continue to review the range and quality of meals via monthly residents' meetings and feedback from resident's advocates. • Improve meeting of diverse needs via greater choice and innovation. • Create nutrition champions in the care team who will advocate for residents. 	<p>Next survey March 2018</p>
<p style="text-align: center;">Activities</p> <p><i>Target of 75% always happy by next survey</i></p>	<ul style="list-style-type: none"> • Activity team: survey all residents for new ideas. • Increase the size of the dedicated activity team to include stronger weekend activity provision. • Manager to ascertain activity satisfaction at residents' meetings, observation, and discussions with all. 	<p>Next survey March 2018</p>
<p style="text-align: center;">Survey participation</p> <p><i>Target of 80% resident 60% relatives participation</i></p>	<ul style="list-style-type: none"> • Explore ways of better explaining the purpose of the satisfaction survey . • Nominate a new resident representative to issue and collect survey cards. 	<p>Next survey March 2018</p>

Jason Denny, November 9th 2017