

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



SEPTEMBER 2018

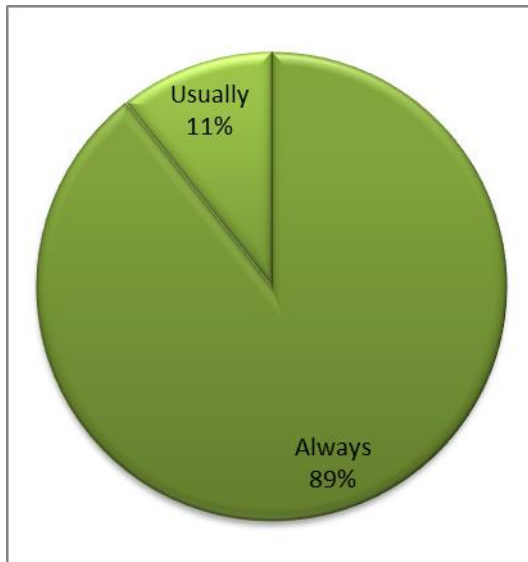
QUALITY STANDARDS RESULTS

RESIDENTS SURVEY – Sept 2018

69% of the total of those resident at the time of the survey responded (representing 78% of Main House residents and 47% of Magdalen Suite residents).
(Figures below do not include “no response to question”.)

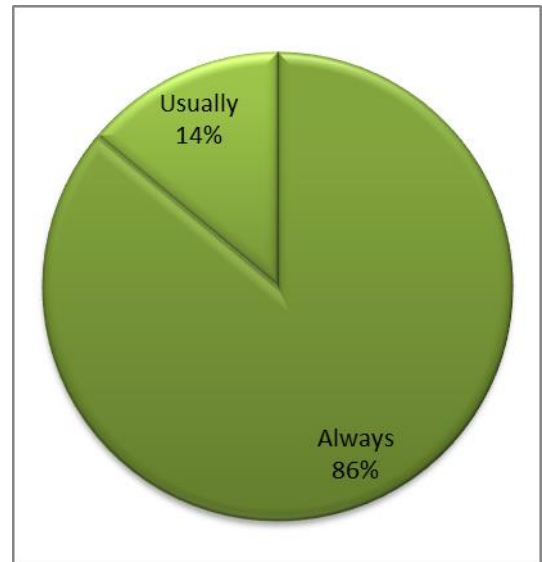
CARE & CARE STAFF

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



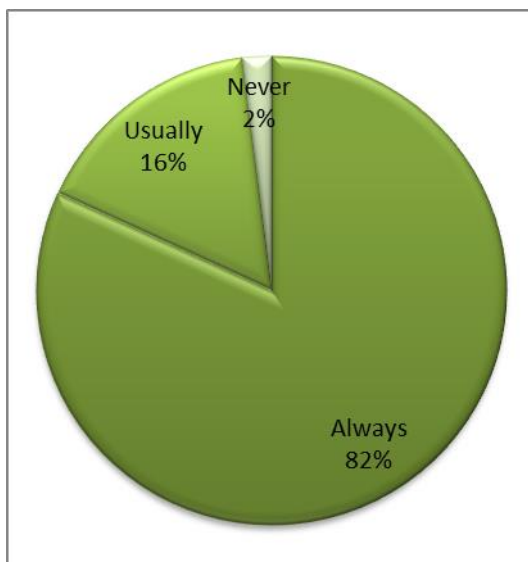
LAUNDRY

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



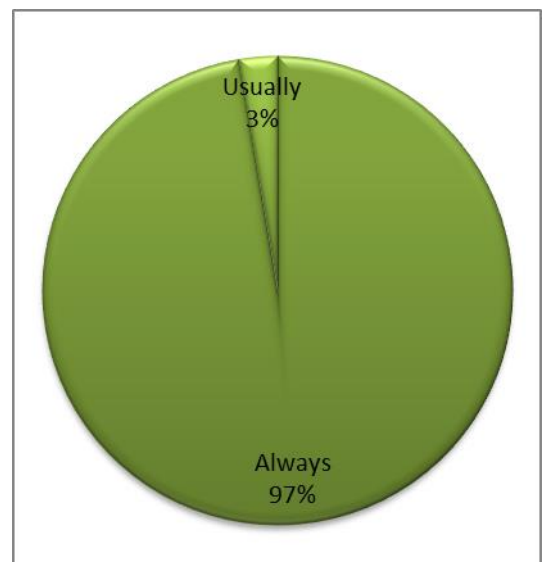
MEALS, MENUS & KITCHEN STAFF

Residents were asked if they were happy with the **variety and quality** of menus, and with the service provided by kitchen staff. (see note on p4.)



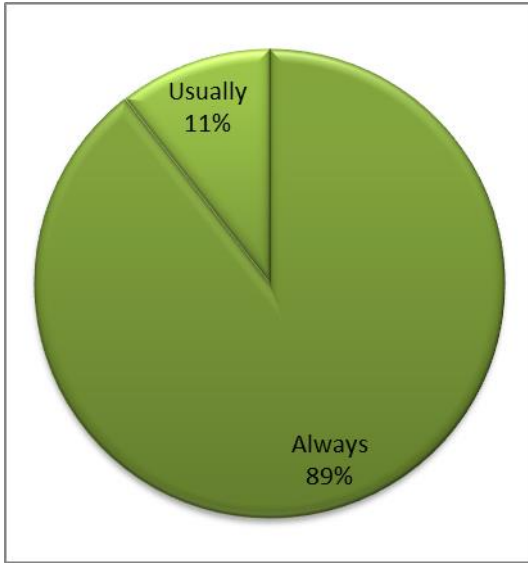
CLEANING & DOMESTIC STAFF

Residents were asked if they were happy with the cleanliness of the home and their rooms, and with the service provided by housekeeping staff.



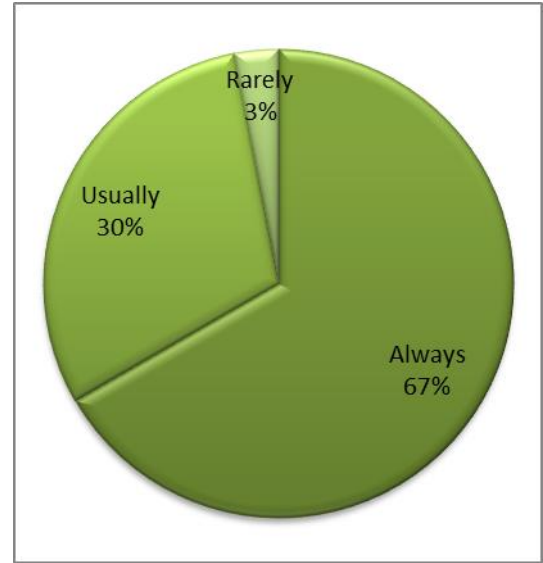
MANAGER & SENIOR STAFF

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



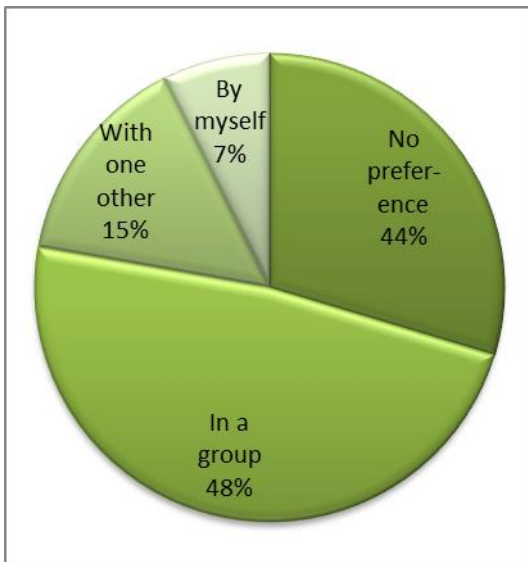
ACTIVITIES

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



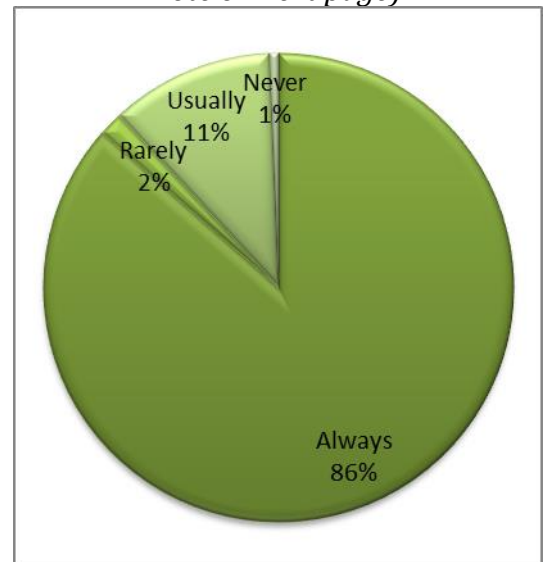
ACTIVITY PREFERENCE

Residents of the Main House were asked *how* they preferred to take part in activities:



GENERAL

Residents were asked if they were happy with 9 aspects of the home in general, including the atmosphere, the grounds and the upkeep. *(see note on next page)*



Note to charts: The 'Never' and 'Rarely' responses relate to dissatisfaction by a number of residents to particular aspects of the home, rather than overall dissatisfaction with all aspects by a small number of residents.

CQC Ratings

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 31) in each category were as follows.

Not all residents rated all the categories. It is *possible* that some residents mistook the 1 for a high rating, particularly in the light of other scores on the questionnaires, but as the survey was anonymous this cannot be ascertained, and these are the actual ratings received:

	1	2	3	4	5
Safe	2	1		1	27
Effective	2			2	26
Caring	2			1	27
Responsive	2			1	27
Well-led	3				28

Comments & Suggestions from Residents - Sept 2018

General

If I am no longer capable of living in my own home (and I'm certainly not!) then there is nowhere else where I would rather be than OHH.

Green Floor – excellent cleaning – thank you.

There are no better carers than the OHH ones. I came here with 4 daughters but now feel I have 24! The housekeepers are first class... not a corner is missed, and though I usually make my bed [the housekeeper] seems to know when I feel poorly and makes it for me.

I was one of the first to enter when it was opened and have been very happy.

I like the manager, Jason, and think he is a kind person.

We are VERY well looked after!

I consider the care I receive here is of a very high standard. I am most fortunate to be able to live here.

Cannot be improved on.

Laundry

Well done and quickly returned.

Everything is returned beautifully folded and spotlessly clean.

Sometimes articles which are not mine are returned to me, and my own are not.

There are four odd socks that haven't come back.

A really good service – beautiful ironing brought back SO quickly, with a smile from Helen.

Kitchen/ Menu Suggestions

I like everything on offer. It is good to have a choice.

Eton Mess is my favourite dessert.

The chef goes to a lot of trouble to make birthday cakes so special.

The roast dinners are the best

Teatime sandwiches can be a little plain.

Recently I asked at short notice if two members of my family could come for lunch. The Kitchen staff fitted them in most helpfully, and they thought the meal excellent.

The food is very good.

Activities Comments and Suggestions

I enjoy things that make me laugh.

I like hearing about what other residents did before they came here.

I...would love to go out to watch motor racing or to a car show. I love cars – it's my passion.

Staff go out of their way to make it possible for me to join in, in spite of my poor sight.

QUALITY STANDARDS RESULTS RELATIVES' SURVEY – Sept 2018

21 forms were completed which represents 38% 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?	20	1	
When telephoning, do staff answer the telephone in a prompt and professional manner?	18	3	
When visiting Old Hastings House do you find that staff are friendly and approachable?	21		
When visiting, is the home and your friend / relative's room presentable and clean?	21		
Do you feel that you are given enough privacy when visiting your friend / relative?	20	1	
Does your friend / relative appear happy and well cared for when you visit?	19	2	
Would you recommend Old Hastings House to other friends / relatives?	21		
Do you think that the home and grounds are well maintained?	19	2	
Are you aware of the procedure if you feel that you need to make a complaint?	18		3

Relatives and Visitors were also 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				1	20
Effective				1	20
Caring				1	20
Responsive				3	18
Well-led					21

Relatives & Visitors Survey Comments

OHH has plenty of staff, and this means staff can stop and talk to residents and really get to know them well.

My mum enjoys the singing, scrabble, coffee mornings, quizzes and more.

When my mum arrived at OHH she was weak and in pain...Now she has no pain, has energy, is no longer weak, and enjoys the delicious meals at OHH and also enjoys going out with both us and care assistants. She used to dread the pain and effort of going out, but now she looks forward to all her outings.

So very different from the many joyless care homes and nursing homes I've visited over many years.

Whenever I phone OHH, they always help me immediately.

Father is very happy here. He says the staff are extremely helpful and caring, and the food is excellent.

On your Facebook page, I like to look at the photos taken in the home.

Old Hastings House always has a calm and jolly ambience.

Hard to improve because of geography, but car parking at OHH is inadequate.

Website needs more frequent updating.

We would just like to say a huge 'thank you' to [the Manager] and all the staff who look after our mother so well.

Residents are really well cared for, smartly and appropriately dressed, and staff take the time to get to know them.

We have nothing but praise for Old Hastings House in all respects. The way the home is run and the staff are fantastic...I would recommend Old Hastings House to anyone. Well done and thank you.

OHH is exceptional!

Many, many thanks for all your never-ending work and continuous desire to improve.

QUALITY STANDARDS RESULTS PROFESSIONALS SURVEY – Sept 2018

5 forms were completed which represents 50% 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?	2	3
Are you satisfied with the over all care provided to the service users within Old Hastings House?	5	

Professionals were also 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 three responses received were as follows:

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

Manager's response to September 2018 residents /relatives/visitors survey

This survey is our most pleasing to date, with satisfaction levels rising in all areas. For the second time we used the CQC category ratings for the five key areas they inspect against, with respondents overwhelmingly rating the service *Outstanding* (5/5). For example, all relatives who took part rated the service 5/5 for *Well Led* with 95% of residents, in common with relatives, rating all areas as 5/5. 100% of professionals who returned comment cards gave a rating indicative of *Outstanding*.

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. Satisfaction with cleanliness remains especially high (97%) with 100% satisfaction with how private possessions are respected! The most complex area to get right is laundry, where 86% are always happy, with no-one unhappy. The spirit of Whole Team working is shown in the exceptional performance, yet again, of the housekeeping team. The biggest improvements came in senior staff/management, rising from a previous high base to 89%, with no one unhappy. Satisfaction with food and menus also rose to 82%, with just one respondent unhappy, which exceeded our target of 80% always being happy. The previous action plan identified a need to improve the number of those always happy with activities, which coincided with the activities team doubling in size. This resulted in a slight increase in satisfaction levels. This is clearly a complex area, given the need to cater for a diverse demographic, albeit 97% are happy in this respect. The response to a new question regarding preferred method of participation in activities potentially gives us more direction in focusing on those who do not easily initiate activities.

The number of residents and relatives who took part, whilst statistically viable, dropped slightly to 66% and 38% respectively. We took the decision this year to conduct an annual survey (from six-monthly) in order to reduce the risk of 'questionnaire fatigue' given that that residents are, on average, with us for five years. Whilst the complaints procedure is available in both entrance areas of the home, and is referred to in the residents guide, a minority of people (mainly professionals) continue to cite a lack of awareness. "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 three areas. This commitment informs the action plan below.

Action Plan	Method	Review date
<p style="text-align: center;">Survey participation <i>Target of 80% resident 60% relatives</i></p>	<ul style="list-style-type: none"> • Explore ways of better explaining the purpose of the satisfaction survey. • Nominate a new volunteer Resident Representative to issue and collect survey cards. 	<p style="text-align: center;">Next survey - September 2019</p>
<p style="text-align: center;">Activities <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. • Ascertain activity satisfaction at residents' meetings, observation, and discussions with all. • Measure and maximise resident engagement. 	<p style="text-align: center;">Next survey</p>
<p style="text-align: center;">Complaints procedure <i>Promote awareness</i></p>	<ul style="list-style-type: none"> • Make explicit reference to the complaints procedure in the offer letter to new residents. • Ensure that the complaints procedure is more visible in entrance areas to the home. 	<p style="text-align: center;">Review at the next survey</p>

Jason Denny November 7th 2018