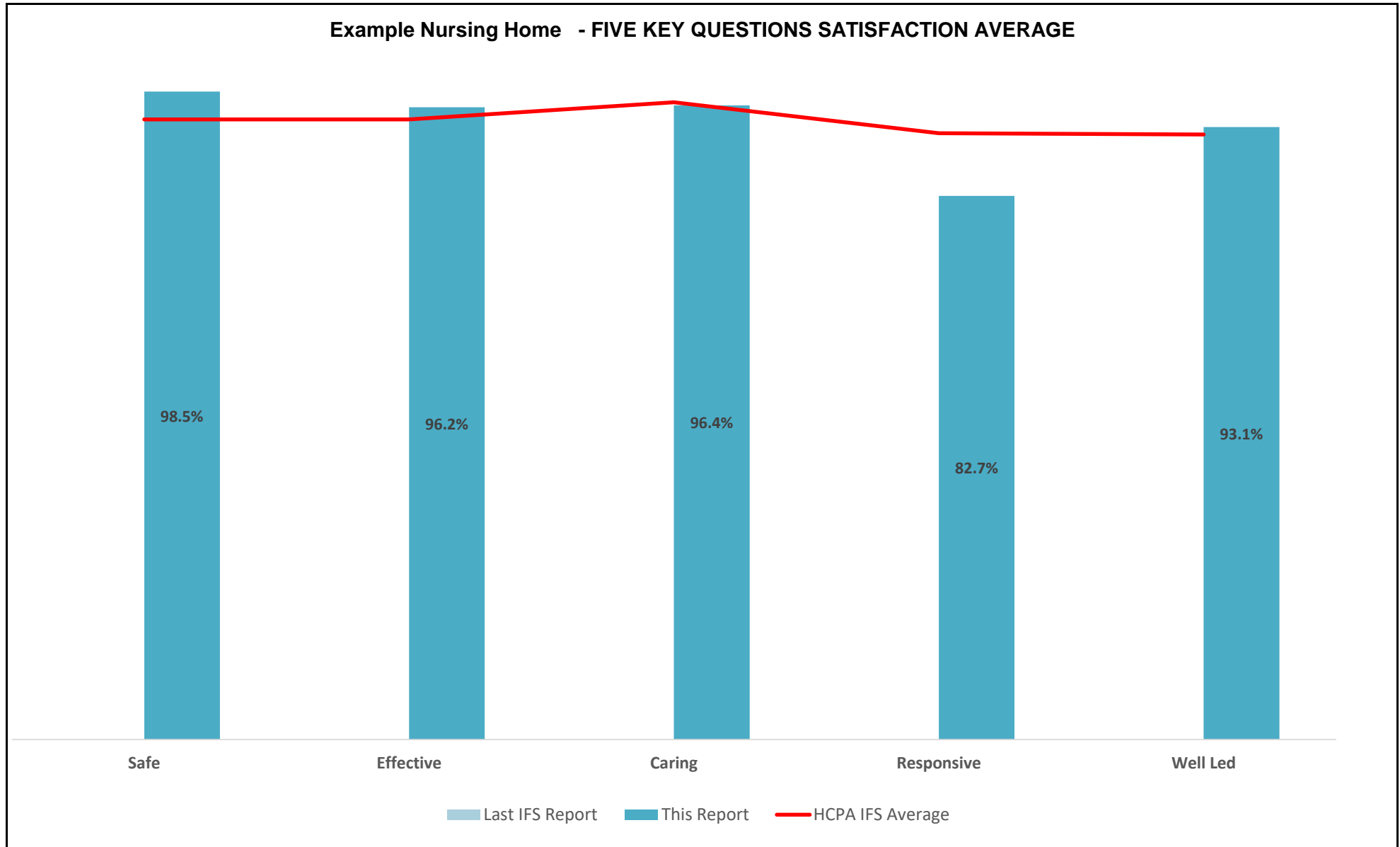




Evaluation Analysis Report

**Example Nursing Home**

JUNE 2024



**SURVEY RETURNS DETAIL**

CLIENT GROUP	PEOPLE WHO USE THE SERVICE AND CARE STAFF NUMBERS AT TIME OF SURVEY	NUMBER OF SURVEYS SENT OUT	NUMBER OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS RETURNED
People Using Service	10	10	3	30%
Family Member		10	7	70%
Professional		6	2	33%
Team Member	16	16	6	38%
TOTAL		42	18	43%

# Report Summary

The 43% response to the survey was sufficient but not notable. There are no previous survey results to compare with, but all areas except Responsive are at or just above the average achieved through this survey in Hertfordshire, well done.

The most satisfied group over all were the Staff, with the professionals being the least satisfied.

These results show there is room for improvement throughout the service, not just from those who have ticked "disagree" but it should be noted that the positive responses were split between "strongly agree" and "agree", with slightly more "agree" than "strongly agree", indicating that standards can be raised in all areas, and this is reflected in the recommended action plan.

There are some good comments, including suggestions regarding making more use of the gardens, some of which you may wish to utilise in your marketing. It was a shame though that none of the staff made any comments at all.

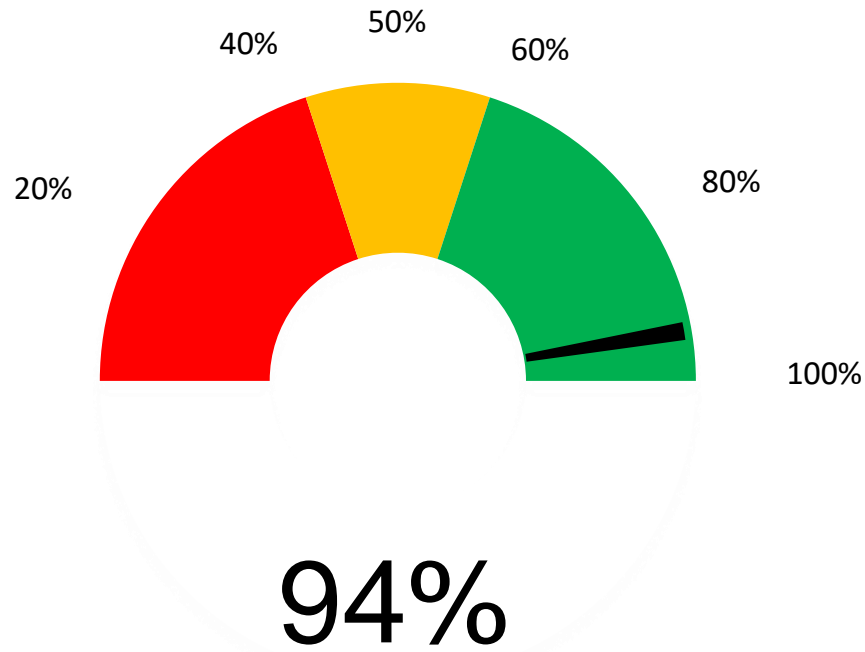
## Overview of survey response rates and key factors effecting survey results

Within the Team Member Group 83% surveys were completed by care staff, the remainder were completed by non care staff working within the organisation

Across all respondents 83% said they would recommend the service to others

No significant trends within the make up of the survey groups appear to have effected the overall satisfaction scores of the total survey

All Responses - Overall Satisfaction



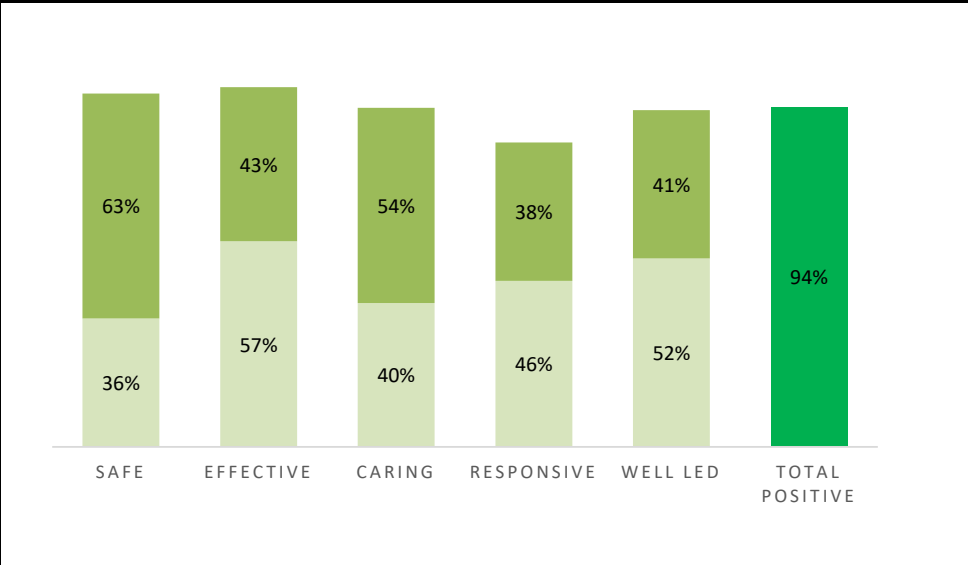
	Strongly	Agree	Neutral	Disagree	Strongly	TOTAL
Safe	51%	47%	0%	1%	0%	100%
Effective	42%	54%	2%	2%	0%	100%
Caring	56%	40%	2%	1%	0%	100%
Responsive	35%	48%	14%	2%	1%	100%
Well Led	41%	52%	6%	1%	0%	100%
<b>TOTAL POSITIVE</b>	<b>94%</b>					<b>100%</b>

The Speedometer illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

### People Using Service - Overall Satisfaction



### Friends & Family - Overall Satisfaction

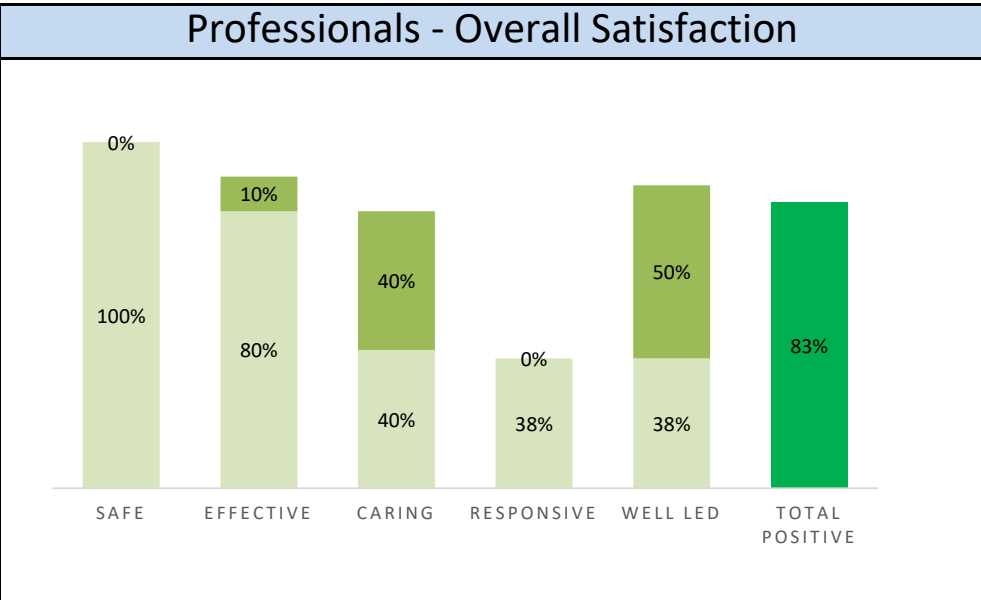
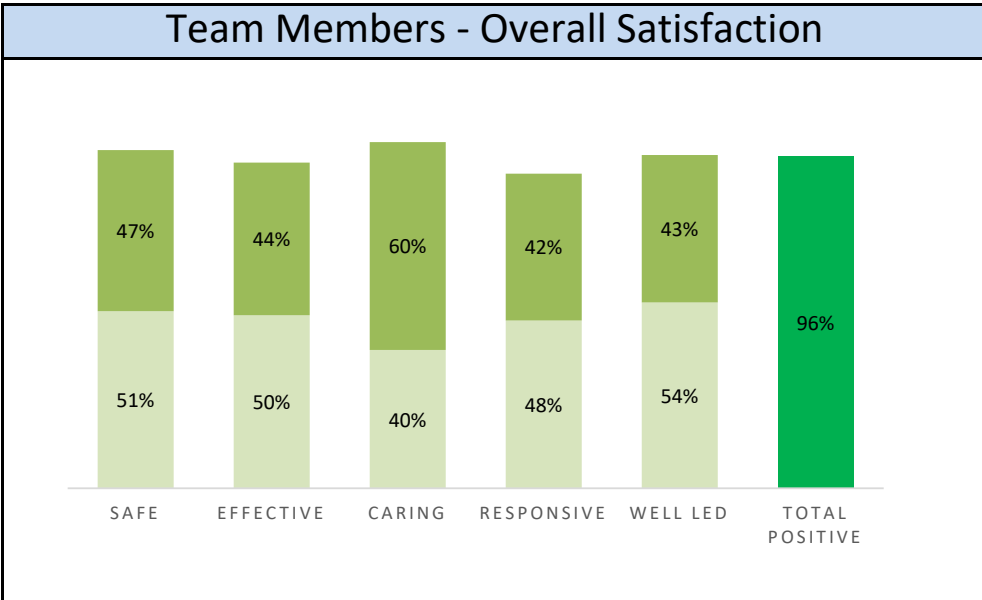


	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	63%	38%	0%	0%	0%	100%
Effective	56%	39%	6%	0%	0%	100%
Caring	57%	43%	0%	0%	0%	100%
Responsive	28%	56%	17%	0%	0%	100%
Well Led	33%	56%	11%	0%	0%	100%
<b>TOTAL POSITIVE</b>	<b>93%</b>					

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	63%	36%	0%	2%	0%	100%
Effective	43%	57%	0%	0%	0%	100%
Caring	54%	40%	3%	3%	0%	100%
Responsive	38%	46%	10%	3%	3%	100%
Well Led	41%	52%	6%	0%	0%	100%
<b>TOTAL POSITIVE</b>	<b>94%</b>					

This graph illustrates the overall level of satisfaction recorded by People Using Service and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	47%	51%	0%	2%	0%	100%
Effective	44%	50%	0%	6%	0%	100%
Caring	60%	40%	0%	0%	0%	100%
Responsive	42%	48%	6%	3%	0%	100%
Well Led	43%	54%	0%	4%	0%	100%
<b>TOTAL POSITIVE</b>	<b>96%</b>					

This graph illustrates the overall level of satisfaction recorded by Team Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	0%	100%	0%	0%	0%	0%
Effective	10%	80%	10%	0%	0%	0%
Caring	40%	40%	20%	0%	0%	0%
Responsive	0%	38%	63%	0%	0%	0%
Well Led	50%	38%	13%	0%	0%	0%
<b>TOTAL POSITIVE</b>	<b>83%</b>					

This graph illustrates the overall level of satisfaction recorded by Professionals and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Safe:	
Safe satisfaction score this survey <b>98.5%</b> This is above the IFS Survey Average of <b>94.3%</b>	
<b>S1 - Safeguarding</b>	
100%	of people using service agreed to feeling safe and secure
100%	of friends and family agreed to the person using the service being safe and secure
100%	of team members agreed that the people using service were left feeling safe and secure
100%	of professionals agreed to the person using the service being safe and secure
<b>S2 - Risk Management</b>	
100%	of people using service agreed that staff help them understand any issues that may cause them harm, whilst being able to do the things that matter to them
100%	of friends and family agreed staff help the person using the service understand any issues that may cause them harm and help them to do the things that matter to them
100%	of team members agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly
100%	of professionals agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly
<b>S3 - Safe and effective staffing</b>	
100%	of people using service agreed there are always enough staff to ensure my well-being, needs and safety are met at all times
100%	of friends and family agreed there are always enough staff to ensure that all my family member / friend's wellbeing, needs and safety are met at all times
83%	of team members agreed there are sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met
100%	of professionals agreed the provider seems to have sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met
<b>S4 - Medication Optimisation</b>	
100%	of people using service agreed If applicable they are happy with the way staff support them in taking any medication and support them to understand any changes in their medication
86%	of friends and family agreed If applicable they are made aware of any issues or changes regarding medication for the person using the service
100%	of team members agreed Medication is managed in line with the company policy
100%	of professionals agreed they were aware that where applicable medication is managed safely in line with regulations
<b>S5 - Infection Prevention and Control</b>	
100%	of people using service agreed the staff always wear gloves, aprons and masks (when needed) as they carry out their personal care
100%	of friends and family agreed staff take appropriate action to control infection, including the use of PPE, in their family members / friends home
100%	of team members agreed Infection control policies are followed by all staff
100%	of professionals agreed they were aware that where appropriate staff use protective equipment to prevent infection in line with regulations
<b>S6 - Learning Culture</b>	
100%	of people using service agreed If mistakes were made they were confident management would ensure things are changed to put them right
100%	of friends and family agreed they believed they would be informed if mistakes are made, and informed what remedial actions were to be taken
100%	of team members agreed If safety incidents occur a process is in place to learn and improve to ensure it cannot reoccur
100%	of professionals agreed If safety incidents occur they were aware a process is in place to learn and improve to ensure it cannot reoccur
<b>S7 - Safe Environment</b>	
100%	of people using service agreed the service supports them if their private space requires any adaptation or special equipment to keep them safe
100%	of friends and family agreed the service will support and guide my family member / friend if their private space needs adaptation or special equipment to keep them safe
100%	of team members agreed the service ensures that each of the people using the service have any individual needs for special equipment and adaptation to keep them safe met
0%	No responses were received for this question from professionals
<b>S8 - Safe Systems Pathways &amp; Transitions</b>	
100%	of people using service agreed they feel supported to access all care, support and treatments they need, when they need it
100%	of friends and family agreed they believe their family member / friend is supported to access all care, support and treatments they need, when they need it
100%	of team members agreed they support the people using the service to access all care, support and treatments they need, when they need it
100%	of professionals agreed they believe the service supports the people using the service to access all care, support and treatments they need, when they need it



Safe: by safe we mean people are protected from abuse and avoidable harm



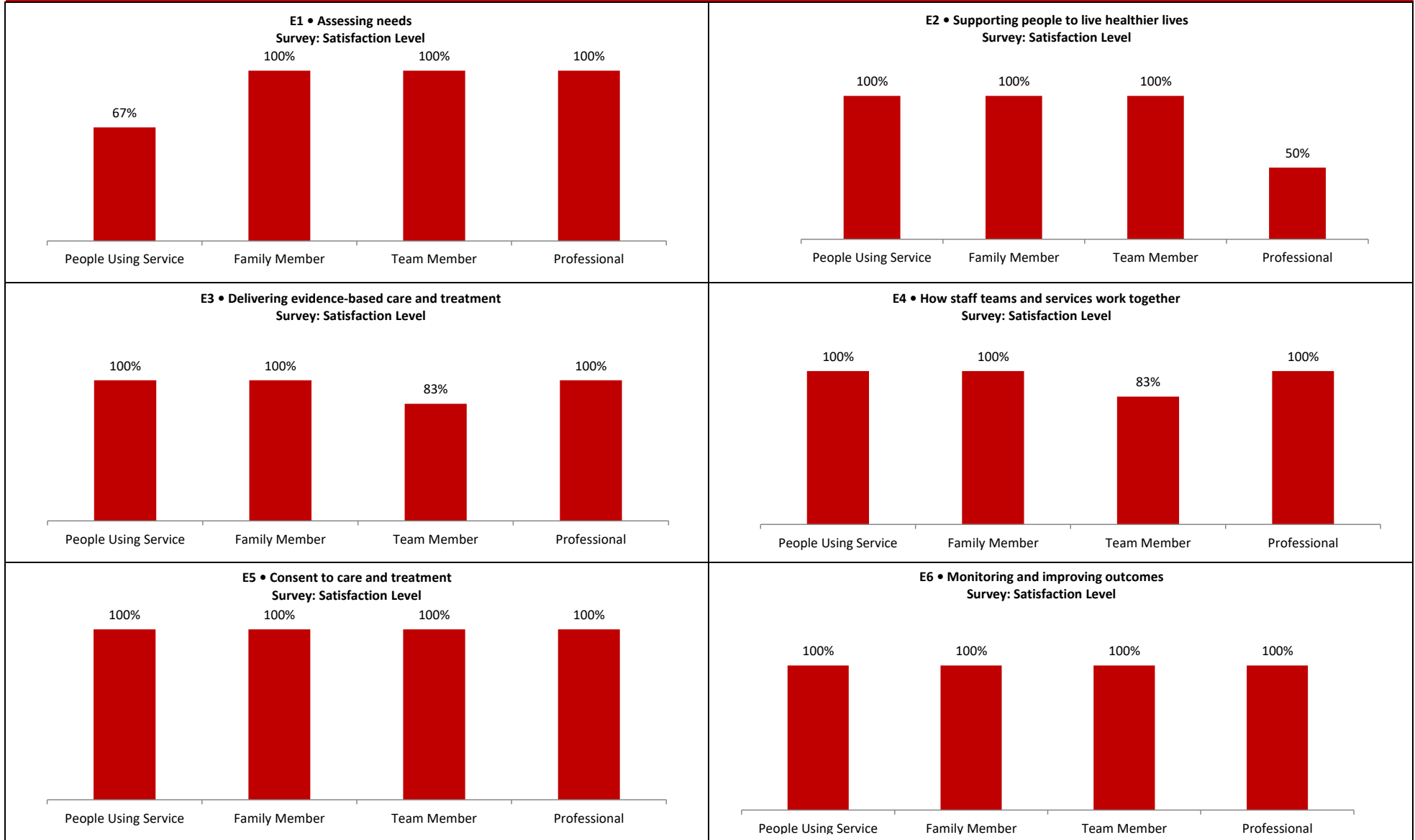
Safe Continued:



Comments collected from the survey relating to Safe:	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
S1	Example Nursing Home has an 'open door' policy. They are completely transparent with their care and as a family, we are able to visit our relative (Mum) whenever we like, without a scheduled appointment. Ad-hoc visits are accommodated.
S2	My parent has advanced dementia so it is not possible to determine what matters to them. However, staff provide all essential activities of living, being particular attentive to hygiene and nutrition.
S3	There are always staff around with the residents and always make time to chat with residents/ visitors. I usually visit in the afternoons so cannot comment on early shift staff or nights.
S3	We now know all of the staff at Example and most importantly, all of the staff know our Mum. We feel completely confident that there are enough staff members to ensure our Mum's safety around the Home.
S4	We are regularly updated on our Mum's medication. This has not changed significantly since her arrival but we are aware of the 'status quo'.
S5	There have been no infections since our Mum's arrival to Eastcroft Nursing Home. We have witnessed Staff wearing PPE when appropriate.
S6	As a family, we have total confidence that if any mistakes were unfortunately & unintentionally made, then we would immediately be made aware. However, no mistakes have ever been made since our Mum arrived at Eastcroft Nursing Home.
S7	Exmple Nursing Home is ALWAYS clean and tidy. It feels like a 'Home' rather than a stereotypical Nursing Home. It always smells clean and fresh and has a very homely and welcoming feel. We are truly blessed that our Mum is a resident there.
S8	Our Mum is ALWAYS fully supported and cared for by the kind, caring and professional staff.
Question Reference	From Team Members:
There were no comments from team members	
Question Reference	From Professionals:
S1	The provider is aware of the requirements of the Surrey Heartlands Safeguarding Adults and Children Policy and is required to ensure the standards are met as part of our contract with the provider.
S2	Risk assessments to be reviewed and updated as part of care plan reviews on a monthly basis
S3	During my visit there were sufficient numbers of staff, staff were responding to people who had stayed in their room and staff were interacting with residents who were in the lounge enjoying activities
S3	There appears to be sufficient staff numbers to meet the needs. I am aware that the provider is still trying to recruit an activities coordinator.
S4	I did not view medication procedures on this occasion or review MAR sheets.
S6	Lessons learnt were being cascaded and a root cause analysis system in place to review incidents and accidents
S8	Evidence during the audit to show good working relationships with other professionals

Effective:	
Effective satisfaction score this survey was <span style="background-color: #008000; color: white; padding: 2px;">96.2%</span> This is above the IFS Survey Average of 94.3%	
<b>E1 - Assessing needs</b>	
67%	of people using service agreed the service assesses and reviews their care needs, healthcare, well-being and support that they require on a regular basis
100%	of friends and family agreed the care provider reviews my family member / friends care needs, healthcare, well-being and support that they require on a regular basis
100%	of team members agreed our practice ensures the person using the service have their care needs, healthcare, well-being and support regularly reviewed
100%	of professionals agreed the care provider reviews the care needs, healthcare, well-being and support of the person using the service on a regular basis
<b>E2 - Supporting people to live healthier lives</b>	
100%	of people using service agreed the staff always ensure that any support they require is given as needed, whilst supporting their independence to help live a healthier life, minimising future care and support
100%	of friends and family agreed the staff always ensure that the person using the service gets any support required, helping their independence to help live a healthier life and minimising future care and
100%	of team members agreed to be aware of individual needs of the person using the service, supporting them to be independent as possible, to live a healthier life and minimising their future need for care and
50%	of professionals agreed staff appear aware of the individual needs of the person using the service supporting their independence to help live a healthier life and minimising their future need for care and
<b>E3 - Delivering evidence-based care and treatment</b>	
100%	of people using service agreed they receive a consistent good standard of care from all staff
100%	of friends and family agreed their family member / friend receives a consistent good standard of care from all staff
83%	of team members agreed the service has a process in place to ensure the person using the service receives good consistent care from all staff
100%	of professionals agreed they are aware the service has a process in place to ensure the person using the service receives good consistent care from all staff
<b>E4 - How staff teams and services work together</b>	
100%	of people using service agreed staff will help them access other healthcare services should they require them, and make sure their full history is passed on as needed
100%	of friends and family agreed the service assists my family member / friend to access other healthcare services as required and ensures a smooth transfer of essential information
83%	of team members agreed they are aware of the procedure to refer the person using the service to other healthcare services, whilst ensuring the appropriate transfer of information
100%	of professionals agreed the service has a procedure to refer the person using the service to me or other health professionals and ensure the appropriate transfer of information
<b>E5 - Consent to care and treatment</b>	
100%	of people using service agreed staff always ask for their consent before carrying out their care or support
100%	of friends and family agreed they are aware that staff always ask their family member / friend for consent before carrying out care or support activities
100%	of team members agreed they always request consent before carrying out care or support activities
100%	of professionals agreed they are aware that staff visiting the person using the service ask for consent appropriately
<b>E6 - Monitoring and improving outcomes</b>	
100%	of people using service agreed staff will try to improve care given to increase their quality of life
100%	of friends and family agreed they are aware that staff monitor outcomes so that they can improve quality of life for their family member/friend
100%	of team members agreed they monitor outcomes and adapt the care given to improve the quality of life of the person using the service
100%	of professionals agreed they are aware that staff visiting the person using the service monitor outcomes and adapt the care given to them to improve their quality of life

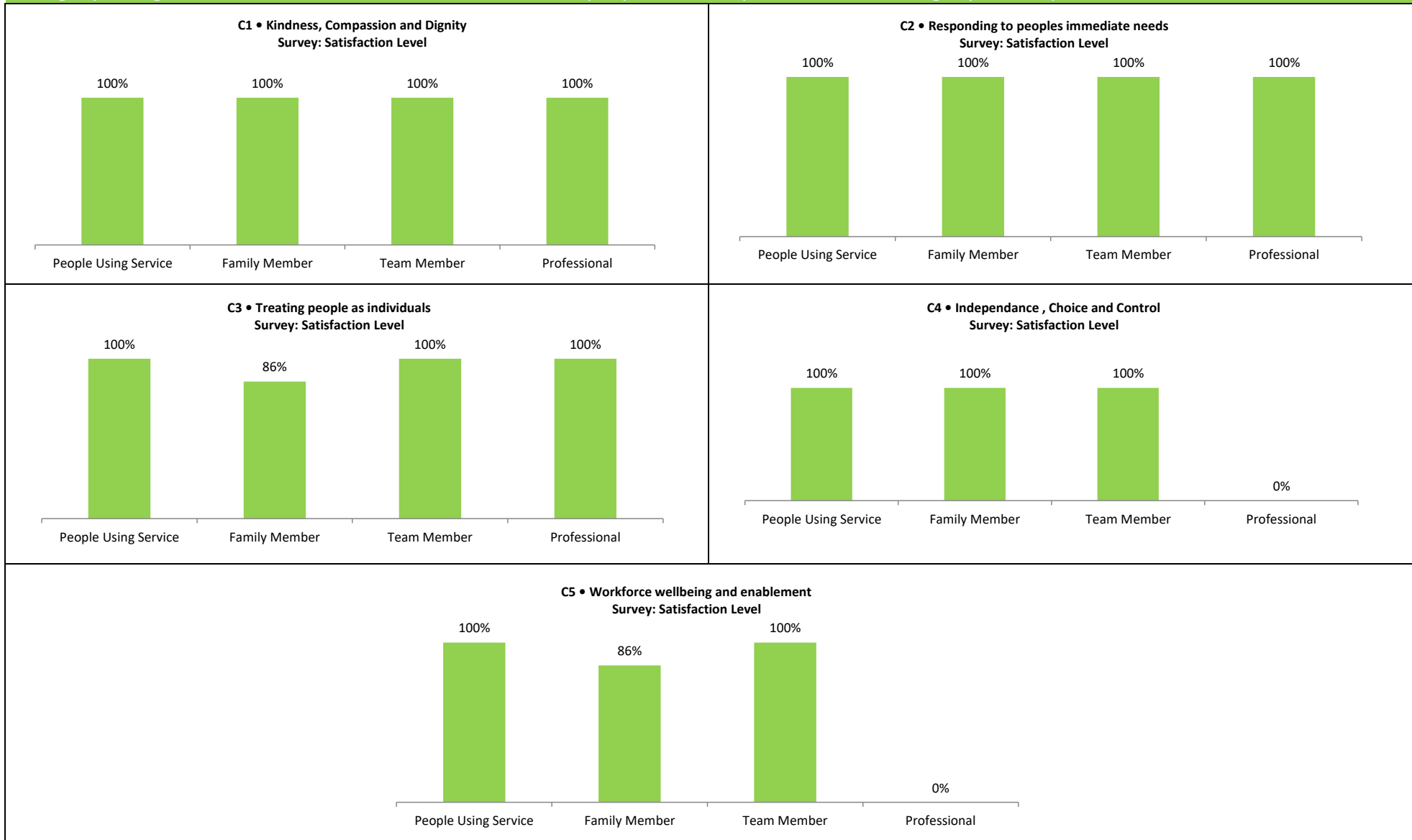
**Effective: By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life, and is based on**



<b>Comments collected from the survey relating to Effective:</b>	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
E1	Our Mum's care needs, healthcare and well-being are fully supported at all times. We are always totally confident of our Mum's wellbeing.
E2	With a diagnosis of Vascular Dementia it is hard for our Mum to lead an independent life. However, the staff at Example help support our Mum to ensure that she leads the best & healthiest life available to her now.
E3	Whatever time of the day we visit (i.e. whatever shift) our Mum is happy and well cared for. There are no discrepancies between shifts.
E4	Potentially limited by availability from the GP practice.
E4	Should our Mum require other healthcare services then a smooth transfer of essential information would undoubtedly happen.
E5	Always observed, staff ask/ advise what they are going to do before they do it, explain why and my parent is always happy to comply, so I am confident they are comfortable.
E5	I have witnessed the staff asking for consent to carry out care for our Mum. However, this is not always acknowledged given our Mum's diagnosis of Vascular Dementia.
E6	Limited feedback on outcomes i.e. course of antibiotics. I work on assumption that unless I am notified, all is going as anticipated.
E6	There is constant monitoring of all staff. As a family, we feel totally confident of this.
Question Reference	From Team Members:
There were no comments from team members	
Question Reference	From Professionals:
E1	Reviewed monthly
E2	Some really good examples of how staff are supporting people and having an impact, one lady who came to the home after being isolated in her own home, distrustful of staff now taking a staff members hand and going outside with them - just one example
E5	Evidence to show that consent is sought for all aspects of care, where people are not able to consent this is done as a best interest decision and or with PoA's
E5	Unable to comment as I have not personally witnessed staff undertaking care tasks.

Caring:	
Caring satisfaction score this survey was <span style="background-color: #008000; color: white; padding: 2px;">96.4%</span> This is below the HCPA IFS Average of 96.9%	
<b>C1 - Kindness , Compassion and Dignity</b>	
100%	of people using the service agreed their needs are regularly reviewed and updated in their Care / Support Plan with them
100%	of friends and family agreed their Family / friends Care Plan is reviewed and updated with them as required
100%	of team members agreed they are responsive to helping the person using the service with their personalised care and support needs contained in their Care Plan and help them to update it as and when
100%	of professionals agreed staff are responsive to the person using the service regarding personalised care and support needs contained in their Care Plan and support them to update it as and when needed
<b>C2 - Responding to peoples immediate needs</b>	
100%	of people using the service agreed the care and support they receive covers all their personal needs and preferences to enable them to access the local community
100%	of friends and family agreed the care and support their family member / friend receives covers all their personal needs and preferences to enable them to access the local community
100%	of team members agreed they support the person using the service to access activities within their local community
100%	of professionals agreed the service supports the person using the service to access activities within their local community
<b>C3 - Treating people as individuals</b>	
100%	of people using the service agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
86%	of friends and family agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
100%	of team members agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
100%	of professionals agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
<b>C4 - Independence, Choice and Control</b>	
100%	of people using the service agreed they feel communication is provided to them in a way that they understand
100%	of friends and family agreed they believe their family member / friend is communicated with in a way that they can understand
100%	of team members agreed they adapt their communication to enable the people using the service to understand them
0%	No responses were received for this question from professionals
<b>C5 - Workforce wellbeing and enablement</b>	
100%	of people using the service agreed that the organisation supports the wellbeing of their staff
86%	of friends and family agreed that the organisation supports the wellbeing of their staff
100%	of team members agreed the organisation supports the wellbeing of their staff
0%	No responses were received for this question from professionals

Caring: by caring we mean that the service involves and treats people with compassion, kindness, dignity and respect

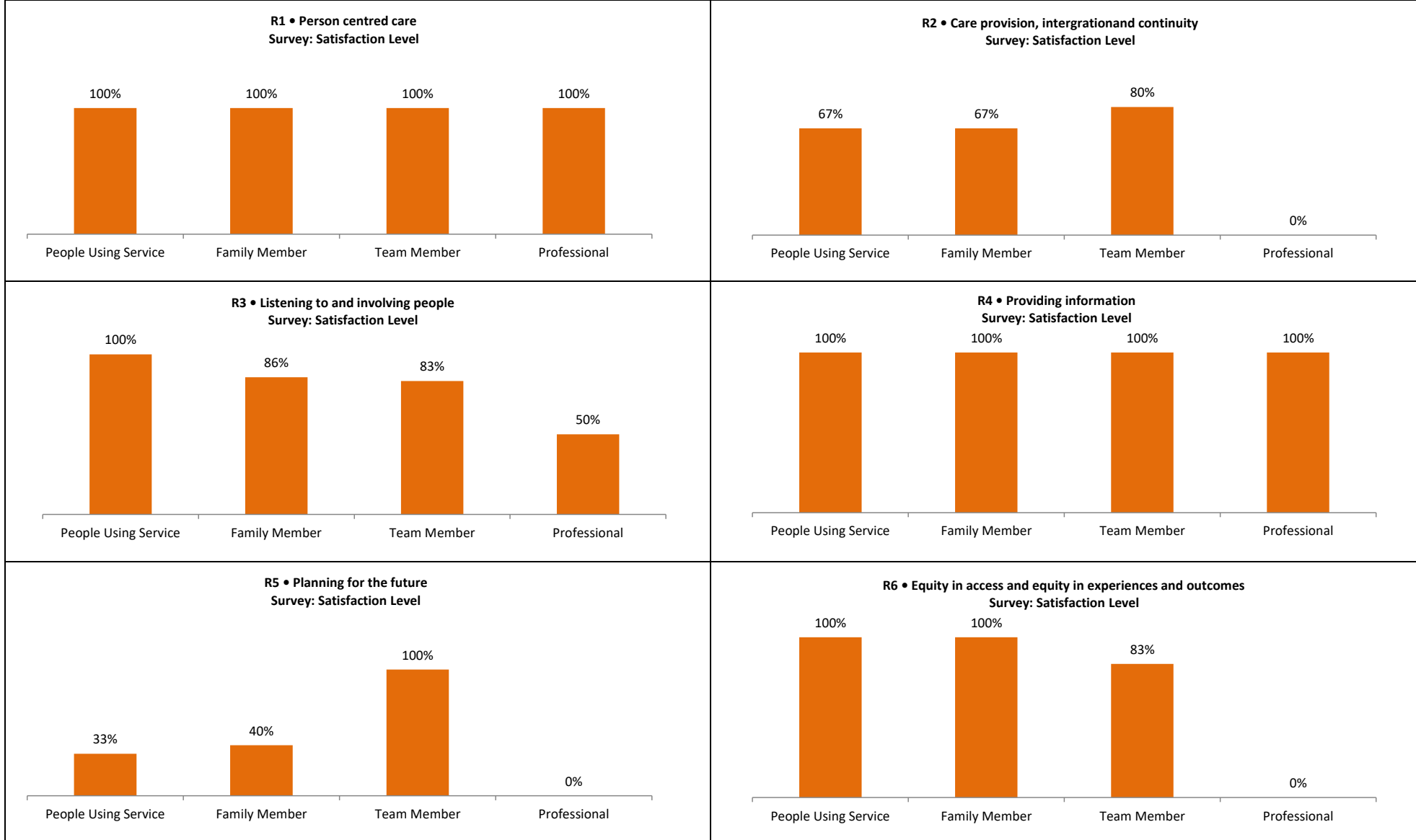




<b>Comments collected from the survey relating to Caring:</b>	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
C1	My parent seems genuinely happy and content, they smile, hug and engage readily with all the staff. The staff know what activities she likes and do lots to provide that e.g. music.
C1	Wholeheartedly agree.
C2	My parent moved to this home from another home. She is settled, content and happy in this home. She behaves with the staff as friends, testament to her comfort with the staff.
C2	Wholeheartedly agree.
C3	My parent has advanced dementia and is unable to express her views and preferences. The staff seek information and confirmation from me. The fact my parent is so content and happy confirms they are attentive to her in ways she likes.
C3	My Mum 'when able' is able to express her views and preferences.
C4	Access to the garden and outdoors would be beneficial. Encouragement to mobilise more would help.
C4	The staff are extremely patient and encourage our Mum to be as independent as possible (this is not always possible though given her diagnosis of Vascular Dementia).
C5	The staff always appear cheerful and happy at work. I assume they are well supported etc.
C5	Completely agree.
C5	I don't know enough about the relationship of staff and management, all the staff seem relaxed and happy.
Question Reference	From Team Members:
There were no comments from team members	
Question Reference	From Professionals:
C2	I have not personally witnessed or observed any care giving when visiting so am unable to comment.
C3	Provider has been encouraged to ensure care plans reflect the residents' views and preferences where possible.

Responsive:	
Responsive satisfaction score this survey was <b>82.65%</b> This is below the HCPA IFS Average of <b>92.2%</b>	
<b>R1 - Person Centred Care</b>	
100%	of people using the service agreed their needs are regularly reviewed and updated in their Care / Support Plan with them
100%	of friends and family agreed their Family / friends Care Plan is reviewed and updated with them as required
100%	of team members agreed they are responsive to helping the person using the service with their personalised care and support needs contained in their Care Plan and help them to update it as and when
100%	of professionals agreed staff are responsive to the person using the service regarding personalised care and support needs contained in their Care Plan and support them to update it as and when needed
<b>R2 - Care provision, intergration and Continuity</b>	
67%	of people using the service agreed the care and support they receive covers all their personal needs and preferences to enable them to access the local community
67%	of friends and family agreed the care and support their family member / friend receives covers all their personal needs and preferences to enable them to access the local community
80%	of team members agreed they support the person using the service to access activities within their local community
0%	No responses were received for this question from professionals
<b>R3 - Listening to and involving people</b>	
100%	of people using the service agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
86%	of friends and family agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
83%	of team members agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
50%	of professionals agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.
<b>R4 - Providing information</b>	
100%	of people using the service agreed they feel communication is provided to them in a way that they understand
100%	of friends and family agreed they believe their family member / friend is communicated with in a way that they can understand
100%	of team members agreed they adapt their communication to enable the people using the service to understand them
100%	of professionals agreed they believe the staff communicate in a way that each person using the service can understand
<b>R5 - Planning for the future</b>	
33%	of people using the service agreed they have been supported to make informed decisions about any future important life changing events that may occur
40%	of friends and family agreed they believe their family member / friend has been supported to make informed decisions about any future important life changing events that may occur
100%	of team members agreed they support the person using the service to make informed decisions about any future important life changing events that may occur
0%	No responses were received for this question from professionals
<b>R6 - Equity in access and equity in experiences and outcomes</b>	
100%	of people using the service agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness
100%	of friends and family agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness
83%	of team members agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness
0%	No responses were received for this question from professionals

**Responsive: by responsive we mean that services meet people's needs**



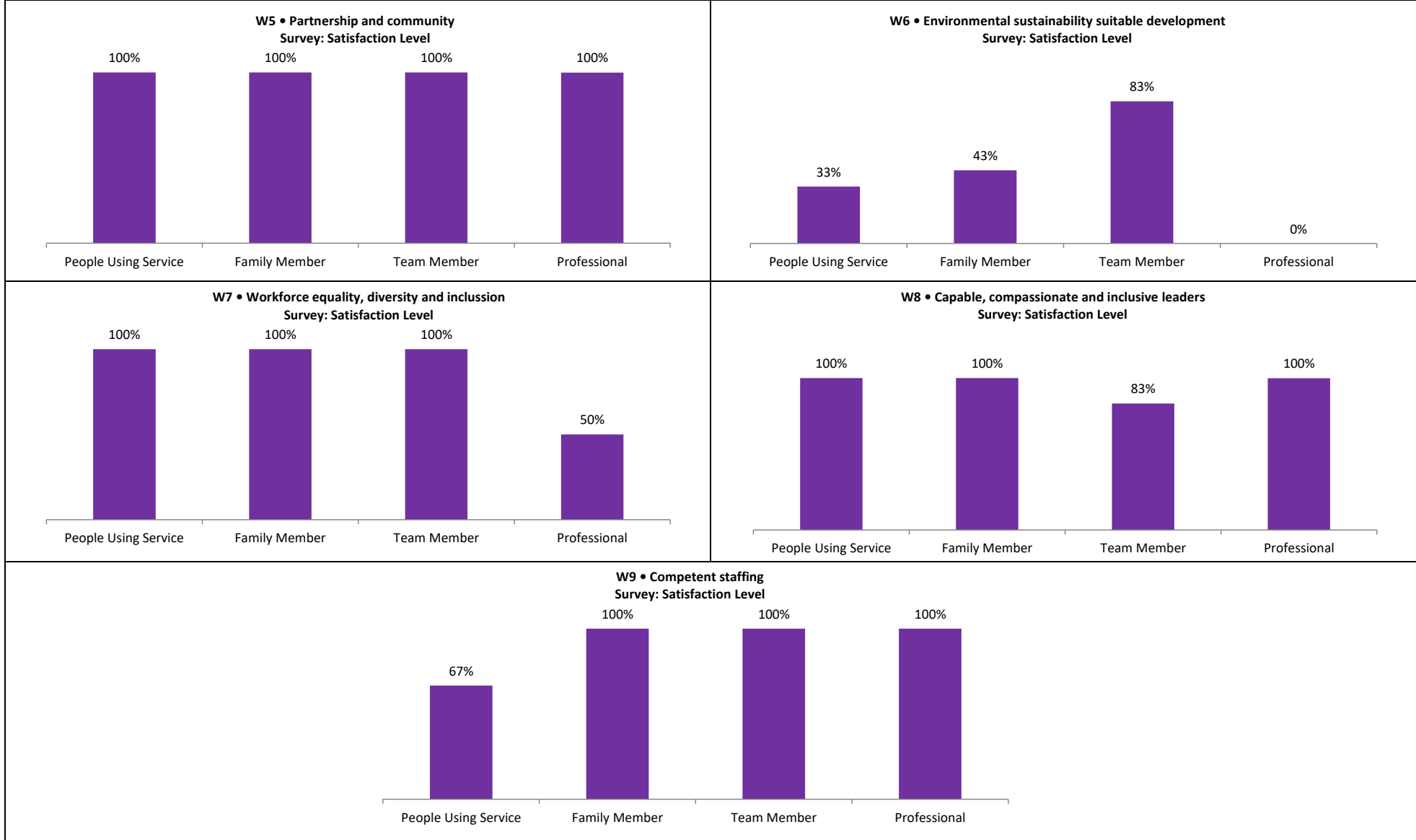
<b>Comments collected from the survey relating to Responsive:</b>	
Question Reference	<b>From People Using Service:</b>
There were no comments from people using the service	
Question Reference	<b>From Friends or Family:</b>
R1	As said earlier, have only had 1 discussion about care plan. Too early to say if will have more frequent (and appropriate) meetings to discuss. The care plan can't be discussed with my parent as they do not have capacity.
R1	We are always made aware of the regular updates of our Mum's Care Plan.
R1	They also email me with updates regarding my relatives care
R2	Not sure what is meant by local community, but they are completely dependent on the home for all their needs.
R2	Our Mum is unable to access the local community.
R3	We would be extremely vocal should we require to give feedback or raise a complaint should we need to. However, since our Mum arrived at Example the occasion to complain has never arisen.
R4	The staff understand our Mum's form of communication (so much more than we do now).
R5	The home rely on myself as POA to make my parents wishes known. This includes end of life planning. I am completely confident that the home are respecting my parent's wishes, through myself and family as POAs
R5	My family member isn't able to communicate their wishes
R6	All the wonderful staff, family members and professionals are all treated with the same respect, kindness and fairness.
Question Reference	<b>From Team Members:</b>
There were no comments from team members	
Question Reference	<b>From Professionals:</b>
R1	Not sure what this statement means but Care Plans should be reviewed at least monthly and any changes made as and when identified to ensure a contemporaneous record is kept.
R2	I'm not aware of off site activities so unable to comment. This may be an aim as provider still trying to recruit activities coordinator to support this sort of activity.
R3	I was very impressed how many compliments had been submitted and displayed around the home, all around the home there are framed cards and letters of compliments from previous family members.
R4	I haven't personally observed communication between staff and residents so am unable to comment.
R6	Not sufficient time spent to agree or disagree

Well Led satisfaction score this survey was		93.1%	This is above the IFS Survey Average of		92.2%
<b>W1 - Shared direction and culture</b>					
100%	of people using the service agreed they believe the management of this service provides a high standard of care as set out in their vision statement				
100%	of friends and family agreed they believe the management of this service provides a high standard of care as set out in their vision statement				
100%	of team members agreed they believe the management of this service provides a high standard of care as set out in their vision statement				
100%	of professionals agreed they believe the management of this service provides a high standard of care as set out in their vision statement				
<b>W2 - Governance, management and sustainability</b>					
100%	of people using the service agreed they believe that the Manager ensures that all the standards they expect are met by their staff				
100%	of friends and family agreed they believe that the Manager ensures that all the standards they expect are met by their staff				
100%	of team members agreed they have regular supervisions, appraisals and observations with their manager to ensure they comply to the standards required				
100%	of professionals agreed they believe that the Manager ensures that all the standards they expect are met by their staff				
<b>W3 - Freedom to speak up</b>					
100%	of people using the service agreed they have the opportunity to expressive their feelings and views on the service				
100%	of friends and family agreed they have the opportunity to expressive their feelings and views on the service				
100%	of team members agreed they are encouraged to express their feelings and views on the service during meetings				
100%	of professionals agreed the provider is open to advice and observations they may provide				
<b>W4 -Improvement and innovation</b>					
100%	of people using the service agreed they believe that the management actively strives to continually improve the quality of the service				
100%	of friends and family agreed they believe that the management actively strives to continually improve the quality of the service				
100%	of team members agreed they believe that the management actively strives to continually improve the quality of the service				
100%	of professionals agreed they believe that the management actively strives to continually improve the quality of the service				
<b>W5 - Partnerships and community</b>					
100%	of people using the service agreed they believe the service works well with other professionals to develop the best outcomes they could receive				
100%	of friends and family agreed they believe the service works well with other professionals to develop the best outcomes for my family member / friend				
100%	of team members agreed they believe the service works well with other professionals to develop the best outcomes for the person using the service				
100%	of professionals agreed they believe the service works well with other professionals to develop the best outcomes for the person using the service				
<b>W6 - Environmental sustainability, suitable development</b>					
33%	of people using the service agreed they feel the service encourages us all to reduce, reuse and recycle to help support our environment				
43%	of friends and family agreed they feel the service encourages my family member / friend to reduce, reuse and recycle to help support their environment				
83%	of team members agreed I support the person using the service to reduce, reuse and recycle to help support their environment				
0%	No responses were received for this question from professionals				
<b>W7 - Workforce equality. Diversity and inclusion</b>					
100%	of people using the service agreed they feel the service has a diverse workforce and the staff are happy				
100%	of friends and family agreed they feel the service has a diverse workforce and the staff are happy				
100%	of team members agreed they feel the service has a diverse workforce and the staff are happy				
50%	of professionals agreed they feel the service has a diverse workforce and the staff are happy				
<b>W8 -Capable, compassionate and inclusive leaders</b>					
100%	of people using the service agreed they know the manager(s) and they are open and honest				
100%	of friends and family agreed they feel the leadership team is visible, open and honest				
83%	of team members agreed their manager(s) are always available, open and honest				
100%	of professionals agreed they feel the leadership team is visible, open and honest				
<b>W9 - Competent staffing</b>					
67%	of people using the service agreed all staff seem to have received appropriate training for the tasks they carry out				
100%	of friends and family agreed all staff seem to have received appropriate training for the tasks they carry out				
100%	of team members agreed they have sufficient training that allows them to have the skills, knowledge & confidence to deliver effective care				
100%	of professionals agreed all staff seem to have received appropriate training for the tasks they carry out				

**Well Led:** By well led, we mean that the leadership, management and governance of the organisation assures the delivery of high quality care, supports learning and innovation, and promotes an open and fair culture.



Well Led Continued:



<b>Comments collected from the survey relating to Well Led:</b>	
Question Reference	From People Using Service:
There were no comments from people using the service	
Question Reference	From Friends or Family:
W1	Management ensure a very high standard of care, not sure I have seen a vision statement but all the staff demonstrate they adhere to principles and practices of very high standards. I'm just not sure if it is written down somewhere.
W1	The management are as wonderful as their staff. They are all a Team - a Team of people who truly care.
W2	I observe all staff providing high standards at all times. I don't visit frequently so cannot attest to more. I do think all the staff appear happy and content in their work, so I think this means the management are very supportive and attentive to their staff.
W2	There is mutual respect.
W3	I can contact the home and management at any time and always feel comfortable to express my views. My views are always listened to.
W4	The atmosphere in the home is warm and caring, the staff seem happy and content. It may not be feasible to improve the quality of the outdoor space but internally, the home has been refreshed and updated. The staff seem knowledgeable and there are enough staff on duty during the afternoon's when I visit.
W4	Members of the Management are regularly present during visits. It is a very relaxed but always professional meeting. The quality of service is continually improved because no improvement is ever required (in our opinion).
W5	I think the home are somewhat restricted on availability from the GP practice. I am not sure about dentistry provision and I think that would be beneficial for my parent (I was told the home had a visiting dentist but I have had no updates or charges relating to that).
W6	Beyond my parent's capability.
W6	Non applicable - Our Mum has a diagnosis of Vascular Dementia.
W8	Strong leadership on the "floor". In my limited experience, senior management are not visible but are readily accessible to staff.
W8	Management and Leadership Team are always visible and available for comment.
Question Reference	From Team Members:
There were no comments from team members	



Question Reference	From Professionals:
W1	The RM and his staff team are committed to continuous improvement, the residents are their complete priority
W2	Now that the training matrix etc is in place things have improved in this regard.
W3	The Manager has been in contact on a number of occasions asking for some additional advice and guidance, they have made so many actions since the CQC inspection and the audit
W4	The manager has been working hard on introducing improvements to the service.
W5	In agreement in terms of working with myself and other commissioning colleagues but would still encourage more interaction with the Quality in Care Homes Team.
W6	An area that the home needs to consider
W7	Very much so, I spent time with the lead clinical nurse who has been at the home for 16 months, she said she absolutely adores working at the home; she said she has been a nurse for a long time, but this is the best job she has ever had. She said that everyone is really well looked after, and all of the staff are amazing.
W8	The RM came into the lounge in the afternoon to spend time with the residents, you could visibly see how pleased they were to see him and how well they interacted
W9	A new induction programme has been set up that includes the home induction and the Care Certificate. Nursing staff also have a programme of clinical training to add to this, which includes clinical competency assessments on areas such as medication, falls management, pain management, skin care, diabetes, PEG feeding, oxygen therapy, observations, catheterisation, wound management. RM has set up an arrangement with a nearby nursing home whereby their lead clinicians have carried out the competency assessments with all nursing staff, this will be repeated in 6 months' time and then the lead clinical nurse at the home will take this over every 6 months. Care staff will have annual competency assessment for moving and handling, fire, MCA, IPC, safeguarding, equality and diversity. All of the training and Care Certificate observational elements are being completed retrospectively with all staff, not just new staff. I reviewed the training matrix, and this is now up to date – all staff have completed all of the required training since the CQC inspection. I checked to see that everyone has completed safeguarding training and fire safety training, this was completed face to face and confirmed on the matrix.

**Q. Does this service provide care that is above and beyond the care that is required?  
(Please tell us how)**

I have not spent enough time to absolutely confirm this but in the short time I was at the home I observed staff interacting with residents, laughing and joking, staff had identified things that helped people relax, one lady likes to count and put things in order, she was in the lounge with a large pack of cards and was counting them and putting them into suits. The lead nurse said that she has limited communication and can become quite distressed at times, she will start to move furniture around when she is distressed, so staff give her the large pack of cards and she will spend time counting them and putting them into suits; She was doing this all of the time I was in the lounge, relaxed and undisturbed. Care staff said that one lady used to be a bank manager, she is always looking for folders and paperwork so staff find her some folders and paper work that she can arrange, another gentleman was an accountant and he likes to have some paper where he writes numbers, staff find him blank sheets of paper and a pen and he will sit and write down lots of numbers. Staff had a really good understanding on people's specific needs and how to support people who are living with dementia and may become distressed.

Having experienced another home for my parent, this home is significantly better. The staff are kind, attentive and warm to my parent. My parent clearly feels comfortable and loved by the staff, demonstrated through smiles, laughter and conversations. Despite my parent's limited capacity, she communicates with the staff who know what she likes. She is safe, well catered for and they actively encourage and promote daily activities of living.

Yes by maintaining the requirements standard of the care quality commission.

The provider is proud of being a family run home that has been looking after residents for many years. The provider believes their residents are happy and well cared for and families are happy with the quality of care delivered to their loved ones.

The care that our Mum receives at Example Nursing Home is way 'above and beyond' the care that is required. All the lovely Management and staff are always professional, kind and caring. They really know our Mum. They know all of her likes and dislikes and funny and challenging ways. They have taken the time to truly get to know her, as a person, as an individual not just as another resident of a Nursing Home. Our Mum can be challenging given her diagnosis of Vascular Dementia. She was unable to live an independent life. We feel so very humbled and grateful that she is a resident at Example Nursing Home. The word kind is used too lightly in my opinion, it is a wonderful gift to be truly kind and ALL of the staff at Example are truly kind people. The Management employ likeminded kind people and the staff have remained the same since our Mum arrived. I am unable to say anything negative about such a wonderful Nursing Home.

yes

during visits i can see the care my family member receives is amazing.

my loved one says she is very happy

I believe so, the home appear to go out of their way to make sure everyone is always happy and content.

## Development suggestions: Example Nursing Home - JUNE 2024

We understand that you know your business more than we possibly can. The following draft action plan has been developed in relation to the results from the survey and contains ideas for addressing feedback as a starting point for you. We are happy to support you to develop this action plan further including elements from other action plans into a full working development plan.

Action	Links	Complete by	Date started	Date complete
Utilise NICE assessment tools to help your organisation with the actions that have been identified from the survey:-	<a href="https://www.nice.org.uk/guidance/published?type=sc">https://www.nice.org.uk/guidance/published?type=sc</a>			
Safe 2. You may wish to ensure all staff are aware of how to create and follow risk assessments, communicate the risks, supporting the residents and others to understand them.				
Safe 3. To support the provision when staffing is short, it is suggested that you set up agreements with more than one staff recruitment agency in readiness for any emergency.				
Safe 3, If you are struggling to retain staff, you may wish to look at the culture within the organisation, to help you identify any areas that can be improved. The 6C's culture check can help you with this. For more information follow this link to the Academy website and contact the Business Development Team.	<a href="https://www.careprofessional.co.uk/culture-check/">https://www.careprofessional.co.uk/culture-check/</a>			
Safe 4. It is recommended that you utilise NICE Managing Medicines in <b>Care Homes</b> resources - this supports policies, processes and training etc and ensure all staff are competency checked regularly.	<a href="https://www.nice.org.uk/guidance/sc1">https://www.nice.org.uk/guidance/sc1</a>			
Safe 6. It is recommended that you show the results of concerns raised, and the actions taken by the team. Making this information visible shows that you are transparent and open.				
Safe 7. It is recommended that you supply your staff with the knowledge and information on how and what individuals can access to adapt their own environment or to obtain any special equipment, to help them meet their needs.				
Safe 8. This resource gives guidance on how to improve links with all care provision and health care, and has documents for improving health care for individuals from NHS England.	<a href="https://www.england.nhs.uk/wp-content/uploads/2020/03/the-framework-for-enhanced-health-in-care-homes-v2-0.pdf">https://www.england.nhs.uk/wp-content/uploads/2020/03/the-framework-for-enhanced-health-in-care-homes-v2-0.pdf</a>			

Action	Links	Complete by	Date started	Date complete
Effective 1: You may want to consider having a system in place to handover information to family and professionals, where appropriate to demonstrate that staff know what they are doing in terms of carrying out a care plan. This will help to reassure family members who may not see the documented evidence of the plans created with the individual.				
Effective 2: You may wish to use this resource for extra guidance on how to support independence with dignity and respect.	<a href="https://www.nice.org.uk/guidance/ng86/chapter/Recommendations#providing-care-and-support">https://www.nice.org.uk/guidance/ng86/chapter/Recommendations#providing-care-and-support</a>			
Effective 3. To ensure consistency of care , the individuals care plan should clearly identify how they wish to receive their care and this should be supported with spot checks and supervision.				
Effective 5. It is recommended that staff always get consent to carry out care and treatment, following the code of conduct	<a href="https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Code-of-Conduct.pdf">https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Code-of-Conduct.pdf</a>			
Effective 6. To ensure outcomes are monitored effectively and accurately, good record keeping is essential, to identify the outcomes and also to communicate the changes made to all who need to know. This resource shows the need for good record keeping.	<a href="https://www.lgo.org.uk/information-centre/news/2023/feb/ombudsman-issues-guide-for-care-providers-on-good-record-keeping">https://www.lgo.org.uk/information-centre/news/2023/feb/ombudsman-issues-guide-for-care-providers-on-good-record-keeping</a>			
Care 3. To ensure that all the people who use the service feel that they have a voice, you may want to refer to the following NICE guidance.	<a href="https://www.nice.org.uk/guidance/ng108">https://www.nice.org.uk/guidance/ng108</a>			
Care 4: You may wish to use this resource for extra guidance on how to support independence with dignity and respect.	<a href="https://www.nice.org.uk/guidance/ng86/chapter/Recommendations#providing-care-and-support">https://www.nice.org.uk/guidance/ng86/chapter/Recommendations#providing-care-and-support</a>			
Care 5. To support your Staff to maintain their wellbeing we suggest you appoint one of your staff to act as a Staff Wellbeing Guardian, to be a link to management on issues that staff may be facing and what resource would benefit them.				
Responsive 2. Ensure the organisation is following the Connected Lives approach using this tool kit.	<a href="https://www.hcpa.info/connectedlives/">https://www.hcpa.info/connectedlives/</a>			

Action	Links	Complete by	Date started	Date complete
Responsive 3. It is recommended that your complaints policy is visible and that you have clear turnaround times that are then upheld when a complaint is made. All interested parties should be made aware of process and out comes at every stage.	<a href="https://www.lgo.org.uk/information-centre/news/2019/mar/ombudsman-issues-good-practice-guide-for-care-providers">https://www.lgo.org.uk/information-centre/news/2019/mar/ombudsman-issues-good-practice-guide-for-care-providers</a>			
Responsive 3. You may wish to display a section in a newsletter or a notice board to show 'you said - we did'				
Responsive 5. It is recommended that the End of life care for adults: service delivery NICE guideline are referenced and used.	<a href="https://www.nice.org.uk/guidance/ng142">https://www.nice.org.uk/guidance/ng142</a>			
Responsive 6. To ensure equality throughout the organisation, ensure your core values and strategic action plans reflect this. That your Equality and Diversity policy is current and understood by all. Your recruitment policy and procedure follows the national guidelines and you encourage all staff and those who use the service to explore and celebrate different cultures and lifestyles.				
Well Led 1. You may wish to involve staff and others in the shaping of the vision and setting targets for the company. This guide to improvement can help	<a href="https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/good-and-outstanding-care/Improve-your-CQC-rating/Guide-to-improvement.pdf">https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/good-and-outstanding-care/Improve-your-CQC-rating/Guide-to-improvement.pdf</a>			
Well Led 2. It is recommended that staff receive feedback from managers in a constructive and motivating way, to enable them to know what action they need to take to improve and maintain their performance. This can be done through regular supervision.	<a href="http://www.skillsforcare.org.uk/Learning-development/Effective-supervision/Effective-supervision.aspx">http://www.skillsforcare.org.uk/Learning-development/Effective-supervision/Effective-supervision.aspx</a>			
Well-Led 3: you may wish to look at various ways of ensuring that everyone can comment on the service being offered, this could include an easy to access "Compliments and Complaints" box which can then form the basis of a forum or newsletter.				
Well Led 4. It is recommended that you utilise the results of this survey on your website and marketing materials, and share these with your staff, those who use your service, their families, and professionals, to ensure they feel that the service engages with, listens to, and acts on feedback.				

Action	Links	Complete by	Date started	Date complete
Well Led 5. It is recommended that staff are aware of who to signpost to for additional health/social needs. Such as Physio, and wheelchair services,				
Well-Led 6, It is recommended that you look at what you are doing to ensure the people you support and those working for your service make a positive contribution to reducing the impact on the environment. This resource may help.	<a href="https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-resources.aspx?kloe=well-led-2&amp;topic=environmental-sustainability-sustainable-development&amp;services=">https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-resources.aspx?kloe=well-led-2&amp;topic=environmental-sustainability-sustainable-development&amp;services=</a>			
Well Led 8: Individuals should have regular access to the management may be though informal tea and chat sessions.				
Well-Led 9. It is recommended that you carry out a skills audit to ensure that all staff have the relevant skills to meet the residents needs. NB: if you care for people with dementia then all staff must receive dementia training as well as their common induction standards training. Mandatory training covers anything that is mandatory to meet the needs of your client group. This survey also helps to identify the staff members preferred style of learning and what extra training they feel would help them in their role	<a href="https://www.careprofessional.co.uk/services/stan/">https://www.careprofessional.co.uk/services/stan/</a>			
Well-Led 9: It is recommended that you maintain all staff CPD in line with skills for care recommendations.	<a href="https://www.skillsforcare.org.uk/Documents/Learning-and-development/Ongoing-learning-and-development/Guide-to-developing-your-staff/Core-and-mandatory-training.pdf">https://www.skillsforcare.org.uk/Documents/Learning-and-development/Ongoing-learning-and-development/Guide-to-developing-your-staff/Core-and-mandatory-training.pdf</a>			

## Useful Links

<http://www.hcpa.info>

**Utilise the members only section for useful toolkits and information**

<https://www.scie.org.uk>

**A wealth of resources for care organisations**

<https://www.skillsforcare.org.uk>

**A wealth of resources for care organisations**

<https://www.communitycare.co.uk>

**Useful articles and information**

<https://www.scils.co.uk>

**A wealth of training resources available to HCPA members only**

<https://www.progressforproviders.org>

**A useful person centred care resource**