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Enter and View

Adbolton Hall

Nursing Home

June 2017

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1. Introduction

Home Visited

Name	Adbolton Hall Nursing Home
Address #1	Adbolton Lane
Address #2	
Address #3	West Bridgford
Town/city	Nottingham
Postcode:	NG2 5AS
Telephone:	0115 981 0055

CQC Inspection Details

Date	08/03/2017
Rating	Requires improvement

Visit details

Enter and View Authorised Representatives were onsite at the home for the following period:

12/06/2017 - 14/06/2017

Representatives spoke to 11 visitors during the 3 days. This represents 58% of visitors during the period of our visit.

We were mindful of issues with consent and capacity when speaking with residents with dementia. 7 residents had capacity to be involved directly. Representatives spoke to 6 of the 7 residents which represents 86%.

Observations were made throughout this time of staff interacting with other residents.

2. Findings Snapshot

We used a five star rating where one is the worst and five is the best to rate a range of things about the home. Here is a snapshot of those ratings:

Experience	Responses	Rating
Overall experience	17	★★★★☆
How caring Staff are	16	★★★★☆
How well residents are treated with dignity and respect	15	★★★★★
How safe and protected residents are	15	★★★★☆
How well the home involves residents in decisions about their care	6	★★★★☆
Visitors experience		
How well the home involves visitors in decisions about care	6	★★★★☆
How well the home communicates with visitors	7	★★★☆☆
How well the home responds to visitors requests and/or concerns	6	★★★★☆

61% of all respondents told us that, if they needed to, they would feel confident in making a complaint.

Most liked thing about the home...

- *Caring staff*
- *People treated as individuals*
- *Activities*

Most disliked thing about the home...

- *Difference in care - some staff were good whilst others not so good*
- *No actions from residents' meetings*
- *Residents left unattended in communal areas*

People would like to change...

- *Would really like to walk more*
- *The building needs updating, it feels a little bit worn. It needs money investing in things to make it more inviting*

3. Conclusions and Recommendations

We found that Adbolton Hall is certainly on a journey of improvement (this phrase was heard on a couple of occasions) and this was recognised by many of the people we interviewed. Additionally, there was a great deal of goodwill from the visitors who recognised the work that was being invested in turning around the home.

We observed and heard about some excellent examples of great care, good team work and saw a manager who was working hard to make a difference. Inside the building, the cleanliness was excellent but there is still some work outstanding to address décor which is tired and in need of a refresh.

There still remain a number of areas where we heard about improvements that need to be made and these are covered in the conclusions below.

Conclusions

The majority of people we spoke to said they were happy with the home and it was perceived by many of them that things had recently been changing for the better.

The level of care provided by most staff was excellent although there appeared to be some levels of inconsistency. This was both commented on by interviewees and observed by our team.

The lack of staffing impacted on some areas of care, for example at mealtimes and interaction with residents who chose to sit in their room, meaning that some residents were left waiting for their needs to be met.

Some staff were very sensitive and attentive to residents' needs whereas others were doing an adequate job but without interacting with residents as much as others.

The activity co-ordinator was excellent providing inclusive sessions and mention was made of one of the kitchen staff who was exceptionally good with residents getting to know their likes and dislikes and interacting with everyone in a very positive way.

The overall impression of the building itself was one of being a bit tired with 'lots started but unfinished' giving an overall impression of a lack of consistency.

We were aware that work was being carried out while we were there to update the décor and refurbish the communal spaces, examples being that not all residents had door plaques and some of the information on the noticeboard was not current.

Visitors expressed concerns that there were no showers in any of the bathrooms or wet rooms available.

Some of the feedback we gathered showed that there isn't a clear communications channel between the home, residents and visitors. For example, although the home's policies and procedures are clearly displayed, one visitor stated that they would not know how to complain. Another visitor commented that there was never any follow up to actions.

Recommendations

Recommendation 1 - introduce actions to address the inconsistency in the standard of care provided.

- Standardisation of practices and investing in additional training to ensure all staff are delivering these practices consistently.
- Reviewing staff levels to ensure adequate resource is provided to cater for all residents' needs and to be visibly present and ready to attend to all residents. For example, monitoring of those residents who choose to stay in their rooms.
- The provision of small tables next to the chairs to allow residents to put their drinks down safely and to reduce spillages and the risk of scalding.
- Implementation of staggered meal times thereby alleviating the pressure on staff by giving them smaller numbers to manage at each sitting when the renovations of the second dining room have been completed.
- Ensuring that hand gel dispensers at the entrance to the home are kept topped up to reduce the risk of infection. There was no evidence of visitors and staff using this as they left or entered the building and it recommended that this is reviewed as part of their hand hygiene procedures.

Recommendation 2 - improved communications

- Ensure there are regular communications to visitors and residents where information is given and feedback is sought providing a clear feedback loop.
- Increased presence of manager showing accessibility to everyone. The manager is seen as well-liked and accessible although we would encourage her to be more present around the home.
- Revamp of residents/visitors meetings and follow up on actions and feedback on progress. Using this forum to reiterate the complaints process.
- Ensure all information on noticeboards is current and leaflets are up to date.
- Examine ways to engage with visitors/families who do not respond to requests for allowances that pay for residents extra needs - for example, chiropody services.

Recommendation 3 - continuing the update and refurbishment of the premises

- Review of the current bathrooms to address visitors' concerns.
- Consideration of the alarm system to differentiate urgent calls from routine call.
- Consideration to be given to outdoor seating in the garden for residents and visitors to spend time.
- Tidying up the building entrance to create a more welcoming impression.

4. Response from Care Home

We thank our visitors and residents for the positive feedback that we have received in this report. I have taken note of those things that people would like us to improve further & will take these on board.

We are pleased to say that we are continuing to invest in the ongoing renovations of Adbolton Care Home. These improvements will go a long way to addressing some of those issues raised.

Louise Maxwell

Manager

5. Findings

5.1 Overall experience

Most respondents indicated that their overall experience of the home was very good.



Source: Responses from 17 people

The average rating from 17 respondents (6 residents and 11 visitors) was 4.1. (Everyone asked provided a rating).

The most frequently given score was 4, with 15 respondents (88%) reporting their overall experience of the home as very good (ratings 4 and 5).



Likes

Minimum rating was 3 from residents and 4 from visitors. Two residents and one visitor rated the overall experience as 5.

Two of the residents rated their overall experience as 4 with one of them commenting as follows:

“I don't like too much noise - for example the radio. The good thing is the food. The activities are good for example I like the card games, snakes and ladders. The staff are good I am happy here”

Experience of resident

The two residents who rated their overall experience as 3 commented as follows:

“Lovely big room manager very nice, easy to talk to “

“Food is good”

Experiences of residents

The one visitor who rated the overall experience as 5 commented as follows:

“Very caring staff, it's not a job I could do, they've got a lot of patience. It seems they care about each individual, from what I can see”

Experience of visitor

“Seen a difference here even in the short time I have been involved - can see they are on a journey. Not seen any dirtiness or abuse”

Experience of a visitor

The following is a selection of comments taken from visitors who rated the overall experience as 4.

“Care is good, the carers do genuinely care. Some little frustrations like anywhere. The admin could be better at times, can be frustrating. Everyone tries their hardest.”

“Some members off staff are very nice, kind and caring - affectionate and see my relative as a person. They see who they are as an individual rather than just the dementia and incontinence. ⅓ are good ⅓ average, ⅓ need improvement. Know that home on a journey”

“Staff are caring. If there is a problem it is sorted. The food is good. Activities above average”

Experiences of visitors



Dislikes

A resident who rated this experience as a 3 also commented:

“You pull the 'chord' it can take 5 to 10 minutes for someone to come; sometimes they switch off the call buzzer without coming in to see me. Staff will not do what I ask them. Some (not by any means all) staff are rude”

Experience of a resident

Whilst a visitor who rated the experience a 4 also commented:

“The residents are happy. They struggle with numbers of staff. When resident numbers are low the home cuts staff numbers and sometimes they stay low. It's not that resident aren't cared for it's just more pressure on the staff who are left”

“The accommodations is not really suited, it's not designed as a care home, and it's not easy for the carers”

“Numbers of staff is an issue at times”

“My realtive is very happy” here”

Experience of a visitor

“Don't find all the staff helpful, many won't go out of their way to help. Concerned about the number of residents who are in their rooms with the door shut.”

Experience of a visitor

“The not so good is it takes a long time to get dressed”

Experience of a resident

5.2 Staff

Most respondents indicated that they felt that residents were treated with care and compassion. Two respondents indicated that some staff might not be as engaged as they could.



Source: Responses from 16 people

The average rating from 16 respondents was 4.0 with 1 person (a visitor) not providing a rating.

The most frequently given score was 4, with 13 respondents (81%) reporting their overall experience of caring by the staff as very good (ratings 4 and 5)



Likes

Out of the 6 residents who responded to this question, 5 (83%) rated their caring experience 3 or above. This was confirmed by such comments as:

“Not much more they could do - yes they are caring. Sometimes come quickly when I ring but sometimes have to wait. When they do come they are very kind and deal with whatever I want”

Experience of resident

“They look after me well”

Experience of resident

Out of the 11 visitors, only 1 felt that they were unable to provide a score due the infrequency of their visits. Out of the 16 visitors, 15 (94%) rated the care of their relatives at 3 and above.

“I know they care because I observe them, and I talk to the staff and they know my relative’s likes and dislikes”

Experience of visitor

“They seem to have a good knowledge of my relative’s needs and they make an effort to look after them kindly”

Experience of visitor

“Definitely a 5 on what I’ve observed. Very patient with all the residents, they know them all well. I walk around the home a bit and fetch residents from the lounge. Staff go out of their way to put residents at ease even when they are poorly”

Experience of visitor

One of the respondents who rated the service 4 qualified their comment by stating that they understood the pressure on staff and had definitely noticed an improvement in the past six months.

“A lot of 'not caring' is because there's not enough of them, they are too busy, not they don't care about the residents. Some staff seem more relaxed recently, approx. in last 6 months. Not sure of the reason but there has been a staff change in this time. A lot of staff have been here for years and they seem different now. It seems that staff are trained a lot better in recent times”

Experience of visitor



Dislikes

1 visitor who rated the caring 3 commented that:

“Some are good and some can't be bothered - have seen them be short in front of others”

Experience of visitor

1 visitor who rated the caring 4 commented that:

Some very good and some it's a job.

Experience of visitor

“Sometimes not quick enough if I need the toilet but I know they are busy”

Experience of a resident

5.3 Dignity and Respect of Residents

The majority of respondents indicated that they felt residents were treated with dignity and respect. However, one comment from a visitor highlighted an inconsistency with staff involvement.



Source: Responses from 15 people

The average rating from 15 respondents was 4.3 with 2 people (visitors) not providing a rating.

The most frequently given score was 5, with 13 respondents (87%) reporting their overall experience was that they felt that residents were treated with dignity and respect (ratings 4 and 5).



Likes

2 of both residents and visitors who rated this question as 5 also supported their rating with the following comments:

“So No shared room and my privacy is good”

Experience of resident

“Staff always knock before entering. Personal care good but often rushed”

Experience of resident

“Never seen anything of concern”

Experience of visitor

“Have only seen good things. Seen them talk to people as people not as 'residents”

Experience of visitor

1 of the residents and 2 of the visitors who rated this question 4 also commented:

“Always respectful and I am always comfortable - never any problems when they bathe me. Always respect my privacy - have never been left alone - I can't think of anything else they could do”

Experience of resident

“I do, I have seen it with my relative and other residents”

Experience of visitor

“Toileting is pretty prompt. It hasn't always been this way - maybe down to not enough staff, not that they don't care”

Experience of visitor

The 1 resident who rated this question 3 also commented:

I have my own room and would go to my room for privacy

Experience of resident

Two of the above comments from residents highlighted positive aspects of their privacy.



Dislikes

Only 1 visitor rated the question as 3 and supported it with the following comment:

“I know that the staff are under huge pressure but I have seen people in wet clothes. I see the better members of staff punting this out to the weaker ones - it would be good to get greater consistency”

Experience of visitor

5.4 Safety and Protection of Residents

The majority of comments indicated that respondents felt that safety and security was very good. However, 2 respondents highlighted times when residents had been left alone.



Source: Responses from 15 people

The average rating from 15 respondents was 4.1 with 2 people (visitors) not providing a rating.

The most frequently given score was 5, with 10 respondents (67%) reporting their overall experience of the home was that residents were safe and protected (ratings 4 and 5).



Likes

The 2 residents and 5 visitors who responded to this question with a rating of 5, supported their rating with following comments:

“The staff make me feel safe, although there are a couple of staff who don't do their fair share of work. There are not many of the residents who can have a conversation”

Experience of resident

“Everyone seems to be fine from what I have observed”

Experience of visitor

“The security is fine. There are notices on the boards, and there is a training programme in place”

Experience of visitor

“No issues - good policy on the door”

Experience of visitor

“Staff walk around, up and down corridors. It gives residents confidence and they are always there to lead people back. For example, when we came to one of the fayres here, residents were outside with staff and they (staff) were there watching and ready to help. No-one can get in without being let in. We have sometimes been asked why we are here, even though they know us they still check. It's done in a friendly way and explained to us”

Experience of visitor

The 2 residents and 1 visitor who responded to this question with a rating of 5, supported their rating with following comments:

I always feel safe - never had any issues

Experience of resident

Always somebody about.

Experience of visitor



Dislikes

Out of the 3 visitors who responded to this question with a rating of 3, 2 supported their rating with following comments:

“A couple of times people have been left unattended, there has been no staff in the room - it’s only occasionally. A couple of times I have pressed the alarms for attention. Most of the time staff are in and out”

Experience of visitor

“I have sat in the lounge on a number of times when there has been no member of staff in there (approx. 25% of the time). I then feel like I am left as the responsible person. I have never seen anyone get out of the building”

Experience of visitor

5.5 Communication and Involvement

Most respondents indicated that they were happy with their involvement with decision making.



Source: Responses from 6 people

The average rating from 6 respondents was 4.0 with 3 residents and 8 visitors not providing a rating.

The most frequently given scores were 3, 4 and 5 with 4 respondents (67%) reporting their overall experience of the home involving them in decision making as very good (ratings 4 and 5).



Likes

The 1 resident who scored this a 5 commented as follows:

“They do involve me in decisions about my care...there is a meeting with residents and visitors and family”

Experience of resident

The one visitor who rated this as 5 commented as follows:

“They reviewed my relative's care plan about 2 months ago, when Louise took over. All got a letter asking if we wanted to review residents' care plans (which was out of date). It never occurred to me, I assumed it was being done, that I should have kept an eye on this. Reviewed the care plan all together, with my relative in the room, and we both contributed. My relative's hearing isn't great but made an effort to include them”

Experience of visitor

Two residents who rated this as 4 provided these comments:

“I have never had an issue. My mum's care plan is reviewed regularly”

“My Dad is always asked his opinion and whether or not he wants to be involved in decisions”

Experiences of residents

Whilst one resident who did not provide a score commented as follows:

“We have seen people asked what food they would like, there is choice of menu. We are not here enough and some don't have capacity but staff talk to them when they are doing things anyway, e.g. telling them what is happening, we are doing this etc. this is something recent too”

Experience of visitor



Dislikes

1 resident did not supply a rating but did provide a comment as follows:

“Nobody says a great deal. No, don't think they do but I don't feel the need to be asked”

Experience of a resident

5.6 Involvement in Care of Person Visited (visitors only)

Most respondents indicated that they felt their involvement with the care of the person they visited was very good. One commented on the lack of support from adult social care and the other on the improving situation at the home.



Source: Responses from 6 people

The average rating from 6 respondents was 4.0 with 5 visitors not providing a rating.

The most frequently given score was 4, with 5 respondents (83%) reporting their overall experience of the home involving them in decisions about the care of the person they visited as very good (ratings 4 and 5).



Likes

Now, I'd grade that at 5, but it would have been 3 before, previously - not sure under the previous manager. Now, since Louise, I know I can go and talk to Louise or one of the nurses, I have every confidence. The previous manager was OK, I had a lot of time for her, and then she left and came back again and it wasn't the same - she didn't like it if you challenged her.

Experience of visitor

The following comments were provided by visitors who rated this experience as 4:

"Chose to discuss my relative's care plan every three months. There are options to discuss 4 at any time"

"When resident was first brought in they had a chat about what would happen and her care. They seem to be accessible, you can always knock on the office door"

Experience of visitors



Dislikes

One visitor who submitted a rating of 3 had this to say:

"Have been invited to residents meetings. A lot of talk but no action following. Previous manager used to talk to you but not so much now"

Experience of visitor

5.7 How Well Does the Home Communicate with You? (Visitors only)

Just over 50% of respondents felt that the home communicated with them well however, some shortcomings with the communications policy were raised.



Source: Responses from 7 people

The average rating from 7 respondents was 3.6 with 4 visitors not providing a rating.

The most frequently given score was 4, with 4 respondents (57%) reporting their overall experience of the home communicating with them was very good (ratings 4 and 5).



Likes

The visitor who scored this question 5 also backed up his comment with the following:

“Very well. I visit daily. I have read the CQC report and discussed selected points needing clarification and discussed with the manageress”

Experience of visitor

One of the visitors who scored the question 4 also commented:

“Quite well. it depends on the staff member. They try to inform me if there are any problems that affect my visit, or if someone is poorly. if someone is not forthcoming the staff will let me know so they can be encouraged”

Experience of a visitor

“I read the noticeboards to see what’s going off. I see the same people each day, I’m sure they’d tell me things”

Experience of visitor

Whilst another, who rated the question as 2 commented:

“Has got better with the CQC stuff needing to be communicated but generally get very little proactive communication from the home”

Experience of visitors



Dislikes

“I used to go to the residents and visitors meetings, but there was never any follow-up so I stopped going”

Experience of visitor

“It needs to be better, needs more effort. There was a message from the home saying my relative has a hospital appointment. I always go with them if I can. I don't know any details. I asked at the office, and there are no further details - which hospital, which clinic etc.”

Experience of visitor

5.8 Response to Requests and Concerns (visitors only)

Most respondents indicated that their overall experience of the home responding to request and concerns was very good with no adverse comments noted.



Source: Responses from 6 people

The average rating from 6 respondents was 3.8 with 5 visitors not providing a rating.

The most frequently given score was 4, with 4 respondents (67%) reporting their overall experience of the home responding to requests/concerns as very good (ratings 4 and 5).



Likes

“Positively. Any points I am not happy with are soon rectified”

Experience of visitor

“If ever we say anything they do look into it, e.g. arrange for doctor or chiropodist to come in”

Experience of visitor

“There has been the odd occasion when i have asked for my relative to be got ready and they haven't done this but generally good. They always contact me on any medical issues”

Experience of visitor

“When I have raised concerns they have usually been addressed”

Experience of a visitor



Dislikes

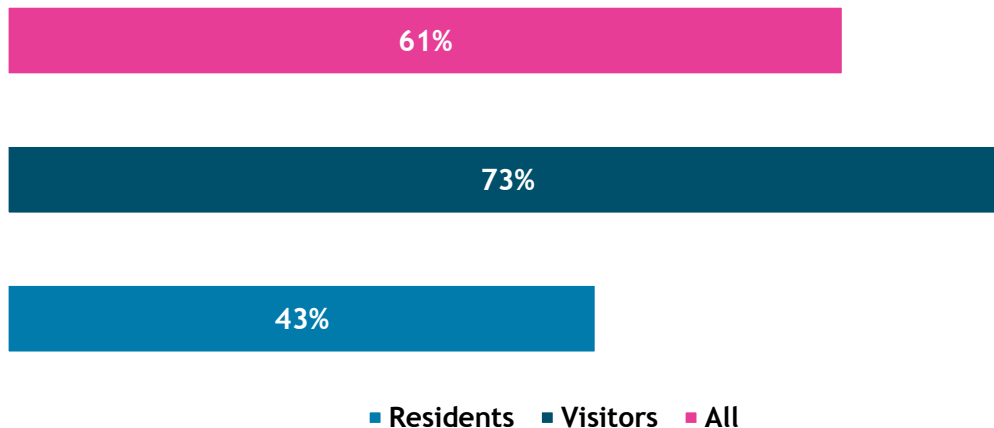
“The only problem is sometimes communication between different staff members to pass on requests and information”

Experience of visitor

5.9 If ever you needed to, how confident would you be to make a complaint?

Most respondents felt confident to make a complaint, with 1 commenting that they were unaware of the procedure.

Overall Confidence in Raising a Complaint.



Out of the 7 residents questioned, only 3 provided a response, all of which were ‘yes’.

Out of the 11 visitors questioned, 8 provided a positive response and 1 did not provide a response.

1 of the visitors had the following comments:

“I have never spoken to the staff directly”

Experience of visitor

Whilst another 1 did not appear to be aware of the complaints procedure at the home.

“I have not made any complaints and would have to find out how to do this”

Experience of a visitor

6. What is Enter and View?

Enter and View is a power given to local Healthwatch through the Health and Social Care Act 2012. It enables Authorised Representatives of local Healthwatch to go into health and social care premises to see and hear for themselves how services are provided and to collect the views of service users at the point of service delivery. Service providers must allow our authorised representatives entry so long as it doesn't affect their provision of care or the privacy and dignity of people using their service.

Healthwatch Nottinghamshire has this power across the whole remit of health and social care services (with the exception of social care services for children under 18) within the city. As residential care facilities are not open to the public, they may not be open to scrutiny as readily as other health and social care services. Using our Enter and View power within residential care facilities could potentially identify services in need of support to improve resident and visitor experience, and therefore provide us with the opportunity to influence quality for people who are likely to be vulnerable and seldom-heard when it comes to expressing their experiences and views of health and social care services.

7. Our Approach

Nottinghamshire has over 300 residential care facilities. To identify a suitable residential care facility to undertake an Enter and View exercise, the following steps were taken:

- All residential care facilities with an overall CQC rating of “Requires Improvement” were shortlisted. Any residential care facilities with an overall rating of “Good” or “Outstanding” were excluded because we felt that we were unlikely to identify any problems relating to service user experience. We also excluded any services with an overall rating of “Inadequate” as we felt that these services would already be subject to ongoing scrutiny from the CQC and local authority.
- We searched our database of service experiences for anything shared regarding care homes that may inform our decision. Experiences held on our database were collected through four main channels:
 - Direct methods including Healthwatch engagement activities, our website, telephone and email.
 - Through our online monitoring system which collects evidence from Twitter, blogs and news sites.
 - Patient Opinion, although this data has only been collected since May 2015.
 - Information sharing
 -
- We liaised with CQC care home inspectors who shared intelligence with us about the three shortlisted homes and based on this, decided to focus on Adbolton Hall Nursing Home.

Adbolton Hall Nursing Home was notified of our intention to visit four weeks before the visit. The Enter and View leads met with the care home manager to discuss the Enter and View process, to answer any questions and agree how to make the best use of the visits.

During June 2017, the Healthwatch Nottinghamshire Enter and View team visited Adbolton Hall Nursing Home, West Bridgford, Nottinghamshire, a nursing and residential home which is part of MPS Care Group. The home (at the time of visit) had a total of 29 residents the

majority of which had been diagnosed with dementia (22 people). In addition, 7 were residential. This home had been inspected by the CQC and has a “requires improvement” rating under the caring domain. The objective of this visit was to gather information about experiences of the home and the care that is received from service users and those who visit them, with a view to providing some evidence-based recommendations that would support the improvement of the service.

We were mindful that there would be issues with consent and capacity when speaking with residents with dementia, and we were guided by the care home to residents who would be able to communicate with us. In light of this, our main focus was to speak to as many visitors as possible, including visiting professionals. In total we spoke to 6 residents, 11 visitors and made several observations (of any occasions where staff were interacting with residents).

We are grateful to Adbolton Hall Nursing Home for being supportive of our visit.

The Project Team

All members of the project team are Enter and View Authorised Representatives. These individuals went through a formal selection process, including the taking up of references, a Disclosure and Barring Service (DBS) check and an interview with a panel of Healthwatch staff. All received training over two days, which covered the role of an Enter and View Authorised Representative and how that would fit in with our rolling programme of visits into care homes, confidentiality, safeguarding, equality and diversity and Dementia Friends awareness.

In addition to the Enter and View Authorised Representative training, all staff and volunteers in the Enter and View project team attended a training session regarding this visit specifically. The session covered the aims and objectives of the visit, contextual information about Adbolton Hall Nursing Home and a review of data collection tools and how to use these. We wanted to prepare our team as much as possible for when they attended Adbolton Hall Nursing Home. For this visit, our project team was made up of two members of staff from Healthwatch Nottingham and Healthwatch Nottinghamshire, and four volunteers.

We would like to thank all the residents and visitors who spent time talking to our project team. We would also like to thank the volunteers who carried out this visit:

Fiona Pearson

Phil Thomas

Ann Giles

Di Roffe

8. Who are Healthwatch Nottinghamshire?

Healthwatch Nottinghamshire is an independent organisation that helps people get the best from local health and social care services. We want to hear about your experiences, whether they are good or bad.

We use this information to bring about changes in how services are designed and delivered, to make them better for everyone.

Why is it important?


You are the expert on the services you use, so you know what is done well and what could be improved.

Your comments allow us to create an overall picture of the quality of local services. We then work with the people who design and deliver health and social care services to help improve them.

How do I get involved?

We want to hear your comments about services such as GPs, home care, hospitals, children and young people's services, pharmacies and care homes.


You can have your say by:

 0115 963 5179

 www.healthwatchnottinghamshire.co.uk

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 [Facebook.com/HWNNottinghamshire](https://www.facebook.com/HWNNottinghamshire)

 Healthwatch Nottinghamshire
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Duke Street
Hucknall
NG15 7HP

1. Join our mailing list

We produce regular newsletters that feature important national health and social care news, as well as updates on local services, consultations and events.

You can sign up to our mailing list by contacting the office by phone, email or by visiting our website.

2. Become a Healthwatch volunteer

We need enthusiastic volunteers from around the County to promote the Healthwatch message, to feed information to and from groups, and help us collect people's experiences. We also need specialist volunteers to help us to assess services through Enter and View and other projects.

Interested? Get in touch and we'll let you know what roles are currently available and what to do next.

9. Appendix 1 Enter & View Data

Ratings summary

Question	Residents	Visitors	Overall Score
Overall experience	4.0	4.1	4.1
How caring are the staff?	3.7	4.2	4.0
Dignity and respect of residents	4.3	4.3	4.3
Safety and protection of residents	4.0	4.2	4.1
Involvement in care	3.7	4.3	4.0
Involvement in care of person visited	N/A	4.0	4.0
Response to requests and concerns	N/A	3.8	3.8

Number of responses (excluding no response or 'I don't know')

Question	Residents	Visitors	Total No.
Overall experience	6	11	17
How caring are the staff?	6	10	16
Dignity and respect of residents	6	9	15
Safety and protection of residents	6	9	15
Involvement in care	3	3	6
Involvement in care of person visited	N/A	6	6
Response to requests and concerns	N/A	6	6

Percentage of responses (excluding no response or 'I don't know')

Question	Residents	Visitors
Overall experience	35%	65%
How caring are the staff?	38%	62%
Dignity and respect of residents	40%	60%
Safety and protection of residents	40%	60%
Involvement in care	50%	50%
Involvement in care of person visited	N/A	100%
Response to requests and concerns	N/A	100%

Overall experience



Source: Responses from 17 people

We asked the following questions:

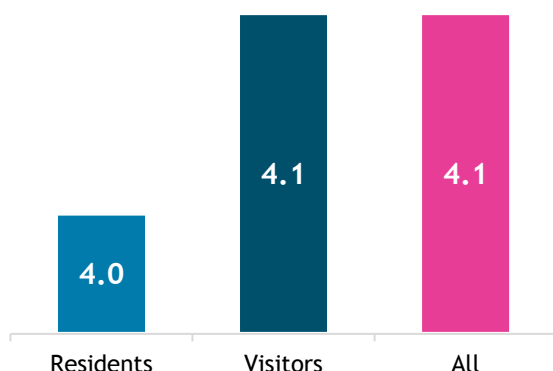
- 1) Residents: how many stars would you give for your overall experience of living here?
- 2) Visitors: how many stars would you give residents' overall experience of living here?

The scoring range was from 1 (poor) to 5 (excellent).

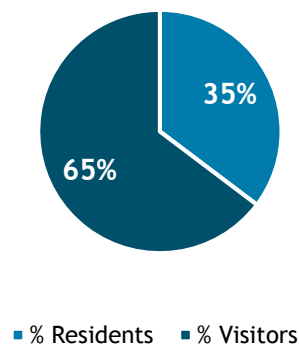
Question	Type	Residents	Visitors	Overall
Overall experience	Score	4.0	4.1	4.1
Overall experience	No. Responses	6	11	17
Overall experience	% Responses	35%	65%	100%

The average rating from 17 respondents (6 residents and 11 visitors) was 4.1. (Everyone asked provided a rating).

Overall experience Score by respondent.



Overall experience. % of respondents.



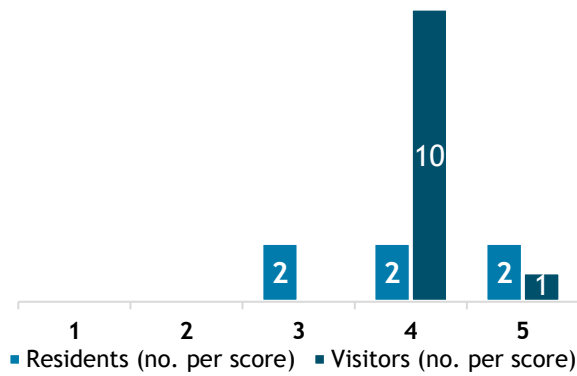
Highest and lowest score split by source

Question	Type	Residents	Visitors	Overall
Overall experience	Highest Score	5	5	5
Overall experience	Lowest Score	3	4	3

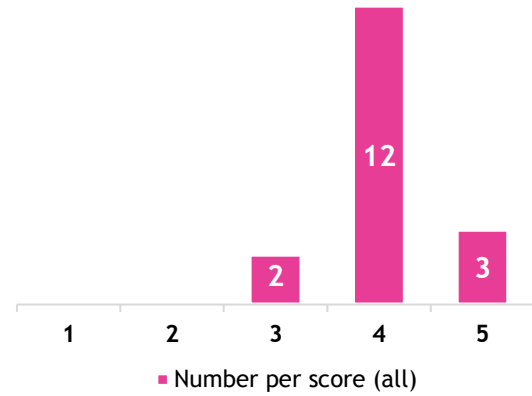
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	2	2	2	6
Visitors	-	-	-	10	1	11
All			2	12	3	17

Overall Experience - no. of scores by respondent



Overall Experience - no. of scores by all respondents



The most frequently given score was 4, with 15 respondents (88%) reporting their overall experience of the home as very good (ratings 4 and 5).

Staff



Source: Responses from 16 people

We asked the following question of both residents and visitors:

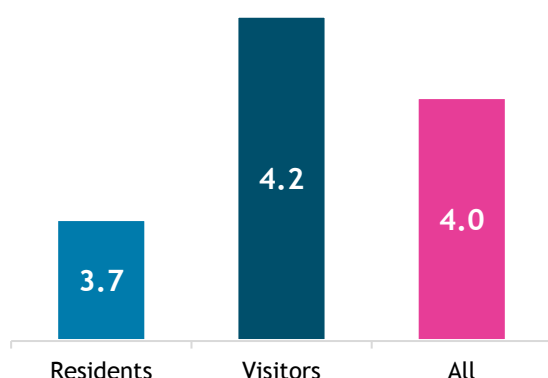
How caring are the staff?

The scoring range was from 1 (poor) to 5 (excellent).

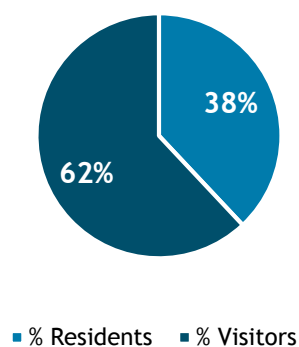
Question	Type	Residents	Visitors	Overall
How caring are the staff?	Score	3.7	4.2	4.0
How caring are the staff?	No. of responses	6	10	16
How caring are the staff?	% of responses	35%	65%	100%

The average rating from 16 respondents was 4.0 with 1 person (a visitor) not providing a rating.

How caring are the staff? Score by respondent



How caring are the staff? % of respondents



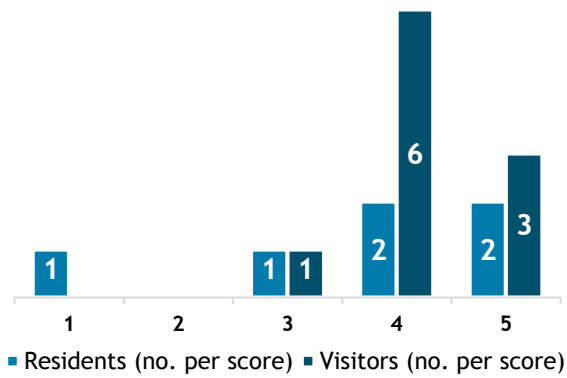
Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
How caring are the staff?	Highest	5	5	5
How caring are the staff?	Lowest	1	3	1

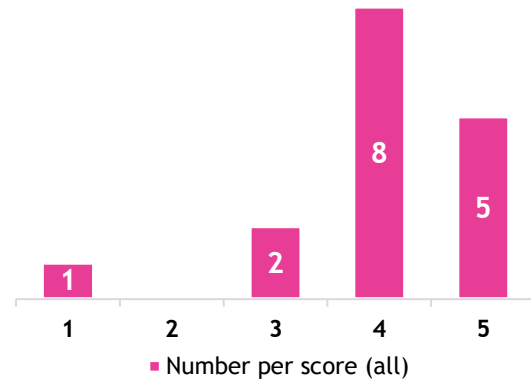
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	1	-	1	2	2	6
Visitors	-	-	1	6	3	10
All	1	-	2	8	5	16

How caring are staff? No. of scores by respondent



How caring are staff? No. of scores by all respondents



The most frequently given score was 4, with 13 respondents (81%) reporting their overall experience of caring by the staff as very good (ratings 4 and 5)

Dignity and Respect of Residents



Source: Responses from 15 people

We asked the following questions:

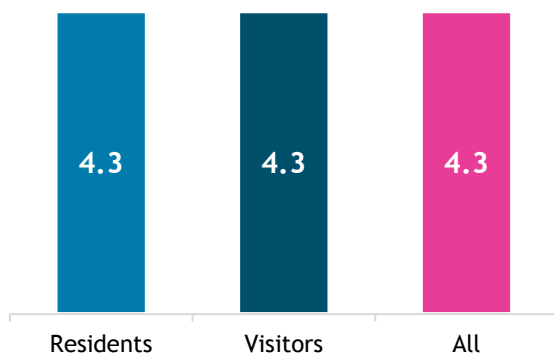
- 1) Residents to rate how well they felt that the staff treated them with dignity and respect.
- 2) Visitors how well they felt that staff treated residents with dignity and respect.

The scoring range was from 1 (poor) to 5 (excellent).

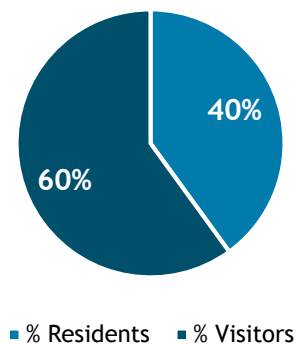
Question	Type	Residents	Visitors	Overall
Dignity and respect	Score	4.3	4.3	4.3
Dignity and respect	No. of responses	6	9	15
Dignity and respect	% of responses	40%	60%	100%

The average rating from 15 respondents was 4.3 with 2 people (visitors) not providing a rating.

Dignity & Respect. Score by respondent type.



Dignity & Respect. Percentage of respondents



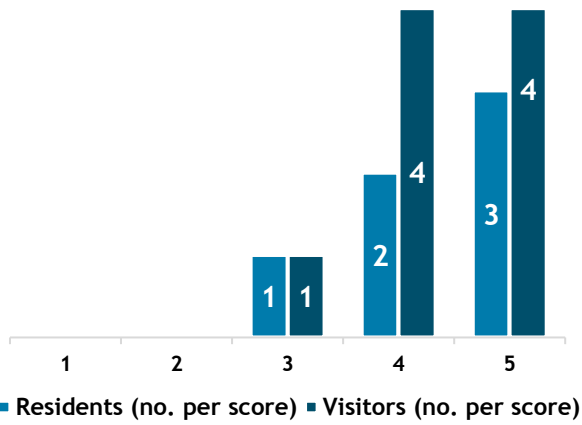
Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
Dignity and respect	Highest	5	5	5
Dignity and respect	Lowest	3	3	3

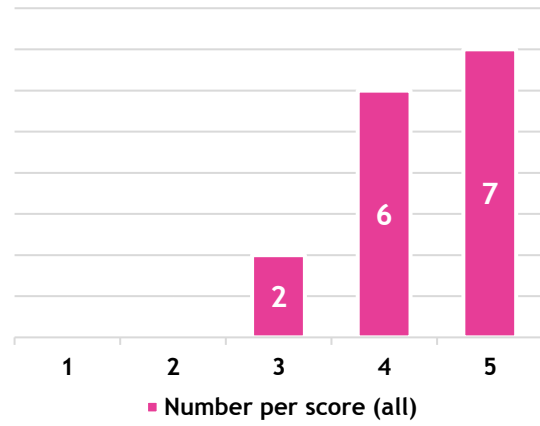
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	1	2	3	6
Visitors	-	-	1	4	4	9
All	-	-	2	6	7	15

Dignity & respect. No. of scores by respondent



Dignity & Respect. No. of scores by all respondents



The most frequently given score was 5, with 13 respondents (87%) reporting their overall experience was that they felt that residents were treated with dignity and respect (ratings 4 and 5).

Safety and Protection of Residents



Source: Responses from 15 people

We asked the following questions:

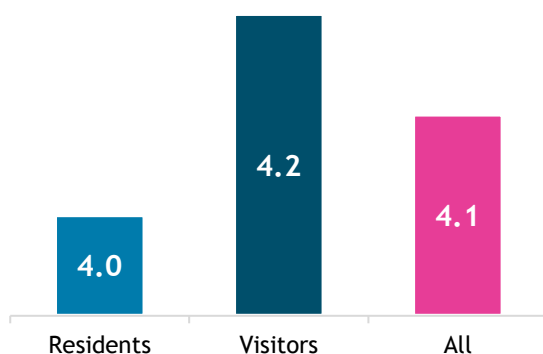
- 1) Residents: to rate how safe and protected they felt in the home.
- 2) Visitors: to rate how safe and protected they felt the residents were in the home.

The scoring range was from 1 (poor) to 5 (excellent).

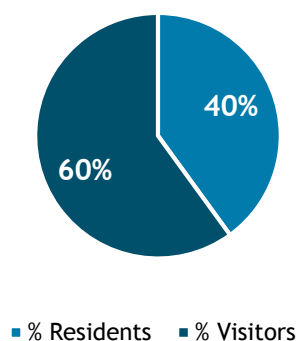
Question	Type	Residents	Visitors	Overall
Safety and protection	Score	4.0	4.2	4.1
Safety and protection	No.	6	9	15
Safety and protection	%	40%	60%	100%

The average rating from 15 respondents was 4.1 with 2 people (visitors) not providing a rating.

Safety & Protection. Score by respondent type.



Safety & Protection. Percentage of respondents by type.

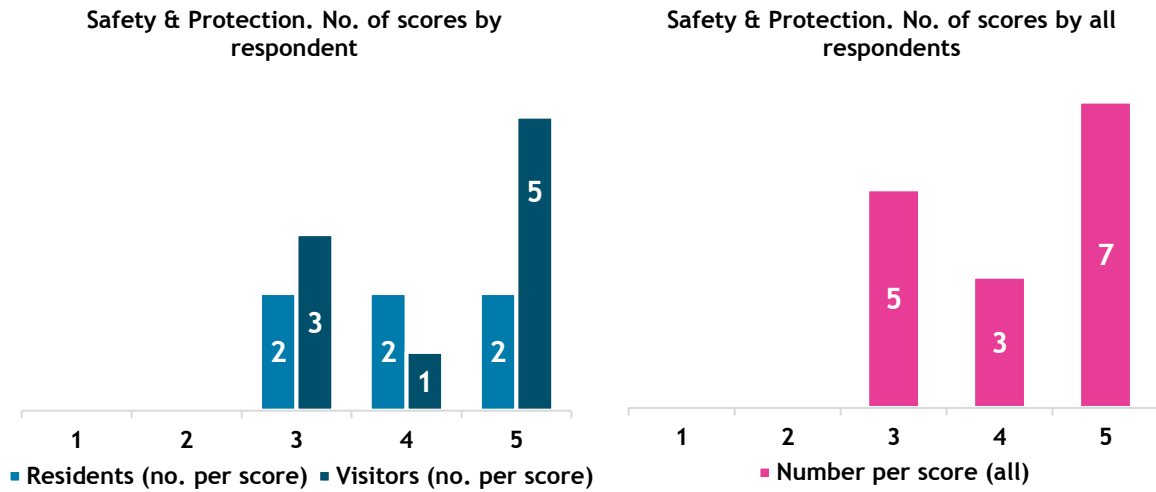


Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
Safety and protection	Highest	5	5	5
Safety and protection	Lowest	3	3	3

Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	2	2	2	6
Visitors	-	-	3	1	5	9
All responses	-	-	5	3	7	15



The most frequently given score was 5, with 10 respondents (67%) reporting their overall experience of the home was that residents were safe and protected (ratings 4 and 5).

Communication and Involvement



Source: Responses from 6 people

We asked people the following questions:

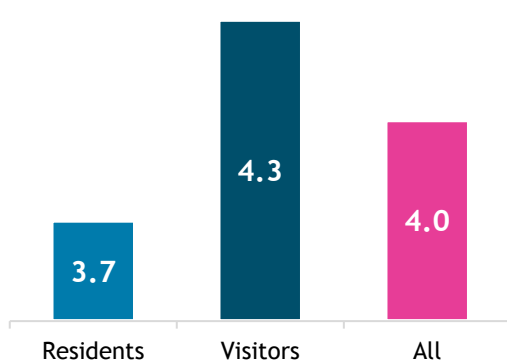
- 1) Residents: how well does the home involve you in decisions about your care?
- 2) Visitors: how well does the home involve residents in decisions about their care?

The scoring range was from 1 (poor) to 5 (excellent).

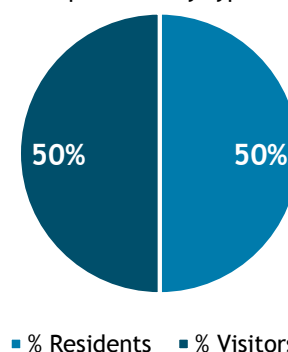
Question	Type	Residents	Visitors	Overall
Communication and involvement	Score	3.7	4.3	4.0
Communication and involvement	No.	3	3	6
Communication and involvement	%	50%	50%	100%

The average rating from 6 respondents was 4.0 with 3 residents and 3 visitors not providing a rating.

Comms & Involvement. Score by respondent type.



Comms & Involvement. Percentage of respondents by type.



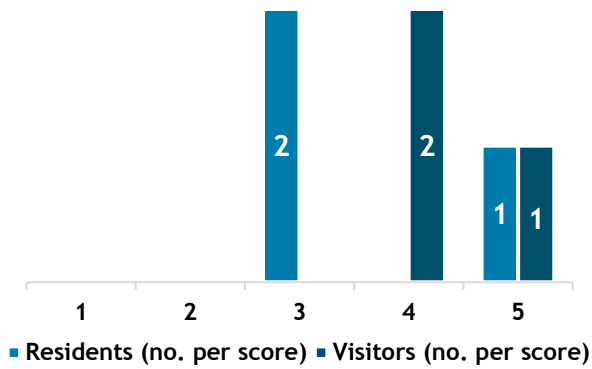
Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
Communication and involvement	Highest	5	5	5
Communication and involvement	Lowest	3	4	3

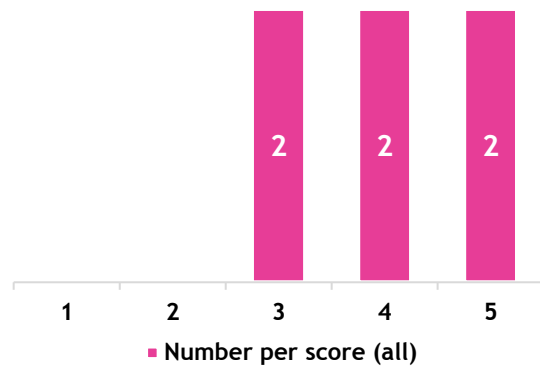
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	2	-	1	3
Visitors	-	-	-	2	1	3
All			2	2	2	6

Communication & Involvement. No. of scores by respondent



Communication & Involvement. No. of scores by all respondents



The most frequently given scores were 3, 4 and 5 with 4 respondents (67%) reporting their overall experience of the home involving them in decision making as very good (ratings 4 and 5).

Involvement in Care of Person Visited (visitors only)



Source: Responses from 6 people

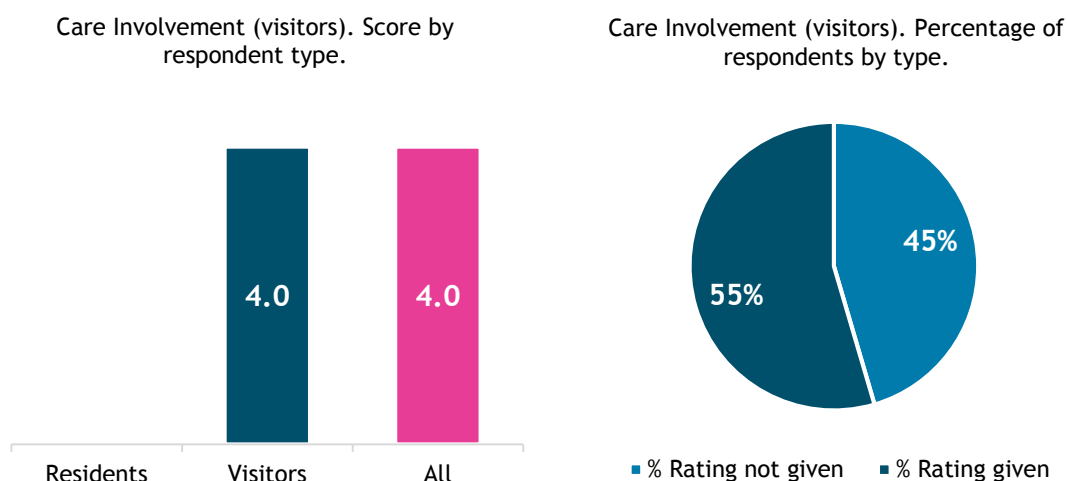
We asked visitors only the following question:

How well does the home involve you in decisions about the care of the person you visit?

The scoring range was from 1 (poor) to 5 (excellent).

Question	Type	Visitors	Overall
Involvement in care of person visited	Score	4.0	4.0
Involvement in care of person visited	No	6	6
Involvement in care of person visited	%	55%	55%

The average rating from 6 respondents was 4.0 with 5 visitors not providing a rating.

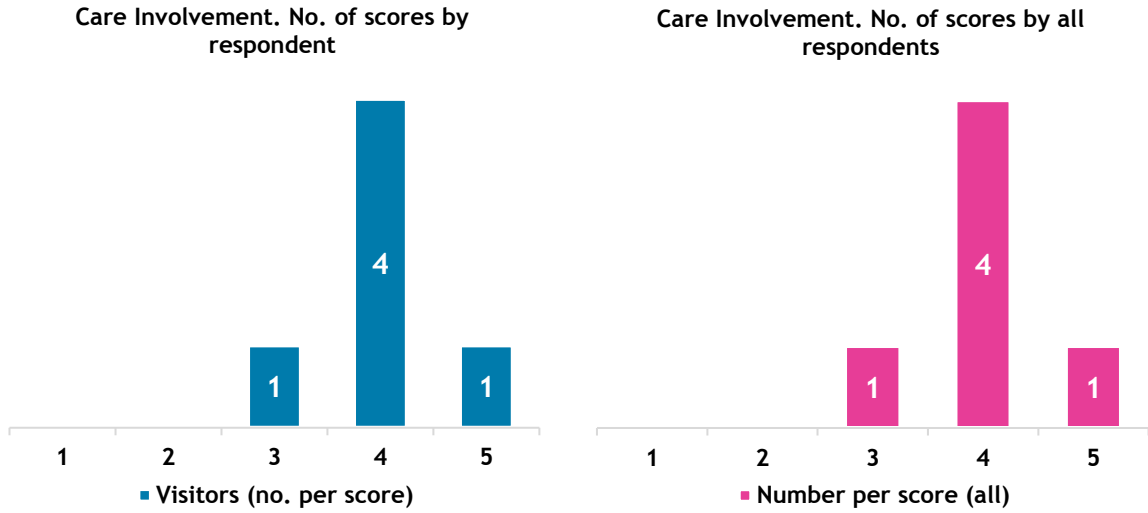


Highest and lowest score split by source

Question	Score	Visitors	Overall
Involvement in care of person visited	Highest	5	5
Involvement in care of person visited	Lowest	3	3

Number of each score split by source

Score	1	2	3	4	5	Total No.
Visitors	-	-	1	4	1	6
All			1	4	1	6



The most frequently given score was 4, with 5 respondents (83%) reporting their overall experience of the home involving them in decisions about the care of the person they visited as very good (ratings 4 and 5).

How Well Does the Home Communicate with You? (Visitors only)



Source: Responses from 7 people

We asked **visitors only** the following question:

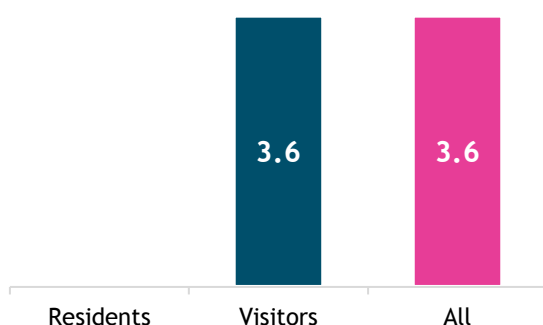
How well does the home communicate with you?

The scoring range was from 1 (poor) to 5 (excellent).

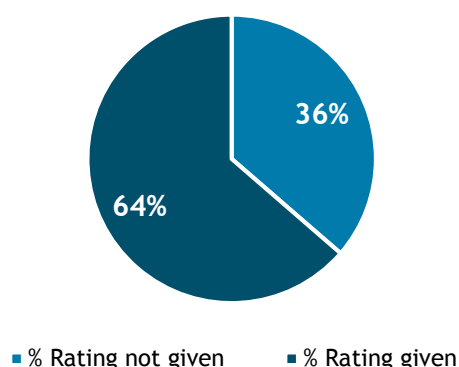
Question	Type	Visitors	Overall
How well does the home communicate with you?	Score	3.6	3.6
How well does the home communicate with you?	No.	7	11
How well does the home communicate with you?	%	64%	64%

The average rating from 7 respondents was 3.6 with 4 visitors not providing a rating.

How well does home communicate? Score by respondent type.



How well does home communicate? Percentage of respondents by type.



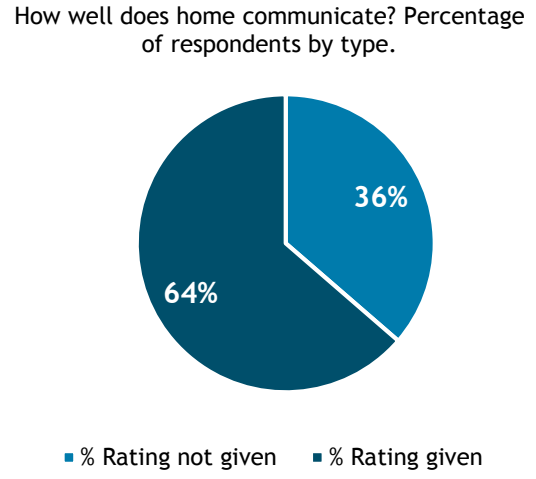
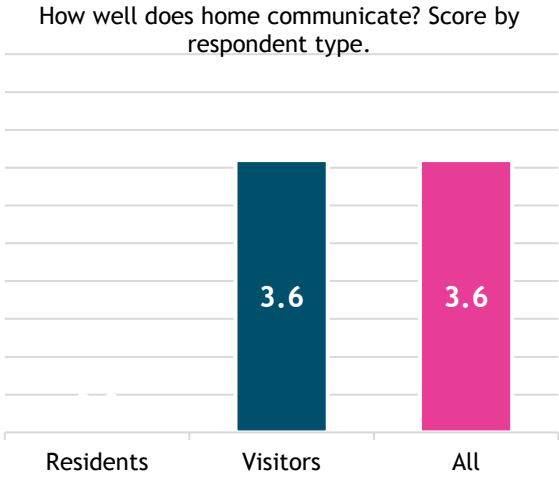
Highest and lowest score split by source

Question	Score	Visitors	Overall
How well does the home communicate with you?	Highest	5	5
How well does the home communicate with you?	Lowest	2	2

Number of each score split by source

Score	1	2	3	4	5	Total No.
Visitors	-	1	2	3	1	7
All	-	1	2	3	1	7

The most frequently given score was 4, with 4 respondents (57%) reporting their overall experience of the home communicating with them was very good (ratings 4 and 5).



The most frequently given score was 4, with 4 respondents (67%) reporting their overall experience of the home responding to requests/concerns as very good (ratings 4 and 5).

Response to Requests and Concerns (visitors only)



Source: Responses from 6 people

We asked visitors only the following question:

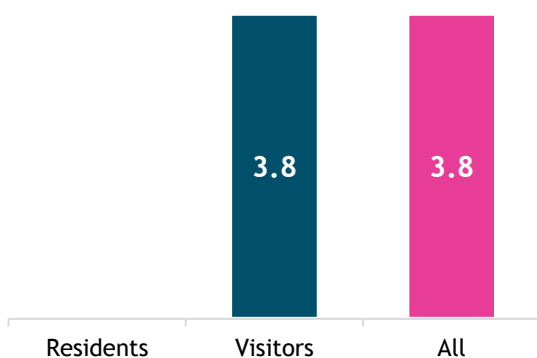
How well does the home respond to your requests and/or concerns?

The scoring range was from 1 (poor) to 5 (excellent).

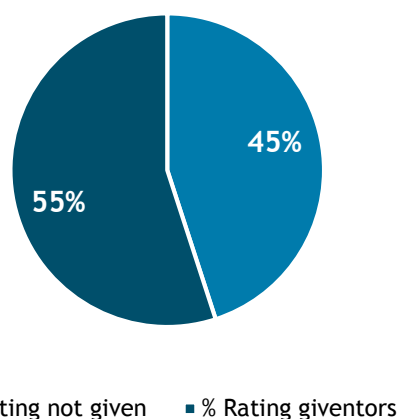
Question	Type	Residents	Visitors	Overall
Response to requests/concerns	Score	-	3.8	3.8
Response to requests/concerns	No.	-	6	6
Response to requests/concerns	%s	-	55%	55%

The average rating from 6 respondents was 3.8 with 5 visitors not providing a rating.

Requests & Concerns. Score by respondent type.



Requests & Concerns. Percentage of respondents by type.

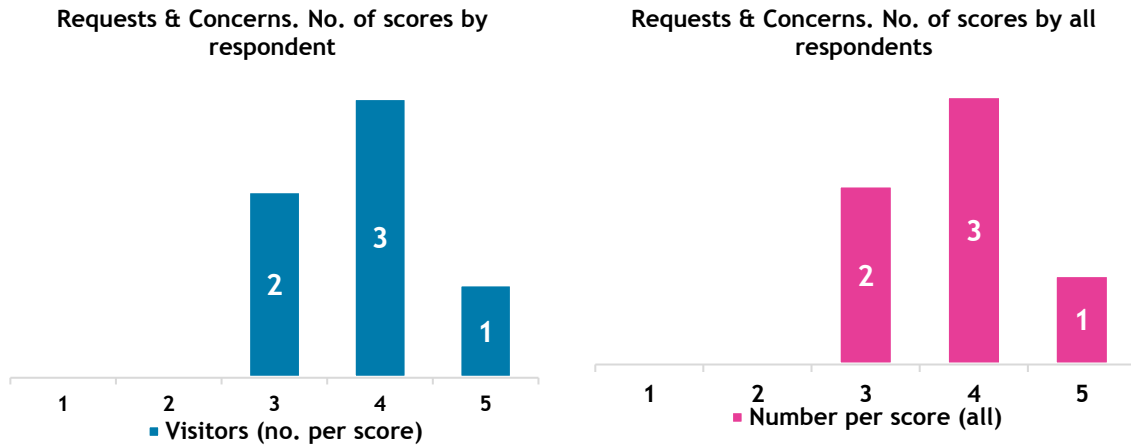


Highest and lowest score split by source

Question	Type	Visitors	Overall
Response to requests/concerns	Highest	5	5
Response to requests/concerns	Lowest	3	3

Number of each score split by source

Score	1	2	3	4	5	Total No.
Visitors	-	-	2	3	1	6
All			2	3	1	6



The most frequently given score was 4, with 4 respondents (67%) reporting their overall experience of the home responding to requests/concerns as very good (ratings 4 and 5).

If ever you needed to, how confident would you be to make a complaint?

We asked both residents and visitors the following question:

If you ever needed to, how confident would you feel to make a complaint?

The following breakdown of results was obtained:

Residents

Question	Type	Residents	Potential	%l
Confidence to make a complaint	Yes	3	7	43%

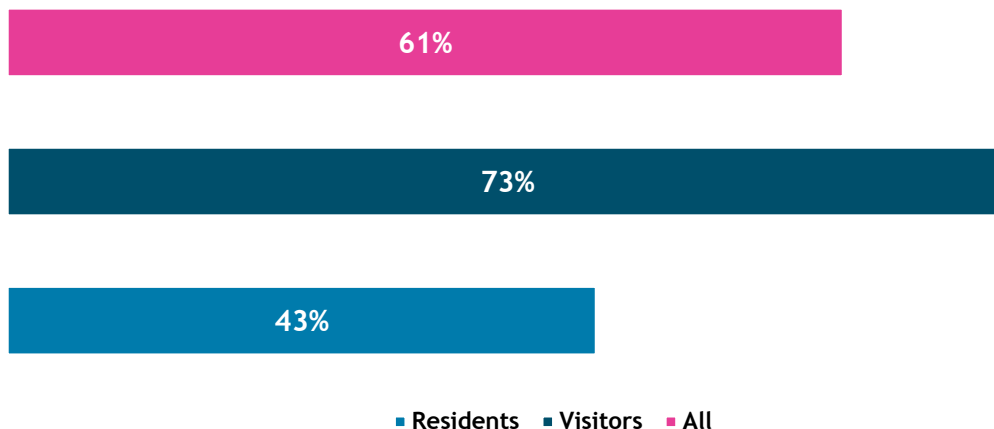
Visitors

Question	Type	Visitors	Potential	Potential
Confidence to make a complaint	Yes	8	11	73%

All

Question	Type	All	Potential	Overall
Confidence to make a complaint	Yes	11	18	61%

Overall Confidence in Raising a Complaint.



Out of the 7 residents questioned, only 3 provided a response, all of which were 'yes'.

Out of the 11 visitors questioned, 8 provided a positive response and 1 did not provide a response.

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