

2018 Residents' Survey

EXECUTIVE SUMMARY

Mission Care exists to serve its residents and provide high quality person-centred care. Naturally our residents' views are very important to us. In order to better understand their experiences of life in our homes, and to identify areas for improvement, Mission Care aims to survey its residents annually. The previous Residents' Survey was conducted across January and February 2017.

The Residents' Survey sits alongside the Relatives and Friends' Survey, which was conducted over a similar time period. When taken together, these reports help Mission Care understand how both our residents and their family and friends feel about the service provided.

In keeping with the previous survey, this year residents were asked to rate the following areas:

1. The quality of care and support provided in the homes
2. The quality of activities provided
3. The quality of pastoral support given
4. The quality of meals served
5. The living space/environment
6. The laundry service

Each question was ranked on a quantitative scale with response options of: *Very Good/ Good/ Average/ Poor/ Very Poor*. Residents were also invited to provide qualitative information for each of these questions by way of further comments. In addition to these questions, residents were asked if they knew who to speak to when something goes wrong, with a simple Yes/No response option. Given the conversational nature of the survey, the surveyor summarised the spoken comments into a written version. Finally, residents were invited to provide further comments about any aspect of their care if they wished to. All surveys were anonymous.

This year the survey was conducted on a one-to-one basis by impartial volunteers and 68 residents took part. Home Managers identified which residents might realistically be expected to participate making the total number of possible responses 83. Based on this number, the response rate is 82% which is high. We cannot reasonably compare this rate with 2017 as last year the response number (58) was divided by the total number of residents in Mission Care homes on that day, rather than the more accurate figure of which residents are able to participate. 82% is a great result and will provide a much more accurate picture of how residents feel about their life in a Mission Care home.

The responses were evaluated to determine how residents rate the quality of care across all five Mission Care homes. The results for each home have also been analysed individually; this allows Mission Care to identify any trends or problem areas within specific homes.

The headline findings from this research are:

1. The overall perception of the quality of care and support residents receive is generally positive (36.4% rated it as *Very Good* and 40.9% as *Good*).
2. All six areas surveyed had a majority of respondents answer positively (either *Good* or *Very Good*), with the highest satisfaction being with pastoral care, and the lowest satisfaction with the activities provision.
3. On balance, overall satisfaction appears to have improved compared to 2017, however with only 58 respondents in 2017 it is difficult to draw statistically significant results. The exception to this trend is activities provision and quality of meals which were both rated less favourably in 2018.
4. In 2018 fewer residents said they know who to speak to when something goes wrong, compared with in 2017.
5. There is an apparent inconsistency between homes in different areas of care.

The 2018 Residents' Survey has provided informative data which will guide and influence Mission Care's continued commitment to improving its care provision. It also demonstrates Mission Care's commitment to listening to its residents and providing person-centred care that takes account of their views.

CONTENTS

Contents	Page number
Executive summary	1
Context and objectives	4
Methodology	6
Responses	6
Results and Analysis	
1. Mission Care home	7
2. Length of stay	8
3. Quality of care and support	8
4. Quality of activities provided	10
5. Quality of pastoral support given	12
6. Quality of meals served	14
7. The living space/environment	16
8. The laundry service	18
9. Making complaints	19
10. Additional comments	20
Survey limitations and recommendations	22
Survey implications and recommendations	23
Areas for improvement in each home	25
Conclusion	26

CONTEXT AND OBJECTIVES

Mission Care understands that making an effort to listen to residents in order to really understand their views on the quality of care they receive is an important aspect of honouring their dignity. It is also essential to ensuring a high-level of person-centred care and meaningful self-evaluation as an organisation. In addition to the Residents' Survey, Mission Care also conducts a parallel survey of relatives and friends, and together these surveys provide a wealth of knowledge that informs and guides our practice.

Mission Care strives to maintain a good level of contact with residents and their friends and families. In addition to these surveys, the organisation runs Relatives and Friends' meetings, and operates an "Open Door" policy so that all experiences, opinions and feedback can be considered constantly throughout the year. The Complaints and Suggestions Procedure is displayed clearly throughout all five homes and is made available to all new residents and their families upon admission.

The views and experiences of residents are used to:

- Inform the way we provide care and support
- Ensure that residents are protected and receive quality-assured treatment
- Monitor the quality of care received by residents for accountability purposes
- Maintain a person-centred approach

The Residents' Survey is conducted annually, and is a requirement laid out by the Care Quality Commission, the national regulator for social care. Healthcare providers are required to carry out resident surveys and annually publish the results which must be made available to residents, prospective residents and other interested parties.

The 2018 Residents' Survey followed a very similar approach to previous years. This allows Mission Care to compare findings and identify trends. It was designed to assess individual aspects of care which, when considered together, impact on the overall quality of care as perceived by residents.

The survey asked six questions about specific aspects of care, in which residents were asked to rate the provision they receive from *Very Good* to *Very Poor*, with the option of further comments. The areas covered include:

1. Quality of care and support
2. Quality of activities provided
3. Quality of pastoral support given
4. Quality of meals served
5. The living space/environment
6. The laundry service

There was a further question asking if residents know who to speak to if something goes wrong, and a final opportunity to give closing comments or ask questions.

All surveys are anonymous, but in order to ensure the findings generate meaningful information for Home Managers, residents were asked to identify which home they lived in, including the specific floor, and also how long they have lived in that home.

Six options were provided for length of stay:

- 0-3 months
- 3-6 months
- 6-12 months
- 1-2 years
- 2-3 years
- More than 3 years

METHODOLOGY

Residents from all five Mission Care homes were approached to take part in the survey during February 2018. In particular the surveys were conducted on the following days:

Elmwood	7 th & 20 th February
Greenhill	12 th February
Homefield	6 th February
Love Walk	15 th -16 th February
Willett House	8 th & 16 th February

The survey was conducted on a one-to-one basis by impartial volunteers. Questions were carefully constructed to prevent biased data and to ensure reliability. The questions were asked in sequence and from a script to encourage impartiality. On occasion, to best support the residents, the survey was delivered in an informal, conversational style. This approach was taken to encourage participation from as broad a population as possible.

There were no changes to the questions between years. All questions from the 2017 survey have been carried over to the 2018 survey to enable a comparative analysis.

Results were recorded on paper and then loaded into the online system, SurveyMonkey, at SurveyMonkey.net. This system was chosen as it provides secure storage and effective analysis of the survey data at no cost.

The data was then analysed by Adams Group, an independent contractor whom Mission Care has worked with on many projects over several years. This independence is important for transparency and impartiality.

RESPONSES

During the time of the survey there were 219 residents living in Mission Care homes, although only 83 residents were considered as possible participants based on their level of cognition. Of this group, 68 responses were received, generating a response rate of 82% which is high. We cannot reasonably compare this figure with 2017 as last year the response number (58) was divided by the total number of residents in Mission Care homes on that day, rather than the more accurate figure of which residents are able to participate.

It is to be expected that response rates will fluctuate year-on-year, as the number of respondents depends on how well residents are feeling on the day the team carry out the survey. The survey team revisited several homes on more than one occasion, including Love Walk, Elmwood and Willett House, to increase the response rate.

RESULTS AND ANALYSIS

Q1. Mission Care home

The first question simply established which homes residents live in. This enables us to then analyse the results by home. When considered alongside the possible responders from each home, this also enables us to see the response rate for each home.

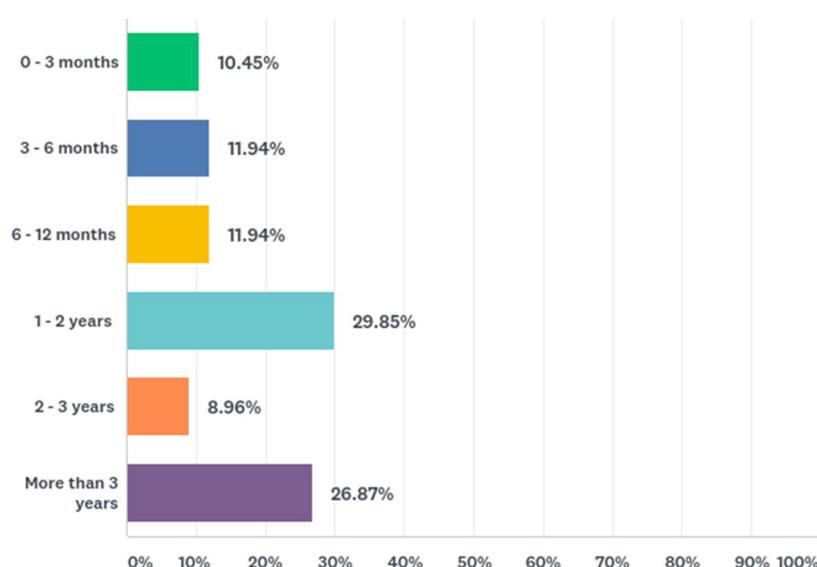
Home	Actual respondents	Possible respondents	Response rate
Elmwood	19	30	63%
Greenhill	6	9	67%
Homefield	6	6	100%
Love Walk	25	28	89%
Willett House	12	15	80%

Q2. Length of stay

67 answered, 1 skipped.

Regarding the length of time residents have lived in a Mission Care home, of the 68 respondents, 34.3% have lived there for less than one year, and 65.7% for more than one year. This contextual information is helpful as it means the majority of responses are from residents who have a breadth of experience to draw on when giving their response, but also 1/3 have joined since the last survey was conducted.

Q2 Length of stay at Mission Care home

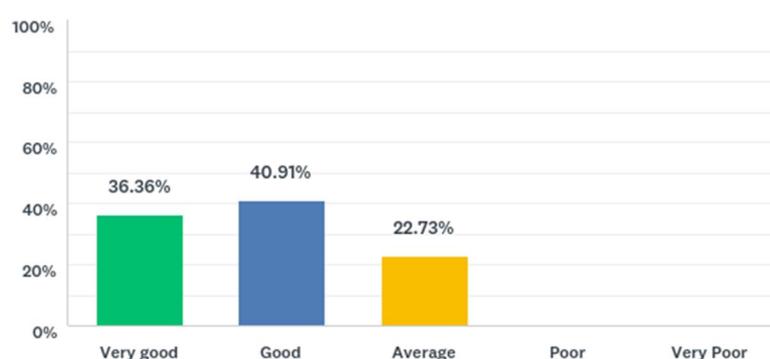


Q3. Quality of care and support

66 answered, 2 skipped.

In all five homes, the care and support Mission Care provides its residents is tailored to meeting individual needs and requirements. It is therefore diverse and varied, and can affect residents' perception of the quality of care they receive.

Q3 How would you rate the quality of care and support that you receive?



This is a positive result in many ways, though nearly 23% of residents rated their care as *Average*. Encouragingly, there were no *Poor* responses this year, compared with four in 2017. When we combine the two positive answers, the total is 77.5%. This is an increase on last year's result of 74.1%, however it is still short of 2015's excellent result in which 92% of respondents rated the quality of care they receive as either *Very Good* or *Good*.

The proportion of respondents rating their quality of care as *Average* has increased slightly from 18.97% in 2017 in 22.73% in 2018.

When analysing on an individual home basis, key findings are:

- **Love Walk** had a combined positive total of 79.2% with 20.8% choosing *Average* and no negative responses. Nevertheless this represents a reduction on the 2015 results in which 100% of responses with either *Good* or *Very Good*.
- **Greenhill** received a 100% positive response, with 50% *Very Good* and *Good* respectively. This is an encouraging improvement, up from 78.58% last year.
- **Elmwood's** rating is the lowest overall, with a combined positive response of 63.16% and a high *Average* rating of 36.84%. In 2015, 100% of responses rated care as either *Good* or *Very Good*, compared with 70% in 2017.

- **Willett House** received a combined positive response of 81.8%, with the remaining 18.2% ranking the care they receive as *Average*.
- **Homefield** received a positive response of 83.3%, with the remaining 16.7% selecting *Average*.

This year 13 residents chose to give additional comments, and these are recorded below:

Greenhill

- *On average it is good. Some carers are good on some things, but not great on others*
- *When there is a fall, staff are very good*

Homefield

- *No physical activities. Would like more activities to stretch the brain.*

Love Walk

- *The staff are nice*
- *I think they do a good job, but I think they need more staff as there are more residents*
- *It's brilliant*

Elmwood

- *Carers do what they need to do. Thinks the care is good*
- *Nothing is perfect*
- *I am quite happy*
- *It has deteriorated (I have been here 4 times). Some carers shouldn't be carers. I have seen them feeding people and it's awful - cold or hot soup. They spoil it*
- *Some of the girls try to get on with us. Some of the carers we find difficult - one carer doesn't seem to like me doing things my way (not flexible). They don't realise each resident is different.*

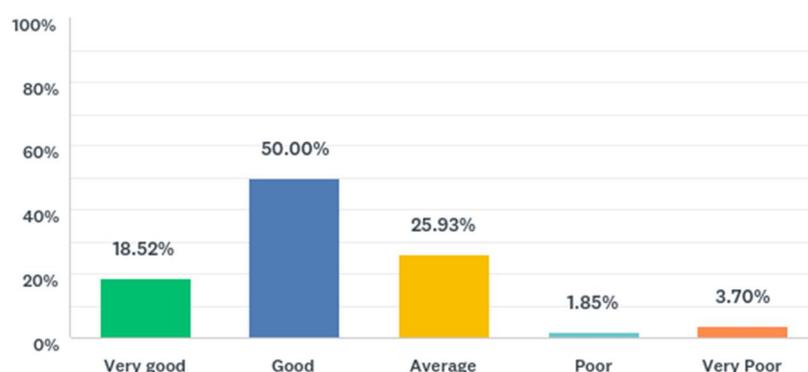
Willett House

- *Would like to see care staff more visible*
- *It is quite alright*

Q4. Quality of Activities

54 residents answered this question. Not all Mission Care’s residents take part in the activities offered, either because of ability or preference. Some of these factors are reflected in the additional comments listed at the end of this section. Those residents for whom N/A is relevant, have been removed from the calculations to give a more accurate representation.

Q4 How would you rate the quality of the activities provided in the home?



This year the combined total of positive responses to this question was 68.5%, which is down notably from last year’s result of 78.5%. Also, the proportion rating activities as *Very Good* has dropped from 47% in 2017 to 18.5% in 2018.

Respondents rating activities as *Average* has increased from 20% to 26%, which continues a negative trend from the previous year. This trend continues at the other end of the scale, with two residents in 2018 rating activities as *Very Poor*, and one choosing *Poor*.

It would be worth evaluating whether the activities have changed, and if so whether this may have impacted on the results. If the activities offered have not changed significantly since 2015 when the response was more favourable, the reduced positive perception by residents may be due to the personal preferences of those individuals surveyed.

When analysing the results by individual homes, the key findings are:

Home	Very Good / Good	Average	Poor / Very Poor	Total
Elmwood	61.5% (8)	30.8% (4)	7.7% (1)	100%
Greenhill	100% (5)	0	0	100%
Homefield	40% (2)	40% (2)	20% (1)	100%
Love Walk	81% (17)	19% (4)	0	100%
Willett House	50% (5)	40% (4)	10% (1)	100%

The table above shows that Greenhill and Love Walk had the highest positive response.

Residents were asked to explain more about their answers. The following comments were recorded and are listed according to home.

Elmwood

- *Doesn't take part*
- *It's picking up*
- *Thinks it's brilliant. Enjoys the films & word searches*
- *I generally don't participate*
- *Not involved much. What I have seen I like*
- *I can't do a lot. I am restricted in movement*
- *George & Nalidah are very good. Nalidah will do anything for you*
- *A further six people said they can't or don't want to be involved with activities.*

Greenhill

- *Some activities are brilliant. Some are so-so. The activities are not very well publicised*
- *Not sporty, suits him to watch TV & be quiet*
- *Doesn't get involved, doesn't want to get out of bed. Don't want anything*

Homefield

- *Just don't like them*
- *Don't do any*
- *Activities are quite simple. Something to stretch mind*

Love Walk

- *Better in summer as we get out more*
- *Excellent*
- *I don't take part in the activities*
- *I haven't taken part in activities yet*
- *Pretty good providing they go ahead. Paul is off for a week and there is nobody to cover him*
- *I get involved if they are interesting. I like model making*
- *I get involved with most of the activities - a couple of them are a bit childish (craft activities)*
- *Not involved in activities*

- *I don't get involved because I don't want to*

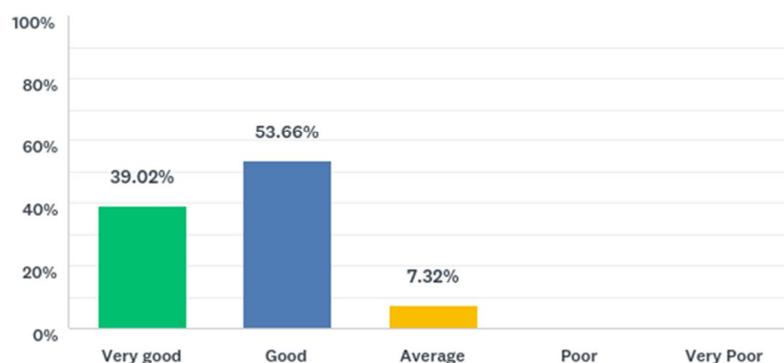
Willett House

- *I don't go to many*
- *I enjoy it*
- *I just sit and watch TV*
- *I enjoy them*
- *I don't do any at the moment as I have hurt myself*

Q5. Pastoral support

66 respondents answered this question and 2 skipped, however of these, 25 people said it was not applicable to them. The following data is based on calculations where the N/As have been removed.

Q5 How would you rate the quality of pastoral support provided in the home?



In 2018, 92.7% rated pastoral care as *Good* or *Very Good*. This result continues with the positive trend from last year in which favourable responses were 89.5%, up from 81.4% in 2015. However, the proportion rating pastoral care as *Very Good* has decreased from 57.5% in 2017 to 39% in 2018. Those selecting *Average* has also decreased, down from 8.5% in 2017 to 7.3% in 2018. Confirming this positive trend, there were no negative ratings (*Poor* or *Very Poor*) given in 2018, compared to 2017 when one resident rated pastoral support as *Poor*.

When looking at the findings for individual homes, the results are:

Home	Very Good / Good	Average	Poor / Very Poor	Total
Elmwood	91% (10)	9% (1)	0	100%
Greenhill	100% (4)	0	0	100%
Homefield	75% (3)	25% (1)	0	100%
Love Walk	100% (14)	0	0	100%
Willett House	87.5% (7)	12.5% (1)	0	100%

Love Walk and Greenhill have the most positive results here, with Homefield the weakest. Due caution must be given when interpreting the significance of these results, especially with Homefield and Greenhill where there were only four respondents.

Residents were invited to give more information about their answers, and 22 people provided further comments. These are listed by home.

Elmwood

- *Excellent*
- *The person in charge of the pastoral team is excellent*
- *Doesn't participate*
- *Once I am settled, I will be part of it*
- *I don't get involved*
- *I have my own visitor from the church*
- *I love Paul and Jonathan and Ann*
- *Pastor Paul is excellent. Andrew is very good. I would love to have more prayer meetings*

Greenhill

- *Very helpful*
- *Excellent*
- *Like to know more about activities, bible study? Any activities*

Homefield

- *If they can help you they will*

Love Walk

- *I would like to do it more often*
- *Very good service on Sundays*
- *Not involved with pastoral team*
- *I don't get involved with pastoral team*
- *I am not religious*
- *I haven't met the pastoral team yet*
- *Only sometimes*
- *I enjoy it*

Willett House

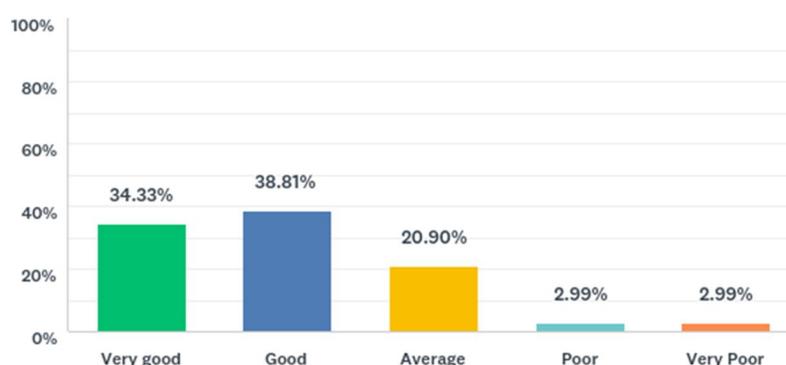
- *I am not sure what pastoral is. Personally, I think everyone is well looked after*
- *It is very easy*

We can see from these comments that those who choose to participate in pastoral related activities do appreciate them which is certainly encouraging.

Q6. Quality of Meals

67 respondents answered this question, 1 skipped.

Q6 How would you rate the quality of the meals that you are served?



In 2018 the total positive response was 73.14%. This is lower than in 2017, and in particular, those selecting *Very Good* has dropped from 50% to 34.3%. In addition, those choosing *Average* has increased from 14.3% to 20.9%. There has also been an increase in negative responses, with two people choosing *Poor* and two choosing *Very Poor*, compared to only one negative response in 2017.

When responses are analysed by individual homes, the key findings are:

Home	Very Good / Good	Average	Poor / Very Poor	Total
Elmwood	63.2% (12)	31.6% (6)	5.4% (1)	100%
Greenhill	83.3% (5)	0	16.7% (1)	100%
Homefield	100% (6)	0	0	100%
Love Walk	68% (17)	28% (7)	4% (1)	100%
Willett House	81.8% (9)	9% (1)	9% (1)	100%

When comparing with previous results we find:

- **Elmwood** has seen a drop in the proportion of respondents rating their meals as *Very Good*, down from 90% in 2015 to 80% in 2017, and now 21% in 2018.
- **Greenhill** continues to fare well in this area, however the proportion of respondents rating their meals positively has dropped slightly, down from 91% in 2017 to 83.3% in 2018.
- **Homefield** had a notable increase in positive responses, up from 66.67% in 2017, and was the only home to not have any negative responses.

- Satisfaction with meals at **Love Walk** has dropped in recent years, with the number of *Very Good* responses dropping from 75% in 2015 down to 58.8% in 2017, and now 40% in 2018.
- **Willett House** has a good rating overall, and positive responses are also up, from 72.73% in 2017 to 81.8% in 2018.

Residents were invited to provide further comments, and these are listed below.

Elmwood

- *Excellent - meals are made to suit*
- *Meals are difficult because of diet (gluten free)*
- *I have a varied diet and the kitchen staff are very good*
- *I only eat pureed food - it's boring. Sometimes not very hot*
- *If you don't like it, you leave it - there's no argument*
- *You get the same thing a lot. Nobody likes the mince*
- *Could slice beef/pork thinner to make it easier to eat*

Greenhill

- *On the whole they are good*
- *I am happy with the food*
- *Think they could do better*
- *It is lovely*

Homefield

- *They have got better over time*

Love Walk

- *Excellent*
- *Very, very good*
- *Superb!*
- *It's not my style of food - I like Caribbean*
- *Sometimes OK. Sometimes not OK*
- *Very happy - I am never hungry*
- *Most of them are OK. There are a few I don't like*
- *They are brilliant - you will get an alternative if you don't like something*

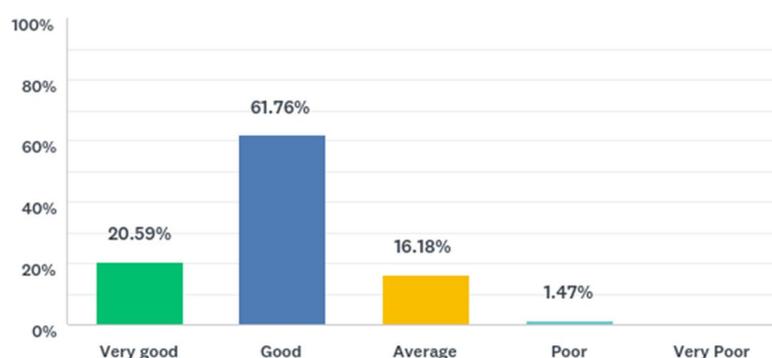
Willett House

- *Very satisfactory. I enjoy the food that is served*
- *The food is quite alright*
- *I don't eat much so it's not fair to comment*

Q7. Quality of Living Space

All 68 respondents answered this question.

Q7 How would you rate your living space?



The majority of respondents considered the quality of their living space to be *Very Good* (20.59%) or *Good* (61.76%). Taken together this is 82.5% positive, an increase from 75% in 2017. There has been a corresponding decrease in the proportion selecting *Average*, down from 23.2% in 2017 to 16.2% in 2018. There has been no change at the negative end of the scale, with only one person choosing *Poor* in both 2017 and 2018.

When analysed by home the results are:

Home	Very Good / Good	Average	Poor / Very Poor	Total
Elmwood	79% (15)	21% (4)	0	100%
Greenhill	100% (6)	0	0	100%
Homefield	83.3% (5)	16.7% (1)	0	100%
Love Walk	92% (22)	8% (2)	0	100%
Willett House	58.3% (7)	33.3% (4)	8.4% (1)	100%

When comparing the results with previous years we find:

- Elmwood:** There has been a positive shift here, with only 21% rating their living space as *Average*, compared with 60% in 2017. Nevertheless, it is still less than in 2015 when 96% of respondents selected *Very Good* or *Good*.
- Greenhill:** There has been a positive trend here with 100% satisfaction in 2018. In 2017, 85.7% gave positive answers, and one person rated their living space as *Poor*.

- **Homefield:** Residents appear more satisfied this year compared with in 2017. Last year 50% of the six respondents on this question chose *Average*, compared with only one this year. The remainder chose *Good* or *Very Good*.
- **Love Walk:** Overall satisfaction is good, as it was in 2017.
- **Willett House:** Overall there has been a drop in residents' satisfaction with their living space. Last year only 11.11% rated their living space as *Average* with no negative responses. This year 33.3% chose *Average* and one *Poor* response was received. It is unclear why this could be and may, of course, be down to personal preference.

Residents were invited to give further comments, and these are listed below:

Elmwood

- *With the wheelchair it is cramped and overcrowded*
- *Happy with room as it's front facing*
- *The bathroom needs redesigning*
- *For the meantime, it is OK*
- *It could be a bit bigger*
- *It is enough for me*
- *It's a bit tight in the toilet*

Greenhill

- *Bathroom could do with a make over*

Homefield

- *It's sufficient*
- *Plenty of room*
- *Better on ground floor. Slightly bigger room and quieter*
- *Likes her room*

Love Walk

- *I wish I could see more sunshine*
- *It's big enough for me*
- *I like it*
- *I would like somewhere bigger as I have had to put things into storage*
- *It suits me*
- *It's my own space, I can decorate it how I like*

Willett House

- *I have no quibble with it at all*
- *Lack of space (This person chose Poor)*
- *Quite happy*

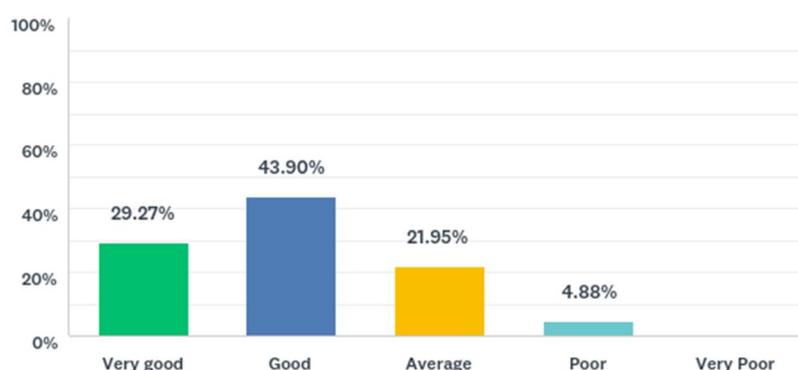
Q8. Quality of laundry service (excludes Love Walk)

Based at Elmwood, Mission Care’s laundry facilities service four homes. Love Walk is not included as residents are encouraged to do their own laundry. Consequently, residents from Love Walk were not asked this question. Of the remaining residents surveyed, 41 people answered this question.

This year a total of 74.2% of respondents gave a favourable answer to the question about the quality of the laundry service. This is up slightly from the 2017 rate of 68.5%. However, this year fewer people rated it as *Very Good* (29.3%), compared with 42.1% in 2017.

In 2018, two residents rated it as *Poor*, and none as *Very Poor*.

Q8 How would you rate the laundry service? (excluding Love Walk)



When considering the results by individual homes, the findings are:

Home	Very Good / Good	Average	Poor / Very Poor	Total
Elmwood	52.9% (9)	41.2% (7)	5.9% (1)	100%
Greenhill	83.3% (5)	16.7% (1)	0	100%
Homefield	100% (6)	0%	0	100%
Willett House	88.3% (10)	16.7% (2)	0	100%

Mission Care should investigate whether anything has changed with its laundry service, particularly at Elmwood as this is where the laundry is based. Satisfaction at Homefield has increased from 2017, as has Willett House. In 2017 Greenhill received two negative responses so it is encouraging that this has improved in 2018.

Residents were asked to provide more information and their feedback is detailed below.

Elmwood

- *Excellent*
- *Things can often be lost*
- *Pillowcases have gone missing & labels come off*
- *It's an excellent service, however have had some clothes go missing*
- *Things go missing and they return after several months! New items go in a bag for naming... where do the 3 copies go?!!*
- *Can't comment at the moment not received clothes back yet*
- *You don't get your own clothes back*
- *Good - when they don't lose things. It is quick*
- *Good for timing. Don't always get it right - I have lost things but not recently. One the whole – good*

Greenhill

- *On the whole good - some things have gone missing*
- *I don't need to do anything. It's like there are little elves somewhere working hard to clean clothes*
- *Good if you put name on garment. Must be labelled*
- *Lose clothes. Get on nerves*

Homefield

- *Don't always receive your own back*
- *Can't find anything wrong*

Willett House

- *Delicate items always come back shrunk. This happens regularly*
- *I haven't lost anything in the laundry yet*

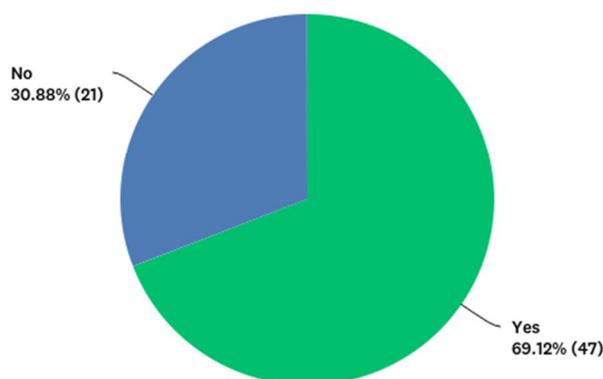
Q9. Knowing who to speak to / complaints

It is important that Mission Care's residents know who they can talk to regarding all aspects of their care, including raising a complaint. This is a regulatory requirement of registration with the Care Quality Commission and a crucial part of providing dignified, person-centred care. Mission Care's Complaints and Suggestions Procedure is displayed in the reception areas of all of our homes and is included in the Resident and Relative Welcome Packs that all residents' next-of-kin receive.

This year's question was identical to 2017 and 2015 and asked residents: *Do you know who to speak to when something goes wrong?* All 68 residents answered this question which is encouraging.

This year's response was less favourable than in 2017, which was also down from 2015. In 2018 69% of residents said Yes, they knew who to speak to. The remaining 31% said No.

Q9 Do you know who to speak to when something goes wrong?



When considered by home, the findings are:

Home	Yes	No	Trend/shift from 2017
Elmwood	52.6% (10)	47.4% (9)	Similar – little change from 50% Yes
Greenhill	33.3% (2)	66.7% (4)	Negative shift , down from 85% Yes
Homefield	66.7% (4)	33.3% (2)	Positive shift , up from 50% Yes
Love Walk	92% (23)	8% (2)	Marginally negative shift , down from 94% Yes
Willett House	66.7% (8)	33.3% (4)	Negative shift , down from 91% Yes

Overall this is slightly less favourable than in 2017, however given the small number of respondents in homes such as Homefield and Greenhill, this comparison is less meaningful. What is significant however is the low numbers of people who know who to speak to when something goes wrong in all the homes except for Love Walk.

Q10. Additional Comments

Residents were invited to provide further comments or ask questions about any aspect of their experience at Mission Care if they wanted to. This question was phrased in the following way: *Do you have any other comments or questions that you would like us to address or respond to?*

This year 25 people chose to give further comments, compared with only four in 2017. Their answers have been listed by home. Please note that several of the respondents appear to be commenting on the previous question about who to speak to when something is wrong.

Elmwood

- *[Resident] would be unable to properly advise of concerns*
- *Not yet*
- *I would speak to my daughter when something goes wrong*
- *The manager*
- *Not usually - they always want to pass it on to somebody else*
- *I am just happy here*
- *I think so, yes. Lisa is very nice. I like Vicky. Some girls shouldn't be working here - very disrespectful to elderly people (about 4)*
- *I usually tell my daughter, my daughter will tell Nkwachi. If Nkwachi is here I would talk to her. She has given me her number.*

Greenhill

- *Dee - she is very good. It is a very good home*
- *It is difficult to know who is responsible for what. I can't go to the managers office as I am on a different floor. I don't get physiotherapy or any other support for my condition. I have been asking to see a copy of my medication for 2 months but I haven't seen anything. I don't have access to the garden - I would like to get out more as I am on the first floor. I would like to be able to go out more - I can't go out unless I arrange it myself.*
- *Not a complaining type. Chop & change managers but not sure who to ask. Is happy here*
- *Not been here long enough. Would like to be kept informed about any activities that are going on. Still quite new here.*

Homefield

- *I would like to be more active than I am*
- *I find them alright. They will try to do their best*
- *Don't really know who to speak to. Hard to find a Nurse here. Most of it is alright - just not enough nurses (waited over 30 minutes after pressing alarm)*
- *I would speak to the manager or a nurse*

Love Walk

- *Everything is fine!*
- *I am very happy here. Very nice staff*
- *On the whole the staff are brilliant*
- *Go to Helen but I think she should put me in touch with someone else*
- *Staff are very encouraging they let me try things in a safe environment*

Willett House

- *I like it here. It is better than being at home on my own*
- *The manager [rest of answer may be missing?]*
- *I have never had anything go wrong*
- *I am partially sighted so I don't always know who I am speaking to*

SURVEY LIMITATIONS and RECOMMENDATIONS

It is positive that the response rate has been more accurately recorded this year, and at 82% is very encouraging. This high response rate enables Mission Care to have confidence in the results, however because the number of respondents (68) is spread across five homes, at times the total number of responses for each home is still quite small e.g. 6 people at Greenhill and Homefield.

Recommendations for improving the quality of the results for 2018:

Format

1. This 2018 report follows the same format of the previous year, analysing data by question with overall results and then breaking the data down according to each home. Consider whether this approach is most useful for Mission Care.
2. As was recommended in 2017, consider adding in further feedback information from other sources so that it is all recorded in one document. For example, the report could include the quantity of complaints raised by residents annually as it is relevant to the purpose of this report.

Scope

3. Create a separate, shorter survey for all new residents to be carried out by home managers within one month of their arrival. This data could be analysed separately but the findings included within the report. First impressions are important as over time people become accustomed to certain things. Also, it would be good to create that direct feedback loop to the Home Manager and give them a chance to reiterate information such as who to speak to when things go wrong.
4. As was recommended in 2017, evaluate whether it would be appropriate to introduce a further question about making complaints, with wording to the effect of: *Do you feel comfortable telling staff about any problems you have?*
5. Consider asking a follow up question about activities with words to the effect of: *Is there anything you would like to do more often that would contribute to your quality of life?*

Trends

6. The way the data is stored does not allow for effective comparison beyond one or two years. This means apparent “trends” between years are not hugely meaningful, especially as such “trends” could be down to sample size differences between years.
 - Going forward consider changing the way data is stored to allow for longer-term trends to be identified.
 - Consider also producing a five year “trend analysis” as a separate report every three years.

SURVEY IMPLICATIONS AND RECOMMENDATIONS

It is recommended that the following key findings from this research and their implications be fully investigated to further improve the quality of care Mission Care provides to its residents.

1. Quality of care and support: 77.5% Positive response

This year's cumulative positive response (*Good/Very Good*) is an increase on last year's result of 74.1%, however it is still short of 2015's excellent result in which 92% of respondents rated the quality of care they receive as either *Very Good* or *Good*.

Recommendation: Investigate why Elmwood has received a low positive rating compared to the other homes.

2. Activities provision: 68.5% Positive response

There has been a notable drop in satisfaction compared with the results from the 2017 and 2015 surveys.

Recommendation: Consider whether activities, or the way they are being provided, has changed and take action to make improvements. In particular, Home Managers at Willett House, Homefield and Elmwood should review their activities provision and ask residents how this could be improved.

3. Pastoral support: 93% Positive response

Overall, there has been an increase in satisfaction with pastoral care when compared with the results from the 2017 survey. There was also greater consistency across the homes which is good.

Recommendation: Home Manager at Homefield to consider if there are any reasons why residents may have given a lower positive response (bearing in mind the responses came from four people).

4. Quality of meals: 73.1% Positive response

Overall, there has been a drop in positive responses when compared with 2017 and 2015. Satisfaction with meals is lowest at Elmwood (63%) and Love Walk (68%). All homes, except Homefield, had one resident who rated meals as either *Poor* or *Very Poor*.

Recommendation: Home Managers at Love Walk and Elmwood to review why satisfaction with meals has dropped since 2017 and 2015. Consider staffing and menu choices.

5. Quality of living space: 82.5% Positive response

Overall there is an increase in satisfaction with residents' living spaces when compared with the results from the 2017 survey. The exception to this is Willett House which has the lowest satisfaction in 2018, and is the only home to have a negative shift when compared with 2017.

Recommendation: Home Manager at Willett House to consider why residents are less satisfied with their living spaces and explore options for improving this.

6. Quality of laundry service: 74% Positive response

In 2018, 74.2% of respondents rated the laundry service as either *Good* or *Very Good*, up slightly from 2017, though with few rating it as *Very Good*. The most notable finding was that satisfaction with the laundry is particularly low at Elmwood, where only 53% rated it positively. The only *Poor/Very Poor* rating also came from Elmwood.

Recommendation: Home Manager at Elmwood to review laundry operations to identify why residents are less satisfied than in other homes.

7. Making complaints: 69.1% Positive response

Overall there has been a decline in those who believe they know who to speak to if something goes wrong. In addition, there is a wide discrepancy across the homes, with Greenhill in particular having a very low proportion (33.3%) of residents who know who to speak to about problems/complaints.

Recommendation: Home Managers at Greenhill and Elmwood to ensure residents know who to speak to about a problem.

AREAS FOR IMPROVEMENT IN EACH HOME

The key areas for improvement for each home have been highlighted below. Areas with high degrees of satisfaction have not been detailed here as these have already been mentioned previously.

Elmwood (19 respondents)

- 36.8% rated the care they receive as *Average*
- 30.8% rated activities as *Average*, and 7.7% rated them as *Poor*
- 31.6% rated meals as *Average*, with 5.3% rating them as *Very Poor*
- 21% rated their living space as *Average*
- 41.2% rated the laundry service as *Average*, and 5.9% rated it as *Poor*
- 47.4% don't know who to speak to when something goes wrong

Greenhill (six respondents)

- One person rated the quality of meals as *Poor*
- One person rated the laundry service as *Poor*
- 67.7% said they didn't know who to speak to when something goes wrong

Homefield (six respondents)

- Two people (40%) rated activities as *Good*. (Two rated them *Average* and one *Very Poor*).
- 25% rated pastoral care as *Average*
- One third of respondents don't know who to speak to when something goes wrong

Love Walk (25 respondents)

- 20.8% rated the care they receive as *Average*
- 19% rated the quality of activities as *Average*
- 28% rated the quality of meals as *Average*, and 4% as *Poor*. There has been a clear downward trend over the past two years in this area

Willett House (12 respondents)

- 18.2% rate the care they receive as *Average*
- Only 50% of respondents rated activities positively, 40% *Average* and 10% *Poor*.
- One person rated the quality of meals as *Very Poor*
- One third of respondents rated their living space as *Average*
- One third of respondents don't know who to speak to when something goes wrong

CONCLUSION

The Residents' Survey is an invaluable tool that enables Mission Care to reflect on its practice based on evidence, not just anecdote, and it is helpful that this year 82% of able residents took part. Surveys of this nature are also a legal requirement.

The face-to-face method of surveying residents provides a variety of information through the more conversational style, and also communicates to residents that their views are important to Mission Care.

In general, the residents who responded to the survey are positive about the care they receive. Residents were most positive about pastoral care and their living spaces. The areas where the most improvement can be made is in activities provision, meals and laundry. However, as each home is unique, these generalisations vary between the homes. As was the case last year, there are certain areas of inconsistency between the homes to be addressed.

The findings from the 2018 Residents' Survey highlight areas of strength and areas for improvement across each home. It is advisable that Mission Care considers each of the recommendations made, and their viability, in order to ensure that the survey is even more effective and provides more meaningful information to management going forward.

Most importantly, it is vital that Mission Care further investigates any problem areas highlighted throughout the survey, and takes swift and appropriate action to remedy these and bring them into line with the otherwise high standard of person-centred care provided.