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ELMWOOD INTERNAL REPORT 2020

This document is a brief summary of the results and feedback received from the Residents' and Friends & Relatives surveys. This report is an internal report for staff and management at Mission Care. The report gives an overview of feedback across the six areas of the survey alongside some key observations and recommendations from Care Research.

Please note: All recommendations in this report are the views of the Care Research group. They are not mandatory. Any decision to change policies or practices remains the sole responsibility of the company. We recommend any company considers all available evidences carefully before making decisions. The Care Research group will not be held responsible for the results of any changes or decisions made by the company.

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CHOOSING A HOME

The results of the survey showed that the majority of respondents discovered Elmwood through Bromley Care Services. There were also some who found out about Elmwood through word of mouth and personal recommendations. There was also a notable number of respondents stating that they discovered Elmwood through the Mission Care website and other online sources.

Most respondents believe the quality of information and support they received by Mission Care while they were looking for a home was 'Good' or 'Very Good'.

The location of the home was the most common reason respondents chose Elmwood as a home for their friend or relative. However, closely following top response were the CQC rating, the home environment and facilities, the response of staff to respondent's enquiries about the home, availability and the general impression of the staff at Elmwood.

Key Quotes

"We had a good impression [of Elmwood] when we visited."

"Although this was the only home available for mum, I knew of the home through a family member and would have considered the home for its location and Christian ethos if I'd had the opportunity to look and choose myself."

Key Recommendations

- Continue to build upon and develop Elmwood's digital presence and the partnerships you have with care related websites.

COMMUNICATION

The questionnaire results in relation to communication were very mixed and suggest some further improvements may be necessary in this area. A number of different issues were raised by respondents in relation to communication. One key issue was the concern that information had to be actively sought out by the families. There were also concerns around the levels of communication from agency staff and concerns around some staff not having appropriate levels of English language.

The Friends and Relatives meetings are popular with those who attend and many of those who cannot attend the meetings find the minutes very helpful. There are a number of people who plan to attend soon. It may be worthwhile considering whether setting up a computer with a digital platform such as Zoom or Microsoft Teams at the meetings may enable more people to attend and take part in the meetings.

There was a mix of responses in relation to the levels of general communication about event and developments across Mission Care. Some respondents commented that they did not receive much regular news about the group with others pointing to the minutes from the Friends and Relatives meetings as the primary information they receive.

The questionnaire responses indicated that very few family members are actively using the Mission Care website to find out relevant information. Some respondents were unaware of the importance of the website while others stated that they would prefer for important information to be displayed across the home.

Key Quotes

"The only information I get is by casual chats with carers and another resident. When I have asked for information at other times I've felt that I'm being a nuisance..."

"I have received information about the Christmas service and party and friends and relatives meeting but that is all."

Key Recommendations

- Ensure there are clear processes for communicating regularly with family members.
- Continue to promote the website, ensuring that it provides people with relevant, up to date information.

Friends and Relatives were, broadly, pleased with quality, variety and presentation of the food at Elmwood. The majority of respondents believed that, for the most part, the meals at Elmwood were of a high quality. Many felt the menu demonstrated a good variety of options for residents and that there was a reasonable variety for those who had dietary requirements (though not all agreed on this point). The friends and relatives who rated the presentation of the food rated it highly, however there were a number of respondents who felt they could not answer this question as they were rarely able to see the meals that were served. All three dining questions received higher rates of opt out or non-responses due to friends and relatives stating that they often were not allowed to visit the home when food was served. However, the opt out or non response rate was highest for the question around presentation of the food.

Residents rated the presentation of the food highly. However, the quality of the food received a more mixed responses including both 'Average' and 'Poor' responses.

Key Quotes

"I have only seen one main meal given to mum which looked OK. Sandwiches and cakes look nice."

"Food always looks and smells delicious, it arrives on time and is hot."

"The kitchen staff work very hard to provide things my mother enjoys within the restrictions of her dietary requirements."

"Staff are really great and offer great support."

Key Recommendations

- Consider opportunities for friends and relatives to be present during meal times.
- Continue to develop the variety of foods that can be provided for those who have dietary requirements.

CARE

Friends and relatives gave a range of responses in relation to the questions about care. A small number of respondents felt that they would like to be more involved in matters relating to their friend or relatives care, with respondents feeling that communication could be better in this regard.

The majority of respondents (80.8%) stated that the level of care their friend or relative received was 'Good' or 'Very Good', however there were individual cases where people felt their relative or friend had not been treated with the care they would expect. This was also the case with regards to staff treating people with dignity and respect. An issue that was consistently raised in feedback for this question was around moving and handling. Some felt that their relative was not always moved in an appropriate way.

The majority of residents believed the quality of care and the support they receive at Elmwood is 'Good' or 'Very Good'. Alongside this, all of the residents who completed the questionnaire selected a positive answer in relation to staff treating them with dignity and respect.

Key Quotes

"The level of care is good."

"[The staff] are very good at respecting my dignity"

"Apart from the initial form-filling when mum arrived [I] have been given no involvement in matters relating to mum's care"

"The staff I see are polite and respectful. However mum doesn't feel that all staff treat her with dignity when moving her."

"They've got nice carers looking after me"

Key Recommendations

- Ensure staff are moving people safely, gently and with dignity.
- Develop clear communication processes between the home and friends and relatives.

There was a wide range of responses from friends and relatives in relation to the activities on offer. The majority of those who gave negative responses were concerned that their friend or relative was not being given the opportunity to access and engage in appropriate activities. There was a similar mix of responses from friends and relatives in relation to the pastoral support provided. However, the issue here appeared to be communication, with some who wanted pastoral support feeling unsure as to how they and their friend or relative could be 'referred' to the pastoral team at Elmwood.

All of the residents rated the pastoral support and activities provided in the home as 'Good' or 'Very Good'.

Key Quotes

"The activities staff are excellent."

"The activity team are a great asset at Elmwood. It would be nice for a few more activities to take place on the 2nd floor."

"Virginia is excellent with my mother and does lots of activities with her."

"The list of activities looks good, however I have no idea how many mum gets to join ...most organised activities are in the morning and mum is kept in bed in the mornings."

"[The activities] are actually good... they take care of my nails"

Key Recommendations

- Ensure that everyone (as far as possible) has the opportunity to access meaningful activities that they can take part in.
- Develop a process so that individuals and family members who wish to receive pastoral support are picked up on and given the support they need.

MANAGEMENT & ENVIRONMENT

The friends and relatives have a broadly positive view of the home manager and feel supported by them. However, a number of respondents were not sure who the manager was as they have not had any need to speak with them.

'Approachable' and 'Professional' were the terms most selected by friends and relatives to describe the manager at Elmwood.

The residents rate the manager highly and the terms 'Caring' 'Professional' and 'Supportive' were the terms most selected by the residents to describe the home manager at Elmwood. 100% of resident respondents said that they felt safe living at Elmwood. All of the resident respondents described their living space as 'Good' or 'Very Good'. The majority of the respondents (80%) described the laundry service provided at Elmwood as 'Good' or 'Very Good'.

Key Quotes

"I haven't raised any issues formally, so the only real contact [with the manager] has been when mum was assessed at the outset. However the manager seems friendly and accessible."

"Shaksi is visible and involved and is very approachable and responsive."

"The manager doesn't listen to my problems with the staff."

"It has been difficult to transition from carers at home who write down everything each time they visited...to knowing virtually nothing about mum's daily routines, diet and care plan."

"Room decor could do with an overhaul and garden very unkempt...other than that place is OK."

Key Recommendations

- Ensure all friends and relatives have an opportunity to get to know the home manager.

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