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GREENHILL 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 most common way for people to find out about Greenhill was through their GP/Care Manager/ Hospital. Bromley Care Services was a very close second. The results also showed that 20% of respondents discovered Greenhill through a personal recommendation.

The majority of those who were actively involved in choosing a home for their friend or relative believe the support they received from Mission Care was 'Good' or 'Very Good'. There was one 'Very Poor' response from someone who had found out about Greenhill via the Carehome UK website.

'Availability' was the reason most given for choosing Greenhill as a home. This was followed by 'Impression of staff' and 'Location/ Proximity'.

Key Quotes

"A lot was to do with the staff response when I just walked in and said I was looking for a home without an appointment."

"[The] council put my husband in the best home for me to get to on the bus."

"Our father proved difficult to place so when the manager of Greenhill...offered a solution in a home we had already chosen it was a relief and a real indication of the care and support the staff provide."

"When I visited the home the information and support were good."

Key Recommendations

- Continue to develop strong relationships between Greenhill and outside services that can refer individuals to the home.
- Ensure those who initially discover the home through on-line resources are given adequate support.

COMMUNICATION

The majority of friends and relatives were pleased with the communication they receive about their loved one's care and the general communication they receive about Mission Care.

The friends and relative's meetings are popular with those who are unable to attend with 60% of respondents stating the meeting are 'Good' or 'Very Good'. The remaining 40% did not answer the question and comments suggest this is due to many respondents not being able to attend the meetings.

There was a mix of responses in relation to using the Mission Care website. Though a small minority of respondents said they visited the site every week/fortnight, the majority of respondents do not appear to use the Mission Care website at all. Some respondents simply were not aware of the Mission Care website while others felt they find out the relevant information they need when they visit the home.

Key Quotes

"I am always informed of any concerns about my aunt."

"I enjoyed hearing about the group from the top management at the carol service."

"I have only been able to attend one [Friends and Relative's] meeting (because of distance involved) but I found it and the minutes useful."

"I receive minutes of the meetings but these are very sparse and do not contain a lot of information."

"I wasn't aware of [the] website."

Key Recommendations

- Consider how platforms like Zoom or Microsoft Teams may be used to enable to more people to access the Friends and Relative's meetings.
- Continue to publicise the website to friends and relatives, particularly those unable to visit the home.

The majority of friends and relatives believed the quality of the food and the variety of food on offer to residents was 'Good' or 'Very Good'. There were some suggestions of additions to the menu including takeaway style foods and 'live plain yoghurt'. There was a greater range of responses when questioned about the presentation of the food at Greenhill.

The majority of residents believe that the quality and presentation of the food is of a good quality. Some residents said that the quality of food could vary.

Key Quotes

"I always want to eat the food because it's presented well."

"Always a great choice for Mum and top quality. Can't fault it!"

"Mum has puréed food it all looks the same. In another home I visited, the kitchen used moulds to present the food. It resembled real food more."

"They should give us better selection. Sometimes it's good sometimes it's terrible."

"They do very well considering they have to provide for so many with differing dietary requirements."

"My father would like more exciting options, curry, Chinese food etc."

Key Recommendations

- Ensure the quality of meals is consistent.
- Continue to expand the menu.
- Consider ways of improving the presentation of puréed food.

CARE

Friends and relatives were very positive about the levels of care provided by the home. The vast majority of respondents felt actively involved in making decisions about the care their loved one receives. 100% of those who answered said that staff treated their loved ones with dignity and respect and that the levels of care were 'Good' or 'Very Good' at Greenhill. The majority of friends and relatives also felt that they had been supported effectively by the home. However, it is important to note that in comments section, a number of respondents stated that the majority of staff (but not all) showed the levels of care they would expect.

The vast majority of residents believe that the quality of care at Greenhill is 'Good' or 'Very Good'. However, though the majority (78.5%) believe that staff treat them with dignity and respect, 21.4% selected 'Average' for this question. Comment data suggests that residents felt some staff were more considerate than others and that there were issues sometimes with getting the attention of staff.

Key Quotes

"Staff are very committed and caring."

"[Levels of care] would be much improved if there were more staff!!"

"The care, compassion and support the staff have shown our parents and us has been exemplary."

"Some care assistants are better than others. The majority are very good."

"Staff are always willing to discuss any concerns I have."

"[Staff] listen to you, they try and take note of what you have said."

Key Recommendations

- Ensure consistency of approach across care staff.

Friends and relatives were positive about the activities provided at Greenhill. Friends and relatives commented specifically on the way staff encourage people to participate in the activities. Respondents were also broadly positive about the pastoral support provided by the home. Although some felt more pastoral support could be made available.

The residents were broadly positive about the activities available at Greenhill with 71.4% of residents describing the activities at the home as 'Good' or 'Very Good'. Residents commented positively on the range of activities available and their enjoyment of the activities provided. The resident responses around pastoral support at Greenhill were broadly positive with 64.3% describing the support as 'Good' or 'Very Good' however there was a 'Poor' response as well as a number of individuals who did not answer the question or felt it as not applicable to them. Residents spoke highly of those involved in the pastoral support at the home with one resident requesting further pastoral support from the home.

Key Quotes

"Leanora is a great activities manager. She also has a great caring side for all residents which is a comfort to me."

"Lovely range of activities-I learn something new each time and you couldn't ask for more."

"Maybe there should be a split of activities for people [who] are more able to understand."

"Dad only takes part in 2 activities regularly. He would like more outings."

" I requested additional pastoral support for my father so he could express his worries to a non family member and Dee immediately arranged this and my father valued the support."

Key Recommendations

- Ensure residents can access further pastoral support when required.

MANAGEMENT & ENVIRONMENT

Friends and relatives were very positive about the manager at Greenhill. 'Approachable' was the term most selected to describe the home manager, closely followed by 'Professional' and 'Caring'. 80% of friends and relatives believed the support they had received from the manager was 'Good' or 'Very Good'.

The majority of resident believe they have received 'Good' or 'Very Good' support from the home manager. 'Available' and 'Caring' were the terms most selected to describe the home manager (78.6% each). 'Professional' was also highly selected. There were some residents who felt they would like to see the manager more regularly.

100% of residents felt safe at Greenhill and the majority rate their living space a 'Good' or 'Very Good'. The laundry service also received positive responses, though a number of residents commented that items of clothing go missing.

Key Quotes

"[The manager is] very good and very kind."

"The room is very good "

"All staff [are] good but Dee, the manageress at Greenhill is outstanding."

"Some new curtains would be nice at Greenhill. The old ones are a bit dated and dull looking."

"Our mother was previously in a home with better facilities and the property was in better condition but the care was not the same... We learnt that appearances aren't everything but care and compassion are and this is what Greenhill gives us."

Key Recommendations

- Ensure residents have opportunities to meet the home manager.
- Look to improve the laundry system and processes.

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