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HOMEFIELD 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.

For further information please contact: louiewerth@careresearch.co.uk

CHOOSING A HOME

The results from the questionnaire demonstrated that Bromley Care Services was the most common way for individuals to find out about Homefield. However, it is also worth noting that there were a number of individuals who gave different responses including both the Carehome UK and Your Carehome website, Word of Mouth, Social Workers and the Kingstone Upon Thames Council. The results showed that although Bromley Care Services was the primary way, it certainly was not the only way that people discovered Homefield.

The majority of respondents believed that the quality of information provided by Mission care when searching for a home was 'Good' or 'Very Good', although a number of respondents selected 'Not Applicable' as they were not actively involved in the decision making process.

'Availability' and 'Proximity/Location' was the most common reason for respondents choosing Homefield for their friend or relative. However, results suggest that home environment and facilities at Homefield as well as the support received when making an enquiry also contributed to people's decision to choose Homefield for their friend or relative.

Key Quotes

"I would have liked to have seen more homes but budget wouldn't allow."

"Mum was placed by hospital-not given [a] choice."

Key Recommendations

- Continue to develop relationships with local councils, GPs and Hospitals.
- Consider maximising your online presence on the Your Carehome and Carehome UK website.
- As Proximity/Location are a significant draw, continue to develop a strong presence in the local community.

COMMUNICATION

There were mixed responses about the levels of communication at Homefield. The majority of respondents believed the levels of communication from the home about the care their friend or relative receives was 'Good' or 'Very Good'. However, there were both 'Average' and 'Poor' responses to the question. The results were similar for the levels of communication received from Mission Care in general.

The majority of respondents who have attended a 'Friends and Relative's' meeting found it 'Useful' or 'Very Useful'. However, almost half of the respondents did not answer as they had not been able to experience a meeting. Issues around travel and work commitments were the most cited reason as to why individuals could not attend a meeting.

The survey results suggest the vast majority of the friends and relatives of Homefield residents do not regularly use the Mission Care website. Some respondents simply were not aware that the website was updated regularly with relevant information where as others felt they could find out key information in other ways.

Key Quotes

"Always helpful when I have queries."

"I did find [the communication] very poor at the beginning. My mum have a chesty cough and nobody called a doctor. The problem has now been resolved."

"We have only been to one [Friends and Relative's] meeting but found it very informative."

"I visit [Homefield] every day so I pick up all the news then."

Key Recommendations

- Consider the possibility of people joining a Friends and Relative's meeting digitally using Zoom or Microsoft Teams.
- Ensure the Mission Care website meets people's needs and is well publicised.

Overall, the friends and relative's questionnaire responses were positive. The quality of the meals score the best across the three dining questions, followed by the variety and then the presentation of the meals. Despite the broadly positive results, there were some individuals who felt the food could be of a higher standard.

Residents were broadly positive with the quality of the food, with 80% describing it as 'Good' or 'Very Good'. There was a notable dip in the response rate to the question about the presentation of the food with only 40% of respondents describing the presentation of the food as 'Good'. Resident comments suggested that the quality and presentation of the food was variable and depended upon who was working in the kitchen that day.

Key Quotes

"Food seems of good quality and fresh."

"There are options available but dad doesn't seem to be offered alternatives unless I am present."

"There have been issues ...which have taken time to resolve... I have had support in this area from senior management in order to ensure the food is safe for my relative."

"Some days are better than others."

"From what I have seen I was not impressed."

"Would be ideal if food is available outside of meal times. As dementia doesn't have an official time clock."

Key Recommendations

- Ensure consistency in the quality and presentation of food.
- Consider making some food available outside of set meal times for some individuals.

CARE

The Friends and Relative's questionnaire responses around care were positive. The levels of care shown to residents were rated as 'Very Good' or 'Good' by all respondents who answered the question. Similarly, the levels of respect and dignity shown to residents were rated as 'Very Good' or 'Good' by all respondents who answered the question. Some respondents wanted to be more actively involved in making decisions about the care their friend or relative receives.

Residents rate the levels of care and support they received very highly with 70% describing it as 'Very Good' and a further 20% describing it as 'Good'. 100% of residents stated that the staff treated them 'Well' or 'Very Well' in relation to dignity and respect.

Key Quotes

"[Staff are] always there for me."

"I am treated very nice and some staff take time to listen to me if I am worried about something."

"[Staff are] always very kind."

"It's the staff that make the difference-always and the staff that look after my mother are excellent."

"Night staff are outstanding in their approach and care. Day staff care has improved. In general good nursing, admin care."

"Thank you Mission Care for taking care of my wife, and a big thank you to all staff at Homefield that has the daily task of looking after her."

Key Recommendations

- Continue to maintain the high standards of care at Homefield.
- Look at ways in which friends and relatives can contribute to decisions about people's care.

Friends and relatives were broadly positive about both the activities available at Homefield and the pastoral support available at the home. However, there were a notable number of 'Unsure' and 'Not Answered' responses. Comments showed that a number of friends and relatives felt they were not regularly informed about their friend or relatives involvement in the activities provided by the home.

Residents were very positive about the activities provided at Homefield with 100% of the respondents describing them as 'Good' or 'Very Good'. Residents were also very positive about the pastoral support provided at the home with 90% of respondents describing the pastoral support available at Homefield as 'Good' or 'Very Good'.

Key Quotes

"I do a lot and always enjoy myself."

"I prefer one to one activities."

"My relative is bed bound ...I would like to know what activities my mother has had during the day. Even if it is music being played."

"I like joining in with the group activities."

"Pastoral support has not reached out to me and I am a little disappointed as it is a Christian Home. I am told my mother has been visited but don't know how often."

"My relative cannot easily participate in activities, but they are excellent from what I've seen."

Key Recommendations

- Ensure families are informed of the activities and pastoral support their relative is receiving and partaking in.

MANAGEMENT & ENVIRONMENT

Friends and relatives were positive about the home manager at Homefield, with 83.3% of respondents believing the support they received from the home manager was 'Good' or 'Very Good'. 'Approachable' was the term most selected by friends and relatives to describe the home manager, closely followed by 'Supportive', 'Professional' and 'Respectful'.

The residents were very positive about the home manager at Homefield. 100% of respondents rated the support they had received from the home manager as 'Good' or 'Very Good'. 'Respectful', 'Caring' and 'Approachable' were the terms most selected by residents to describe the home manager. 100% of resident respondents described their living space and the laundry service at Homefield as 'Good' or 'Very Good'.

Key Quotes

"[The manager is] always helpful."

"I find the home very good on the whole, but do wish staff are employed and not agency staff."

"[I] do think the lift is very old and needs replacing. The lift has recently broke and it was out of service for well over a week."

"...basic utensils and cutlery not available on 2nd floor."

"[The manager] sees things through and gets things done."

"[The manager is] always available and willing to talk if required."

Key Recommendations

- Ensure all residents have access to basic utensils and that the lift is fit for purpose.

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