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ELMWOOD RESIDENTS' AND RELATIVES' SURVEY SUMMARY REPORT 2020

This document is a summary of the results and feedback from Residents' and Friends & Relatives surveys. This summary report lists each question, the relevant Care Quality Commission Key Lines of Enquiry prompt(s) and the results and analysis for each question.

All percentages are rounded to one decimal place*.

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.

*Please note, as results are rounded to one decimal place, totals may not add up to 100%. This is common in statistical research.

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RESIDENT'S RESEARCH QUESTIONNAIRE

RESPONDENT DEMOGRAPHIC DATA

Fifteen responses were received for the residents' survey. The responses were obtained through discussion between residents and a member of Mission Care staff (non-home based) who scribed the responses given by residents.

RESIDENT LOCATION

RESIDENT LOCATION	% OF RESPONDENTS
Ground Floor	46.7% (7 respondents)
First Floor	46.7% (7 respondents)
Second Floor	6.7% (1 respondent)

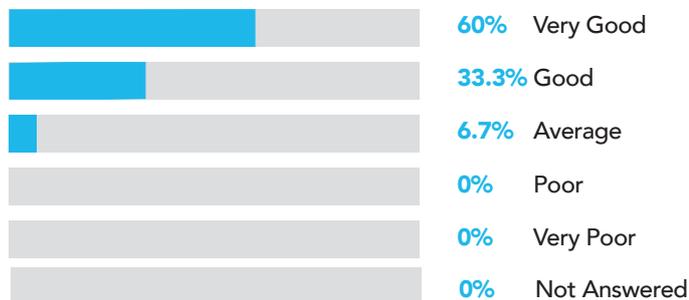


LENGTH OF STAY

DURATION	% OF SERVICE USERS
0-3 months	6.7% (1 respondent)
3-6 months	6.7% (1 respondent)
6-12 months	13.3% (2 respondents)
1-2 years	33.3% (5 respondents)
2-3 years	6.7% (1 respondent)
More than 3 years	33.3% (5 respondents)

1. How do you rate the quality of care and support you receive?

CQC KLOE:C1



CARE RESEARCH ANALYSIS:

The results for this question are positive with 93.3% of residents describing the quality of care and support they receive as 'Good' or 'Very Good'. This is a 43.3% increase on the combined 'Good' and 'Very Good' score received last year for this question.

2. Do you know who to speak to when something goes wrong?

CQC KLOE C2, R4

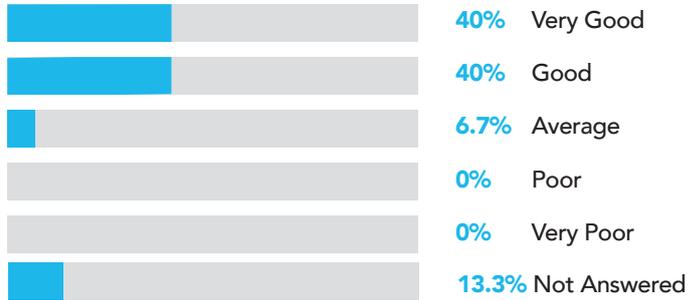


CARE RESEARCH ANALYSIS

The results of this question are positive with 93.3% of respondents stating that they know who to speak to if something were to go wrong. The 'Yes' response for this question is 18.7% higher than the 'Yes' response for this question last year.

3. How would you rate the support you have received from the Home Manager?

CQC KLOE W1

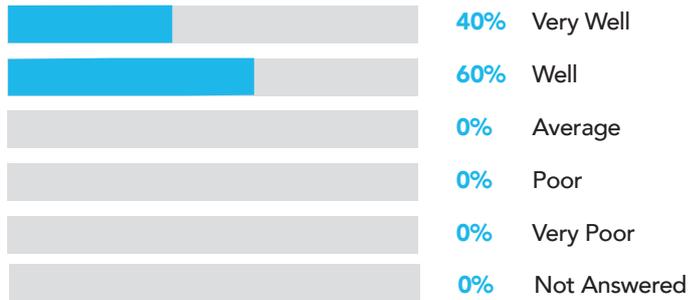


CARE RESEARCH ANALYSIS:

The results of this question are positive with 80% of residents describing the support they receive from the Home Manager as 'Good' or 'Very Good'. This is 13.3% higher than the combined 'Good' and 'Very Good' score from last year's results.

4. How well do you feel that the staff treat you with dignity and respect?

CQC KLOE C1, C3

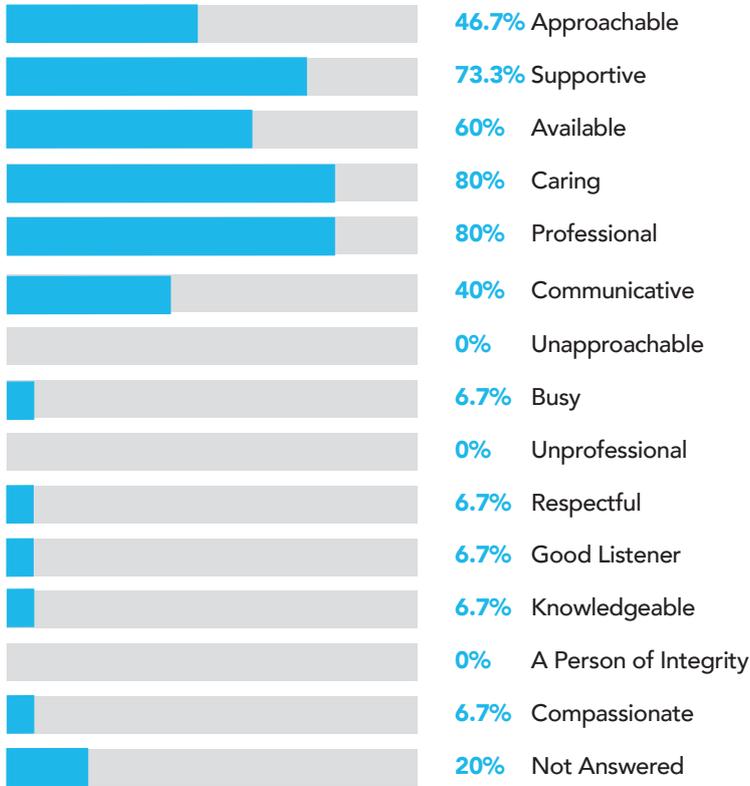


CARE RESEARCH ANALYSIS:

The results for this question are very positive with 100% of residents selecting 'Well' or 'Very Well' for this question. This is a 25% increase on the combined 'Well' and 'Very Well' score for this question last year.

5. I find the Home Manager to be... (please select all that apply)

CQC KLOE W1



CARE RESEARCH ANALYSIS:

The results for this question are very positive with 'Caring' and 'Professional' being the attributes most often selected to describe the Home Manager at Elmwood. 'Supportive' and 'Available' are in second and third place respectively. There were no responses for the explicitly negative characteristics. The results are similar to the results last year although the highest scoring results gained far more responses this year. 'Approachable' and 'Supportive' both gained the highest response rate last year followed by 'Caring' and 'Compassionate'.

The results demonstrate that residents' views the Home Manager very highly.

Any additional comments regarding the staff or level of care you receive?

There was one comment left across the previous five questions.

One respondent stated they had rated the care and support provided by staff as 'Very Good' because they have a 'nice carer' looking after them.

6. Do you feel safe living here?

CQC KLOE S1, S2

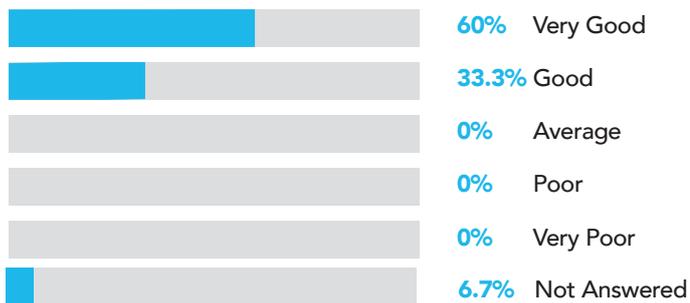


CARE RESEARCH ANALYSIS:

The results for this question are excellent with 100% of residents saying that they feel safe at Elmwood. This matches the 100% positive score received for this question last year.

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

CQC KLOE C1.1

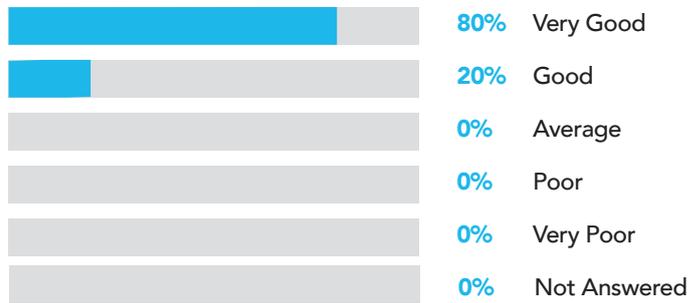


CARE RESEARCH RECOMMENDATIONS:

The results for this question suggest is positive with 93.3% of residents describing the pastoral support provided at Elmwood as 'Good' or 'Very Good'. This is 55.8% higher than the combined 'Good' and 'Very Good' response from last year's results.

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

CQC KLOE R2.7

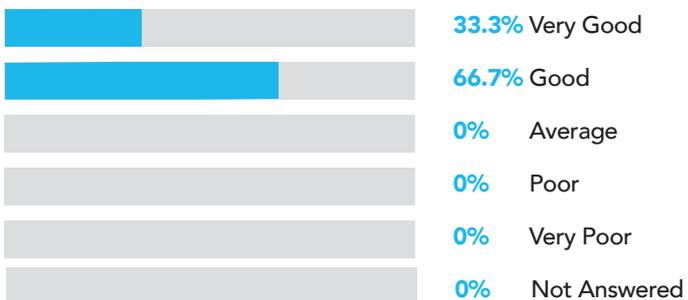


CARE RESEARCH ANALYSIS:

The results for this questionnaire is very positive with 100% of respondents describing the quality of the activities provided at Elmwood as 'Good' or 'Very Good'. This is 37.5% higher than the combined 'Good' and 'Very Good' response rate for this question last year.

9. How would you rate your living space?

CQC KLOE: C2.7



CARE RESEARCH ANALYSIS:

The results for this question is very positive with 100% of respondents describing the quality of the activities provided at Elmwood as 'Good' or 'Very Good'. This is 25% higher than the combined 'Good' and 'Very Good' response rate from the previous year.

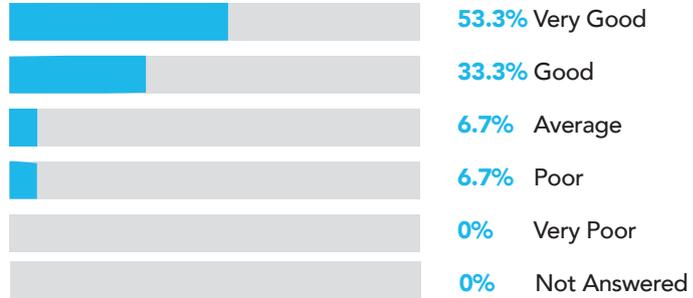
Any additional comments regarding your living experience at Elmwood?

There was one comment left across the previous four questions.

One respondent commented positively on the activities provided at the Elmwood stating that they like that staff 'take care of my nails.'

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

CQC KLOE E1.5

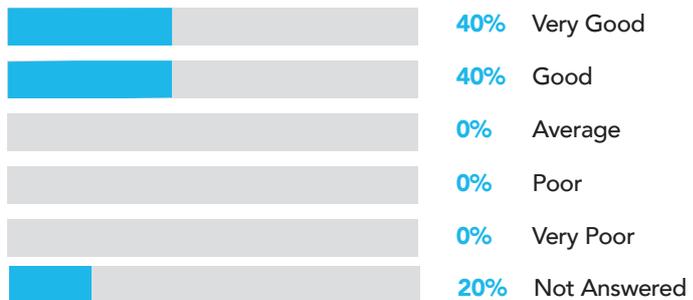


CARE RESEARCH ANALYSIS:

The responses to this question are positive with 86.6% of residents describing the quality of their food as 'Good' or 'Very Good'. This is 24.1% higher than the combined 'Good' and 'Very Good' score for this question last year.

11. How would you rate the presentation of the meals that you are served?

CQC KLOE E1.5



CARE RESEARCH ANALYSIS:

The response to this question is positive with 80% of the residents stating that the presentation of the meals is 'Good' or 'Very Good'. This is 67.5% higher than the combined 'Good' and 'Very Good' score from last year's results.

12. How would you rate the laundry service?

CQC KLOE R1.3



CARE RESEARCH ANALYSIS:

The results for this question are positive with 80% of residents describing the laundry service as 'Good' or 'Very Good'. This is 20% lower than last years score and is represented in the 20% 'Average' score received for this question this year.

Any additional comments regarding the food and laundry service at Elmwood?

No comments were left for this question.

Any additional comments or questions?

No comments were left for this question.

FRIENDS & RELATIVES QUESTIONNAIRE

RESPONDENT DEMOGRAPHIC DATA

A total of twenty six responses were received. All twenty six respondents completed the paper copy of the questionnaire and posted their response. Questionnaires were anonymous with respondents only revealing personal identifiable data if they chose to in the comments section.

RESIDENT LOCATION

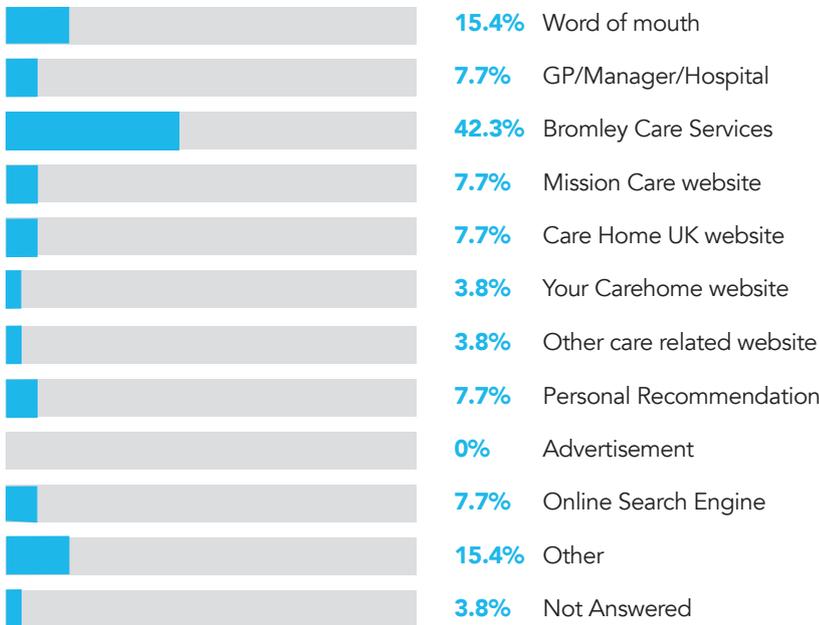
RESIDENT LOCATION	% OF RESPONDENTS
Ground Floor	34.6% (9 respondents)
First Floor	34.6% (9 respondents)
Second Floor	30.8% (8 respondents)



LENGTH OF STAY

DURATION	% OF SERVICE USERS
0-3 months	3.8% (1 respondent)
3-6 months	11.5% (3 respondents)
6-12 months	19.2% (5 respondents)
1-2 years	23.1% (6 respondents)
2-3 years	19.2% (5 respondents)
More than 3 years	23.1% (6 respondents)

1. How did you find out about the Mission Care home that your relative or friend is living in?
(Please select one answer)



CARE RESEARCH ANALYSIS:

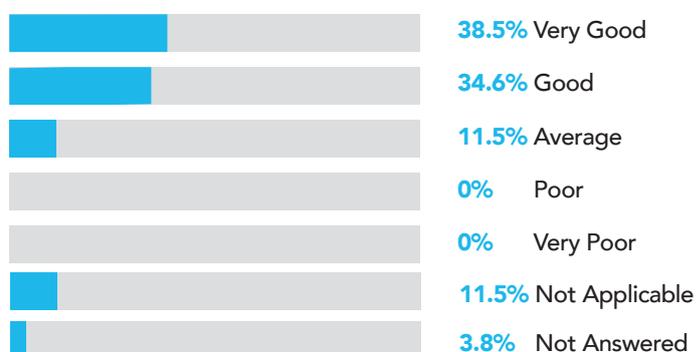
The results of this question demonstrate that Bromley Care Services is the primary source through which family and friends find out about Mission Care. The responses to this question differ slightly from last year when 'Word of Mouth' gained the highest score, closely followed by 'Bromley Care Services'. This year the order has been reversed with 'Word of Mouth' receiving the second highest score. The rate of people selecting 'GP/Manager/Hospital' has reduced by 7%.

The responses above include both responses by three respondents who gave more than one answer to this question.

There were four people who selected 'Other' for this question.

One respondent said they had been placed by the Bromley Social Services Placement Team. Another respondent said that they knew a previous resident. A third respondent stated that they lived near the home and so knew about the home through their local knowledge. A fourth respondent explained that they found the home themselves without the help of other groups or organisations.

2. How would you rate the quality of information and support that was provided by Mission Care when you were looking for a home?



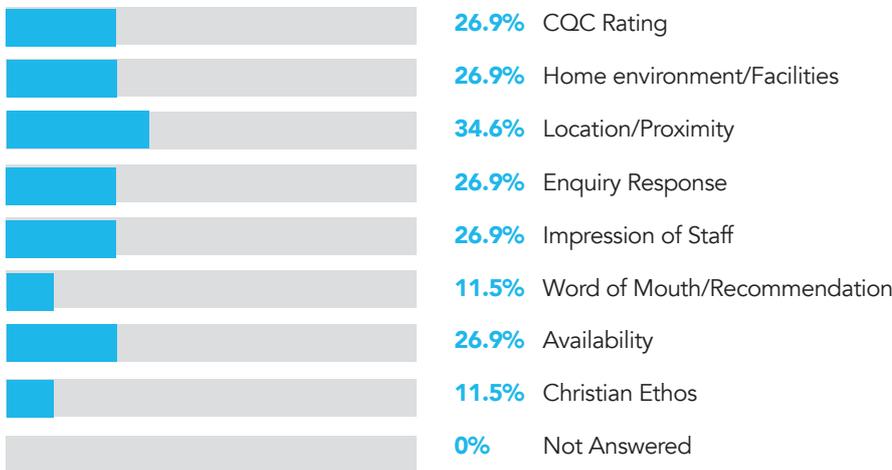
CARE RESEARCH ANALYSIS:

The results for this question are broadly positive with 73.1% of respondent describing the support they received whilst choosing a home a 'Good' or 'Very Good'. This score is almost identical to the combined 'Good' and 'Very Good' score received for this question last year (73.5%) which the small difference in the result related to the response rate this year for the questionnaire.

Those who selected 'Not Applicable' or who did not answer this question were individuals whose friends or relatives were placed by another service or who did not answer the previous question.

3. Why did you choose a Mission Care home for your relative or friend? (Please select the most appropriate answer)

CQC KLOE Caring: C1.3



CARE RESEARCH ANALYSIS:

As ten respondents selected multiple answers, the above results include all responses given. This means each option has a potential 100% score (if every respondent had selected this answer).

Overall, 'Location/Proximity' gained the highest score for this question, closely followed by five other response categories- 'CQC Rating' 'Home environment/Facilities', 'Enquiry Response', 'Impression of Staff' and 'Availability'.

The results show some similarity to last year when 'Location/Proximity' and 'Home Environment/Facilities' both gained the highest score. However, the scores overall for each option is higher this year, with more respondents selecting multiple answers.

The results suggest that people choose a Mission Care Home for their friend or relative for a number of relevant reasons.

Any additional comments in relation to choosing a home?

A total of seven comments were left across the previous three questions.

Analysis revealed two key themes:

Reasons for choosing Elmwood

Three respondents left comments in relation to the reasons they chose Elmwood as a home for their friend/relative.

One respondent said their friend/ relative had been moved to the home when their previous home closed.

Another respondent stated that they had a very good impression of the home when they visited.

A third respondent explained that though the home was the only one available for their relative '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.'

Support when choosing a home

There were two comments left in relation to the support received when choosing a home.

One respondent stated that Elmwood was the only available place for their relative. They visited the home and their relative was 'assessed and moved in two days later'.

Another respondent said they visited the home and were given information during the visit. They then said, as there was availability, their friend was 'assessed quickly, and too up residence a few days later.'

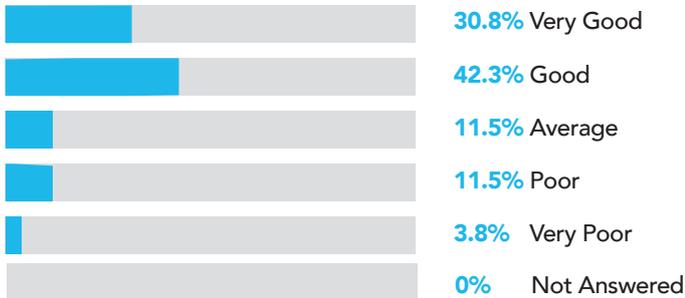
Other points raised

One respondent stated that they were not involved in choosing the home.

Another respondent stated that they were told by the manager 'all the care [their friend/relative] would receive but so far nothing.'

4. How would you rate the level of communication from the home about the care your friend or relative has received?

CQC KLOE C2.5, C2.6, C2.7

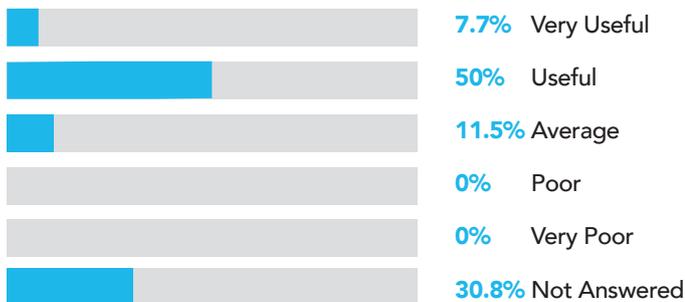


CARE RESEARCH ANALYSIS

The results for this question are positive with 73.1% of respondents believing the level of communicating they receive about their friend or relatives care is 'Good' or 'Very Good'. This is marginally higher (2.5%) than the combined 'Good' and 'Very Good' score for this question last year. However, it is important to note that 15.3% of respondents selected 'Poor' or 'Very Poor' for this question whereas there were no 'Poor' or 'Very Poor' responses to this question last year.

5. How useful do you find the Friends and Relatives meetings?

CQC KLOE W7.1, W7.2



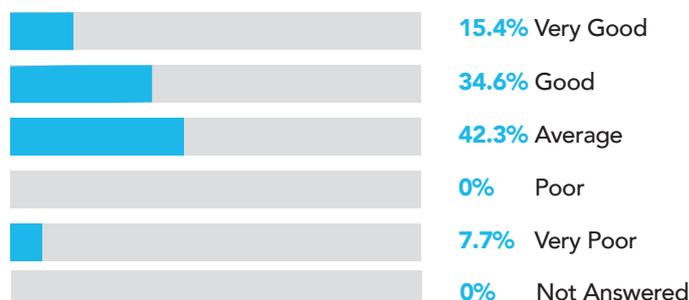
CARE RESEARCH ANALYSIS:

The results for this question are broadly positive with 57.7% of respondents describing the Friends and Relatives meetings as 'Useful' or 'Very Useful'. The combined 'Useful' and 'Very Useful' results for this question are higher this year than last year when 50% of respondents described the Friends and Relatives meetings as 'Useful' or 'Very Useful'.

If you omit the respondents who have not answered this question (due to not attending the meetings), the level of respondents selecting 'Useful' or 'Very Useful' for this question is 83.3%. Overall, the results for this question are marginally higher than last year when 50% of respondents described the Friends and Relatives meetings as 'Useful' or 'Very Useful'.

6. How would you rate the communication you receive about Mission Care in general regarding events and developments across the group?

CQC KLOE W1

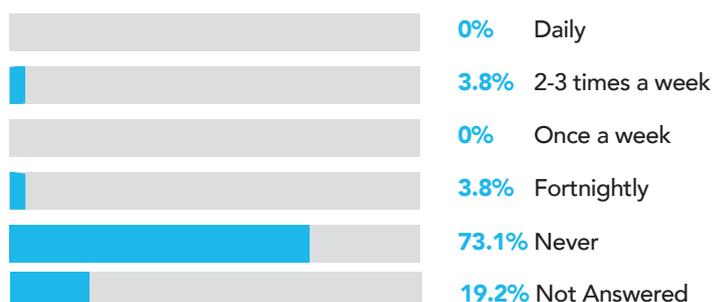


CARE RESEARCH ANALYSIS:

The results for this question are mixed. 50% of respondents believe communication about Mission Care in general is 'Good' or 'Very Good'. This is 8.8% less than the combined 'Good' and 'Very Good' core for this question last year. 7.7% of respondents selected 'Very Poor' for this question. Whilst there was a 'Poor' response last year of 14.7% for this question. The overall number of negative responses has, therefore, decreased on last year, but they are now in the 'Very Poor' category. This suggests further developments may be necessary here.

7. Latest news from our homes and forthcoming events are also available on our website. How often do you check the Mission Care website?

CQC KLOE C1, C3



CARE RESEARCH ANALYSIS:

The results for this question suggest that 92.3% of respondents do not regularly use the Mission Care website. This is 4% higher than last year. Similar to last year, there are a small minority of respondent who do regularly use the Mission Care website, however this continues to be an area where improvement would be valuable.

Any additional comments in relation to communication?

A total of 31 comments were left across the previous four questions. Analysis revealed three key themes:

Levels of communication

There were 11 comments left in relation to levels of communication from Elmwood. Though there were two positive comments with one respondent describing the levels of communication as 'Excellent' and another as 'Exceptional', the remaining comments were more critical.

One respondent said they felt they have to be too 'pro-active' in getting information whilst another said that they receive information by casual chats and that, as a result, they sometimes do not receive important information such as their relative having an eye test.

Another respondent stated that they are 'never informed regularly' about the care their relative receives whilst another respondent stated that they need to ask to see record sheets each month. Another respondent stated that levels of communication from agency staff in particular can be quite mixed.

With regards to general communication, one respondent stated they had 'not seen much'. Two respondents stated they had only received information about the Friends and Relatives meetings (with one also mentioned a Christmas service they were notified of).

Another respondent suggested they might find out more if they made more use of the Mission Care website.

Finally, one respondent stated that they 'would like the opportunity to meet the doctor/dentist once every 3 months or so unless 'extra' poorly to discuss my [relative's] health.'

Friends and Relatives meetings

Eight respondent commented on not being able to attend the meetings. Three of these respondents commented on how useful the minutes were whilst another stated they hoped to begin attending the meetings soon. Another respondent said that they were not aware of the dates of the meeting.

Mission Care Website

Ten respondents left comments in relation to the Mission Care website. Four respondents stated they will now start to use the website more often. Three respondents commented that they did in fact use the website but very rarely. Another respondent stated that they did not have access to computer.

There were two respondents who commented on the role of the home itself, highlighting that they get their information from what is displayed in the home.

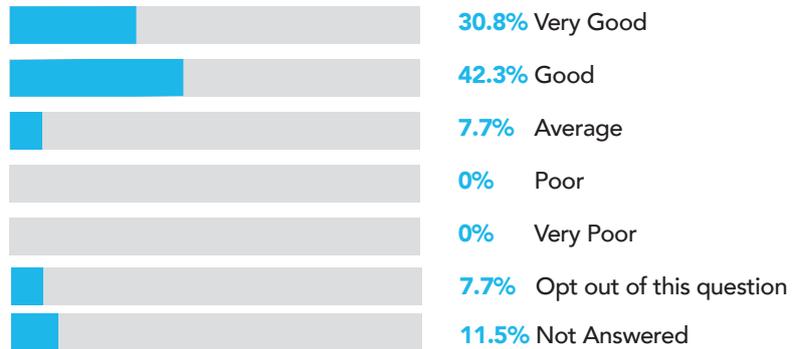
One respondent also said they would like to attend a trip with the home so that they could have the chance to go somewhere with their relative.

Other points raised

One respondent raised concerns twice around some staff not being able to speak English.

8. How would you rate the quality of the meals served to your relative or friend?

CQC KLOE E1.5

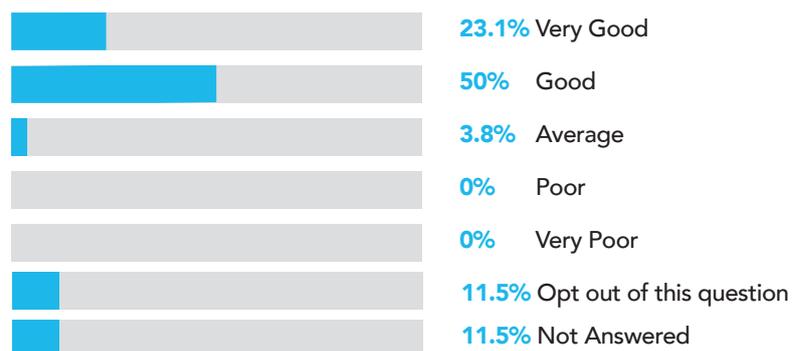


CARE RESEARCH ANALYSIS:

The results of this question are positive with 73.1% of respondents rate the quality of meals provided at Elmwood as 'Good' or 'Very Good'. This is 17.2% higher than the combined 'Good' and 'Very Good' responses to this question last year.

9. How would you rate the variety of meals served to your relative or friend?

CQC KLOE E1.5

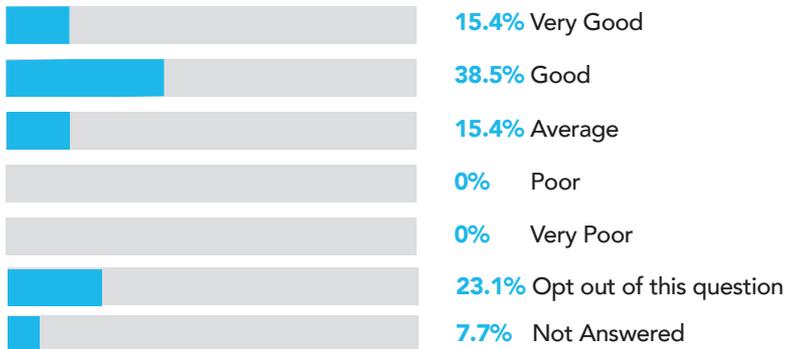


CARE RESEARCH ANALYSIS:

The results for this question match those of the previous question overall with 73.1% of respondents describing the variety of meals as 'Good' or 'Very Good'. However, a number of 'Very Good' responses have switched to 'Good' for this question. The combined 'Good' and 'Very Good' response for this question is 26% higher than it was from last year's results.

10. How would you rate the presentation of the meals served to your relative or friend?

CQC KLOE E1.5



CARE RESEARCH ANALYSIS:

Overall, the results are broadly positive with 53.9% of respondents rating the presentation of the food at Elmwood as 'Good' or 'Very Good'. However, this score is 19.2% lower than the combined 'Good' and 'Very Good' scores from the previous questions on the quality and variety of food provided at Elmwood.

The combined 'Good' and 'Very Good' for this question is 3.9% higher this year than it was last year.

Any additional comments in relation to food served at Mission Care?

There was a total of twenty four comments were left across the previous three questions.

Analysis revealed three key themes:

High quality food

There were six comment left about the high quality of food provided at Elmwood. One respondent described the food as 'Excellent' while another commented that the food 'always looks and smells delicious'. Another respondent said that their friend had commented that their meals were very good while another commented that their relative 'enjoys the food'. Another respondent described the presentation of the food at Elmwood as 'Excellent'.

There were two respondents that also commented on the kitchen staff. One respondent stated that the kitchen staff 'work very hard to provide things my [relative] enjoys within the restrictions of their dietary requirement'. Another respondent stated that the staff are 'really great' and 'offer great support'.

Food recommendations

Five respondents made specific recommendations on food that could be provided for residents. One respondent stated they wanted to see more pasta dishes while another stated that their relative (who is on puréed food) would like the opportunity to have desserts. A third respondent stated that the choice of puddings on the second floor was 'quite limited'. A fourth respondent suggested that, if a resident does not eat much of their lunch, that they are 'given a hot supper rather than a soup, sandwich and dessert'. A fifth respondent said that the salad their relative ate could be improved as it was often quite 'bland' and 'the lettuce is not chopped very small'.

Rarely 'see' the meals

A total of seven comments were left in relation to either never or rarely being present during meal times. Two of these respondents commented that they were not allowed to be present during these times. As a result, some respondents commented that they had to opt out of the previous three questions while others reflected on comments they'd heard from residents. One respondent who has only seen one main meal said that it 'looked OK' but that the 'sandwiches and cakes' looked very good.

Other comments

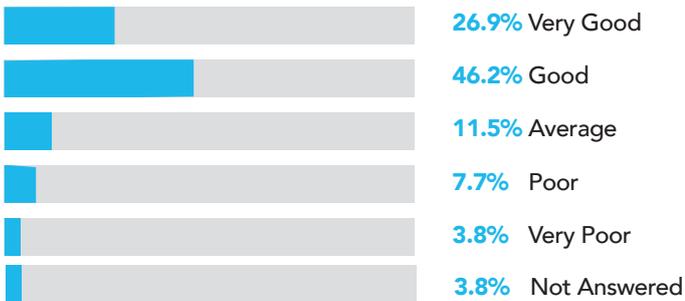
Two respondents commented that there appeared to be a good variety of food on offer at Elmwood.

Three respondents clarified that their friend or relative was on a 'soft' diet (only eating puréed food).

One respondent stated that their relative had been given food 'he's not allowed'.

11. The involvement of relatives and friends in matters relating to the care their loved one receives is an important contribution to the decisions made. How would you rate the level at which the home involves you in matters relating to your relative or friend's care?

CQC KLOE W7.2, C2.3

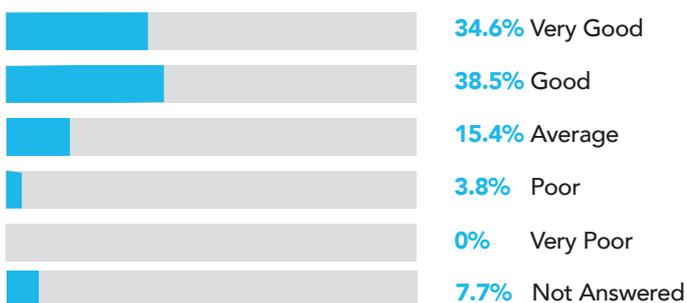


CARE RESEARCH ANALYSIS:

The results of this question are positive. 73.1% of respondents described the level at which Elmwood involves them in matters relating to their relative or friend's care as 'Good' or 'Very Good'. This is 17.2% higher than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' and 'Poor' response rate for this question is also lower than last year by 20.9% and 1.1% respectively. However, 3.8% of respondents selected 'Very Poor' for this question whereas there were no 'Very Poor' responses last year.

12. How would you rate the support you have received from the care staff at the home?

CQC KLOE C1.5, C2.7

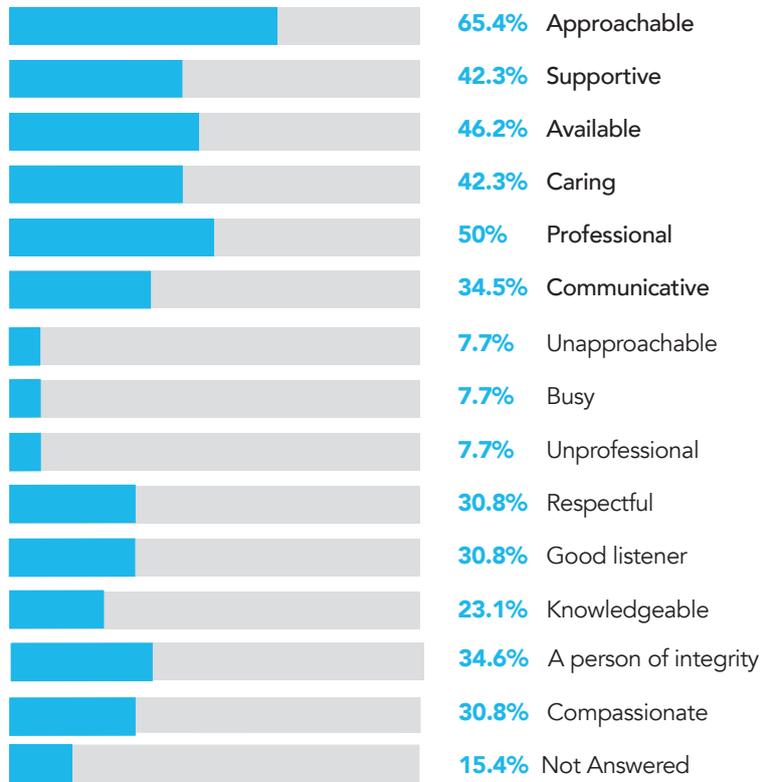


CARE RESEARCH ANALYSIS:

The results for this question are positive with 73.1% of respondents describing the support they have received from the care staff at the home as 'Good' or 'Very Good'. Though this is a good overall score, it is 3.4% lower than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' score for this question is 5.2% lower than last year. 3.8% of respondents selected 'Poor' for this question whereas there were no 'Poor' or 'Very Poor' responses for this question from the previous year.

13. I find the Home Manager to be... (please select all that apply)

CQC KLOE W1

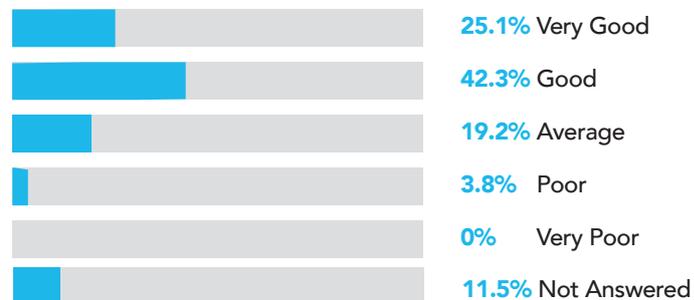


CARE RESEARCH ANALYSIS:

The results for this question are broadly positive and similar to response rates for this question last year with 'Approachable' being the most selected attribute. Unfortunately, there has been an increase in 'Unapproachable' and 'Unprofessional' responses in this year's results.

14. How would you rate the support you have received from the Home Manager at the home?

CQC KLOE W1



CARE RESEARCH ANALYSIS:

The response to this question is broadly positive with 67.4% of respondents rating the support they've received from the Home Manager as 'Good' or 'Very Good'. This is 6.2% lower than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' response has increased by 10.4% while the 'Poor' response has decreased by 2.1%.

Any additional comments in relation to the support you have received from staff and management?

There was a total of twenty five comments across the previous four questions.

Analysis revealed three key themes:

Support from staff

There were five comments left about the care provided by staff. Staff were described as 'Excellent' and 'Very supportive'. One respondent stated that they were 'very pleased' with the care and support received by staff and that they were 'kept in the loop' via regular phone calls. Another respondent wanted to offer specific thanks to 'Uchema, Minnie, Ola, Virginia and Sandy' describing these individuals as 'linchpins and stars of the 2nd floor' as well as 'Mandy the cleaner who is excellent.' A fifth respondent commented that, as in 'any organisation', some staff were more friendly, approachable and helpful than others.

Communication issues

There were ten responses that discussed issues around the levels of communication between Elmwood and the friends and relatives of the residents. One respondent stated that they were 'kept in the loop about everything'. However, the remaining nine respondents stated issues with the levels of communication they had with the homes. One respondent stated that the home needed to 'communicate better' whilst another stated that they would like 'more reports about my relative from staff'. Another respondent stated that communication with permanent staff was 'excellent' but the experience was mixed when dealing with agency staff.

Two respondents stated that they had to be pro-active in getting information about their relative's care. Another respondent commented that they would like to receive more regular email updates. Another respondent said that the home 'should contact' when a relative 'has sickness and diarrhoea'. Another respondent stated that 'apart from the initial form filling' they have had 'no involvement' in matters relating to their relative's care.

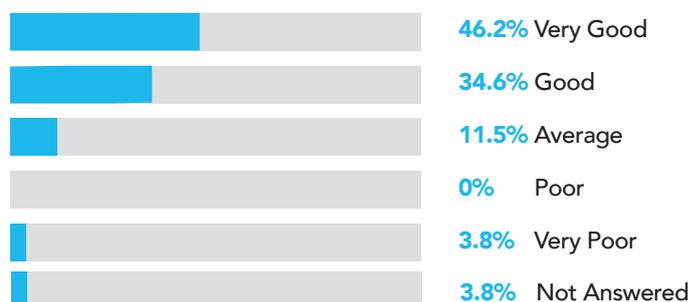
The Home Manager

Eight comments were left in relation to the Home Manager. One respondent stated that 'nothing seems to be too much trouble for her' whilst another said the manager was 'visible and involved and is very approachable and responsive.'

Five respondents stated that they had not met or seen the Home Manager. One of these responses, however, did state that the manager's 'office door is usually open and she visits the floors regularly.' Another respondent described the Home Manager as 'Excellent'. Another respondent explained that they believed some items had been 'stolen' from their friend/ relative and that they did not receive the help that they wished for from the Home Manager.

15. How would you rate the level of care your relative or friend receives?

CQC KLOE C1

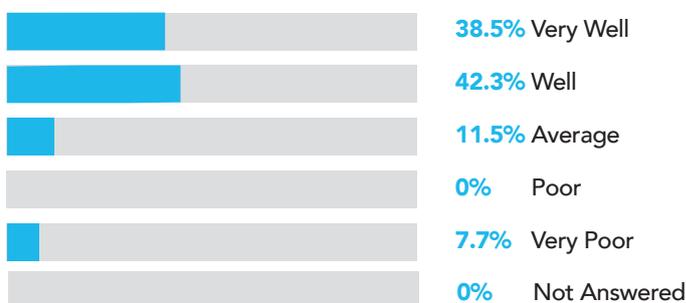


CARE RESEARCH ANALYSIS:

The results for this question are very positive with 80.8% of respondents describing the level of care their friend or relative receives as 'Good' or 'Very Good'. This is 4.3% higher than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' score is also 12% lower than last year. 3.8% of respondents selected 'Very Poor' for this question whereas there were no 'Poor' or 'Very Poor' responses for this question last year.

16. How well do you feel that the staff treat your loved one with dignity and respect?

CQC KLOE C1, C3

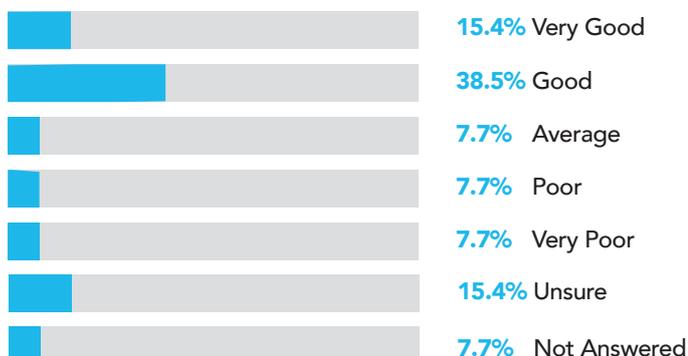


CARE RESEARCH ANALYSIS:

The results for this question are positive with 80.8% of respondents selecting 'Well' or 'Very Well' for this question. This is 7.3% higher than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' response is marginally (0.3%) lower than last year. Unlike last year, there were no 'Poor' response rates for this question although the 'Very Poor' response rate is 4.8% greater.

17. How would you rate the quality of activities available to your relative or friend?

CQC KLOE R2.7

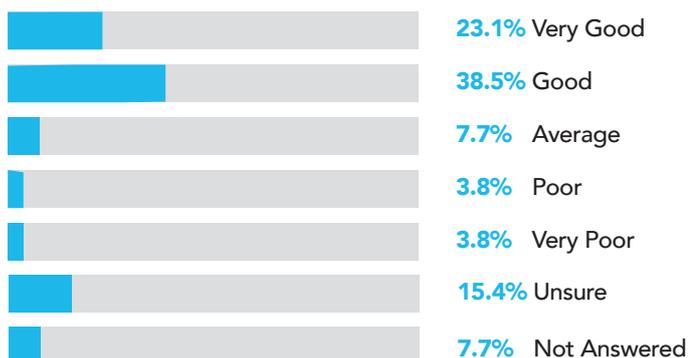


CARE RESEARCH ANALYSIS:

The results for this question are mixed. 53.9% of respondents rate the activities available at Elmwood as 'Good' or 'Very Good'. This is 3.9% higher than the combined 'Good' and 'Very Good' score received for this question last year. 'Average', 'Poor' and 'Very Poor' each received 7.7%. This represents a 15.8% decrease in 'Average' scores, a 1.8% increase in 'Poor' scores and a 7.7% increase in 'Very Poor' scores in comparison to last year.

18. How would you rate the quality of pastoral support offered to your relative or friend?

CQC KLOE C1.1



CARE RESEARCH ANALYSIS:

The results of this question are reasonably positive with 61.6% of respondents describing the pastoral support offered at Elmwood as 'Good' or 'Very Good'. This is marginally (0.2%) lower than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' score for this question is 1.1% lower than last year while the 'Poor' response is 0.9% higher. There were no 'Very Poor' responses from last year's results.

Any additional comments in relation to your relative or friend's experience Mission Care?

A total of 21 comments were left across the previous four questions. Six comments were positive, five were negative, seven were neutral and three were a mixture of positive and negative feedback.

Analysis revealed three key themes:

Staff

There were ten comments left in relation to the staff at Elmwood. Three comments were broadly positive whilst the remaining eight were critical. One respondent described the way the staff treat their loved one as 'incredible' whilst another said that the 'level of care is good'. A third respondent stated that 'In general the way staff treat residents is respectful.'

There were eight respondents (including one of the respondents with positive feedback) who raised concerns. Four respondents raised concerns around moving and handling and individuals being moved 'roughly'. Three respondents made comments about their relative wanting to be spoken to more by care staff. Other issues raised across the comments included people being concerned that their friend or relative was 'left in bed' and that they had seen 'staff get angry'. Another respondent said they would like to see regular independent checks for things like bed sores. Another respondent stated that sometimes their relative 'hasn't been given her call buzzer'. One respondent stated that their relative 'has had three things happen to him' whilst another felt staff were not fully meeting their relatives needs. Another respondent stated that their relative had a fear of loud voices and had shown fear towards a staff member as a result. They went on to comment that this issue was resolved by agreeing that the particular staff member concerned would not attend to the resident any longer.

Activities

There were twelve comments left in relation to the activities provided in the home. Three respondents stated that their relative was not able to be involved in the activities provided at Elmwood due to medical issues with a further two respondents suggesting that they would like to see their friend or relative supported to take part in the activities where possible.

There were six positive comments that discussed the quality of the activities at Elmwood. The activity team at Elmwood were described as 'a great asset', and 'excellent' and that they 'do a great job'. There were some recommendations. One respondent stated that 'It would be nice for a few more activities to take place on the second floor.' Another respondent stated that their relative is often kept in bed in the mornings and this is when the activities often occur. Another respondent said that 'Virginia is excellent with my relative and does lots of activities with her' but that there could be videos played in the lounge, stating that 'we brought in a DVD recorder for that very reason'.

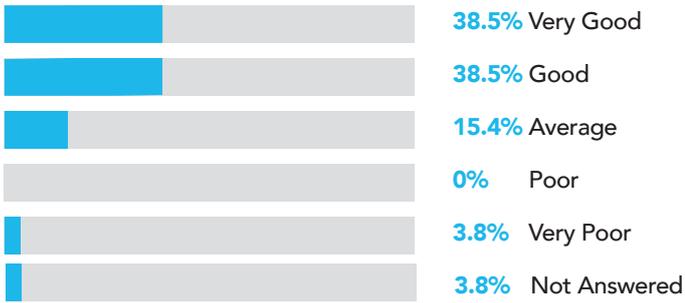
Another respondent stated that they thought that 'not much' in relation to activities 'seemed to be going on in the last couple of months'.

Pastoral Support

There were two comments left in relation to pastoral support. One respondent stated that they have specified that they would like some pastoral support but nobody had yet approached them.

Another respondent stated that they usually 'see Phil...he always stops for a chat' but that they were unsure what pastoral support their relative receives as she 'can't remember.'

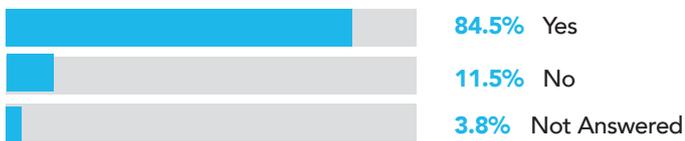
19. In general, how would you rate Mission Care as a care provider?



CARE RESEARCH ANALYSIS:

The results for this question are positive with 77% of respondents rating Mission Care as a 'Good' or 'Very Good' provider. This is 3.4% higher than the combined 'Good' and 'Very Good' response rate for this question last year. The 'Average' response rate is also 5.2% lower this year. Unlike last year, there were no 'Poor' responses, however there is a 3.8% 'Very Poor' response rate whereas there were no 'Very Poor' responses last year.

20. Would you recommend Mission Care as a care provider?



CARE RESEARCH ANALYSIS:

The results for this question are broadly positive with 84.5% of respondents selecting 'Yes' for this question. This is 5.1% higher than the 'Yes' response for this question last year. The 'No' response is marginally (0.3%) lower than last year while the rate of people who did not answer this question is 5% lower this year.

Any additional comments in relation to your views of Mission Care?

There were six comments left across the previous two questions.

Analysis revealed two key themes:

Happy with Mission Care

Three respondents outlined that they were happy with Mission Care. One respondent stated that they were happy that their relative is 'being appropriately looked after and given the care that she needs.' Another respondent described Mission Care as 'Excellent' whilst another stated that their relative seemed 'fairly happy' and that they know 'she is looked after and safe.'

Staff

One respondent stated that 'Some of staff are nice but a lot don't seem to care. They're always standing around when they could do more.'

Another respondent who had commented on how happy they were with Mission Care also stated that 'The carers I speak to are friendly though on occasions I have asked the nurses questions I have been left with the feeling that I shouldn't be asking'. The respondent goes on to explain that it is difficult going from knowing '100%' about their relative to knowing 'almost nothing'.

Other points raised

One respondent stated that 'The day room is a little noisy! What do residents do if they want company and peace?'

Another respondent stated that their relative 'only drinks tea and has already been in hospital for dehydration.' This leads the respondent to suggest that 'more tea [is] offered and new staff [are] briefed as not all staff [are] working the same time' the respondent also suggests that tea should be offered throughout the day.

Any additional comments or questions?

A total of seven comments were left for this question. Each comment was quite distinct and so they have been discussed individually here.

One respondent stated that they would 'like to see the cleaning of our floor kept to the standard our full time cleaner keeps it when she is on leave.'

A second respondent stated 'Pay your staff more.'

Another respondent described the staff at Elmwood as 'a lovely team' but that there needed to be more communication around their friend or relative's care.

Another respondent stated that they felt that 'the quality of management and the activities at the home has declined since my friend came to Elmwood 10 years ago.'

Another respondent said that the room decor 'could do with an overhaul' and that the garden was 'very unkempt'.

Another respondent stated that it was 'difficult to transition from carers at home who write down everything each time they visited and I was responsible for buying all food and arranging and attending all appointments, to knowing virtually nothing about relatives daily routines, diet and care plan.' The respondent went on to state that as their relative is good at hiding her memory loss issues, some staff tell her things and expect her to remember them.

Another respondent stated that they would 'like to have the opportunity to attend an outing in spring/ summer with [my relative].'

care research

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