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GREENHILL 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.

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

RESIDENT'S RESEARCH QUESTIONNAIRE

RESPONDENT DEMOGRAPHIC DATA

Fourteen 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

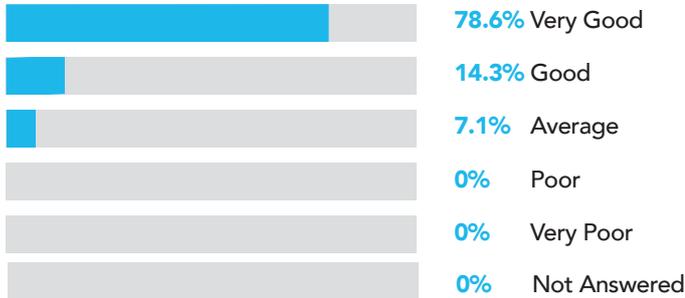
RESIDENT LOCATION	% OF RESPONDENTS
Ground Floor	42.9% (6 respondents)
First Floor	14.3% (2 respondents)
Second Floor	42.9% (6 respondents)

LENGTH OF STAY

DURATION	% OF SERVICE USERS
0-3 months	0% (0 respondents)
3-6 months	14.3% (2 respondents)
6-12 months	14.3% (2 respondents)
1-2 years	14.3% (2 respondents)
2-3 years	28.6% (4 respondents)
More than 3 years	7.1% (1 respondent)
Not Answered	21.4 (3 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 very positive with 92.9% of respondents selecting 'Good' or 'Very Good' for this question. The combined 'Good' and 'Very Good' response rate for this question has increased 8.7% on last year, with the 'Very Good' response rate increasing by 52.3%. This suggests the quality of care and support residents receive has continued to improve over the last year.

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

CQC KLOE C2, R4

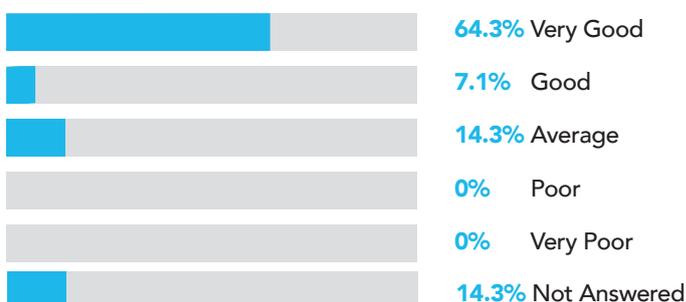


CARE RESEARCH ANALYSIS

The results of this question are very positive with 92.9% of respondents selecting 'Yes' for this question. This is an 8.7% increase on last year's response to this question. However, it is important to note that there are still some respondents who are not certain who to speak to if they have a concern or something goes wrong.

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

CQC KLOE W1



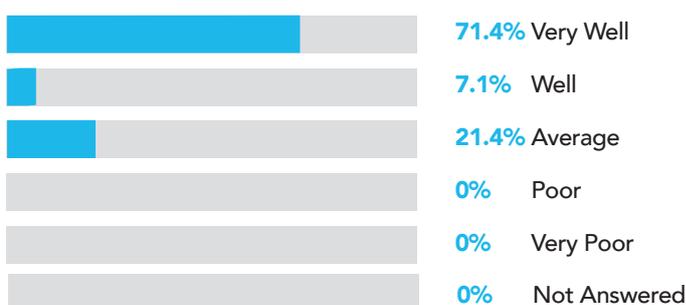
CARE RESEARCH ANALYSIS:

The results of this question are broadly positive with 71.4% of respondents selecting 'Good' or 'Very Good' for this question. This is a notable increase on last year's results where the combined score for 'Good' and 'Very Good' for this question was 52.6%. (18.8% lower). There were many more respondents who felt unable to answer the question last year (47.4%) however, this year 14.3% of respondents selected 'Average' for this question as opposed to 0% last year.

Overall, the results suggest the majority of residents positively rate the support they receive from the Home Manager and this has improved further over the past 12 months.

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

CQC KLOE C1, C3

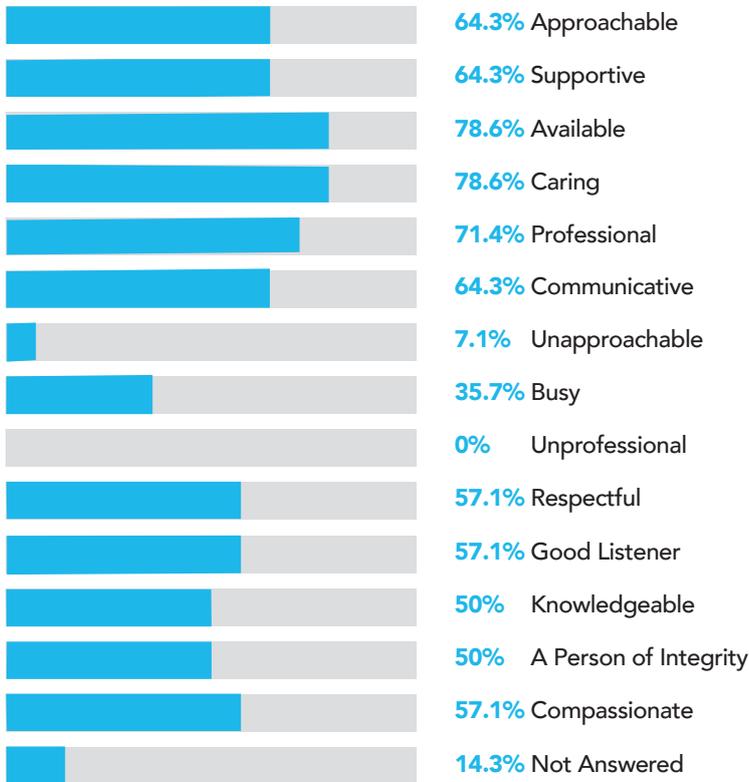


CARE RESEARCH ANALYSIS:

The results for this question are positive with 78.5% of respondents selecting 'Good; or 'Very Good' for this question. Whilst the overall combined 'Good' and 'Very Good' score for this question is 11% lower than last year, the 'Very Well' score is 50.3% higher than 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 really positive with 'Available' and 'Caring' receiving the highest response rates closely followed by 'Professional' and then 'Supportive' 'Approachable' and 'Communicative'. The results demonstrate that residents have a very positive view of the Home Manager.

This question was formatted differently to last year so direct comparisons cannot be made however, the theme of 'Caring' was also the leading term used last year as well.

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

There was a total of eighteen comments left across the previous five questions. Analysis revealed four key themes:

Quality of care & support received

In total, three positive comments and two critical comments were left in relation to this matter. One resident stated in relation to the care and support provided that 'they couldn't ask for better'. Another respondent stated that there were 'nice people around me- not a cross word said'. Whilst a third resident stated that the staff 'listen to you and try to take note of what you have said.'

One resident felt that the support received by staff could sometimes be 'brisk'. Whilst another stated that they felt some improvements could be made stating that 'you should be able to go to the toilet when you like.'

Who to speak to if something goes wrong

Six comments were left by residents in relation to who they would speak to if something went wrong. In total one comment was positive, four comments were neutral, and one was critical.

Two residents simply stated 'Manager' with another resident stating 'Person in charge' in relation to who they would speak to if something went wrong.

Another resident stated that they were always asked if anything is wrong.

Another resident stated they knew 'a lot of faces' but was unsure 'who is who.'

Another resident stated that they felt that there should be more than two people on duty during night shifts.

The Home Manager

Six comments were left in relation to the Home Manager. Three comments were positive and three were neutral.

One resident stated the Home Manager was 'a very nice lady' and that they 'get on with her.' A second resident stated that the manager was 'very good and very kind' whilst a third described the manager as 'very good at her job'.

Two residents stated that they did not have much to do with the manager and didn't see them whilst a third respondent asked if the manager could visit the home more often.

Being treated with dignity and respect

Eight comments were left for this question. Three were positive, three were critical and two were a mixture of positive and critical comment.

One resident stated that 'they're all kind' whilst another stated they are 'very happy'. A third resident stated that they and the staff knew 'how to treat each other'.

Two residents commented that some staff treated you well while others did not.

One resident stated that staff could be 'a bit brisk'. Another stated that there could be a delay in responses during night shifts due to the lower number of staff. Finally, a third respondent stated that sometimes residents had to wait a longer time to receive attention from staff.

6. Do you feel safe living here?

CQC KLOE S1, S2

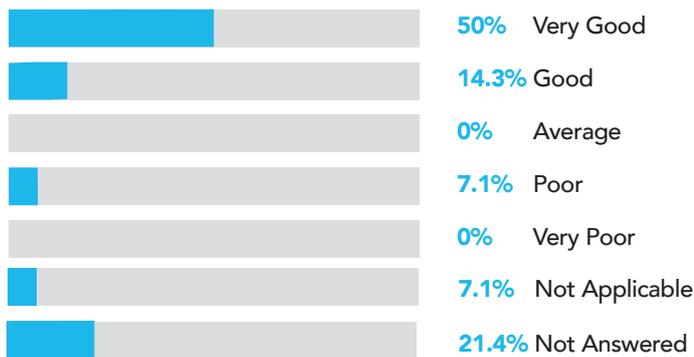


CARE RESEARCH ANALYSIS:

The results for this question are very positive with 100% of residents selecting 'Yes' for this question. This matches the perfect 100% score for this question last year.

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

CQC KLOE C1.1

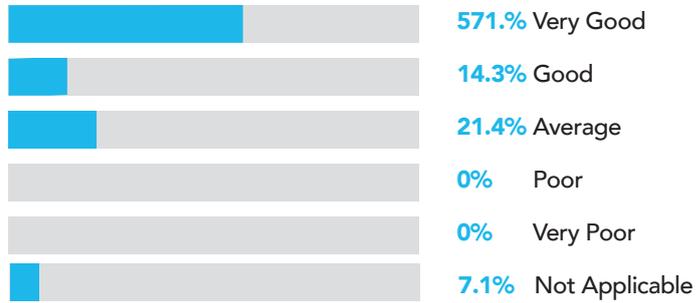


CARE RESEARCH RECOMMENDATIONS:

The results for this question are broadly positive with 64.3% of respondents stating that the pastoral support provided by the home is 'Good' or 'Very Good'. This combined score is 19.8% higher than last year, with the 'Very Good' score increasing by 22.2%. However it is important to note there was a 'Poor' response rate of 7.1% suggesting some improvements may be deemed necessary by some residents.

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

CQC KLOE R2.7

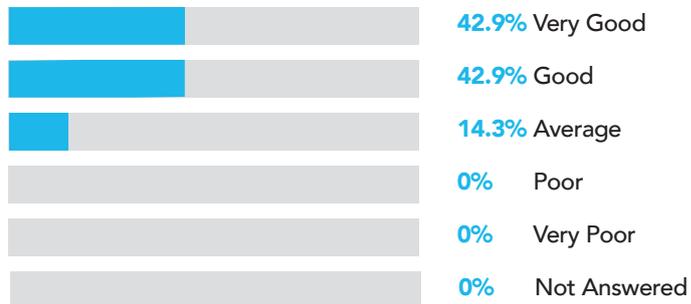


CARE RESEARCH ANALYSIS:

The results for this questionnaire are positive with 71.4% of respondents selecting 'Good' or 'Very Good' for this question. This score is 15.8% higher than last year's combined 'Good' and 'Very Good' score for this question. However, it is also important to note that the 'Average' score has risen by 10.3%.

9. How would you rate your living space?

CQC KLOE: C2.7



CARE RESEARCH ANALYSIS:

The results for this question are positive with 85.8% of respondents describing their living space as 'Good' or 'Very Good'. Though the overall combined score is 8.9% lower than last year, the 'Very Good' score has increased by 16.6%.

Any additional comments regarding your living experience at Greenhill?

A total of twenty comment were left across the previous four questions.

Analysis revealed four key themes:

Room Quality

Five comments were made about the quality of the rooms at Greenhill. One respondent stated the room and bathroom were 'very good' whilst another said 'no complaints- if I need anything [for my room] it's sorted out right there.'

Another resident stated that they believe their room is too small whilst another stated they had seen better rooms.

Room Security

Three comments were made in relation to room security. One respondent stated they feel safe 'because I have a lock on my door' whilst another stated that there is always someone around and that if they call for assistance or help someone arrives quickly to support you. Another respondent also commented that the felt safe due to the locks.

Pastoral Support

Six comments were left in relation to the pastoral support provided at Greenhill. One respondent stated that they'd 'like more attention'. This respondent mentioned this twice across two separate questions.

The remaining five respondents gave positive feedback about the pastoral support. Respondents said people were 'caring and eager to get things right', 'sociable', 'nice and understanding' and that they 'show respect to everyone'. Another respondent stated that it is 'good to have the extra help'.

Activities at Greenhill

Six comments were made in relation to the activities provided at Greenhill. One respondent stated that the home provided 'very good activities' whilst another stated they were 'happy with [the activities] we do'. A third respondent said Greenhill provided a 'lovely range of activities' and that they 'learn something new each time and you couldn't ask for more'.

Another respondent suggests that they were always asked if they wanted to be involved with the activities.

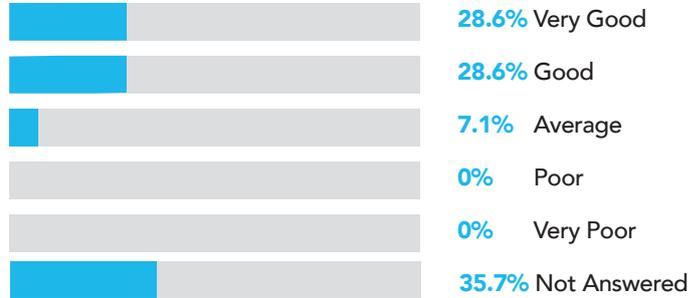
One respondent suggested that it might be valuable to split the activities up for people 'more able to understand'. whilst another suggested that 'a few more' activities would be valuable.

Other points raised

One respondent stated that 'When my family come, I go to my room then I come back to be with my friends.'

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

CQC KLOE E1.5

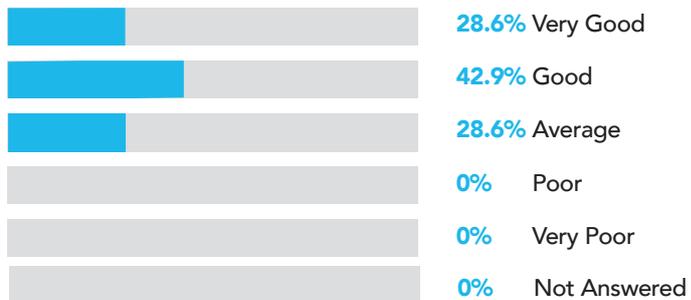


CARE RESEARCH ANALYSIS:

The responses for this question show that 57.2% of respondents believe the quality of the meals at Greenhill are 'Good' or 'Very Good'. This is 6% lower than the combined 'Good' and 'Very Good' scores received for this question last year. However, it is important to note the high number of respondents not answering this question this year. The omission of responses to this question appears to be an error as opposed to an active choice. The 'Average' response rate has also decreased by 3%.

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

CQC KLOE E1.5

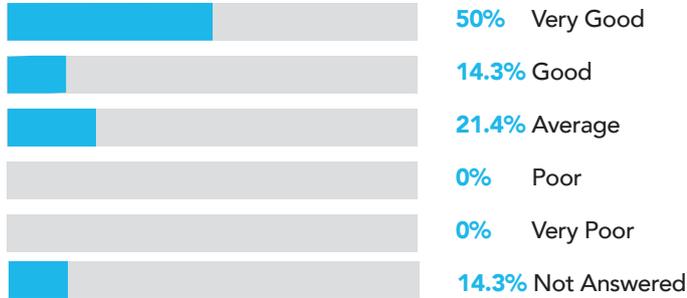


CARE RESEARCH ANALYSIS:

The response to this question is broadly positive with 71.5% of respondents stating that the presentation of the meals served are 'Good' or 'Very Good'. This is a notable improvement on last years scores where 0% selected 'Very Good' and 68.4% selected 'Good'. The results here suggest perceptions of the presentation of the food has improved in the last 12 months.

12. How would you rate the laundry service?

CQC KLOE R1.3



CARE RESEARCH ANALYSIS:

The results for this question are positive 64.3% of respondents describing the laundry service provided by Greenhill as 'Good' or 'Very Good'. This is an 11.6% improvement on last year's combined 'Good' and 'Very Good' score for this question. There are also no 'Poor' or 'Very Poor' responses to this question in comparison to last year which had a combined 'Poor' and 'Very Poor' score of 31.6%.

The results here suggest a significant improvement to the laundry service has occurred during the last 12 months.

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

A total of eighteen comments were left across the previous three questions. Eight comments were positive, eight were critical, one was neutral and one was a mixture of both positive and neutral feedback.

Quality and presentation of food

There were four positive comments left in relation to the food questions. One resident stated that the service 'know my needs and look after me'.

Another respondent stated that they 'always want to eat the food because it's presented well.'

Another resident stated that the food is 'always set out nice' whilst a fourth respondent simply stated that the food was 'well cooked'.

Two respondents stated that sometimes the food was good and sometimes it was not, with one of these respondents stating that they would like to have a 'better selection'.

Another resident stated that they sometimes had to 'wait a little longer'. It was unclear if this was to do with the being served or waiting for food to cool before eating.

Finally, another respondent stated that they like to eat 'crisp food' due to a medical issue.

Laundry service

In total, there were four positive comments, five critical comments and one comment with both positive and critical feedback.

Three of the four positive comments highlighted how clean their clothes and bedding were when using the laundry service, with a fourth respondent simply stating 'Well done.'

Three of the four critical comments were related to items going missing whilst the fourth critical comment was related to clothing shrinking in the wash and a concern that the manufacturer recommendations for washing the clothes may not be being followed.

Another respondent stated that clothes were 'always clean' but that something was misplaced once.

Any additional comments or questions?

Three comments were left for this question. Two were positive and one comment was a mixture of positive and critical comment.

One respondent stated that 'nice staff look after me' whilst another stated that 'this survey is a good thing as it shows peoples views'.

Another respondent commented that things at Greenhill were 'generally good but sometimes doesn't get to standard'.

FRIENDS & RELATIVES QUESTIONNAIRE

RESPONDENT DEMOGRAPHIC DATA

A total of twenty five responses were received. All twenty five 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

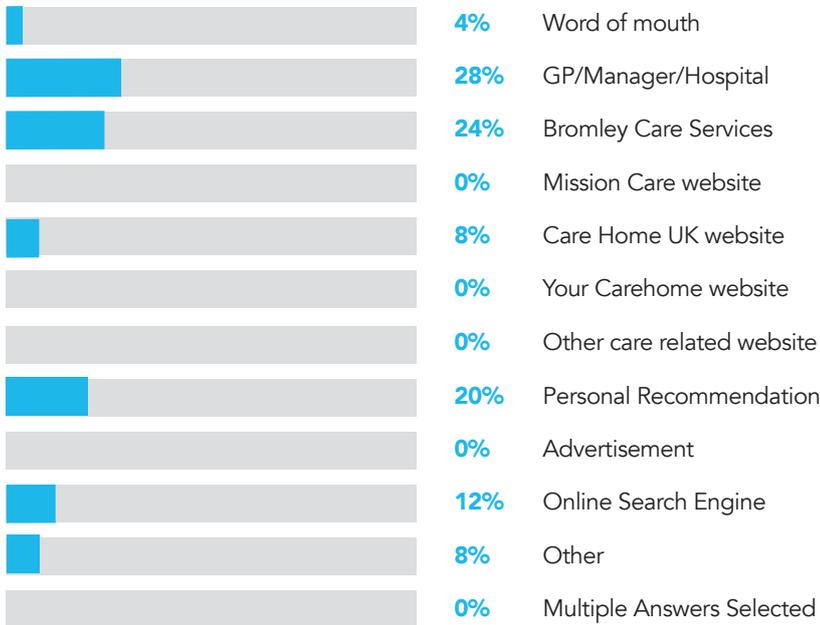
RESIDENT LOCATION	% OF RESPONDENTS
Ground Floor	24% (6 respondents)
First Floor	36% (9 respondents)
Second Floor	40% (10 respondents)



LENGTH OF STAY

DURATION	% OF SERVICE USERS
0-3 months	16% (4 respondents)
3-6 months	12% (3 respondents)
6-12 months	12% (3 respondents)
1-2 years	12% (3 respondents)
2-3 years	20% (5 respondents)
More than 3 years	20% (5 respondents)
Not answered	8% (2 respondents)

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



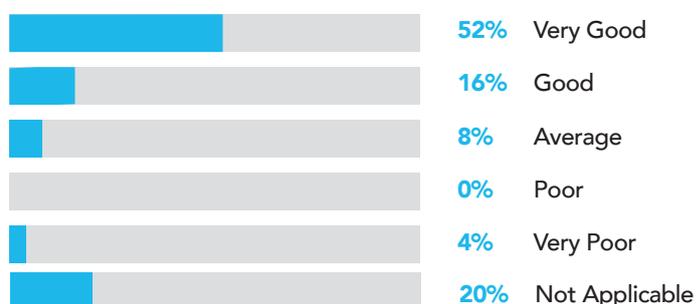
CARE RESEARCH ANALYSIS:

The results for this question suggest that the majority of friends and relatives hear about the service via the GP/Manager/Hospital or via Bromley Care Services who had a combined total of 52%. This includes two respondents who selected 'Other; but who went on to state Bromley Council and Bromley Social Services. This is similar to last year although there appears to be a higher rate of respondents selecting GP/Manager/Hospital as opposed to Bromley Care Services this year.

The two 'Other' responses explained they had heard about Greenhill via a 'pastoral church worker' and through 'self-search' respectively.

It is also positive to see 'Personal Recommendations' as the third highest response for this question. This includes two 'Other' respondents who then stated a specific personal recommendation.

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



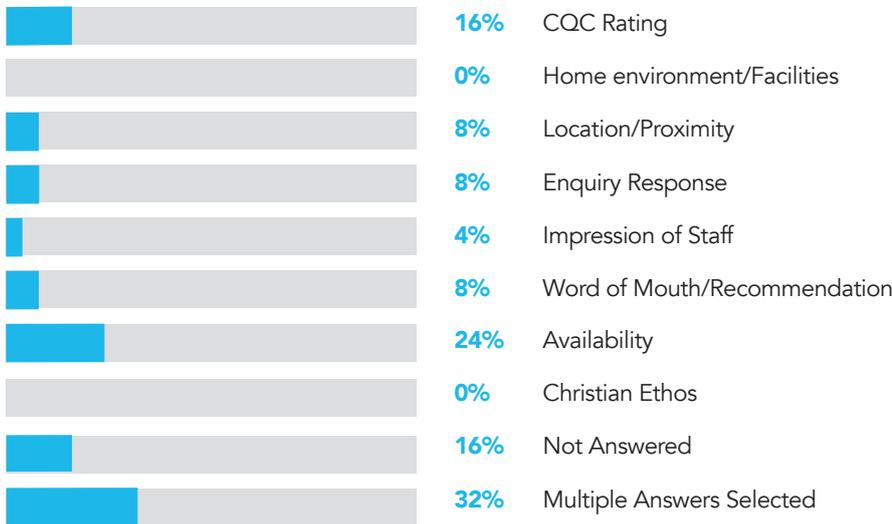
CARE RESEARCH ANALYSIS:

The results for this question are positive 68% of respondents selecting 'Good' or 'Very Good' for this question. This is only marginally less than last year's combined response rate of 71.1%.

100% of those who discovered the home via an online search or personal recommendation selected 'Good' or 'Very Good' for this question. There was one 'Very Poor' response to this question. This respondent had discovered Greenhill via the Care Home UK website.

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:

The initial results for this question suggest that 'Availability' was the most significant reason for respondents selecting this home for their friend or relative. When multiple answers are included the results (making each response have the potential to be 100%) 'Availability' still gains the highest response with 36% but 'Impression of staff' gets the second highest mark with 28%. 'Location/Proximity' also increases to 24% making it third place.

There is a slight difference in comparison to last year when 'Location/Proximity' gained the highest response rates followed by 'Availability'.

The results suggest that a wide number of factors contribute to people selecting Greenhill for their friend or relative.

Any additional comments in relation to choosing a home?

A total of eight comments were left across the previous three questions. Three comments were positive and five were neutral.

Analysis revealed two key themes:

Reasons for choosing Greenhill

One respondent stated Greenhill was 'the only home to accept' their relative, whilst another commented that they had struggled to place their relative and that Greenhill (who provided accommodation for another relative) offered a solution. They stated this offer 'was a relief and a real indication of the care and support the staff provide.'

Another respondent stated that the council placed their relative in a home that could be easily accessed to them by public transport.

Another respondent clarified not answering the previous question by stating that they were not involved in the process as their relative was placed by Bromley Care Services.

Finally, another respondent stated that deciding Greenhill was the right place for their relative was 'a lot to do with staff when I just walked in and said I was looking for a home without an appointment.'

Support when choosing a home

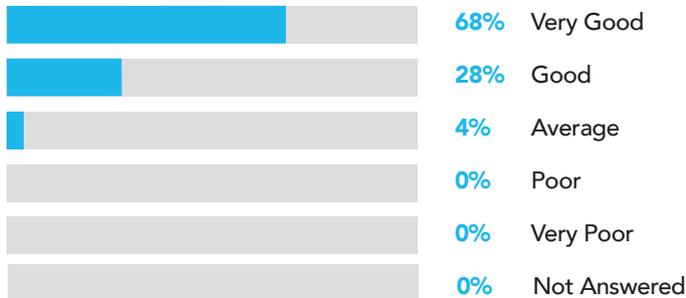
Three respondents commented on the support they received when choosing a home.

One respondent stated that staff were 'professional and friendly' whilst another stated that the support and information provided was good when they went for an initial visit.

Another respondent stated that they spoke to the manager when they were researching the home that would best suit their relative.

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

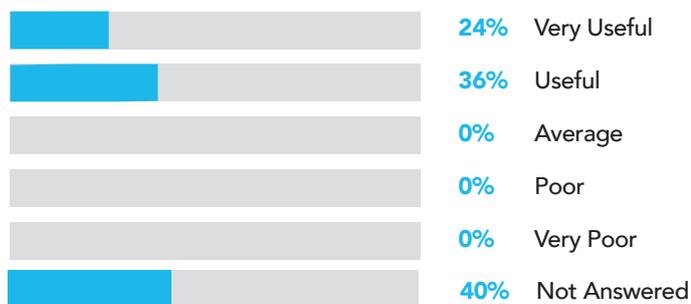


CARE RESEARCH ANALYSIS

The results for this question are positive with 96% of respondents rating the level of communication about the care their friend or relative receives as 'Good' or 'Very Good'. This is 9.4% higher than last years combined 'Good' and 'Very Good' response rate for this question with increases individual in both the 'Good' and 'Very Good' response rate. The average response rate is also 0.4% lower and there are no 'Poor' responses this year. This all suggests that levels of communication around the care received by residents have improved over the last 12 months.

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

CQC KLOE W7.1, W7.2

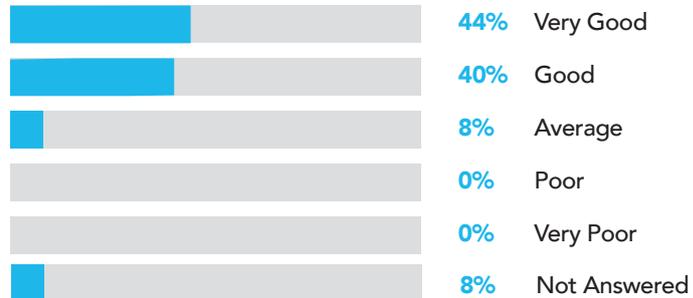


CARE RESEARCH ANALYSIS:

The results for this question are broadly positive with 60% of respondents selecting 'Useful' or 'Very Useful'. This is 11.1% lower than last year's combined response for this question, however this is due to a far higher 'Not Answered' rate which usually suggests respondents have not regularly attended the meetings and do not feel they can comment on them. It is positive to see that there are no 'Average' or 'Poor' responses this year.

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

CQC KLOE W1

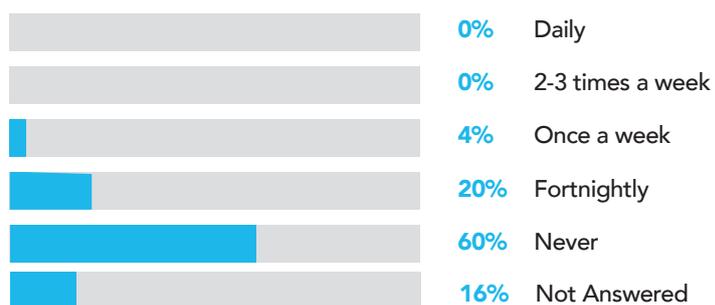


CARE RESEARCH ANALYSIS:

The results for this question are broadly positive with 84% of respondents stating the levels of communication around events and developments and across the group 's 'Good' or 'Very Good'. This is 6.2% higher than last years combing 'Good' and 'Very Good' response rate for this question. It is also positive to note that the 'Average' response rate has decreased by 7.6% and there are no 'Poor' or 'Very Poor' responses this year.

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 of this question suggest that 76% of respondents do not make use of the Mission Care website. Though this result is high, it is in fact 11.3% lower than last years combined 'Never' and 'Not Answered' score. That 24% selected either 'Once a week' or 'Fortnightly' is a significant increase on last year where only 8.9% of respondents selected these answers. Overall, whilst there are still improvements to be made, scores are better this year for this question.

Any additional comments in relation to communication?

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

Analysis revealed two key themes:

Friends and Relatives meetings

All twelve respondents who commented on the friends and relatives meetings stated that they had either never attended a meeting or had only attended a single meeting. One of these respondents stated that they were not sure where the meetings were held; another of these respondents stated that the one meeting they did attend was useful whilst another respondent who could not attend meeting felt the minutes were 'very sparse and do not contain a lot of information'. Another respondent stated that they were hoping to attend a meeting soon.

The locations of the respondents was the primary reason given for why meetings could not be attended.

Mission Care Website

Nine respondents left a comment about the Mission Care website.

Two respondents stated that they were unaware Mission Care had a website whilst another respondent stated that they visited the website 'monthly'.

The remaining five respondents all stated that they felt they received the information they needed when visiting the home.

Other points raised

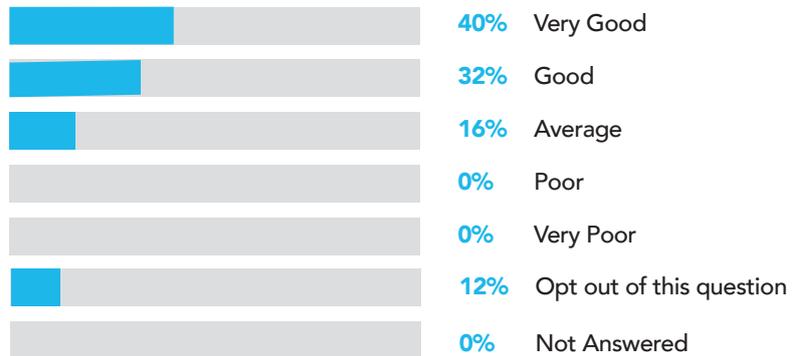
One respondent stated that they are always informed of any concerns or issues with their relative.

Another respondent stated that their relative is not actively involved in activities and so there is no need for them to be kept informed.

A third respondent said they enjoyed hearing more about the Mission Care group from senior management during a Christmas event.

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

CQC KLOE E1.5

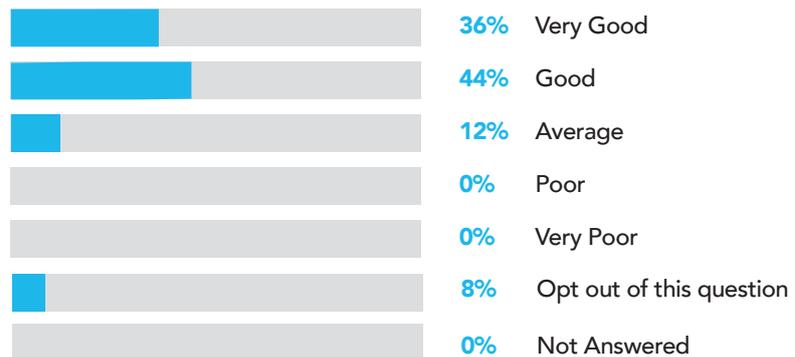


CARE RESEARCH ANALYSIS:

The results of this question are positive with 72% of respondents stating that the quality of the meals served at Greenhill are 'Good' or 'Very Good'. This is a 14.3% increase on the combined 'Good' and 'Very Good' score for this question last year. The 'Very Good' response rate has, individually, increased this year individually by 15.6%. The 'Average' score has also reduced by 12.9% and there are no 'Poor' or 'Very Poor' responses this year. The results suggest, therefore, that friends and relatives believe the quality of meals provided at Greenhill is far better than the previous year.

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

CQC KLOE E1.5



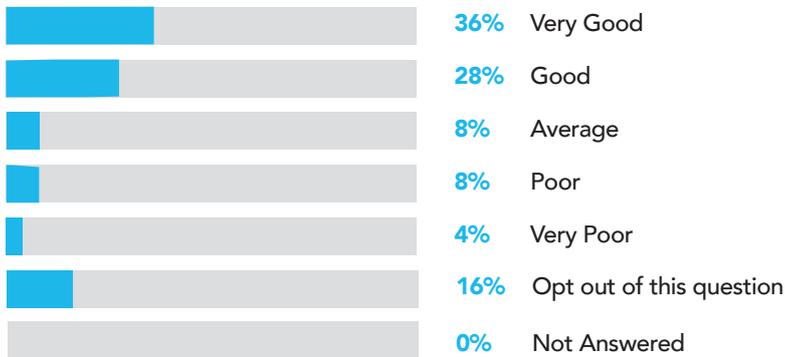
CARE RESEARCH ANALYSIS:

The results for this question are positive with 80% of respondents stating that the variety of meals on offer at Greenhill is 'Good' or 'Very Good'. This, again, is a notable improvement on last year with an increased 'Good' and 'Very Good' combined score of 22.2% for this question. There were increases in both the 'Good' and 'Very Good' individual scores as well as a reduction of over 50% of 'Average' scores when compared to last year. There were also no 'Poor' or 'Very Poor' responses this year.

The results suggest that friends and relatives believe that the variety of meals has improved over the past 12 months.

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

CQC KLOE E1.5



CARE RESEARCH ANALYSIS:

The results for this question are mixed with 64% of respondents believing the presentation of the meals served at Greenhill to be 'Good' or 'Very Good'. This is a modest 8.5% increase on last years results for this question. However, it is also important to note that 12% of respondents selected 'Poor' or 'Very Poor' for this question. This is a 7.6% increase in comparison to last year when 4.4% of respondents selected 'Poor'.

When the presentation scores are compared with the quality of meal scores, the results show that 28% of respondents selected a lower response for presentation in comparison to the score they gave the meals for quality. A 64% of respondents gave the same score and 8% of respondents selected a higher score for the presentation of the food.

The results, overall, suggest that improvements are needed in this area.

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

There was a total of eleven comments left across the previous three questions. Three comments were positive, five were critical, and the remaining three comments were neutral.

Analysis revealed two key themes:

Quality of the meals

One respondent stated that the meals were 'excellent' and that they couldn't fault the food at all.

Another respondent stated on two separate occasions that they believe the standard of food 'has deteriorated over the years.'

A third respondent stated that the food provided was 'often cold and dry'.

These comments suggests a mix of experiences and perceptions around the quality of the food provided.

Variety

One respondent stated that there was 'always a great choice' of food options available for their relative.

Another respondent stated that their relative wanted 'more exciting options' including 'curry' and 'Chinese'.

Another respondent requested that 'LIVE plain yoghurt and blueberries' be added to the menu.

Another respondent stated that the kitchen does 'very well considering they have to provide for so many differing dietary requirements.'

Opt out of the question

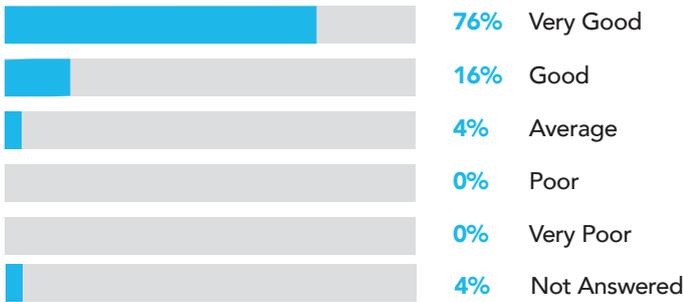
Two respondents stated that they had opted out of some of the food related questions as they had not seen the meals provided at Greenhill. Although, one of these respondents went on to say that 'the kitchen staff seem very accommodating, just as the other staff are.'

Soft diets/puréed food

Two respondents stated that their relative was on a soft diet/puréed food. One of these respondents suggested that the home use moulds to present this food in a way that more closely resembles real food. The respondent had observed this in another care setting.

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

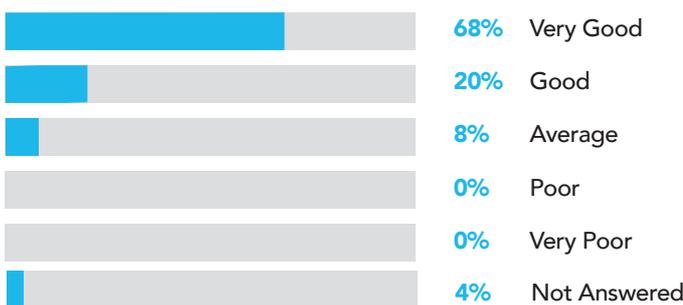


CARE RESEARCH ANALYSIS:

The results of this question are very positive. 92% of respondents believe the level at which Greenhill involves them in matters relating to their friend or relatives care is 'Good' or 'Very Good'. This is a 7.5% increase on the combined 'Good' and 'Very Good' score for this question last year. There were also no 'Poor' or 'Very Poor' responses this year.

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

CQC KLOE C1.5, C2.7

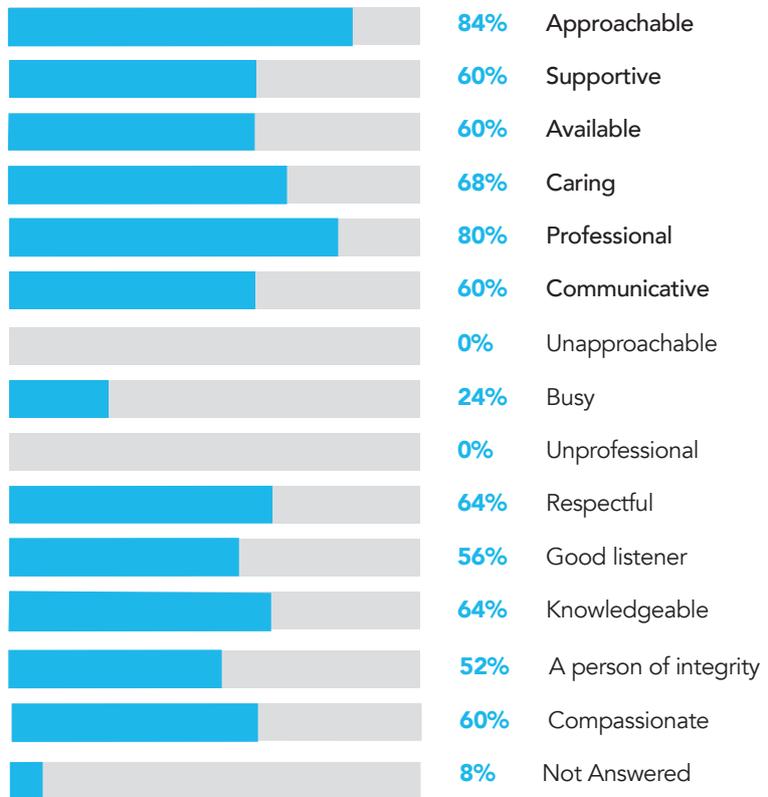


CARE RESEARCH ANALYSIS:

The results for this question are very positive with 88% of respondents believing the support their friend or relative receives from the care staff at the home is 'Good' or 'Very Good'. However, this is marginally lower (3.1%) than last year's combined score for this question.

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

CQC KLOE W1

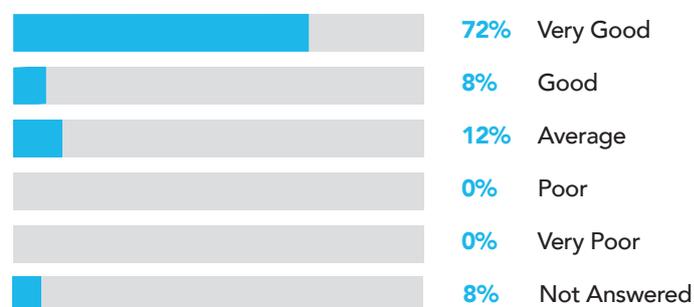


CARE RESEARCH ANALYSIS:

The results for this question are positive with 'Available' and 'Professional' being the characteristics with the highest scores. These are the same two characteristics that gained the highest scores last year. There was also no negative feedback this year.

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 80% of respondents believing the support they have received from the Home Manager was 'Good' or 'Very Good'. This is only marginally lower than last year (by 2.3%). However, it is worth noting that the 'Average' score has increased by 7.6% this year.

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

There was a total of seven comments left across the previous four questions. Four comments were positive, the remaining three were neutral.

Staff and the manager

Two respondents made comments about the staff. One respondent stated that the staff were 'all good' whilst another stated they were 'always willing to discuss any concerns'.

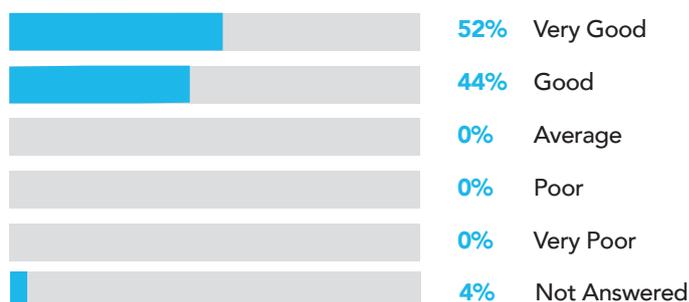
The manager was described as 'Outstanding' 'approachable' and 'always supportive and understanding'.

We have not met the manager

Three respondents stated that they had not met the manager. One respondent stated that they 'haven't really had to speak to her' whilst another stated that they were only able to visit a day a week and had not yet met the manager during these times.

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

CQC KLOE C1

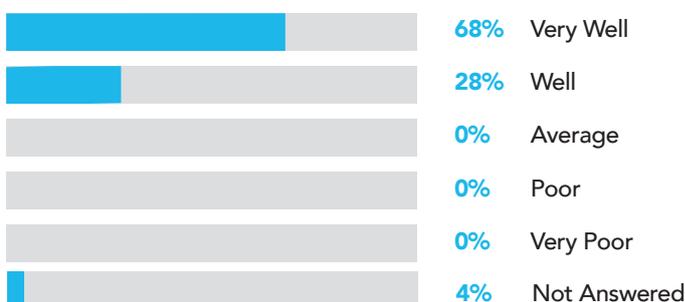


CARE RESEARCH ANALYSIS:

The results for this question are very positive with 96% of residents rating the level of care received at Greenhill as 'Good' or 'Very Good'. This is 11.5% higher than last year's combined 'Good' and 'Very Good' response rate for this question. There were also no 'Average' responses this year (in comparison to 13.3% last year).

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

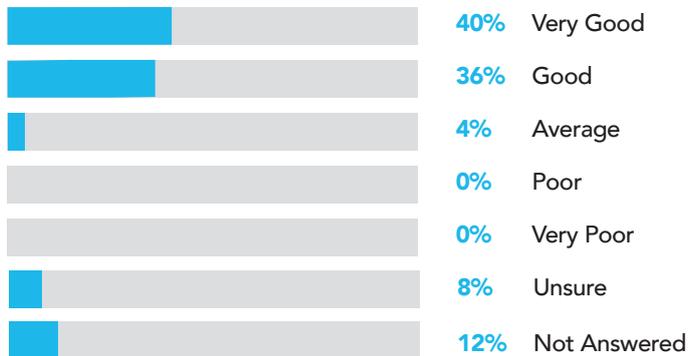
CQC KLOE C1, C3



The results for this question is very positive with 96% of respondents selecting 'Very Well' or 'Well' for this question. This score is 9.4% higher than the combined 'Well' and 'Very Well' score received for this question last year. There also were no 'Average' 'Poor' or 'Very Poor' responses this year. This suggests that there has been continued improvement in this area over the past 12 months.

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

CQC KLOE R2.7



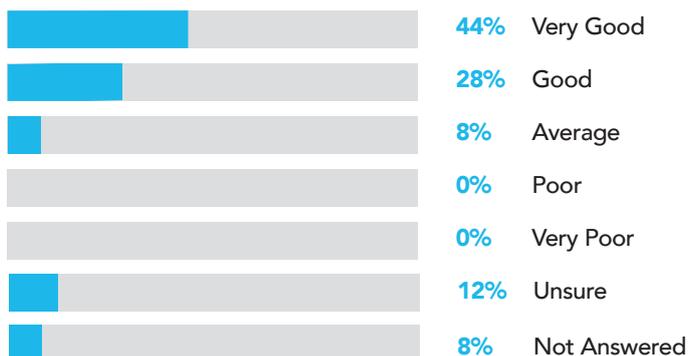
CARE RESEARCH ANALYSIS:

The results for this question are positive with 76% of respondents rating the quality activities available as 'Good' and 'Very Good'. This is 9.3% more than the combined 'Good' and 'Very Good' score for this question last year. The 'Average' score has also decreased by 7.1% and there are no 'Poor' responses this year.

Overall, the results suggest respondents rate the activities available highly and that there has been improvement in this area.

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 positive with 72% of respondents rating the pastoral support available at Greenhill as 'Good' or 'Very Good'. This is a notable 32% improvement on last years combined 'Good' and 'Very Good' score for this question. There also were no 'Poor' or 'Very Poor' responses this year.

The perception of the quality of the pastoral support available at Greenhill appears to have improved in comparison to last year.

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

A total of twenty two comments were left across the previous four questions.

Analysis revealed three key themes:

Staff

Three comments were left about a mixture of ability across care staff with one respondent stating that 'some care assistants are better than others' but that 'the majority are very good.'

Another respondent stated that the care staff 'understand' her relative. Two respondents also commented on the caring and compassionate nature of the staff at Greenhill with one respondent stating that 'the care, compassion and support the staff have shown our parents and us has been exemplary.'

Another respondent stated that the level of care their relative received 'would be much improved if there were more staff!!'

Unable to participate in activities

Five comments were made in relation to residents not being able to participate with any/ not many activities due to medical issues. One of these respondents stated that 'all we ask is for her TV to be switched on at 3pm -6.30, this doesn't often happen.' Another of these respondents stated that their relative 'would like more outings' and that the relative 'feels some of the activities are not for him-but this is more a reflection on him than the activities.'

A sixth respondent stated that their friend or relative needs encouragement to participate

Pastoral Support

There were four comments left in relation to the pastoral support provided at Greenhill.

One respondent stated that they thought their relative would like more pastoral support to be provided whilst another respondent stated that when they requested additional pastoral support for their relative and the manager 'immediately arranged this and my [relative] valued the support.'

Another resident stated about the pastoral team that they 'haven't witnessed them visiting anymore'.

A fourth respondent stated that raised a concern around visiting preachers saying that 'visiting 'preachers as opposed to small group work-can be insensitive and pedantic.'

Other points raised

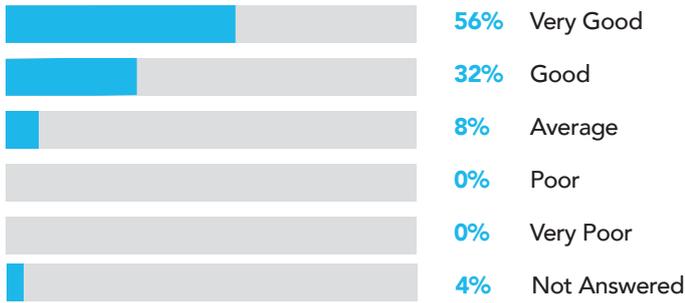
One resident suggested that a sensory room would be of value.

Another resident stated that had no knowledge of the activities provided.

A third respondent said that 'Leanora is a great activities manager' and that she has a 'great caring side'.

Another respondent stated that 'They do not understand why [there is] no running hot water in the en-suite!'

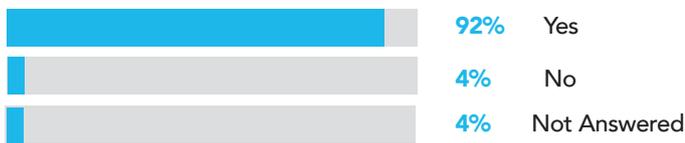
19. In general, how would you rate Mission Care as a care provider?



CARE RESEARCH ANALYSIS:

The results for this question are positive with 88% of respondents rating Mission Care as a 'Good' or 'Very Good' provider. This is 3.6% higher than last year's 'Good' and 'Very Good' combined score for this question. There are also no 'Poor' or 'Very Poor' responses this year.

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



CARE RESEARCH ANALYSIS:

The results for this question are positive with 92% of respondents stating that they would recommend Mission Care as a provider. This is 3.1% higher than last year's 'Yes' response to this question. The 'No' response is 2.7% less than last year. Overall the results suggest the majority would recommend Mission Care as a provider and this has improved over the past 12 months.

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

There were five comments left across the previous two questions. There were two positive comments and three comments that were a mixture of positive and negative feedback.

Analysis revealed two key themes:

Staff numbers and turnover

One respondent raised a concern about the turnover of staff stating that it was confusing for their relative to see so many new faces due to their dementia.

Another respondent stated that they would have selected 'Very Good' for question 18 'if more staff [were] available.'

Another respondent stated that 'the quality of care is good given the difficulties in sustaining good levels of staffing.'

Recommending Mission Care

Two respondents very emphatically stated that they would recommend Mission Care, with one respondent stating that 'I would recommend [Mission Care] to anyone looking for a place where genuine care is provided.'

Another resident who had not answered the question around recommending Mission Care stated that their relative had only recently joined and so they felt unable to comment.

Positive feedback

One respondent said they were 'happy with every aspect at Greenhill' whilst another said that 'nothing is ever too much to ask the team.'

A third respondent said 'I wish I had known about [Mission Care] when my mother needed nursing care.'

Other points raised

One respondent raised a concern about a broken door and the hot water not working. Stating that this caused extra work for care staff as they have to 'leave the room to get hot water every time they need to wash resident'. The respondent went on to say that 'the lovely hard working staff have enough to do without this problem.'

Any additional comments or questions?

There were three responses left for this question.

One respondent simply stated 'keep up the good work'.

Another respondent suggested the curtains be changed as 'the old ones are a bit dated and dull looking'.

A third respondent made a comment about the condition and appearance of the home in comparison to the care experienced stating that their relative was 'previously in a home with better facilities and the property was in better condition but the care was not the same.' They go on to say that the home did not feel personal and they did not feel they or their relative had a relationship with the staff. The comment concludes by saying 'We learnt appearances aren't everything but care and compassion are and this is what Greenhill gives us. Thank you to you all.'

care research

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MISSION CARE

T: 0303 123 3201

E: hello@missioncare.org.uk

W: www.missioncare.org.uk

CARE RESEARCH

T: 0208 226 5586

E: research@careresearch.co.uk

W: www.careresearch.co.uk

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