

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:

CARING

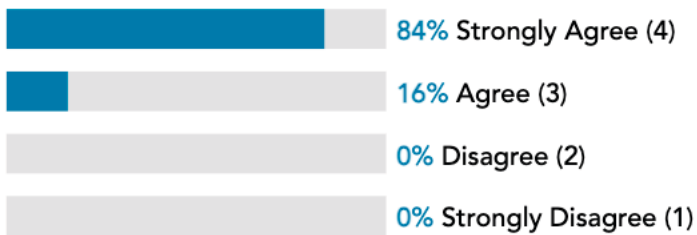
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

KINDNESS, COMPASSION AND
DIGNITY

Question: Staff are kind, compassionate and empathetic towards me...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 16% of respondents selected "Agree" and 84% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

<p>“ Staff are so welcoming, warm, friendly, kind & considerate. ”</p> <p>family</p>	<p>“ They always have a chat with me when they can. ”</p> <p>resident</p>	<p>“ Staff always take time to pop in and see dad; they show kindness all the time. ”</p> <p>family</p>
<p>“ All are happy, engaged and very pleasant. ”</p> <p>family</p>	<p>“ Staff are nice towards me. ”</p> <p>resident</p>	<p>“ Staff are lovely. ”</p> <p>resident</p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:

CARING

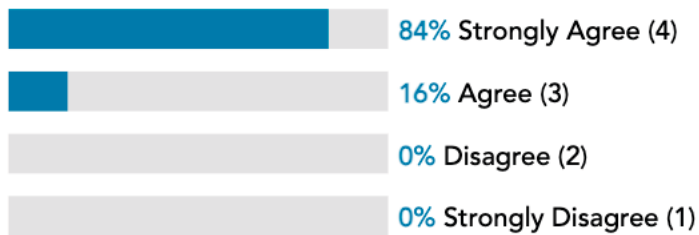
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

KINDNESS, COMPASSION AND
DIGNITY

Question: Staff treat me with dignity and respect...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 16% of respondents selected "Agree" and 84% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

“ My choice of having female carers only supporting me with personal care is respected & that makes me happy. ”
resident

“ Surpassed my expectations. ”
family

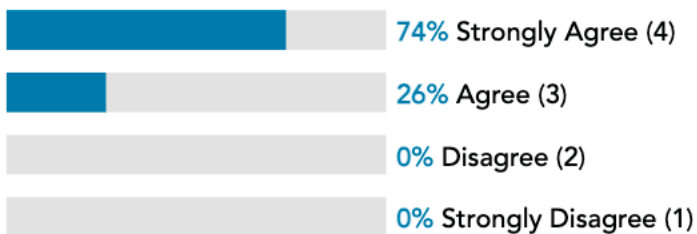
“ Staff respect and treat me with dignity. ”
resident

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	TREATING PEOPLE AS INDIVIDUALS

Question: My care is delivered in a way that suits me and that meets my needs...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 26% of respondents selected "Agree" and 74% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

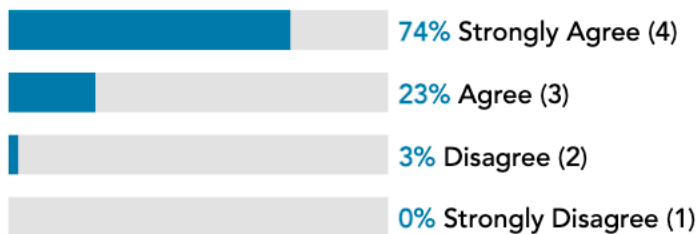
<p>“ I feel they understand and know what my mum needs. ”</p> <p><i>family</i></p>	<p>“ The staff meet my relative's care needs. ”</p> <p><i>family</i></p>	<p>“ They are professional and compassionate. ”</p> <p><i>family</i></p>
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SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	INDEPENDENCE, CHOICE AND CONTROL

Question: I am supported to be independent and make choices about the care I receive...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 23% of respondents selected "Agree" and 74% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.4.

RESPONDENT COMMENTS:

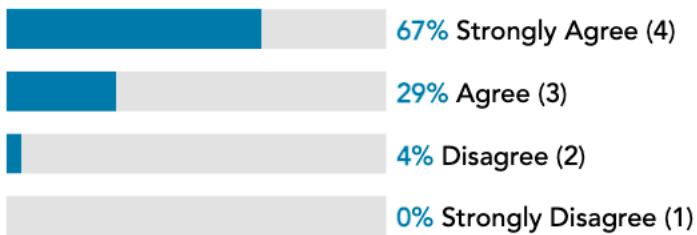
No comments were left for this question.

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	INVOLVING PEOPLE TO MANAGE RISKS

Question: I am involved and consulted in decisions around managing risks...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 29% of respondents selected "Agree" and 67% selected "Strongly Agree" for this question. Resident respondents scored 3.7 while Family respondents scored 3.4.

RESPONDENT COMMENTS:

“ As a family we are involved & given the information that we need to know. ”

family

“ I am kept in the loop and am always aware of any problems. ”

family

“ I receive ample communication generally & on an ad hoc basis when required. ”

family

“ They always discuss my relative's care needs with him. ”

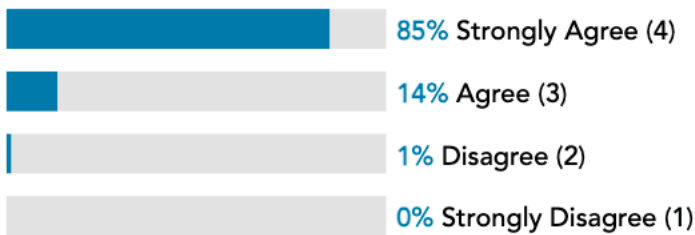
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFE ENVIRONMENTS

Question: I feel safe in the home...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 14% of respondents selected "Agree" and 85% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.7.

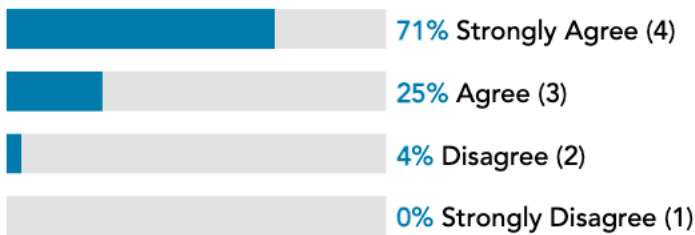
RESPONDENT COMMENTS:		
<p>“ I feel reassured that mum is safe and well looked after. ”</p> <p><i>family</i></p>	<p>“ Security is good. ”</p> <p><i>family</i></p>	<p>“ Staff always handle dad with care. Fire alarms are tested regularly & electricals are pat tested. ”</p> <p><i>family</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFE AND EFFECTIVE STAFFING

Question: There are enough care staff to support me effectively...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 25% of respondents selected "Agree" and 71% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.4.

RESPONDENT COMMENTS:

“ I feel that there are enough staff to be there for everyone. ”

family

“ Plenty of good, caring staff. ”

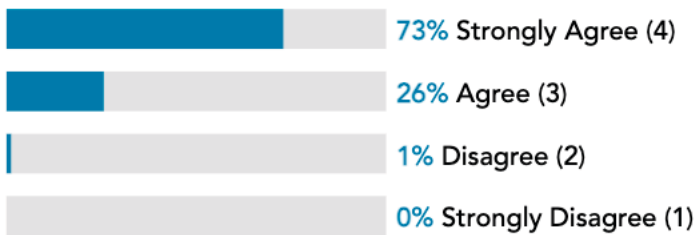
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFE AND EFFECTIVE STAFFING

Question: Care staff are competent and keep me safe...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 26% of respondents selected "Agree" and 73% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

“ There is no other place like this. ”

resident

“ Very observant and share information on any risks or changes. ”

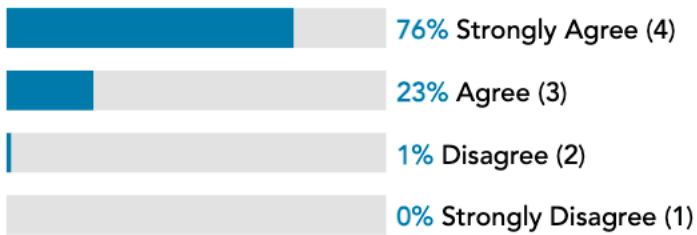
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	SAFEGUARDING

Question: The home would listen and respond quickly if I had concerns for my safety or other people's safety...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 23% of respondents selected "Agree" and 76% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

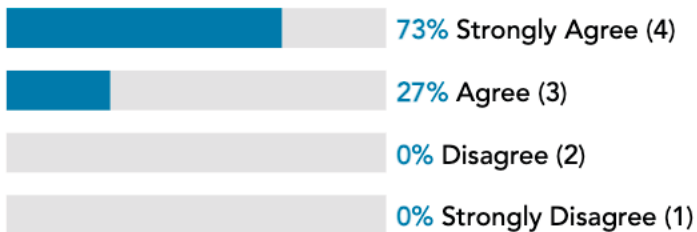
“ If I ever have questions they are dealt with quickly, with care and understanding. ”
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - RESPONSIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
RESPONSIVE	PEOPLE'S EXPERIENCE	EQUITY IN EXPERIENCES AND OUTCOMES

Question: I am treated fairly. If I reported discrimination the service would respond appropriately...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 27% of respondents selected "Agree" and 73% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

No comments were left for this question.

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:

WELL-LED

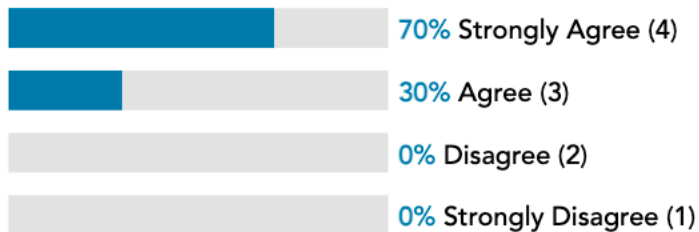
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

PARTNERSHIPS AND COMMUNITIES

Question: The service works effectively with other organisations that support me...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 30% of respondents selected "Agree" and 70% selected "Strongly Agree" for this question. Resident respondents scored 3.7 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ All services available are good. ”

family

“ Absolutely right! ”

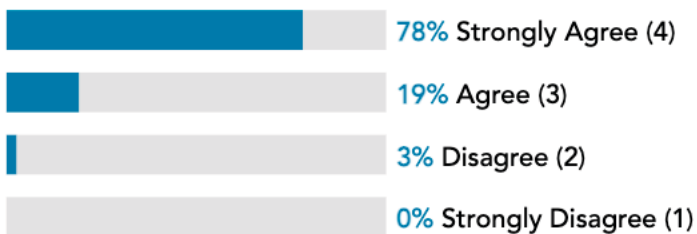
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	ASSESSING NEEDS

Question: My needs are assessed effectively and care plans are kept up to date...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 19% of respondents selected "Agree" and 78% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ Very satisfied ”

family

“ They look after me in all my vulnerable times and I love them. ”

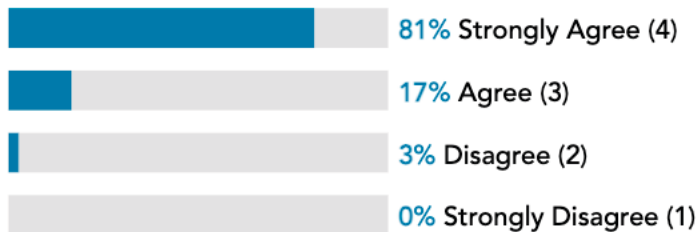
resident

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	SUPPORTING PEOPLE TO LIVE HEALTHIER LIVES

Question: I am supported to manage my health and wellbeing and make healthy choices...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 17% of respondents selected "Agree" and 81% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

“ Dementia support and understanding is great. ”

family

“ Alan tends to rely on others, but is never without support. ”

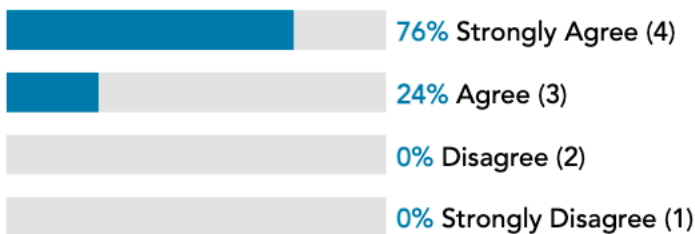
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	MONITORING AND IMPROVING OUTCOMES

Question: The care I receive has a positive impact upon my life and care quality continues to improve...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 24% of respondents selected "Agree" and 76% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ Mum has improved since being there. ”

family

“ Yes, Alan's quality of life is good, thanks to his care at Elmwood. ”

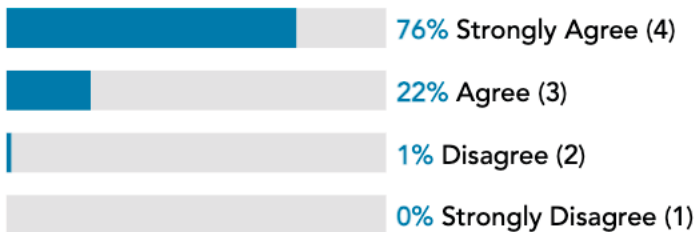
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - EFFECTIVE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
EFFECTIVE	PEOPLE'S EXPERIENCE	CONSENT TO CARE AND TREATMENT

Question: Care staff ask for my consent when providing care and ensure I understand the care being delivered...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 22% of respondents selected "Agree" and 76% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ Have always been contacted & always feel reassured that they have everything under control. ”

family

“ Communications between us is good. ”

family

“ I’m always contacted. ”

family

“ Everything is always explained to dad. ”

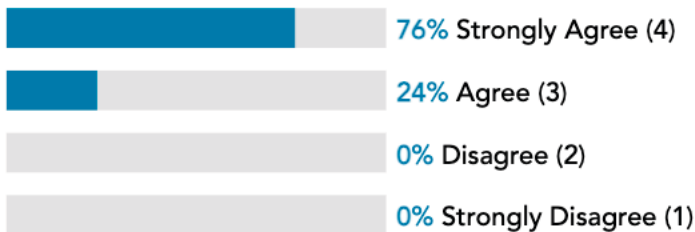
family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
WELL-LED	PEOPLE'S EXPERIENCE	PARTNERSHIPS AND COMMUNITIES

Question: The home effectively collaborates with external healthcare services to meet my healthcare needs...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.8. 24% of respondents selected "Agree" and 76% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

“ I’m happy that I get to see the GP when I can. ”

resident

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:

WELL-LED

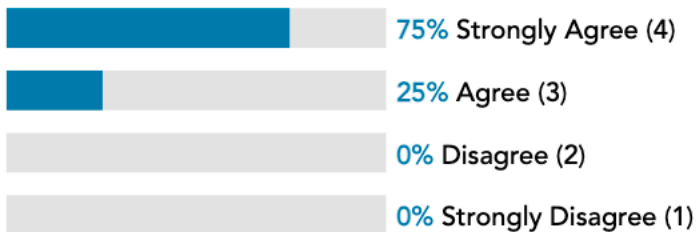
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

CAPABLE, COMPASSIONATE AND
INCLUSIVE LEADERS

Question: I feel that the management teams listens to and addresses my concerns promptly...



Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 25% of respondents selected "Agree" and 75% selected "Strongly Agree" for this question. Resident respondents scored 3.8 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ I feel management are always accessible and seen around the building. ”
family

“ Communication is excellent. ”
family

SERVICE RESPONSE: