

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:

CARING

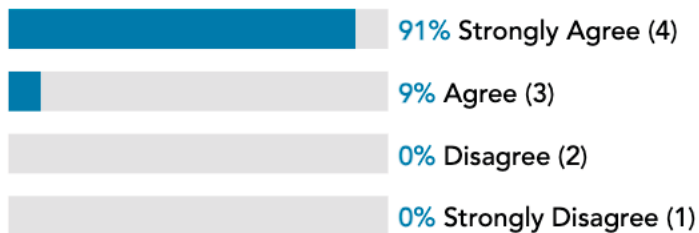
EVIDENCE CATEGORY:

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 3.9. 9% of respondents selected "Agree" and 91% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

<p>“ They engage with mum every time they see her. ”</p> <p><i>family</i></p>	<p>“ Staff are exceptionally caring, thoughtful, understanding and always smile. ”</p> <p><i>family</i></p>	<p>“ Staff ask me what I want; I feel like I am in my own home. ”</p> <p><i>resident</i></p>
<p>“ Staff listen to me. They are very patient and kind always. ”</p> <p><i>resident</i></p>	<p>“ Staff are hard working and very good to me. ”</p> <p><i>resident</i></p>	<p>“ Staff are very kind, compassionate and empathetic always. ”</p> <p><i>resident</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:

CARING

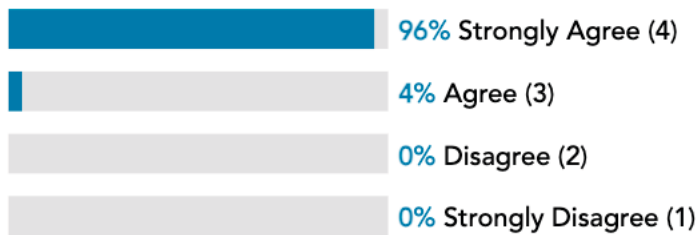
EVIDENCE CATEGORY:

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 4. 4% of respondents selected "Agree" and 96% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 4.

RESPONDENT COMMENTS:

“ Aware of my needs and preferences. ”

resident

“ Always staff treat me with dignity and respect. ”

resident

“ Staff respect my wishes and choices. ”

resident

“ They treat me with respect, dignity and privacy always. ”

resident

“ Staff treat me with dignity and respect at all times. ”

resident

“ Staff treat me with dignity and respect during care. ”

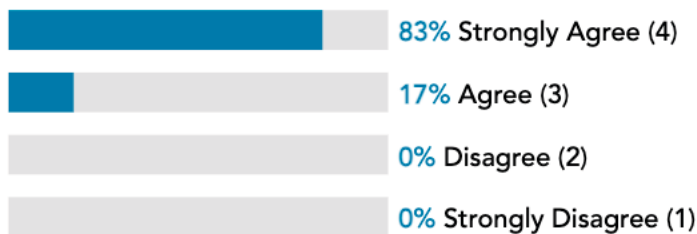
resident

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 3.8. 17% of respondents selected "Agree" and 83% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

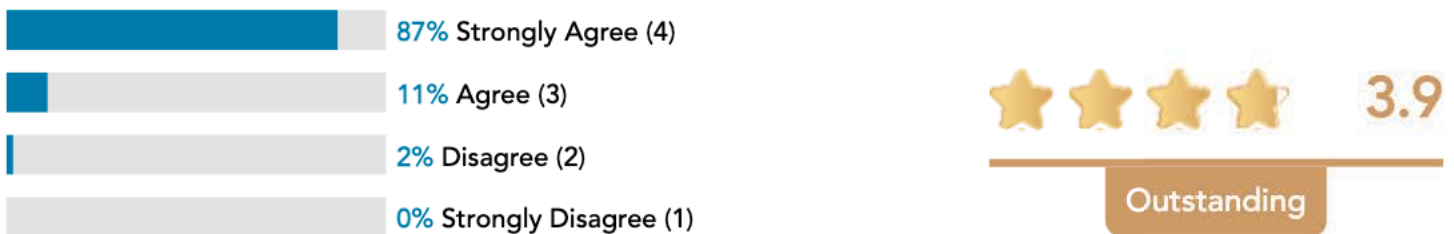
<p>“ The level of care my mother gets definitely meets her needs & is handled sensitively with compassion. ”</p> <p>family</p>	<p>“ Yes most definitely. He is very well looked after. ”</p> <p>family</p>	<p>“ I agree. They support me the way I wish to do. ”</p> <p>resident</p>
<p>“ They always works around me. ”</p> <p>resident</p>	<p>“ The care that I receive it suits me and my needs. ”</p> <p>resident</p>	<p>“ Staff support me with my needs without rushing. They take a lot time. ”</p> <p>resident</p>

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 3.9. 11% of respondents selected "Agree" and 87% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

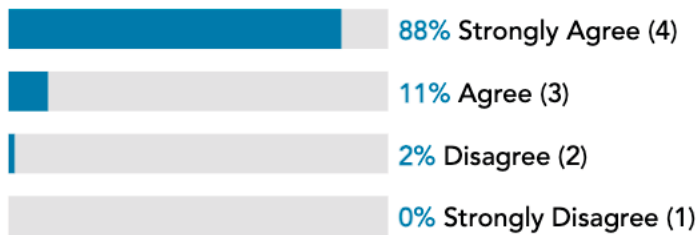
<p>“ Yes they ask if he wants to join in activities & respect his wishes if he doesn't. ”</p> <p><i>family</i></p>	<p>“ She is always shown respect by being asked if she would like to attend an event. ”</p> <p><i>family</i></p>	<p>“ Always staff ask me to do things that I can do and they reassure me. ”</p> <p><i>resident</i></p>
<p>“ Each day I have a choices and they really encourage me to do things that I can do. ”</p> <p><i>resident</i></p>	<p>“ I always have choices and the staff give me time. ”</p> <p><i>resident</i></p>	<p>“ I feel supported to make choices and decisions. ”</p> <p><i>resident</i></p>

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 3.9. 11% of respondents selected "Agree" and 88% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 3.1.

RESPONDENT COMMENTS:

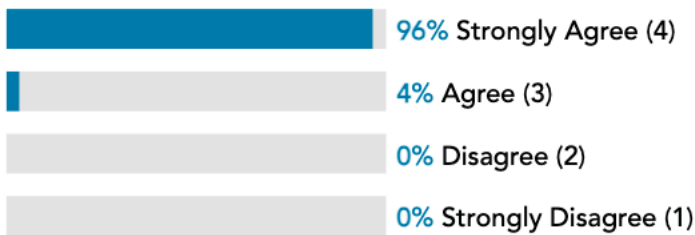
<p>“ We are always included. ”</p> <p><i>family</i></p>	<p>“ My mother is no longer able to make decisions; I am 100% confident her carers would do what is best for her. ”</p> <p><i>family</i></p>	<p>“ When my care plan was done, the nurse sat with me and I told them my story. They know me. ”</p> <p><i>resident</i></p>
<p>“ Always explained all the steps and the risks that can occur. ”</p> <p><i>resident</i></p>	<p>“ They do communicate and discuss with me when making decisions. ”</p> <p><i>resident</i></p>	<p>“ I'm involved in the decisions around my risks and care. ”</p> <p><i>resident</i></p>

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 4. 4% of respondents selected "Agree" and 96% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 4.

RESPONDENT COMMENTS:

<p>“ I have total confidence in my mother's safety at Greenhill. ”</p> <p><i>family</i></p>	<p>“ Always staff to talk to and ready to help. ”</p> <p><i>resident</i></p>	<p>“ Well managed, feel safe, good environment. ”</p> <p><i>resident</i></p>
<p>“ I feel protected and safe. ”</p> <p><i>resident</i></p>	<p>“ The home makes me safe. ”</p> <p><i>resident</i></p>	<p>“ I feel very safe at Greenhill. ”</p> <p><i>resident</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:

SAFE

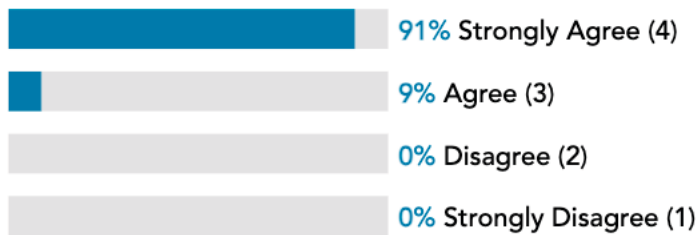
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

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 3.9. 9% of respondents selected "Agree" and 91% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ Certainly. The carers always find time to sit & talk to my mother as she likes to 'chat'. ”
family

“ Yes, they help you calmly, they don't rush. The staff come and chat with me. ”
resident

“ Always lots of staff around and happy to help me. ”
resident

“ Enough staff to support. Staff respond to me when I call the bell for help. ”
resident

“ The home has enough staff to support me effectively. ”
resident

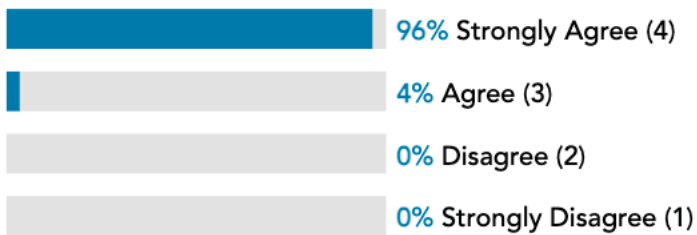
“ Staff respond to me quickly when I need help. ”
resident

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 4. 4% of respondents selected "Agree" and 96% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 4.

RESPONDENT COMMENTS:

<p>“ Care staff always use the appropriate equipment. ”</p> <p><i>family</i></p>	<p>“ He is watched and monitored all the time; we are happy that he is safe. ”</p> <p><i>family</i></p>	<p>“ Very much, they really know their job. ”</p> <p><i>resident</i></p>
<p>“ Aware of the procedures and ways to keep me safe. ”</p> <p><i>resident</i></p>	<p>“ I feel safe and respected. ”</p> <p><i>resident</i></p>	<p>“ Staff are very competent & keep me safe during transfers always. ”</p> <p><i>resident</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:

SAFE

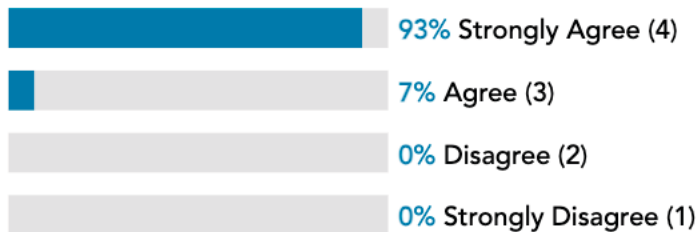
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

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 3.9. 7% of respondents selected "Agree" and 93% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.9.

RESPONDENT COMMENTS:

“ Staff always listen if I have any concerns & try their best to address the concern as soon as possible. ”
family

“ Everyone is good here, they listen and act. ”
resident

“ Always I'm listened to and any concerns I have the management will look into. ”
resident

“ All staff are very prompt and ready to listen. ”
resident

“ Safety is their first priority and respond well when any concerns arise. ”
resident

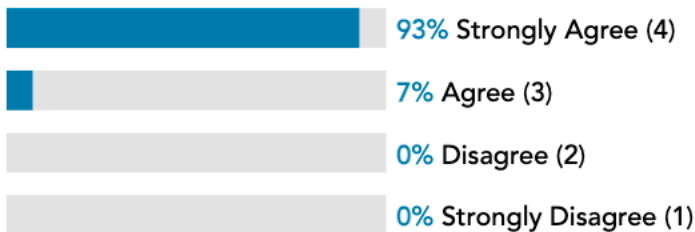
“ The staff always listen to me and they respond quickly to my concerns. ”
resident

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 3.9. 7% of respondents selected "Agree" and 93% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

<p>“ I feel safe and treated fairly. ”</p> <p><i>resident</i></p>	<p>“ They take all necessary steps to deal with concerns very seriously. ”</p> <p><i>resident</i></p>	<p>“ All are equally respected. ”</p> <p><i>resident</i></p>
<p>“ The service responds appropriately to my concerns and I'm treated fairly at all times. ”</p> <p><i>resident</i></p>	<p>“ I feel that I'm treated fairly. ”</p> <p><i>resident</i></p>	<p>“ I'm treated fairly always. ”</p> <p><i>resident</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:

WELL-LED

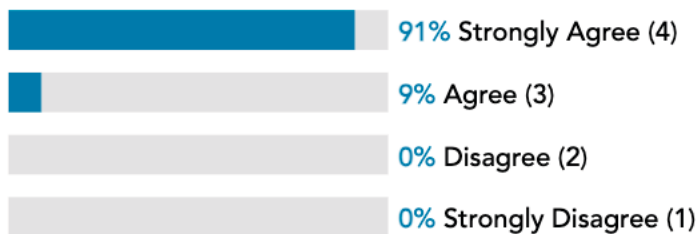
EVIDENCE CATEGORY:

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 3.9. 9% of respondents selected "Agree" and 91% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

“ My mother has enjoyed the visits of the exercise tutor, chiropodist, nail beautician, the pastor. ”
family

“ Doctor comes, had some physio, eyes were checked, the social worker came to see me. ”
resident

“ Work well with all the organisations. ”
resident

“ Working with other organisations effectively to meet my needs. ”
resident

“ Other professionals are involved to support my health needs. ”
resident

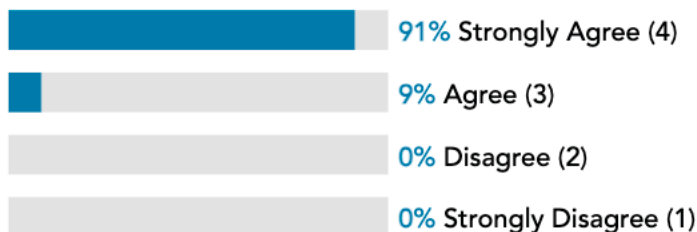
“ Other professionals visited me; good collaboration with other organisations to support my needs. ”
resident

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 3.9. 9% of respondents selected "Agree" and 91% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

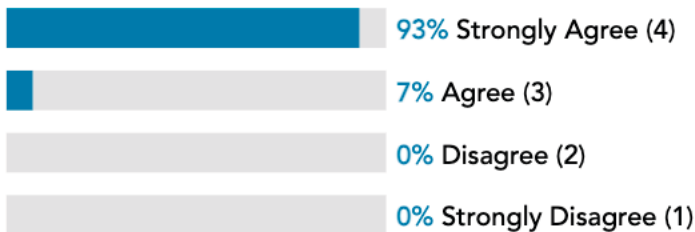
<p>“ Receiving the weekly activities calendar is very helpful in terms of our daily chats. ”</p> <p>family</p>	<p>“ My needs are always checked and re-assessed by nurses and staff. ”</p> <p>resident</p>	<p>“ Staff communicate and update with me/my family when needs are changed. ”</p> <p>resident</p>
<p>“ I am assessed to support my care needs. ”</p> <p>resident</p>	<p>“ The staff are well trained and they are keeping me up to date and my documents. ”</p> <p>resident</p>	<p>“ My needs are kept up to date and they are assessed effectively. ”</p> <p>resident</p>

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 3.9. 7% of respondents selected "Agree" and 93% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

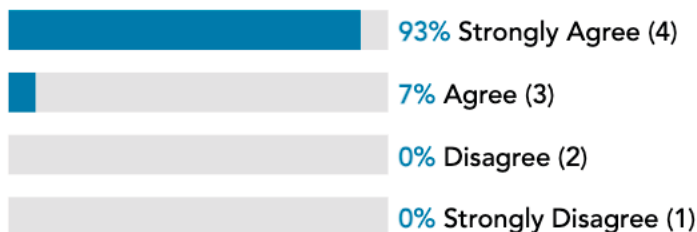
<p>“ He is encouraged to eat & drink, as sometimes he doesn't want to do this. ”</p> <p><i>family</i></p>	<p>“ My mother wasn't eating or drinking enough. After a couple of months she has put on weight & drinks continually. ”</p> <p><i>family</i></p>	<p>“ I feel supported and staff help me to make my healthy choices. ”</p> <p><i>resident</i></p>
<p>“ I am supported to manage my health and wellbeing with the support of staff. ”</p> <p><i>resident</i></p>	<p>“ Healthy choices are available. ”</p> <p><i>resident</i></p>	<p>“ I'm always supported to manage my health and wellbeing. ”</p> <p><i>resident</i></p>

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 3.9. 7% of respondents selected "Agree" and 93% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

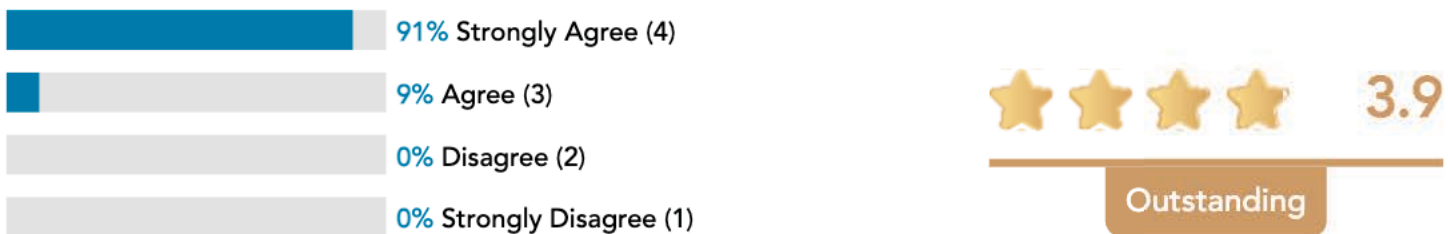
<p>“ Most definitely, the care is having a very positive impact on her life. ”</p> <p><i>family</i></p>	<p>“ My mother is now safe under the excellent care she receives. ”</p> <p><i>family</i></p>	<p>“ At home I was bored & struggling to cope; now I'm happy, living well, feeling safe & part of a community. ”</p> <p><i>resident</i></p>
<p>“ Good impact on my wellbeing being around nice and good people. ”</p> <p><i>resident</i></p>	<p>“ Good care and good communication. ”</p> <p><i>resident</i></p>	<p>“ The care that I receive has a good impact on my health and it helps my wellbeing. ”</p> <p><i>resident</i></p>

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 3.9. 9% of respondents selected "Agree" and 91% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

<p>“ Yes, care staff always check with my mum first before they attend to her needs. ”</p> <p><i>family</i></p>	<p>“ Yes, all the time. If I say no, they come back later. ”</p> <p><i>resident</i></p>	<p>“ Always asked for my consent before any procedure. ”</p> <p><i>resident</i></p>
<p>“ Staff communicate with me when they come to do or support my needs. ”</p> <p><i>resident</i></p>	<p>“ Staff ask my consent before they do anything for me. ”</p> <p><i>resident</i></p>	<p>“ The staff always ask for my consent. ”</p> <p><i>resident</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:

WELL-LED

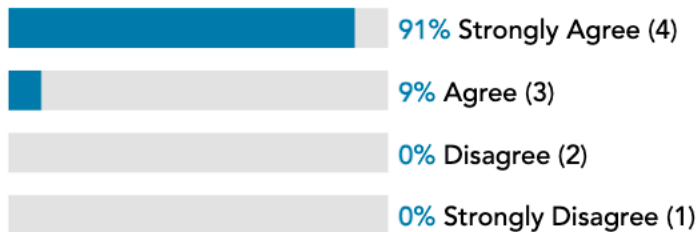
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

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 3.9. 9% of respondents selected "Agree" and 91% selected "Strongly Agree" for this question. Resident respondents scored 3.9 while Family respondents scored 3.9.

RESPONDENT COMMENTS:

“ When a gp is required, there is no waiting time. ”

family

“ Appointments are managed extremely well. ”

family

“ Whatever I have needed, they have people who come to do. ”

resident

“ They work with other organisations to support my needs. ”

resident

“ I have been seen by other health professionals and GP very regularly. ”

resident

“ I was seen by Dentist, Opticians and Podiatrist. ”

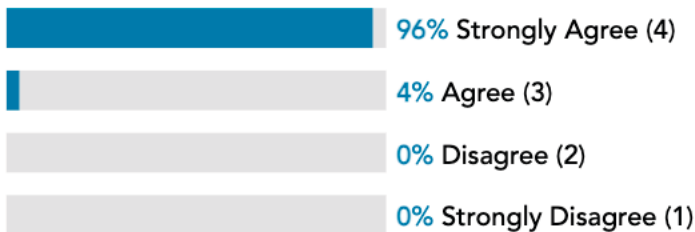
resident

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
WELL-LED	PEOPLE'S EXPERIENCE	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 4. 4% of respondents selected "Agree" and 96% selected "Strongly Agree" for this question. Resident respondents scored 4 while Family respondents scored 3.9.

RESPONDENT COMMENTS:

<p>“ Yes, this is done both personally on a 1:1 basis and in regular family meetings. ”</p> <p>family</p>	<p>“ Very well; they chat with me & ask me to let them know if I have any concerns. ”</p> <p>resident</p>	<p>“ The management listen and address my needs promptly. ”</p> <p>resident</p>
<p>“ Very good management team and very responsive. ”</p> <p>resident</p>	<p>“ I am supported well, if any concerns arise, they listen and respond well. ”</p> <p>resident</p>	<p>“ They listen and take necessary steps. ”</p> <p>resident</p>

SERVICE RESPONSE: