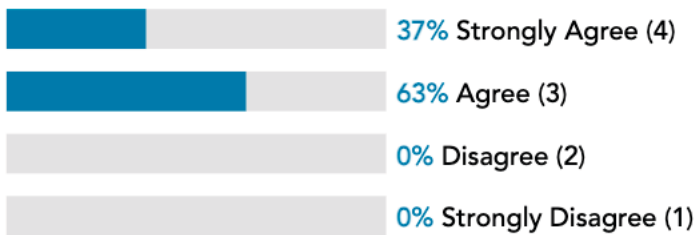


PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	KINDNESS, COMPASSION AND DIGNITY

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



Care Research Analysis: The results of this question are Good with an average score of 3.4. 63% of respondents selected "Agree" and 37% selected "Strongly Agree" for this question. Resident respondents scored 3.3 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

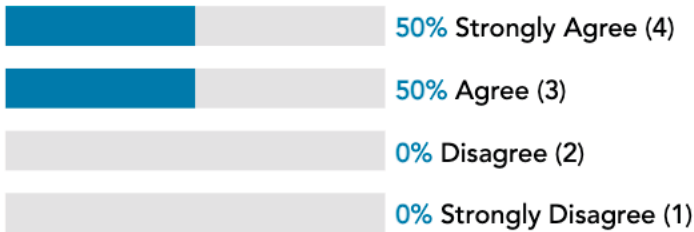
<p>“ I witness nice behaviour towards mum when I'm there. ”</p> <p><i>family</i></p>	<p>“ Staff are so kind and empathetic, supporting me with all my daily needs. ”</p> <p><i>resident</i></p>	<p>“ The staff are very very good to me, I will give 10 out of 10. ”</p> <p><i>resident</i></p>
--	--	---

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	KINDNESS, COMPASSION AND DIGNITY

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



Care Research Analysis: The results of this question are Good with an average score of 3.5. 50% of respondents selected "Agree" and 50% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.4.

RESPONDENT COMMENTS:		
<p>“ They really care for my husband with kindness and compassion. ”</p> <p><i>family</i></p>	<p>“ When I'm visiting I see the staff showing kindness. ”</p> <p><i>family</i></p>	<p>“ She said staff treat her well, with dignity and respect. ”</p> <p><i>resident</i></p>

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:

CARING

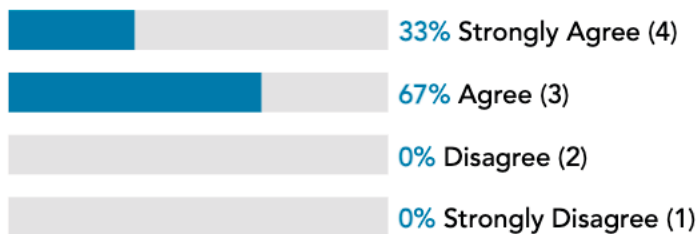
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

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 Good with an average score of 3.3. 67% of respondents selected "Agree" and 33% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ Health is well monitored & always acted on if they have any concerns. Always clean & shaven. ”

family

“ The staff are always helping me. ”

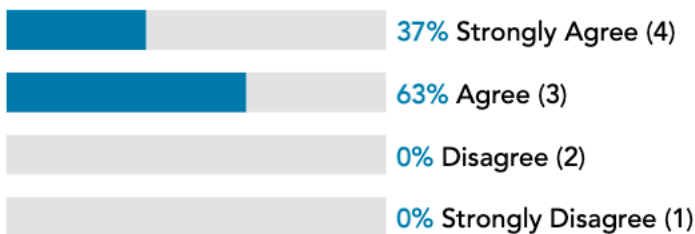
resident

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 Good with an average score of 3.4. 63% of respondents selected "Agree" and 37% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 3.3.

RESPONDENT COMMENTS:

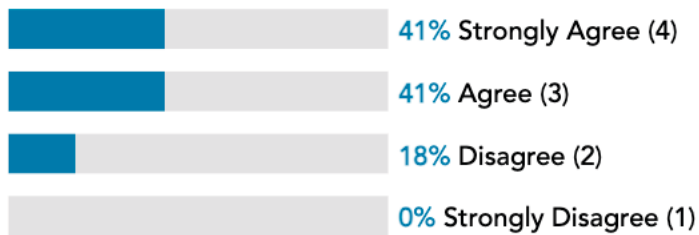
<p>“ My husband sometimes wants to be independent and they respect that. ”</p> <p><i>family</i></p>	<p>“ They really try their best with him. ”</p> <p><i>family</i></p>	<p>“ Even with mum's dementia I believe she is somewhat involved when making choices for herself. ”</p> <p><i>family</i></p>
<p>“ He does sometimes need guidance as cannot always decide or react but always given the option. ”</p> <p><i>family</i></p>	<p>“ I am getting more care; I am very happy with the care I receive. ”</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 Good with an average score of 3.2. 41% of respondents selected "Agree" and 41% selected "Strongly Agree" for this question. Resident respondents scored 3.1 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

“ Everyone tells us exactly what is going on with him. ”

family

“ I have been informed about all decisions made to keep mum safe. ”

family

“ I am contacted should an issue arise, it will be fully discussed. ”

family

“ I am involved. ”

family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:

SAFE

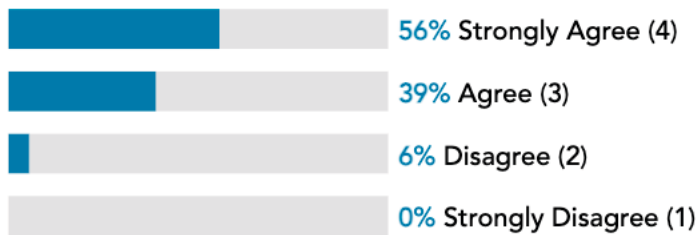
EVIDENCE CATEGORY:

PEOPLE'S EXPERIENCE

QUALITY STATEMENT:

SAFE ENVIRONMENTS

Question: I feel safe in the home...



Care Research Analysis: The results of this question are Good with an average score of 3.5. 39% of respondents selected "Agree" and 56% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

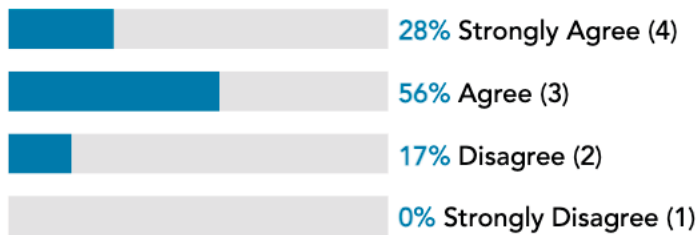
<p>“ Very safe. ”</p> <p><i>family</i></p>	<p>“ He is well cared for and checked regularly. ”</p> <p><i>family</i></p>	<p>“ I feel very safe in here and all are supporting me very well. ”</p> <p><i>resident</i></p>
<p>“ I feel safe here, I am so happy. ”</p> <p><i>resident</i></p>	<p>“ Happy to stay here. ”</p> <p><i>resident</i></p>	<p>“ Feel safe. ”</p> <p><i>resident</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 Good with an average score of 3.1. 56% of respondents selected "Agree" and 28% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.

RESPONDENT COMMENTS:

“ When I want care, staff are ready to help so I think we have enough. ”

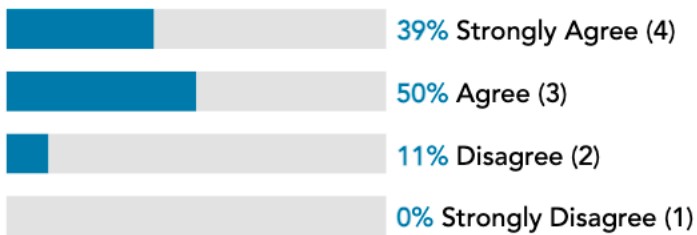
resident

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 Good with an average score of 3.3. 50% of respondents selected "Agree" and 39% selected "Strongly Agree" for this question. Resident respondents scored 3.3 while Family respondents scored 3.2.

RESPONDENT COMMENTS:

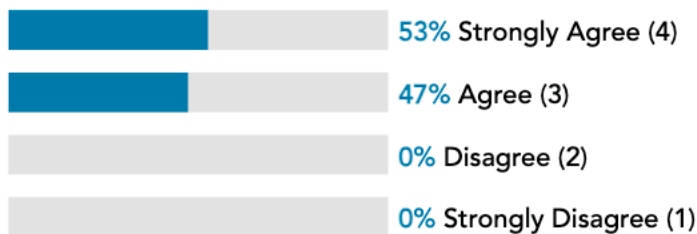
No comments were left for this question.

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - SAFE

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
SAFE	PEOPLE'S EXPERIENCE	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 Good with an average score of 3.5. 47% of respondents selected "Agree" and 53% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

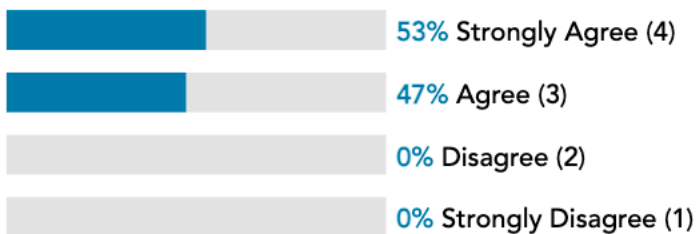
<p>“ Yes definitely ”</p> <p><i>family</i></p>	<p>“ When I have had concerns, I have spoken to the manager who had dealt with the problem promptly. ”</p> <p><i>family</i></p>	<p>“ They listen and respond. ”</p> <p><i>family</i></p>
--	---	--

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 Good with an average score of 3.5. 47% of respondents selected "Agree" and 53% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

“ Yes, they do. ”

family

SERVICE RESPONSE:

PEOPLE'S EXPERIENCE - WELL-LED

KEY QUESTION:

WELL-LED

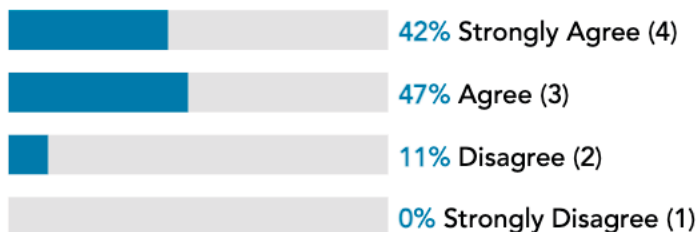
EVIDENCE CATEGORY:

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 Good with an average score of 3.3. 47% of respondents selected "Agree" and 42% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

“ Very good, when the the doctor visits, I am informed of any changes quickly. ”

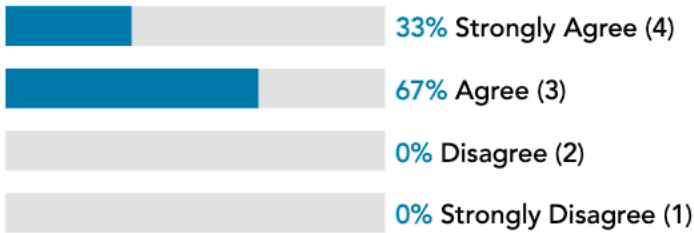
family

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 Good with an average score of 3.3. 67% of respondents selected "Agree" and 33% selected "Strongly Agree" for this question. Resident respondents scored 3.3 while Family respondents scored 3.4.

RESPONDENT COMMENTS:

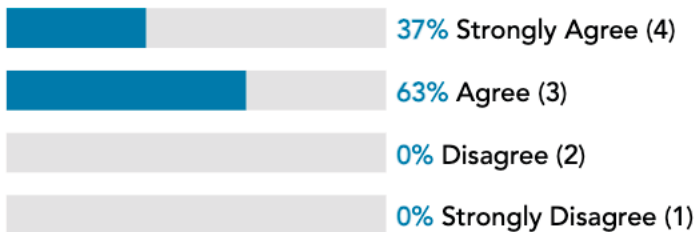
No comments were left for this question.

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 Good with an average score of 3.4. 63% of respondents selected "Agree" and 37% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 3.3.

RESPONDENT COMMENTS:

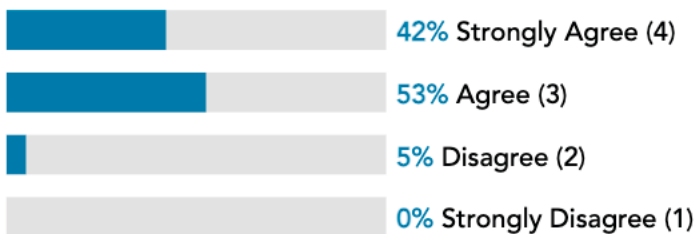
“ My relative has made friends with all the kitchen staff, who always accommodate his requests. Thank you! ”
family

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 Good with an average score of 3.4. 53% of respondents selected "Agree" and 42% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 3.3.

RESPONDENT COMMENTS:

“ Yes ”

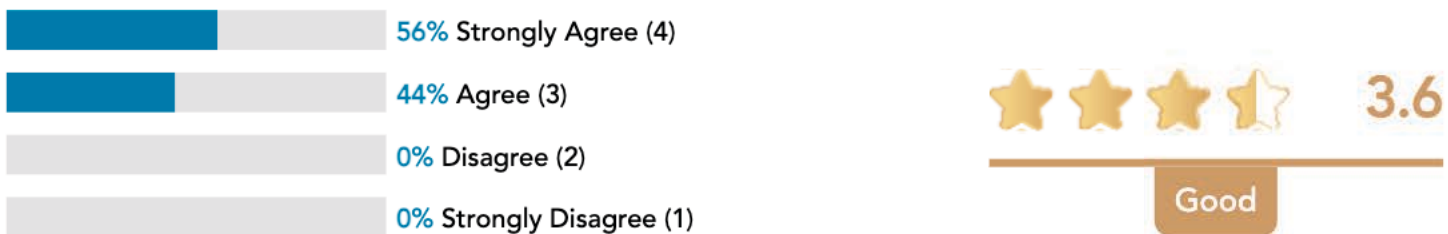
family

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 Good with an average score of 3.6. 44% of respondents selected "Agree" and 56% selected "Strongly Agree" for this question. Resident respondents scored 3.5 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

“ Yes ”

family

“ I'm always informed of care choices or changes. ”

family

“ Always explained to me and the relative to best ability. ”

family

“ Always asking for permission before every care. ”

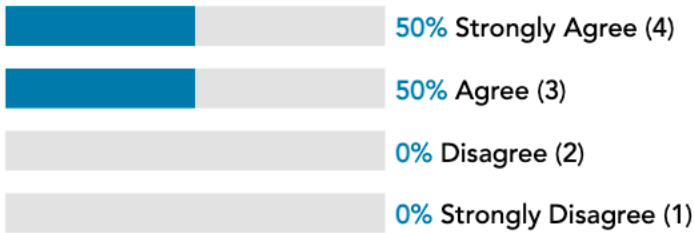
resident

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 Good with an average score of 3.5. 50% of respondents selected "Agree" and 50% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

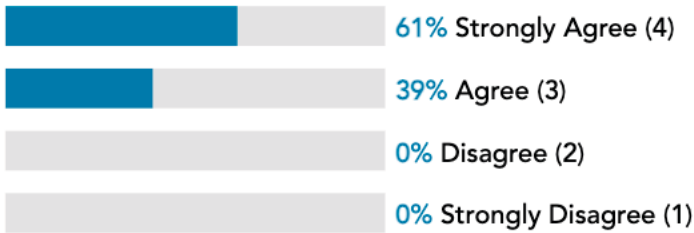
No comments were left for this question.

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 3.6. 39% of respondents selected "Agree" and 61% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

<p>“ Yes always ”</p> <p><i>family</i></p>	<p>“ The manager is so caring and compassionate and all the staff are too. ”</p> <p><i>family</i></p>	<p>“ It's always gone well. ”</p> <p><i>family</i></p>
--	---	--

SERVICE RESPONSE: