PEOPLE'S EXPERIENCE - CARING

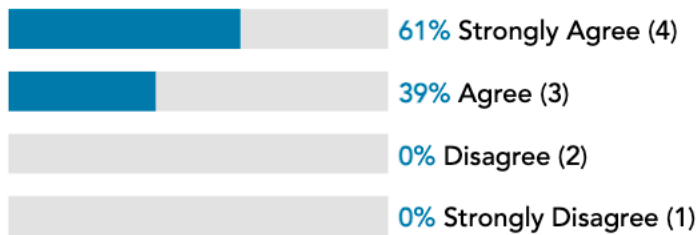| KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	KINDNESS, COMPASSION AND DIGNITY

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

61% Strongly Agree (4)

39% Agree (3)

0% Disagree (2)

0% Strongly Disagree (1)

★ ★ ★ ☆   3.6

Outstanding

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:

> " My mother couldn't be in a better place for her care. All aspects are 1st class. "
>
> *family*

> " They have gone out of their way to be friendly and attentive towards mum. "
>
> *family*

> " Our mum has been cared for and treated with the upmost respect by all the staff. "
>
> *family*

> " Oh yes, they are. "
>
> *resident*

> " They are all nice in here, honestly they are, am lucky. "
>
> *resident*

> " Yeh, they are. "
>
> *resident*

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...
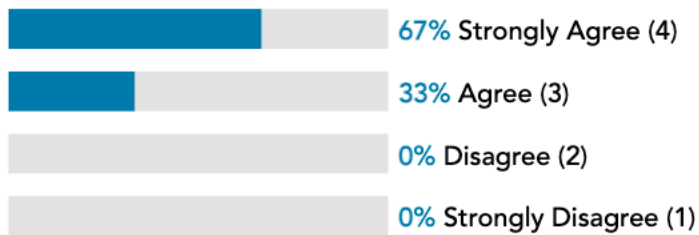
67% Strongly Agree (4)

33% Agree (3)

0% Disagree (2)

0% Strongly Disagree (1)

⭐⭐⭐⭐ **3.7**

Outstanding

Care Research Analysis: The results of this question are Outstanding with an average score of 3.7. 33% of respondents selected "Agree" and 67% selected "Strongly Agree" for this question. Resident respondents scored 3.7 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

> They are so lovely to my mum.
>
> *family*

> Staff are always kind and caring. They understand my father's needs.
>
> *family*

> The staff are absolutely all these things. If offers mum's family peace of mind.
>
> *family*

> yes
>
> *resident*

> Yeah, they are very good, am very lucky I think.
>
> *resident*

> My view is that they do.
>
> *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...

50% Strongly Agree (4)

44% Agree (3)

0% Disagree (2)

6% Strongly Disagree (1)

★★★☆ 3.4
Good
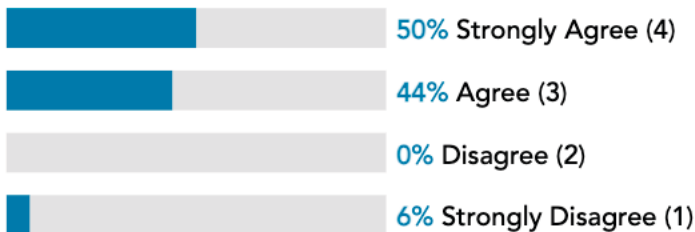
Care Research Analysis: The results of this question are Good with an average score of 3.4. 44% of respondents selected "Agree" and 50% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

> Staff see to all my mother's welfare and medical needs with care and professionalism.

family

> The staff know mum very well after 15 months and provide 100% the care she needs.

family

> Mum's care is 100% on point in all aspects.

family

> yes

resident

> Yeah, am quite happy because they are so nice, am lucky to be here.

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...

47% Strongly Agree (4)

47% Agree (3)

6% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.4
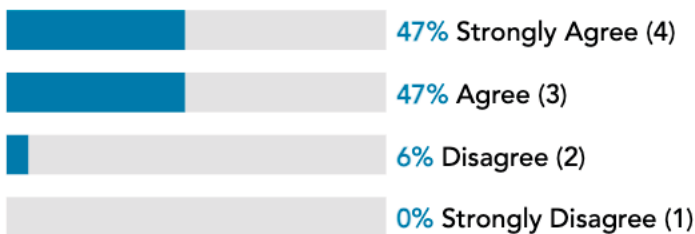
Good

Care Research Analysis: The results of this question are Good with an average score of 3.4. 47% of respondents selected "Agree" and 47% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.6.

RESPONDENT COMMENTS:

> " My father is unable to make decisions; our family are brought in when needed. "
>
> *family*

> " Staff always try to encourage my mum to make independent choices. "
>
> *family*

> " The encouragement is there but there is no unwanted force. "
>
> *family*

> " The carers encourage mum to help herself and are patient with her at the same time. "
>
> *family*

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...

63% Strongly Agree (4)

31% Agree (3)

6% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.6
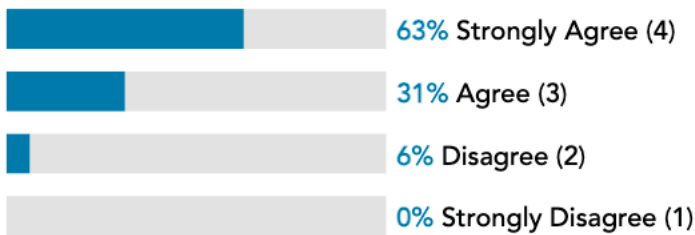
Good

Care Research Analysis: The results of this question are Good with an average score of 3.6. 31% of respondents selected "Agree" and 63% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

> They involve me with everything.
>
> *family*

> We are always kept informed.
>
> *family*

> I have been well informed about any risks to my father. Communication is excellent.
>
> *family*

> Willett are very good at quickly communicating/reporting any incidents with mum.
>
> *family*

> They tell me to use my zimmer frame so I don't have a fall. I think I am very lucky.
>
> *resident*

> They do consult me and my family.
>
> *resident*

SERVICE RESPONSE:
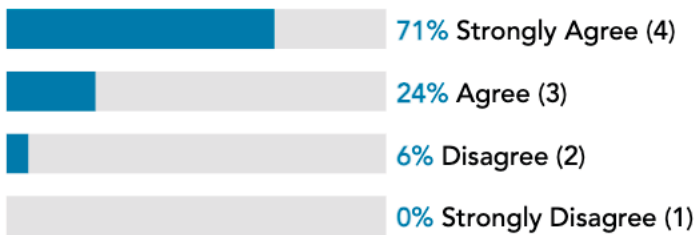
PEOPLE'S EXPERIENCE - SAFE

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

Question: I feel safe in the home...

71% Strongly Agree (4)

24% Agree (3)

6% Disagree (2)

0% Strongly Disagree (1)

★★★⯪ **3.6**

Outstanding

Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 24% of respondents selected "Agree" and 71% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

> I'm so happy my mum is safe at the home.
>
> *family*

> We have no problems regarding the safety of my mum.
>
> *family*

> Kept safe and well looked after.
>
> *family*

> 100%
>
> *family*

> Yes, I feel safe here.
>
> *resident*

> Oh yeah, I do, I feel safe, we are all happy in here.
>
> *resident*

SERVICE RESPONSE:

MISSIONCARE
CALLED TO SERVE

care research

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...

27% Strongly Agree (4)

53% Agree (3)

20% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.1
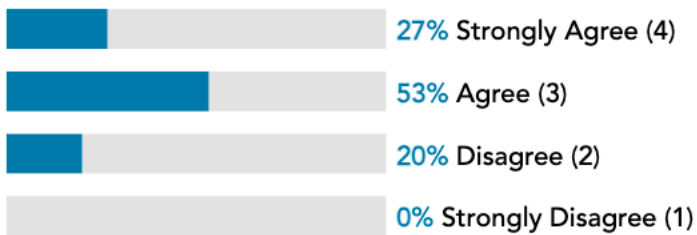
Good

Care Research Analysis: The results of this question are Good with an average score of 3.1. 53% of respondents selected "Agree" and 27% selected "Strongly Agree" for this question. Resident respondents scored 2.9 while Family respondents scored 3.3.

RESPONDENT COMMENTS:

> " There are always staff on hand looking after the residents. "
>
> *family*

> " We have peace of mind about the timely attention mum receives; always plenty of staff around when we visit. "
>
> *family*

> " I think they do. The staff are lovely, all of them. "
>
> *resident*

SERVICE RESPONSE:

MISSIONCARE
CALLED TO SERVE

care research

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...

56% Strongly Agree (4)

38% Agree (3)

6% Disagree (2)

0% Strongly Disagree (1)

⭐⭐⭐½ **3.5**
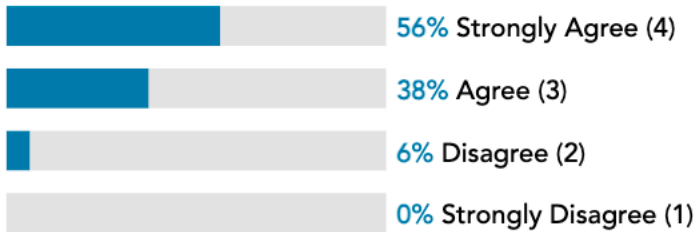
Good

Care Research Analysis: The results of this question are Good with an average score of 3.5. 38% of respondents selected "Agree" and 56% selected "Strongly Agree" for this question. Resident respondents scored 3.3 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

> Very safe.
>
> *family*

> The care staff are fully competent in keeping my relative safe.
>
> *family*

> Staff often talk to my father and reassure him.
>
> *family*

> The family are 100% relaxed & happy in the knowledge the staff are experienced & carry out their work professionally.
>
> *family*

> The care level is very good and this is another situation that offers peace of mind for mum & family.
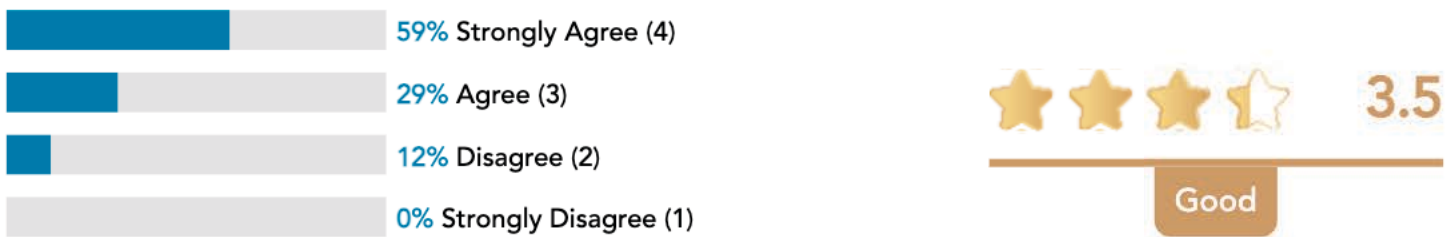>
> *family*

> Yes, they can use the equipment.
>
> *resident*

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...

59% Strongly Agree (4)

29% Agree (3)

12% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.5

Good

Care Research Analysis: The results of this question are Good with an average score of 3.5. 29% of respondents selected "Agree" and 59% selected "Strongly Agree" for this question. Resident respondents scored 3.2 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

> All concerns are responded to and actioned very well.
>
> *family*

> We are asked frequently if we have any concerns and I am sure the service would listen and respond.
>
> *family*

> For certain they listen and act as resident safety is paramount to the whole team.
>
> *family*

> Overall communications are very good; opportunity to respond, surveys, regular resident/relative meetings.
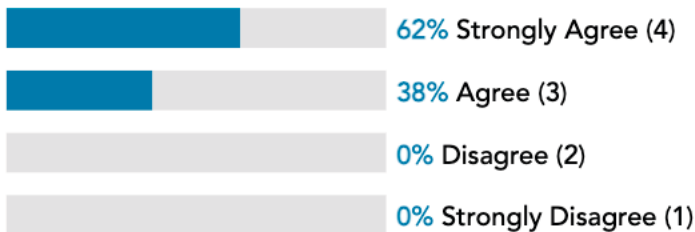>
> *family*

> Yeah, they do.
>
> *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...

62% Strongly Agree (4)

38% Agree (3)

0% Disagree (2)

0% Strongly Disagree (1)

★★★⯨ 3.6

Outstanding

Care Research Analysis: The results of this question are Outstanding with an average score of 3.6. 38% of respondents selected "Agree" and 62% selected "Strongly Agree" for this question. Resident respondents scored 3.4 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

> My relative is treated very fairly due to the kindness of all the care staff.
>
> *family*

> Whilst we haven't been in the situation regarding discrimination, we're sure Willett would act quickly & appropr
>
> *family*

> I am treated fairly. All the staff, all of them are good. Very lucky.
>
> *resident*

SERVICE RESPONSE:

MISSIONCARE
CALLED TO SERVE

care research

PEOPLE'S EXPERIENCE - WELL-LED

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

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

54% Strongly Agree (4)

46% Agree (3)

0% Disagree (2)

0% Strongly Disagree (1)

★★★⯪ **3.5**
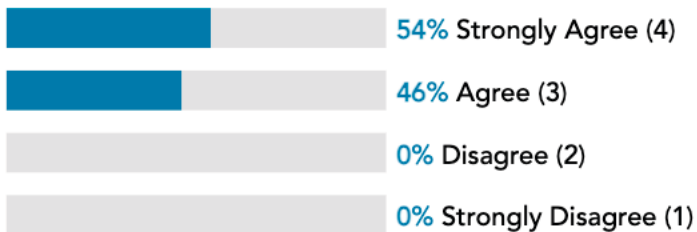
Good

Care Research Analysis: The results of this question are Good with an average score of 3.5. 46% of respondents selected "Agree" and 54% selected "Strongly Agree" for this question. Resident respondents scored 3.6 while Family respondents scored 3.5.
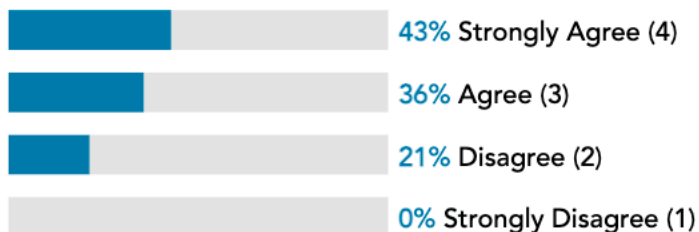
RESPONDENT COMMENTS:

> 100 percent
>
> *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...

43% Strongly Agree (4)

36% Agree (3)

21% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.2

Good

Care Research Analysis: The results of this question are Good with an average score of 3.2. 36% of respondents selected "Agree" and 43% selected "Strongly Agree" for this question. Resident respondents scored 3 while Family respondents scored 3.5.

RESPONDENT COMMENTS:

> We are continually kept informed regarding the needs of my relative and the care plans discussed.
>
> *family*

> Regular health/medical assessments take place to ensure the correct level of support is provided.
>
> *family*

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...

50% Strongly Agree (4)

50% Agree (3)

0% Disagree (2)

0% Strongly Disagree (1)

★★★⯪ 3.5
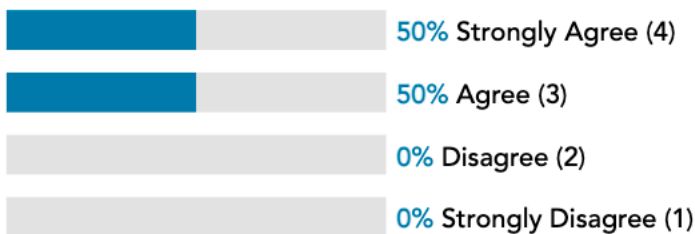
Good

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 3.5.

RESPONDENT COMMENTS:

> Yes
>
> *family*

> Mum is not in a condition to personally make choices but assessments and action meet the needs perfectly.
>
> *family*

> I would say if I ask to go for a walk, they would take me for a walk.
>
> *resident*

> yes
>
> *resident*

> I walk around. I get up and do anything I want to do. They all help look after me.
>
> *resident*

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...

54% Strongly Agree (4)

31% Agree (3)

15% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.4
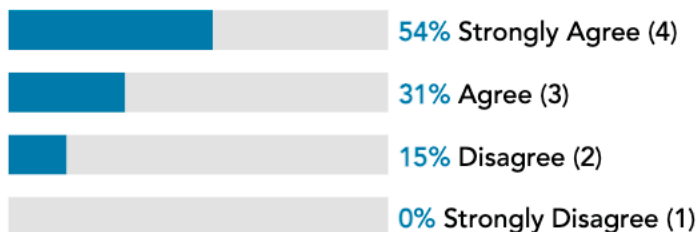
Good

Care Research Analysis: The results of this question are Good with an average score of 3.4. 31% of respondents selected "Agree" and 54% selected "Strongly Agree" for this question. Resident respondents scored 3.1 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

> My father is so happy and comfortable with the care he receives - as as his family.
>
> *family*

> My mum looks really well.
>
> *family*

> Absolutely. From the day mum joined, her fragile health improved and then stabilised.
>
> *family*

> They really look after me & I laugh all the time. I think I am lucky because they are all nice.
>
> *resident*

> Am quite happy here.
>
> *resident*

> I now shower and wash my hair, my skin looks and feels better.
>
> *resident*

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...

50% Strongly Agree (4)

29% Agree (3)

21% Disagree (2)

0% Strongly Disagree (1)

★★★☆ 3.3
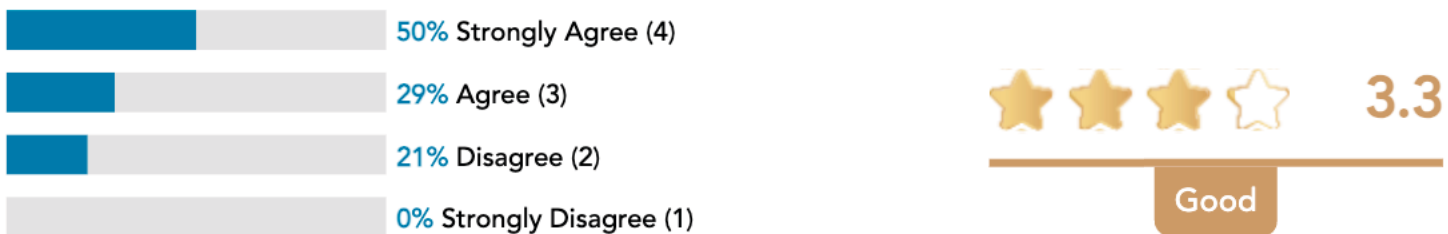
Good

Care Research Analysis: The results of this question are Good with an average score of 3.3. 29% of respondents selected "Agree" and 50% selected "Strongly Agree" for this question. Resident respondents scored 2.9 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

> Communications are timely and appropriate with family, without fail when needed.
>
> *family*

> They do tell me and yes I give my consent.
>
> *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...

67% Strongly Agree (4)

25% Agree (3)

8% Disagree (2)

0% Strongly Disagree (1)

★★★⯨ 3.6
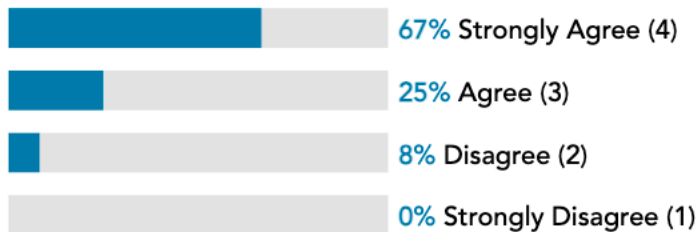
Good

Care Research Analysis: The results of this question are Good with an average score of 3.6. 25% of respondents selected "Agree" and 67% selected "Strongly Agree" for this question. Resident respondents scored 3.3 while Family respondents scored 3.8.

RESPONDENT COMMENTS:

❝ It is done, it works well. ❞

family

❝ They speak with my GP. ❞

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...

46% Strongly Agree (4)

46% Agree (3)

8% Disagree (2)

0% Strongly Disagree (1)

3.4
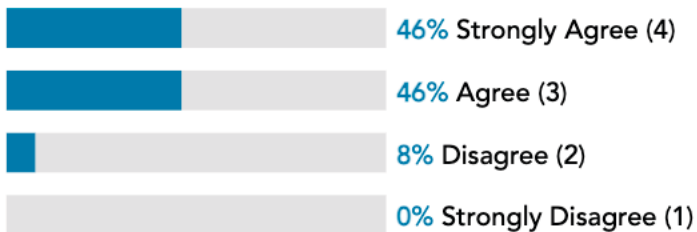
Good

Care Research Analysis: The results of this question are Good with an average score of 3.4. 46% of respondents selected "Agree" and 46% selected "Strongly Agree" for this question. Resident respondents scored 3.1 while Family respondents scored 3.7.

RESPONDENT COMMENTS:

> Yes
> *family*

> 100%
> *family*

SERVICE RESPONSE: