

Results of Visitor's/Relatives Satisfaction Questionnaires July 2006

Summary of the Quality Audit Tool Used

The visitor's/relatives questionnaire was designed by the previous owner of Waxham House Care Home and has been used as a quality audit tool to monitor their experience about the quality of care, friendliness of staff and other aspects of the running of Waxham House. The quality assurance policy was reviewed by the current manager in October 2005 but the tool has been unchanged.

There seems to be no record about previous use and evaluation of the questionnaire as a quality audit tool and the manager who has been in post since November 2004 has never used the existing tool and therefore there is no benchmark to measure the results of this current audit to those of previous years.

Quality Assurance

The current owners of Waxham House has taken over the running of the business since August 2005 and in line with the Care Standard Act and the National Minimum Standard, much emphasis will be put on the effective quality assurance and quality monitoring systems to measure the success of achieving the aims, objectives and statement of purpose of Waxham House by the owners.

An internal audit will take place at least once every year and it will involve service users, family and friends of service users, stakeholders in the community on how Waxham House is achieving the goals for its service users. There will be continuous self monitoring using a systematic cycle of planning, action and review which will reflect the aims and outcome of our service users and feedback will be sought from services users about the services provided.

The result of any subsequent audits will be made available to all current and prospective service users, their families/friends and other interested parties.

The July 2006 audit will be used as a benchmark of subsequent audits.

Audit result

For the July 2006 audit, a total of 20 questionnaires were distributed to relatives/visitors that visited Waxham House during the period of 15 July 2006 until 1 July 2006. A further 10 questionnaires were left next to the visitor's book in the hallway.

At the end of the audit period (1 July 2006), 9 blank audit questionnaires were retrieved next to the visitors book.

Therefore, in total 21 questionnaires were taken away by relatives and visitors during that time.

A total of 7 questionnaires were received back by the 14 August 2006, that is, a response rate of **33%** and is subject to analysis.

Analysis of each question on the questionnaire

The analysis of results will be grouped into 3 main categories of responses:

Poor/Fair
Good/Excellent
Not Applicable

Response to a question that is marked 'Not Applicable' will be displayed but will not be counted when working out the Satisfaction factor.

The Satisfaction factor is worked out as follows:

Number of responses received (Poor/Fair or Good/Excellent) divided by the Number of questionnaires received, that is, 7) and multiply by 100.

Question 1: How do you rate the quality of care?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 6 | 1 |
| Satisfaction Factor (%) | 0 | 100 | |

All the visitors/relatives of service users found that the quality of care provided to our services users as good or excellent.

Question 2: How do you rate the friendliness of the staff?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 7 | 0 |
| Satisfaction Factor (%) | 0 | 100 | |

All the visitors/relatives (n=7) found that our staffs were friendly or very friendly.

Question 3: How do you rate the cleanliness in the home?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 7 | 0 |
| Satisfaction Factor (%) | 0 | 100 | |

All the visitors/relatives (n=7) found that Waxham House were kept clean or very clean.

Question 4: How do you rate our response to your phone calls?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 5 | 2 |
| Satisfaction factor (%) | 0 | 100 | |

All eligible responses by visitors/relatives showed that staff are courteous and respond well where there is a telephone inquiry about a service user.

Question 5: How do you rate the home décor and ambience?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 7 | 0 |
| Satisfaction Factor (%) | 0 | 100 | |

All the visitors/relatives found that the home décor and ambience as good or excellent.

Question 6: How do you rate our response to any complaints or comments you may have had to make?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 4 | 3 |
| Satisfaction factor (%) | 0 | 100 | |

All eligible responses by visitors/relatives showed that comments or complaints are dealt with promptly and efficaciously.

Question 7: How do you rate the laundry service?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 1 | 4 | 2 |
| Satisfaction factor (%) | 14 | 85 | |

85% of the eligible responses from visitors/relatives as good or excellent and only 14% rates the service as either poor or fair.

Question 8: How do you rate the meals in the home?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 5 | 2 |
| Satisfaction factor (%) | 0 | 100 | |

All eligible responses by visitors/relatives rate the meal served at Waxham House as good or excellent.

Question 9: What is your overall impression of the home?

| Rating | Poor/fair | Good/Excellent | Not Applicable |
|-------------------------|-----------|----------------|----------------|
| Responses | 0 | 7 | 0 |
| Satisfaction factor (%) | 0 | 100 | |

All the visitors/relatives responses showed that they are impressed or very impressed with what Waxham House provides for its service users, visitors and relatives.

Additional comments received

Only one additional comment was received In the comments section and this was as follows:

'LIKE HOME FROM HOME – A LOVELY PLACE'

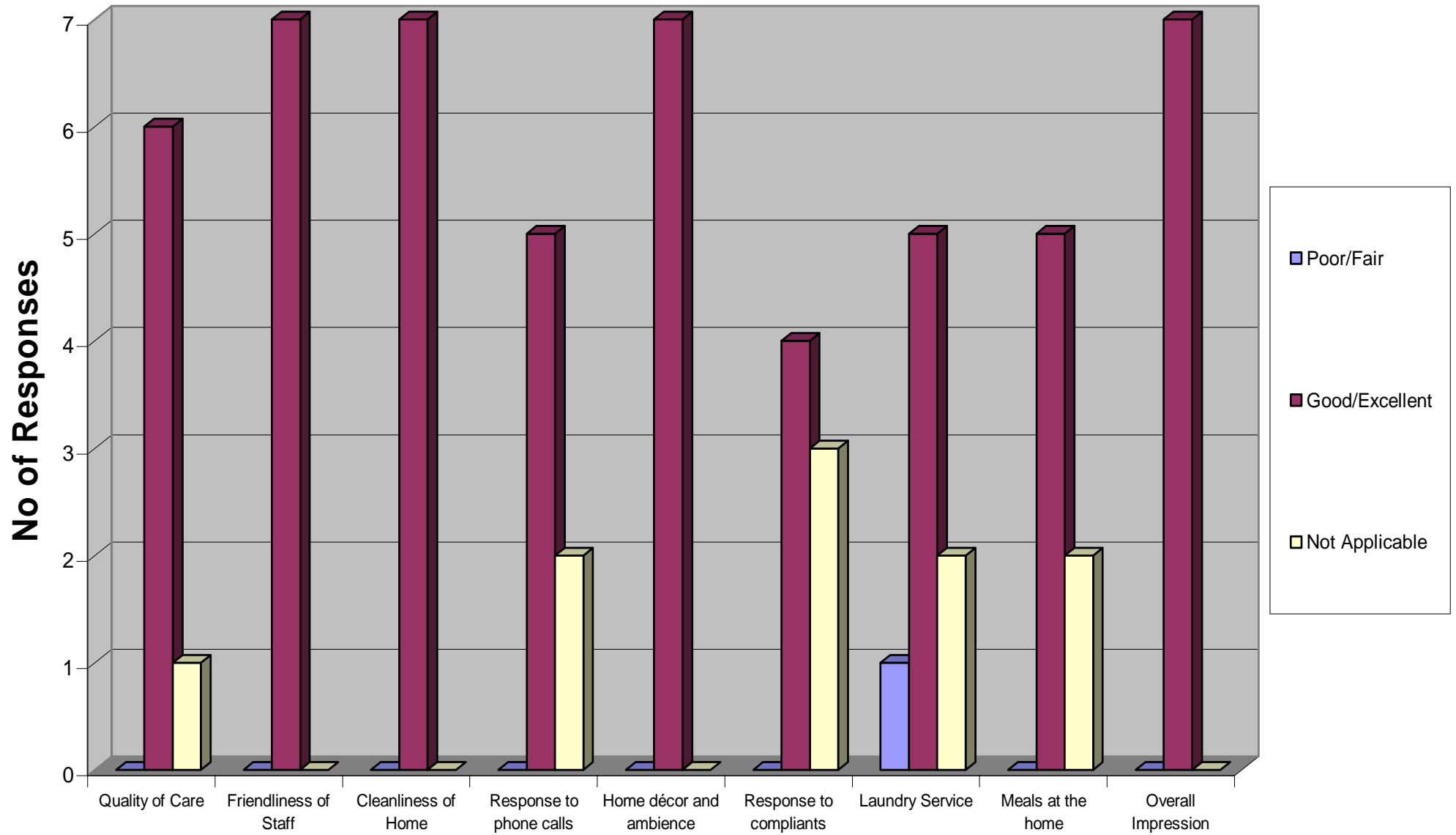
Summary of the findings

Overall the general finding of this audit is very positive but one has to be cautious in interpreting the result due to relatively low response rate. The findings gives us a benchmark of how to improve on the planning of the subsequent surveys, how to improve on the distribution of the questionnaires to a larger group of service user relatives/friends and visitors, how to encourage the return of the questionnaires to achieve a better response rate and to re-design the survey with auditable fields to as to minimise fields as being labelled as 'Not Applicable'.

A summary of the findings are illustrated in the bar chart on the next page.

Waxham House Care Home

Summary of Visitors/Relatives Survey July 2006



Action plan for future surveys

1. Consult relatives, visitors and other stakeholders in the community (GPs, District Nurses, Pharmacists, Care Managers, Food and other goods suppliers, Hairdresser, Chiropodist, visiting Optician, Entertainers, the local Priest and CSCI inspectors, etc) to identify common themes that can be used in the questionnaire.
2. Review and amend current questionnaire to audit quality standards as identified above. Pilot the new questionnaire to check the validity and consistency of the responses and amend accordingly.
3. Alternatively, find out and/or acquire a validated tool/questionnaire that is being used in other care homes. Seek advice from the CSCI inspectors who would know what is being used around or the best tool to audit Standard 33 of the NMS.
4. Undertake the next survey over a period of one month and ensure that all relatives/next of kin and the stakeholders as mentioned above received a questionnaire either by post or by hand. Enclosed a stamped self-addressed envelope with the questionnaire if it being posted.
5. Aim for a response rate above 60% and chase up non responders 2 weeks after initially handing out the original questionnaire. Re-send questionnaire if required.
6. Ensure that the analysis of the questionnaires is undertaken in a timely fashion after the audit period ends and make sure that the results is made available to all current and potential service users, stakeholders in the community and the CSCI department in Newport.
7. Present the audit results in the next service users meeting and in the staff meeting.
8. Act upon the findings of the audit results based on priorities/matters require urgent attention as identified and review again until the aims and objectives are met.
9. All staff, including the Manager will be involved in this quality assurance exercise at least once every year and will ensure that action plan 4, above is undertaken.
10. The Registered Manager will take a lead on the quality assurance audits as part of her role in managing Waxham House and will be expected to work towards the action plan as stated above.

Survey carried out by the Proprietors, Mr and Mrs S Ramdany from 15/07/06 to 01/08/06

Analysis of the result undertaken by Mr S Ramdany, 15 August 2006