

Evaluation of Care Home Life work



January 2020

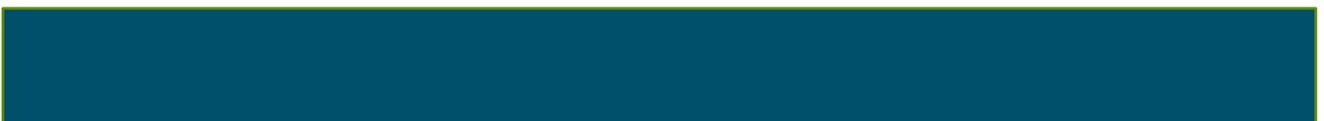


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Introduction

Healthwatch Sunderland continually strives to improve and update our working practices, so after our 'Care Home Life - What it's really like' visits during 2018-2019 were completed in the city's 47 care homes, we felt it was the appropriate time to reflect on the process once again.

To aid this process we invited the management of each individual care home to give their feedback via a survey on the overall experience and how it could possibly be improved for the next cycle of visits.



Methodology

An evaluation survey using Survey Monkey was developed and then emailed to all Care Home Managers for completion. The survey comprised of ten questions in total and asked the respondents which home they were from, who was its provider and their job role. The remaining six questions aimed to gather information on overall Healthwatch Sunderland visit and comprised of either multiple choice or open ended questions, allowing the respondents to give their feedback in detail. (See appendix 1).

This was followed up by individual, focussed telephone calls to each Care Home Manager, resulting in 20 responses from the 47 care homes involved. We received completed surveys from 18 Care Home Managers, one Deputy Manager and one Administration Assistant. Those care homes who responded are shown below:

Care Home	Provider
Alexandra View Care Centre	Roseberry Care Centres GB Ltd
Archers Park Care Home	Orchard Care Homes
Ashlea Lodge Care Home	Orchard Care Homes
Ashton Grange Care Home	HC-ONE
Barnes Court Care Home	Maria Mallaband Countrywide
Blossom Hill Care Home	Crystal Care Services Ltd
Bryony Lodge Nursing Home	Memory Lane Care Homes Ltd
Bryony Park Nursing Home	Memory Lane Care Homes Ltd
Cedar House Care Home	Parkside Care Ltd
Dairy Lane Care Centre	Dairy Lane (St Michael's) Ltd
Donwell House Care Home	Bondcare
Glenholme House Residential Care Home	Wellburn Care Homes Ltd
Grangewood Care Home	Care UK
Highcliffe Care Centre	Avery Healthcare
Lansbury Court Care Home	Orchard Care Homes
Maple Lodge Care Home	Four Seasons Health Care
Marigold Nursing Home	Memory Lane Care Homes
St George's Residential Care Home	Wellburn Care Homes Ltd
Valley View Care Centre and the Lodge	Roseberry Care Centres GB Ltd
Washington Grange Care Home	Barchester Healthcare Homes Ltd

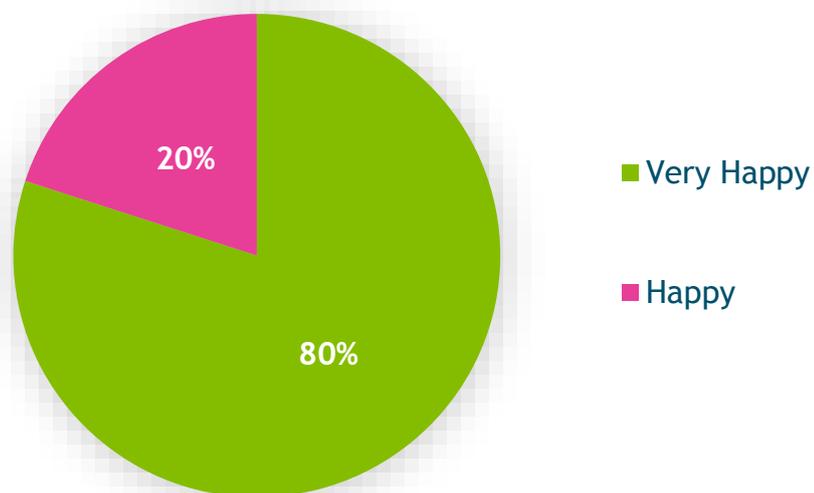
Findings

The results of the six evaluating questions are as follows;

Question 1 - Managers were asked, how happy they were with the latest Healthwatch Team visit to their home.

80% of respondents were 'very happy' with the visit and **20%** stated that they were 'happy' with the visit, as shown in the chart below:

Overall how happy were you with the latest Healthwatch Team visit to the home



Respondents gave the following remarks, when asked to explain their answer;

- I feel the visit was very positive and feedback was great, it is nice for people to share care home experiences and to be able to see how a good care home living can be, I have the utmost respect for all people taking care and ensuring care homes provide a great place for residents to live.
- Healthwatch communicated well with the team, keeping them informed of when they were visiting. Very dignified and respectful to residents and families. Listened to the views of residents and staff.
- Visit is always professional and it is always good to get feedback on all that we do.
- Friendly and approachable.

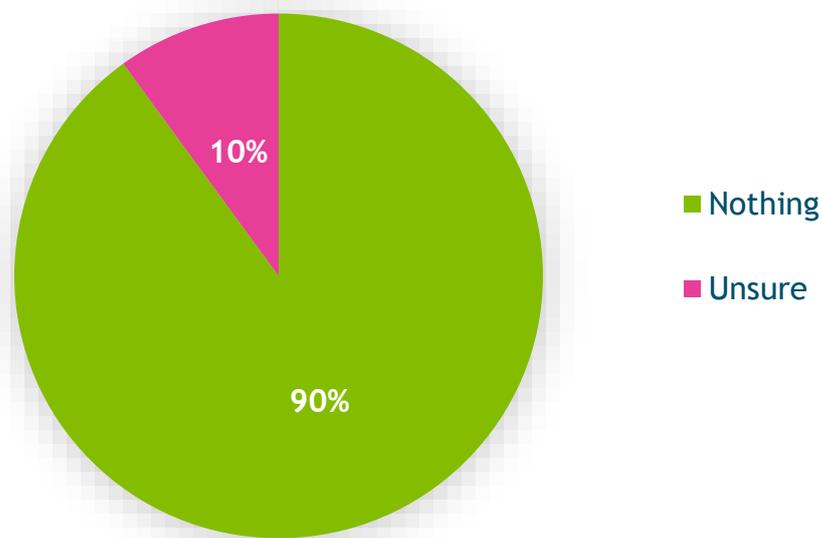
- The visit felt like a quality assurance visit. It didn't feel like we were being inspected and would get penalised for the things we do or don't do.
- Good, positive feedback for staff, residents and their families.
- Very accurate and professionally led.
- Ladies were very pleasant and courteous.
- The team, as always, were pleasant, interactive but not intrusive.
- Very friendly and professional.
- The home had been through a lot of changes at the time and the feedback we received helped us to continue to develop, take on board and implement new ideas. Everyone was positive throughout and happy with the outcome.
- Visit was a positive experience.
- The Healthwatch Team, Anna and Wendy were very approachable, friendly and did the inspection in a professional manner. We, all staff, residents and families, enjoyed their visit and look forward to their visit again.
- I feel that the Healthwatch visit is a true reflection of the home and is accurate. This is not always reflected in the CQC reports and I feel that the Healthwatch visits are in depth and are a true reflection.
- There was no disruption at all during the visit, it was a very relaxed visit and they chatted to staff and residents regarding the care and home environment, very friendly.



Question 2 - Managers were asked if there was anything they felt we could do to improve our visit.

90% of respondents said there was nothing we could do to improve our visits and 10% said they were unsure of what we could do to improve our visits.

Is there anything you feel we could do to improve our visit?



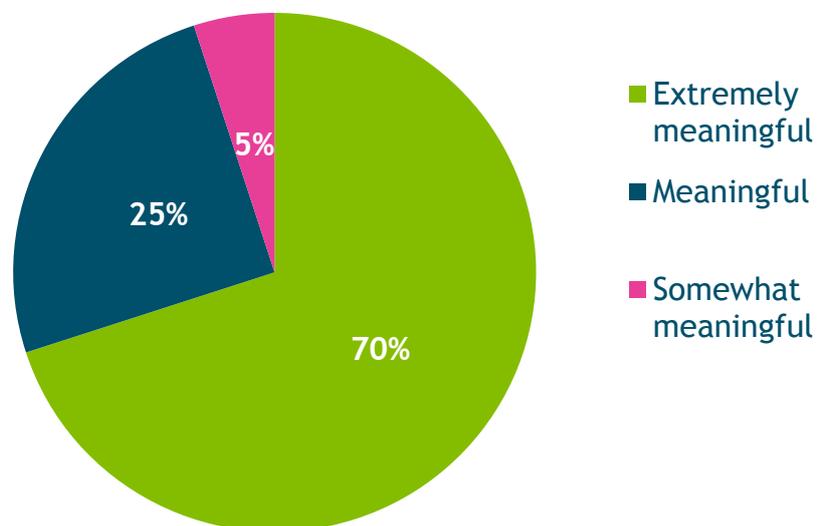
Respondents gave the following comments;

- Your visit was thorough.
- You do a good job.
- The feedback I got from residents is that the questionnaire is too long and when they were asked if they have any questions, they can't think as it's all been covered.
- It was a good experience everything was fine.
- The most important thing is that there was no disruption to our residents.

Question 3 - Managers were asked how meaningful they feel the Care Home Life work is in helping local people to choose a care home.

The majority of respondents, **70%** answered extremely meaningful, **25%** answered meaningful, and **5%** answered somewhat meaningful.

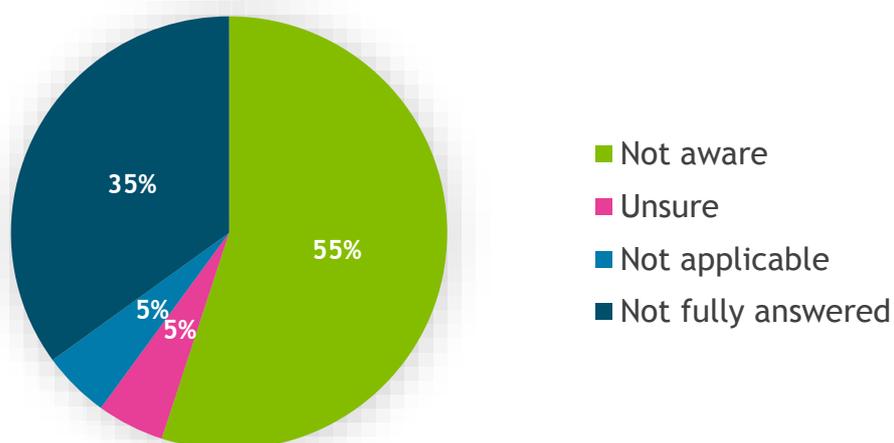
How meaningful is the Care Home Life work in helping local people to choose a care home?



Question 4 - Managers were asked if they are aware of a member of the public using our report to find your home and to please tell us a little about it.

55% of respondents said they were not aware of the public using the report to find their care home, 5% of respondents stated that they were unsure, 5% of respondents maintained that this was not applicable (No explanation of why it was not applicable was given). 35% respondents did not answer the question fully, giving only a general comment.

Public using report to find Care Home



Comments included;

- I feel it is very important when people are looking for a 24 hour care home placement for their loved ones, detailed reports on website will give reassurances and guidance and what they want for their loved one and the correct placement of care.
- It gives feedback to assist members of the public to make difficult decisions when choosing care homes for loved ones.
- A resident's family said they had read the report and it helped them in choosing Ashton Grange.
- During enquiries either by phone or visits we always tell the enquirer about the Healthwatch site so they can make an informed decision and compare homes.
- The report is very honest and transparent - and also a true reflection of the service we offer to residents.
- The home has the report on display in the entrance to the building.

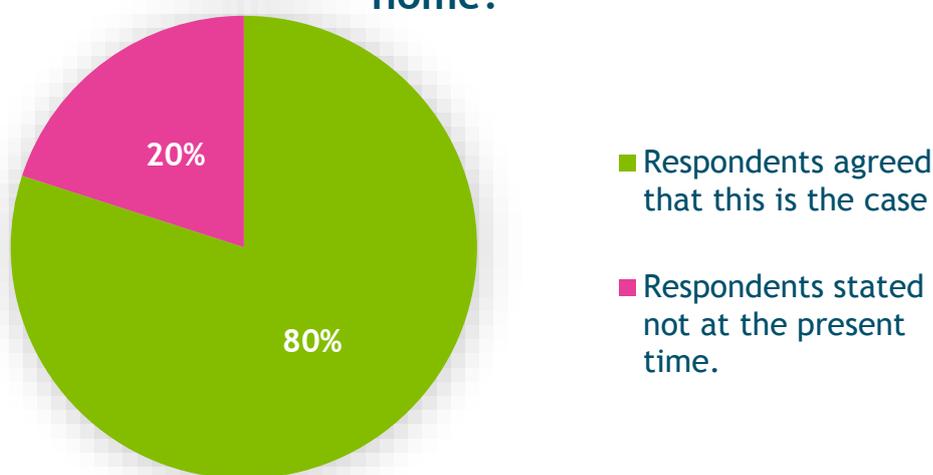
- It's a good guidance and a true account.
- I refer all enquiries to the website to ensure they can choose the right home for them. On average we have full occupancy and therefore it is usually the case that I will refer to the Healthwatch website to ensure the enquirer is able to have as much information as possible about a very important decision.
- I feel it gives the public a better understanding of care homes as I feel they think it is some kind of scary place, but really it is friendly and a lovely homely environment.
- I have not come across any referral specifically mentioning Healthwatch, I will let you know if I hear of any in the future.
- A respondent who said they were not aware of anyone using the report said that the work needs to be better publicised.



Question 5 - Managers were asked if they or the provider of the home have any plans to use the report as a way to promote the home

80% of respondents agreed that this is the case and 20% stated not at the present time.

Do you plan to use report to promote the home?



Respondents gave the following statements;

- Report is displayed in the foyer for visitors and relatives to view.
- Yes I always involve families and professionals to read the report.
- We take the feedback and improve where needed.
- The home received a lovely report with only a couple of recommendations to do, these will be completed to ensure the home life of our residents is our top priority.
- Yes it's currently under discussion with marketing.
- Yes we have discussed it in our residents and relatives meetings. If any referrals come through via phone we tell them to look at the report on Healthwatch website.
- The Healthwatch report is displayed by the main entrance to the home. It is placed in the reception area and in full view of visitors and all visitors are encouraged to read the report.
- We have ours on display for all to read.

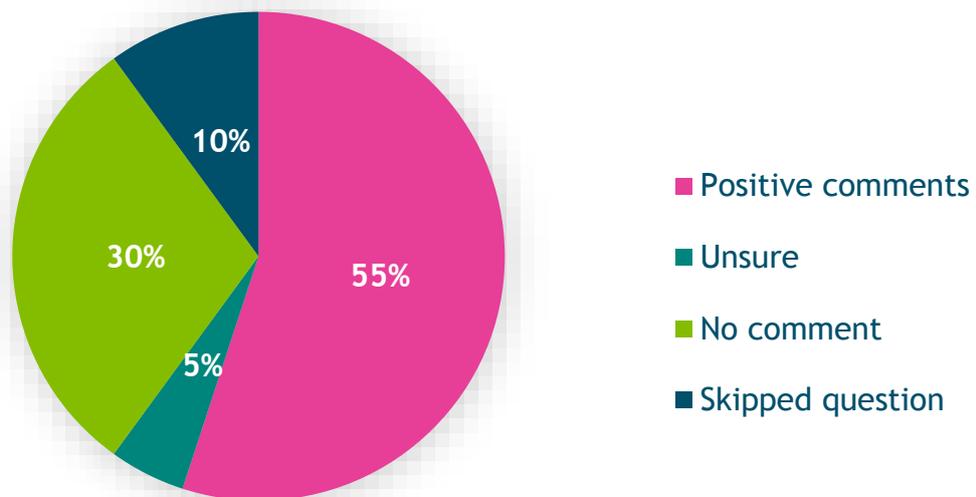
- We have ours on display and I refer to it a lot as I feel it is a true reflection of what we do here at St Georges.
- We get lots of enquiries after seeing the report on website. The report enables people to find a place for their loved one very easily.
- It is nice to be able to promote the home by mentioning a favourable report.
- We have our report on display in the home and will advise any enquirer to read the report.
- We share our report on our Facebook page and have it on display all around the home for visitors to read.
- This is displayed in the home.
- We always take on board any advice given.
- Yes.
- Reading material is present in the foyer of the home.
- Yes we use the report in our CQC inspection, CCG inspection, we let new residents and their family members see it.
- Not at the moment.
- Not at the present time.



Question 6 - Managers were asked if they would like to add any more comments about the Care Home Life work

55% of respondents gave positive comments, 30% of respondents declined to comment, 5% of respondents stated that due to being new to the area and the home they were unsure of the service and 10% of respondents skipped this question.

Further comments on Care Home Life work



Comments included;

- I have worked in care all of my life and have worked at all levels, I feel privileged to manage the home and ensure quality of life is provided for all of my residents as well as supporting families.
- It's very hard work but rewarding.
- Enjoyed being part of it.
- Friendly and approachable.
- It's a good tool for identifying KPI (Key Performance Indicators) so we can gauge areas of improvement in delivering high quality care.
- It's a pleasure to work for the company.
- Overall was a pleasant experience.
- I feel it is a great resource for people to find the home they want for their loved ones.
- I would highly recommend the service - it helped the care home to improve any areas of concerns and also enables people to find the right place for their loved one.
- I feel it is of benefit to all and would say it has been a good thing.
- I feel it is a very good report for prospective residents' families to read as it is an independent report.

What's working well

On analysing and reflecting on the survey responses, Healthwatch Sunderland have concluded that the 2018/2019 Care Home Life work we have undertaken is working extremely well and this is confirmed by the positive evidence and comments received throughout the survey process as shown below;

- **100%** of respondents were either 'very happy' or 'happy' with Healthwatch Sunderland Care Home Life visits.
- **90%** of respondents said there was nothing to improve.
- **95%** of respondents said HWS Care Home Life work is 'extremely meaningful' or 'meaningful' to support local people to choose the right care home.
- **80%** of respondents agreed that they or their provider have plans to use the report as a way to promote the home.

Their comments included;

- I feel the visit was very positive and feedback was great, it is nice for people to share care home experiences and to be able to see how a good care home living can be, I have the utmost respect for all people taking care and ensuring care homes provide a great place for residents to live.
- There was no disruption at all during the visit, it was a very relaxed visit and they chatted to staff and residents regarding the care and home environment, very friendly.
- A resident's family said they had read the report and it helped them in choosing Ashton Grange.
- I feel it gives the public a better understanding of care homes as I feel they think it is some kind of scary place, but really it is friendly and a lovely homely environment.
- We get lots of enquiries after seeing report on website. The report enables people to find a place for their loved one very easily.

Areas for improvement

As a result of developing this Survey Monkey evaluation we are addressing areas for improvement by offering the Care Home Managers the opportunity to give their views on our work and to propose any improvements for the future.

On analysing the results it was found that of the 20 questions asked, 97% of replies were positive. The two areas for improvement given by respondents were to:

- Shorten the resident survey as feedback to Manager from some residents was that the survey was too long for some.
- Increase publicity of the work.

In response the Healthwatch Sunderland Engagement Team, will, as always, take advice from management and staff at each care home we visit with regards to residents who have capacity and time to undertake the survey. Also, as we introduce ourselves to each resident, we will explain the survey process, ask their permission to continue and affirm with them that they can terminate the process at any time should they wish to do so.

Healthwatch Sunderland take on board the view that reports could be better publicised, with this in mind, we have arranged to meet with a representative from Spark Radio to advertise Healthwatch Sunderland to their listeners, around who we are and what we do. The Engagement Team and Volunteers meet on a regular basis to discuss avenues for improvement along with other aspects of the work, also the Engagement Team will continue to inform on Care Home Life work through our increasing engagement activities across the city.

Typically, we advertise Care Home Life work and reports through numerous channels, including:

HWS website
HWS monthly e newsletter
Facebook
Twitter
Age UK Discharge Team
Sunderland Carers Centre

Domiciliary care providers
GP Surgeries TV screens
Community events and meetings
HWS information stands
Care Homes across the city
Sunderland Echo

Acknowledgements

Healthwatch Sunderland would like to acknowledge the support of the Care Home Managers and staff who welcomed the Engagement Team and volunteers into their homes to undertake the 'Care Home Life - What it's really like' work and also to thank those who took the time to complete the survey process.

We would also like to acknowledge and thank the Healthwatch Sunderland volunteers who supported the Engagement Team to accomplish the task in a professional and timely manner.

Thank you

Appendices

Appendix 1



Care Home Life

What it's really like Evaluation Year 2



Please complete the short survey below about our latest visit to your Care Home.

1. Please state your job title

2. Which care home do you work for?

3. Who is the provider of the home?

4. Overall how happy were you with the latest Healthwatch Team visit to the home?

Very happy

Happy

It was OK

Not happy

Please explain your answer here:

5. Is there anything you feel we could do to improve our visits?

6. How meaningful do you feel the Care Home Life work is in helping local people to choose a care home?

Extremely meaningful Meaningful Somewhat

Not so meaningful Not at all meaningful

7. Are you aware of any member of the general public using our report to find your home?

Yes No

If yes please tell us more:

8. Do you or the provider of the home have any plans to use the report and its outcomes as a way to market or promote the home? If so how?

9. Would you like to add any more comments about the Care Home Life work?

Thank you for completing this survey, which will help us to improve our services.
If you require any support, please do not hesitate to get in touch on 0191 514 7145.

Healthwatch
Sunderland
Hope Street Xchange
1-3 Hind Street
Sunderland
SR1 3QD

Phone: 0191 514 7145
E: healthwatchesunderland@pcp.uk.net
W: healthwatchesunderland.com

healthwatch
Sunderland