

Rose Lodge Community Care Services – Annual Survey Response

Thank you to everyone who took the time to complete this year's client survey. We truly value your responses and through this audit we wish to provide you with collated data on how we are performing in each of the following areas:

- Patient Centred Care
- Client Choice and Services
- Staffing
- Comments, Compliments, Complaints and Further Information
- Management of Rose Lodge Community Care Services

Patient Centred Care

These questions centred on Rose Lodge as a provider of care to clients in their own homes and how the service meets the standards expected by you the client. There was a hugely positive response in this section endorsing the firm belief that clients are very happy with the care provided by Rose Lodge Community Care Services.

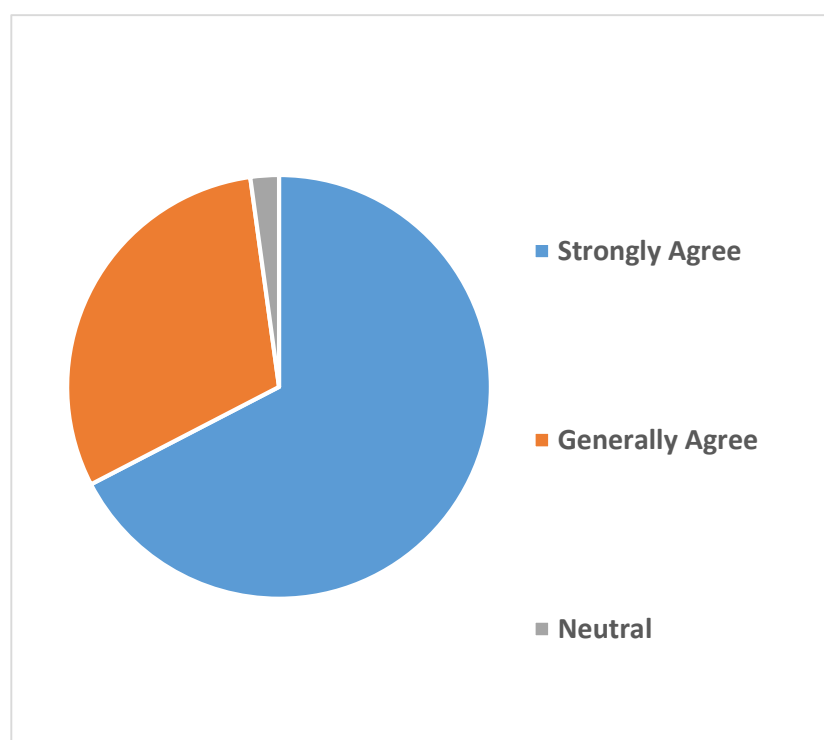
Of those questionnaires completed **100%** of our clients agreed that clients are afforded dignity, privacy and respect. **100%** believed they are encouraged to lead an independent life as much as their condition allows 93% of our clients confirmed they received the client guide containing relevant information. 5% were neutral, 1 client strongly disagreed, however records identified documentation had been signed by person responding. 98% agreed that they would recommend Rose Lodge to others, 2% were neutral. We are hugely grateful for this endorsement.

96% of respondents agreed that they have an active involvement in the care provided 2% disagreed and 2% remained neutral.

100% agreed that any issues with the care provided will be addressed with the confident belief that client views will be heard. 98% were happy with the overall care being provided to them. We very much appreciate this endorsement

Respondents stated

98% agreed I am happy with the overall care provided to me 2% remained neutral



“ Our carer Kathleen is always very professional and does a fantastic job”

“★★★★★”

“ I keep getting excuses at the weekend if they are late....”

“I could not ask for more”

“ ...we have continuity in that we have mostly the same girls who are fantastic. shows that he is relaxed with them and they know what they are doing”

“ very friendly”

“ The standard and delivery carer is excellent”

“ Good care and great staff”

“..... Samantha and Rachel are great”

“ Completely satisfied”

“ Kelly is so friendly and approachable and delivers an exceptional level of care”

Some staff “provide an excellent person centred service whereas others do not work to such a high standard....training ...could help...in relation to taking time with clients and not rushing them especially at night.”

Rose Lodge appreciates the comments that have been made. As an organisation we are very proud of the excellent standard of care being provided by the majority of our staff, which has been borne out by your comments. We appreciate that not all staff have achieved the high standard expected from Rose Lodge. Our Managers undertake regular monitoring to improve the standard. We ask for your assistance in identifying the staff who you feel require additional support to meet the standard we expect. Rose Lodge has an extensive training programme for staff and are confident that this programme exceeds the standard set by our Regulation and Quality Improvement Authority. We have also recently requested additional support for training from the Health and Social Care Trust. We continue to hope that the resources needed for our standard of social care will become available. Service users can where their package is not meeting their needs supplement it with additional hours that they fund privately themselves.

Client Choice and Services

The focus in this section allowed us to measure how Rose Lodge caters for those clients who receive meals and feeding assistance in their own home.

Of those who responded 100% of clients believed that they are consulted about meals and have a choice at meal times. We are delighted to receive this positive feedback.

93% agreed that they were happy with the level of service at meal times 7% remained neutral. 87% agreed that they were happy with the level of assistance at meal times 13% remained neutral.

Respondents stated

“ Mum has a private call each afternoon for meal preparation this works well with Kerrylyn and Lynette but some...cannot cook and don't know how to prepare meals.”

“ I fail to understand why carers are only allowed to heat in the microwave”

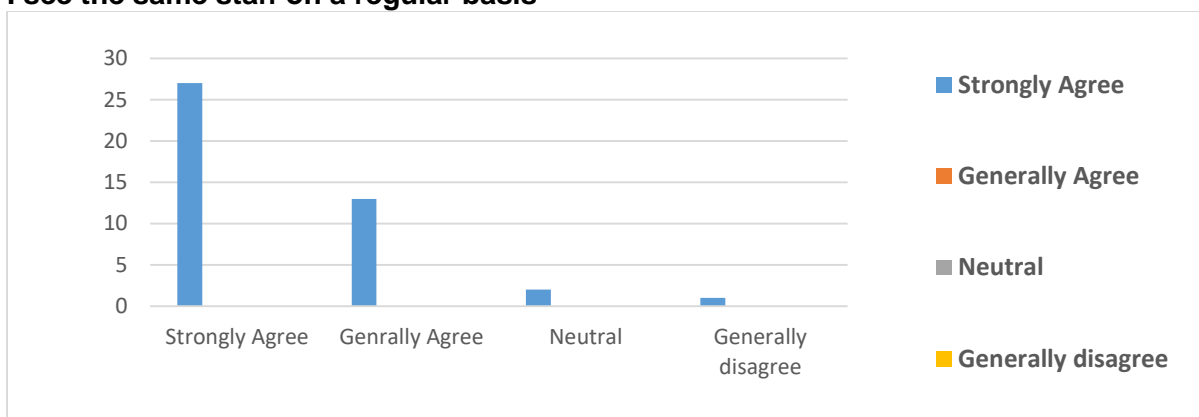
Rose Lodge is generally happy with the outcome we note the concerns raised and will be following these up with clients.

Under our private arrangements with clients staff can prepare meals, provided adequate time is allocated and in accordance with safety considerations.

Staffing

The aim of this section was to determine the satisfaction levels of clients with regard to staffing. We are pleased to confirm that responses in this area endorsed the belief that Rose Lodge employ staff that are caring and attentive to clients needs 95% of respondents agreed with this statement, 5% remained neutral. 96% believed staff are adequately skilled and trained to perform well in their roles 2% of clients generally disagreed and 2% remained neutral. 93% agreed they see the same staff on a regular basis, we are pleased that this has significantly improved on last year’s audit (74%). 2% felt they did not see the same staff on a regular basis, 5% were neutral in this regard. 98% agreed the staff are well presented, neat and tidy at all times.

I see the same staff on a regular basis



Figure

Respondents stated

“ I would be really happy if you didn’t send 17 year olds”

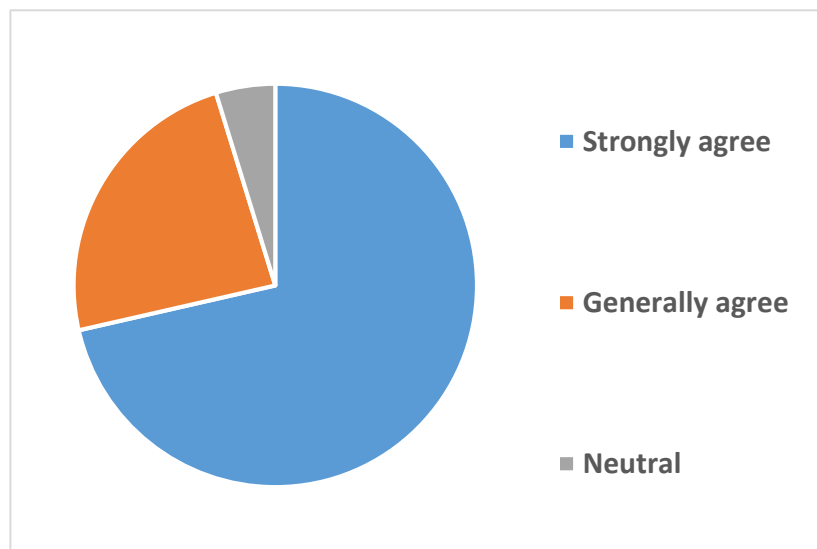
“ There is a tendency to rush bed time calls.....”

Rose Lodge is happy with this improvement and commend the Community Managers for achieving their goals to improve staff consistency. Rose Lodge does not discriminate on the subject of age, any staff that are employed are required to meet the level of competency regardless of age, sex, marital status, gender disability and so on. Clients should not feel rushed and this aspect of quality assurance is being monitored. We are pleased that 95% believe staff are caring and attentive to clients needs.

Comments, Compliments, Complaints and Further Information

The purpose of this section was to determine the awareness of further information and avenues to address any comments that clients and their representatives may have.

I know who to approach with any comments compliments or complaints I may have



95% agreed or strongly agreed that they knew who to approach with any comments, compliments or complaints they may have 5% remained neutral.

An overwhelming 100% agreed or strongly agreed that they are confident any matter raised will be addressed in a prompt and effective manner.

88% agreed that the directors of the company are available for matters of concern 12% remained neutral in this regard.

Respondents stated:
 "Writer remains fully confident"
 "We are always very happy with all service"

95% agreed that they understood they had access to external bodies such as the Northern Ireland Ombudsman, the RQIA, Age NI etc. 5% of respondents remained neutral. We would encourage anyone who would like further information on these bodies to please contact us. Whether you are a client, family member, relative or a representative of one of our clients, you have access to a number of external bodies, this information is included in your client guide or we are happy to provide you with contact details for all of these organisations you can ring 028 9260 4464 or email us at community@roselodge.co.uk.

Management of the Agency

85% of those who responded believe the management structure in place lends itself to an effective and well run agency 15% of respondents were neutral. 76% agreed managers are sufficiently skilled and experienced to perform well in their roles and 24% were neutral.

Of those who responded regarding Private financial arrangements, 100% were happy and knew who to approach regarding financial arrangements. 78% agreed they were happy with the financial arrangements in place 11% were neutral and 11% generally disagreed

One hundred and sixty surveys were prepared, four were not delivered due to hospitalisation, of the 156 issued 47 surveys were returned equating to 30% this is a small increase on last year.

Rose Lodge has evaluated our response from 30% of clients and included with this our monitoring evaluations through the year. The outcome is that Rose Lodge is pleased with the feedback regarding **patient centred care**, we appreciate time pressures are still evident and hope this will be recognised in time allocated. Staff do phone ahead wherever possible, staff have 15 minutes either side of their call time. This is non-negotiable any pressure to force staff to arrive at an exact time is not acceptable. **Client choice and services**. Rose Lodge is happy with this outcome contact will be made with the two clients who commented. **Staffing** -We are pleased with clients feedback on staffing, we will continue our level of quality monitoring to ensure staff are receptive to the requirements of clients. **Comments, compliments, complaints and further information** Rose Lodge management work hard to ensure they regularly visit and contact clients to ensure they are supported in achieving their goals. If you have not recently had a visit and wish to request a visit or phone call from the Managers or a Director of the company please do not hesitate to let us know.

Dory Kidd

Community Care Director

13 March 2017