

healthwatch

Nottingham & Nottinghamshire



Enter and View

Stoneyford

Care Home

June 2018

Contents

1. Introduction.....	5
2. Findings Snapshot.....	6
3. Observations.....	7
4. Recommendations	7
5. Response from Care Home	9
6. Findings.....	11
6.1 Overall experience	11
6.2 Staff.....	12
6.3 Dignity and Respect of Residents	14
6.4 Safety and Protection of Residents	15
6.5 Communication and Involvement.....	16
6.6 Confidence to make a complaint.....	17
6.7 Involvement in Care of Person Visited (visitors only).....	18
6.8 How Well Does the Home Communicate with You? (Visitors only).....	19
6.9 Response to Requests and Concerns (visitors only)	20
7. What is Enter and View?	21
8. Our Approach.....	21
9. Who are Healthwatch Nottingham & Nottinghamshire?.....	23
10. Appendix 1 Enter & View Data.....	25

1. Introduction

Home Visited

Name	Stoneyford Care Home
Address #1	173 Stoneyford Road
Address #2	
Address #3	
Town/city	Sutton-in-Ashfield
Postcode:	NG17 2DR
Telephone:	0333 999 8628
Owner:	HC-One

CQC Inspection Details

Date	24/04/2018
Rating	Requires improvement

Visit details

Enter and View Authorised Representatives attended a relative's meeting held at Stoneyford Care Home on 22nd March 2018 and subsequently conducted a series of telephone interviews with relatives during the period 15/05/2018 - 19/06/2018.

Representatives did not speak to any residents and as a result only information from residents' family/friends is included in this report.

All nursing residents were transferred out of the home to other placements by July 2018.

Keeley Morris, the current manager, came into post in June 2018.

As of October 2018, the home only has 10 residents, none requiring nursing care.

2. Findings Snapshot

We used a five star rating where one is the worst and five is the best to rate a range of things about the home. The following is a snapshot of those ratings which shows the average overall rating along with the count of responses per star rating.



Overall experience



Source: responses from 5 people gave an average of 3.2

How caring Staff are



Source: responses from 6 people gave an average of 4.0

How well residents are treated with dignity and respect



Source: responses from 6 people gave an average of 4.0

How safe and protected residents are



Source: responses from 6 people gave an average of 4.2

How well the home involves residents in decisions about their care



Source: responses from 4 people gave an average of 3.5

All respondents told us that they would feel confident in making a complaint. Some of those who responded had made a complaint to the home.

Most liked thing about the home...

- Staff
- Atmosphere
- Homely

Most disliked thing about the home...

- Lack of stimulation
- High staff turnover

People would like to change...

- Sorting out external care
- Layout of home

3. Observations

We found that Stoneyford Care Home has recently had a change of manager and this was recognised by some of the people we interviewed.

There did not appear to be any major issues with cleanliness at the home with one respondent commenting that it had improved over the past couple of months.

Most visitors appeared happy with the staffing at the home and told us that staff appeared caring, in particular the homely atmosphere was mentioned on a couple of occasions.

There was an issue, however, with the agency staff as being perceived as being not as good as the permanent staff. This highlighted issues of continuity of care for residents when agency staff were used.

Some visitors commented on inaccurate record keeping relating to their relatives and instructions on notes not being adhered to.

We also received several comments relating to relatives having negative experiences in communication with the home and trying to get requests actioned.

4. Recommendations

4.1 Review staff continuity

“The staff were caring but sometimes the temporary staff weren't as good. The permanent staff we dealt with day to day were good.”

“Continuity of care/staff/nurses from weekdays to weekends. Bank/agency staff particularly at weekends. Differences in the care that my relative got was mainly about not passing on info from team to team.”

“Changes of staff and not making a difference.”

4.2 Accurate record keeping

“There was a report saying relative needs help with food and water - it was in their plan - they wouldn't help them to eat or drink - Just noted as refused. If they had took the time relative would have drank it.”

“It seemed that some of the records were false - we looked at the liquid consumed and it appeared that they had drank it all when they hadn't. One note said that all personal care was done but relative was still in the dirty top the next day, with a particular stain still on. Relative visited on a Monday and someone came in with a yogurt, when we looked at the records it said at 5:45 resident had had dinner - mash, cheese etc. Relative was there at that time and resident hadn't had it then. Bad recording or false? We didn't know, it could have just been the wrong time but still not true.”

“Staff didn't fully understand the recording process - I raised this and was told they were going to do some training. I'm not sure it got done”.

“This was supposed to be on my relative's notes but had not been actioned. Lack of communication between staff and managers.”

4.3 Improve communication with relatives

“No communication. Relative took poorly on Tuesday and no-one told us. When we went on the Wednesday we had to ask someone if the doctor had been out. Because you go regularly you want to be informed. We would have been previously - they would tell you bits and pieces like whether they had eaten or not.”

“Always told “we'll look into it” and there were no actions as far as I know. I don't think anything was ever followed up on. We got the impression they would sooner you didn't complain - made you feel that way in the last few months. Didn't feel welcome.”

“Other family member would say “What's the point of telling anyone if they don't listen”. We have struggled with issues such as exercise and prescriptions.”

“They said whatever they thought you needed to hear to get you out. They never chased it or got back to you. Nothing was actually dealt with - mainly about external appointment. I asked for a ring back but they never did.”

5. Response from Care Home

Staff: Staffing is now only permanent contracted Stoneyford staff. There are no agency staff. 2 Team Leaders were recruited during September to manage the senior care team, one for day shifts and the other for nights.

Record keeping: Record keeping is now at its best. Charts are planned at the beginning of each month. A Chart Champion reviews the charts each day to keep on top of them. No-one leaves a shift until the charts are signed off. The Manager spot-checks on a regular basis. Short term care plans are also in place to be reviewed daily, for example when working with infections.

Communication: Since June, monthly relatives meetings have been held and attendance has been good. The Manager has set up a newsletter and mailed it to all relatives. The newsletter tells people what has happened and what is planned and promotes everything else that is on offer, for example the next Chiropodist visit. The Managers attitude is to communicate any information as often as possible so that people have it lots of times rather than them not know, having missed the one time it was communicated.

The Manager operates an open door policy and holds a surgery every Wednesday 5-7pm, where relatives can book a slot to speak with her about anything. Letters have been sent to all relatives inviting them in for a care review. This also enables the manager to get to know the families and build up a good relationship.

A 'you said, we've done' board near the coffee bar and main entrance, demonstrates things that have been done by the home as a result of feedback from relatives. Showing residents and relatives that the home acts on issues as soon as they can helps to build up trust.

The new management are now working towards being the best they can be, putting the past behind them and moving forward in a positive way.

The current Manager, Keeley Morris, comes from a care background and has worked her way up from being a carer. Keeley feels that this gives her a greater insight into the day-to-day running of a home and the small but important things. Keeley encourages her staff to work smarter rather than harder and supports this by being a hands-on Manager. Knowledge sessions are held with staff on a variety of topics, e.g. care planning, and swallow meetings are held every week with the chef and other staff to produce reports for each resident. Recent supervisions and appraisals with staff have produced some good ideas, which are now being looked at for implementation.

The manager is also keen to improve the general wellbeing of the residents. In the last few months work has been done on the garden and summer house, in partnership with the National Citizens Service. Residents worked with the young people in the choosing and buying of plants. One resident who couldn't get outside had window boxes put along their window sill. The caretaker has made fiddle boards targeted at the male residents and a pram has been supplied for one resident to aid her in getting around the home with her doll.

6. Findings

6.1 Overall experience

Most respondents indicated that their overall experience of the home was good.



Source: Responses from 5 people

The average rating from 83.3% (n=5) of visitors interviewed was 3.2 with 16.7% (n=1) of interviewees not providing a rating.

The most frequently given scores were 3 and 4, with 2 respondents (40%) reporting their overall experience of the home as very good (ratings 4 and 5) although no-one rated this answer 5 star.



LIKES

“There was really some good things - SOME carers/staff were excellent with my relative, overall they were OK.”

“If my relative is looked after well I don't care who runs it.”



DISLIKES

“The first 3 years were good, then it went drastically down hill. My realtive was not getting the care she deserved, I don't know what the change was, there were lots of new managers and new nurses when everything went down hill. We spent more time complaining rather than talking to my relative. There was a report saying my relative needs help with food and water - it was in their plan - they wouldn't help my relative to eat or drink - Just noted as refused. if they had took the time my relative would have drank it.”

6.2 Staff

Most respondents indicated that they felt that residents were treated with care and compassion although some examples of poor care were reported.



Source: Responses from 6 people

The average rating from 100% (n=6) of visitors interviewed was 4.0.

The most frequently given score was 4, with 5 respondents (83.3%) reporting their overall experience of caring by the staff as very good (ratings 4 and 5).



LIKES

“Very understanding of my relative’s needs. The ones that have been here a long time & know relative well, especially go the extra mile. They can ‘treat’ my relative better than I can. Relative wanted to go to the toilet but only 1 carer on the floor so they ended up wet. When 2 of them came for my relative they wouldn’t get up. Staff didn’t force my relative because it would have upset them so they waited.”

“The carers were very kind and caring, treating my relative with dignity. One time when I got there I could hear behind the closed door that they were explaining to my relative and talking to them about what they were doing. It was respectful. Staff would have a bit of banter and make my relative smile.”

“The staff show concern for my relative, they genuinely care for my relative (and others). I notice because I am here a lot.”

“Some care in one respect, some don’t ‘gel’ the same. Some residents say ‘don’t like so and so’, some staff are a bit quick, some are a bit slow. Most are very caring. They are good with other residents but there are occasions when the carers need to be firm due to the nature of the residents.”

“There were a couple of carers that went out of their way for my relative, you could tell when they were on because my relative was clean and tidy.”



DISLIKES

“In the last six months this has gone downhill, for example, they didn’t use a slide sheet to move my relative. There had been occasions when my relative was left with their dinner on her table which had gone cold. Another time the carer was texting on their phone not helping my relative with dinner. Another time we found the carer sitting on my relative’s chair doing her own hair in the mirror. On another occasion my relative was

left with unsuitable food and was choking on it when we walked into the room. It could have been a different outcome if we hadn't been there at that moment. "Continuity of care/staff/nurses from weekdays to weekends. Bank/agency staff particularly at weekends. Differences in the care that my relative got was mainly about not passing on info from team to team."

"The staff were caring but sometimes the temporary staff weren't as good. The permanent staff we dealt with day to day were good. The cook was good and the staff on the front line. They got to know my relative, my relative knew their names, they knew bits about my relative e.g food likes and dislikes. Less so the senior manager. Too many agency staff."

.....

6.3 Dignity and Respect of Residents

The majority of respondents indicated that they felt residents were treated with dignity and respect.



Source: Responses from 6 people

The average rating from 100% (n=6) of visitors interviewed was 4.0.

The most frequently given score was 4, with 83.3% (n=5) of respondents reporting their overall experience was that they felt that residents were treated with dignity and respect (ratings 4 and 5).



LIKES

“Definitely! At lunch times, meals, breakfast, they take their time. Residents can sit where they want. They know the residents well, know their preferences. Sometimes it's difficult for the carers with some residents. I am happy with the personal care.”

“I go 2-3 times per week for at least an hour. I have never seen anything that concerns me and I know what to look for. I can only go by the time that I am there.”



DISLIKES

“Let down in certain areas. We felt that our relative didn't get enough showers, only 2 in all the time there. Only had bed washes. Trying to get things done outside the home was virtually impossible - hospital appointment and home didn't book the taxi. Badly let us down and I believe they were fobbing us off.”

“Staff didn't fully understand the recording process - I raised this and was told they were going to do some training. I'm not sure it got done.”

Sometimes relative was not clean or changed. Relative didn't get up out of bed so they only put a t-shirt on, nothing on the bottom half. I felt that they did that for their own reasons, it was easier for them.”

6.4 Safety and Protection of Residents

The majority of comments indicated that respondents felt that safety and security was very good.



Source: Responses from 6 people

The average rating from 100% (n=6) of visitors interviewed was 4.2

The most frequently given score was 4, with 83.3% (n=5) of respondents reporting their overall experience of the home was that they felt that residents were safe and protected (ratings 4 and 5).



LIKES

“As good as you’ll get. People walk about OK, some would see an open door and go for it, so they are not allowed on their own. E.g. 2 people when someone is taken to the toilet. All doors and exits locked. They can’t do any better than they are doing.”

“Don’t think at any time my relative was in danger. Security in home good, initially we couldn’t get in without being let in - more recently we got the code which was better.”

“Definitely. Side rails on the bed. I can’t imagine any of the carers would put her safety at risk.”

“No query to do with safety.”

“Definitely safe from abuse. Relative has had a few falls but that can’t be helped.”



DISLIKES

“Due to practices within the home, my relative contracted a preventable infection which required treatment.”

6.5 Communication and Involvement

Most respondents indicated that they were happy with their involvement with decision making.



Source: Responses from 2 people

The average rating from 33.3% (n=2) of visitors interviewed was 3.5 with 66.7% (n=4) of interviewees not providing a rating.

The scores given were 3 and 4 with 50% of respondents (n=1) reporting their overall experience of the home involving them in decision making as very good (ratings 4 and 5).



LIKES

“They don’t wake relative in the morning - let them wake up when they want. Sometimes my relative stays up late, they go along with relatives ‘choices’ - not necessarily choices but they respect the way the relative is.”



DISLIKES

“Didn’t listen to my relative in part, but sometimes felt that they were talking at my relative. My relative felt that they weren’t being listened to and so did I.”

6.6 Confidence to make a complaint

All respondents felt confident enough to either make a complaint or already had made a complaint. One commented that they were unaware of the procedure.

Out of the 6 visitors interviewed, 100% (n=6) of respondents provided an answer to this question.

Response	No. of Responses	% of Responses
Had made a complaint	3	50.0%
Would make a complaint	3	50.0%
Would not have the confidence to complain		
Would not know how to complain		
Total of responses (% of 6 interviewees)	6	100%
No answer given (% of interviewees)		

6.7 Involvement in Care of Person Visited (visitors only)

Most respondents indicated that they felt their involvement with the care of the person they visited was good.



Source: Responses from 5 people

The average rating from 5 respondents was 3.4 with 1 visitor not providing a rating.

The most frequently given score was 5, with 40% (n=2) of visitors reporting their overall experience of the home involving them in decisions about the care of the person they visited as very good (ratings 4 and 5).



LIKES

“Relative got difficult about taking tablets - would spit out a tablet -so I discussed it with them and had to sign to say they could do it disguised e.g. in their food and drink. Reviewed the care plan about 3 weeks ago. Probably do it yearly.”

“If anything is not quite right they'll tell me straight.”



DISLIKES

“Family member had issues with the home not getting my relative up and about. Other family member didn't want my relative to end up bedridden. Notes at the home said my relative couldn't walk but they could before.”

“They fob you off. I would say they felt they needed to hear you to get you off their back. The day-to-day staff were OK but the structure of the place and the management didn't listen.”

“We have seen the care plan once, I never saw it at all even when I asked. We've got a DNR in place which stated not to go to hospital (they are on end of life care). An agency nurse was on and told us if my relative got any worse they would be sent to hospital, obviously they had not read the care plan - sending our relative to hospital was against the family wishes.”

6.8 How Well Does the Home Communicate with You? (Visitors only)

Just over 50% of respondents felt that the home communicated with them well, however some shortcomings with the communications policy were raised.



Source: Responses from 5 people

The average rating from 5 respondents was 3.6 with 1 visitor not providing a rating.

The most frequently given score was 5, with 60% (n=3) of respondents reporting their overall experience of the home communicating with them was very good (ratings 4 and 5).



LIKES

"It's not just the home but the carers, too. 'There's a newsletter and updates about what's happening. I got an update on what's in the kitty e.g. haircuts, chiropodist money."

"Always let me know anything that has happened with a phone call, if not my phone then when we visit we get an update on things .e.g. they tell us what's been eaten for dinner, etc. and a summary of the activities, our relative has been doing."



DISLIKES

"Things where info was not passed on. Paperwork - ticking for breakfast and drinks that my relative had but when they were admitted to hospital they were de-hydrated. Some issues about food - mainly with drinks not coming. Instructions not followed with regards to drinking. This was supposed to be on my relative's notes but still not followed. Lack of communication between staff and managers."

"Assistant top person was very helpful and listened at the end but it was too late. They wouldn't come to us - we had to ask to see the care plan (took 3 weeks) and then we managed to sit with a senior nurse. They showed us a lovely room when first went but when we got there it wasn't the room they showed us. When we complained they didn't listen - very frustrating."

"No communication. Relative took poorly one day and no-one told us. When we went the next day they had to ask someone if the doctor had been out. Because you go regularly you still want to be informed. We would have been previously - they would tell you bits and pieces like whether or not they had eaten."

6.9 Response to Requests and Concerns (visitors only)

Most respondents indicated that their overall experience of the home responding to requests and concerns was not good with mainly adverse comments noted.



Source: Responses from 6 people

The average rating from 100% (n=6) of respondents was 2.7.

The scores were evenly distributed across 1, 2 and 5, with 33.3% (n=2) of respondents reporting their overall experience of the home responding to requests/concerns as very good (ratings 4 and 5).



LIKES

"I have made one or two requests, usually acted upon ASAP. I have no concerns because I nip it in the bud before it gets any further."

"If I ask for something to be done it's done. They've usually done anything I've asked for. I've asked respectfully and it has been done as far as possible."



DISLIKES

"Always told 'we'll look into it' and there were no actions as far as I know. I don't think anything was ever followed up on. We got the impression they would sooner you didn't complain - made you feel that way in the last few months. Didn't feel welcome."

"Other family members would say 'what's the point of telling anyone if they don't listen?' We have struggled with issues such as exercise and prescriptions as already said."

"Not as good as it was previously."

"They said whatever they thought you needed to hear to get you out. They never chased it or got back to you. Nothing was actually dealt with - mainly about the external appointments. Asked for a personal item back but they never did."

7. What is Enter and View?

Enter and View is a power given to local Healthwatch through the Health and Social Care Act 2012. It enables Authorised Representatives of local Healthwatch to go into health and social care premises to see and hear for themselves how services are provided and to collect the views of service users at the point of service delivery. Service providers must allow our authorised representatives entry so long as it doesn't affect their provision of care or the privacy and dignity of people using their service.

Healthwatch Nottingham & Nottinghamshire has this power across the whole remit of health and social care services within Nottingham City and Nottinghamshire County (with the exception of social care services for children under 18). As residential care facilities are not open to the public, they may not be open to scrutiny as readily as other health and social care services. Using our Enter and View power within residential care facilities could potentially identify services in need of support to improve resident and visitor experience, and therefore provide us with the opportunity to influence quality for people who are likely to be vulnerable and seldom-heard when it comes to expressing their experiences and views of health and social care services.

8. Our Approach

To identify a suitable residential care facility in which to undertake an Enter and View exercise, the following steps were taken:

- All residential care facilities with an overall CQC rating of “Requires Improvement” were shortlisted. Any residential care facilities with an overall rating of “Good” or “Outstanding” were excluded because we felt that we were unlikely to identify any problems relating to service user experience. We also excluded any services with an overall rating of “Inadequate” as we felt that these services would already be subject to ongoing scrutiny from the CQC and local authority.
- We searched our database of service experiences for anything shared regarding care homes that may inform our decision. Experiences held on our database were collected through four main channels:
 - Direct methods including Healthwatch engagement activities, our website, telephone and email.
 - Through our online monitoring system which collects evidence from Twitter, blogs and news sites.
 - Patient Opinion, although this data has only been collected since May 2015.
 - Information sharing
 - We looked at newly registered homes, or those that had changed ownership recently and may not have been inspected by the CQC yet, or the most recent inspection refers to the previous ownership/workforce
- We liaised with CQC care home inspectors who shared intelligence with us about the three shortlisted homes and based on this, decided to focus on Stoneyford Care Home.

Our first visit to Stoneyford Care Home was at a relatives and residents meeting, where we asked relatives and residents to sign up to talk to us either after the meeting or at a later date, by phone or in person at the home.

During May and June 2018, the Healthwatch Nottingham & Nottinghamshire Enter and View team conducted a series of telephone interview with relatives/visitors to Stoneyford Care Home Care Home in Sutton-in-Ashfield, a nursing and residential home which is part of HC-One. The objective of this visit was to gather information about experiences of the home and the care that is received from service users and those who visit them, with a view to providing some evidence-based recommendations that would support the improvement of the service.

In total we spoke to 7 relatives/visitors.

We are grateful to Stoneyford Care Home for being supportive of our visit.

The Project Team

All members of the project team are Enter and View Authorised Representatives. These individuals went through a formal selection process, including the taking up of references, a Disclosure and Barring Service (DBS) check and an interview with a panel of Healthwatch staff. All received training over two days, which covered the role of an Enter and View Authorised Representative and how that would fit in with our rolling programme of visits into care homes, confidentiality, safeguarding, equality and diversity and Dementia Friends awareness.

In addition to the Enter and View Authorised Representative training, all staff and volunteers in the Enter and View project team attended a training session regarding this visit specifically. The session covered the aims and objectives of the visit, contextual information about Stoneyford Care Home and a review of data collection tools and how to use these. We wanted to prepare our team as much as possible for when they attended Stoneyford Care Home. For this visit, our project team was made up of one member of staff from Healthwatch Nottingham & Nottinghamshire, and two volunteers.

We would like to thank all the relatives and visitors who spent time talking to our project team. We would also like to thank the members of the Enter and view Team who carried out this visit. Current members our Enter and View Team can be found on our website.

9. Who are Healthwatch Nottingham & Nottinghamshire?

Healthwatch Nottingham & Nottinghamshire is an independent organisation that helps people get the best from local health and social care services. We want to hear about your experiences, whether they are good or bad.

We use this information to bring about changes in how services are designed and delivered, to make them better for everyone.

Why is it important?

You are the expert on the services you use, so you know what is done well and what could be improved.

Your comments allow us to create an overall picture of the quality of local services. We then work with the people who design and deliver health and social care services to help improve them.

How do I get involved?

We want to hear your comments about services such as GPs, home care, hospitals, children and young people's services, pharmacies and care homes.

You can have your say by:

 0115 956 5313

 www.hwnn.co.uk

 @HWNN

 [Facebook.com/HealthwatchNN](https://www.facebook.com/HealthwatchNN)

 Healthwatch Nottingham & Nottinghamshire
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Brookfield Road
Arnold
NG5 7ER

1. Join our mailing list

We produce regular newsletters that feature important national health and social care news, as well as updates on local services, consultations and events.

You can sign up to our mailing list by contacting the office by phone, email or by visiting our website.

2. Become a Healthwatch volunteer

We need enthusiastic volunteers from around the City and County to promote the Healthwatch message, to feed information to and from groups, and help us collect people's experiences. We also need specialist volunteers to help us to assess services through Enter and View and other projects.

Interested? Get in touch and we'll let you know what roles are currently available and what to do next.

10. Appendix 1 Enter & View Data

Ratings summary

Question	Residents	Visitors	Overall Score
Overall experience	-	5	3.2
How caring are the staff?	-	6	4.0
Dignity and respect of residents	-	6	4.0
Safety and protection of residents	-	6	4.2
Involvement in care	-	2	3.5
Involvement in care of person visited	-	5	3.4
How well does home communicate with you?		5	3.6
Response to requests and concerns	-	6	2.7

Number of responses (excluding no response or 'I don't know')

Question	Residents	Visitors	Total No.
Overall experience	-	5	5
How caring are the staff?	-	6	6
Dignity and respect of residents	-	6	6
Safety and protection of residents	-	6	6
Involvement in care	-	2	2
Involvement in care of person visited	-	5	5
How well does home communicate with you?		5	5
Response to requests and concerns	-	6	6

Percentage of responses (excluding no response or 'I don't know')

Question	Residents	Visitors
Overall experience	-	83.3%
How caring are the staff?	-	100.0%
Dignity and respect of residents	-	100.0%
Safety and protection of residents	-	100.0%
Involvement in care	-	33.3%
Involvement in care of person visited	-	83.3%
How well does home communicate with you?		83.3%
Response to requests and concerns	-	100.0%

Overall experience



Source: Responses from 5 people

We asked the following question:

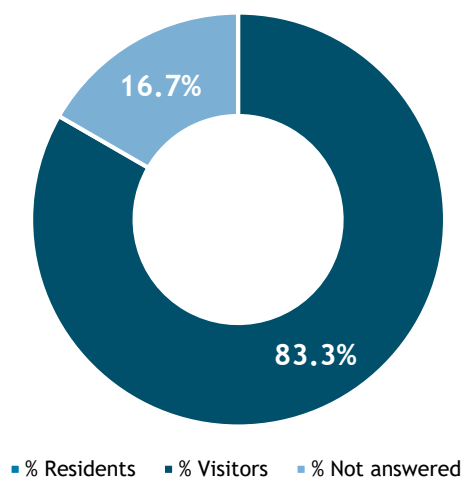
How many stars would you give for your overall experience of living here?

The scoring range was from 1 (poor) to 5 (excellent).

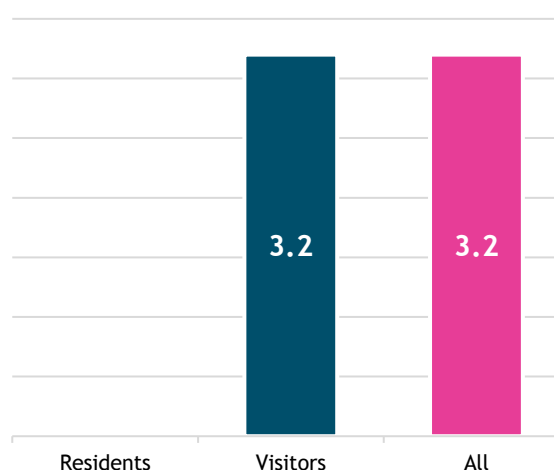
Question	Type	Residents	Visitors	Overall
Overall experience	Score	-	3.2	3.2
Overall experience	No. Responses	-	5	5
Overall experience	Percentage	-	83.3%	83.3%

The average rating from 83.3% (n=5) of visitors was 3.2. 16.7% (n=1) of people asked did not provide a rating.

Overall experience. % of respondents.



Overall experience score by respondent type.



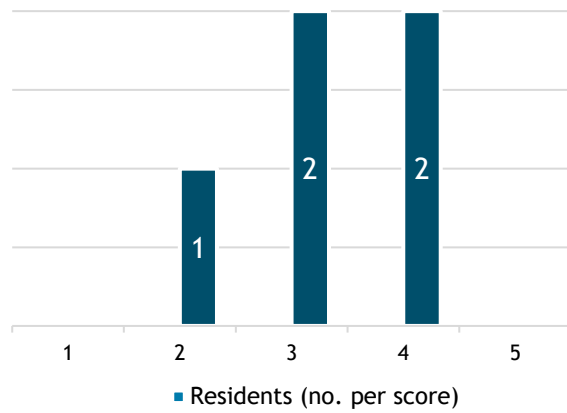
Highest and lowest score split by source

Question	Type	Residents	Visitors	Overall
Overall experience	Highest Score	-	4	4
Overall experience	Lowest Score	-	2	2

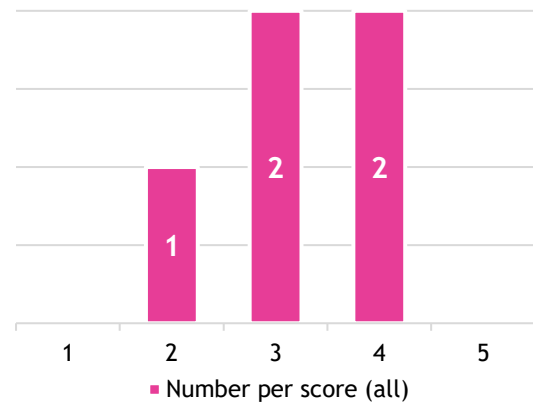
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	-	-	-	-
Visitors	-	1	2	2	-	5
All	-	1	2	2	-	5

Overall Experience - no. of scores by respondent type



Overall experience - no. of scores by all respondents



The most frequently given scores was 3 and 4, with 40% (n=2) of respondents reporting their overall experience of the home as very good (ratings 4 and 5).

Staff



Source: Responses from 6 people

We asked the following question:

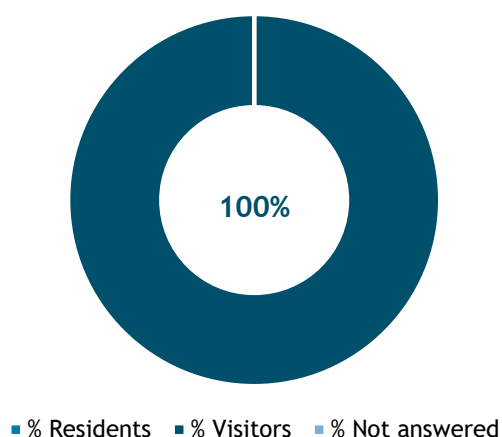
How caring are the staff?

The scoring range was from 1 (poor) to 5 (excellent).

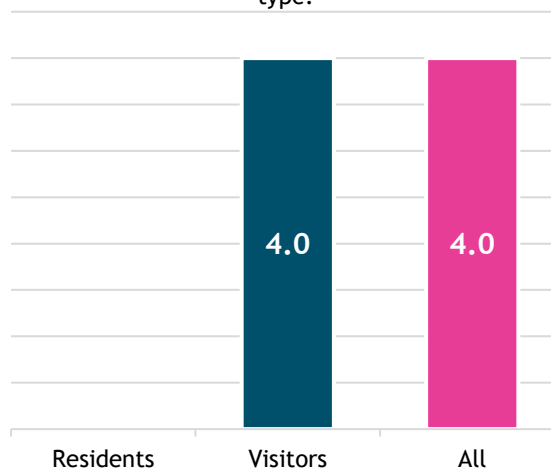
Question	Type	Residents	Visitors	Overall
How caring are the staff?	Score	-	4.0	4.0
How caring are the staff?	No. of responses	-	6	6
How caring are the staff?	Percentage	-	100%	100.0%

The average rating from 100% (n=6) of visitors interviewed was 4.0.

How caring are the staff? Percentage of respondents by type.



How caring are the staff? Score by respondent type.



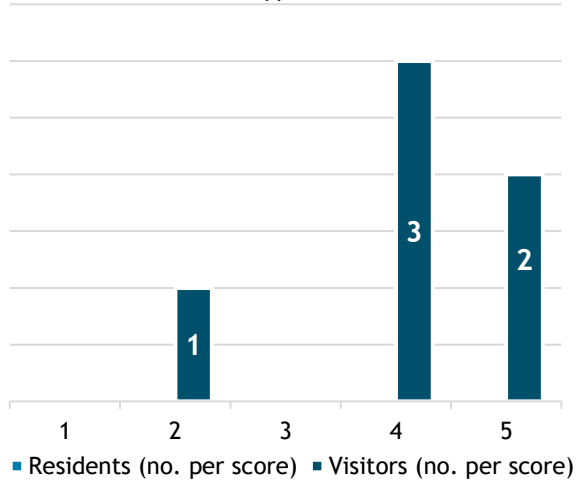
Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
How caring are the staff?	Highest	-	5	5
How caring are the staff?	Lowest	-	2	2

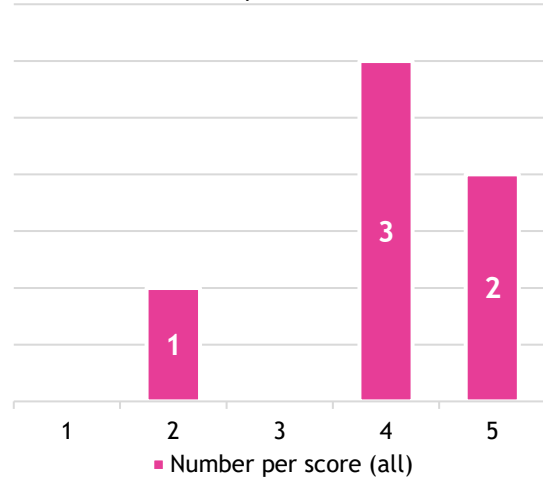
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	-	-	-	-
Visitors	-	1	-	3	2	6
All	-	1	-	3	2	6

How caring are staff? No. of scores by respondent type.



How caring are staff? No. of scores by all respondents



The most frequently given score was 4, with 83.3% (n=5) of respondents reporting their overall experience of caring by the staff as very good (ratings 4 and 5).

Dignity and Respect of Resident



Source: Responses from 6 people

We asked the following question:

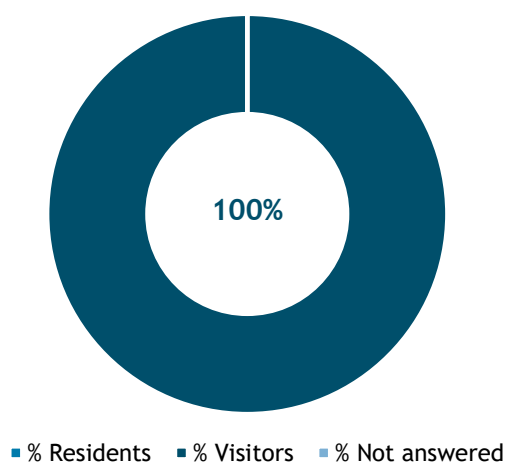
Please rate how well they felt that the staff treated them with dignity and respect.

The scoring range was from 1 (poor) to 5 (excellent).

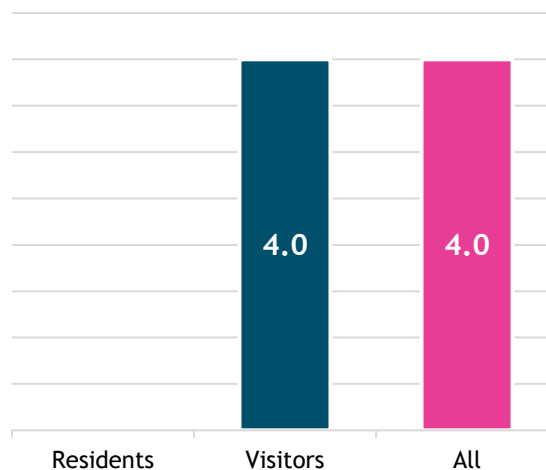
Question	Type	Residents	Visitors	Overall
Dignity and respect	Score	-	4.0	4.0
Dignity and respect	No. of responses	-	6	6
Dignity and respect	Percentage	-	100%	100%

The average rating from 100% (n=6) of visitors interviewed was 4.0.

Dignity & Respect. Percentage of respondents by



Dignity & Respect. Score by respondent type.

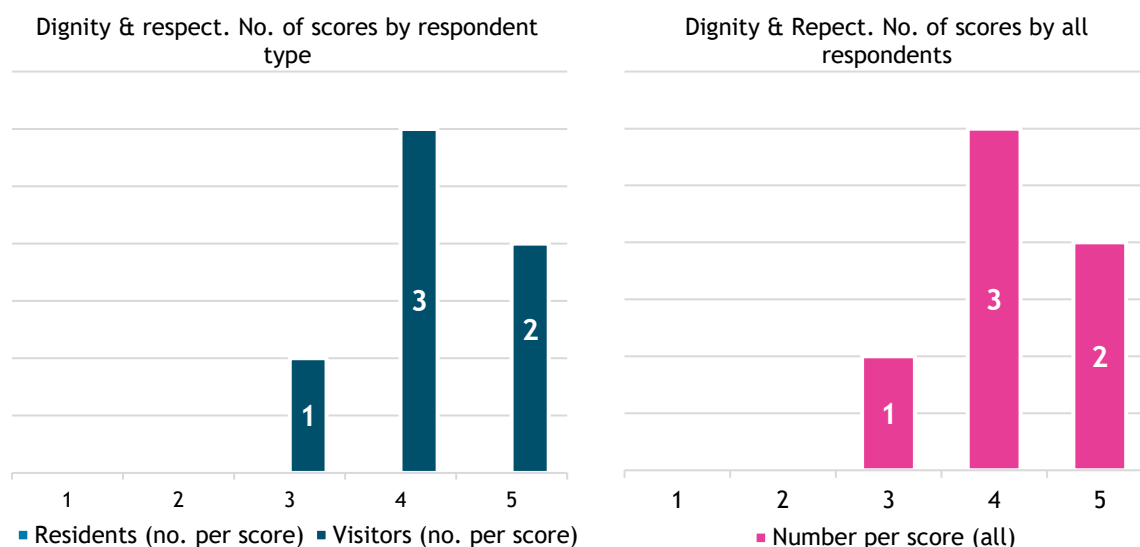


Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
Dignity and respect	Highest	-	5	5
Dignity and respect	Lowest	-	3	3

Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	-	-	-	-
Visitors	-	-	1	3	-	6
All	-	-	1	3	2	6



The most frequently given score was 4, with 83.3% (n=5) of visitors reporting their overall experience was that they felt that residents were treated with dignity and respect (ratings 4 and 5).

Safety and Protection of Residents



Source: Responses from 6 people

We asked the following question:

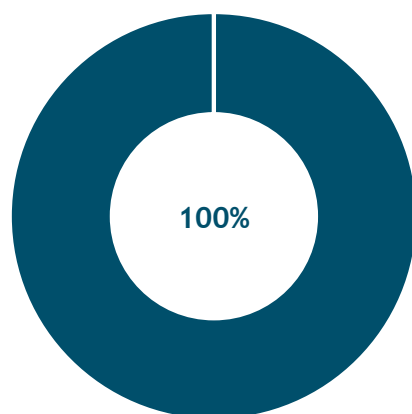
To rate how safe and protected residents felt in the home.

The scoring range was from 1 (poor) to 5 (excellent).

Question	Type	Residents	Visitors	Overall
Safety and protection	Score	-	4.2	4.2
Safety and protection	No. of responses	-	6	6
Safety and protection	Percentage	-	100%	100%

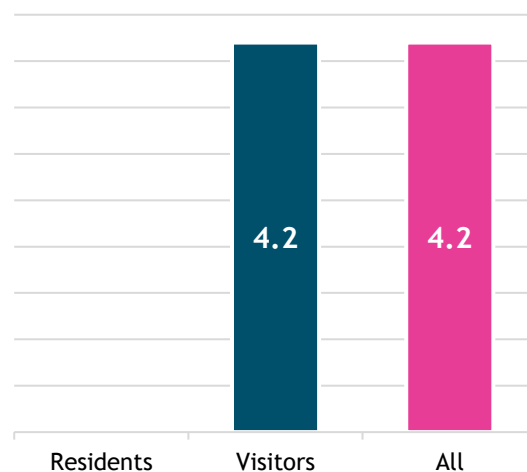
The average rating from 100% (n=6) of visitors interviewed was 4.2.

Safety & Protection. Percentage of respondents



■ % Residents ■ % Visitors

Safety & Protection. Score by respondent type.

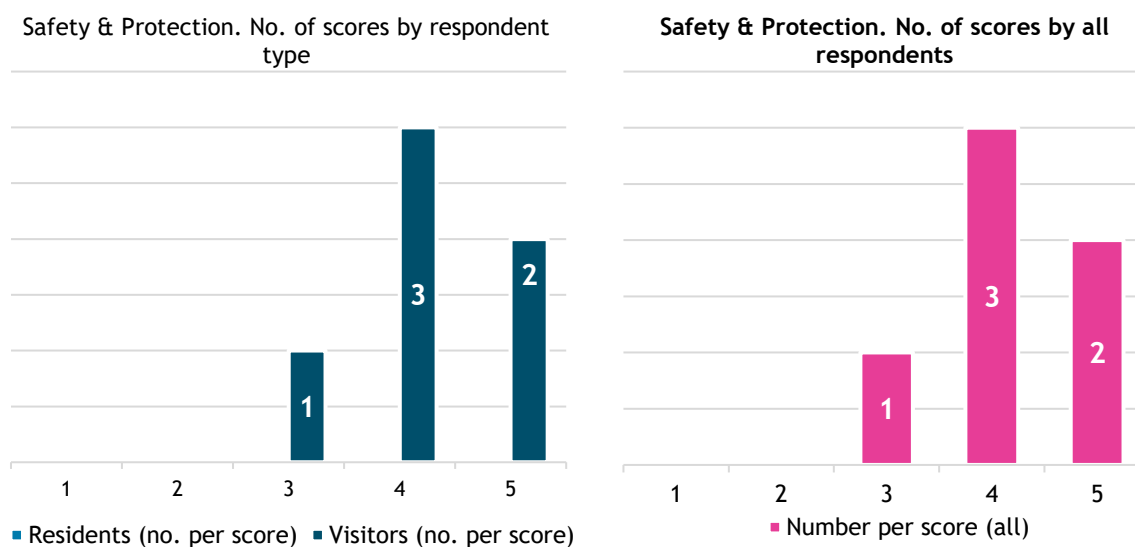


Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
Safety and protection	Highest	-	5	5
Safety and protection	Lowest	-	3	3

Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	-	-	-	-
Visitors	-	-	1	3	2	6
All responses	-	-	1	3	2	6



The most frequently given score was 54 with 83.3% (n=5) of visitors interviewed reporting their overall experience of the home was that residents felt safe and protected (ratings 4 and 5).

Communication and Involvement



Source: Responses from 2 people

We asked people the following questions:

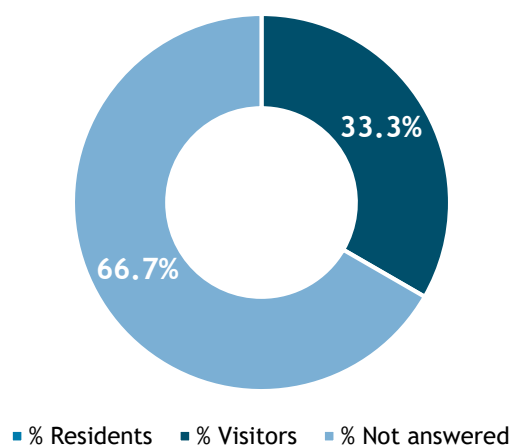
We asked visitors how well does the home involve residents in decisions about their care?

The scoring range was from 1 (poor) to 5 (excellent).

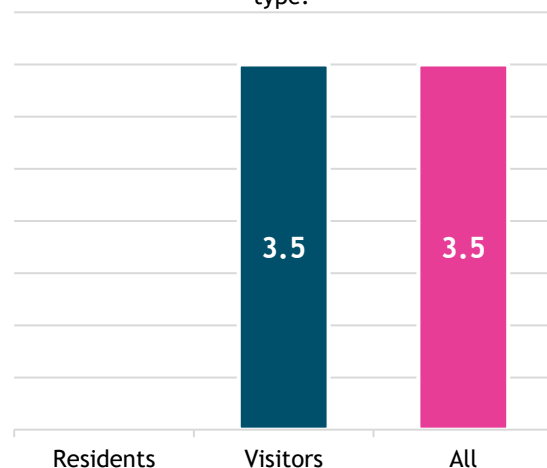
Question	Type	Residents	Visitors	Overall
Communication and involvement	Score	-	3.5	3.5
Communication and involvement	No. of responses	-	2	2
Communication and involvement	Percentage	-	33.3%	83.3%

The average rating from 33.3% (n=2) of visitors interviewed was 3.5 with 66.7% (n=4) of interviewees not providing a rating.

Comms & Involvement. Percentage of respondents by type.



Comms & Involvement. Score by respondent type.



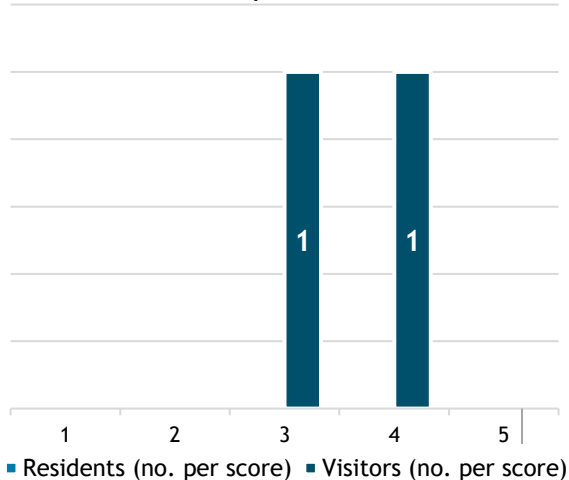
Highest and lowest score split by source

Question	Score	Residents	Visitors	Overall
Communication and involvement	Highest	-	4	4
Communication and involvement	Lowest	-	3	3

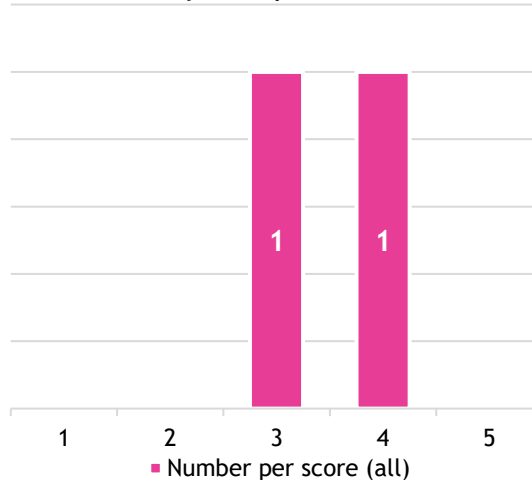
Number of each score split by source

Score	1	2	3	4	5	Total No.
Residents	-	-	-	-	-	-
Visitors	-	-	1	1	-	-
All	-	-	1	1	-	-

Communication & Involvement. No. of scores by respondent



Communication & Involvement. No. of scores by all respondents



The two given scores were 3 and 4 with 50% (n=1) of respondents reporting their overall experience of the home involving residents in decision making as very good (ratings 4 and 5).

If ever you needed to, how confident would you be to make a complaint?

We asked visitors the following question:

If you ever needed to, how confident would you feel to make a complaint?

The following breakdown of results was obtained:

Response	No. of Responses	% of Responses
Had made a complaint	3	50.0%
Would make a complaint	3	50.0%
Would not have the confidence to complain		
Would not know how to complain		
Total of responses (% of 6 interviewees)	6	100.0%
No answer given	4	

Involvement in Care of Person Visited (visitors only)



Source: Responses from 5 people

We asked **visitors only** the following question:

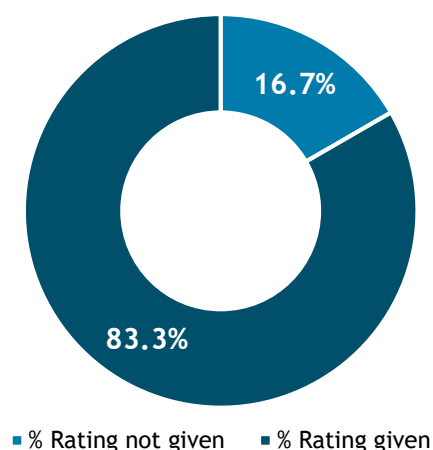
How well does the home involve you in decisions about the care of the person you visit?

The scoring range was from 1 (poor) to 5 (excellent).

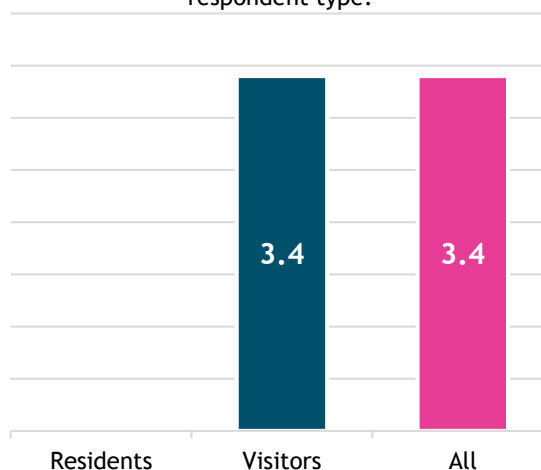
Question	Type	Visitors	Overall
Involvement in care of person visited	Score	3.4	3.4
Involvement in care of person visited	No. of responses	5	5
Involvement in care of person visited	Percentage	83.5%	83.5%

The average rating from 83.5% (n=5) respondents was 4.4 with 1 visitor not providing a rating.

Care Decisions Involvement (visitors). Percentage of respondents who provided a rating.



Care Decisions Involvement (visitors). Score by respondent type.

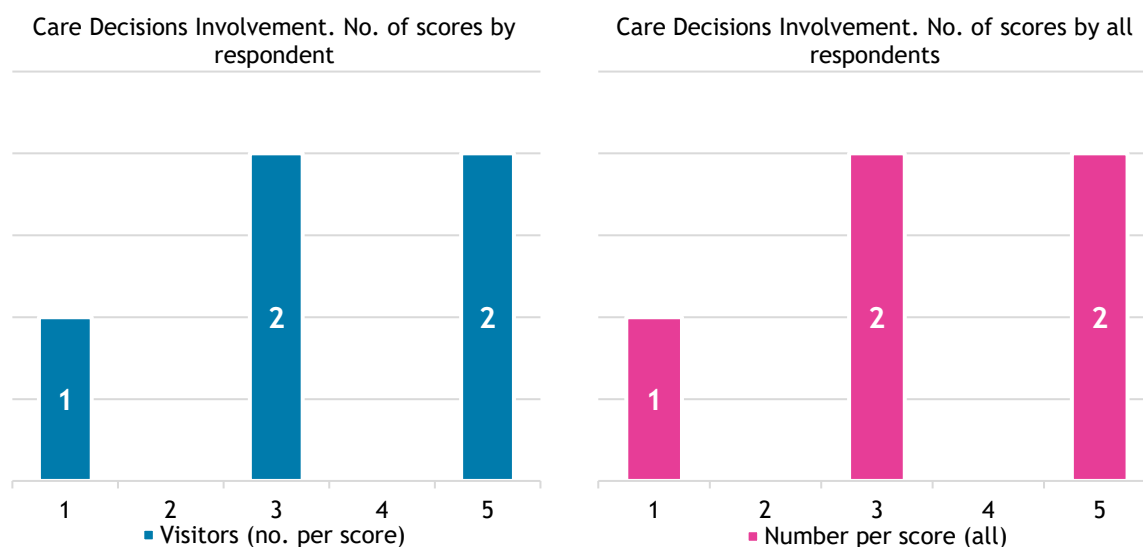


Highest and lowest score split by source

Question	Score	Visitors	Overall
Involvement in care of person visited	Highest	5	5
Involvement in care of person visited	Lowest	1	1

Number of each score split by source

Score	1	2	3	4	5	Total No.
Visitors	1	-	2	-	2	5
All	1	-	2	-	2	6



The most frequently given scores were 3 and 5 with 40% (n=2) of respondents their overall experience of the home involving them in decisions about the care of the person they visited as very good (ratings 4 and 5).

How Well Does the Home Communicate with You? (Visitors only)



Source: Responses from 5 people

We asked **visitors only** the following question:

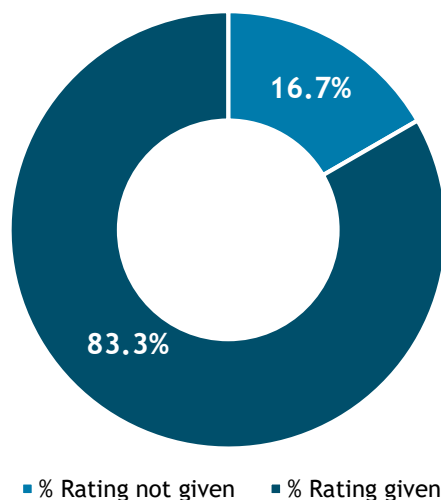
How well does the home communicate with you?

The scoring range was from 1 (poor) to 5 (excellent).

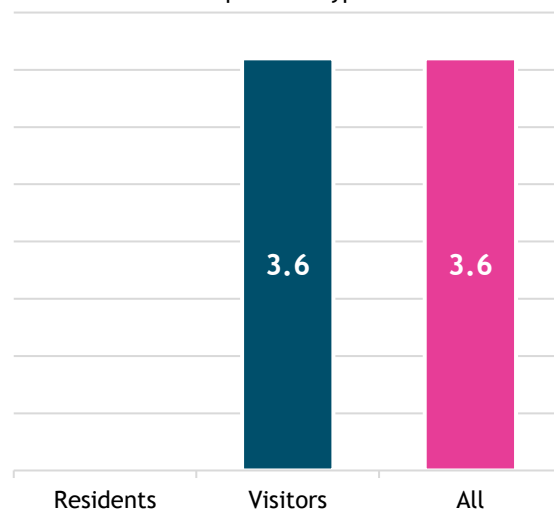
Question	Type	Visitors	Overall
How well does the home communicate with you?	Score	3.6	3.6
How well does the home communicate with you?	No. of responses	5	5
How well does the home communicate with you?	Percentage	83.3%	83.3%

The average rating from 5 respondents was 3.6 with 1 visitor not providing a rating.

How well does home communicate?. Percentage of respondents who provided a rating.



How well does home communicate?. Score by respondent type.



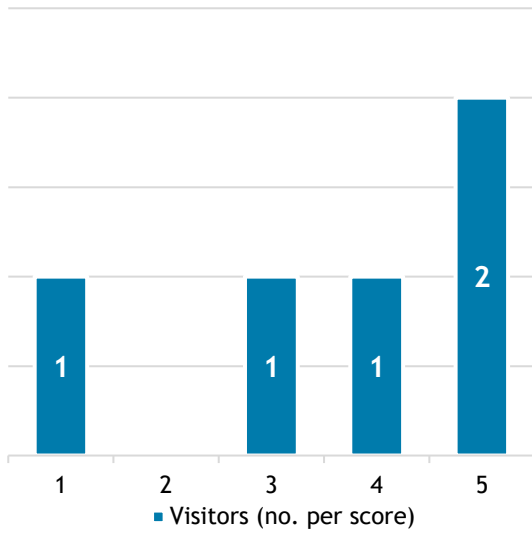
Highest and lowest score split by source

Question	Score	Visitors	Overall
How well does the home communicate with you?	Highest	5	5
How well does the home communicate with you?	Lowest	1	1

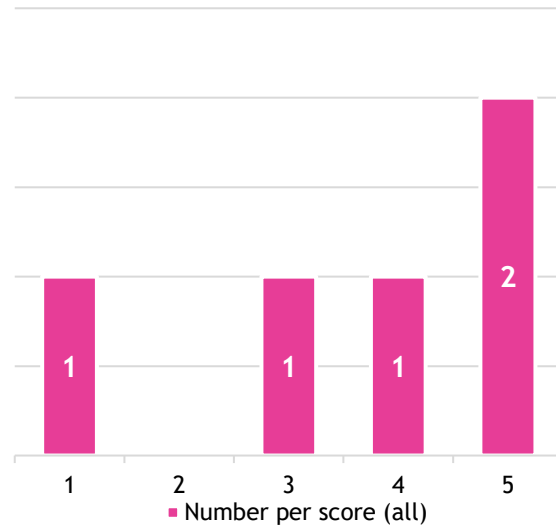
Number of each score split by source

Score	1	2	3	4	5	Total No.
Visitors	1	-	1	1	2	5
All	1	-	1	1	2	5

Care Involvement. No. of scores by respondent



Care Involvement. No. of scores by all respondents



The most frequently given score was 5, with 60% (n=3) of respondents reporting their overall experience of the home communicating with them was very good (ratings 4 and 5).

Response to Requests and Concerns (visitors only)



Source: Responses from 6 people

We asked visitors only the following question:

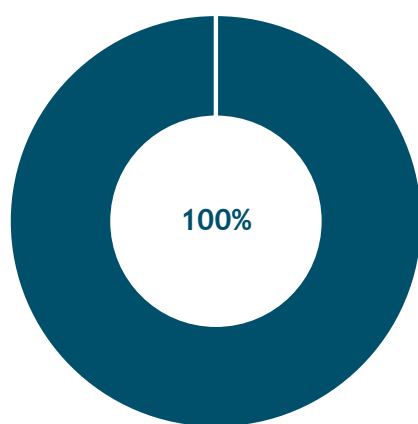
How well does the home respond to your requests and/or concerns?

The scoring range was from 1 (poor) to 5 (excellent).

Question	Type	Residents	Visitors	Overall
Response to requests/concerns	Score	-	2.7	2.7
Response to requests/concerns	No. of responses	-	6	6
Response to requests/concerns	Percentage	-	100%	100%

The average rating from 100% (n=6) of respondents was 2.7.

Requests & Concerns. Percentage of respondents who provided a rating.



■ % Rating not given ■ % Rating given

Requests & Concerns. Score by respondent type.

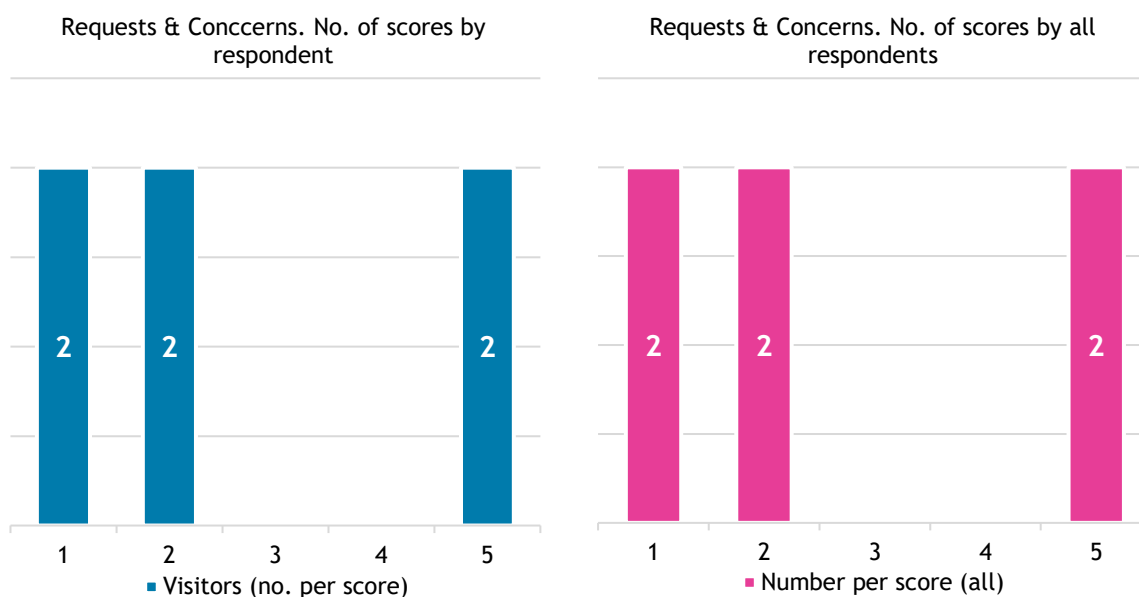


Highest and lowest score split by source

Question	Type	Visitors	Overall
Response to requests/concerns	Highest	5	5
Response to requests/concerns	Lowest	1	1

Number of each score split by source

Score	1	2	3	4	5	Total No.
Visitors	2	2	-	-	2	6
All	2	2	-	-	2	6



The most frequently given scores were 1, 2 and 5 with only 33.3% (n=2) of 4 respondents reporting their overall experience of the home responding to requests/concerns as very good (ratings 4 and 5).

healthwatch

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