

Quality Assurance Report (August 2019)

Park House Care (UK) Ltd as part of our Quality Assurance and Monitoring Policies conducts an annual Quality Assurance Survey each year during the month of July/ August. The responses received are then compiled during the month of September, allowing eight weeks approximately for responses to arrive. Our Quality Assurance Questionnaires are sent to residents, resident's representatives, and GP surgeries along with a Stamp Addressed Envelope and covering letter. This year we have also decided to conduct a staff satisfaction annual quality assurance survey, to which will be compiled following the same process as our standard survey. Within the report below, you will find our outcome report.

Findings:

QA's Issued	Quantity
Quality Assurance Issued to Residents as of 19.07.2019	21
Quality Assurance Issued to Resident Representatives as of 19.07.2019	21
Quality Assurance Issued to General Practitioner Surgeries (Practice Managers)/ Social Workers as of 19.07.2019	07
Total Issued	47 (100%)

QA's Returned	Quantity
Quality Assurance returned from Residents as of 30.09.2018	20
Quality Assurance returned from Resident Representatives as of 30.09.2018	10
Quality Assurance returned from General Practitioner Surgeries (Practice Managers)/ Social Workers as of 30.09.2018	05
Quality Assurance Questionnaires Returned and Voided	0
Total Returned (Minus Voided)	36 (77%)

The next sections of the findings report are the total overall responses to each section within the quality assurance questionnaires which ask about our home, our staff, and services provided.

Our Home Quality Assurance Findings:

Our Home (Findings Total)	Yes	No	N/A
Do you feel Park House is secured to a suitable level?	28	0	08
Do you feel safe while in Park House?	29	0	07
Would you consider Park House to be clean and tidy?	29	0	07
Do you feel the facilities at Park House are adequate?	29	0	07

Overview of findings:

From the 77% of individuals who responded to the survey, we can see that a:

- 100% felt Park House was secured to a suitable level.
- 100% felt safe/ safeguarded from harm within Park House.
- 93% felt Park House maintained good levels of cleanliness.
- 100 % felt Park House had adequate facilities.

There were five resident questionnaires that did not answer all four of the above questions, however management re-visited the individuals with a member of support staff and found them to be able to verbalise, signal, or communicate a positive outlook in respect the above. Management found use of facial charts and other communitive methods (as in previous years) to be required with some of our residents.

With the above considered, the findings above would indicate that Park House is meeting our policies and procedures in relation to areas of those living and visiting Park House.

Comments from residents and their representatives for this section included: 'Home from home, look at all my things', 'I never want to leave', 'Very welcoming to my family', and 'Lovely, just lovely'.

One comment from a Social Worker was 'When I visit Park House, I always observe that the home is decorated and made to look and feel homely and comfortable. Service Users and their families have told me that they feel welcome and at home at Park House. Service Users safety in the home seems to be paramount'.

One comment from a resident's representative was 'It would be good for someone to clean the front door area. The brass door bell was clearly cleaned with brasso over the nice white paint and cobwebs. As it is the first thing a guest see's it's a shame it isn't kept clean like the

rest of the home'. Following this comment and one other similar comment we have now revised our maintenance schedules to ensure the front entrance area (exterior) is checked/ cleaned at least monthly.

Following last year's quality assurance, we introduced a twice daily room checking audit tool for the Senior staff to monitor the cleanliness and presentation of resident's bedrooms twice daily. This year's quality assurance and comments would indicate that this process has been a success as there were no comments regarding improvements to cleanliness inside of Park House.

Also, over the past twelve months we have listened to informal feedback from representatives and professionals regarding entering/ exiting the property using a wheelchair can be difficult due to the slight level variation by the front door. Following this we are now looking at suitable health and safety compliant methods to make the level variation smoother. Park House is grade two listed and it can be difficult to find standard or modified fitting aids or equipment. We hope in the coming months to trial some various ideas.

There were no further comments or feedback for this section.

Our Staff Quality Assurance Findings:

Our Staff (findings total)	Yes	No	N/A
Do you feel our staff are welcoming and friendly?	27	0	0
Do you feel comfortable whilst within Park House?	36	0	0
Do you feel our staff are respectful?	36	0	0
Do you feel our staff manner both face to face and over the telephone is professional?	36	0	0
Do you feel our staff promote the service users privacy and dignity?	36	0	0
Do you feel able to discuss concerns with our staff?	36	0	0
Do you feel the staff follow your professional advice given?	36	0	9
Do you feel the management of Park House are approachable?	36	0	0

Overview of findings:

From the 77% of individuals who responded to the survey, we can see that a:

- 100% felt Park House was welcoming and friendly.
- 100% felt comfortable whilst with Park House.
- 100% felt Park House's staff were respectful.
- 100% felt Park House staff had good manners in person and on the telephone.
- 100% felt Park House staff always promoted privacy and dignity.
- 100% felt able to discuss concerns with our staff.
- 100% felt Park House staff always followed professional advice.
- 100% felt Park House management were approachable.

The findings above would indicate that Park House is meeting our policies and procedures in relation to areas of our staff conduct at Park House and our Mission Statement.

Comments from residents and their representatives included: 'The staff are fantastic', 'All lovely', and 'The staff are excellent and it is really good that there is little turnover so as a visitor we generally know all of the staff', 'Staff are very respectable and caring. They feel

like part of our family and they are always professional even under stress or when short staffed’.

One GP commented ‘The staff are all lovely’.

Comments from Social Workers included: ‘My experience of the care staff and manager at Park House is that the team is passionate and dedicated to provide the best quality, personal centered care to their service users. The team members who attend reviews or CHC assessments/ reviews that I attend are experienced, friendly, communicate very well, they are attentive and will always go above and beyond to accommodate requests that will benefit the residents in the home. They have a good sense of humor and always appear positive despite their busy schedules’, ‘Reports from clients back to my team are always positive’, and finally ‘Always very welcoming’.

Throughout this section there was no satisfactory or negative comments regarding the staff or management of the company. This would indicate that the staff of Park House are all caring and professional when dealing with residents, representatives, or members of GP surgeries. In addition to always following any professional advice received.

To try and promote more communication from families who may work office hours, the management have begun an ‘open drop-in managers office’ the first Monday evening of every months between 17:00hrs and 20:00hrs.

There were no further comments or feedback for this section.

Services Provided Quality Assurance Findings:

Services Provided (findings total)	Yes	No	N/A
Do you feel the services offered at Park House meet the service user's needs?	31	0	05
Do you feel our staff follow your G.P/Nurse visit request protocol correctly?	27	0	09
Are you aware of our Complaints procedure?	31	0	05

Overview of findings:

From the 77% of individuals who responded to the survey, we can see that a:

- 100% felt Park House offered services that met our resident's needs.
- 100% felt Park House always followed/ actioned any requests for GP/ Nurse visits. Some who felt this was not applicable, generally have do not involve themselves with their relatives GP/ Nurse visits or requests but are kept informed by us.
- 100% felt they were aware of our complaint's procedure.

The findings above would indicate that Park House is generally meeting our policies and procedures in relation to areas of service provision and involving individuals/ others within their care and treatment.

Comments from residents and their representative included 'Always involved in my care', and 'I have no complaints'.

Social Worker comments advised: 'Feedback from clients to my team are that the staff and team do involve individuals in all their processes and that the team are flexible,

approachable, and the care is tailored to their individual needs', and 'Very good at implementing care plans and will raise concerns appropriately'.

This year we have 100% of individuals aware of our complaints policy. This has been through continued hard work of promotion of the complaints procedure and changing the format of how complaints can be raised. Last year we addressed the matter of individuals not being aware of our complaints procedure by placing a copy of the accessible complaints policy in all bedrooms and communal areas, all residents and representatives are issued with the complaints policy at the commencement of their time with us in the form of our Statement of Purpose, Terms and Conditions, and General Leaflet Form. In addition to this the complaints procedure has always been available in the lounge and in the entrance hall.

There were no further comments or feedback for this section.

General Comments Quality Assurance Findings:

The following comments were made in general, and each comment from any Individual usually will receive a personalized reply from management where applicable:

- 'It would be helpful if staff wore name badges and their role on them / It would be stimulating for residents if staff can take the residents individually or in pairs for short walks as you have wheelchairs if necessary' (Residents Representative).

All our staff are given identification badges with their name and job role at the start of employment. These are replaced as required. Please be aware that we also have our photo display board showing all of our staff, their names, and job roles. In addition to who is working that day. Our staff sometimes have to remove badges when carrying out certain personal care tasks for the safety of residents and themselves, on occasion they may be in between duties when you see them not wearing a badge.

At Park House all our residents are given weekly opportunities to be supported to go out for a walk in the village or local area. Wheelchairs are used as required. Sadly due to the cognitive status of many of our residents, they can become forgetful that they may have been out of the home for a walk or that they may have declined the offer. Please always feel free to ask a member of staff what activities your loved one has completed as comprehensive records are kept of the activities offered/ completed.

- 'As a relative, and I have discussed with others, we hate seeing the television on all the time where no one is watching it' (Residents Representative).

The television in the lounge has been an area of difficulty for a long period of time. Although it may not appear residents are watching it, some of our residents who may not

wish to participate in activities do enjoy listening to a variety of programme instead (*almost for company out of habit*).

During the last support staff meeting it was discussed again and management have reiterated that the television should be turned off if no one in the room objects to this. Management are also exploring the possibility of turning the Inglenook into a television room for those who do not wish to participate in activities, and would rather watch tele or sit quietly.

- 'Within the limitations of an old building, not built for this purpose, all staff,, including the chefs and cleaning staff provide an excellent service. They are all approachable and professional'. (Residents Representative)
- 'I have always found the staff friendly, caring, and very knowledgeable about their patients'. (Dorchester GP)
- 'Lovely, warm, friendly home. Residents always seem happy and content' (Residents Representative).
- 'In my opinion, Park House is one of the care homes where it is evident that meeting service users needs in a person-centered way is priority' (Social Worker).
- 'Park House are always very welcoming, open, and honest. Able to respond to requests in a timely manner. Have experiences/ witnessed fantastic care from staff within domiciliary and care home' (Social Worker).
- 'The food is good' (Resident).
- 'All lovely' (Resident).
- 'I'm very happy here and all the staff are lovely, it's a happy home' (Resident).

At Park House we really appreciate feedback like this as it allows to assess how we are doing. Please always remember you can leave feedback on our forms in the reception area.

Park House Care (UK) Ltd General Conclusions:

We feel that the service provided is generally running at a 100% satisfaction rate based on answers and comments within this year's quality assurance surveys. As with any service there is room for improvement and we thank everyone for their feedback. Please remember that you can meet with a Senior or Manager at any time during the year and provide us with feedback. It is important to remember that we cannot improve or rectify areas which we have not been told about or recognised.

This year we had a 09% decreased response compared to last year and the feedback appears to be consistent in relation to our expected standards of care. We feel the decreased response is due to including more multi-disciplinary professionals than last year to attempt to ensure we obtain the view from all individuals connected to the service.

Action Planning / Overall Outcome:

1. Park House Care (UK) Ltd to continue with annual Quality Assurance Monitoring.

2. Park House Care (UK) Ltd to continue with following policy and procedure.

The above will be achieved through following/ maintaining our policies and procedures in situ.

Report Completed: Wednesday 23rd October 2019 by James Ivers (Registered Manager).