

Domiciliary Quality Assurance Report (August 2018)

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 August.

The responses received are then compiled during the month of October, allowing eight weeks approximately for responses to arrive. Our Quality Assurance Questionnaires are sent to Clients and where applicable Client's representatives along with a stamped addressed envelope and covering letter.

Within the report below, you will find our outcome report.

Findings:

QA's Issued	Quantity
Quality Assurance issued to Clients as of 24.07.2018	31
Quality Assurance issued to Clients Representatives as of 24.07.2018	16
Quality Assurance issued to Multi-Disciplinary team members as of 24.07.2018	04
Total Issued	51

QA's Returned	Quantity
Quality Assurance returned from Clients as of 01.10.2018	15
Quality Assurance returned from Clients Representatives as of 01.10.2018	9
Quality Assurance returned to Multi-Disciplinary Team Members of 01.10.2018	0
Quality Assurance Questionnaires returned and Voided	1
Total Returns (Minus Voided)	24 (47.06%)

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 Staff Quality Assurance Findings:

Our Staff (Findings Total)	Yes	No	N/A
Do you feel our staff are welcoming and friendly?	24	0	0
Do you feel comfortable when Park House Care Staff Visit?	24	0	0
Do you feel our staff are respectful of your wishes/needs?	24	0	0
Do you feel able to discuss concerns or queries with staff?	23	0	1
Do you feel the management of Park House are approachable?	22	0	2
Do you feel the staff promote independence?	21	1	2
Do you feel the staff promote your privacy and dignity?	22	0	2

Overview of the findings:

From the 48.39% of individuals who responded to the survey, we can see that:

- 100% felt Park House staff were welcoming and friendly.
- 100% felt comfortable whilst care staff visited.
- 100% felt Park House Staff respected their wishes and needs.
- 95.84% felt able to discuss any queries with staff, however one individual indicated that this was not applicable as they have never had any queries or concerns.
- 87.50% felt Park House Staff promote independence with two individuals indicating this was not applicable. One individual indicated no (4.17%) saying that carer's do not spend enough time with his wife. This was discussed with the individual concerned by phone and he felt that carer's should stay longer than their allotted time.

The findings would indicate that Park house is meeting our policies and procedures in relation to staff conduct, privacy and dignity, safeguarding, promoting wellbeing and utilizing training provided.

Comments received on this section included but are not limited to, 'all care staff are very professional and very pleasant'.

Care Visits (findings total)	Yes	No	N/A
Do you receive a weekly visit schedule/care worker schedule (where applicable)	24	0	0
Do you feel our staff arrive at the scheduled times?	23	1	0
Do you feel our staff depart at the scheduled times?	22	2	0
Do you feel our staff carry out all the tasks as detailed in your care plan?	23	1	0
Would you agree that the care visits meets your needs?	24	0	0

Overview of the findings:

From the 48.39 of individuals who responded to the survey, we can see that:

- 100% indicated they receive a visit schedule/care worker schedule weekly.
- 95.84% indicated that care workers arrived at the scheduled time with one individual indicating 'No' because of the traffic.
- 91.67% indicated that care workers depart at scheduled times with two individuals indication 'No' – the reasons for this are 'staff often go beyond their primary duties to give my father extra support and company' and 'not always but have discussed this with management'.
- 95.84% feel staff carry out all the tasks as detailed in the care plan with one individual indicating 'no'. When this was discussed by phone the client advised she doesn't always like her feet washed.
- 100% indicated that the care visits meet care needs.

The findings above would indicate that Park House is meeting our policies and procedures in relation to our staff conduct, Mission Statement, Communication, Care Planning, Assessment and Staff Monitoring.

Comments received on this section included but not limited to 'Carer always arrives on time and cares for my wife very well', 'all well' and 'the shopping visits are particularly good'.

Throughout this section there were 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 clients and representatives.

Services Provided Quality assurance Findings:

Services Provided (findings total)	Yes	No	N/A
Do you feel Park House Care involves you within the plan of care?	24	0	0
Do you feel Park House Care delivers care as per your care plan?	24	0	0
Do you feel updated with any changes involving your care?	19	1	4
Do you feel Park House Care provides person centered care?	22	0	2
Do you feel the services offered at Park House meet your needs?	24	0	0
Are you aware of our Complaints Procedure?	20	4	0

Overview of the findings:

From the 48.93% of individuals who responded to the survey, we can see that:

- 100% felt Park House involved them with the care planning process.
- 100% felt Park House delivered their care as per their care plan.
- 79.17% felt they were kept updated with any changes affecting their care with one individual indicating 'No' but with no further comment and four individuals indication 'N/A'.
- 91.67% felt that Park House provides person centered care with two individuals indicating 'N/A' with no additional comments.
- 100% felt that Park House meet their needs.
- 83.34% indicated that they were aware of our complaints procedure with four individuals indicating they were not aware.

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

Our complaints procedure is available at the back of every care plan in a client's home and it also detailed within our Statement of Purpose. It is also available on-line and detailed within our Terms and Conditions of Care.

General Comments Quality Assurance Findings:

Comments from clients included; 'the carers are reliable and friendly and respect my wish for independence'.

Comments from representatives include; 'very happy with the service provided', 'your service has enabled our Mum to live independently in her own home where she is at her happiest' and 'not sure how the service can be improved as very happy with the way the company operates and the care service provided'.

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.

