

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 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 01.07.2018	19
Quality Assurance Issued to Resident Representatives as of 01.07.2018	19
Quality Assurance Issued to General Practitioner Surgeries (Practice Managers) as of 01.08.2017	05
Total Issued	43 (100%)

QA's Returned	Quantity
Quality Assurance returned from Residents as of 06.09.2018	19
Quality Assurance returned from Resident Representatives as of 06.09.2018	10
Quality Assurance returned from General Practitioner Surgeries (Practice Managers) as of 06.09.2018	02
Quality Assurance Questionnaires Returned and Voided	0
Total Returned (Minus Voided)	31 (86%)

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	03
Do you feel safe while in Park House?	28	0	03
Would you consider Park House to be clean and tidy?	27	01	03
Do you feel the facilities at Park House are adequate?	28	0	03

Overview of findings:

From the 86% 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 three 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 for this section also included that individuals always found the home to be 'The house always feels warm and comfortable', 'lovely here, very happy', 'the cleaners always ask to come in to my room before cleaning', and 'there are always lots of cleaners around'.

One comment advised that 'overall cleanliness is good. However we have had to ask for the bathroom to be cleaned on the last two occasions when visiting'. Based on feedback from others we feel this is an isolated occurrence and is more due to personal circumstance. As a result Park House introduced during August 2018 a twice daily room inspection check list to be completed by senior staff at approximately 11:00hrs and 15:00hrs. This we hope will eliminate incidents such as the above.

Also, over the past twelve months we have listened to informal feedback from representatives and professionals and have now made our garden more secure. This has therefore allowed our residents to be able to access the outside space whilst taking positive risks and remaining safeguarded from harm.

We have also listened to feedback from residents regarding feeling the dining room space is too small. This has also been highlighted by staff and we therefore have recognized this is primarily caused by the majority of residents now using mobility aids. To resolve this matter we have proposed to change the current dining room into a 'tv lounge' and 'garden viewing area'. This will also help to encourage a more homely and relaxed lounge area as highlighted on last years quality assurance.

The current lounge will be turned into a dining room (lower end) and an activities lounge (top end). This will allow our residents an opportunity to decide each day whether they wish to participate in activities or have some quieter time. We are hoping to commence the changes during October 2018. This will be trialed for approximately eight weeks.

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?	31	0	0
Do you feel comfortable whilst within Park House?	31	0	0
Do you feel our staff are respectful?	31	0	0
Do you feel our staff manner both face to face and over the telephone is professional?	31	0	0
Do you feel our staff promote the service users privacy and dignity?	31	0	0
Do you feel able to discuss concerns with our staff?	31	0	0
Do you feel the staff follow your professional advice given?	15	0	16
Do you feel the management of Park House are approachable?	30	0	1

Overview of findings:

From the 86% 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 included 'All the staff are friendly & welcoming. Phone calls are always made to pass on information or concerns', 'Staff do an amazing job and have so much patience. They

are respectful and the mood is usually upbeat', 'staff always very approachable, helpful, and knowledgeable about residents care', 'nursing staff are fantastic and very on the ball', 'my main communication is by email. Prompt replied. My brother phones and never has problems', 'staff are fantastic', and 'staff are always helpful when ask'.

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	0
Do you feel our staff follow your G.P/Nurse visit request protocol correctly?	27	1	3
Are you aware of our Complaints procedure?	26	5	0

Overview of findings:

From the 86% of individuals who responded to the survey, we can see that a:

- 100% felt Park House offered services that met our resident's needs.
- 93% 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.
- 92% felt they were aware of our complaints procedure, however 08% were not.

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.

One representative advised that their wish for a GP to be contacted regarding a suspected common health complaint was not followed, as no GP visited their relative. However Park House have responded to this comment with the details around the circumstances, and this matter Park House feels is more in relation to the GP Surgery's protocol on accepting a

home visit request for suspected common health complaints. The matter of a non GP visit was discussed with surgery reception at the time when a visit was first requested.

The 08% of individuals not aware of our complaints policies were five residents who were all able to express if they had a complaint they would advise staff. 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.

We were pleased to see that this years awareness of the complaints policy has risen to 92% which is a 37% increase on the response last year. The residents who were unaware as mentioned above did know they could report any complaints to staff, so Park House would consider this almost a 100% response to being aware of the complaints policy. Often we have identified that individuals believe the complaints policy to be more complex than being able to advise a staff member of a complaint. No further actions from Park House will be taken over the coming year to develop the complaints awareness.

Other comments within this section included 'Good to see you are planning more outings', 'I have everything I need, if I need to complain I will tell staff', and 'the service provided is perfect'.

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:

- “The garden is a lovely secure area and with investment could become a nice pace to be, perhaps a small garden building to provide another quiet area for residents...”

We completely agree that this would be a worth-while investment, however due to Martinstown planning consent any large sheds or smaller structures do require planning. We explored this option earlier this year and unfortunately it would require a degree of consent from the council (as has our maintenance shed to the front of the building).

However we have not ruled this idea out entirely but have decided in order to do this we would need to upgrade the current paved area with more suitable tiles, and also extend the current paved areas.

Hopefully in the coming year this may be something we can look into more.

- “I don’t feel it could be improved (the service), as it is nice as it is...”
- “I have always felt Park House provides good quality care. The management team are always very helpful and co-operative when dealing with my clients’
- “I am extremely pleased with the services my ??? receives. The staff are extremely friendly and helpful, all know my ???’s ways! To me a sign of a good home is that you see the same staff. If staff retention is good then it makes everything alone so much better – thank you”.

- “No improvements necessary”

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.

- ‘The only thought would be to have slightly more varied activities perhaps visits out’

Park House has recently purchased a company vehicle which should be suitable to the needs of most of our residents. Therefore we are now planning more trips out to the local area as mentioned in our last newsletter.

Since last year's Quality Assurance we have also focused on bringing in more external varying entertainments.

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.

This year we had a 2% higher response rate than last year, and the feedback appears to be consistent in relation to our expected standards of care.

The complaints policies has been a long standing issue and we conclude that individuals perhaps believe there is more to raising a complaint than what is actually needed. Most individuals who ticked ‘no’ to being aware of the complaints procedure have at times raised ‘grumbles’ and often will raise any issues or concerns they may have, to which we swiftly deal with.

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: 11th September 2018