



Relatives 'survey results

# Summary

- Why have we done this?
  - We needed to find out from residents' relatives how they felt relating to various aspects of their relative's care at Parkside
  - 26 questions were asked around a variety of topics with the main results as follows
  - Relatives were also given the chance to provide comments relating to different aspects of the home which can be found on slide 3
- 19 responses were received from the 32 (59% response rate) sets of questionnaires which were distributed via post and online
- All results from the survey can be found in slides 3 to 10.
- The top 6 results were:
  - 100% felt that the residents were treated with respect and dignity
  - 100% either felt very satisfied or satisfied with the welcome visitors were given
  - 95% of those who responded felt that the care their relative received was either outstanding or good
  - 95% confirmed that they knew how to make a complaint if required
  - 95% responded that they were happy with the bedroom and ensuite facilities that their relative occupied
- The bottom 5 results were:
  - 74% advised that they felt that the residents were offered enough activities at Parkside
  - 74% of those who responded felt residents are able to choose how much they eat at mealtimes (the other 26% responded that they didn't know)
  - 74% felt that residents were able to have a drink or snack when they wanted (21% responded that they didn't know)
  - 79% of those who responded advised that they had been invited to care planning reviews or to discuss any aspect of care relating to their relative
  - 79% responded that if residents wanted to change their mealtime that they would be given the opportunity to do so
- Based on these results an action plan will be put in place and will be communicated shortly.

# Some of the comments received relating to the care their residents received

"... My relative receives good and appropriate care..."

"... I am so happy that my Mum (LP) is able to live at Parkside. I can see how much the staff care for her and they all adore her!..."

"... Generally, the care and attention given is outstanding. What does often seem to let the side down is that some fairly obvious medical issues, such as eye infections, skin rashes, etc, seem to go unnoticed or unreported for many days. It is often relatives, on weekly visits, that are the first to raise these..."

"... I would like to see my mother, her bed and her room kept cleaner. I visit once a month and sometimes it's fine and sometimes it's not ..."

"... I think Parkside can achieve outstanding as the staff are good at what they do..."

"... You obviously, like all care homes, have difficulty with continuity when using agency staff..."

"... We are happy with Dad's care but it fluctuates, he's not easy but feel sometimes a lack of empathy he gets upset. Often get comment from staff I've been meaning to phone you would rather they did it straight away than think about it. i.e. sister arrived to find Dad with only socks on as shoes had broken and they had washed slippers. She felt they had rung as they said they were going to she could have bought some in..."

"... We find the care to be very good. The comment we would make is that we sometimes find that communication between the family and staff and indeed between staff and staff can be disjointed..."

"... My mother feels that communication between residents and carers could be improved, by giving realistic estimates as to time frames for when she will receive help. Also better communication from staff if event times have been changed. She has told me that she sometimes has to wait for quite a while before she receives help although from what I gather when she uses the call alarm she receives an initial visit promptly and then informed that she will have to wait to receive the help she has requested..."

# Some of the general comments that have been received

“... Manager should occasionally be around at night and weekends ...”

“... What about a text system/ flag up system that carers can quickly do on their phone to alert issues like the shoes as they occur and then we can ring in and follow it up. ...”

“... Management to be more responsive. Reviews to take place on a more regular basis...”

“... Would it be possible for relatives to have the code for the front door as when we ring the bell the sound is the same as the room buzzers and staff would not have to leave what they are doing...”

# Comments relating to the types of activities the residents would enjoy

“... Bingo...”

“... I feel that they are adequately catered for with present activities, both within the home, and out...”

“... More trips out...”

“... Baking (if not already offered) ...”

“... One to one and any Christian activities ...”

“... Animals visiting the home. Religious services/instruction. Visit from young people/schools ...”

“... Dad enjoys most of what offered maybe a few funny radio shows to listen to like the classics that they like ...”

“... During the spring, summer and autumn months, it would be great if staff could organise and encourage small groups of residents to have tours of the garden, with a cup of tea out in the sunshine. Perhaps a knowledgeable gardener could give a talk 3 or 4 times a year and highlight what flowers are in bloom, what vegetables are being grown, etc ...”

“... They love the animals!  
In the better weather outside activities are always good :-)  
possibly involvement in the making up of the hanging baskets and pots and the choice of plants etc. Trip out to garden centre maybe...”

# General comments received from relatives

"... Have found the home very welcoming and clean as well as the decor ..."

"... I do not feel management are very responsive and when visiting at the weekend I do not always know who is in charge. I do find the care staff caring and welcoming...."

"... I thank God for such a wonderful place and am so glad my Mum is there, being looked after safely. Bless you all. ..."

"... The staff at the care home are lovely from all areas of the home and we feel that we are a team with them working towards the best that can be offered, and it's just a few small things that need adjusting but overall it is a lovely home and we appreciate the hard work and heart that we see them putting into caring for our Dad. ..."

"... Christian ethos - especially with care - comes across very strongly. This is good..."

"... Parkside to reward their staff more often..."

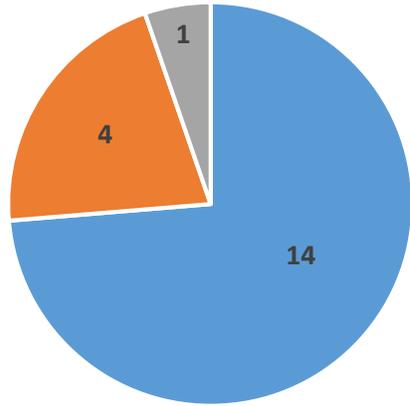
"... Please note that having two relatives with yourselves these answers may apply to one or the other. For example, bedrooms question - it is only Mum's room that causes concerns, uncle's is fine. Many thanks to all the staff that do so many positive things for our loved ones. You really are all appreciated ..."

"... I feel my mother is much safer in Parkside than at home. I feel her mobility has improved since she has been a resident. The staff that I have met have all seemed very pleasant and friendly and helpful. She has a lovely room but the ensuite sink is very small. ..."

I am pleased to see security has been improved with some exterior cameras. But I am concerned that there still do not appear to be cameras monitoring stairwells and landings. I would have thought these would be a standard Health & Safety feature in a residential care home in case of trips and falls, etc...."

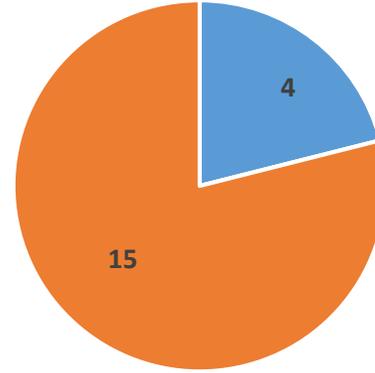
# Results

How would you rate the care your relative is receiving at Parkside?



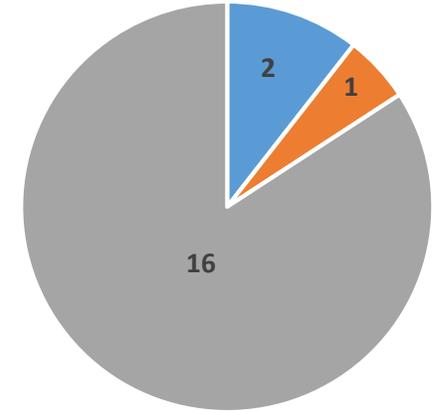
■ Good ■ Outstanding ■ Requires improvement

Have you been invited to care planning reviews or to discuss any aspect of care relating to your relative?



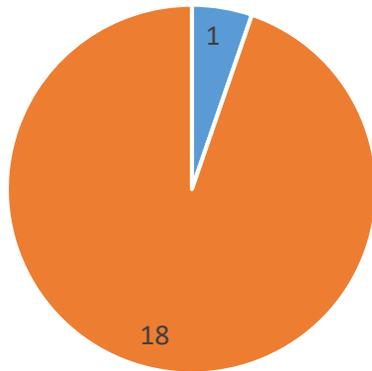
■ No ■ Yes

Do you feel that your relative is happy here?



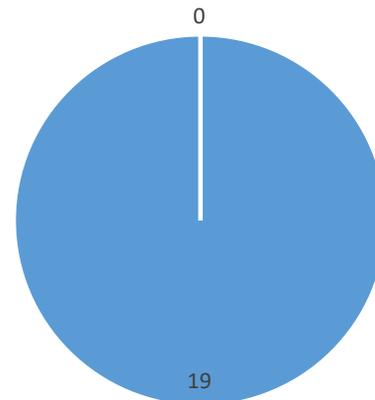
■ Don't know ■ No ■ Yes

Do you know how to make a complaint if required?



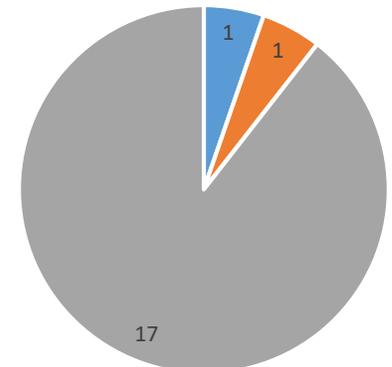
■ No ■ Yes

Do you feel that the residents are treated with respect and dignity?



■ Yes ■ No

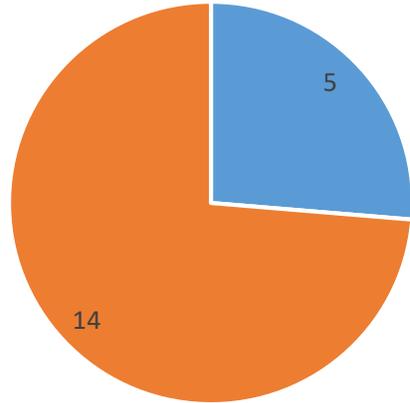
Are you happy with the choice of foods residents are offered?



■ Don't know ■ No ■ Yes

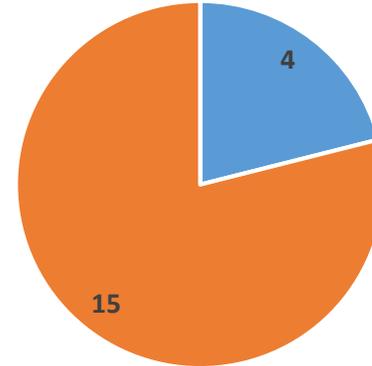
# Results

Do you feel residents are able to choose how much they eat at mealtimes?



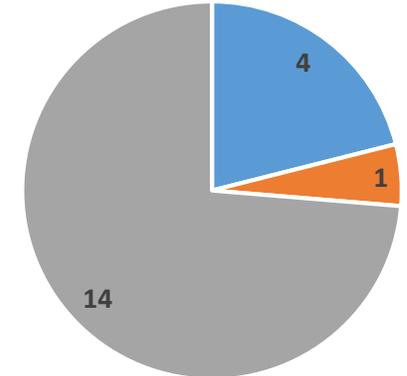
■ Don't know ■ Yes

If residents want to change their mealtime, do you feel they are given the opportunity to do so?



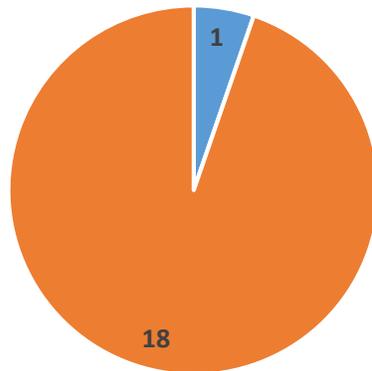
■ Don't know ■ Yes

Do you feel residents are able to have a drink or snack when they want?



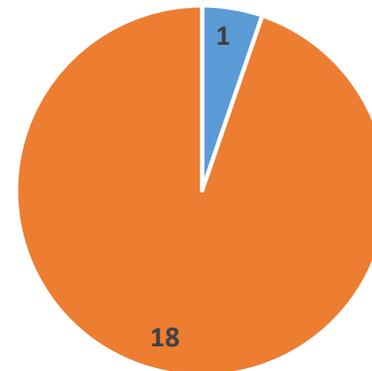
■ Don't know ■ No ■ Yes

Are you happy with the bedroom that your relative occupies?



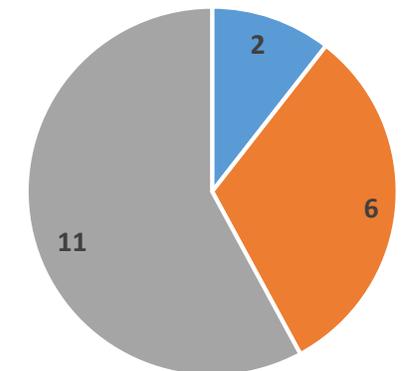
■ No ■ Yes

Do you feel the residents have sufficient privacy?



■ Don't know ■ Yes

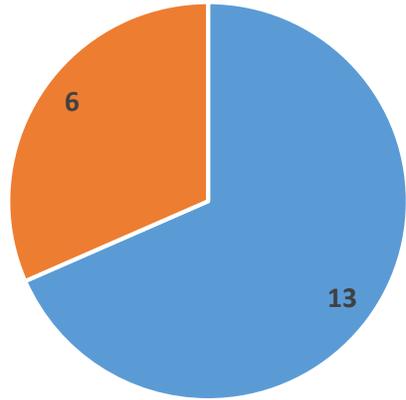
How satisfactory do you find the atmosphere in the home?



■ Fairly satisfactory ■ Satisfactory ■ Very satisfactory

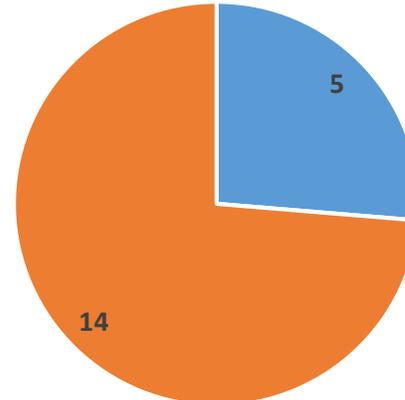
# Results

Is there anything that you feel we should change about the home?



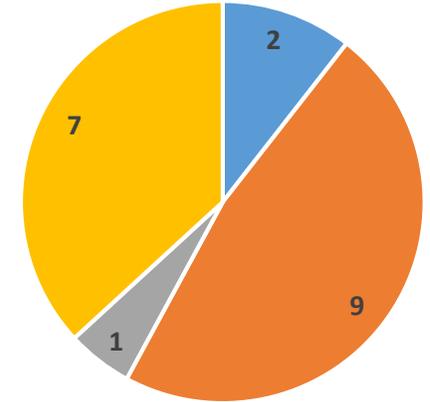
■ No ■ Yes

Do you feel the residents are offered enough activities at Parkside?



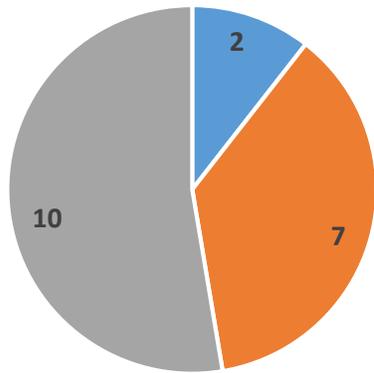
■ Don't know ■ Yes

Overall how satisfied are you with the outside appearance of the home and parking facilities?



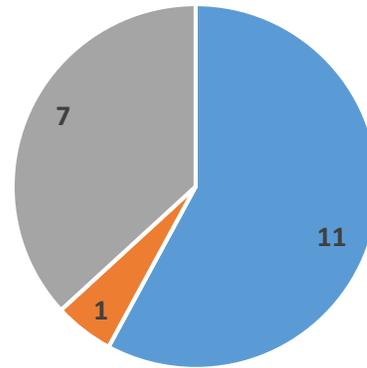
■ Neither satisfied nor dissatisfied ■ Satisfied  
■ Somewhat dissatisfied ■ Very satisfied

How satisfied are you with the garden?



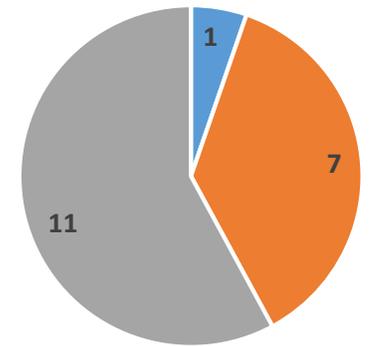
■ Neither satisfied nor dissatisfied ■ Satisfied ■ Very satisfied

How satisfied are you with your relative's room and en-suite facilities?



■ Satisfied ■ Somewhat dissatisfied ■ Very satisfied

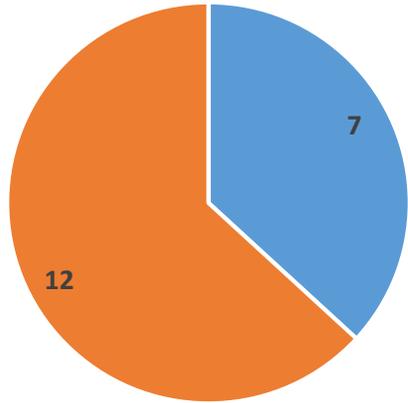
How satisfied are you with home's cleanliness and smell?



■ Neither satisfied nor dissatisfied  
■ Satisfied  
■ Very satisfied

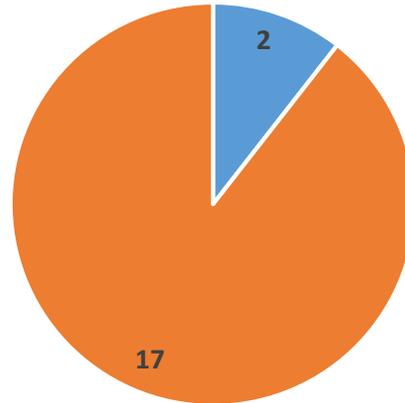
# Results

How satisfied are you with the welcome visitors are given?



■ Satisfied ■ Very satisfied

Would you recommend the home to other people?



■ Maybe ■ Yes