

RESULTS - Crosshill Client Satisfaction Survey 2014 /15 (20 sent out. Others left in Entrance – 12 returns)

Results will be collated and presented at the next resident's meeting in February (9th) so we would appreciate it if you could return the completed questionnaire before **20th January 2015**.

1. Please could you identify who is providing feedback in this questionnaire (please tick all that apply)

- 1 Resident / Client living at Crosshill
- 9 1st degree family member e.g. spouse, brother / sister, son / daughter etc
- 2 Friend / Other – 2 Nephews

2. How long have you (your relative / friend) been living in Crosshill

- 2 Under 1 year
- 8 1-5 year
- 2 More than 5 years

3. Are you (your relative / friend) happy living at Crosshill 11 Yes / 1 No

- Mums degree of unhappiness does not reflect on her care and facilities at Crosshill, but is a reflection on her condition. The answer would be the same wherever she was being looked after
- My aunt is well looked after and we feel she is safe in your care
- Staff are very helpful and caring
- She could not be better looked after anywhere else
- Caring staff and managers. Excellent amenities and good food
- Well Cared For. Clean, Tidy, Warm, Well Fed, Never Alone
- The staff are always caring and very helpful. They are always polite, treat the residents with dignity and respect
- Well looked after and cared for. Treated as a person not as a patient
- It is a brilliant home, staff are all very friendly, supportive. Mam is very happy here

4. If you were concerned or unhappy about any care / treatment at Crosshill would you (you relative / friend) feel able to approach a senior member of staff (e.g. Manager / Nurse / Senior Care Worker)

- 12 Yes

5. Please use the space below to highlight anything (positive or an area for improvement) that we can feedback to any specific member/s of staff?

A chair for visiting alongside each resident would be an improvement especially when the resident is hard of hearing.
 All's fine thank you.
 My relative sometimes feels anxious and therefore needs a little comfort and reassurance at times. I think the staff always give this in a caring manner
 Pleased with activities my mother takes part in especially baking which she has always loved
 For all staff – that the care and attention they give to all of the residents is excellent, especially their handling of clients when using the hoist

Area	Score				Please provide comments and ideas as to how we can improve
	1	2	3	4	
Score Rating: 1 = Poor 2 = Satisfactory 3 = Good 4 = Excellent					
What is your overall impression of the Home (mood / atmosphere / ambience / welcome given to visitors etc)			4	8	The atmosphere is excellent, the staff friendly- it's like going into a family home. Atmosphere and mood is sometimes lacking on a snap shot visit. 2 TVs competing, air not as fresh as it could be.
How would you rate our decor and furnishings	1	7	4		I understand room is to be redecorated. Décor has improved with redecoration last year. Furnishings functional and appears to be comfortable for residents
How would you rate the overall cleanliness / odour of the Home			3	8	1 st Class. Excellent. The home is always clean and smells nice. Never any unpleasant odours. Cleanliness good. Odour sometimes noticeable (but understandable) Could be ventilation issues particularly in summer
What is your opinion regarding the home's overall state of repair (inside and outside)	1	4	7		Excellent. Only satisfactory due to building works. It is an old building that appears to be in a good state of repair
How would you rate our menus, food, snacks and drinks			2	9	Don't know. Unable to comment personally but mum never complained. A good choice of drinks on the trolley. They enjoy the meals, are always keen to tell me what they have eaten and that its like home cooking
How involved do you (your relative / friend) feel in the decisions which are made about the home	1	2	5		5 No. I already feel that I am involved. I know my sister is kept aware of changes which are discussed with her and with my relative. I don't know if they feel they need to be more involved. Very happy with the level of involvement that relatives are offered

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How would you rate the personal care staff provide to client's			1	11	2 Excellent. The care is very sensitive to the needs and comfort of clients. We have seen first-hand that all the staff dealing with mum exercise a high standard of care and ensure her dignity is maintained throughout with patients and understanding of her condition. The care is very sensitive to the needs and comfort of clients
What is your opinion on the level of privacy and dignity we provide		2	2	8	Excellent. Staff are very considerate. Although we have no issues in this respect with mum, I think overall there is a certain loss of dignity at the pre meal toileting queue
How good are we at asking, and then respect, the decisions, choices and wishes our client's make i.e. providing personalised care and optimizing independence			1	11	It would really help if my relative had access to a good telephone connection and they are losing touch with friends and family. I have observed 1 st hand that residents are not forced to do anything against their wishes and staff reason with them to encourage a positive outcome of day to day needs
How safe do you feel our client's are e.g. any concerns re abuse, neglect, bullying etc.			1	11	Again no problems. Absolutely no concerns over safety
What is your opinion on the number and type of social activities we provide e.g.in house / trips			6	6	In my opinion these area already well catered for .The range of activities and trips is very good especially now as everyone has had an opportunity to go on trips regardless of their ability. Mum loves her shopping trips. In the summer a member of staff came in specially to take mum to Stanhope show. She loved it. Enjoy the musical activities and it's great to see them doing new things. Social activities have certainly increased over the last 18 months or so, and I have observed the enthusiastic baking and karaoke sessions. Always sad to see only a small proportion of residents participating. Everyone enjoys a good sing-along so perhaps more of this?
What is your opinion regarding communication within the home?			4	8	Excellent. My queries are always answered promptly. Excellent level of communication via website and relatives meetings. Perhaps more could be done to advertise website updates when they come along by collecting relatives / visitors e-mail addresses
<p>Please could you provide us with any ideas as to how you feel we could improve our outdoor space or suggestions for our new EMI (dementia)</p> <p>Get it finished as quick as possible☺</p> <p>Plenty of bird feeders and different plants would be nice!</p> <p>Re dementia – colour coding. Dementia awareness programmes / dementia friendly walk way</p> <p>Just an idea for the outdoor space maybe some planters or a water feature if there is plenty of room. In the EMI unit maybe an aquarium. It is said that an aquarium can have a calming effect. I realise that it would be more work for the staff of course!</p> <p>The patio area is a good space to sit out in the summer and very peaceful, tables and seating plus sun shades would be lovely. I recently visited a day centre for people with dementia – there were 3 rooms depending on stage. The rooms had areas which were furnished and decorated differently – such as a sensory area, a reminiscence area, an area with books, there was also music playing.</p> <p>Suitable equipment and facilities for the outdoor space would be – bird table / feeders, plants, fishpond, wind chimes etc, to provide a space where residents can re-establish with part of the world that has been lost from their lives. If each resident was given a suitable plant which is established for their attention and responsibility with the help e.g. who's sunflower will be the biggest. Residents plant the seeds and participate in plating perennials in the garden that mark the seasons i.e. snow drops, daffodils, roses. Try and get residents involved with the garden no matter how small or great so they have a feeling of ownership and can tend to the plants throughout the seasons</p>					

At Crosshill we are always striving to provide a healthy, happy and safe environment for all of our clients. We would like you to share any suggestions / comments you have, no matter how big or small, and on any subject as these often help us to ensure we offer the best services and care we can for you / your loved one.

Everything is top rate

There is a lovely friendly atmosphere in the house – many factors contribute to this but most importantly the way staff talk to residents – in a very relaxed friendly way , it feels like 'home'

A big thank you to those who rated / place comments on the following website: www.carehome.co.uk

Our website address is www.rayson-homes.com This contains details of events, activities, copies of our service used guide, contract, agendas and minutes of meetings etc.