



“Promoting well-being and individualised services”

## Visiting Professionals Satisfaction Survey Outcome Report

### 1. INTRODUCTION

#### 1.1 Survey Results

- 1.1.1 At the time of the survey there were 19 Service Users at Deanston House. 20 professional surveys were sent to care managers, commissioners, advocacy workers and NHS Forth Valley staff.
- 1.1.2 Professional surveys were sent on the 18/01/2022 and a reminder on the 17/02/2022.
- 1.1.3 A total of 4 surveys were returned by the closing date 04 March 2022.
- 1.1.4 Therefore, there was a response rate of 20%.

### 2. SURVEY RESULTS

#### 1.2 How well do we support people’s wellbeing?

- 1.2.1 100% of professional reported excellent/very good that in their opinion Service Users’ health and wellbeing needs are met.
- 1.2.2 75% of professionals reported excellent that in their opinion Service Users are protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination, whilst 25% reported this was very good.
- 1.2.3 100% of professionals reported the medication process is well managed.
- 1.2.4 50% of professionals reported that required equipment is available for Service Users if required and 50% did not know.
- 1.2.5 100% of professionals felt confident to challenge and report any poor practice and are confident this would be acted on.
- 1.2.6 100% of professionals reported excellent/very good that they are involved quickly and appropriately in Service Users’ care if they are assessed as requiring specialist advice or intervention.
- 1.2.7 75% of professionals reported excellent/very good when they visited Deanston House, that they felt there was the right number of staff to support Services Users’ care plan/support needs. 25% did not know.

### 1.3 How good is our staff team?

- 1.3.1 100% of professionals reported excellent/very good that they feel staff appear clear in their roles and responsibilities and staff appear to be well trained and the service is of continual improvement.
- 1.3.2 75% of professionals report the staff team accept advice and recommendations from visiting professionals to improve the outcomes for Service Users. 25% did not know.
- 1.3.3 100% of professionals reported excellent that staff treat Service Users and their relatives with dignity, respect, kindness, and compassion.
- 1.3.4 75% of professionals reported they have observed a warm positive relationship between Service Users and staff with 25% did not know.
- 1.3.5 100% of professionals reported excellent/very good the staff team appear caring and work well together.
- 1.3.6 50% of professionals reported Service Users' privacy appears to be well respected by staff during their visits and this includes personal information. 25% reported this was good and 25% did not know.
- 1.3.7 100% of professionals reported excellent/very good that they feel staff communicate with Service Users and relatives about their needs and feel staff understand the importance of not discriminating against a person due to their protective characteristics.

### 1.4 How good is our setting?

- 1.4.1 100% of professionals reported in their view the home is comfortable, homely and well maintained and there is enough space available inside the home for Service Users to spend together or alone, as they choose. There is a good range of facilities available in the home which Service Users can access with staff support, as required.
- 1.4.2 75% of professionals reported Services Users are able to decorate their own bedrooms as they choose and are given the required support to do this. 25% did not know.
- 1.4.3 100% of professionals reported excellent that the garden is pleasant, well maintained and large enough for the Service User to have their own private outdoor space.

### 1.5 How well is our care and support planned?

- 1.5.1 100% of professionals reported excellent/very good that they feel staff understand the service is the Service Users' home, they listen to their needs, preferences and ideas and act on them.
- 1.5.2 100% of professionals reported excellent/very good that they have experienced relatives, friends and advocates being consulted when it is right to do so. Their views are listened to and acted on.
- 1.5.3 100% of professional reported excellent/very good Service User relatives and other professionals are consulted regarding assessments and support plans as appropriate and the Service User is always asked for their consent by staff regarding their care and support and the appropriate people are involved in capacity decisions when necessary.

1.5.4 100% of professionals reported excellent/very good that they are kept up to date by staff when this is necessary.

1.5.5 75% of professionals reported excellent/very good if they have any concerns or complaints they are taken seriously and dealt with promptly and that they are kept informed. 25% did not know.

#### 1.6 How good is our leadership?

1.6.1 100% of professional reported excellent/very good that the management team is well known to Service Users and relatives and are easily contactable. They have confidence in the management team who continuously strive to improve best practice.

1.6.2 75% of professionals reported staff appear happy in their work and there is good communication between the management team and staff, 25% did not know.

1.6.3 75% of professionals reported excellent/very good that the culture within Deanston House appears to encourage contributions from all involved and there is strong leadership which welcomes views from all. 25% did not know.

#### 1.7 Additional Comments

*"In any residential home there can be improvements. However, at Deanston they strive to give the best service to the client and their families. They will try and accommodate to different needs and give individuals opportunities when staff ratio allows".*

*"They have kept everyone safe during the height of the Covid Pandemic and tried to provide stimulating activities in house to clients".*

*"Very pleased with this residential placement".*

*"I have been impressed with the level of care that P has received whilst residing within Deanston House".*

### **3. CONCLUSIONS**

3.1. The Professional Survey is the second survey undertaken since Deanston House was first registered on 8 August 2019.

3.2. The survey was emailed to Care Managers and other professional on two occasions with a response rate of 20%.

3.3. It is noted that the percentage of this year responses is slightly less than the previous year (29%). This can be contributed to a number of factors i.e., Care Managers working from home during the Covid-19 pandemic.

3.4. From the 2021 survey 25% of Care Managers reported they observed warm positive relationships between Service Users. 75% did not know. This year 75% of Care Managers and other professionals reported they observed warm positive relationships between Service Users and 25% did not know.

- 3.5. 50% of professionals reported in the 2021 survey that staff appeared happy in their work compared to this year, where 75% reported they observed staff happy in their work and 25% did not know.
- 3.6. Overall, the excellent/very good responses by professional have increased from last years' survey, which indicates and improvement in the level of satisfaction experienced by respondents.
- 3.7. It can be surmised that the quality of the standard of care and support provided to Services Users is evidenced within the positive comments provided by Care Managers.

#### **4. RECOMMENDATIONS**

- 4.1. Staff to continue to treat all Service Users, families and professionals with dignity, respect, kindness and compassion.
- 4.2. To continue to consult relatives and professionals and to keep them up to date where it is deemed appropriate.
- 4.3. The management Team to continue to look at ways to improve the service and strive to improve best practice at all times.
- 4.4. To continue to promote a safe, comfortable, homely environment.
- 4.5. Staff to continue to accept advice and recommendation from visiting professionals.

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