

## Relative and Friends Satisfaction Survey Outcome Report December 2021

### 1. INTRODUCTION

- 1.1 The survey was sent to families/relatives via email and post.
- 1.2 The surveys were completed in December 2021.
- 1.3 At the time of the survey there were 18 Service Users living at Deanston House.
- 1.4 Out of the 18 Service Users, 16 have family contact. Of these 16 families, six completed the survey, giving a response rate of 38%.

### 2. ANALYSIS OF RESULTS

#### How well do we support my relative/friends health and wellbeing?

There was a consensus on most areas of this section of the questionnaire, with 83% of families responding with excellent and 17% with very good for the following areas:

- Being confident that their relative's health and wellbeing are being met at Deanston House
- Staff giving prescribed medication according to their relative's care plan
- Their relative being kept safe and secure in all aspects of life, including being free from exploitation and abuse
- Staff protecting their relative's dignity and human rights and respect them as an individual
- Their relative is treated equally and lives in an environment which is free from bullying and intimidation
- Staff deal with incidents and accidents quickly and openly and keep them fully informed where appropriate.

In the remaining questions in this section, 67% reported excellent and 33% very good regarding their relative's belongings being safe and secure and knowing how to raise concerns about issues they may observe or hear.

#### How good is our staff team?

There was further consensus in this section with 83% reported excellent and 17% very good regarding the following:

- Staff appear to have the right knowledge, qualifications and skills to carry out their role in providing the right care and support to my relative
- They have financial guardianship or appointeeship for their relative and the remaining 17% report this was not applicable to them
- Being involved in decisions about their relative's care and support when appropriate

Whilst 83% of respondents reported that staff make sure their relative gets a healthy balanced diet, the remaining 17% reported this was good.

When asked about people who can speak on their relative's behalf, 83% reported their relative is supported to get the help they need when they need it, such as advocacy, whilst the remaining 17% reported that they did not know.

100% of respondents reported:

- They can visit their relative whenever they would like them to visit and that they are made welcome by staff at Deanston House
- That they are encouraged to express their views about the service their relative receives and that staff communicate with their relative according to their needs and wishes. Staff communicate with relatives in a way that helps them understand their relatives needs and wishes
- The staff team are professional, caring and treat their relative as an individual. Staff treat the relative/friend with dignity, respect, kindness and compassion as well as their relative

34% of relatives reported if their relative has communication needs, they are consulted on their likes and dislikes and 66% reported that this was not applicable to their relative.

#### How good is our setting?

There was positive consensus in this section, with 100% of respondents reporting:

- The environment and equipment used by staff appears to be well maintained
- In their view the home is comfortable, homely and well maintained
- There is enough space inside the home for Service Users to spend time together or alone, as they choose
- There is a good range of facilities available inside the home for Service Users to access with staff support
- The garden is easily accessed, is pleasant, well maintained, and large enough for their relative to have private outdoor space

83% of respondents reported their relative can decorate their own room as they choose and are given support to do this and 17% reported with not applicable or did not know.

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

Within this section, the respondents reported the following:

- 83% reported excellent or very good that they are regularly asked for their views about the service their relative receives and the remain 17% felt this was good
- 83% reported the treatment and support their relative receives is written in support plans and informs staff about what is needed to support them best
- 83% reported if they have guardianship they are fully involved in decisions about their relative current and future care and support
- 100% reported their relative is helped to keep up their hobbies and get involved in meaningful community activities if they wish and that staff help them to not feel lonely and to keep in contact with them and other family members
- 67% stated excellent when their friend needs access to primary care services i.e., GP, agreeing that these are planned, and they are kept informed of these outcomes. The remaining 17% felt this was good, they did not know or it was not applicable

- 67% reported excellent if they had any concerns and complaints and staff always took them seriously, investigate them thoroughly, respond to them in good time and provide them with feedback. The remaining 33% reported this was not applicable or did not know.

#### How good is our Leadership?

When asked about the quality of leadership at Deanston House, 100% of respondents reported that they know who the managers are and feel able to speak to them easily. 100% also reported that staff seem to have the right skills to do their job and provide good care to their relative.

83% of relatives agree staff and managers work effectively with others who may be involved in supporting their relative, such as the Care Manager and health providers.

83% of relatives report they are confident in the managers, they know what they need to do and are always honest, including when things go wrong. They agreed that the Management Team communicates clearly to everyone with any required information or updates.

#### Relatives support forum

Following a suggestion by a relative to organise a Relative Forum, we agreed to include this as an additional question within this year's questionnaire to gather the views of relatives on this.

When asked how useful they would find it if we developed a Deanston House Relatives' Support Forum, 17% reported a relative support forum would be adequate, with 50% stating they did not know or felt it was not applicable. The remaining 33% felt a support group would be good.

When asked how likely it would be for them to attend/participate in a Deanston House Relatives' Support Forum, 33% of relatives reported they would attend/participate in this.

#### Overall level of satisfaction

When asked to rate their overall level of satisfaction with the service and support their relative/friend is provided at Deanston House, 100% of respondents reported excellent with what Deanston House can offer and how their relative is supported.

#### Additional Comments

Respondents were provided with an opportunity to share additional comments regarding their satisfaction with the service provided at Deanston House and the following comments were provided.

- I have spoken with my relative in regards to this survey and they have told me to tell you that s/he is not moving from Deanston House
- The garden party on the 22/08/2021 was a good idea. It allowed members of the extended family to visit in a relaxed manner and also allowed us to meet some of the other residents and their families.
- Now Covid restrictions are lifting it would be good to have trips out to some of the local tourist attractions, towns not routinely visited for shopping, appointments etc. "The seaside for days out".
- It would also be a good idea to have a structured approach to evening activities for residents who are more night owls and who respond to the quieter times in the communal areas.

### **3. CONCLUSIONS**

- 3.1. On comparing the survey completed last year with the same questions, Deanston House had 14 Service Users, with 5 relatives responding to the questionnaire, an average of 36%.
- 3.2. This year Deanston House has 16 Service Users who have family in their life. 6 relatives responded to the questionnaire so 38%.

- 3.3. A comparison of survey results from last year and this year for each of the areas of assessment indicate there has been an improvement in the level of satisfaction experienced by relatives/friends, as reported in Table 1.

<b>Table 1: Comparison of Average Score for 2020 and 2021 Survey Results</b>		
<b>Area of Assessment</b>	<b>2020 Excellent /Very Good</b>	<b>2021 Excellent /Very Good</b>
How well do we support people`s wellbeing?	86%	100%
How good is our staff team?	87%	92%
How good is our setting?	96%	100%
How well is our care and support planned?	87%	100%
How good is our Leadership?	87%	89%
Overall Level of Satisfaction?	Not Recorded	100%

- 3.4. The Deanston House management team consider this to be a positive improvement in the service provided to Service Users and their family/friends and we aim to continue to improve on this during 2022.

#### **4. RECOMMENDATIONS**

- 4.1. As all will be aware, like all social care providers, Deanston House has had to follow government guidelines in relation to Covid-19. This has had an impact on relatives' visiting arrangements at the home and we would like to take this opportunity to thank all relatives for their support and understanding with adhering to the Covid-19 guidelines whilst visiting.
- 4.2. With the ongoing support of the staff team, Service Users, families and other stakeholders we have kept Covid-19 out of Deanston House until early this year, when we experienced an outbreak. We recovered quickly from this Covid-19 outbreak and we further thank relatives and friends who supported us during this difficult period. We are glad to report that everyone who contracted the virus has fully recovered.
- 4.3. Deanston House continues to improve the service provision to Service Users by providing excellent care and support to Service Users which has been evidenced by this year's questionnaire and is recognised at Service User Review Meeting, which are attended well by relatives.
- 4.4. To further improve the service we provide, the following recommendations will be implemented:
- 4.4.1. We will continue to provide regular feedback to Service Users' relatives and friends.
  - 4.4.2. We will continue to encourage and welcome relatives/friends to Deanston House.
  - 4.4.3. We will continue to provide strong leadership and management of the service to enable Service Users to achieve the best outcomes possible.
  - 4.4.4. We will continue to communicate effectively with relatives/friends, in their preferred format at their chosen frequency.
  - 4.4.5. Following the relaxing of the national Covid-19 restrictions, we will resume Service Users' participation in a wider range of community activities of their choice.
  - 4.4.6. We have recently appointed an Activity Coordinator and we will ask that he develops a more structured approach to evening activities provide for the 'night owls' at Deanston House.
  - 4.4.7. A further garden party will be held in Spring/early Summer and at this we will explore further if a Relative Forum is wanted and if so, the format of it.

4.5. We would like to take this opportunity of thanking the people who took the time to respond to this survey. The annual survey is a way for you to share your views on the service provided at Deanston House and to make suggestions for improvements. We hope more relatives will take the opportunity to participate in the survey in 2022.

**Colin Beatie**  
**Customer Relation Manager**  
**March 2022**