



# **Weston House Residential Home**

## **Annual Quality Assurance Report**

**2023**

Dear All

Thank you to everyone who completed and returned the quality assurance survey which was issued in January 2023. The survey had been given to the residents, family and friends and visiting professionals. These have now been collated. The survey looked at the individual services offered by Weston House for which the findings have now been summarised in the following pages of this report.

Over the next few weeks, we will work to develop an individual Action plan where required based on the feedback and the findings of this report.

The report will be made available to all staff and residents and copies of the report and the findings will also be communicated through the use of staff and resident meetings.

We are passionate about developing and improving our quality assurance systems to ensure that the care and overall service provision provided is of the very highest standard.

A sincere thank you again to everyone that participated in the Quality Assurance Survey

**James Machin-Brzozowski**

**Acting Home Manager**

## **Contents:**

Weston House Statement of purpose	page 3
Extent of the survey	page 4
Residents' questionnaire example	page 5
Professional's questionnaire example	page 6
Family and friends questionnaire example	page 7
Staff questionnaire example	page 8
Findings of the survey	page 9
Conclusion	page 10
Appendix A	page 11

## **Weston House Statement of Purpose**

Weston House is committed to being at the forefront of providing quality personalized residential care:

To create a homely environment which respects each individual's independence, protects their status and enables them to achieve as full a life as possible. We aim to achieve this by the continual development of all our staff to satisfy the requirements of the residents and their home. We aim to provide its Service Users with a secure, relaxed, and homely environment in which their care, wellbeing and comfort are of prime importance.

Our Health Care Assistants will strive to preserve and maintain the dignity, individuality and privacy of all Service Users within a warm and caring atmosphere, and in so doing will be sensitive to the Service Users ever changing needs. Such needs may be medical/therapeutic (for physical and mental welfare), cultural, psychological, spiritual, emotional and social, and Service Users are encouraged to participate in the development of their individualized Care Plans in which the involvement of family and friends may be appropriate and is greatly valued.

This will be achieved through programmes of activities designed to encourage mental alertness, self-esteem, and social interaction with other Service Users and with recognition of the following core values of care, which are fundamental to the philosophy of our Home:

### **Core Values of Care**

#### **PRIVACY:**

The right of a Service User to be left alone and undisturbed whenever they wish.

#### **DIGNITY:**

The understanding of a Service Users needs and treating them with respect.

#### **INDEPENDENCE:**

Allowing a Service User to take calculated risks, to make their own decisions and think and act for themselves.

#### **CHOICE:**

Giving a Service User the opportunity to select for themselves from a range of alternative options.

#### **RIGHTS:**

Keeping all basic human rights available to the Service Users.

#### **FULFILMENT:**

Enabling the Service User to realise their own aims and helping them to achieve these goals in all aspects of daily living.

## Extent of the survey:

Questionnaires were made available to the residents, family and friends, staff and external professionals. 57% of the surveys issued were returned and have now been collated.

## Questions asked:

Please see the questionnaires on pages 5, 6, 7 and 8 of the quality assurance report.

The questions have been designed around the Care Quality Commission Fundamental Standards. The Care Quality Commission is an independent regulator of Health and Adult Social Care in England. The Care Quality Commission make sure that health and social care services provide people with Safe, Effective, Compassionate, High-quality Care. They are responsible for monitoring and regulating the services that we provide and that as a provider we meet the required standards and are continually working towards achieving improvements and better service provision.

The Fundamental Standards use five key questions and these are used by the Care Quality Commission when undertaking an inspection of the quality and safety of service.

They are:

- Is the service **Safe**?
- Is the service **Effective**?
- Is the service **Caring**?
- Is the service **Responsive** to people needs?
- Is the service **Well-led**?

These values are also imbedded into everything that we do and form part of the company aims and objectives. For more information about these standards please visit [www.cqc.org.uk](http://www.cqc.org.uk) or ask a member of our team who will be happy to help you.

# Resident Questionnaire

Please tick the box that best applies

Question	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am happy with the support and care I receive	1	2	3	4	5
I am treated with dignity and respect by everyone around me	1	2	3	4	5
I feel the Home is clean and safe	1	2	3	4	5
I am comfortable approaching staff with any questions or concerns	1	2	3	4	5
I am offered enough to eat and drink	1	2	3	4	5
I feel safe and secure in my home	1	2	3	4	5
I am involved in decisions which affect my life	1	2	3	4	5
Staff know how to support me	1	2	3	4	5
The management are approachable if I have any concerns	1	2	3	4	5
There are enough varied activities at Weston House if I want to participate	1	2	3	4	5

### Scoring Matrix:

**10 - 25**

**26 - 39**

**40 - 50**

Rank each survey and then create a percentage for each colour based on number of surveys returned

# Professionals Questionnaire

Please tick the box that best applies

Question	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Weston House provides person centred support tailored to meet individual needs & preferences	1	2	3	4	5
Weston House staff treat residents with dignity and respect	1	2	3	4	5
Weston House seek consent and liaise with relevant others if appropriate	1	2	3	4	5
Weston House staff maintain a professional approach?	1	2	3	4	5
Weston House has enough staff on duty and they are suitably skilled	1	2	3	4	5
Weston House premises are clean and safe	1	2	3	4	5
Weston House maintains regular communication with me	1	2	3	4	5
Weston House management team are open & approachable	1	2	3	4	5
I feel confident that should a problem arise or be witnessed during a visit I can approach the manager or senior in charge to discuss my concerns	1	2	3	4	5
I would recommend this service	1	2	3	4	5

## Scoring Matrix:

<b>10 - 25</b>	
<b>26 - 39</b>	
<b>40 - 50</b>	

Rank each survey and then create a percentage for each colour based on number of surveys returned

# Family and Friends Questionnaire

Please tick the box which best applies to you

Question	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am happy with the support and care delivered by Weston House	1	2	3	4	5
Weston House promotes independence in all aspects of care and treatment	1	2	3	4	5
Weston House involves me in decisions (when appropriate) regarding my relative/friend	1	2	3	4	5
Weston House staff are welcoming, polite, professional and knowledgeable	1	2	3	4	5
Weston House maintains regular communication with me and keep me informed	1	2	3	4	5
Weston House premises are clean, odour free and safe	1	2	3	4	5
I know what to do if I have a concern or complaint	1	2	3	4	5
The management team are open and approachable	1	2	3	4	5
In my opinion staff are knowledgeable	1	2	3	4	5
Weston House gave me sufficient information about the services they offer	1	2	3	4	5
I am satisfied with the speed of response to any query	1	2	3	4	5
I would recommend this service	1	2	3	4	5

## Scoring Matrix:

<b>10 - 25</b>	
<b>26 - 39</b>	
<b>40 - 50</b>	

Rank each survey and then create a percentage for each colour based on number of surveys returned

# Staff Questionnaire

Please tick the box which best applies to you

Question	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Do you enjoy your role within Weston House	1	2	3	4	5
Do you feel the training provided is adequate for you to complete your duties and responsibilities	1	2	3	4	5
Do you feel you receive enough support and supervisions from your Senior/Management	1	2	3	4	5
Do you feel you can approach your manager if you have a problem?	1	2	3	4	5
Do you feel there is enough information in our resident's care and support plans to allow you to support each resident appropriately?	1	2	3	4	5
There are warm, positive relationships between our resident's and staff	1	2	3	4	5
I feel that any concerns and complaints raised by staff, or resident's, are taken seriously, and appropriate actions are taken by Weston House	1	2	3	4	5
Do you have equipment you require to complete tasks e.g. gloves, aprons	1	2	3	4	5
I have the time to care and support Service Users in an individualised and person- centered way	1	2	3	4	5
Would you recommend us to a friend for employment?	1	2	3	4	5
Would you like Management to acknowledge your questionnaire?		Yes	No	<u>Name</u>	

### **Scoring Matrix:**

<b>10 - 25</b>	
<b>26 - 39</b>	
<b>40 - 50</b>	

Rank each survey and then create a percentage for each colour based on number of surveys returned

## Findings of the survey:

Each survey has been scored individually and allocated a priority for action planning using a traffic light system.

	<b>MAINTAIN AND REVIEW</b>	<b>ADDRESS WITH ACTION PLAN</b>	<b>ADDRESS IMMEDIATELY</b>
<b>Residents</b>	10 - 25	26 - 39	40 - 50
<b>Professionals</b>	10 - 25	26 - 39	40 - 50
<b>Family &amp; friends</b>	10 - 25	26 - 39	40 - 50
<b>Staff</b>	10 - 25	26 - 39	40 - 50

This score will reflect the overall total for each individual questionnaire.

Any individual questions ticked 'Sometimes, Rarely or Never' would score a 3 or more and have been highlighted to address in the summary tables below.

These questions may not indicate a higher score overall but these are still important for us to address.

The scoring matrix has been included on the questionnaire examples provided on pages 5, 6, 7 and 8.

All surveys have been returned to the Manager to review any feedback and additional comments made.

## The results:

	<b>MAINTAIN AND REVIEW</b>	<b>ADDRESS WITH ACTION PLAN</b>	<b>ADDRESS IMMEDIATELY</b>
<b>Residents</b>	17 - 81%	3 - 14%	1 - 5%
<b>Professionals</b>	10 - 100%		
<b>Family &amp; friends</b>	2 - 66%	1 - 33%	
<b>Staff</b>	18 - 95%	1 - 5%	

## **Conclusion**

We received a 57% completion rate overall but are slightly concerned that we only received 17% of the questionnaires sent to family and friends. I believe this is due to the surveys been completed by survey monkey and that not everyone has the technology knowledge to complete the questionnaire. Next year, we will look to hand them to the relatives and they can drop them in to the office and post paper copies out to families in the post.

### **Actions completed so far:**

#### **Staff Survey**

Acting Home Manager James thanked the team for completing the staff survey. James explained that he didn't want to know who had completed what but James advised that a couple of surveys had highlighted that we could improve in the following areas:

- There are warm, positive relationships between our residents and staff
- I feel concerns and complaints raised by staff, or residents are taken seriously, and appropriate action taken by Weston House

James asked if anyone wishes to elaborate further so that we can fix or try to improve the way we are doing things. James asked if any of the team had any ideas how the we could improve on this. The staff present stated that they were shocked by this feedback as they felt they believe they do have warm positive relationships with our residents. James advised if you would like to discuss privately with me after today's meeting you are welcome to. James reminded the team that the only way we can fix things are if we know about them. A few of the staff felt that the survey had been completed by a negative member of staff who hadn't read all the questions. James stated that all staff are entitled to their opinion and can complete the survey as they felt fit. However, issues or concerns couldn't be fixed without the information being shared. James confirmed that during the next supervisions he would ask the 1:1 bases how they could be improved.

### **Actions completed so far:**

#### **Resident Survey**

Acting Home Manager James thanked the residents for completing the resident survey. James explained that he didn't want to know who had completed what but James advised that a couple of surveys had highlighted that we could improve in the following areas:

- Staff know how to support me
- I am involved with decisions that affect my life
- I am comfortable approaching staff with any questions or concerns

James asked if any of the team had any ideas how the we could improve on this. Some of the residents raised they didn't really understand the question "I am involved with decisions that affect my life." James asked the residents going forward if they would be more involved within their care plan as at present most decline to take part. This would help in the area of staff knowing how to support you as it would be in your care plan.

## Appendix

### Weston House Quality Assurance Action Plan

<b>Criteria requiring attention:</b>	<b>Action agreed:</b>	<b>How will this be monitored:</b>	<b>When will this be achieved:</b>	<b>Person responsible to monitor/evaluate:</b>
Family responses	Send in post and give when visit the service	By response of returns	2024	James Machin-Brzozowski
Staff know how to support me	Resident to help with updates on their care plan	This should improve how staff support residents as they wish	Monthly updates of care plans with support of resident	James Machin-Brzozowski
I feel concerns and complaints raised by staff, or residents are taken seriously, and appropriate action taken by Weston House	Complaints policy issued and on display in staff notice board	Monitored via supervisions and if complaints come in, asking if we have managed to resolve the complaint	End of Feb 2023	James Machin-Brzozowski
There are warm, positive relationships between our residents and staff	Key workers to build on repour with resident on key worker reviews	On response on key worker reviews	Monthly	James Machin-Brzozowski

Completed by: James Machin-Brzozowski

Date: 31/01/2023

## **End of Annual Quality Assurance Report**