

The Grove 88 High Street, Winterbourne, Bristol, BS36 1RB

Quality Assurance Survey

January 2011



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Methodology



The QAS questionnaire was developed to assess our performance across key areas of the Essential Standards of Quality and Safety, including;

- Respecting and involving people who use services
- Care and welfare of people who use services
- Meeting nutritional needs
- Safeguarding people who use services from abuse
- Cleanliness and infection control
- Management of medicines
- Safety and Suitability of Premises
- Requirements relating to workers
- Staffing
- Assessing and monitoring the quality of service provision
- Complaints
- Management and Administration

Responders were also given their opportunity to provide written comments and feedback.

36 surveys were sent out to clients in January 2011, 11 surveys were sent back, this is a 30.5% response rate. Would like to improve this return rate # next year.

The findings of this report will be used to further develop and shape an action plan for the next 12 months, as well as providing evidence to support our completion of the Provider Assessment Tool.

Executive Summary



This is a very positive set of results, there has been overwhelming support for the way in which The Grove cares for the people who use it's services, highlights include;

100% of responders are either Very Happy or Happy that they are satisfied with The Grove.
90% stated that they are Very Happy with The Grove overall.

100% of responders either Strongly agree or Agree that Care Needs are met

100% of responders either Strongly Agree or Agree that the people we care for have their Nutritional needs met.

100% of responders either Strongly Agree or Agree that there is a clean and appropriate environment.

100% of responders either Strongly Agree or Agree that people who use our services receive medicines that are appropriate for them as individuals.

100% of responders either Strongly agree or Agree that the staff are competent and have the relevant knowledge, skills and experience to carry out their roles..

The only area where it has been highlighted that there may be room for improvement is around the perceived communication with Management.

Action Plan



Quality Assurance Action Plan

	Key Area	Concern	Comment	Action	Timescale
1	Assessing and Monitoring the Quality of Service Provision	1 person disagreed with the statement that they are involved in making important decisions about their care.	This is a very suprising response as we work very hard to ensure that all families and people who use our services are involved in making decisions about care. We hold care plan review meetings. Care plans are initially agreed with families and we are clear that their open lines of communication to discuss all aspects of the care we provide.	Communication: Ensure that we reinforce the message that we want to ensure that all service users and their families to be involved in making decisions about care. This will be done through newsletters, care plan review meetings and when in dialogue to families.	01/04/2011
2	Management and Administration	2 Responders stated that they were not very happy with the communication they receive with the management.	We aim to have very open lines of communication with all families. We operate an open door policy. We hold review meetings and ensure that management are very visible in the Home. However, we need to ensure that this is understood.	Monitor: We will monitor this issue closely and aim to identify why this has been identified as an issue.	ongoing
				Communication: Ensure that we reinforce the message that we operate an open door policy and aim to have excellent communication with everyone who uses the Grove.	01/04/2011
3		2 comments that items of clothing have become lost or mixed up when they are put through the Laundry.	The Grove operates an incredibly busy laundry and we try to ensure that clothes are cleary marked and not mislaid or mixed up. However we take on board these comments.	Review: We will review the systems that we have in place to prevent losing clothing in the Laundry. If we identify any areas for improvement we will implement them immediately.	01/04/2011
4					

What do you think The Grove does well?



- The patience and dedication and cheerfulness of the staff
 - There are plenty of activities arranged and there is always enough staff to help, who are always happy to help.
 - Keep everything very clean
 - Provides individual care and protection, involves everyone in a family atmosphere - more importantly gives relatives peace of mind for their loved ones.
 - "Family" atmosphere. All staff involved. Very helpful. Management: Hands on.
 - Firstly the Grove is a happy and welcoming home. It's always a pleasure to visit. It feels a safe place for vulnerable residents.
 - The Grove creates a homely, relaxed atmosphere for the residents with Carers who Care!
 - Everything
 - It has a caring and friendly atmosphere. Residents seem happy and settled.
 - The caring staff are always attentive
 - A happy caring environment for people who need care.
-

How do you think The Grove Could Improve?

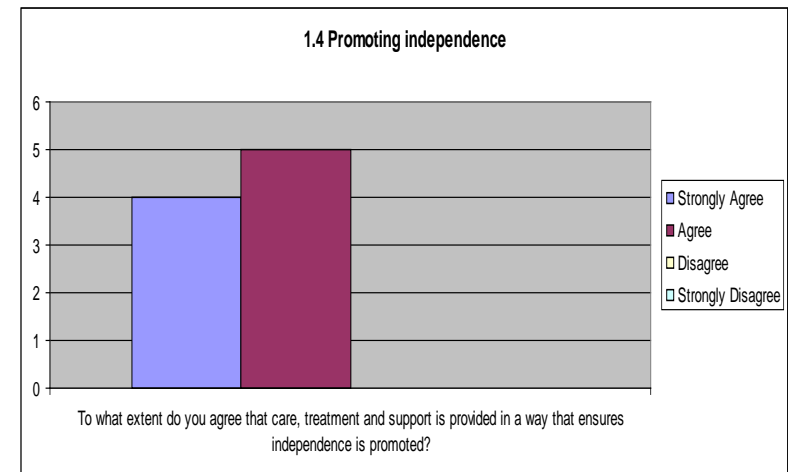
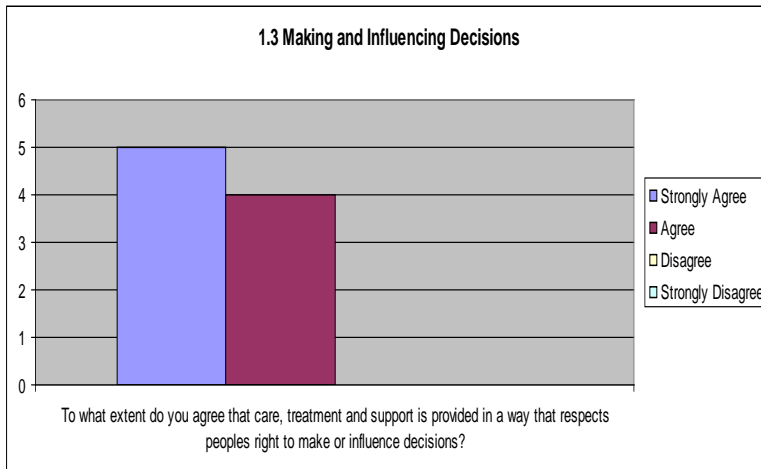
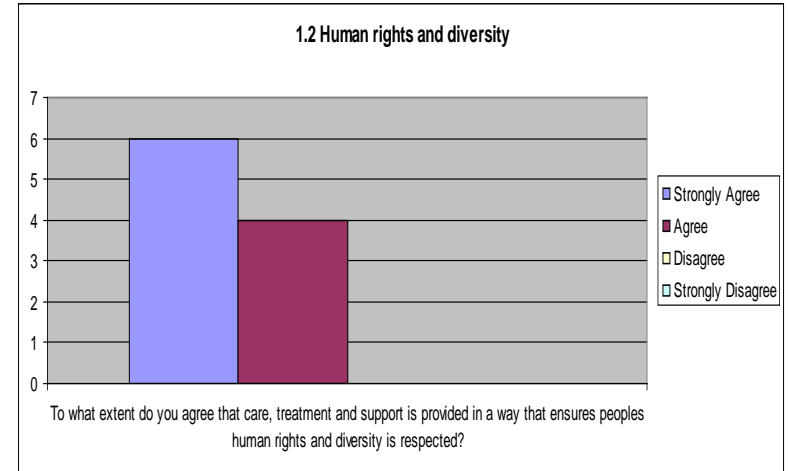
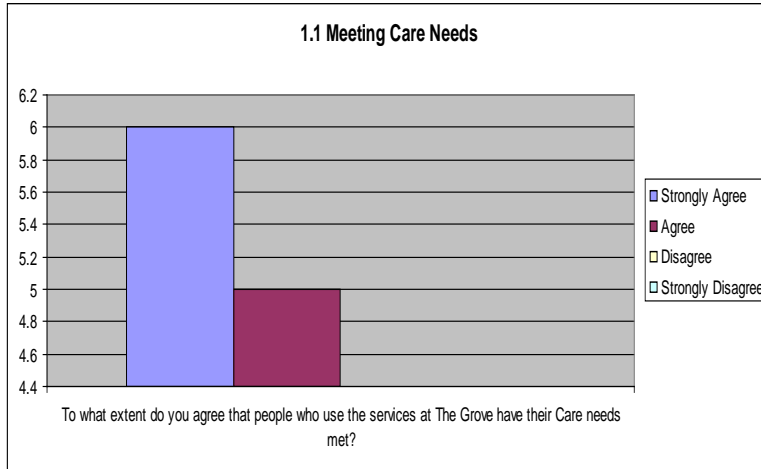
- Ensuring residents have their own clothing - check name tags
 - Very Happy with everything
 - Difficult to see how the Grove would improve on its tremendous quality of care
 - Perhaps an oral or written report at intervals
 - I suppose there is always room for improvement, but I say just keep up the good work
 - Excellent!
 - I would like the Grove to remain as it is, a "home from home."
 - Hard to see where.
-

Is there anything else you would like to tell us?



- The atmosphere at the Grove is very happy and relaxed
 - Only to say that it would be difficult to find anywhere better for care of loved ones needing 24 hour attention
 - Things go missing which shouldn't when named. I have a collection of odd socks.
 - Just thank you to all the staff for their continuing support and for the care given to my Mother.
 - I would like to thank you for the excellent care of my Mother xxxx xxxxx whilst she was with you.
 - This is such a lovely home. The staff are exceptional and always make visitors very welcome, and everything is so clean and fresh. Thank you.
-

1: Respecting and involving people who use services



1: Respecting and involving people who use services

100% of responders either Strongly agree or Agree that Care Needs are met

100% of responders either Strongly agree or Agree that Human Rights and Diversity are respected

100% of responders either Strongly agree or Agree that people we care for have their right to make or influence decisions respected

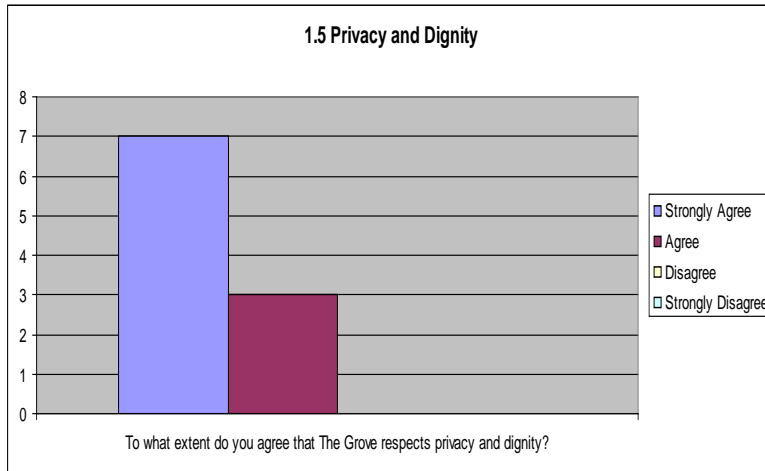
100% of responders either Strongly agree or Agree that independence is promoted

100% of responders either Strongly agree or Agree that Privacy and Dignity is respected

This is a great result and demonstrates how The Grove actively promotes and respects the involvement of people in their own care.

No Action Required

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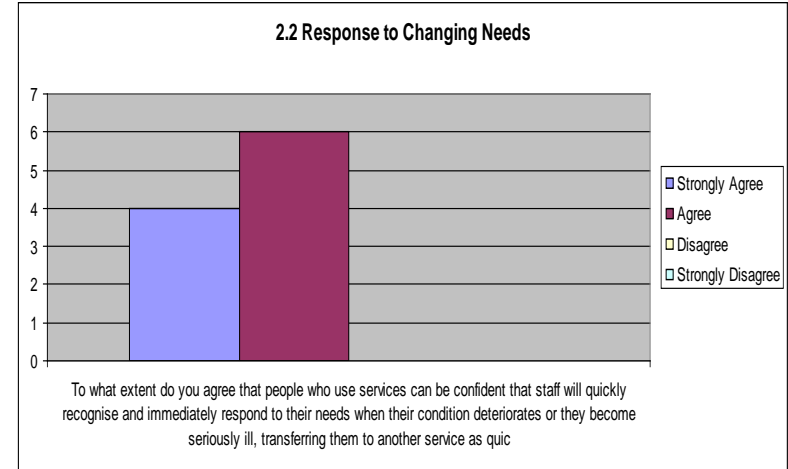
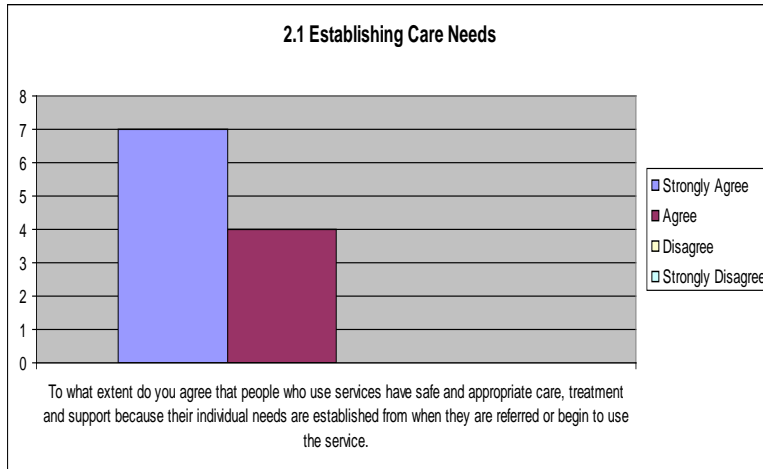
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No Action Required

2: Care and Welfare of people who use services



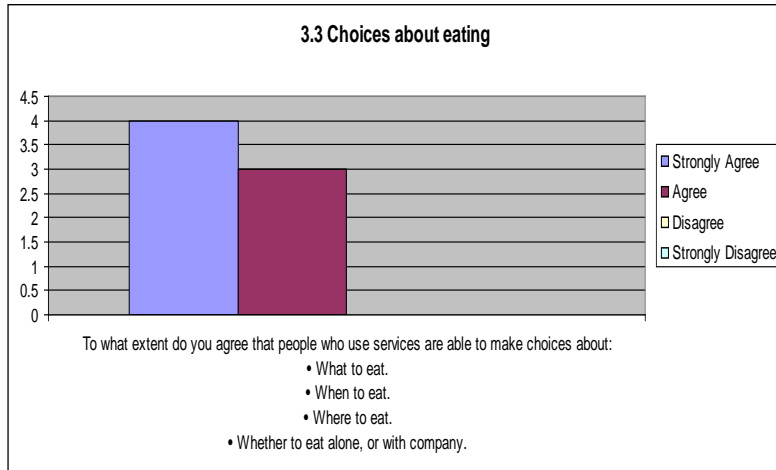
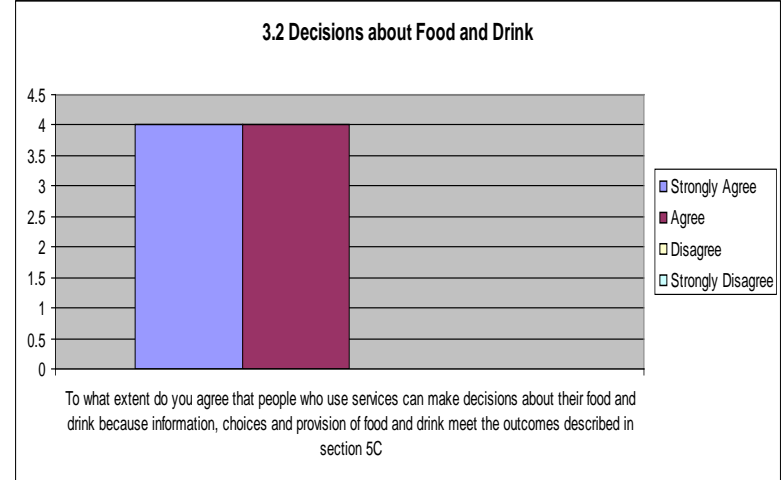
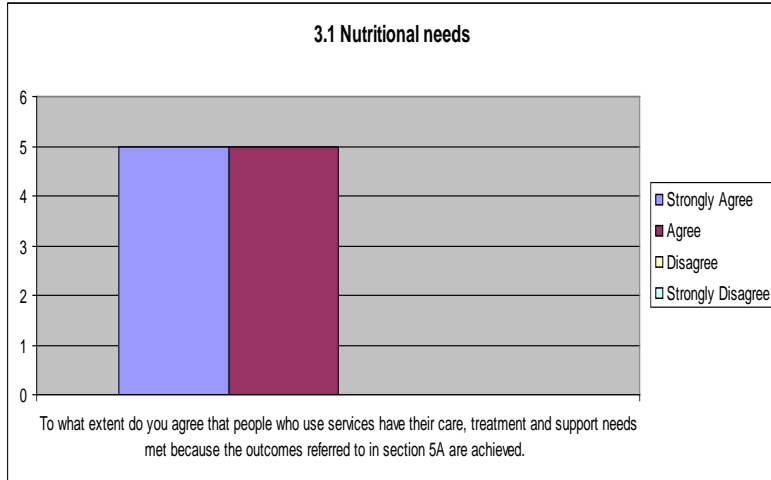
100% of responders either Strongly agree or Agree that individual needs of people who use our services are established when they are referred or begin to use the services, so that they receive safe and appropriate care, treatment and support.

100% of responders either Strongly agree or Agree that they are confident that we recognise and immediately respond to a person who uses our service's needs when conditions deteriorate or they become seriously ill.

These are very reassuring results that show great faith in the Care and Welfare of the people we care for.

No Action Required

3: Meeting Nutritional Needs



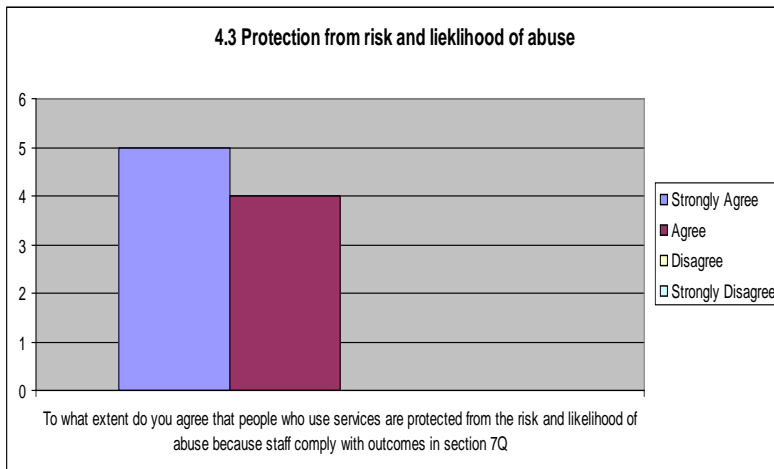
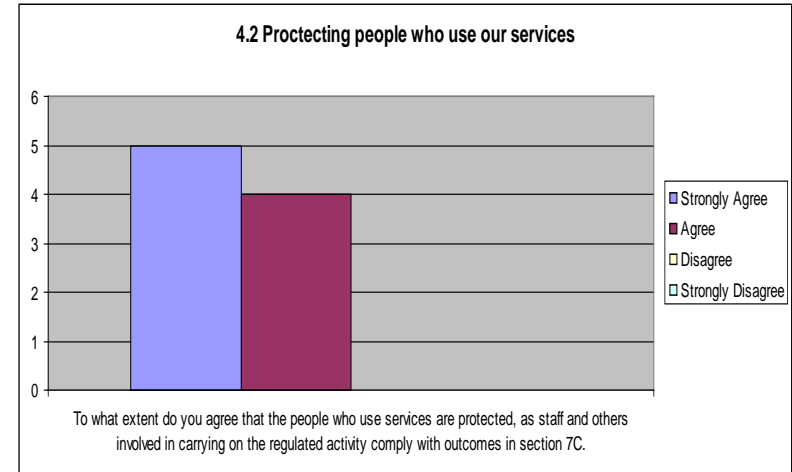
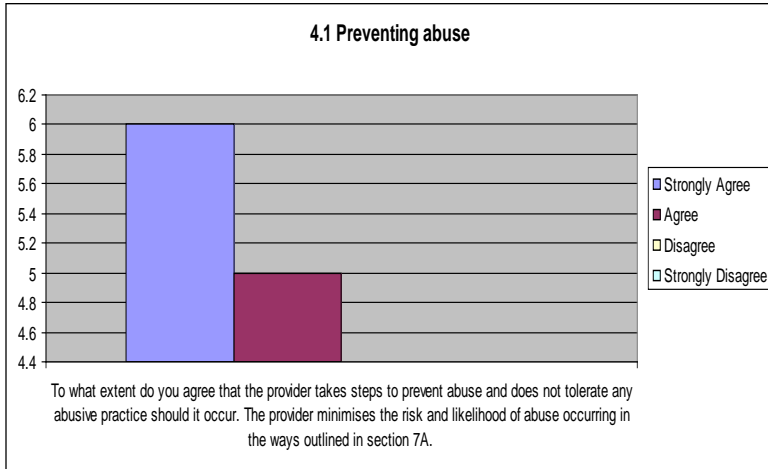
100% of responders either Strongly Agree or Agree that the people we care for have their Nutritional needs met

100% of responders either Strongly Agree or Agree that the people we care for can make decisions about their food and drink

100% of responders either Strongly Agree or Agree that the people we care for are able to make decisions on what, where and when to eat.

No Action Required

4: Safeguarding People who use Services from Abuse



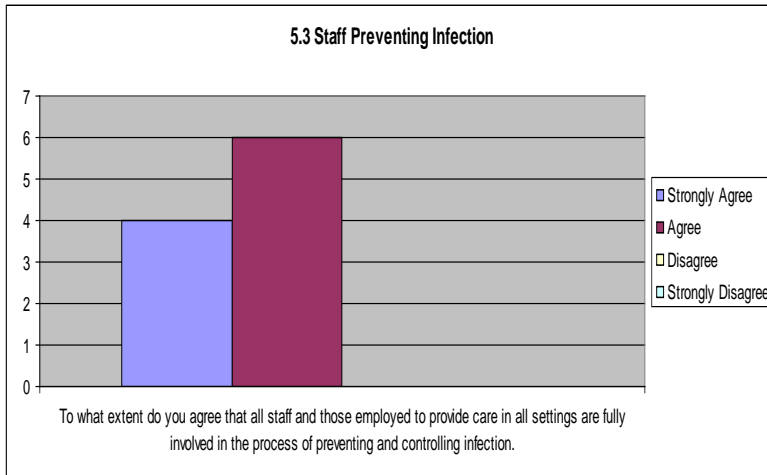
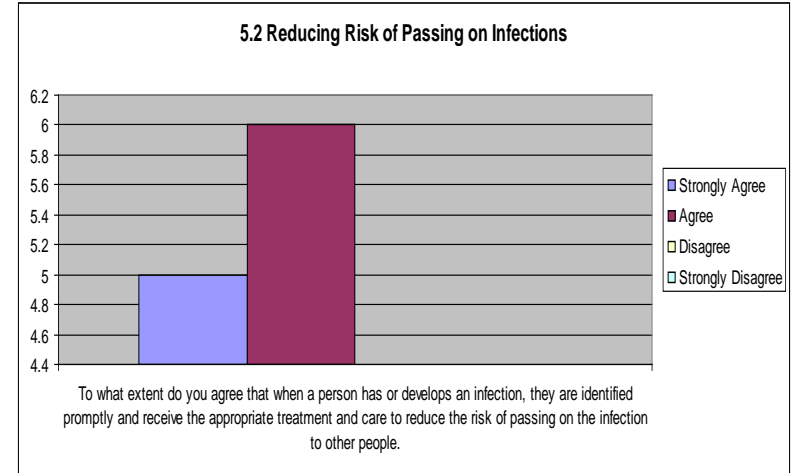
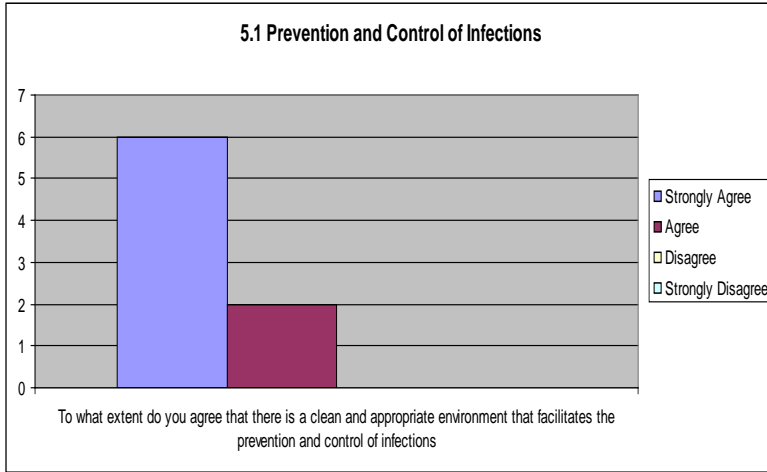
100% of responders either Strongly Agree or Agree that steps are taken to prevent abuse and does not tolerate abusive behaviour.

100% of responders either Strongly Agree or Agree that the people we care for are protected

100% of responders either Strongly Agree or Agree that the people we care for are protected from the risk and likelihood of abuse.

No Action Required

5: Cleanliness and Infection Control



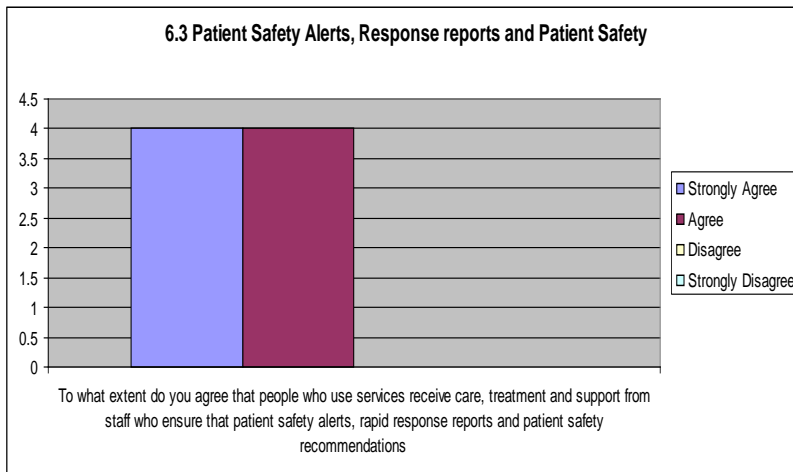
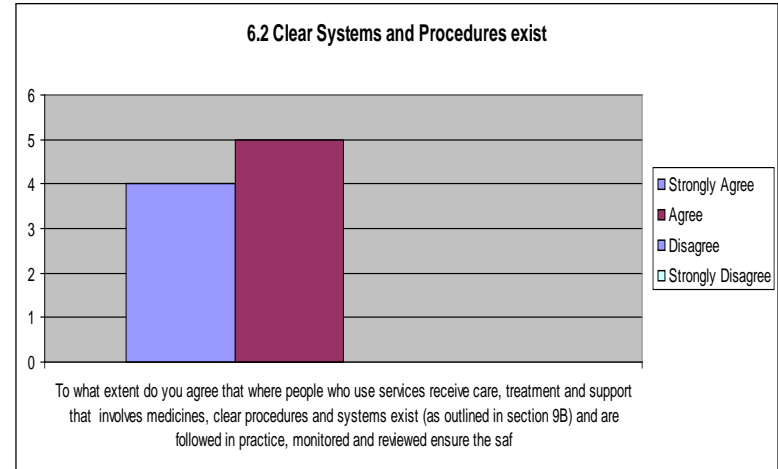
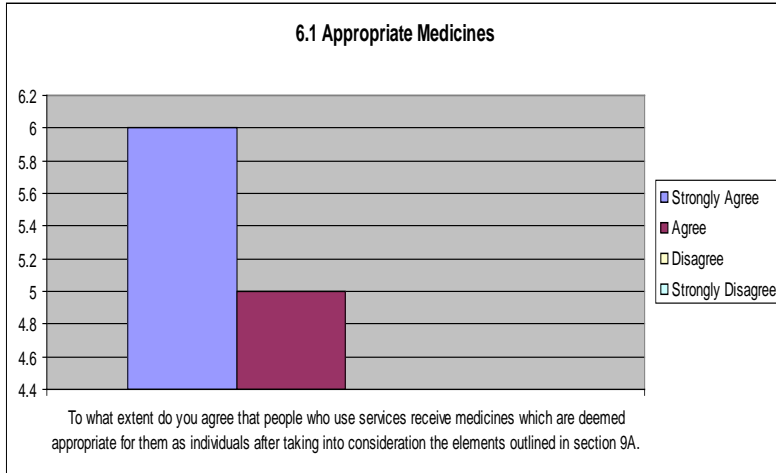
100% of responders either Strongly Agree or Agree that there is a clean and appropriate environment.

100% of responders either Strongly Agree or Agree that the people we care for are protected against the risk of cross infection

100% of responders either Strongly Agree or Agree that the staff are fully involved in the prevention of infection.

No Action Required

6: Management of Medicines



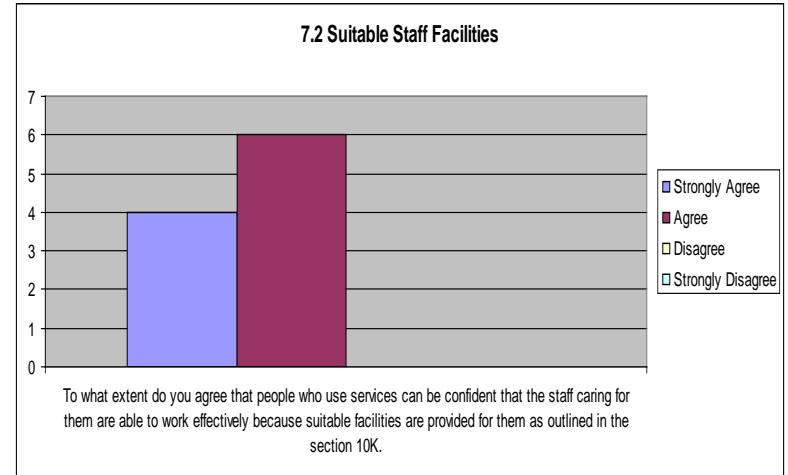
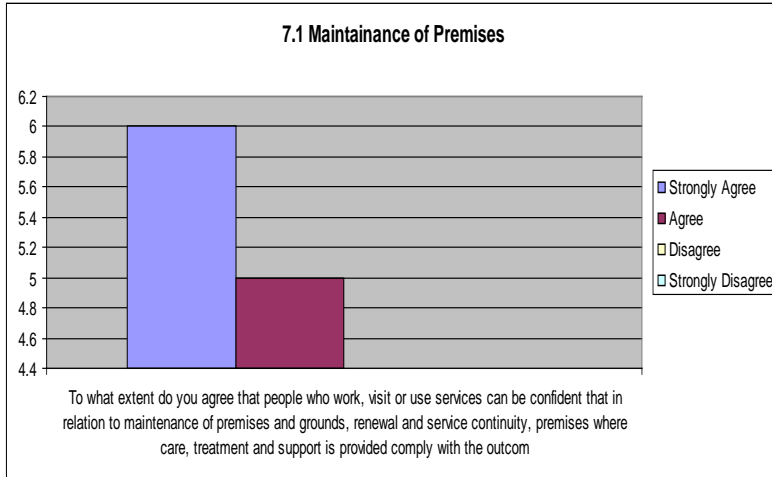
100% of responders either Strongly Agree or Agree that people who use our services receive medicines that are appropriate for them as individuals.

100% of responders either Strongly Agree or Agree that clear procedures for the management of medicines are in place.

100% of responders either Strongly Agree or Agree that we employ patient safety alerts and recommendations.

No Action Required

7: Safety and Suitability of Premises

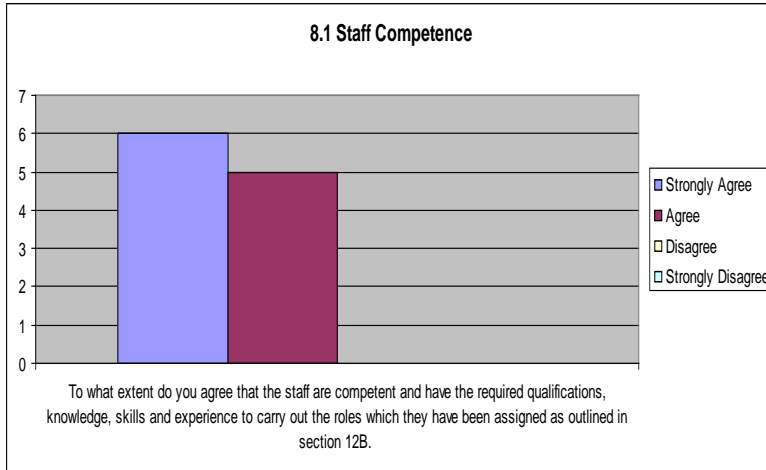


100% of responders either Strongly agree or Agree that they are confident in the maintenance of premises and grounds of The Grove

100% of responders either Strongly agree or Agree that the staff can work effectively as the have suitable facilities provided for them.

No Action Required

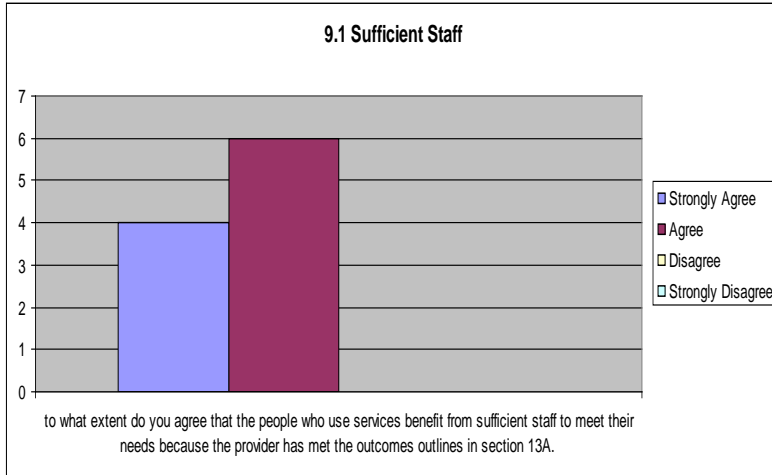
8: Requirements Relating to Workers



100% of responders either Strongly agree or Agree that the staff are competent and have the relevant knowledge, skills and experience to carry out their roles..

No Action Required

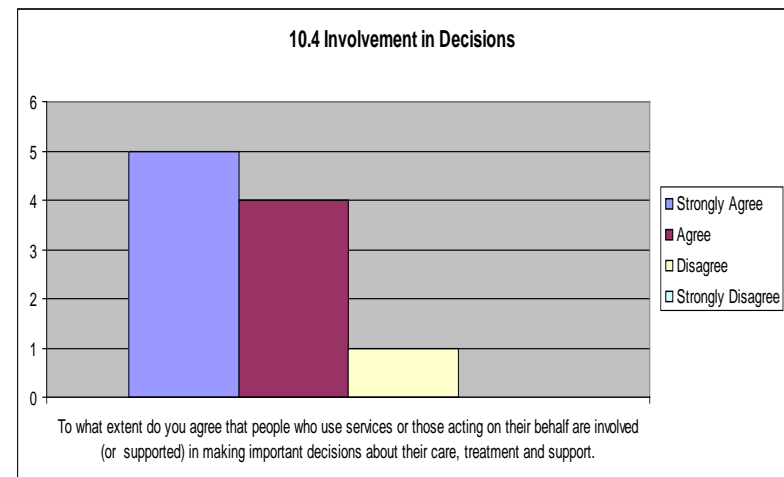
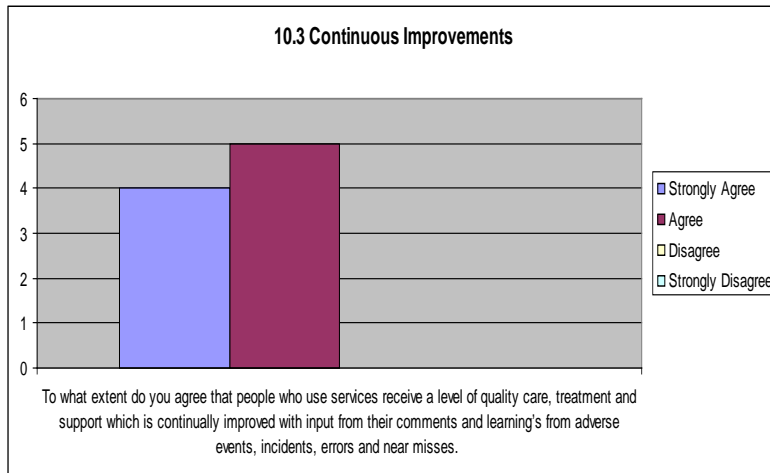
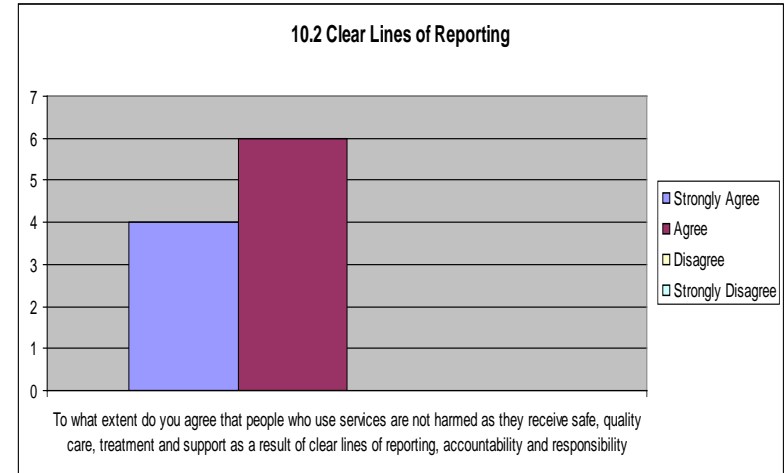
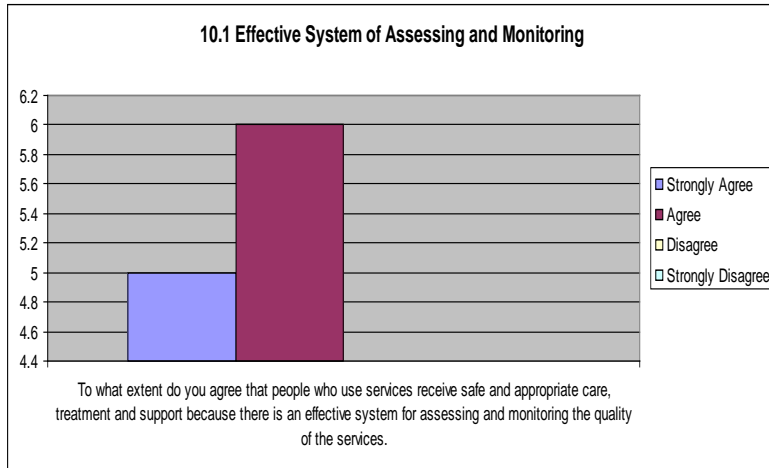
9: Staffing



100% of responders either Strongly agree or Agree that the people who use our services benefit from sufficient staff to meet their needs.

No Action Required

10: Assessing and Monitoring the Quality of Service Provision



10: Assessing and Monitoring the Quality of Service Provision



100% of responders either Strongly agree or Agree that there is an effective system of assessing and monitoring the quality of the service in place.

100% of responders either Strongly agree or Agree there are clear lines of accountability in place to ensure that the people who use our services are not harmed.

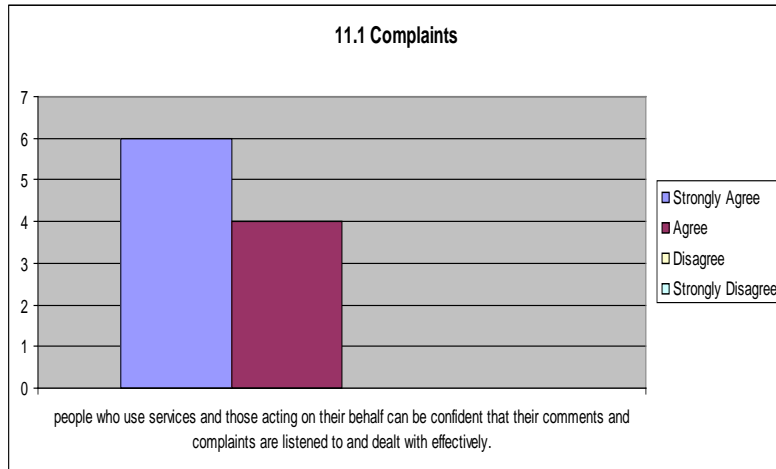
100% of responders either Strongly agree or Agree that people who use our services receive a level of quality care, treatment and support which is continually improved with input from their comments and learning's from adverse events, incidents, errors and near misses.

90% of responders either Strongly agree or Agree that people who use services or those acting on their behalf are involved (or supported) in making important decisions about their care.
1 person Disagreed.

This is a very good result and validates how we actively assess and monitor our services, with the aim of continuous improvement.

Action Required - See Action Plan

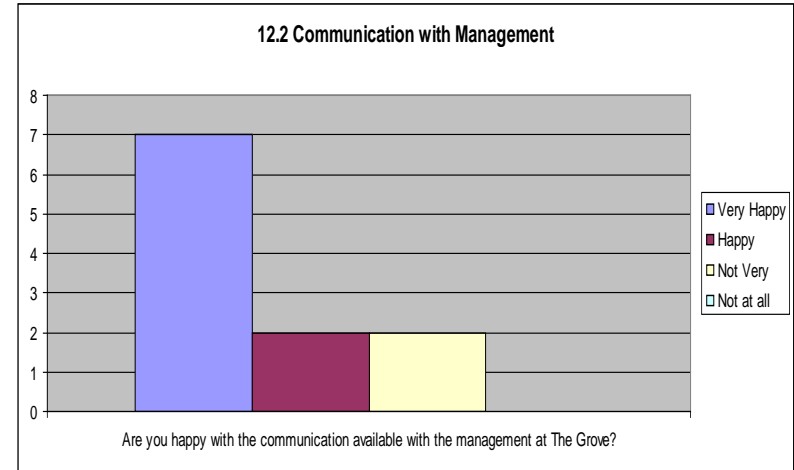
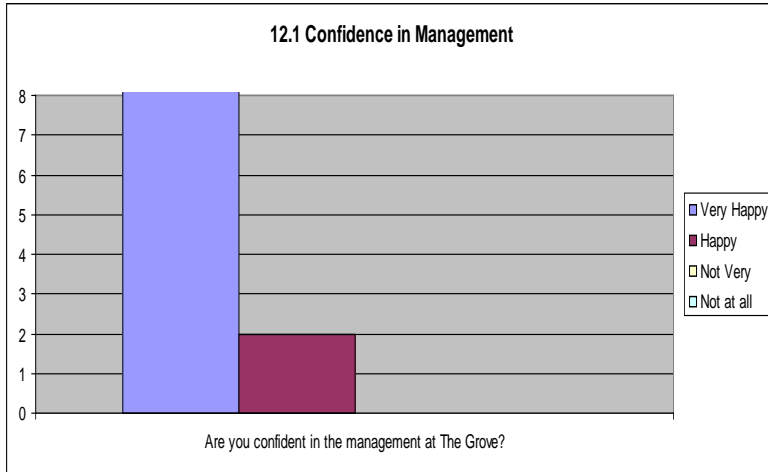
11: Complaints



100% of responders either Strongly agree or Agree that they are confident that their comments and complaints are listened to and dealt with effectively.

No Action Required

12: Management and Administration

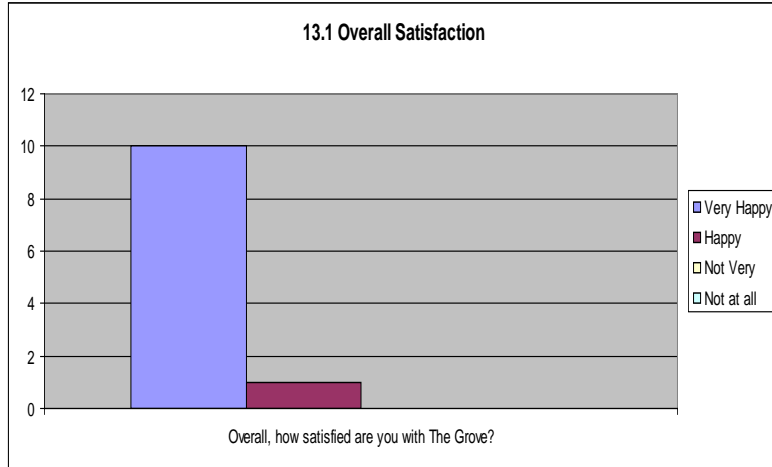


100% of responders are either Very Happy or Happy that they have confidence in the Management at The Grove.

82% of responders are either Very Happy or Happy with the communication that they have with the management of The Grove. 2 Responders stated that they were not very happy with the communication they receive with the management.

No Action Required

13: Overall



100% of responders are either Very Happy or Happy that they are satisfied with The Grove.

90% stated that they are Very Happy with The Grove overall.

This is a very good result.