

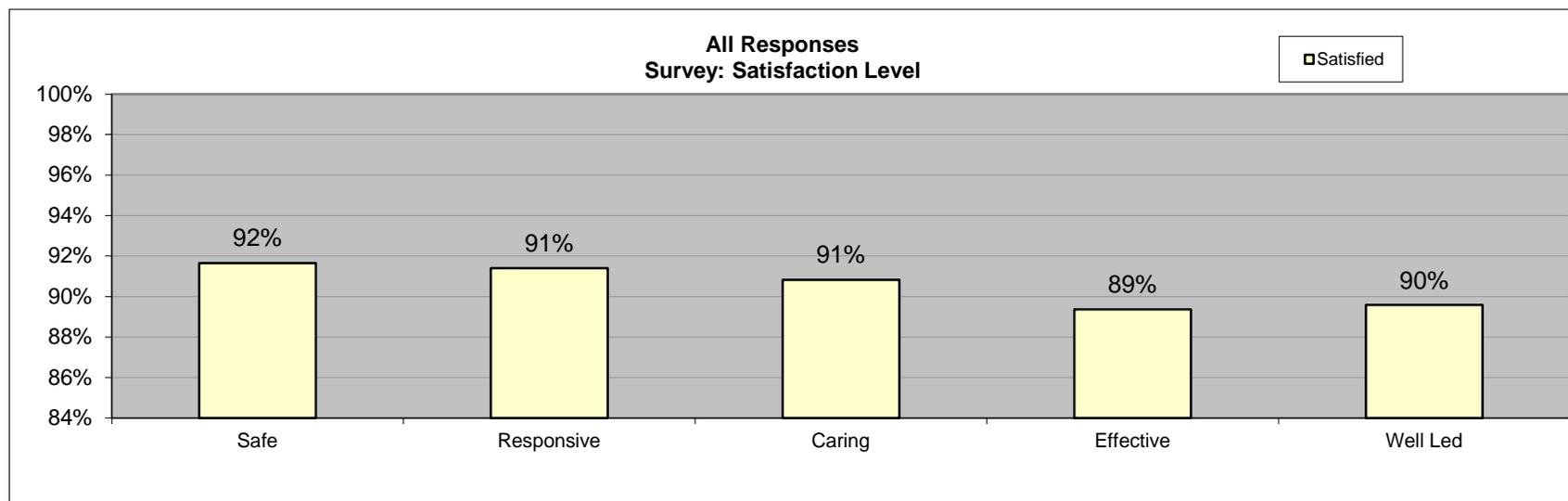
IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

CLIENT GROUP	NUMBER OF SURVEYS SENT OUT	NUMBER OF SURVEYS RETURNED	PERCENTAGE RETURNED
SERVICE USERS	24	6	25%
FAMILY MEMBERS	33	12	36%
STAFF	109	43	39%
PROFESSIONALS	10	7	70%
TOTAL	176	68	38%

Note: The report has been produced with 38% overall response. HCPA usually require 40% however, the survey has been active for 2 months and over and it has been agreed with the organisations management team to complete the report.

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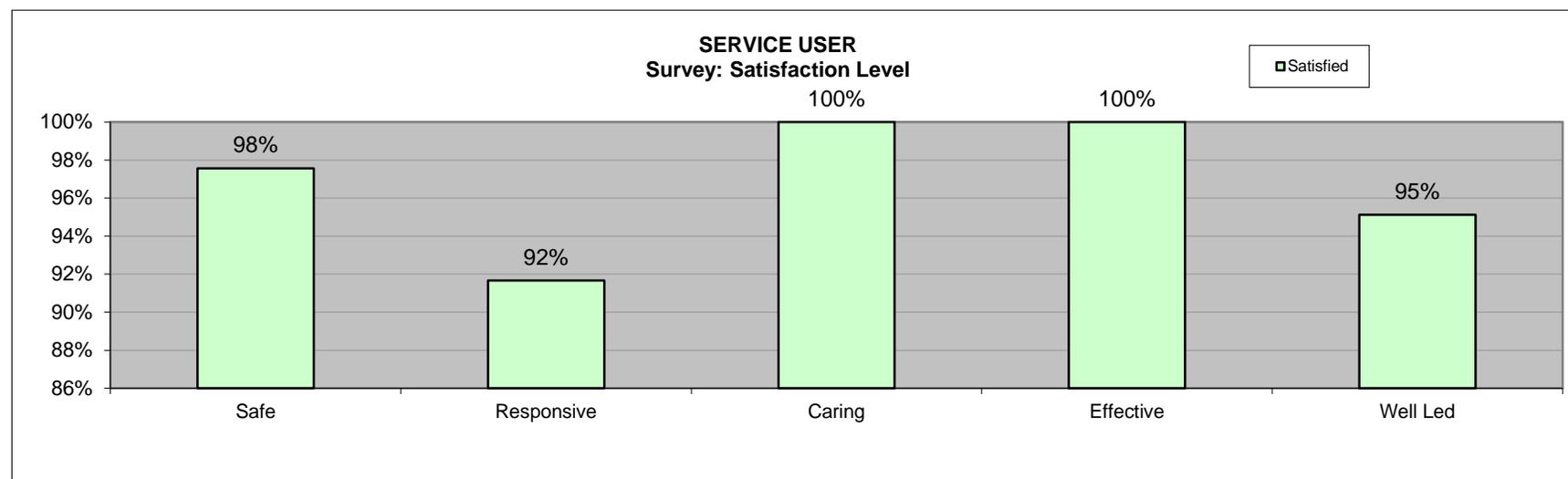
All responses – overall satisfaction:



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	65%	27%	6%	2%	0%	100%
Responsive	57%	34%	6%	2%	0%	100%
Caring	66%	24%	8%	1%	0%	100%
Effective	54%	35%	7%	3%	0%	100%
Well Led	57%	33%	8%	2%	0%	100%
TOTAL AVERAGE PERCENTAGE	60%	31%	7%	2%	0%	100%

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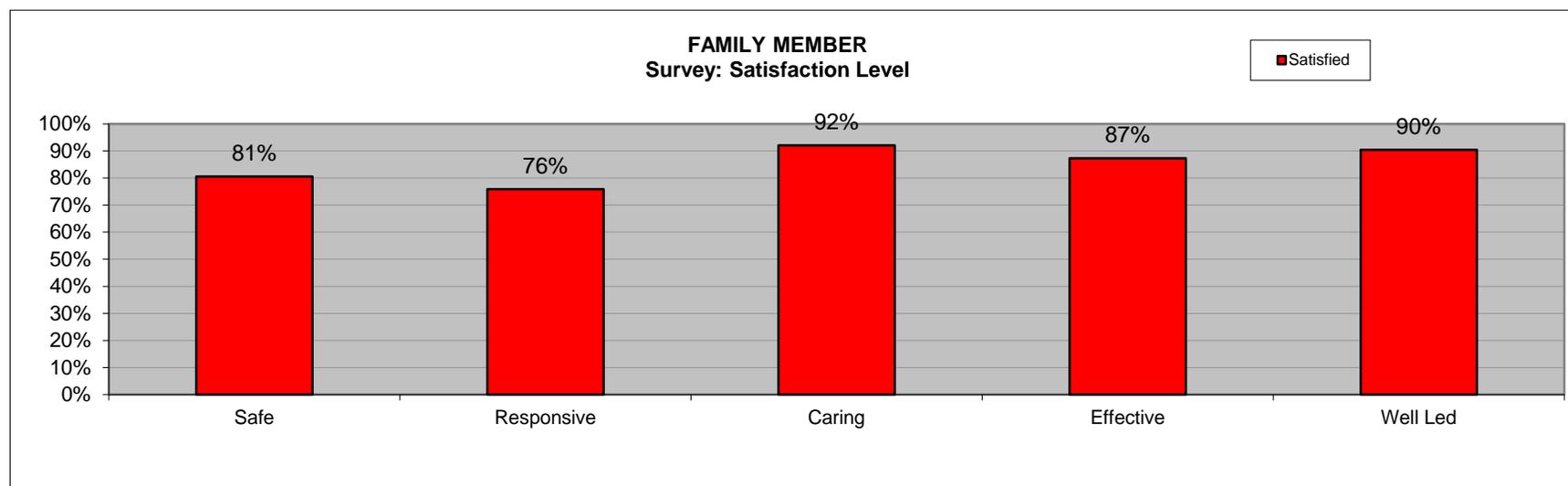
Service Users Overall Satisfaction:



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	78%	20%	2%	0%	0%	100%
Responsive	64%	28%	8%	0%	0%	100%
Caring	83%	17%	0%	0%	0%	100%
Effective	72%	28%	0%	0%	0%	100%
Well Led	68%	27%	5%	0%	0%	100%
TOTAL AVERAGE PERCENTAGE	73%	24%	3%	0%	0%	100%

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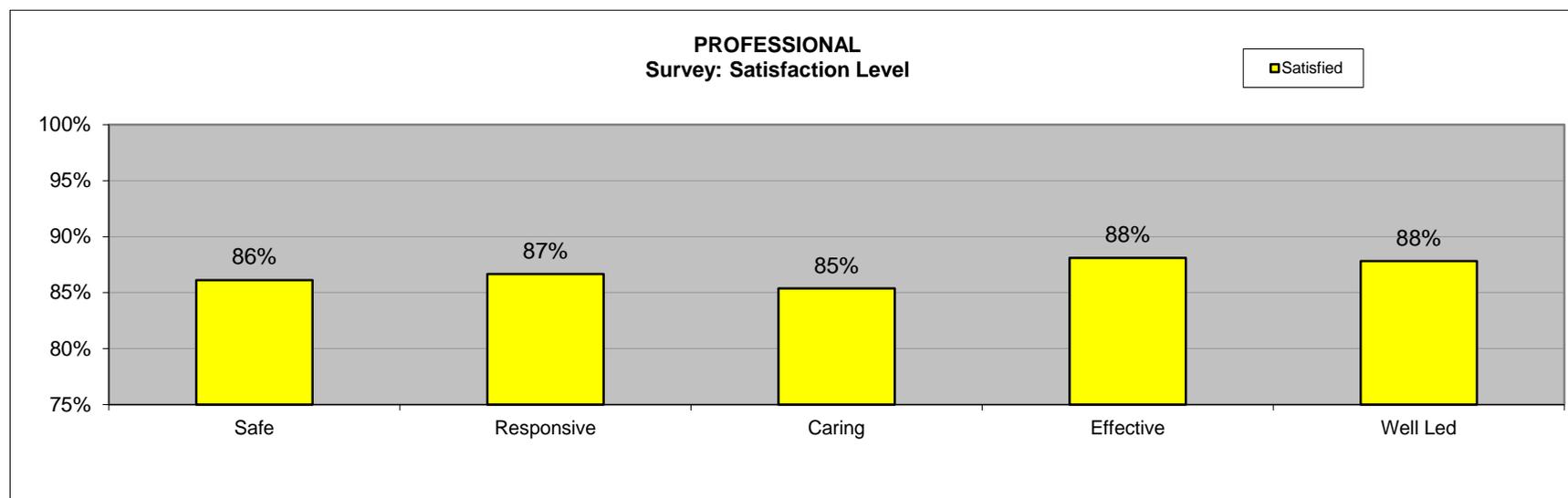
Family Members Overall Satisfaction:



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	54%	26%	17%	3%	0%	100%
Responsive	41%	35%	15%	7%	2%	100%
Caring	71%	21%	8%	0%	0%	100%
Effective	67%	21%	5%	6%	2%	100%
Well Led	60%	30%	10%	0%	0%	100%
TOTAL AVERAGE PERCENTAGE	59%	26%	11%	3%	1%	100%

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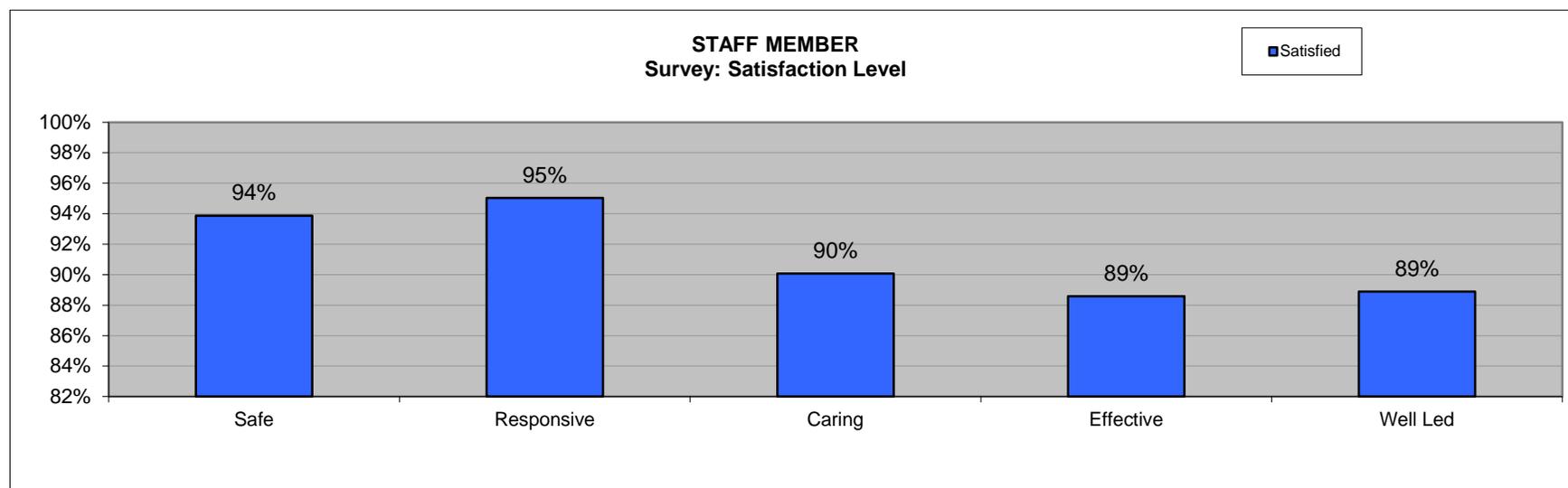
Professionals Overall Satisfaction:



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	72%	14%	14%	0%	0%	100%
Responsive	67%	20%	13%	0%	0%	100%
Caring	66%	20%	15%	0%	0%	100%
Effective	71%	17%	12%	0%	0%	100%
Well Led	76%	12%	12%	0%	0%	100%
TOTAL AVERAGE PERCENTAGE	71%	16%	13%	0%	0%	100%

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Staff Overall Satisfaction:



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	65%	29%	4%	2%	0%	100%
Responsive	58%	37%	4%	1%	0%	100%
Caring	63%	27%	9%	1%	0%	100%
Effective	47%	42%	7%	4%	0%	100%
Well Led	52%	37%	8%	2%	1%	100%
TOTAL AVERAGE PERCENTAGE	57%	34%	6%	2%	0%	100%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

SUMMARY OF FINDINGS:

SAFE

The 'Safe' area of the survey has reached a 92% satisfaction level, there is a clear indication within the survey that service users feel safe and secure whilst living in the home and feel protected by the staff from any form of harm, abuse or discrimination.

EFFECTIVE

The 'Effective' area of the survey has reached a 89% satisfaction level, the survey has highlighted an effective level of care given by the staff and that the staff have the knowledge and skills needed to carry out their roles and responsibilities within their job roles.

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CARING

The 'Caring' area of the survey has reached a 91% satisfaction level, there is a good indication of positive caring relationships being developed by the staff and with their service users and it is apparent that staff do communicate and listen to their service users especially around their personal care and support decisions and needs.

RESPONSIVE

The 'Responsive' area of the survey has reached a 91% satisfaction level, there is a good indication of responsive, personalised care being practiced by the staff and it is clear in the survey that staff encourage service users, if they have the capacity to get involved with all aspects of their care, support and wellbeing.

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WELL LED

The 'Well-Led' area of the survey has reached a 90% satisfaction level, there is a clear indication that Kestel Grove is a well-managed home and that leadership is apparent within the survey, a good positive care culture and a service that provides good quality care.

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DETAILED FINDINGS:

The below feedback relates to the CQC 'Key Lines Of Enquiry' and could be part of your evidence for CQC Inspections. The narrative below gives more detail to responses received.

Each section is colour coded: **SAFE** **EFFECTIVE** **CARING** **RESPONSIVE** **WELL-LED**

SAFE

S1. How are people protected from bullying, avoidable harm and abuse that may breach their human rights?

There is a good response from all of the service users, all have identified 'Strongly Agree' or 'Agree' to feeling safe and secure whilst living in their home and feel that they are protected by the staff from any form of harm, abuse or discrimination. All feel that their personal information is kept private and confidential by the staff and that their healthcare equipment is regularly assessed to make sure that it is fit to use and kept clean. A comment has been made around this area of the survey by a service user, Comment 1: 'Staff have adjusted my Zimmer frame'.

Most of the family members have given a good response and have all identified 'Strongly Agree' or 'Agree' to being aware that their relatives are made to feel safe and secure whilst living in their home and that they feel that they are protected by the staff from any form of harm, abuse or discrimination.

Eight family members have identified 'Strongly Agree' or 'Agree' to being aware that their relative's personal information is kept private and confidential by the staff.

This group of family members have also identified that their relative's healthcare equipment is regularly checked and is safe for their relatives to use.

Four family members have identified 'Don't Know' to being aware if their relative's personal information is kept private and confidential by the staff and whether safety checks are carried out on their relative's healthcare equipment.

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There is a good response from most of the care staff, most have identified 'Strongly Agree' or 'Agree' to having received Safeguarding, Equality & Diversity Training and that they feel confident that their service users are kept safe and secure whilst living in their care. Most of the staff have identified the importance of supporting their service users to understand what 'keeping safe' means and encourage them to raise concerns if they are unhappy with any area of the care or support.

There is a clear indication that safety checks are carried out by the staff on service users healthcare equipment and that it is fit for purpose.

One member of staff has identified 'Strongly Disagree' to not receiving Safeguarding or Equality & Diversity Training and does not have the knowledge and understanding of how to keep service users protected from harm, abuse or discrimination.

One member of staff has identified 'Don't Know' to having the knowledge of how to support service users to understand what 'keeping safe' means.

Two members of staff have identified 'Don't Know' to being aware if service users healthcare equipment is safety checked to make sure that it is fit for purpose, the reason for this has been indicated that this is not part of their job role. All of the professionals have identified 'Strongly Agree' or 'Agree' to being aware that the service users are protected by the staff against any form of harm, abuse or discrimination.

Two professionals have identified 'Strongly Agree' or 'Agree' to service users healthcare equipment being regularly safety checked and that they make sure that it is fit for purpose.

Five have identified 'Don't Know' to being aware if staff check service user's healthcare equipment regularly.

Development suggestion: You may want to consider updating your staff on Safeguarding and Equality & Diversity Training and the importance of supporting service users to keep safe.

Total average percentage: 92%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

S2. How are risks to individuals and the service users managed so that people are protected and their freedom is supported and respected?

There is a good indication from service users, all have identified 'Strongly Agree' or 'Agree' to being encouraged by the staff to make decisions around the level of care and support they would like to receive in the first instance and feel that this is carried out by the staff in a respectful way which does not infringe on their level of freedom.

Mixed views from the family members, most have identified, 'Strongly Agree' or 'Agree' to being aware that their relatives are encouraged by the staff to make decisions around the level of care and support they would like to receive and feel that their relatives freedom is respected by the staff.

Four family members have identified 'Don't Know' or 'Disagree' to being aware if their relatives are encouraged by the staff to tell them of the level of care they would like to receive and whether risks are taken into consideration without infringing on their relatives freedom.

A good response from all of the staff, all have identified 'Strongly Agree' or 'Agree' to having a good understanding of the importance of carrying out risk assessment around service users capacity and have identified that they are able to identify risks and hazards around service users healthcare care and support needs.

A good response from all of the professionals, all have identified 'Strongly Agree' or 'Agree' to being aware that the staff use formal and informal methods of information on service users care, treatment and support and this information is shared with other healthcare professionals and staff.

Development suggestion: You may want to consider involving family members with decisions around their relatives care and support.

Total average percentage: 92%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

S3. How does the service make sure that there are sufficient numbers of staff to keep people safe and meet their needs?

A good response from the service users, most have identified 'Strongly Agree' or 'Agree' to being aware that there are enough staff on duty at all times that they feel their care and support needs are met by the staff. A comment has been made by a service user in this area of the survey, Comment 2: 'Recently two members of staff who looked after me have left, but the new staff are very good, but need time to get used to their jobs'.

One service user has identified 'Don't Know' to being aware of staff levels at the home.

Mixed views from the family members, most have identified 'Strongly Agree' or 'Agree' to there being sufficient numbers of staff on duty at all times and are able to keep service users safe and to meet their daily healthcare and support needs.

Four family members have identified 'Disagree' or 'Strongly Disagree' to there not being sufficient numbers of staff on duty at all times. A comment has been made by a family member around this area of the survey,

Comment 3: 'There have been occasions when there is only one member of staff in the lounge and that member of staff is not able to take residents to their rooms, today 22.4.15 this occurred and the delay of getting service users to their rooms causes distress'.

A good response from most of the staff, most have identified 'Strongly Agree' or 'Agree' to there being sufficient staff available to ensure that service users receive a good level of care and support and feel that all their needs are met.

A comment has been made by a member of staff around this area of the survey, Comment 4: 'Management make every effort to cover staff illness and staffing numbers are generally good.'

Five staff members have identified 'Disagree' or 'Strongly Disagree' to feeling that there are not enough staff on duty at all times and feel that they are not able to meet service users daily healthcare needs and support.

Two member of staff have identified 'Don't Know' to being aware of staffing levels, the reason for this is because this is not within in their rob role.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

A good indication from all of the professionals, all have identified 'Strongly Agree' or 'Agree' to being aware that there are sufficient numbers of staff on duty at all times and that they are able to meet the daily needs of their service users.

Development suggestion: You may want to consider linking in with HCPA Recruitment Service

<http://www.hcpa.info/Recruitment>

Total average percentage: 92%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

S4. How are people's medicines managed so that they receive them safely?

All of the service users have identified 'Strongly Agree' or 'Agree' to feeling confident that their medication is managed and given effectively by the staff.

Most of the family members have given a good response and have identified 'Strongly Agree' or 'Agree' to being aware that their relative's medication is managed effectively by the staff.

One family member has identified 'Don't Know' to being aware if their relative's medication is monitored, managed and given to them effectively by the staff.

One family member has made a comment around this area of the survey, Comment 5: 'On a few occasions my relative has not swallowed her tablets and this makes it difficult for the Nurses and on those occasions I have seen the tablet still in her mouth, I think her tablets will need to be crushed up for her'.

A good response from most of the staff, most have identified 'Strongly Agree' or 'Agree' to being aware of the importance of managing and dispensing service user's medication effectively and that any controlled drugs are stored away securely.

Three members of staff have identified 'Don't Know' to the safe administration of medicines, this has been identified on their survey forms that it is not part of their job role.

Most of the professionals have identified 'Strongly Agree' or 'Agree' to the staff having a good understanding of the importance of administering service user's medication effectively.

Five of the professionals have also identified that they are aware that there are clear procedures for giving medicines in line with the Mental Capacity Act and that service users give consent where appropriate.

Two professionals have identified 'Don't Know' to being aware if the home dispenses medication in line with the Mental Capacity Act.

One professional has identified 'Don't Know' around the safe administration of medicines, the reason for this could be that it is not part of their job role.

Total average percentage: 92%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

S5. How well are people protected by the prevention and control of infection?

There is a clear indication that the service users feel that infection control procedures are practiced by the care staff and that the home is clean and tidy.

Family members have also indicated that they feel that infection control procedures are adhered to by the staff and that the home is kept clean and tidy.

A good response from all of the staff, all have identified 'Strongly Agree' or 'Agree' to understanding their role and responsibility in relation to infection prevention and control and hygiene with their service users and within the home.

Most of the professionals have identified 'Strongly Agree' or 'Agree' to being aware that the staff do protect their service users from any form of infection.

One professional has identified 'Don't Know' to being aware if staff practice infection control procedures, the reason for this could be that it is not relevant to the professional's job role.

A comment has been made by a professional in this area of the survey, Comment 6: 'Antiseptic dispensers are plentiful, but are sometimes empty'.

Total average percentage: 92%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

EFFECTIVE

E1. How do people receive effective care, which is based on best practice, from staff that have the knowledge and skills they need to carry out their roles and responsibilities?

A good response from all of the service users, all have identified 'Strongly Agree' or 'Agree' to feeling that the staff do provide them with a level of care that is effective and feel that the staff do have the knowledge and skills needed to support them with their daily care and support needs.

All of the family members have given a good response and have all identified 'Strongly Agree' or 'Agree' to feeling that the staff do provide their relatives with a good level of effective care and that staff are well trained and competent at their job roles and responsibilities.

A good response from the staff, most have identified 'Strongly Agree' or 'Agree' to having the right skills and knowledge needed to support their service users with their personal preferences and choices which enables them to provide a good level of care and support.

All of the staff have also identified that they have sufficient knowledge of the Mental Capacity Act and its associated codes of practice which ensures that the service users capacity is always assessed.

Three members of staff have identified 'Don't Know' to this question in the survey because this is not part of their job role.

All of the professionals have identified 'Strongly Agree' or 'Agree' to being aware that the staff do provide a level of care that is effective and feel that the staff are well trained and competent at their job roles.

Total average percentage: 89%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

E2. Is consent to care and treatment always sought in line with legislation and guidance?

There is a clear indication from service users, that consent is asked by the staff before any caring practices go ahead, all have identified that they are encouraged by the staff to make their own decisions around their care and support needs and that staff communicate and listen to their personal preferences, histories and choices.

There are mixed views from most of the family members, four family members have identified 'Strongly Agree' or 'Agree' to being aware that the staff always ask for their relatives consent before any care or support practices go ahead and that the staff are aware of their relative's personal preferences around their care and support.

Seven family members have identified 'Don't Know, 'Disagree' or 'Strongly Disagree' to being aware if staff are able to gain consent from their relatives and has been indicated by their family members that their relatives are unable to make care or support decisions due to them living with dementia. A comment has been made by a family member around this area of the survey,

Comment 1: 'My relative is not in a position to make decisions about their healthcare, decisions are made by the nursing staff'.

All of the staff have identified 'Strongly Agree' or 'Agree' to making sure that their service users give them consent before any caring practices go ahead and that their personal preferences are documented on their personal care plans and that staff share their information with other staff members at handover.

Five staff members have identified 'Don't Know' to this question the reason for this that it is not part of their job role.

Five of the professionals have identified 'Strongly Agree' or 'Agree' to being aware that consent is always asked by the staff of the service users and have identified that they are encouraged if they have the capacity to participate in the development of the service.

Two professionals have identified 'Don't Know' to being aware if the service users are asked for their consent before any caring practices commence.

Total average percentage: 89%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

E3. How are people supported to eat and drink enough to maintain a balance diet?

A good response from all of the service users, all have identified 'Strongly Agree' or 'Agree' to food and drink being available to them at all times and that they are offered a choice of food and drink.

All of the family members have identified 'Strongly Agree' or 'Agree' to there being food and drink available to their relative at all times and have identified that they know that the staff are aware of the importance of good nutrition, there have been some comments made around this area of the survey, Comment 2: 'Mealtimes are well supported but not always at tea times'.

Comment 3: 'The food is of the highest quality with a wide variety of choice, visitors are always offered tea and biscuits or cake with good presentation, it's like a hotel'.

Comment 4: ' Sometimes the menu food is not chosen for those service users who have a problem with chewing and is unsuitable, the menu needs to be changed'.

A good response from most of the staff, most have identified 'Strongly Agree' or 'Agree' to nutrition and hydration being important to them and have a good knowledge and understanding of those service users who have special diets, culture or religious needs and that these are monitored and managed well on their care plans.

Three staff have identified 'Don't Know' due to this area of the survey as it is not part of their job role.

Most of the professionals have identified 'Strongly Agree' or 'Agree' to being aware that service users are offered choices of food and drink that take into account their personal preferences, culture, religion and special diets.

One professional has identified 'Don't Know' around this area of the survey, the reason for this could be that they do not visit the home at mealtimes.

Development suggestion: Use your Nutrition Champion to improve areas that have been highlighted in the report.

Total average percentage: 89%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

E4. How are people supported to maintain good health, have access to healthcare services and receive ongoing healthcare support?

A good response from all of the service users, all have identified 'Strongly Agree' or 'Agree' to being supported by the staff when needing to access their GP or other healthcare professionals or services. All have identified that they are encouraged by the staff to get involved with the decisions they have made around their healthcare .

There have been some comments made by service users around this area of the survey, Comment 5:' The GP is very good'.

Comment 6:'I have just had my feet done'

Comment 7:' I have been told I must see my GP in their surgery'.

Most of the family members have identified 'Strongly Agree' or 'Agree' to being aware that their relatives are able to access healthcare services such as a GP, Dentist, Opticians and Chiropodist and that they are involved in the decisions made about any changes to their healthcare.

One family member has identified 'Don't Know' to being aware if their relative is able to access healthcare professionals or services.

All of the staff have given a good response and have identified 'Strongly Agree' or 'Agree' to being able to access healthcare professionals or services on behalf of their service users and are able to act quickly when referring them to the relevant health services especially if their health needs change.

A good response from all of the professionals, all have identified 'Strongly Agree' or 'Agree' to being aware that the staff are able to contact external healthcare professional services and especially if service users healthcare needs change and staff are able to take practical action to relieve service users distress or discomfort.

Total average percentage: 89%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

CARING

C1. How are positive caring relationships developed with people using the service

There is a clear indication that the staff at Kestrel Grove provides an ethos that is positive, kind and caring and most feel that the staff listen to them when they are making decisions around the level of care and support they would like to receive.

All feel that their decisions are acknowledged and respected by the staff and feel that they have good caring relationships with their carers.

Although a good response a service user has made a comment around this area of the survey,

Comment 1: 'Staff are too busy to stop and have a chat'.

A good response from the family members, most have identified 'Strongly Agree' or 'Agree' to being aware that the staff care for their relatives in a kind and compassionate way, most feel that the staff do communicate and listen to them and know of their personal preferences around their care and support needs. Two comments have been made by family members around this area of the survey, Comment 2: 'The home treats my Husband with total respect and try everything to make him happy. I visit most of the week and feel I am going to meet friends who want to know how I am and I am offered tea and smiles always, I cannot think of a better home'.

Comment 3: 'Staff are so helpful, friendly and caring'.

Three family members have identified 'Don't Know' to being aware if the staff listen to their relatives when they are making decisions around their care and whether staff know of their personal preferences.

There are mixed views from the staff, most have identified 'Strongly Agree' or 'Agree' to developing kind and caring relationships with their service users and their family members and most feel that they meet the needs of their service users. Most have identified that they make sure that service users care plans are documented, managed and reviewed and that service user's information is shared with other members of staff and shared at handovers.

Most of the staff have identified that service users care plans are person centred and that they are aware of service users personal preferences around their care and support.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Most have identified that they are aware of the homes policy and procedures around Advocacy and are able to signpost a service user to this service if it is required.

Most of the staff feel that they are kind and considerate towards their service users and treated them with respect.

One member of staff has identified 'Disagree' to sharing information on service users at handover or on care plans.

One member of staff has identified 'Don't Know' to being aware if they meet the needs of their service users.

Two members of staff have identified 'Don't Know' or 'Disagree' to staff showing service user's compassion and kindness.

One member of staff has indicated 'Don't Know' to being aware if service users care plans are person centred and are not aware if the care plans identify service users personal preferences to their care and support.

Sixteen members of staff have identified 'Don't Know' or 'Disagree' to being aware of the Advocacy Service the home links in with.

Three members of staff have indicated 'Don't Know' on their survey forms because this area of the survey is not within their job role.

A good response from the professionals, most have identified 'Strongly Agree' or 'Agree' to being aware that service users care and support needs are met by the staff at Kestrel Grove and this is carried out by the staff in a kind a compassionate way. Most of the professionals feel that staff make sure that their care plans are person centred and are aware of service users personal preferences.

Two of the professionals have identified 'Don't Know' to being aware if service users day to day healthcare needs are met and whether service users care plans are person centred.

Two of the professionals have also indicated that they are not aware of the Advocacy Service that Kestel Grove use.

Development suggestion: You may want to consider Leading a Compassionate Service for some of your staff.

You may want to consider Care Plan Training for your staff.

You may want to consider updating your staff and professionals on the Advocacy Service the home uses.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

C2. How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support?

There is a clear indication from service users that they feel that they communicate with and listened to by the staff and are encouraged to express their personal preferences around their care and support needs.

All feel that they are supported and that their daily care needs are met by the staff.

Most of the family members have also identified 'Strongly Agree' or 'Agree' to being aware that their relatives are encouraged by the staff to make decisions around their care and support needs.

Three family members have identified 'Don't Know' to being unaware if their relative are encouraged by the staff to make their own decisions around their care and support needs.

One family member has identified 'Don't Know' to being aware if the staff treat their relative with compassion and kindness.

One family member has indicated 'Don't Know' to being aware if staff know of their relatives personal preferences, interests and culture and that these are considered in all aspects of their care.

There is a good indication from the staff all are aware of the importance of encouraging their service users to actively get involved, if they have the capacity, to make their own decisions around the level of care and support they would like to receive.

Three staff have identified 'Don't Know' around this area of the survey because it is not part of their job role.

Most of the professionals have identified 'Strongly Agree' or 'Agree' to the staff at Kestrel Grove encouraging those service users who have the capacity to make their own care and support decisions.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

C3. How is people's privacy and dignity respected and promoted?

A good response from all of the service users, all have identified 'Strongly Agree' or 'Agree' to being treated with the utmost dignity and respect by the staff and that their privacy is acknowledged and valued.

The family members have also given a good response and have identified 'Strongly Agree' or 'Agree' to their relatives being treated with dignity and respect and have identified that the staff do respect their relatives privacy when it is needed.

All of the staff have given a good response and have indicated 'Strongly Agree' or 'Agree' to having a good understanding of the importance of treating their service users with dignity and respect and allowing service users privacy when it is needed.

All of the professionals have also identified that they are aware that the staff at Kestel Grove do treat their service users with dignity and respect and know of the importance of providing service users their privacy when it is requested or needed.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

C4. How people are supported at the end of their life to have a comfortable, dignified and pain free death?

This question was not asked in the service users or family members surveys.

There is a clear indication from most of the staff that service users capacity is assessed in the first instance and that care plans are completed and service users personal preferences, histories are documented, managed and reviewed by the staff, especially if service users healthcare needs change.

A good response from all of the professionals, all have identified 'Strongly Agree' to the staff having a good awareness of End of Life and Advance Care Plans which demonstrates service users choices for the care and that this is clearly recorded, communicated, acted upon and kept under review.

Three of the professionals have made comments around this area of the survey,

Comment: 3 'Staff are always ready to take advice for end of life care, recommendations are acted upon quickly and appropriately'.

Comment 4: ' The advance care planning at Kestrel Grove is an excellent example of person centred care'.

Comment 5:' Kestrel Grove Management and staff regularly access end of life care learning and support as the staff wish to ensure the residents receive the best care possible'.

Development suggestion: Dementia and Health Champion will be able to further improve end of life care.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

RESPONSIVE

R1. How do people receive personalised care that is responsive to their needs?

All of the service users have identified 'Strongly Agree' or 'Agree' to feeling that the staff are responsive to their care and support needs and have identified that they are involved by the staff when making decisions around their care and support needs. All of the service users have also indicated that they are also encouraged and supported by the staff to attend a range of activities, social events and outings.

There are mixed views from the family members, most have identified 'Strongly Agree' or 'Agree' to being aware that the staff are responsive to their relatives personalised care and support needs and feel that this is carried out in a kind and compassionate way.

Five family members have identified 'Don't Know' to being aware if the staff respond to their relatives care, support or wellbeing needs and are not sure if they are encouraged them to participate or attend a range of activities, social events or outings.

Two comments have been made by two family members around this area of the survey,

Comment 1: 'Every attempt to involve residents in things they might enjoy is made, there is a wonderful team who arrange outings, coffee mornings, musical afternoons, Chinese meals and barbeques.

Comment 2: 'Staff are mostly very good but they are always in a rush they never have time to sit with her, she spends many hours alone and is bored and she often has to wait 30-45 mins for the commode'.

A good response from most of the staff, most have identified 'Strongly Agree' or 'Agree' to being responsive to service users care, support and wellbeing needs, most have identified that they support their service users to participate in a range of meaningful activities, social events and outings.

A comment has been made by a member of staff around this area of the survey,

Comment 3: 'We have lots of activities and outings arranged for our service users'.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Three members of staff have identified 'Don't Know' around this area of the survey because this is not part of their job roles.

All of the professionals have given a good response and have identified 'Strongly Agree' to being aware that the staff are responsive to all of their service users care, support and wellbeing needs.

All have identified that the home provides a wide range of meaningful activities and encourage and support service users to participate if they wish.

Development suggestion: You may want to use the Engagement Champion to think of new innovate activity and engagement.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

R2. How does the service routinely listen and learn from people's experience, concerns and complaints?

Most of the service users have given a good response and have identified 'Strongly Agree' or 'Agree' to being aware of the homes complaints procedure and feel confident that if they were unhappy with any aspect of their care or support they would approach a member of staff and raise the concern. Most have identified that if a concern or complaint is raised that the staff acknowledge these and deal with them in a quick and effective way.

One service users has identified 'Don't Know' to being aware of the homes complaints procedure and not aware if complaints are dealt with quickly and effectively by the staff.

There are mixed views from the family members, most have identified that they are asked by the staff about the level of care and support their relatives are receiving and have identified that if a concern or a complaint is raised that these are dealt with by the staff quickly and effectively.

Three family members have identified 'Don't Know' to being aware whether concerns or complaints are dealt with quickly and effectively by the staff at Kestrel Grove.

Members of staff have given a mixed review, most have identified 'Strongly Agree' or 'Agree' to routinely asking their service users and their families if they have any concerns around the level of care and support they are receiving, most feel that they are aware of the homes complaints procedure and have identified that they acknowledge any raised concerns or complaints quickly and effectively.

Four members of staff have identified 'Don't Know' or 'Disagree' to routinely asking their service users if they are happy with the level of care and support they are receiving and are not aware of the complaints procedure and whether complaints are dealt with in a quick and effective way.

Mixed reviews from the professionals, four have identified 'Strongly Agree' or 'Agree' to being aware of the homes complaints procedure and that complaints or concerns are acknowledged and dealt with in a quick and effective way.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Three professionals have identified 'Don't Know' to being aware of the homes complaints procedure and are unsure if raised concerns or complaints are dealt with in a quick and effective way by the staff.

Development suggestion: You may want to update your Complaints Procedure, maybe include it on a Newsletter.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

R3. How are people assured they will receive consistent co-ordinated person centred care when they use, or move between services?

There is a clear indication from most of the service users that the staff do support them if they need to access external healthcare professionals and services and that the staff support them in a person centred way.

Family members have also given a good response in this area of the survey, all have identified that they are aware that their relatives are supported by their carers and are able to access external healthcare professionals and services and this is carried out in a person centred way.

All of the staff have identified 'Strongly Agree' or 'Agree' to being able to act quickly and in a person centred way when referring service users to external healthcare professionals or services.

All of the professionals have identified 'Strongly Agree' or 'Agree' to being aware that the staff do reassure their service users if they need to access or use external healthcare professionals and services and that this is carried out in a co-ordinated person centred way.

Total average percentage: 91%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

WELL-LED

W1. How does the service promote a positive culture that is person centred, open, inclusive and empowering?

There is a good indication from the service users, most have identified 'Strongly Agree' or 'Agree' to feeling happy at Kestrel Grove and feel that the home has a positive and caring ethos and empowered to live their lives as they wish. Family members have also given a positive response and have identified 'Strongly Agree' or 'Agree' to being aware that the home has a positive caring ethos and feel that the staff treat their relatives in a person centred way. All of the staff have identified that they do promote a positive culture that is person centred, caring and kind. All of the professionals have also identified 'Strongly Agree' or 'Agree' to Kestrel Grove having an open and honest culture that is person centred, inclusive and empowering.

Total average percentage: 90%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

W2. How does the service demonstrate good management and leadership?

There is a good indication from the service users, most have identified 'Strongly Agree' or 'Agree' to feeling happy at Kestrel Grove and feel that the home has a positive and caring ethos. Most of the service users have identified that the Manager of the home is visible and approachable and has a good understanding of the day to day running of the home and most feel confident that if the Manager is not on duty that their same level of care and support will continue. Most of the service users have also identified that they feel that if mistakes are made the members of staff that these are dealt with in an open and honest way.

One service user has identified 'Don't Know' to not being aware if the Manager knows of the day to day running of the home.

One service user has identified 'Don't Know' to being aware if staff own up to mistakes in an open and honest way.

There is a good response from most of the family members, most have identified 'Strongly Agree' or 'Agree' to being aware that the home does promote a positive ethos that is person centred and caring. All feel that their relatives are well looked after and have identified they feel that the home is well managed. Most feel that the service is open and honest and if mistakes are made by the staff that these are acknowledged and dealt quickly and effectively.

Several comments have been made by some of the family members, Comment 1: 'The Manager is always at the home'.

Comment 2: 'This is how all care homes should be run, its first class'.

Comment 3: 'Every level of the team is first rate, the owner is there at reception and is friendly and approachable and involved with the home on a personal level. The Matron and nurses show such care and respect and the carers work so hard and are really good people, most of the staff have been there a long time and that's why it works so well and runs smoothly'.

Six family members have identified 'Don't Know' to being aware if the staff make mistakes that these are treated openly and honestly.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

There are mixed views from the members of staff, most have identified 'Strongly Agree' or 'Agree' to being aware that the home is well managed and that the leadership is apparent, most feel that the Management Team are supportive and provide them with a supportive good working environment. Most feel that they have a clear job description and understand the boundaries of their job roles, most agreed that they have received a good induction and supervisions and appraisals are offered to them on a frequent basis and feel actively involved with developing the service.

Most of the staff have identified that they feel the Manager is visible and accessible and has a good knowledge of the day to day running of the service.

Most feel that if mistakes are made by the staff that these are dealt with in an open and honest way.

Three members of staff have identified 'Disagree' to the Management Team being supportive and do not provide a good working environment.

Ten members of staff have identified 'Don't Know' or 'Disagree' to there being a good induction in place at the home and feel that the supervisions are not supportive and that appraisals are not offered regularly and therefore feel that they are not able to actively get involved with the development of the service.

Ten members of staff have also identified 'Don't Know' or 'Strongly Disagree' to feeling that if staff do make mistakes that these are not dealt with openly and honestly by the Management Team.

A very positive response from all of the professionals, all have identified 'Strongly Agree' to the Management Team having a clear vision and set of values that includes involvement, compassion, dignity, independence, respect, equality and diversity and that staff attitudes and culture demonstrates this.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Development suggestions: You may need to consider reviewing your job descriptions process.

You may want to consider reviewing your Induction, supervision and appraisal process. Consider whilst you Champions are attending the HCPA Care Certificate, Train the Trainer and deliver in-house inductions. Existing staff could undertake the Care Certificate Self Assessment Tool (Cskills for Care) and if they have gaps then utilise HCPA for mandatory funding to catch up.

Total average percentage: 90%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

W3. How does the service demonstrate good quality care?

There is a clear indication in the survey that Kestrel Grove Nursing Home does demonstrate a good quality care service.

Please see W1 & W2.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

W4. How does the service work in partnership with other agencies?

All of the staff and the professionals have indicated that Kestrel Grove Nursing Home works in partnership with key organisations such as the local authority, safeguarding teams, community health teams and commissioning teams.

All of the service users, family members, staff and professionals would also recommend Kestrel Grove Nursing Home externally to their friends and family.

Total average percentage: 90%

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Comments collected from surveys:

Some of the questions I am unable to answer I have only been here a short while
Staff are too busy to stop and chat.
I have been told that I must see my GP in their surgery.
On a few occasions her tablets are not swallowed, this is difficult for the nurses and on those occasions I have notice the tablet still in her mouth, I think the tablet will need to be crushed up for her.
There have been occasions when there is only one person in the lounge and that person is not able to take residents back to their rooms. Today 22.5.15 this occurred and the delay of getting residents back to their rooms causes distress.
My family member is not in a position to make care decisions, discussions are made by the nursing staff.
Sometimes the menu food is not suitable for those residents who cannot chew their food, so it has to be changed.
My family member is not involved in decisions.
Staff are mostly very good but they are always in a rush, they never have time to sit with my Mother. She spends many hours alone and bored. She often has to wait well over 30-45 mins for the commode.
I would strongly recommend the home to family and friends.
This is how all care homes should be run, first class.
The Manager is always there so far.
This home has been faultless in their care and importantly always smells fresh and clean with fresh flowers on the table s and in the hall.
Every attempt to involve the residents in things they might enjoy is made. Wonderful team arranging outings, coffee mornings, musical afternoons and the list goes on and on!
The home treat my Husband with total respect and try everything to make him happy. I visit most of the week and I feel I am going to meet friends who will want to know how I am and I am offered tea and smiles always. I cannot think of a better home.
The food is of the highest quality with a wide variety and choice. Visitors are always offered tea and biscuits or cake with good presentation, it's like a Hotel!

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Management make every effort to cover staff illness and so staff numbers are generally very good.
I am aware of the complaints procedure but do not know how quickly complaints are dealt with.
I am open and honest if I make a mistake but I am not sure about other staff.
In my service period I did not face the situation where I had to refer them to an Advocacy Service.
I have worked at Kestrel Grove for 33 years and I can honestly say it is the perfect home, good care, food and great staff.
Many of the service users do not have the capacity to make decisions for those that can are fully involved.
Handovers take place for care staff, activities staff are updated on residents on a need to know basis.
Staff are always ready to take advice around end of life care, recommendations are acted upon quickly and appropriately.
The care provided and the systems in place are of a high standard.
Communication with residents are carefully considered and personal for that person as is their care plan.
The advance care planning here is an excellent example of person centred care.
Antiseptic dispensers are plentiful but are sometime empty.
Community organisation visit to entertain residents.
Feedback is based on what staff advise during training session or what I have observed during my visits.

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

ACTION PLAN

1 Suggested areas of action	2 Action to take	3 By whom	4 When	5 Action taken with 3 months	6 Impact on your service
CCP- Advance Dementia Champion.					
CCP- Advance Falls Prevention Champion.					
CCP- Advance Nutrition Champion.					
CCP- Advance Wound Management Champion.					
CCP – Advance Health Care & Engagement Champion, covering End of Life, Continence, Neurological and Respiratory Support.					
You may want to consider updating you staff on Safeguarding and Equality and Diversity Training.					
You may want to have a look at HCPA Recruitment Service					

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

<p>You may want to consider including when risk assessments are carried out on their relatives.</p>					
<p>You may want to consider Leading a Compassionate Service Training for Managers.</p>					
<p>You may want to update your staff on which Advocacy Service the home uses maybe in the form of a Newsletter.</p>					
<p>You may want update your Complaints procedure maybe add that to a Newsletter.</p>					
<p>You may want to consider looking at your staff job descriptions make sure that all staff have an up to date copy and their roles reflect their job description.</p>					
<p>You may want to consider looking at your Induction, supervision and appraisal processes for staff.</p>					
<p>Commitment and Herts Care Partners.</p>					

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

How will you develop your CCP Champion Team to improve and innovate.					
You may want to consider using 'You said we did' use the positive comments in your Marketing.					
You may want to access Progress for Providers to enhance Person Centred Care.					

IMPARTIAL FEEDBACK SURVEY RESULTS – KESTREL GROVE NURSING HOME – NOVEMBER 2015

Column 1 – HCPA Support
Column 2 – 4 Provider is to complete and return to HCPA for approval within 30 days. HCPA will inform HCC, CQC that your Action Plan is 'live'.
Column 5 – 6 To be completed and returned to HCPA for approval within 90 days.

Useful links;

www.hcpa.info – utilise the members only section for useful toolkits and information

www.scie.org.uk – a wealth of resources for care organisations

www.skillsforcare.org.uk – a wealth of resources for care organisations

www.communitycare.co.uk – useful articles and information

www.scils.co.uk - a wealth of training resources available to HCPA Members only

<http://progressforproviders.org/> - a useful person centred care resource