

Wenham Holt Nursing Home



Customer satisfaction survey 2017/18

The annual survey was undertaken in November 2017. This year we surveyed both residents and their relatives, families and friends. In total 47 survey forms were issued and 41 returned (11 from residents and 30 from their friends and family) a response rate of 87%. The questions asked of residents were for them to rate various aspects of the service offered. They were asked to tick a box which reflected their view closest. The questions were to rate:

1. **The quality of the care and support received:**

All 11 residents rated the quality of the care they received as either excellent (36%) or very good (64%).

2. **The amount of time staff spent with residents:**

All 11 residents rated the time staff spent with them as either excellent (9%), very good (82%) or good (9%).

3. **The accessibility and courtesy of staff:**

All 11 residents rated the accessibility and courtesy of staff as either excellent (18%), very good (73%) or good (9%).

4. **The quality and choice of food:**

All 11 residents rated the choice and quality of food as either excellent (9%), very good (73%) or good (18%).

5. **Support received from visiting health professionals:**

All 11 residents rated the support they received from visiting health professionals as either excellent (27%), very good (46%) or good (27%).

6. **The standard of accommodation, cleanliness and décor:**

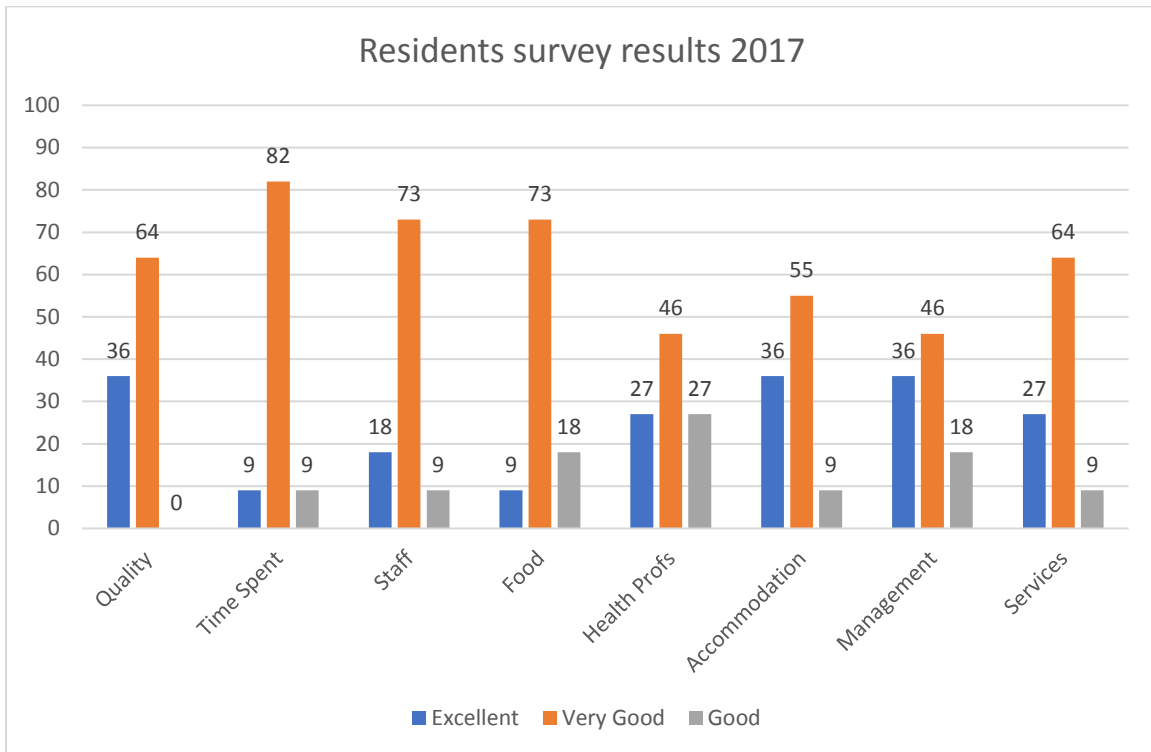
All 11 residents rated the standards of accommodation as either excellent (36%), very good (55%) or good (9%).

7. **Accessibility to senior staff and management:**

All 11 residents rated the accessibility to senior staff and management as either excellent (36%), very good (46%) or good (18%).

8. **The services offered, i.e. Free Wi-fi, minibus outings, live entertainment and so on.**

All 11 residents rated the services offered as either excellent (27%), very good (64%) or good (9%).



The questions asked of relatives, families and friends were to rate various aspects of the nursing home and the service provided as outlined below:

1. Overall experience of the home:

All 30 respondents rated their overall experience of the home as either excellent (76%) or very good (24%).

2. Services offered within the home:

All 30 respondents rated the services offered within the home as either excellent (73%) or very good (27%).

3. Welcome given when visiting the home:

All 30 respondents rated the welcome given when visiting the home as either excellent (83%) or very good (17%).

4. Understanding of residents' needs:

All 30 respondents rated the understanding of residents' needs as excellent (73%) or very good (27%).

5. If any issues were raised how they were dealt with:

There were 26 responses to this question, 73% rated the response as excellent and 27% very good.

6. Efforts made to include residents in activities:

There were 26 responses to this question, 69% were excellent, 19% very good and 12% good.

7. Quality of care provision:

All 30 respondents rated the quality of care provision as either excellent (87%) or very good (13%)

8. Level of staff support:

All 30 respondents rated the level of staff support as either excellent (80%) or very good (20%)

9. General environment and equipment of the home:

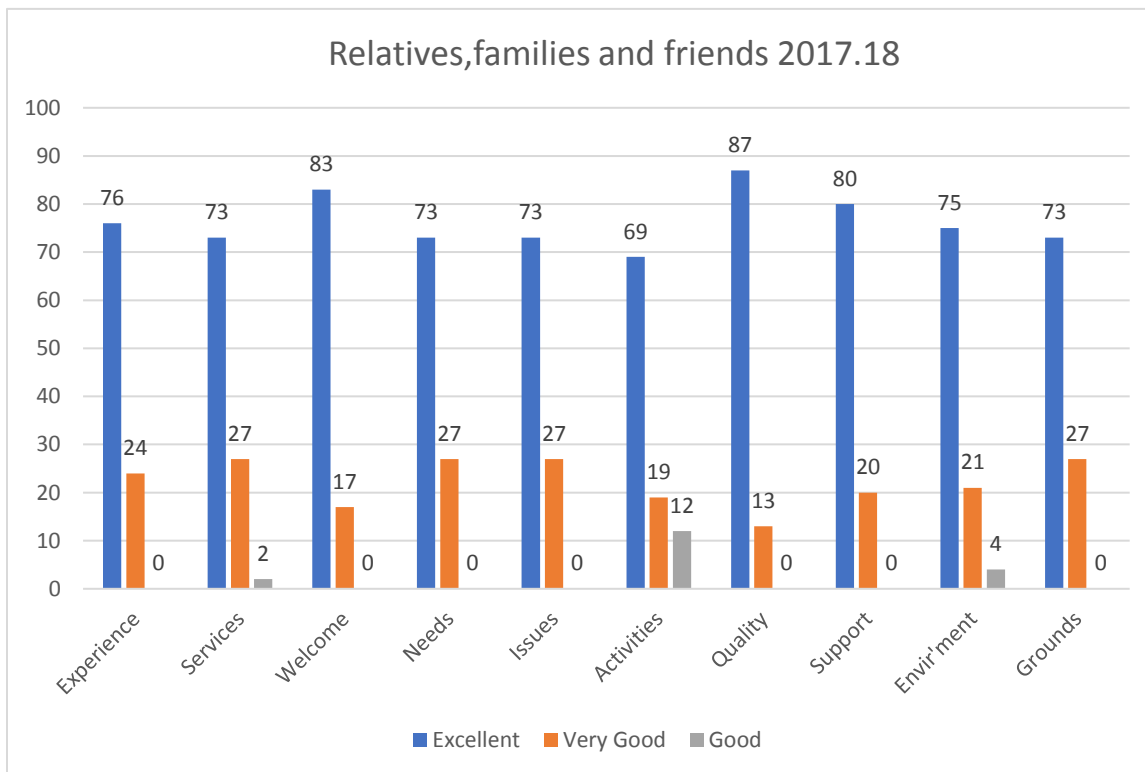
There were 28 responses to this question 75% were excellent, 21% very good and 4% good.

10. Grounds and gardens:

All 30 respondents rated the grounds and gardens as either excellent (73%) or very good (27%)

In addition to the tick box responses one relative wrote that they would like to see a wheelchair path around the garden.

In answer to this; we have made a significant effort to make the garden wheelchair accessible by constructing ramps and patio areas. However, the cost of a purpose-built wheelchair path around the garden is prohibitive particularly as we are significantly reliant on public sector funding which takes no account of the costs associated with providing such amenities for residents. Consequently, we must prioritise improvements, repairs and maintenance even though we would like to meet everyone's wishes.



Summary:

100% of respondents both residents and their relatives, families and friends rated Wenham Holt excellent, very good or good in all areas.

The survey also gave the opportunity for respondents to make their own comments, many of these were extremely positive and included:

“Warm, friendly homely atmosphere with well cared for residents.”

“The grounds are superb”

“The staff make us feel very welcome each week when we visit. The home is always clean, bright and tidy”

“My cousin has recovered well due to the excellent care received at Wenham Holt”

“My mum has had wonderful kind and understanding care, she is settled, safe, clean and happy, thank you.”

“My wife and I find this nursing home excellent in every way.”

“The staff at Wenham Holt seem to relish the challenge and show enormous patience and initiative in dealing with the rare condition suffered by my brother”.

“Very happy with care at Wenham Holt and mum is very happy”.

“It would be great if staff were to wear name badges or a staff picture board at the entrance”. “Thank you for all your care and support with dad. Please don’t think this is a criticism”.

In answer to this comment, staff do have name badges and most wear them but occasionally they will forget, we will continue to remind them. We have considered a picture board but with 30 staff on duty most days it would be extremely difficult to ensure the board was kept up to date, which would negate any benefit.

“Warm welcome, staff are attentive to my mothers needs and are very kind and friendly towards her, it would be great if she could be given more information about the options on the menu, but I do believe her dietary requirements are adequately addressed so this is not a big issue from my side”.

In answer to this comment, we have a wide choice of meals both from the daily menu and at least 12 alternatives. Our chef visits residents on a regular basis and chats to them about the menu and their likes and dislikes. We will continue to work towards ensuring that everyone knows about the menu options.

“All care is given with the dignity and needs of the residents at the forefront. Next of kin are kept informed of any health issues and are encouraged to ask questions and keep up with the care being given”” Cannot recommend this home highly enough”.

“Mum was very unwell when she first arrived, and I think that the improvements in her health and mental welfare is a reflection on the quality of care she receives at Wenham Holt. The support for the family is fantastic too, it’s like visiting mum at ‘home’”.

“I have nothing but praise for the way my sister is being cared for at Wenham Holt”.