

Director's response to the family questionnaire 2014

Family questionnaires were sent to 30 family members shown as being the point of contact, 13 returns were received, as with previous years it is felt this was disappointing return

A review of the questionnaires showed the home continues to perform to a high standard and the care in particular remains of the highest quality. Staff were held in very regard, comments included staff were very welcoming, being described as professional and caring

There is no doubt the home has benefited from the significant investment, the extension is part of that investment and the owners are committed continuing the programme of improvement.

The feedback this year shows that the development of the rear garden has been very well received, of note is that in 2013 the rear garden was subject of negative feedback. The garden has undoubtedly become an enormous asset and is much loved by residents, visitors and staff. Plans will ensure the development of the rear garden continues

During the spring and summer of 2015 further hard landscaping will be undertaken to the front of the home to make this an attractive area for use, features will include an original coal mine coal tub as pulled by pit ponies, shrubs, removal of the lone tree, removal of tree stumps, new signage etc.

2013/2014 saw significant improvements and investment in the care home which caused considerable disruption to the daily life of our residents and staff. In 2015 we will continue to improve the home both internally and externally however no major projects are planned

The directors feel the manager and staff at Melbury House continue to perform to a high standard and provide a caring culture which is personalised to the needs of the individual and this is reflected in the positive returns from the survey

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Melbury House – Family Quality questionnaire 2014

Questionnaire - results

Respondents were asked to score Melbury House in a number of key areas as follows:

		Score	%
1.	How would you rate your first impressions of Melbury House?	108/130	84%
2.	How would you rate the welcome you received from staff on arrival?	123/130	95%
3.	How welcoming do you find Melbury House	120/130	93%
4.	How would you rate the cleanliness of the home?	119/130	93%
5.	How helpful are our staff	125/130	91%
6.	How would you rate the facilities at the home?	118/130	91%
7.	How would you rate the care we provide?	922/130	94%
8.	How would you rate the resident's private accommodation?	115/130	89%
9.	How would you rate the communal areas?	110/130	85%
10.	How would you rate the outside areas of the home?	110/130	85%
11.	How would you rate the activities provided	114/130	88%
12.	How would you rate the food and or refreshments we provide?	122/130	94%
13.	How would you rate the staff at the home?	122/130	94%
14.	How would you rate the management team?	122/130	94%
15.	Do you feel the service we provide is	Better	7/13
		Same	6/13
		Worse	0/13
		Not comp	0/13
16.	Overall how would you rate Melbury House as a care home?	119/130	94%
17.	How likely would you be to recommend Melbury House?		

Very likely	Likely	Possibly	Unlikely	Not at all
11	2	0	0	0

2013 / 2014 Comparison %

Q	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15				16	17	
															B	S	W	NC		VL	L
2013	91	96	96	97	97	91	96	94	91	66	89	85	97	95	6	2	0	2	94	10	0
2014	84	95	93	93	91	91	94	89	85	85	88	94	94	94	7	6	0	0	92	11	2

B - Better S - Same W – Worse NC – No comment

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In relation to questions asked in the survey the following comments were made, a reply is recorded below in respect of those comments

Respondents were asked tell us about any concerns you may have

Responses included:

No concerns were raised by any person

Please tell us about any improvements we could make at Melbury House and how or service could be improved

It was suggested that an additional family meeting area be provided

Response The home has a garden room, a meeting area on the 1st floor, a large dining room and residents have private rooms for accommodating visitors. There are no plans to provide additional meeting areas

Comment was made about residents having access to the rear gardens

Response Full disabled access is provided via lifts and doors on the lower ground floor which are regularly used by residents, visitors and staff

The activities co-ordinator arranges activities, games and planting in the gardens, weather permitting. The activities co-ordinator will be arranging suitable activities in the gardens over the spring and summer

We strive to provide personalised care, are you satisfied we deliver on our promise and are there any improvements we could make in our service delivery.

Families were highly complementary about the home and how the care was delivered in a personal way to each resident.

Comments included

“Hard to fault this, well above average in my opinion”

“I am very happy with all personalised care”

Response We feel the very positive comments demonstrate the ethos of care provided and the very high standards of care provided by dedicated and committed staff

It was suggested that the chairs in the lounges could be arranged in groups rather than along the outer limits of the rooms

Response The manager has explored a number of alternative seating arrangements throughout the various rooms in the home which has in the main proved very unpopular with both residents and the majority of family members. It was

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also identified that due to the size of the lounges that having chairs in small groups proved difficult for residents with limited mobility, those using walking frames and wheels chairs, and residents with failing eyesight to move about and there was a heightened risk of falls and injuries in the home. After considering all aspects of this issue the manger and directors are unable to alter the room layouts due to the potential difficulties and risks

Is the bedroom provided suitable and do you feel there are improvements which could be made to the bedroom

The comments were very positive and there were no negative remarks

Comments included

“Bedroom very comfortable”

“Yes lovely bedroom”

“Bedroom in the new extension is fine, plenty of room”

One family commented on the fact the room appeared “stark”

Response To allow our residents to personalise their respective rooms the bedrooms are left as a blank canvas, this is a requirement in providing personalised care. Residents, their family and friends are given appropriate advice by staff on the personalisation of the rooms and help is always available to assist. It should be noted that most residents have rooms which are personalised to their own taste with furniture, pictures, TV’s, photographs, soft furnishings etc.

Is there a staff member who you feel has given particularly good service which should be acknowledged?

Comments about staff continue to be very positive and staff were found to be professional, polite friendly and caring. There were no negative comments and no complaints

One family member commented “There is a very caring culture in the home and this should be nurtured. All staff meet expectations and more. My mother’s assigned Joanne (Joanne Aiken – Dep. manager) stands out in particular, we could not wish for a more caring and efficient person to look after mum. I also think it is staff like Joanne who set a good example to newer staff and carry on this great culture”

Susan Johnson – manger was singled out for praise for her leadership of the home and her team. Other staff subject of positive comments were Mandy Laverick, Carol Cathrine, Leanne Baker
