



forget me not residential care home

QUALITY ASSURANCE 2018

Forget me not Residential Home is a small, friendly, family orientated home for 16 older people

It has been owned by the current and founder owners Tania and Roger Pell since 1995.

The home has been inspected with the ever changing regulators and have a history of GOOD inspection reports.

We are always listening to suggestions and wanting to improve our services to enable our residents to have a comfortable and happy stay.

We are OVER THE MOON with yet another POSITIVE and COMPLIMENTARY response to the questionnaires sent out this year.

We thank the residents and their families / representatives for taking the time in completing our survey and giving us an honest feedback.

Attached are the results with comments and our action plan.

Don't forget our door is always open for your suggestions for improvements it's not just when we send out a questionnaire.

Assuring you of our best attention and care

Tania and Roger Pell

Proprietors

**FORGET ME NOT QUALITY ASSURANCE
ACTION PLAN October 2018**

| YOU SAID | RESPONSE | ACTION WE TOOK / WILL TAKE | HOW/WHEN WILL IT BE MONITORED? |
|--|---|---|--------------------------------|
| 25% did not remember being involved in their care plans, however, 100% felt their care needs were being met. | All residents are involved in their care plan at least monthly if not more frequently. Care plans are already audited monthly by the proprietor. | Monthly care plan audit to be completed by Proprietor including checking involvement of resident. Any amendments required or suggestions to improve will be documented and forwarded to management team for action. | Proprietor - monthly |
| 42% did not know the complaints procedure. | Complaints and concerns procedure is displayed in large print around the home and in each resident's bedroom. | To remind residents at the next residents' meeting how to log a complaint. Current complaint procedure to be reviewed with pictures and more appealing to read. | Next residents' meeting |
| 1% of residents did not get involved with activities organised at the home | All residents interests and hobbies are taken into consideration when organising activities. However, we do respect residents to decline to participate | Deputy manager to obtain updates of current resident's interests and hobbies. Update Nourish and notify Proprietor to organise future activities / events | Deputy Manager |
| 8% said they did not have full access to all parts of the home | All residents have full access to the home except for when privacy of other residents is required, confidentiality or safety | To discuss with staff to ensure that residents are not restricted in their movement around the home, unless for privacy, confidentiality or safety | Manager |

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|--|--|---|---------------------------------------|
| <p>To have named pictures of staff on duty to enable relatives to know relatives names</p> | <p>The noticeboard in the hallway advises names of staff on duty throughout the day and by shift. Staff were provided with badges, but they have become tatty.</p> | <p>New badges have been purchased and all staff have been informed to wear them at all times whilst on duty. The names are in large print for any residents who have difficulty with their eye sight</p> | <p>Manager</p> |
| <p>Access to resident's information at any time of the day or night</p> | <p>Relatives / representatives have always been able to access individual resident's files upon a visit to Forget me not. Relatives are updated when there are any changes to care or concerns via telephone call and/or e-mail.</p> | <p>Forget me not has been using the NOURISH care system since December 2017, which is always developing. Nourish have advised that when the system is fully developed families / representatives will be able to access the system in real time to see what care has been provided. Once this feature is available, families / representatives will be notified how to access the system.</p> | <p>Proprietor</p> |

| PART 1 | | | | | |
|---------------|--|-------------|------------------|-------------------|--|
| | | GOOD | VERY GOOD | DON'T KNOW | COMMENTS |
| 1 | How do you rate the quality of the care provided? | 58% | 42% | 0% | |
| 2 | How do you rate the friendliness and helpfulness of staff? | 33% | 67% | 0% | |
| 3 | How do you rate the cleanliness and tidiness of the premises? | 58% | 42% | 0% | |
| 4 | How do you rate our response to any complaints or comments you have had to make? | 25% | 25% | 50% | 50% advised have never made a complaint |
| 5 | What is your overall impression of the service? | 50% | 50% | 0% | |
| 6 | How do you rate the social activities put on by or organised by the home? | 67% | 33% | 0% | Depends on the activity |
| 7 | How do you rate the quality of the meals provided? | 58% | 42% | 0% | Excellent I am a vegan. I am a vegetarian. |
| 8 | How do you rate the choice and range of the menus? | 58% | 42% | 0% | |
| 9 | How do you rate the general atmosphere of the home? | 50% | 50% | 0% | |
| 10 | Overall would you recommend the home to others? | 100% YES | | | I have freedom. Of course |

| PART 2 | | | | | |
|--------|---|------|-----|------------|--|
| | | YES | NO | DON'T KNOW | COMMENTS |
| 11 | Were you fully involved in planning of your own care? | 75% | 25% | 0% | 3 residents who answered no - could not recall having care plans discussed with them. Evidence shows that they have been involved. |
| 12 | Are you aware of the complaints procedure? | 58% | 42% | 0% | I could soon find out. 1 x resident who responded no has complained in the past |
| 13 | Do you feel that your needs are being met? | 100% | 0% | 0% | |
| 14 | Do you get involved in social activities in the home? | 92% | 1% | 0% | Resident who answered prefers her own company and do her own thing |
| 15 | Do you feel safe and secure in the home? | 100% | 0% | 0% | |
| 16 | Do you have full access to all parts of the home and grounds that you want access to? | 83% | 8% | 8% | Resident that answered no has access to all parts of home. There are no restrictions. |
| 17 | Do you think that the home offers value for money? | 75% | 25% | 0% | |

| | | YES | NO | DON'T KNOW | COMMENTS |
|----|--|------|-----|------------|--|
| 18 | Is the home's manager available to discuss any problems when you need them? | 75% | 0% | 25% | I don't know the manager. Evidence shows that all residents have met the manager frequently. |
| 19 | If you wished to make a complaint would you know how to do so? | 50% | 50% | 0% | Shout loudly (said in smiling) |
| 20 | Do you feel as though your views, opinions and choices are respected by staff at the home? | 92% | 0% | 8% | |
| 21 | Are you given enough information by the home about your care and the choices available to you? | 100% | 10% | 0% | |
| 22 | When staff address you, do they use the title or name that you prefer? | 100% | 0% | 0% | They don't curtsey (said smiling) |
| 23 | Do you feel that staff in the home show you adequate respect? | 100% | 0% | 0% | |
| 24 | Would you recommend Forget me not Home services to friends/family? | 100% | 0% | 0% | |

PART 3

| | |
|--|---|
| Do you have any further comments or suggestions? | "shoot the buggers" - then laughs; not that I can think of; no, I am pleased I have a lock on my door; no, not one word; |
| What do you consider the strengths of the service the home provides? | Stay the same; it's all good; friendly and considerate; most aspects are good here; nice vegetarian food; smiles; They give a good substitute for your own home; it's good, friendly; clean, friendly; The staff are very helpful; security; The way you look after us. I am happy. |
| Are there any areas where you believe the service could be improved? | Not really; no complaints - nothing I can think of; To be able to use the phone more often (the whole set up) To be able to send letters more easily (South Africa) |
| If you could change one thing about the home, what would it be? | Nothing; Can't think of anything; no complaints; nothing at the moment; resident shakes her head; more chips with cheese; nothing I am happy; To go through the door, shut the door and go home; "change room 1 for another dolly bird"; more men. |

INFORMATION: Forget me not home has the capacity for 16 residents. At the time of this survey, there were two room vacancies. Nine residents have a form of dementia. Twelve out of fourteen residents responded to the survey. Two residents were unable to participate in the feedback.

| PART 1 | | | | | |
|--------|--|----------|-----------|------------|--|
| | | GOOD | VERY GOOD | DON'T KNOW | COMMENTS |
| 1 | How do you rate the quality of care provided? | 11% | 89% | 0% | |
| 2 | How do you rate the friendliness and helpfulness of staff? | 0% | 100% | 0% | |
| 3 | How do you rate the cleanliness and tidiness of the premises? | 0% | 100% | 0% | |
| 4 | How do you rate our response to any complaints or comments you have had to make? | 11% | 89% | 0% | |
| 5 | What is your overall impression of the service? | 0% | 100% | 0% | |
| 6 | How do you rate the social activities put on by or organised by the home? | 0% | 100% | 0% | |
| 7 | How do you rate the quality of the meals provided? | 0% | 100% | 0% | |
| 8 | How do you rate the choice and range of the menus? | 0% | 100% | 0% | |
| 9 | How do you rate the general atmosphere of the home? | 0% | 100% | 0% | |
| 10 | Overall would you recommend the home to others? | 100% YES | | | Some relatives gave 3 ticks for recommendation |

PART 2

| | |
|--|--|
| Do you have any further comments or suggestions? | Dad has been a resident for 4.5 years. Best decision ever made to bring him here; Would it be possible to have named pictures of the staff in the hallway sometimes staff change and we don't know their names when we see them. |
| What do you consider the strengths of the service the home provides? | Friendly carers, personal attention; Very caring staff; They care; Communication; The quality of care! Constantly meeting the changing needs of the residents; All staff are attentive, friendly and approachable; All the staff seem to have a good understanding of the residents. Always quick to inform us of any illness or problems. Treats everyone as an individual. |
| Are there any areas where you believe the service could be improved? | Perfect as it is; I'm sure there are areas but cannot think of one at this moment in time; Access resident's information at anytime of the day or night. No it is fantastic as it is; |
| If you could change one thing about the home, what would it be? | Wonderful as it is; To be closer to home!; Nothing it is <u>perfect</u> as are the staff. |

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RESIDENT FEEDBACK

Forget me not home has capacity for 16 residents. At the time of this survey there were two room vacancies. Nine have a form of dementia. 12 out of 14 residents responded. Two residents were unable to participate in the survey.

COLLATION / CALCULATION OF DATA RECEIVED

| PART 1 | | | | | | |
|--------|---|-----|----|-----|-----|--|
| 1 | How do you rate the quality of the care provided? | p | g7 | vg5 | dk0 | |
| 2 | How do you rate the friendliness and helpfulness of staff | p | g4 | vg8 | dk0 | |
| 3 | How do you rate the cleanliness and tidiness of the premises | p | g7 | vg5 | dk0 | |
| 4 | How do you rate our response to any complaints or comments you have had to make? | p | g3 | vg3 | dk6 | 6 x never made any complaints |
| 5 | What is your overall impression of the service? | p | g6 | vg6 | dk0 | |
| 6 | How do you rate the social activities put on by or organised by the home? | p | g8 | vg4 | dk0 | Depends what the activity is |
| 7 | How do you rate the quality of the meals provided? | p | g7 | vg5 | dk0 | Too much food sometimes |
| 8 | How do you rate the choice and range of the menus? | p | g7 | vg5 | dk0 | Excellent I am a vegan. I am a vegetarian |
| 9 | How do you rate the general atmosphere of the home? | p | g6 | vg6 | dk0 | |
| 10 | Overall would you recommend the home to others? | y12 | n0 | | | I have freedom. Of course |
| PART 2 | | | | | | |
| 11 | Were you fully involved in planning of your own care? | y9 | n3 | dk0 | | 3 residents who answered no - could not recall having care plans discussed with them. Evidence shows that they have been |
| 12 | Are you aware of the complaints procedure? | y7 | n5 | dk0 | | I could soon find out. 1 x resident that said no - has logged a complaint in the past |
| 13 | Do you feel that your needs are being met? | y12 | n0 | dk0 | | |
| 14 | Do you get involved in social activities in the home? | y11 | n1 | dk0 | | Resident that answered no prefers to her own company |
| 15 | Do you feel safe and secure in the home? | 10 | n1 | dk1 | | Resident that answered no is able to access all of the home. There are no restrictions in place |
| 16 | Do you have full access to all parts of the home and grounds that you want access to? | y8 | n1 | dk1 | | |
| 17 | Do you think that the home offers value for money? | y9 | n0 | dk3 | | |
| 18 | Is the home's manager available to discuss any problems when you need them? | y9 | n0 | dk3 | | I don't know the manager |

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RESIDENT FEEDBACK

| | | | | | |
|---------------|--|---|----|-----|---|
| 19 | If you wished to make a complaint would you know how to do so? | y6 | n6 | dk0 | <i>Shout loudly (said in jest)</i> |
| 20 | Do you feel as though your views, opinions and choices are respected by staff at the home? | y11 | n0 | dk1 | |
| 21 | Are you given enough information by the home about your care and the choices available to you? | y12 | n0 | dk0 | |
| 22 | When staff address you, do they use the title or name that you prefer? | y12 | n0 | dk0 | <i>They don't curtsey. (said in jest)</i> |
| 23 | Do you feel that staff in the home show you adequate respect? | y12 | n0 | dk0 | |
| 24 | Would you recommend Forget me not Home services to friends/family? | y12 | n0 | dk0 | |
| PART 3 | | | | | |
| | Do you have any further comments or suggestions? | "shoot the buggers" - then laughs; not that I can think of; no, I am pleased I have a lock on my door; no, not one word; | | | |
| | What do you consider the strengths of the service the home provides? | Stay the same; it's all good; friendly and considerate; most aspects are good here; nice vegetarian food; smiles; They give a good substitute for your own home; it's good, friendly; clean, friendly; The staff are very helpful; security; The way you look after us. I am happy. | | | |
| | Are there any areas where you believe the service could be improved? | Not really; no complaints - nothing I can think of; To be able to use the phone more often (the whole set up) To be able to send letters more easily (South Africa) | | | |
| | If you could change one thing about the home, what would it be? | Nothing; Can't think of anything; no complaints; nothing at the moment; resident shakes her head; more chips with cheese; nothing I am happy; To go through the door, shut the door and go home; "change room 1 for another dolly bird"; more men. | | | |

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RESIDENT FEEDBACK

RELATIVES RESPONSE

2018

COLLECTION OF DATA AND CALCULATION

9 responses

| | | | | Percent | | |
|---|------|------|--------|---|----|-----|
| | Poor | Good | V Good | P | G | VG |
| 1. How do you rate the quality of care provided | 0 | 1 | 8 | 0 | 11 | 89 |
| | | | | | 0 | 0 |
| 2. How do you rate the friendliness and the helpfulness of staff? | | | 9 | 0 | 0 | 100 |
| | | | | | 0 | 0 |
| 3. How do you rate the cleanliness and tidiness of the premises | | | 9 | 0 | 0 | 100 |
| | | | | | 0 | 0 |
| 4. How do you rate our response to any complaints or comments you have had to make? | | 1 | 8 | 0 | 11 | 89 |
| | | | | | 0 | 0 |
| 5. What is your overall impression of the service? | | | 9 | 0 | 0 | 100 |
| | | | | | 0 | 0 |
| 6. How do you rate the social activities put on by or organised by the home? | | | 9 | 0 | 0 | 100 |
| | | | | | | 0 |
| 7. How do you rate the quality of the meals provided? | | | 9 | 0 | 0 | 100 |
| | | | | | | 0 |
| 8. How do you rate the choice and range of the menus? | | | 9 | 0 | 0 | 100 |
| 9. How do you rate the general atmosphere of the home? | | | 9 | 0 | 0 | 100 |
| 10. Would you recommend the home to others? | | | 9 | Some gave 3 x ticks for recommending the home | | |

Do you have any further comments or suggestions

Dad has been a resident for 4.5 years. Best decision ever made to bring him here; Would it be possible to have named pictures of the staff in the hallway sometimes staff change and we don't know their names when we see them.

What do you consider the STRENGTHS of the service the home provides?

RELATIVES RESPONSE

2018

Friendly carers, personal attention; Very caring staff; They care; Communication; The quality of care! Constantly meeting the changing needs of the residents; All staff are attentive, friendly and approachable; All the staff seem to have a good understanding of the residents. Always quick to inform us of any illness or problems. Treats everyone as an individual.

Are there any areas where you believe the service could be improved?

Perfect as it is; I'm sure there are areas but cannot think of one at this moment in time; Access resident's information at anytime of the day or night. No it is fantastic as it is;

If you could change one thing about the home, what would it be?

Wonderful as it is; To be closer to home!; Nothing it is perfect as are the staff.