



# forget me not residential care home

## QUALITY ASSURANCE SURVEY 2019

We must thank everyone for their time in completing our survey and giving honest opinions about the home

Forget me not Care Home has been providing care to older people since January 1995 when we converted our family flat roof bungalow into a care home. Since then we have dedicated our time and efforts to provide a friendly, homely and family orientated home.

We know we are not perfect, which is why we are always open to your suggestions and improvements. We are proud to have been at the forefront of innovations and technology within the home, using digital technology since 2017 for improvement to care planning and logging of care provided. We are currently looking to further technology to assist staff to meet the needs of our current and future residents more efficiently and safely.

Once again, we are proud to provide the positive and complimentary 2019 results of the survey incorporating residents, visiting professionals and families views about the service provided in the past 12 months.

It is great to see the positive comments and words to describe the service as "excellent", "kind", "dedicated staff", "helpful", "loving", "relaxed" to mention just a few.

One comment that stands out is "**RESIDENTS COME FIRST**" which is instilled in all our staff and are delighted this has quality has been recognised.

So without further ado, please find to follow your comments about our services and plans for improvement.

We will continue to listen and aim to improve our services to all that use and visit the home.

Assuring you of our best attention and care,

*Tania and Roger*

Tania and Roger Pell  
*Proprietors*

**FORGET ME NOT QUALITY ASSURANCE  
ACTION PLAN October 2019**

YOU SAID	RESPONSE	ACTION WE TOOK / WILL TAKE	HOW/WHEN WILL IT BE MONITORED?
If they could find a few more staff that are up to the standards of the present staff, I am sure all would be even more happy.	We are proud and work hard to retain high percentage of our staff, of which one member has been with us since 2000. When we recruit staff, our priority for employing them is having the right values. We always offer residents to assist with the recruitment process. New staff not only receive induction training, shadow training with experienced member of staff for all of the shifts but they are also formally observed to check they meet the high standards the residents are use to. Also, we provide training for all staff throughout the year but one of the most important training is experience and learning from the current residents, which obviously takes time.	Continue to recruit staff with the right values, encourage residents to participate in the recruitment process. Provide	Staff observations Unannounced inspections Staff meetings Monthly management meetings
Put cushions on chairs outside	Cushions are placed outside, but sometimes they are removed by other residents.	Staff to ensure cushions offered to residents when sitting outside.	Monthly management meetings Quality Assurance survey Resident meetings
Keep dog out of common room	Bella the dog is no longer at the home.	n/a	n/a
The home needs redecorating	Unfortunately we had to delay redecoration to wait for the decorators availability to work during the evenings and night time to reduce any inconvenience to residents.	September 19 - Areas redecorated: Lounge, kitchen, dining room. Awaiting office to be redecorated, hallways. Rooms 9 and 14	Resident meetings Monthly management meetings Quality assurance surveys Maintenance records
Access to Nourish care system for relatives	This is something we had hoped would be available to relatives sooner. However, as the system does not currently meet GDPR regulation, we are not able to permit access at this time.	Keep relatives updated on progress of access to Nourish care system through newsletter.	Monthly newsletters Monthly management meetings
Get horses in the home	We would love to have this facility, but unfortunately, this is not a possibility, but we have been communicating with local horse owners and stables.	Arrange activities to visit horse stables and local horses to visit the home.	Resident meetings Monthly management meetings Activity/Events schedule

**VISITING PROFESSIONALS / FRIENDS / RELATIVES RESPONSE  
2019**

**COLLECTION OF DATA AND CALCULATION**

14 responses

					Percent		
	Poor	Good	V Good	n/a	P	G	VG
1. How do you rate the quality of care provided			14		0	0	100
2. How do you rate the friendliness and the helpfulness of staff?			14		0	0	100
3. How do you rate the cleanliness and tidiness of the premises		2	12		0	14	86
4. How do you rate our response to any complaints or comments you have had to make?		1	11	2	0	7	79
5. What is your overall impression of the service?			14		0	0	100
6. How do you rate the social activities put on by or organised by the home?		3	11		0	21	79
7. How do you rate the quality of the meals provided?		1	12	1	0	7	86
8. How do you rate the choice and range of the menus?		3	10	1	0	21	71
9. How do you rate the general atmosphere of the home?			14		0	0	100
10. FAMILY ONLY - how do you rate the communication with the home updating you on loved one changes in needs?			12	2			100
11. Overall would you recommend the home to others	Yes	14	No		100		

**Do you have any further comments or suggestions**

**EXCELLENT** care home. The staff are always friendly, welcoming and accommodating. **VERY HAPPY** with FMN. Could not ask for a more caring home. Very accommodating. Staff always happy to help no matter how busy they are. I can rest easy being assured my is having the **BEST CARE**. We are very grateful for the care provided. Probably moving myself in the home in about 10 years time! Access to Nourish would be really useful for relatives.

**VISITING PROFESSIONALS / FRIENDS / RELATIVES RESPONSE**  
**2019**

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

**HOMELY**, caring feeling. Very homely. The **FAMILY ATMOSPHERE** which is also reflection on the number of residents - the home is not too large. **EXCELLENT STAFF** good team work. The care provided and the **DEDICATION** of the staff. **EXCELLENT** scope of **ACTIVITIES**. Personal service with a **SMILE**, the **RESIDENTS COME FIRST**. The **LOVING CARE** given to residents. Staff and management. **PERSONAL** relationships built with the staff and no uniforms. Very **RELAXED**. Excellent communication - I am informed very quickly with news re my mum. It provides a homely environment. **FRIENDLY** personal carers - fab cook and managers. Nothing is too much trouble, always happy and **HELPFUL**. Small happy with family atmosphere.

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

Keep dog out of common room. Not really. If they could find a few more staff that are up to the standards of the present staff, I am sure all would be even more happy. No, all goods so far.

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

The lovely caring atmosphere is second to none. It would be nice if I had a hairdressing salon. Although not possible, a larger lounge (I'd like one at home too") Happy with all areas. Let me move in so I can be pampered for a week or two. First impression very good. Move the home nearer to me!

**FORGET ME NOT HOME**  
QUALITY ASSURANCE 2019

**RESIDENT FEEDBACK**

*Forget me not home has capacity for 16 residents. At the time of this survey there were two room vacancies, one resident was in hospital. 13 responses of which 9 have been diagnosed with differing forms of dementia and one resident short term respite.*

**COLLATION / CALCULATION OF DATA RECEIVED**

PART 1						
1	How do you rate the quality of the care provided?	p0	g2	vg11		<i>Can't fault it. Excellent. They are always there to help me. Very friendly. Brilliant. I think they are very good.</i>
2	How do you rate the friendliness and helpfulness of staff	p0	g2	vg11		<i>Excellent. Oh yes excellent. I like the staff helping me. Very friendly team. Ooh yes I think they are lovely</i>
3	How do you rate the cleanliness and tidiness of the premises	p0	g3	vg10		<i>Excellent. Yes, looks clean. Yes depends who lives here</i>
4	What is your overall impression of the service?	p0	g3	vg10		<i>Yes brilliant. Everyone are very friendly. I feel very comfortable here. Guess what excellent. It's homely and friendly, everyone is lovely. I am happy here. It's alright - it's good.</i>
5	How do your rate the social activities put on by or organised by the home?	p2	g3	vg8		<i>Exceedingly pleasant. I'm all for that. I love the quizzes and parties and I love my radio and newspapers. As long as everybody is getting their fair share. Always something on. I love the dog. I like them. Not good.</i>
6	How do you rate the quality of the meals provided?	p0	g4	vg9		<i>If I don't like something the cook will make me something different. I am given choice. Very nice. Depends on people supplying it but yes. At bit of the same but good. I eat anything , I'm not fussy</i>
7	How do you rate the choice and range of the menus?	p0	g7	vg6		<i>Beautifully presented. I enjoy the menus. Very nice.</i>
8	How do you rate the general atmosphere of the home?	p0	g1	vg12		<i>This is a happy home. Absolutely marvellous, everything I want is here. Very happy. I like it a lot. This is my home. Warm and comfortable.</i>

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QUALITY ASSURANCE 2019

**RESIDENT FEEDBACK**

PART 2					
9	Do staff discuss with you what care you would like? (Have you been involved in your care plans?)	y13	n0		<i>Extremely helpful. Excellent, I am a changed woman since being here. I am pleased to be a part of it all. When the doctor comes. Yes when its needed they do. Yes I get the opportunity to talk to them. I think so, I get asked</i>
10	Do you know who to speak to if you were unhappy with anything at the home? (Complaints)	y11	n2		<i>Yes, but I am not unhappy. Yes Marina or Tania. Yes Marina in the office. My children. Never need to complain everyone is good. Someone in the office. The one in the office, forgot your name. The lovely lady with the blonde hair. It's normally the maitre. Is it you lot?</i>
11	Do staff listen to what you request and take action efficiently? (Do you feel that your needs are being met?)	y13	n0		<i>Everyone is so helpful. Indeed. They do the jobs well. Yes I never have any complaints. If I need something I can have it. Yes I think so?</i>
12	Do you get involved in social activities in the home?	y12	n1		<i>Yes I love all the parties. Sometimes. Well I ride my bike Sometimes yes. I do don't i?</i>
13	Do you feel safe and secure in the home?	y13	n0		<i>It's very well run. Always staff around. I have the option to lock my door. So far so good. Yes. Safe as is possible to be.</i>
14	Are you able to walk freely around the home and its gardens? (Do you have full access to all parts of the home and grounds that you want access to?)	y13	n0		<i>It's my home. Definitely. Yes I can come and go as I want to. I find it easier in my wheelchair to go out the front, there is usually someone to talk to. I look forward to seeing everything better after my eye operation. I think so.</i>
15	Is Marina (the home's manager) available to discuss any concerns or problems when you need them?	y12	n0	dk1	<i>When I have a problem, I can come to Marina, she sorts it out. Yes of course, she always dressed like mu dolls, very nice. Haven't needed to. Congratulations. We can talk to each other. I haven't told her I am pregnant yet. Don't know your name but I know it's you. I haven't got any concerns. I don't know.</i>
16	Do you feel as though your views, opinions and choices are respected by staff at the home?	y13	n0		<i>It's set in gold - everyone is very good. I have no strong feelings about anything, I accept all kindness given. I like to engage with the staff. Brilliant. I think so. I haven't had to ask anything. Staff listen to me.</i>
17	Are you given enough information by the home about your care and the choices available to you?	y12	n1	dk1	<i>Marina and staff involve me. I feel so. Yes. I suppose so I am still here. I don't bl**dy know.</i>

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**RESIDENT FEEDBACK**

18	When staff address you, do they use the title or name that you prefer?	y13	n0		<i>They call me by my name. Yes, yes</i>
19	Do you feel that staff in the home show you respect?	y13	n0		<i>Yes the staff are very good. All the time. Absolutely yes. Yes no question. Always. Of course they do.</i>
20	Would you recommend Forget me not Home services to friends/family?	y12		1dk	<i>Real home, you do not feel like you live in a care home. Yes of course. It's very nice, clean and nice little doggy. If I felt I need to. I don't know.</i>
<b>PART 3</b>					
	Do you have any further comments or suggestions?	<i>It's a <b>lovely home</b>, all of you are very good. It think for people that are unable to look after themselves is <b>phenomenal</b> the way the <b>staff give kindness</b>, it's not my business but it is lovely to see. Obviously I would prefer to be in my own home, but <b>I am happy here</b>, you just have to make the best of everything in life. Needs painting and updating. I wish I could have horses here. If I need to make any suggestions I make them along the way. We have facilities, we have everything. More men to look at.</i>			
	What do you consider the home does well?	<i>You <b>always listen to peoples' concerns</b> and deal with them. Food, washing - total <b>care fantastic</b>. You do not feel like you are living in a care home. Feed us and look after us well. Everyone is nice. The home looks after me and do it well. Forget me not home looks after everyone very well, <b>very caring</b> and kind staff. What I done today was beautiful with the horses, I just love them. Attitude to life. When you feel like home, then that's always a good sign. People at home can't spend as much time cleaning, but here they are very busy. It's homely, clean, <b>staff are all lovely</b>, managers are there to help.</i>			
	Are there any areas where you believe the service could be improved?	<i>I wouldn't even dream of changing anything, if I didn't like it I would have pushed off a long time ago. I don't think so, I think everything is okay, well it is for me, I can't speak for everybody. Not that I can think of, I'm happy. Movement of residents in the lounge. Get horses in the home (said laughing) Updating the home. I haven't really thought about it. More gardens and gardening. Nice furniture is always nice.</i>			
	If you could change one thing about the home, what would it be?	<i>I can't think like that, everything you all do is fantastic, I am kept up to date with everything. Put horses in the garden. Update as run down and certainly put cushions on the chairs outside and more tables. Outside homes for my husband to stay. I cannot think of anything.</i>			

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RESIDENT FEEDBACK

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