



QUALITY ASSURANCE "COVID 19" FEEDBACK 2020

We must thank everyone for their time in completing our survey and giving their honest opinions and feedback about our performance during the initial COVID19 PANDEMIC.

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

The Covid19 pandemic has given us many challenges which have been sudden and frequently changing, but it has made us realise how adaptable and resilient we are with our amazing team of staff. We have learnt so much over the past 6 months particularly learning to think outside the box! We have found the residents and relatives understanding and their support has been invaluable and has made this stressful period easier to cope with. We have also had amazing support from our local community particularly the neighbours in Leaholme Gardens and have set up great relations.

We are always striving to provide the best possible care and support to the Forget me not family, however, we do realise that we can get it wrong sometimes. We reflect our actions when things have gone wrong and learn from them to improve our services.

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 and last year with Everon nursing system. We are also researching technology for administration of medication called EMAR.

We have enjoyed reading your feedback and have shared your comments with staff such as:- EXCEPTIONAL CARE, BRILLIANT, BEST CARE, VERY HAPPY from relatives. Residents comments have included MARVELLOUS, BRILLIANT, DELIGHTED, I TRUST THE HOME.

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
Directors

**FORGET ME NOT QUALITY ASSURANCE CV19
ACTION PLAN August 2020**

YOU SAID	RESPONSE	ACTION WE TOOK / WILL TAKE	HOW/WHEN WILL IT BE MONITORED?
"I would feel safe if I had a key to my room"	Residents have the right to lock their room and keys are available for each room. Individual risk assessments are carried out for residents who would prefer to lock their door.	Discussed with resident and family, with preferred outcome	n/a

COLLECTION OF RELATIVE DATA AND CALCULATION

8 responses received out of 22 sent

8

		No opinion*	Strongly disagree	Disagree	Agree	Strongly agree
W E L L B E I N G	1. I believe that my relative is safe and well looked after by the home				2	6
	2. The home has taken adequate control measures to prevent CV19 from infecting the residents				2	6
	3. I believe that my relative is treated kindly and with dignity and respect				2	6
	4. I believe that during the current "lockdown" the home has taken adequate action to stimulate my relative	1			2	5
	5. The mental health of my relative during the CV19 outbreak is monitored by the care staff	1			2	5
	6. I believe that my relative is receiving the best possible care during the CV19 outbreak				3	5
C O M M U N I C A T E	7. I believe enough information is given to me with regard to how my loved one is being cared for during these difficult times.				3	5
	8. The NEWSLETTERS and other communication I have received has been helpful and reassuring				3	5
	9. The frequency that the information is sent to me is regular enough				3	5
	10. I have been able to communicate with my relative using the video calls on SKYPE	3				5
	11. I am kept up to date and feel well informed with updates on my relative's health and wellbeing	1			2	5
M N G M E N T	12. The management team are accessible and keep me updated	1			2	5
	13. The management team keep me up to date and well informed regarding the home's response				3	5
	14. The management team has been PROACTIVE in their response to the virus				2	6
	15. I trust the management team and feel supported	1			2	5

*No opinion responses are due to resident joining the home in the middle of the lockdown and some relatives did not have the facility of or did not know how to use SKYPE

ADDITIONAL COMMENTS / SUGGESTIONS	
The staff have been LOVELY and so UNDERSTANDING and have made our family member feel right AT HOME . They have been BRILLIANT given the situations we are all facing at the moment. THANK YOU	Many THANKS for the extra LONG SKYPE sessions - mum really ENGAGES and ENJOYS them.
I feel this home is traing the covid situation PROFESSIONALLY and with the BEST CARE for ALL RESIDENTS . At no time do I feel concerned about my relative. GREAT TEAM and EXCELLENT home	We are more than HAPPY with the care J*** receives by all the staff at Forget me not
Both our relative and us cannot SPEAK HIGHLY ENOUGH of the MARVELLOUS response the team has adapated, and the actions they have taken and put into place re: Covid19. The response has been EXCEPTIONAL in safeguarding everyone connected to Forget me not.	I have only had a relative with you for a few weeks so don't feel that I can answer some of these questions with enough experience yet.
My father has only been with you a short whilte but we are VERY HAPPY with how is being LOOKED AFTER .	

FORGET ME NOT HOME
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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. Out the 14 residents, 8 residents were able or consented to participation

RESIDENT COLLATION / CALCULATION OF DATA RECEIVED

		D/K	Strongly disagree	Disagree	Agree	Strongly agree	COMMENTS RECEIVED
W E L L B E I N G	1. The home is taking the situation of Covid seriously				3	5	I am sure you are, I've got FAITH in you. As much as it takes any other virus. Yes and agree, I don't see why not. You can only do certain things, I can't complain. I think you have done BRILLIANTLY
	2. The home has responded well to any of my concerns raised regarding the virus	1			4	3	I am sure I could, I am sure you will listen. I think so, I always get what I want. I feel you have. Yes I have no concerns, I am happy with everything.
	3. I have confidence in the management team's decisions and responses	1			3	4	I have never had to call on them. They haven't let me down. That's you two, isn't it, yes I do. Yes I have to really. I would approach the boss lady, you (Marina) or the other boss lady (Kathie). As much as anybody can, MARVELLOUS .
	4. If I had any concerns I know I can approach a member of staff				2	6	Of course I would. You have to there is nobody else to approach. Yes there is always somebody around. Yes I always speak to them. Yes, yes, yes. If I had any concerns I would speak.
C O M M U N I C A T I O N	5. I am kept up to date and feel well informed regarding the home's response to the virus	1			2	5	I read it in the paper. No opinion, what's going to happen is going to happen. Yes I read about some virus in my paper. Yes I always speak with them. Absolutely. I am told everything about the virus and the home have been very sensible about it.
	6. I have been able to communicate with my family using the telephone	2			1	5	I have my own mobile phone. See family regularly, and I can always phone. Yes I think so. I used to have a mobile but I can use the phone here. Yes I can, you immediately put me through. Whenever I need to I can communicate with family.
	7. I have been able to communicate with my family using the video calls on Skype	4			2	3	Yes that thing, TV or something that I can see her on and we have had lovely chats on it. That is BRILLIANT , isn't technology marvellous

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RESIDENT FEEDBACK

M A N A G E M E N T	8. I can approach Marina or Kathie should I need to be updated or have any concerns				2	6	Of course I can that's you two. Always been pretty good to me. I can talk to anybody I think is helpful. I would be the first to shout. I would speak to you in private.
	9. The staff keep me up to date and well informed regarding the home's response				7	1	I suppose so. As much as they can. They don't need to I have my newspaper. Yes, but I don't really need to. Yes, I presume I have not missed anything. I talk about other things with the staff.
	10. The homes appears to have been proactive in their response to the virus	2			5	1	Well I guess so, everybody is here. I have no idea. Well I suppose they have, I am still here. I am DELIGHTED in the way that I have not been subjected to people with the virus. I think you have done a VERY GOOD JOB with it. Must have done as we haven't got the virus in the home.
	11. I trust the home and feel supported	1			3	4	Yes of course I do. Yes. Yes I do, I have to live here. As much as I can, it's MY HOME. I would feel safe if I had my key to my room.* Yes I don't have any complaints that I can think of, I TRUST the home.