



BURLEIGH HILL HOUSE

Annual Satisfaction Survey



JULY 1, 2018

MD HEALTHCARE, BURLEIGH HILL HOUSE
North Road, Carrickfergus

Executive Summary

As part of our ongoing quality assurance programme, the following quality assurance report has been completed to provide the relevant information in regard to the service provided to residents and families at Burleigh Hill House.

At MD Healthcare we have an open approach to our quality improvement, listening and welcoming comments on the service we provide. We believe that our value of delivering care that we would be happy for our own relative to receive, which we feel is the most effective way of communicating to staff the level of care we aim to deliver. To this end, we congratulate Ms Insauriga and her team of skilled nurses, seniors in charge, care assistants, catering and support staff in achieving the results in this report.

We continue to work within severe financial constraints. *The fees paid by DHSSPS do not represent a fair price for the care to be delivered and MD Healthcare is closely involved in working with the DHSSPS to achieve a fair rate for care delivery. You may have seen and heard the management lobbying in the media for a fair price for care.*

The increasing dependence of residents means that our resources are continually stretched, however within that set of circumstances we strive to provide the best care possible. Dependencies of our residents continues to rise. More and more residents require complex care and assistance with all activities of daily living. This requires more staff time. Regrettably DHSSPS do not recognise increased dependencies in the fee structure, however we strive to meet all our resident's needs to a high standard and Burleigh Hill House is staffed to meet or exceed the RQIA requirements.

The outcomes of the report are very pleasing. They demonstrate that the level of satisfaction at Burleigh Hill House is very high. There are no significant trends in complaints or other issues and our client group of families and residents are generally satisfied with the care they receive.

We have included our responses to your suggestions at the end of the report in a 'YOU SAID, WE DID' section. Where possible, suggestions will be acted on over the next year, within financial limitations.

Over the last 2 years we have invested almost £250,000 in maintaining and refurbishing the home, some of which is obvious in terms of the new lift which was installed into the home, renewed decoration and fittings, upgrade of the garden area and others not so obvious in that we refurbished and re-equipped the electrical and lighting systems, upgraded the heating system to gas, including installation of new boilers and improved and updated the IT system.

Responses from **families** in regard to the survey are very pleasing.

In relation to the Environment in the home, 90% of families rate it as good, very good or excellent.

Garden areas were rated as good very good or excellent by 92% of families, this is pleasing as there has been significant works carried out in the garden area over the last few months.

In relation to Cleanliness, for those families who responded, 98.6% rate it as good, very good or excellent, while 98% of families rated the care as good, very good or excellent. These are exceptional results.

The food is rated as good, very good or excellent by 87.5% of families who responded. A new three-week menu has been reviewed based on the residents' responses through a recent questionnaire. This is now displayed and in place.

Responses from **residents** are equally pleasing. For those who were able to respond, 100% are happy that staff

- Know how to help them
- Respect their dignity
- Are friendly and helpful
- Communicate well with residents
- Are happy with how they are cared for.

100% of residents are happy that their bed rooms are comfortable, clean and well-furnished and 100% feel the same way about the public rooms.

98% of residents are happy with their meals and snacks, this is an improvement from last year.

84% of residents who could respond, took part in activities and of those 100% have stated that they enjoy the activities. The remaining 16% felt it was their choice not to participate in the activities in the home and was not a reflection of the activities provided. One aspect of difficulty is the range of abilities among our residents, however the activity coordinators at Burleigh Hill House work hard to offer a varied choice of activities which aims to take into account every resident's ability.

For potential future residents and their families, the views of residents and their families are a very important aspect of choosing a nursing home.

I would like to take the opportunity to congratulate Ms Insauriga and her team on the excellent results obtained by the team at Burleigh Hill House.

Residents Survey Outcomes

Thirty-eight residents who were able to respond took part in the survey.

<u>Nurses and Carers</u>	Yes	No	Total
They know what to do to help me	100%	0%	100%
They respect my dignity	100%	0%	100%
They are friendly and helpful	100%	0%	100%
They communicate well with me	100%	0%	100%
I am happy with how I am cared for	100%	0%	100%
<u>My Room</u>			
My room is clean and comfortable	100%	0%	100%
<u>Dayrooms</u>			
The day rooms are clean and well furnished	100%	0%	100%
<u>Food</u>			
I am happy with the choice of food and snacks	98%	2%	100%
<u>Activities</u>			
I take part in activities	84%	16%	100%
I enjoy the activities	100%	0%	100%

Relatives Survey Outcomes

Of the 52 surveys sent out, 25 were returned

1) Presentation, décor and comfort at Burleigh Hill House:

	Poor	Fair	Good	V Good	Excellent	Total
Public Areas			36%	40%	24%	100%
Residents Bedrooms		20%	44%	24%	12%	100%
Gardens	4%	4%	16%	52%	24%	100%

2) In relation to cleanliness, can you please rate the:

	Poor	Fair	Good	V Good	Excellent	Total
Public Areas			28%	36%	36%	100%
Residents Bedrooms		4%	36%	28%	32%	100%
Assisted WC / Bedrooms			36%	32%	32%	100%

3) In relation to care can you please give our opinion:

	Poor	Fair	Good	V Good	Excellent	Total
I feel the care my relative received is			24%	40%	36%	100%
I feel the communication from staff is		8%	20%	44%	28%	100%
I feel staff are aware of my relatives needs			24%	48%	28%	100%
I feel staff are trained to care for my relative			36%	36%	28%	100%
I am confident my relative is well care for			32%	32%	36%	100%

4) In relation to the quality of food at meal times:

	Poor	Fair	Good	V Good	Excellent	Total
Breakfast		8%	42%	29%	21%	100%
Lunch		17%	25%	29%	29%	100%
Dinner		17%	25%	33%	25%	100%
Supper / Snacks		8%	33%	29%	30%	100%

1 relative did not respond to this section

YOU SAID, WE DID

Menu:

There have been requests for changes to items on the menu. In May 2018, the residents were asked to complete a food questionnaire, indicating what preferences they would like to be included on the menu. These results were collected and analysed by the Cooks and the Home Manager. The menu was reviewed and updated, a new three-week menu was commenced in July 2018 which is now on display.

Communication:

A small number of relatives feel the communication could be better than it presently is. We will be reinforcing the Named Nurse programme for each resident which we hope will improve the communication between the home and the relatives.

Décor:

Some relatives felt the décor around the home could be improved, particularly in the resident's bedrooms. We have already invested a substantial amount of money into the home in regard to décor and will continue to upgrade areas through an ongoing refurbishment programme throughout the incoming year.

Gardens:

One relative felt the garden was of poor quality. The garden at Burleigh Hill House has recently undergone an upgrade with a new patio area and raised flower beds following discussions with all the residents, this has been welcomed by all the residents.