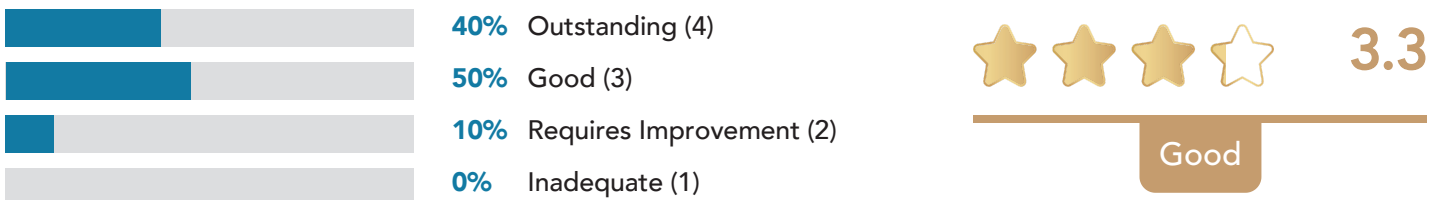


## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	INDEPENDENCE, CHOICE & CONTROL

**Question:** How would you rate the service at giving you opportunities to be independent and make your own choices?



**Care Research Analysis:** The results of this question are Good with an average score of 3.3. 50% of respondents selected "Good" and 40% selected "Outstanding" for this question. When comparing the results Relative respondents scored 3.4 while Client respondents scored 3.3. Both 1-3 years stay respondents and 3+ years stay respondents scored 3.4. Under 1 year stay respondents scored 3.0.

### RESPONDENT COMMENTS:

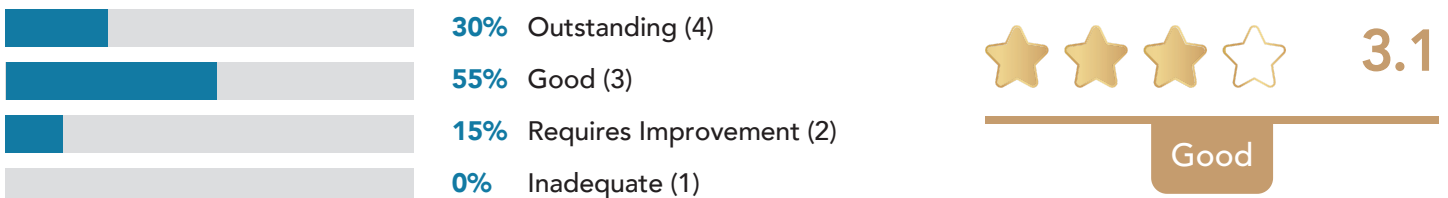
<p>“I have a lot of freedom here.”</p> <p><i>Resident</i></p>	<p>“Sometimes staff forget my mother prefers to be addressed more formally.”</p> <p><i>Family member</i></p>	<p>“I am able to do most things myself.”</p> <p><i>Resident</i></p>
<p>“I'd like more chances to visit the town.”</p> <p><i>Resident</i></p>	<p>“Dad would like more regular trips to the town and the local pub.”</p> <p><i>Family member</i></p>	<p>“Some more vegetarian options on the menu would be nice.”</p> <p><i>Resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	KINDNESS, COMPASSION & DIGNITY

**Question:** How would you rate the kindness and friendliness of the staff that support you?



**Care Research Analysis:** The results of this question are Good with an average score of 3.1. 55% of respondents selected "Good" and 30% selected "Outstanding" for this question. Further analysis showed that Client respondents scored 3.2 while Relative respondents scored 3.1. A closer review of the results demonstrated that 3+ years stay respondents scored 3.3 while Under 1 year stay respondents scored 3.0. 1-3 years stay respondents scored 3.0.

### RESPONDENT COMMENTS:

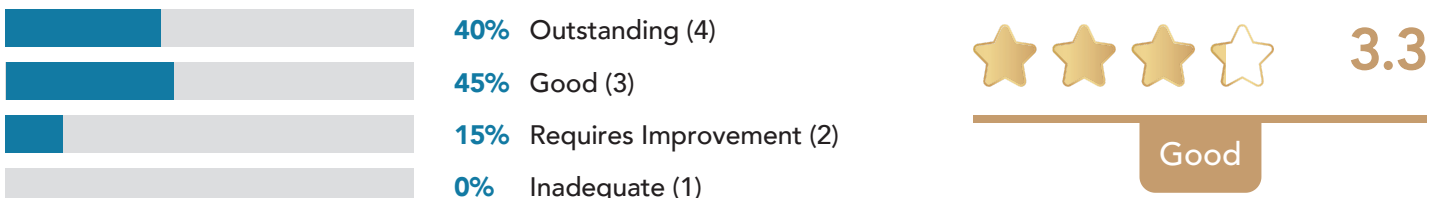
<p>“ The newer staff sometimes talk to each other instead of me. ”</p> <p><i>Resident</i></p>	<p>“ I feel there is an over reliance on agency staff. ”</p> <p><i>Family member</i></p>	<p>“ Some staff talk to me more than others. ”</p> <p><i>Resident</i></p>
<p>“ I have a great relationship with the staff. ”</p> <p><i>Resident</i></p>	<p>“ The manager is very kind and approachable. ”</p> <p><i>Family member</i></p>	<p>“ You can feel the kindness of the staff as soon as you enter the building. ”</p> <p><i>Resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	KINDNESS, COMPASSION & DIGNITY

**Question:** How would you rate the staff's abilities to respect your privacy and dignity?



**Care Research Analysis:** The results of this question are Good with an average score of 3.3. 45% of respondents selected "Good" and 40% selected "Outstanding" for this question. A closer review of the results demonstrated that Client respondents scored 3.3 while Relative respondents scored 3.5. A closer review of the results demonstrated that 1-3 years stay respondents scored 3.2 while 3+ years stay respondents scored 3.3. Under 1 year stay respondents scored 3.3.

### RESPONDENT COMMENTS:

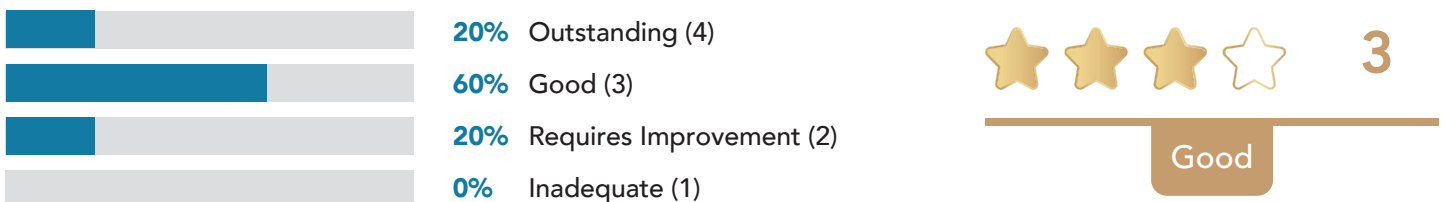
<p>“ I feel I am treated with dignity. ”</p> <p><i>Resident</i></p>	<p>“ Sometimes Dad looks a bit unkempt. I think this could be improved. ”</p> <p><i>Family member</i></p>	<p>“ I'd like a lock on my bathroom door. ”</p> <p><i>Resident</i></p>
<p>“ The agency staff are a bit rude. ”</p> <p><i>Resident</i></p>	<p>“ Staff are always respectful. ”</p> <p><i>Family member</i></p>	<p>“ Most staff are respectful but some aren't. ”</p> <p><i>Resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	RESPONDING TO PEOPLE'S IMMEDIATE NEEDS

**Question:** How would you rate the service at responding quickly and effectively to your immediate needs?



**Care Research Analysis:** The results of this question are Good with an average score of 3. 60% of respondents selected "Good" and 20% selected "Outstanding" for this question. Both Client respondents and Relative respondents scored 3. A closer review of the results demonstrated that 3+ years stay respondents scored 3.1 while Under 1 year stay respondents scored 2.8. 1-3 years stay respondents scored 3.

### RESPONDENT COMMENTS:

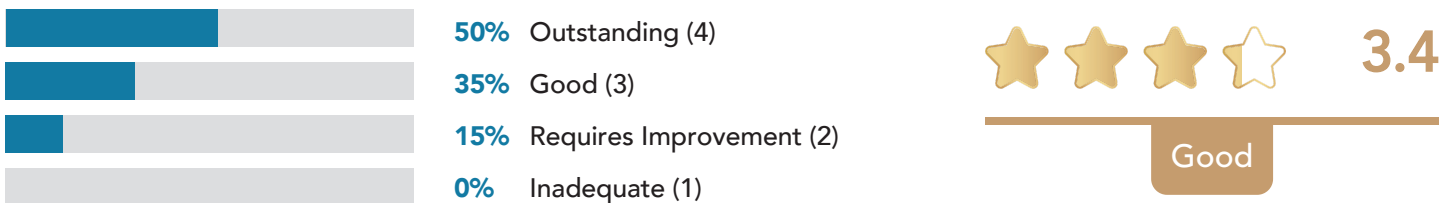
<p>“ Staff are usually quick and responsive. ”</p> <p><i>Resident</i></p>	<p>“ In emergency situations, staff respond quickly. ”</p> <p><i>Family member</i></p>	<p>“ The manager gets stuff done. Shes great. ”</p> <p><i>Resident</i></p>
<p>“ Certain staff respond quicker than others. ”</p> <p><i>Resident</i></p>	<p>“ I think more staff would enable quicker responses. ”</p> <p><i>Family member</i></p>	<p>“ There have been times when I have been left waiting longer than I wished. It's not very consistent. ”</p> <p><i>Resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	TREATING PEOPLE AS INDIVIDUALS

**Question:** How would you rate the service at treating you as an individual?



**Care Research Analysis:** The results of this question are Good with an average score of 3.4. 35% of respondents selected "Good" and 50% selected "Outstanding" for this question. The results show that Relative respondents scored 3.4 in comparison to 3.3 for Client respondents. Both 1-3 years stay respondents and 3+ years stay respondents scored 3.4. Under 1 year stay respondents scored 3.2.

### RESPONDENT COMMENTS:

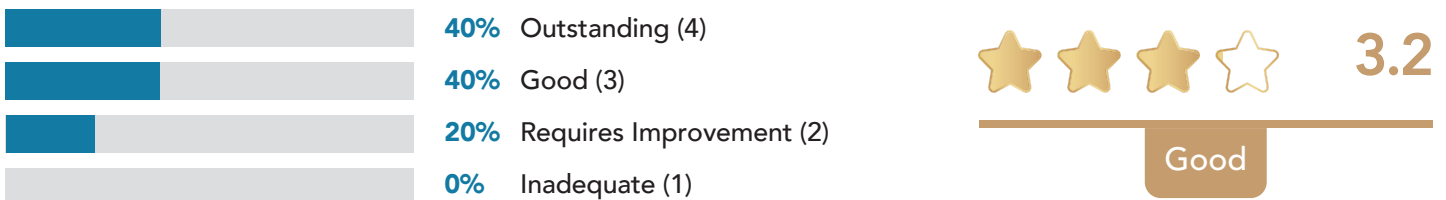
<p>“ Staff know me well. I have a great relationship with everyone here. ”</p> <p><i>Resident</i></p>	<p>“ Dad would like support to pursue some of his hobbies like painting and singing. ”</p> <p><i>Family member</i></p>	<p>“ The staff 'get me' and understand my little quirks. ”</p> <p><i>Resident</i></p>
<p>“ Sometimes the staff are too busy to listen and do things the way I prefer. ”</p> <p><i>Resident</i></p>	<p>“ A bit more understanding of Mum's communication needs would help. ”</p> <p><i>Family member</i></p>	<p>“ Most staff know me well but not every one which can cause some issues. ”</p> <p><i>Resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:	EVIDENCE CATEGORY:	QUALITY STATEMENT:
CARING	PEOPLE'S EXPERIENCE	TREATING PEOPLE AS INDIVIDUALS

**Question:** How would you rate the service at providing care to you in ways that suit your needs and preferences?



**Care Research Analysis:** The results of this question are Good with an average score of 3.2. 40% of respondents selected "Good" and 40% selected "Outstanding" for this question. A closer review of the results demonstrated that Relative respondents scored 3.3 while Client respondents scored 3.2. Both Under 1 year stay respondents and 3+ years stay respondents scored 3.3. 1-3 years stay respondents scored 2.8.

### RESPONDENT COMMENTS:

<p>“ Medication at 7am is too early. ”</p> <p><i>Resident</i></p>	<p>“ I'd like an opportunity to review my mother's care plan. ”</p> <p><i>Family member</i></p>	<p>“ Staff listen really effectively. ”</p> <p><i>Resident</i></p>
<p>“ More vegetarian food options please. ”</p> <p><i>Resident</i></p>	<p>“ Dad prefers to be supported by male staff particularly for intimate care. Please prioritise this. ”</p> <p><i>Family member</i></p>	<p>“ Some aspects of the care can feel a bit rushed. ”</p> <p><i>Resident</i></p>

### SERVICE RESPONSE:

## PEOPLE'S EXPERIENCE - CARING

KEY QUESTION:  
CARING

EVIDENCE CATEGORY:  
PEOPLE'S EXPERIENCE

QUALITY STATEMENT:  
INDEPENDENCE,  
CHOICE & CONTROL



QUALITY STATEMENT:  
KINDNESS,  
COMPASSION & DIGNITY



QUALITY STATEMENT:  
RESPONDING TO PEOPLE'S  
IMMEDIATE NEEDS



QUALITY STATEMENT:  
TREATING PEOPLE AS  
INDIVIDUALS



CARE RESEARCH RATING:



SERVICE RESPONSE: