

Here are the results from the October 2017 6 monthly questionnaire forms and what areas we aim to improve in the next 6 months. With 100% being the maximum attainment, here is what we have been told....

Caring		Effective	
How staff treat the residents	100%	The quality of medical and nursing care	100%
Privacy and dignity given to staff	100%	The quality of the homes environment	100%
Support given to residents and families	100%	The quality and variety of social activities on offer	85%
Well-Led		Safe	
Communication with the home	92%	Are residents safe and well protected	100%
Responsive		Residents freedom of movement and choice	100%
Manager gets things done when asked	100%	Staffs knowledge of residents and their needs	100%

"Just keep doing what you are doing!"

"My dad loves the place and is treated very well"

"The standard of care is very high and the staff demonstrate this with their obvious caring attitude and dedication. It is much appreciated"

"I can't fault the care my mum has received but more than that she is made to feel valued and appreciated. We couldn't be happier"

What we aim to improve	How we will do it	What we need you to do
Quality and variety of social activities	We have just employed two new activity co-ordinators who will be joining the team with lots of new ideas.	The new team members will be coming around to introduce themselves, please let them know what activities you would like to see on offer.
Communication with the home	The managers will be out on the floor where possible. There will also be posters displayed and information within the newsletters highlighting what is happening in the home.	Just talk to the managers when you see them around the home. Please join in with anything which is held within the home.

This form was adapted to reflect the new 5 areas we are inspected on by CQC