



Oakview Care

Quality Assurance Results – Clynsaer – June 2015

Where you Live	0	1	2	3	4	5	Totals
Your bedroom			1	2		5	8
The bathrooms and toilets				4	2	2	8
The outdoor space and gardens				3	2	3	8
The lounges and dining areas				3	3	2	8
The space for you to take part in activities and to relax				4	1	3	8
The house and grounds overall				3	3	3	9
Total	0	0	1	16	8	15	40
Percentage	0%	0%	3%	40%	20%	38%	100%

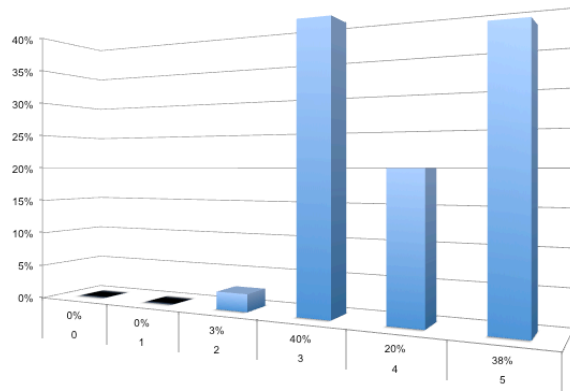
Meals & Snacks	0	1	2	3	4	5	Totals
The choice of food available				4	1	3	8
The quality of food available					3	5	8
The quality of snacks and drinks				2	2	4	8
Overall, how enjoyable do you find mealtimes?				2	2	4	8
Total	0	0	0	8	8	16	32
Percentage	0%	0%	0%	25%	25%	50%	100%

The Staff & Support you Receive	0	1	2	3	4	5	Totals
How well your concerns and complaints are handled?			1	3	2	1	7
How good are the staff at listening to your point of view?			1	3	1	3	8
How happy are you with the amount of information you receive?				3	3	1	7
How cheerful and approachable do you find the staff?				1	3	4	8
Overall, how would you rate the staff and the support you get?				2	3	3	8
Total	0	0	2	12	12	12	38
Percentage	0%	0%	5%	32%	32%	32%	100%

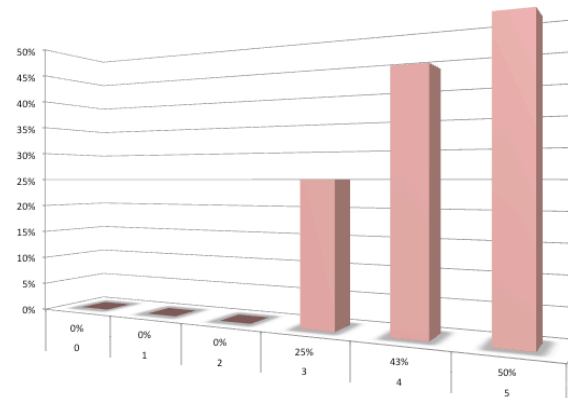
How I spend my time	0	1	2	3	4	5	Totals
How often I get out and about			1	2		5	8
The choice of things available for me to do				3	1	4	8
How much support I am given to do things which I enjoy				3	2	3	8
Overall I feel that the support I receive is:				2	5	1	8
Total	0	0	1	10	8	13	32
Percentage	0%	0%	3%	31%	25%	41%	100%

Clynsaer – Service Users

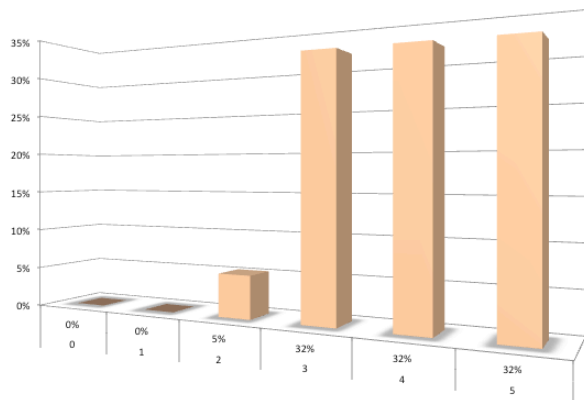
Where You Live



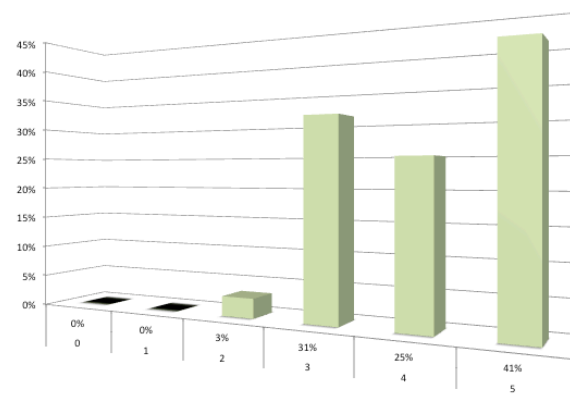
Meals & Snacks



The Staff & Support You Receive



How I Spend My Time



- Where you live
 - Would like my bedroom to be bigger
 - Looking forward to having ramps built

- Meals and Snacks
 - Topy quality meals overall can't fault it very good
 - Enjoys all the food
 - I haven't had a bad meal
 - Happy with the food
 - I like broth

- The staff and support you receive
 - Staffing is good

- How I spend my time
 - More independence

- General Comments
 - I would like to go to the picture house

Clynsaer – Key Persons

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Staff & Communication	0	1	2	3	4	5	Totals
How well your concerns and complaints are handled?					2	8	10
The amount of information you receive about the care and wellbeing of your relative or friend				1	3	6	10
The amount of information you receive about what is going on at the home				2	5	3	10
How cheerful and approachable do you find the staff when you visit or call?					1	10	11
Overall, how would you rate the staff and the support they provide?					2	9	11
Total	0	0	0	3	13	36	52
Percentage	0%	0%	0%	6%	25%	69%	100%

Activities & Lifestyle	0	1	2	3	4	5	Totals
How would you rate the choice of activities available for your relative or friend?					6	4	10
How would you rate the outings and holidays provided by the home?					5	5	10
If you have eaten at the home how did you rate the quality of the food?						2	2
Overall, how would you rate the service provided?					5	5	10
Total	0	0	0	0	16	16	32
Percentage	0%	0%	0%	0%	50%	50%	100%

Clynsaer – Key Persons

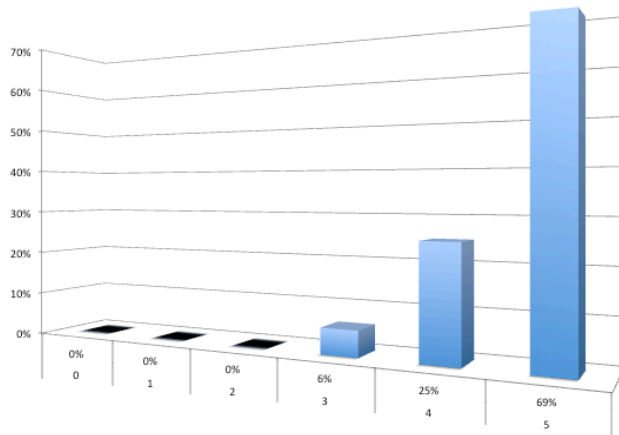
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Accommodation	0	1	2	3	4	5	Totals
Bedrooms					3	5	8
Ensuites, bathrooms and toilets					4	4	8
The outdoor space and gardens				1	3	5	9
The lounges and dining areas					4	4	8
The house and grounds overall					5	3	8
Total	0	0	0	1	19	21	41
Percentage	0%	0%	0%	2%	46%	51%	100%

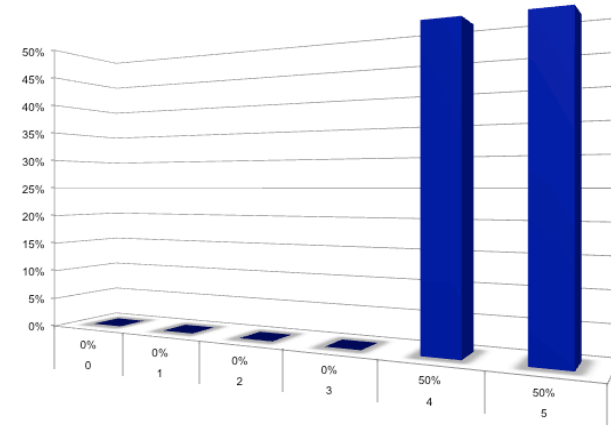
Clynsaer – Key Persons

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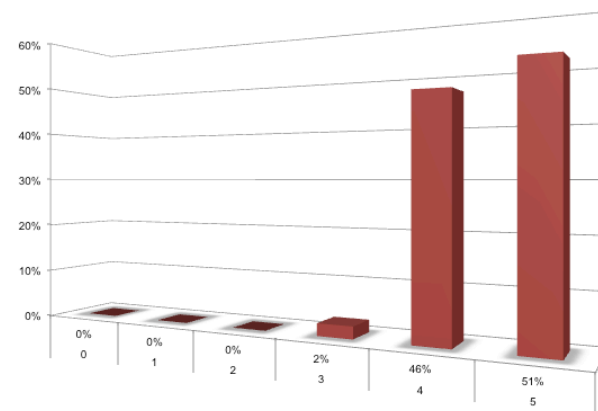
Staff & Communication



Activities & Lifestyle



The Accomodation



■ Staff & Communication

- Staff were always very friendly, helpful and knowledgeable about the client I supported whenever I visited
- Very good
- A really good staff team with such a refreshingly positive attitude towards people with the most complex needs

■ Activities & Lifestyle

- Having never eaten at Clynsaer I cannot comment on the above but X always seems very happy with the food

■ The Accommodation

- The investment in the fabric and maintenance has been very welcomed over the last few years and demonstrates the value in people living and working there

■ General

- Staff and organisation appear to meet our service users needs very well
- X appears happy and well cared for. She speaks positively of her life at Clynsaer
- We appreciate all the staff have done over the past year
- I have no complaints whatsoever about Clynsaer, X always appears very happy about everything.
- The staff are always polite and informative when I speak to them
- Very good
- I feel Oakview care have taken my clients changing needs on board and have enabled her to remain in the placement by being flexible in their approach.
- Staff are always caring and supportive of any advice given by Health professionals
- Have always been pleased with commitment and care of staff and with the environment of Clynsaer.
- Recent improvements to the house etc are very impressive, tasteful and beneficial to residents.

Communication & Training

Question	0	1	2	3	4	5	Totals
How well do you feel your concerns and complaints are handled?			1	2	4	8	15
How useful is the training you are provided with when doing your job?					5	10	15
How useful do you find the supervisions and appraisals you receive?			1	1	6	7	15
How would you rate the amount of information you receive about changes to the home?			1	2	5	7	15
How would you rate the amount of information you receive about the Oakview Group?		1	1	8	4	1	15
How much opportunity is there for you to ask questions and submit your views about the service and the service users?				4	3	8	15
How much do you feel your opinions and ideas count?			2	2	4	7	15
Total	0	1	6	19	31	48	105
Percentage	0%	1%	6%	18%	30%	46%	100%

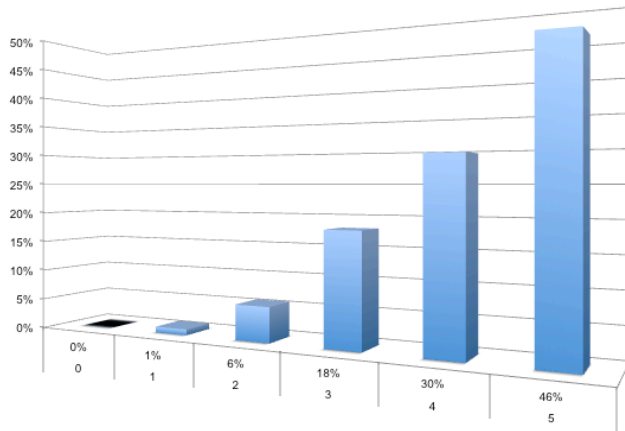
Care & Support of Service Users

Question	0	1	2	3	4	5	Totals
How would you rate the range of activities offered?				1	10	4	15
How would you rate the quality of food provided?				1	7	7	15
Overall, how would you rate the quality of the service?				1	6	8	15
Total	0	0	0	3	23	19	45
Percentage	0%	0%	0%	7%	51%	42%	100%

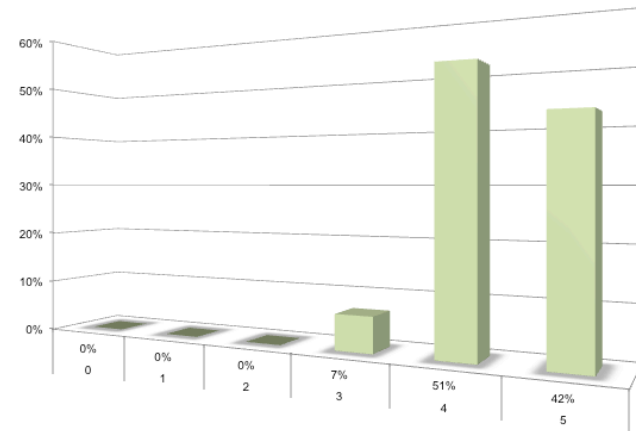
The Accommodation

Question	0	1	2	3	4	5	Totals
Bedrooms				2	7	6	15
Ensuites, bathrooms and toilets				5	7	3	15
The outdoor space and gardens				2	9	4	15
The lounges and dining areas				1	6	8	15
Space for activities and relaxation				1	6	8	15
The house and grounds overall				1	7	7	15
Total	0	0	0	11	35	29	75
Percentage	0%	0%	0%	15%	47%	39%	100%

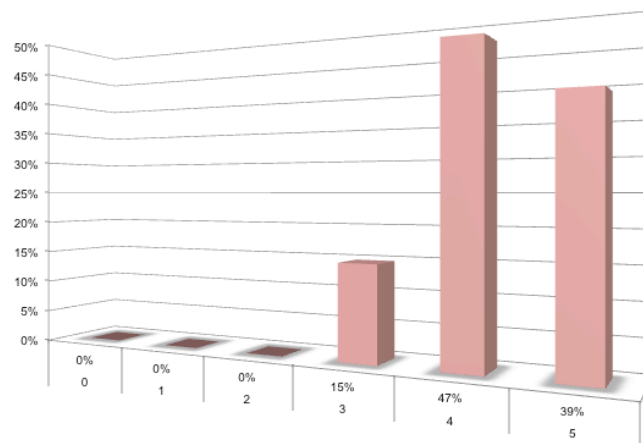
Communication & Training



Care & Support of Service Users



The Accomodation



■ Communication & Training

- I have been every opportunity to voice my very few concerns. The response and support from my managers has been excellent.
- Supervisions I don't find particularly useful. Any concerns I may be asked about during supervisions are things I would address anyway without having to wait for a supervision. Appraisals are more useful as it is one on one with the Manager and a lot less frequent than supervisions.
- We are much better on communication than we used to be however occasionally still things are changes without any communication to explain the changes.

■ Care & Support of Service Users

- A wider range of activities of days out / trips on bank holidays and weekend e.g. Tenby, Porthcawl etc.
- I feel as a team we give 100% in providing the support we give to our residents.
- Effective communication between staff is the key to this service therefore any personal differences between staff need to be unnoticeable to residents as it can have a detrimental effect to the atmosphere and environment.
- Good variety of trips out, shopping etc.

■ The Accommodation

- The management team are very enthusiastic and involved in all the ongoing home improvements.
- It's nice to see ongoing improvements to the rooms and the house in general. This not only makes it a nicer place to work but it has obviously positive effects on residents.
- Lots of improvements since I've been here, thanks for all the investment.
- Lovely, homely place to work.

- Service Users ratings improved in all categories
 - The best scoring category from Service Users was Meals and Snacks
 - The most improved category was 'How often I get out and about' with 83% rating this as 'Excellent'
 - 54% rated 'How I spend my time' as excellent (22% in 2014)
 - 50% rated 'Meals and Snacks' as excellent (28% in 2015)
 - Lowest rating was 'Where you Live' however still 58% rated this as 'Good' or 'Excellent'
 - 'Meals and 58% in 2013). Improving choice will help this category further

- Staff feedback showed a big improvement in the 'Communication & Training' category
 - 46% of staff rated the 'Training and Communication' category as excellent (19% in 2014) with 76% rating this 'Good' or 'Excellent'
 - 100% of staff said the training they received was useful
 - There was a marked improvement in the ratings staff gave to 'How much do you feel your opinions and ideas count' with 'Excellent' increasing from 17% in 2014 to 46% in 2015
 - The highest scoring category was 'Care and Support of Service Users' with 93% rating the overall care as 'Good' or 'Excellent'

- Key persons feedback, we had more questionnaires back than ever before.
 - 94% rated 'Staff and Communication' as 'Good' or 'Excellent'.
 - 100% rated 'Activities and Lifestyle' as 'Good' or 'Excellent'
 - 98% rated 'Accommodation' as Good' or 'Excellent'

- The outcome of the Quality Assurance report to be discussed at next staff meeting.

- Recommendations
 - Discuss ways in which we can improve feedback on information about the Oakview Group
 - Discuss and agree ways in which supervisions could be made more useful. Staff to feedback what types of questions they feel should go into supervisions.
 - Agree plan to improve feedback to relatives about what is going on at the home.
 - Annual development plan is to be updated in line ideas raised at staff meeting and to be shared with staff once agreed.