

Survey Report

Illustrating the Views of Residents,
Service Users Relatives / Representatives
On the Service Provision
at Fairways
Duncreggan Residential Home

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July 2022

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Acknowledgements

Without the contribution from the residents, relatives and representatives, this report would not have been possible. The response rate was really helpful in helping to build a picture about various views of our service provision and delivery. Thank you to all those who contributed and we trust and hope that you feel that your views and opinions have had a real impact on how we shape our service delivery at Duncreggan.

We welcome all feedback about our provision. It is important for us to hear when we are delivering service to a pleasing standard. Likewise however, we equally welcome comments and suggestions about how we can do things better and where we can make service improvements. Your input is genuinely valuable to us in developing a true user-led service. All comments will be noted and we continue our commitment to work positively in achieving our goals and objectives.

Abstract

Duncreggan is a residential home, providing care and support for adults who have a learning disability. The home is registered with the Regulation & Quality Improvement Authority.

Duncreggan is one of three core homes owned and managed by Fairways. Fairways has experience in working with a wide range of people who have learning disabilities including people with complex needs, people with physical disabilities, people who exhibit behaviour that could be perceived as challenging, people who have offended, people who need support or assessment in parenting, people who have autism, people who have additional mental health needs and older people to name a few.

As part of the home's requirement to assess and monitor performance, and our desire to continually develop and better our service provision, this study was carried out to assess the views of the people we serve and their representatives.

'The views of service users and their carers/representatives shape the quality of services provided by the agency'. (Standard 1) Resident's involvement.

The Home wanted to seek perceptions and views about the services, and standard of services it provides. It was important that views gained were from a wide range of people. For this purpose, questionnaires were distributed to service users, service users families / representatives and also to professional practitioners such as Social Workers and Community Nursing Staff.

At large, the survey gained a very positive response in most areas being researched with all questions attracting 'Strongly Agree or 'Agree' as the most dominant answer. Some questions attracted a 'neither agree nor disagree' answer and one the attracted a 'disagree' from one candidate. These issues have been addressed in the Conclusion and Recommendation section of this report.

Other suggestions were made in the open questioning section of the survey. In the interest of promoting best practice and evidencing the Agency's willingness to work with transparency and in partnership with tenants, relatives and representatives, these suggestions have also been considered in the Recommendations section.

Introduction

This report explains the purpose of the survey, how the survey was carried out in terms of the methodology used and depicts the results of the survey, both quantitatively and qualitatively. These results were then analysed by Senior Management before drawing conclusion and ultimately dictating recommendations in order to further develop and improve the service provision.

This piece of research had a number of main aims and objectives:

- To gain the views of residents, relatives and representatives about the services provided by the Home.
- To promote best practice by working in partnership with residents, families and representatives.
- To evidence our will to work towards transparent working practices.
- To use the data gained by the survey to further develop and shape the working practices within the Home and its service provision.
- To assure residents, families and representatives of the Home's commitment to continual development and improvement.
- To offer Management a performance indicator which can then form part of the annual Management Review process.

The final report is made available in two formats; online in the form of a pdf document which can be downloaded from the Organisation's website; or as a hard copy on paper, available for forwarding if requested. A letter will be sent to all individuals who were originally invited to take part in the survey. The letter will inform them that the report is available for download whilst offering the opportunity for the Home to forward a paper copy if preferred.

Methodology

The sole method of gaining information was through the use of questionnaires. Two questionnaires were formatted. One for use by the people who use our services and the second was for service user representatives and professional Social Work and Nursing staff. The content of each questionnaire was very similar in terms of the information being sought. The only difference being the way in which the questions were formatted. So for example, when candidates were asked to indicate their level of agreement with no.4, Service User questionnaires stated 'I feel safe and secure in the Home', whereas all other candidates were asked to indicate their level of agreement to; 'I am satisfied that my relative/client feels safe and secure in the home'. A copy of each questionnaire is contained within the appendices of this report. Some questions, aimed specifically at relatives and representatives were omitted from the questionnaires given to residents.

The relative / representative questionnaire contained a total of twenty questions or statements inviting a response from the candidate. Quantative data was gained from the first eighteen closed statements, which invited the candidate to tick a box indicating their level of agreement with that statement. The candidate could pick one of five options; strongly agree, Agree, Neither agree nor disagree, Disagree or Strongly disagree.

The resident's questionnaire contained nineteen questions or statements, with the first sixteen being as described in the previous paragraph.

The remaining three questions were the same on both surveys. They were open questions and invited a wide range of views, offering the candidate the opportunity to provide any additional information not already relayed through the closed statement activity.

Candidates were also offered the opportunity to sign their questionnaire. This ensured that the candidate could receive anonymity if they so desired. Likewise, it also provided the opportunity for the candidate to be directly identified and linked to their response; something that would later be useful to the Home in managing any matters that may arise as a result of the survey.

Five of the residents within Duncreggan do not have a family member to complete the questionnaire. Three family members are unable to complete written documentation. However, during a telephone calls, and visits the family members were very complimentary in regards to the care and support their family members were provided with in Duncreggan. There were no concerns raised or areas for improvement suggested. Seven questionnaires were distributed to family members, named workers were unable to complete the questionnaires. Two questionnaires were unreturned. Stamped addressed envelopes were included to make it easier for candidates in the hope of promoting the response rate.

The statistical data gained from representative questionnaire statements from one to eighteen were counted and displayed in charts to give an overall illustration of candidates' views. The information gained from the remaining three questions was collated and assessed to see if there were any recurring comments, views or themes arising from the sample group.

The statistical data gained from resident's questionnaire statements from one to sixteen were also counted and displayed in chart format to give an illustration of resident's views. Where the questions or statements were similar to those on the representative questionnaires, charts have been displayed along side one another to act as an illustration rather than a comparison.

Findings Analysis – Quantative Data

The findings from the survey have been converted from raw data into simple to view charts. Each question or statement has been taken in turn and a brief explanation of the results accompanies each chart.

With all eighteen questions, candidates were asked to tick a box to indicate how much or how little they agree with the statement. Sixteen in the case of resident's questionnaires.

Fig 1

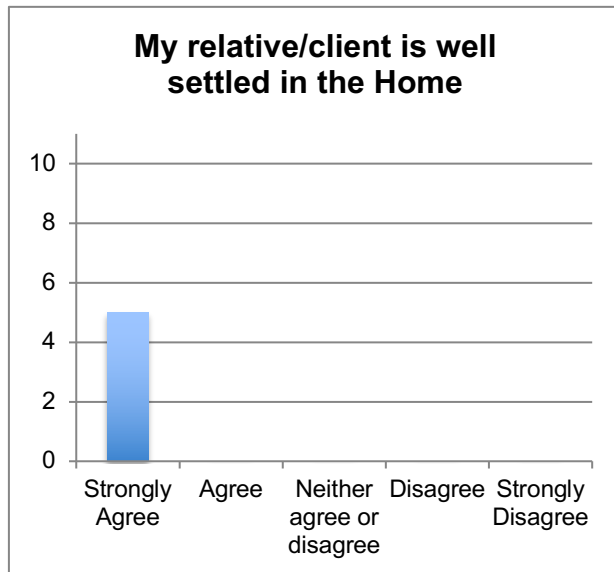


Fig 2

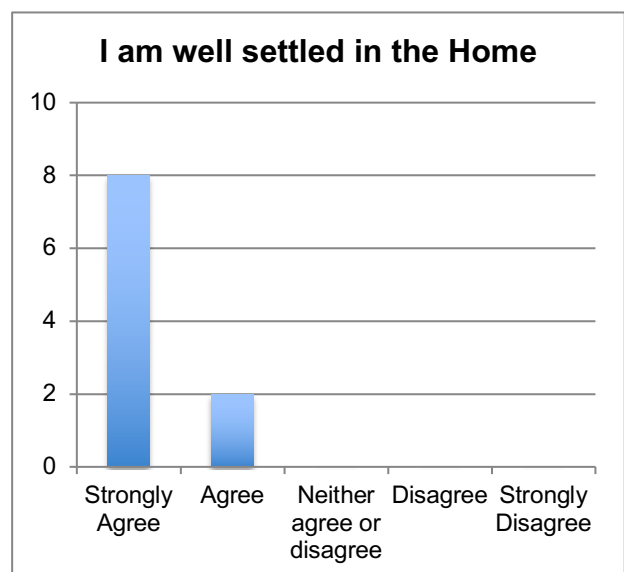


Figure one depicts the response, indicating his or her view about the statement that the resident who they represent is well settled in the Home. Fig 2 pertains to the resident's questionnaires and also indicates their views about how happy and settled they feel. 100% of representatives/relatives strongly agreed with the statement. All of the of resident's strongly agreed with the statement.

Fig 3

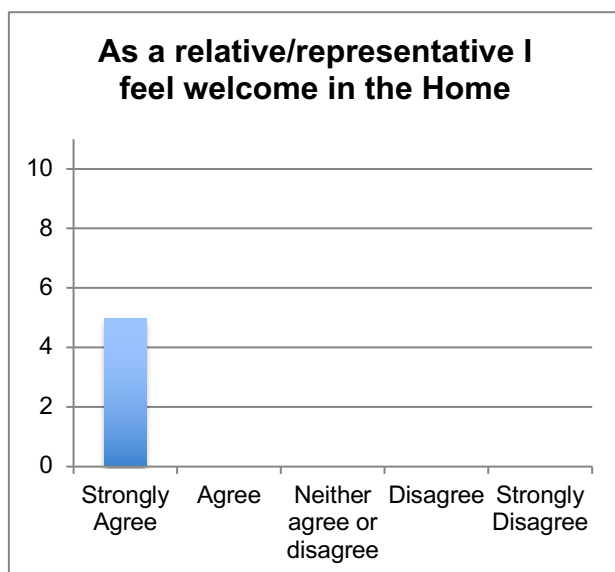


Fig 4

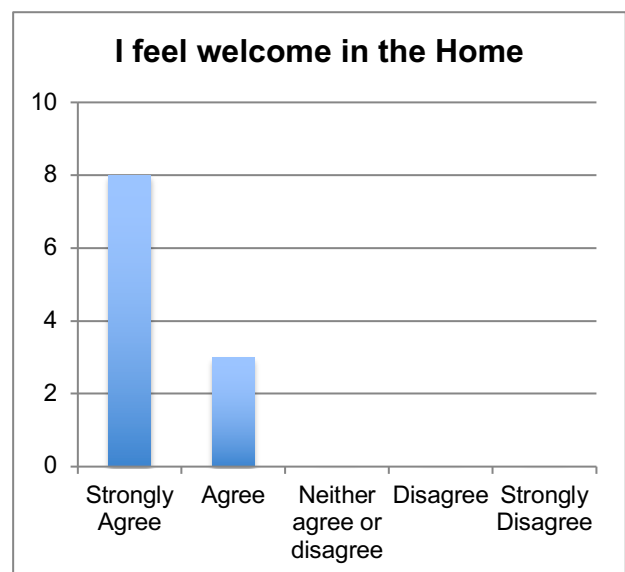


Figure three illustrates the response to the statement that relatives and representatives feel welcome in the Home. Five of the candidates stated that they strongly agree with the statement. Three relatives verbally communicated that they strongly agreed.

Fig 5

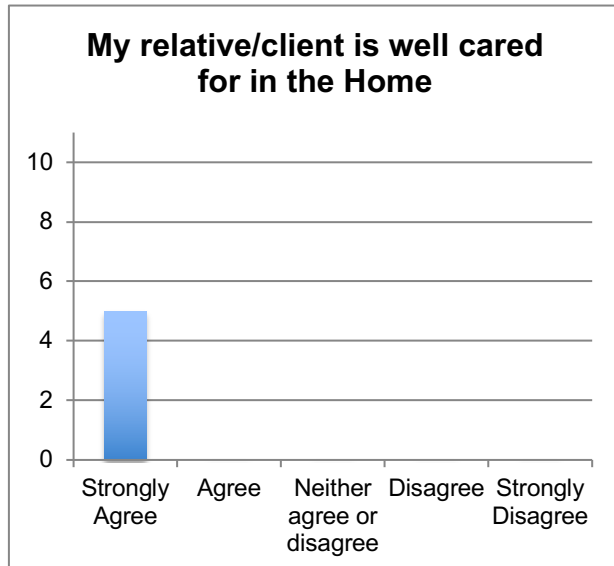


Fig 6

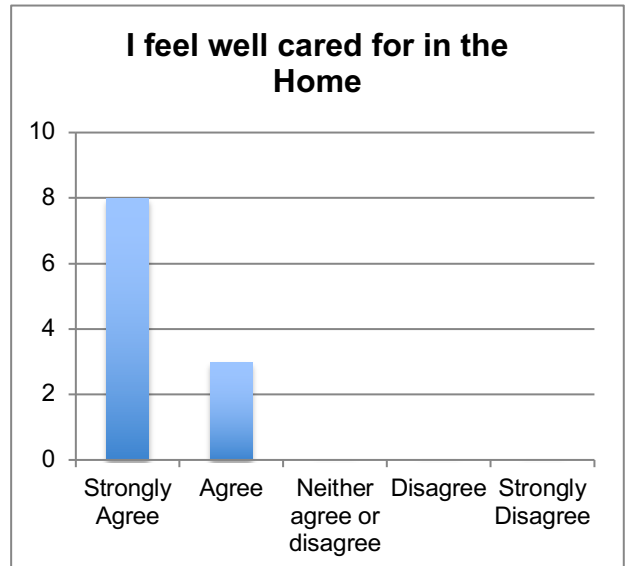


Figure four shows that five candidates feel that his/her relative or client is well cared for at the Home. The includes three verbal conversations. Figure five shows that 8 out of the 14 residents surveyed strongly agreed that they felt well cared for in the Home. One resident agreed and four were unable to verbally communicate.

Fig 7

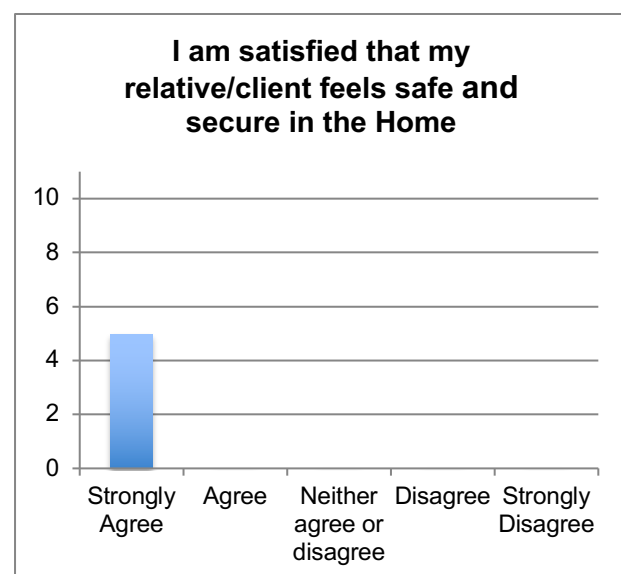
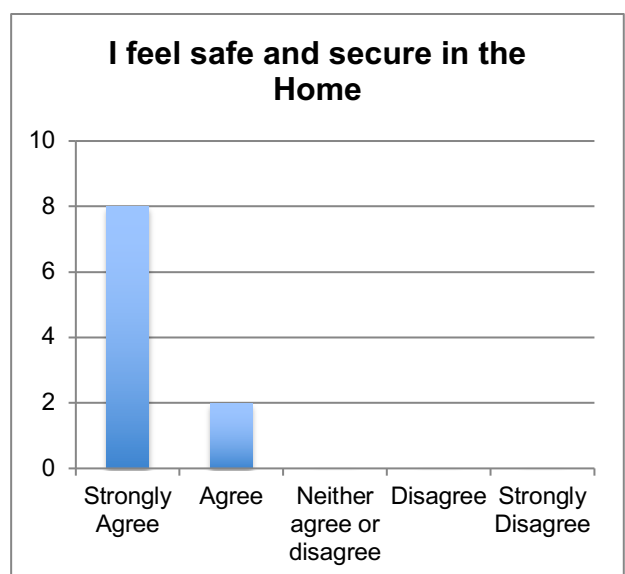


Fig 8



Statement four of the representative survey invited views about how safe and secure relatives and representatives considered the resident they represented might feel. Five candidates agreed that s/he was satisfied that his/her relative felt safe and secure. All candidates strongly agreed. The corresponding statement on the resident's questionnaire showed that eight residents 'strongly agreed' that they felt safe in the Home.

Fig 9

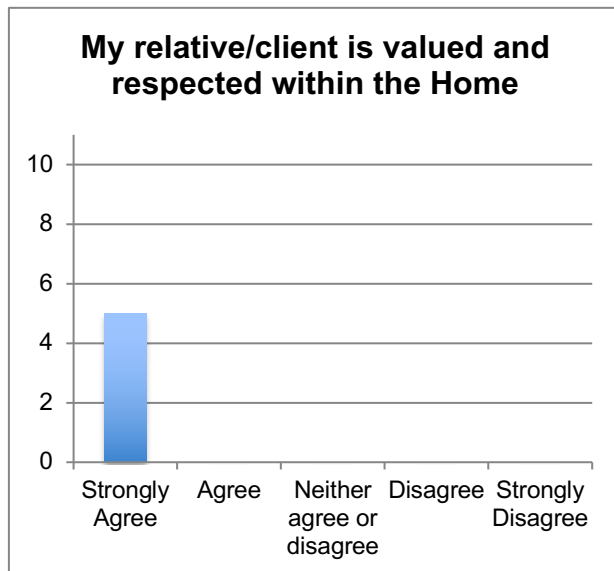


Fig 10

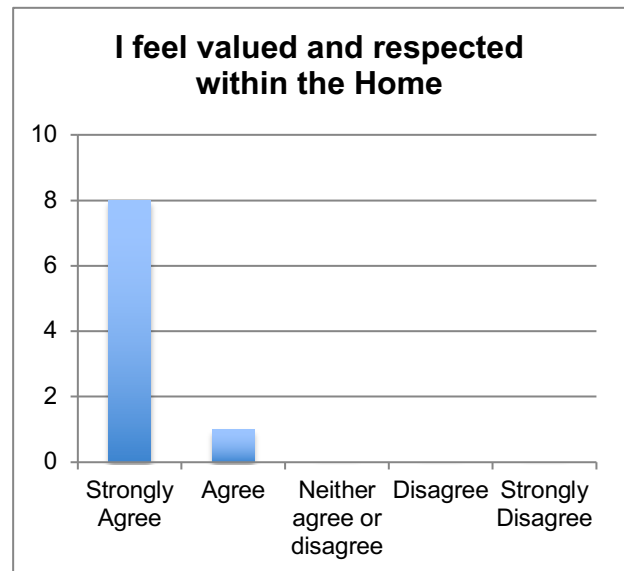


Figure eight shows that all five candidates felt that the person who they represented is valued and respected within the Home this includes three conversations via telephone. All of the surveys returned from residents strongly agreed that they felt valued and respected by home staff and residents.

Fig 11

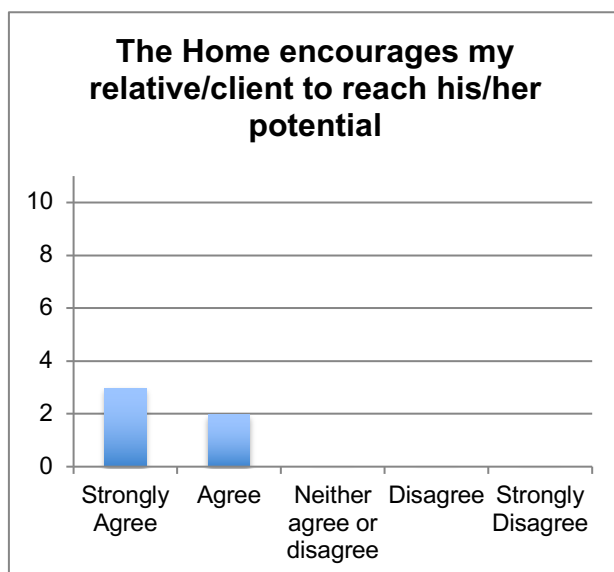


Fig 12

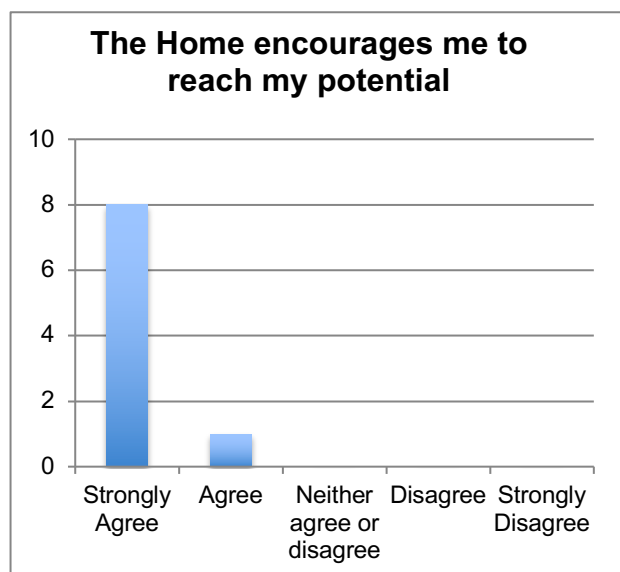


Figure ten shows that three candidates strongly agreed that the Home encourages residents to reach his / her potential. Two remaining candidates agreed. Eight residents, strongly agreed, and one agreed that staff encourage and support them to develop skills and reach their potential.

Fig 13

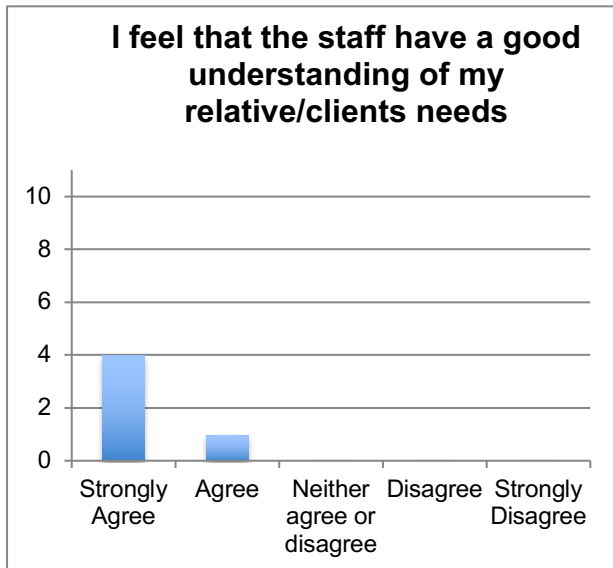


Fig 14

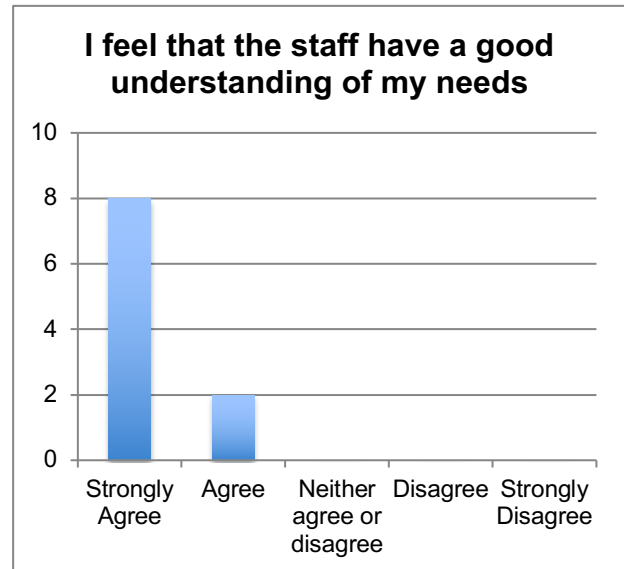


Figure twelve illustrates candidates' views about how they perceive staff understanding in relation to residents' needs. Four candidates strongly agreed that staff had a good understanding of the resident's needs. One candidate ticked agree. Eight residents felt strongly that staff had a good understanding of their needs. Two residents agreed.

Fig 15

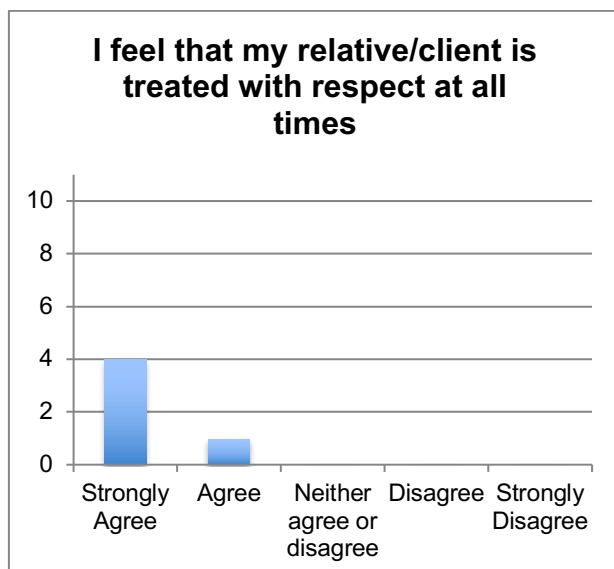


Figure fourteen illustrates that the all of the relative/representatives and residents strongly agreed that there is a culture of mutual respect between staff and residents.

Fig 16

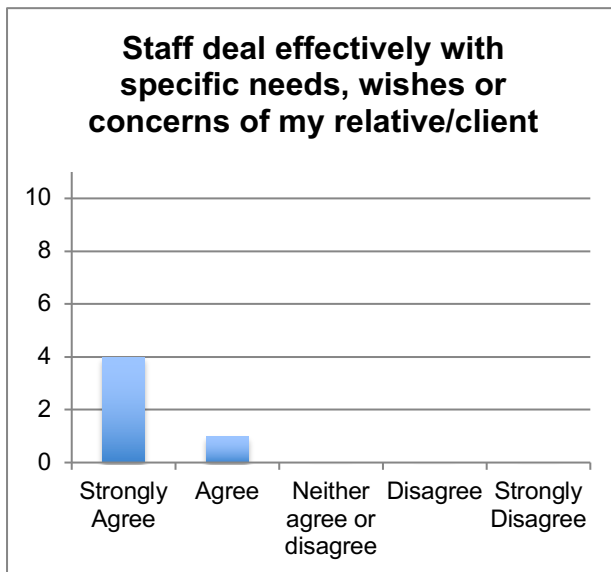
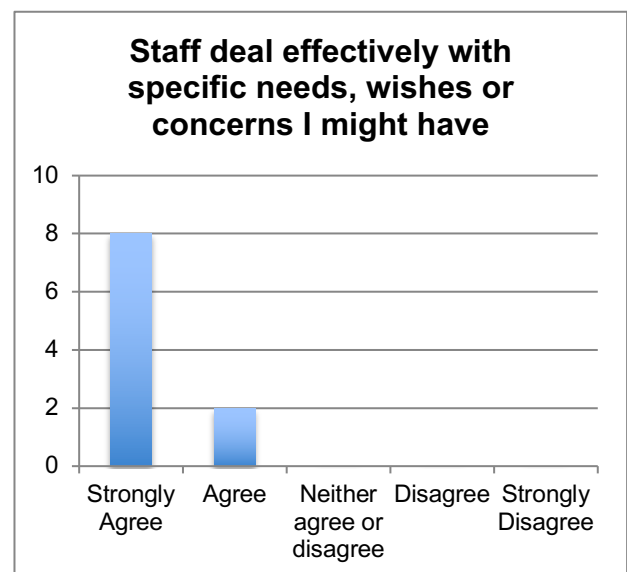
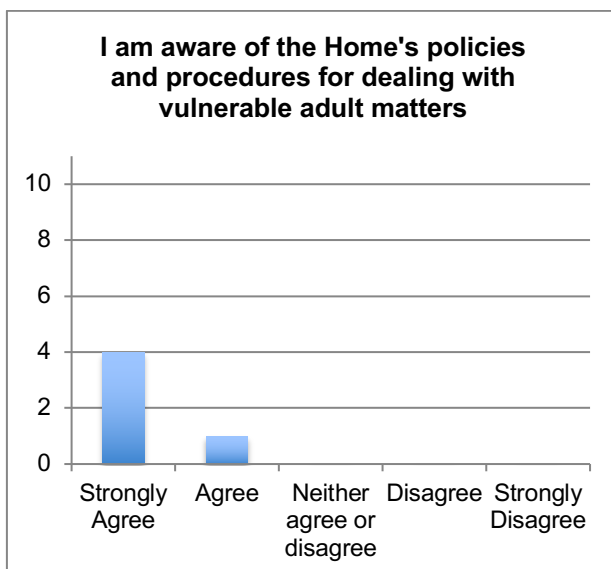


Fig 17



Statement nine of the representative survey required candidates to think about their experiences of how they have seen staff responding to the needs and wishes of the person they represent. Four candidates indicated that they strongly agreed that staff deal effectively with their relative/clients needs and wishes. One candidate agreed. All residents ticked the 'Strongly Agree' box.

Fig 18



Four relatives strongly agreed that they were aware of the home's policies and procedures for dealing with vulnerable adult matters. One agreed.

Fig 19

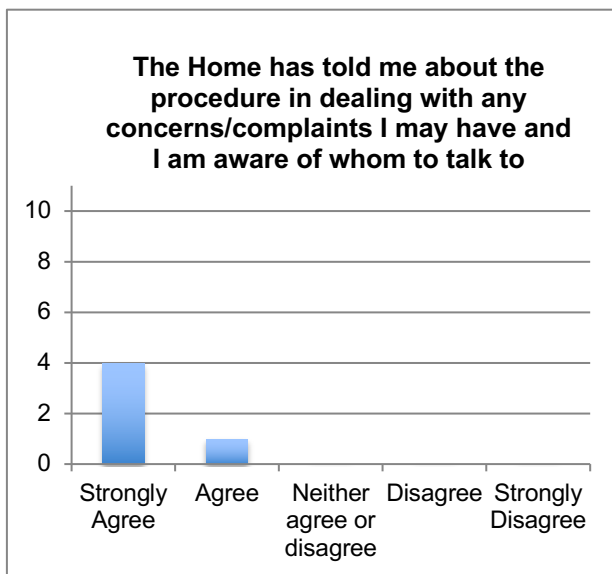
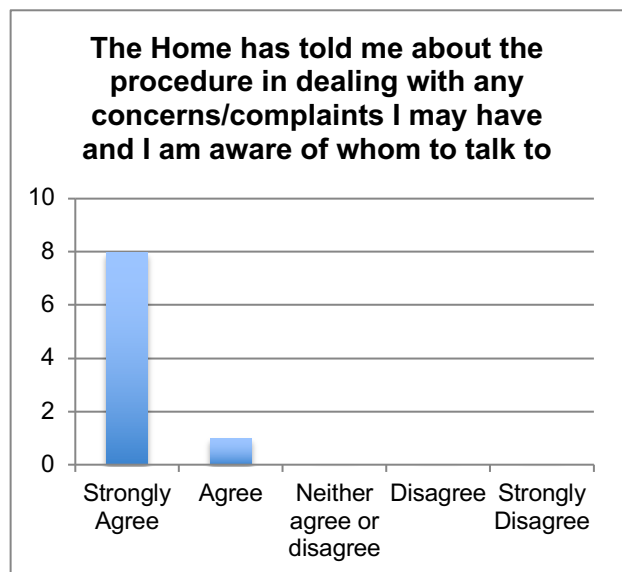


Fig 20



Four candidates strongly agreed and one candidates agreed that the Home had told them about procedures in dealing with any concerns / complaints they may have and who they need to talk to. Eight residents strongly agreed that the Home had told them the procedure for dealing with any concerns or complaint they might have and that they know whom to talk to. The one remaining residents ticked the 'agree' box.

Fig 21

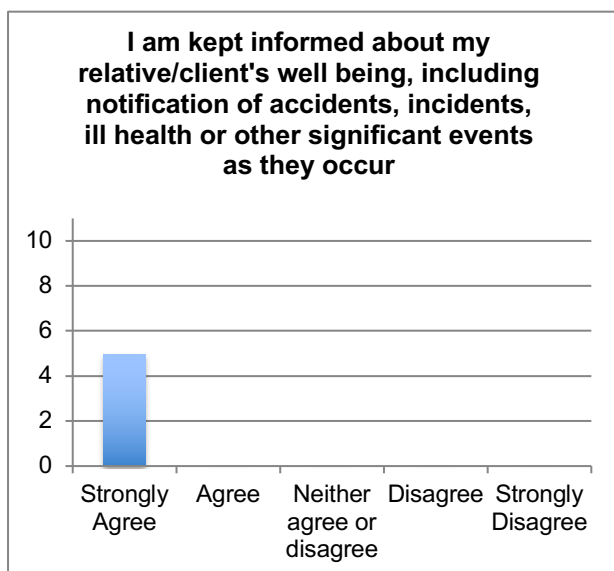


Figure twenty-one illustrates that all candidates strongly agreed that the Home informs relatives / representatives about residents well being, including notification of accidents, incidents, ill health or other significant events as they occur.

Fig 22

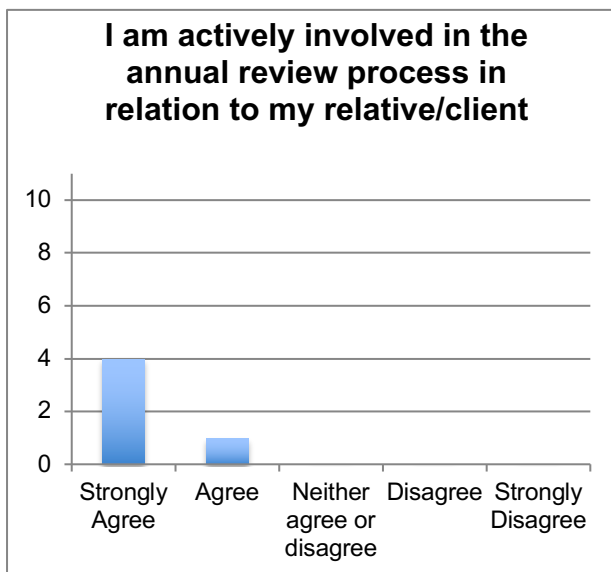
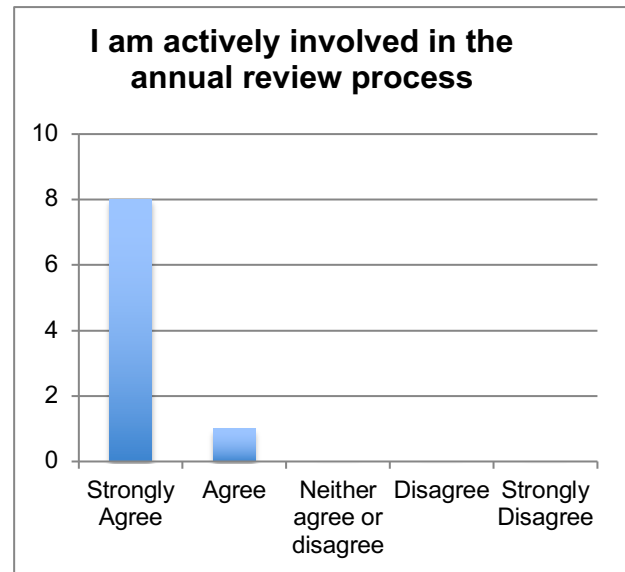


Fig 23



Number thirteen of the representative survey seen four respondents indicating that they strongly agreed that they were actively involved in the resident's annual review process. One respondent ticked that they 'Agree'. five residents strongly agreed that they were involved in the annual review process and the other remaining 2 candidates agreed.

Fig 24

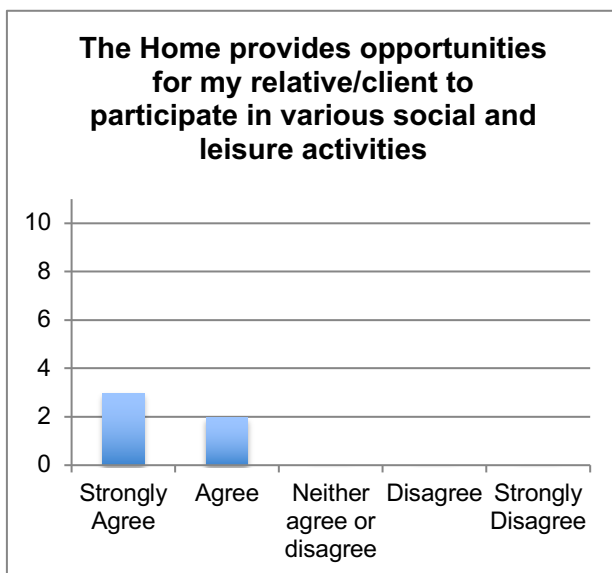


Fig 25

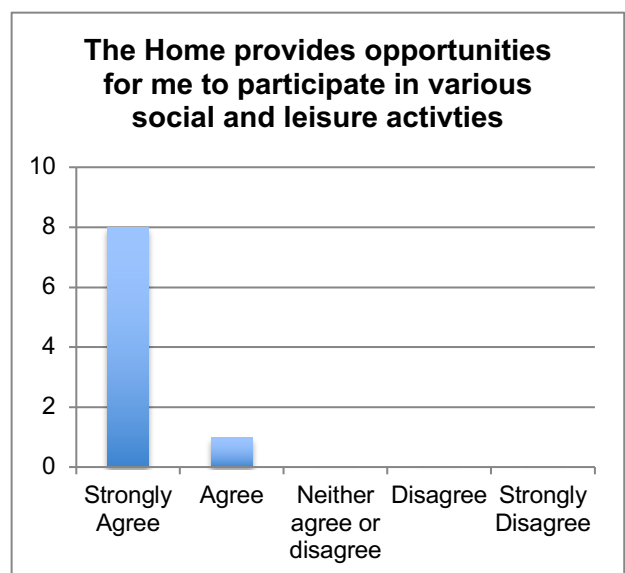


Figure 24 shows three respondents 'strongly agreed' whilst two neither agreed or disagreed that the Home provides opportunities for his/her client or relative to participate in various social and leisure activities. Fig 25 illustrates that eight residents 'strongly agree' and one 'agree' that they have opportunities to participate in various social and leisure activities.

Fig 26

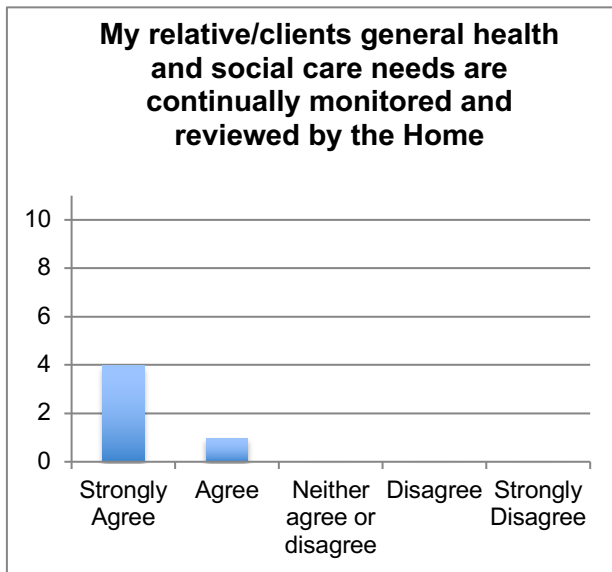


Fig 27

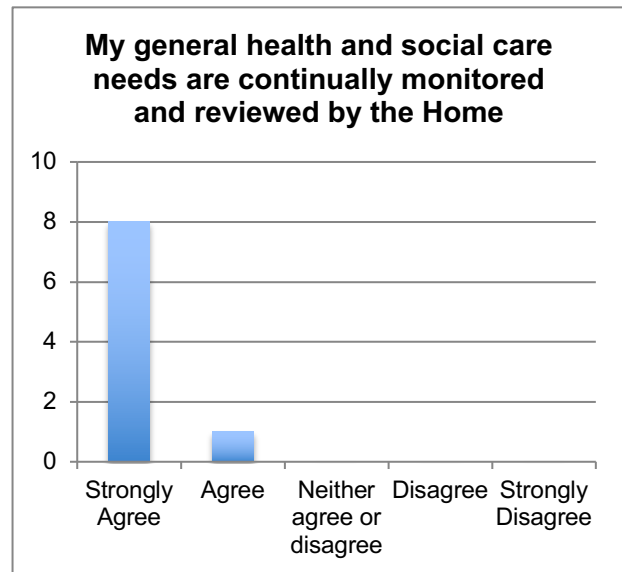


Fig 28

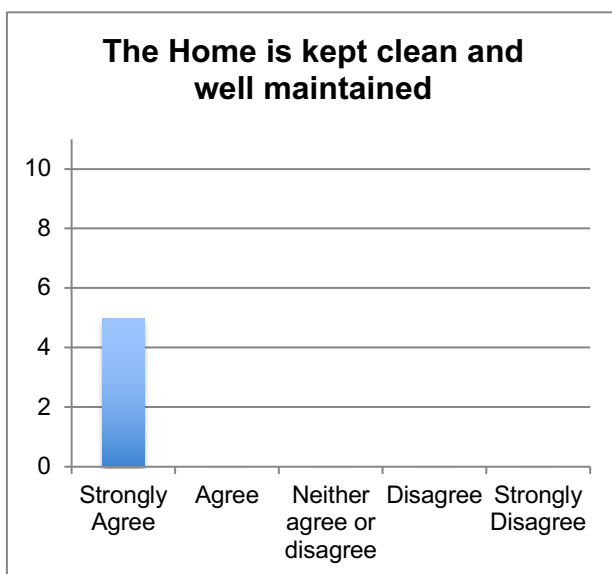


Fig 29

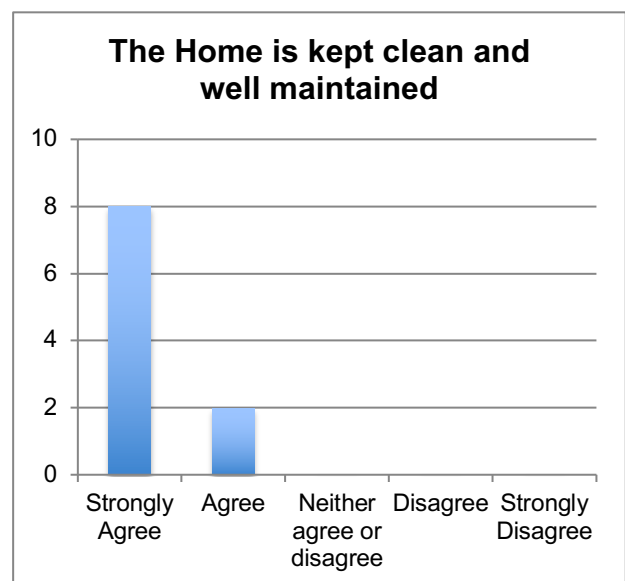


Figure 28 shows that five of the respondents 'strongly agreed' that the home is kept clean and well maintained. All residents stated that they 'strongly agreed' the home was kept clean and well maintained.

Fig 30

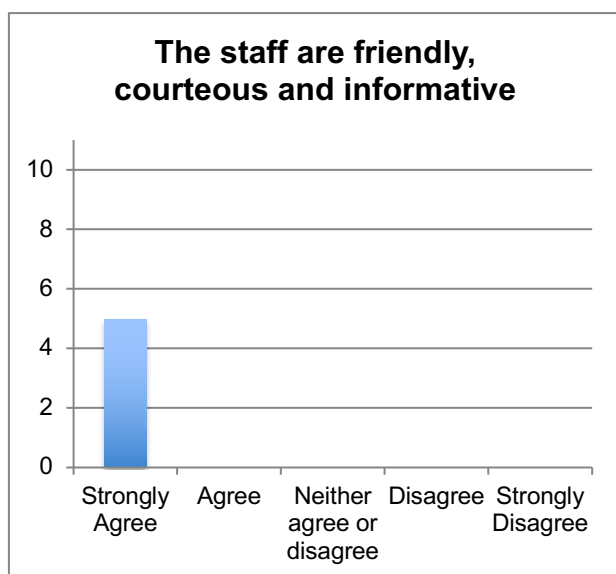


Fig 31

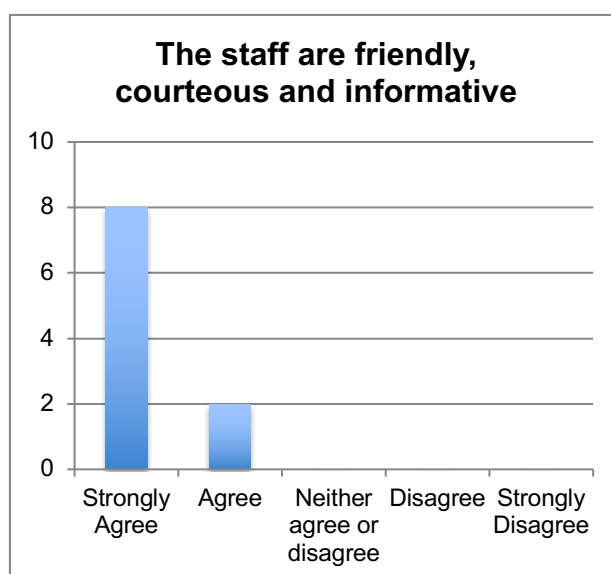


Figure 30 shows five of the respondents 'strongly agreed' that Home staff are friendly the Figure 30 shows that all residents 'strongly agreed' that staff are friendly, respectful and helpful, while the remaining two 'agreed' with the statement.

Fig 32

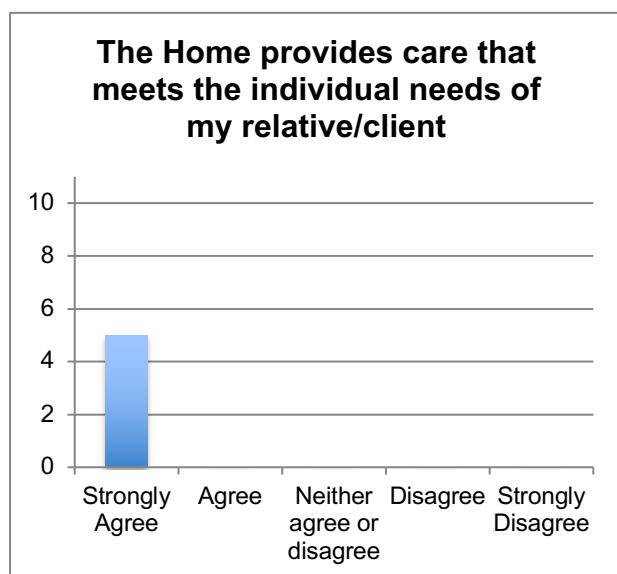
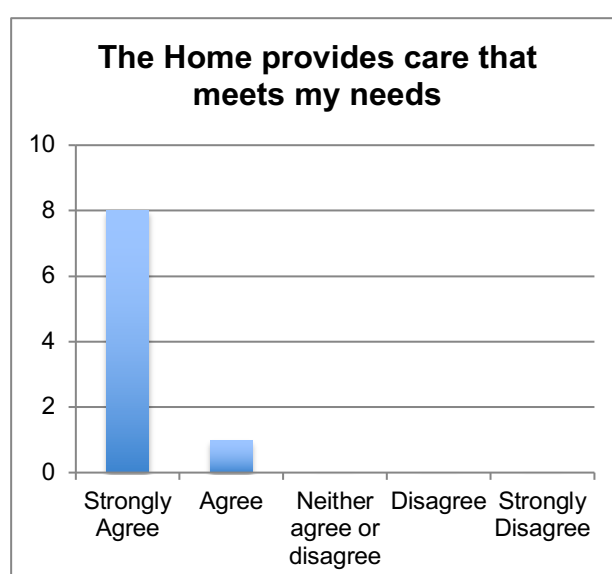


Fig 33



Findings – Qualitative Data

Normally qualitative data like this is collated and summarised. However, in order to remove the potential for views to be diluted or altered through the process of summary, the report includes actual quotations taken from the survey. This has been in an effort to promote transparency and assurance of the statistics. Not all respondents passed comment on the three remaining questions. On this question three surveys were unmarked.

Respondents were asked what things they liked most about Fairways Duncreggan.

My relative is content and well cared for in a very well appointed and controlled environment. I have no major concerns for her welfare.

Very well managed home, kept clean at all times. The residents personal hygiene is extremely well cared for as is their diet, and medical care. The residents come first at all times.

The fact that every aspect of my sisters life both mentally and physically are fully met. She is happy with the staff and the way she can have a chat with all of them in a comfortable way, leaves her considering them as a family.

Staff very helpful and friendly, they go beyond the call of duty.

Things Residents liked most about the Home:

I like living here among all my friends and staff. I get on great with everybody. I like the walks, the staff and the food. I wouldn't want to live anywhere else but Duncreggan. There is nothing I want to change I like everything the way it is.

It's like a second home to me. The other residents are good friends, and the staff are always nice to me. There is nothing I want to change about the home.

I love my friends and staff here. The food is very good and I don't want to change anything.

Friendly staff very caring.

The staff are very helpful, I like the cooks and my own room. I would like more game nights.

They look after me, there is nice cooking. There is nothing I want to change at Duncreggan.

The staff are friendly and most of the residents.

It feels like my home.

I like the new cook and the food she cooks.

Enjoys being well cared for, the meals provided, the friendly staff.

What residents said:

I like living in Duncreggan but I still want to move back to the south.

It feels like a second Home.

The staff are nice. I like that I get on well with some of the other residents and I like my newly decorated bedroom

I like the staff and the food

I get on well with everyone. I have good friends here. All the staff are good, kind and friendly. I like going out walks with staff. There are great activities here. I like my newly decorated bedroom.

It's a lovely home, friendly staff.

I like everything the food is nice I like my bedroom I like spending time with other residents. I like that I get to go out with staff.

The next question on the survey asked respondents what things they would like to change or introduce to improve or develop the service at Fairways Duncreggan. Of the five surveys received, two were unmarked in this question or stated that there was nothing they would like to change.

The following are responses from clients/representatives who had suggestions for improvements/changes:

Under current conditions and post COVID Duncreggan and the staff coped exceptionally well but I would now like to see more social activities outside of day care.

Returning to church services.

Conclusion

In conclusion, there has been a positive response to the survey. It is important however, that we as an agency work to develop the perceived weaker areas of our service provision. The agency takes great encouragement from many of the positive findings from both the qualitative and quantitative elements of the surveys.

The weaker areas seem to develop a theme amongst candidate's responses. Some relatives and residents ticked agree in regards to being actively involved in the annual review process. Invites to be involved in the residents reviews are extended to all involved relatives and representatives.

100% of relatives and service users either agree or strongly agree to quality questions in regards to how:

- That they are settled within the home
- Feeling safe and secure
- They feel valued and respected
- Staff have a good understanding of all service users needs
- Understand the procedure in dealing with concerns or complaints
- Are kept fully informed in regards to general well-being, accidents and incidents
- General health and social care needs are continually monitored and reviewed
- The home is kept clean and well maintained

Open questions in regards to areas most liked about Duncreggan were very positive. Concluding that the home was well managed, and that all staff went beyond the call of duty. Service users spoke highly of areas that they really appreciated such as, food their bedrooms and the staff. All service users concluded that they felt safe and secure, and that Duncreggan was their home.

Recommendations for Improvement & Development

Senior management of the agency have met to analyse the results of this survey and the consequent report. It has been agreed that the following actions are necessary to further improve and develop the service provision.

1. In regards to the relative who would like they're relative to attend more activities including church. Resident has returned to day care four days a week and is reluctant to attend any further days, and has also returned to church service.
2. Resident has joined church service next to home. Referral has also been made for hydro pool sessions.

Appendix 1

Dear relative/representative

Fairways aims to work to empower each service user to live as full a life as possible. We strive to facilitate a homely environment, where each service user has the right to privacy, dignity and respect. We aim to provide support systems that meet the assessed needs of each individual, with the ultimate objective being the achievement of self-determination for every service user.

An essential ingredient for this to happen is teamwork and we view working in partnership with service users, relatives and representatives as integral in our aim to provide a user led service. It is for this reason that it has been decided to introduce service user/representative questionnaires as we value the important role that you play within your relatives/clients care and therefore value your comments.

Please complete the attached questionnaire on the basis of your experience of Fairways during the past year. Please tell us about our strengths as well as areas for development to ensure that we can focus on the right areas in our future planning.

Please note that the questionnaire can remain confidential if you wish.

Please return the completed questionnaire in the pre paid envelope enclosed, no later than Friday 7th July

If at any time you have any queries at all please do not hesitate to contact me.

Best regards

Sonia Bradley
Home Manager
Fairways

Fairways Duncreggan Ltd
Duncreggan Residential Home
Relative/Representative Satisfaction Questionnaire

June 2017



		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
1.	My relative/resident is well settled in the Home.					
2.	As a relative/representative I feel welcome in the Home.					
3.	My relative/resident is well cared for in the Home.					
4.	I am satisfied that my relative/client feels safe and secure in the Home.					
5.	My relative/client is valued and respected within the Home.					
6.	The Home encourages my relative/resident to reach his/her potential.					
7.	I feel that the staff have a good understanding of my relative/residents needs.					
8.	I feel that my relative/residents is treated with respect at all times.					
9.	Staff deal effectively with specific needs, wishes or concerns of my relative/resident.					
10.	I am aware of the Homes policies and procedures for dealing with vulnerable adult matters.					
11.	The Home has told me about the procedure in dealing with any concerns/complaints I may have and I am aware of whom to talk to.					
12.	I am kept informed about my relative/residents well being, including notification of accidents, incidents, ill health or other significant events as they occur.					
13.	I am actively involved in the annual review process in relation to my relative/resident.					
14.	The Home provides opportunities for my relative/client to participate in various social and leisure activities.					

15.	My relative/resident general health and social care needs are continually monitored and reviewed, by the Home					
16.	The Home is kept clean and well maintained.					
17.	The staff are friendly, courteous and informative.					
18.	The Home provides care that meets the individual needs of my relative/resident.					

As a relative/representative of a resident, the things I like most about Duncreggan are:

At Duncreggan what would you like to change/introduce in order to improve or develop the service?

Please list any areas you would like to know more about:

Signed: _____
Relative/Representative (optional)

Date: _____

Appendix 2

Fairways Duncreggan Ltd
Duncreggan Residential Home



Satisfaction Questionnaire

June 2017

		Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
1.	I feel well settled in the Home					
2.	I feel welcome in the Home					
3.	I feel well cared for in the Home					
4.	I feel safe and secure in the Home					
5.	I feel valued and respected within the Home.					
6.	The Home encourages me to reach my potential					
7.	I feel that the staff have a good understanding of my needs					
8.	I feel that I am treated with respect at all times					
9.	Staff deal effectively with my specific needs, wishes or concerns					
10.	The Home has told me about the procedure in dealing with any concerns/complaints I may have and I am aware of whom to talk to					
11.	I am actively involved in the annual review process					
12.	The Home provides opportunities for me to participate in various social and leisure activities					

13.	My general health and social care needs are continually monitored and reviewed, by the Home					
14.	The Home is kept clean and well maintained					
15.	The staff are friendly, courteous and informative					
18.	The Home provides care that meets my needs.					

As a resident, the things I like most about Duncreggan are:

At Duncreggan what would you like to change/introduce in order to improve or develop the service?

Please list any areas you would like to know more about:

Signed: _____

Date: _____