



*Sunbury
Nursing Homes*

*2011
Residents Survey*

Summary of Results

Report

Resident's Survey 2011

Introduction

Each year Sunbury Nursing Homes carries out a satisfaction survey with the residents of the home. This report is a brief summary of the main findings of the October 2011 survey. A more detailed report containing a more in depth analysis can be obtained on request from Reception.

We received a good response to the survey with 55% of the distributed forms being completed and returned. Overall the survey provided very positive results with the returned surveys showing a high level of resident satisfaction with the care and services by provided by Sunbury Nursing Homes. The survey has also usefully identified some weaker areas on which we can focus improvements in the following year.

Results

The next few pages show the survey results. The results for most questions are shown by pie charts which show the percentage of replies giving each of the four response options. The questions with the best results have charts showing mostly green (always satisfied) and yellow (usually satisfied) the worst results are those with the most blue (sometimes satisfied) and red (never satisfied). For a few questions the response options were just *yes* or *no* and for these charts we have shown *yes* as yellow and *no* as blue.

If we look at figures 1 and 2 we can see that all the charts are predominantly green or yellow showing good levels of resident satisfaction. If we consider the best results to be those with the largest green slices these are for the following questions: *Do you feel safe here?* and *Are you treated with the dignity you deserve?*

The red (never satisfied) and blue (sometimes satisfied) slices on the charts are generally very small indicating low levels of resident dissatisfaction. If we consider that the worst results are the questions with the largest combined blue and red slices these are: *Do you think the home provides suitable activities you can be involved in?* and *Do you like the meals?*

At the end of the survey we asked residents to tell us what were the best and worst things about living at Sunbury Nursing Homes. We have summarised these answers in the tables on page 5. The most frequently given responses to the question *What are the best things about your life here?* was *the care* followed by *the staff, safety, company* and *feeling content*. In answer to the question *What are the worst things about living here?* the most frequent response was about *missing home and family*.

2011 Survey Results (1)

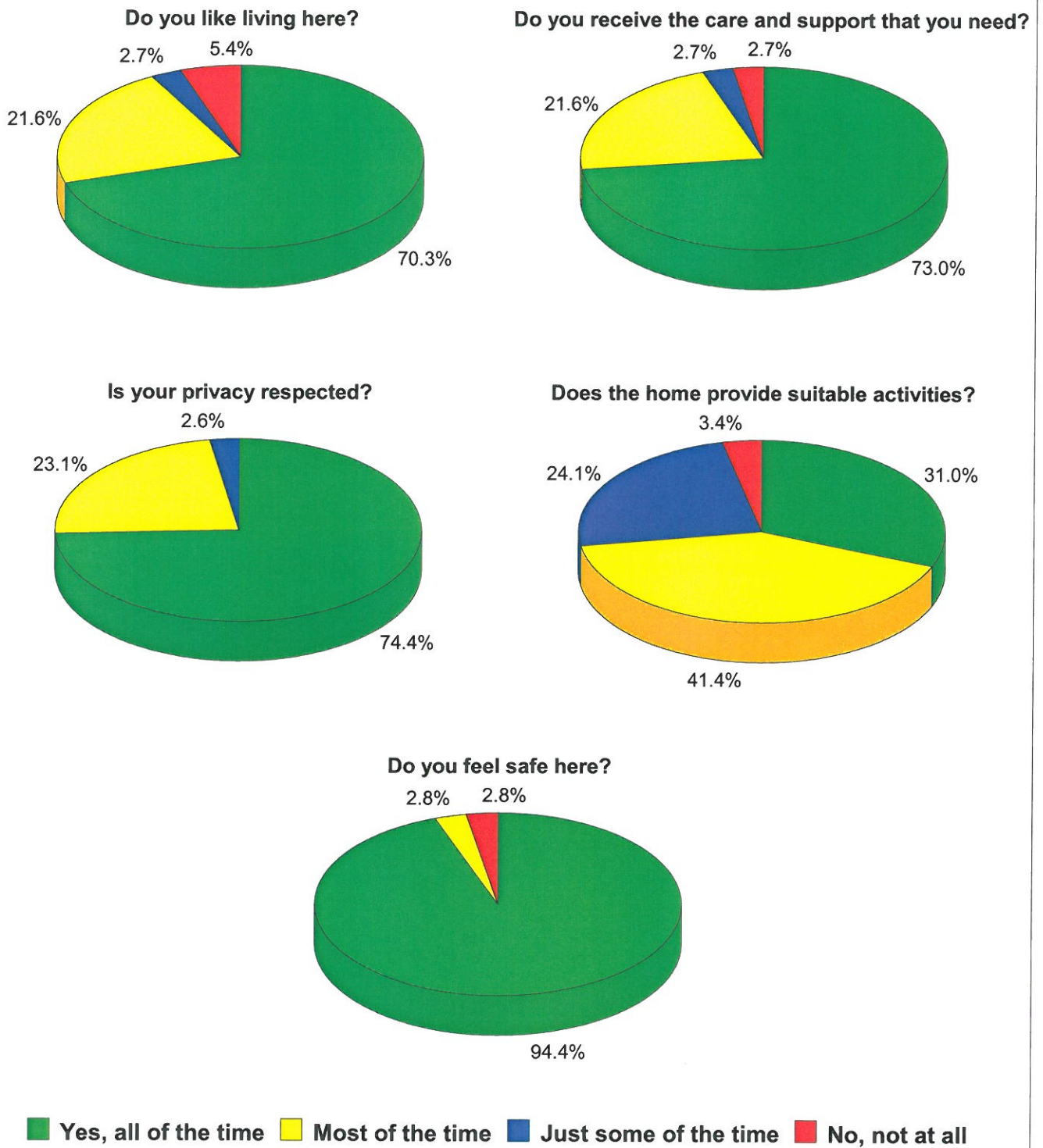
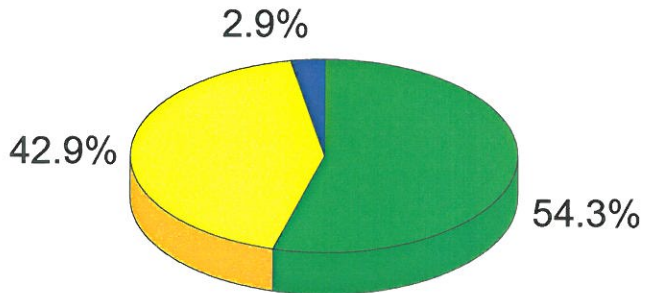


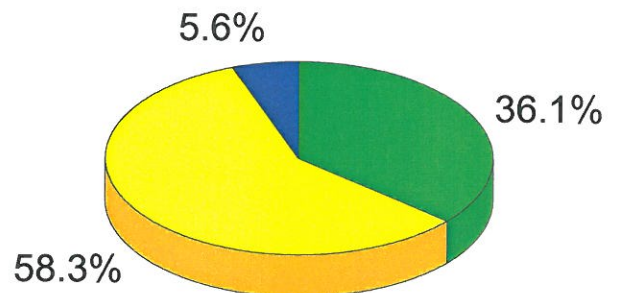
Figure 1
2

2011 Survey Results (2)

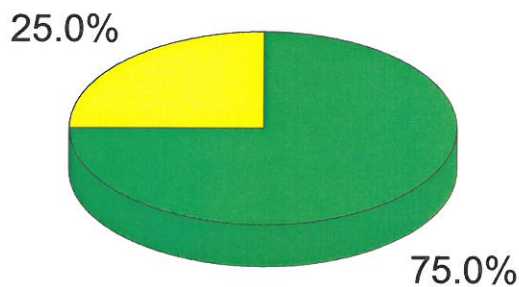
Do staff listen & act on what you say?



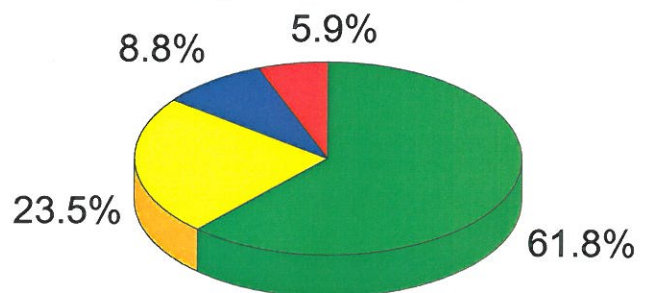
Are staff available when you need them?



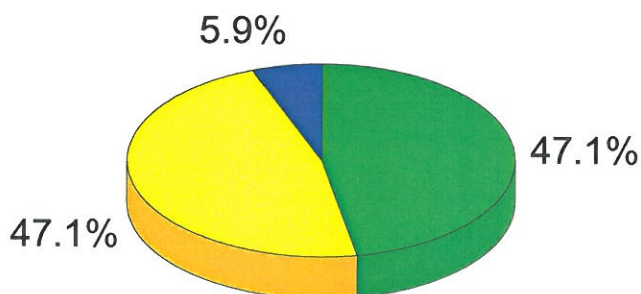
Do staff communicate with you respectfully?



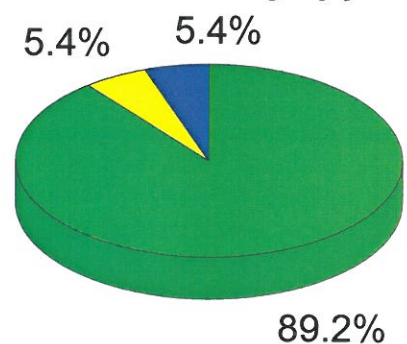
Do you like the meals?



Is the home fresh & clean?



Are you treated with the dignity you deserve?

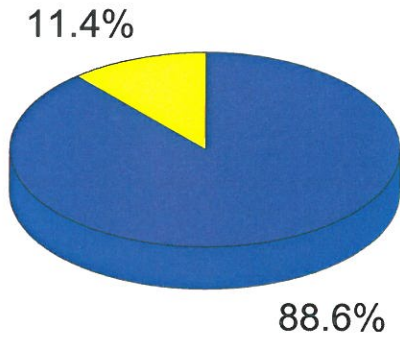


■ Always
 ■ Usually
 ■ Sometimes
 ■ Never

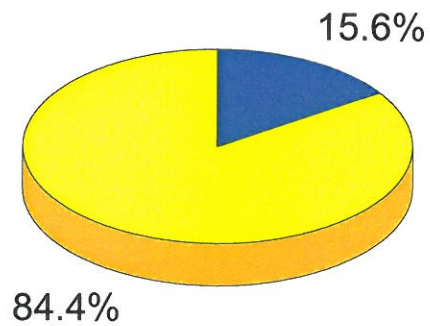
Figure 2

2011 Survey results (3)

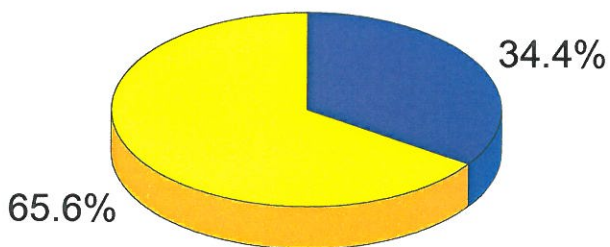
Do you want more involvement in decision making?



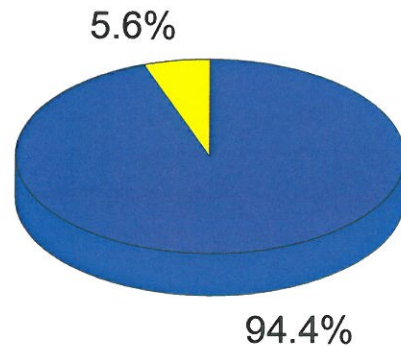
Do you know who to speak to if you are not happy?



Do you know how to make a complaint?



Do you wish to speak to one of the managers?



■ No ■ Yes

Figure 3
4

Theme	Number of surveys
Care	13
Staff	7
Safety	7
Company	7
Feeling happy / content	7
Being treated with respect	2
Food	2
Freedom from chores	1
Open visiting	1
Privacy	1
Being warm	1

Table 1. Best things about living at Sunbury Nursing Homes

Theme	Number of surveys
Missing family and home	6
Loss of mobility/independence	2
The room or its decor	2
Noise	2
Draught	1
Missing own garden	1
The food	1

Table 2. Worst things about living at Sunbury Nursing Homes

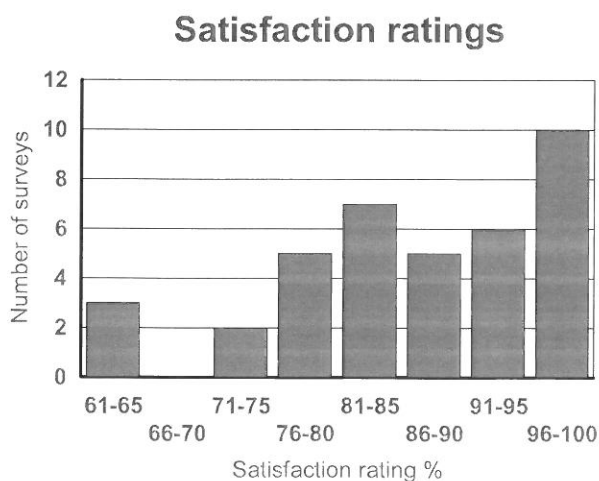


Figure 4. Number of surveys plotted against satisfaction ratings

As well as looking at the replies for each individual question, we calculated a satisfaction rating for each returned survey. Figure 4 on page 5 shows the range and distribution of the calculated ratings. All the ratings fell within the range 51% to 100% with three of the surveys scoring the maximum 100%.

We have also been able to compare this 2011 survey with our last survey (July 2010). This years average satisfaction rating of 85% is consistent with last year's 87% and we have also found that the areas targeted for improvement after the 2010 survey (meals and staff being available when needed) were those showing the most improvement in ratings in this 2011 survey.

Concluding remarks

We would like to thank the residents and their advocates who took time to complete the surveys. With a return of just over half the issued surveys we can be confident that they are a good representation of the views of our current set of residents. We do also appreciate the assistance our staff gave residents to enable as many as possible to complete a survey and contribute their views.

This survey has provided us with a clear picture of the aspects of our service that residents are most satisfied with as well as indicating some areas that could be improved. It has highlighted the value residents place on being provided with dignified care in a safe environment and shown their appreciation of the staff who care for them. The least satisfactory aspect of our service as indicated by this survey is the activities provision. However it is worth noting that none of the residents commented on boredom or lack of activities as being the worst aspect of their life at Sunbury Nursing Homes. For many this was simply missing home, family, independence and their previous life.

It has been disappointing to see a drop in satisfaction levels with our activities provision as this is an area we have always given high priority to with significant numbers of staff being allocated specifically to activity support each day. During the next few months we will be working to improve our program and hope to increase resident participation and satisfaction with this area of our service. Other target areas for improvement will be our cleaning and laundry services and resident awareness of the complaints procedure. We will be encouraging staff to continue to provide the high levels of care so valued by the residents and to keep in mind the principles of dignity in care with particular focus on the issue of privacy.

The views and opinions of our residents are of the greatest importance to us and we always welcome comments and suggestions on how we can improve the services we provide. We will be working to maintain the high standards we have achieved in many areas and looking to improve the weaker aspects. We anticipate that our next annual survey will provide evidence of our success.

On behalf of the Directors of
Sunbury Nursing Homes Ltd

30th November 2011