

# Annual Satisfaction Survey 2015 Results



Family carers, tenants, residents and external stakeholders

## Annual Satisfaction Survey 2015

Each year The Grange conducts a Satisfaction Survey among the people who use our Supported Living and Residential Care services, their family carers and other external stakeholders (such as NHS and other healthcare professionals, volunteers and Surrey County Council representatives). People are asked to rate our staff and services 'Good, 'OK', 'Poor' or 'Don't know'.

We really value the feedback we get from the survey as it shows us where we're doing well and where we need to improve. Thank you to everyone who took the time to respond. Here is a summary of the results.

### How many people responded to the 2015 survey?

This year response rates were up on 2014.

Group contacted	Percentage who responded
Family Carers of tenants in Supported Living	43.3% (23 out of 60)
Tenants in Supported Living (onsite and offsite)	50% (29 out of 58)
Family Carers of those in Residential Care	50% (8 out of 16)
Residents in Residential Care	62% (10 out of 16)
External stakeholders	21% (5 out of 24)

### Supported Living service

<p><b>Highest scores from tenants</b></p> 	<ul style="list-style-type: none"> <li>• 100% of tenants rated the suitability of their accommodation as 'good'</li> <li>• 90% scored 'good' for the accessibility and safety of their home, the help they receive with money and letters and the support they get to communicate their likes and dislikes</li> <li>• 80% of tenants gave staff the highest rating for the care that staff show them</li> <li>• 90% feel staff respect them and understand and meet their needs</li> </ul>
<p><b>Highest scores from family carers</b></p> 	<ul style="list-style-type: none"> <li>• 100% of family carers with relatives in Supported Living gave the highest score of 'good' for the level of care and respect that staff show towards their relative</li> </ul>
<p><b>Lowest scores from tenants</b></p> 	<ul style="list-style-type: none"> <li>• 28% of respondents felt staff were 'poor' at keeping them informed</li> <li>• 20% rated the variety and choice of evening and weekend social activities as 'poor'</li> <li>• &gt;10% rated Horticulture sessions as 'poor'</li> </ul>
<p><b>Lowest scores from family carers</b></p> 	<ul style="list-style-type: none"> <li>• 11% of family carers rated choice of weekend activities as 'poor'</li> </ul>

## Residential Care service

<p><b>Highest scores from residents</b></p> 	<ul style="list-style-type: none"> <li>90% gave the highest rating for the support they receive around communicating their likes and dislikes and for the accessibility and cleanliness of communal areas in their home</li> </ul>
<p><b>Lowest scores from residents</b></p> 	<ul style="list-style-type: none"> <li>20% scored 'poor' when thinking about trips out and the amount of social activities in the evening</li> <li>Variety of meals and involvement in meal preparation were also scored 'poor' by 20% of respondents</li> </ul>
<p><b>Highest scores from family carers</b></p> 	<ul style="list-style-type: none"> <li>87% of family carers rated the care, positivity and helpfulness shown by staff to their relative as 'good'</li> <li>75% gave the highest rating to 'cleanliness of communal areas'</li> </ul>
<p><b>Lowest score from family carers</b></p> 	<ul style="list-style-type: none"> <li>The majority of family carers marked responsiveness of staff to repairs and faults as 'OK'</li> <li>20%+ rated amount of activities at weekends as 'poor'</li> </ul>

## External stakeholders

<p><b>Highest scores from externals</b></p> 	<ul style="list-style-type: none"> <li>100% of external stakeholders gave the highest rating to staff's availability, helpfulness, understanding of residents' needs and level of training and knowledge</li> </ul>
<p><b>Lowest scores from externals</b></p>	<ul style="list-style-type: none"> <li>There were no scores of 'poor' or 'OK' from external stakeholders</li> </ul>

## Comments from people surveyed:

**Supported Living service:** 'Trips out are good but holidays could be more varied'

'We rate the staff highly, they are well trained, attentive and conscientious'

**Residential Care service:** 'I would like to help with meal preparation more'

'I would like more activities in the evening and at weekends as I get bored'

### Comments from

**external stakeholders:** 'The best I can say is that I would be completely happy for a relative of mine to be a tenant or resident at The Grange'

'The Grange is a warm and welcoming environment and nurturing without being controlling'.

## Future actions

<b>1. Communicate the good news</b>	– We will communicate positive comments to all our staff so they know how much their work is appreciated.
<b>2. Keeping people better informed</b>	– We will carry out more 1-2-1 research among those residents and tenants who said they felt staff did not keep them well informed. What information are they lacking? How can we improve? Would noticeboards in each court help matters, for example?
<b>3. Healthy eating, more involvement in meal preparation</b>	– This issue is already in hand across our services.
<b>4. Evening activities</b>	– Since the survey, we have employed a dedicated Activities Co-ordinator who is already setting up more evening clubs and groups. There is more focus on attending activities offsite.
<b>5. Weekend activities</b>	- We are looking at staff levels. Volunteers and buddies play a vital role at weekends.
<b>6. Offsite Supported Living tenants</b>	– We will survey this group and their family carers separately next time to make it more tailored and meaningful.
<b>7. External stakeholders</b>	– We will use a more tailored and immediate feedback method in future to collect external stakeholders' views of their particular dealings with The Grange, rather than including them in the annual survey approach.