

**RESULTS OF THE
ANNUAL
OLD HASTINGS HOUSE
QUALITY STANDARDS QUESTIONNAIRES
FOR RESIDENTS, RELATIVES
& PROFESSIONALS**



JANUARY 2023

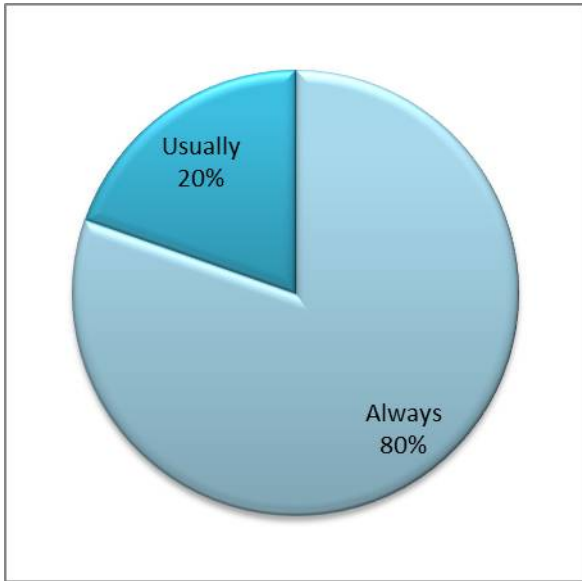
QUALITY STANDARDS RESULTS

Main House RESIDENTS SURVEY – January 2023

96% of the total of those resident in the Main House at the time of the survey responded.
(Figures below do not include “no response to question”.)

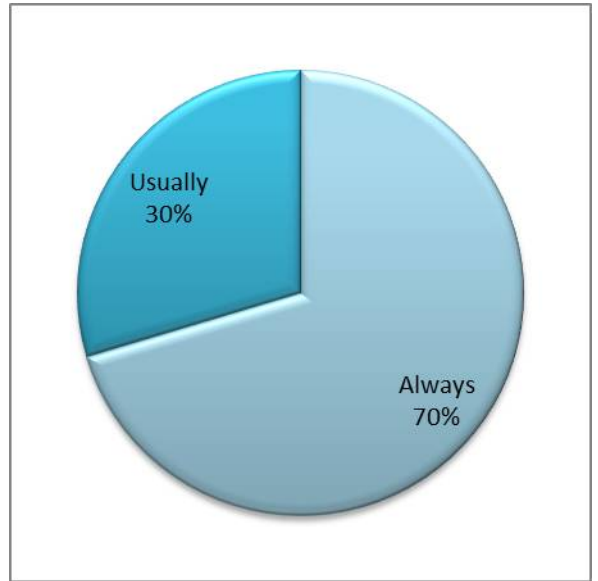
CARE & CARE STAFF

Residents were asked if they were happy with the level of care provided by staff.



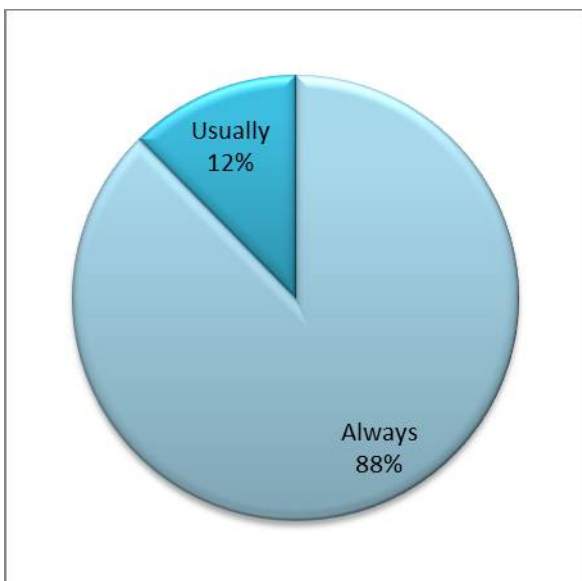
LAUNDRY

Residents were asked if they were happy with the laundry service provided.



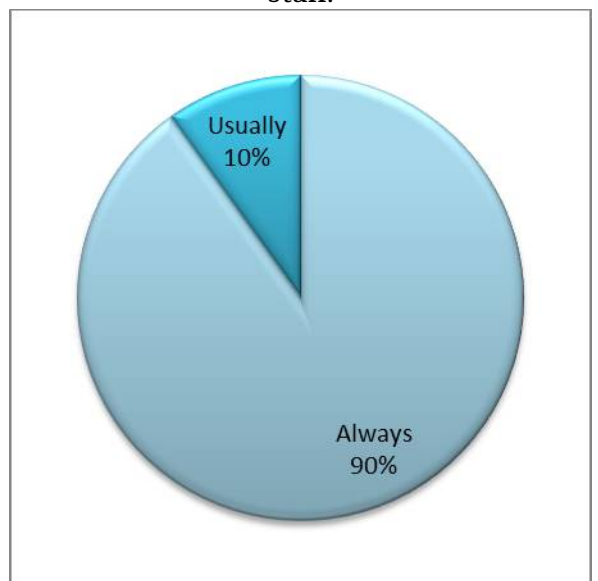
MEALS, MENUS & KITCHEN STAFF

Residents were asked if they were happy with the **variety and quality** of menus, and with the service provided by kitchen staff.



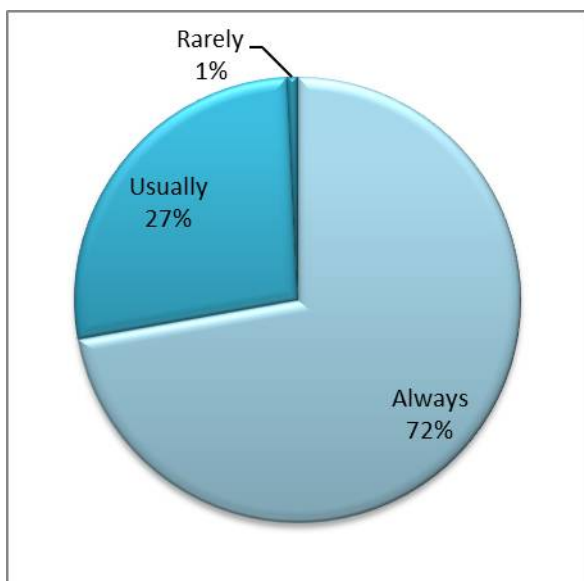
CLEANING & DOMESTIC STAFF

Residents were asked if they were happy with the cleanliness of the home and their rooms, and with the service provided by housekeeping staff.



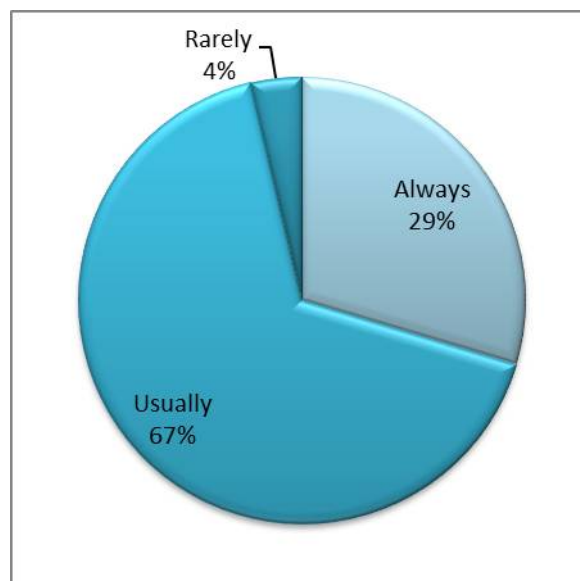
MANAGER & SENIOR STAFF

Residents were asked if they were happy with the level of service provided by senior staff.



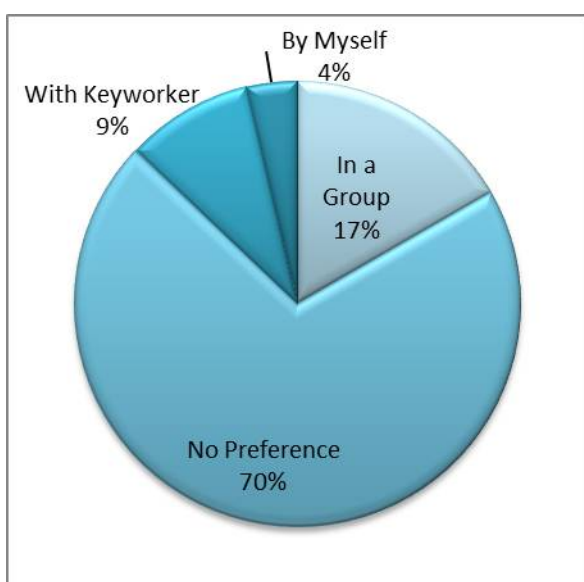
ACTIVITIES

Residents were asked if they enjoyed the **range** of activities on offer. (see note on p4.)



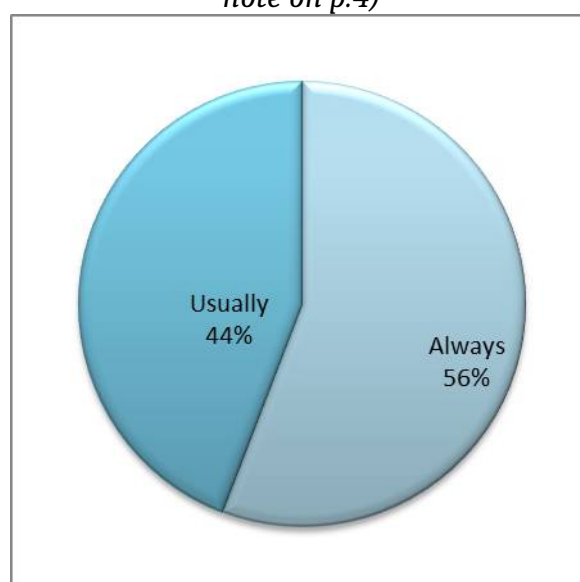
ACTIVITY PREFERENCE

Residents of the Main House were asked *how* they preferred to take part in activities



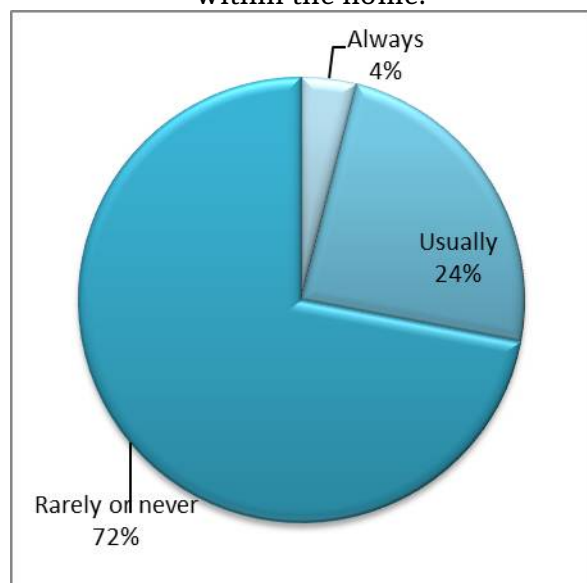
GENERAL

Residents were asked if they were happy with 8 aspects of the home in general, including the atmosphere, the grounds and the upkeep. (see note on p.4)



INVOLVEMENT

Residents were asked to what extent they felt **involved** in decision-making within the home.



Notes to charts:

Activities were limited during periods of Covid-19 restrictions, which meant that outside trips were curtailed, visiting (both relatives and entertainers) was limited and engagement with the community through coffee mornings etc was also much reduced. Given the number of respondents to this question, 4% 'rarely' represents one individual and should not be interpreted as 4% of the total number of residents being rarely happy with the range of activities.

General. In previous reports, this section included a question about involvement in decision-making which is now shown in a separate chart (*left*). General satisfaction with the upkeep and maintenance of the home is good. However, the 'general' result was being skewed by the much lower levels of satisfaction with residents' involvement in decision making.

CQC Ratings

Residents of the Main House only were asked to rate OHH in terms of the CQC Categories below, where **1=Low and 5= High**. The number of responses received (from a maximum total number of 27) in each category were as follows. **Note:** one respondent marked the home '1' (low) in all categories, which – given the nature of their other responses to questions – is likely to have been a misunderstanding of the gradings for these questions, but are included here for completeness.

	1	2	3	4	5
Safe	1			5	21
Effective	1			11	15
Caring	1			4	22
Responsive	1			10	16
Well-led	1			14	12

Covid-19

In the light of Coronavirus measures taken by the Home during part of the year included in the survey, Residents in the Main House who had been present during the period of the restrictions (18 respondents in total) were asked to rate the home on the following aspects during the period the various restrictions were in place. 9 respondents were new to the home since restrictions ceased.

	Very Poor	Poor	Fair	Good	Very Good
Visiting arrangements			7	9	2
Activities			4	11	3
Covid testing				11	7
Staff Morale			3	9	6
Overall				12	6

Residents in the Magdalen (Dementia) Suite were not surveyed on this question.

Magdalen Suite and All Saints Suite Survey

At the time of the January 2023 Survey, the Magdalen Suite was not fully occupied (12 residents rather than the capacity 15) and only four of these residents participated in the 'pared down' dementia-friendly survey. The results are, therefore, not statistically significant and have not been included in the main survey on pages 2-4.

The intermediate care-level All Saints Suite was originally planned for opening in early 2023 but the time of the survey works had not been fully completed and there were no residents in place. By the time of the next survey, it is expected that the All Saints Suite will be at full occupancy, and the total number of residents with some degree of dementia in the Magdalen and All Saints Suites will be 24. These groups will be surveyed together, and the results presented alongside the results for the Main House.

Comments & Suggestions from Residents – January 2023

General

*I have been very happy here, and have been here some time.
 I will ask if I need more support.
 The home here is run to a very high standard.
 All I can say is I get everything I want.
 Pillows and linen need upgrading.
 Usual person [domestic/cleaning staff] is excellent.
 I find there are lots of staff changes and find it difficult to know what's going on.
 The house is spotless.*

Laundry

*Satisfied.
 Very quick, [clean laundry] comes back lovely.
 Very good; prompt.
 Excellent.
 Fantastic.
 Some items missing.
 Do not always get my washbag back.
 Sometimes I get other people's belongings.*

Kitchen/ Menu Suggestions

*More vegetarian options needed.
 Prefer curries hotter in spice.
 I have a sweet tooth.
 I don't eat beef or cheese, but I like the variety.
 More smoked salmon dishes.
 I love the soups.
 More rice puddings would be good.
 I prefer softer foods.
 I like roast dinners: I'm very easy to please.
 I enjoy the curries.
 [Would like more] plain English dishes such as omelettes etc.
 I love salads.
 More eggs at breakfast.
 Need to alternate table serving so [our table is] not always last.*

Activities Comments and Suggestions

I like the garden club.

I enjoy the activities I go to very much.

I don't always get asked to go on the minibus trips.

[Would like more things that are] suitable for me (eyesight poor).

I don't do activities because of my mobility, but I'm quite happy. I get taken around the home in a wheelchair to say hello!

Would like discussion groups, eg History of Old Hastings House.

Not always enough on, and some days nothing at all.

Church events in-house on Sunday evenings would be great: I'm very religious.

I like outside entertainment.

I love music.

Not enough for me.

QUALITY STANDARDS RESULTS RELATIVES' SURVEY – January 2023

*17 forms were completed which represents 44% of the total sent out.
Number of responses in each category as follows. ("No response" not included.)*

	Yes	Usual y	No
Are you made to feel welcome by the manager and staff when you visit your friend / relative?	17	0	0
When telephoning, do staff answer the telephone in a prompt and professional manner?	15	1	0
When visiting Old Hastings House do you find that staff are friendly and approachable?	17	0	0
When visiting, is the home and your friend / relative's room presentable and clean?	16	0	0
Do you feel that you are given enough privacy when visiting your friend / relative?	16	0	0
Does your friend / relative appear happy and well cared for when you visit?	16	0	0
Would you recommend Old Hastings House to other friends / relatives?	16	0	0
Do you think that the home and grounds are well maintained?	16	1	0
Are you aware of the procedure if you feel that you need to make a complaint?	13	n/a	2

Relatives and Visitors were also asked:

On a scale of 1-5, where 1 is Low and 5 is High, how do you rate Old Hastings House Overall according to the Care Quality Commission (CQC) categories of Safe, Effective, Caring, Responsive and Well-led?

The number of responses received was as follows:

	1	2	3	4	5
Safe					16
Effective			1	1	14
Caring					16
Responsive					16
Well-led				1	16

Again, in the light of Coronavirus measures taken by the Home during the year to January 2023, relatives and visitors were asked some additional questions specifically about the period when visiting/access restrictions were in operation, although such restrictions had been lifted by the time of the survey:

	YES	Unsure	No
Have you been able to visit your loved one in person during the Covid 19 restrictions?	12		1
Were you satisfied with the measures taken to protect against the introduction and transmission of Covid-19 in the home?	14	0	0
Have you taken part in Skype calls, phone calls or other person-to-person communications with your loved one during this period?	4		8
Have you been satisfied with the home's arrangements for communication with your loved one, and the frequency of contact ?	11	1	1
Has the quality and continuity of care been maintained during this period?	11	2	0

("No response" not included in results).

It should be noted that the reasons affecting participation in telephone/skype calls may include the difficulty for residents in using this technology, even with assistance, and that some relatives/visitors may live a long distance away, making travel difficult.

Relatives & Visitors Survey Comments

Magdalen Suite staff are wonderful. They are very kind and caring, and are genuinely affectionate towards mum (despite her behaviour at times). I am very grateful for this.

I have only praise for all the staff at Old Hastings House who go out of their way to ensure the residents are well looked after and happy.

I have witnessed several acts of kindness to confused residents.

My mother always says how happy she is, all the staff are lovely, she loves her room and the food is lovely. What more could you ask for, for your parent?

Lift was out of action for three weeks.

There were fewer activities over Christmas.

Excellent care, very friendly staff, good food, kind responsive manager.

*During covid I was supplied with very adequate protection and never refused entry. [My wife] was very well cared for, having contracted pneumonia and recovered to her old happy self after.
Thank you to all the staff for giving her great care over the last 8 weeks of her life.*

Everything was so clean, the food was amazing. This was one great holiday for my mother that I will never forget.

Everything is done with care and kindness. Mother said to me 'nobody seems in a hurry' which was meant in a good way!

Sometimes it seems that the residents [in the Magdalen Suite] miss out on some of the activities/performances that happen in the main house.

Never seem my mother really happy and calm before. People respond to this and it's a joy to see how sociable she has become, and likes to help others.

I have complete trust in the staff and know that every aspect of my mother's care is catered for in a warm, safe and happy environment.

Any minor problems like stray garments or lost glasses have been dealt with kindly and patiently.

Homely feel, with all residents able to interact with each other and their visitors.

Freedom for visiting.

Happy place.

You are diligent in...communicating with us.

This is one amazing care home.

QUALITY STANDARDS RESULTS **PROFESSIONALS SURVEY – January 2023**

In the light of the historic low level of returned questionnaires in this category, and due to the very limited number of professional visits made to the home, Professionals (meaning 'medical professionals') were not surveyed in January 2023.

Manager's response to January 2023 residents /relatives/visitors survey

This annual survey mirrors similar high satisfaction levels to those carried out in the last 10 plus years. This is despite the hindrances caused by Covid 19, the focus on our new All-Saints extension (of dementia provision) and higher overall pressure on social care and budgets. The satisfaction ratings are even more extraordinary given these circumstances. This is testament to the commitment, skill, compassion and reliability of the whole team. Working together.

There is rich detail in the comments made by participants to show the outstanding impact the service has made for people. The comments and ratings from relatives are the most positive ever recorded. The only disappointing aspect is the lower level of participation in the survey amongst relatives and those residents who lack mental capacity to take part or advocacy. The confusion rate of residents in line with national trends makes the independent input of relatives more vital. Whilst the percentage of relatives taking part has almost doubled we have missed our targets for both relatives and resident participation which suggest that more support is needed. Between surveys relatives have returned dedicated impact statements or volunteered testimonies which have confirmed the outstanding difference being made to lives. This has included the support relatives receive with end of life situations. To that end, the manager will circulate GSF anonymised bereavement questionnaires to affected families as part of quality assurance. Participation will remain an action point moving forward along with building upon recent progress with activity provision under the new leadership team. The Activity team leader has transformed activity provision compared to what it was pre-pandemic. Despite the complexities the team are minded to better focus on dementia needs as seen in planning and observations. This partly explains the recent expansion of the activity team this year to focus on the two dementia suites. Care staff also play a key role in 1:1 activity

Using the CQC category ratings for the five key areas they inspect against, respondents overwhelmingly rating the service *Outstanding* (5/5) as they did in the last three annual surveys. Satisfaction levels in terms of people always being happy is high in all areas (care staff, food, cleanliness, management and senior staff) other than activities albeit everyone is at least usually happy. With up to 59 diverse residents this is an exceptional achievement "Success is always under construction" as we go the extra mile and address fine details". The action plan below reflects this commitment to continuous improvement.

Action Plan	Method	Review date
<p>Survey participation <i>Target of 80% resident</i> <i>75% relatives</i> <i>Target of 20 professionals</i></p>	<ul style="list-style-type: none"> Explore ways of better explaining the purpose of the satisfaction survey to all including residents and relatives Nominate a new volunteer resident Representative to issue and collect survey cards. Appoint independent advocates (friends or family) for those residents who lack capacity to comment on their care Update a contacts list for all professionals currently connected with the service 	<p>Next survey – January 2024</p>
<p>Activities <i>Target of 80% always happy by next survey</i></p>	<ul style="list-style-type: none"> Greater focus from the Activity team on the two dementia units shown in planners and participation Activity team: survey all residents for new ideas. Ascertain activity satisfaction between residents' meetings, Measure and maximise resident engagement. Further focus on 1:1 activity. Access the impact of activities. 	<p>Next survey</p>

