

Delbrook House  
Residential Care and Support  
21-23 Marlborough Avenue, Hull

2015 Satisfaction-Survey Results



***“Really really happy my family member is here”***  
**service-user representative**

**Annual Survey 2015**

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## **SURVEY OVERVIEW**

Delbrook House is a small family-sized residential establishment in the Avenues area of Hull which provides social care and support for up to 6 adults with learning disabilities in a safe, homely environment.

During August/September 2015 the (service) users, user representatives, and members of staff were asked to say how they felt about living at, working in, and interacting with each other at Delbrook House. This annual stakeholder satisfaction survey which consists of 3 elements is used by the management of Delbrook House as:-

1. A means of measuring the progress made since the previous survey
2. For analysis in the greater context of national standards and the highest expectations
3. To create firm pointers for further improvements in regards to the quality of service provided to all of our stakeholders (service-users, representatives, and staff) across a range of key areas

### *Survey participation facts and figures*

Of a possible 20 survey-participants across the whole service 15 were able to access and complete their relevant surveys either online or in-person. This is a participation success rate of 75% which is very pleasing to the management of Delbrook and shows that the changes made to improve the accessibility and participation levels of the survey are working.

It is the wish of Delbrook House that further 'annual satisfaction surveys' will achieve an even higher stakeholder participation rate.

### *Survey access*

For the 2015 survey the 'service users' were able to access the questions in the familiar and informal settings of their home under the light guidance of the Manager Rosemary Kay and various other key workers. User-representatives and members of staff were asked to complete the surveys using an anonymous online survey-service. Accessing and completion of the survey was not deemed as compulsory for any member of staff.

## SERVICE-USER SURVEY SUMMARY

The service-user questionnaire covered all aspects of the residential care service provided by Delbrook House including the physical premises, group activities, and relationships and hierarchies between all the people who live and work within the establishment. Out of a total of 5 service-users, 4 have participated in the survey.

### *01) Delbrook House premises*

For the questions relating to the Delbrook House physical premises, from personal space (own rooms) to shared and communal areas such as the garden, toilets, and dining areas all respondents answered with a 'Yes' when asked if they liked or disliked a particular area.

- Do you like your room? – 100% replied Yes
- Is the house clean? - 100% replied Yes
- Are the toilets clean? - 100% replied Yes
- Is the bathroom and shower clean and tidy? - 100% replied Yes
- Do you like the dining room? - 100% replied Yes
- Do you like the communal lounge? - 100% replied Yes
- Do you like the garden? - 100% replied Yes

### *02) Relationships, interactions, and personal well-being*

Other questions in the survey related to a clients 'sense of place' and 'well-being' within Delbrook House, “We wanted to know if they felt safe and respected, if they knew how to complain if something goes wrong, and/or if something or someone was making them feel unhappy” Rosemary Kay (Manager).

- Do we look after you properly and help you look after yourself? - 100% replied Yes
- Do you like our house-meetings? - 100% replied Yes
- Do you feel like you can say what you want at these meetings? - 100% replied Yes
- If you don't like something can you complain to us? - 100% replied Yes
- Do you know how to complain properly? - 75% (3) said Yes, 25% (1) said No
- Do you feel safe living here? - 100% replied Yes

### *03) Staff and management*

It is important to know how clients (service-users) felt in general about the members of staff, volunteers and management at Delbrook House.

- Do you like the support staff, are they helpful? - 100% replied Yes
- Do you like the volunteers, are they helpful? - 100% replied Yes
- Do you like the management, are they helpful? - 100% replied Yes

### *04) General questions*

There were also a variety of questions which related to food, activities, and the other users of the Delbrook House service.

- Do you like the food at Delbrook House? - 100% replied Yes
- Do we ask you what you want, what you would like? - 100% replied Yes
- Is there enough for you to do, do you like the things we do together? - 100% replied Yes
- How do you feel about the other people who live here with us? - 75% (3) replied 'I like them', and 25% (1) said 'They are OK'

## **SERVICE-USER SURVEY CONCLUSION**

Taking the replies to the current set of questions as a whole Delbrook House appears to be fulfilling the needs and requirements of its 'service-users' across all key areas of support.

1 client replied that they did not know how to complain if something has gone wrong or if someone (or something) is upsetting them so it is important that this issue is rectified immediately and a program of general awareness is set in motion, possibly to be included on a regular basis either at the house meetings or at a separate time and with the user-representative also in attendance, added to these ongoing discussions it is thought (as a starting-point) more leaflets explaining official (and unofficial) complaint procedures should be arranged prominently around the house in all areas visited and used by the clients/service-users..

Aware that complacency can cause the systems and services within a organisation to fail Delbrook Management and staff will initiate a discussion process during its house-meetings to discover if there are further areas which can be covered by the annual service-user survey.

It is also the intention of the Delbrook House management to take the implementation of the survey completely out of the hands of Delbrook House and its staff, making it a totally independent and transparent process.

## SERVICE-USER REPRESENTATIVES SURVEY SUMMARY

This survey is for the representatives – the family-members and the friends - of the people who are currently (August/September 2015) using the service on a daily basis - the people who live at Delbrook House. 10 surveys were sent out and 7 out of 8 people (who accessed the survey) were able to complete it – it was made clear to all contributors at the start of the survey that all answers and comments given would be completely anonymous.

### *It can be a worrying time for you*

Placing a friend or family-member in care can be a worrying time for many people, so it is important that the staff, volunteers, and management behave and interact with the representatives of our service-users in a suitable and respectful manner at all times, it is also very important that family-members and friends are happy with the service Delbrook House is providing - these questions are intended to highlight where the systems are working well and where they might be going wrong.

- Do you feel able to visit us any time? - 100% replied Yes
- What is our attitude towards you like (from all members of staff) whenever you visit or contact us at Delbrook House? - 57% replied Good, 43% said Excellent
- Have you ever felt (from our response / attitude towards you) that you were somehow in our way? - 100% replied No
- How do you feel that we perform in regards to the following aspects of our service (and activities) in supporting the people in our care? (We asked people to tick the subjects they thought we did well in)
  - General entertainment – 100%
  - Healthy activities – 100%
  - Holidays – 100%
  - Life skills – 83%
  - Local integration / community involvement – 100%
  - Supported work – 83%
  - The arts – 83%
  - Dietary choices – 50%
- How do you feel in general about the overall quality of our premises and facilities at Delbrook House? - 50% said Good, 50% replied Excellent

- Please rate our toilet facilities out of 10 – We scored an average of 8.86
- Please rate our dining-room area out of 10 – We scored an average of 9.14
- Please rate our communal-lounge area out of 10 – We scored an average of 9.14
- Please rate our garden – We scored an average of 8.57
- Please rate the 'personal room' of your friend or family member out of 10 – We scored an average of 9.71
- How good are we at providing you with the relevant information about the service we are providing for your family-member or friend? - We scored 57% Excellent, and 43% Good
- Do you feel able to ask us questions or communicate any worries or concerns that you have either about the quality of our facilities or the standard of our service? - We scored Yes 100%
- Do the members of staff and management always make you feel as though your concerns are legitimate and of importance to them? - We scored Yes 100%
- If you are not happy with our responses to your concerns do you know how to make an official complaint... Have we explained the procedure to you clearly? - We score Yes 100%

## SERVICE-USER REPRESENTATIVE SURVEY CONCLUSION

Clearly from the results of this survey Delbrook House appears to be doing well and generally living up to the high expectations and desires of our clients representatives. The relationship between Delbrook House and its user-representatives has always been of utmost importance to the Manager Rosemary Kay and she is keen to make sure her views and standards filter down to all staff and volunteers at all times.

But as well as this relationship it is also imperative for Delbrook House to know how the service it is providing is seen by these very important stakeholders - and an excellent 80% survey completion rate helps drive that knowledge forward.

From the survey results it can be seen that there may be some issues/concerns around the 'dietary choices' available for the clients, these questions may have come from conversations between user-representatives and their friends/family members or may be the opinion of the user-representative themselves, though whatever the reasons it is important (as good practice) that the subject of diet, dietary choices, and personal needs is looked-at again and discussed with all stakeholders involved in order to improve-upon what is already being provided.



## STAFF SURVEY SUMMARY

This survey is for the members of staff who work at Delbrook House. 5 surveys were sent out and 3 completed it – it was made clear to all contributors at the beginning of the survey that all answers and comments given would be completely anonymous.

### *Delbrook House needs you*

It is important for the management at Delbrook House that all members of staff feel respected and valued, that their opinions are taken seriously and that they feel able to say (without fear of consequence) when the system/s appears to be failing or when senior members of the team are making what they believe to be mistakes. No-one at Delbrook should be afraid to tell a senior member that they think something is or has gone wrong.

- First things first, do you like your job? – 100% replied Yes
- What did you think of your initial induction? – 100% said that It was good
- How do you feel that we (Delbrook House) preforms in regards to your development and training? - 67% (2) said Good, 33% (1) said I would like more
- Are you happy with your supervision and appraisals? - 100% replied Yes
- What are your thoughts on the lines of communication between management and staff? - 67% replied Could be better, 33% said Good
- What do you think about the Delbrook House policies and procedures? - 100% replied Good
- Do you feel that you always have enough 'client information' for you to be able to perform your duties correctly and to the best of your ability? - 100% replied Yes
- What do you think about our Health & Safety procedures? - 100% replied Good
- Do our staff meetings work, do you feel able to express your thoughts (without fear) on any issue? - 100% replied Yes
- If you have any concerns (about any aspect of Delbrook House) are you able to pass them on to the management, do you know how to pass them on? - 100% replied Yes and I know what to do
- Do you know how to raise a grievance? - 100% replied Yes
- How do you think we do as an Equal Opportunities employer? - 100% replied Good
- Are you treated with dignity and respect? 100% replied Always
- Out of 10 how would you rate the approach and behaviour of the management? - The

score was 9.33

- Do you believe that your views are important to and taken seriously by the management? - 100% replied Yes
- If a procedural or organisational problem arises are we good at making the relevant changes to improve the situation? - 100% replied Yes
- Do we have enough resources and equipment to do our job properly? - 100% said Yes
- Do we have enough Support Staff to do our job properly? - 100% replied Yes
- Do we need more volunteers? - 33% said No, 33% said Sometimes, 33% replied Yes
- Please give the management a score out of ten for their general attitude and behaviour towards all aspects of the Delbrook House service – 100% scored 10

## STAFF SURVEY CONCLUSION

Given that this survey was completely anonymous it does appear that currently all the systems across the service are working well, members of staff feel respected and valued, and that their views are taken seriously. Though there does appear to be a possible issue in regards to communication between management and staff with 67% replying that it 'could be better'.

It is important that the reasons which have caused these 'concerns' are discovered as soon as possible - to achieve this meetings will be scheduled between all staff-members and management to discuss any possible communication problems, and if, after these discussions it is agreed that new procedures are required they will be written jointly between the management and staff and put into practice at the earliest available moment.

From other questions within the survey it appears that the staff are confident that once highlighted and agreed-upon any required procedural changes (across all key areas of the service) will always be implemented without due concern.

In regards to the survey there should also be some general discussion as to why not all members of staff completed or felt able to access the questionnaire, and how take-up could be improved without it becoming compulsory, i.e. would some staff prefer that the questionnaire was also available as a paper version to be completed in the traditional way, and what other confidential methods of access can be created?

# OVERALL CONCLUSIONS

In general Delbrook House appears to be serving all its stakeholders well with only a few concerns being highlighted by the survey - It is the policy of Delbrook House that all concerns raised / highlighted from wherever and however raised are treated with absolute importance, and procedures put into place to address them.

## **House Action Plan bullet-list**

An action plan has been drawn-up based upon the results of the surveys, and upon our continuing desire to always do the best we can for the people who live and work with us. This plan includes...

- Improve service-user knowledge about how to complain if they are not happy, this can include more prominently placed leaflets, regular appraisals and discussions with clients and with client-representatives
- Include in the regular house meetings discussion about dietary choices, likes and dislikes; for instance would clients like to be able to grow their own food? Also discuss with client-representatives any thoughts they have on the issue of diet, do they have suggestions which could be implemented to improve choice?
- Schedule a series of meetings to discuss ways improve communications between staff and management and if required create new procedures and systems to ensure lines of information and communication is always clear
- Implement a rolling series of meetings between all members of staff/management to analyse and discuss the service Delbrook House provides, with the aims of broadening the range of activities available for service-users, increasing community integration options, and improving the general house premises and available facilities.

## **Improving 'annual satisfaction survey' transparency, usage and range**

### ***Better questions get better answers...***

The management at Delbrook House is always looking for ways to improve participation in the annual satisfaction survey as well as increasing the range of information which can be gleaned from it.

### ***Service Users***

For the 2015 survey the 'service users' accessed the questions in the familiar and informal settings of their home under the guidance of the Manager Rosemary Kay and other key workers - whilst certainly not a perfect solution Ms Kay is keen to keep improving the service she and her staff provide, and is therefore determined to create in future an influence-free setting for such surveys in the full knowledge that the 'wrong' answers will result in the 'wrong' solutions and a diminution of the service Delbrook House provides.

It is therefore desired that for the future a method of independent survey will be found which will allow for greater survey transparency whilst also keeping the format informal and stress-free for the participants.

Suggestions to enable this to happen satisfactorily have included the setting-up a series of small focus-groups of user representatives and service-users overseen by an independent external survey-manager which would discuss the type (and design) of questions to be contained in any forthcoming survey/s, it is also hoped that such conversations would uncover new issues which were not previously addressed by the survey which could then be added to the following years set of questions.

### ***User Representatives***

80% of user representatives were able to access and participate in the survey which is an excellent total though as always, are there ways to increase the numbers able to take part? A short series of chats and discussions with user representatives should take place to gather feedback on the survey and to hopefully discover ways to improve the participation rate.

### ***Staff***

3 out of 5 members of staff felt able to take part in the annual survey, it would be better if more felt able to do so without making the survey compulsory. There may be a variety of reasons why some staff were unable to participate but it is important to try and find out the reasons why, from the survey time-scale, to its general availability. To ensure the smooth running of Delbrook House and to continue the improvements to our service it is important that members of staff feel confident and able to engage completely with future surveys.

## **Final Thoughts**

“This has been a good start to our implementation of our new 'annual satisfaction survey'. As with all new-beginnings there are things we can learn from and improve upon.

At Delbrook we understand the importance of such surveys for all our stakeholders in moving forwards with the quality of service which we provide to some of the most vulnerable members of society, so it is important that we get the survey and its questions right and that we make them readily accessible to all and easy to understand and complete.

From the replies we have received to this survey we know that apart from a couple of small concerns we are on the right track with the service we are providing to our clients, and that the relationships we have created between us and our client-representatives seem to be working very well, which can only bode well for the future.”

- Rosemary Kay, Manager Delbrook House

The final survey report summaries are included in the following pages -

### Do you like your room?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	It is ok	0 / 0%
3	No	0 / 0%

### Is the house clean?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

### Are the toilets clean?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

### Is the bathroom and shower clean and tidy?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

### Do you like the dining room?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

### Do you like the communal lounge?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

## Do you like the garden?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

## How do you feel about the other people who live here with us?

4 out of 5 people answered this question

1	I like them	3 / 75%
2	They are ok	1 / 25%
3	Sometimes it is too noisy	0 / 0%
4	They annoy me	0 / 0%

## Do you like our house meetings?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%
3	Sometimes	0 / 0%

## Do you feel like you can say what you want at the meetings?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

## Do you like the food at Delbrook House?

4 out of 5 people answered this question

1	Yes	4 / 100%
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2	Most of the time	0 / 0%
3	No	0 / 0%

### Do we look after you properly and help you to look after yourself?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

### Do we ask you what you want, what you would like?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

### Do you feel safe living here?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

### Is there enough for you to do, do you like the things we do together?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

### If you dont like something can you complain to us?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%
3	Sometimes	0 / 0%



**Do you know how to complain properly?**

4 out of 5 people answered this question

1	Yes	3 / 75%
2	No	1 / 25%

**Do you like the support staff, are they helpful?**

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

**Do you like the volunteers, are they helpful?**

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

**Do you like the managers, are they helpful?**

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%

### Do you feel able to visit us at any time?

7 out of 8 people answered this question

1	Yes	7 / 100%
2	No	0 / 0%

### What is our 'attitude' towards you like (from all members of staff) whenever you visit or contact us at Delbrook House?

7 out of 8 people answered this question

1	Good	4 / 57%
2	Excellent	3 / 43%
3	Average	0 / 0%
4	Poor	0 / 0%
5	Variable	0 / 0%

### Have you ever felt (from our response/attitude towards you) that you were somehow in our way?

7 out of 8 people answered this question

1	No	7 / 100%
2	Yes	0 / 0%

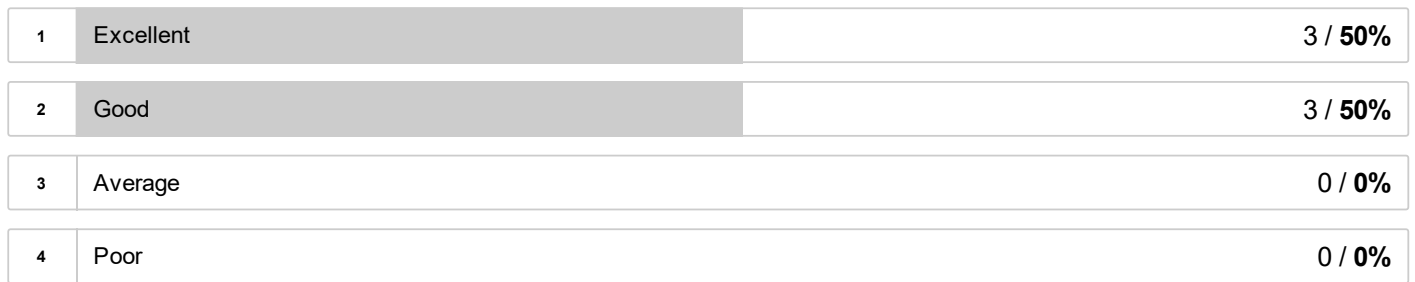
### How do you feel that we perform in regards to the following aspects of our service (and activities) in supporting the people in our care?

6 out of 8 people answered this question

1	general entertainment	6 / 100%
2	healthy activities	6 / 100%
3	holidays	6 / 100%
4	local integration / community involvement	6 / 100%
5	life skills	5 / 83%
6	supported work	5 / 83%
7	the arts	5 / 83%
8	dietary choices	3 / 50%

How do you feel in general about the overall quality of our premises and facilities at Delbrook House?

6 out of 8 people answered this question

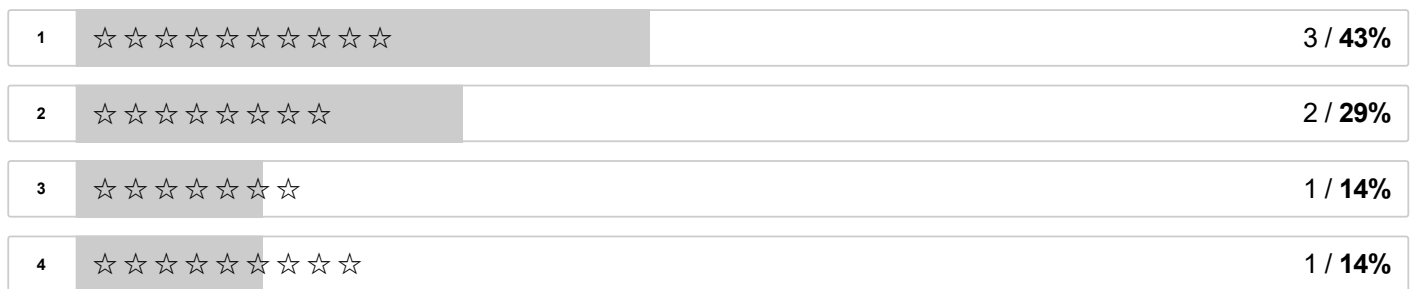


Please rate our toilet facilities out of 10, with 1 being poor, and 10 being excellent

7 out of 8 people answered this question



8.86 Average rating

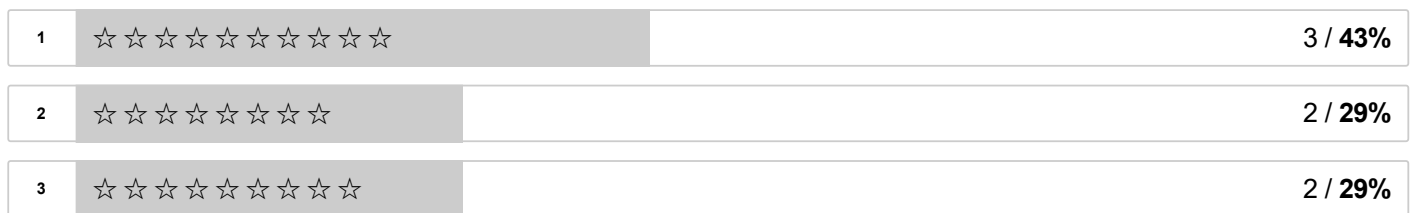


Please rate our 'dining room' area on a scale of 1 to 10.

7 out of 8 people answered this question



9.14 Average rating

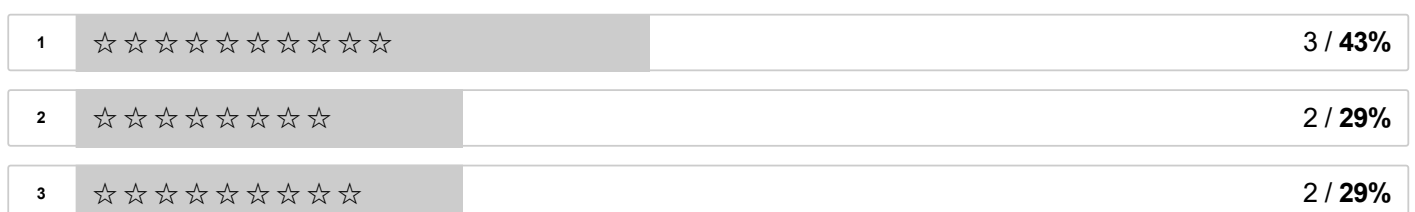


Please rate our 'communal lounge' area on a scale of 1 to 10

7 out of 8 people answered this question



9.14 Average rating



Please rate our garden on a scale of 1 to 10

7 out of 8 people answered this question



**8.57** Average rating

1	☆☆☆☆☆☆☆☆☆☆	3 / 43%
2	☆☆☆☆☆☆☆☆☆☆	3 / 43%
3	☆☆☆	1 / 14%

Please rate the 'personal room' of your family-member or friend on a scale of 1 to 10, with 1 being poor, and 10 being excellent

7 out of 8 people answered this question



**9.71** Average rating

1	☆☆☆☆☆☆☆☆☆☆	6 / 86%
2	☆☆☆☆☆☆☆☆	1 / 14%

How good are we at providing you with relevant information about the service we are providing for your family-member or friend?

7 out of 8 people answered this question

1	Excellent	4 / 57%
2	Good	3 / 43%
3	Average	0 / 0%
4	Poor	0 / 0%

Do you feel able to ask us questions or communicate any worries or concerns that you have either about the quality of our facilities or the standard of our service?

7 out of 8 people answered this question

1	Yes	7 / 100%
2	No	0 / 0%

Do the members of staff and management always make you feel as though your concerns are legitimate and of

## importance to them?

7 out of 8 people answered this question

1	Yes	7 / 100%
2	No	0 / 0%
3	Variable	0 / 0%

If you are not happy with our responses to your concerns do you know how to make an official complaint... Have we explained the procedure to you clearly?

7 out of 8 people answered this question

1	Yes	7 / 100%
2	No	0 / 0%

### First things first... Do you like your job?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%
3	Sometimes	0 / 0%

### What did you think about your initial induction?

3 out of 3 people answered this question

1	It was good	3 / 100%
2	Good but I wanted / expected more	0 / 0%
3	I didnt like it	0 / 0%

### How do you feel that we perform in regards to your development and training?

3 out of 3 people answered this question

1	Good	2 / 67%
2	I'd like more	1 / 33%
3	Average	0 / 0%
4	Bad	0 / 0%

### Are you happy with your supervision and appraisal?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%
3	Unsure	0 / 0%

### What are your thoughts regarding the lines of communication between management and staff?

3 out of 3 people answered this question

1	Fine but could be better	2 / 67%
2	Good	1 / 33%
3	Bad	0 / 0%

### What do you think about the Delbrook House policies and procedures?

3 out of 3 people answered this question

1	Good	3 / 100%
2	Bad	0 / 0%
3	Ok	0 / 0%

### Do you feel that you always have enough 'client information' for you to be able to perform your duties correctly and to the best of your ability?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%

### What do you think about our Health and Safety procedures?

3 out of 3 people answered this question

1	Good	3 / 100%
2	Bad	0 / 0%
3	Could be better	0 / 0%

### Do our staff meetings work, do you feel able to express your thoughts (without fear) on any issue?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%
3	Usually but not always	0 / 0%

### If you have any concerns (about any aspect of Delbrook) are you able to pass them on to the management, do you know how to pass them on?

3 out of 3 people answered this question

1	Yes, and I know what to do	3 / 100%
2	I do but they are ignored	0 / 0%
3	I dont know what to do	0 / 0%
4	I know what to do but sometimes i am afraid to do so	0 / 0%

### Do you know how to raise a grievance?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%

### How do you think we do as an equal opportunities employer?

3 out of 3 people answered this question

1	Good	3 / 100%
2	Bad	0 / 0%
3	I don't know	0 / 0%

### Are you treated with dignity and respect?

3 out of 3 people answered this question

1	Always	3 / 100%
2	Hardly ever	0 / 0%
3	Most of the time	0 / 0%

### How would you rate the approach and behaviour of the management?

3 out of 3 people answered this question



**9.33** Average rating

1	☆☆☆☆☆☆☆☆☆☆	2 / 67%
2	☆☆☆☆☆☆☆☆☆☆	1 / 33%

### Do you believe that your views are important to and taken seriously by the management?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	It varies	0 / 0%
3	No	0 / 0%



If a procedural or organisational problem arises are we good at making the relevant changes to improve the situation?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	Most of the time	0 / 0%
3	No	0 / 0%

Do we have enough resources and equipment to do our job properly?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%
3	We manage somehow	0 / 0%

Do we have enough support staff to help us to do our job properly?

3 out of 3 people answered this question

1	Yes	3 / 100%
2	No	0 / 0%

Do we need more volunteers?

3 out of 3 people answered this question

1	No	1 / 33%
2	Sometimes	1 / 33%
3	Yes	1 / 33%

Please give the management a score out of ten for their general attitude and behaviour towards all aspects of the Delbrook House service.

3 out of 3 people answered this question



10.00 Average rating

1	☆☆☆☆☆☆☆☆☆☆	3 / 100%
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