

Delbrook House; Residential Care and Support

21-23 Marlborough Avenue, Princes Avenue, Hull HU5 3JP

Annual Satisfaction Survey 2016



“I would like to pass on my praise, Delbrook house is a fantastic home and somewhere that offers a level of support for both basic care needs and all social / life skills that is rarely seen in other residential homes. I only wish it had more rooms!” *User-representative (2016 survey)*

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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 the months of November and December 2016 the (service) users, their representatives, and members of staff were asked to take part in a survey to ascertain how they felt about living at, working in, and interacting with the whole community which is Delbrook House.

This annual stakeholder-satisfaction survey is used by the management of Delbrook House to help them:-

- Analyse themselves and their service in the greater context of national standards and the highest expectations
- Highlight any previously unknown or ongoing and unresolved issues
- 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
- Measure the progress made since the previous survey

SURVEY OVERVIEW

Survey participation facts and figures

Out of a possible 22 'survey-participants' across the whole Delbrook House service 15 were able to take-part in the survey, the figures for completed surveys are as follows...

- 4 out of 6 service-users
- 5 out of 5 members of staff
- 6 out of 11 user-representatives

Survey access information

Service-users

For the 2016 survey the 'service users' were able to participate in the familiar and informal settings of their home under the guidance of Mr Kevin Rudeforth the independent creator of the survey. Staff-members were in attendance with some of the service-users but only as and when requested (by the service-user themselves) and only to offer a degree of support.

User-representatives and members of staff

User-representatives and members of staff were asked to complete the surveys using an anonymous online survey-service. Notification of the survey was given in person and by email. It was stressed at all times that accessing and completion of the survey was not deemed as compulsory for any member of staff.

Survey access - conclusion

Whilst participation in and completion of the survey by the service-users and members of staff was high the management at Delbrook House is a little disappointed at the engagement rate of the user-representatives - which was lower than for the 2015 survey.

Although participation in the survey is voluntary it is important for the management to try and discover what caused the access and completion rate to fall for this category, so that any issues can be rectified in-time for the 2017 survey.

SERVICE-USER SURVEY - SUMMARY

Service Users are the most important element of our service. The service-user questionnaire covered all aspects of the residential care service provided by Delbrook House including the premises, group activities, and relationships and hierarchies between all the people who live and work within the establishment. Out of a total of 6 service-users, 4 have participated in the survey - though not all participants answered every question.

The results below are a summary of the actual responses. The complete survey can be found in the Appendix at the end of this report

Service-User Survey Results

Premises

1. Do you like your room? - 100% replied YES
2. Is the house clean? – 100% replied ‘YES
3. Are the toilets clean? – 100% replied YES
4. Is the bathroom and shower clean and tidy? – 100% replied YES
5. Do you like the dining room? – 100% replied YES
6. Do you like the communal lounge? – 100% replied YES
7. Do you like the garden? – 100% replied YES

Relationships, interactions, and personal well-being

1. Do you like our house-meetings? - 100% replied YES
2. Do you go to the house-meetings? - 100% replied YES
3. Do you feel like you can say what you want at the meetings? – 100% replied YES
4. Can you choose the food that you eat at Delbrook House? – 100% replied YES
5. Do we look after you properly and help you to look after yourself? – 100% replied YES
6. Do you like the things we do together? – 100% replied YES
7. Is there someone you can speak to if you don't feel safe? – 100% replied YES
8. If something is wrong who would you tell? - 3 replied STAFF, 1 replied FAMILY
9. Do we talk about who to speak to if something is wrong? – 100% replied YES
10. Do you like the support staff, are they helpful? – 100% replied YES
11. Do you like the volunteers, are they helpful? – 100% replied YES
12. Do you like the managers, are they helpful? – 100% replied YES

SERVICE-USER SURVEY - CONCLUSION

In order to complete this element of the Annual Stakeholder Survey, its creator and designer Kevin Rudeforth held short one-to-one sessions with the service-users at Delbrook House in the 'house-meeting' room. It was felt that by conducting the survey in the familiar and informal surroundings of their home the participants would feel relaxed, comfortable and less overawed by the scenario.

Service-users were able to participate on their own or (if desired) with a member of staff in attendance to offer support but not to help with the questions or answers. This procedure seemed to work well with the participants able to engage confidently as much or as little as they wished with the survey.

Analysis of all the replies to the 2016 survey show that on a whole the service being provided by Delbrook House is working well and fulfilling all the needs of its service-users with no issues being highlighted as something which needed to be addressed. All participants liked their home and surroundings, they liked and enjoyed the services on offer, they liked and got on well with the members of staff, and they knew what to do and who to speak to if something was worrying them.

The management at Delbrook House will continue working hard to ensure that the whole team continue with the good work that it is doing whilst at the same time looking for ways to improve-upon and broaden the range of services and support that it can provide for its users to enable them to live better, safer, fulfilling lives.

USER-REPRESENTATIVE SURVEY – SUMMARY

This survey is for the representatives – the family-members, friends, or health and social care professionals - of the individuals who use the service on a daily basis; the people who live at Delbrook House. 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.

The results below are a summary of the actual responses. The complete survey can be found in the Appendix at the end of this report.

1. Do you feel able to visit us at any time? – 100% replied YES
2. What is our 'attitude' towards you like (from all members of staff) whenever you visit or contact us at Delbrook House? – 100% replied EXCELLENT
3. 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?
 - Life skills and daily living - scored 100%
 - Local integration / community involvement – scored 100%
 - Occupation and education – scored 100%
 - Recreation and leisure – scored 100%
 - Social care and support – scored 100%
 - Dietary choices – scored 80%
4. How do you feel in general about the overall quality of our premises and facilities at Delbrook House? – 75% replied EXCELLENT, 25% replied GOOD
5. Please rate the 'personal room' of the person you visit on a scale of 1 to 10, with 1 being poor, and 10 being excellent – 80% replied EXCELLENT, 20% replied GOOD
6. How good are we at providing you with relevant information about the service we are providing for your family member or friend? – 80% replied EXCELLENT, 20% replied GOOD
7. 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? – 100% replied YES
8. Do the members of staff and management make you feel as though your concerns are legitimate and of importance to them? – 100% replied ALWAYS
9. Do you know how to make an official complaint about the service we provide? – 100% replied YES

USER-REPRESENTATIVE SURVEY – CONCLUSION

Manager Rosemary Kay is aware that the relationship between the service and the representatives (official and family) of the clients is of utmost importance. It is vital that the user- representatives have complete confidence in the service which is being provided to their client, friend, or family member.

From the results of the user-representative element of the survey it is clear that Delbrook House is keeping to the high standards which it's management and team expects of itself.

The management and staff are delighted that user-representative's feel free to visit anytime and that they know that any concerns (no matter how small) are always taken seriously.

Scores of 100% across all aspects (except dietary choices) of the service show that Delbrook House is performing well, and listening to the needs of its users and gaining the confidence of their representatives.

The score of 80% in regards to dietary choices shows that there is still some work to be done in this area, and that the teams at Delbrook needs to continue to engage in conversations with clients and their representatives to discover what the shortcomings are and how they can be addressed. Next year's (2017) survey should also attempt to drill-down on this element to ensure that any issues have been ironed-out.

Delbrook House scores Excellent (80%) and Good (20%) for the way in which it keeps user-representatives informed on important issues regarding the service being provided. Better ways to engage with all sections of the Delbrook service are always being researched and considered.

Delbrook House scores Excellent (75%) and Good (25%) for the overall quality of the facilities and premises. Improving facilities and the premises is an ongoing process.

The one disappointment for the management at Delbrook House was the low participation in the survey with only 54% of representatives able to take part. The knowledge gained from such surveys helps the management to improve the service it provides; so although participation is voluntary it is vital to discover why participation fell from 2015 and how it can (if possible) be rectified.

Overall, and apart from the issue of user-representative participation, the management is pleased by the results of the survey which shows that the service Delbrook provides is working well, and that the representatives of its users feel confident and happy to leave their loved ones and clients in Delbrook's hands.

STAFF SURVEY – SUMMARY

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.

The results below are a summary of the actual responses. The complete survey can be found in the Appendix at the end of this report

1. First things first.. Do you like working at Delbrook House? – 100% replied YES
2. What did you think about your initial induction? – 100% replied IT WAS GOOD
3. How do you feel that we perform in regards to your development and training? – 75% replied GOOD, 25% replied I'D LIKE MORE
4. Are you happy with your supervision and appraisal? – 75% replied YES, 25% replied NO
5. What are your thoughts regarding the lines of communication between management and staff? – 100% replied GOOD
6. What do you think about the Delbrook House policies and procedures? – 100% replied GOOD
7. 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
8. Within your role at Delbrook House do you feel you have reliable access to on call support should crisis or incident occur? – 100% replied YES
9. Do our staff meetings work, do you feel able to express your thoughts (without fear) on any issue? – 100% replied YES
10. Do you know how to raise a grievance? – 100% replied YES
11. Are you treated with dignity and respect? – 75% replied ALWAYS, 25% replied MOST OF THE TIME
12. How would you rate the approach and behaviour of the management towards you and other members of staff? – Average rating was 9.25 out of 10
13. Do you believe that your views are important to (and taken seriously by) the management? – 100% replied YES
14. If a procedural or organisational problem arises are we good at making the relevant changes to improve the situation? – 100% replied YES
15. Do you have enough equipment to do your job properly? – 100% replied YES
16. Please give our service a score out of ten - Please be as honest as possible. – Average rating 9.5 out of 10

STAFF SURVEY – CONCLUSION

From the results of the 2016 survey it is clear that all of the systems across the service are working well, and on the whole members of staff and volunteers feel that the hard work which they do on a daily basis is respected and valued.

Lines of communication between management and staff are good, and the staff believes that they have all the facilities, equipment, and client-information necessary for them to perform their jobs to the highest standards.

Staff 'development and training' was seen as good though some participants commented that they would like more. This subject can be followed-up in further conversations with the staff as a whole so that methods to improve their development can be discussed and implemented; these improvements in training and development should be both tailored to both the individuals needs and in general for all grades of staff.

With all members of staff feeling able to participate in the survey, and with all the replies showing members of staff being positive about their role and the service they are providing, the management at Delbrook are pleased at the progress it is continually making in creating a team which delivers an excellent service for its service-users.

OVERALL CONCLUSIONS

In general Delbrook House appears to be serving all its stakeholders well with only a few issues across the whole service being indicated by the survey - It has always been the policy of Delbrook House that all concerns/problems (from whatever source and however raised) are always treated with absolute seriousness, and that once the issues have been identified and understood procedures are put into place to address them.

Survey Access; Participation and Engagement

The overall 'participation' rate for the survey is good but not what was hoped for with 15 out of 22 of those requested to take-part being able to do so. The participation figures were as follows -

- 4 out of 6 service-users
- 5 out of 5 members of staff
- 6 out of 11 user-representatives

Service-User's

The replies and general comments from the service-users indicate strongly that the service is currently working well and that the service-users feel happy, safe, and respected.

User-Representative's

Taken as a whole the replies from the representatives of the service-users show a general satisfaction with the service being provided, though there are some minor issues regarding dietary choices, premises and facilities, and some aspects of the information supplied to them.

Members of Staff

It is clear from the survey that staff members feel respected and that the systems currently in place at Delbrook House enable them to do their jobs properly and to the best of their ability. Although it is also clear that improvements can be made towards staff-development, and some aspects of their supervision and appraisal.

A RESPONSIVE SERVICE

Feedback from conversations, house-meetings, and user-surveys are of vital importance to the management at Delbrook House because it helps to inform its ongoing process of service and procedural improvements.

Survey-Access and Participation

The main issue highlighted from an analysis of the 2016 survey is the fall in participation from the user-representative element of the Delbrook House service. Because of the importance of feedback to the management at Delbrook house there is concern that almost half of the user-representatives were unable (for whatever reason) to participate in the survey.

- Was the format of the survey suitable for everybody, rather than have the whole survey on-line should Delbrook House also offer a paper option?
- Did the timing of the survey effect participation rates, was November and December the wrong time of year for people, would different months suit people better, could the length of time the survey is available be extended?
- Would a series of mini-surveys help?
- Did the stakeholders fully understand the 'importance' to the Delbrook House management of survey participation?

Whatever the reasons for the fall in participation it is important to try and find ways to remedy the situation. Ms Rosemary Kay (Manager of Delbrook House) will initiate a series of rolling conversations with all user-representatives to try to iron out any issues which may have caused the participation rate to fall from 2015 levels. The results of these conversations will inform all 'survey-access' improvements made for the next survey in 2017.

General Issues

All other issues raised by the survey across the full service will be discussed in the regular house and staff meetings, and in a series of ongoing discussions with other elements of the Delbrook service. It is important to the management at Delbrook House that the service and systems which are in place provide a positive environment for both service-users and members of staff.

Rosemary Kay

“I am very pleased with the results of the 2016 User Satisfaction Survey, as always there are things we can do better and we are always working towards improving all elements of our service. We are continually asking the members of our service on an informal level how they feel about what we are doing and it is these conversations as well as keeping ourselves aware of ‘best-practice’ issues across the whole residential care sector which help us to provide the service that we do.”

- Rosemary Kay, Manager Delbrook House

“Do not change anything Delbrook House is an excellent home” – *User-representative (2016 survey)*

APPENDIX

Original questionnaires

- General report - Delbrook User Survey 2016
- General report - Delbrook Representative Survey 2016
- General report - Delbrook Staff Survey 2016

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%

Do you like our house meetings?

3 out of 5 people answered this question

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

Do you go to the house meetings?

3 out of 5 people answered this question

1	Yes	3 / 100%
2	Never	0 / 0%
3	No	0 / 0%
4	Sometimes	0 / 0%

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

3 out of 5 people answered this question

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

Can you choose the food that you eat at Delbrook House?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	Most of the time	0 / 0%

3	No	0 / 0%
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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 you like the things we do together?

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 someone you can speak to if you don't feel safe?

4 out of 5 people answered this question

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

If something is wrong who would you tell?

4 out of 5 people answered this question

1	Staff	3 / 75%
2	Family / Friends	1 / 25%
3	CQC	0 / 0%
4	Social Services	0 / 0%

Do we talk about who to speak to if something is wrong?

4 out of 5 people answered this question

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

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?

5 out of 6 people answered this question

1	Yes	5 / 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?

5 out of 6 people answered this question

1	Excellent	5 / 100%
2	Average	0 / 0%
3	Good	0 / 0%
4	Poor	0 / 0%
5	Variable	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?

5 out of 6 people answered this question

1	Life skills and daily living	5 / 100%
2	Local integration / community involvement	5 / 100%
3	Occupation and education	5 / 100%
4	Recreation and leisure	5 / 100%
5	Social care and support	5 / 100%
6	Dietary choices	4 / 80%

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

4 out of 6 people answered this question

1	Excellent	3 / 75%
2	Good	1 / 25%
3	Average	0 / 0%
4	Poor	0 / 0%

Please rate the 'personal room' of the person you visit on a scale of 1 to 10, with 1 being poor, and 10 being excellent

5 out of 6 people answered this question



10.00 Average rating

1	☆☆☆☆☆☆☆☆☆☆	5 / 100%
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How good are we at providing you with relevant information about the service we are providing for your family-member or friend?

5 out of 6 people answered this question

1	Excellent	4 / 80%
2	Good	1 / 20%
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?

5 out of 6 people answered this question

1	Yes	5 / 100%
2	No	0 / 0%

Do the members of staff and management make you feel as though your concerns are legitimate and of importance to them?

5 out of 6 people answered this question

1	Always	5 / 100%
2	Never	0 / 0%
3	Sometimes	0 / 0%

Do you know how to make an official complaint about the service we provide?

5 out of 6 people answered this question

1	Yes	5 / 100%
2	No	0 / 0%

First things first... Do you like working at Delbrook house?

4 out of 5 people answered this question

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

What did you think about your initial induction?

4 out of 5 people answered this question

1	It was good	4 / 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?

4 out of 5 people answered this question

1	Good	3 / 75%
2	I'd like more	1 / 25%
3	Average	0 / 0%
4	Bad	0 / 0%

Are you happy with your supervision and appraisal?

4 out of 5 people answered this question

1	Yes	3 / 75%
2	No	1 / 25%
3	Unsure	0 / 0%

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

4 out of 5 people answered this question

1	Good	4 / 100%
2	Bad	0 / 0%
3	Fine but could be better	0 / 0%

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

4 out of 5 people answered this question

1	Good	4 / 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?

4 out of 5 people answered this question

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

Within your role at Delbrook House do you feel you have reliable access to on-call support should crisis or incident occur?

4 out of 5 people answered this question

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

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

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%
3	Usually but not always	0 / 0%

Do you know how to raise a grievance?

4 out of 5 people answered this question

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

Are you treated with dignity and respect?

4 out of 5 people answered this question

1	Always	3 / 75%
2	Most of the time	1 / 25%
3	Hardly ever	0 / 0%

How would you rate the approach and behaviour of the management towards you and other members of staff?

4 out of 5 people answered this question



9.25 Average rating

1	☆☆☆☆☆☆☆☆☆☆	2 / 50%
2	☆☆☆☆☆☆☆☆	1 / 25%
3	☆☆☆☆☆☆☆☆☆☆	1 / 25%

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

4 out of 5 people answered this question

1	Yes	4 / 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?

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 have enough equipment to do your job properly?

4 out of 5 people answered this question

1	Yes	4 / 100%
2	No	0 / 0%
3	We manage somehow	0 / 0%

Please give our service a score out of ten - Please be as honest as possible.

4 out of 5 people answered this question



9.50 Average rating

1	☆☆☆☆☆☆☆☆☆☆	2 / 50%
2	☆☆☆☆☆☆☆☆☆☆	2 / 50%