

ANNUAL SATISFACTION SURVEY 2018



“Whilst my family member has been at Delbrook House he has flourished and grown in confidence. Although it was a difficult decision to make at the time it now feels like we made the correct one. We have always been made to feel very welcome when we visit or if we need anything. The staff go above and beyond to accommodate what we need, and I feel they very much have the clients best interest in mind at all times, I could not have anticipated the success of the transition and how my family member has adapted to his new lifestyle. It has given him a new lease of life, and has also left us feeling we have been part of his journey.” - User representative 2018 Delbrook House Satisfaction Survey.

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DELBROOK HOUSE SATISFACTION SURVEY

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 August to November 2018 all the Delbrook House stakeholders - its service-users, their representatives, and all members of staff - were asked if they would voluntarily (and anonymously) take-part in the annual online 'Delbrook House Satisfaction Survey'.

The annual satisfaction-survey exists so that the management can obtain a regular snapshot of how everyone involved with the service is feeling about their lives in and work at Delbrook House. The survey is also one of the key elements used by the management of Delbrook House to:-

- Analyse itself and the service it provides in the greater context of national standards and the highest expectations
- Highlight (and hopefully rectify) any previously unknown or ongoing and still unresolved issues
- Create firm pointers for further improvements in regards to the quality of service provided to all of its stakeholders (service-users, representatives, and staff) across a range of key areas
- Measure the progress made since the previous survey

One of the main elements in the smooth running of Delbrook House is that everyone involved in the service (users, their representative, and members of staff) always have the confidence to air their opinions at any time. This survey is a key ingredient of that philosophy.

SERVICE-USER SURVEY

Service-Users are the most important stakeholder in the Delbrook House service. The service-user section of the survey covers 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.

**Service-User Survey Results - 5 out of 5 service-users participated in the survey.*

Premises

1. Do you like your room? - 5 replied YES
2. Is the house clean? – 5 replied YES
3. Are the toilets clean? – 4 replied YES, 1 replied MOST OF THE TIME
4. Is the bathroom and shower clean and tidy? – 5 replied YES
5. Do you like the dining room? – 5 replied YES
6. Do you like the communal lounge? – 5 replied YES
7. Do you like the garden? – 5 replied YES
8. Would you like to change anything about our house? – 5 replied NO

Relationships, interactions, and personal well-being

1. Do you like our house-meetings? - 5 replied YES
2. Do you go to the house-meetings? - 4 replied YES, 1 replied NO
3. Do you feel like you can say what you want at the meetings? – 5 replied YES
4. Can you choose the food that you eat at Delbrook House? – 5 replied YES
5. Do we look after you properly and help you to look after yourself? – 5 replied YES
6. Do you like the things we do together? – 5 replied YES
7. Is there someone you can speak to if you don't feel safe? – 5 replied YES
8. If something is wrong who would you tell? – 4/5 answered question, All replied STAFF
9. Do we talk about who to speak to if something is wrong? – 5 replied YES
10. Do you like the support staff, are they helpful? – 5 replied YES
11. Do you like the volunteers, are they helpful? – 5 replied YES

12. Do you like the managers, are they helpful? – 5 replied YES

SERVICE-USER SURVEY - CONCLUSION

Delbrook House Service-users were able to participate in the survey at home either on their own or with a friend / family member / representative in attendance to offer both support and help if required accessing and filling in the questionnaire. This method seems to have worked well with the participants able to take the survey in a place in which they feel comfortable, and complete it at a pace which allowed them to take their time in considering and answering each of the questions.

Analysis of all the replies to the 2018 survey show that on a whole the service being provided by Delbrook House is working well and generally fulfilling the needs of its service-users. The responses to this year's annual survey show that there are no immediate concerns (over and above the general day to day issues) confronted by either the service or its current group of 'users' which need to be understood and addressed by the management.

From the responses to the survey-questions it is clear that all respondents liked their home and surroundings, they liked and enjoyed the services on offer, and they like the things they do. In regards to their relationships with the other people living and working in the house the service-users liked and got-on well with the members of staff, and their replies also showed that they knew what to do and who to speak to if something was worrying or upsetting them.

One participant did not answer the question relating to 'asking for help if something is wrong'. The reason for this is unknown because the survey is anonymous; but as an initial response the management and staff will endeavour in future to talk regularly with all service-users about who is available for them to turn to (family, legal representatives, staff) if they feel something is wrong or if they are unhappy.

The management at Delbrook House is always looking at how best to ensure that the whole team is equipped to secure and build-upon the good work that it is already doing - with the goal of enabling its service-users to live better, safer, fulfilling lives.

USER-REPRESENTATIVE SURVEY

This survey is for the official 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 all 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.

**User Representatives Survey Results - 10 out of a possible 20 designated User-Representatives participated in the survey.*

1. Do you feel able to visit us at any time? – 10 replied YES
2. What is our 'attitude' towards you like (from all members of staff) whenever you visit or contact us at Delbrook House? – 7 replied EXCELLENT, 3 replied GOOD
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? * Please tick the choices in which you are happy with the activities we provide for your friend or family member.
 - Life skills and daily living – 7/10 were happy with our service
 - Local integration / community involvement – 8/10 were happy with our service
 - Occupation and education – 5/10 were happy with our service
 - Recreation and leisure – 8/10 were happy with our service
 - Social care and support – 8/10 were happy with our service
 - Dietary choices – 8/10 were happy with our service
4. How do you feel in general about the overall quality of our premises and facilities at Delbrook House? – 7 replied EXCELLENT, 3 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 – (8 out of 10 replied) 4 scored 10, 3 scored 9, 1 scored 8

6. How good are we at providing you with relevant information about the service we are providing for your family member or friend? – 7 replied EXCELLENT, 3 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? – 10 replied YES
8. Do the members of staff and management make you feel as though your concerns are legitimate and of importance to them? – 10 replied ALWAYS
9. Do you know how to make an official complaint about the service we provide? – 9 replied YES, 1 replied NO
10. Would you recommend the service we provide at Delbrook House to other? – (9 out of 10 replied) 8 said YES, 1 wrote N/A

USER-REPRESENTATIVE SURVEY - CONCLUSION

Delbrook House Manager Rosemary Kay is keenly aware that the relationship between the service and the representatives 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/s, friend, or family member. The satisfaction-survey is one element used by the management to keep abreast of any issues which may have arisen but which haven't been previously highlighted.

From the results of the user-representative element of the 2018 survey it is clear that Delbrook House whilst not perfect is still keeping to the high standards which it's management and team expects of itself.

The one issue 'highlighted' by the responses to this years' survey appears to be focussed around the 'life skills and occupation and education' element of the wide-ranging service which is provided by Delbrook House to its service-users.

This could be a failing of the questionnaire itself with the respondent unable to find a box to tick which fully-reflected their thoughts on the matter, or more seriously it could be that some representatives are genuinely unhappy with all

or some of the aspects on offer from Delbrook House in regards to improving the life-skills and educational opportunities of the users of the service.

In order to address this issue the management team at Delbrook House will begin a series of conversations with all its user-representatives (professional, friends, and family) to find out how they feel about this important element of the service and how they believe it can be improved on an individual and group basis for all service-users. Alongside these conversations the management will also research established 'best-practice' currently in-use across the 'residential support and care' sector as a whole.

This process will hopefully allow the management at Delbrook House to design a series of life-skills and educational programmes which satisfy the desires and needs of both the users of the service and their official representatives.

Apart from the issue highlighted Delbrook house scores well across all other aspects of the service it provides. The responses to the survey show that the user-representatives believe the team at Delbrook is performing well, listening to the needs of its users and continuing to have the full confidence of all concerned parties.

Delbrook House scores high marks for the way in which it keeps user-representatives informed on important issues regarding the service being provided.

Survey respondents also give very good marks for the overall quality of the facilities and premises at Delbrook House. Even so, improving and upgrading the quality of the facilities is a continual and ongoing process for the team.

The management at Delbrook is disappointed at the participation rate for this years' survey and believes it must work harder to increase participation levels amongst the user-representatives. The managing team at Delbrook House understands that not everyone has the time or inclination to sit-down and complete an online survey so work will continue to stress the importance of the survey to the 'representatives' whilst at the same time attempting to make it easier to access and participate in.

Overall the management at Delbrook House 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 Delbrooks' hands.

USER-REPRESENTATIVE SURVEY - SELECTED QUOTES

"i am very happy with the care my family member receives"

"I always enjoy visiting Delbrook House. The service user I work with is always clean and well presented, he is very happy and relaxed and enjoys a full programme of activities, it is evident that the staff care, have excellent relationships with the services users and treat everyone as an individual with individual needs."

"This is a brilliant service that helped two of our clients' transition on to new services after things had changed in their home environments, both clients were extremely happy living there as it promoted their independence and helped them gain skills to move onto independent living."

"fantastic home would recommend to a loved one"

"It is always a pleasure visiting Delbrook. I couldn't be more happier with the environment my family member is living in"

STAFF SURVEY

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 wrong.

**Delbrook House Staff Survey Results - 5 out of 6 members of staff participated in the survey.*

1. First things first... Do you like working at Delbrook House? – (4 out of 5 answered) All replied YES
2. What did you think about your initial induction? – (4 out of 5 answered) All replied IT WAS GOOD
3. How do you feel that we perform in regards to your development and training? – (4 out of 5 answered) All replied GOOD
4. Are you happy with your supervision and appraisal? – (4 out of 5 answered) All replied YES
5. What are your thoughts regarding the lines of communication between management and staff? – (4 out of 5 answered) All replied GOOD
6. What do you think about the Delbrook House policies and procedures? – (4 out of 5 answered) All 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? – (4 out of 5 answered) All 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? – (4 out of 5 answered) All replied YES
9. Do our staff meetings work; do you feel able to express your thoughts (without fear) on any issue? – (4 out of 5 answered) All replied YES
10. Do you know how to raise a grievance? – (4 out of 5 answered) All replied YES
11. Are you treated with dignity and respect? – (4 out of 5 answered) All replied ALWAYS
12. How would you rate the approach and behaviour of the management towards you and other members of staff? – (3 out of 5 answered) Average rating was 9.67 out of 10
13. Do you believe that your views are important to (and taken seriously by) the management? – (3 out of 5 answered) All replied YES

14. If a procedural or organisational problem arises are we good at making the relevant changes to improve the situation? – (3 out of 5 answered) All replied YES
15. Do you have enough equipment to do your job properly? – (3 out of 5 answered) All replied YES
16. Please give our service a score out of ten Please be as honest as possible – (4 out of 5 answered) Average rating 9.75 out of 10

STAFF SURVEY – CONCLUSION

From the results of the 2018 survey it is clear that all of the systems across the service are currently 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 members of staff believe that they have the required facilities, equipment, and client-information necessary for them to perform their jobs to the highest standards.

With 5 out of 6 members of staff feeling able to participate fully with the survey, and with all their responses showing a positive view about their role and the service they are providing, the management at Delbrook is pleased at the progress it is continually making in creating a team which delivers an excellent service for its service-users.

SURVEY 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 as requiring attention - 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

Out of a possible 31 'survey-participants' across the whole Delbrook House service 20 were able to find the time to take-part in the online survey, the figures for completed surveys are as follows;

- 5 out of 5 service-users
- 5 out of 6 members of staff
- 10 out of 20 user-representatives

It is important for the ongoing quality & improvement of the service provided by Delbrook that all stakeholders feel able to engage with the survey regularly.

Survey responses can and do directly influence the range of support provided to users of the service. It is hoped that as a result of seeing the ongoing improvements that all stakeholders feel that they have played an important role in the process.

Whilst participation-in and completion-of the survey by the service-users and members of staff was high the management at Delbrook House is disappointed at the continued low engagement-rate by the user-representatives.

The reason/s for the 'low' participation rate by user-representatives needs to

be fully understood and addressed so that changes can be made which help to increase current user-representative participation levels. The changes could be as simple as changing the months of the year for which the survey is available, or producing a paper version which can be handed to the representatives rather than it only being accessed online. Further conversations with all concerned are needed to help fix this problem.

STAKEHOLDER SATISFACTION

Service-Users - The responses 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-Representatives - Taken as a whole the replies from the representatives of the service-users show a general satisfaction with the service being provided. There are some issues regarding the 'life skills and education' element of the service which the management and its team will attend to immediately.

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.

VALUABLE RESOURCE

Overall the management at Delbrook House is delighted by the responses from all stakeholders in the survey. The information and support gained is a valuable resource for the team and is evidence that the service which Delbrook House provides is working well, empowering its' service-users, and enabling them to live better, safer, fulfilling lives.

SURVEY QUOTE

“I would definitely recommend Delbrook to others (and already have). They always put the client first and foremost but also make you feel it is a journey together. They are so approachable and helpful and I feel very supported during this time.” - *User representative 2018 Delbrook House satisfaction survey.*

The Delbrook House online *Stakeholder Satisfaction Survey* questionnaire was created and administered by Kevin Rudeforth.