

Delbrook House



Residential Care and Support

“I would recommend Delbrook in an instance to anyone looking for residential care for their family member. They totally put our minds at ease and seemed to know what we was going through, they have totally empathy with how hard the decision can be to make”

- 2019 Delbrook House satisfaction survey



Delbrook House

Delbrook House is a family-sized independent 'Residential and Care Support home' catering for up to 6 adults with learning disabilities in a safe, homely environment. It is located in the desirable Avenues area of west Hull, close to local parks' shops', and other amenities.

2019/20

Throughout December (2019) and the early months of 2020 the service-users, their representatives, along with all members of staff were given the opportunity to say how they felt about living at, working in, and interacting with each other at Delbrook House.

The Survey

This annual stakeholder satisfaction survey is used by the management team of Rosemary Kay and Stephen Welburn at Delbrook House as a means to:-

- 1) Measure the progress made in the year since the previous survey
- 2) Analyze and measure the methods currently used by Delbrook House against the highest standards and latest developments in care practices, legislation and regulations across the United Kingdom
- 3) Creating firm pointers towards further progress; developing the quality and breadth of the service provided to all of its stakeholders (service-users, representatives, and support-staff) across a range of key areas

Service-User

“I like living here I have lived here a long time - I don't want to live anywhere else I am settled here.”

- 2019 Delbrook House satisfaction survey



Survey Overview

The aim of the annual satisfaction survey is to see how the service-users/residents of Delbrook House see their daily lives.

The survey will help the management team and support-staff better understand which elements of the service are working and any which are not.

With this in mind the questionnaire covers everything from the physical premises, and group activities, to the relationships and hierarchies between all the people who live and work within the establishment.

The responses to this survey will help the management of Delbrook House create and provide a safe and secure home for the residents.

Building an environment which keeps its residents safe, but which also allows them to 'grow'. An environment which enables service-users to have as much control as possible over their lives is the goal of the management and support workers at Delbrook House.

Survey Summary

It has been a running-theme throughout all the satisfaction surveys conducted by the management of Delbrook House since it was initiated in 2015 that the users of the service do enjoy their time living in the positive environment created by the whole team. And the 2019 survey appears to be no different.

It is clear from the survey responses that the residents (service-users) at Delbrook House are happy within their home. They like their own personal rooms and the communal areas such as the lounge and the dining room. The residents agree that everywhere within the Delbrook House environment is clean and tidy.

The home created by the Delbrook House team is to their liking, they are settled, and it is a place they enjoy living in.

But most importantly of all, the residents' of Delbrook House feel safe and respected by all the people involved in running the home in which they live.

The relationship between service-users and members of staff is good with all the service-users agreeing that the support-staff and management are helpful, and that they look after them properly.

Further to this the survey also shows that the residents know that if something has gone wrong (in or outside of Delbrook), or that if someone or something is making them unhappy, or if they don't feel safe, that there is always someone available who they can speak to about it.

And that is essential.

2019 Survey questions and responses

In this section we show all the (service-user) survey questions and replies:-

Do you like your room?

5 out of 5 people answered this question

- 5 = Yes
- 0 = Most of the time
- 0 = No

Is the house clean?

5 out of 5 people answered this question

- 5 = Yes
- 0 = Most of the time
- 0 = No

Are the toilets clean?

5 out of 5 people answered this question

- 5 = Yes
- 0 = Most of the time
- 0 = No

Is the bathroom and shower clean and tidy?

5 out of 5 people answered this question

- 5 = Yes
- 0 = Most of the time
- 0 = No

Do you like the dining room?

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

Do you like the communal lounge?

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

Do you like the garden?

5 out of 5 people answered this question

- 4 = Yes
- 1 = No

Would you like to change anything about our house?

5 out of 5 people answered this question

- 3 = No
- 1 = "I would like to be able to go in the kitchen and help sometimes"
- 1 = "yes i dont like the yellow chairs"

Do you like our house meetings?

5 out of 5 people answered this question

- 4 = Yes
- 1 = No
- 0 = Sometimes

Do you go to our house meetings?

5 out of 5 people answered this question

- 3 = Yes
- 1 = Never
- 1 = Sometimes
- 0 = No

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

5 out of 5 people answered this question

- 4 = Yes
- 1 = No
- 0 = Most of the time

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

5 out of 5 people answered this question

- 4 = Yes
- 1 = No
- 0 = Most of the time

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

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

Do you like the things we do together?

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

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

4 out of 5 people answered this question

- 3 = Yes
- 1 = Most of the time
- 0 = No

Do you feel safe living here?

5 out of 5 people answered this question

- 5 = Yes
- 0 = Most of the time
- 0 = No

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

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

If something is wrong, who would you tell?

4 out of 5 people answered this question

- 4 = Staff
- 0 = CQC
- 0 = Family / Friends
- 0 = Social Services

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

5 out of 5 people answered this question

- 4 = Yes
- 1 = No

Do you like the support staff, are they helpful?

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

Do you like the volunteers, are they helpful?

5 out of 5 people answered this question

- 4 = Yes
- 1 = No

Do you like the managers, are they helpful?

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

Thank you very much for helping us, is there anything else you would like to say about living at Delbrook House?

5 out of 5 people answered this question

- I enjoy visiting and like the people
- I come for respite at delbrook and have already booked all my dates for next year
- Its nice
- I like living here i have lived here a long time - i don't want to live anywhere else i am settled here
- I like living here with all my friends. I love all my staff. If anything goes wrong with my daughter staff are there to help me and talk things through.

Service-User Representatives

“When I pay visits to Delbrook no matter what time of day it is I always feel welcome. Staff are always attentive to my needs and I always feel satisfied with the outcome. I feel it is very much a home from home for my family member and our family are classed the same. Nothing is too much trouble for the staff.”

- 2019 Delbrook House satisfaction survey



Image by chachaoriginal from Pixabay

Survey Overview

This element of the Satisfaction survey is for the representatives; family members, friends of the people who use the service on a daily basis. It is used by the management and team to help further develop and improve the service Delbrook House provides for vulnerable people.

Placing a friend or family-member in care is always a worrying time for everyone involved.

For the management team at Delbrook House it is therefore always of utmost importance that everyone, staff, volunteers, and management, behave and interact with the representatives of its service-users in a suitable, transparent, and respectful manner at all times.

Family-members and friends need to be happy and confident with the service Delbrook House is providing - the questions within this (anonymous) survey are intended to help highlight where the systems in place are working well and where they might be going wrong.

Survey Summary

The overall responses to the questions in the 2019 survey show clearly that the team at Delbrook House is performing well; and that the service it works so hard to provide is on the whole living-up to the high expectations and desires and needs of all its client-representatives.

As well as requiring simple 'yes / no' answers the survey also tries to get client-representatives to expand on their thoughts - to say (in their own words) how they actually feel about different aspects of the service which Delbrook House is providing.

From these expanded/open questions it is good to see how pleased the friends, family, and representatives of our residents are with;

1. our overall service
2. the attitude of the support staff and management towards service-user representatives whenever they call or visit

A small but important issue arising from the survey is the subject of 'how to make an official complaint if there is a problem'. This will have to be rectified as soon as possible.

This survey has shown once again that the service-user representatives are very happy with the overall service provided by Delbrook House and in the way in which their friend or family member has settled-in and is progressing.

2019 Survey questions and responses

In this section we show all the (service-user) survey questions and replies:-

Do you feel able to visit us at any time?

5 out of 5 people answered this question

- 5 = Yes
- 0 = No

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

5 out of 5 people answered this question

- 5 = Excellent
- 0 = Average
- 0 = Good
- 0 = Poor
- 0 = Variable

To help us 'develop' could you please expand on your answer to the previous question about our 'attitude' when you visit or contact us.

5 out of 5 people answered this question

- Very understanding and willing to give feedback and advice
- Everyone is very lovely and caring
- Delbrook is the best thing what has happened to *** he is so happy and so am I no worries what so ever I don't know what we would do without them *** has been through a lot the other homes he was in was terrible a lot of his money went missing never had his own clothes on I could go on and on, the staff all of them are absolutely great one big happy family
- The staff are all very friendly, caring , welcoming , happy and very efficient
- When I pay visits to Delbrook no matter what time of day it is I always feel welcome. Staff are always attentive to my needs and I always feel satisfied with the outcome. I feel it is very much a home from home for my family member and our family are classed the same. Nothing is too much trouble for the staff.

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 5 people answered this question (with multiple choice)

- 5 = Community access and involvement
- 5 = Recreation and leisure
- 4 = Dietary choices
- 4 = Life skills and daily living
- 4 = Social care and support
- 3 = Access to health services

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

5 out of 5 people answered this question

- 4 = Excellent
- 1 = Good
- 0 = Average
- 0 = Poor

Is there anything else you would like to add about our premises and facilities?

4 out of 5 people answered this question

- Absolutely spotless could not fault it in anyway
- It is always very clean tidy welcoming and everything looks in great condition
- It is always warm and cosy when we visit Delbrook. The premises are spotless, I have been invited up to the bedrooms (without warning) and they also are spotless and tidy yet lived in and used. It is a very welcoming environment.
- No

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 5 people answered this question

Average score 9.6

- 4 = 10
- 1 = 8

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 5 people answered this question

- 5 = Excellent
- 0 = Average
- 0 = Good
- 0 = Poor

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 5 people answered this question

- 5 = Yes
- 0 = No

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

5 out of 5 people answered this question

- 5 = Always
- 0 = Never
- 0 = Sometimes

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

5 out of 5 people answered this question

- 3 = Yes
- 2 = No

If there is anything else you would like to say about our service please feel free to use this available space. Thank you.

5 out of 5 people answered this question

- Very welcoming environment
- Very happy
- No, very happy with the device provided
- We are extremely happy that our relative found Delbrook house we are without doubt confident that all residents are totally loved and cared for. We have no complaints at all
- Finding Delbrook was such a relief for our family. We didn't think we would find somewhere that would fulfil what we wanted for our family member and thought we would have to compromise a few things, but gladly we didn't have to compromise anything and whilst being at Delbrook our family member has flourished and has become more independent. Our family are very proud of who they have become and mum is now happy that we made the right decision.

Would you recommend the service we provide at Delbrook House to others, if so why?

5 out of 5 people answered this question

- Yes, an almost unique environment (for Hull) for special needs clients who have a good degree of autonomy and independence
- Yes
- Yes as the service is second to none
- Absolutely. It's like home from home everything gets top marks in our eyes. It's an amazing home
- I would recommend Delbrook in an instance to anyone looking for residential care for their family member. They totally put our minds at ease and seemed to know what we was going through, they have totally empathy with how hard the decision can be to make.

Support Staff

“I feel well supported and my personal circumstances have been understood and supported within the last 12 months”

- 2019 Delbrook House satisfaction survey



People vector created by pch.vector

Survey Overview

This survey is for the members of staff who work at Delbrook House.

It is crucial for the smooth-running of Delbrook House (and for its ability to achieve its goals) that all members of staff feel they are respected and valued by the management team of Rosemary Kay and Stephen Welburn, and that they feel that their opinions are taken seriously.

All support-staff at Delbrook House are encouraged to say when they think that the systems in place aren't working as well as they could, or when senior members of the team are making what they believe to be mistakes.

No-one working at Delbrook should be afraid to tell a senior member of staff that they think something is wrong.

The management believes more is achieved by working together.

The aim of this anonymous survey is to help the management understand if its ethos matches the reality of what is actually happening on the ground.

Survey Summary

The results of the 2019 survey show that the members of staff working at Delbrook House are happy in their roles, and confident that they are respected and valued by the management.

Members of staff feel they are regarded as important members of the service, and that their input, opinions, and ideas are always taken seriously.

According to the survey-responses the systems across the Delbrook House service are working well for all elements of the service, and members of staff are sure they have been given the right tools to do the job asked of them.

There is a minor concern with Delbrook House 'Policies and Procedures', with some of the staff scoring them as only 'ok' rather than 'good'.

This element of the Delbrook House service is highly regulated and dictated by national and local social care legislation so unfortunately there isn't too much which can be done other than discussing the situation with members of staff and trying to understand (and hopefully allay) any concerns they might have.

2019 Survey questions and responses

In this section we show all the (staff) survey questions and replies:-

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

4 out of 4 people answered this question

- 3 = Yes
- 1 = Sometimes
- 0 = No

What did you think about your initial induction?

4 out of 4 people answered this question

- 4 = It was good
- 0 = Good but I wanted / expected more
- 0 = I didn't like it

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

4 out of 4 people answered this question

- 4 = Good
- 0 = Average
- 0 = Bad
- 0 = I'd like more

Are you happy with your supervision and appraisal?

4 out of 4 people answered this question

- 4 = Yes
- 0 = No
- 0 = Unsure

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

4 out of 4 people answered this question

- 4 = Good
- 0 = Bad
- 0 = Fine but could be better

If you think the lines of communication could be improved please say how... Thank you.

- Nobody answered this question

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

4 out of 4 people answered this question

- 2 = Good
- 2 = OK
- 0 = Bad

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 4 people answered this question

- 4 = Yes
- 0 = No
- 0 = Sometimes

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 4 people answered this question

- 4 = Yes
- 0 = No

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

4 out of 4 people answered this question

- 3 = Yes
- 1 = Usually but not always
- 0 = No

Do you know how to raise a grievance?

4 out of 4 people answered this question

- 4 = Yes
- 0 = No

Are you treated with dignity and respect?

4 out of 4 people answered this question

- 4 = Always
- 0 = Hardly ever
- 0 = Most of the time

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

4 out of 4 people answered this question

Average Score 9.2

- 2 = 10
- 1 = 9
- 1 = 8

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

4 out of 4 people answered this question

- 4 = Yes
- 0 = It varies
- 0 = No

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

4 out of 4 people answered this question

- 4 = Yes
- 0 = Most of the time
- 0 = No

Do you have enough equipment to do your job properly?

4 out of 4 people answered this question

- 4 = Yes
- 0 = No
- 0 = We manage somehow

Is there anything you would like to add, either about the survey, the questions, or something we forgot to raise? If so, now is your chance... And of course thank you very much for taking the time to complete this survey.

2 out of 4 people answered this question

- nice friendly working environment great customers
- I feel well supported and my personal circumstances have been understood and supported within the last 12 months.

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

4 out of 4 people answered this question

Average Score 9.8

- 3 = 10
- 1 = 9

Overall summary and conclusions



Action Plans

As a direct result of the 2019 satisfaction survey an 'action plan' has been created which will be used by the management to further develop and improve-upon the service provided by and for the team at Delbrook House.

The Registered Providers at Delbrook House (Rosemary Kay and Stephen Welburn) believe strongly that they must always "do the best they can for the people who live and work with us".

Rosemary Kay and Stephen Welburn work hard to ensure that all the Delbrook House service-users are able to actively influence the way in which the Service Operations related to them are implemented and developed.

This survey and the associated action-plans are just two elements of a wide-ranging and ongoing-process through which the whole Delbrook House service and its daily operations are updated, developed, and improved.

Service User Action Plan

One service-user said they wanted to be able to help in the kitchen.

Kitchen use is individually risk assessed and included in individual support plans. Not all users have the capacity and ability to safely access this space independently.

All service-user support-plans are re-assessed and updated regularly as their skills develop.

Service-users take-part in regular cooking and baking sessions, these are always tailored to an individuals' living-skills level.

1. As a team we will continue to discuss with all of our residents the way in which their support plans are created and developed.
2. These informal conversations allow us to keep them informed and us aware of their wishes and desires.

Service User Representative Action Plan

Two service-user representatives said that they didn't know how to make an official complaint.

1. We shall aim to have individual in-person conversations with all our service-user representatives to discuss this important issue and pass on all the information required so that if needed 'official complaints' can be made in the correct manner.
2. Emails will also be sent-out to all service-user representatives explaining fully the process of making an official complaint.
3. Leaflets containing all the relevant information will be printed and will be made available for all service-users and their representatives to read and take away with them if required.

Support-Staff Action Plan

There is a minor concern in regards to the 'Policies and Procedures' at Delbrook House, with some of the staff scoring them as only 'ok' rather than 'good'.

The care-home sector is highly regulated and therefore 'Policies & Procedures' are dictated and shaped by both national and local health and social-care legislation.

Unfortunately this means also means that staff can never fully or meaningfully dictate or shape these policies.

As a general rule the management team at Delbrook House will always consult/explain to members of staff the ramifications of any changes in its 'Policies and Procedures'.

1. In response to the survey the Delbrook House management team will discuss with all members of staff; both as a team and as individuals to try and understand (and allay) any concerns they may have with our Policies and Procedures.

Registered Provider Rosemary Kay

Here at Delbrook Stephen and I recognise and understand the importance of this survey for ourselves as the Registered Providers and for all our stakeholders.

The responses in the survey help to guide us as we seek to improve and develop the breadth of the service which we provide to some of the most vulnerable members of society.

From the answers given in the survey we can see that apart from a couple of small concerns we are on the right track.

The service which we are providing to our clients is to their obvious satisfaction; they know that we keep them safe whilst allowing them the space and opportunity to live their lives as best they can.

We are also delighted that the relationships we have created between ourselves and our client-representatives are working very well.

Placing a friend or family-member in 'care' is always a worrying time for all concerned so it is always very satisfying when we receive such glowing responses to the service we offer.

Our goal as always is to give our clients the same dignity we all expect for ourselves; so any praise we receive about the service we provide from their friends and family is always warmly received and viewed as recognition for all the hard work we all put in every day of the week to achieve the high standards we set ourselves.

“I like living here with all my friends. I love all my staff. If anything goes wrong with my daughter staff are there to help me and talk things through.”

- Service User 2019 Survey

“I like living here i have lived here a long time - i don't want to live anywhere else i am settled here.”

- Service User 2019 Survey

“I come for respbite at delbrook and have already booked all my dates for next year.”

- Service User 2019 Survey

*“Delbrook is the best thing what as happened to **** he is so happy and so am I no worries what so ever I don't know what we would do without them **** as been through a lot the other homes he was in was terrible a lot of his money went missing never had his own clothes on I could go on and on , the staff all of them are absolutely great one big happy family”*

- Service User Representative 2019 Survey

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- Service User Representative 2019 Survey

“Finding Delbrook was such a relief for our family. We didn't think we would find somewhere that would fulfil what we wanted for our family member and thought we would have to compromise a few things, but gladly we didn't have to compromise anything and whilst being at Delbrook our family member has flourished and has become more independent. Our family are very proud of who they have become and mum is now happy that we made the right decision.”

- Service User Representative 2019 Survey