

Wandsworth LINK Older People's Project

What information do providers gather for themselves about the quality of their service?

Heritage Care Centre

The home conducts annual satisfaction surveys of residents and relatives.

It also conducts annual satisfaction surveys of stakeholders.

Satisfaction survey of residents/relatives 2011

We were given three completed forms all from relatives of residents.

The form asks for scores (from 0-5) on each of 12 aspects of quality and an overall view of the home. It also asks for suggestions for improvement.

All three relatives scored 5 for almost every element of quality and 5 for the overall verdict, adding comments of "exceptional" and "excellent/well cared for"

One relative volunteered that her mother "had settled into the home very well"

Another relative commented that her family "are delighted with all the aspects of the care and attention given to our mother at all times. She calls Heritage "home" and we are all so grateful to the wonderful staff at Heritage"

The third relative said "Please thank all the staff for the excellent care and attention to my wife and all the other patients in the home"

Stakeholders satisfaction survey 2011

We were provided with four completed forms. The 12 quality aspects focused on responsiveness and the observed quality of

care. The questions allowed open responses and there was a final box for additional comments.

All the responses were extremely positive.

One stakeholder from Westminster Council added "Heritage Care Centre is consistently the best home I visit"

Another said "I find it a pleasure to visit Heritage Care Centre and I am continuously impressed by the care given by all staff"

A third stakeholder concluded "Well run home – I wouldn't mind putting a family member here"

Peter West

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