

Wandsworth LINK Older People's Project

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

Dawes House Intermediate Care Service

Dawes House issues satisfaction questionnaires to all patients as they move on after their stay for rehabilitation.

We have analysed completed questionnaires from 96 patients who left Dawes House over a six month period in 2011.

The survey questionnaire asks 5 questions and also gives patients the opportunity to add further comments. The structured questions give patients the option of replying "Yes, in full", "Yes, in part" or "No".

Responses to structured questions

The question yielding the highest positive response was:

Do you feel that all staff have treated you with dignity and respect?

Yes in full	85%
Yes in part	14%
No	1%
Total	100% (96 patients)

The question yielding the most mixed response was:

Have your expectations of the service been met?

Yes in full	66%
Yes in part	25%
No	9%
Total	100% (96 patients)

Patients' answers to the three other questions were highly positive (Yes in full) at around 80%:

Do you feel that you have been involved with planning your treatment programme or setting goals?

Do you feel that all the staff have communicated clearly with you?

Have you been satisfied with the quality of the service you have been given?

Additional comments

94 patients used the opportunity to add comments about their stay at Dawes House.

The most mentioned aspect of care was the high quality of the staff who were much appreciated and praised (19 mentions).

14 patients had no complaints and thought everything was good. 9 referred to the good food, 7 to the good service and 5 to the homely atmosphere. 5 more were more neutral and said that their experience had been "OK".

On the negative side, 9 patients mentioned being bored and criticised the lack of activities.

4 were critical of the responsiveness of staff and 3 complained about rude staff and 3 to communications/language problems between them and staff.

3 patients thought they had been discharged too early.

Other issues got mentioned only once or twice:

- Poor food
- Not getting what was expected
- Poor mattress
- Other patients' behaviour
- Being forced to do things
- Good standard of cleanliness
- Being involved
- Increased mobility
- Physio being hit and miss

Summary

This analysis shows the very high satisfaction of patients with the service offered, with staff coming in for most praise.

Areas for possible improvement focus on improving the expectations of patients on what the service will do for them and providing more things for patients to do to avoid boredom.

Peter West , Older People's Project, Wandsworth LINK

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