

## Wandsworth LINK Older People's Project

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

### Rosedene Nursing Home

Rosedene has produced a quality assurance statement, setting out all the detailed actions it takes to provide a high quality of care – covering initial assessment of new residents through to training staff to provide end of life care.

Quality is evaluated quarterly when a set of specific objectives is made.

When it was part of the regulator's inspection programme, Rosedene completed an Annual Quality Assurance Assessment or AQAA.

Of most relevance to the Older People's Project is the section of the AQAA covering the views of people who use services. Rosedene's statement in this area is as follows:

**We do the following to ensure that the views of people who use services are promoted and incorporated into what we do**

Hold regular client meetings, send out regular surveys and questionnaires

Listen to individual client comments and decide how to action them. Act on any complaint received.

Listen to client views during the probationary period of staff

**We have made the following changes as a result of listening to people who use our services**

We have changed the time of tea and supper

Added a small lounge area to the dining room

Put some dining furniture into the conservatory

**We are planning to make these further changes as a result of listening to people who use our services**

To make some bathrooms into shower rooms

Rosedene provided us with evidence to support this statement:

- Notes from three monthly residents' meetings January to March 2011
- Four Quality of Care survey forms completed by residents
- Three Quality of Care surveys completed by carers
- Two Quality of Care surveys completed by stakeholders

#### Monthly residents' meetings – January to March 2011

Attendance ranged from 7 to 9 at each meeting. Across the three meetings, 12 different residents attended.

The notes from the meetings recorded:

- Resident responses to standard questions about food, activities, environment and spiritual needs
- Other issues brought up by residents
- Actions to be taken by the Activities Co ordinator and any outcomes

Requests made by residents included:

- To visit a daughter

- To have a guitar
- Aromatherapy massage
- To attend church on Easter Sunday
- To see their social worker

There was evidence that some of these requests had positive outcomes.

### Quality of Care Surveys of Residents

The survey asks 46 questions under 6 sections such as complaints and daily living.

Under personal care and support, 3 out of 4 residents said yes to all the questions. One resident qualified four questions by saying "sometimes" relating to questions about staff availability, staff approachability, staff listening and staff carrying out duties in a pleasant and caring way.

Overall ratings were one each for "Very Good", "Good", "Satisfactory", and "Room for Improvement".

### Quality of Care Surveys for Carers

One carer gave an overall rating of "Good", two others "Very Good". Carers consistently said "Yes" to most of the questions with occasional qualifications relating to:

- Clothes going missing (2)
- The way information is given (1)
- The manager available to discuss problems (1)
- Staff listening and acting on what you say (1)
- Staff carrying out their duties in a pleasant and caring manner (1)

## Quality of Care Surveys for Stakeholders

The two stakeholders were a Community Psychiatric Nurse and a Consultant Psychiatrist who judged Rosedene to be "Good" and "Excellent". Their additional comments were:

- "Home is very busy and hectic. The manager has many demands i.e. always being asked for advice/information/to take calls"
- " The manager is brilliant – give her a pay rise!"

## Summary

The quality assurance processes appear to be comprehensive and there is evidence that they are implemented.

The small number of on individual survey forms analysed give a very positive picture with only minor concerns.

Peter West Wandsworth LINK

Older People's Project

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