

Wandsworth LINK Older People's Project

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

Wood House Care Home

The home conducts an annual satisfaction survey of residents or of relatives on their behalf.

The catering contractor also conducts an annual survey of satisfaction amongst residents.

The home had been inspected by the Care Quality Commission (CQC) in May 2011 and has shared with LINK their action plan to comply with one particular standard.

Resident satisfaction survey 2010

21 residents and 7 people on behalf of residents responded and were asked about 7 aspects of living at Wood House. They were also asked if they would recommend the home to others and if they had ideas for improvement.

Below is a LINK analysed extract from the survey results focussing on the aspects most relevant to the LINK Older People's Project:

Question	People responding "Poor or adequate"	People responding "Good or Excellent"	No response
How do you experience living here, overall?	8 (29%)	20 (71%)	-
How well does the care home perform in terms of respecting your dignity?	5 (18%)	23 (82%)	-
How well do you feel you are involved in planning your care?	9 (32%)	18 (64%)	1 (4%)
How well are you consulted and involved in decisions within the care home?	8 (29%)	20 (71%)	-
How well do you rate the staff's performance in terms of politeness and courtesy?	3 (11%)	25 (89%)	-
What is your opinion of staff's knowledge and skills to meet your care and support needs?	7 (25%)	21 (75%)	-
How well do you rate the staff's response to your personal needs and preferences?	3 (11%)	24 (86%)	1 (3%)
Do you think your home is well run?	7 (21%)	22 (79%)	-
What do you think of the range of social and leisure activities that take place at the home?	9 (32%)	19 (68%)	-

From this analysis it would appear that residents think that the home is particularly good at:

- Respecting their dignity
- Staff politeness and courtesy
- Staff's response to personal needs and preferences

The home is thought by its residents to be least good at:

- Involving residents in planning care
- Providing a range of activities

Catering satisfaction survey November 2010

No respondent numbers have been provided.

The results have been summarised as follows:

Aspect	% saying poor or room for improvement or OK	% saying good or excellent
Choice of meals	56%	45%
Food temperature	48%	51%
Taste	56%	44%
Portion size	37%	63%
Friendliness of staff	19%	81%
Helpfulness of staff	26%	74%

From this survey the strength of the catering service from a resident perspective appear to be the staff.

Choice of meals and taste were considered by residents to be the weakest aspects of the catering service.

Response to CQC issues

The issue raised by CQC at their inspection of the home at the end of May 2011 was about consent to care treatment, not an issue central to the Wandsworth LINK Enter and View project.

The home had submitted an action plan to CQC on this issue within a month of the inspection.

Peter West

LINK Older People's Project

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