

Beth Ezra

***Quality Assurance
Group Survey***

February 2011

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I would like to thank all the people who have made this survey possible:

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We wish to thank all those who took part for their contributions, time and patience; your assistance has been very much appreciated.

The responses received this year demonstrate again that Beth Ezra staff have continued to work hard to improve the quality of the support they provide. As you will see the survey findings this year have again been very positive and compare favorably with those of the previous survey.

Maria Ferreira Peteiro
Chairperson
Beth Ezra Quality Assurance Group
February 2011

SECTION 1

INTRODUCTION

The Beth Ezra Quality Assurance Group conducted this survey with residents, relatives and carers and staff at Beth Ezra.

The report details the purpose of the survey, the methodology employed, describes the findings arising out of the interviews and puts forward suggestions from the residents, their relatives and carers, staff and The Beth Ezra Quality Assurance Group for continuing to improve service provision.

AIMS & OBJECTIVES

Aim: To consult residents, their relatives and carers and staff at Beth Ezra.

Objectives:

- To seek residents', their relatives' and carers' and staff's views and ideas about current service provision at Beth Ezra.
- To collate the findings and produce a main report.
- To compare the findings with those of the last survey conducted in 2008.
- To put forward suggestions and recommendations to continue to improve service provision.

SECTION 2 **THE SURVEY PROCESS**

Contacts

The overall aim of the survey process was to elicit opinions, views and preferences of the residents, their relatives and carers that use the services provided at Beth Ezra.

In total 10 out of 14 residents were consulted (9 current and 1 new), 4 residents were unable to take part because of their health, where possible their relatives advocated on their behalf. The survey was conducted between October 2010 and January 2011. This represents 71% out of the total residents available compared with 71% in the survey conducted in 2009.

In terms of relatives and carers 12 out of 14 were consulted (11 current and 1 new) during the same period. This represents 86% out of the total relatives and carers available compared with 100% in the survey conducted in 2009.

In total 6 out of 19 staff were consulted during the same period; questionnaires were forwarded to all, 13 questionnaires were not returned. This represents 32% out of the total staff available compared with 57% in 2009.

The Interviews

The majority of interviews took place in Beth Ezra, others were consulted via postal questionnaires and over the telephone.

Methods

- The Beth Ezra Quality Assurance Group updated the existing questionnaires and devised a questionnaire for staff.
- All interviewees were asked the same questions in the same order but some were adapted to meet individuals' needs and promote greater understanding.
- Time was given for individuals' to add comments and put forward their ideas.
- All interviewees were helped by the interviewers at the beginning of each interview to understand 1) the purpose of the survey and 2) how the information given would be collated and disseminated.
- All interviewees' responses were recorded at the time of interview and where individuals made comments that may identify them, their permission to record their comments was sought in all cases.
- A main report was compiled by The Beth Ezra Quality Assurance Group.

SECTION 3 **RECOMMENDATIONS**

Recommendation 1:

To continue to discuss Beth Ezra's care arrangements with residents by continuing to make them aware of:

- who their key workers are
- their care plans
- how staff are meeting their needs
- how to call for help when in their rooms

Recommendation 2:

To continue to discuss Beth Ezra's care arrangements with relatives and carers by continuing to make them aware of:

- residents' care plans
- their involvement in these
- how staff are meeting residents' needs

Recommendation 3:

To continue to discuss Beth Ezra's complaints procedure with residents by continuing to make them aware of:

- how to make a complaint or suggestion
- where the complaints policy can be found

Recommendation 4:

To continue to discuss Beth Ezra's complaints procedure with relatives and carers by continuing to make them aware of:

- how to make a complaint or suggestion
- where the complaints policy can be found

Recommendation 5:

To review the current seating arrangements at meal times by:

- discussing and monitoring these with residents at their residents' meetings and on an individual basis

SECTION 3

RECOMMENDATIONS

Recommendation 6:

To review catering arrangements for residents by:

- discussing food portions, choices of food and availability of condiments with residents at their residents' meetings and on an individual basis

Recommendation 7:

To review lighting in the lounge by:

- discussing and monitoring this with residents at their residents' meetings and on an individual basis

Recommendation 8:

To review the chairs in the lounge by:

- discussing and monitoring this with residents at their residents' meetings and on an individual basis

Recommendation 9:

To review the current staffing situation by:

- reviewing ratio of staff to residents and ratio of staff on shift
- identifying and monitoring availability of staff
- identifying and monitoring individual time staff spend with residents

Recommendation 10:

To review training in place for all staff by:

- conducting individual training needs analysis with all staff members

SECTION 4

MANAGER'S RESPONSE TO RECOMMENDATIONS

Recommendation 1

We have tried to help residents remember who their Key workers are during the last few months, by putting a list on the notice board in the dining area. We will try to continue to make them aware, but it is difficult for those with failing memories. We have also talked more to residents about their care plans and will continue to do this in the hope it will help them to remember. Where we identify residents who are unable to remember how to use their call bell, we use call mats which alert staff via their bleeps that a resident is moving and needs help.

Recommendation 2

During the last year we have included care plans on our 6 monthly review sheet when we meet with relatives. We will endeavour to spend more time discussing care plans during these reviews.

Recommendation 3

I feel the answers to the questions about complaints may not be understood by residents as I receive a constant stream of minor complaints, comments and suggestions on an almost daily basis. We also received a serious complaint from a resident which was not on an official complaint form, but was made in a way that it could be properly investigated.

Recommendation 4

We have a supply of complaints policies and forms in the front hall to enable anyone to take a copy. All staff receive training on how to deal with complaints.

Recommendation 5

Now we have smaller tables this has given us the flexibility to arrange the seating at mealtimes in a variety of ways. The arrangements are always discussed with the residents and they can sit where they like. Not all the residents have the same preferences which can be difficult to accommodate.

Recommendation 6

We constantly discuss with residents their choices and suggestions regarding the catering arrangements. We receive a very wide range of preferences and suggestions from our residents and as we often explain, we have to try to accommodate all requests. We do cater for special diets and different meals for

those with particular needs. Some of our residents like to advise other residents and staff on the type of food they should or should not be eating which gives us some problems as they forget we also have to cater for those who need to increase their weight.

Recommendation 7

Lighting in the lounge now includes 9 reading lights above all armchairs, which are switched on during sessions where more light is required. Additional lamps have been provided in the lounge, dining room and bedroom for residents who are partially sighted.

Recommendation 8

We have now provided 4 different types of armchairs for residents to use. We will continue to provide a variety of chairs to try to accommodate the wishes of all our residents.

Recommendation 9

We have introduced an additional member of staff during the hours of 5.00pm and 9.00pm as we felt two members of staff were inadequate to deal with the workload. Team Leaders have now been provided with a hands free telephone to enable them to answer calls immediately. I am trying to encourage relatives and visitors to make an appointment to see me if they wish to discuss matters, as I can then give them more attention than if I am attending meetings or committed to work that has to be carried out at the time of their visit.

It should be noted that during the later months of 2010 sadly we had four deaths and this requires both the staff and manager to give a lot of time to end of life care for those residents and relatives. At these times others may feel they are not getting quite as much attention as they can usually expect.

Unfortunately we have a limited number of hours each day and we have 16 residents and their relatives who all have to share of our time.

Recommendation 10

In addition to the annual refresher training, we will be trying to include in our training programme individual requirements. We now have a specific training budget which should ensure funds are available to meet our needs. Other mandatory training includes NVQ and dementia training, when staff have completed their trial periods.

SECTION 5 **SURVEY FINDINGS**

The findings showed that service delivery to residents continues to be of a high standard and the results in most areas compared favourably to the responses given in the last survey undertaken in 2009.

The sections that follow set out the findings of the survey and are in exactly the same order as they were asked at the interviews. Each section sets out residents' responses, followed by their relatives' and carers' responses and finally staff's responses. All comments made by respondents are presented exactly as they were recorded at the time of interview.

Residents' Responses:

100% of residents interviewed stated that if they needed assistance during the day or night there is always a member of staff available (compared with 93% residents interviewed in 2009). 75% residents interviewed confirmed that they were aware of how to call for help when they were in their rooms. 100% of residents interviewed confirmed that both day and night staff responded to their calls quickly.

100% of new residents interviewed stated that they were made to feel welcome upon their arrival at Beth Ezra (compared with 100% residents interviewed in 2009).

90% of residents indicated that they received support from staff, family and friends to carry out personal shopping. 100% of residents indicated that they were satisfied with the laundry service (compared with 100% residents interviewed in 2009).

60% of residents said that they thought staff knew what their needs were and how they are best met, (compared with 93% residents interviewed in 2009). 40% of residents knew who their key worker was, (compared with 50% in 2009). 30% of residents interviewed knew they had a care plan, (compared with 50% in 2009).

70% of residents stated that they thought all areas in Beth Ezra are kept clean and tidy.

60% of residents interviewed stated that they were aware that Beth Ezra had a written complaints policy; (compared with 60% in 2009). 30% of residents stated that they were aware of where to find the complaints policy (compared with 50% in 2009).

Residents' Comments:

Staff Assistance:

'Yes staff come quickly – sometimes a little longer than one might wish but I always do get an answer'

'...If I do want assistance I have a little button to press and somebody appears'

'We have a push button if we need help and they come up and ask 'what can we do to help you?' I am confident that when I lay down to sleep that somebody is there if I need them'

'I am fortunate I do not have to ring often but they are pretty good. They change you at night and I do not know when they come. They come and go like angels'

'Staff are not available as much as I would like. It is unfair to judge at this time because time with me but I think they do they are so busy. When they come in to your room to do one or two things – they are in and gone and you've been sitting waiting to say or ask something but they've gone, but I know they're busy. Janet is working in the kitchen today and works half-night shifts'

'Staff come and give me a glass of sherry before dinner which I like. If you can't sleep at night they bring you a drink'

'Staff take more time with me but they do not always realise how under the weather you are sometimes – they probably think I am neurotic but I do just want some help sometimes. I'm naturally a very busy person'

'Some staff do and some staff don't. I find staff changes difficult'

'I know I have a buzzer but I have very bad sight and find it difficult to use or even to find when I am in bed'

'The staff come as quickly as they can but I do not like it when they go off again'

Laundry Service:

'... I have lost the odd bits but it must have been that I hadn't marked them. I am very good at the 'waste not – want not'

'..She is a lovely laundry lady, does not humbug about'

'Nothing has come back missing'

'Quite good'

Activities Residents Participate in:

'Almost the whole morning I am in my room because I have lots to do – a certain amount of writing to people though my eyes are not so good. I love the spiritual things – readings and hymns and reading a book. You learn so much. I would like to do the painting but I am too tired. I do the evening things but can't watch videos because of my eyes'

'I like the reading group'

'I like quizzes and games'

'Afternoons, readings, Monday and Wednesday evenings, readings and on Sunday mornings and evenings'

'We don't have many. I take part in craft days which I enjoy – exercises make me breathless so I don't do it. Enjoy joining in crossword games sometimes'

'At my age I don't want to do anymore. I enjoy walking round the garden with a stick sometimes when the weather is nice.'

'I participate in whatever activities are going on'

'I listen to the readings in the lounge and watch and listen to other activities in the lounge like quizzes'

'I love the quizzes. I attend the daily Bible readings'

'Daily readings and evening activities (videos, hymn singing etc.), I do a lot of letter writing in her room.'

Catering:

'I don't think you could better the food anywhere. I have to be a bit careful as some food aggravates me but I can have half-portions – they are very kind and thoughtful'

'Very pleasant, nothing wrong with it'

'Food is cooked for a nice long time and cooked so very well and meat is tender.'

'Would like more potatoes'

'I think it is very good. We had scampi today which was nice. Everyone has a fruit bowl in their room now which is good.'

'We have a very varied menu'

'I enjoy the food and always clear the plate'

'I am happy with the food'

'Menus are lovely but I would like to have salt available....I have my meals on a tray'

'I would like a few more roast potatoes – I have 2 small ones but I would really like more or bigger ones'

'I would like more fresh fruit – a banana or apple rather than biscuits – we used to get fruit'

'Good but the dinners are not always very hot. Maybe a new toaster is needed as the toast is not always very well done'

Seating Arrangements At Mealtimes:

'Quite nice. I understood when I came that they moved you around to get used to talking together – doesn't happen much but I'm happy anywhere and can talk to someone at another table too.'

'It is nice.'

'Quite good'

'A bit cliquy. I liked the previous arrangements better – I feel a bit isolated now'

'Yes, they are alright. On Sundays we have a big table for lunch which is nice – like being a family'

'It's alright, I prefer on a separate table than a long one'

'Good although the lighting is not always too good – dark corners in the dining section'

Care Planning:

'They know our regular needs. At one time I heard about care plans but not lately. We were always hearing about it, it seems to have dropped.'

'I don't know about this. There are a lot of new staff and so they don't stay long enough to get to know too much about you.'

'Never heard of this. I do not think they tell you enough i.e. the established staff when you come in first. You have to find your own feet – you do not know everything.'

Furnishings At Beth Ezra:

'Oh yes. They're cleaning up all the time. They keep popping in and out, so no privacy! Perhaps you're trying something on, but never mind.'

'Nothing to criticise, very nice'

'Most things are quite alright'

'Oh yes, all areas are kept clean and tidy, even pleased my fussy sister'

'...the cleaners are very good. I do say that earnestly and truly. They are very thorough'

'Alright – particularly like the cream curtains in the lounge, the new carpet. My chair in the lounge is especially for me as I have short legs, that is nice.'

'Good and I like my room very much'

'Great improvement, the carpet and some chairs. Easy chairs could do with a clean'

'They have improved lately. Red is not my favourite colour. I would not have chosen red to live with. Red carpet does not show dirt but it is not restful'

'Carpets and curtains very nice but lighting not good in lounge. A lot of the chairs are too high in the lounge. I don't like the new china – too heavy'

'Not happy with my en suite toilet – dirty behind toilet and in corners and cobwebs on the walls. General areas of Beth Ezra are kept clean and tidy'

'Everything looks nice but I have been unfortunate with furniture. I have a chest of drawers which keeps being mended but now have another one which isn't quite big enough. The toilet has gone wrong and the handle has gone wrong – didn't flush well and had to have another fitting. I couldn't have my own comfortable chairs'

Making Complaints Or Suggestions:

'I would tell someone'

'I'm aware of the complaints procedure but I never use it'

'I would ask the staff to tell me'

'Get the Team leader and tell her about your grievance if you had one – it would only be a lady wouldn't it?'...never set time for such thing. I do not think they want to out the idea in your head'

'I tell my son any problems or complaints and he would sort them out'

'I would tell the Team Leader'

Care Received At Beth Ezra:

'I think it is very good except there's no time to discuss or ask something – they just put something down and are gone. But I'm very thankful to be here.'

'I have nothing to worry about'

'Yes – on the whole it is quite good. They are very apologetic if they do not get the message through'

'Overall very good really. I do not think that any of us are left in misery. The staff need a lot of patience sometimes and I do not know where it comes from'

'Very good'

'Very happy with it. I have settled in very well'

'Wonderful, this is one of the happiest periods of my life'

Relatives' & Carers' Responses:

100% of relatives and carers interviewed stated that they had been adequately informed about financial matters (compared with 87% in 2009).

90% of relatives and carers stated that staff were available when they needed them, (compared with 87% in 2009).

100% of relatives and carers indicated that staff knew what their relative or friend's needs were and how they should be met, (compared with 87% in 2009).

70% of relatives and carers explained how they were involved in their relative or friend's care plan, (compared with 86% in 2009).

90% relatives and carers stated that they felt able to discuss and raise any concerns they may have about their relative or friend's care with staff; (compared with 100% in 2009). 90% of relatives and carers stated that they were aware that Beth Ezra has a written complaints procedure; (compared with 100% in 2009). 20% of relatives and carers knew where to find the complaints procedure; (compared with 93% in 2009).

80% of relatives and carers interviewed stated that they were made to feel welcome when they visited Beth Ezra, (compared with 100% interviewed in 2009). 100% of relatives and carers interviewed thought that all areas in Beth Ezra are kept clean and tidy (compared with 100% interviewed in 2009). 80% of relatives and carers interviewed stated that they had received all the information they wanted about their relative or friend, (compared with 86% of relatives and carers interviewed in 2009).

80% of relatives and carers stated that they continued to feel involved and consulted about their relative or friend's care, (compared with 93% in 2009)

Relatives' And Carers' Comments:

Catering:

'Catering seems very good indeed. We had a meal there recently which was very nice and there were 'seconds' of everything on offer'

'Food looks good and she's very happy with her special diet'

'The meals I see mother have I'm happy with'

'Excellent food!'

'The food sounds delicious'

'Excellent, perhaps more pies/crumbles for winter puddings'

'It is much better now with the new seating arrangements. Much improved and the residents prefer it'

'Fine, but please be aware of my mother's weight'

'The home has a good reputation for its catering and we are frequently being told by other visitors as well as the staff of my mother's healthy appetite'

Expectations:

'Every comfort we could wish for her has been fulfilled'

'It's all fine – expectations more than met'

'Good spiritual and natural care, sense of belonging. Expectations totally met'

'All expectations have been met'

'Good care, comfort, a home to home experience with help'

'Expectations have been met, thank you!'

'Expectations based on what we were told initially have been largely met but staff are far more rushed than we were given to expect and don't seem to have time to allow for the possibility of a resident needing a few words about something other than what the carer came into the room for'

'A good, caring, homely environment, for the most part it's met'

'I did not expect anything as it was my parents' choice to go to Beth Ezra, other than to say to provide a warm, safe and comfortable home based on religious activities'

'I am very happy with how she is cared for. Few issues at first – took her a while to adjust'

'Our expectations have been met, seems very happy'

'Yes, they certainly have been met.'

Staffing

'Most of the time staff are available when I need to speak to them – never had any difficulty, always someone around even when short staffed'

'For the most part staff are available...an extra staff member on every shift would be better'

'Staff are very good. We needed to speak to them about the ... cancelled appointment and they were very quick to follow this up'

'Yes mostly. Get the answer machine most of the time for Janet. The Team Leader rings back'

'Staff are not always available. You have to chase around to find somebody to speak to and then knock on the Manager's door and often they are upstairs. You cannot find anybody to talk to most of the time'

Care Planning:

'Last July I was invited to a meeting to discuss this – one of the carers was there... I was pleased to be included'

'Although we have seen a resident review report on her first six months stay at Beth Ezra we have not seen a copy of her care plan'

'I attended a recent meeting with the Team Leader'

'On a half year basis when resident is reviewed. I see the resident on a weekly basis and make any new requests known'

'Any updates are checked with family and they are informed of any changes'

'We have been consulted and improvements were made'

'I'm adequately involved in discussions'

'This has improved quite considerably – better understanding'

'I think a few times when I go and see mother they seem to know what she wants or they tell me what she wants. I am not sure that they really do. I am not told very much unless there is a big problem.'

'Went through the care plan, her needs are fully met'

'We've been consulted in determining my mother's needs. However we feel it would have been beneficial if we had been consulted earlier about my mother's background and interests'

Dealing With Accidents/Illnesses:

'I was informed straightaway when she fell'

'Very satisfactorily dealt with following recent illness, spell in hospital and minor ops'

'We have been consulted about her illnesses and when a doctor is required. We have also been informed of the doctor's report on her current condition and the deterioration of her health'

'She had an infection recently and the staff went out in the evening to pick up her antibiotics which the GP prescribed, she got better quickly because of their prompt action'

'...they are not open to hear what I have to say, they listen politely but do their own things on it. It is difficult when you are so far away to be able to know what is being treated seriously as in Mum's concerns. They do not take things on board. No notice is actually taken of what me or mother has said'

Discussing And Raising Concerns Or Questions:

'All staff are very approachable'

'Our relative/resident doesn't like us to do so. But we have sometimes mentioned things we felt were important'

'If I had a complaint I would raise my concern with the Home Manager first verbally and then in writing. Any complaint that couldn't be satisfied by the

management would be referred to the trustees in writing; suggestions I would express verbally and then in writing'

'They have only ever phoned me on a couple of occasions over the years when she has had a fall and went to hospital'

Furnishings At Beth Ezra:

'It looks nicer than most homes'

'Some of it looks nice (bedrooms) but the quality of some furniture is poor and some of it is therefore not easy to use. Soft furnishings are nice and downstairs is fine'

'The furnishings are nice – bright and clean and homely'

'Lovely, good chairs'

'Some carpets need looking at'

'Homely and of good quality. Resident has more than enough furniture in room'

'Suitable for the purposes used'

'I like the new carpet and the small tables in the dining room which can seat 4 separately or can be moved together to make a large table e.g. on some Sundays'

'Excellent they have revamped it. Feels comfortable, always decorating rooms and keeping it fresh'

'Seem very nice to me but I do not like the red carpet. I preferred the old carpet it was more soothing'

'The notices around the front door while necessary are a rather fussy entrance to Beth Ezra and are not a warm welcome; a couple of times recently I have had to wait up to 15 minutes for the door to be opened'

Care Received At Beth Ezra:

'Just fantastic – you wouldn't find a better Home'

'The overall care of my mother is excellent. The physical, religious and medical care is satisfactorily provided for. To improve her emotional care it would have been beneficial if the carers had consulted with the family to discuss her background history e.g. hobbies, interests, etc.'

'Excellent and very caring – she seems to have settled and is content now'

'Second to none'

'Wonderful, our minds are at rest'

'Excellent care, mum always looks very well looked after'

'Generally good, they understand her.....which is not always easy'

'Excellent care, can't say anymore'

'From what I can see it seems to be excellent'

'Very good as far as I can tell. Looks well cared for'

'The basic care is good. But a few staff don't seem to allow for the slowness of mental function of even able minded elderly people, which can lead to frustration and misunderstandings and therefore emotional distress for the resident. Our overall criticism would be the time allotted to personal communication with

residents which does fall short of what we were given to expect. However, we are largely happy with the standards of care maintained at Beth Ezra'
'Finding a time to call through to Beth Ezra is hard as staff are busy and times are awkward'

Staff Responses:

100% of staff indicated that they felt they received sufficient support from Beth Ezra (compared with 83% in 2009). 50% of staff indicated that they would benefit from further training (compared with 75% in 2009).

100% of staff interviewed stated that they knew who to go to if they had a concern (compared with 100% in 2009).

67% of staff stated that they thought residents' relatives and carers are kept fully informed about residents' welfare; (compared with 92% in 2009).

100% of staff interviewed thought that all areas in Beth Ezra are kept clean and tidy (compared with 83% in 2009).

Staff Comments:

Service Quality at Beth Ezra:

'A friendly atmosphere. Nice food, good care staff and lovely clean surroundings'

'A comfortable and happy environment, high standard of care and very good food'

'Respect, dignity, choice and a friendly environment'

'The best care possible to improve their well-being and general health'

'Care, help, support, stress free living!'

'Good quality care and comfort'

Training:

'More training for residents with mental health needs'

'Training is always good...Palliative Care'

'Dementia training would be of benefit'

Catering:

'Yummy, good food, good variety, fresh and well presented'

'This is mainly the residents' choice to ask for what they like to be served daily, taking into account the seasonal changes. Adequate amounts should be given to the residents at all times they should be asked if they need extras during the serving of the meal'

'They have a good variety of meals'

'Meals are fairly good'

'I think the food could be more varied'

Care Planning:

'I read everyone's care plans. Update those I am key worker to for they give me understanding about the residents' needs'

'I change residents' care plans if I feel that something has changed'

'I get involved with the daily living needs and personal welfare of the residents'

'I write daily reports, reviews'

'Each resident has a care plan which specifies how they should be supervised or assisted by the carer. Changes are made constantly whenever the condition of a resident changes'

Dealing With Accidents/Illnesses:

'Yes, I'm happy with how these are dealt with'

'Different Team Leaders deal with things differently, some I've disagreed with but generally I'm happy'

'I'm very happy'

Discussing And Raising Concerns Or Questions:

'Yes I can discuss and raise concerns'

'Yes, fully I can discuss concerns'

'I would try to deal with a complaint myself if I thought I could. If it was more serious I would take it to the Home Manager'

'I would report complaints to the Manager'

'Depends what the complaint is about. I'd try and deal with it if I can. If not rush to my Team Leader/Manager or seek other help'

'First, discuss the complaint with the Team Leader in change of shift, if the Team Leader is unable to sort the problem it should be referred in writing to the Home Manager. The Manager will investigate and deal with the problem if possible. The Manager will investigate and deal with the problem if possible. The Manager will report to the Trustees, if not successful the resident can report to the National Care Standards Commission'

Furnishings At Beth Ezra:

'Plain but comfortable'

'Very good'

'I think they are beautiful and comfortable'

'Very good. I'd prefer more beds with electronic controls though'

Care Received At Beth Ezra:

'The care is of the highest standard'

'Very high standard'

'24 hour care, caring staff and with good knowledge, homely atmosphere, activities, good size rooms and cleaned daily, selection of menu good. The residents' opinions are always respected. To give a good quality of life and reassurance of feeling needed and safe'

'Good quality care as required by the Care Standards Act'