

**BETH EZRA
QUALITY ASSURANCE
GROUP
SURVEY**

JANUARY 2008

ACKNOWLEDGEMENTS

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

Janet Brooks, Manager from Beth Ezra and all the staff at Beth Ezra for providing us with direct support.

Margaret Nokes, Christobel Drakes, Gwynneth Harris, Janet Giles and Emma Thorpe for conducting the interviews.

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 demonstrate that Beth Ezra staff have worked hard to make sure they continue to improve the quality of the support they provide. As you will see the survey findings have been very positive.

Maria Ferreiro Peteiro
Chairperson
Beth Ezra Quality Assurance Group
January 08

SECTION 1

INTRODUCTION

The Beth Ezra Quality Assurance Group conducted this survey with residents, relatives and carers who used the services provided at Beth Ezra.

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

AIMS & OBJECTIVES

Aim: To consult residents, their relatives and carers who use services provided at Beth Ezra.

Objectives:

- To seek residents', their relatives' and carers' 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 2006.
- 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 13 residents were consulted, 2 residents were unable to take part because of their health, their relatives advocated on their behalf and 1 resident who did take part was unable to respond to all the questions asked. The survey was conducted between September 2007 and November 2007. This represents 87% out of the total residents available compared with 85% in the survey conducted in 2006.

In terms of relatives and carers 14 relatives and carers were consulted during the same period; questionnaires were forwarded to all, one person did not return their questionnaire. This represents 93% out of the total relatives and carers available compared with 75% in the survey conducted in 2006.

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 one questionnaire for current residents and a separate questionnaire for their relatives and carers.
- New residents and their relatives and carers were asked additional questions around the admission process.
- 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

Residents' awareness of their care plans and key workers has increased since the last survey but for some residents the care plan and key worker concepts remain difficult for them to understand.

A considerable amount of effort has been made by staff and management to raise awareness of complaints, care planning and key working at Beth Ezra. The findings for this year show that improvements have been made. Awareness raising of these three areas needs to continue to further promote residents' understanding.

In terms of relatives and carers their awareness of the complaints procedure needs to be raised further.

It is envisaged that all recommendations that follow will involve management, staff and residents working alongside the Beth Ezra Quality Assurance Group.

Recommendation 1:

To continue to discuss the Beth Ezra's Complaints policy with residents and relatives and carers by making them aware of:

- why there is a complaints policy, why it is important to them and what it involves.

Recommendation 2:

To continue to involve residents in care planning by:

- making them aware of why they have a care plan, why it is important to them and what it involves.
- key workers continuing to work with every resident to develop an individual care plan.

Recommendation 3:

To continue to raise residents' awareness about who their key workers are by making them aware of:

- why they have a key worker and why it is important to them to know who this is and what they do.

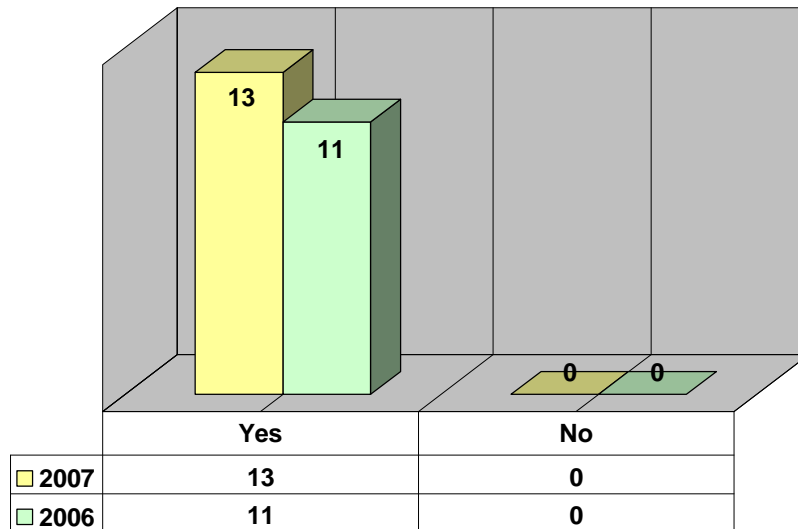
SECTION 4 SURVEY FINDINGS

The findings showed that service delivery to residents was of a high standard and the results compared favourably to the responses given in the last survey undertaken in 2006.

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; the number of responses is expressed as a percentage (it should be noted that these figures have been rounded off). All comments made by respondents are presented exactly as they were recorded at the time of interview.

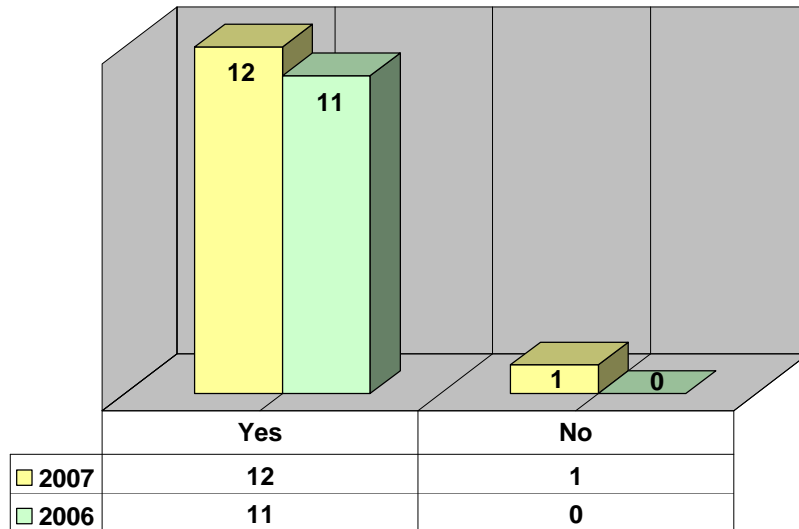
Service Delivery & Quality Residents' Responses:

The chart below represents the number of residents who stated that there is always staff available if they need assistance during the day or night.



All 13 residents interviewed stated that if they needed assistance during the day or night there is always a member of staff available (compared with all 11 residents interviewed in 2006). All 13 residents interviewed confirmed that they were aware that they could use their call button to call for help when they were in their rooms (compared with all 11 residents interviewed in 2006) and all residents interviewed confirmed that both day and night staff responded to their calls very quickly.

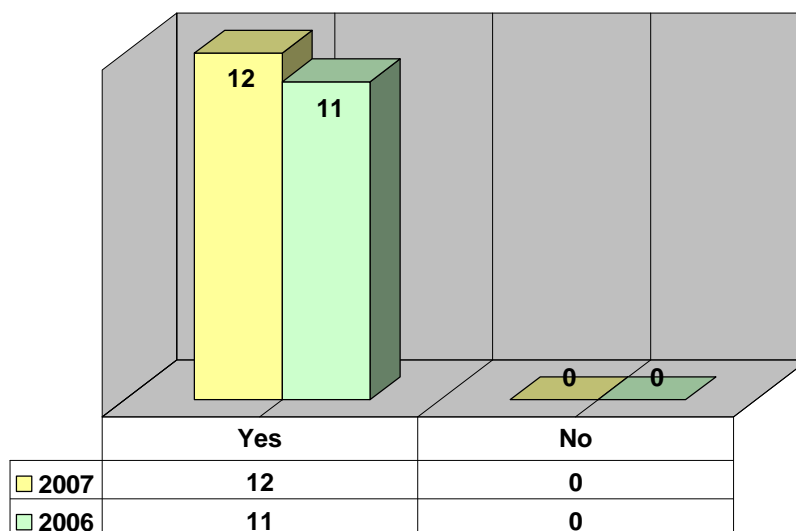
The chart below represents the number of residents who stated that they received sufficient support to carry out shopping and personal purchases.



In terms of receiving support to carry out shopping and personal purchases 12 residents confirmed that they received sufficient support, 1 resident said that she preferred to ask her family to do this for her (compared with all 11 residents interviewed in 2006). In terms of clothes and personal laundry 11 residents indicated that they were satisfied with this service, 2 residents were not able to respond to this question (compared with all 11 residents interviewed in 2006).

In terms of new residents, both residents interviewed stated that they are content and comfortable living at Beth Ezra (the 2 residents interviewed in 2006 stated the same) and both residents again stated that they were made to feel welcome upon their arrival (the 2 residents interviewed in 2006 stated the same).

The chart below represents the number of residents who stated that they enjoyed activities and recreations.



In terms of activities and recreations all 12 residents confirmed that they enjoyed these, (compared with all 11 residents interviewed in 2006), 1 resident was not able to respond to this question. Finally, all 12 residents indicated that their friends and relatives were made to feel very welcome when they visited, (compared with all residents in 2006), 1 resident was not able to respond to this question.

Residents' Comments:

'I like the gardening'

'I enjoy the activities, especially the mentally challenging sessions'

'Yes, I used to enjoy them more before but I can't join in now'

'Yes, there is enough. I go to the readings and we watch videos. Also, we have a hairdresser'

'Yes, I like the music and Christadelphian lectures'

'I like the videos and the good variety of quizzes'

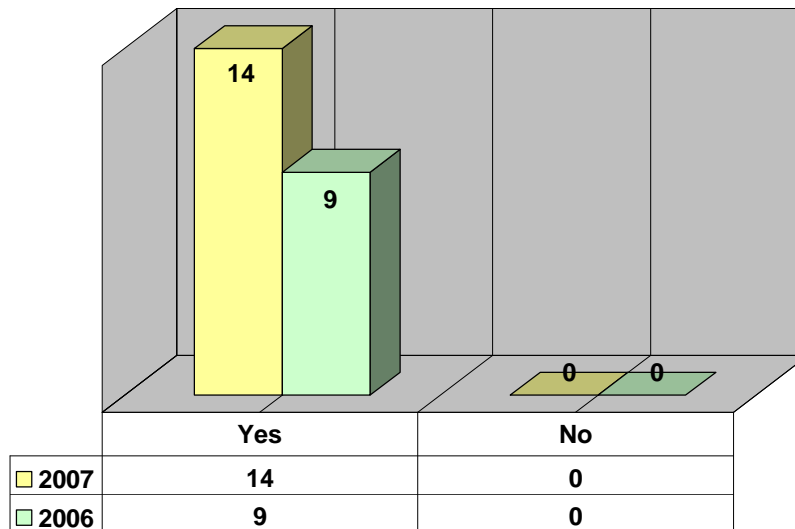
'Yes, especially the quizzes'

'Yes I do. I make myself go to things. We have variety, we do not just sit, variety is the spice of life. I think so.'

'Yes, very much so, I like the Tuesdays...I would like to help doing small jobs in the garden'

Service Delivery & Quality
Relatives' And Carers' Responses:

The chart below represents the number of relatives and carers who stated that they had been adequately informed about financial matters and the safe keeping of their relative's/friend's belongings.



All 14 relatives and carers interviewed stated that they had been adequately informed about accommodation charges, personal monies and the safe keeping of their relative's or friend's belongings, (compared with all 9 relatives and carers in 2006).

All 3 new relatives and carers interviewed stated that Beth Ezra was their preferred choice of Home for their relative (the 2 new relatives and carers interviewed in 2006 stated the same). All 3 new relatives and carers interviewed stated that there was enough time for reflection and discussion prior to admission and that the local arrangements for dealing with accidents/illnesses was explained to them (the 2 new relatives and carers interviewed in 2006 stated the same). 1 relative was impressed with the admission process and Beth Ezra's ability to respond quickly to their needs. All 3 new relatives and carers interviewed were happy with how the arrangements for admission were carried out (the 2 new relatives and carers interviewed in 2006 stated the same).

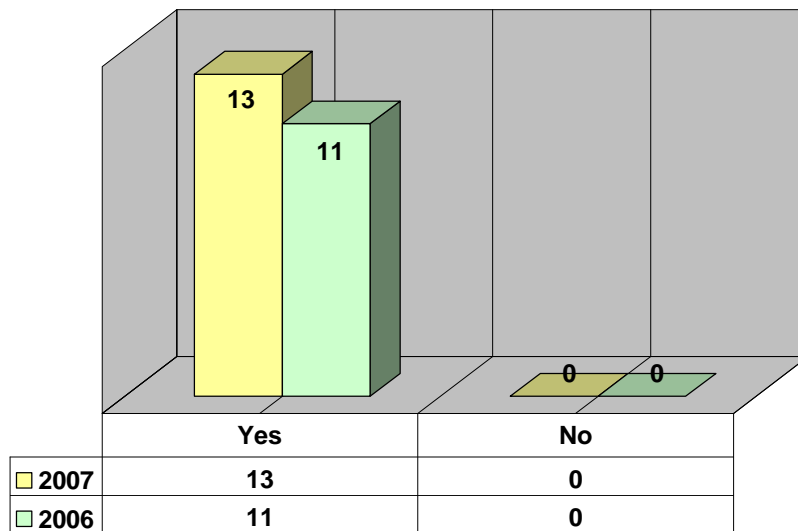
Relatives' And Carers' Comments:

'We expected Beth Ezra to offer a warm, comfortable, caring, homely environment, with the company of brethren and sisters and also a good level of spiritual activity, these expectations have been well met'.

Catering

Residents' Responses:

The chart below represents the number of residents who stated that they enjoyed the food offered at Beth Ezra.



All 13 residents interviewed confirmed that they enjoyed the food at meal times (compared with all 11 residents in 2006). All 13 residents interviewed stated that they were given choices at meal times, (compared with all 11 residents interviewed in 2006); all confirmed that they were satisfied with the quality and variety of food offered with some saying that this could be improved still further.

Residents' Comments:

'Yes, I have choices for both courses'

'By an' large quite good'

'Yes, but not sure of the variety of the food'

'Breakfast time is flexible which is good'

'Yes, choices are good though the choices of food in the evening are sometimes a bit dreary'

'I have 3 or 4 choices at meal times'

'Mostly it's well balanced....used to not eat onions and follow a specific diet but sometimes they are served here'

'Yes, now it has settled down it is better...but I would love a piece of haddock and sometimes crumpets for tea'

'Yes I do enjoy the food. I would like to have food with more greens.'

Catering

Relatives' And Carers' Responses:

All 14 relatives and carers interviewed confirmed that the quality and variety of meals provided was very good and that arrangements for meal times were flexible according to residents' individual needs, (compared with all 9 relatives and carers interviewed in 2006).

Relatives' And Carers' Comments:

'I have not been present at a meal for some time, but my friend seems satisfied'

'We haven't really seen the meals but they sound lovely''

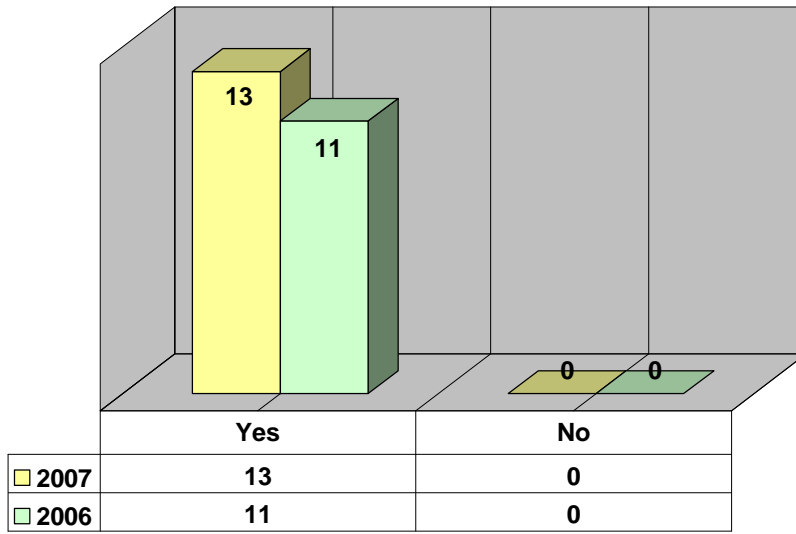
'Excellent'

'Adequate quality and variety of meals'

'As far as I am aware they are very good. I have eaten here a couple of times and thoroughly enjoyed the meal'

Staffing
Residents' Responses:

The chart below represents the number of residents who stated that they believed staff cared for them well and were helpful and friendly.



All 13 residents interviewed confirmed that staff were available when they needed them (compared with all 11 residents in 2006). All 13 residents interviewed stated that staff cared for them well and were helpful and friendly towards them (compared with all 11 residents interviewed in 2006).

A further 12 (1 resident was not able to respond) stated that they believed staff to have the expertise and skills they needed.

Residents' Comments:

'Yes, on the whole staff care for me well, nothing is too much trouble'

'Yes, staff couldn't do more they are very kind'

'Yes, all the staff are very good'

'Yes, staff are available, sometimes you might have to wait 10 minutes or so if they are busy. I would like them to come quicker to fix my hearing aids in the morning'

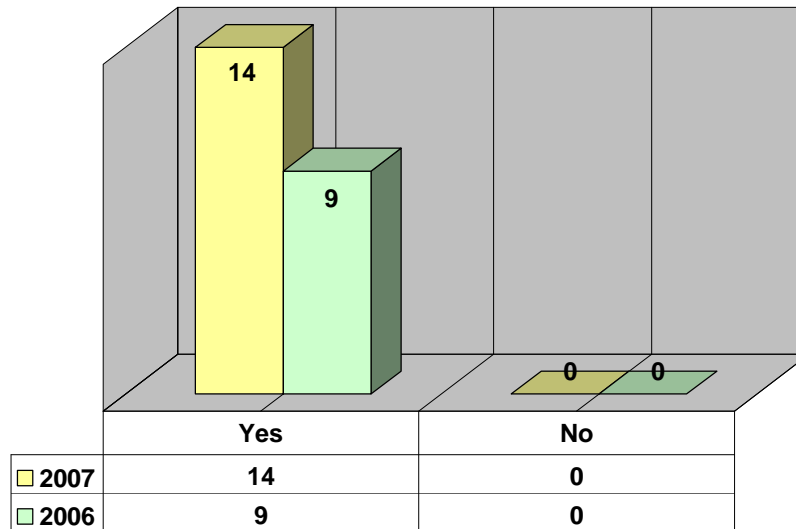
'On the whole staff are very friendly – it is a bit awkward as sometimes they are agency staff and you only see them once'

'Yes, some staff are more helpful and friendly than others'.

Staffing

Relatives' And Carers' Responses:

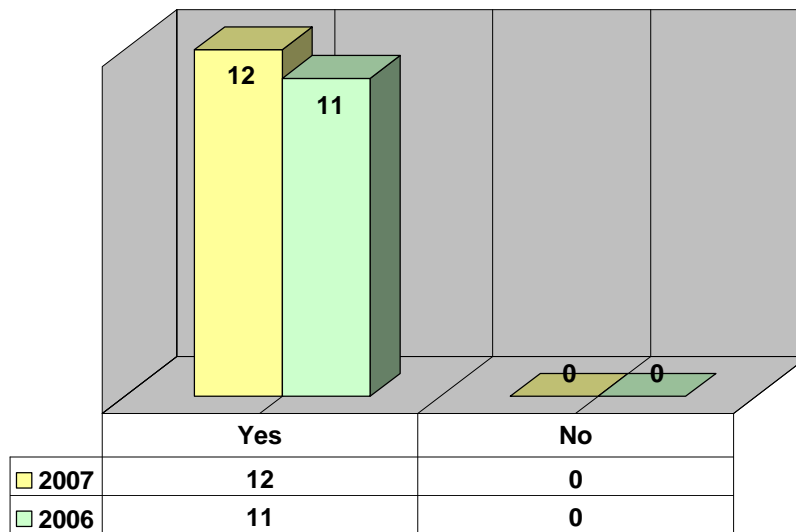
The chart below represents the number of relatives and carers who stated that they believed staff cared for their relative/ friend well and were helpful and friendly.



All 14 relatives and carers stated that staff were available when they needed them, (compared with all 9 in 2006) and all 14 relatives and carers again confirmed that they thought staff cared for their relative or friend well and that staff were helpful and friendly, (compared with all 9 in 2006). All 14 relatives and carers stated that they thought staff had the expertise and skills they needed (compared with 8 out of 9 relatives and carers interviewed in 2006).

Care Planning
Residents' Responses:

The chart below represents the number of residents who stated that they thought staff knew what their needs were and how to meet them.



12 residents said that they thought staff knew what their needs were and how they are best met, 1 resident was not able to respond to this question (compared with 10 out of 11 residents interviewed in 2006). 4 out of 13 residents knew who their key worker was, (compared with 5 out of 11 in 2006). 6 out of 12 residents interviewed knew they had a care plan, 1 resident was not able to respond to this question (compared with 2 out of 9 in 2006).

Residents' awareness of their care plans has increased since the last survey but for some residents the care plan and key worker concepts remain difficult for them to understand and remember.

Residents' Comments:

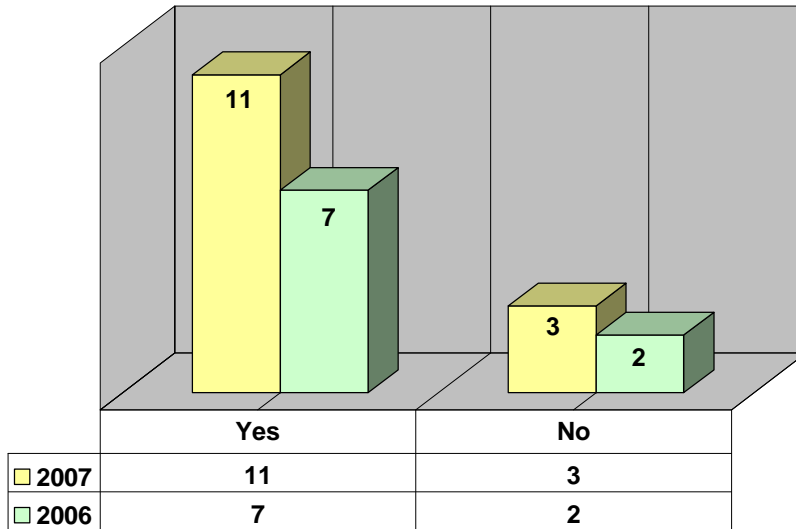
- 'Yes, you only have to state your needs to them and they know what to do'*
- 'I believe there is a care plan on the back of my bedroom door'*
- No, I am not sure what my care plan is but staff know'*
- 'Yes, we're often given a form to fill in, our likes and dislikes or suggestions'*
- 'My key worker's name is on the back of my door, she is very good and will bring me what I want'*
- 'There'll be a care plan in the office the staff know what to do.'*

Care Planning

Relatives' And Carers' Responses:

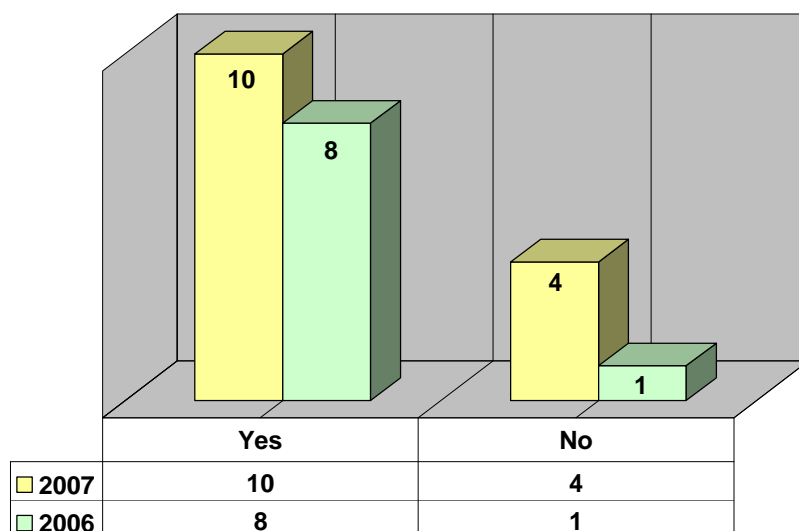
All 14 relatives and carers interviewed confirmed that they thought staff understood their relative or friend's needs and met these well, (compared with 8 out of 9 in 2006).

The chart below represents the number of relatives and carers who knew who their relative or friend's allocated key worker was.



11 out of 14 knew who their relative or friend's allocated key worker was, (compared with 7 out of 9 in 2006).

The chart below represents the number of relatives and carers who stated that they have been involved in their relative or friend's care plan.



10 out of 14 relatives and carers explained how they were involved in their relative or friend's care plan, (compared with 8 out of 9 in 2006). 1 relative said that they had not because their relative advocated for himself, 1 relative said they preferred to have contact and information rather than be directly involved, 1 relative said that their relative has only been a resident for 2 months and therefore they have not been involved as of yet, 1 relative could not remember what a care plan was.

Relatives' And Carers' Comments:

- 'We have not been involved but Mum has only been resident for 2 months'*
- 'Yes, I attend the care plan meeting with the key worker'*
- 'Yes, by meeting periodically to review it'*
- 'Yes, I have access to the care plan'*
- 'Yes, the care plan is reviewed regularly'*
- 'Yes, we always discuss requirements together with Beth Ezra'*
- 'I am not involved because my relative can communicate his own needs and preferences'*
- 'Yes, I attend annual appraisals and am kept informed of residents' changing needs'*

Consultation

Residents' Responses:

All 13 residents interviewed thought that the lounge and dining room were adequately furnished, decorated and kept clean (compared with 10 out of 11 in 2006). 12 out of 13 residents thought that their bedrooms were adequately furnished, decorated and kept clean (compared with 10 out of 11 in 2006). 1 resident stated that she 'would like more wardrobe space and that bed making was sporadic'.

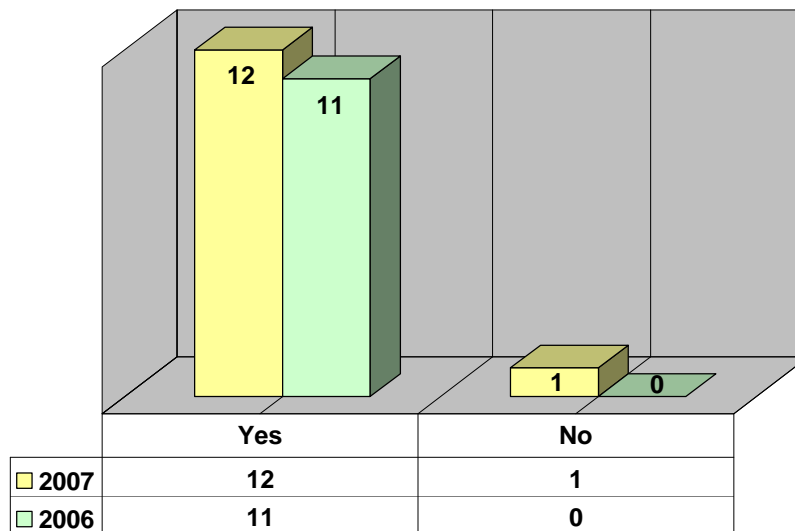
Residents' Comments:

'Yes, we have the right furniture and cushions on the chairs. Yes, they seem to look clean.'

'The chairs are not comfortable enough'

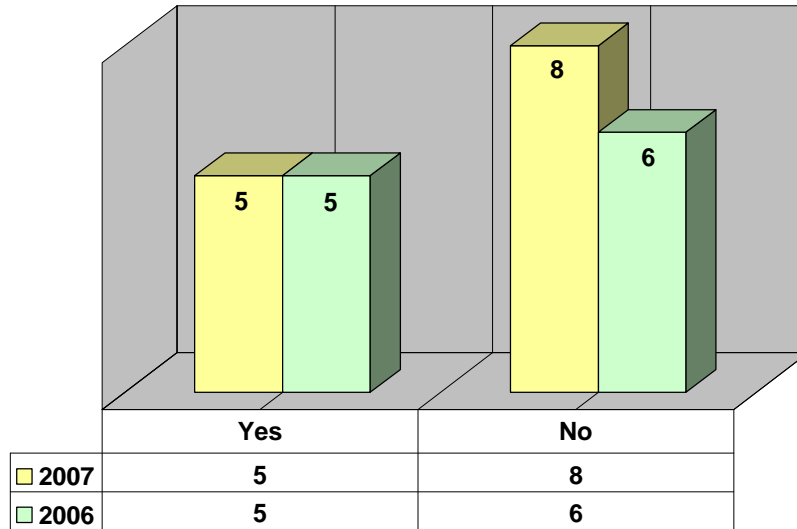
'Yes, excellent anything to do with cleaning is excellent, they have improved the lighting and film system'

The chart below represents the number of residents who knew who to speak to if they had any queries or concerns.



12 out of 13 residents interviewed knew who to speak to if they had any queries or concerns about the care they received and all felt able to do so (compared with all 11 in 2006). 1 resident was not able to respond to this question.

The chart below represents the number of residents who stated that they had seen Beth Ezra's complaints policy.



5 out of 13 residents interviewed stated that they had seen Beth Ezra's complaints policy, (compared with 5 out of 11 in 2006). No residents stated that they had made a complaint recently, (compared with 1 out of 11 residents who said they had, in 2006).

It should be noted that a complaint had been made prior to this survey and the matter had been dealt with satisfactorily. The interviewee had not acknowledged this in their questionnaire because as far as they were concerned they had not made a complaint recently. The Quality Assurance Group have agreed to review the wording in this question and to make it more explicit.

Overall all the residents were satisfied with the care and support they received at Beth Ezra:

'I am absolutely satisfied with the care here'

'There's no hospital in the country that can be as good as Beth Ezra'

In terms of suggestions and changes they'd like to see these are the comments they made:

'I feel lonely in the lounge, it would be better for me to get to feel I could know others more'

'On the whole they do what they can. Sometimes they are understaffed but somebody helps you'

'I would like a few more walks if possible, but not always possible because of staff shortages... I would also like a few more greens'

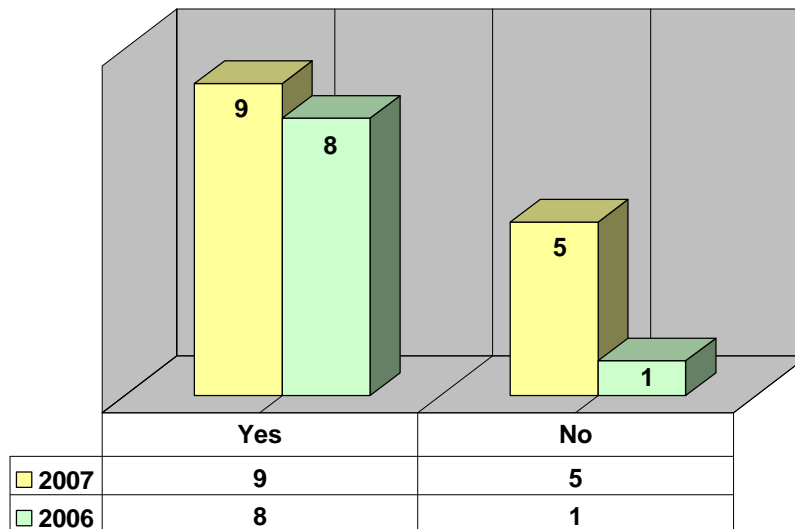
'More food selection please'

Consultation

Relatives' And Carers' Responses:

All 14 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 all 9 relatives and carers in 2006). 9 out of 14 relatives and carers stated that they had seen Beth Ezra's complaints procedure, (compared with 8 out of 9 in 2006), 5 relatives said that they had not. No relatives and carers had made a complaint recently (compared with 1 relative interviewed in 2006 who said that they had).

The chart below represents the number of relatives and carers who stated that they had seen Beth Ezra's complaints policy.



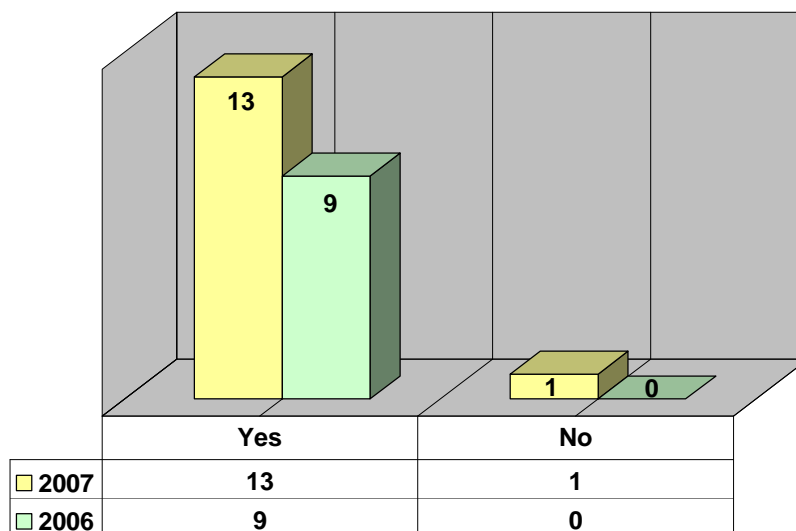
All 14 relatives and carers interviewed stated that they were made to feel welcome when they visited Beth Ezra, (compared with 8 out of 9 interviewed in 2006). 13 out of 14 relatives and carers interviewed thought that the lounge and dining areas were adequately furnished, decorated and clean; (compared with 8 out of 9 interviewed in 2006). 1 relative stated that although the lounge and dining areas were clean there was not enough chairs and that the chairs were not comfortable.

12 out of 14 relatives and carers interviewed stated that they had received all the information they wanted about their relative or friend, (compared with all 9 relatives and carers interviewed in 2006), 2 relatives did not respond to this question. 13 out of 14 relatives and carers stated that they continued to feel

involved and consulted about their relative or friend's care, (compared with all 9 relatives and carers in 2006), 1 relative did not respond to this question.

All 14 relatives and carers interviewed were satisfied with the care that their relative or friend received.

The chart below represents the number of relatives and carers who stated that they continued to feel involved and consulted about their relative or friend's care.



Relatives' And Carers' Comments:

Overall all the relatives and carers were satisfied with the care and support their relative or friend received at Beth Ezra:

'I am very happy with all aspects of the care offered'

'I'm very satisfied at present with Beth Ezra'

'Beth Ezra is really good for her, she is always so fresh and clean and has some lovely air fresheners in her room'

'So far I'm wonderfully satisfied with Beth Ezra, although apprehensive for her for the future'

'Beth Ezra is a very caring home and not only are their physical needs met but they have a lot of activities going on which keep their brains active and stop them from getting bored and restless when they can't get out very much'

'Although she hasn't been in Beth Ezra long, she looks so much better. We were exceptionally impressed with how the situation at the start when Mum had to

come in quite a hurry was managed – very understanding, kind and professional and did everything to make Mum feel welcome'

In terms of further suggestions and changes, these are the comments relatives and carers made:

'My relative's main problem is lack of activity but it is difficult to know what Beth Ezra can do when my relative does not join in with what is available. I do not know to what extent staff encourage involvement at start of events but I think this is crucial and they need to explain clearly what is happening – this may already happen but I am not there to see'.

'...I would like to stress the importance of trying to make sure my friend knows and understands what is going on. She has become very forgetful and needs reminders.'