



ARRAN VIEW CARE HOME

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RESIDENT CUSTOMER  
SATISFACTION  
SURVEY

Autumn 2011 | Deighton Consultants

## SUMMARY

		ALL homes	THIS home	THIS home	THIS home	
		Autumn 2011	+/-	Autumn 2011	Autumn 2010	
		%	v.	%	%	
Excellent/Very good / Agree Q5						
Q1	<b>OVERALL SERVICE</b>	75	-12	<b>63</b>	-19	<b>82</b>
Q5	<b>Staff overall</b>	95	-6	<b>89</b>	-3	<b>92</b>
Q14	<b>Food overall</b>	81	-19	<b>62</b>	-13	<b>75</b>
Q6	<b>Treats you as an individual</b>	93	-11	<b>82</b>	-5	<b>87</b>
Q16	<b>Activities overall</b>	81	-22	<b>59</b>	-5	<b>64</b>
Q8	<b>Buildings and surroundings</b>	93	0	<b>93</b>	+1	<b>92</b>
Q10	<b>Own room</b>	94	+2	<b>96</b>	+4	<b>92</b>
Q12	<b>Communal rooms</b>	90	-20	<b>70</b>	-22	<b>92</b>

## IMPORTANCE TO OVERALL SATISFACTION

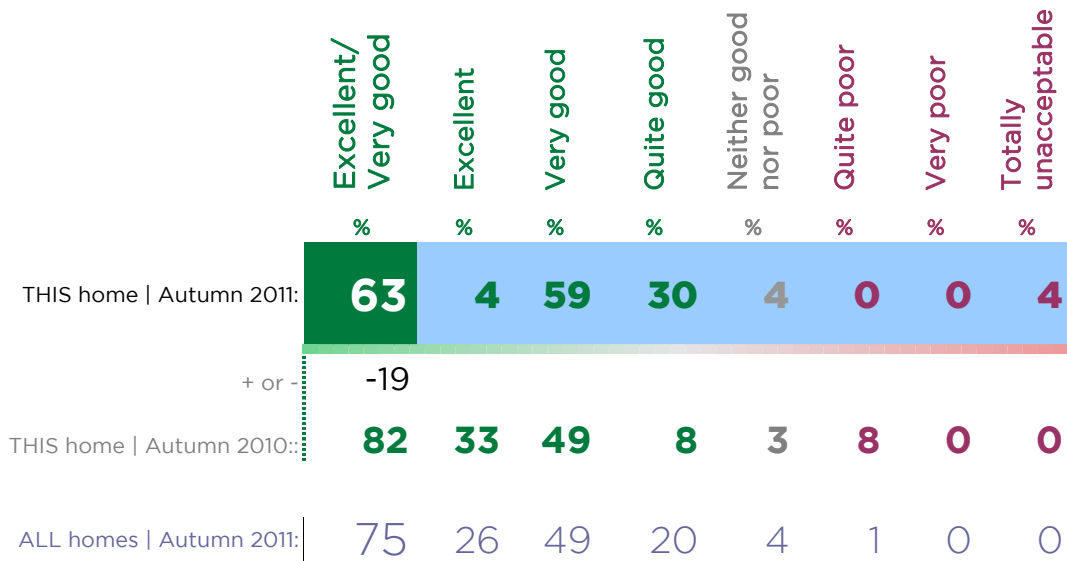


## RESPONSE RATES

	Autumn 2011:	Autumn 2010:	+ or -
Questionnaires despatched:	45	60	-15
Questionnaires returned:	27	40	-13
Response rate:	60 %	67 %	-7

## SECTION A - OVERALL SATISFACTION

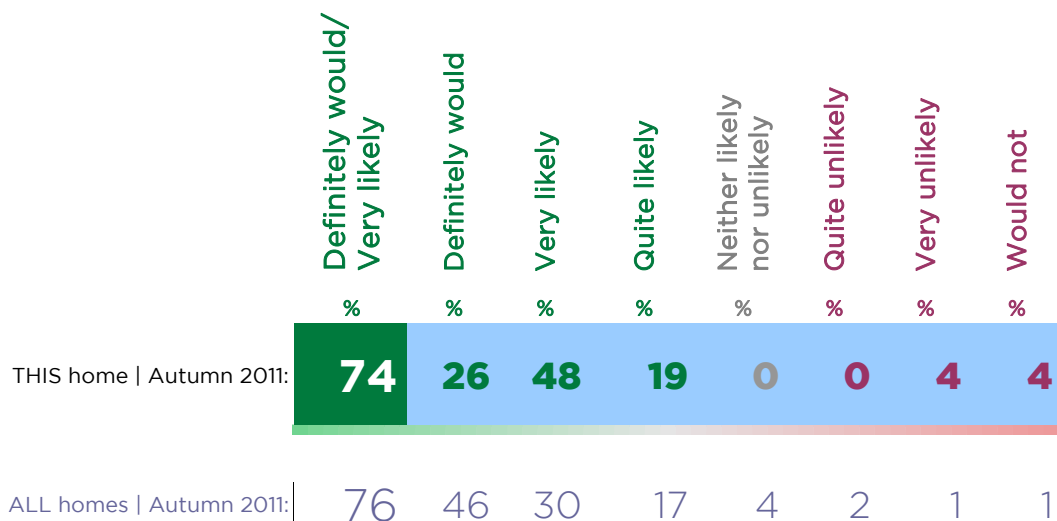
Q1 | Overall, how would you rate the quality of service from this Care Home?



❶ In this particular question, it is important to focus upon the 'Excellent/Very Good' score as we know that those residents who give these ratings are much more likely to recommend the Home than anyone else.

(This link with Recommendation has been established through previous research).

Q3 | How likely would you be to recommend this Bupa Care Home in the future?



Q2 | What specifically is it about the service that makes you rate it this way?

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(Lamlash Bay) [Excellent]: Feel safe. (Brodick Bay) [Very good]: Staff look after my needs, if I want something they always there right away, not busy. (Brodick Bay) [Very good]: The friendliness of staff and residents. (Brodick Bay) [Very good]: Everything seems to be running ok. (Brodick Bay) [Very good]: The cleanliness and efficiency. (Brodick Bay) [Very good]: Cup of tea in the afternoon. (Lamlash Bay) [Very good]: Staff interaction, clean surroundings. (Lamlash Bay) [Very good]: I am looked after very well. (Lamlash Bay) [Very good]: Staff look after me well. (Lamlash Bay) [Very good]: The food and gardens. (Lamlash Bay) [Very good]: Staff, activities. (Lamlash Bay) [Very good]: The staff. (Lamlash Bay) [Very good]: The food. (Lamlash Bay) [Very good]: Staff. (Lamlash Bay) [Very good]: Staff. (Lochranza) [Very good]: The meals are good, I like my room, I like the staff. (Sannox Bay) [Very good]: Pleasant staff. (Brodick Bay) [Neither/nor]: The quality of care I receive and how well the staff know me and my needs. (Brodick Bay) [Neither/nor]: When you eventually felt served after waiting a while. (Brodick Bay) [Neither/nor]: Very caring, patience, cheery - the carers. (Brodick Bay) [Neither/nor]: Staff are very helpful. (Brodick Bay) [Neither/nor]: Nurses are often busy. (Lamlash Bay) [Neither/nor]: People. (Sannox Bay) [Neither/nor]: It has some faults. (Whiting Bay) [Neither/nor]: Staff friendly. (Sannox Bay) [Totally unacceptable]: Quality of food is unacceptable.

## SECTION B - STAFF IN THE HOME

		Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
Q4   How do you rate.....?							
a. Respectfulness of the staff towards you		<b>96</b>	<b>42</b>	<b>54</b>	<b>0</b>	<b>0</b>	<b>4</b>
	+ or -	+1					
	Autumn 2010:	<b>95</b>	<b>41</b>	<b>54</b>	<b>5</b>	<b>0</b>	<b>0</b>
b. Level of privacy you are given		<b>89</b>	<b>30</b>	<b>59</b>	<b>7</b>	<b>0</b>	<b>4</b>
	+ or -	-9					
	Autumn 2010:	<b>98</b>	<b>32</b>	<b>66</b>	<b>3</b>	<b>0</b>	<b>0</b>
c. Quality of care you receive		<b>84</b>	<b>42</b>	<b>42</b>	<b>4</b>	<b>4</b>	<b>8</b>
	+ or -	-14					
	Autumn 2010:	<b>98</b>	<b>45</b>	<b>53</b>	<b>0</b>	<b>3</b>	<b>0</b>
d. How well staff know you and your needs		<b>93</b>	<b>58</b>	<b>35</b>	<b>4</b>	<b>0</b>	<b>4</b>
	+ or -	+3					
	Autumn 2010:	<b>90</b>	<b>53</b>	<b>37</b>	<b>8</b>	<b>3</b>	<b>0</b>
e. Promptness of staff attending to your needs		<b>81</b>	<b>33</b>	<b>48</b>	<b>11</b>	<b>4</b>	<b>4</b>
	+ or -	-6					
	Autumn 2010:	<b>87</b>	<b>26</b>	<b>61</b>	<b>11</b>	<b>3</b>	<b>0</b>
f. Amount of information you are given		<b>68</b>	<b>24</b>	<b>44</b>	<b>20</b>	<b>4</b>	<b>8</b>
	+ or -	-13					
	Autumn 2010:	<b>81</b>	<b>22</b>	<b>59</b>	<b>19</b>	<b>0</b>	<b>0</b>
g. Amount of choice you are able to make		<b>82</b>	<b>30</b>	<b>52</b>	<b>15</b>	<b>4</b>	<b>0</b>
	+ or -	+9					
	Autumn 2010:	<b>73</b>	<b>18</b>	<b>55</b>	<b>18</b>	<b>8</b>	<b>0</b>
h. Consistency of staff (ie. the same people caring for you over time)		<b>75</b>	<b>19</b>	<b>56</b>	<b>7</b>	<b>11</b>	<b>7</b>
	+ or -	-4					
	Autumn 2010:	<b>79</b>	<b>21</b>	<b>58</b>	<b>13</b>	<b>8</b>	<b>0</b>
i. Number of staff in the home		<b>63</b>	<b>7</b>	<b>56</b>	<b>15</b>	<b>11</b>	<b>11</b>
	+ or -	+3					
	Autumn 2010:	<b>60</b>	<b>13</b>	<b>47</b>	<b>21</b>	<b>18</b>	<b>0</b>
j. The warmth and friendliness shown by staff in the home		<b>93</b>	<b>58</b>	<b>35</b>	<b>4</b>	<b>0</b>	<b>4</b>

**i** In reviewing the results, the focus should be upon addressing...

- Those aspects which have been rated lower than last year
- Any aspects with scores 'Neither good nor poor' or worse
- Those aspects that achieve the lower 'Excellent/Very good' ratings

These are the things that probably need to be looked at immediately, though the Personal Best principle is also to seek continuous improvement in all customer measures.

Q5 | Taking all these things into consideration, how would you rate the staff at the care home OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	<b>89</b>	<b>31</b>	<b>58</b>	<b>8</b>	<b>4</b>	<b>0</b>
+ or -	-3					
THIS home   Autumn 2010::	<b>92</b>	<b>54</b>	<b>38</b>	<b>8</b>	<b>0</b>	<b>0</b>
ALL homes   Autumn 2011:	95	45	50	4	0	0

Q6 | How much do you agree or disagree that the home treats you as an individual?

	Totally/ slightly agree %	Totally agree %	Slightly agree %	Neither agree nor disagree %	Slightly disagree %	Strongly disagree %
THIS home   Autumn 2011:	<b>82</b>	<b>52</b>	<b>30</b>	<b>11</b>	<b>4</b>	<b>4</b>
+ or -	-5					
THIS home   Autumn 2010::	<b>87</b>	<b>77</b>	<b>10</b>	<b>8</b>	<b>5</b>	<b>0</b>
ALL homes   Autumn 2011:	93	71	22	5	1	1

## SECTION C - THE BUILDINGS AND SURROUNDINGS

Q7 | How do you rate.....?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
a. The cleanliness of the home	<b>96</b>	<b>42</b>	<b>54</b>	<b>0</b>	<b>4</b>	<b>0</b>
+ or -	+7					
Autumn 2010:	<b>89</b>	<b>51</b>	<b>38</b>	<b>8</b>	<b>3</b>	<b>0</b>
ALL homes   Autumn 2011:	94	46	48	5	1	0
b. The overall smell of the home	<b>77</b>	<b>33</b>	<b>44</b>	<b>15</b>	<b>7</b>	<b>0</b>
+ or -	+4					
Autumn 2010:	<b>73</b>	<b>34</b>	<b>39</b>	<b>16</b>	<b>8</b>	<b>3</b>
c. The security of the home (ie. your personal safety in the home)	<b>92</b>	<b>48</b>	<b>44</b>	<b>4</b>	<b>0</b>	<b>4</b>
+ or -	+10					
Autumn 2010:	<b>82</b>	<b>37</b>	<b>45</b>	<b>13</b>	<b>5</b>	<b>0</b>
d. The upkeep of the home and grounds	<b>82</b>	<b>30</b>	<b>52</b>	<b>11</b>	<b>4</b>	<b>4</b>
+ or -	-8					
Autumn 2010:	<b>90</b>	<b>37</b>	<b>53</b>	<b>11</b>	<b>0</b>	<b>0</b>
e. The quality of the gardens	<b>71</b>	<b>15</b>	<b>56</b>	<b>4</b>	<b>22</b>	<b>4</b>
+ or -	-16					
Autumn 2010:	<b>87</b>	<b>32</b>	<b>55</b>	<b>11</b>	<b>3</b>	<b>0</b>

Q8 | Taking all these things into consideration, how would you rate the buildings and grounds of this care home OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	<b>93</b>	<b>26</b>	<b>67</b>	<b>4</b>	<b>0</b>	<b>4</b>
+ or -	+1					
THIS home   Autumn 2010:	<b>92</b>	<b>38</b>	<b>54</b>	<b>5</b>	<b>3</b>	<b>0</b>
ALL homes   Autumn 2011:	93	38	55	6	1	0

## SECTION D - YOUR OWN ROOM

Q9 | How do you rate.....?

a. The cleanliness of your room

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>100</b>	<b>56</b>	<b>44</b>	<b>0</b>	<b>0</b>	<b>0</b>
+ or -	+8					
Autumn 2010:	<b>92</b>	<b>50</b>	<b>42</b>	<b>8</b>	<b>0</b>	<b>0</b>

b. The comfort of your room

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>92</b>	<b>44</b>	<b>48</b>	<b>30</b>	<b>4</b>	<b>0</b>
+ or -	+5					
Autumn 2010:	<b>87</b>	<b>26</b>	<b>61</b>	<b>13</b>	<b>0</b>	<b>0</b>

c. Security of your belongings in your room

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>85</b>	<b>41</b>	<b>44</b>	<b>11</b>	<b>0</b>	<b>4</b>
+ or -	+9					
Autumn 2010:	<b>76</b>	<b>26</b>	<b>50</b>	<b>21</b>	<b>3</b>	<b>0</b>

Q10 | Taking all these things into consideration, how would you rate your room OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	<b>96</b>	<b>33</b>	<b>63</b>	<b>0</b>	<b>4</b>	<b>0</b>
+ or -	+4					
THIS home   Autumn 2010::	<b>92</b>	<b>37</b>	<b>55</b>	<b>8</b>	<b>0</b>	<b>0</b>
ALL homes   Autumn 2011:	94	40	54	5	1	0

## SECTION E - COMMUNAL ROOMS IN THE HOME

(eg. LOUNGE & DINING ROOM)

Q11 | How do you rate.....?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
a. How well furnished these rooms are	70	22	48	7	15	7
+ or -	-14					
Autumn 2010:	84	29	55	13	3	0
b. The facilities available in these rooms (such as a TV or music system)	70	26	44	11	15	4
+ or -	-12					
Autumn 2010:	82	31	51	9	9	0

Q12 | Taking all these things into consideration, how would you rate the communal rooms (eg. the lounge and dining area) OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	70	11	59	15	11	4
+ or -	-22					
THIS home   Autumn 2010:	92	33	59	5	3	0
ALL homes   Autumn 2011:	90	31	59	7	2	0

## SECTION F - FOOD

Q13 | How do you rate.....?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
a. The tastiness of the food	63	11	52	22	4	11
+ or -	-8					
Autumn 2010:	71	22	49	27	3	0
b. The variety of dishes available	52	4	48	19	15	15
+ or -	-17					
Autumn 2010:	69	11	58	28	3	0
c. The way your personal choices are catered for	78	19	59	11	4	7
+ or -	0					
Autumn 2010:	78	17	61	17	6	0

Q14 | Taking all these things into consideration, how would you rate the food OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	62	0	62	19	8	12
+ or -	-13					
THIS home   Autumn 2010::	75	26	49	21	5	0
ALL homes   Autumn 2011:	81	28	53	13	5	1

## SECTION G - ACTIVITIES

Q15 | How do you rate.....?

a. The choice of activities and events

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	52	15	37	15	30	4
+ or -	-7					
Autumn 2010:	59	5	54	31	10	0

b. The extent to which you find the activities and events interesting

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	56	4	52	19	22	4
+ or -	-2					
Autumn 2010:	58	11	47	37	5	0

c. The number of activities and events

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	50	4	46	15	23	12
+ or -	0					
Autumn 2010:	50	5	45	34	13	3

d. The 'Shall We Dance' activity in June

	72	0	72	17	6	6
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Q16 | Taking all these things into consideration, how would you rate the social and recreational activities and events at the care home OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	59	11	48	11	19	11
+ or -	-5					
THIS home   Autumn 2010::	64	13	51	31	5	0
ALL homes   Autumn 2011:	81	27	54	15	3	1

Q17 | How much do you agree or disagree that the home is connected to the local community through the events and activities offered at the home?

	%	Totally/ slightly agree	Totally agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Totally disagree
THIS home   Autumn 2011:		50	15	35	19	8	23
+ or -		-17					
THIS home   Autumn 2010::		67	36	31	28	5	0
ALL homes   Autumn 2011:		70	38	32	24	4	2

Q18 | What improvements would you make to the home that would improve your stay there?

**i** As the purpose of Personal Best programme is to provide a greater level of individual care to residents, verbatim comments (in addition to the score questions) often provide invaluable insight into what other things residents really want from the home...

(Brodick Bay) More activities, continuity of staff, more tasty and more choice. (Brodick Bay) The choice of food and the taste of food. Don't like the food. (Brodick Bay) More staff. More choice of food. More tastier food. (Brodick Bay) The food and choice of food. More activities. (Brodick Bay) More regular activities, more outings. (Brodick Bay) More activities, more outings. (Brodick Bay) More choices of menu. (Brodick Bay) None, quite happy. (Lamlash Bay) Wouldn't change anything. (Lochranza) Better food. (Sannox Bay) I would have a choice of going out. It is very rare I have been given a choice to go out. (Sannox Bay) Food could be better. (Sannox Bay) Improve cooking. (Sannox Bay) Days out. (Whiting Bay) More activities catered for me - country music. More things in my unit (pool table etc.) Instead of going to other units. More bingo.

Q19 | How much do you agree or disagree...?

	%	Totally/ slightly agree	Totally agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Totally disagree
a. I feel safe and secure within the home		96	89	7	4	0	0
+ or -		-2					
Autumn 2010:		98	85	13	3	0	0
b. I am treated with dignity and respect by staff within the home		96	89	7	0	4	0
+ or -		+4					
Autumn 2010:		92	82	10	5	3	0
c. The home is a happy place to live		89	74	15	0	4	7