



MEADBANK NURSING CENTRE

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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	Spring 2011	
		%	v.	%	%	
Q1	<b>OVERALL SERVICE</b>	75	+3	<b>78</b>	+4	<b>74</b>
Q5	<b>Staff overall</b>	95	+5	<b>100</b>	+7	<b>93</b>
Q14	<b>Food overall</b>	81	0	<b>81</b>	-8	<b>89</b>
Q6	<b>Treats you as an individual</b>	93	+2	<b>95</b>	-5	<b>100</b>
Q16	<b>Activities overall</b>	81	-2	<b>79</b>	-18	<b>97</b>
Q8	<b>Buildings and surroundings</b>	93	+7	<b>100</b>	0	<b>100</b>
Q10	<b>Own room</b>	94	+4	<b>98</b>	+5	<b>93</b>
Q12	<b>Communal rooms</b>	90	+10	<b>100</b>	+7	<b>93</b>

Excellent/Very good / Agree Q5

## IMPORTANCE TO OVERALL SATISFACTION

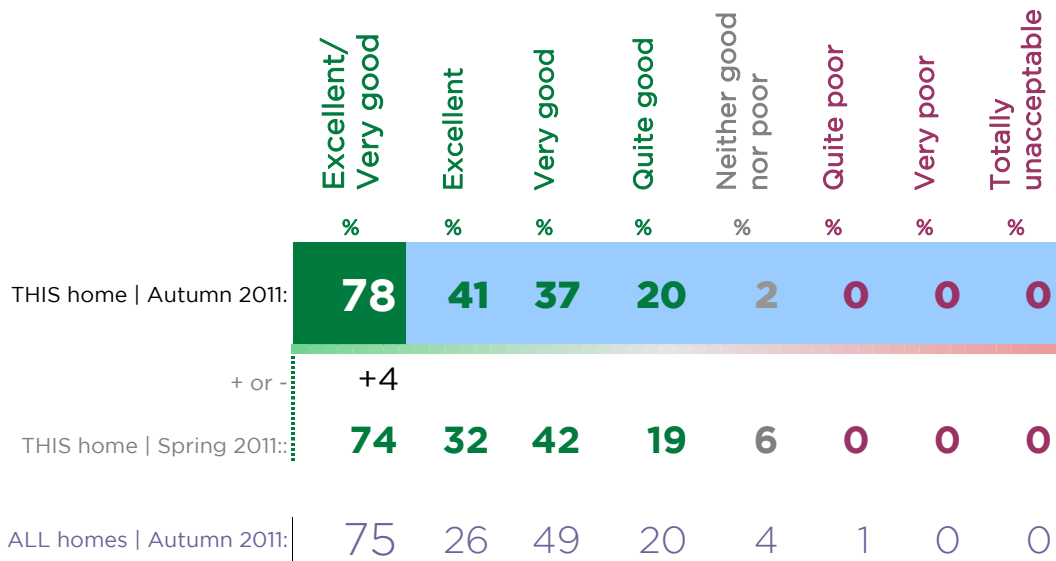


## RESPONSE RATES

	Autumn 2011:	Spring 2011:	+ or -
Questionnaires despatched:	<b>69</b>	<b>76</b>	<b>-7</b>
Questionnaires returned:	<b>41</b>	<b>31</b>	<b>+10</b>
Response rate:	<b>59</b> %	<b>41</b> %	<b>+19</b>

## SECTION A - OVERALL SATISFACTION

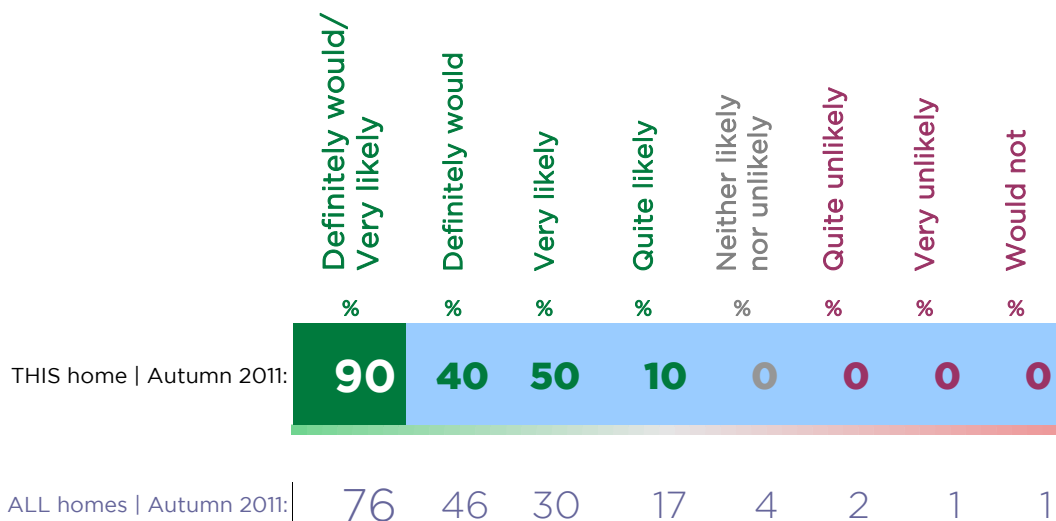
Q1 | Overall, how would you rate the quality of service from this Care Home?



**i** 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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(Albert Bridge Suite) [Excellent]: By providing the highest standard of care required by all the residents, giving balanced food to the residents and also maintaining dignity and privacy to all residents whenever care is being given. (Albert Bridge Suite) [Excellent]: Provide care, the consistency of staff is amazing, treated with dignity and respect. Last but not least each resident has the right to choose from variety of food. (Albert Bridge Suite) [Excellent]: She can say anything it done so well. (Albert Bridge Suite) [Excellent]: The care I am getting. (Chelsea Bridge Suite) [Excellent]: The way the staff come to Mary's room check how she is. The food is also very good. (Chelsea Bridge Suite) [Excellent]: Because I think so about the service I am given. (Chelsea Bridge Suite) [Excellent]: Edith likes the way the home is run. (Lambeth Bridge Suite) [Excellent]: She said that I am bedbound and can't do by myself and you are doing anything for me. So it is excellent. (Lambeth Bridge Suite) [Excellent]: Enjoys being in the care home. (Lambeth Bridge Suite) [Excellent]: The staff is kind and helpful. (Lambeth Bridge Suite) [Excellent]: I have good quality of care. (Westminster Bridge Suite) [Excellent]: I would live here forever. People are beautiful and excellent. Staff are very good, kind and sensible. And food is really good. (Westminster Bridge Suite) [Excellent]: All the staff are very hard working and if you have a problem they do everything they can to help. (Westminster Bridge Suite) [Excellent]: They treat me as a human being. (Westminster Bridge Suite) [Excellent]: They fulfil all my needs. (Westminster Bridge Suite) [Excellent]: All the staff, the food. (Albert Bridge Suite) [Very good]: They are good to me. (Albert Bridge Suite) [Very good]: Good food / bingo. (Albert Bridge Suite) [Very good]: Facilities. (Chelsea Bridge Suite) [Very good]: Friendliness of the staff. (Chelsea Bridge Suite) [Very good]: They take good care of me. (Lambeth Bridge Suite) [Very good]: The staff is kind and helpful. (Lambeth Bridge Suite) [Very good]: The staff and management. (Westminster Bridge Suite) [Very good]: They look after you well and they are polite. (Westminster Bridge Suite) [Very good]: I feel better since I have been here. (Westminster Bridge Suite) [Very good]: The nurses are very caring. (Westminster Bridge Suite) [Very good]: It's nice and clean. (Albert Bridge Suite) [Neither/nor]: Everyone makes a fuss over me and let me feel at home. (Albert Bridge Suite) [Neither/nor]: The care I am given, food, activities. (Albert Bridge Suite) [Neither/nor]: Good food, smiley girls. (Lambeth Bridge Suite) [Neither/nor]: We sat a lot of time in the kitchen waiting for meal. (Chelsea Bridge Suite) [Neither/nor]: Some carers need training about dignity services.

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## 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>95</b>	<b>63</b>	<b>32</b>	<b>2</b>	<b>2</b>	<b>0</b>
+ or -	+2					
Spring 2011:	<b>93</b>	<b>48</b>	<b>45</b>	<b>6</b>	<b>0</b>	<b>0</b>
b. Level of privacy you are given	<b>88</b>	<b>34</b>	<b>54</b>	<b>7</b>	<b>2</b>	<b>2</b>
+ or -	-9					
Spring 2011:	<b>97</b>	<b>42</b>	<b>55</b>	<b>3</b>	<b>0</b>	<b>0</b>
c. Quality of care you receive	<b>98</b>	<b>61</b>	<b>37</b>	<b>2</b>	<b>0</b>	<b>0</b>
+ or -	+1					
Spring 2011:	<b>97</b>	<b>47</b>	<b>50</b>	<b>3</b>	<b>0</b>	<b>0</b>
d. How well staff know you and your needs	<b>93</b>	<b>39</b>	<b>54</b>	<b>7</b>	<b>0</b>	<b>0</b>
+ or -	+2					
Spring 2011:	<b>91</b>	<b>39</b>	<b>52</b>	<b>10</b>	<b>0</b>	<b>0</b>
e. Promptness of staff attending to your needs	<b>90</b>	<b>25</b>	<b>65</b>	<b>10</b>	<b>0</b>	<b>0</b>
+ or -	+10					
Spring 2011:	<b>80</b>	<b>32</b>	<b>48</b>	<b>19</b>	<b>0</b>	<b>0</b>
f. Amount of information you are given	<b>83</b>	<b>32</b>	<b>51</b>	<b>17</b>	<b>0</b>	<b>0</b>
+ or -	-4					
Spring 2011:	<b>87</b>	<b>32</b>	<b>55</b>	<b>13</b>	<b>0</b>	<b>0</b>
g. Amount of choice you are able to make	<b>90</b>	<b>31</b>	<b>59</b>	<b>10</b>	<b>0</b>	<b>0</b>
+ or -	-7					
Spring 2011:	<b>97</b>	<b>32</b>	<b>65</b>	<b>3</b>	<b>0</b>	<b>0</b>
h. Consistency of staff (ie. the same people caring for you over time)	<b>90</b>	<b>34</b>	<b>56</b>	<b>10</b>	<b>0</b>	<b>0</b>
+ or -	0					
Spring 2011:	<b>90</b>	<b>42</b>	<b>48</b>	<b>10</b>	<b>0</b>	<b>0</b>
i. Number of staff in the home	<b>76</b>	<b>21</b>	<b>55</b>	<b>18</b>	<b>3</b>	<b>3</b>
+ or -	+2					
Spring 2011:	<b>74</b>	<b>32</b>	<b>42</b>	<b>23</b>	<b>3</b>	<b>0</b>
j. The warmth and friendliness shown by staff in the home	<b>95</b>	<b>49</b>	<b>46</b>	<b>5</b>	<b>0</b>	<b>0</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>100</b>	<b>44</b>	<b>56</b>	<b>0</b>	<b>0</b>	<b>0</b>
+ or -	+7					
THIS home   Spring 2011::	<b>93</b>	<b>48</b>	<b>45</b>	<b>6</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>95</b>	<b>80</b>	<b>15</b>	<b>3</b>	<b>3</b>	<b>0</b>
+ or -	-5					
THIS home   Spring 2011::	<b>100</b>	<b>83</b>	<b>17</b>	<b>0</b>	<b>0</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.....?

a. The cleanliness of the home

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>93</b>	<b>45</b>	<b>48</b>	<b>8</b>	<b>0</b>	<b>0</b>
+ or -	-4					
Spring 2011:	<b>97</b>	<b>55</b>	<b>42</b>	<b>0</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>90</b>	<b>30</b>	<b>60</b>	<b>10</b>	<b>0</b>	<b>0</b>
+ or -	-6					
Spring 2011:	<b>96</b>	<b>53</b>	<b>43</b>	<b>0</b>	<b>3</b>	<b>0</b>

c. The security of the home  
(ie. your personal safety in the home)

	<b>100</b>	<b>47</b>	<b>53</b>	<b>0</b>	<b>0</b>	<b>0</b>
+ or -	+3					
Spring 2011:	<b>97</b>	<b>57</b>	<b>40</b>	<b>3</b>	<b>0</b>	<b>0</b>

d. The upkeep of the home and grounds

	<b>93</b>	<b>32</b>	<b>61</b>	<b>8</b>	<b>0</b>	<b>0</b>
+ or -	-7					
Spring 2011:	<b>100</b>	<b>48</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>0</b>

e. The quality of the gardens

	<b>84</b>	<b>39</b>	<b>45</b>	<b>16</b>	<b>0</b>	<b>0</b>
+ or -	-16					
Spring 2011:	<b>100</b>	<b>48</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>0</b>

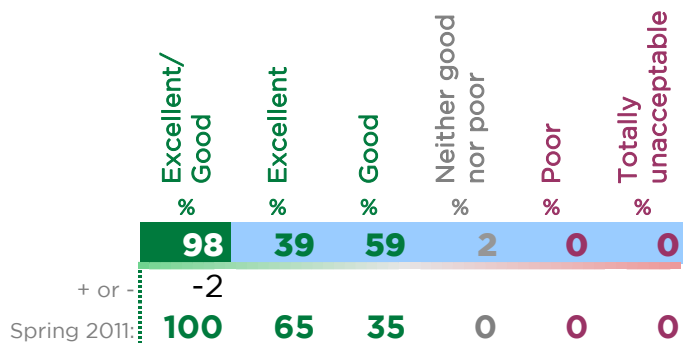
Q8 | Taking all these things into consideration, how would you rate the buildings and grounds of this care home OVERALL?

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
THIS home   Autumn 2011:	<b>100</b>	<b>36</b>	<b>64</b>	<b>0</b>	<b>0</b>	<b>0</b>
+ or -	0					
THIS home   Spring 2011:	<b>100</b>	<b>47</b>	<b>53</b>	<b>0</b>	<b>0</b>	<b>0</b>
ALL homes   Autumn 2011:	93	38	55	6	1	0

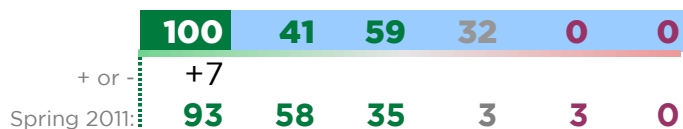
## SECTION D - YOUR OWN ROOM

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

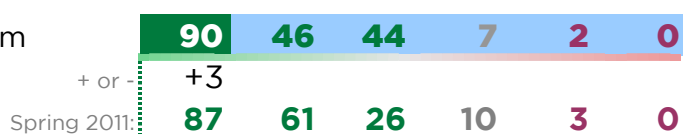
a. The cleanliness of your room



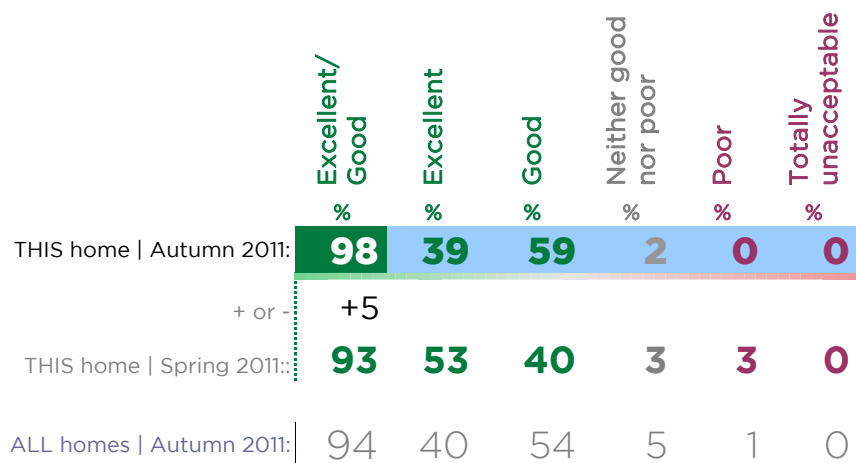
b. The comfort of your room



c. Security of your belongings in your room



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



## 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	98	50	48	3	0	0
+ or -	+2					
Spring 2011:	96	55	41	3	0	0
b. The facilities available in these rooms (such as a TV or music system)	98	48	50	3	0	0
+ or -	-2					
Spring 2011:	100	55	45	0	0	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:	100	45	55	0	0	0
+ or -	+7					
THIS home   Spring 2011:	93	50	43	7	0	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	83	29	54	12	2	2
+ or -	-3					
Spring 2011:	86	43	43	14	0	0
b. The variety of dishes available	85	22	63	10	5	0
+ or -	-8					
Spring 2011:	93	38	55	3	3	0
c. The way your personal choices are catered for	78	27	51	15	7	0
+ or -	-11					
Spring 2011:	89	41	48	10	0	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:	<b>81</b>	<b>32</b>	<b>49</b>	<b>15</b>	<b>2</b>	<b>2</b>
+ or -	-8					
THIS home   Spring 2011::	<b>89</b>	<b>32</b>	<b>57</b>	<b>11</b>	<b>0</b>	<b>0</b>
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 %
	<b>82</b>	<b>41</b>	<b>41</b>	<b>13</b>	<b>6</b>	<b>0</b>
+ or -	-8					
Spring 2011:	<b>90</b>	<b>54</b>	<b>36</b>	<b>7</b>	<b>4</b>	<b>0</b>

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

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>79</b>	<b>16</b>	<b>63</b>	<b>19</b>	<b>3</b>	<b>0</b>
+ or -	-14					
Spring 2011:	<b>93</b>	<b>52</b>	<b>41</b>	<b>7</b>	<b>0</b>	<b>0</b>

c. The number of activities and events

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>79</b>	<b>16</b>	<b>63</b>	<b>16</b>	<b>3</b>	<b>3</b>
+ or -	-18					
Spring 2011:	<b>97</b>	<b>56</b>	<b>41</b>	<b>4</b>	<b>0</b>	<b>0</b>

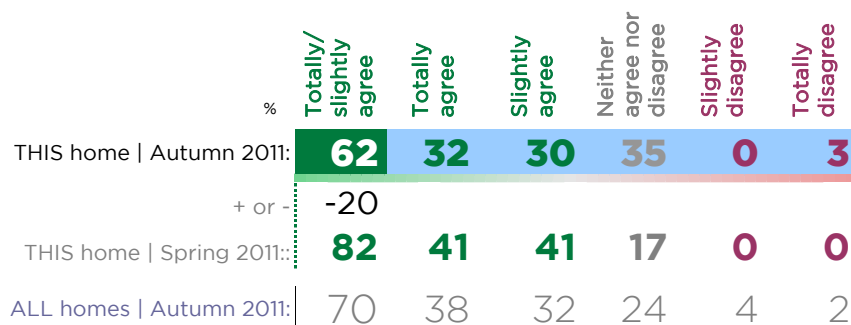
d. The 'Shall We Dance' activity in June

	Excellent/ Good %	Excellent %	Good %	Neither good nor poor %	Poor %	Totally unacceptable %
	<b>85</b>	<b>14</b>	<b>71</b>	<b>10</b>	<b>5</b>	<b>0</b>

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:	<b>79</b>	<b>18</b>	<b>61</b>	<b>13</b>	<b>5</b>	<b>3</b>
+ or -	-18					
THIS home   Spring 2011::	<b>97</b>	<b>45</b>	<b>52</b>	<b>3</b>	<b>0</b>	<b>0</b>
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?



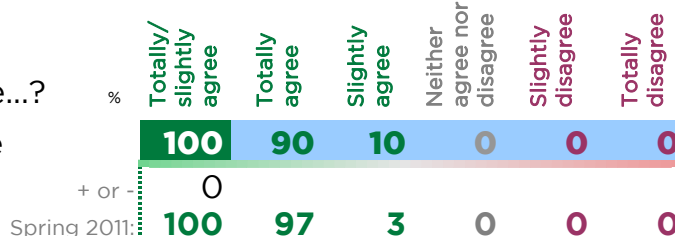
Q18 | What improvements would you make to the home that would improve your stay there?

**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...

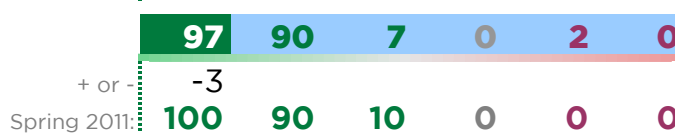
(Albert Bridge Suite) Toilet facilities, more choices of menu or varieties every month. (Albert Bridge Suite) If they allow me to go to my mother in Charing Cross Station. (Albert Bridge Suite) A larger room with a veranda, so I can plant my own flowers. (Albert Bridge Suite) Modern sink to replace the old one. (Albert Bridge Suite) More activities and outings. (Albert Bridge Suite) Providing a swimming pool. (Albert Bridge Suite) Nothing, I am happy. (Albert Bridge Suite) More space in room. (Albert Bridge Suite) Need swimming pool. (Albert Bridge Suite) More outings. (Albert Bridge Suite) Menu. (Chelsea Bridge Suite) I've been to the park with Jenny and I would like to have it formulise - means like organic date or specific day out. More events for a younger resident. (Chelsea Bridge Suite) I am only here a week so don't have great knowledge of the home. (Chelsea Bridge Suite) None, she is very happy with everything in the home. (Chelsea Bridge Suite) None, very, very happy in the home. (Chelsea Bridge Suite) Go out daily. (Lambeth Bridge Suite) More events and music. To be able to let the residents enjoy their everyday lives outside if possible. (Lambeth Bridge Suite) Keep doing the good work. (Westminster Bridge Suite) Including more exercise with a group of residents at least 2 or 3 times a week for half an hour. (Westminster Bridge Suite) As we are dependent on Dial a Ride we are not getting the service we need. (Westminster Bridge Suite) No, everything is perfect. I love living here it could not be even better. (Westminster Bridge Suite) More social events for example more dancing and singing. (Westminster Bridge Suite) Improvement in the activities. (Westminster Bridge Suite) Pat the Dog visit weekly. (Westminster Bridge Suite) I Cannot think of any. (Westminster Bridge Suite) More activities.

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

a. I feel safe and secure within the home



b. I am treated with dignity and respect by staff within the home



c. The home is a happy place to live

