

Thorngate Churcher Trust: 2019 Insight survey

Summary Report

June 2019



Survey report written by
Acuity – the satisfaction
survey service for social landlords

Customer satisfaction survey 2019

**Prepared for: Thorngate Churcher
Trust**

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1. Introduction

Acuity was commissioned to undertake a mirror survey of Russell Churcher Court of both the residents and their friends and relatives to collect data on their opinions and attitudes towards the Thorngate Churcher Trust and the services provided.

1.1 Sampling frame and fieldwork

All residents from the home were included where mental capacity allowed and were surveyed by a nurse known to them. Acuity undertook a telephone survey of the friends and family.

1.2 Survey design

The questionnaires for each group were slightly different and comprised of 31 questions for the residents with a number of open questions which allowed them the chance to give their opinion on the services received. The friends and family survey comprised of 15 questions and focused on their views of how the residents were treated and the services they received from their perspective.

1.3 Accuracy

For the overall results HouseMark recommend that surveys of under 1,000 population achieve a sampling error of at least $\pm 5\%$ at the 95% confidence level. This means that, for example, if 75% of residents answered 'Yes' to a particular question, there are 95 chances out of 100 that the correct figure for all residents – including those who did not respond – would be between 71% and 79%.

For Thorngate 33 resident interviews were completed and 25 friends and family from the 40 residents. This response is high enough to conclude that any figures quoted at this level are

accurate to within $\pm 7.1\%$ for the residents and $\pm 12.0\%$ for the friends and relatives. Whilst this is outside the guidelines, given the small numbers of residents it does represent a good return and there is confidence that the results largely represent the views of the residents as a whole.

1.4 This report

This summary report presents an analysis of the results based on telephone interviews and face-to-face surveys which took place in May and June 2019. The report is split into two parts with Part 1 looking at the responses from the residents and Part 2 at the friends and family responses. The conclusion then draws these two sets together. The results are not split down further by any demographic characteristic. The full set of results can be found in the accompanying data tables.

1.5 Notes to figures

Throughout this report, the figures show the results as percentages and base numbers are also shown where appropriate.

Rounding

The vast majority of figures throughout the report show the results as percentages. The percentages are rounded up or down from one decimal place to the nearest whole number, and for this reason may not in all cases add up to 100%. Rounding can also cause percentages described in the supporting text to differ from the percentages in the charts by 1% when two percentages are added together. In some parts of the report percentages may be expressed to one decimal place.

Figure 1.1 Survey sampling, response and reliability

Client group	Number of residents	Completed surveys	Response rate	Sampling error (%)
Residents	40	33	83%	$\pm 7.1\%$
Friends and family	40	25	63%	$\pm 12.0\%$

Part 1: Residents

2. Staff at the home

2.1. Easy to talk to

Residents were asked, 'Do you find it easy to talk about personal problems with members of staff?'

The vast majority of residents said that it is easy to talk to members of staff about their problems (97%) with just 3% saying it isn't easy.

Figure 2.1: Easy to talk to



When asked why they said that, around a half the residents said they find the staff approachable and happy to listen. Two residents said that they didn't currently have any issues but would be happy to discuss them, three said they are happy to talk to anyone and three felt it was like a family there so they are happy to share. Two residents said they would avoid discussing private matters, one said it would depend on the issue and a further two felt the staff were too busy to listen.

2.2. Privacy and dignity

When asked if they felt the staff respect their privacy and dignity, 94% said they did, although 6% said they didn't.

Figure 2.2: Respect privacy and dignity



When asked why they answered the way they did, just one resident responded and said that staff not always respected their privacy, mostly they are ok, staff knock on the door but don't always do it before coming in.

2.3. Consulted on day-to-day issues

The residents were next asked if there are any areas of day-to-day life where they feel they are not properly consulted.

Nearly all (97%) said 'no' there were no areas where they were not properly consulted. Just 3% said 'yes'.

Figure 2.3: Not consulted on issues?



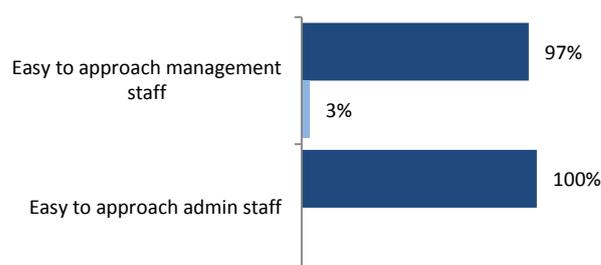
Just one person said that they had not been consulted about where to sit at meal times, they didn't like having to move from table to table rather than having their own place.

2.4. Approachable staff

The residents were asked if they find it easy to approach the management and the administration staff with any problems.

All but 3% of residents said they could approach the management staff and all (100%) said they could approach the administration staff with any problems.

Figure 2.4: Easy to approach staff



Seven residents added comments to their answer about contacting management staff. Three said they would take a family member with them if it was necessary to talk to a member of the management staff, three said they have not needed to and one asked if they had a manager. Of the comments about the admin staff, they have no issues talking to the staff and find them friendly and helpful.

3. About the home

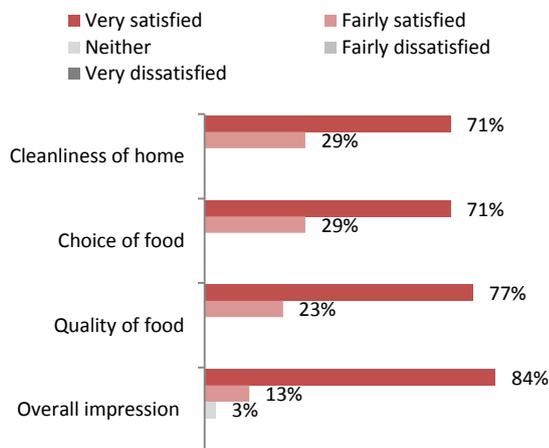
3.1. Satisfaction with the home

The next round of questions asked about the home and the services provided, including the cleanliness of the home, the choice and quality of the food provided and the overall impression.

As shown below, satisfaction is very high with all residents satisfied with the cleanliness and food with around three-quarters 'very' satisfied.

On the overall impression of the home, 97% are satisfied with 3% neither satisfied nor dissatisfied; 84% are very satisfied.

Figure 3.1: Satisfaction with the home



Do you like your room?

When asked about their room, 97% said they like it, although 3% don't.

Figure 3.2: Satisfaction with room



When asked if there is anything they would change about it, twenty-five of the twenty-eight residents commenting said there was nothing they would change. Of the others, one would change the design, one would like a bigger room and one said they had changed rooms recently and it was taking a while to get used to it.

3.2. Do you like the home?

All residents said they like Russell Churcher Court. When asked if there is anything they would change about the home, most said nothing, but having more outside space to walk around in was mentioned, as was having more staff and one resident said they struggle to chat to other residents as more and more have dementia.

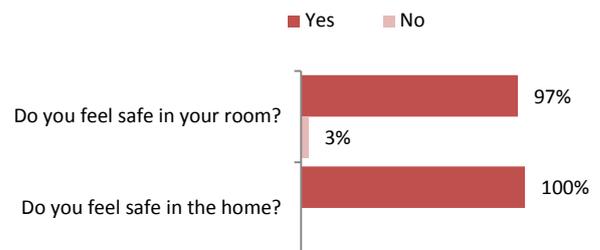
Figure 3.3: Satisfaction with the home



3.3. Feeling safe

All residents said they feel safe in the home and 97% in their room, with 3% saying they don't feel safe their room. When asked why they didn't feel safe, comments included having some residents wandering about at night and another saying they like the staff to lock the door at night.

Figure 3.4: Feeling safe in room and the home



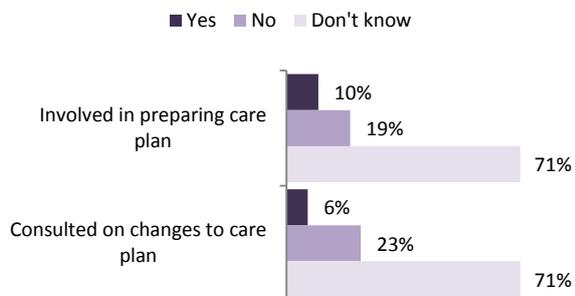
4. Care services

4.1. Care plan

Residents were asked if they were involved when their care plan was prepared and whether they are consulted in respect of any changes to it.

Around three-quarters of residents don't know if they were either involved in preparing their care plan or consulted about changes to it. However, 10% said they were involved in the preparation and 6% said they are consulted on changes with 19% and 23% respectively saying they are not.

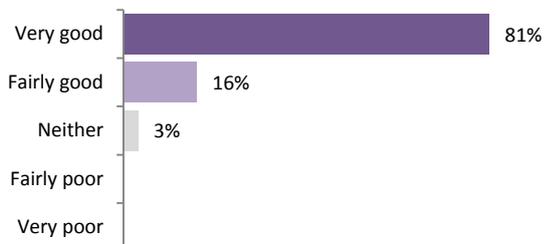
Figure 4.1: Care plan



4.2. Quality of care

When asked about the quality of care received at the home, 97% said they are satisfied with 81% 'very' satisfied and 16% 'fairly' satisfied. No residents are dissatisfied with the care they receive but 3% are neither satisfied nor dissatisfied.

Figure 4.2: Quality of care



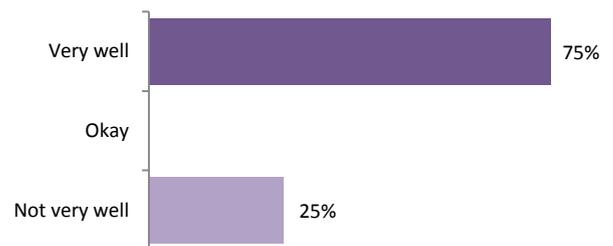
When asked why they responded the way they did about three-quarters of residents said they are very happy and the staff are helpful and caring. Of the more negative comments, one resident felt the staff could do better, one felt some staff are better than others and one thought they were too busy to be able to care fully.

4.3. Making a complaint

Only 6% of residents said they had been given information regarding the home's complaints procedure, 71% said they hadn't and 23% didn't know.

For those who had cause to complain they were asked how they felt it was handled. Just eight residents replied with 75% saying it was handled well and the remaining 25% not very well.

Figure 4.3: How was complaint handled?



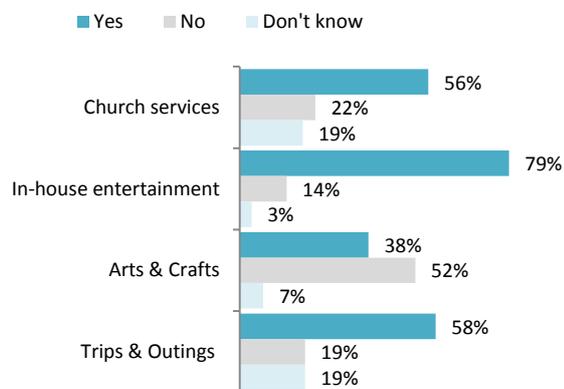
5. Entertainment and activities at the home

Residents were asked whether they enjoyed the different activities held at the home.

The in-house entertainment is popular with 79%, however 14% said they don't enjoy it and 3% are not sure.

Around a half of residents like the church services (56%) and the trips and outings (58%), while fewer enjoy the arts and crafts (38%) and more (52%) don't enjoy them.

Figure 5.1: Satisfaction in-house activities



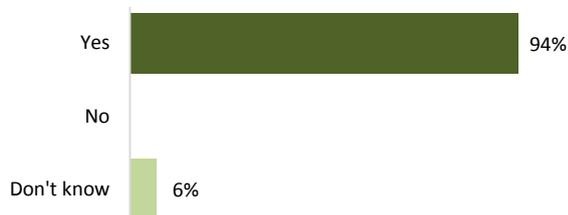
Of the twenty-four residents who gave comments about other possible activities eleven said they are happy as they are, three said they would like to go out more and three said they don't like to leave their room. Other suggestions included darts and dominoes, cards, a poetry club, gardening, evening entertainment and knitting.

6. Recommending Russell Churcher Court and improvements

Residents were asked if they would recommend Russell Churcher Court to other potential residents.

The vast majority (94%) said they would and the remaining 6% are not sure; none said they wouldn't.

Figure 6.1: Recommend Russell Churcher Court?



When asked what the home does well, twelve residents said everything and another twelve said the staff are very helpful. The other things mentioned as being done well are the cleaning, the food, the comfortable room, organising trips, involving residents in the activities and listening to residents' concerns.

In terms of what could be improved, twenty-four residents said nothing is needed. Of the other suggestions, changing the seating arrangements, changing the music more frequently, get more staff, stopping the landing door banging, more time with residents and considering if people agree with things are mentioned.

Finally, the residents were given the opportunity to add any other comments about the home or the service they receive. Only ten residents took up this opportunity and of them eight are very positive about the home. The only criticism is that one resident feels closed in at night with all the doors and that there is not always someone on reception on Saturday and Sunday nights to let people in.

Part 2: Friends and family

7. The home and room

The following sections focus on the findings from the survey of friends and relatives of the residents in the home.

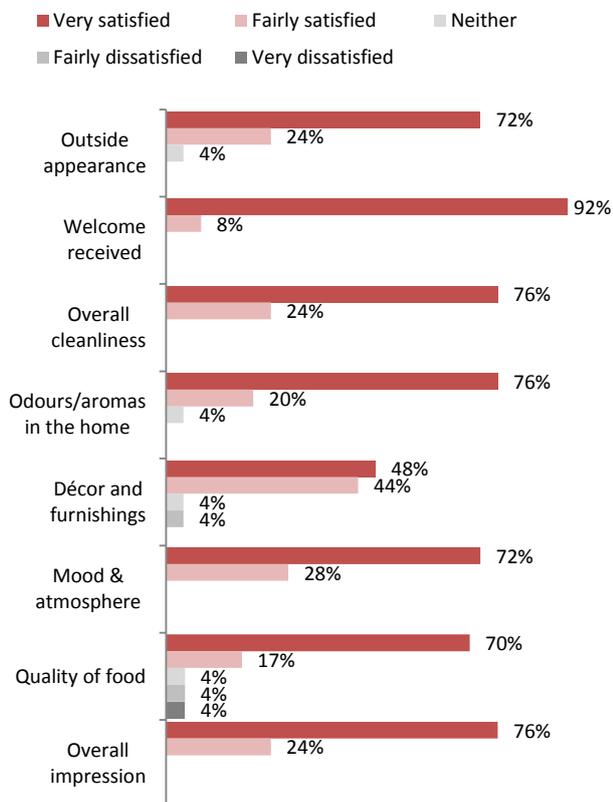
7.1 Satisfaction with the home

The friends and family were asked to say if they are satisfied or dissatisfied with a range of factors about the home.

The vast majority are satisfied with a high proportion 'very' satisfied with these factors. All friends and family asked said they are satisfied with the welcome they receive, the overall cleanliness of the home, the mood and atmosphere within the home and their overall impression of Russell Churcher Court.

The only dissatisfaction is for the quality of the food where 9% are dissatisfied, 4% 'very' dissatisfied and the décor and furnishings where 4% are dissatisfied.

Figure 7.1: Satisfaction with the home



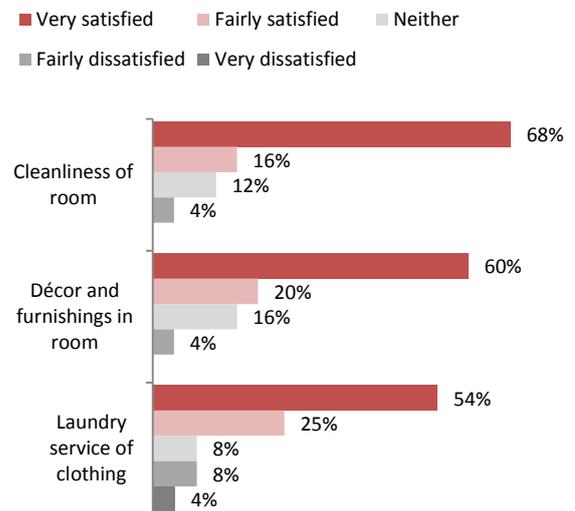
7.2 Satisfaction with the room

They were then asked to say if they are satisfied or dissatisfied with the cleanliness and décor and furnishings of their friend/relative's room and the laundry service of their clothing.

Satisfaction is a little lower for the room, although still relatively high, 84% are satisfied with the cleanliness of the room, 80% with the décor and furnishings and 79% with the laundry service.

There is some dissatisfaction, 4% are dissatisfied with the cleanliness and décor whilst 12% are dissatisfied with the laundry service for their friend/relative's clothing.

Figure 7.2: Satisfaction with the room

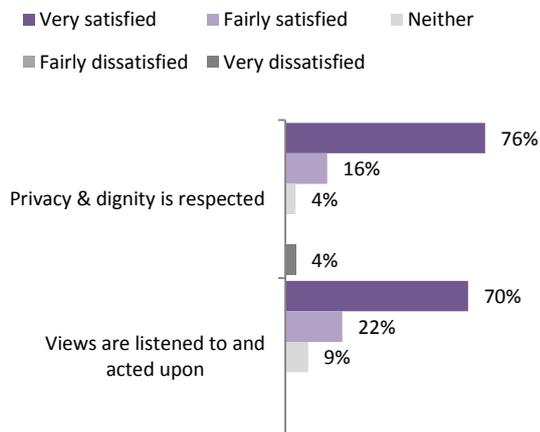


8. Wellbeing of friend/relative

The friends and relatives were asked whether they feel their friend/relative has their privacy respected and their views are listened to.

Satisfaction is, again, high with 92% satisfied that their privacy and dignity is respected by the home, although 4% are dissatisfied. Nearly as many (91%) are satisfied that their views are listened to and acted upon, 70% 'very' satisfied and none dissatisfied.

Figure 8.1: Satisfaction that privacy is respected and views listened to



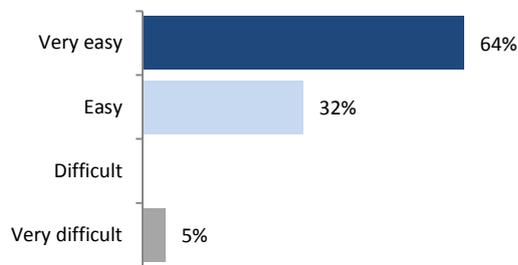
9. Customer service and communication

9.1 Ease of resolving query

Those friends and relatives who had telephoned the home in the last 12 months were asked how easy or difficult it was to get their query resolved.

A total of twenty-two friends and relatives had made contact and of those 95% found getting their query resolved easy, 64% 'very' easy. However, 5% found it 'very' difficult.

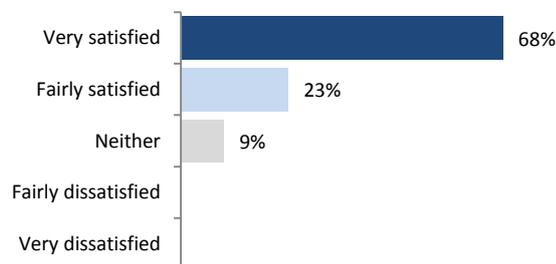
Figure 9.1: Getting query resolved



9.2 Satisfaction with overall customer service

When asked about the overall customer service received, 91% said they are satisfied, none are dissatisfied and the remaining 9% are neither satisfied nor dissatisfied.

Figure 9.2: Satisfaction with overall customer service

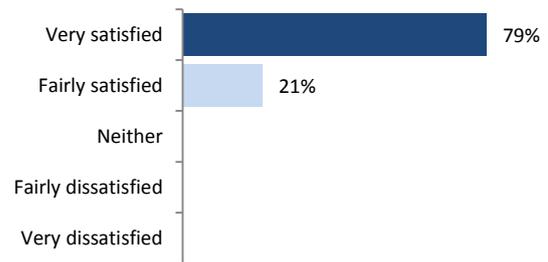


9.3 Satisfaction with staff effort to contact

All are satisfied with the staff's efforts to contact them regarding their friend/relative with 79% 'very' satisfied and 21% 'fairly' satisfied. As a

consequence, none are dissatisfied.

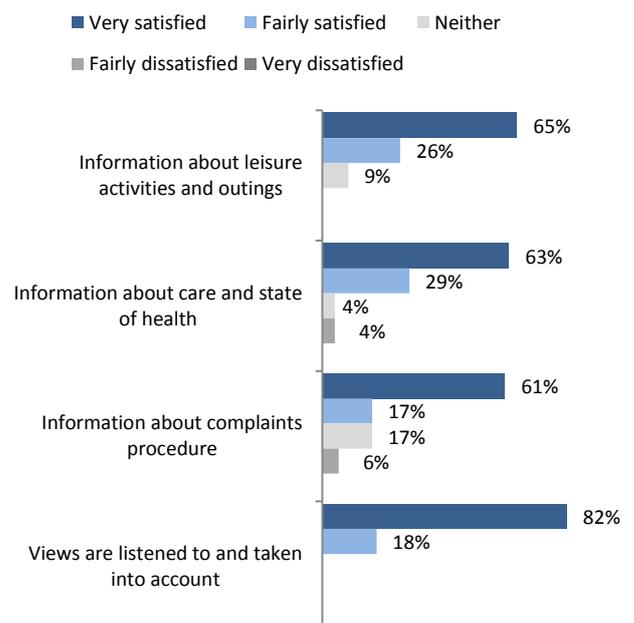
Figure 9.3: Satisfaction with efforts to contact



9.4 Consultation, communication and information

Satisfaction with the information provided by the home is generally high, 91% of friends and relatives are satisfied with the information about the leisure activities and outings organised by the home and 92% are satisfied with the information they receive about the care and state of health of their friend/relative and all are satisfied that their views are listened to and taken into account. Satisfaction with information about the complaints procedure is a little lower at 78%, although only 6% are dissatisfied and the remaining 17% neither satisfied nor dissatisfied, possibly because they have not needed to know about this.

Figure 9.4: Consultation, communication and information



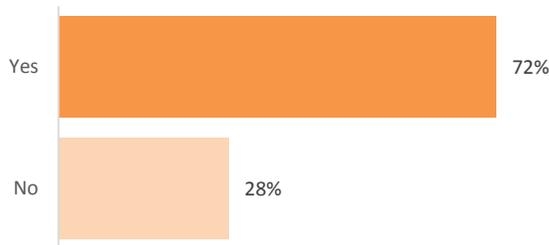
10. Care plan and reviews

10.1 Involved in care plan preparation

The next series of questions focus on the care plan.

When asked if the friend or relative was involved in the preparation of the resident's care plan, with their agreement, 72% said they were and 28% were not.

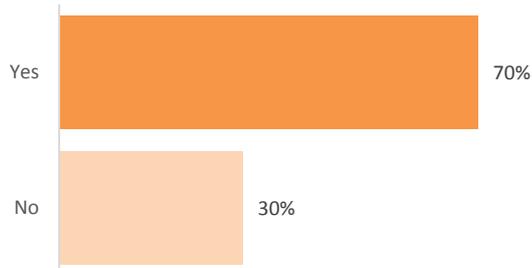
Figure 10.1: Involved in care plan



10.2 Consulted on changes

When asked if they are consulted about changes to the care plan, 70% said they have been but 30% said they haven't.

Figure 10.2: Consulted on changes



10.3 Satisfaction with the review process

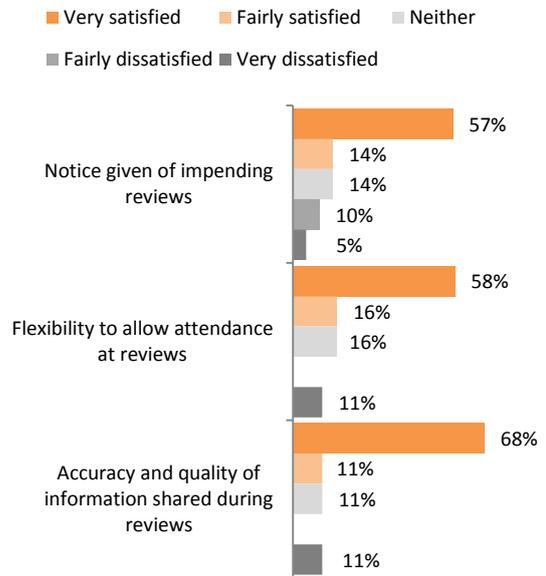
Around three-quarters of the friends and relatives surveyed said they are happy with the notice they are given regarding the impending reviews of their friend/relative's care. However, 14% are dissatisfied with the notice given and a further 14% are neither satisfied nor dissatisfied.

A similar number (74%) are satisfied with the flexibility provided so they can attend the

review meeting but 11% are dissatisfied; 16% neither.

Finally, 79% are satisfied with the accuracy and quality of the information shared during the reviews, 11% dissatisfied and 11% neither.

Figure 10.3: Satisfaction with review process



10.4 Making a complaint

Of the twenty-five friends and relatives who were involved in the survey fifteen said they had never had cause to complain. Of the remaining, four said their issue was handled well and a further three had only small issues which were also dealt with effectively.

Only three were more negative with one friend/relative saying the issue was dealt with ok but not great and two have had issues with clothing going missing which haven't been resolved.

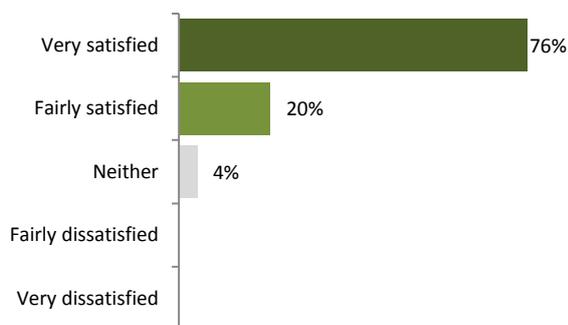
11. Overall service and Recommending Thorngate

11.1 Overall satisfaction

The friends and relatives were asked ‘Taking everything into account, how satisfied or dissatisfied are you with the service provided by Thorngate?’

The vast majority (96%) said they are satisfied with 76% ‘very’ satisfied and 20% ‘fairly’ satisfied. None are dissatisfied whilst 4% are neither satisfied nor dissatisfied.

Figure 11.1: Satisfaction with overall service



11.2 Recommending Russell Churcher Court

The Net Promoter Score, or NPS®, is based on the fundamental perspective that every company’s customers can be divided into three categories: Promoters, Passives and Detractors.

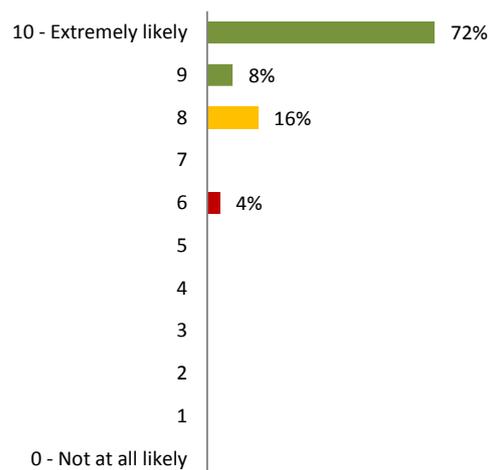
By asking one simple question, ‘How likely would you be to recommend Russell Churcher Court to family or friends of other potential residents on a scale of 0 to 10, where 0 is not at all and 10 is extremely likely?’ it is possible to then track these groups and get a clear measure of your organisation’s performance through your residents’ eyes. Residents respond on a 0-to-10 point rating scale and are categorised as follows:

Promoters (score 9-10) are loyal enthusiasts who will promote and support the service provider, increasing their reputation.

Passives (score 7-8) are satisfied but unenthusiastic residents who can easily become detractors depending on circumstances.

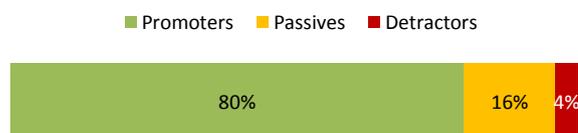
Detractors (score 0-6) are unhappy customers who can damage your organisation and hold back development and growth through negative word-of-mouth.

Figure 11.2: Recommendation scores



A total of 80% of friends and relatives are very loyal and happy to promote Russell Churcher Court to others and are promoters. This can be compared to 16% who can be described as ‘passive’ and could be persuaded one way or the other, while just 4% are ‘detractors’ and are likely to be negative about the home.

Figure 11.3: Net Promoter Score breakdown



Net Promoter Score

NPS® is calculated by taking the percentage of customers who are Promoters and subtracting the percentage who are Detractors. The result is known as the net promoter score – it is **not** a percentage. The net promoter score for Thorngate is 76 and is excellent.

11.3 What could be improved

When asked what features or service of the home could be improved, twenty-eight suggestions were made with ten saying they feel nothing needs to be done.

Of the other suggestions, three feel the furniture needs refreshing and three want to see more staff, but recognised the budget constraints. More food options are also suggested, improving the general decor and updating the bathrooms is mentioned by two friends/relatives.

11.4 Any other comment

Over half the comments made said that they are very happy with the home and a further five specifically mentioned the helpfulness of the staff. There is concern from three friends/relatives about the price going up and one person feels more staff are needed.

11.5 Share details

Finally, while the survey is confidential those taking part were asked if they would be happy to give Thorngate their details so they have better information to help improve services. Nearly three-quarters (72%) agreed to share their details, although 28% said they didn't want to.

12. Conclusion

The results from the mirror survey of the residents of Russell Churcher Court and their friends and relatives provides an interesting view on the services provided and shows that satisfaction is high with the home and the services delivered.

The home

Satisfaction with the home is high with 97% of residents satisfied with the overall impression of the home, and all being satisfied with the cleanliness, choice and quality of the food. All residents said they liked the home and the vast majority would change nothing about it. All residents feel safe in the home.

The friends and relatives are also highly satisfied with all satisfied with the overall impression of the home, the welcome they receive, the cleanliness and mood atmosphere. However, a few are dissatisfied with the quality of the food (9%) and the décor and furnishings (4%).

The room

Residents are also very satisfied with their individual room (97%) and 97% also feel safe within it.

Friend and relatives are a little less satisfied with certain aspects of the room, 84% are satisfied with the cleanliness, 80% with the décor and furnishings and 79% with the laundry service provided.

Care provided

A key aspect of the service provided by Thorngate is the care services at Russell Churcher Court and, again, satisfaction is high. Nearly all the residents (97%) are satisfied with the quality of care.

However, in terms of the care plan there is some confusion whether residents are involved in the preparation and review of their plan, three-quarters of residents saying they weren't sure if they were involved, although 72% of friends/relatives said they had been involved. Generally, the friends/relatives are satisfied with the review process.

The friend and relatives are happy that their friend/relative's privacy and dignity is respected (92%), as are 94% of the residents, and that their views are listened to and acted upon (92%).

Entertainment and activities

The in-house entertainment at the home is popular with 79% of residents but fewer like the trips and outings (58%), the church services (56%) or the arts and crafts (38%).

Customer service and communication

When making contact with the home the friends and relatives are very satisfied with the ease of resolving issues (96%), the staffs' efforts to contact them when needed (100%) and the overall customer service received (91%).

They are also satisfied with the information they receive about the activities (91%), about their friend/relative's care and health (92%), the information about the complaints procedure (78%) and that their views are taken into account (100%).

Recommending Russell Churcher Court

When asked if the residents would recommend the home to other potential residents 94% of residents said they would. Of the friends and relatives, 80% are very likely to recommend the home, 4% wouldn't and 16% are passive. In terms of a net promoter score Thorngate's score is 74, which is excellent.

Furthermore, 96% of friends and relatives said they are satisfied with the overall service taking everything into account.

In terms of what could be improved most residents and friends and relatives said nothing needs to be done but other suggestions include changing seating arrangements at meal times, refreshing the furnishings, updating bathrooms and having more food options; more staff would also be welcome.

Overall, however, satisfaction is high and Thorngate should be very pleased with the results and the comments made.