

Wenham Holt Nursing Home



Customer satisfaction survey 2019/20

The annual survey was undertaken in November 2019. This year we surveyed relatives, families and friends of residents. In total 35 survey forms were issued and 22 returned, a response rate of 63%.

The questions asked of relatives, families and friends were to rate various aspects of the nursing home and the service provided as outlined below:

1. **Overall experience of the home:**

All respondents answered this question and 100% rated their overall experience as either very good or excellent of which the majority (68%) said excellent.

2. **Services offered within the home:**

All respondents answered this question and 100% rated the services either very good or excellent. The split was 64% very good and 36% excellent.

3. **Welcome given when visiting the home:**

All respondents answered this question and 95% rated the welcome given as either very good or excellent, one respondent answered good to this question. Again, the majority (73%) answered excellent.

4. **Understanding of patients' needs:**

All respondents answered this question and 100% felt our understanding of patients' needs was either excellent or very good. (59% and 41%)

5. **If any issues were raised how they were dealt with:**

Two respondents did not answer this question but of those that did all said issues were dealt with in either an excellent or very good manner (55% and 45%)

6. **Efforts made to include patients in activities:**

All respondents answered this question and 55% felt efforts made to include patients in activities was excellent, the remainder answered either very good or good (37% and 8%)

7. **Quality of care provision:**

All respondents rated the quality of care provision as either excellent (86%) or very good (14%)

8. **Level of staff support:**

All 22 respondents rated the level of staff support as either excellent (73%) or very good (27%)

9. **General environment and equipment of the home:**

All respondents answered this question and 60% felt the general environment and equipment were excellent, the remainder answered very good.

10. **Grounds and gardens:**

All respondents rated the grounds and gardens as either excellent (73%) or very good (27%)

Summary:

100% of respondents rated Wenham Holt excellent, very good or good in all areas and the overall experience of relatives and friends is very positive. Whilst the number of responses received was good, we encourage visitors to give feedback at the time of their visit and have for the past two years provided a survey form and post box at the two main entrances. However, the response to this has been disappointing and we are going to consider whether there is a better way of encouraging feedback from visitors.

In addition to the tick box responses relatives and friends were also able to make any comments or suggestions and a number did so. The suggestions and our response to them are outlined below:

- *“Why not send monthly invoices by email rather than posting?” – Invoices are already emailed when requested and we have ensured this relative now receives theirs electronically rather than by post.*
- *“Would like to know at some time what the doctor who visits has to say about mum because we have noticed she is having trouble swallowing..”- The doctor visits every week and is happy to speak to relatives if they have any questions or concerns. In addition, we work very closely with the local SLT team and refer patients for assessment when required. We have ensured this family are aware of this.*
- *“The slope leading down to the CHC entrance could do with a light on the corner by the garden. Maybe consideration could be given to a handrail to be fitted to the wall of the slope?” – All of the external lights to this area of the home have been replaced with new LED fittings and a floodlight installed to provide better lighting to the slope. The suggestion to fit a handrail is a very good one and this will be actioned.*
- *“You could do with very long steps going to the garden and more seats so in the summer we can use your wonderful grounds” – Access to the garden is often something which is raised and in an ideal world we would have the resources to completely renew the existing ramps and steps. In the past 10 years we have made a significant effort to make the garden wheelchair accessible by constructing ramps and patio areas. However, the cost of a purpose-built wheelchair path around the garden is prohibitive particularly as we are significantly reliant on public sector funding which takes no account of the costs associated with providing such amenities. Consequently, we must prioritise improvements, repairs and maintenance even though we would like to meet everyone’s wishes. However, there is good access to the garden at the front of the Nursing Home and there are already many seats and benches around which can be used by visitors.*

Of the remaining 18 respondents nine took the opportunity to make comments, all of which were very positive and complimentary, comments included:

- “Calm and caring environment within the home. Mum is always happy, clean and content. Well-prepared meals and time spent by staff to make sure each resident is well fed.”
- “I cannot find any negativity towards your nursing home; it is all excellent.”
- “The change in mums health and well being has been nothing short of miraculous. The staff, home and care is exceptional, our worries have been diminished. Thank you. We couldn’t ask for better care for mum.”
- “No issues, thank you for making them safe, secure and comfortable. Their excursions are much appreciated.”
- “The nursing home suits my mother very well. They take very good care of her and consult me about issues concerning her care and medication. I always feel reassured that she is being cared for as well as possible.”
- “Both my sister and myself think ourselves lucky that our mum has been looked after, for many years by such a caring, professional team at Wenham Holt. On the rare occasion we may have an issue/question, it is always dealt with promptly and to our complete satisfaction. We would have no hesitation in recommending this home to anyone”.
- “So, thrilled with the excellent care and support given to mum and the family. You have been able to manage mums needs as they have changed this year. Thank you and all the staff.”.
- “The care and understanding given to my sister are excellent. Having been her carer myself before she joined you at Wenham Holt, I fully appreciate that you cater for all of her needs to an extremely high standard of care. Thank you”.
- “When I come to see my sister, she seems happy (hard to tell), she’s always clean and warm and her room is always clean and tidy. I am always offered tea or coffee when I visit. The staff are always friendly, it’s nice to know that she’s safe and well looked after. Well done to you and all your staff”.