



Survey of Residents and Relatives  
Overall Report  
August 2020



Report prepared by  
HWA Consulting  
for Sonnet Care Homes Ltd.

## INTRODUCTION

**This is a survey of resident and their relatives' / friends' perceptions of key areas / issues within The New Deanery and St Marys Court Homes and this report details the relevant findings.**

### HOWARD WARWICK ASSOCIATES

HWA's core business is the development and project management of patient, resident and staff engagement and feedback. The Company is an accredited member of all relevant professional associations and is registered for the purposes of the Data Protection Act.

### OPERATION

The survey was conducted using questionnaires issued to residents and their friends/relatives by the care home. Surveys were given to all next of kin and regular visitors; therefore there might be cases where both a resident and their relative/friend have taken part. Completed questionnaires were returned to HWA for analysis.

### CALCULATIONS

Where data is shown as percentages the figures are based on the actual number of responses to the question, not the total number of people responding. Some percentages are rounded up to the nearest whole number, so some answers may not total exactly 100%

### PARTICIPATION

A total of 69 responses were received to the survey; 51 from friends and family questionnaire and 18 from residents.

Participation levels are important for two reasons:

- a. It is a measure of the organisation's commitment to the process that residents and their families are encouraged to participate.
- b. It means that the results give an accurate representation of opinions within the village and are statistically robust.

## OVERVIEW OF RESULTS

### OVERALL RATING

The overall rating is the overall POSITIVE score across all questions, as follows:

RESIDENTS:	This home	85	All homes	86
FRIENDS & FAMILY:	This home	95	All homes	83

\* The rating for all homes is based on the results of all care homes surveyed by HWA during the past 12 months. It is intended as a guide only as the homes may not be 'like-for-like'

The implication here is that while residents show an average level of satisfaction, their friends and families are significantly more pleased with the care received here.

### KEY QUESTIONS

The key differences between the two groups are as follows:

Measure	RATING	
	RESIDENT	FAMILY
Are we responsive?	88%	100%
Is the home well-led?	89%	100%
The visibility and availability of managers / supervisors	71%	96%
How well we communicate information	69%	96%
Providing sufficient and varied activities	82%	98%
Have your problems been resolved?	80%	94%

A focus on the above among residents on the measures above, would undoubtedly redress the balance.

### COVID-19

We asked both residents and relatives how well the home has coped with the coronavirus pandemic. Opinions were very positive, with the results below:

	RESIDENT	FAMILY
Have you felt safe during the pandemic?	100%	
Did the team do everything they could to protect you?	100%	
Have you had written updates?		96%
Have you had phone calls to keep you informed?		90%
Have you been able to have 'virtual' visits?		78%
Have you been kept involved in all aspects of their care?		90%

### OVERALL

Staff at the home are highly regarded, overall ratings continue to improve and we have no hesitation in rating the New Deanery and St Mary's Court as EXCELLENT in all aspects of the care they provide.

# Residents' Feedback

## Sonnet Care Homes



July 2020



*These figures have been extracted from the overall results of the survey, which was externally managed  
For further details, please contact the Home Manager or HWA on 020 8891 0880*

Complied by HWA on behalf of Sonnet Care Homes 



## Management Overview

Number of responses

18

% Likely to recommend

100.0%

% Unlikely to recommend

0.0%

Overall Rating This Home

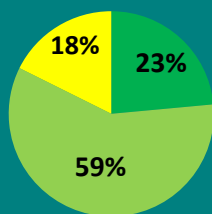
85

Average rating All Homes\*

86

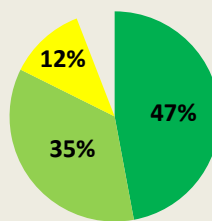
\* Based on last 12 months

Your overall opinion of care



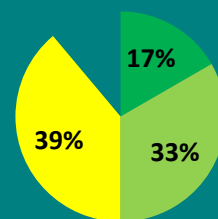
■ Excellent ■ Very good ■ Good

The kindness and respectfulness of staff



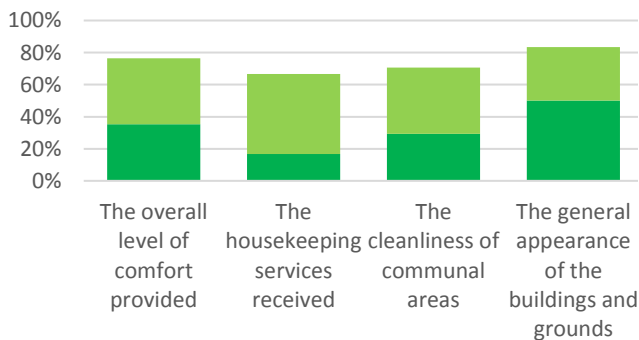
■ Excellent ■ Very good ■ Good

The quality of food



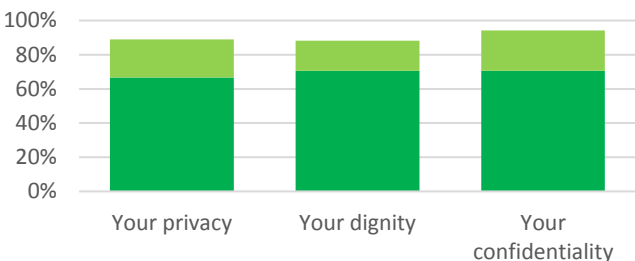
■ Excellent ■ Very good ■ Good

### Room & Housekeeping



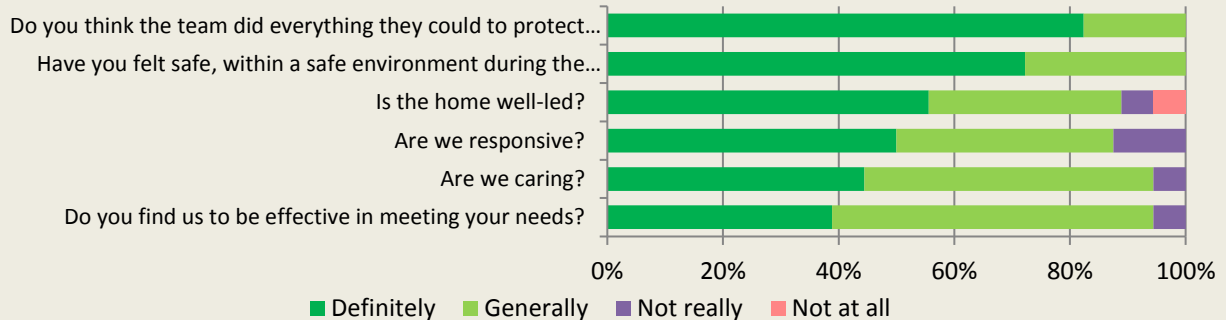
■ Excellent ■ Very good

### Respect & dignity



■ Definitely ■ Generally

### Care Monitor



■ Definitely ■ Generally ■ Not really ■ Not at all



## RESULTS BY QUESTION - ALL RESIDENTS

Number of responses 18

YOUR OVERALL OPINIONS	Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member if they needed our services?	16	56%	44%	0%	0%	0%	100%
		Excellent	Very good	Good	Fair	Poor	
Your overall impression of service / care received here	17	24%	59%	18%	0%	0%	100%

KEY QUESTIONS	Freq.	Definitely	Generally	Not really	Not at all	Rating
Do you find us to be effective in meeting your needs?	18	39%	56%	6%	0%	94%
Are we caring?	18	44%	50%	6%	0%	94%
Are we responsive?	16	50%	38%	13%	0%	88%
Is the home well-led?	18	56%	33%	6%	6%	89%
Have you felt safe, within a safe environment during the pandemic?	18	72%	28%	0%	0%	100%
Do you think the team did everything they could to protect you from the virus?	17	82%	18%	0%	0%	100%

STAFF, ACCOMMODATION & SERVICES	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Please give your opinion about each of the following...							
The visibility and availability of managers / supervisors	17	6%	29%	35%	18%	12%	71%
The kindness and respectfulness of the staff	17	47%	35%	12%	6%	0%	94%
How well we communicate information to you (Res)	16	19%	44%	6%	25%	6%	69%
The overall level of comfort provided	17	35%	41%	18%	6%	0%	94%
The housekeeping services received	18	17%	50%	28%	6%	0%	94%
The comfort of communal areas	17	29%	35%	18%	12%	6%	82%
The cleanliness of communal areas	17	29%	41%	18%	12%	0%	88%
The general appearance of the buildings and grounds	18	50%	33%	11%	6%	0%	94%
The food choice, quality and presentation	18	17%	33%	39%	11%	0%	89%
Providing a variety of meals/snacks and special diets	18	22%	33%	28%	17%	0%	83%
Providing assistance with eating, if required	6	50%	17%	17%	17%	0%	83%
		Definitely		Some extent		No	
Are the staff willing and able to help you?	18	67%		33%		0%	100%

RESPECT & DIGNITY	Freq.	Definitely	Generally	Not really	Not at all	Rating
Do we respect the following...?						
Your privacy	18	67%	22%	11%	0%	89%
Your dignity	17	71%	18%	12%	0%	88%
Your confidentiality	17	71%	24%	6%	0%	94%
		Always		Sometimes		No
Are you able to participate in your cultural & religious beliefs?	16	63%		38%		0%

## RESULTS BY QUESTION - ALL RESIDENTS

ACTIVITIES	Freq.	Definitely	Generally	Not really	Not at all	Rating
Providing sufficient and varied activities	17	24%	59%	18%	0%	82%
Providing sufficient indoor activities	16	25%	50%	25%	0%	75%
Providing sufficient outdoor & community activities	16	19%	44%	31%	6%	63%
Giving opportunities to join in the activities of your/their choice	17	35%	59%	6%	0%	94%

YOUR CARE	Freq.	Definitely	Generally	Not really	Not at all	Rating
Do you believe the care you receive is delivered professionally?	18	33%	67%	0%	0%	100%
Do we provide you with support when needed?	16	56%	44%	0%	0%	100%
Do you have personal involvement in your care plan?	15	27%	40%	27%	7%	67%
Do you know the name of your Key Worker?	16	50%	13%	25%	13%	63%
Are you consulted when changes are made to your care and support?	16	31%	38%	13%	19%	69%

GENERAL QUESTIONS	Freq.	Yes	No	Rating	
Have you encountered any problems since you arrived?	17	53%	47%	47%	
		Completely	Partly	No	
If yes, have they been resolved?	10	30%	50%	20%	80%
		Getting better	Staying the same	Getting worse	
Are we:	14	21%	71%	7%	93%
		<6 months	6-12 months	>12 months	
How long have you stayed with us?	18	6%	22%	72%	



## RESULTS BY QUESTION - RESIDENT COMPARISONS

<i>All figures are % positive answers</i>	<b>ALL</b>	<b>TND</b>	<b>SMC</b>	<b>NWB</b>
Number of responses	18	14	4	2
<b>YOUR OVERALL OPINIONS</b>				
How likely would you be to recommend us to a friend or family member...?	100%	100%	100%	100%
Your overall impression of service / care received here	100%	100%	100%	100%
<b>KEY QUESTIONS</b>				
Do you find us to be effective in meeting your needs?	94%	93%	100%	100%
Are we caring?	94%	93%	100%	100%
Are we responsive?	88%	85%	100%	100%
Is the home well-led?	89%	86%	100%	100%
Have you felt safe, within a safe environment during the pandemic?	100%	100%	100%	100%
Do you think the team did everything they could to protect you from the virus?	100%	100%	100%	100%
<b>STAFF, ACCOMMODATION &amp; SERVICES</b>				
Please give your opinion about each of the following...				
The visibility and availability of managers / supervisors	71%	79%	33%	0%
The kindness and respectfulness of the staff	94%	100%	67%	0%
How well we communicate information to you (Res)	69%	69%	67%	0%
The overall level of comfort provided	94%	93%	100%	100%
The housekeeping services received	94%	93%	100%	100%
The comfort of communal areas	82%	79%	100%	100%
The cleanliness of communal areas	88%	86%	100%	100%
The general appearance of the buildings and grounds	94%	93%	100%	100%
The food choice, quality and presentation	89%	86%	100%	100%
Providing a variety of meals/snacks and special diets	83%	79%	100%	100%
Providing assistance with eating, if required	83%	67%	100%	100%
Are the staff willing and able to help you?	100%	100%	100%	100%
<b>RESPECT &amp; DIGNITY</b>				
Do we respect the following...?				
Your privacy	89%	93%	75%	50%
Your dignity	88%	100%	50%	0%
Your confidentiality	94%	93%	100%	100%
Are you able to participate in your cultural & religious beliefs?	63%	67%	50%	0%
<b>ACTIVITIES</b>				
Providing sufficient and varied activities	82%	86%	67%	100%
Providing sufficient indoor activities	75%	77%	67%	100%
Providing sufficient outdoor & community activities	63%	69%	33%	0%
Giving opportunities to join in the activities of your/their choice	94%	93%	100%	100%
<b>YOUR CARE</b>				
Do you believe the care you receive is delivered professionally?	100%	100%	100%	100%
Do we provide you with support when needed?	100%	100%	100%	100%
Do you have personal involvement in your care plan?	67%	73%	50%	0%
Do you know the name of your Key Worker?	63%	75%	25%	0%
Are you consulted when changes are made to your care and support?	69%	75%	50%	0%
<b>GENERAL QUESTIONS</b>				
Have you encountered any problems since you arrived?	47%	54%	25%	0%
If yes, have they been resolved?	80%	71%	100%	100%
Are we: (getting better or staying the same)	93%	90%	100%	100%
<b>OVERALL RATING</b>	<b>85</b>	<b>86</b>	<b>82</b>	<b>71</b>



COMMENTS BY RESIDENTS		
Location	Overall rating	Comment
TND	Good	The shortage of staff in every department. Carers are over worked, don't have time with the residents with getting them seen too
SMC / NWB	V. Good	I receive no assistance or advice with my main problem ie ability to walk un-aided. I need a frame at all times & practice when & as often as I like. There is no physiotherapy
SMC	V. Good	More one-to-one interaction
SMC / NWB	Good	Communications very poor !
TND		Discuss anything necessary (propositions)
TND	V. Good	Shortage of carers & other staff sometimes can make things difficult

# Family & Friends' Feedback

## Sonnet Care Homes

July 2020



*These figures have been extracted from the overall results of the survey, which was externally managed  
For further details, please contact the Home Manager or HWA on 020 8891 0880*

*Complied by HWA on behalf of Sonnet Care Homes*



Date

July 2020

SONNET CARE

Family & Friends



### Management Overview

Number of responses

51

% Likely to recommend

100.0%

Overall Rating This Home

95

% Unlikely to recommend

0.0%

Overall Rating All Responses

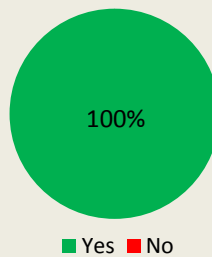
83

HWA clients last 12 months

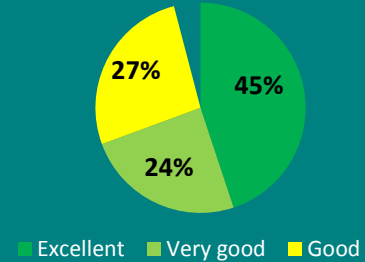
Your overall opinion of care



Are you made to feel welcome when you visit?



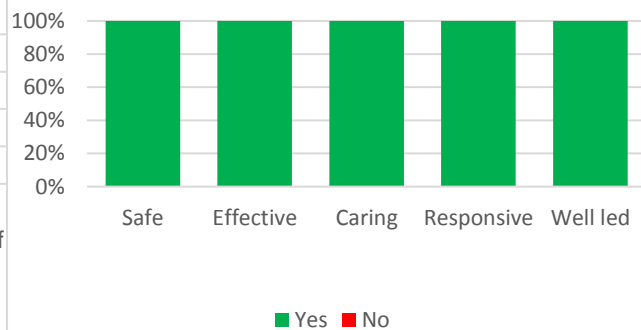
The quality & choice of food



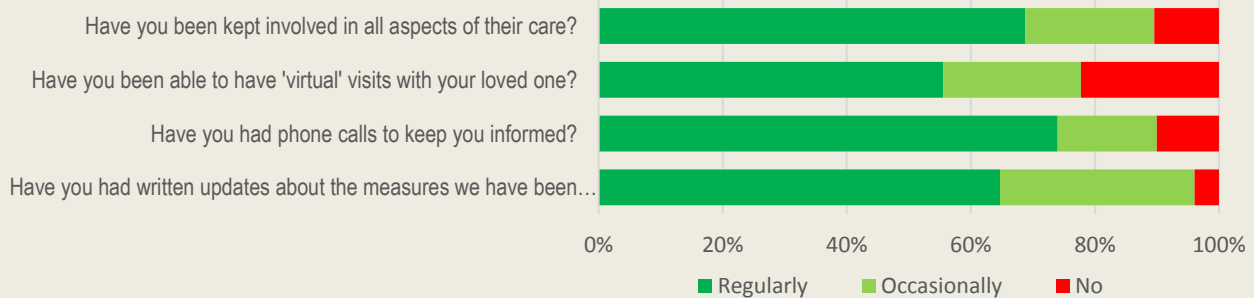
#### Staff & facilities



#### Care - are we...?



#### COVID-19



Results compiled by HWA Consulting © 2020

## RESULTS BY QUESTION - ALL RELATIVES

	All	Relative	Friend	Carer
Number of responses	51	48	3	0

YOUR OVERALL OPINIONS	Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member?	51	82%	18%	0%	0%	0%	100%
	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Your overall impression of how well we care for your relative / friend	50	76%	18%	6%	0%	0%	100%
The visibility and availability of managers / supervisors	50	58%	30%	8%	4%	0%	96%
The kindness and respectfulness of the staff	51	75%	24%	2%	0%	0%	100%
The overall level of comfort provided to your relative / friend	50	48%	44%	8%	0%	0%	100%
The housekeeping services received	50	44%	44%	12%	0%	0%	100%
The food choice, quality and presentation	49	45%	24%	27%	4%	0%	96%
The general appearance of the buildings and grounds	50	52%	48%	0%	0%	0%	100%
How well we communicate information in an accurate and timely manner	50	62%	26%	8%	4%	0%	96%
		Yes				No	
Are you made to feel welcome when you visit?	50	100%				0%	100%

KEY QUESTIONS	Freq.	Yes	No	Rating
Do you believe we provide care which is safe, within a safe environment?	51	100%	0%	100%
Do you find us to be effective in meeting your relative / friends' needs?	50	100%	0%	100%
Are we caring?	50	100%	0%	100%
Are we responsive?	50	100%	0%	100%
Is the home well-led?	51	100%	0%	100%

COVID-19	Freq.	Regularly	Occasionally	No	Rating
Have you had written updates about the measures we have been taking?	51	65%	31%	4%	96%
Have you had phone calls to keep you informed?	50	74%	16%	10%	90%
Have you been able to have 'virtual' visits with your loved one?	36	56%	22%	22%	78%
Have you been kept involved in all aspects of their care?	48	69%	21%	10%	90%

ACTIVITIES	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Providing sufficient and varied activities to keep your relative / friend occupied?	42	45%	33%	19%	0%	2%	98%
Giving your relative / friend sufficient opportunities to join in the activities of their choice?	42	50%	33%	10%	7%	0%	93%

## RESULTS BY QUESTION - ALL RELATIVES

RESPECT & DIGNITY	Freq.	Definitely	Generally	Not really	Not at all	Rating
Their privacy	51	80%	20%	0%	0%	100%
Their dignity	51	82%	18%	0%	0%	100%
Their confidentiality	50	78%	22%	0%	0%	100%

GENERAL	Freq.	No	Don't know	Yes	Rating
Has your relative / friend encountered any problems since they arrived?	51	59%	12%	29%	59%
		Completely	Partly	No	
If yes, have they been resolved?	16	56%	38%	6%	94%
		Yes	Not sure	No	
Have you been given any information explaining how to complain about the care received?	44	75%	18%	7%	75%
		Getting better	Staying the same	Getting worse	
Please tell us if we are:	46	46%	54%	0%	100%
		<6 mths	6-12 mths	Over 12 mths	
How long has your relative/friend stayed with us?	51	8%	22%	71%	
				The service we offer	33%
				Our management	21%
Why did you choose the New Deanery?*	101			Our homes	17%
				Our ethos	19%
				Don't know	2%
				Something else (see comments)	9%

*Note: respondents asked to select all applicable, so total is greater than number of participants*

## RESULTS BY QUESTION - RELATIVES COMPARISONS

	All	The New Deanery	St Mary's Court
Number of responses	51	35	15
<i>All figures are % positive answers</i>			
<b>YOUR OVERALL OPINIONS</b>			
How likely would you be to recommend us to a friend or family member?	100%	100%	100%
Your overall impression of how well we care for your relative / friend	100%	100%	100%
The visibility and availability of managers / supervisors	96%	100%	87%
The kindness and respectfulness of the staff	100%	100%	100%
The overall level of comfort provided to your relative / friend	100%	100%	100%
The housekeeping services received	100%	100%	100%
The food choice, quality and presentation	96%	94%	100%
The general appearance of the buildings and grounds	100%	100%	100%
How well we communicate information in an accurate and timely manner	96%	100%	88%
Are you made to feel welcome when you visit?	100%	100%	100%
<b>KEY QUESTIONS</b>			
Do you believe we provide care which is safe, within a safe environment?	100%	100%	100%
Do you find us to be effective in meeting your relative / friends' needs?	100%	100%	100%
Are we caring?	100%	100%	100%
Are we responsive?	100%	100%	100%
Is the home well-led?	100%	100%	100%
<b>COVID-19</b>			
Have you had written updates about the measures we have been taking?	96%	94%	100%
Have you had phone calls to keep you informed?	90%	100%	67%
Have you been able to have 'virtual' visits with your loved one?	78%	84%	64%
Have you been kept involved in all aspects of their care?	90%	94%	77%
<b>ACTIVITIES</b>			
Providing sufficient and varied activities to keep your relative / friend occupied?	98%	100%	92%
Giving your relative / friend sufficient opportunities to join in the activities of their	93%	93%	92%
<b>RESPECT &amp; DIGNITY</b>			
Their privacy	100%	100%	100%
Their dignity	100%	100%	100%
Their confidentiality	100%	100%	100%
<b>GENERAL</b>			
Has your relative / friend encountered any problems since they arrived?	59%	60%	56%
If yes, have they been resolved?	94%	92%	100%
Have you been given any information explaining how to complain about the care received?	75%	87%	50%
Please tell us if we are: (getting better or staying the same)	100%	100%	100%

## APPENDICES



## RESULTS BY QUESTION - THE NEW DEANERY RESIDENTS

Number of responses	14						
<b>YOUR OVERALL OPINIONS</b>	Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member if they needed our services?	13	54%	46%	0%	0%	0%	100%
		Excellent	Very good	Good	Fair	Poor	
Your overall impression of service / care received here	13	23%	62%	15%	0%	0%	100%
<b>KEY QUESTIONS</b>	Freq.	Definitely	Generally	Not really	Not at all		Rating
Do you find us to be effective in meeting your needs?	14	43%	50%	7%	0%		93%
Are we caring?	14	43%	50%	7%	0%		93%
Are we responsive?	13	54%	31%	15%	0%		85%
Is the home well-led?	14	57%	29%	7%	7%		86%
Have you felt safe, within a safe environment during the pandemic?	14	71%	29%	0%	0%		100%
Do you think the team did everything they could to protect you from the virus?	13	85%	15%	0%	0%		100%
<b>STAFF, ACCOMMODATION &amp; SERVICES</b>	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Please give your opinion about each of the following...							
The visibility and availability of managers / supervisors	14	7%	36%	36%	14%	7%	79%
The kindness and respectfulness of the staff	14	50%	36%	14%	0%	0%	100%
How well we communicate information to you (Res)	13	23%	38%	8%	23%	8%	69%
The overall level of comfort provided	14	43%	29%	21%	7%	0%	93%
The housekeeping services received	14	14%	43%	36%	7%	0%	93%
The comfort of communal areas	14	21%	36%	21%	14%	7%	79%
The cleanliness of communal areas	14	21%	43%	21%	14%	0%	86%
The general appearance of the buildings and grounds	14	43%	36%	14%	7%	0%	93%
The food choice, quality and presentation	14	14%	36%	36%	14%	0%	86%
Providing a variety of meals/snacks and special diets	14	21%	29%	29%	21%	0%	79%
Providing assistance with eating, if required	3	33%	33%	0%	33%	0%	67%
		Definitely		Some extent		No	
Are the staff willing and able to help you?	14	71%		29%		0%	100%
<b>RESPECT &amp; DIGNITY</b>	Freq.	Definitely	Generally	Not really	Not at all		Rating
Do we respect the following...?							
Your privacy	14	71%	21%	7%	0%		93%
Your dignity	13	77%	23%	0%	0%		100%
Your confidentiality	14	71%	21%	7%	0%		93%
		Always		Sometimes		No	
Are you able to participate in your cultural & religious beliefs?	12	67%		33%		0%	67%

## RESULTS BY QUESTION - THE NEW DEANERY RESIDENTS

ACTIVITIES	Freq.	Definitely	Generally	Not really	Not at all	Rating
Providing sufficient and varied activities	14	29%	57%	14%	0%	86%
Providing sufficient indoor activities	13	31%	46%	23%	0%	77%
Providing sufficient outdoor & community activities	13	23%	46%	23%	8%	69%
Giving opportunities to join in the activities of your/their choice	14	43%	50%	7%	0%	93%

YOUR CARE	Freq.	Definitely	Generally	Not really	Not at all	Rating
Do you believe the care you receive is delivered professionally?	14	36%	64%	0%	0%	100%
Do we provide you with support when needed?	12	58%	42%	0%	0%	100%
Do you have personal involvement in your care plan?	11	27%	45%	27%	0%	73%
Do you know the name of your Key Worker?	12	58%	17%	25%	0%	75%
Are you consulted when changes are made to your care and support?	12	25%	50%	17%	8%	75%

GENERAL QUESTIONS	Freq.	Yes	No	Rating	
Have you encountered any problems since you arrived?	13	46%	54%	54%	
		Completely	Partly	No	
If yes, have they been resolved?	7	29%	43%	29%	71%
		Getting better	Staying the same	Getting worse	
Are we:	10	10%	80%	10%	90%
		<6 months	6-12 months	>12 months	
How long have you stayed with us?	14	0%	21%	79%	

## RESULTS BY QUESTION - ST MARY'S COURT RESIDENTS

Number of responses	4						
<b>YOUR OVERALL OPINIONS</b>	Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member if they needed our services?	3	67%	33%	0%	0%	0%	100%
		Excellent	Very good	Good	Fair	Poor	
Your overall impression of service / care received here	4	25%	50%	25%	0%	0%	100%
<b>KEY QUESTIONS</b>	Freq.	Definitely	Generally		Not really	Not at all	Rating
Do you find us to be effective in meeting your needs?	4	25%	75%		0%	0%	100%
Are we caring?	4	50%	50%		0%	0%	100%
Are we responsive?	3	33%	67%		0%	0%	100%
Is the home well-led?	4	50%	50%		0%	0%	100%
Have you felt safe, within a safe environment during the pandemic?	4	75%	25%		0%	0%	100%
Do you think the team did everything they could to protect you from the virus?	4	75%	25%		0%	0%	100%
<b>STAFF, ACCOMMODATION &amp; SERVICES</b>	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Please give your opinion about each of the following...							
The visibility and availability of managers / supervisors	3	0%	0%	33%	33%	33%	33%
The kindness and respectfulness of the staff	3	33%	33%	0%	33%	0%	67%
How well we communicate information to you (Res)	3	0%	67%	0%	33%	0%	67%
The overall level of comfort provided	3	0%	100%	0%	0%	0%	100%
The housekeeping services received	4	25%	75%	0%	0%	0%	100%
The comfort of communal areas	3	67%	33%	0%	0%	0%	100%
The cleanliness of communal areas	3	67%	33%	0%	0%	0%	100%
The general appearance of the buildings and grounds	4	75%	25%	0%	0%	0%	100%
The food choice, quality and presentation	4	25%	25%	50%	0%	0%	100%
Providing a variety of meals/snacks and special diets	4	25%	50%	25%	0%	0%	100%
Providing assistance with eating, if required	3	67%	0%	33%	0%	0%	100%
		Definitely		Some extent		No	
Are the staff willing and able to help you?	4	50%		50%		0%	100%
<b>RESPECT &amp; DIGNITY</b>	Freq.	Definitely	Generally		Not really	Not at all	Rating
Do we respect the following...?							
Your privacy	4	50%	25%		25%	0%	75%
Your dignity	4	50%	0%		50%	0%	50%
Your confidentiality	3	67%	33%		0%	0%	100%
		Always		Sometime s		No	
Are you able to participate in your cultural & religious beliefs?	4	50%		50%		0%	50%

## RESULTS BY QUESTION - ST MARY'S COURT RESIDENTS

ACTIVITIES	Freq.	Definitely	Generally	Not really	Not at all	Rating
Providing sufficient and varied activities	3	0%	67%	33%	0%	67%
Providing sufficient indoor activities	3	0%	67%	33%	0%	67%
Providing sufficient outdoor & community activities	3	0%	33%	67%	0%	33%
Giving opportunities to join in the activities of your/their choice	3	0%	100%	0%	0%	100%

YOUR CARE	Freq.	Definitely	Generally	Not really	Not at all	Rating
Do you believe the care you receive is delivered professionally?	4	25%	75%	0%	0%	100%
Do we provide you with support when needed?	4	50%	50%	0%	0%	100%
Do you have personal involvement in your care plan?	4	25%	25%	25%	25%	50%
Do you know the name of your Key Worker?	4	25%	0%	25%	50%	25%
Are you consulted when changes are made to your care and support?	4	50%	0%	0%	50%	50%

GENERAL QUESTIONS	Freq.	Yes	No	Rating	
Have you encountered any problems since you arrived?	4	75%	25%	25%	
		Completely	Partly	No	
If yes, have they been resolved?	3	33%	67%	0%	100%
		Getting better	Staying the same	Getting worse	
Are we:	4	50%	50%	0%	100%
		<6 months	6-12 months	>12 months	
How long have you stayed with us?	4	25%	25%	50%	

## RESULTS BY QUESTION - NWB RESIDENTS

Number of responses

2

<b>YOUR OVERALL OPINIONS</b>		Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member if they needed our services?		1	0%	100%	0%	0%	0%	100%
			Excellent	Very good	Good	Fair	Poor	
Your overall impression of service / care received here		2	0%	50%	50%	0%	0%	100%

<b>KEY QUESTIONS</b>		Freq.	Definitely	Generally	Not really	Not at all	Rating
Do you find us to be effective in meeting your needs?		2	50%	50%	0%	0%	100%
Are we caring?		2	0%	100%	0%	0%	100%
Are we responsive?		1	0%	100%	0%	0%	100%
Is the home well-led?		2	50%	50%	0%	0%	100%
Have you felt safe, within a safe environment during the pandemic?		2	50%	50%	0%	0%	100%
Do you think the team did everything they could to protect you from the virus?		2	50%	50%	0%	0%	100%

<b>STAFF, ACCOMMODATION &amp; SERVICES</b>		Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Please give your opinion about each of the following...								
The visibility and availability of managers / supervisors		1	0%	0%	0%	0%	100%	0%
The kindness and respectfulness of the staff		1	0%	0%	0%	100%	0%	0%
How well we communicate information to you (Res)		1	0%	0%	0%	100%	0%	0%
The overall level of comfort provided		1	0%	100%	0%	0%	0%	100%
The housekeeping services received		2	50%	50%	0%	0%	0%	100%
The comfort of communal areas		1	100%	0%	0%	0%	0%	100%
The cleanliness of communal areas		1	100%	0%	0%	0%	0%	100%
The general appearance of the buildings and grounds		2	100%	0%	0%	0%	0%	100%
The food choice, quality and presentation		2	50%	0%	50%	0%	0%	100%
Providing a variety of meals/snacks and special diets		2	50%	50%	0%	0%	0%	100%
Providing assistance with eating, if required		1	0%	0%	100%	0%	0%	100%
			Definitely		Some extent		No	
Are the staff willing and able to help you?		2	0%		100%		0%	100%

<b>RESPECT &amp; DIGNITY</b>		Freq.	Definitely	Generally	Not really	Not at all	Rating
Do we respect the following...?							
Your privacy		2	0%	50%	50%	0%	50%
Your dignity		2	0%	0%	100%	0%	0%
Your confidentiality		1	0%	100%	0%	0%	100%
			Always		Sometimes		No
Are you able to participate in your cultural & religious beliefs?		2	0%		100%		0%

## RESULTS BY QUESTION - NWB RESIDENTS

ACTIVITIES	Freq.	Definitely	Generally	Not really	Not at all	Rating
Providing sufficient and varied activities	1	0%	100%	0%	0%	100%
Providing sufficient indoor activities	1	0%	100%	0%	0%	100%
Providing sufficient outdoor & community activities	1	0%	0%	100%	0%	0%
Giving opportunities to join in the activities of your/their choice	1	0%	100%	0%	0%	100%

YOUR CARE	Freq.	Definitely	Generally	Not really	Not at all	Rating
Do you believe the care you receive is delivered professionally?	2	0%	100%	0%	0%	100%
Do we provide you with support when needed?	2	0%	100%	0%	0%	100%
Do you have personal involvement in your care plan?	2	0%	0%	50%	50%	0%
Do you know the name of your Key Worker?	2	0%	0%	50%	50%	0%
Are you consulted when changes are made to your care and support?	2	0%	0%	0%	100%	0%

GENERAL QUESTIONS	Freq.	Yes	No	Rating
Have you encountered any problems since you arrived?	2	100%	0%	0%
		Completely	Partly	No
If yes, have they been resolved?	2	0%	100%	0%
		Getting better	Staying the same	Getting worse
Are we:	2	0%	100%	0%
		<6 months	6-12 months	>12 months
How long have you stayed with us?	2	50%	50%	0%

## RESULTS BY QUESTION - THE NEW DEANERY RELATIVES

	All	Relative	Friend	Carer
Number of responses	35	33	2	0

<b>YOUR OVERALL OPINIONS</b>	Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member?	35	77%	23%	0%	0%	0%	100%
	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Your overall impression of how well we care for your relative / friend	34	76%	15%	9%	0%	0%	100%
The visibility and availability of managers / supervisors	35	63%	29%	9%	0%	0%	100%
The kindness and respectfulness of the staff	35	74%	23%	3%	0%	0%	100%
The overall level of comfort provided to your relative / friend	35	54%	37%	9%	0%	0%	100%
The housekeeping services received	35	51%	34%	14%	0%	0%	100%
The food choice, quality and presentation	35	51%	17%	26%	6%	0%	94%
The general appearance of the buildings and grounds	34	53%	47%	0%	0%	0%	100%
How well we communicate information in an accurate and timely manner	34	76%	21%	3%	0%	0%	100%
		Yes				No	
Are you made to feel welcome when you visit?	34	100%				0%	100%

<b>KEY QUESTIONS</b>	Freq.	Yes	No	Rating
Do you believe we provide care which is safe, within a safe environment?	35	100%	0%	100%
Do you find us to be effective in meeting your relative / friends' needs?	34	100%	0%	100%
Are we caring?	34	100%	0%	100%
Are we responsive?	34	100%	0%	100%
Is the home well-led?	35	100%	0%	100%

<b>COVID-19</b>	Freq.	Regularly	Occasionally	No	Rating
Have you had written updates about the measures we have been taking?	35	74%	20%	6%	94%
Have you had phone calls to keep you informed?	35	89%	11%	0%	100%
Have you been able to have 'virtual' visits with your loved one?	25	68%	16%	16%	84%
Have you been kept involved in all aspects of their care?	35	77%	17%	6%	94%

<b>ACTIVITIES</b>	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Providing sufficient and varied activities to keep your relative / friend occupied?	30	50%	27%	23%	0%	0%	100%
Giving your relative / friend sufficient opportunities to join in the activities of their choice?	30	53%	27%	13%	7%	0%	93%



## RESULTS BY QUESTION - THE NEW DEANERY RELATIVES

RESPECT & DIGNITY	Freq.	Definitely	Generally	Not really	Not at all	Rating
Their privacy	35	86%	14%	0%	0%	100%
Their dignity	35	89%	11%	0%	0%	100%
Their confidentiality	34	85%	15%	0%	0%	100%

GENERAL	Freq.	No	Don't know	Yes	Rating
Has your relative / friend encountered any problems since they arrived?	35	60%	9%	31%	60%
		Completely	Partly	No	
If yes, have they been resolved?	12	58%	33%	8%	92%
		Yes	Not sure	No	
Have you been given any information explaining how to complain about the care received?	30	87%	13%	0%	87%
		Getting better	Staying the same	Getting worse	
Please tell us if we are:	31	45%	55%	0%	100%
		<6 mths	6-12 mths	Over 12 mths	
How long has your relative/friend stayed with us?	35	9%	17%	74%	

## RESULTS BY QUESTION - St MARY'S COURT RELATIVES

	All	Relative	Friend	Carer
Number of responses	16	15	1	0

<b>YOUR OVERALL OPINIONS</b>	Freq.	Extremely Likely	Likely	Neither	Unlikely	Extremely unlikely	Rating
How likely would you be to recommend us to a friend or family member?	16	94%	6%	0%	0%	0%	100%
	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Your overall impression of how well we care for your relative / friend	16	75%	25%	0%	0%	0%	100%
The visibility and availability of managers / supervisors	15	47%	33%	7%	13%	0%	87%
The kindness and respectfulness of the staff	16	75%	25%	0%	0%	0%	100%
The overall level of comfort provided to your relative / friend	15	33%	60%	7%	0%	0%	100%
The housekeeping services received	15	27%	67%	7%	0%	0%	100%
The food choice, quality and presentation	14	29%	43%	29%	0%	0%	100%
The general appearance of the buildings and grounds	16	50%	50%	0%	0%	0%	100%
How well we communicate information in an accurate and timely manner	16	31%	38%	19%	13%	0%	88%
		Yes				No	
Are you made to feel welcome when you visit?	16	100%				0%	100%

<b>KEY QUESTIONS</b>	Freq.	Yes	No	Rating
Do you believe we provide care which is safe, within a safe environment?	16	100%	0%	100%
Do you find us to be effective in meeting your relative / friends' needs?	16	100%	0%	100%
Are we caring?	16	100%	0%	100%
Are we responsive?	16	100%	0%	100%
Is the home well-led?	16	100%	0%	100%

<b>COVID-19</b>	Freq.	Regularly	Occasionally	No	Rating
Have you had written updates about the measures we have been taking?	16	44%	56%	0%	100%
Have you had phone calls to keep you informed?	15	40%	27%	33%	67%
Have you been able to have 'virtual' visits with your loved one?	11	27%	36%	36%	64%
Have you been kept involved in all aspects of their care?	13	46%	31%	23%	77%

<b>ACTIVITIES</b>	Freq.	Excellent	Very good	Good	Fair	Poor	Rating
Providing sufficient and varied activities to keep your relative / friend occupied?	12	33%	50%	8%	0%	8%	92%
Giving your relative / friend sufficient opportunities to join in the activities of their choice?	12	42%	50%	0%	8%	0%	92%

## RESULTS BY QUESTION - St MARY'S COURT RELATIVES

RESPECT & DIGNITY	Freq.	Definitely	Generally	Not really	Not at all	Rating
Their privacy	16	69%	31%	0%	0%	100%
Their dignity	16	69%	31%	0%	0%	100%
Their confidentiality	16	63%	38%	0%	0%	100%

GENERAL	Freq.	No	Don't know	Yes	Rating
Has your relative / friend encountered any problems since they arrived?	16	56%	19%	25%	56%
		Completely	Partly	No	
If yes, have they been resolved?	4	50%	50%	0%	100%
		Yes	Not sure	No	
Have you been given any information explaining how to complain about the care received?	14	50%	29%	21%	50%
		Getting better	Staying the same	Getting worse	
Please tell us if we are:	15	47%	53%	0%	100%
		<6 mths	6-12 mths	Over 12 mths	
How long has your relative/friend stayed with us?	16	6%	31%	63%	