



2009 Quality Report

Produced March 2010

In order to comply with Outcome 16 of the Essential Standards of Quality and Safety, Care Nursing Ltd are required to 'Monitor the quality of service that people receive' and 'Improve the service by learning from adverse events, incidents, errors and near misses that happen, the outcome from comments and complaints, and the advice of other expert bodies where this information shows the service is not fully compliant.'

This is also important to the Care Nursing Management team in order for them to 'stay in touch' and effectively manage and improve the business.

A range of methods are used to achieve these objectives including ongoing monitoring of the staff, feedback from people who use the services or others acting on their behalf and learning from our mistakes.

In this report I will specifically looking at feedback from Service Users and their representatives, this will include analysing data gathered from our monitoring questionnaires and reviewing the complaints received in 2009 and their outcomes.

In 2009 sixty Management Monitoring Tool Questionnaires were distributed to randomly selected Service Users from each area we cover and twenty six were returned. Eleven complaints were received.

I have calculated the percentage for each answer given. Unless stated otherwise, the percentages are based on the 100% consisting of the 26 forms returned. Where the percentage has not been a round figure, I have rounded up or down accordingly.

Information

1.1

Have you been given a company information pack which contains a Service User guide and Statement of Purpose?

Of the 26 Service Users who returned their questionnaires, 81% said that they had, 15% said that they hadn't and 4% did not answer this question.

1.2

Have you read this information?

Of the 21 Service Users who received the company information pack, 38% read all of the information, 43% read most of it, 14% read some of it and 5% read none of it.

1.3

How helpful is it in informing you about our services?

14% found it extremely helpful, 76% found it very helpful, 5% felt that it was not helpful at all and a further 5% did not answer this question.

1.4

Is there anything that you do not understand or is not clear?

28% answered yes, 67% answered no and 5% did not answer this question.

Your Care Arrangements

2.1

Do you have the following written information that says what we as an agency and our care workers are supposed to do for you? a) An agreement/contract b) assessment and c) service user plan?

65% of the Service Users who returned questionnaires answered yes, 12% answered no, 8% weren't sure and 15% did not answer this question.

2.2

Has anyone contacted you from social services say in the last six months to check that you are receiving the services which have been agreed?

42% had been contacted, 42% had not been contacted and 16% did not answer this question.

2.3

Are we providing the services that you expect from your contract and service plan?

50% believe that we are in every respect, 39% believe that we are in most respects, 4% believe that we are in some respects and 8% did not answer this question.

2.4

Do you agree (are you happy/content/satisfied) that the services we provide are the ones that you need?

46% agreed completely, 42% agreed mostly, 4% agreed partly, nobody disagreed and 8% did not answer this question.

Our carers

3.1

Do you think our carers understand your care needs?

46% of the Service Users who returned the questionnaires felt that the carers always understood their care needs, 50% felt that they mostly did, 4% felt that they sometimes did and nobody felt that they never did.

3.2

Are they polite and respectful?

88% say that the carers were always polite and respectful, 8% say that they were mostly polite and respectful and 4% did not answer the question.

3.3

Do you find them useful?

69% of Service Users found the carers useful always and 31% of Service Users found them useful most of the time.

3.4

Do you find them friendly and interested in you?

81% found the carers friendly and interested always and 19% mostly.

3.5

Do they listen when you ask them to do something for you?

77% of Service Users felt that the carers listened always, 15% mostly and 8% did not answer.

3.6

Are your carers flexible, willing to do things that you want done as opposed to what they want to do?

77% of Service Users said that this was always the case, 15% mostly, 4% sometimes and a further 4% did not answer this question.

Quality of Our Care Service

4.1

Do our care workers come at times that suit you?

58% of individuals who returned their form said that the carers mostly do, 35% said that they always do, 4% said that they never do and 4% did not answer.

4.2

Do our carers arrive on time/at the agreed time?

Of the 26 who returned the form, 65% said that they mostly do, 27% said that they always do, 4% said that they never do and 4% did not answer.

4.3

Have they ever not turned up when you were expecting them?

42% said that this had happened a few times, 39% said that it had never happened, 8% said it happened lots and 12% did not answer.

4.4

If they have been delayed have they let you know?

31% recalled that the carers always let them know, 39% said that they mostly did, 19% said that this had sometimes happened, 8% said that the carers didn't inform them and 4% didn't answer.

4.5

Do they seem to have enough time for you?

15% of the individuals felt that the carers have enough time always, 39% felt that they did most of the time, 8% some of the time and 4% did not answer this question

4.6

Do our care workers spend less time with you than they are supposed to?

54% believed that this was never the case, 31% said that they spent less time a few times, 4% a lot of the time and 12% didn't answer.

4.7

Do our care workers ever seem to be in too much of a rush?

Of the 26 Service Users who returned the forms, 54% felt that the carers never seem to be in too much of a rush, 35% felt that they do on a few occasions and 12% felt that they do lots of times.

4.8

Are they thorough in what they do for you?

50% of individuals said that this was always the case and 50% of individuals said that this was the case most of the time.

4.9

When providing personal care, are they careful not to hurt you?

89% of individuals said that the carers are always careful not to hurt them, 8% said that they were careful most of the time, 4% did not answer this question.

4.10

Do they work well as a team?

Of the 26 Service Users who returned their forms, 39% think the carers work well as a team always, 31% most of the time, 8% some of the time and 24% did not answer this question.

4.11

If they help with in any way with your medication, do they follow correct procedures?

54% of individuals did not answer this question, 39% said that the carers follow correct procedure always, 4% sometimes and 4% none of the time.

4.12

If they use any equipment and appliances in the home do they follow correct procedures?

50% answered that they always follow correct procedure, 12% mostly and 39% did not answer the question.

Changes to Your Care Arrangements

5.1

Have there been any changes to the service since the last review/since we last spoke to you?

65% of Service Users had not had any changes, 19% did not answer this question and 16% had had changes made.

Staff Training and Competence

6.1

Do you agree that our carers seem to know what they are doing?

58% of individuals stated that the carers seem to know what they are doing completely, 24% mostly, 12% partly and 8% did not answer this question.

6.2

Do you agree that they have been given clear instructions about what to do?

50% of the Service Users agreed completely, 31% mostly, 12% partly and 8% did not answer this question.

6.3

Where you have had a change of worker has (s)he always known what to do?

Of the 26 Service Users who returned their questionnaire, 54% said that the new carers mostly knew what to do, 19% said that they always knew what to do, 12% said that they sometimes knew and 4% did not answer.

6.4

Do our carers understand any difficulties or problems you have? For example with speech, hearing or moving around.

54% of individuals said that the carers understand their difficulties always, 39% said that they did most of the time and 8% did not answer.

6.5

Are you confident that they will not harm you/keep you safe?

81% were confident that this is the case all of the time, 12% said most of the time and 8% did not answer this question.

6.6

Do you agree that they are well trained?

50% of Service Users completely agree, 27% mostly agree, 19% partly agree and 4% did not answer this question.

Confidentiality

7.1

Do you agree that all information about you has been handled in confidence?

65% agreed completely, 19% agreed mostly, 4% partly, and 12% did not answer.

7.2

Are you satisfied our carers will never gossip or talk to other people they visit about you?

Of the 26 Service Users, 81% were completely satisfied, 8% were nearly satisfied, 4% were unsatisfied and 7% did not answer.

7.3

Do you agree that our carers always keep any personal details to themselves?

73% completely agreed, 12% agreed mostly, 4% did not agree and 12% did not answer.

Complaints

8.1

Have you a copy of the agency's complaints procedure?

50% of individuals said that they had, 42% said that they hadn't and 8% did not answer.

8.2

Do you know how to make a complaint?

62% answered yes, 30% answered no and 8% did not answer.

8.3

Have you ever had to make a complaint?

73% had not, 19% had and 8% did not answer.

Contacts with Agency

9.1

Do you know who to contact in an emergency/needing help or advice from the agency?

81% said that they did know who to contract, 8% said no and 12% did not answer.

9.2

When you have had to make contact, have you be dealt with promptly?

58% felt that they had always been dealt with promptly, 16% mostly, 4% sometimes and 19% did not answer.

9.3

Are phone calls returned promptly?

50% of the individuals thought that the phone calls were returned promptly, 16% thought they were mostly, 8% said they sometimes were and 27% did not answer.

Outcomes

10.1

Does it help you to keep your independence?

92% believe that it helps a lot; the remaining 8% did not answer this question.

10.2

Does it help you to be clean and comfortable?

81% said that it helps a lot, 4% say that it helps a little, 8% did not answer.

10.3

Does it help you to feel safe in your own home?

81% felt that it helps a lot, 8% said that it helps a little and 12% did not answer this question.

10.4

Does it help to keep your contacts with other people as you want?

69% said that it helps a lot, 4% said it helps a little, 8% said it does not help at all and 19% did not answer this question.

10.5

Does it help with your leisure and interests?

54% of the individuals said that it helps a lot, 19% a little, 8% said not at all and 19% did not answer.

10.6

Does it help you to get up and go to bed at times which suit you?

65% felt that it helps a lot, 4% felt that it helps a little, 8% not at all and 24% did not answer this question.

Overall Assessment

11.1

How satisfied are you in general with the agency's services?

58% were completely satisfied, 35% were nearly satisfied, 8% did not answer this question.

11.2

How would you assess the overall quality of our service?

30% of the Service Users rated us as excellent, 50% as very good, 16% as quite good and 4% did not answer.

11.3

If you had a friend or neighbour needing care would you recommend our agency to them?

65% would definitely recommend us, 19% would probably recommend us, 4% were not certain, 4% would not recommend us and the remaining 8% did not answer this question.

Of the sixty forms that went out, twenty six were returned (43%).

Although 81% of individuals who returned the forms said that they had a copy of the *Service Users Guide* and *Statement of Purpose*, only 50% of individuals said that they had a copy of the complaints procedure, which is included in the *Service Users Guide*.

This may be due to the fact that 62% of the *Service Users* who had a copy of the *Service Users Guide* read none or part of the information.

Section 5 looks at any changes that were made to the service. These changes included changed times, changed workers, change in continuity and changed charges.

Of the four individuals that had experienced change, one was notified prior to the changes being made, this *Service User* felt that the changes (various), had made the quality of the service much better. Three were not notified, all of whom said that the changes had made no difference to the quality of their service. This may be because the latter three did not know why the changes had been made and therefore could not see the benefits, or maybe the person making the changes did not feel that the quality of care would be seen and therefore felt it unnecessary to inform the *Service User*?

In my opinion, the responses that were received on the forms were mostly positive. Although some of the questions were not answered by quite a high percentage of individuals, especially in sections 4 and 10. This may be because the questions did not apply to everyone or that some people did not understand. This would suggest that we need to look at the wording of the questionnaire and possibly make it easier to understand or insert a response for *Service Users* who the question does not apply to.

Complaints

In the year 2009, ten complaints were received.

Of these complaints, eight were due to staff conduct. Appropriate action was taken in each individual case and in three of the cases, staff were formally disciplined. One complaint was the result of a communication error, and one was in relation to a training issue in which case further training was provided.

Within the complaints, there were three Trigger Forms raised. Two of these were purely staff conduct and the third was a combination of staff conduct, and operational failing. This failing highlighted a gap in our administration structure which has since been filled by the introduction of a new role in within the Care Department.

Two of the complaints were following missed calls. This is an ongoing issue and has highlighted a need for a formal procedure to be created and enforced to enable us to manage these instances consistently and appropriately and hopefully reduce levels.