

Quality Insight Report

Over2You is a project funded by the Department of Health, focusing on improving the quality of health and social care services. The aim of the project is to empower customers to give feedback to their service provider so that their service provider can make improvements to their service. Over2You quality questionnaires are coordinated by trained Over2You volunteers who are passionate about making a positive difference to the quality of health and care services.

Over2You trains health and social care customers as volunteer Quality Researchers and matches them with an experienced health or care professional who acts as their Mentor. Quality Researchers speak to customers of your service to gain a person-centred quality insight. Over2You acts as a critical friend, providing you with feedback from your customers on what you're doing well and what you can improve.

This Quality Insight Report is a summary of the information Over2You Quality Researchers have gained about your organisation/service. We hope you will invite us back in 6 months' time to see the progress you've made since receiving this report.

Thank you for your commitment to raising customer voice and involving Over2You in your service.

If you have any questions or concerns, please contact June Winsche, Health Engagement Coordinator at june.winsche@svha.co.uk

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General observations

From the beginning of this consultation with Bijal and Nehal, I have found the staff extremely friendly and open.

When we arrived at the Nursing Home for the consultation it was immediate to us that this was a very welcoming environment. We were greeted upon arrival and made comfortable.

We were signed in to the building and shown around; we made ourselves comfortable in the dining room where there were preparations for a 25th anniversary of Astley Grange.

Past and present relatives were invited, along with statutory services, so it wasn't just an intimate party but a networking opportunity for families and services to mingle and find out what is going on within Bolton and surrounding areas.

We found the building very light, airy and felt it had a happy and energetic feeling about it.

We were told that there had been a renovation over the past year and this was continuing as and when they could.

The outside of the building was tidy, clean and colourful with lots of hanging baskets and planters full of flowers.

Positive feedback from clients

We asked everyone for an example of excellence and one family gave a very good example of how the management and staff 'get to know' the residents and cater for their needs, they were able to tell us a story of how communication and dedication played a big role in this instance in getting to know one ladies needs. (the food she enjoyed eating) They summarised this story by saying it is very 'person centred'.

Another good example of great care was when a lady had an accident; she and her family were told her leg would never heal, and that she would need plastic surgery The hospital then decided against surgery because of the risks attached. This left the family feeling very worried and upset.

She came back to the nursing home and the staff put special bandages and balms on her leg, arranged physiotherapy and treated her really well, giving her lots of encouragement along the way. Her leg finally healed really well and the family are very grateful for the care she received. The family summarised this by telling us that they 'just wanted her out of the hospital and back in the home where they knew she would get the care and support she needed'.

One lady said she and her husband were worried about him being at the home and the staff kept reassuring her and her husband that he would be ok ... they also worked really hard in getting him mobile again.

Observation:

Whilst one volunteer was carrying out an interview, an incident happened which was observed by the volunteer.

A resident was being fed and tended to and when she was left alone in the dining room she knocked her knife and fork on the floor, and was unable to pick it up. The volunteer knew there was staff in the kitchen working and waited for someone to come out to tend to the lady.

Straight away the door opened and out came a member of staff – she went over to the lady and picked up her dropped items and reassured her in a very warm and nurturing manner. She then replaced the knife and fork and helped the lady hold them before returning to her duties.

This was a very heartening observation.

Constructive feedback from clients

N/A

We discussed if anyone had wanted to give any constructive feedback or make a complaint.

All those families and people we interviewed think that Astley Grange is doing an excellent job already and the staff are wonderful.

Not everyone liked the location of the building and would prefer it to be in a quieter area and with places to take their loved ones such as a park close by or quiet streets to push a wheelchair.

One person said the road is so busy and noisy she didn't feel able to go outside with lorries and fast cars going by.

However everyone understood that this is unavoidable and what is lacked in grounds is made up for with the staff and quality of care.

Safety

All 5 relatives we spoke to said that they and their loved one felt very safe with the service and its provisions and it always meets their expectations.

They felt the abilities and professionalism of the staff and management had given them the freedom to get on with their own lives to a degree, meaning - they knew that if anything ever went wrong, or something happened, the staff would use their initiative and get on with it, and they would be notified and kept involved all along the way.

One person said she 'doesn't worry about her mother at all, knowing she is safe and in good hands' 'doctors are called in as and when and people are seen to'.

Another said 'The staff are very proactive with the clients, it is very secure, so my husband cant get out'

One lady said she had lots of comparisons to make.

The home has plenty of information and telephone numbers for people if they are not happy with decisions or outcomes of complaints for instance DOLS facts and information. This is very empowering for families and friends.

There is a robust and clear complaints procedure in place.

**All the people we interviewed said that if they had any concerns they know they could talk to staff.
Barbara is very approachable.**

'Barbara is so impressive and so 'on the ball', all the staff are so friendly and great at what they do, they honestly can't do enough for the people here and their families'.

Being involved

People interviewed were happy that they had the chance and opportunity to be involved with the services, for instance they knew that if they had ideas or suggestions it would be ok to air them with the staff and they may be considered.

Families feel that if they had an 'issue' or wanted to make a comment, be it constructive feedback or a possible complaint or concern, they would be able to approach Barbara at all times.

They do not feel in anyway frightened or worried about discussing any worries they have and that makes them feel involved and included.

Sometimes families are allowed to do things with their families such as shave them if the resident doesn't want staff to do it for them.

Responding to feedback

Everyone we talked to thinks the staff always respond well to any feedback and any concerns are always discussed thoroughly.

Important characteristics for the service & the staff

Some statements from interviews

‘Although the location of the building is in a very busy part of Bolton and especially on a main thoroughfare it is local for me’.

‘The car park is especially tiny, but it is what it is – it cant be helped’.

‘The size of the nursing home is very good, not too big and not too small’.

‘I am always impressed with the care my husband receives here as it exceptional, I couldn’t ask for anything better ... it is excellent’.

‘There are no restrictions on visiting times it is very flexible, and you can just turn up when you like although it isn’t recommended during meal times, which is understandable. However, it is very nice that pets are allowed and this is a real positive to some people who live there’.

We were told the staff are very good, they are kind, approachable and thoughtful and nothing is too much trouble for any of them, They are also friendly and helpful, people feel they can go to them about anything and it will be sorted out.

One lady said she had visited lots of nursing homes and done extensive research and Astley Grange had the nicest, most friendly atmosphere she had seen.

Suggested recommendations for improvements

More car parking spaces.

Any additional comments

All the families we interviewed felt that Barbara was very much at the helm when referrals were being made to the nursing home. She was able to liaise and make the necessary plans with the staff concerned at the various hospital and the families concerned.

All the families we interviewed felt that the referrals were done in a timely manner and all preparations were made for a smooth transfer.

We would like to come back to visit you in 6 months' time to support you to communicate the changes you've made as a result of this report. We can also support with advice and support around gaining more or better customer feedback in the future.

It would be much appreciated if you could complete and return the enclosed form to help us improve our service in the future.

Many thanks for your time, we hope you have found this Quality Insight Report useful.

Please complete and return this form in the free post envelope enclosed or return to june.winsche@svha.co.uk

Provider name:

Date:

Signature:

Your feedback on Over2You

How would you describe the Quality Insight Report?

Very useful Slightly useful Not very useful Totally useless

How would you describe your overall experience of Over2You

Very positive Slightly positive Slightly negative Very negative

Do you have any comments on the service from Over2You, or recommendations for how we could improve?

Would you like Over2You to revisit you in 6 months' time? Yes No

Would you recommend this service to other providers? Yes No

Has Over2You caused any disruption or inconvenience for you?

No disruption Slight disruption Significant disruption

Are you happy for us to use your feedback on promotional materials and on our website? Yes No