**THE PINES**

**RESIDENT’S NEXT OF KIN QUESTIONNAIRE**

**JANUARY 2018**

**A questionnaire was sent to all resident’s next of kin to evaluate the success of our support here at the Pines. Out of the 11 we sent out we had 11 returned.**

**They were asked to show their results as a score as shown on the table below and asked to give any additional comments if any. In cases where a name has been used we have used X.**

**SCORING:**

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| 2 | EXCELLENT |
| 1 | GOOD |
| 0 | UNSATISFACTORY |
| U | UNABLE TO COMMENT |

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| **COMMENTS** |
| Lovely staff and willing to understand X’s needs.  Contentment  Very satisfied with care and safety.  I am very happy to know that my son X is being well looked after.  I feel that X regards the Pines as his home.  X always says she’s happy at the Pines whenever she is asked. |
| **PLEASE GIVE AN EXAMPLE** |
| X is always smiling.  X is always happy to return to the Pines after visiting/staying with us. She likes me to visit saying “will you have a cup of tea?” She is “home”.  X seems very happy living at the Pines and content.  Whenever I visit her she’s happy.  He is always eager to get back to the Pines after a trip out with his parents.  X is always happy to return to the Pines after a day out or an overnight stay with us. |

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| **COMMENTS** |
| Always well shaved.  X’s appearance is always well turned out and clean.  Always good.  X looks physically well.  X’s appearance is always clean but could do with better guidance.  She needs assistance with choosing appropriate clothes. |
| **PLEASE GIVE AN EXAMPLE** |
| Always of good appearance.  Always looks smart and tidy when I come to see him.  When I see X he always looks clean and tidy with a nice haircut.  Great improvement to a previously troublesome skin complaint.  My daughter needs encouragement to have her haircut especially her fringe and to clean her teeth.  She does not always dress for the weather conditions and on occasions I needed to change her coat for her. |

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| **COMMENTS** |
| Yes always ready to listen and act upon when required.  Emails are usually answered the same day or the next day.  Very well  Yes, always very responsive to my communications.  Yes  Generally yes. |
| **PLEASE GIVE AN EXAMPLE** |
| When I regularly phone X, they make sure he always comes to the phone, it is important to keep in touch.  Answers are always available quickly.  If Lindsey is away responses to emails can be slow.  On the odd occasion when I phoned to say I am coming to see X he was not there. They forgot to put it in the book. |

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| **COMMENTS** |
| I have no reason to doubt this.  Yes.  Very well led by the Management.  In actual fact, quite excellent.  Helen, Jo, Lindsey and all the team do a great job.  Always accessible. |
| **PLEASE GIVE AN EXAMPLE** |
| Yes very well lead by the Management, perfect.  My enquiries are usually by phone which are always responded to. |

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| **COMMENTS** |
| Professional, polite and friendly.  Staff always welcoming, friendly and helpful.  All lovely.  The staff’s attitude is always positive and welcoming.  At all times so helpful.  Always very welcoming and positive.  Always smiling.  Lovely and friendly. |
| **PLEASE GIVE AN EXAMPLE** |
| Always greeted warmly when I’m able to attend the home in person.  When I visit the Pines the staff’s attitude is always happy and helpful.  When I collect X for a day out staff are always very helpful. |

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| **COMMENTS** |
| I have met Amos but do not know Emily.  Nice as far as I know as I’m not around always when they are on duty.  Very friendly and ready to help in any way.  Great attitude.  Never met them.  Don’t think I’ve been introduced to all the new staff that come on board.  Unable to pinpoint Emily & Amos.  I cannot comment as I have had little interaction with them. |
| **PLEASE GIVE AN EXAMPLE** |
| Attitude very comforting by the team leaders, always makes me feel very welcome.  My visits have been fewer lately because of poor health and due to this have not met Emily and Amos knowingly. |

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| **COMMENTS** |
| Always clean and tidy.  X’s bedroom is always tidy and clean.  Very good.  The lounge area has recently had a “makeover” and X’s bed has been replaced with a double bed.  Warm, friendly and cosy.  Homely, warm and chilled. |
| **PLEASE GIVE AN EXAMPLE** |
| The public rooms seem comfortable and well decorated. I like the photos on the walls.  The house always seems so homely and the armchairs are great.  The lounge has enlarged photos of all the residents – it gives the room a “family” atmosphere.  The environment is very homely, friendly, happy and warm.  It was a long time before X’s bed mattress was changed and only when I saw it myself, then it was changed immediately. |

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| **COMMENTS** |
| Yes.  External security is fine (eg locked door) and internal security.  X is supported in all daily tasks and the main doors are access controlled.  Very safe, could not wish for better.  Yes I feel very happy about X’s safety there.  I have never felt that X was not cared for fully. |
| **PLEASE GIVE AN EXAMPLE** |
| Residents are asked not to enter a bedroom without consent.  Access control on the doors means X cannot exit the building unaccompanied.  When I visit I always have to ring the bell first as the door is always locked for safety sake.  X never leaves the Pines unescorted. In the home she knows exactly where members of staff are. |

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| **COMMENTS** |
| Previously I would have said excellent but due to X’s deterioration she can’t do as much as before.  Very much so.  Yes I do and X has a very good quality of life.  X’s job will have given him purpose and means a great deal to him. X participates in varied activities.  X has an excellent quality of life.  X is encouraged to go out every day and is active in any activity in the home if she chooses. |
| **PLEASE GIVE AN EXAMPLE** |
| X is encouraged to look after himself and he has a very active social life.  X has a very good quality of life and is encouraged to do things.  X participates in activities that I thought he would reject, such as aromatherapy which is good to broaden his experiences and enjoyment of life.  X has a wide variety of activities supported by the Pines – sailing, cinema, yoga and Discover Dorset. Also attends Gateway Club.  X enjoys her weekly visit from a therapist and goes out every day on a 1:1 basis. |

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| **COMMENTS** |
| Yes  Yes in a very positive way.  Always get a quick answer to my questions.  Absolutely in every way.  Oh yes. |
| **PLEASE GIVE AN EXAMPLE** |
| The assistance of the Pines in organizing X’s 60th birthday party was exceptional, finding and decorating the location, recommending a DJ and providing great food.  X is very well taken care of and his needs are met. |

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| **COMMENTS** |
| I always notice this.  Yes always treated with dignity and respect.  The staff always find time to discuss anything that I would wish to know.  I have no reason to doubt it.  Yes X’s wishes are listened to and acted upon when appropriate. |
| **PLEASE GIVE AN EXAMPLE** |
| X’s previous life in services was just adequate.  When I visit I notice that everyone is treated with dignity and respect.  The Pines staff show respect for residents choices.  If X wishes to telephone me the home obliges. |

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| **COMMENTS** |
| X’s day center is very good.  Yes as stated in question 9.  I believe so.  Yes in every way – lots to do to keep active.  Do not know. |
| **PLEASE GIVE AN EXAMPLE** |
| X attends church occasionally and Gateway Club regularly.  X seems to be very active there and supported in every way. |

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| **COMMENTS** |
| X enjoys the activities he participates in.  Very much so.  Yes I do.  Yes very much.  Yes the Pines know X’s personality and abilities and react appropriately. |
| **PLEASE GIVE AN EXAMPLE** |
| X loves music, dancing, cinema, TV, yoga and this is provided. Her decision not to pursue a New Leaf allotment placement was respected.  X seems very happy in the activities that he does.  X says he enjoys all his activities but if he does not want to take part you always look for an alternative.  X is never pushed to do anything she is not happy about. |

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| **COMMENTS** |
| Warm, cosy, home from home.  I’ve never seen it as I cannot do stairs.  Have not seen X’s bedroom since the day he moved in.  Excellent.  X loves his bedroom, all his treasured belongings are there.  X has a very nice bedroom and he loves it.  Good – nice – super  Though it is at the top of the house X seems happy there.  X could have more clothes space. |
| **PLEASE GIVE AN EXAMPLE** |
| Nice and warm with DVD and TV – nice warm and clean.  Her bedroom is clean and tidy. She has her own toilet/shower/washbasin and overlooks the garden.  Staff support X to make changes to his room to optimize the storage he has for his belongings.  I don’t think X spends an awful lot of time in his room.  Too much bedding, duvets and towels taking up space. |

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| **COMMENTS** |
| Staff are always on top of any health issues and personal care – X needs encouragement.  Always keep me informed.  Very good, I hope X has seen the dentist on his usual yearly check up. It’s good to notice that X is not drinking high strength coca-cola etc.  Regular visits to dentist and optician, vast improvement to X’ dry skin and acne.  Very well  X’s health is monitored very well. |
| **PLEASE GIVE AN EXAMPLE** |
| When X had toothache an appointment to see a dentist was made.  Repairs to X’ glasses are arranged promptly.  She has regular appointments with her GP and an eye test revealed the start of cataracts.  Excellent, always monitored for his wellbeing. |

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| **COMMENTS** |
| X needs and wishes are catered for in every way.  Very well.  Very well indeed, I think that X is lucky to have his needs and wishes granted so regularly, perhaps you should be stricter with them all!  Staff really have great knowledge.  X is listened to by the staff and oblige her requirements when appropriate. |
| **PLEASE GIVE AN EXAMPLE** |
| Very well catered for.  X is always encouraged to come to us for a day out or overnight stay unless she already has other arrangements.  I am often envious of the knowledge and how well you all know X. |

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| **COMMENTS** |
| I am very happy with X’ care – X considers it her home which I think says it all.  Excellent.  Excellent.  1st class without a doubt.  X is happy and well cared for.  Excellent.  Excellent care provided for X. |
| **PLEASE GIVE AN EXAMPLE** |
| Since X has been at the Pines he’s so happy and content there and it gives me peace of mind.  Always a pleasure to visit the home.  I am very impressed by the level of care provided.  I cannot fault anything regarding the overall level of care provided for X. |

***ANY OTHER COMMENTS:-***

*“I am very grateful to everyone at the Pines, they are dedicated to their work and in all they do. It makes me feel more at ease knowing that X is being looked after so well and cared for. I want to thank everyone so much for everything they do, taking care of my son X, I am so grateful to everyone.”*

*“It would be helpful for me to receive an update, say a monthly email reporting on any medical issues and major activities she has been involved in.”*

*“To ensure that X’ clothing is name tagged when purchasing new clothing. Thank you staff for all your hard work back at the Pines.”*

*“I have always found the staff at the Pines caring, welcoming and attentive.”*

*“Thank you to all staff for all their hard work as a team.”*

**OUTCOMES:-**

Our questionnaires proved that we are providing an excellent service at the Pines, with our staff being caring and our service users needs being well catered for.

We received six negative comments:-

1. X appearance always clean but could do with better guidance. My daughter needs encouragement to have her hair cut especially her fringe and to clean her teeth. (*Staff encourage the people we support to wear weather appropriate clothing, there are occasions when service users will either refuse or re-dress into something of their preference and when this occurs staff try to manage. Everyone we support is prompted to brush their teeth; we have different strategies for getting individuals to brush their teeth properly, anything from sand timers to flashing toothbrushes to indicate the time that they are supposed to brush their teeth for. Staff are trained to strike the balance between encouragement and creating a potential safeguarding situation which could cause risk to either staff members of other service users. There are occasions where people refuse to go to the hairdresser when staff have exhausted all of their encouragement techniques.)*
2. On the odd occasion when I phoned to say I am coming to see X he was not there. They forgot to put it in the book. *(An oversight on the staff member concerned who was very apologetic – staff have been reminded to write everything down or if no staff are in the office send a message via Nourish).*
3. Never met them. Don’t think I’ve been introduced to all the new staff that come on board. Unable to pinpoint Emily & Amos. *(Newsletter to be sent out to families with photos of the staff team and their roles.)*
4. It was a long time before X’s bed mattress was changed and only when I saw it myself, then it was changed immediately. (*This was dealt with immediately as soon as it was pointed out to staff.)*
5. Too much bedding, duvets and towels taking up space. (*We are legally required to follow guidelines when managing peoples personal belongings, we have processes in place to ensure peoples rights and choices are respected and we will intervene as per the Mental Capacity Act when a person has been deemed to lack the capacity to manage a certain area in their life.)*
6. To ensure that X’ clothing is name tagged when purchasing new clothing. *(Staff will always name new clothing as a matter of course.)*

**ACTIONS –**

All next of kin to be advised that the Quality Assurance Results information will be on display at the Pines in the next newsletter.

Staff to be advised of the results and thanked for their excellent care at the next staff meeting.