

Halwill Manor Quality Assurance Survey July 2012



<http://www.halwillmanor.co.uk/>
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HM
Halwill Manor
Nursing Home

QUALITY ASSURANCE SURVEY JULY 2012

Halwill Manor is always striving to improve its quality of service and we value the opinions and input of our residents, their families and visiting professionals.

Consequently, we distributed a questionnaire and of the number returned we received a,

65% response from professionals, who have contact with the home,

65% from relatives and carers

Due to the advanced nature of the condition of the majority of our residents it was inappropriate to use this format to try and gauge the feelings and responses from our residents. However, a qualitative format was used to elicit responses from 3 of our residents who have capacity and their comments are recorded here also.

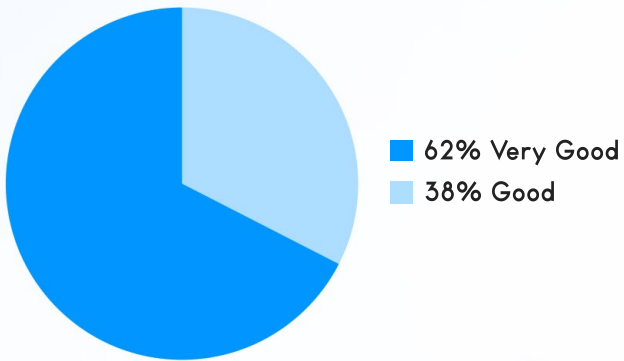
We shall however, be using a mind mapping tool in 2013 as our manager is attending a course which has been proven to be invaluable in observing and recording feelings and responses of people with Dementia. It is a useful means to support improvements in care delivery.

Please feel free to offer any thoughts or suggestions for improvement to our service and a suggestion box and forms are available in the front lobby.

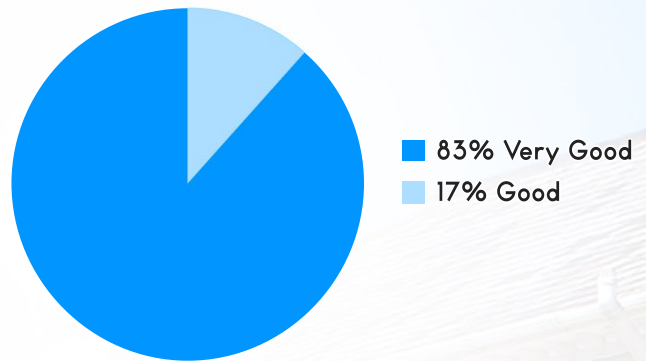
Halwill Staff

1 How do you rate the quality of the care provided by the home?

Relatives



Professional

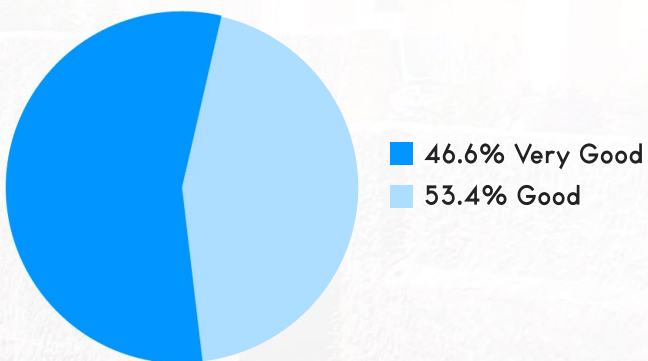


Comments

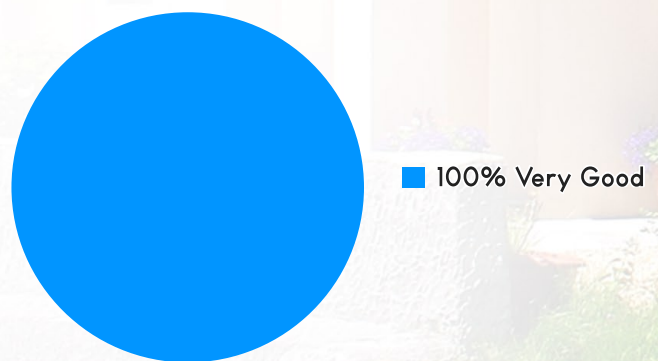
- 'Friendly and professional'
- 'Caring for difficult clients well- they go the extra mile'
- 'Of all the care homes we work in Halwill Manor is the only home we would put a member of our family in to live'
- 'We respect our residents and provide great care'
- 'My mum's care needs are being met by understanding, friendly and caring staff.... I can trust she is well cared for'

2 How do you rate the friendliness and helpfulness of the staff?

Relatives



Professional

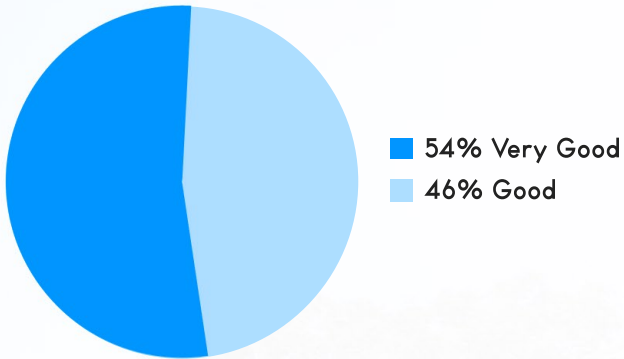


Comments

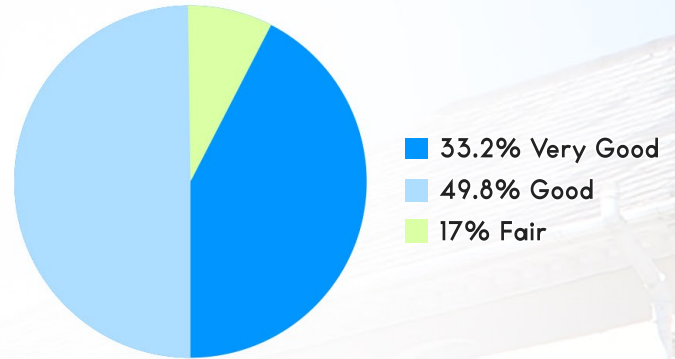
- 'Friendly atmosphere is strength of the home'
- 'The feeling of being a part of one big family'
- 'Warm and consistent'
- 'Always helpful and open to any constructive criticism or advice'

3 How do you rate the cleanliness and tidiness of the home?

Relatives



Professional

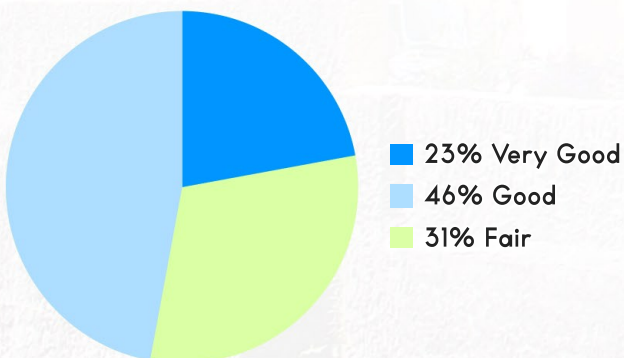


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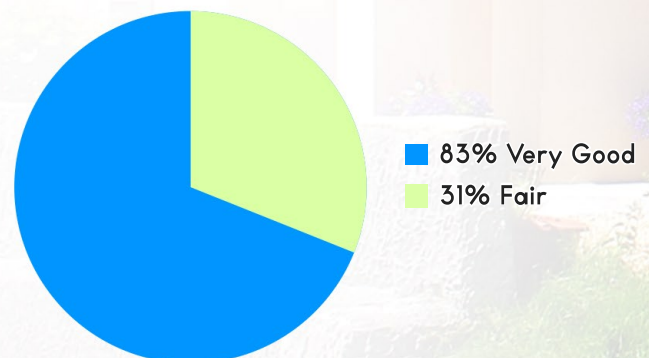
'Halwill manor has a lovely 'home from home feel'

4 How do you rate the home decor and furnishings?

Relatives



Professional

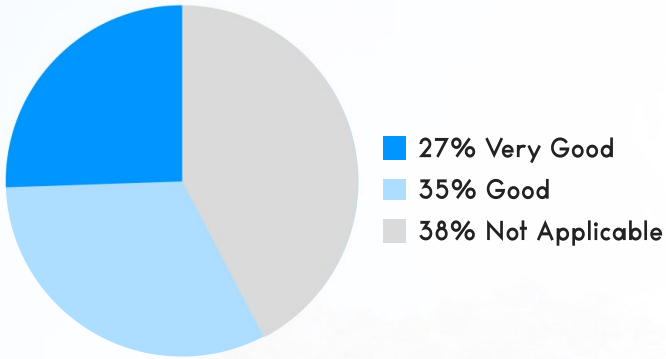


Comments

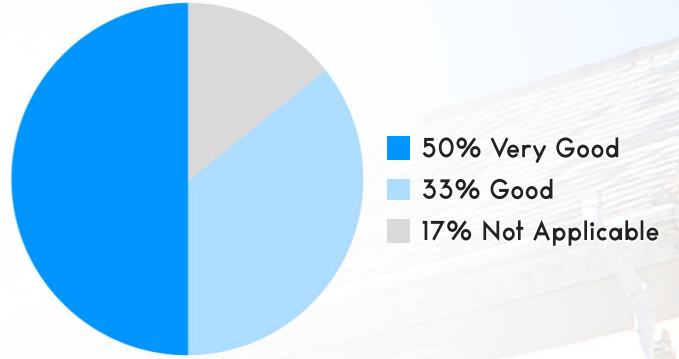
'The home needs a bit of paint....the kitchen needs a clear out of items never used'

5 How do you feel concerns and complaints are dealt with by management?

Relatives



Professional

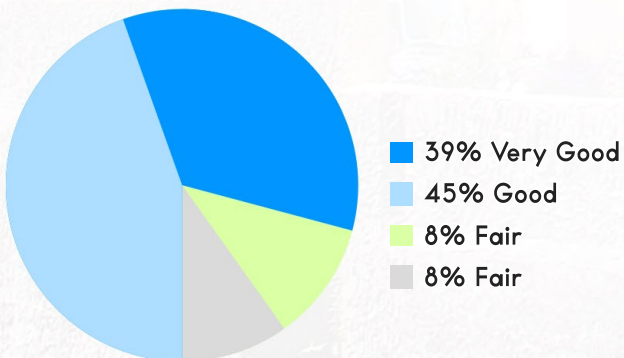


Comments

'Very happy with support from the home'
'Management sometimes not available to see relatives'

6 How do you rate the laundry service we provide?

Relatives



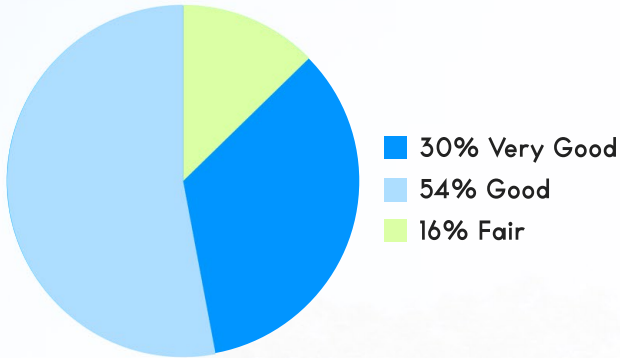
Professional



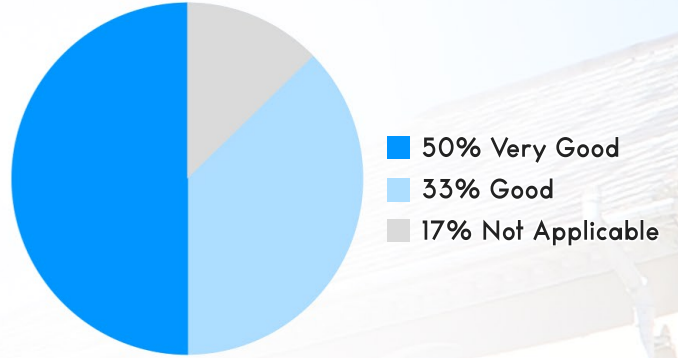
7

How do you rate the quality of the gardens and grounds?

Relatives



Professional



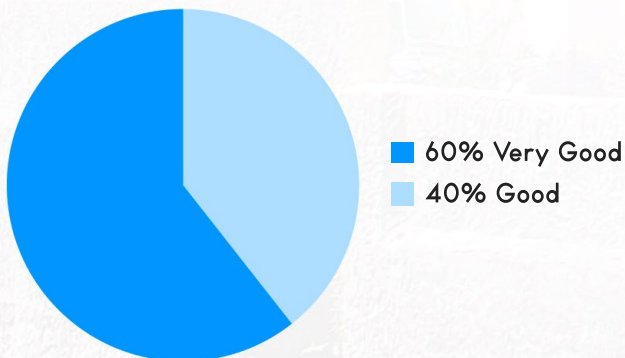
Comments

'A conservatory would be beneficial so the residents could see outside'
'A path so residents can get to garden' 'the garden is not user friendly'

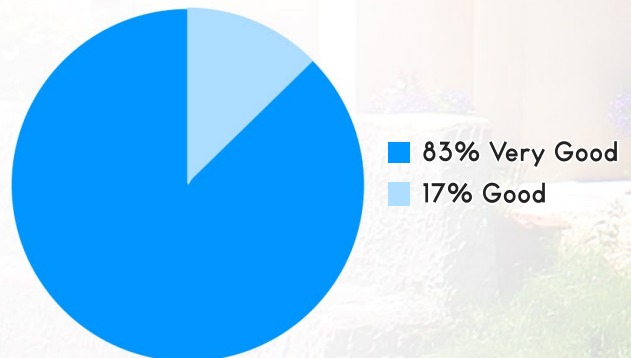
8

What is your overall impression of the home?

Relatives



Professional



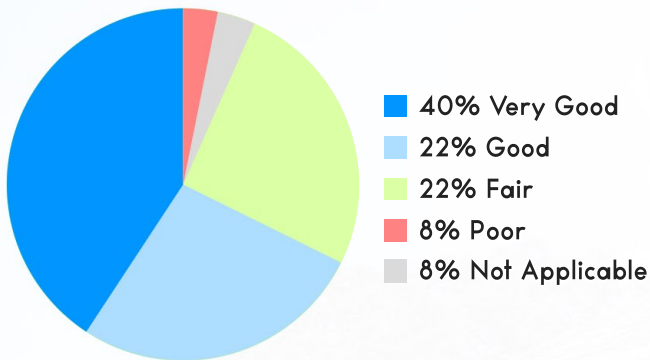
Comments

'Excellent value for money'

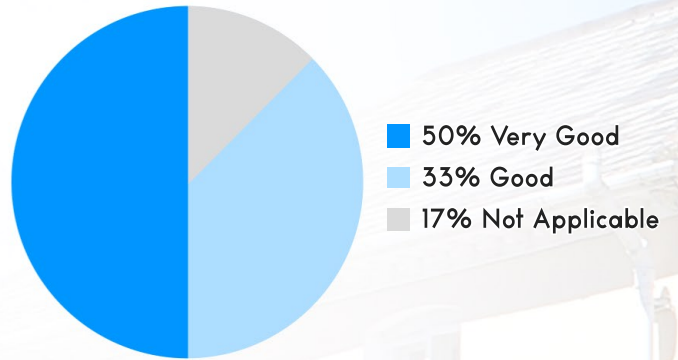
9

How do you rate the level of privacy offered by the home?

Relatives



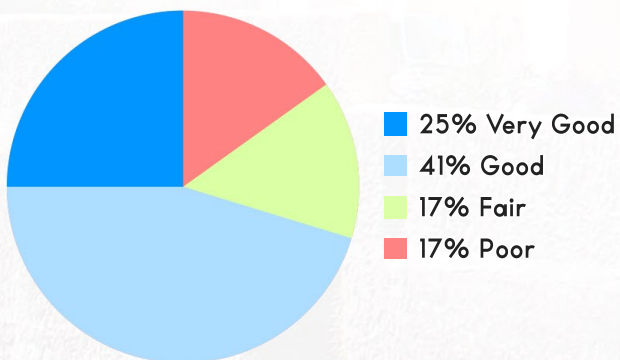
Professional



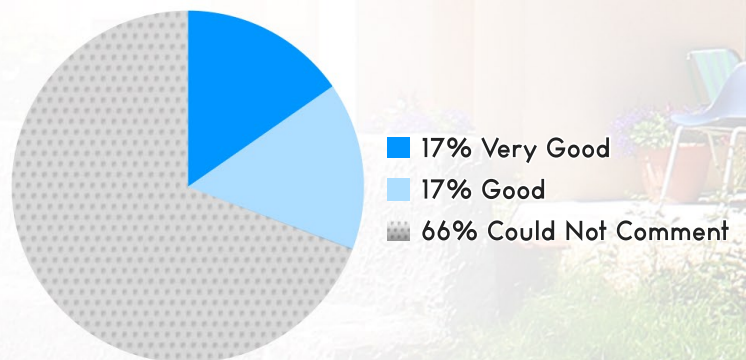
10

How do you rate the social activities put on by or organised by the home?

Relatives



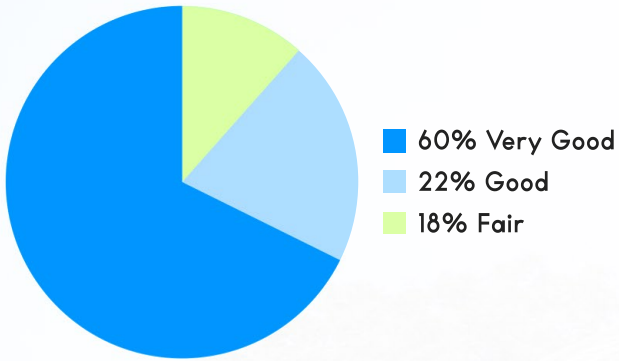
Professional



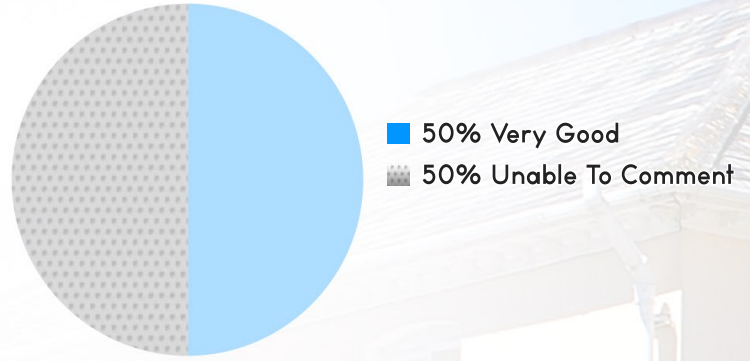
11

How do you rate the quality of meals provided?

Relatives



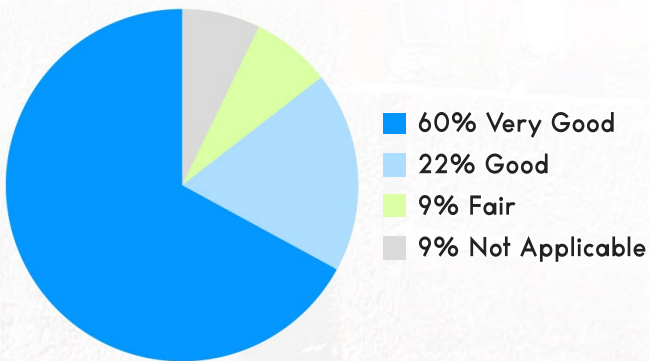
Professional



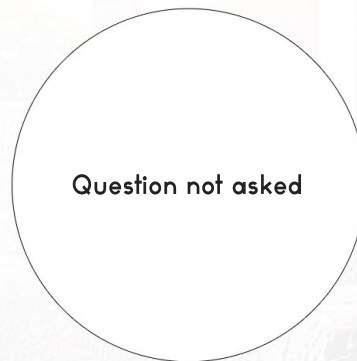
12

How do you rate the choice and range of menus?

Relatives

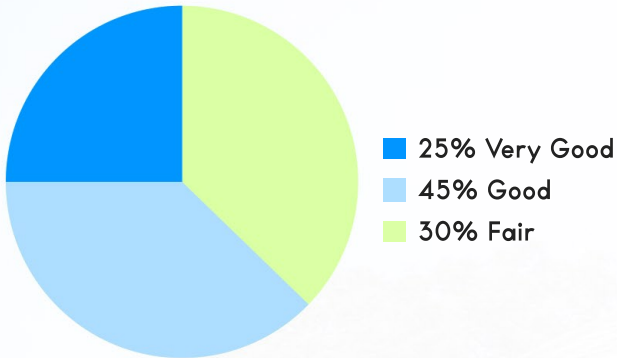


Professional

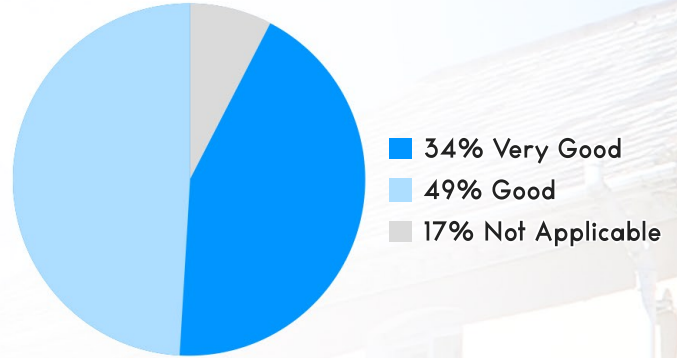


13 How do you rate the communal facilities provided, for example the living rooms and dining rooms?

Relatives



Professional

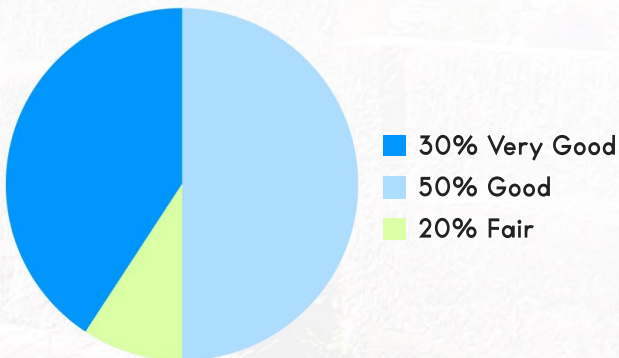


Comments

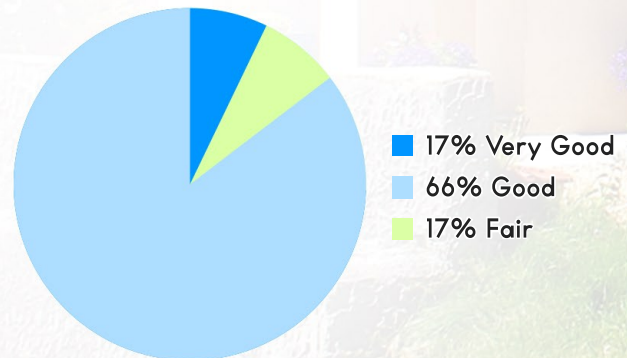
- 'Could equipment be stored elsewhere?'
- 'Some nicer tablecloths would make a difference in the dining room'
- 'Decorating the dining room and new furniture'

14 How do you rate the quality of the personal bedrooms provided?

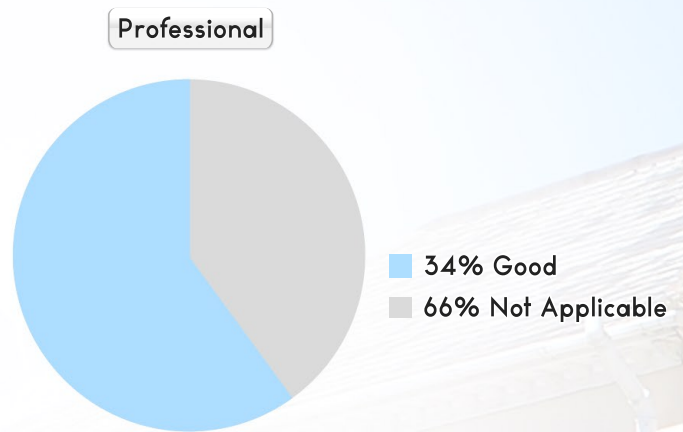
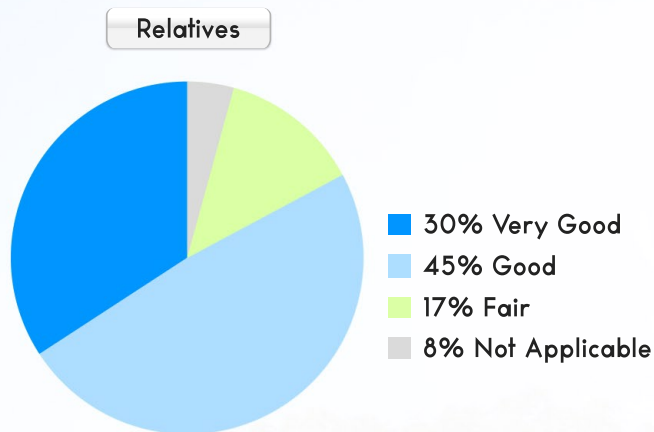
Relatives



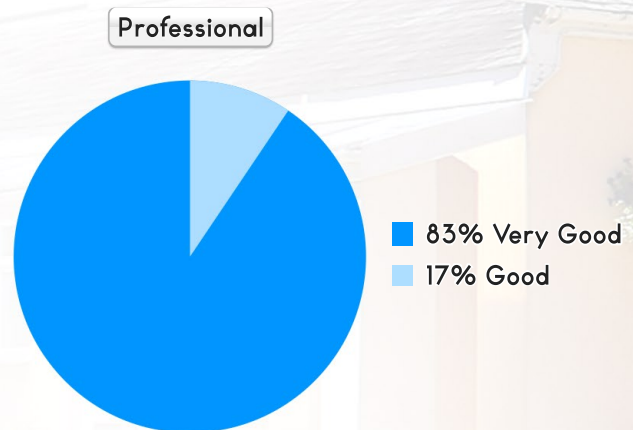
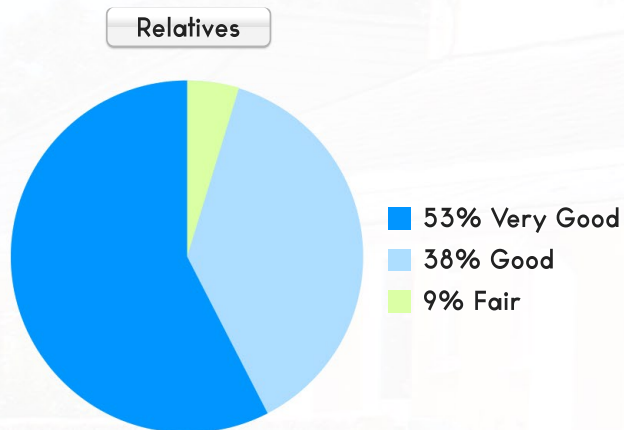
Professional



15 How well do you think repairs and general maintenance are carried out?



16 How do you rate the general atmosphere of the home?



Comments

'A very good nursing home with an excellent record of care'
'Friendly home from home atmosphere and not clinical'
'Decorating the dining room and new furniture'

If you have any queries or comments on the information provided please contact **Jacqui MIRJAH** (service provider) or alternatively **Richard Mc Spadden**. Both can be contacted on **01409 221233**.

Many thanks to all individuals who contributed their time and comments to this information gathering.