

**BETH EZRA**

**QUALITY ASSURANCE  
GROUP**

**SURVEY  
REPORT**

**September 2018 –  
February 2019**

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## **ACKNOWLEDGEMENTS**

I would like to personally say a very big thank you to all the people who have made this survey possible:

The Management Team, Trustees and all the staff at Beth Ezra for providing us with direct support.

**Margaret Nokes, Christobel Drakes, Janet Attridge, Miriam Cooke and Jean Warwick** for conducting the interviews.

In addition, the Beth Ezra Quality Assurance Group wish to thank all those who took part for their contributions, time and patience; all your assistance has been very much appreciated. We very much appreciate the open and honest comments and suggestions received from everyone in relation to how the care, services and facilities provided at Beth Ezra can continue to be further improved.

## **EXECUTIVE SUMMARY**

**Scope and objective:** The Beth Ezra Quality Assurance Group interviewed the residents, relatives, advocates, staff and visitors of Beth Ezra to determine their level of satisfaction with the services provided by the Home and compare this to the previous year's findings.

**Findings and recommendations:** The responses received this year have again been very positive and have included numerous examples of improvements that have been made to the care, support and services that have been provided by Beth Ezra. It was evident from feedback received that the care and support provided to residents remains of a high quality. The survey identified the following areas that have continued to improve this year: (1) residents' awareness of how to call for help when in their rooms (2) the care and support provided to the residents (3) knowing what to do when there is a complaint, concern or suggestion (4) the laundry service (5) the cleanliness levels in the Home (6) the catering service (7) the surroundings in the Home

The survey identified the following areas that require improvement: (1) knowing who key workers are, including when these change (2) ensuring staff are available within a reasonable time (3) consistency of staff's attentiveness and responsiveness (4) awareness of the complaints procedure and feedback form and where to find them (5) staffing in the kitchen (6) distribution of residents' personal correspondence (7) increasing variety of food options at tea time (8) cleanliness and safety of outside areas

**Maria Ferreiro Peteiro**  
**Chairperson**  
**Beth Ezra Quality Assurance Group**  
**January 2019**

## **THE MANAGEMENT TEAM'S RESPONSE**

The management team has provided their comments to the suggestions made below and where the findings have been accepted action plans to implement the suggestions have been put in place. The Beth Ezra Quality Assurance Group will monitor the implementations and provide feedback to those involved.

### **Response to report:**

It is good to know that many areas have improved especially in the admission process, quality and the way support and care is asked for and given, including the various choices the residents have with all of the services provided. Visitors are always welcome and it's good to know they feel this. We do receive many communications from residents, relatives, friends and staff but usually in an informal way which are recorded and most decide not to use the formal route and, this is most likely why the location of the forms is unfamiliar. It is also good to see the improvements that have been made to the premises are being enjoyed, especially the garden and lounge which have had considerable input over the last year (any issues raised re the building were acted on as soon as they were made known).

The number of residents we have fluctuates and the staffing levels are adjusted to suit the levels required although the nature of the business means that there are unplanned events that affect the work load, we do always aim to have enough staff to respond to all needs within a few minutes and time to interact, but this does fluctuate and recruitment takes time. Staff have been reminded to hand out the post each day to the residents. Residents do choose various places to eat depending on how they feel but most do choose to use the dining room. There are always choices for meals, either on the menu or other preferences they have requested and, residents' suggestions are regularly added to the menus. Staff who cover in the kitchen have specifically been recruited to do so and this only happens occasionally.

The care plans are completed and reviewed with the residents and are signed by them or their representative every six months and the key worker information has been readily available and, changes are updated as soon as there is a change, and we have had very few staff changes during the last year. The activities are sent out every week via email, they are on the website and are displayed on the notice board and the entrance desk and residents are given their own copy as well as regularly suggesting different activities they would like. Activities include regular musical events, film evenings and there will be more trips out now the weather is improving. We are in the process of employing a dedicated laundry operative to streamline services. We are fitting some soft furnishings and there are two sound deflecting boards that can be used for music events, we have replaced the notice board with clocks that include the date and a small one with daily staff details. The TV in the communal area is used on a regular basis for

items that the majority of residents would like to see and they have the opportunity to view other programmes in their rooms.

It is really good to see the many positive comments from staff and that they are aware of the many items that we would expect them to be aware of. It is also good to know that they feel supported and valued and feel that the care, team work, training and improvements to the home have all been positive. Staff have supervision every four months and at each of these they are asked if there are any areas they would like, training in.

The section regarding visitors only reflects one person's views so I do not feel they would be representative of the many visitors we have but am pleased that the overall feel is positive and, that Beth Ezra would be recommended to others.

## **SECTION 1**

### **INTRODUCTION**

The Beth Ezra Quality Assurance Group conducted this survey with the residents, relatives, advocates, staff and visitors of Beth Ezra.

The report details the purpose of the survey, the methodology employed, describes the findings arising out of the interviews and puts forward suggestions for continuing to improve service provision elicited from the residents, their relatives and advocates, staff and visitors.

### **AIMS & OBJECTIVES**

**Aim:** To consult the residents, their relatives and advocates as well as staff and visitors to Beth Ezra.

#### **Objectives:**

- To seek the views and ideas about current service provision at Beth Ezra from residents, their relatives and advocates as well as from staff and visitors.
- To collate the findings and produce a main report.
- To compare the findings with those of the last survey conducted in 2017.
- To put forward suggestions and recommendations to continue to improve service provision

## **SECTION 2**

### **THE SURVEY PROCESS**

#### **Contacts**

The overall aim of the survey process was to elicit opinions, views and preferences of the residents, their relatives, advocates, staff and visitors who work at Beth Ezra. The survey was conducted between September and December 2018.

In total 14 out of 14 residents were consulted (9 current and 5 new; compared with 13 out of 21 in the survey conducted in 2017), 2 residents were unable to take part due to their specific needs.

22 out of 36 relatives and advocates were consulted (15 current, 5 new, 2 of residents who had passed away; compared with 15 out of 25 in the survey conducted in 2017), 14 questionnaires were not returned.

In total 7 out of 29 staff were consulted during the same period (compared with 19 out of 29 staff in 2017); 7 staff indicated that they did not want to take part, 15 staff did not respond when contacted to take part.

In total 1 out of 13 visitors were consulted (compared with 3 out of 13 visitors in 2017); 11 visitors did not respond when contacted to take part, 1 visitor indicated that they did not want to take part.

#### **The Interviews**

Most of the interviews were held in Beth Ezra; others were conducted via the post, e-mail and over the telephone.

#### **Methods**

- The Beth Ezra Quality Assurance Group revised last year's existing questionnaires for interviewing residents, relatives, advocates, staff and visitors. This process was completed with the Management and Trustees of the Home.
- It was agreed to change the way the interviews with some residents were conducted to ensure that the information being captured was an accurate representation of each resident's views. For the residents who had specific communication needs, their relative or advocate was present during the interview. It was not appropriate to interview some of the residents who had a dementia; this was agreed in each case with their relative or advocate and the Home Manager.
- A list of agreed topics to speak to residents about included, discussion topics around care and support from staff, friends and relatives, provision of food and refreshments, care planning and consultation.

- It was planned for each interviewer to meet with each resident in person and complete either a question and answer style interview or have a discussion with each resident; the format used for the interview would depend on the resident's needs and abilities.
- It was agreed this year to also give the relatives and advocates of those residents who had passed away since the last survey had been conducted an opportunity to share their comments on the care their relative/friend received, the support provided by Beth Ezra during and after their relative's passing and whether they would recommend Beth Ezra to another member of their family.
- Interviews with staff this year were conducted over the telephone. All staff were conducted personally and provided with the opportunity to take part in the survey. Suitable times for the telephone interviews to take place were booked in with staff.
- Each interviewer signed a confidentiality agreement with respect to their role as a member of the Beth Ezra Quality Assurance Group.
- In July 2018, each Quality Group member received their allocations of residents to interview so that they would then have time to build up a rapport with the resident over the following months and encourage more representative views and comments as well as their full involvement. Information regarding residents' specific communication needs (where applicable) were also received by interviewers at this stage.
- All interviewees were helped by the interviewers at the beginning of each interview to understand the purpose of the survey and how the information given would be collated and disseminated in confidence.
- Time was given for interviewees to provide their comments and put forward their ideas; interviewees were also reminded that they could also approach the Home with their comments and ideas at any time as they arise.
- All interviewees' responses were recorded at the time of interview and where individuals made comments that may identify them, their permission to record their comments was sought in all cases.
- A main report was then compiled by the Beth Ezra Quality Assurance Group.

## **Feedback**

A first draft of the report was presented by the Chair to the Beth Ezra Quality Assurance Group at their meeting in January. At this meeting, each group member carefully checked to see whether they agreed with the recorded comments as per their survey interviews; if it is noticed that something is inaccurate then this is amended accordingly.

When a serious or major disclosure or complaint is made by a resident, relative, advocate, member of staff or visitor during the survey process then this is not included in the main report but, Beth Ezra's complaints policy is followed so that the matter is dealt with in the interests of the residents and to ensure the

reputation of Beth Ezra is not compromised. If the Home is not told of a problem, then it may not become aware of it and will therefore not be able to resolve it. This may have an impact on the comfort or safety of other residents, and it is therefore essential that the Home is made aware of any problems experienced as soon as possible.

After the meeting, a further 10 days were made available where again any amendments may be requested, or inaccuracies addressed; after which a final draft of the report will be produced.

The Chair and a member of the Beth Ezra Quality Assurance Group will then arrange to meet with the Management Team to go through the report and seek their responses to all recommendations put forward. After this meeting, the report

is then made available to the Trustees and will then be published, and copies made available in the Home and on Beth Ezra's website.

The Chair and a member of the Beth Ezra Quality Assurance Group will then arrange to meet with staff, residents, relatives, advocates and visitors to feed back the main findings from the survey.

## **SECTION 3** **SURVEY FINDINGS**

The findings show that service delivery to residents continues to be of a high standard and that the results in most areas compared favourably to the responses given in the last survey undertaken in 2017.

The sections that follow set out the findings of the survey. Each section sets out the responses of residents, followed by those of their relatives and advocates, staff and finally visitors. All comments made by interviewees are presented exactly as they were recorded at the time of interview.

### **SECTION 3a: RESIDENTS' COMMENTS**

#### **14/14 residents stated that they:**

- were aware of how to call for help when in their rooms (compared with 12/13 in 2017).
- received support from staff and relatives with personal shopping (compared with 10/13 in 2017)
- had opportunities to participate in organised activities (new question this year)
- knew what to do if they had a compliment, concern or suggestion (compared with 12/13 in 2017)
- thought that cleanliness standards were acceptable (compared with 13/13 in 2017)

#### **5/5 new residents stated that they:**

- were made to feel welcome (compared with 5/5 in 2017)

#### **13/14 residents stated that they:**

- felt comfortable about airing their views (compared with 12/13 in 2017); 1 resident didn't feel comfortable
- were satisfied with the laundry service (compared with 11/13 in 2017); 1 resident wasn't

#### **12/14 residents stated that they:**

- thought staff knew their needs and how best to meet them (compared with 11/13 in 2017); 2 residents stated that this varied amongst staff

#### **11/14 residents stated that they:**

- thought that staff were available within a reasonable time if assistance is needed during day or night (compared with 7/13 in 2017). 1 resident had not needed to call for staff, 2 residents said that response times varied when staff were busy
- knew who their key worker was (compared with 11/13 in 2017); 3 residents did not

- were aware that they can choose where to have their meals (new question this year); 3 residents didn't know

**9/14 residents stated that they:**

- found that staff were available if they need to speak to them about their care (new question this year); 5 residents stated that staff were not always available when they were busy

**8/14 residents stated that they were:**

- aware that Beth Ezra has a complaints procedure and feedback form (compared with 9/13 in 2017); 6 weren't aware. Of the residents who were aware, 3/8 knew where to find these (compared with 8/9 in 2017); 5 didn't

**7/14 residents stated that they were:**

- aware that they had a care plan (compared with 10/13 in 2017); 7 residents were not aware.

The areas that have most improved over the last year are:

- awareness of how to call for help when in their rooms
- support with personal shopping
- the quality, choice and variety of food and menu options
- the continued high standards of cleanliness in the Home
- welcoming of visitors
- the continued range of activities provided
- knowing what to do if they have a compliment, concern or suggestion
- the garden and lounge

Suggestions from residents focused on the following areas:

- the consistency amongst staff to respond to calls quickly
- the consistency of attentiveness amongst staff
- increasing the one-to-one time staff have to spend with residents and understand their needs
- ensuring residents' personal correspondence is received in a timely manner
- improving residents' awareness of their care plans and their key workers, including communicating when these change
- improving residents' awareness of complaints procedures and feedback forms, their use and where to find them
- improving the communication of the activities provided at the Home
- increasing residents' awareness that they can choose where to have their meals
- improving the efficiency of the laundry service i.e. ensuring the clothes returned belong to the resident, the return of clothing to residents' wardrobes, the turnaround of items
- the sound quality in the lounge when there are gatherings of people

### Residents' Comments:

#### **Staff:**

*'If the buzzer goes when she steps on the mat on the floor, staff come straightaway. She's very happy with the way staff look after her.'*

*'So far I haven't needed help from staff but once by mistake I pressed my buzzer and staff came very fast.'*

*'I don't often have to call for help but I have one buzzer in the toilet and one in the bedroom which you can carry round with you in your room.'*

*'Staff try their very best but it varies because if staff are too busy then they haven't got time to sit and chat.'*

*'It varies how quickly staff come, according to circumstances.'*

*'Staff understand me and my needs.'*

*'Staff are available but this varies when they are busy...management are very easy to talk to.'*

*'I think that staff do understand my needs; they get me a stool without me asking.'*

*'Staff come if they're not too busy with other residents. The staff understood my needs after I'd been here for a little while.'*

*'I would say that staff definitely understand my needs. They are very good at that.'*

*'Staff are not always very reliable if I needed to speak to them. Staff are though very good. They like me. I like them.'*

*'I have not really got any needs except I prefer a shower rather than a bath. I hope it won't happen that I can't have a shower but I'm sure if they're short of staff they'll have to fit in with me.'*

*'If I need assistance during the night the staff don't always want to come and help because they think I should be able to handle my incontinence issue; some tablets have been given to me which do work but not when I want them to.'*

*'Sometimes you have to wait a long time if I want to speak to staff because I think there are 17 people here. Some staff do understand my needs, and some don't. I worry about appointments, I think staff should give personal letters back from hospital as soon as possible once they have recorded them. I don't think the district nurses are very clean, for example they place the bandages on the floor before putting them on me.'*

*'When I wake up in the night, I have illusions but they're not so bad as they have been but I did have a period of seeing things that weren't there. I do wander out of the room, staff know if a resident is wandering about and take them back to their room.'*

*'It depends a bit on what time you ring day or night if staff come at a reasonable time to speak to me but apart from that they always come. I think basically staff do know my needs but it's a case of who isn't it? They perhaps don't understand; they do have outside help. Basically, I would say they understand or would call for help if they didn't.'*

*'Staff come as quickly as they can. Sometimes if there are a lot of people, they don't...they try to make sure everybody is covered.'*

### Residents' Comments:

*'I think staff are available if I need to speak to them. Some staff know my needs, yes, some don't.'*

#### **Care Planning:**

*'I didn't know that the care I have is written down, but I have now been told that it is (by the interviewer), so I know now.'*

*'I didn't know that the kind of care I have is written down.'*

*'I have very good care and support and I was given a copy of my care plan.'*

*'I did not know that my care is reviewed but I know I have a care plan.'*

*'I didn't know my care is written down but now that has been explained to me (by the interviewer).'*

*'No regular plan for review of my care that I know of.'*

*'I think my daughter was told that my care is written down but I've forgotten.'*

*'Is my care written down I didn't know.'*

#### **Keyworkers:**

*'I do know who my keyworker is, and her name is on the back of my room door.'*

*'I've seen the list of key workers on the board; not aware who mine is but I've not needed to contact her for anything. If I wanted to find out, I could look or ask.'*

*'I know my keyworker, I've forgotten her name, but I've been told where to look (by the interviewer).'*

*'I know who my keyworker is, but she is always on night duty. There is another keyworker at weekends but that doesn't help me much.'*

*'Yes, I know who my keyworker is, but it changes frequently.'*

*'I have two key workers.'*

*'I have a keyworker for quite some time but then somebody else comes and they swap. I have two.'*

*'Not at the moment, because both my key workers have left, one several months ago.'*

#### **Activities:**

*'Her favourite activity is the 'seated dance' so would like this included whenever possible.'*

*'I don't like to participate in activities a lot now; I used to. I attend all Bible meetings and films.'*

*'I like the activities. I like painting, keep fit, flower arranging. I'd like to be able to complete more household tasks, such as collecting the cups and saucers after people have finished with them, give out the biscuits – I like to be able to be helpful.'*

*'I take part in the Bible readings, quizzes and the films in the evening. I would like to do more activities in the garden.'*

*'I don't participate much as it hurts to do things. I just watch.'*

*'I'm not one to join in too much. I used to enjoy playing darts before I came in to Beth Ezra.'*

*'I participate in the activities as far as I can – readings, quizzes, DVDs.'*

*'I do tapestries, I like reading, but we don't have a library; I have colouring books in my room, and I do knitting. Bible readings are done daily, sometimes they*

### **Residents' Comments:**

*have a film. I don't do the exercises in the chair. There is a new activity for people with dementia but it's very new and remains unexplored.'*

*'I take part in a few activities. I don't mind being alone. I like reading.'*

*'I participate in some. I go down for Readings in the afternoon if I am well enough. I find it difficult to hear when Sisters read and not able to follow in the Bible because I'm dyslexic.'*

*'I need to be encouraged to go in the lounge and in case I want to be told when events are on, especially singing and music. I have an interest in joining in the Daily readings and there is now very little else on the programme. If I do more things maybe I would feel less nervous. There is not much singing now or music.'*

*'I participate in activities as much as I can.'*

#### **Personal Shopping:**

*'Her daughter will do any shopping.'*

*'My family do my personal shopping for me.'*

*'Certain staff have been able to take me out. I can get some things from the Friday shop.'*

*'Family help me with my personal shopping.'*

*'One of the carers is getting me tights; I know her, and she would get me anything I wanted. We had the fete recently and I got one or two things.'*

*'I rely on the shop on a Friday.'*

*'I haven't needed anything much but staff have helped with that.'*

*'Once a week there's the shop and I also have two sons who help me.'*

*'I don't go out very much. I ask a relative; every Friday someone makes a list and brings the shopping in to me the next week.'*

*'Jill has the shop on Friday.'*

*'My advocate who acts as a relative does any shopping.'*

*'Personal shopping is a nightmare. I have so little contact outside. I worry about asking the staff too often but Jill who runs the shop once a week is very good, she comes round.'*

*'If I want any personal shopping done, I ask one of the girls.'*

#### **Catering:**

*'She's quite happy with the food.'*

*'The food is pretty good. If I'm hungry or thirsty during the night I ring my bell and ask for tea and biscuits. I would like there to be crusty bread rolls.'*

*'The food is quite alright. It hasn't happened yet that I feel hungry or thirsty during the night, but I always have some fruit in my room. I am told I could ask for a drink.'*

*'I keep a supply of biscuits and a jug of water, so I don't need to bother staff at night.'*

*'Food is good and lovely lunch on Sunday. I would like cakes instead of puddings, jelly and ice cream.'*

*'On the whole, the food is fairly good. I'd like to have watercress.'*

*'Very good, plenty more than I can eat. They come round every morning with the menu, chicken casserole, carrots and cauliflower today with a lovely trolley of*

### **Residents' Comments:**

*sweets. I do not have the soup, it is a lunch time thing not a tea time thing – I like sweet things at tea time.'*

*'The food is delicious. I'm very happy with it.'*

*'The food is excellent.'*

*'If I felt hungry or thirsty during the night I would send for the staff! I was out late one evening and was hungry on returning; staff made me a sandwich and a drink.'*

*'Excellent 90% of the time. Very good vegetables.'*

*'The food is good. I can always find something I like and, they will always provide a substitute if needed. I usually have drinks in my room but if I needed a hot drink during the night, I would ring the bell.'*

*'The food is excellent, lovely. If I felt hungry or thirsty during the night I would wait until the morning.'*

*'Breakfasts aren't bad – I have porridge. A lot of the food I can't eat because it upsets my stomach such as onions, spinach, mixtures of things, beef strawberries. At night I have stewed apple and hot drinks. I like plain food, salmon, runner beans, stewed apple during the day time and not too much dairy produce. I would also like Eve's pudding.'*

*'Well, she tries to give us a variety where she can and, you can always ask for bigger or smaller meals. We have a choice. It's a wonder there's a chicken left in the area! I do think we 'over chicken'; I'm not a vegetarian but I do tend to like a variety of vegetables.'*

*'I think under the circumstances I think it is very good. I think they are trying.'*

#### **Arrangements at Mealtimes:**

*'She is aware that she can choose where to have her meals. If her family come for a special celebration such as her birthday they eat in the conservatory.'*

*'I choose to have meals in my room.'*

*'I didn't know that I can choose where to have my meals, but I have been told now (by the interviewer).'*

*'The tables are back in fours, but I enjoyed sitting on the longer tables as part of a bigger group.'*

*'I choose to have my meals in the lounge.'*

*'I don't think that I can choose where to have my meals, but I choose to have my breakfast in bed.'*

*'I know I can choose where to have my meals and I usually have them in my room.'*

*'I know I can choose where to have my meals and I have breakfast in my room.'*

*'Sometimes the timings of meals are not precise.'*

*'I don't know that I can choose where to have my meals, but I always come in the lounge.'*

#### **Cleaning Service:**

*'The standard of cleanliness at Beth Ezra is quite high I would say.'*

*'The standard of cleanliness is acceptable. My own room is left a bit dusty sometimes so, I do it myself.'*

### **Residents' Comments:**

*'The cleaners are very good.'*

*'The cleaners always come in regularly.'*

*'Super' at lunch time they always clean the mats.'*

*'The standard of cleanliness is acceptable in some places. Once a month the Home is given a thorough clean, furniture pulled out and ornaments cleaned. The cleaners are always very helpful about moving anything etc.'*

*'Very clean, always very clean.'*

*'Some cleanliness levels are acceptable at Beth Ezra and some aren't.'*

*'It is as clean as much as it can be, I think.'*

#### **Laundry Service:**

*'The laundry service is very good.'*

*'The washing is done well and comes back quick but, my clothes are not ironed and sometimes my socks are still damp.'*

*'Fairly good service; everything comes back quickly.'*

*'I am satisfied with the laundry service. It is all nicely washed and dried.'*

*'They don't iron the edges of handkerchiefs, otherwise very good indeed.'*

*'I'm definitely satisfied with the laundry service.'*

*'I'm partly satisfied with the laundry service, you have to allow for a week before it comes back. I think the laundry are short staffed; all are part time and one has left and, they don't always look at the labels and they come back to you and they don't fit.'*

*'I am satisfied with the laundry service. The girls do try to look for things if you have lost them.'*

*'The laundry people are very careful to bring the correct articles back. On more than one occasion she has come in and said, 'Is this yours?'. Occasionally things do fall down.'*

#### **Surroundings at Beth Ezra:**

*'The surroundings at Beth Ezra are very pleasant.'*

*'The surroundings at Beth Ezra are quite nice.'*

*'The surroundings at Beth Ezra are all good.'*

*'Quite good surroundings with nice people in them.'*

*The lounge is very nice and has been done up. I ask for the blinds to be put down if they've not been put down.'*

*'The surroundings are very pleasant.'*

*'The surroundings are wonderful.'*

*'We've recently had the dining room and lounge re-done; it looks very smart but the sound bounces from ceiling to floor; not at all helpful when there is a gathering.'*

*'The surroundings are pretty good really.'*

*'Excellent. My garden room could not be better. I like the lounge.'*

*'The garden is quite nice but, I haven't been out and walked in it much because I haven't been able to and the lounge is excellent.'*

*'Oh well, the garden is lovely and, the lounge is excellent.'*

### **Residents' Comments:**

*'I really think they are very good. The old lounge still lingers. I am getting used to the new one.'*

#### **Visitors at Beth Ezra:**

*'Her friends and relatives are made to feel very welcome when they visit her.'*

*'My family are made to feel very welcome, very much so.'*

*'They're made very welcome and get a cup of tea.'*

*'They're made to feel very welcome. They took my daughter out in the garden with the dogs.'*

*'My friends and relatives are made to feel welcome.'*

*'My friends and relatives are made to feel welcome quite definitely.'*

*'I'm sure my friends and relatives are made to feel welcome. They do care about people don't they?'*

#### **Opportunities to air views:**

*'I feel comfortable to air my views.'*

*'We have the opportunity to make suggestions about the food at the residents' meeting.'*

*'I do not speak up; I'm not that sort of person. After all the complaints and moaning I thanked all the staff.'*

*'I'm not one to speak out much.'*

*'I feel very comfortable to air my views. Always approachable and willing to listen to everyone.'*

*'I can speak freely about things.'*

*'Oh yes, I feel comfortable to air my views. Everyone is quite understanding. I can talk to the Manager and I saw Philippa too.'*

*'Well, I've never been that good at doing so because I'm dyslexic.'*

*'Too often I air my views and that is when I get into trouble! Nobody speaks to me! [I think the resident is quite shy and feels the words don't come out as intended.]'*

*'I don't really feel comfortable to air my views. I know that there have been misunderstandings from time to time but, I feel I must try to put them behind me.'*

#### **Compliments, Concerns and Suggestions:**

*'I would go to the office if I had a compliment, concern or suggestion.'*

*'I would go the Team Leader first, then to the office. I didn't know there is a complaints procedure and feedback form but I have been told now (by the interviewer) where to find them.'*

*'If she had a compliment, concern or suggestion she would talk to her daughter about it and she would speak to staff.'*

*'I would report it to the manager and would tell my family.'*

*'I would approach whoever it concerns.'*

*'I'd tell the office.'*

*'I think I've heard of the complaints procedure and feedback form; I can't see myself using anything like that. I think it is pinned on the wall outside.'*

*'I would mention it to one of the staff. I don't think I'll need the complaints procedure and feedback form; I could ask where they are but, I won't need them.'*

### **Residents' Comments:**

*'I'm aware of the complaints procedure. It tells you by the lift what to do.'*

*'I haven't found the complaints procedure and feedback form necessary and haven't used them.'*

*'See Lorraine or Brenda. I don't know about the complaints procedure and feedback form because I've never made a complaint.'*

*'I'd tell someone if the dinner is nice, I might tell the chef. I didn't know about the complaints procedure and feedback form.'*

*I would talk to somebody if I had a compliment, concern or suggestion. I'm not really aware of the complaints procedure and feedback form, I would go to the office.'*

*'I would in the first place go to the Team Leader.'*

#### **Welcome Received by New Residents:**

*'I was definitely made to feel welcomed. My relative brought me in and I know everyone anyway. The staff gave me information as I needed it.'*

*'I was made to feel very welcomed. The staff definitely helped me to settle in; they were lovely.'*

*'I felt very welcomed when I arrived. I knew the residents already. Bit by bit I learned the names of the staff but, my memory is not very good. Staff definitely helped me to settle in.'*

*'Upon my arrival at Beth Ezra I was very much made to feel welcome. I don't think I was introduced to residents and staff but, I didn't really mind. I was so grateful for being cared for and the staff couldn't have done more for me.'*

*'Partly I was made to feel welcome. I have forgotten now because I was moved three times and it just muddled me up a lot. Prior to coming in to Beth Ezra I came and, Brenda interviewed me. Partly staff helped me to settle in. I have problems with how my clothes are hung in the wardrobe; I found used pyjamas hanging up with my dressing gown. I was not very happy at first and still not that happy about this; I have also decided to have breakfast in my room so I'm near the toilet. Staff mainly leave me to find out the information I need but they tell me the times such as for breakfast etc.'*

#### **Care Received at Beth Ezra:**

*'Very good and she is quite happy with it.'*

*'The care is quite good.'*

*'The care is good.'*

*'Very good and I really do mean that.'*

*'Pretty good.'*

*'Very good. Everything I want I get. Nice meeting every Sunday morning with a speaker.'*

*'Very good. I'm happy here.'*

*'Excellent!'*

*'For me, the care is excellent.'*

*'Very good. I do not receive anything, I just ask them and, they will do it but I realise they have a lot to do.'*

*'Some of the staff are very nice and some are not as some don't like me.'*

### Residents' Comments:

*'A little confused at the moment... I feel safe but I have a hunch that the home isn't doing so well, mainly because of so many staff changes which is not good. The Home is not the same as it was and, I have a little worry about the future. They always keep an eye on you, they are attentive, I think they put themselves out but, this varies from girl to girl.'*

*'Some care is first class. Some care is not so good.'*

#### **Beth Ezra's strengths:**

*'Having her family and visitors come to see her is what she likes best about Beth Ezra.'*

*'That there is always someone there, day and night; it is a nice feeling.'*

*'The outings.'*

*'I like Sundays at Beth Ezra.'*

*'I like best the company. I have several friends here who I am pleased to be with; we have Bible readings. I was lonely in my own home although I had a good neighbour but was very lonely. I am very grateful to have come to such a nice place. Beth Ezra means 'House of Help.'*

*'Being looked after and not having to worry about cooking or housework.'*

*'It's all good!'*

*'Staff always polite. Never heard any of them say a cross word to anybody which I think is quite remarkable.'*

*'I regard it as very necessary to be here.'*

*'I like everything here.'*

*'The garden is lovely, the girls put themselves out.'*

*'I don't know. There are so many nice things one could say, which escape me at the moment.'*

## **SECTION 3b: RELATIVES & ADVOCATES' COMMENTS**

### **17/17 relatives and advocates stated that they:**

- were made to feel welcome when they visited (compared with 15/15 in 2017)

### **15/17 relatives and advocates stated that:**

- staff were available within a reasonable time (compared with 14/15 in 2017); 2 relatives/advocates stated that they weren't because staff were busy
- they knew who their relative/friend's key worker was (compared with 9/15 in 2017); 2 didn't
- felt able to discuss and raise any concerns or questions they may have about their relative/friend's care with staff (compared with 14/15 in 2017); 2 stated at times they did and at times they didn't

### **13/17 relatives and advocates stated that:**

- staff knew their relative/friends needs and how they should be met (compared with 14/15 in 2017); 4 stated that specific issues were not always understood
- they were aware Beth Ezra had a written complaints procedure and feedback form (compared with 13/15 in 2017); 4 weren't and of those who were aware 12/17 knew where to find them (compared with 8/13 in 2017); 5 didn't.

### **11/15 relatives and advocates stated that:**

- the standards of cleanliness are acceptable (compared with 15/15 in 2017)

### **10/15 relatives and advocates stated that:**

- their relative/friend was satisfied with the catering arrangements (compared with 13/15 in 2017); 5 stated that their satisfaction levels varied

The areas that have most improved are:

- the continued provision of a safe and caring environment
- the high standard of care
- the admission arrangements
- the alterations to the lounge
- the upgrade of the garden

Suggestions made for improvements included:

- reducing the turnover of staff
- increasing the time staff have to be available to speak with relatives of residents and provide updates
- improving the consistency of the attentiveness of staff
- improving the understanding of residents' needs amongst staff and more 1:1 time to be available for staff to spend with residents
- improving the communication of who key workers are and when they change i.e. the reintroduction of the noticeboard may help

- ensuring the arrangements for dealing with accidents/illnesses are explained as part of the admission process
- communication i.e. the agreed use of the TV in the lounge, when key workers change, hospital arrangements for vaccinations, residents' choice to have visitors
- more regular, weekly trips out i.e. for shopping, coffee, walks
- more activities such as concerts, singing, music, visits from children, more film evenings
- reviewing the use of carers covering staff shortages in the kitchen
- increasing the variety of food options i.e. different sorts of cakes at tea time rather than puddings, desserts such as yoghurts
- improving the timeliness of meals i.e. lunch at 1pm, tea at 5.30 pm
- improving the time it takes for residents to receive their personal correspondence
- raising the awareness of the complaints procedure and feedback form and where to find them
- checks to ensure cleanliness of outside areas i.e. leaves outside need to be swept, weeds, hanging baskets dying, comfortable outdoor seating for the summer house, passage to the side door should be resurfaced and lit, safety of vehicle entrance and exit
- the sound quality in the lounge i.e. too noisy due to hard floor and lack of soft furnishings

### **Relatives' and Advocates' Comments:**

#### ***Expectations about Beth Ezra:***

*'We expected our relative to be able to attend 'meetings' and Bible classes. These have been met as our relative attends them with support.'*

*'We expected good quality care – expectations met. We do not always feel that our mother is included in all activities.'*

*'To be cared for in a Christian environment and treated with dignity. My expectations have been met by very caring staff with compassion.'*

*'A safe and caring environment and yes, my expectations have been more than met.'*

*'To provide a safe and happy environment where my mother no longer had to worry about running her own home. Our expectations have been wonderfully met.'*

*'As near to a home experience as possible, with friendly, caring staff.'*

*'A warm, safe, Christian environment with caring people where our mother would be stimulated and happy and made to feel valued for who she was and not who she has become. A lot of it has been met very well.'*

*'Expected: Better-than-average kindness and care. These have generally been met.'*

*'I am very grateful that she is there in Beth Ezra.'*

*'Expect to be well looked after which she is.'*

*'Comprehensive care for my gran, both medical and pastoral. To the best of my knowledge this has been met.'*

*'We expected a safe and friendly environment in a Christian home and to a very large extent expectations have been met.'*

*'A warm, loving, caring experience in a safe environment. My expectations have been fully met.'*

*'Expectations have mostly been met.'*

*'Quality of life as my relative could not cope at home – totally met.'*

*'This resident was in need of a secure and, responsibility-free environment and these expectations have been met well.'*

*'We expected her to be well looked after and that she would feel at home; also, that she would be happy. These expectations have been met.'*

#### ***Staff:***

*'As far as we know staff are available within a reasonable time if we need to speak to them.'*

*'Staff are not always available to speak to because they are so busy and there's not always people in the office.'*

*'Most of the care team appear committed to the people in their care. However, we are concerned about the high turnover of care staff and sad to hear that Lisa is leaving, we feel this could be detrimental to Beth Ezra. We feel last Christmas was especially well organised and planned with everyone included. We have concerns about the lack of use of the TV in the lounge as many of us contributed to the cost. Is there a policy regarding it's use and if so, can this be made known to residents and relatives?'*

### **Relatives' and Advocates' Comments:**

*'Staff are available and are brilliant. I think they understand her very well. They are very good, very understanding and sympathetic and never say a bad word about her.'*

*'Staff are always available within a reasonable time if I need to speak to them.'*

*'In my experience staff have responded quickly and helpfully.'*

*'Staff know my relative's needs very well.'*

*'She'd be safe, fed, washed and taken care of – Beth Ezra met my expectations. She knew people and said hello and had a chat with other people.'*

*'Some staff are really good and some staff are not so good. I like the Team Leaders because if I need to talk to them I can talk to them or knock on the office door and ask Brenda or Lorraine. Staff know my mother's needs pretty well, some carers better than others, some chat to her, others humour her so it depends.'*

*'Yes, definitely staff are available within a reasonable time if I need to speak to them. Staff know my relatives' needs pretty well I think.'*

*'Staff are generally available and knowing her needs works well.'*

*'Staff know her needs relatively well, though important to ensure continuity when staff change.'*

*'Generally, staff are available face-to-face or via phone or email. Most staff know the residents' needs but some need to understand a bit more what makes a resident 'tick'.*

*'Hard to say if staff know her needs. Some staff are aware, others are not as aware as they might be.'*

*'Staff know exactly what her needs are. She is extremely lucky to have such good care.'*

*'I think staff know her really well.'*

*'Staff always make every effort to be available when necessary, and always make every contact positive and pleasurable. They always know what is required and meet their needs in a sympathetic and cheerful manner.'*

#### **Care Planning:**

*'We don't know how well staff know our relative's needs and how they should be met.'*

*'Staff know our mother's needs fairly well but sometimes they need reminding about specific issues.'*

*'Staff know her needs very well.'*

*'Staff are very well aware of my mother's needs and have responded to her growing physical and mental needs with care and support.'*

*'Staff don't always know our mother's needs. They don't always look for the causes i.e. in relation to incontinence the staff didn't tell us it's extent. If staff build up trust with our mother, she, will tell them about her needs.'*

#### **Key Workers:**

*'Not sure who the key worker is at present as Lisa was for the last four years and she's left but we have not been informed who the new one will be and, I don't know how to find out! Maybe I should ask?'*

### **Relatives' and Advocates' Comments:**

*'I didn't know our mother had a key worker but I do now thanks to you and I think I might contact her.'*

*'I didn't know she had a keyworker.'*

*'We're aware of her keyworker and have been grateful that the keyworkers have been staff with whom the resident has a rapport with.'*

*'I know she has a key worker, but I don't know who it is. I can always ask the Manager.'*

*'I didn't know she had a key worker. I would just telephone them and ask for the Manager to find out.'*

#### **Catering:**

*'We hope our relative is satisfied with the catering arrangements.'*

*'The menu could be more imaginative and varied especially at tea time.'*

*'Absolutely satisfied is our mother.'*

*'Our mother is satisfied with the catering but, it has gone quite downhill the last few months because although the carers make a good effort they don't know about cooking; they do not have the expertise that the cooks have. This is important to have proper cooks because residents look forward to their meals and is an important part of their day. There only seems to be cake once a week at tea time; why can't there be different sorts of cake at tea time instead of puddings? Sunday lunches are lovely; our mother really enjoys the food, she's well fed and given healthy food.'*

*'Sometimes our relative is satisfied, sometimes she isn't. Sometimes she says that the menu has a lot of soft food, because I suppose it's catering to different people's tastes. She finds the food ok, she likes her puddings but, Beth Ezra is not very good with puddings. Occasionally it's nice when she has cheese sandwiches and porridge if it is available, as sometimes when she requests it isn't available the porridge and this can make her angry.'*

*'She is not entirely satisfied with the catering arrangements. She is particular about what she likes and how she likes it and that is not easy to satisfy!'*

*'My gran is quite hard to please but, we would say that she is generally satisfied.'*

*'Generally, yes. Drinks are better when provided in pots rather than in open cups. She likes desserts such as egg custard, crème caramel or little pots of yoghurt like Muller Corners.'*

*'She is definitely satisfied with the catering arrangements.'*

*'I have never heard any negative comments, only positive.'*

*'On the whole the catering is satisfactory although there is sometimes a long wait at lunch time for the dessert to arrive. It would be even better if meals could be served on time i.e. lunch 1pm, tea 5.30pm.'*

*'This resident has very specific dietary needs and preferences which limit her food choices but, she always has adequate meals.'*

#### **Cleaning:**

*'My mother's room is ok and is very clean and welcoming. The cleaners do a good job. On the whole, the Home smells clean and looks nice. Sometimes I notice cobwebs in some rooms and a lot of leaves outside.'*

### **Relatives' and Advocates' Comments:**

*'Beth Ezra is clean and tidy.'*

*'Very acceptable and consistent.'*

*'It is good and it is acceptable.'*

#### **Discussing and Raising Concerns or Questions:**

*'We raised questions and concerns with the key worker. We're not aware that there's a complaints procedure and feedback form and I don't know where to find them.'*

*'I feel able to discuss and raise concerns and questions, staff are always very helpful.'*

*'Yes, but only after consulting with my family, one of whom is at Beth Ezra a lot.'*

*'I'm not aware that there is a complaints procedure and feedback form but, I may have forgotten about this as we have had no need to fill it out.'*

*'I don't know where the complaints procedure and feedback form are.'*

*'The complaint raised by my mother has been dealt with in full.'*

*'Difficult because I feel the home is on the defensive so I'm careful how I word things, positives and negatives together.'*

*'I always feel able to raise any concerns I have. Sometimes I think mother looks a bit grubby; for example, she sometimes put things in her hair that make it look grubby but, I can talk to Lorraine about this. I am also concerned if staff aren't happy, not sure if they are, but this is important because it will affect Beth Ezra. I haven't seen the complaints procedure and feedback form, but if I had a concern I would go straight to the office.'*

*'I can absolutely discuss and raise issues. The Manager has done much more than she needed to do so. I haven't seen the complaints procedure and feedback form but if I had a problem, I would make my way round to see them.'*

*'I didn't know there was a complaints procedure and feedback form but, I do now!'*

*'The staff are always willing to discuss any issues or concerns and are positive in suggesting the appropriate response. I didn't know there was a complaints procedure and feedback form.'*

*'I sometimes consult the Home Manager.'*

#### **Making Compliments and Suggestions:**

*'I would make a compliment to the member of staff with thanks. Also, in the past with a note to the manager.'*

*'I have thanked different members of staff on their kindness, politeness and trouble taken.'*

*'I would thank them there and then.'*

*'I would thank the person and make sure it was appreciated.'*

*'I go straight to the person and thank them, it doesn't take much time to do so but means a lot. I would also let the Home know.'*

*'I would personally thank staff concerned.'*

*'I rarely see staff to speak to when I visit as they are generally busy.'*

*'We have often commented to the person concerned possible in the hearing of others, that they have done something particularly good or kind.'*

### **Relatives' and Advocates' Comments:**

*'I would tell the member of staff there and then and tell the Home Manager.'*

*'We are frequently impressed by the service provided and always compliment the member of staff personally.'*

*'I would make a compliment initially to the carer or Brenda.'*

*'I would praise them on what they are doing. I always thank them for their kindness to mum anyway.'*

*'I would always tell the person who has given this good service and if it was exceptional, I would pass that on higher.'*

#### **Surroundings at Beth Ezra:**

*'The surroundings are quite pleasant. The rooms are spotless and the whole house has an air of cleanliness when you walk through the door.'*

*'Very much improved especially the lounge.'*

*'For a non-purpose built care home it's very good. The alterations to the dining room/lounge this year have been an improvement enabling more space for an increased number of wheelchair users and flexibility in use.'*

*'Very pleasant, especially the newly done lounge.'*

*'Splendid, especially now the garden has had an upgrade;(ditto the building). The standard of cleanliness is very good, no unpleasant smells.'*

*'Very comfortable, particularly now the lounge has been redecorated.'*

*'The gardens are lovely, the front's improved, an effort's been made with the flower pots and hedges. The swing seat is loved, maybe have a second one.'*

*'New lounge is too noisy, probably partly due to hard floor and lack of soft furnishings.'*

*'Since the garden has been done it's made a huge difference because a lot of the residents have come from houses that had large gardens. It needs to continue to*

*have proper maintenance to make the big difference. The front of Beth Ezra is a bit of an eye sore and it doesn't have kerb appeal i.e. weeds, hanging baskets dying and first impressions count. The summer house you could sit in on a cold day if it had outdoor seating that's comfortable i.e. the type of seating that won't get damp.'*

*'The surroundings are good.'*

*'The front car park needs clearing of rubble. The passage to the side-door should be resurfaced and lit even after building work is finished.'*

*'Good, homely atmosphere – lounge nicely redecorated.'*

*'The vehicle entrance and exit are dangerous.'*

*'The recent works have been a little difficult for gran given they are right outside; but the surroundings are usually very nice and, the garden is lovely.'*

*'The re-decoration has been tastefully done and the new furniture fits in well. The surroundings are generally very light and pleasant. It's a pity the noticeboard is no longer there because it showed the date, the carers on duty, the cook, the people visiting for an activity etc.'*

*'Everything looks amazing.'*

*'I think they are lovely, the home and garden – much improved.'*

*'Very pleasant and homely in the best sense.'*

**Relatives' and Advocates' Comments:**

*'Homely, clean, cheerful, well thought out; just like home!'*

*'The gardens are beautiful and the area around Beth Ezra is clean and tidy.'*

*'Beautiful gardens to enjoy with sufficient parking available.'*

**Welcome Received By Relatives & Advocates:**

*'We are made to feel very welcome when we visit.'*

*'Usually but not always.'*

*'I'm always made to feel welcome.'*

*'I'm made to feel welcome by all staff.'*

*'Staff make a real effort to welcome me.'*

*'On the whole, I'm made to feel welcome. Sometimes I'm on the doorstep for what feels to be for a long, long time. Staff say hello, offer tea/coffee, if I don't get offered refreshments I don't feel offended.'*

*'There's a bit too many 'notices' all over the place. The visitors' handwashing is still in force. The paper towel over the toilet paper often needs to be replenished.'*

*'We are made welcome and we think that most of the carers are really lovely people.'*

*'We are almost overwhelmed by the warm and enthusiastic welcome we always receive on arrival and during the visit.'*

*'On the whole yes, I'm made welcome when I visit. It would be nice to be offered a drink i.e. tea/coffee/cold drink.'*

*'Very welcome!'*

*'very much so I'm welcomed.'*

**Admission Arrangements For New Relatives & Advocates:**

*'I was very satisfied with how the arrangements for admission were carried out.'*

*'I was satisfied with the admission arrangements but the arrangements for dealing with accidents/illnesses were not explained to me.'*

*'I'm satisfied.'*

*'I'm totally satisfied with the admission arrangements.'*

*'I'm definitely satisfied with how the admission was carried out.'*

**Care Received at Beth Ezra:**

*'Good care.'*

*'The care seems ok.'*

*'Good quality of care given.'*

*'Excellent.'*

*'Excellent. I couldn't ask for better and she is very happy there.'*

*'Very good in my experience. Any concerns have been voiced and dealt with.'*

*'Very friendly, very patient carers who really look after the residents.'*

*'Since last year there have been 2/3 trips out. Why can't there be regular weekly shopping trips, walks to the Park regularly, going out for coffee 2/3 times a week? Effort has been made to get people out and stimulated perhaps, Beth Ezra could have a minibus like other Christadelphian homes and plan weekly or fortnightly trips to places of interest. The standard of care is very high, but I do*

*think there is a lack of resources, this isn't a criticism of the care but more that I feel that there*

### **Relatives' and Advocates' Comments:**

*needs to be more carers and that Beth Ezra is under resourced but not sure why.'*

*'Excellent care.'*

*'Kind, varied, some carers are brilliant others are good and depends on time of the day of staff do not have enough time; generally good. I would like there to be more 1:1 time between staff and residents and an increase in resources.'*

*'The concerts were very popular, singing/music too, different stimulation of senses – could these be brought back. Perhaps Beth Ezra could team up with a nearby nursery school and the children could visit once a month.'*

*'We are absolutely satisfied with the care our relative received at Beth Ezra and found the support provided by Beth Ezra during and after our relative's passing wonderful. We would absolutely recommend Beth Ezra to another member of our family. I have nothing but praise and thanks!'*

*'Although we lost our relative this year (2018) we welcome the opportunity of providing our comments on the care she received over the period she spent at Beth Ezra. Within a few minutes of going to Beth Ezra we were confident we had found an 'ideal' home to spend her final years. She was shown respect, gentle care and love throughout the time she was there. We had every confidence, in all respects, of the 'care' she received providing us with no worries of her attention. Although her mental health wasn't good, she was always so happy and we will always be so grateful for her time with Beth Ezra.'*

*'Very, very good. My mother wants to be the centre of attention and wants things now. At the beginning she struggled but now she's settled, it's what she needs, a happy home and being looked after.'*

*'Overall, very good.'*

*'Good, she is always up, dressed and is well cared for and well-fed whatever time of day we visit. Overall, Beth Ezra provides excellent care and looks after residents well. One small thing; it would be useful to have an update from time to time especially if health issues arise as given the age of residents, what is said (in our case) is not necessarily coherent or accurate so you're left wandering if there is an issue. Often we cannot check with relevant staff during a visit as we visit at weekends.'*

*'The care is good as far as my relative is concerned. Although there was a muddle one day when some of the residents were taken to the hospital to get the flu vac but when they got there, there were no stocks of the over-65 flu vac. So, they all had a wasted journey. The member of staff who took them to the hospital should have checked with the hospital that the vac was available. Another point when visitors arrive unexpectedly, staff don't always check with the resident whether they want to see those visitors. A few weeks ago, my relative was inundated with a group of unexpected visitors who did not have permission to*

see her but went up to her room anyway. No-one had checked whether my relative wanted to see them. Quite often my relative says, 'this place is going to pot' – but that is her opinion not mine.'

### **Relatives' and Advocates' Comments:**

*'Second to none. Really good.'*

*'Friendly, personal, caring and respectful.'*

#### **Beth Ezra's strengths:**

*'That it has like minded people that our relative can be supported by. Friendly atmosphere and a feeling of 'home' rather than a care home.'*

*'It is a very caring environment for vulnerable people to feel safe and surrounded by friends they have known for many years.'*

*'The relaxed, caring and friendly atmosphere and all the activities that are arranged.'*

*'The friendly, lively atmosphere. The care and support given to the residents including those with multiple needs. The attractive garden and light-filled lounge. My mother is very happy and comfortable at Beth Ezra.'*

*'I am confident that my mother is happy and well cared for.'*

*'The film evenings, at least two of those a week would be good. The fact that many members of our Church go in, the fireworks, Church event, fete gives residents a family feel. Carers have told me that they will not let our mother go unkempt when she goes out by ensuring her hair is brushed and that she looks presentable as my mother can't do that for herself anymore.'*

*'Friendliness of the staff and a good atmosphere: for with the Home Manager must have credit.'*

*'The warmth and welcome I receive and the joy on their faces when I arrive!'*

*'The standard of care. The care taken and making it suitable to the individual. It was lovely seeing the staff at the hospital; it is not just a job to the staff it is done with care and love.'*

*'The friendly ethos, small scale of operation so it can be personal.'*

*'Beth Ezra is welcoming and caring.'*

*'Homely surroundings.'*

*'The happy staff and as it has not many residents, the staff are able to get to know them very well. It is like one big family.'*

*'People on hand and always seem to give a comprehensive update on how gran is.'*

*'(1) A generally friendly environment but without the perpetual noise found in some homes. 2) A good range of activities for the residents. Overall, the general atmosphere is more friendly than a few years ago but a lot does depend on the mix of residents at a particular time.'*

*'The high standard of care, the balance of personal care with the personal needs, within a framework of routine, time restraints and staffing. But most of all the warm and friendly humour from the staff.'*

*'I feel it is the very best place this resident could be in and can relax about her care.'*

*'The whole place...the ambience...Everything is 11 out of 10 and I would never feel worried.'*

*'So many things I like about Beth Ezra. My relative has the spiritual input which really suits her.'*

### **SECTION 3c: STAFF' COMMENTS**

#### **7/7 staff stated that they:**

- knew the responsibilities of Key Workers and Team Leaders
- were satisfied with the arrangements for dealing with accidents and illnesses affecting residents
- knew what to do if they had a concern or issue about a resident's care; of those who had done so 2 staff rated how valued they felt doing so as a 4/5 and 2 staff as a 5/5
- knew the procedure to follow if a resident made a complaint or suggestion
- thought the standards of cleanliness were acceptable

#### **6/7 staff stated that they:**

- received sufficient support from management to carry out their role to support residents; 1 staff stated they didn't.

#### **5/7 staff stated that they:**

- were offered additional training; 2 staff stated they hadn't been

The areas that have most improved are:

- the continued high-quality care provided to residents
- the working relationships between the Team Leaders and other team members
- staff training
- the provision of support to staff
- the quality of the food and the range of menu options provided
- the continued high standards of cleanliness in the Home
- the improvements made to the kitchen and lounge

Suggestions made for improvements included:

- reducing the need for carers to work in the kitchen when there are staff shortages
- the provision of additional specific training i.e. catering, nutrition, diabetes
- the surroundings i.e. improving the safety of the use of the back gate during the building works

### **Staff Comments:**

#### **Care at Beth Ezra:**

*'The care is fantastic, the residents have everything they need; everything they ask for they get.'*

*'The care is excellent.'*

*'I try very hard to give the residents a happy home and make them as comfortable as possible. I also respect their beliefs. The care is very good indeed, I remember when the ambulance people commented that it was brilliant that although some residents are bed-ridden not a single one has a pressure sore.'*

*'Everybody cares.'*

*'Beth Ezra is a safe zone for residents. I love to give residents confidence and make them feel at home. Excellent care.'*

*'Good quality care, the residents are well looked after, and they always get what they like and need. It is the very best it can be.'*

*'The care at Beth Ezra is excellent. Most visitors especially from the medical professions comment about how lovely the home is and the good care they receive. Recently it was commented in hospital that they have never seen managers go into the hospital to ensure the speedy return to the home of the resident.'*

*'Amazing care in a lovely setting. Great staff team who support and provide all they need in a pleasant way.'*

#### **Key Workers' Responsibilities:**

*'Key workers check with the resident whether they need anything, they spend time talking to the resident if this is what they want, they can reassure the resident if they feel anxious, they make sure the resident is comfortable and whether there are any issues that need resolving i.e. around their room, the facilities, their clothes etc.'*

*'Key workers spend time with residents on a 1:1; for example, checking if they're happy, if there's anything they need, they would go to the shops for example. Most important is that they spend 1;1 time with the resident to build a relationship and make a difference.'*

*'Key workers can get residents things from the shops if they need something.'*

*'key workers update residents' care plans, they sit and talk with residents and find out their needs and keep an eye on the resident.'*

*'Important to residents, spending 1:1 time with them.'*

*'To make a special relationship with the residents and take care to implement any requests and support they have highlighted.'*

#### **Team Leaders' Responsibilities:**

*'Team Leaders are fantastic. My Team Leader always corrects me and shows me how to do things correctly. They also work as carers and act like carers so they all blend in i.e. my Team Leader doesn't make me feel uncomfortable because she's in charge.'*

#### **Staff Comments:**

*'Team Leaders have quite a heavy workload; they manage staff on a day-to-day basis, they support the carers and have to take action sometimes when issues arise with residents.'*

*'Team Leaders make sure staff are happy and can also help if a resident has a problem or is unwell. I can talk to my Team Leader, I work in a good team.'*

*'Team Leaders make sure that everything runs smoothly; for example, they make sure appointments are kept, that the ambulance is phoned if needed. They make sure each individual is getting the right care. They report any issues to management.'*

*'Team Leaders check the smooth running of every shift.'*

*'To organise and support the team to give the best care possible.'*

**Team Members' Roles:**

*'I love to make the residents laugh. I see my role as caring for them all and looking after them.'*

*'I give residents something to focus on, to get their brains active, I stimulate them by talking to them and doing day-to-day things with them.'*

*'My role is important because residents need to feel safe, relaxed and happy. They also must feel like they can speak to me. At night we have more time to spend with residents, they like to chat about their family and find out about my family before settling down to sleep.'*

*'I help residents with their food choices, I ask them if they have any allergies, I also respect their food preferences.'*

*'We make residents comfortable, happy, make sure their needs are met, they feel comfortable and are at home.'*

*'At all training sessions and during staff meetings we are always asked to give our feedback and suggestions. All documents are working documents and we can add to/update them with consultation to ensure the most appropriate care is given. All the staff team work well together to deliver really good care – better than other homes.'*

**Catering:**

*'The catering is perfect, the cook and the staff do their best, there's no comparison with other care homes, Beth Ezra provides quality.'*

*'The catering staff are doing amazing, food is of a high-quality standard. Sue and Mariana do a wonderful job.'*

*'The catering is ok; there's enough for everyone.'*

*'Not sure about staff filling in, in the kitchen, they do but is it their job to?'*

*'Varied menu with attention to the individual needs and requests of the residents. Nothing seems too much for the cooks to do and the other staff work hard to ensure residents always have the food and drink they would like when they like. Night staff are instructed to always supply whatever the residents need and, they do. One resident regularly is given cheese and biscuits during the night.'*

*'No problems, they can choose from the menu and if they want something that's not on the menu, they can have it too.'*

**Staff Comments:**

**Cleaning:**

*'Cleanliness is good.'*

*'The standards are good.'*

*'Residents are always asked at the residents' meeting about the standards of cleanliness and the minutes show they have no issues. Many homes smell and Beth Ezra does not.'*

*'Well done in every area!'*

**Training:**

*'I've been given all the training I've asked for. I was even offered to do the L3 Diploma but at my age I didn't want to do it.'*

*'Yes, the training is definitely excellent; we have in house training, we go to forums and planning to go another care home to get some ideas about activities.'*

*'I personally have had good training and I get refreshers all the time.'*

*'I'm still waiting to go on my catering course.'*

*'We get training from Brenda, all in house, quite happy. It would be good to get more training on diabetes and nutrition.'*

*'All care staff are given the opportunity to complete Diplomas in Health and Social Care even up to Level 5.'*

*'I get all the training I need.'*

**Support:**

*'If I have a problem, I can talk to the Team Leader, Lorraine or the Manager, Brenda.'*

*'I feel very supported, I'm not able to fault the management, most supportive management I've ever had, and this includes the Trustees.'*

*'The management do a difficult job, I personally feel supported.'*

*'Not really I don't feel supported.'*

*'Yes, I am supported and, I ask questions if I need do.'*

*'Yes, I'm supported. Brenda and Lorraine give whatever support is needed and will even support the team by doing care or catering work if required.'*

**Complaints and Suggestions:**

*'If a resident makes a complaint or suggestion, I would clarify what it was with the resident to ensure I understood and then notify the Team Leader or Manager.'*

*'If a resident makes a complaint or a suggestion I either go straight to the Team Leader or to management.'*

*'If a resident makes a complaint or suggestion, I think I would raise it with Lorraine or Brenda.'*

*'If a resident makes a complaint I would go to Brenda.'*

*'If a resident makes a complaint I go to management.'*

*'If a resident makes a complaint or suggestion, I sort out the issue as soon as possible if it is possible to do so. I would report it to the relevant person e.g. maintenance/cook/laundry or management.'*

**Staff Comments:**

**Raising Concerns or Issues About a Resident's Care:**

*'I'd go to the Manager if I had a concern about a resident's care.'*

*'If I have a concern or issue about a resident's care, I go to the Team Leader and then the Care Manager in the first instance but if it's serious CQC or safeguarding if appropriate. I rate the support a 5 – both Lorraine and Brenda are pro-active in listening to and acting on suggestions and concerns and usually most of these are raised during the training sessions and often they're implemented when raised.'*

*'When I've raised concerns, I've felt very valued – on a scale of 0 to 5 I would say a 5 is how I felt because I was made to feel as if I did the right thing.'*

*'When I've raised concerns, I feel valued; I would rate this a 4 out of 5.'*

*'When I've raised concerns, I feel very valued; I would rate this a 5 out of 5.'*

### **Welcoming Visitors:**

*'We say hello, if time, sit down and chat to them.'*

*'We meet and greet, ask them how they are, who they've come to see, let their relative know that they're here, offer them tea or coffee.'*

*'It's good.'*

*'We always offer visitors a drink. We bring them to resident so that they can talk.'*

*'Residents' families and friends are greeted at the door and offered refreshments. They are taken to the area of the home and the resident they wish to visit and if they wish to stay for a meal this is offered. They are also invited to join in any activities that are happening and many of them attend the singing, garden party and cream tea events.'*

*'Visitors are always welcomed and, we tell them; we deal with them straightaway and they are very appreciative.'*

### **The Surroundings at Beth Ezra:**

*'The surroundings are fantastic. I've had to spend quite a bit of time reassuring the residents that all the works and noise will make Beth Ezra better. Because of the scaffolding at the front we are having to use the back gate to let visitors in which is very inconvenient. We're all trying our best but we're already very busy and it is a big rush to also have to go to the back gate. It's very dark when you get down the side of the gate and there are also lots of leaves that can be very slippery and the light goes off before we get to the back gate so it's not very nice for us and for the visitors because you can't see who's there and you have to be careful when you're walking on the leaves. Also, as everyone is walking through the staff room door the floor is getting very slippery and so you have to be careful.'*

*'They've recently redesigned rooms and they look fantastic. The feel of the home is a loving, warm environment; I feel happy when I'm working here.'*

*'At the moment it's topsy-turvy because of the works but it will all get sorted out. The kitchen has been transformed, the lounge is really nice and so is the conservatory. The residents' rooms are nice and clean. The staff room needs an update.'*

### **Staff Comments:**

*'The new lounge is beautiful and there is ongoing redecorating, refurbishment and updating so the home is very pleasant.'*

*'The surroundings are improving every day; they're good.'*

*'They're doing a lot of work, it will be much better when they change the carpet downstairs.'*

*'The surroundings are safe and in a nice environment.'*

**Beth Ezra's strengths:**

*'Residents are fairly treated, this is the best care home I've worked in, if I have any problems I can talk to management. I like everything at Beth Ezra, my colleagues, the residents, we interact like one big family.'*

*'An excellent care home with excellent standards of care. The attention to detail to the care provided is excellent. The residents make my day.'*

*'I like my job, the residents. I like going to work and I like the staff I work with.'*

*'Beth Ezra is a lot better now because it offers staff more opportunities.'*

*'I like everything; the staff, the residents, the home, the garden.'*

*'Taking care of the residents and making them happy.'*

*'Getting on with the residents.'*

*'Making the residents' lives as happy and comfortable as possible. Working with a lovely team of workers together to ensure the best care is given'*

### **SECTION 3d: VISITORS' COMMENTS**

**The 1 visitor that was interviewed stated that they:**

- rated the attentiveness and responsiveness of staff as outstanding (compared with 3/3 in 2017)
- rated the caring nature of staff towards residents as outstanding (compared with 5/6 in 2017)
- would feel safe and confident in the event of an emergency such as a fire
- (compared with 3/3 in 2017)
- are sometimes offered refreshments upon arrival (compared with 2/3 in 2017)
- would recommend Beth Ezra to a member of their family (compared with 6/6 in 2017)

The areas that have most improved are:

- the welcome received when visiting
- the caring nature of staff towards residents
- the surroundings both inside and outside

Suggestions made for improvements included:

- improve the consistency amongst the staff to be attentive and responsive to issues raised

## **Visitors' Comments:**

### ***Impressions of Beth Ezra:***

*'Generally (when no building work is in progress) the front and general area of the front are kept in good order. It is well-maintained and tidy and, the gardeners keep the beds and hedges neat – the front beds are especially attractive in the summer. It's great to say that Beth Ezra never has that care home smell about it which makes such a difference going in. And the place is bright and spacious and has the feel of a hotel more than a care home. As mentioned, Beth Ezra doesn't have that smell that care homes sometimes have which is very much due to the cleanliness of the place. The three cleaners that Beth Ezra have had for some time now do an excellent job; as do the staff generally, keeping the place clean.'*

### ***The overall atmosphere at Beth Ezra:***

*'I would call it friendly and efficient. Not only are the staff good with the residents they also seem to get on well with one another which helps generate a good atmosphere.'*

### ***The welcome received when visiting Beth Ezra:***

*'Always friendly, even when the staff are clearly a little harassed with some minor emergency or emergencies! Sometimes I'm offered refreshments upon arrival but most of the time staff would know I don't usually require anything.'*

### ***Safety at Beth Ezra in the event of an emergency such as a fire:***

*'Hope I never have to put it to the test but yes, I suppose I would feel confident enough in an emergency that the management and staff would react promptly and efficiently.'*

### ***The attentiveness and responsiveness of staff to issues raised:***

*'It's outstanding. Not sure that I've ever needed to raise that many issues but, I feel that if I did they would be properly dealt with. I'd wish for a box to tick between 'Outstanding' and 'Good' because responsiveness is bound to vary sometimes though I can't envisage it dropping below 'Good'.'*

### ***The caring nature of staff towards residents:***

*'I've ticked outstanding. Again. I'd really have preferred to tick a box half-way between 'Good' and 'Outstanding' because some staff are 'Good' or better, and others are 'Outstanding'. It is excellent that we have none who fall below 'Good'!.'*

### ***Beth Ezra's strengths:***

*'I absolutely would recommend Beth Ezra to a member of my family. I have done and would again. What I like best about Beth Ezra is that it fulfils it's mission statement so well.'*