

## **AGNES HOUSE HEALTH PROFESSIONALS QUESTIONS 2015**

**Is there any aspect of our service that you particularly like? If so what is this?**

- A** Probably the best Care Home in the area.
- B** Generally I think the whole service and care is excellent but I feel the client centred approach is excellent. I have full confidence in the care and service provided by all the carers and staff of Wygggeston's Hospital. The cleanliness is the best I have seen compared to all local care homes.

## **AGNES HOUSE RELATIVES ANSWERS TO QUESTIONS 2015**

**Are there any aspects of the care and services we provide that you particularly like?**

- A** The sensitive way encouragement is given to accept help and the way help is given without causing embarrassment.
- B** I always find the staff very helpful and friendly and they always maintain my mum's dignity as I think this is very important.
- C** Staff are always friendly and welcoming, they seem to care about my Father and know and treat him with respect and as an individual. We really value this.

When he was unwell staff phoned me up to update and reassure – this was really appreciated.

The care is very good and the atmosphere friendly – thank you!

- D** Very good all round. A happy friendly environment.
- E** Always a friendly welcome. Never too much trouble to feed us on Sundays when asked.
- F** The staff at Agnes House are very caring and always go beyond basic care. For XX as her level of confusion increases, the fact that there is a low turnover of staff is particularly important.
- G** I am generally happy with my mother's care - Thank You.
- H** I am always made to feel welcome when I visit my mother.

Agnes House is very clean and is one of the very few Care Homes that I have visited that always smells fresh and welcoming.

Carers treat XX with respect and dignity. She is very fond of XX who always goes the extra mile. She takes time to put her to bed without feeling rushed. Thank You!

- I** XX is very settled and always says she made the right decision to come to Agnes House. I like the fact that she's happy there!
- J** Dedication of staff on what I have witnessed going about their respective tasks. The welcome from staff on arrival and homeliness of Agnes House.
- K** None.
- L** The welcome visitors receive and the friendliness of most people.
- M** More activities would help.

**Are there any aspects of the care and services we provide that you think could be improved, and if so what are they?**

- A** A slightly more varied diet sometimes giving more spicy food.
- B** Food is fine and hot and staff know and adapt the menu for my father but, it can be variable and I think as meals are a focus of the day, this is an area that could be improved.  
  
His room is cosy and comfortable but very small – a couple of extra feet would make it so much easier for him to move about, sadly nothing can really be done about this.
- C** We haven't discussed End of Life Care, but I think there is still a long time to go before that will be needed.  
  
Car parking for visitors is limited, but wouldn't like the grounds to become a big car park.
- D** Only issue that I feel needs changing - the visiting Chiropodist, I am told only uses one pair of gloves for all residents, relying on hand gel between residents. I'm not sure that this is entirely healthy from an infection control aspect. Please could you address this?
- E** XX is very disappointed with the lack of activities that she can participate in. Poor eyesight and restricted mobility do not help her somewhat negative perspective - IU think she gets very bored.  
  
Poor lighting - Room 15 - the main florescent light is dirty (bugs & flies under cover) which ideally should be replaced with an LED or Daylight strength unit.  
  
Room décor is tired and drab. Brown curtains and bedcover do not help. Some fixtures and electrical sockets look poorly fitted – unit to right-hand side of bed loose.

- G** It would be nice to be invited to XX review. I assume they are yearly? Although I understand care plans will be updated as and when needed. I may not always be able to make a review because of the distance but it would provide an opportunity to feed into the review and ask any questions that may have concern. Also meeting with Staff and XX ensures we're all hearing the same thing.
- H** The worry of above inflation care fees (I would expect some increase). ??
- I** None.
- J** Communications to let residents know when to expect their carer in mornings and evenings.

I think that we need at least a 5 point answer system to these questions i.e.

<b>Fully Agree</b>			<b>Disagree</b>		
5	4	3	2	1	N/A

Although wording of questions might have to be altered.

### **AGNES HOUSE RELATIVES (R.I.P.) QUESTIONS 2015**

**Are there any aspects of the care and services we provided that you particularly like, and if so what were they?**

- A** My mum knew the Staff, sometimes better than her relatives and trusted them all so most of them were there as long as she was there. Please do not think I am complaining in my comments. It's just looking back with hindsight.
- B** In a word, everything. There is nothing to criticise and everything (and everyone) to praise. We cannot imagine how things could have been better managed.

**Are there any aspects of the care and services we provided that you think could have been improved, and if so what were they?**

- A** Perhaps more could have been done to stimulate Mum and keep her active when she first came in to your care. Mum could walk when she first came to you but was not encouraged to do much walking. Her feet became deformed through lack of use.

I would like to add no other Home could have done any more than you all did for mum.

- B** Although (as far as we can recall) we had no formal discussion with Staff about End-Of-Life Care, we are confident that all concerned were fully cognisant of a residents wishes and were scrupulous in respecting them. There were no issues or problems in this respect.

## AGNES HOUSE RESIDENTS SURVEY QUESTIONS 2015

**Are there any aspects of the care and services we provide that you particularly like?**

- A** When there is a prompt response to call.
- B** Food, Staff, Cleanness, Care and Attention.
- C** Friendly staff. Home is warm and clean. Plenty of food but very repetitive menu.
- D** Grandma says she lives the whole experience at Agnes House.
- E** Being able to talk and joke with the staff. I was gently encouraged to use a walking aid – no pressure was applied.

**Are there any aspects of the care and services we provide that you think could be improved, and if so what are they?**

- A** Although this doesn't affect me I see the pressure on Staff and Residents when only 5 Carers are on in the morning and 3 in the evening and this happens more and more. A lot of residents are much frailer and although an extra member of staff was taken on recently this has been obviated by others reducing their hours.
- B** Response time when short staffed.
- C** Sometimes when I'm cold I would like the room to be warmer.
- D** Lack both daytime and evening entertainment.

Breakfast service could be improved if staff could stick to a regular schedule. Some staff just give me morning tablets, whereas others appear to have more time and talk to me.

There does not appear to be enough staff on Duty on the morning. Sometimes I have to wait a long time before I get help dressing.

- E** Diet tends to be a little bland - could be more spicy.

Sometimes the staff are overworked.

Some staff have more empathy than others.

**If you answered No” to any of the above, we would be grateful if you could provide further information to explain your views; this will help us to act more specifically to improve the quality of our service.**

- A** “Feel staff very busy occasionally short staffed”.
- B** No, Grandma is very happy with the care and service she receives.
- C** Involvement & Communication (a) & (d) they usually decide.  
  
Premises & Equipment (e) the staff usually answer, then say I’m not on their list and leave me.  
  
Staff & Management (c) They are rushed on ‘late’ shift because there are only 3 on duty.

### **AGNES HOUSE - HOW DO YOU FEEL TODAY SURVEY SHEET**

**Is there anything else that you would like to say about the place, or the staff or how you feel today?**

- A** All is good today but room could be a little warmer.
- B** Room too small.  
Poor Lighting.  
Sometimes I have to wait a long time for help getting dressed and undressed.
- C** Satisfied.
- D** Carers generally are excellent.
- E** Staff are very good. I am happy here and have no grumbles.
- F** No complaints – staff very helpful.

### **AGNES HOUSE SUNDRY CONTRACTORS QUESTIONS 2015**

**Is there any aspect of our service that you particularly like? If so what is this?**

- A** The hospital is run by a dedicated team who are always willing to help and assist.
- B** Generally I find the Staff supportive, helpful and very respectful to residents.
- C** Long term staff really know residents as individuals. Residents always are well presented and have chosen what they want to wear. Focus seems to be on quality care.

**Is there any aspect of our service that you feel that we should focus on improving? If so what is this?**

**A** An extension? I receive numerous enquiries from my clients looking for Respite Care and/or permanent care.

**Any other comments**

**A** I'm not a resident so some of the questions are not relevant to me. I have always found Staff and Management very helpful and friendly – thank you.