



Ivy Lodge Retirement Home



Annual Quality Assurance Report

2021

Dear All

Thank you to everyone who completed and returned the quality assurance survey which was issued in May 2021. The survey had been given to the residents, family and friends and visiting professionals. These have now been collated. The survey looked at the individual services offered by Ivy Lodge for which the findings have now been summarised in the following pages of this report.

Over the next few weeks, we will work to develop an individual Action plan where required based on the feedback and the findings of this report.

The report will be made available to all staff and residents and copies of the report and the findings will also be communicated through the use of staff and resident meetings. A copy of this report will also be available to view on the company website www.ivylodge.co.uk.

We are passionate about developing and improving our quality assurance systems to ensure that the care and overall service provision provided is of the very highest standard.

A sincere thank you again to everyone that participated in the Quality Assurance Survey

Helen Drake
Deputy Manager

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Ivy Lodge's Mission Statement

Our Mission

Ivy Lodge is a place where residents feel they are at home not in a home. This is at the heart of everything we do here and it is achieved through ensuring we maintain a clean, well decorated, secure and safe environment filled with staff that treat all our residents with dignity and respect, compassion and openness. We always promote a happy friendly and relaxed atmosphere and provide stimulating and fun activities and outings that can bring back happy memories and enable new ones to be created.

Ensuring the human rights of our residents and staff are respected and promoted is central to our mission. Each resident and staff member is treated equally as an individual regardless of age, ability, gender, faith, ethnic origin or sexual orientation and is encouraged to exercise choice and independence in all aspects of their life.

Continuous professional development is valued highly at Ivy Lodge and all staff receive mandatory training up to twice a year alongside regular staff meetings held to ensure the highest standards of care are being maintained at all times.

Our Philosophy

Our Philosophy is focussed on a person-centred approach to care recognising people as individuals in a friendly, homely and caring atmosphere. This involves moving away from the more traditional 'tasks' orientated approach and to focus more on the person, understanding and valuing the individual as somebody with their own unique history, personality and life experiences. It is through this approach that an individual can really thrive and lead a fulfilling and rewarding life in a care home setting.

Our Vision

Put simply it is to consistently be the best residential care home in the region whilst at the same time providing excellent value for money.

Our vision is to improve our single rating of outstanding for our care to outstanding in all 5 areas that the Care Quality Commission rate (Is it Safe, effective, caring, responsive and well led) giving us an overall rating of outstanding.

Extent of the survey:

Questionnaires were made available to the residents, family and friends and external professionals. 63% of the surveys issued were returned and have now been collated.

Questions asked:

Please see the questionnaires on pages 5, 6, and 7 of the quality assurance report.

The questions have been designed around the Care Quality Commission Fundamental Standards. The Care Quality Commission is an independent regulator of Health and Adult Social Care in England. The Care Quality Commission make sure that health and social care services provide people with Safe, Effective, Compassionate, High quality Care. They are responsible for monitoring and regulating the services that we provide and that as a provider we meet the required standards and are continually working towards achieving improvements and better service provision.

The Fundamental Standards use five key questions and these are used by the Care Quality Commission when undertaking an inspection of the quality and safety of service.

They are:

- Is the service **Safe**?
- Is the service **Effective**?
- Is the service **Caring**?
- Is the service **Responsive** to people needs?
- Is the service **Well-led**?

These values are also imbedded into everything that we do and form part of the company aims and objectives. For more information about these standards please visit www.cqc.org.uk or ask a member of our team who will be happy to help you.

Resident Questionnaire

Please tick the box that best applies

Question	Always	Usually	Sometimes	Rarely	Never	N/A
I am happy with the support and care I receive	1	2	3	4	5	0
I am treated with dignity and respect by everyone around me	1	2	3	4	5	0
I am able to have my say on decisions about any changes to the environment where I live	1	2	3	4	5	0
I feel the Home is clean and safe	1	2	3	4	5	0
I am comfortable approaching staff with any questions or concerns	1	2	3	4	5	0
I am offered enough to eat and drink	1	2	3	4	5	0
I feel safe and secure in my home	1	2	3	4	5	0
I am involved in decisions which affect my life	1	2	3	4	5	0
Staff know how to support me	1	2	3	4	5	0
Staff support me to be independent and maintain and learn new skills	1	2	3	4	5	0
The management are approachable if I have any concerns	1	2	3	4	5	0
There are enough varied activities at Ivy Lodge if I want to participate	1	2	3	4	5	0

Scoring Matrix:

13 - 30	
31 - 50	
51 - 65	

Rank each survey and then create a percentage for each colour based on number of surveys returned

Professionals Questionnaire

Please tick the box that best applies

Question	Always	Usually	Sometimes	Rarely	Never	N/A
Ivy Lodge provide person centred support tailored to meet individual needs & preferences	1	2	3	4	5	0
Ivy lodge staff treat residents with dignity and respect	1	2	3	4	5	0
Ivy Lodge seek consent and liaise with relevant others if appropriate	1	2	3	4	5	0
Ivy Lodge staff maintain a professional approach	1	2	3	4	5	0
Ivy Lodge has enough staff on duty and they are suitably skilled	1	2	3	4	5	0
Ivy Lodge premises are clean and safe	1	2	3	4	5	0
Ivy Lodge maintain regular communication with me	1	2	3	4	5	0
Ivy Lodge management team are open & approachable	1	2	3	4	5	0
In my opinion staff are trained to a satisfactory level	1	2	3	4	5	0
I feel confident that should a problem arise or be witnessed during a visit I can approach the manager or senior in charge to discuss my concerns	1	2	3	4	5	0
I am satisfied with the speed of response to any query I may have	1	2	3	4	5	0
I would recommend this service	1	2	3	4	5	0

Scoring Matrix:

12 - 29	
30 - 49	
50 - 60	

Rank each survey and then create a percentage for each colour based on number of surveys returned

Family and Friends Questionnaire

Please tick the box which best applies to you

Question	Always	Usually	Sometimes	Rarely	Never	N/A
I am happy with the support and care delivered by Ivy Lodge	1	2	3	4	5	0
Ivy Lodge promote independence in all aspects of care and treatment	1	2	3	4	5	0
Ivy Lodge involve me in decisions (when appropriate) regarding my relative/friend	1	2	3	4	5	0
Ivy Lodge staff are welcoming, polite and professional	1	2	3	4	5	0
Ivy Lodge maintain regular communication with me and keep me informed	1	2	3	4	5	0
Ivy Lodge premises are clean, odour free and safe	1	2	3	4	5	0
I know what to do if I have a concern or complaint	1	2	3	4	5	0
The owners and management team are open and approachable	1	2	3	4	5	0
In my opinion staff are knowledgeable	1	2	3	4	5	0
Ivy Lodge gave me sufficient information about the services they offer	1	2	3	4	5	0
I am satisfied with the speed of response to any query	1	2	3	4	5	0
I am informed of CQC ratings and reports	1	2	3	4	5	0
I would recommend this service	1	2	3	4	5	0

Scoring Matrix:

13 - 30	
31 - 50	
51 - 65	

Rank each survey and then create a percentage for each colour based on number of surveys returned

Findings of the survey:

Each survey has been scored individually and allocated a priority for action planning using a traffic light system.

	MAINTAIN AND REVIEW	ADDRESS WITH ACTION PLAN	ADDRESS IMMEDIATELY
Residents	13 – 30	31 – 50	51 – 65
Professionals	12 – 29	30 – 49	50 – 60
Family & friends	13 – 30	31 – 30	51 – 65

This score will reflect the overall total for each individual questionnaire.

Any individual questions ticked ‘Sometimes, Rarely or Never’ would score a 3 or more and have been highlighted to address in the summary tables below.

These questions may not indicate a higher score overall but these are still important for us to address.

The scoring matrix has been included on the questionnaire examples provided on pages 5, 6 and 7.

All surveys have been returned to Deputy Manager to review any feedback and additional comments made.

The results:

	MAINTAIN AND REVIEW	ADDRESS WITH ACTION PLAN	ADDRESS IMMEDIATELY
Residents	100%		
Professionals	100%		
Family & friends	100%		
Any individual questions answered ‘sometimes, rarely or never’ have been listed below. These surveys will be given to the Deputy Manager/ Manager to address.			
Residents	I am happy with the support and care I receive (x2) I am treated with dignity and respect by everyone around me (x1) I am comfortable approaching staff with any questions or concerns (x1) I am involved in decisions which affect my life(x1) The management are approachable if I have any concerns (1)		
Professionals			
Family & friends	I know what to do if I have a concern or complaint (x1)		

What do we do well? (Quotes from comments section of surveys)

Residents:

'I was pleased that I was in Ivy lodge during the difficult time. I thank all the management and staff for their kindness, care and help to keep me safe'

'I feel very safe and happy here and very content. Thank you to everybody'

'No Complaints and can't think of anything or anybody to complain about'

Professionals:

'Ivy lodge have recently admitted a client from another care home which I was involved in. This client has ongoing very person centred holistic needs. Ivy Lodge are working really well with her and have made a huge difference to her wellbeing since she has been there.'

'I feel confident that anyone that goes to live at Ivy Lodge will be cared for and supported with a person centred approach to ensure their lives are fulfilled and that their individual care and support needs are met with dignity.'

I have a very good relationship with both the manager Lisa and Deputy Helen. They are both an asset to Ivy Lodge'

Family and friends:

'Mam consistently sings the praises of all staff for their kindness, patience and hard-working attitude. We are in full agreement with her view along with the efficiency and professionalism of the management team and the achievements of the activities team. It has been a very difficult and tiring year for everyone but the staff at Ivy lodge have all gone above and beyond in their all-round care of their residents and communication with relatives. Thank you, everyone.'

'I am incredibly impressed with the way the owners and staff manage the place and especially their willingness 'to go the extra mile' and work as a team during the pandemic. My mother can be difficult to deal with but the staff are patient and at all times professional'

'I would strongly recommend Ivy Lodge. Your care of xxxx and (the late) xxxx has been excellent. The food is of the highest standards. I appreciate the flowers, seasonal decorations, table cloths and lounge without a television. I think you have done a marvellous job of keeping residents safe during the last year'

'All the staff are sensitive to the residents' differing needs and I couldn't wish for better care'

Conclusion

We are satisfied with a 63% completion rate overall but are slightly concerned that we only received 35% of the questionnaires sent to family and friends. I believe this is due to 3 main factors; the first is the amount of very new residents whose family have not got to 'know the ropes' yet or in some cases even enter the premises. The second reason is the fact that some surveys were sent to more than 1 member of the same family and it was left to the main contact to complete it. Finally, we suppose that not everyone has the technology to return an emailed questionnaire and that next year, assuming relatives can once again enter Ivy Lodge, we can hand them to the relatives and they can drop them in to the office.

No questionnaire scored in the amber zone and as such there is no action plan (Appendix A) that is actually required. However, one resident and one family member raised concerns that warranted a follow up conversation. Both are satisfied that we will improve the particular areas raised.

Overall we feel the results are very encouraging and we can take heart from the very positive comments made by all the 3 groups.

Appendix A

Ivy lodge Quality Assurance Action Plan

Criteria requiring attention:	Action agreed:	How will this be monitored:	When will this be achieved:	Person responsible to monitor/evaluate:

Completed by:

Signed by:

Date: