


IVY LODGE
RETIREMENT HOME

Ivy Lodge Retirement Home



Annual Quality Assurance Report

2023

Thank you to everyone who completed and returned the quality assurance survey which was issued in May 2023. The survey has been given to the residents, family and friends and visiting professionals and 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.

If required, we will work to develop an individual Action plan based on the feedback and the findings of this report and make appropriate improvements to our service.

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 visiting professionals. 50% 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:

| | |
|----------------|--|
| 12 - 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 able to have my say on decisions about changes to the environment where I live (x1) Staff support me to be independent and maintain and learn new skills (x1) | | |
| Professionals | | | |
| Family & friends | | | |

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

Residents:

"I have loved and enjoyed every minute. All the staff are lovely"

"Very happy here. I like the food and everything – no complaint at all".

"I feel very safe and happy here, everyone is very good to me"

"Keep doing what you're doing!"

Professionals:

"Ivy Lodge are a great home, caring and provide good support they liaise with the surgery appropriately and safely"

Family and friends:

"I am completely happy with all the services provided by ivy lodge to my mum and her mental health and well-being hasn't been as good as this in the last 10 years. Everyone is a superstar in our eyes"

"The team at Ivy lodge are amazing all so professional kind and natural. I only hope I am lucky enough to be in a place so lovely in my older years! Me and my sister are so grateful to this wonderful team of staff for caring for our dad"

"our initial instincts have been proven to be correct, Ivy lodge is a 'gem' of a place! We have nothing but praise for everyone who works in the home. Our mum is very happy living here – Thank you!"

Where could we improve?

Several (4) residents ticked 'usually' to the questions "Staff support me to be independent and maintain and learn new skills", "I am involved in decisions which affect my life" and "I am able to have my say on decisions about any changes to the environment where I live". Whilst the answer of "usually" does not raise any red flags we would prefer to see "always" and as such a conversation has taken place with these residents so we can understand where we can improve in these key areas. The home has undergone several improvement schemes over the last year or so including the ongoing replacement and repair of all fire doors and a refurbishment of the dining room. Both these projects were discussed in residents meetings but no direct input was sought in relation to either as the fire door requirements are too specialist and we could not move forward with 30 or more opinions on the colour scheme for the dining room!

In relation to independence, it seems that occasionally some residents might want some more help with certain tasks or that they would like to do more for themselves. Promoting independence is at the core of what we aim to deliver at Ivy lodge and so staff have been reminded to ask residents if they can perform certain tasks on their own or if they need assistance rather than assuming what has normally been the case will always be so.

Conclusion

We are disappointed with a 50% completion rate overall and like last year are slightly concerned that we only received just over 30% of the questionnaires sent to family and friends. Some surveys were sent to more than 1 member of the same family and it was left to the main contact to complete but even allowing for that we need to think of ways to get more relatives to participate.

No questionnaire scored in the amber zone and as such there is no action plan (Appendix A) that is actually required. However, one resident answered 2 questions with sometimes which we feel is below the standard we aspire to. The deputy manager has discussed the particular concerns with the resident who feels much happier now some misunderstandings have been cleared up. An action plan has been completed for this resident

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: