



Customer Experience Report 2023

Introduction



Des Kelly OBE

Chair of Care & Quality
Improvement Committee, Trustee

Seeking feedback from the people who are impacted by our services is a crucial part of how we look to improve the customer experience at Greensleeves Care. One method of seeking this crucial insight is by issuing surveys which ask questions about the environments in our homes, care and support, everyday life, dining experience and management of the home. The results of the survey show that overall, our customers are satisfied with the care and support they have received from us. They have reported

feeling supported and valued and have expressed gratitude for the efforts of our staff in providing high-quality care. While there is always room for improvement, we can be very proud of the overall very positive results. They reflect our efforts as an organisation that is expanding while remaining committed to delivering great care. More importantly, they are a testament to the work and dedication of colleagues in delivering exceptional care, every day.

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“I feel Safe”

“I feel Content”

“I feel at Home”

These statements represent the most commonly selected answers when we asked residents to tell us how they felt at the time of completing a survey. We think this is a strong indication that the care services we provide are successful in creating a safe and comfortable environment for the people who use them. They are also a testament to the hard work and dedication of our staff in ensuring the well-being of those in our care.



Our services are high quality

93% of residents are happy with the care we provide

94% of relatives are happy with the care we provide

We are pleased that the people we care for and those that visit our homes hold us in such high regard and recognise the quality of our care. We accept that there is always room for improvement, and we will use the feedback received to continue to pursue our quality-first approach to care.

Our services are highly regarded

92% of residents recommend us

91% of relatives recommend us

100% of stakeholders/visiting professionals would recommend us

The majority of residents confirmed they feel a sense of community



You're among Friends

92%

of relatives say they are made to feel welcome and involved in the homes

92%

of stakeholders say they are made to feel welcome

The majority of residents who completed a short format survey (see 'Explanatory notes' for details of our surveys) reported they felt a sense of community. Welcoming our relatives back into our homes after COVID-19 restrictions is a reminder of the sense of community that we have cultivated. It highlights the importance of human connection and the impact it has on our well-being. We are grateful for the support and understanding of our residents and their families and the stakeholders that visited our homes during this transitional period and we look forward to continuing to provide a welcoming and supportive environment for all.

Living with Covid

98%

of residents are satisfied or very satisfied with infection control measures taken by staff

98%

of relatives are satisfied or very satisfied with infection control measures taken by staff

One impact of the Covid-19 pandemic has been the emphasis of the importance of infection control measures. We are pleased respondents have indicated that they feel reassured and confident in the safety of the home due to the infection control measures in place. We will continue to prioritise these measures and work towards maintaining the highest standards of cleanliness and hygiene in our homes.

We are grateful for the support and understanding of our residents and their families



Residents' Responses

Collecting feedback from as many of our residents as possible was a key aim for our surveys. We recognise that we care for residents whose cognitive abilities may mean that a longer format survey is not accessible. We have therefore used a second shorter format survey, which is based on 'Measuring Outcomes in Dementia Services' by the South London Health Innovation Network (December 2016). The responses for the shorter format survey are given in the chart that follows:

Resident Short Survey	Yes	No	Don't know
Are you involved in decisions about your care? E.g. being asked your opinion?	66 %	16 %	18 %
Does your care meet your needs?	89 %	3 %	9 %
Are you supported to do the things you enjoy?	77 %	5 %	18 %
Do you know how to get help to get what you need?	85 %	5 %	10 %
Does the home support and understand you?	79 %	7 %	14 %
Do you feel a sense of community?	74 %	6 %	20 %

We are pleased that the majority of residents who completed the short format survey felt that they were involved in decisions about their care, were supported to do the things they enjoy and felt that the care they received met their needs. The longer format of the resident survey was split into sections, each exploring an aspect of the resident experience, such as the home environment or the dining experience. The results for each section are presented over the following pages:



Home Environment	Overall satisfied	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
How satisfied are you with the home's décor and furnishing?	93 %	40 %	53 %	6 %	1 %	0 %
How satisfied are you with the facilities and amenities?	89 %	40 %	48 %	9 %	2 %	0 %
How satisfied are you with the accessibility of lounges, dining rooms and outside spaces?	95 %	48 %	47 %	5 %	1 %	0 %
How satisfied are you with the general cleanliness and tidiness of the building & grounds?	97 %	59 %	38 %	3 %	0 %	0 %
How satisfied are you with how well repairs and general maintenance are carried out?	91 %	42 %	49 %	8 %	2 %	0 %
How satisfied are you with how promptly repairs and general maintenance are carried out?	89 %	43 %	46 %	8 %	2 %	1 %

The majority of respondents were very satisfied or satisfied with homes' décor and furnishing, and facilities and amenities. We were pleased to receive compliments on the work of our maintenance and domestic teams who work hard to maintain the good standards of our home environments.

Care and Support

In this section we asked two sets of questions - measuring satisfaction and checking that our expectations of the care we provide are being met.

97% are satisfied with how staff support/help them

89% are satisfied with staff availability

92% are satisfied with staff attitudes and manner when engaging with them

We were pleased that respondents spoke positively of the care and support given to them by our staff.



Expectations of Care

	Yes	No	Don't know
Do staff explain what they are doing when they are supporting/helping you?	90 %	5 %	6 %
Do staff ask for your consent or permission when they are supporting/helping you?	90 %	4 %	6 %
Do staff talk to you about how you would like to be supported/cared for?	82 %	9 %	10 %
Does the home support/help you to access health services like the GP, Dentist or Chiropodist?	90 %	3 %	6 %
If you are feeling worried or sad are you able to speak to a member of staff?	88 %	1 %	11 %

Most residents felt involved in decisions about their care and supported to do the things they enjoy

Many respondents also confirmed that our expectations of care are being met. Our staff explain the support they are about to give, ask for consent to provide care and have discussions with residents about how they would like to be cared for.

The questions in this section sought to capture experiences of day-to-day life in our homes. This includes daily routines, activities, connection with friends and family, keeping up with interests and hobbies and developing new ones. We were pleased to see respondents felt positive about their day-to-day life in our homes.

Day-to-Day Life	Overall regularly	Always	Most of the time	Sometimes	Rarely	Never	N/a
Are you able to get up when you want and retire to bed when you want?	93 %	69 %	24 %	3 %	2 %	0 %	1 %
Are you supported by staff to be as independent as possible in your daily routine?	95 %	72 %	23 %	5 %	0 %	0 %	1 %
Do staff encourage you to join in with activities and social occasions in the home?	90 %	68 %	22 %	9 %	1 %	0 %	1 %
Do you find the activities provided enjoyable?	71 %	37 %	34 %	19 %	4 %	0 %	5 %
Are you supported to keep in touch with friends and family?	88 %	66 %	22 %	5 %	3 %	1 %	4 %
Are you supported to be part of the community i.e. attend outside clubs or take trips?	60 %	40 %	20 %	19 %	6 %	4 %	10 %
Are you supported to pursue your hobbies and interests?	66 %	39 %	27 %	15 %	3 %	2 %	10 %
Are you able to enjoy peace and quiet if you want to?	95 %	72 %	23 %	4 %	0 %	1 %	1 %
Are you able to have a say in the day-to-day life of the home?	63 %	40 %	23 %	21 %	6 %	2 %	9 %

This section asked questions about residents' dining experience in our homes.

Dining Experience	Overall satisfied	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
How satisfied are you with the food provided?	87 %	42 %	45 %	11 %	2 %	0 %
How are satisfied are you with the variety of food provided?	84 %	39 %	45 %	13 %	3 %	0 %
How satisfied are you with the amount of food provided?	93 %	48 %	45 %	6 %	1 %	0 %
How satisfied are you with the way food is presented?	90 %	44 %	46 %	10 %	0 %	0 %
How satisfied are you with the look and feel of the dining room?	88 %	44 %	44 %	12 %	0 %	0 %
How satisfied are you with the start times for meals?	89 %	42 %	48 %	6 %	4 %	1 %
How satisfied are you with the snacks and drinks provided?	92 %	52 %	40 %	6 %	2 %	1 %

We recognise the experience of food is important to our residents and outside of this survey the quality of the dining experience is routinely monitored. We have also invested in specialist training for kitchen teams, where a need has been identified. We were pleased to see that most respondents reported that they were satisfied with their experience of dining in our homes. All comments received have been passed to individual homes to reflect upon.

SPOTLIGHT ON DAY-TO-DAY LIFE

“Towards the end of 2020, I came to live in De Lucy House. This lovely, assisted living care home not only lived up to its amazing reputation, but it also became my home. The loving care and support I have received from carers and staff alike have enabled me to both look and feel like my old self, before I lost my husband in December 2018. It’s taken me since then to feel I am now in control of my anxiety instead of it being in control of me, enabling me to regain my mental health. I am blessed in every way by living here in this lovely Care Home and I haven’t once wanted to be anywhere else.”



Relatives' and Friends' Responses

The relatives and friends of the residents we care for are an important part of the communities within our homes. It is therefore also important to collect their experiences of the care we provide for their loved ones. The survey given to relatives and friends was also divided into sections, with each section exploring an aspect of the friend/relative's experience, such as the home environment or care and support. The results for each section are presented over the following pages.

This section asked about levels of satisfaction with elements of the home environment. With changes in restrictions, we have been able to more freely welcome relatives and friends of our residents into our homes.



Home Environment	Overall satisfied	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
How satisfied are you with the home's decor and furnishings?	95 %	57 %	37 %	4 %	2 %	0 %
How satisfied are you with the facilities and amenities?	93 %	53 %	40 %	5 %	2 %	0 %
How satisfied are you with the accessibility of lounges, dining rooms and outside spaces?	92 %	54 %	38 %	6 %	2 %	0 %
How satisfied are you with the general cleanliness and tidiness of the buildings & grounds?	94 %	63 %	31 %	4 %	2 %	0 %
How satisfied are you with how repairs and general maintenance are carried out?	87 %	52 %	35 %	11 %	1 %	0 %
How satisfied are you with how promptly repairs and general maintenance are carried out?	80 %	43 %	37 %	16 %	4 %	0 %

We were pleased to see high levels of overall satisfaction with the environments in our homes and the facilities and amenities available. The comments received have been shared with individual homes for them to reflect upon.

Care and Support

In this section we asked about experiences of the care and support we provide. We were pleased that 95% of respondents were satisfied or very satisfied with how our staff support their relatives and friends. 96% of respondents were also satisfied or very satisfied with our staff members' manner and attitude when engaging with them.

We received several comments reflecting on staffing levels in our homes. Health and social care is a sector that faces significant staffing pressures. We recognise that our staff are our most valuable asset and we are investing significantly in recruiting, developing, and retaining inspiring people. We are a Real Living Wage employer. We have been awarded a gold Investors in People status and we have received Skills for Care endorsed provider status for the training we provide.

SPOTLIGHT ON CARE AND SUPPORT

“We have nothing but praise for the care my friend is getting at Gloucester House, and the support his wife is having. The staff, including the handyman, are in and out of his room chatting throughout the day. The food is excellent, and you seem to be one step ahead with all the help he needs, during the day and night. You have made his wife feel at home with him when she is here and that is so essential for her in coping with all that is happening. The manager has been a great leader and deals with all problems and joys with open arms with time being no problem. We are with my friend at his home.”

The questions in this section sought to capture experiences of day-to-day life in our homes.

Day-to-Day Life	Overall regularly	Always	Most of the time	Sometimes	Rarely	Never	N/a
Is your relative/friend supported by staff to be independent as possible in their daily routine?	84 %	54 %	30 %	8 %	2 %	0 %	7 %
Do staff encourage your relative/friend to join in with activities and social occasions in the home?	76 %	52 %	24 %	16 %	3 %	0 %	5 %
Does your relative/friend find the activities provided enjoyable?	52 %	26 %	26 %	29 %	8 %	1 %	11 %
Is your relative/friend supported to keep in touch with their friends and family?	72 %	52 %	20 %	11 %	4 %	0 %	12 %
Is your relative/friend supported to be part of the community? i.e. attend outside clubs or take trips?	41 %	27 %	14 %	8 %	11 %	13 %	26 %
Is your relative/friend supported to pursue their hobbies and interests?	42 %	28 %	14 %	15 %	7 %	5 %	31 %
Is your relative/friend able to enjoy peace and quiet if they want to?	87 %	64 %	23 %	8 %	1 %	0 %	4 %

We were pleased that respondents felt their relatives were supported to be independent in their routines, that we encourage participation in the life of the home, and that we support residents to keep in touch with friends and family. There were also some helpful comments about activities and events made by respondents. We will ask homes to reflect on relevant individual comments and we will also use these views to look at activities and wellbeing provision across the group.

This section asked relatives/friends how available homes' management teams were to them. It also asked questions about the experience of raising concerns and how these are addressed along with general impressions around communication. We were pleased that the majority of respondents were satisfied with the communication within our homes. We also received some constructive comments reflecting on access to homes at the weekend and communication around the use of key workers. These comments have been shared with the relevant homes for them to reflect on and address.

Communication and Addressing Concerns	Always	Most of the time	Sometimes	Rarely	Never
How often do you see the home manager/senior staff around the home?	33 %	39 %	21 %	6 %	1 %
How often do you have a chat with the home manager or senior staff?	14 %	35 %	36 %	14 %	2 %
If you have a complaint or a concern do you feel able to speak to a senior staff member or manager?	73 %	16 %	8 %	3 %	0 %
If you have raised concerns or complaints with the home manager/ senior staff have these been dealt with?	64 %	25 %	8 %	2 %	0 %

We were pleased that the majority of respondents felt that any concerns they had raised had been addressed. We continue to view all feedback as an opportunity to improve the quality of care and support we provide.

SPOTLIGHT ON COMMUNICATION AND ADDRESSING CONCERNS

“My mother has been in Rose Cottage for over six years now. I have always known that she is safe and well cared for there. The care staff are great and very attentive to Mum’s needs. The managers and senior team have always been very approachable if issues of concern arise. In times of greater need, for example, when an emergency hospital admission was required, the staff have been caring and sensitive not only to Mum but to me as well. I have had phone calls and emails to keep me informed. Although Mum has never been a great one for joining in activities, there are plenty of options and she has recently returned to playing bingo. The garden has had a lot of work recently and Mum always finds it relaxing to be taken around in her wheelchair. I would have no hesitation in recommending Rose Cottage to anyone looking for a care home.”



Stakeholders' and Visiting Professionals' Responses

Stakeholders or visiting professionals include healthcare professionals such as GPs and district nurses, people in social services or local authorities, or maintenance professionals such as plumbers.

These professionals have a unique view as they visit lots of care services and as such can speak about their experiences of the care we provide in that context. We asked this group of respondents about their experiences of our home environments, impressions of our staff and how our homes work with them.

Table 1	Always	Most of the time	Sometimes	Rarely	Never
	When visiting the home, does it appear clean?	92 %	8 %	0 %	0 %
When visiting the home is it free from malodour?	92 %	8 %	0 %	0 %	0 %
When visiting the home does it seem comfortable?	85 %	12 %	4 %	0 %	0 %
When visiting the home does it have a pleasant atmosphere?	88 %	12 %	0 %	0 %	0 %
When visiting the home are you made to feel welcome?	92 %	8 %	0 %	0 %	0 %

Our stakeholders reported our homes provide comfortable and pleasant atmospheres, and that they made them feel welcome

Respondents reported that upon visiting homes, infection control measures were practised, and that the home appeared clean and comfortable with a pleasant atmosphere. Respondents also confirmed that homes made them feel welcome.

Table 2	Always	Most of the time	Sometimes	Rarely	Never
	If your visits to the home happen on a by-request basis, are the requests timely and appropriate?	75 %	25 %	0 %	0 %
When visiting the home, are infection control measures practised?	85 %	15 %	0 %	0 %	0 %
If you make requests of the home, are these dealt with fully and promptly?	77 %	19 %	4 %	0 %	0 %
Are staff helpful to you when visiting the home?	88 %	12 %	0 %	0 %	0 %
Are staff able to give information that you require?	80 %	16 %	4 %	0 %	0 %
Do staff members appear to be knowledgeable/well trained?	65 %	35 %	0 %	0 %	0 %
If you give directions for treatment/medication/care are these complied with?	72 %	24 %	0 %	4 %	0 %
Do you think the needs of residents at the home are met?	81 %	19 %	0 %	0 %	0 %

We are pleased that respondents confirmed that the needs of our residents are met and that staff appeared knowledgeable and helpful.

SPOTLIGHT ON STAKEHOLDERS' EXPERIENCE

“Although I have only visited in person on a couple of occasions, I also have contact with the home through virtual MDTs (multi-disciplinary team) and have always been impressed with how caring and well informed and professional the care team are. They always act quickly to try and prevent problems and issues worsening. We are also about to embark on some pilot falls reduction work and the home management have been extremely proactive and keen to partner with us to do this work in order to support their care team members to provide the best care for residents.”



Explanatory Notes

The survey took place over September and October 2022, with responses completed online or using a paper-based questionnaire. The Surveys were available in the following formats:

- Residents' survey – distributed in hard copy and online
- A short-form residents' survey – based on Measuring Outcomes in Dementia Services by the Health Innovation Network South London (December 2016). – distributed in hard copy and online.
- Relatives' survey – distributed in hard copy and online
- Survey for stakeholders/visiting professionals – distributed in hard copy and online

Overall, 251 residents, 285 relatives and 26 stakeholders/visiting professionals completed a survey. Outside of those figures there were 53 forms deemed invalid as they contained no detail of which home the survey referred to.

Respondents were able to answer as many or as few questions as they wished to. The responses are shown for all valid responses – that is where the answer choice was clear, or the answer was not blank. In some cases, there is no data shown for a survey element, where this is the case, this is clearly indicated.

Percentage scores shown are out of 100. The data is unweighted, where figures do not add up to 100, this is due to computer rounding.

Combined figures are based on the constituent parts, that is overall satisfied or overall agree is equal to very satisfied + satisfied or strongly agree + agree. Source for spotlight portraits are reviews submitted on Carehome.co.uk in the 6 months to December 2022.

We express our gratitude to all respondents who took the time to complete our surveys and provide their valuable feedback.



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You're among friends

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