



You Said, We Will

Abbeyfield's response to the 2023 Residents' Survey (Care Homes)

Introduction

Thank you to all who participated in this year's Residents' Survey. We received responses from 45% of all Care Home residents (an increase from 32% last year), so thank you for taking the time to provide your feedback.

The results show that 94% of Care Home residents who responded are satisfied with the overall standard of the service – which is an increase of 5% from last year's survey. 94% of this year's respondents would also recommend Abbeyfield to others.

In particular, we received overwhelmingly positive results for questions relating to our staff teams. 98% of Care Home respondents believe Abbeyfield staff members are friendly and approachable – an increase of 3% from last year's results. 97% of respondents reported feeling confident in the staff teams who care for them. Thank you for recognising the great people we have working for us in each and every Care Home!

While the results are extremely encouraging and, in most areas, have improved since last year, the following themes were identified with corresponding actions for improvement:

- Quality & variety of meals and the availability of snacks
- Involvement in care and support planning
- Resident feedback and residents' meetings
- Staffing changes, shortages and the 'busyness' of staff
- Quality of the laundry service

AREAS FOR IMPROVEMENT

Quality & variety of meals and the availability of snacks

As you may remember, improvements in the quality of meal provision was acknowledged as an area for improvement from last year's survey results. Consequently, a number of actions were taken, including:

- Developing resources to support the provision of quality and varied food for residents via a new Taste of Abbeyfield campaign.
- Introducing a dining experience survey form at all Care Homes for residents, their relatives, or volunteers to use to enable them to provide more focused feedback about the quality of the food and experience provided by Abbeyfield.
- Incorporating meal suggestions as a standard item in the agenda of each quarterly residents' meeting.

87% of respondents confirmed that the food provided by Abbeyfield is of good quality, compared to 77% of respondents to a similar question last year.

82% of respondents reported being happy with the choice of food available (an increase from 75% last year) with 84% of respondents satisfied with meal time flexibility (compared to 81% last year). 83% of respondents reported that they could access drinks and snacks easily (an increase of 2% from 2022's survey). While there are improvements, the scores relating to meal provision remain lower than we would like. We also received a number of comments relating to the variety, quantity and / or quality of food provision at our Care Homes.

As a result, Abbeyfield is committed to:

- Establishing fruit bowls and snack stations in the dining room of every Care Home so there are snacks available for residents at all times.
- Auditing the dining experience (meal service, quality of provision, dignity and choice) as well as drink and snack availability as part of Regional Operations Managers' on-site quarterly quality audits.
- Setting standard expectations for meal provision across all Care Homes, including at least a four-weekly menu plan and the inclusion of an alternative to sandwiches at supper.
- Promoting the use of the dining experience surveys amongst residents and their family and friends.
- Monitoring feedback on food and meal provision via the standing agenda item at residents' quarterly meetings.
- Ensuring all services complete their focused dining experience audit in August 2023.
- Continuing to promote a Taste of Abbeyfield amongst Managers and residents.
- Encouraging residents to provide feedback on the day at the time of the specific meal.

Involvement in care and support planning

While the majority of comments were positive about resident involvement in their own care and support, only 76% of survey respondents answered positively to "I am involved in planning my care and support". This was an increase from 71% of survey respondents last year, but much lower than we would like.

Consequently, Abbeyfield is committed to:

- Providing resident access to our new cloud-based digital care planning system (Nourish) which will be implemented at our Care Homes from Autumn 2023.
- Reinforcing the need for residents to be involved in planning their care and support at service-level, regional and national management team meetings.

Resident feedback and residents' meetings

Resident engagement and information provision was identified as an area for improvement following last year's survey so we have taken a number of actions in this regard, including:

- Re-establishing residents' and relatives' meetings at all services following the COVID-19 pandemic, when meetings were temporarily suspended.
- Agreeing a standard residents' and relatives' meeting framework, including expectations of at least quarterly frequency, use of a standard agenda, and minutes being displayed within one week of the meeting.
- Established auditing of the residents' and relatives' meeting framework by Regional Operations Managers during their quarterly on-site quality audits.

We are pleased that the scores relating to involving and consulting with residents have improved since last year's survey, with 82% of respondents answering positively to "I am invited to regular residents meetings" (compared to 79% in 2022) and 85% to "I am consulted about things that matter to me" (compared to 74% in 2022). However, the scores remain lower in this area than in others, while we also received some comments relating to the frequency and format of residents' and relatives' meetings.

As a result, forthcoming actions include:

- Completing work to standardise information on resident-facing noticeboards.
- Delivering customer service training to all Abbeyfield staff members.
- Issuing an online Family & Friends survey to residents' families and / or listed next of kin in September 2023.
- Standardising our approach to feedback by creating a visual display of suggestions with details of the actions taken in response at every Care Home.
- Introducing access for residents and their families to our new digital care planning platform (Nourish) to better improve information-sharing with residents' representatives.
- Developing a first impressions survey for family members and other visitors to give us feedback about their visit, which will be available to complete online.

Staffing changes, shortages and the 'busyness' of staff

Responses to questions relating to the staff team were overwhelmingly positive with 97% of respondents reporting that Abbeyfield staff are kind and compassionate, and that they respect residents' privacy and dignity.

However, only 88% of respondents reported that Abbeyfield staff make time to talk to them, which is significantly lower than the results for other staff-related questions and a slight reduction from 89% last year.

92% of respondents confirmed that they could access help when they need it (a slight increase from 89% last year). There were a significant number of comments referencing staff changes, shortages, and the pressures facing staff working within our Care Homes.

As a result, Abbeyfield is committed to:

- Implementing a new cloud-based digital care planning system (Nourish) which will deliver efficiencies and free up staff time from paperwork, allowing them to have more time for residents.
- Continuing with our ongoing recruitment and retention efforts.
- Although we have recently increased frontline staff pay by 15%, we will monitor our pay rates to ensure Abbeyfield remains a competitive employer.
- Offering a range of enhanced staff benefits for all staff members.
- Promoting our new recommend a friend scheme, which rewards staff members for introducing potential candidates on commencement of employment.
- Resourcing our dedicated recruitment team.

- Supporting national campaigns via the National Care Forum (NCF) to raise the profile of the recruitment and retention issues affecting the entire care sector.
- Continuing to choose permanent staff over the use of agency staff at all times.
- Only using approved agency providers and, whenever possible, the same agency staff members from those providers, if agency staff are required.
- Ensuring all staff members wear Abbeyfield name badges with any agency staff members wearing name badges provided by their employer when working at one of our Care Homes.
- Running refresher sessions with Managers and staff on our Call Bell policy and procedure to ensure response times to alerts align with our policy timescale of a maximum of three minutes, and monthly monitoring of alerts is being undertaken.
- Adding call bell monitoring to the Regional Operations Managers' on-site quarterly quality audits.
- Procuring digital call bell systems for all Care Homes, which will improve our ability to track and monitor call bell alerts.
- Undertaking a comprehensive review of the dependency tool currently in use.
- Continuing to regularly monitor the dependency needs of all residents to ensure staffing at each Care Home reflects the requirements.

To help us further, please raise any specific feedback or concerns about agency or permanent staff to the Manager or senior staff member on duty at the time so they can be rectified directly with the staff member or the agency staff provider. Thank you.

Quality of the laundry service

While 83% of respondents reported being happy with the laundry service provided by Abbeyfield, compared to 81% of respondents last year, the score remains lower than we would hope, and a number of comments specifically relating to laundry were submitted.

Consequently, the following actions are planned:

- Undertaking a new campaign to encourage residents and their families to label all clothes on admission, and whenever a new item of clothing is purchased.
- Developing and implementing a specific laundry policy and procedure.
- Auditing the quality of the laundry service as part of the Regional Operations Managers' on-site quarterly quality audits.
- Completing a wardrobe check of each residents' clothes (including labelling) at least once a month.
- Standardising the detergent and softener in use at all Care Homes with the support of the Environmental Sustainability Coordinator, to make our laundry service more environmentally friendly.
- Investigating a clothes tagging system for Care Homes to offer to residents for a one-off charge.
- Standardising the process for the transportation of laundry around the Care Home.
- Developing a specific laundry quality monitoring tool for Managers to complete to check elements, such as the temperature of washing machines and labelling of clothes.

Missed this year's survey?

The next Residents' Survey will take place in January 2024. We will also issue a national Family and Friends' Survey in September 2023. In the meantime, you can speak to any member of the staff team or send feedback to feedback@abbeyfield.com

www.abbeyfield.com

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