

LUGANO RESIDENCE

QUALITY ASSURANCE 'SAFE' SURVEY 2023

Survey Conducted: April-May 2023

Results Published: June 2023

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METHODOLOGY OF 'SAFE' SURVEY

To help us monitor our performance against the standards set by the Care Quality Commission (CQC), we asked you to comment on how we perform against the CQC's Fundamental Standards which we are legally obliged to meet.

The CQC Key Question 'SAFE' states:

“By safe we mean that people are protected from abuse and avoidable harm. In adult social care this means that people are supported to make choices and take risks and are protected from physical, psychological, and emotional harm, abuse, discrimination, and neglect.”

The data used to compile the analysis came from 55 participants from the following groups:

- Residents
- Relatives & friends
- Staff

A total of 43 forms were returned, demonstrating a participation rate of 78%. For a survey this is a very good response rate, and we are grateful to all the participants for taking the time to give us feedback. All questionnaires stated the option to remain anonymous, this hopefully enhanced this year's response rate.

RESULTS OF “SAFE” SURVEY (RESIDENTS’ FRIENDS & RELATIVES)
(21 responses received)

Criterion	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1. I feel safe living at Lugano.	81%	19%			
2. I trust the team at Lugano and feel comfortable in their company.	86%	9%	5%		
3. Staff treat me as an individual and know my likes and dislikes.	72%	28%			
4. My needs are met in a person centred manner, by kind and caring staff.	76%	24%			
5. When I moved to Lugano, I was given a guide advising me of my Rights, Equality and Diversity, Safeguarding Adults and Person-Centred Care Philosophy, etc.	48%	19%			33%
6. The staff are appropriately trained to support me with my care needs.	62%	33%	5%		
7. I am consulted on any changes to my care plan or my environment.	38%	47%	5%		10%
8. Staff/management respond in a timely manner in emergency situations, such as accidents and incidents.	71%	24%			5%
9. Staff are approachable, and I feel comfortable asking for their help.	81%	14%		5%	
10.If I am worried or concerned about anything, I know who I can approach.	71%	29%			

Quality Assurance Survey Results for MAY 2023

Criterion	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
11.If required, I can access well-maintained equipment for my personal safety and that of staff.	67%	23%			10%
12.I can speak to management if I wish, and they are approachable.	67%	28%			5%
13.There is adequate staff on duty to meet my needs safely.	71%	24%			5%
14.There is always a knowledgeable senior member of staff on duty to advise me if I have any concerns.	57%	33%	5%		5%
15.If I have had to complaint, it has been taken seriously and resolved.	29%	24%			47%
16.Staff administer my medication safely and I am consulted when my medication is reviewed/changed.	71%	29%			
17.My medication is available and supplied at the correct time.	67%	33%			
18.I am encouraged to be independent, and risks are assessed to keep me as safe as possible.	67%	28%			5%
19.I believe staff have policies to inform them, regarding all aspects of care.	33%	42%	5%		20%
20.I believe staff have had Infection control training and wear appropriate PPE (e.g. gloves, aprons and mask, etc.) when supporting me with my care needs.	76%	24%			

RESULTS OF “SAFE” SURVEY-STAFF
(22 responses received)

Criterion	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
1.I enjoy working at Lugano and do my best to make a difference in residents’ lives.	86%	14%			
2.I have receiving training appropriate to my role and can meet residents’ needs safely.	73%	27%			
3.I have been trained to understand and manage residents’ individuality, equality and diversity.	68%	32%			
4.I have been trained in safeguarding and to understand abuse, and what to do if I have concerns.	68%	32%			
5.I understand the importance of relationship-centred care and strive to deliver it.	77%	23%			
6.I have access to formal policies and procedures which guide my practice in Rights, Equality and Diversity, Safeguarding Adults and Relationship centred care.	59%	41%			
7.I understand the risks potentially affecting residents and know how to manage them.	55%	45%			
8.I believe Lugano is a safe place to live and work.	82%	18%			
9.I am appropriately informed of any changes affecting individual residents or the environment.	54%	31%	5%		10%
10.I have been trained to respond correctly in emergency situations such as accidents and incidents, fire, first aid, etc.	68%	32%			

Quality Assurance Survey Results for MAY 2023

Criterion	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
11.Changes in care needs and risks are shared with me and others staff at Handover.	59%	27%			14%
12.I report any concerns or risks immediately to the person in charge.	86%	14%			
13.There is appropriate, sufficient, and well-maintained equipment provided for the personal safety of residents and staff.	73%	27%			
14.I feel comfortable raising concerns with management regarding the safety and well-being of residents and colleagues.	68%	32%			
15.I am aware of the Company's values, TRI, truth, relationship, and integrity, which guides my practice.	68%	32%			
16.I have regular supervision and support sessions with management.	64%	36%			
17.There is always a knowledgeable senior member of staff on duty to advise me when I need support.	77%	23%			
18.I believe that full Employment History checks were carried out when I joined Lugano.	77%	23%			
19.I believe that references from the previous employer is always requested as part of the recruitment process.	68%	32%			
20.I believe staffing levels are well maintained.	45%	55%			
21.I am aware of the disciplinary process and grievance procedures.	55%	40%			5%
22.I have been trained and supervised in the safe methods of moving and handling.	63%	32%			5%
23.I believe that prescribed medication is supplied at the correct time.	72%	18%			10%

Criterion	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
24.I can access appropriate risk assessments and care plans when I need information about a resident's needs and ability.	63%	27%			10%
25. I can access the company's policies and procedures when required.	63%	37%			
26.I am trained and competent in the management of Infection control.	63%	27%			10%
27.I believe that all infection control issues are communicated to the team and shared with others, when relevant.	59%	36%			5%

Suggestions for change and improvement from Residents/relatives:

1. I have concerns regarding the noise levels in the lounge as the lounges are no longer sectioned off. I would also like to see more dementia training for staff.
2. I would like to review my care plan with my daughter. I would also like to check on my morning routine and review dietary requirements.

Our response to your comments/suggestions

1. Thank you for your feedback, it was helpful and constructive. The manager will review noise levels and the layout of the lounge and will look to reinstate the "quiet lounge". To your second point, we do have several new staff whom we are sponsoring, and we have dementia training booked for the 15th and 17th August 2023. This will strengthen our team and hopefully improve outcomes for all.
2. Thank you for sharing your concerns with us. Upon receipt, the manager reached out to you to arrange a meeting, at which we will address your concerns and review your care plan. The manager was very sorry to read of your experience and to see that you disagree with so many of our statements, in particular question 2, as it is vital, we can trust one another, and feel comfortable with each other. We are committed to work with you and your family, to discuss your expectations, and to improve the service to your satisfaction. In addition, the manager has sent the family the company's formal complaints procedure and invited them to raise a formal complaint should they wish, as that maybe a more appropriate forum to address these concerns.

Suggestions for change and improvement from staff:

1. A member of our domestic team disagrees with question 9 in the staffs' survey.

Our response to your comments/suggestions

1. The manager will review the way in which we communicate with the domestic team, to ensure all staff have the information they need to carry out their role. The manager will also ensure communication is included in the agenda for this month's support session with each member of staff.

A selection of your comments on what we do well:

- Well done, Lugano! The staff are hardworking, welcoming, and kind. Incidents are reported promptly and I am included in discussions as a relative. I am really pleased that permission has been given to the dementia church service, as I think it really benefits mum to be part of a small group as well as meeting her spiritual needs-thank you so much!
- Lugano is a well-managed home which gives proper and up to date training to staff yearly. Residents are well looked after, according to their care plans-after all we are 'one big family', Thanks!
- I am very happy living at Lugano.
- I enjoy working at Lugano very much, and I feel very supported by the management. I have been given the opportunity to progress in my career, to a level that I am comfortable with.
- My mum has lived at Lugano for nearly four years. She continues to receive exceptional care and is always treated with dignity, courtesy, and respect. I am truly grateful to all the management and staff who look after her. I would highly recommend Lugano Residence.
- As I am more office based, I am not involved in the resident's personal care needs, but in regard to holistic care that the residents receive, I think it's very safe.
- I am very happy with the care that Lugano provides for my aunt. The staff are very polite, helpful, and inform me of any concerns with regard to my aunt. I believe she has settled well and is very happy at Lugano care home.
- Really happy with the care my mum is receiving. I know she is very much liked by the members of staff, and they understand her needs.
- Mums care continues to be superb in every way. She looks well and says it's the best it can be. She understands that she needs a lot of help and says the best things about Lugano is not having to wash up! The food is excellent, and she says she gets a choice. The staff continue to be friendly, supportive, and caring to residents and their families, mum couldn't be anywhere better. Thank you again. X
- Thank you to everyone at Lugano Residence for all your hard work. My mum is very happy and feels safe, which is the most important thing.
- When we visit mum she is always happy and is obviously well cared for.
- Keep up the good work!
- I couldn't be happier knowing that my mother is so well cared for at Lugano. Choosing the right home for a loved one is a very difficult decision and I feel relieved to see how happy and comfortable mum has settled in, and that she wouldn't want to be anywhere else.

Our response to your comments:

Thank you! We really value all your comments and feedback as it helps us develop and improve the service. The whole team work incredibly hard and it is heartening to see that acknowledged. We accept we don't always get it right, however, we listen and learn from those living and working at Lugano, so your feedback is vital.

RESULTS OF RESIDENT'S QUESTIONNAIRE ON SOCIAL EVENTS

Direct questions asked-do you like to do? Suggestion received:

Social Interests/Events	NUMBER INTERESTED	NUMBER <i><u>NOT</u></i> INTERESTED	NEUTRAL/ UNABLE TO RESPOND
Choir Practise/Singing Club	8	6	10
Lunch Club	8	6	10
Shopping trips/Lunch out/Coffee Shop	12	3	9
Keep Fit/exercise classes	8	6	10
Cheese & wine quiz sessions	11	3	10
Crafts, Arts & Flower Arranging	6	8	10
Massage/manicures/pedicures	12	3	9
Entertainers/Parties	15	0	9
Garden Parties	15	0	9
Barbecues	15	0	9
Afternoon Tea in the garden	15	0	9
Religious events/celebrations	7	6	11
Gardening club	11	3	10
Canal boat trip	15	0	9
Cooking club	7	6	11

Any comments or suggestions for social events/calendar?

HW – Going to a garden centre would be nice and I'd like to do the canal trip.

DS – I'm not very good at it but I do enjoy the gardening we do together. I do muck in! I do miss going out to church though (we will speak to family to see if we can make that happen).

AL – I'd like to do a show.

BB – Swimming would be gorgeous, eating out and I'd love to make pastries. I'd start with a jam tart. I'd like to make oat biscuits and my mother in laws sponge cake recipe.

HR – In this beautiful weather it would be good to go out without transport and maybe interchange with other local sociable homes.

JP – I like Loughton High Street shops and you get nice fish and chips there, and it's a good walk about.

RS – I'd like to go to an art gallery.

Food comments: All comments will be shared with our qualified Cooks, and they are most happy to oblige any requests.

JW – I do enjoy the food here; my favourite is liver and bacon.

BB- I would like flan and salad and lasagne with aubergine.

HW- We have so many lovely meals here.

JP- I like plaice

AL- Stew is my favourite.

BM- Roast is my best meal.

HL- I like rice and soup.

Our response to your food comments:

Thank you all for your feedback, we will share your comments with the Kitchen Team and put it on the agenda of our next community meeting.

ANALYSIS OF SURVEY RESULTS (RESIDENTS' FRIENDS & RELATIVES)

The data used to compile this survey came from the Residents' themselves. A total of 21 questionnaires were returned by Residents, Relatives & Friends.

What we are doing well (aspects of our service that achieved a 'Strongly Agree or Agree' rating).

I feel safe living at Lugano.
Staff treat me as an individual and know my likes and dislikes.
My needs are met in a person centred manner, by kind and caring staff.
When I moved to Lugano, I was given a guide advising me of my Rights, Equality and Diversity, Safeguarding Adults and Person-Centred Care Philosophy, etc.
Staff/management respond in a timely manner in emergency situations, such as accidents and incidents.
If I am worried or concerned about anything, I know who I can approach.
If required, I can access well-maintained equipment for my personal safety and that of staff.
I can speak to the management if I wish, and they are approachable.
There is adequate staff on duty to meet my needs safely.
If I have had to complaint, it has been taken seriously and resolved.
Staff administer my medication safely and I am consulted when my medication is reviewed/changed.
My medication is available and supplied at the correct time.
I am encouraged to be independent, and risks are assessed to keep me as safe as possible.
I believe staff have had Infection control training and wear appropriate PPE (e.g. gloves, aprons and mask, etc.) when supporting me with my care needs.

What we aim to improve (aspects of our service that achieved a 'Disagree or Strongly Disagree' rating).

I trust the team at Lugano and feel comfortable in their company.
The staff are appropriately trained to support me with my care needs.
I am consulted on any changes to my care plan or my environment.
There is always a knowledgeable senior member of staff on duty to advise me if I have any concerns.
I believe staff have policies to inform them, regarding all aspects of care.
I am appropriately informed of any changes affecting individual residents or the environment.

ANALYSIS OF SURVEY RESULTS (STAFF)

The data used to compile this survey came from the staff themselves. A total of 22 questionnaires were returned by staff.

What we are doing well (aspects of our service that achieved a 'Strongly Agree or Agree' rating).

I enjoy working at Lugano and do my best to make a difference in residents' lives.
I have receiving training appropriate to my role and can meet residents' needs safely.
I have been trained to understand and manage residents' individuality, equality and diversity.
I have been trained in safeguarding and to understand abuse, and what to do if I have concerns.
I understand the importance of relationship-centred care and strive to deliver it.
I have access to formal policies and procedures which guide my practice in Rights, Equality and Diversity, Safeguarding Adults and Relationship centred care.
I understand the risks potentially affecting residents and know how to manage them.
I believe Lugano is a safe place to live and work.
I have been trained to respond correctly in emergency situations such as accidents and incidents, fire, first aid, etc.
Changes in care needs and risks are shared with me and others staff at Handover.
I report any concerns or risks immediately to the person in charge.
There is appropriate, sufficient, and well-maintained equipment provided for the personal safety of residents and staff.
I feel comfortable raising concerns with management regarding the safety and well-being of residents and colleagues.
I am aware of the Company's values, TRI, truth, relationship, and integrity, which guides my practice.
I have regular supervision and support sessions with management.
There is always a knowledgeable senior member of staff on duty to advise me when I need support.
I believe that full Employment History checks were carried out when I joined Lugano.
I believe that references from the previous employer is always requested as part of the recruitment process.
I believe staffing levels are well maintained.
I am aware of the disciplinary process and grievance procedures.
I have been trained and supervised in the safe methods of moving and handling.
I believe that prescribed medication is supplied at the correct time.
I can access appropriate risk assessments and care plans when I need information about a resident's needs and ability.
I can access the company's policies and procedures when required.
I am trained and competent in the management of Infection control.

I believe that all infection control issues are communicated to the team and shared with others, when relevant.

What we aim to improve (aspects of our service that achieved a 'Disagree or Strongly Disagree' rating).

I am appropriately informed of any changes affecting individual residents or the environment.

QUALITY ASSURANCE ACTION PLAN **FOR 2023.**

1. To review the layout of the communal areas to ensure there are quiet spaces for people to relax and enjoy.
2. To meet with the resident/family who have concerns, to listen to their experiences and to learn from it. To work with the resident and endeavour to meet their expectations.
3. To improve on communication, particularly with staff not directly involved with residents' or their care. This item will also be included in the agenda for this month support sessions and at the community meeting later this month.

We shall also look at our social calendar and expand our repertoire during the summer months, to make the most of our post-Covid life!

Finally, we would like to thank you all once again, for your contributions. We will look to see what we can learn from the feedback this year and will continue to work in partnership with you and your loved ones, to provide good quality outcomes for all. We wish you all a wonderful summer and look forward to seeing you soon.