

Oakview Care (Berkshire) Ltd

Quality Assurance Results – The Old Vicarage – 2012

TOV – Service Users

2

Satisfaction Grades

- 5 - Excellent
- 4 - Good
- 3 - Okay
- 2 – Poor
- 1 – Very Poor
- 0 - No choice made

Where You Live

Question	0	1	2	3	4	5	Totals
Your bedroom					1	2	3
The bathrooms and toilets					1	2	3
The outdoor space and gardens					1	2	3
The lounges and dining areas					1	2	3
The space for you to take part in activities and to relax					1	2	3
The house and grounds overall					1	2	3
Total	0	0	0	0	5	10	15
Percentage	0%	0%	0%	0%	33%	67%	100%

Meals & Snacks

Question	0	1	2	3	4	5	Totals
The choice of food available				1		2	3
The quality of food available						3	3
The quality of snacks and drinks					1	2	3
Overall, how enjoyable do you find mealtimes?					1	2	3
Total	0	0	0	1	2	9	12
Percentage	0%	0%	0%	8%	17%	75%	100%

TOV – Service Users

3

The Staff & Support You Receive

Question	0	1	2	3	4	5	Totals
How well your concerns and complaints are handled?						3	3
How good are the staff at listening to your point of view?						3	3
How happy are you with the amount of information you receive?					1	2	3
How cheerful and approachable do you find the staff?					1	2	3
Overall, how would you rate the staff and the support you get?						3	3
Total	0	0	0	0	2	13	15
Percentage	0%	0%	0%	0%	13%	87%	100%

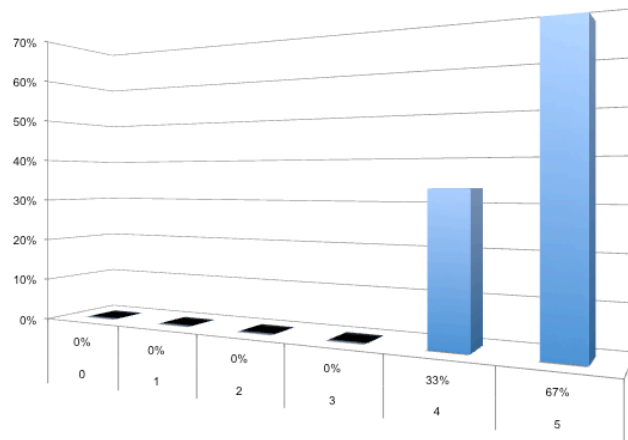
How I Spend My Time

Question	0	1	2	3	4	5	Totals
How often I get out and about					1	2	3
The choice of things available for me to do						3	3
How much support I am given to do things which I enjoy						3	3
Overall I feel that the support I receive is:						3	3
Total	0	0	0	0	1	11	12
Percentage	0%	0%	0%	0%	8%	92%	100%

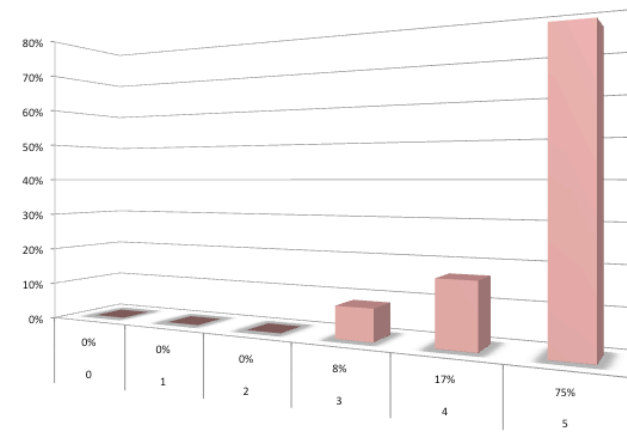
TOV – Service Users

4

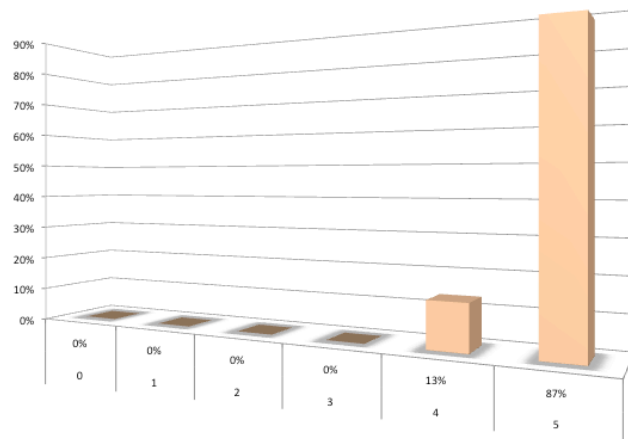
Where You Live



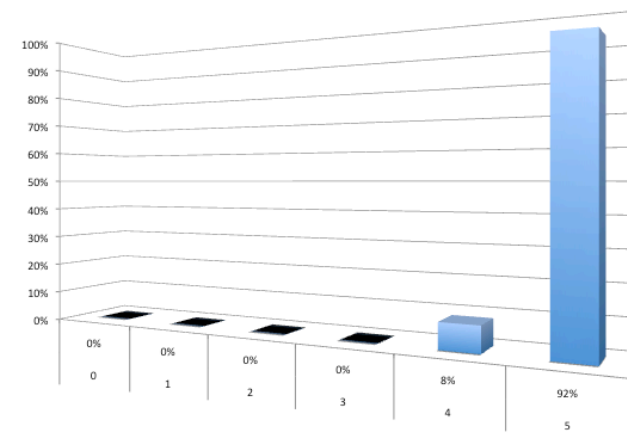
Meals & Snacks



The Staff & Support You Receive



How I Spend My Time



TOV – Key Persons

5

Satisfaction Grades

- 5 - Excellent
- 4 - Good
- 3 - Okay
- 2 – Poor
- 1 – Very Poor
- 0 - No choice made

Staff & Communication

Question	0	1	2	3	4	5	Totals
How well your concerns and complaints are handled?					6	2	8
The amount of information you receive about the care and wellbeing of your relative or friend					4	4	8
The amount of information you receive about what is going on at the home					5	3	8
How cheerful and approachable do you find the staff when you visit or call?						8	8
Overall, how would you rate the staff and the support they provide?					3	5	8
Total	0	0	0	0	18	22	40
Percentage	0%	0%	0%	0%	45%	55%	100%

TOV – Key Persons

6

Activities & Lifestyle

Question	0	1	2	3	4	5	Totals
How would you rate the choice of activities available for your relative or friend?				1	5	2	8
How would you rate the outings and holidays provided by the home?				1	5	2	8
If you have eaten at the home how did you rate the quality of the food?	2				5	1	8
Overall, how would you rate the service provided?					4	4	8
Total	2	0	0	2	19	9	32
Percentage	6%	0%	0%	6%	59%	28%	100%

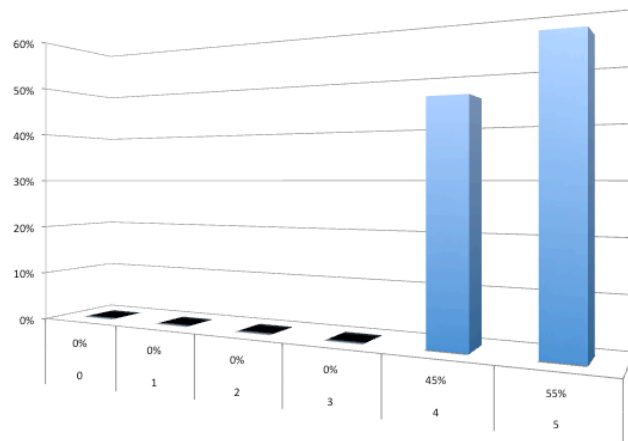
The Accommodation

Question	0	1	2	3	4	5	Totals
Bedrooms				1	4	3	8
Ensuites, bathrooms and toilets					4	4	8
The outdoor space and gardens						8	8
The lounges and dining areas					2	6	8
The house and grounds overall					4	4	8
Total	0	0	0	1	14	25	40
Percentage	0%	0%	0%	3%	35%	63%	100%

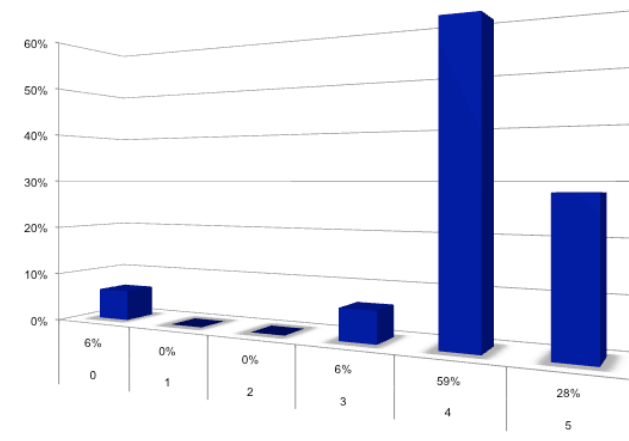
TOV – Key Persons

7

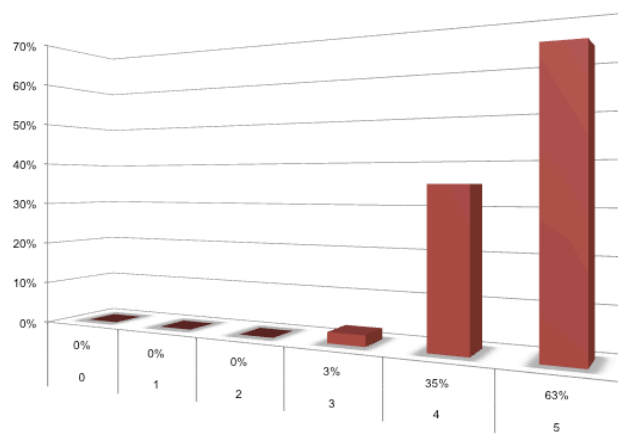
Staff & Communication



Activities & Lifestyle



The Accommodation



Satisfaction Grades

- 5 - Excellent
- 4 - Good
- 3 - Okay
- 2 – Poor
- 1 – Very Poor
- 0 - No choice made

Communication & Training

Question	0	1	2	3	4	5	Totals
How well do you feel your concerns and complaints are handled?		1	1	4	2	1	9
How useful is the training you are provided with when doing your job?				1	6	2	9
How useful do you find the supervisions and appraisals you receive?			4	1	2	2	9
How would you rate the amount of information you receive about changes to the home?			2	4	3		9
How would you rate the amount of information you receive about the Oakview Group?			2	5	1	1	9
How much opportunity is there for you to ask questions and submit your views about the service and the service users?			1	4	3	1	9
How much do you feel your opinions and ideas count?			3	4	1	1	9
Total	0	1	13	23	18	8	63
Percentage	0%	2%	21%	37%	29%	13%	100%

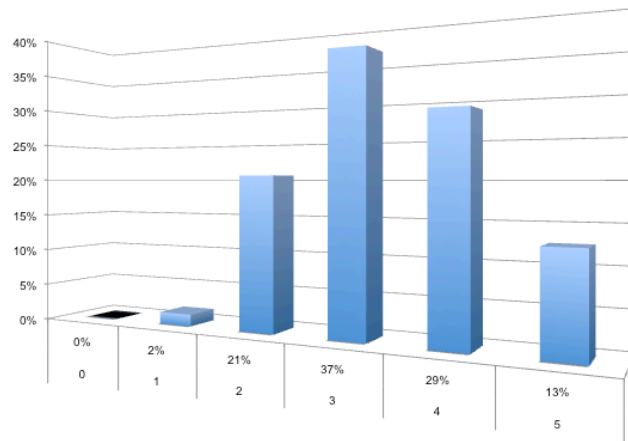
Care & Support of Service Users

Question	0	1	2	3	4	5	Totals
How would you rate the range of activities offered?			1	3	5		9
How would you rate the quality of food provided?				3	5	1	9
Overall, how would you rate the quality of the service?				1	6	2	9
Total	0	0	1	7	16	3	27
Percentage	0%	0%	4%	26%	59%	11%	100%

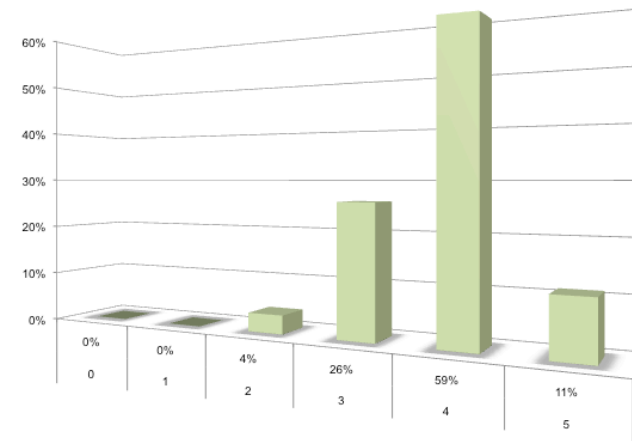
The Accommodation

Question	0	1	2	3	4	5	Totals
Bedrooms	1			1	5	2	9
Ensuites, bathrooms and toilets			1		6	2	9
The outdoor space and gardens				1	3	5	9
The lounges and dining areas				1	5	3	9
Space for activities and relaxation				2	2	5	9
The house and grounds overall				1	3	5	9
Total	1	0	1	5	21	17	45
Percentage	2%	0%	2%	11%	47%	38%	100%

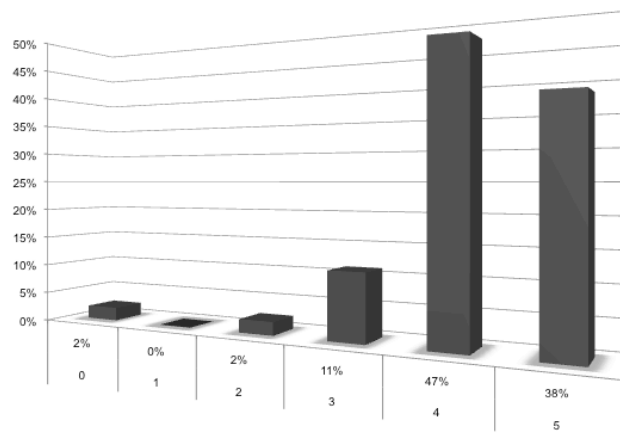
Communication & Training



Care & Support of Service Users



The Accommodation



- Where You Live
 - I like the summer house

- Staff & Communication
 - Caring and professional
- Activities & Lifestyle
 - The range of activities is improving
 - Excellent range of meals, cooked to a high standard
 - I wish X had more opportunities. This is not down to the home but the way things are
- The Accommodation
 - The home is wonderful and the surroundings are beautiful
 - The staff I have met have always been kind and generous

■ General

- We can not comment on all now that X is in the Coach House, but he is very happy and we are proud of all he copes with
- We are very grateful for the lovely home he has and the help from the staff
- We are very impressed with the care given to our daughter
- Such an enormous comfort knowing she is happy and extremely well cared for
- I am very happy with all the work you have put into the home and am happy with the staff and the way they care for X

- The Accommodation
 - The house and grounds are not wheelchair friendly