



Oakview Care

Quality Assurance Results – Clynsaer – February 2021

Clynsaer – Service Users

	No response	Very Poor	Poor	Okay	Good	Excellent	
Where You Live	0	1	2	3	4	5	Totals
Your bedroom					2	5	7
The bathrooms and toilets					1	6	7
The outdoor space and gardens					1	6	7
The lounges and dining areas						7	7
The space for you to take part in activities and to relax					2	5	7
The house and grounds overall						7	7
Total	0	0	0	0	6	29	35
Percentage	0%	0%	0%	0%	17%	83%	100%

	No response	Very Poor	Poor	Okay	Good	Excellent	
Meals & Snacks	0	1	2	3	4	5	Totals
The choice of food available					2	5	7
The quality of food available						7	7
The quality of snacks and drinks					2	5	7
Overall, how enjoyable do you find mealtimes?					1	6	7
Total	0	0	0	0	5	23	28
Percentage	0%	0%	0%	0%	18%	82%	100%

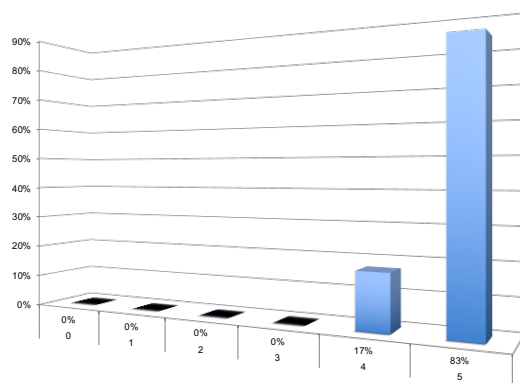
Clynsaer – Service Users

	No response	Very Poor	Poor	Okay	Good	Excellent	
The Staff & Support You Receive	0	1	2	3	4	5	Totals
How well your worries and complaints are handled?					2	5	7
How good are the staff at listening to your point of view?					1	6	7
How happy are you with the amount of information you receive?	1				2	4	7
How cheerful and friendly are the staff?						7	7
Overall, how would good is the support you get from staff?						7	7
Total	1	0	0	0	5	29	35
Percentage	3%	0%	0%	0%	14%	83%	100%

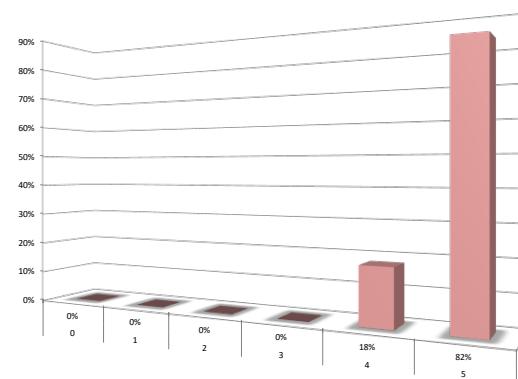
	No response	Very Poor	Poor	Okay	Good	Excellent	
How I Spend My Time	0	1	2	3	4	5	Totals
What do you think of the activities/workshops?					3	4	7
The choice of things available for me to do is?				1		6	7
How much support I am given to do things which I enjoy					2	5	7
Overall my activities are:					2	5	7
Total	0	0	0	1	7	20	28
Percentage	0%	0%	0%	4%	25%	71%	100%

Clynsaer – Service Users

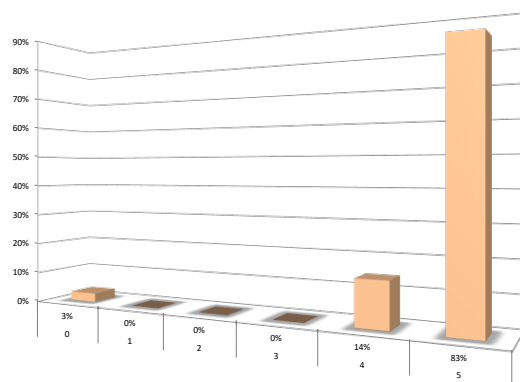
Where You Live



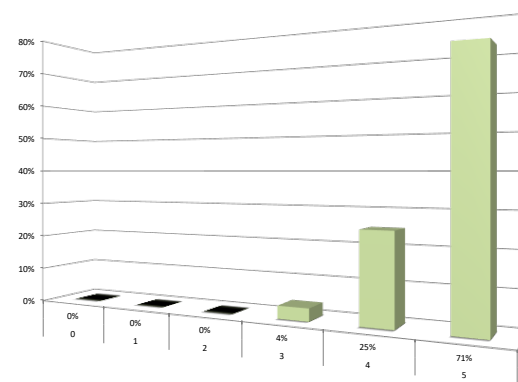
Meals & Snacks



The Staff & Support You Receive



How I Spend My Time



Clynsaer – Comments–Service Users

■ Where you live

- X would like a rug
- X would like some new bedding and new blankets, more flowers in garden.
- X likes it

■ Meals and Snacks

- Is very good. Don't like to much pasta but have no complaints.
- More jelly and ice cream. Sit in same place to eat food. My favourite food broth and cakes
- Nice
- Very nice
- I am given different options if I do not like the meal - usually fish fingers or a ham sandwich
- Would like some sardines
- Me and x are going to make toffee
- Very good as control (food choice)

Clynsaer – Comments–Service Users

■ The staff and support you receive

- I will tell the staff if I am upset. I like all the staff.
- I will Denise if I want anything.
- All staff are very kind
- (Staff give me) advice

■ How I spend my time

- Really want the injection. Seeing dad. Go out and about again. Looking forward to going back to Myddfai trading
- I go to the workshops every day. I like all activities, cooking, cleaning, painting and helping staff
- Like to start bread making
- I'm happy
- I love to watch game shows
- Love gardening. Start the other glass house
- Yoga

Clynsaer – Comments–Service Users

■ General Comments

- After lockdown X wants to go on holiday, go horse riding and go shopping on Saturdays
- After lockdown, X wants to go out and about again. Don't mind where. Bird watching.
- Miss home visits very much.
- After lockdown X would like to go back to work experience
- X can't wait to see my family.
- Overnight trip to Tenby
- X would like to have more takeaways
- After lockdown, X would like to go on a home visit when it can be arranged to see their parents

Clynsaer – Key Persons

	No response	Very Poor	Poor	Okay	Good	Excellent	
Staff & Communication	0	1	2	3	4	5	Totals
How well your concerns and complaints are handled?					1	3	4
The amount of information you receive about the care and wellbeing of your relative or friend					2	2	4
The amount of information you receive about what is going on at the home					2	2	4
How cheerful and approachable do you find the staff when you visit or call?						4	4
Overall, how would you rate the staff and the support they provide?						4	4
Total	0	0	0	0	5	15	20
Percentage	0%	0%	0%	0%	25%	75%	100%

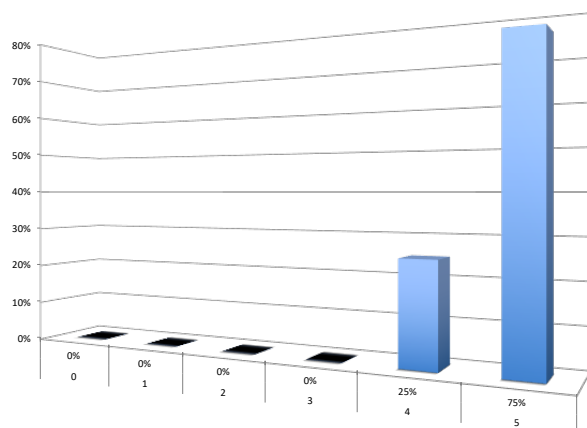
	No response	Very Poor	Poor	Okay	Good	Excellent	
Activities & Lifestyle	0	1	2	3	4	5	Totals
How would you rate the choice of activities available for your relative or friend?					1	3	4
How would you rate the outings and holidays provided by the home?	2					2	4
If you have eaten at the home how did you rate the quality of the food?	3					1	4
Overall, how would you rate the service provided?						4	4
Total	5	0	0	0	1	10	16
Percentage	31%	0%	0%	0%	6%	63%	100%

Clynsaer – Key Persons

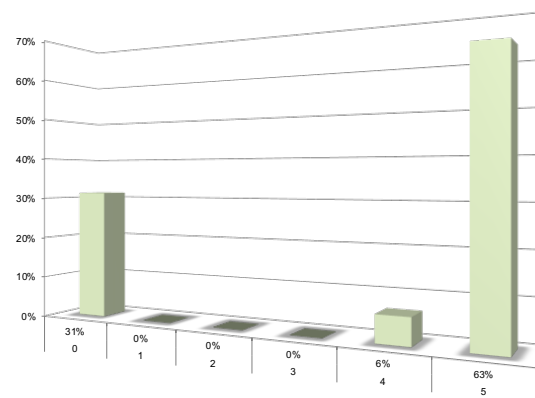
	No response	Very Poor	Poor	Okay	Good	Excellent	
Accommodation	0	1	2	3	4	5	Totals
Bedrooms					1	3	4
Ensuites, bathrooms and toilets					2	2	4
The outdoor space and gardens					1	3	4
The lounges and dining areas					2	2	4
The house and grounds overall					2	2	4
Total	0	0	0	0	8	12	20
Percentage	0%	0%	0%	0%	40%	60%	100%

Clynsaer – Key Persons

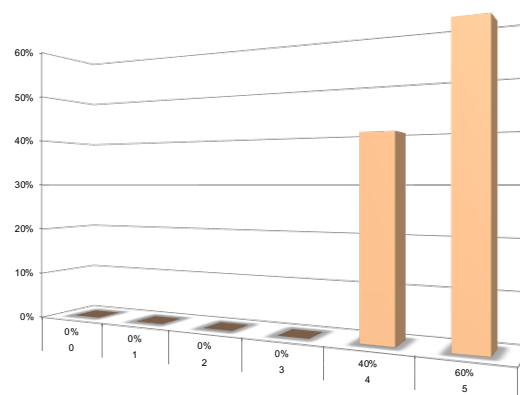
Staff & Communication



Activities & Lifestyle



The Accomodation



Clynsaer – Comments– Key Persons

■ Staff & Communication

- Despite the tough time we've all had all the staff have always been very upbeat when I call
- The staff seem to be doing a fantastic job at keeping X busy and healthy.

■ Activities & Lifestyle

- Our son always seems to be happy and to be keeping busy when we speak to him.
- Fab

■ The Accommodation

- X loves her bedroom
- Been a while since I've been there but was great last time I visited.

■ General

- Keep up the good work!

Clynsaer – Staff

	No response	Very Poor	Poor	Okay	Good	Excellent	
Communication & Training	0	1	2	3	4	5	Totals
How well do you feel your concerns and complaints are handled?				3	7	8	18
How useful is the training you are provided with when doing your job?				4	9	5	18
How useful do you find the supervisions and appraisals you receive?	3		1	4	7	3	18
How would you rate the amount of information you receive about changes to the home?			2	3	6	7	18
How would you rate the amount of information you receive about the Oakview Group?	1			5	4	8	18
How much opportunity is there for you to ask questions and submit your views about the service and the service users?			1	2	6	9	18
How much do you feel your opinions and ideas count?			1	3	5	9	18
Total	4	0	5	24	44	49	126
Percentage	3%	0%	4%	19%	35%	39%	100%

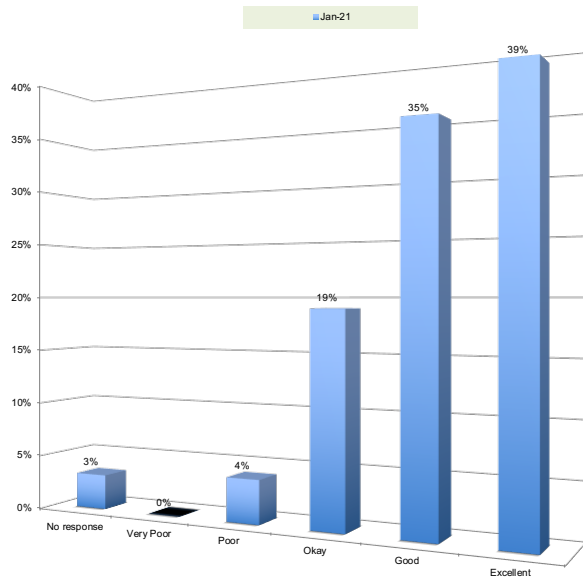
Clynsaer – Staff

	No response	Very Poor	Poor	Okay	Good	Excellent	
Care & Support of Service Users	0	1	2	3	4	5	Totals
How would you rate the range of activities offered?				1	9	8	18
How would you rate the quality of food provided?				1	8	9	18
Overall, how would you rate the quality of the service?					7	11	18
Total	0	0	0	2	24	28	54
Percentage	0%	0%	0%	4%	44%	52%	100%

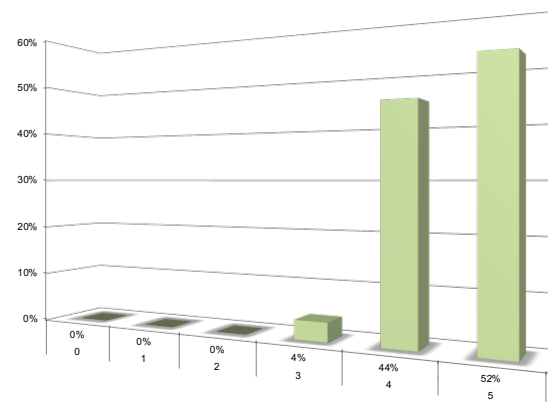
	No response	Very Poor	Poor	Okay	Good	Excellent	
Accommodation	0	1	2	3	4	5	Totals
Bedrooms	1				8	9	18
Ensuites, bathrooms and toilets				2	9	7	18
The outdoor space and gardens			1		8	9	18
The lounges and dining areas					7	11	18
Space for activities and relaxation					6	12	18
The house and grounds overall				1	4	13	18
Total	1	0	1	2	38	48	90
Percentage	1%	0%	1%	2%	42%	53%	100%

Clynsaer – Staff

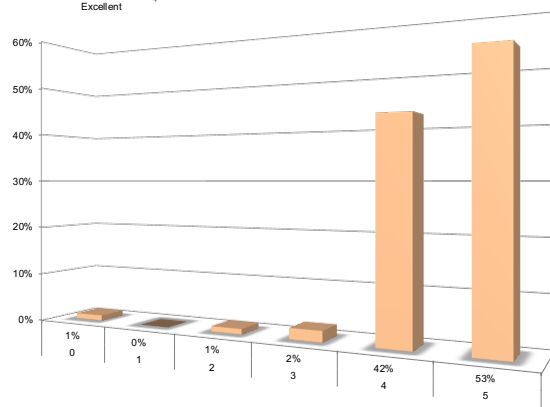
Communication & Training



Care & Support of Service Users



Accommodation



Clynsaer – Comments - Staff

■ Communication & Training

- Missing face to face training – online training always second best
- Sometimes changes to support approaches not communicated to all seniors / staff promptly
- On the whole we are doing well given all the extra challenges presented by COVID.
- Online training adequate for law and legislation but nothing beats actually doing the job,
- Facebook and Oakview site provides good information re company.
- Haven't had a supervision or appraisal yet
- Online training not as good as face to face but lots of training provided
- Communication between staff needs to improve. Remind staff to document changes.

Clynsaer – Comments - Staff

■ Care & Support of Service Users

- I think it has been a difficult year due to the virus, but I think everyone has coped very well.
- Given current circumstances Activities offered are good and varied.
- Difficult to carry out usual activities during the COVID-19 pandemic but feel we have altered things i.e., cinema room to allow residents to remain happy and occupied.
- Quality of ingredients always good.
- Need to working on ensuring a good range of fruit and veg offered during the day consistently to all residents.
- Quality of food is good. However, feel we should do seasonal food, not having so much heavy food in the summer etc.
- *Answer given under 'How we can improve as a staff team in the way you support our service users?' - 'Regular staff meetings'*

Clynsaer – Comments - Staff

■ The Accommodation

- Downstairs bathrooms shabby.
- Outside grounds beautiful but a work in progress.
- Convert GR bath into a shower as she can't use the bath.
- I feel CEs room could do with some improvements.
- Lovely comfortable home.
- New TV's etc when needed.
- Cooker replaced very promptly.

Conclusions

- Service Users feedback was all good with nothing below 'Okay' and the majority of responses being 'Excellent'
 - The best scoring category from Service Users was 'Where you live' with 83% scoring this overall as Excellent.
 - The lowest scoring category was 'How I spend my time' however this category will have been impacted due to coronavirus.
 - There were no 'Poor' or 'Very Poor' ratings in any category
 - The service users' feedback on "Meals and snacks" was very positive with all of responses being 'Good' or 'Excellent'.
- Staff feedback is still mainly good or excellent but with an inevitable downward trend after a year of managing around Coronavirus restrictions.
 - Marginally the Accommodation section scored the highest with Care & Support a close second.
 - The lowest scoring category was Communication and Training. These are areas which have inevitably been impacted by Coronavirus.

Conclusions

■ Staff feedback (cont)

- Bathrooms and toilets had the lowest feedback in the Accommodation category with space for activities and relaxation' and 'The house and grounds overall' getting high rating.
- There is room for improvement on Supervision and Appraisals and sharing information.

■ Key persons feedback

- The feedback from key persons continues to be consistently good but only 4 responded.
- Look at issuing the questionnaire in future via Forms to encourage more responses.

Recommendations

- The outcome of the Quality Assurance report to be discussed at next staff meeting and suggestions will feed into a new development plan.
- Recommendations
 - Downstairs shower room to be refurbished
 - GR bathroom – consider installation of shower
 - Increase frequency of staff meetings even if not all can attend holding these more frequently but sharing minutes will improve communication
 - Set up monitoring of formal supervisions and appraisals and share responsibilities of doing these across seniors and management.
 - Introduce and use regularly ‘You said, I said’ supervision recording form for informal supervisions.