How your home has done in 2017

Sycamores

Introduction

We aim to make every day well lived for people living at Sycamores.
Below is a summary of how things went in 2017 and what we're working towards for 2018.

Inspections
The CQC visited Sycamores in July 2017, rating the home as '**Good**' overall.

Age UK's Experts by Experience visited in October, rating their overall experience as '**excellent**'.

Inspectors praised the 'warm and friendly atmosphere' and 'excellent management'.

Outdoor time
Just 13 minutes of natural daylight a day can help with sleep, appetite, and wellbeing. We've set a target of 90% of residents spending at least 90 minutes outside per week on average.

We've installed a **bike track** and more recently a **fountain** to help improve the garden.

Fluids
Keeping people hydrated is really important and we've set a daily target that ensures every resident drinks at least 1.5 litres per day.

At Sycamores people are currently averaging **1.9 litres** which we monitor electronically every day to help improve people's overall health and wellbeing. We believe this has helped **reduce falls at Sycamores** over the last year.

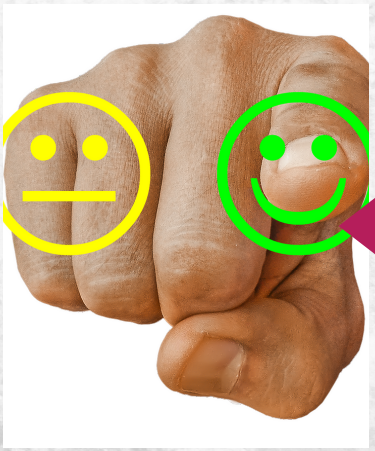
Must-do's
We've introduced automatic care plan reminders (must-do's), specific to each resident's needs.

These pop up on handsets to help staff deliver effective personalised care. Residents and relatives can add or change must-do's.

At Sycamores, currently **41%** of residents have five social must do reminders.

Relatives' Gateway
To support transparent care and help relatives keep in touch with loved ones, we provide the Relatives' Gateway.

41% of Sycamores residents have a relative signed up to the gateway, of which **10**% use it regularly.



Compliments and complaints
You've told us that you're impressed with the friendly atmosphere, care and availability of management.

However, you'd like us to look at developing social activities and trips.

Plans for your home in 2018

In 2018, we'll be introducing some exciting features to Sycamores including new clubs and activities, increasing Out and About trips and time spent outdoors, and launching our spa bath concept.
Find out more on the back page of this leaflet.

2017 Annual Quality Survey results

Sycamores

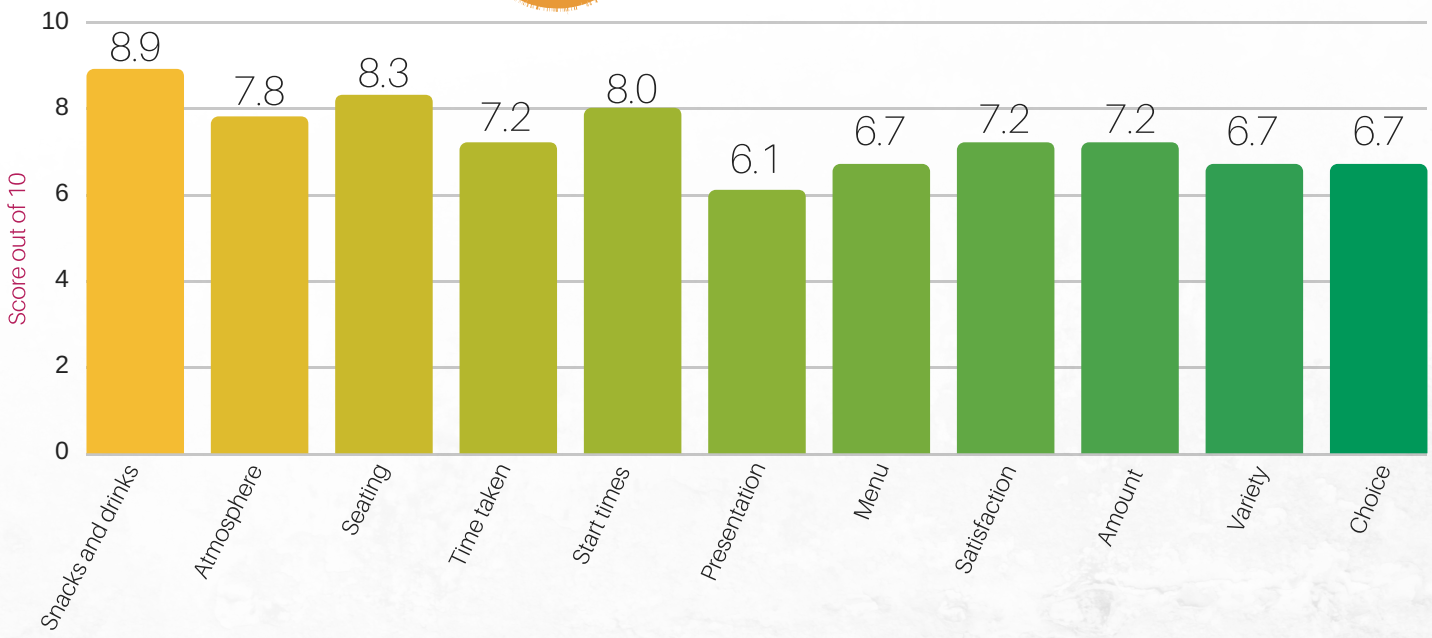
The results are in...

In 2017, we asked for your thoughts about your experience of five key areas at Sycamores. You'll find the results of the survey below.

Catering and food

Average score

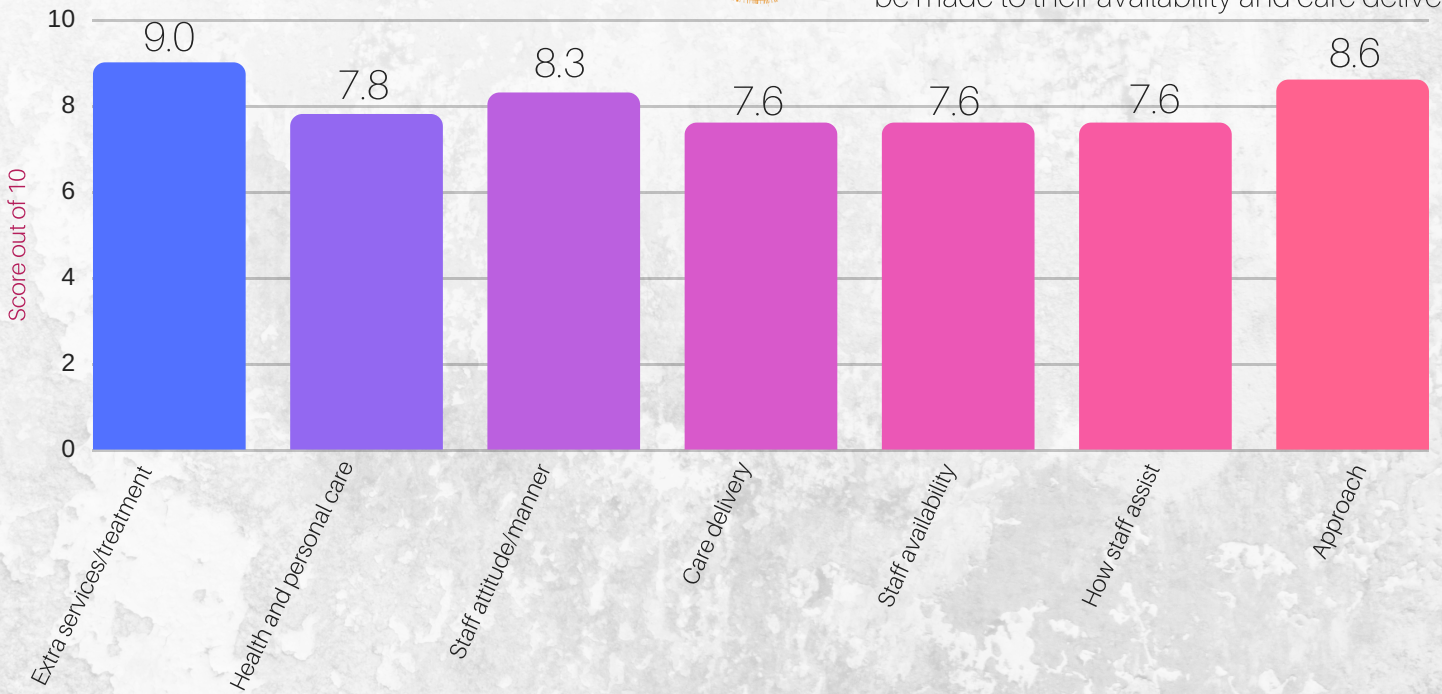
While the majority of people are generally happy with the mealtime experience, you've told us you'd like us to think about some aspects of the menu including presentation and variety.



Personal care and support

Average score

You've told us you're happy with the additional services and treatment on offer, staff attitude and their approach, but improvements could be made to their availability and care delivery.



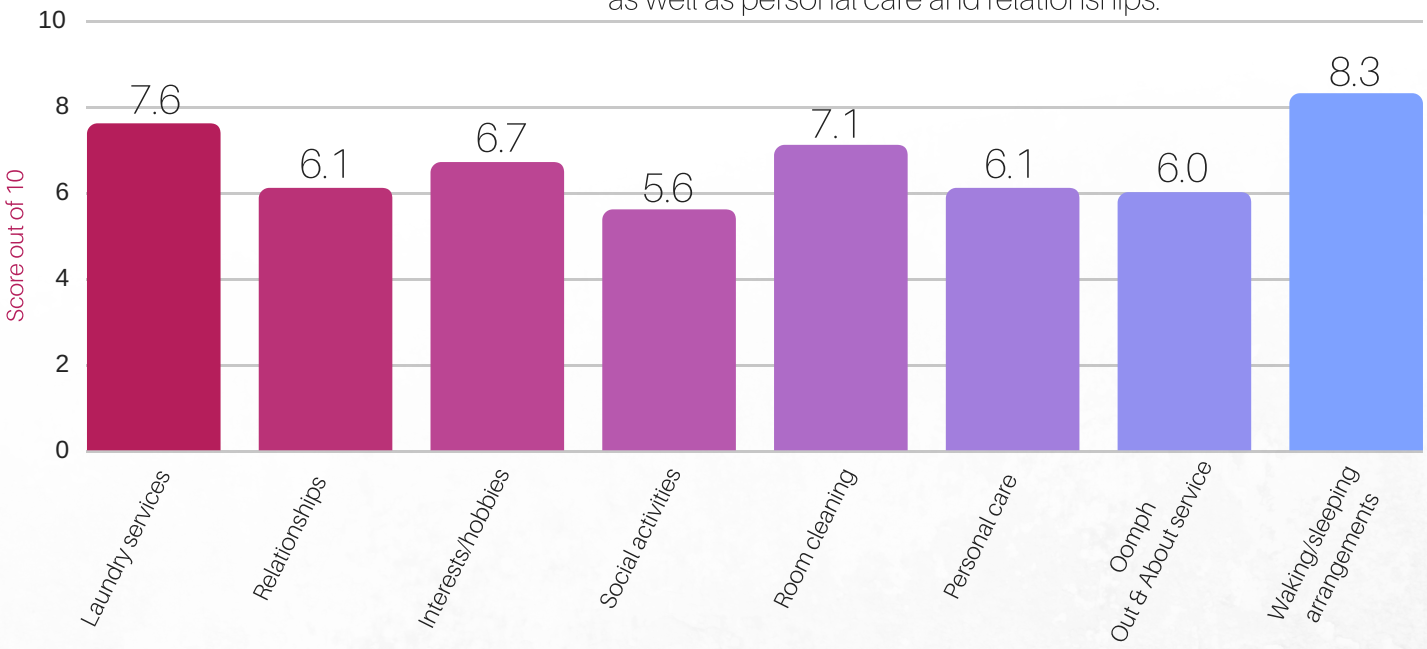
2017 Annual Quality Survey results

Sycamores

Daily living
Average score

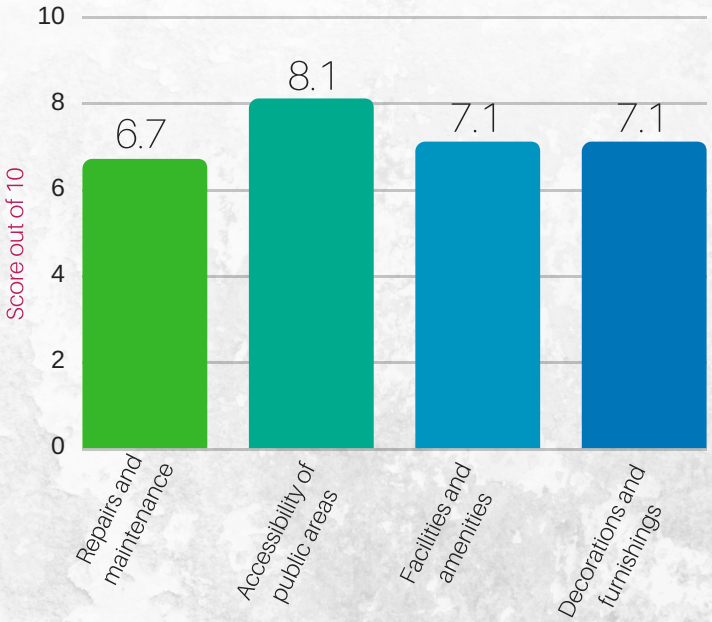
6.7 / 10

While the majority of people are happy with laundry services, room cleaning, and waking/sleeping arrangements, you've told us we could further develop social activities and trips, as well as personal care and relationships.



Premises
Average score

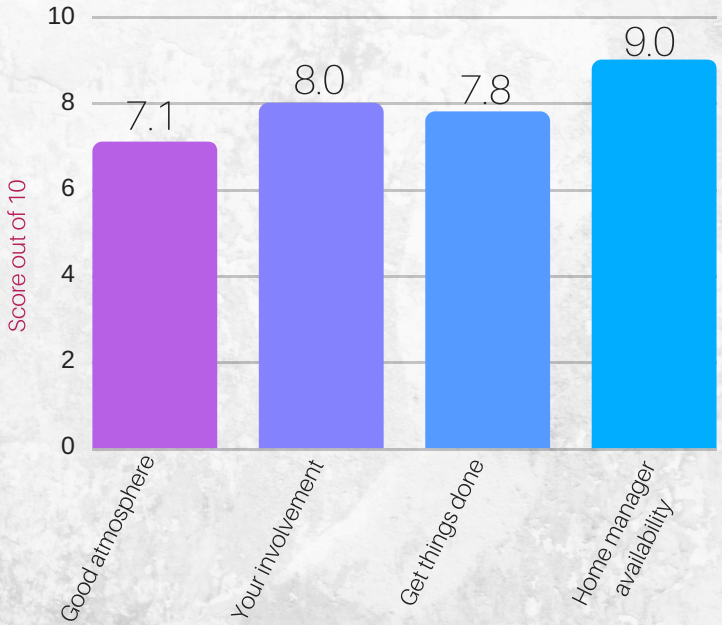
7.3 / 10



You've told us you're happy with the accessibility of public areas and the facilities available, as well as the home's decor but could improve how repairs are done.

Management
Average score

8.0 / 10



The availability of the home manager and your involvement with the home have scored highly but you've said we could do more to build the atmosphere.

2017 Annual Quality Survey results

Sycamores

At a glance...

At Sycamores, one in four residents or families (24%) responded to the 2017 annual survey.

Top three rated areas

- Staff attitude e.g. friendly, approachable and caring - 33%
- Atmosphere e.g. welcoming - 17%
- Care e.g. flexible care - 17%

Three lowest rated areas

- Environment e.g. furniture improvements - 27%
- Care e.g. better interaction - 26%
- Activities e.g. more personalised - 13%

Suggested improvements

- Staff attitude e.g. better interaction
- Environment e.g. improvements to decor
- Meals e.g. presentation

What's next?

Natalie Sims

Home Manager

It's been a busy 12 months at Sycamores and together, we're continuing to maintain a lovely home.

Your feedback has been really important and over the next 12 months we'll be continuing to develop and improve, including:

- reviewing care plan prompts for staff to improve completion of people's chosen hobbies and activities
- creating a better meal-time experience by setting new standards with residents and staff, and reviewing menus and personal preferences
- starting to use our resident and staff matching app to help provide more opportunities for personalised activities and trips
- redecorating areas of the home to improve the overall environment and replacing worn furniture
- introducing a relaxing spa bath on the second floor
- improving the property repair process for reporting and actioning property maintenance. Repairing the garden fence, blocked guttering and blown double glazing windows
- introducing outdoor activity clubs such as a walking and gardening club
- introducing relative drop-in evening events to promote and discuss the relatives gateway, must do reminders for staff and the matching app

INVESTORS IN PEOPLE | Silver Until 2020

Awarded Silver Investors in People Accreditation in December 2017.

Winner of Best Innovation in Care (acoustic monitoring) and Care Group of the Year at the Caring UK Awards 2017.

CARING UK AWARDS 2017 WINNER