How your home has done in 2018

Newlands

Bonnie Burbury, Home Manager

Introduction

It's been a busy year at Newlands as we continue to develop our lovely home.

Highlights include updating communal bathroom suites, enhancing outdoor courtyard areas to encourage people to spend more time outdoors, redeveloping the gym area and introducing an in-home physio and, most importantly, having the opportunity to be part of your daily life.

In November 2018, we asked for your thoughts about living here - here's what you told us overall.

Catering and food (out of 10) **8.0**

Care and support (out of 10) **8.0**

Daily living (out of 10) **7.9**

Premises (out of 10) **6.6**

Management (out of 10) **8.4**

Overall average (out of 10) **7.8**

Want to find out more? You can read more about the responses to our 2018 Annual Quality Survey in this booklet and find out what our plans are at **Newlands** in 2019. Thank you for your continued support.

Annual Quality Survey results - 2018

The results are in...

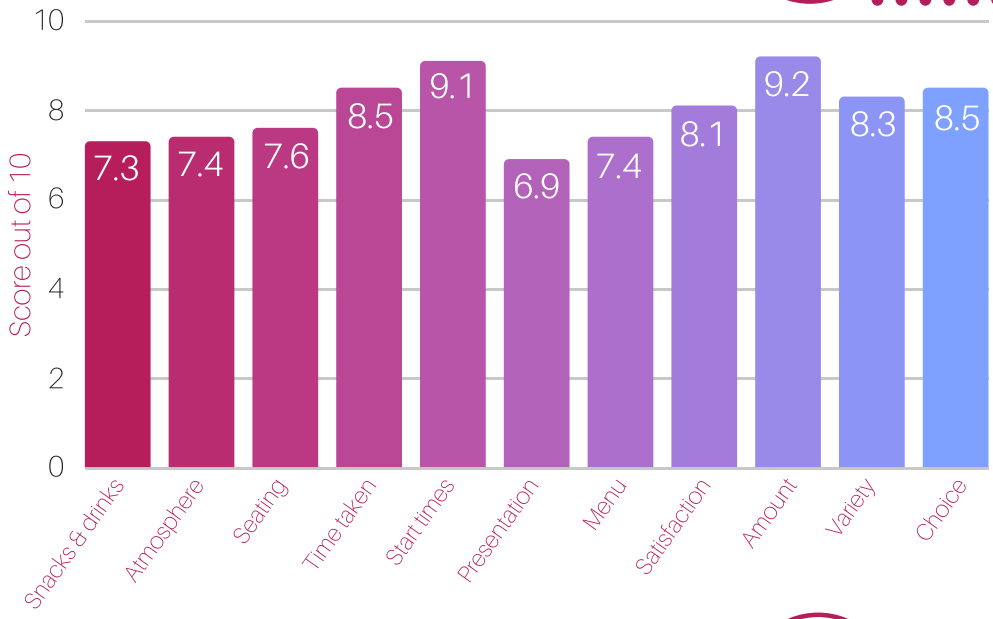
In November 2018, we asked for your thoughts about your experience of five key areas at Newlands: catering and food, personal care and support, daily living, premises, and management.

You'll find the results of the 2018 Annual Quality Survey over the next few pages including the percentage change compared to the previous survey in brackets.

Catering and food

Average score (out of 10)

8.0 (-9% compared to 2017)



What you like

Overall, you're pleased with the 'nice' food at Newlands and the 'friendly' dining room experience at mealtimes.

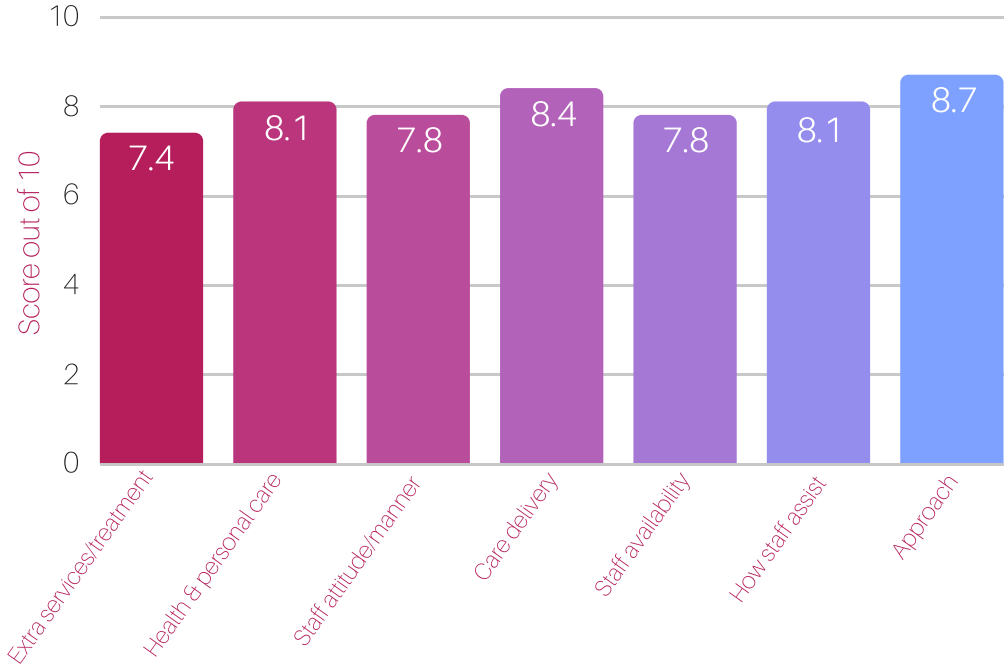
What you'd like us to focus on

You've hinted that we could work on the presentation of food sometimes, and the availability of snacks and drinks, according to the survey.

Care and support

Average score (out of 10)

8.0 (-8% compared to 2017)



What you like

You've praised the 'excellent' and 'caring' staff who are 'always friendly and helpful', and how welcoming they are.

What you'd like us to focus on

You've suggested that we review response times to call bells on occasion, particularly at busy times.

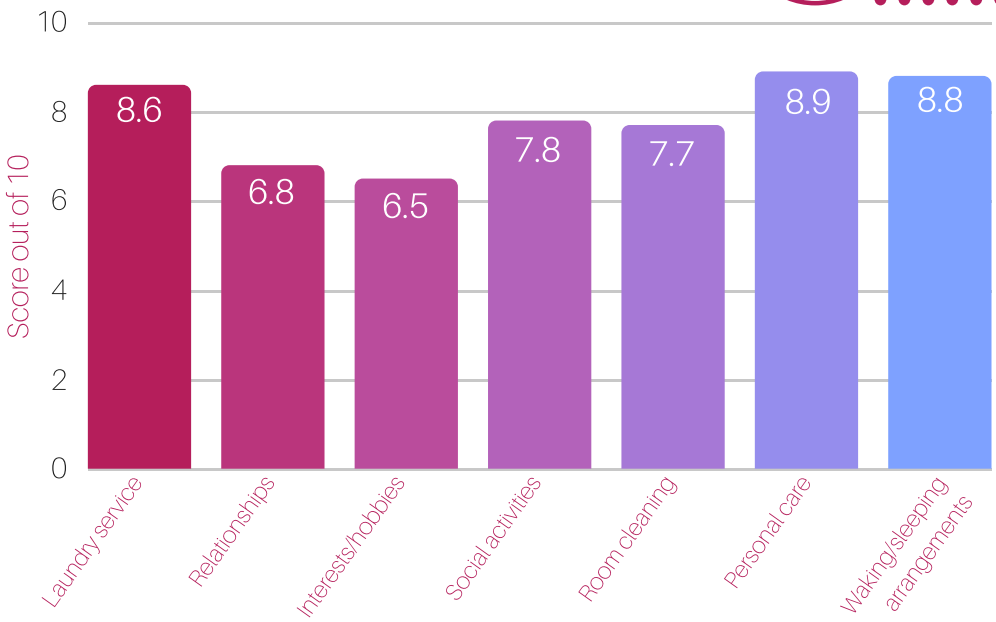
Annual Quality Survey results - 2018

Daily living

Average score (out of 10)

7.9

(-1% compared to 2017)



What you like

Overall, you're happy with daily living at Newlands, particularly personal care and waking/sleeping arrangements.

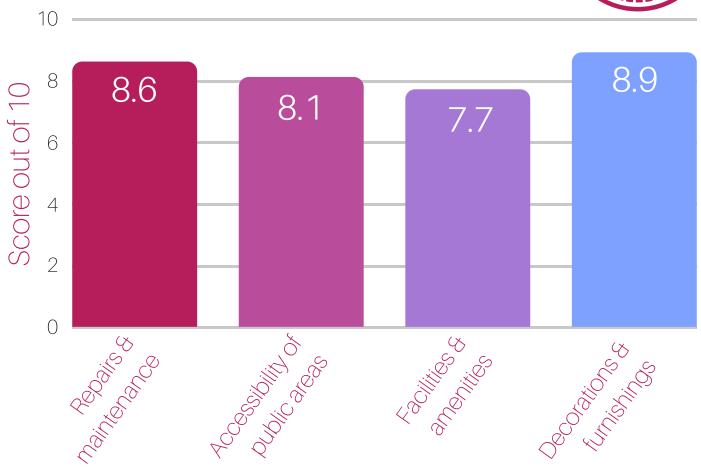
What you'd like us to focus on

You've told us that we could consider more personalised activities at Newlands and that more could be done to build relationships between residents, according to the survey.

Premises

Average score (out of 10)

8.4



(-8% compared to 2017)

What you like

You've praised facilities such as the shower room and are generally pleased with repairs and maintenance.

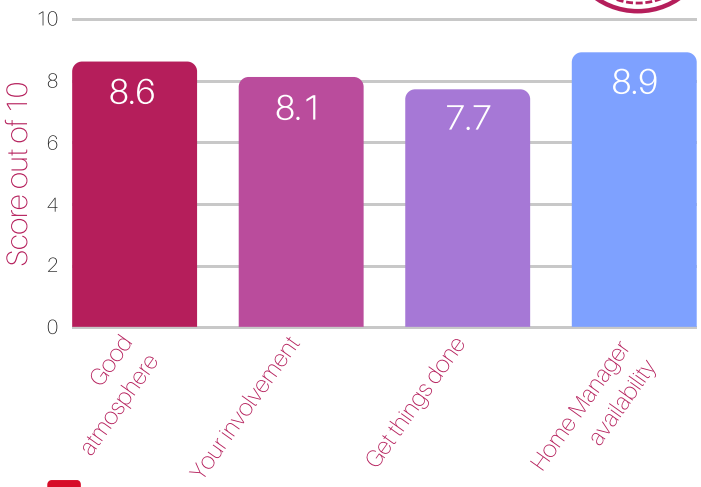
What you'd like us to focus on

You've suggested that parts of the home could do with a makeover and a tidy up in the garden.

Management

Average score (out of 10)

8.4



(-8% compared to 2017)

What you like

You've highlighted the manager's 'can-do' attitude and the 'friendly atmosphere' they've created at Newlands.

What you'd like us to focus on

You've hinted that there's room for manoeuvre with how management 'get things done', according to the survey.

Annual Quality Survey results - 2018

Response rate at Newlands

Around 81% of residents/relatives responded to our survey

At a glance

Top rated areas

- **Staff attitude** e.g. friendly and helpful
- **Atmosphere** e.g. cheerful atmosphere
- **Care and meals** e.g. great food

Lowest rated areas

- **Environment** e.g. update decor in corridors
- **Care, staff attitude, staff level, and laundry** e.g. review call bell response times

Suggested improvements

- **Staff attitude, environment, and activities** e.g. update decor in corridors
- **Care and staff levels** e.g. more one-to-one time with residents

What's next

Bonnie

Your feedback is invaluable and we are using what you've told us to inform our plans for the next 12 months, which include:

- enhancing the mealtime experience with new menu sheets, enticing table settings and background music
- introducing a wider range of snacks on households throughout the day
- reviewing staffing levels and recruiting where required
- updating household bathrooms including a new bath in the Warwick household
- redecorating communal areas and replacing furniture on all households
- developing a sensory corridor to provide additional stimulation

I'd like to thank you for taking the time to talk to us and look forward to your continued support in 2019.

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