

Quality Audit – Service User Consultation

Enfield Services – September 2023

In August 2023, we conducted a Quality Survey, we circulated a written questionnaire, to the 22 Individuals who are currently receiving our services, which are managed by our Enfield Branch. We received 6 responses, equalling 27%.

All informed they are happy with the support they receive = 100%

All understood their care assessment and plans = 100%. One response requested the documents are made shorter.

5 of the 6 responses informed they were involved in planning their care = 83%

100% informed our staff treat them with Dignity and Respect. One commented “They are very friendly and chat with mum about her day.”

50% replied that staff, at all times, do things how they want them to be done and the remaining 50%, advised this was the case most of the time.

100% responded that they felt safe when receiving our services.

17% informed care staff are always on time, the remaining 83% advised this is most of the time and when staff are going to be exceptionally late, they have contact with our service. Others advised lateness only occurs in emergencies, which is understandable.

In their home:

100% advised that our staff respect their home and kept it how they liked.

100% informed that staff use PPE correctly. 68% asked that staff continue to wear face masks as adopted during the Covid Pandemic. 32% informed they didn't mind staff not wearing them, unless the staff member is unwell or cases of covid increase.

All were asked if they would like staff to wear uniform, of those that responded to this question all said no they didn't, others informed this is not important to them.

Confidentiality:

100% advised that they have never heard our staff discussing confidential information about others.

Staffing:

All informed they knew who the manager of the service is and 68% had met Leanne Wrathall, the Registered Care Manager.

32% advised they had never needed to complain, the remaining 68% informed they usually phone the office, or email, if they are unhappy with the service they receive.

83% advised they did not have details as to how to complain formally.

83% responded that they felt listened to, with the remaining 17% commenting, "sometimes and sometimes not".

100% advised that our staff have the skills to support them and 100% liked the staff that support them. Comments included that all staff are very kind and supportive, in their own way and that if they have any concerns, they let their managers know, who inform my family.

83% advised they were very satisfied with the quality of support received and 17% were quite satisfied.

No comments regarding our finance team and requests for payments were received.

Other comments received, within the survey include:

"Overall, I am pleased with the service/care mum gets. A lot of carers even go the extra mile to make mum, well cared for. Thank you."

"I have quite a few carers. I find this quite frustrating and unnerving at times. I understand when there is an emergency but when a change is known, I would like to be part of that decision. Timing is important because I have many hospital appointments."

"Mum is very happy and looked after very well. She and our family are very pleased with the Service."

"I would like the staff to call out when they arrive, I would like particular care when shutting the key safe."

Managing Directors comments:

I would like to take this opportunity to thank those who took the time to respond to our Quality Survey.

Your comments have been read and considered and we will be taking, or have taken the following actions:

1) Care Plan Documentation:

We acknowledge our documents are lengthy. This is to ensure we meet legislative standards and understand your needs. We have recently adopted an Easy Read version of the Personal Profile, which is written to make it easier to understand.

2) Monitoring covid outbreaks/implementing Government Public Health Procedures:

We continue to monitor central and local Government advice; we ensure that we will adopt any new instructions as and when received. We have recently consulted with Service Users and will follow their personal choice, regarding staff wearing face masks. We have also given our staff the chance to continue wearing masks during service delivery, if they prefer.

3) Uniforms:

Based upon previous consultations with those who use our services, we do not have a company uniform. This preference continues to be expressed.

4) Complaints procedure:

Our formal Complaints Procedure is available on our company website www.nlhs.co.uk under frequently asked questions. It is also included in our Service Guide, issued when our services are first arranged with you.

5) Consistency of staffing:

We received one comment within this survey informing that consistency of staffing can be improved upon. Our Enfield Team is a small team, so we are confident that different new staff are not frequenting visiting our service user.

We do our utmost to keep service users updated of any changes, but sometimes we must respect confidentiality and cannot always share with you why, changes must be made.

I reassure that we work in order of priority of need. Please let us know in advance of any appointments you have, which dictate a specific call time. Please note, due to traffic and other unforeseen events, that are out of our control, we work within a 30-minute arrival time.

We will continue to monitor consistency of staffing.

Many factors have challenged us, since our last survey in 2019. I am pleased to learn, based on the findings of this audit, that our services are considered safe and that those receiving the service, overall are happy with the service they receive.

I would like to take this opportunity to thank our staff team, who are committed to this achievement.