



QUALITY ASSURANCE

QUANTITATIVE METHODS

OF

Our Latest Surveys: what YOU told us about the service we provide
Audit of how we perform

FROM APRIL 2023 TO MARCH 2024



QUALITY ASSURANCE QUANTITATIVE METHODS

We at Kindcare, aim to provide and sustain a service to a standard of excellence which embraces equality, equity, diversity and human rights in every aspect of the care, treatment and support provided by innovation and focusing on a person - centered wellbeing.

Therefore, the manager undertakes audit of the service periodically. To ensure that the audit is comprehensive, Quantitative methods are used.

The method enables people to gain better understanding of the service and its performance. The quantitative method is a visual presentation of your feedback of the service performance and according to the phrase 'a picture is worth a thousand words' it may convey the essence of the audit more effectively than a long report.

As you are aware, we periodically ask you to complete our surveys and tell us what you think about the service we provide.

This leaflet contains the results of the latest surveys. They include:

- a) Surveys completed by you, the residents,
- b) Surveys completed by your families and friends,
- c) Surveys completed by the staff,
- d) Quality monitoring of your records,
- e) Information on how long it takes for staff to respond to your calls for assistance and / or emergency,
- f) Analysis of staffing levels, if there are enough staff on shift,
- g) 'Safety thermometer, providing information on how many complaints, safeguarding cases, medicines 'near misses', accidents and incidents we have had in the last year.

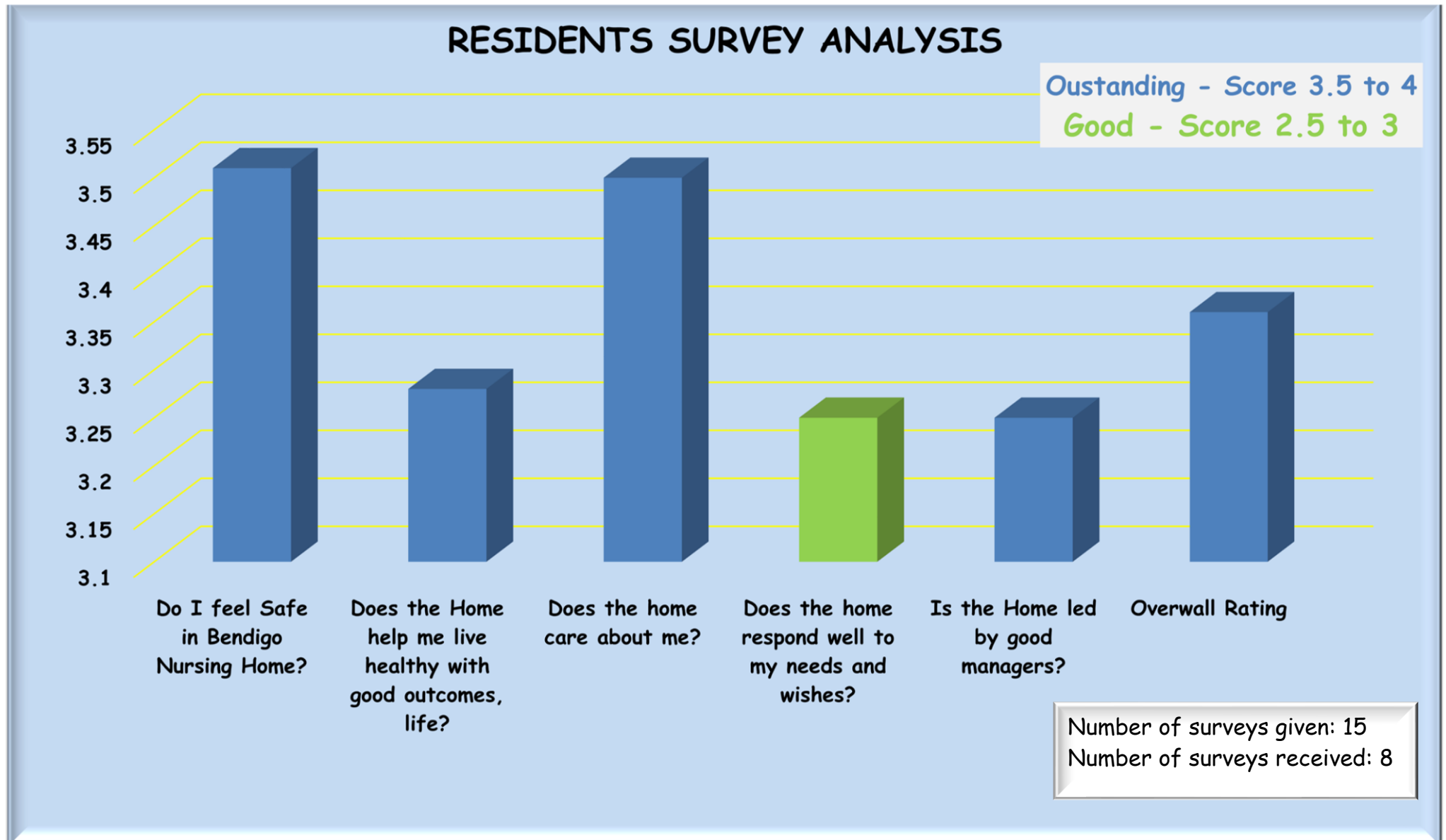


The periodic audit of quality assurance is an effort to ensure transparency in what we do and how we do it. It is also made available to all our residents and our website.

We welcome any suggestions, issues, or concerns you may have. The Manager's door is always open.

SERVICE USERS SURVEY ANALYSIS

The data for these surveys was collated in November and December 2023

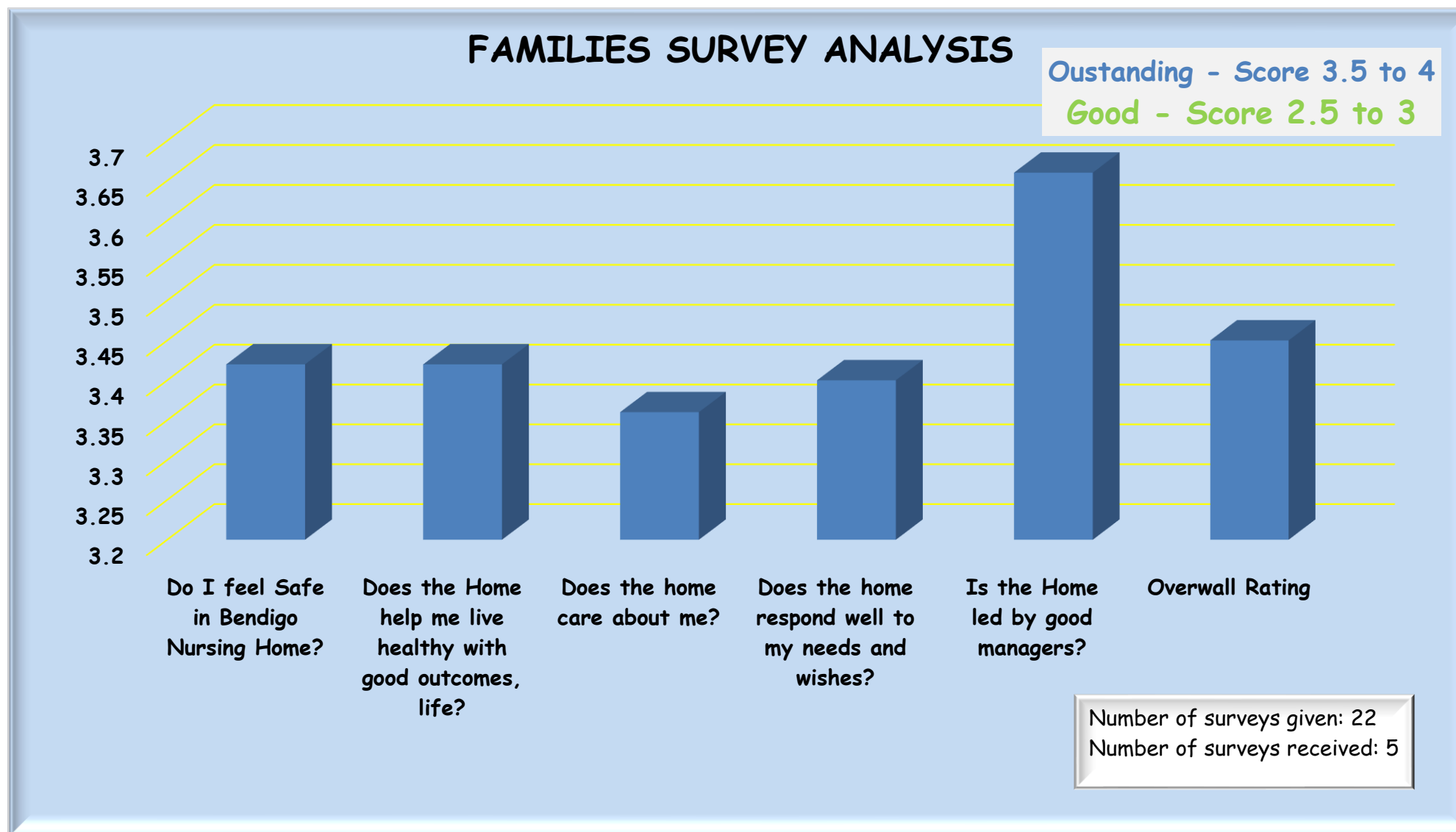


ADDITIONAL COMMENTS MADE BY SERVICE USERS

- ✔ The manager is attentive. B... (staff name) gives me complete satisfaction as his care is exemplary. He always listens to what I want and never rushes me. He is very thorough. I feel happy and relaxed after his care. Thank you!
- ✔ The patience shown in abundance by all staff is impressive and I love their sense of humour. Brilliant!
- ✔ Thank you for all your help and support these past couple weeks.
- ✔ Thank you for being so kind to me.
- ✔ To all the staff at Bendigo thank you for your care.

Families and Friends Survey Analysis

The data for these surveys was collated in June 2023 and January 2024



ADDITIONAL COMMENTS MADE BY FAMILY, FRIENDS, AND RESIDENTS

- ✔ I visit regularly and am very pleased with (resident's name) treatment by staff.
- ✔ Overall I find the care home clean and tidy. The staff always helpful and friendly. My mum appears to be well cared for and always clean and comfortable.

THANK YOU CARDS

- ✔ Thank you all for caring four our dad (resident's name).
- ✔ Thank you everyone for the love, support and guidance.
- ✔ Thank you so much for all your support and care of ... (resident's name).
- ✔ Thank you for all that you did for our mum ... (resident's name) during her recent stay with you. We both appreciated everything you did for her.
- ✔ Thank you for looking after my uncle (resident's name) and making him comfortable.
- ✔ Thank you for the wonderful care that you unfailingly give to our mother and us.
- ✔ Thank you all for the wonderful care you gave dad (resident's name). He was looked after do well and loved you all, was happy and content in his room. Thank you so much and keep up the good work.
- ✔ We as a family would like to say thank you for looking after (resident's name). I know that during her time here with you she was happy and well looked after, she felt comfortable in her own space and thank you for respecting her wishes in her final days. All the staff were always welcoming, and kind so again thank you for everything.
- ✔ Thank you for the care you gave to my mum. I appreciate everything you did for her.

Professional Survey Analysis

The data for these surveys was collated in August 2023

Number of questionnaires given: 10
Number of questionnaires returned completed: 1
100% - represents 1 professional

In your view, is the service we provide
SAFE?

100%

- Outstanding
- Good
- Requires improvement
- Inadequate



In your view, is the service we provide
EFFECTIVE?

100%

- Outstanding
- Good
- Requires improvement
- Inadequate

In your view, is the service we provide
CARING?

100%

- Outstanding
- Good
- Requires improvement
- Inadequate

In your view, is the service we provide
RESPONSIVE?



100%

- Outstanding
- Good
- Requires improvement
- Inadequate

In your view does our home is Well -
Led?



100%

- Outstanding
- Good
- Requires improvement
- Inadequate

ADDITIONAL COMMENTS MADE BY PROFESSIONALS

- ✔ Always found residents are well looked after at Bendigo NH.
Staff are caring, proactive and approachable.

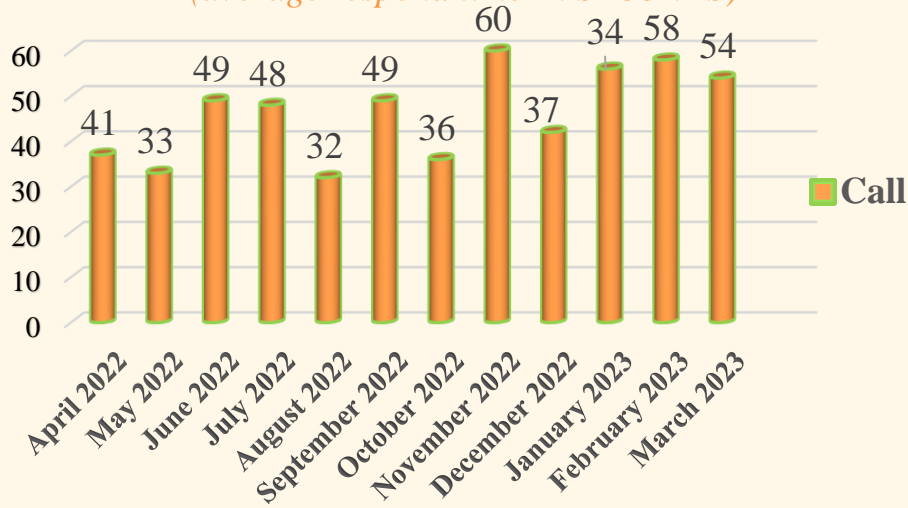
CALL BELL SYSTEM AVERAGE RESPONSE TIME

(based on reports generated from our call bell system)



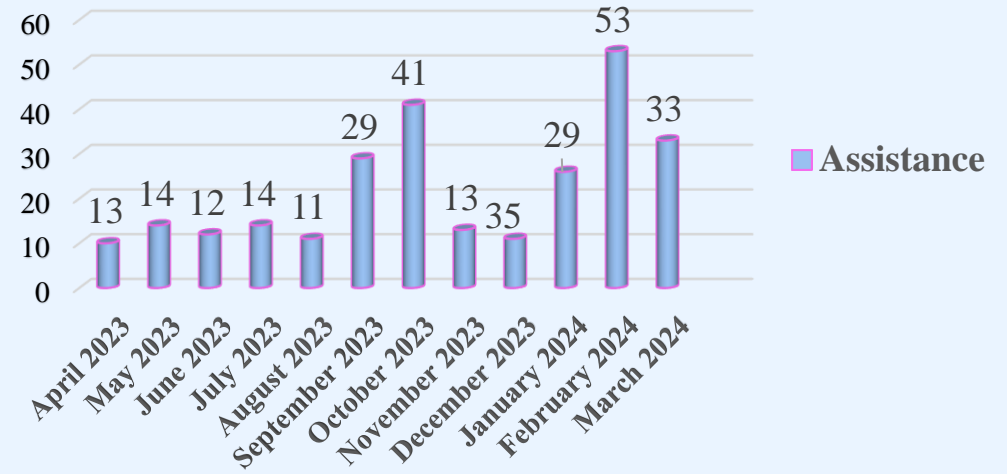
CALL BELL ANSWERING TIME

(average respond time *IN SECONDS*)



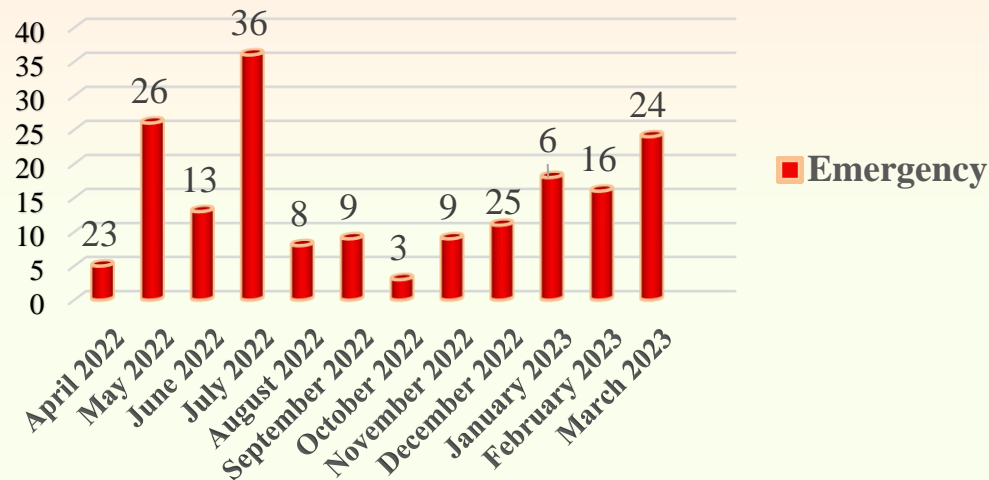
CALL BELL ANSWERING TIME

(average respond time *IN SECONDS*)



CALL BELL ANSWERING TIME

(average respond time *IN SECONDS*)





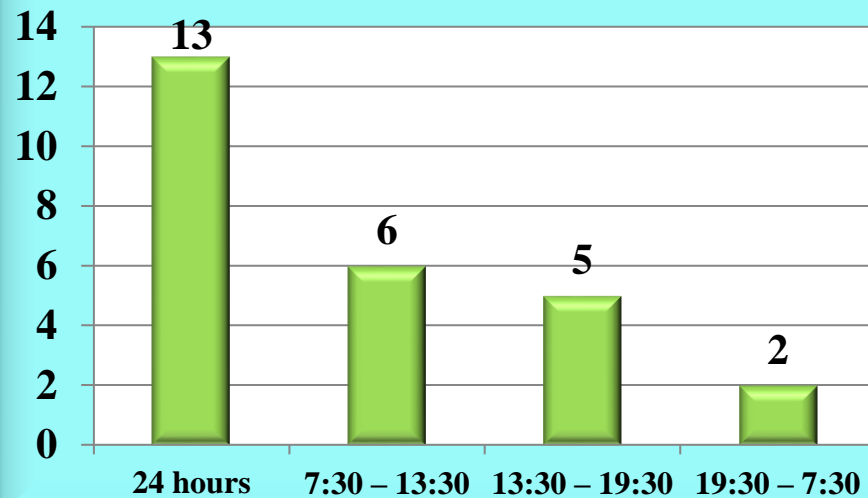
AUDIT AND MONITORING OF SAFE AND APPROPRIATE STAFFING LEVELS



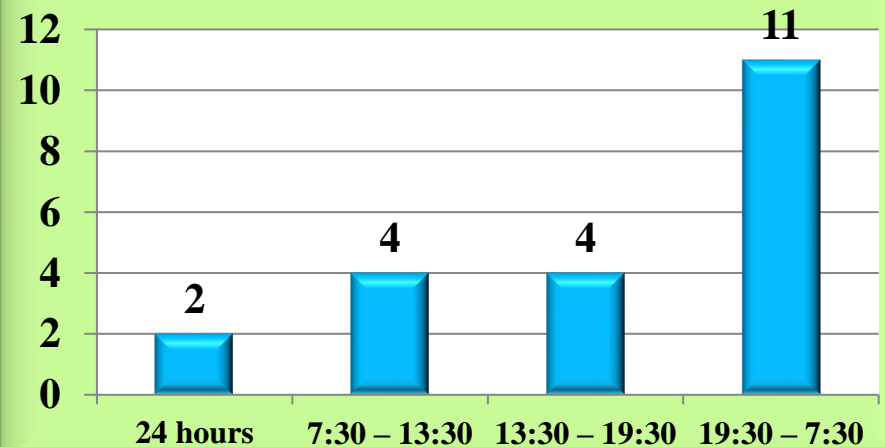
RATIO OF STAFF TO RESIDENTS (over a 24 hours period)

RATIO OF STAFF TO RESIDENTS (over a 24 hours period)			Table 1	
TIME PERIOD	NUMBER OF RESIDENTS	NUMBER OF STAFF	STAFF	RESIDENTS
7:30 – 13:30	22	6	1	4
13:30 – 19:30	22	5	1	4
19:30 – 7:30	22	2	1	11
AVERAGE IN 24 hours	22	13	1	2

Average level of staffing



Average number of residents per staff



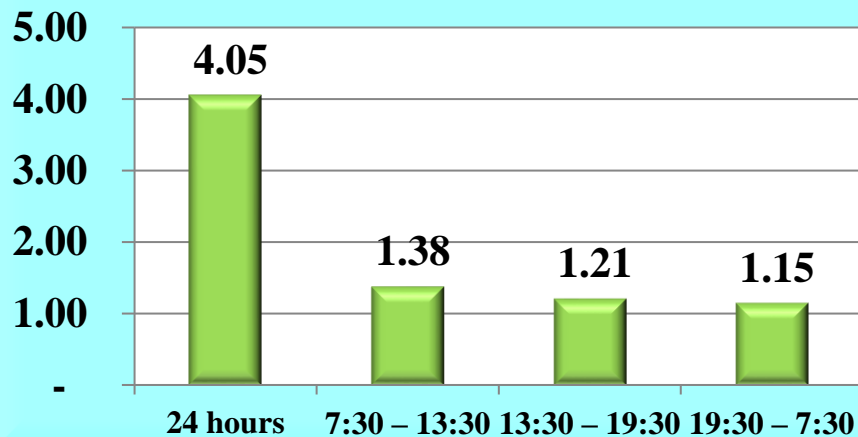
STAFFING LEVELS AT BENDIGO NURSING HOME USING RATIO APPROACH

Table 2

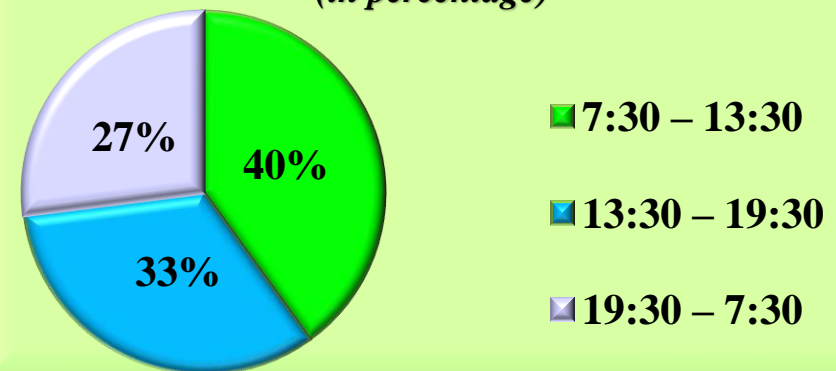
AVERAGE NUMBER OF RESIDENTS	TIME PERIOD	STAFF TO RESIDENTS RATIO	NUMBER OF QUALIFIED NURSES	NUMBER OF HCAs	TOTAL CARE HOURS	TIME PROVIDED FOR CARE (per resident)
22	7:30 – 13:30	1:4	1	5	36	1 hour and 38 minutes
22	13:30 – 19:30	1:4	1	4	30	1 hour and 21 minutes
22	19:30 – 7:30	1:11	1	1	24	1 hour and 15 minutes
22	24 hours	1:2	3	10	90	4 hours and 5 minutes

This provides a total of 90 available care hours with an average of 4 hours actual care, treatment and support provided per resident over 24 hour period, with 27% registered nurses and 73% Healthcare Assistants over the 24 hour period.

Average Care Hours per Resident



Total hours provided for care, treatment and support in 24 hours (in percentage)



DEPENDENCY LEVELS OF RESIDENTS AT BENDING NURSING HOME

The staffing levels at Bendigo Nursing Home are based on the level of dependency of the residents. The residents' dependency level is periodically monitored by the manager. Residents' level of dependency may change on a daily basis or when there are new admissions, and hence, the staffing levels are kept higher than required, on continual basis to ensure that sufficient and suitable number of staff are available at all times to meet the residents' needs.

ANALYSIS OF STAFFING LEVELS USING INDIVIDUAL LEVEL OF DEPENDENCY				COMPARISON	ANALYSIS OF STAFFING LEVELS USING RATIO APPROACH (Table 2)				
LEVEL OF DEPENDENCY		NUMBER OF RESIDENTS	HOURS REQUIRED PER RESIDENT		SUB - TOTAL	AVERAGE NUMBER OF RESIDENTS	TIME PERIOD	TOTAL CARE HOURS	TIME PROVIDED FOR CARE (per resident)
1	LOW	0	X 2		0	22	7:30 – 13:30	36	1 hour and 38 minutes
2	MEDIUM	13	X 3		39	22	13:30 – 19:30	30	1 hour and 21 minutes
3	HIGH	9	X 4		36	22	19:30 – 7:30	24	1 hour and 15 minutes
					22	24 hours	90	4 hours and 5 minutes	
TOTAL HOURS REQUIRED (in 24 hours) 75				<	TOTAL HOURS ACTUALLY PROVIDED (in 24 hours) 90				
4 HOURS 5 MINUTES CARE, TREATMENT AND SUPPORT PROVIDED PER RESIDENT ON AVERAGE IN 24 HOURS									
THE TIME FOR CARE, TREATMENT AND SUPPORT PROVIDED BASED ON PEOPLES' INDIVIDUAL NEEDS IS GREATER THAN IS REQUIRED WITH 15 HOURS IN 24 HOURS PERIOD									

Description of Dependency Levels:

Low Dependency: Typically, a person in this care group:

1. Is continent, but may have the occasional 'accident'
2. Can usually manage in the toilet, but may need supervision
3. Can feed him/herself
4. May need supervision or assistance with washing
5. May need supervision or assistance with dressing
6. Walks without assistance, but probably uses a stick/zimmer/ tripod
7. Can manage own affairs with little assistance
8. Can make needs known

Hours required per resident per day for care, treatment and support = 2.0 hours

Medium dependency: Typically, a person in this care group:

1. Is occasionally incontinent
2. Requires assistance in the toilet
3. Can feed him/herself, but may need minimal help
4. Needs supervision or assistance with washing
5. Needs help with dressing
6. Needs to use a walking aid or be assisted, may use a wheelchair
7. Requires assistance with financial affairs
8. Has difficulty making needs known

Hours required per resident per day for care, treatment and support = 3.0 hours

High Dependency: Typically, a person in this care group:

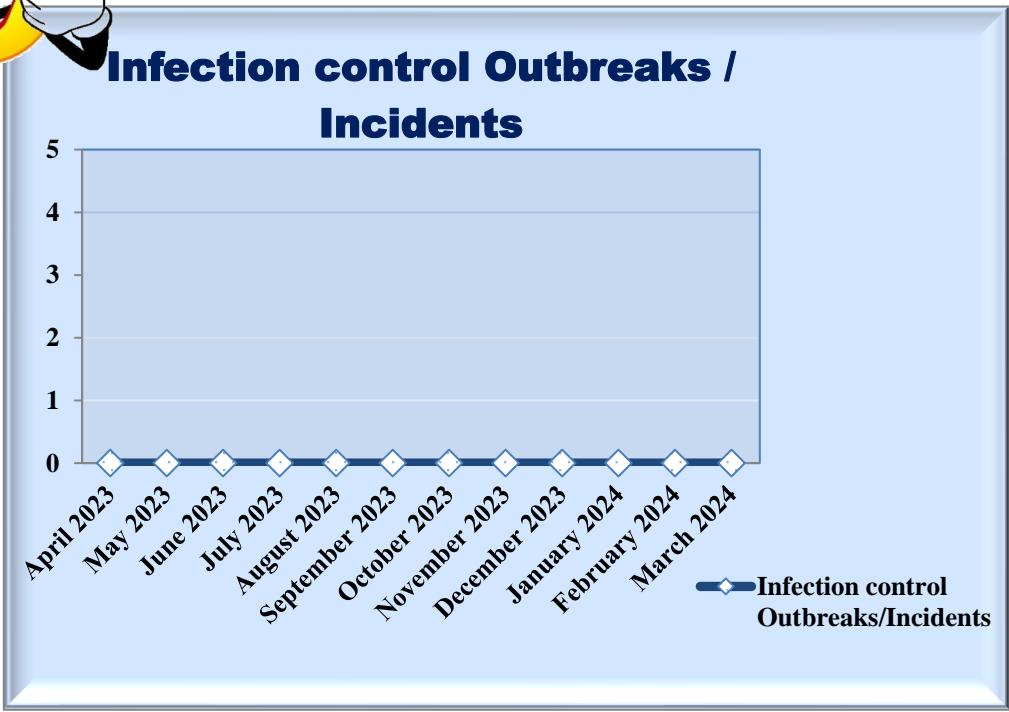
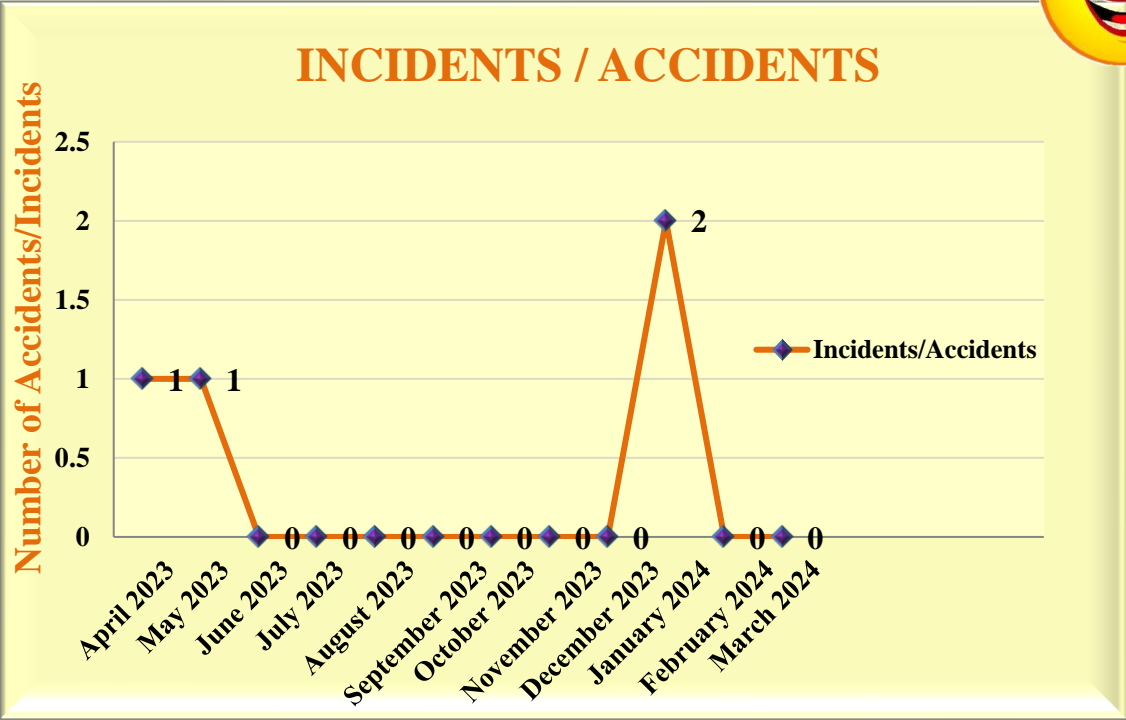
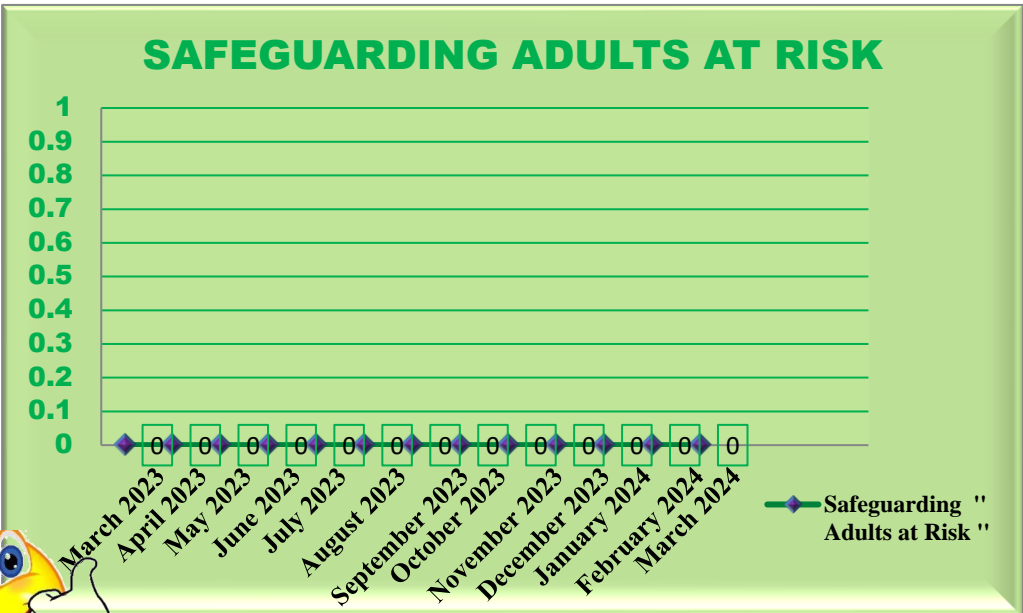
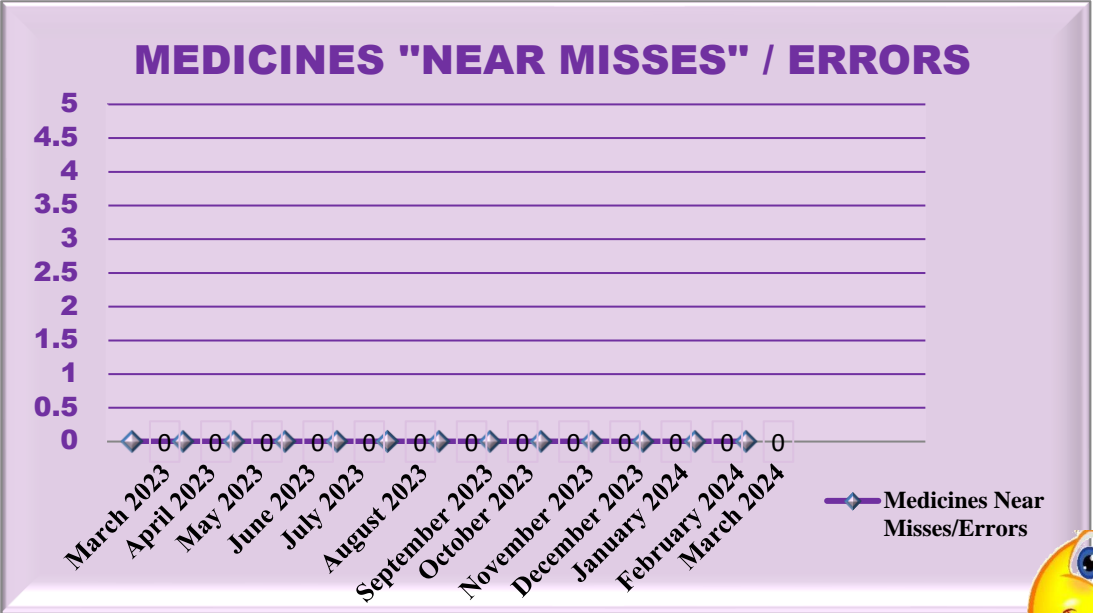
1. Is sometimes doubly incontinent
2. Requires assistance in the toilet, uses a commode or requires incontinence care
3. Requires assistance or has to be fed
4. Requires washing
5. Requires dressing
6. Completely dependent for all their daily needs and requires to be hoisted
7. Cannot manage own affairs.
8. Cannot make needs known
9. May have complex medical condition

Hours required per resident per day for care, treatment and support = 4.0 hours

References:

- The Regulation and Quality Improvement Authority – Staffing guidance for Nursing Homes
- Dependency levels of residents:** The required care hours per residents per day have been calculated using the Rhys Hearn dependency tool

SAFETY THERMOMETER



The staff and management at the home takes people`s safety very seriously.

Prevention is a key and detailed risk assessments are undertaken on admission. However, sometimes more time is needed to assess all the risks fully and holistically, to include peoples' physical, mental, and emotional condition.

Incidents / accidents occurred are looked at, reasons analysed and measures to prevent them, discussed with the residents and / or their representatives, are put in place.

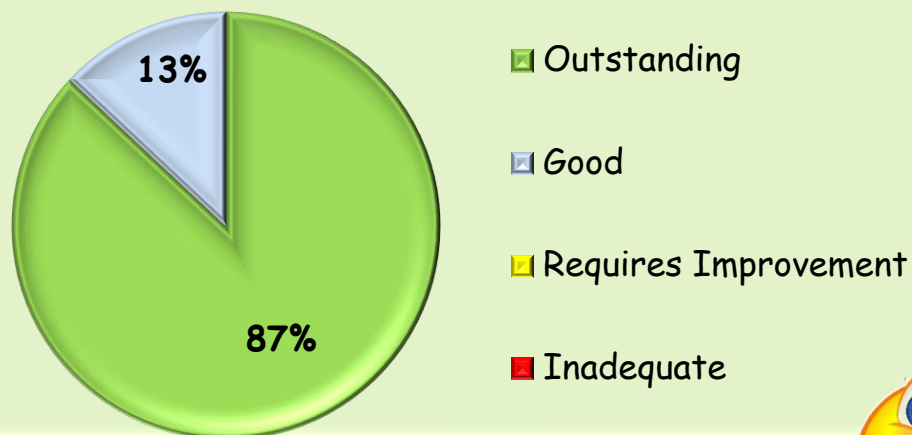
Some of the preventative measures include use of sensor pads, infrared movement systems; etc. Engaging people in meaningful activities, providing mental and physical stimulation appears to be the most effective way of prevention.

Every effort is made to enable people to understand various risks related to their daily living by providing sufficient and appropriate information in a way they can understand.

Any issues and concerns to people`s safety is reflected in individual risk assessments and care plans. Staff and management welcome and encourage people's suggestions and their continual involvement.

EMPLOYEES' SURVEY for 2024

How would you rate your induction and did it cover everything you needed to know to enable you to do the job when you started work?

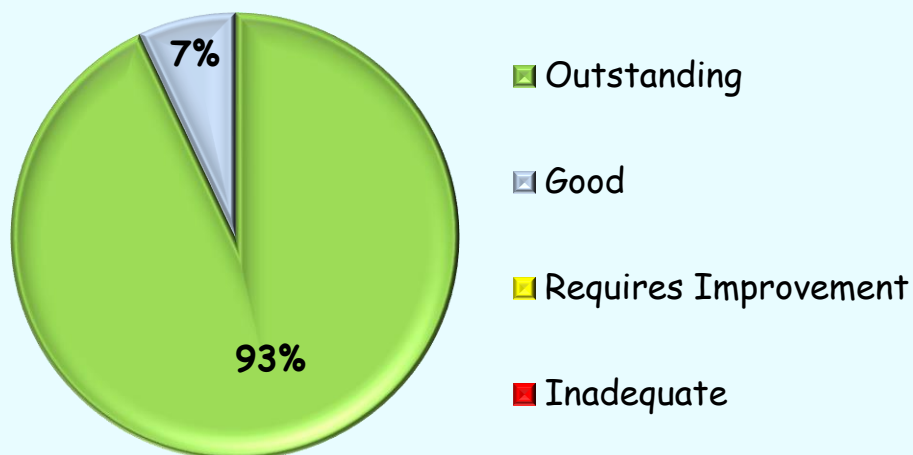


Number of questionnaires emailed: 24
Number of questionnaires received: 15

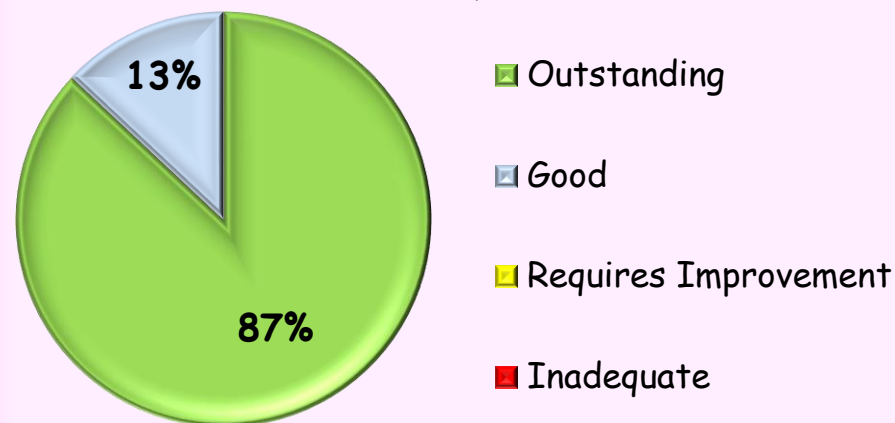
- 100% - represents 15 members of staff
- 93% - represents 14 members of staff
- 87% - represents 13 members of staff
- 80% - represents 12 members of staff
- 73% - represents 11 members of staff
- 67% - represents 10 members of staff
- 60% - represents 9 members of staff
- 53% - represents 8 members of staff
- 47% - represents 7 members of staff
- 40% - represents 6 members of staff
- 13% - represents 2 members of staff
- 7% - represents 1 member of staff



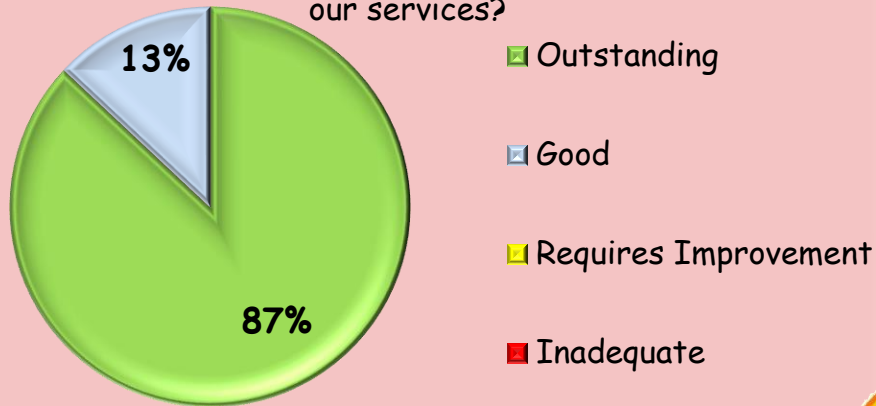
How would you rate and do you receive enough training to do your job effectively?



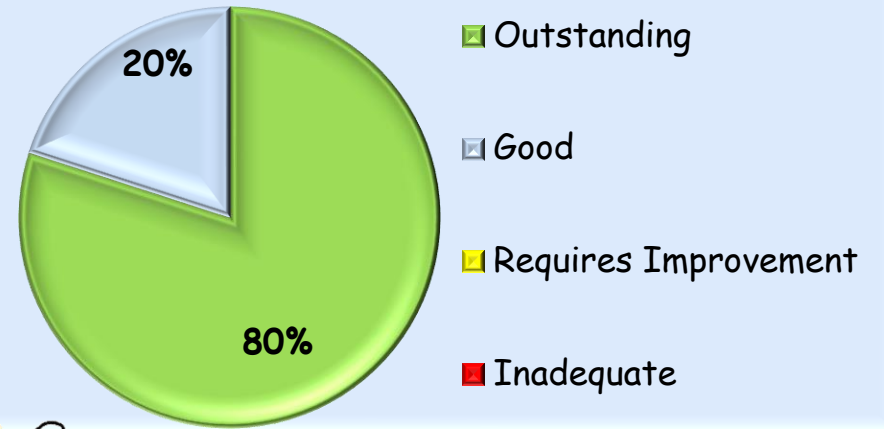
How would you rate and is the information given about the needs of the people you support or care for, enough, for example in the care plans, handovers, etc.?



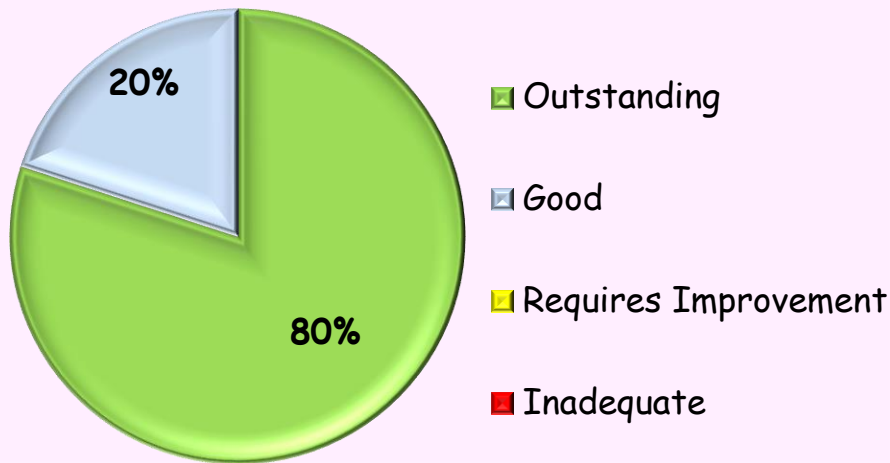
How would you rate and do you receive adequate support to do your job generally and, specifically to meet the individual needs of the people who use our services?



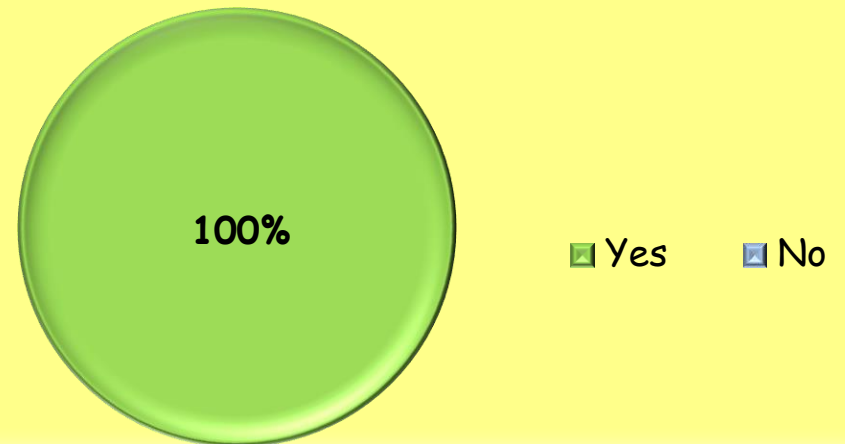
How would you rate and do you receive sufficient feedback by way of supervision and appraisal?



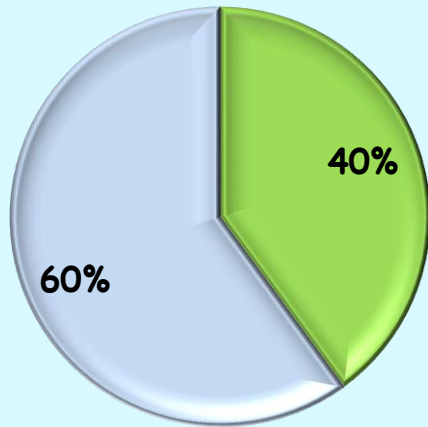
How would you rate the ways of communication within staff, between staff and service users?



In your opinion, are there enough staff members on shift to meet the individual needs of all the people who use services?

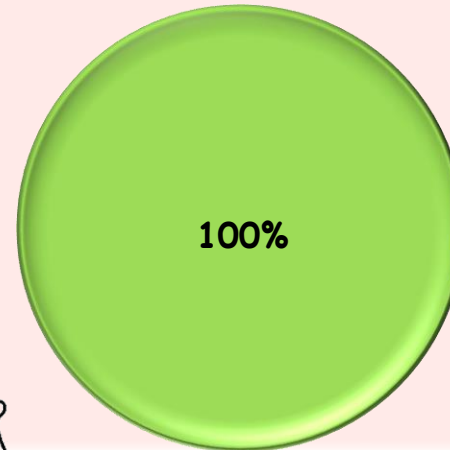


How happy are you with your pay/salary?



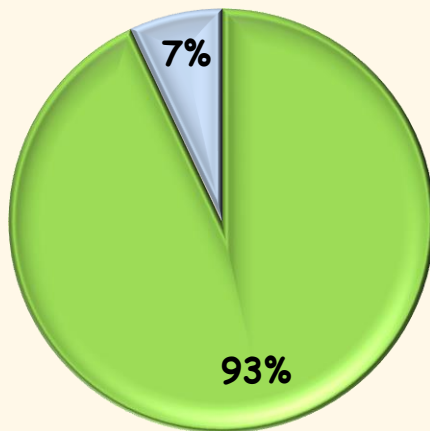
- Outstanding
- Good
- Requires Improvement
- Inadequate
- Unhappy

Would you recommend working for this company to your family and friends?



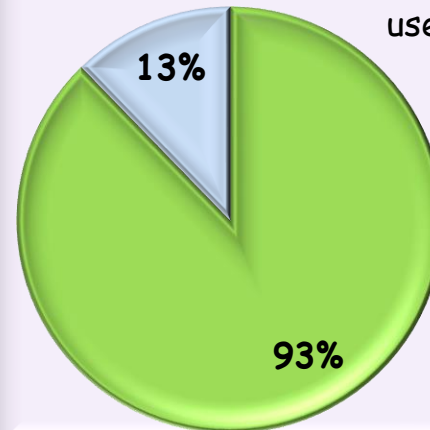
- Yes
- No

Overall, how would you rate this company?



- Outstanding
- Good
- Requires Improvement
- Inadequate

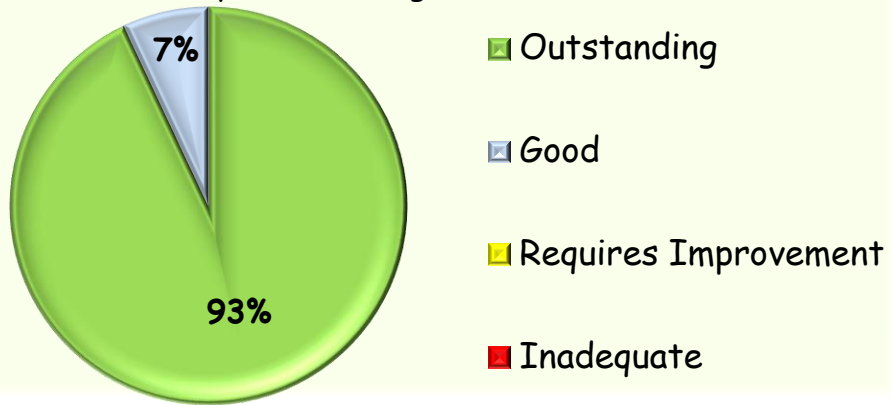
Overall, how would you rate the service the service this company provide to its service users?



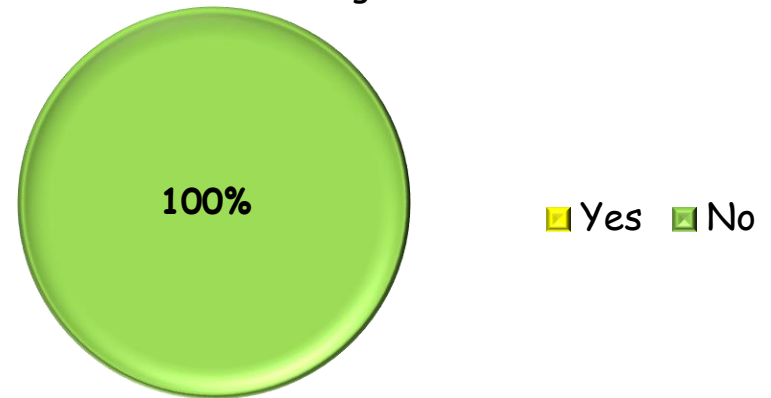
- Outstanding
- Good
- Requires Improvement
- Inadequate



How do you rate the management support? Does management provide sufficient support to facilitate your wellbeing and resilience?



Does anyone in this company discriminate against you, harass you or cause hostile working conditions?



What do you like and dislike about working for this organisation?

✓ Good management.

✓ Management has been very supportive to both my professional and personal development.

✓ I like that this organisation is providing opportunities to diverse range of people. Organisation provides ongoing relevant trainings as per need.

✓ I enjoy working in this company as the management have a lot of benefit to the employees. I find it convenient as well as Mariana considers my work hours so I can still take my daughter to school before coming at work.

✓ I would like to highlight the professional support offered by the management.

✓ I like to work for Bendigo and feel satisfied at the end of the day.

✓ There is lots of room for professional and personal development as standards are set by the home manager.

✓ I am feeling that I am blessed to work in this organisation.

✓ The manager listens to our ideas and been very supportive. Being here help me to have work, family, and life balance. I learn to keep calm and put a smile on my face even we are in a difficult situation.

✓ Good environment and working atmosphere.

✓ I like the standards, quality, and policies of Bendigo Nursing Home. The manager being strict has mended me a lot.

✓ Being a part of a creative and connected team has been an excellent learning opportunity for me as I value collaboration.

How effective do you find the management and support systems in supporting your role and your personal development?

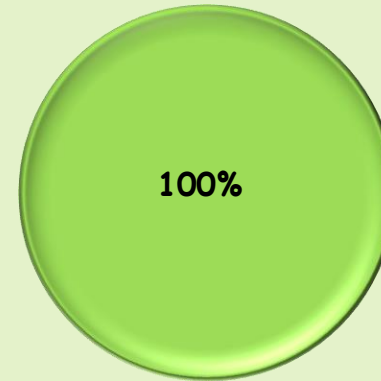
1. The management and support structures that assist our work role and personal growth are quite effective. They support us in following ways:
 - ✓ Increasing job-related skills.
 - ✓ Offering education and training opportunities.
 - ✓ Improving teamwork and punctuality.
 - ✓ Developing honesty, respect, and communication skills.
 - ✓ Helping others with mental health issues.
2. Very effective. I am very grateful for the opportunity to work here and for all the guidance and support I have received from the manager.
3. I feel like the management and support system always helps me when I need it, so I think it is quite effective.
4. Very effective. The management is very supportive, helpful and treat us kindly.
5. I am finding more effective in my organisation as providing guidance, regularly review in my progress, offering feedback and setting clear goals and growth opportunities.
6. The management is very supportive of the staff especially when issues and problems arise with the resident family.
 - ✓ Organising ongoing training programs to acquire current knowledge.
 - ✓ Free meals and drinks provided for the staff is a bonus which is not given by most of the organisations.
7. The management provides all the trainings needed focusing to everyone's job roles. Mariana has a strong leadership that is why all the staff are well disciplined and home is pleasant and tidy.

EMPLOYEES' EXIT SURVEY

Number of Employees' Exit Surveys Received: 5

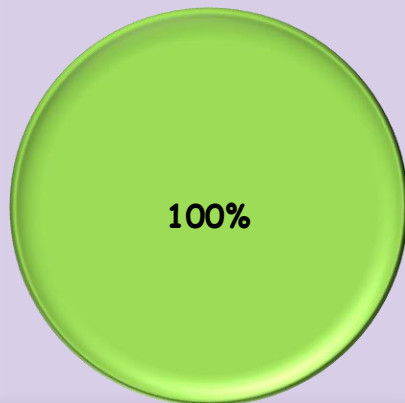
- ✔ One of those 5 members of staff who left to work in the NHS returned to work in our home after 2 months. Apparently, the NHS was chaotic and opportunities for growth are slow and can take a decade.

How would you rate the Training received and was it sufficient to enable you to carry your duties successfully?



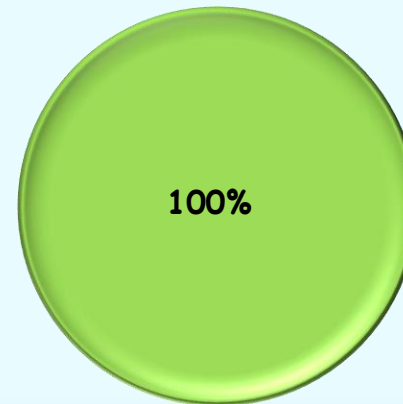
- █ Outstanding
- █ Good
- █ Requires Improvement
- █ Inadequate

How would you rate the support received and was it sufficient to enable you to carry your duties successfully?



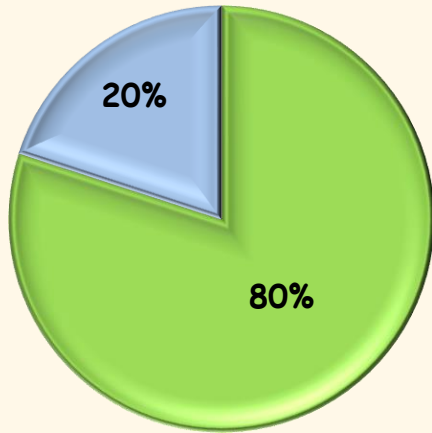
- █ Outstanding
- █ Good
- █ Requires Improvement
- █ Inadequate

How would you rate the feedback received by way of Supervision and Appaisal?



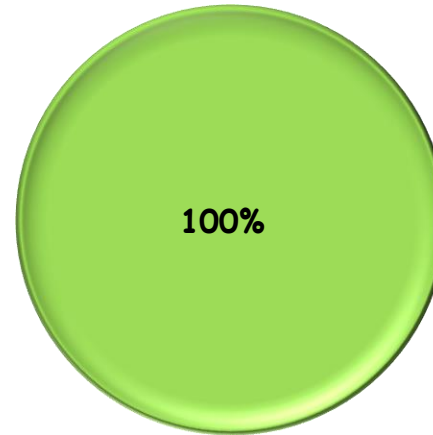
- █ Outstanding
- █ Good
- █ Requires Improvement
- █ Inadequate

How happy were you with your pay / salary?



- Happy
- Fair
- Satisfactory
- Unhappy

Would you consider working again in this company in the future?



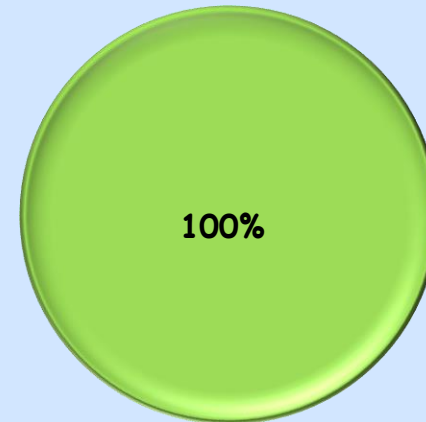
- Yes
- No

Would you recommend working for this company to your family and friends?



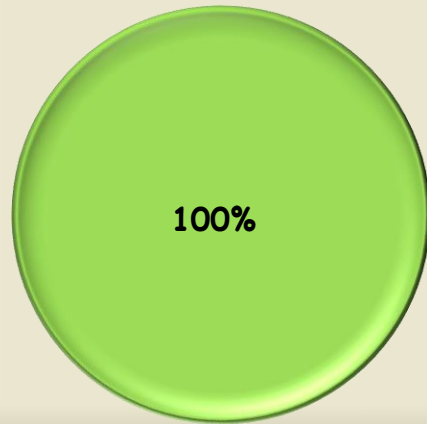
- Yes
- No

Overall, how would you rate this company?



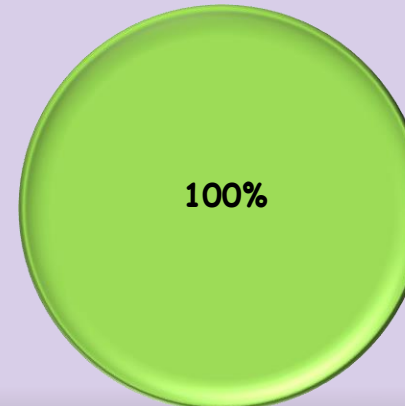
- Outstanding
- Good
- Requires Improvement
- Inadequate

Overall, how would you rate the service this company provides to its service users?



- Outstanding
- Good
- Requires Improvement
- Inadequate

Did anyone in this company discriminate against you, harass, you or cause hostile working conditions?



- Yes
- No

What is your primary reason for leaving this employment?

- ✓ Moving to Australia with my family.
- ✓ Leaving the UK
- ✓ To work in a hospital setting
- ✓ My primary reason is to develop my career as I need to learn new skills and information.

Are there any other reasons for leaving this employment and what are they?

- ✓ No, I was extremely happy working in Bendigo, where I have learnt a lot and developed my nursing career.

What was most satisfying about your job?

- ✓ Very good and supportive management and team
- ✓ Providing the service to the residents
- ✓ Working independently and having self-decision-making skills.
- ✓ I was most satisfied about the interaction with residents and trainings offered by our manager.

Additional comments you wish to provide?

- ✓ I am thankful to Mariana and Betina and all my colleagues for all the support they rendered during my time at work here in Bendigo.
- ✓ This company has provided me with valuable skills. I am enjoy working here. I am very thankful for all the opportunities provided.
- ✓ I am grateful to Bendigo Nursing Home for helping me to migrate to UK and achieve a big milestone in my nursing career and advance my nursing knowledge and skills related to UK nursing code of ethics and practices.
- ✓ Thank you so much for the support and understanding in this matter.
- ✓ I am deeply grateful for the valuable experiences and opportunities I have had during my time in Bendigo. The support I have received from you and the entire team have been invaluable in shaping my professional growth and development as a Carer and with my childcare. I want to express my sincerest appreciation to you, the whole management team and my colleagues for the support and camaraderie I have experienced here. I will cherish the memories and relationships I have built during my time in Bendigo.