QA

QUALITY ASSURANCE

Bendigo
KINDCARE (UK) LTD
Nursing Home

QUALITY ASSURANCE

QUANTITATIVE METHODS

OF

Our Latest Surveys: what YOU told us about the service we provide

Audit of how we perform

FROM APRIL 2022 TO MARCH 2023

Committed to Quality. Committed to You.

ARE IN SAFE HANDS

YOU KNOW YOU

Kindcare: A sign of excellence and innovation

QUALITY ASSURANCE
QUANTITATIVE METHODS

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

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

The method enables people to gain better understanding of the service and its performance. The quantitative method a visual presentation 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 annual 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.
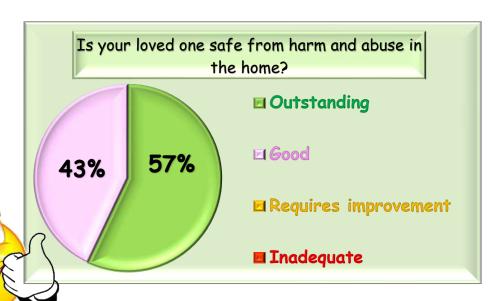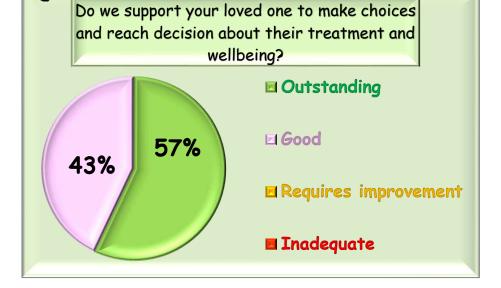
FAMILIES AND FRIENDS SURVEY ANALYSIS

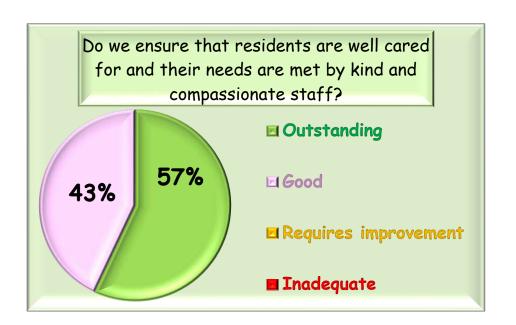*The data for these surveys was collated in October 2022*

Number of questionnaires given: 18
Number of questionnaires returned completed: 7

100% - represents 7 families and friends
71% - represents 5 families and friends
57% - represents 4 families and friends
43% - represents 3 families and friends
29% - represents 2 families and friends

Is your loved one safe from harm and abuse in the home?

- ■ Outstanding
- □ Good
- ■ Requires improvement
- ■ Inadequate

43% 57%

Does the service have a positive culture of safety, your concerns are listen to, acted upon and lessons learnt?

- ■ Outstanding
- □ Good
- ■ Requires improvement
- ■ Inadequate

43% 57%

Do we support your loved one to make choices and reach decision about their treatment and wellbeing?

- ■ Outstanding
- □ Good
- ■ Requires improvement
- ■ Inadequate

43% 57%

Do we ensure that residents are well cared for and their needs are met by kind and compassionate staff?

57%

43%

- Outstanding
- Good
- Requires improvement
- Inadequate

Do we ensure that residents' and your views and wishes are being listened to and acted upon?

57%

43%

- Outstanding
- Good
- Requires improvement
- Inadequate

Do we ensure that residents are supported to receive the care and treatment they want and when necessary other experts are involved?

29%

71%

- Outstanding
- Good
- Requires improvement
- Inadequate

Do we ensure that your loved one has a care plan?

43%

57%

- Outstanding
- Good
- Requires improvement
- Inadequate

Do we ensure that the care plan has the resident's and your wishes and preferences recorded and followed?

43%

57%

- Outstanding
- Good
- Requires improvement
- Inadequate

Is the service Well – Led?

29%

71%

- Outstanding
- Good
- Requires improvement
- Inadequate

Does the service have a positive, learning culture and transparency where difficult circumstances are swiftly managed?

43%

57%

- Outstanding
- Good
- Requires improvement
- Inadequate

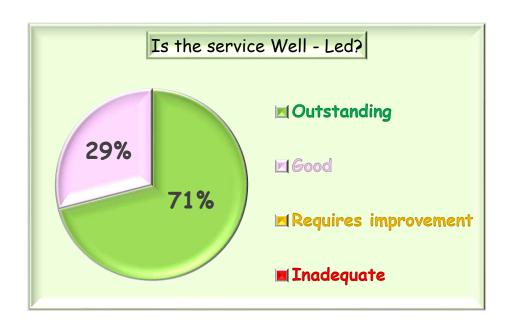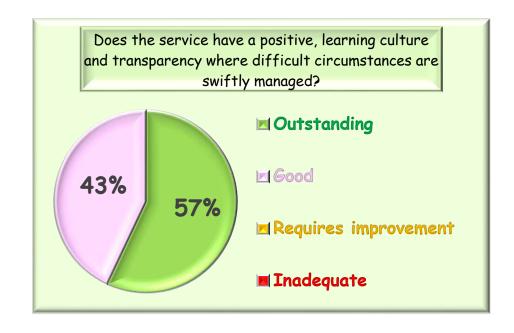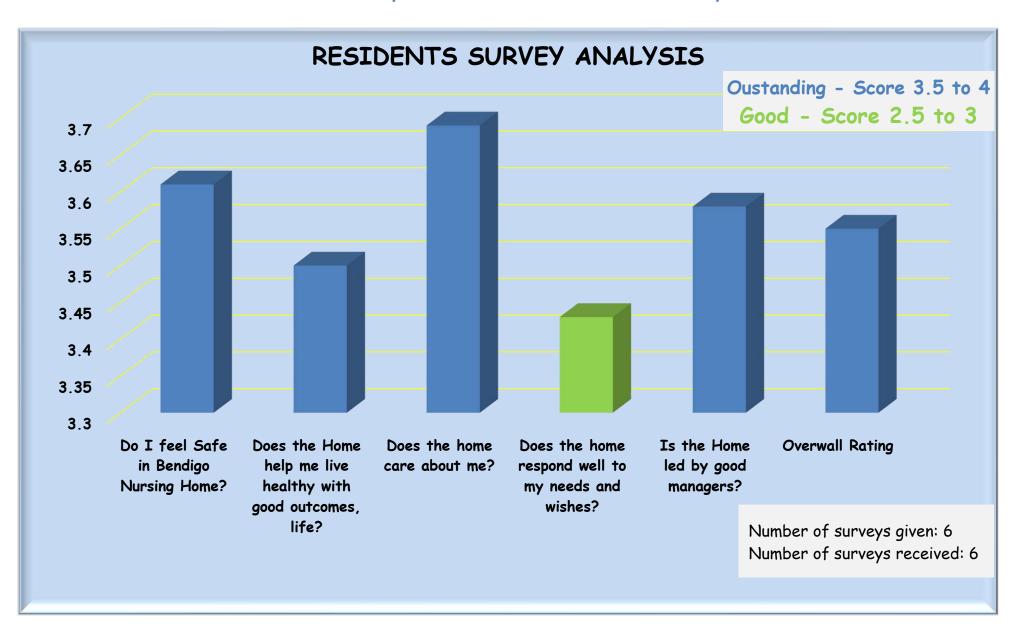# SERVICE USERS SURVEY ANALYSIS

The data for these surveys was collated in March and April 2023

RESIDENTS SURVEY ANALYSIS

Oustanding - Score 3.5 to 4
Good - Score 2.5 to 3

Y-axis values: 3.7, 3.65, 3.6, 3.55, 3.5, 3.45, 3.4, 3.35, 3.3

Categories:
- Do I feel Safe in Bendigo Nursing Home?
- Does the Home help me live healthy with good outcomes, life?
- Does the home care about me?
- Does the home respond well to my needs and wishes?
- Is the Home led by good managers?
- Overwall Rating
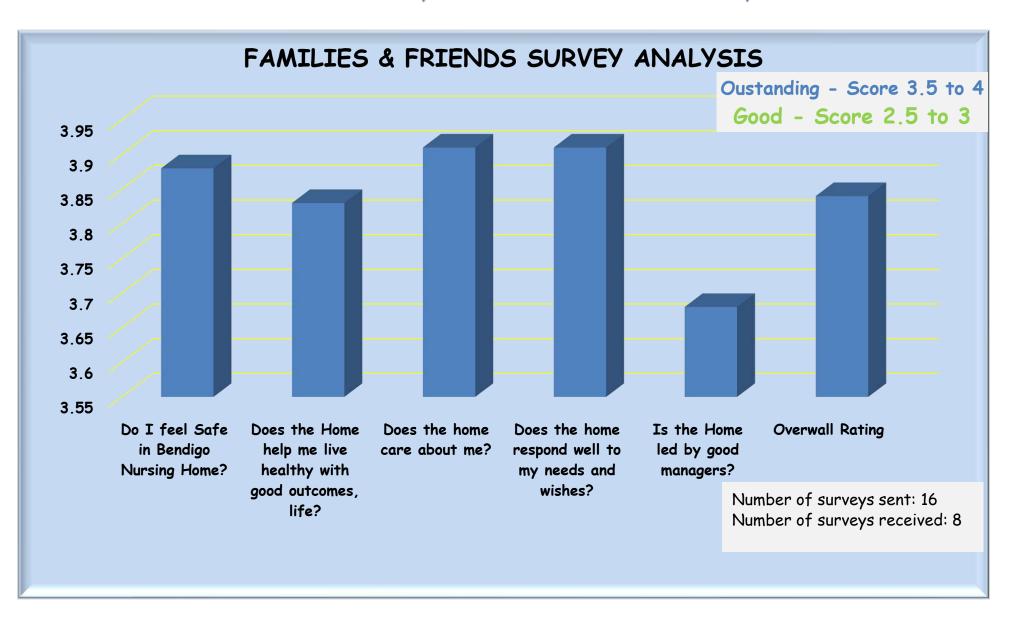
Number of surveys given: 6
Number of surveys received: 6

FAMILIES AND FRIENDS SURVEY ANALYSIS

The data for these surveys was collated in March and April 2023

FAMILIES & FRIENDS SURVEY ANALYSIS

Oustanding - Score 3.5 to 4
Good - Score 2.5 to 3

y-axis values	3.95, 3.9, 3.85, 3.8, 3.75, 3.7, 3.65, 3.6, 3.55

Do I feel Safe in Bendigo Nursing Home?

Does the Home help me live healthy with good outcomes, life?

Does the home care about me?

Does the home respond well to my needs and wishes?

Is the Home led by good managers?

Overwall Rating

Number of surveys sent: 16
Number of surveys received: 8

ADDITIONAL COMMENTS MADE BY FAMILY, FRIENDS AND RESIDENTS

✅ My dad is very happy at Bendigo. He is cared for and looked after excellently. He looks well, gained weight, and looks better than he has done for a long time. Thank you all for your hard work and caring.

✅ I am happy with the overall management philosophy of care and trust staff respond accordingly. I have no reason to suggest they don't! The warm welcome to visitors is always appreciated. Thank you.

✅ Thank you for looking after my sister.

✅ RQ is very informative of my grandfather when I arrive. BN is very friendly and helpful. RK goes above and beyond in her care and kindness to my grandfather, I have witnessed this, and he has told me. SA and AX have also been lovely to interact with. The home is very clean, someone is always cleaning somewhere when I visit. Also, PG has been very hands on at grandad settled in his room with his TV and pictures being put up.

✅ Thank you for all your hard work especially through this difficult time. Please note that is difficult to complete the survey when I only visit once a week, but I have a good sense that the care and support of residents is excellent and much appreciated.

✅ I am generally very happy with the care given to (name). I understand he is not always easy to please and feel he is dealt in a kind and understanding way.

✅ Excellent care and kindness shown by all members of staff to mum (name) throughout the years. Thank you.

✅ My father was in a temporary nursing home elsewhere and we were concerned when he was being transferred to Bendigo that his needs may not be met so well. We had no need to worry. Dad has settled in well, is happy and his needs are fully met. Staff are professional, caring, and friendly. The communication lines with us are excellent. We are so happy dad is at Bendigo. Excellent Home.
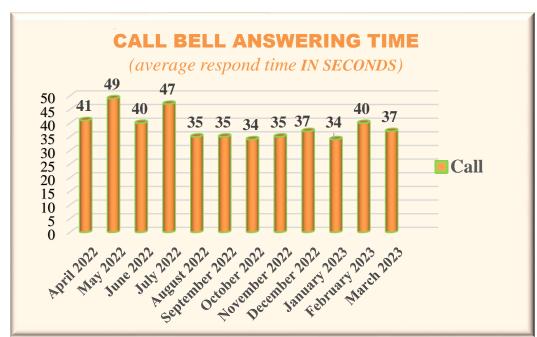
THANK YOU CARDS

✅ To everyone at Bendigo, thank you all for caring for our dad (name)

✅ Thank you so much for all your caring and support to all residents.

✅ To RQ - Thank you so much for all the care and attention for our grandad (name)

✅ To SA – Thank you so much for being so patient and kind and for taking such good care for our grandad (name).

✅ Thank you for taking such a loving care of my brother (name). You did all possible to keep him comfortable. I admire you all immensely for what you do helping others.

✅ Thank you all for the kindness, love and support you gave to Dad while he was with you. I am extremely grateful to you all for your love and hard work.

✅ Thank you for looking after (name) with the care you have taken of him over the last nine months. As you know, he stifled his eagerness to go home with patience and tolerance from constant support of his needs. I believe, helped him to accept with humility the path he was ultimately meant to follow. My older brother and I are very glad (name) found respite with you.
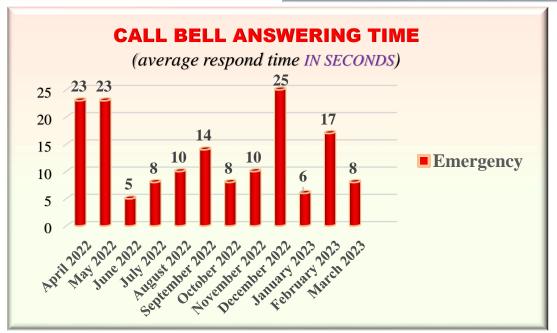
CALL BELL SYSTEM AVERAGE RESPONSE TIME
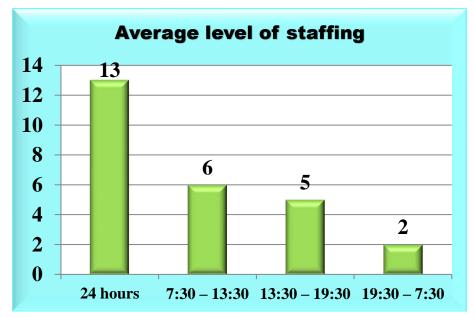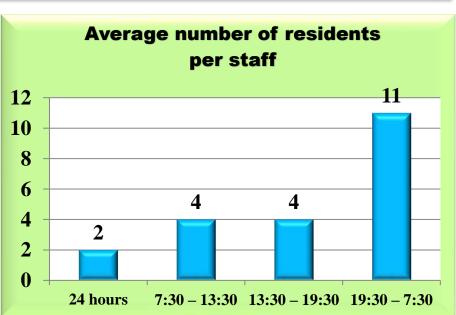## (based on reports generated from our call bell system)

CALL BELL ANSWERING TIME
(average respond time IN SECONDS)

Month	Call
April 2022	41
May 2022	49
June 2022	40
July 2022	47
August 2022	35
September 2022	35
October 2022	34
November 2022	35
December 2022	37
January 2023	34
February 2023	40
March 2023	37

CALL BELL ANSWERING TIME
(average respond time IN SECONDS)

Month	Assistance
April 2022	13
May 2022	24
June 2022	20
July 2022	17
August 2022	23
September 2022	26
October 2022	19
November 2022	14
December 2022	35
January 2023	29
February 2023	25
March 2023	10

CALL BELL ANSWERING TIME
(average respond time IN SECONDS)

Month	Emergency
April 2022	23
May 2022	23
June 2022	5
July 2022	8
August 2022	10
September 2022	14
October 2022	8
November 2022	10
December 2022	25
January 2023	6
February 2023	17
March 2023	8

AUDIT AND MONITORING OF SAFE AND APPROPRIATE STAFFING LEVELS

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	RATIO OF	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

	24 hours	7:30 – 13:30	13:30 – 19:30	19:30 – 7:30
	13	6	5	2

Average number of residents per staff

	24 hours	7:30 – 13:30	13:30 – 19:30	19:30 – 7:30
	2	4	4	11

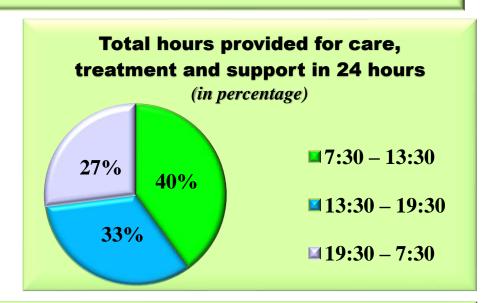| STAFFING LEVELS AT BENDIGO NURSING HOME USING RATIO APPROACH						*Table 2*
AVERAGE NUMBER OF RESIDENTS	TIME PERIOD	STAFF TO RESIDENTS RATIO	NUMBER OF QUALIFIED NURSES	NUMBER OF HCAs	TOTAL CARE HOURS	TIME PROVIDED FOR CARE *(per resident)*
22	7:30 – 13:30	1:4	1	5	36	1 hour and 38 minutes
22	13:30 – 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)*			
					AVERAGE NUMBER OF RESIDENTS	TIME PERIOD	TOTAL CARE HOURS	TIME PROVIDED FOR CARE *(per resident)*
LEVEL OF DEPENDENCY	NUMBER OF RESIDENTS	HOURS REQUIRED PER RESIDENT	SUB - TOTAL		22	7:30 – 13:30	36	1 hour and 38 minutes
1 LOW	0	X 2	0		22	13:30 – 19:30	30	1 hour and 21 minutes
2 MEDIUM	13	X 3	39		22	19:30 – 7:30	24	1 hour and 15 minutes
3 HIGH	9	X 4	36		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
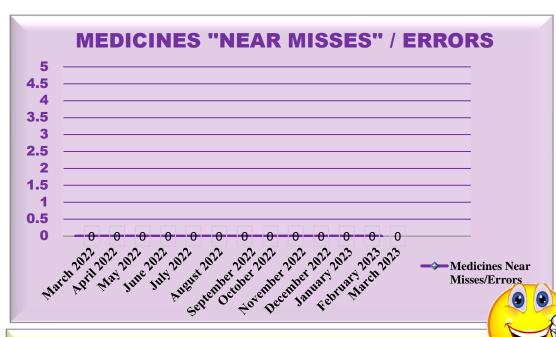
High Dependency: Typically, a person in this care group:
1. Is sometimes doubly incontinent
2. Requires assistance in the toilet, uses a commode or requires incontinence care
3. Requires assistance or has to be fed
4. Requires washing
5. Requires dressing
6. Completely dependent for all their daily needs and requires to be hoisted
7. Cannot manage own affairs.
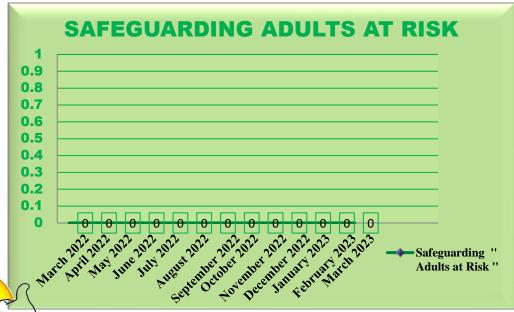8. Cannot make needs known
9. May have complex medical condition
   Hours required per resident per day for care, treatment and support = 4.0 hours
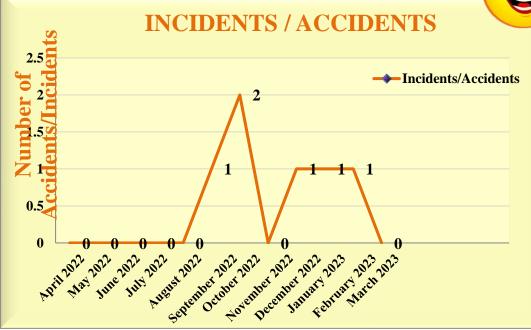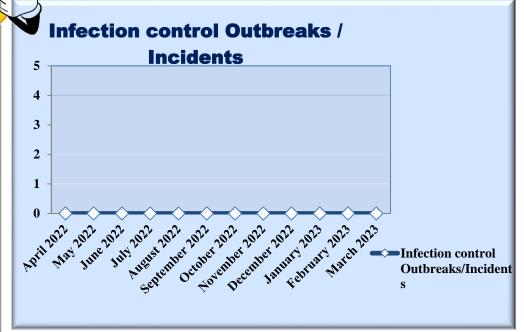
References:
- The Regulation and Quality Improvement Authority – Staffing guidance for Nursing Homes
- **Dependency levels of residents:** The required care hours per residents per day have been calculated using the Rhys Hearn dependency tool

SAFETY THERMOMETER

MEDICINES "NEAR MISSES" / ERRORS

Y-axis: 0, 0.5, 1, 1.5, 2, 2.5, 3, 3.5, 4, 4.5, 5

Values: March 2022: 0, April 2022: 0, May 2022: 0, June 2022: 0, July 2022: 0, August 2022: 0, September 2022: 0, October 2022: 0, November 2022: 0, December 2022: 0, January 2023: 0, February 2023: 0, March 2023: 0

Legend: Medicines Near Misses/Errors

SAFEGUARDING ADULTS AT RISK

Y-axis: 0, 0.1, 0.2, 0.3, 0.4, 0.5, 0.6, 0.7, 0.8, 0.9, 1

Values: March 2022: 0, April 2022: 0, May 2022: 0, June 2022: 0, July 2022: 0, August 2022: 0, September 2022: 0, October 2022: 0, November 2022: 0, December 2022: 0, January 2023: 0, February 2023: 0, March 2023: 0

Legend: Safeguarding " Adults at Risk "

INCIDENTS / ACCIDENTS

Y-axis (Number of Accidents/Incidents): 0, 0.5, 1, 1.5, 2, 2.5

Values: April 2022: 0, May 2022: 0, June 2022: 0, July 2022: 0, August 2022: 0, September 2022: 2, October 2022: 1, November 2022: 0, December 2022: 1, January 2023: 1, February 2023: 1, March 2023: 0

Legend: Incidents/Accidents

Infection control Outbreaks / Incidents

Y-axis: 0, 1, 2, 3, 4, 5

Values: April 2022: 0, May 2022: 0, June 2022: 0, July 2022: 0, August 2022: 0, September 2022: 0, October 2022: 0, November 2022: 0, December 2022: 0, January 2023: 0, February 2023: 0, March 2023: 0

Legend: Infection control Outbreaks/Incidents

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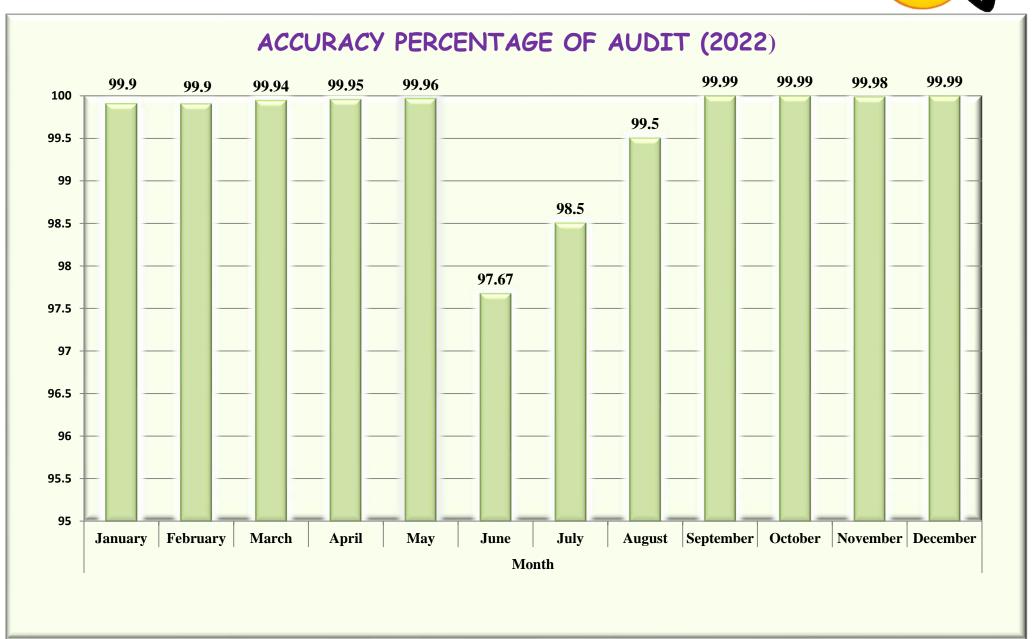
Some of the preventative measures include use of sensor pads, infrared movement systems; etc. Engaging people in meaningful activities, providing mental and physical stimulation appears to be the most effective way of prevention.

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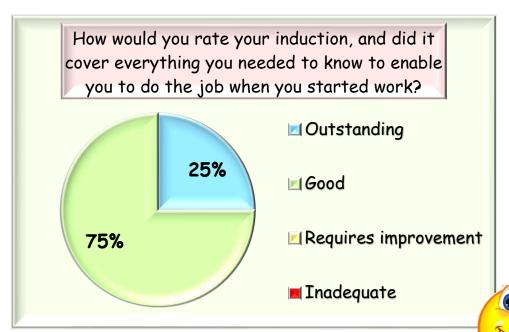
Any issues and concerns to people`s safety is reflected in individual risk assessments and care plans. Staff and management welcome and encourage people's suggestions and their continual involvement.
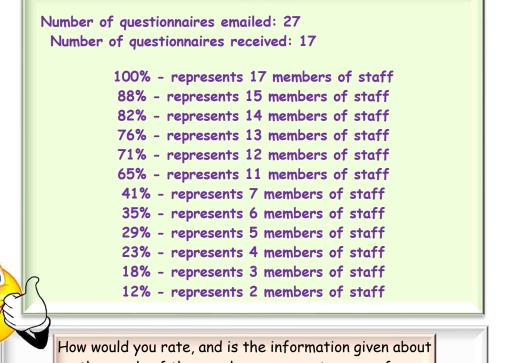
AUDIT OF RESIDENTS RECORDS

ACCURACY PERCENTAGE OF AUDIT (2022)

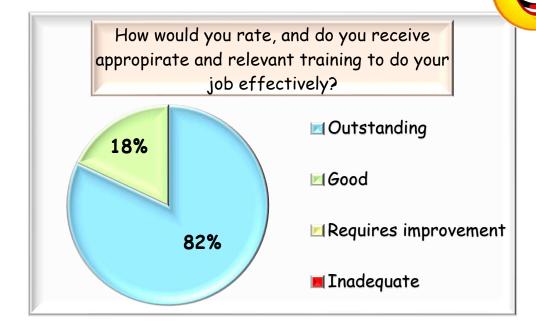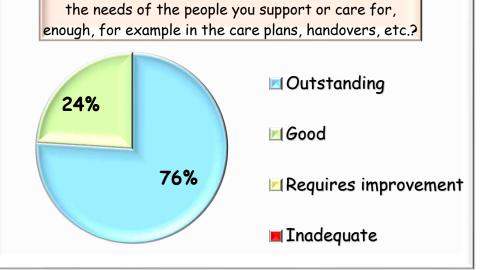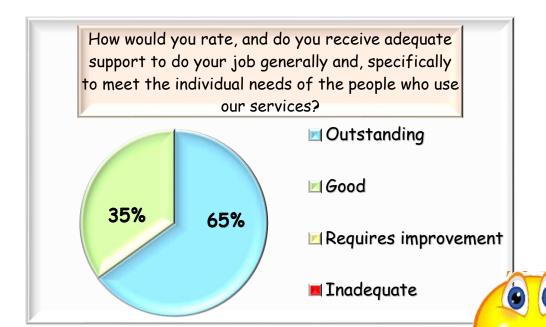| Month	Accuracy %
January	99.9
February	99.9
March	99.94
April	99.95
May	99.96
June	97.67
July	98.5
August	99.5
September	99.99
October	99.99
November	99.98
December	99.99

EMPLOYEES' SURVEY for 2023

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?

- 25%
- 75%

- ☑ Outstanding
- ☑ Good
- ☑ Requires improvement
- ☑ Inadequate

Number of questionnaires emailed: 27
Number of questionnaires received: 17

100% - represents 17 members of staff
88% - represents 15 members of staff
82% - represents 14 members of staff
76% - represents 13 members of staff
71% - represents 12 members of staff
65% - represents 11 members of staff
41% - represents 7 members of staff
35% - represents 6 members of staff
29% - represents 5 members of staff
23% - represents 4 members of staff
18% - represents 3 members of staff
12% - represents 2 members of staff

How would you rate, and do you receive appropirate and relevant training to do your job effectively?

- 18%
- 82%

- ☑ Outstanding
- ☑ Good
- ☑ Requires improvement
- ☑ Inadequate

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.?

- 24%
- 76%

- ☑ Outstanding
- ☑ Good
- ☑ Requires improvement
- ☑ Inadequate

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?

- Outstanding
- Good
- Requires improvement
- Inadequate

35% 65%

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

- Outstanding
- Good
- Requires improvement
- Inadequate

35% 65%

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

- Outstanding
- Good
- Requires improvement
- Inadequate

18% 41% 41%

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

- Yes
- No

24% 76%

How happy are you with your pay / salary?

- Outstanding — 29%
- Good — 71%
- Requires improvement
- Inadequate

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

- Yes — 100%
- No

Overall, how would you rate this company?

- Outstanding — 88%
- Good — 12%
- Requires improvement
- Inadequate

Overall, how would you rate the service we provide to our residents?

- Outstanding — 82%
- Good — 18%
- Requires improvement
- Inadequate

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

- Outstanding
- Good
- Requires improvement
- Inadequate

29%

71%

Does anyone in this company discriminate against you, harass you or cause hostile working environment? If 'Yes', please give details

100%

- No
- Yes

In your view how well did management lead the service during the Covid 19 pandemic? Are there effective IPC processes and systems in place and sufficient PPE?

100%

- Outstanding
- Good
- Requires improvement
- Inadequate

What would you change to improve the quality of service provided to our residents?

✓ Based on the individual needs of the residents, I think during the morning hours tea-time shift needs a little more time, so that there is a good time gap between the lunch and the teatime for the top floor residents.

✓ I am glad that we are providing holistic and quality care to all our residents however I would prefer staff to have more interaction with residents and among themselves to have a friendly atmosphere.

✓ We are giving the best quality care to our residents however there is lack of communication between staff and residents. Staff should be more interactive with the residents and do more daily activities for them.

✓ Focus on continued quality improvement and a culture that gives staff time to listen to residents and meet their needs with compassion.

✓ I would prefer to spend more time with residents to keep them mentally stimulated and happy.

What do you like about working for this organisation?

✓ Good working atmosphere and well organised working place.

✓ I have good support from the management, so I am always trying to do my best.

✓ Also, I like the working atmosphere and colleagues in our workplace. The flexible time of work also makes this a dream job.

✓ What I like more in our Organisation are the friendly working atmosphere and flexible working time.

✓ Also, an all-time approachable management team are an advantage too.

✓ Breaks also get paid, receiving good training sessions, Better working environment

✓ I like the thing that this organization provides a good working environment for all the staff.

✓ The management is very supportive to our needs.

✓ I like having my abilities recognised and the feeling of being both trusted and valued

✓ Good teamwork from all the staff and a supporting management

✓ I like working for the organisation as I feel we are all well supported with our job role. The organisation also shows appreciation to the staff for working hard and carrying out their responsibilities.

✓ The manager listens to our ideas and been very supportive.