



## **Client 'Service Quality' Survey Findings**

September 2014

## **Introduction**

The purpose of this survey is to measure the client's satisfaction of their level of care throughout Eskleigh and to measure the satisfaction of the level of care family members believe their loved ones are receiving.

The survey findings also provide information that highlights areas for improvement, as well as strengths that can be capitalised upon. This information will be used for continuous improvement.

## **Methodology**

Survey forms were issued to all clients and client family members during September 2014. Clients and client family members were requested to complete the survey form. Clients and client family members had the option of completing the survey anonymously, in order to encourage open and frank responses. The 2014 client and client family member survey was conducted by mail, allowing full anonymity of respondents by including a reply paid envelope for surveys to be returned. The number of completed surveys was down on previous years.

## **Overall response summary:**

50 completed survey forms were received in total, comprising of:

- 2 Community North Clients
- 2 Community North Family Member
- 1 Community South Clients
- 0 Community South Family Member
- 3 Group Home North Clients
- 2 Group Home North Family Member
- 2 Group Home South Clients
- 2 Group Home South Family Member
- 28 Eskleigh Home Clients
- 8 Eskleigh Home Family Member

## 1: In your opinion, what does Eskleigh do well?

### North Community Client

- Look after me!
- I have a very high opinion of all the girls, they are excellent in everything that they do, and they are so helpful.

### North Community Family Member

- Sending rosters out in advance. Staff training. Respond quickly to any request i.e. roster changes.
- Support and care up to standard level.

### South Community Client

- Provide respectful, intuitive and caring home support. Provide a brilliant, kind and supportive South manager and team.

### North Group Home Client

- Helps me.
- Looking after the residents (clients).
- In this house they have always helped me. Rang for an ambulance and I stay in hospital.

### North Group Home Family Member

- Running of the group home, my family member and her co-residents is done very well.

### South Group Home Client

- Looks after me.
- Support is great.

### South Group Home Family Member

- Takes care of my family member very well.

### Eskleigh Home Client

- Help me when I need it and look after me.
- Church, Support Workers do a good job.
- Allow living, provide meals.
- Teaching me things.
- Help people.
- Look after the patients.
- Make sure what we're trying to say, learn quickly what's going on.
- Look after me quite well.
- Help me out.
- Look after me and feed me.
- When I'm tired they put me in to bed.
- Office does well – girls in the office are super. Support Workers are good.
- Some of the staff are alright.
- Good at looking after people and providing activities.
- Everything. Cooking and everything that there is.
- Take care of all the patients.
- Not a lot. Let me go out.
- I like that I get coke.
- They do very well.
- I like drawing things.

Cont page 4..

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#### **Eskleigh Home Client**

- Nothing really.
- They try to help other people, make sure they're comfortable and healthy.
- Understand my thoughts.
- Pretty well everything.
- Everything.
- Everything.

#### **Eskleigh Home Family Member**

- Good care.
- Great care to residents. Happy, positive and kind.
- Everything.
- Look after the patients, very friendly and caring.
- Eskleigh does everything well.
- Cares for people with disabilities.

## **2: If there was one thing we could improve on, what it would be?**

#### **North Community Client**

- More staff.
- I can't think of anything.

#### **North Community Family Member**

- Extra support to client's family and friends who is close to them.

#### **South Community Client**

- Provide enough casual staff to fill shifts when home support is unavailable.

#### **North Group Home Client**

- The staff have always helped me.

#### **North Group Home Family Member**

- My family member's oral skills need a little more encouragement.

#### **South Group Home Client**

- I like to keep moving.
- Some more options – holiday.

#### **South Group Home Family Member**

- Encourage.

#### **Eskleigh Home Client**

- Nothing.
- Men's shed could do better making things.
- Nothing.
- Take people in the car more.
- More outings – anywhere, anything.

Cont on page 5..

..cont from page 4

#### **Eskleigh Home Client**

- Keep an eye on what the enemy is going to do next.
- No improvement necessary.
- Nothing.
- Nothing.
- I want people to take me outside for walks and outings more often.
- Nothing.
- Get a few better staff. Start at the top and come down. Most of the staff don't know anything much.
- No.
- I don't think there's anything at all that could be improved.
- We don't have a good enough salon – it needs a hair basin etc. Need more room for all the commodes because the bathrooms get clogged up.
- No.
- Sex. The food should come out hot, it's cold at lunch and tea time. Sometimes they don't cut my meal up and it's lumpy.
- I think we are doing well.
- Meals – sometimes they are dry. I like the types of meals though.
- Nothing.
- Food, not the type that I like eating. Staff – some of them are nice, some of them are not.
- Someone to get in to bed with.
- Not much.
- Nothing.
- Nothing.

#### **Eskleigh Home Family Member**

- More staff in general.
- To have a hydrotherapy pool and/or rehab centre.
- Maybe more bus trips.

### **3: Are there other things that you think we can build on?**

#### **South Community Client**

- I would like to have a regular account of my tax and funding available for use, so I can properly plan my use for outings.

#### **North Group Home Client**

- Trust and communication.

#### **North Group Home Family Member**

- My family member's speech!

#### **South Group Home Client**

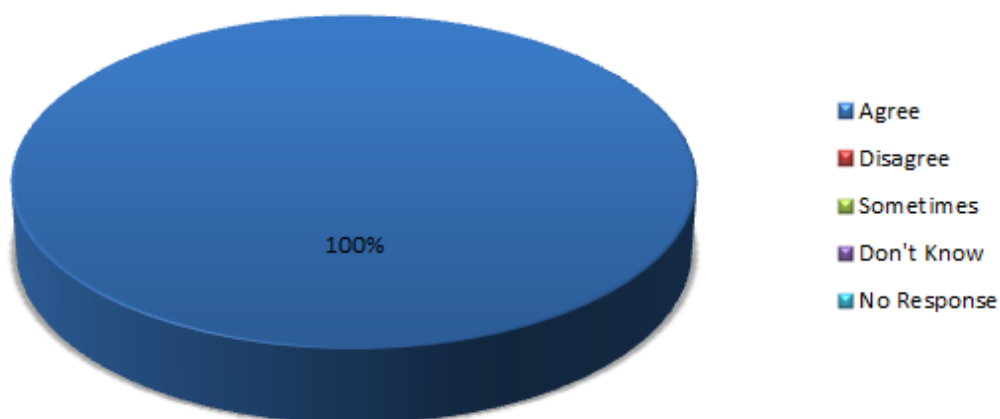
- Lots of cameras to do photos.

#### **Eskleigh Home Client**

- Everybody could do better helping out. Sometimes I need help and can't get any.
- Horse riding. When the horse riding starts.
- More trees planted.
- My room could be bigger. I need more room to keep my stuff.
- Bed changes – sometimes I'm waiting here wet.

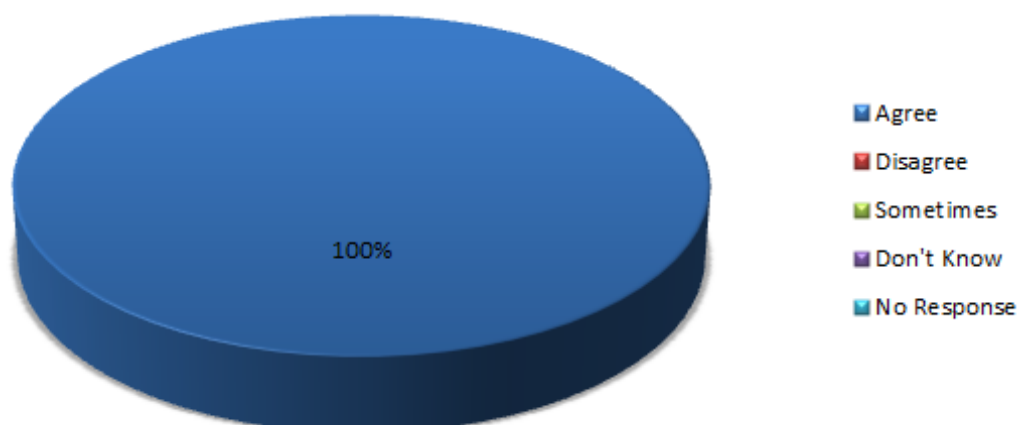
## ATTENDANT CARE

4: Are you satisfied with the timeliness you receive your roster?



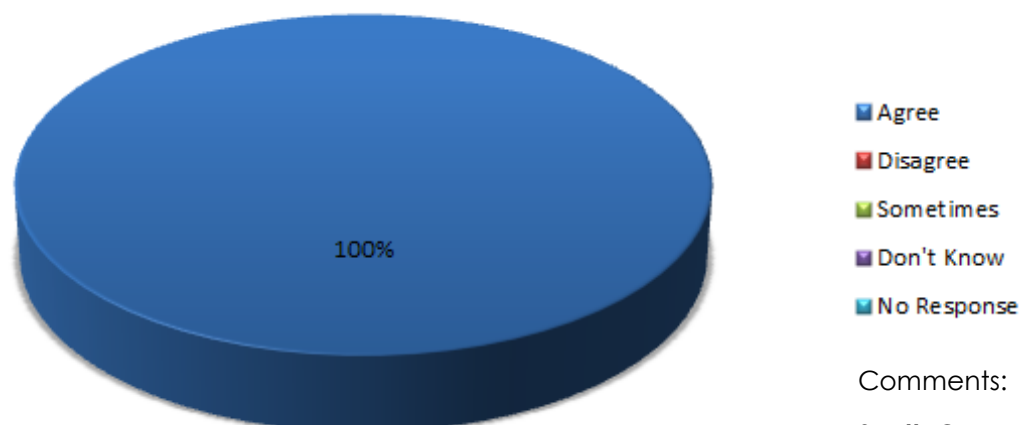
100% of responses agree. 11% increase on 2013 results.

5: Do support workers commence their shift on time?



100% of responses agree. 12% increase on 2013 results.

6: Are you interested in being involved in the selection, recruitment and induction of future support workers?



Comments:

### South Community Client

- If relevant to my situation (home support).

## SUPPORT PROVIDED

7. Do staff members complete the tasks you / your family member need them to in the time allowed?

Comments:

### South Community Client

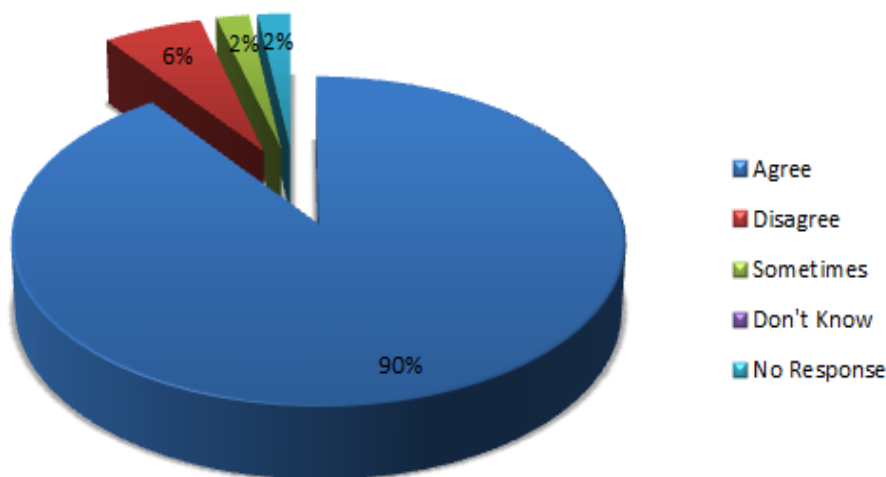
- Always obliging of my needs and polite to my visitors and family.

### South Group Home Client

- Good place.

### Eskleigh Home Client

- Things get done.
- Do a good job.
- Some things still need doing when they leave.
- Some do, 50/50.
- Some staff don't spend any time helping me groom – brushing my hair, shaving my legs. Staff say they can't shave my legs (not allowed).
- I don't like the way they rush me around.



90% of responses agree. 7% increase on 2013 results.

8: Do staff members treat you / your family member in a caring way with dignity and respect?

Comments:

### North Community Client

- I sometimes get tucked into bed.

### South Community Client

- Always - socially and at home. Discreet and never related to with anything but respect.

### North Group Homes Family Member

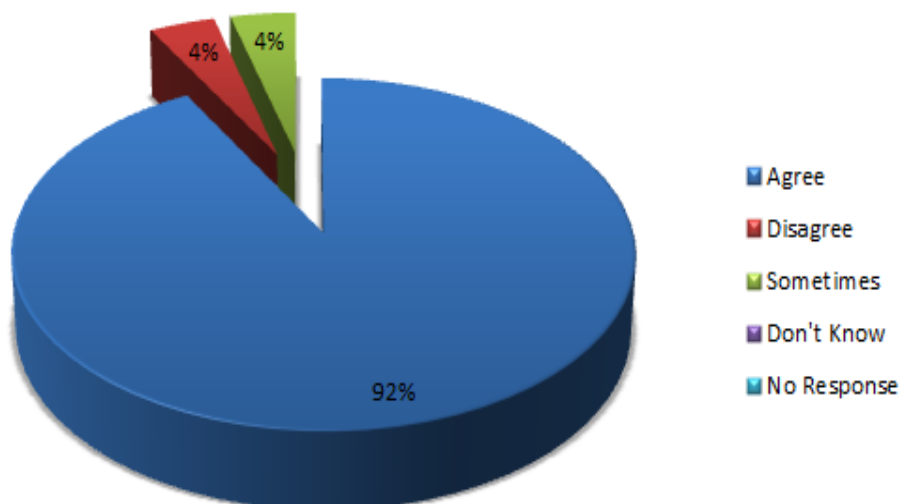
- The carers at Kings Meadows are all exceptional. They have a sense of humour and they seem to care for all the residents equally.

### Eskleigh Home Client

- They talk to each other about things.
- Some of them don't.
- If they expect me to speak nicely/treat them better, then I expect them to do the same.
- Some do, some don't.

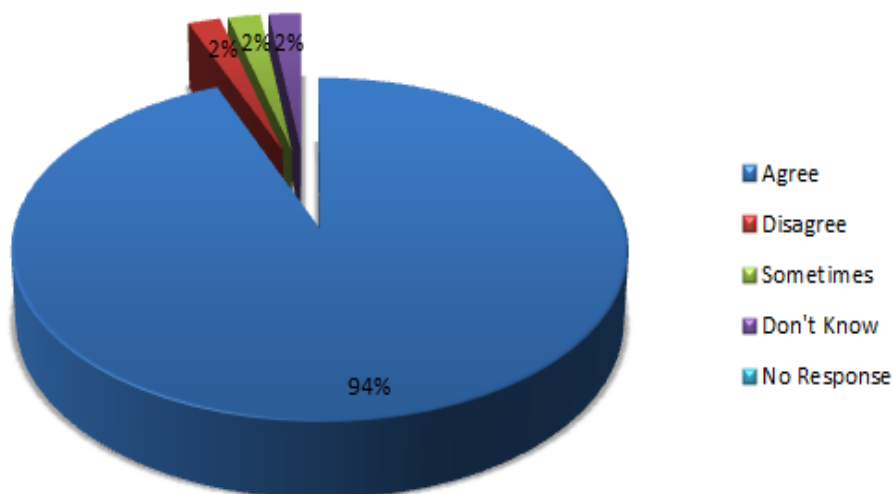
### Eskleigh Home Family Member

- They are very obliging.



92% of responses agree. 6% increase on 2013 results.

9: Do staff members respect your / your family member's privacy and the privacy of others?



Comments:

**South Community Client**

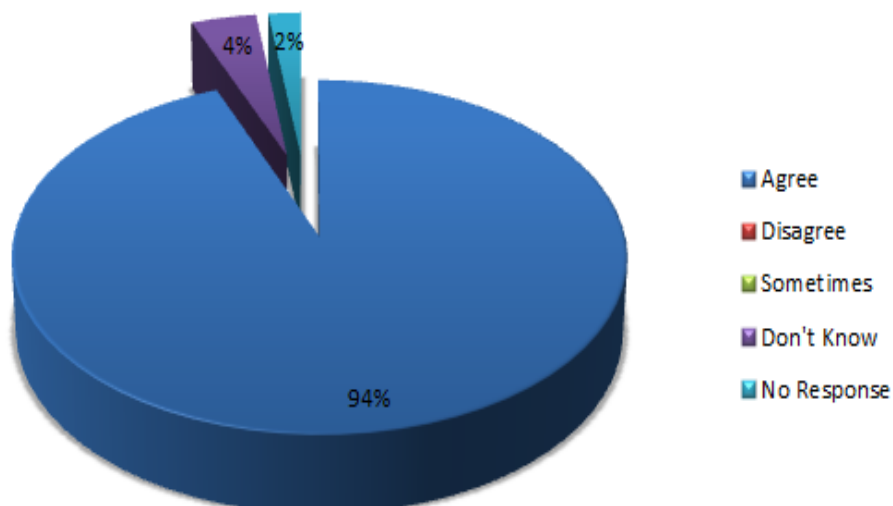
94% of responses agree. 6% increase on 2013 results.

- Very discreet. Know when to give me my privacy with visitors.

**Eskleigh Home Client**

- I don't know.
- If they can.
- Some of them do.
- Sometimes they leave me alone.

10: Do support workers promote a professional image of Eskleigh?



Comments:

94% of responses agree. 21% increase on 2013 results.

**South Community Client**

- Faultless

**Eskleigh Home Client**

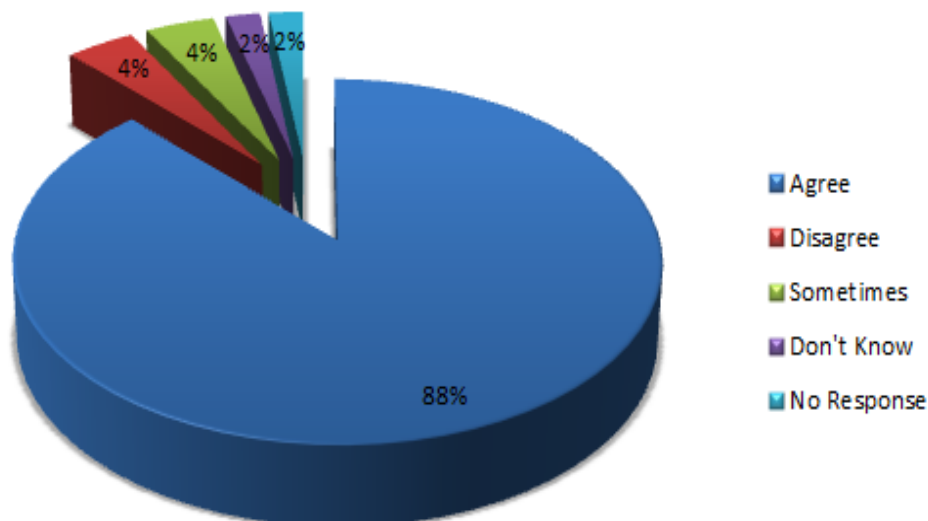
- Not too bad.
- They wear their uniforms.
- They're alright.

**Eskleigh Home Family Member**

- Excellent.



11: Do you feel that all the staff members work effectively as a team?



Comments:

88% of responses agree. 15% increase on 2013 results.

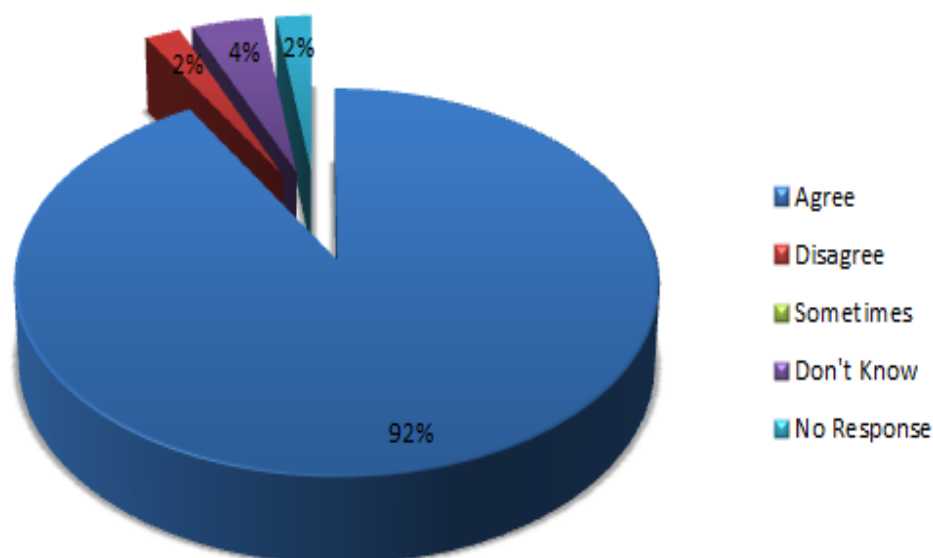
#### South Group Home Family Member

- Organise change over instructions i.e. repacking bags for home visits are not always relayed to new shift.

#### Eskleigh Home Client

- Some better than others.
- Depends who they are working with, some of them are bitchy.
- They all work together.

12: Do all the staff members accommodate your / your family member's changing needs and assist with overcoming barriers when your / your family member's needs change?



Comments:

92% of responses agree. 15% increase on 2013 results.

#### South Community Client

- Always. Particularly when my health has its declines. Treat me in a way that inspires confidence and create a relaxed atmosphere. Intuitive and caring. Very important as I suffer chronic anxiety when ill.

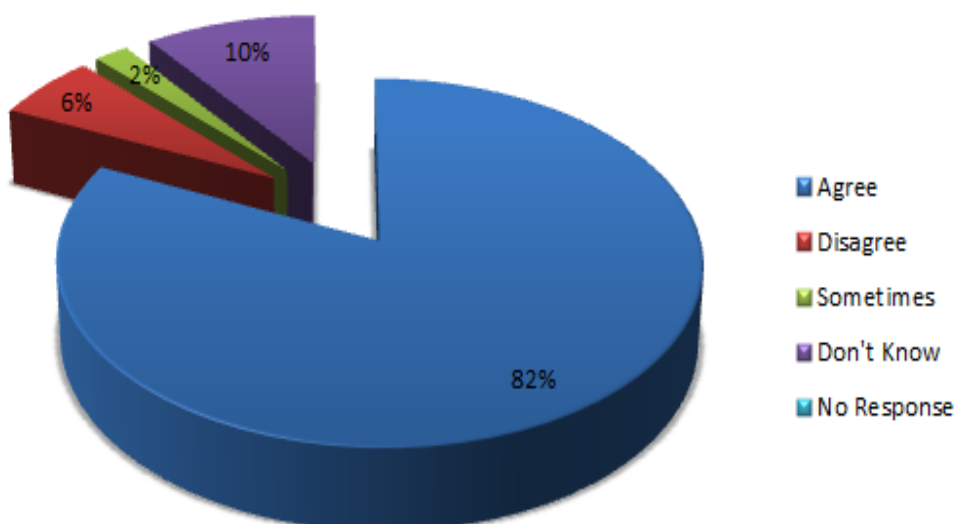
#### Eskleigh Home Client

- Sometimes they do. They make sure I take my tablets.

#### Eskleigh Home Family Member

- Very obliging.

13: Do all staff members have the appropriate level of training and education to meet your / your family member's needs?



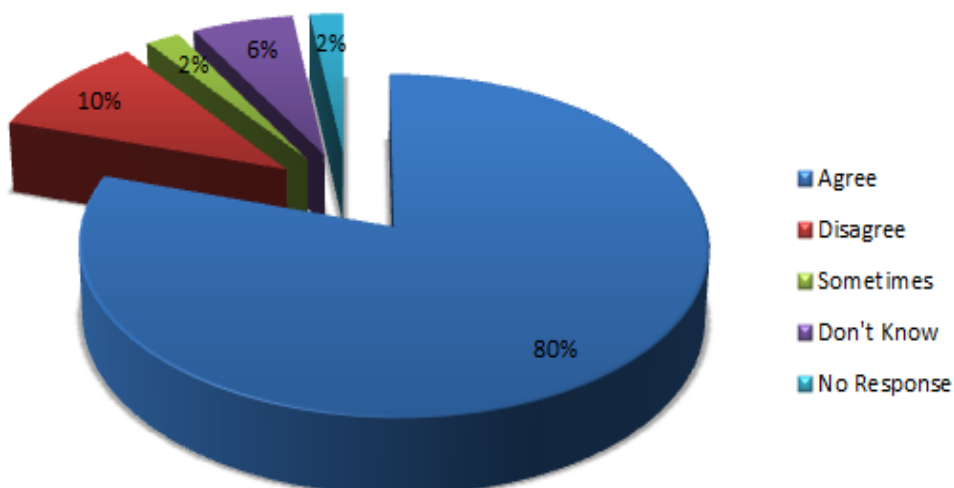
Comments

#### Eskleigh Home Client

- I think so.
- More training needed in my opinion.
- Not all of them.
- Training to be more respectful – staff say in front of me 'oh, we'll write a report about .....'. They shouldn't say things in front of clients.
- They must do. They've got a job here don't they?

82% of responses agree. 18% increase on 2013 results.

14: Are you happy with the support and level of contact from the Manager / Supervisor / Coordinator?



Comments

#### North Group Home Client

- When we see him.

80% of responses agree. 6% increase on 2013 results.

#### North Group Home Family Member

- Don't know who the coordinator is.

#### Eskleigh Home Client

- Sometimes.

15: Is there anything the Manager / Supervisor / Coordinator could do better?

Comments:

#### South Community Client

- Have more back-up staff for when support workers are sick or unable to come to work.

#### North Group Home Client

- I don't think I have met her.

#### North Group Home Family Member

- Introduction.

#### South Group Home Client

- Very helpful.

#### Eskleigh Home Family Member

- A little more personal contact would be appreciated.

#### Eskleigh Home Client

- Talk to us more.
- Help us out more.
- Get my chair fixed.
- Improve herself a little bit. Sometimes she gets a bit funny, 'I'm too busy' and all that.
- Doing everything possible.
- I would like to know why Mandy doesn't come and see everyone every morning. I would like to see this.
- More meetings – I'd like to see her more.
- Come and talk to me more about my problems, see what my problems are and why I've got bad problems.
- Nothing I can think of.
- Give me my Debit Mastercard.

16: Are you consulted in the creation of your / your family member's profile and care plan and does the information reflect your / your family member's current support requirements?

Comments:

#### North Group Home Family Member

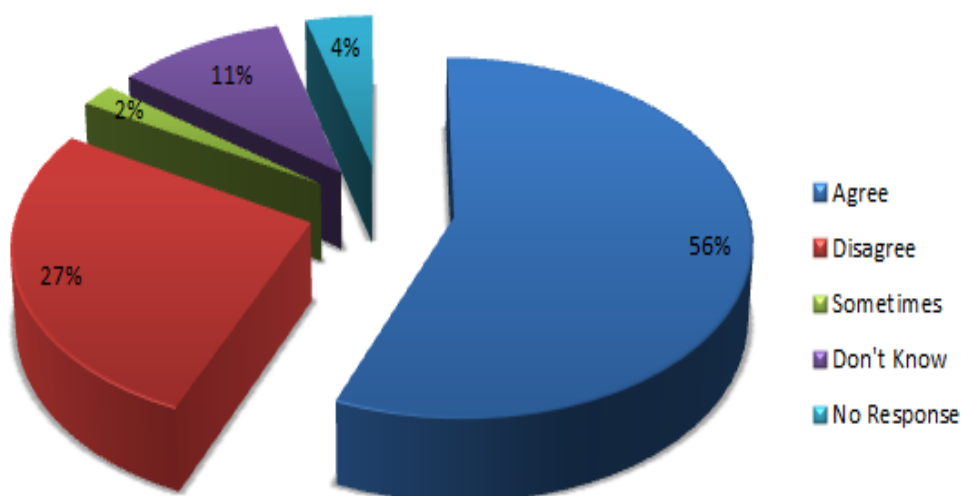
- To a certain extent.

#### Eskleigh Home Client

- It's all done for me but I'm happy with that.
- I'd like them to.
- I would like to have a say. I want to wear what I want to wear.
- Yes and no, I'm happy for them to just make it.
- I'm happy for people just to make it for me.
- I would like to be consulted in the creation of my care plan.

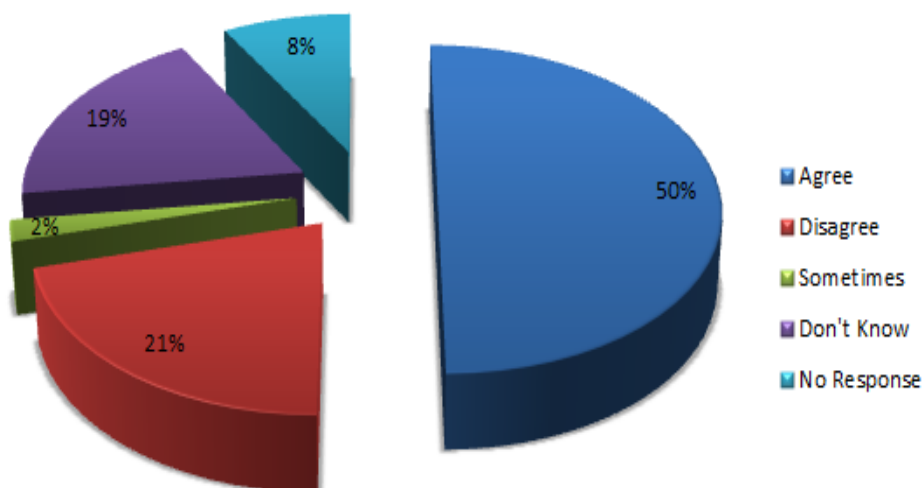
#### Eskleigh Home Family Member

- Have not seen a plan or had any written information.
- I believe so.
- All the time.



56% of responses agree. 5% increase on 2013 results.

17: Are you consulted in the creation of your / your family member's manual handling plan and does the information reflect your / your family member's current support requirements?



Comments:

#### North Group Home Family Member

- Don't know of a plan!

50% of responses agree. 7% decrease on 2013 results.

#### Eskleigh Home Client

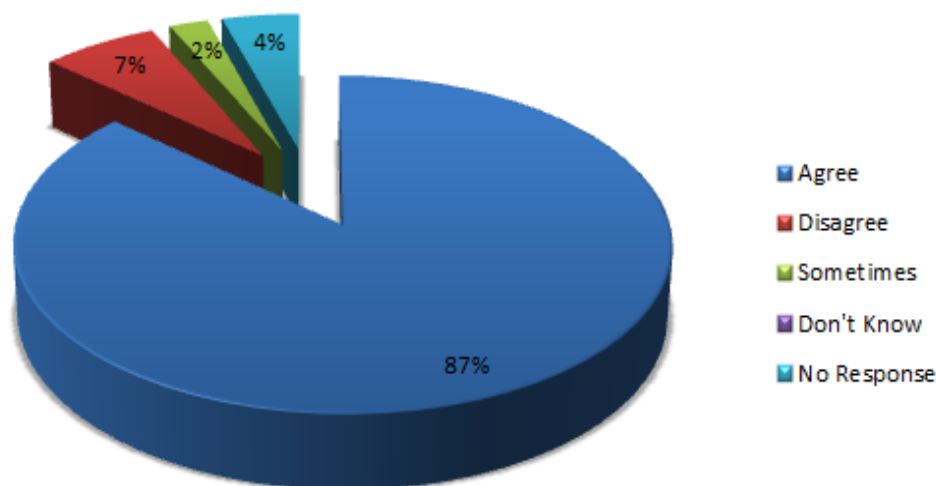
- It's all done for me but I'm happy with that. I need assistance with them.
- I haven't read it or anything so I just assume it would be right.
- Sometimes. I want to keep being involved.
- I'm happy for them to make this one for me too.

#### Eskleigh Home Family Member

- On specialist advice my family member needs to be more mobile.
- I think so.

## ENVIRONMENT

18: Does the environment you / your family member lives in feel homely and comfortable?



Comments:

#### North Group Home Client

- Yes, this is my house where I live now!

#### North Group Home Family Member

- Definitely.

87% of responses agree. 7% increase on 2013 results.

#### South Group Home Client

- It is good.

#### South Group Home Family Member

- Very much.

#### Eskleigh Home Client

- Too noisy – other residents.
- Not now – used to be. Change to the rules. Changing everything.
- Sometimes. I need a stripper every night.
- Sort of. I don't like being rushed around all the time though.

19: Do you / your family member have enough room to have your / their personal belongings around you / them?

Comments:

#### North Group Home Client

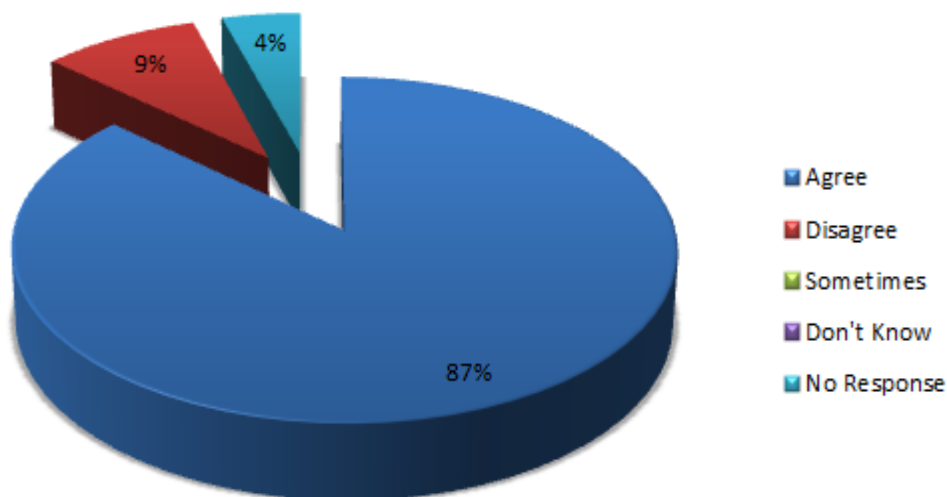
- I always keep my bedroom as neat and clean as possible.

#### Eskleigh Home Client

- I wish my room was bigger.
- But I want more room so I can get more stuff.

#### Eskleigh Home Family Member

- Until the door was made larger and furniture rearranged.



87% of responses agree. 11% increase on 2013 results.

20: Is the environment you / your family member lives in stimulating?

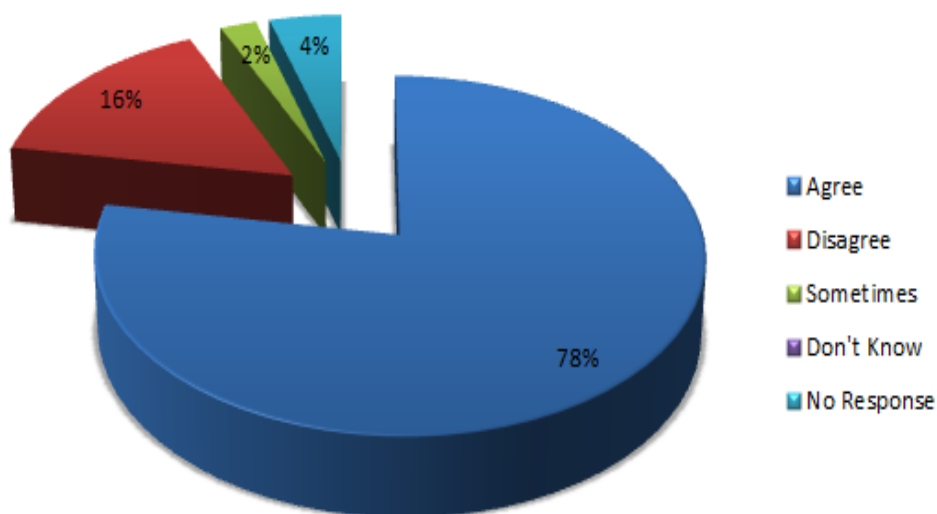
Comments:

#### North Group Home Client

- I believe the staff help us all the time.

#### Eskleigh Home Client

- Get bored.
- Not too bad.
- I get bored sometimes. I have more fun at home.
- Sometimes I get bored.
- It's a bit boring. There's a lot of things I'd like to be able to do but we haven't got the room i.e. horse riding.
- I would prefer a job or volunteer work.
- I like to keep to myself, I don't like talking to the other residents, some of them are nasty. I like talking to Dad.
- Yeah I walk around.
- I get bored sometimes.



78% of responses agree. 18% increase on 2013 results.

21: Are you / your family member encouraged to participate in taking care of the environment you / they live in?

Comments:

#### North Group Home Client

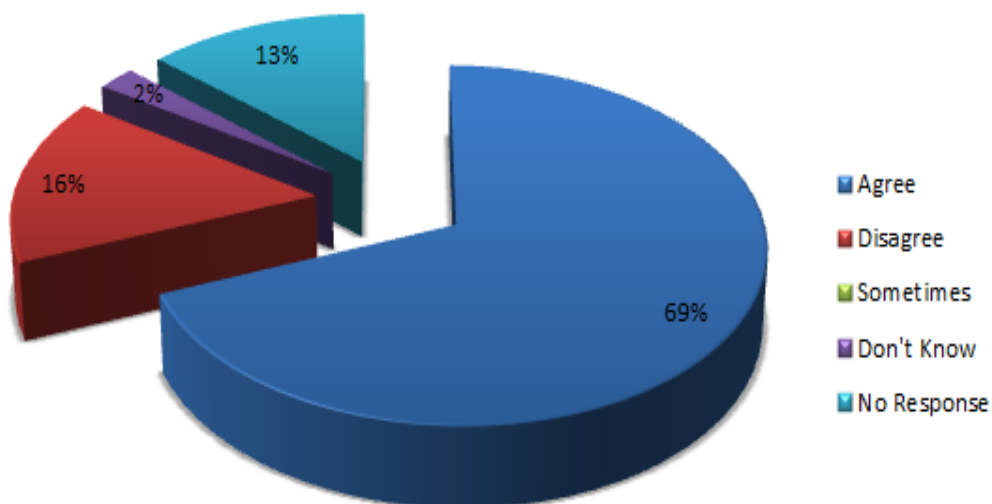
- Yes, everyone should do all the work we have to do in the house.

#### Eskleigh Home Client

- I can't. I'd like to but I just can't.
- The cleaners do that.

#### Eskleigh Home Family Member

- Don't know.



69% of responses agree. 4% increase on 2013 results.

22: Are you satisfied with the cleanliness of the environment?

Comments:

#### North Group Home Client

- Yes, the staff always help everyone in the house clean the house.

#### South Group Home Client

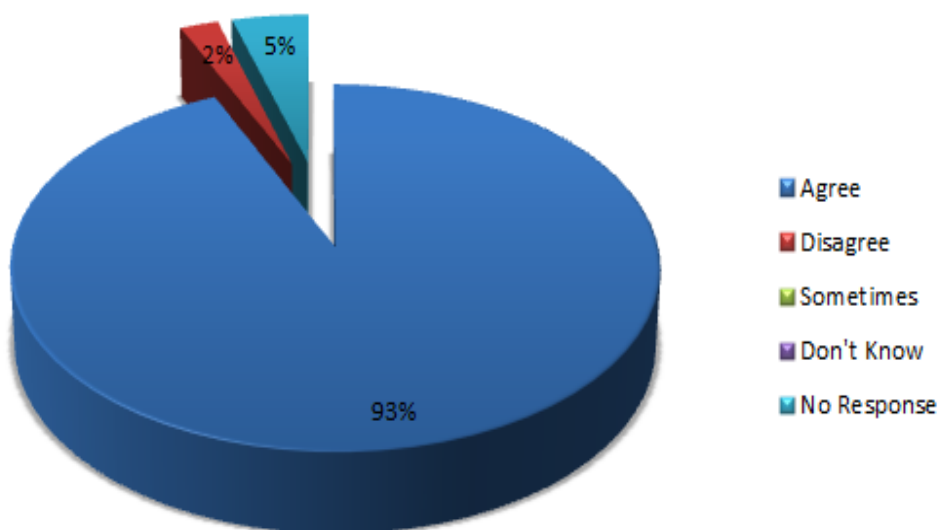
- Clean most time.

#### Eskleigh Home Client

- Not bad.
- The cleaners do a good job.

#### Eskleigh Home Family Member

- Cleanliness yes, but tidiness no.
- Very much.



93% of responses agree. 14% increase on 2013 results.

23: Would you like to suggest any improvements to buildings that may be considered?

Comments:

#### North Group Home Client

- The painters painted all the house and it is so clean now.

#### North Group Home Family Member

- It's a great home!

#### Eskleigh Home Client

- Shops.
- Can't think of any.
- Another bath – a big comfy one.
- More bedrooms so more people can live here.
- Bigger bedrooms.
- Done most of it.
- Air conditioning would be better.
- Bedrooms so more people can live here.

- I would like to hear rain on a tin roof – tin above my roof would be good.
- Extra room to put chairs – the bathrooms get too clogged up. Haven't got enough storage room.
- Bigger rooms.
- Ensuites – it would be nice to have our own bathrooms.
- I don't mind.
- Make the rooms bigger.
- They could build a swimming pool for everyone to use, save taking people up the pool.
- More comfortable, better furniture. My bed is uncomfortable and causes me pain.

#### Eskleigh Home Family Member

- As per question two - a hydrotherapy pool and rehab centre would be great.
- Maybe a large bird aviary in the grounds?

## FOOD AND DRINK

24: Are you satisfied with the meals you / your family member receive?

Comments:

#### North Group Home Client

- We are always given plenty of food.

#### South Group Home Client

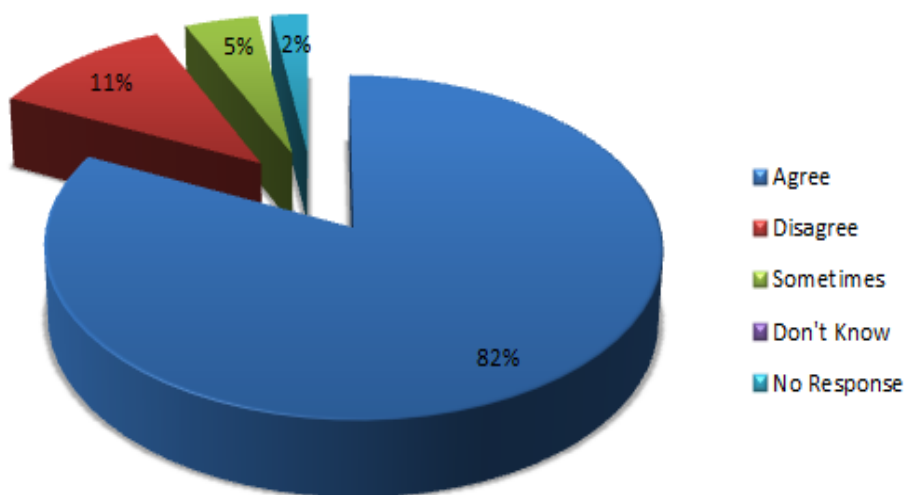
- Great.

#### South Group Home Family Member

- But wish my family member would eat her breakfast.

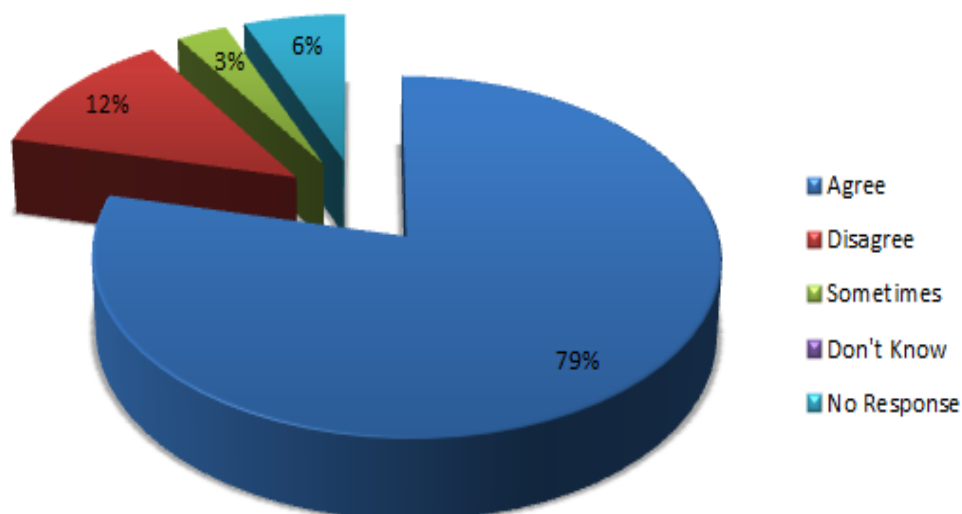
#### Eskleigh Home Client

- Not too bad.
- Too good.
- I don't like food very much. I only like sausages.
- Patchy. Depends who's cooking. I like \*\*\*\*\*'s cooking.
- Sometimes they are cold. I don't really like them. I'd like to get pies, flake etc.
- Sometimes. I don't like all the meals though.



82% of responses agree. 9% increase on 2013 results.

25: Are you able to access food or drink when you are hungry or thirsty?



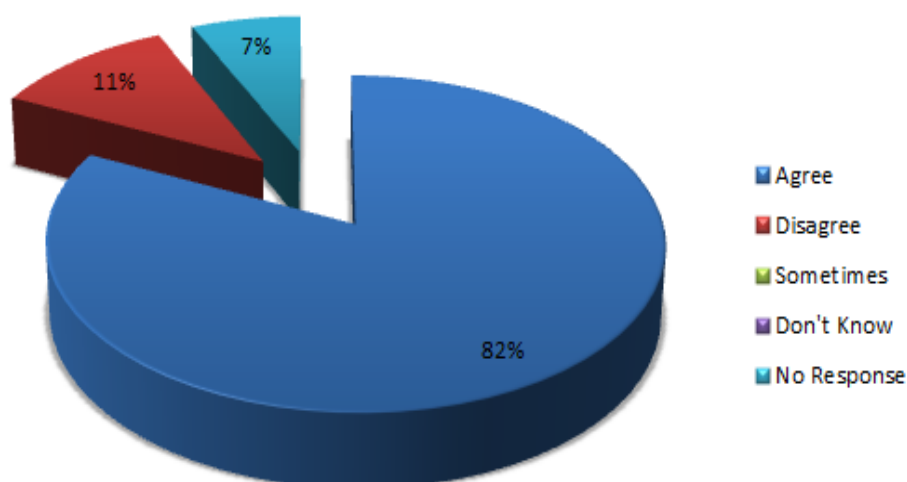
Comments:

*79% of responses agree. 14% increase on 2013 results.*

#### **Eskleigh Home Client**

- Only at meal times.
- I wouldn't ask – I only eat and drink at meal times.
- Not sometimes – sometimes I ask and they don't give me anything.
- I would like to be able to ask for food or drink if I get hungry or thirsty throughout the day.

26: Do you feel that you / your family member have choice and variety in your / their meals?



Comments:

*82% of responses agree. 15% increase on 2013 results.*

#### **North Group Home Client**

- I enjoy, and eat all the food.

#### **Eskleigh Home**

- I don't mind occasionally having a Hawaiian (ham steak with pineapple). Preferably once a week. I also like fish and chips.
- Not enough variety. I like roasts.
- There is no variety in the meals. Didn't get a choice in what I wanted – had to go without.
- It just comes straight from the hospital. I don't know what it is half the time.



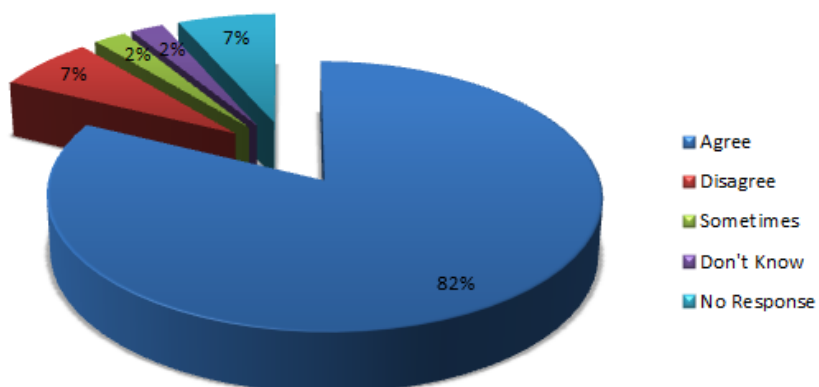
## LEISURE AND RECREATION

27: Do you feel satisfied with your / your family member's day to day recreational activities?

Comments:

### Eskleigh Home Client

- I'd like to do more outings.
- I like going out on my own, I don't like outings. I like the places I go.
- I like going out with a staff member on Thursdays. I'd like to go out more but I get so tired on my medication.
- Sometimes. Sometimes I get really tired.

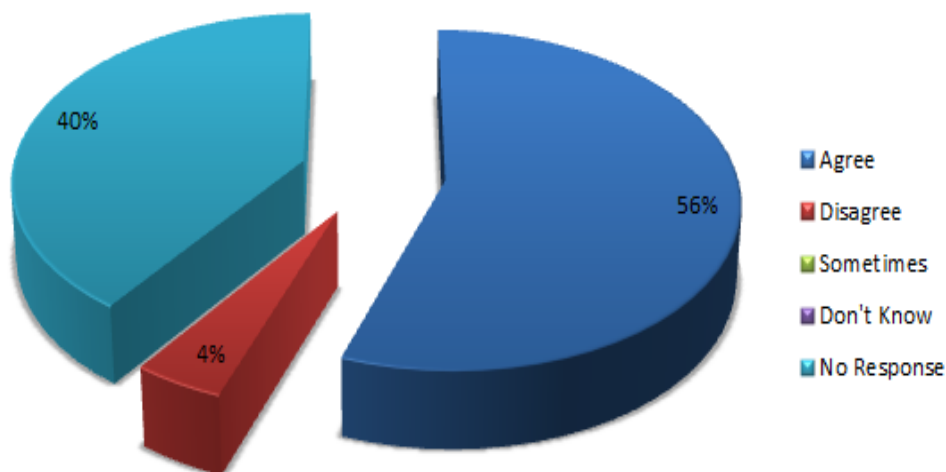


82% of responses agree. 25% increase on 2013 results.

### Eskleigh Home Family Member

- Would be nice if he was involved in more activities.

28: Are you satisfied with the day placement programs that you / your family member are involved with?



Comments:

56% of responses agree. 4% increase on 2013 results.

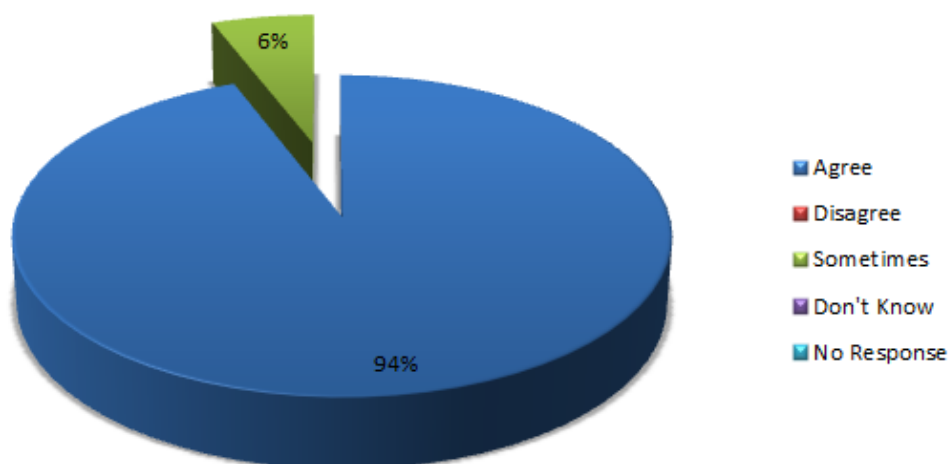
### North Group Home Client

- I enjoy doing all my different work at Self Help.

### Eskleigh Home Client

- Men's shed.
- I love Wattle Group.
- I don't do day placements, I'm not interested.

29: Are you / your family member given choices with the activities you / they would like to be doing?



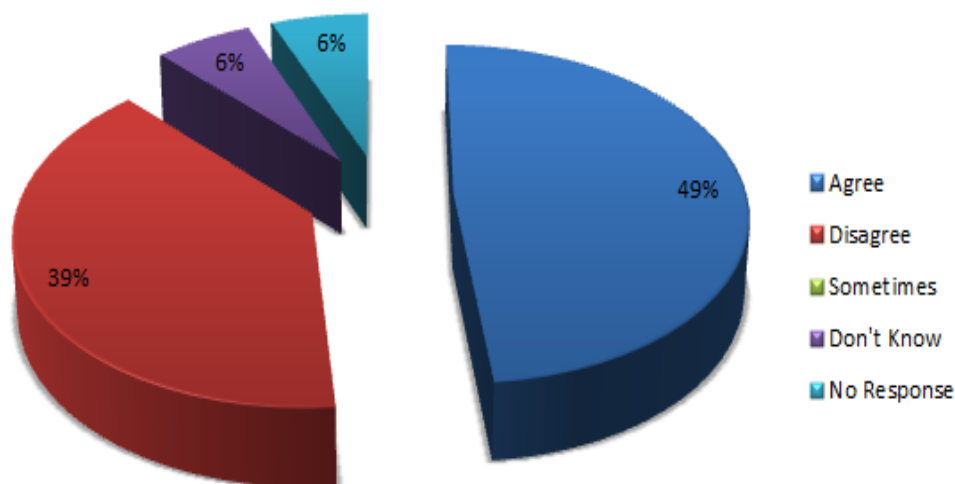
Comments:

94% of responses agree. 30% increase on 2013 results.

#### Eskleigh Home Family Member

- I believe so.

30: Are there any other suggestions for activity groups you would like to participate in?



Comments:

#### North Group Home Client

- Doing Aqua Fitness Just Swim during the day.

#### South Group Home Client

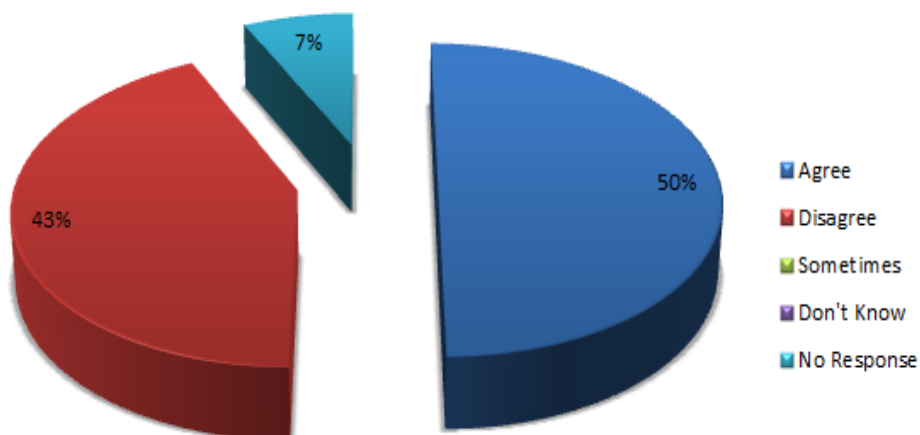
- More holidays.

49% of responses agree. 37% increase on 2013 results.

#### Eskleigh Home Client

- Horse riding.
- Jigsaw puzzles, delta dogs.
- I would like to go to a music concert.
- Art is a good thing.
- Very interested in swimming. Mind gym is too hard. I would like it if it was easier. Would like to work on a car again, the Vauxhall was fun.
- Jewellery making, library outings. Making window stickers.
- More exercise – I don't like just sitting around. More activities on wet, cold days – indoor bowls would be fun.
- Sewing, cooking – just basic things.
- I would like to get a job but I can't find one. Sports – Volleyball, golf, fishing, camping etc.
- I'm not interested in groups/activities, I like to do my own thing.
- Going for walks.
- Drawing.
- I'd like to learn to swim.
- Poker etc, I always used to play cards. I like Euchre.
- Doing up old cars or any sort of machinery.
- I'd REALLY like to go to the pictures more.

31: Do you currently participate in the evening activities program?



Comments:

**Eskleigh Home Clients**

- But I would like to.
- Sometimes.
- I get tired and go to bed.
- I enjoy watching TV.
- Sometimes.

*50% of responses agree. 24% increase on 2013 results.*

## ADDITIONAL COMMENTS

### South Community Client

- Professional, approachable. Generally able to meet ones needs, always if applicable to service provided. A happy client. Thank you.

### North Group Home Client

- The staff treat us all well!!!!
- This is my house now, am always helped by staff in sickness, satisfied living here, all my relations, friends know I live here.

### North Group Home Family Member

- The home my family member is now in is very well run. And she is happy staying there. She is more at home there than at Esk Banks. Homely!

### South Group Home Family Member

- Staff at Phillip Avenue are committed and caring. They work in with family needs, above their normal duties. They are very mindful of the client's needs. I thank you most sincerely for caring for my son.

### Eskleigh Home Client

- I'm happy here at Eskleigh.
- Can't think of anything.
- It's huge!
- I really want more outings.
- Everything is hunky dory.
- There should be more people other than Ron able to do spas so they don't get cancelled.
- I asked David to tell Dr Flanagan that I wanted to see him, but Dr Flanagan never came to see me. David said it was a mix-up – I don't know how it could have been a mix-up. He must have forgotten.
- I would like to meet a partner and eventually a wife. I would like assistance facilitating meeting people to help this happen.
- I love calendars.
- I really don't like how long staff take to get here, especially when I'm wet. I don't feel like they take notice of what I say, I told my carer this morning that I was wet and it took her 30 minutes to get here.

### Eskleigh Home Family Member

- The swimming was excellent and very beneficial but a 1:1 was completely out of reach on a pension budget. Very disappointed it had to be cancelled. A physio would also be a great benefit to residents. We do note that residents do not have their hands washed before going to lunch. Coffee and tea for visitors would be good.
- To Whom it May Concern. My opinion of Eskleigh is there is no better place for my son or any other resident to be as I feel the amount of care he gets is great and I can go away and leave him (for a holiday) or whatever and I don't have to worry about him. He has been there for nearly 20 years now and he feels that is his home and this is his second home. Just keep up the good work and like I tell them all out there, if anything ever does happen it won't be their fault.