



Participant 'Service Quality' Survey Findings

September 2015

Introduction

The purpose of this survey is to measure the participant'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 participants and participant family members during September 2015. Participants and participant family members were requested to complete the survey form. Participants and participant family members had the option of completing the survey anonymously, in order to encourage open and frank responses. The 2015 participant and participant 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 received was down on previous years.

Overall response summary:

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

- 3 Community North Participants
- 0 Community North Family Member
- 1 Community South Participants
- 0 Community South Family Member
- 3 Group Home North Participants
- 1 Group Home North Family Member
- 7 Group Home South Participants
- 1 Group Home South Family Member
- 20 Eskleigh Home Participants
- 9 Eskleigh Home Family Member

In addition, 9 incomplete survey forms were returned by non-verbal participants.

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

Community North Participant

- Eskleigh provides a top service in every way.
- Look after me.
- Everything.

Community South Participant

- Provide a professional and friendly service. Southern Manager has excellent communication skills, and always responds to phone calls.

Group Home North Participant

- I don't know.
- Taking me to activities.
- I was a patient at Eskleigh hospital for months, then moved into Eskleigh Home. Lived here for years, this is my house now.

Group Home North Family Member

- Caring and looking after people in need.

Group Home South Participant

- They have Helen who does my hair and nails and clothes.
- They are good people.
- Don't know.
- Look after me well.
- Helped me live comfortable life.
- All is good.
- Help with things I can not do.

Group Home South Family Member

- Eskleigh takes a holistic approach – every aspect of client's wellbeing is addressed.

Eskleigh Home Participant

- Everything.
- Care for me well.
- Look after me.
- Care (taking good care of me).
- Family environment.
- Unsure.
- Don't know.
- Looks after clients.
- Unsure.
- Everything overall.
- Everything.
- Look after her wellbeing.
- Helping residents.
- Look after me well, keep me clean and tidy.
- Look after me.
- Good things.
- Look after me well.
- Oh yes, very nice.
- Everything.
- Not much.

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Eskleigh Home Family Member

- Eskleigh does supply quality service to all their people.
- They do most things very well.
- Katrina very well looked after.
- Mostly all things.
- Good care.
- They deliver good services to the residents.
- Care for residents.

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

Community North Participant

- I can't think of anything.
- Nil.
- Nothing.

Community South Participant

- I have difficulty keeping track of how much credit I have for transport – yes – I would like a monthly or two monthly record of my transport costs – to assist planning of special outings. Taxi fees have risen – why is allowance not increased in proportion to increased costs? Is this possible?

Group Home North Participant

- More places to put all my things.
- No.
- I enjoy living here, we always help each other.

Group Home North Family Member

- There will always be people in need of support, so keep doing the good job you do.

Group Home South Participant

- Don't know.
- I like to keep moving. More trips.
- More one on one.
- I want to have more money.

Group Home South Family Member

- Maybe say 'no' a bit more often to Robin's requests.

Eskleigh Home Participant

- Give me smokes when I ask for them. Thank you.
- Don't know.
- Visiting family.
- Food.
- The bosses.
- More trips.
- Unsure.
- Some activities at night (cards, concerts, or dancing).
- Nothing.
- Food and more of it, and variety.
- More outings.

Cont on page 5..

..cont from page 4

Eskleigh Home Participant

- Sharing things.
- Nothing to improve on.
- Yes.
- Don't know of anything.
- Not to shut doors of my room and people to have more care.

Eskleigh Home Family Member

- More things for clients to get involved in like games.
- Size.
- Communication with resident and family.
- Communication specific to family member more often.

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

Community North Participant

- No.

Community South Participant

- Availability of services that one needs other than home support e.g. windows cleaned etc. The services I could get from CBS, and now unavailable from CBS, as advised that my package is for those things.

Group Home North Participant

- I don't know.
- No.

Group Home North Family Member

- What happened with Esk Banks? What is it being used for now?

Group Home South Participant

- I don't like sling to lift.

Group Home South Family Member

- Mental health is the focus this year. Maybe promote Eskleigh work?

Eskleigh Home Participant

- Don't know.
- No.
- Don't know.
- Can't think of anything.
- More trips.
- More activities (bit of everything).
- No.
- Unsure.
- Nothing.
- No.
- Nothing.
- Rest is good.
- Happy.
- More things to do.

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Eskleigh Home Participant

- Finding more to do i.e. cat shows.
- Understand more about people who have Parkinson's disease.

Eskleigh Home Family Member

ROSTERING MANAGEMENT (Community Participants Only)

4. Could you please provide feedback to the way that Eskleigh conducts rostering, shift fill and coordination of operations?

Community North Participants

- I am very happy with the service.
- Don't know.
- Good.

5. If there was one thing we could improve on regarding rostering and shift fill, what would it be?

Community North Participants

- Better time frame.
- Get it right.

Community South Participants

- Employing more 'back-up' staff in Southern Region, particularly in the season, taking the pressure off staff rostering.

6. Are there other things you think we can build on in relation to rostering and shift fill?

Community North Participants

- Get it right.

7. Could you please provide feedback in relation to what you believe may create shift fill and rostering difficulties?

Community North Participants

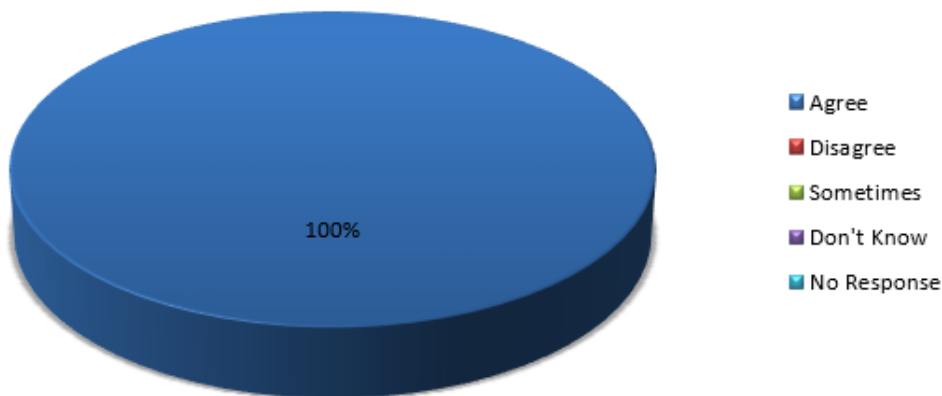
- I have never experienced any difficulties.
- None.

Community South Participants

- Simply – employ more 'back-up' staff, an 'on-call' roster perhaps for times of high demand / weekends.

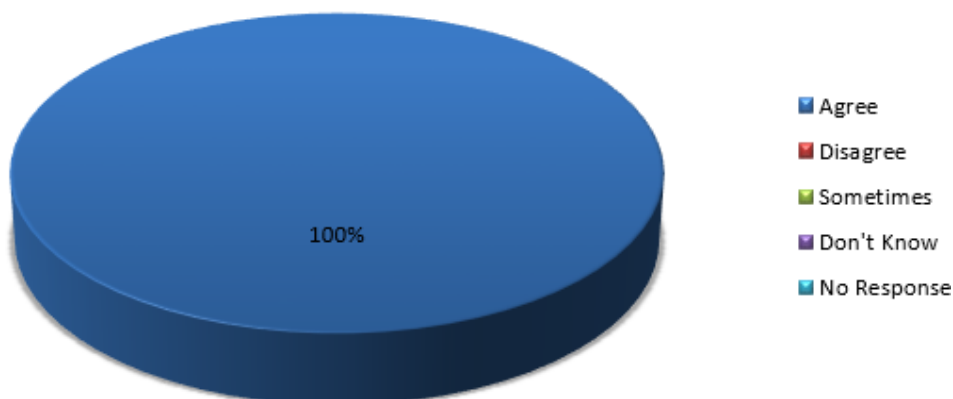
ATTENDANT CARE

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



100% of responses agree. No change from 2014 results.

9: Do support workers commence their shift on time?



100% of responses agree. No change from 2014 results.

Comments:

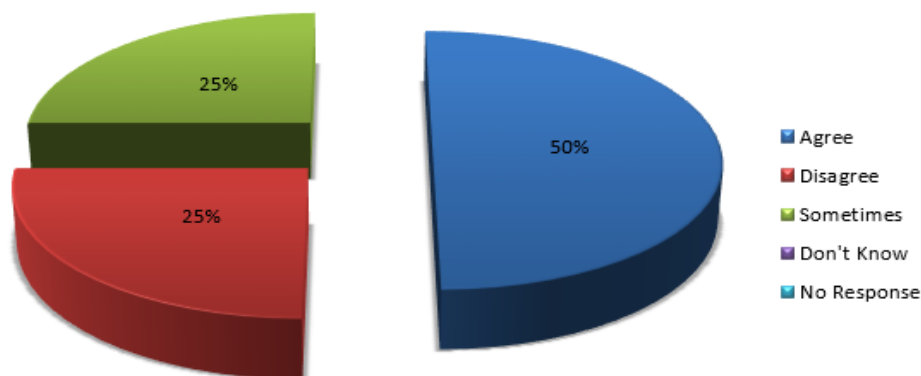
Community North Participant

- Always, I have never been let down.

Community South Participant

- Always.

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



Comments:

Community North Participant

- I am very happy with the girls I employ now, but if changes have to be made I would have to accept them.

50% of responses agree. 50% decrease on 2014 results.

SUPPORT PROVIDED

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

Comments:

Community South Participant

- I have excellent, reliable, kind, professional and patient home support staff.

Group Home North Participant

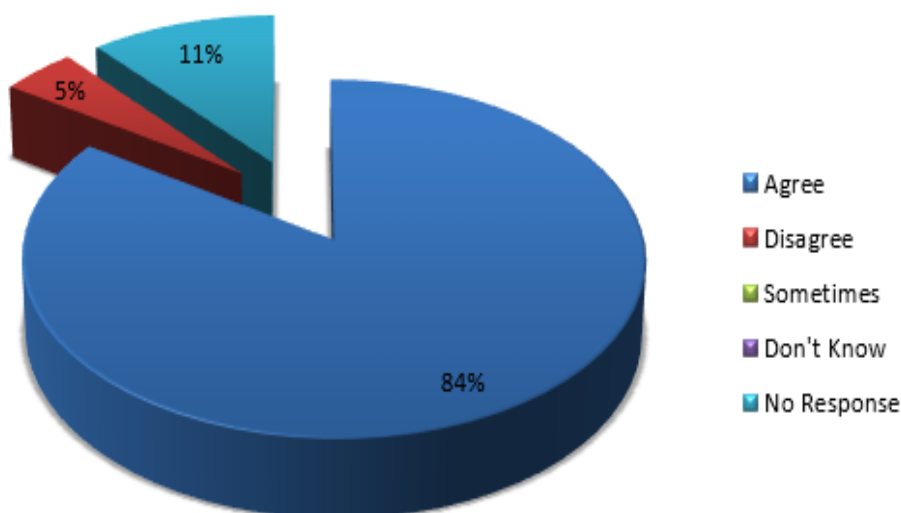
- Sometimes.
- The support workers have always helped me even when I end up as a patient in hospital.

Group Home North Family Member

- Pauline is always happy to be in 'my house' she calls it.

Group Home South Participant

- Most of the time. Sometimes I want to move.



84% of responses agree. 6% decrease on 2014 results.

Eskleigh Home Participants

- Yes they do.
- Not really.
- Basically yes.
- Some do, some don't.

Eskleigh Home Family Member

- Sometimes Pete's dress code is not good.
- Don't know because we are not always there.
- Mostly – to their ability.

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

Comments:

Community North Participant

- They are a wonderful group of girls, so helpful and caring. I call them 'the angels of Eskleigh'.

Community South Participant

- Unquestionably and always 'Yes!'

Group Home North Participant

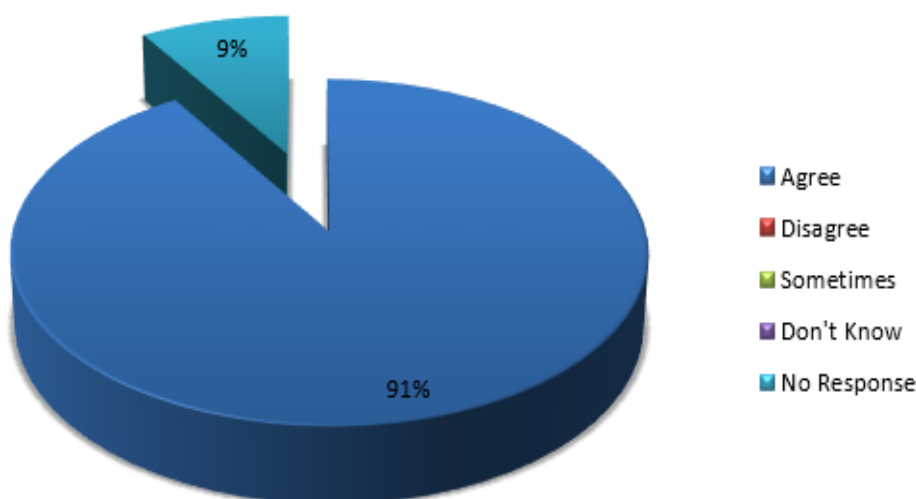
- Sometimes.

Group Home North Family Member

- They are always there to help when she calls out.

Group Home South Participant

- Good.
- Staff are good.

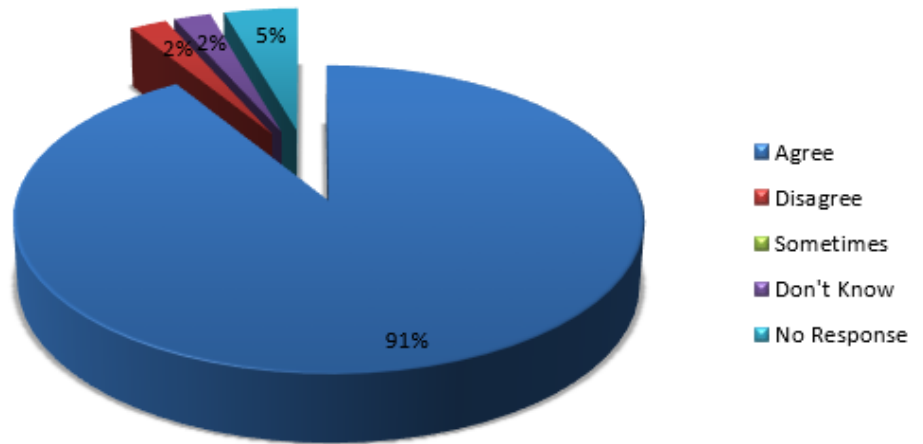


91% of responses agree. 1% decrease on 2014 results.

Eskleigh Home Participants

- All except for (staff name).
- Some do, some don't.
- I think they do easily.
- Sometimes.
- Sometimes.

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



Comments:

Community North Participant

- Some do, some don't.

91% of responses agree. 3% decrease on 2014 results.

Community South Participant

- Always – intuitive – invisible and discreet at important or complicated times. Very professional.

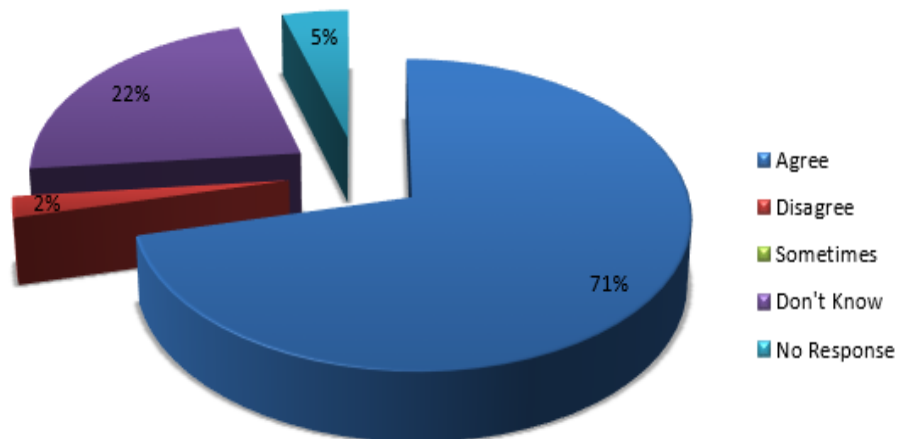
Eskleigh Home Participant

- Yes.
- Too much.

Eskleigh Home Family Member

- Don't know.

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



Comments:

Community North Participant

- They give Eskleigh a very good name.

71% of responses agree. 23% decrease on 2014 results.

Community South Participant

- Always – Eskleigh should be very proud.

Group Home North Participant

- I believe they do.

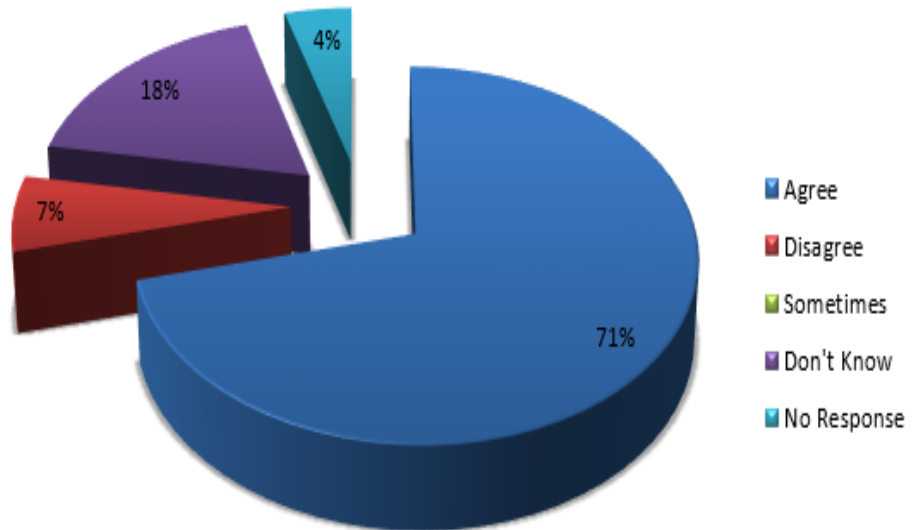
Group Home South Participant

- What does that mean?
- No idea.

Eskleigh Home Participant

- Sometimes more than others.

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



Comments:

Group Home North Family Member

- They all get on well together.

Group Home South Participant

- Sometimes I am angry and they help.

Group Home South Family Member

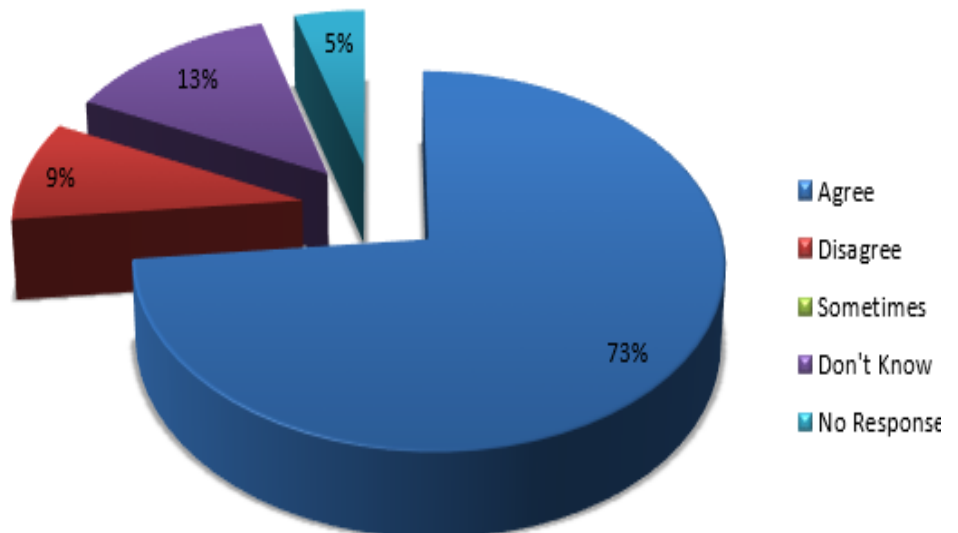
- Newsletter sums up well for family – well done.

Eskleigh Home Participant

- Some work better than others.
- Not sure.

71% of responses agree. 16% decrease on 2014 results.

16: 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:

Community North Participant

- Some do, some don't.

Community South Participant

- Flexible, intuitive support, patient and empathetic when needed and given without request. Good people.

Group Home North Participant

- They have always helped me in sickness. Helen gave me an injection in the stomach for weeks to heal me up.

Group Home North Family Member

- They are always very good at persuading to overcome a bad mood or tantrum with them.

Group Home South Participant

- Help me lots of times.

Eskleigh Home Participant

- Not all the time.
- Sometimes.

73% of responses agree. 19% decrease on 2014 results.

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

Comments

Group Home North Family Member

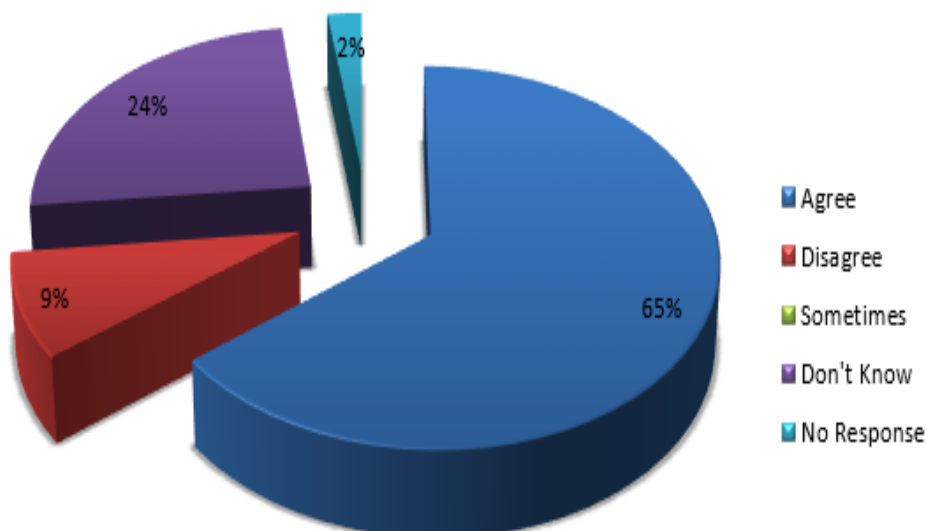
- They are all very good at knowing what to do.

Group Home South Family Member

- Training is very important – please fight hard for courses and reward.

Eskleigh Home Participant

- They are all very professional.
- I think so.
- Yes it is alright.
- No because they all don't know about Parkinson's disease.



65% of responses agree. 17% decrease on 2014 results.

Eskleigh Home Family Member

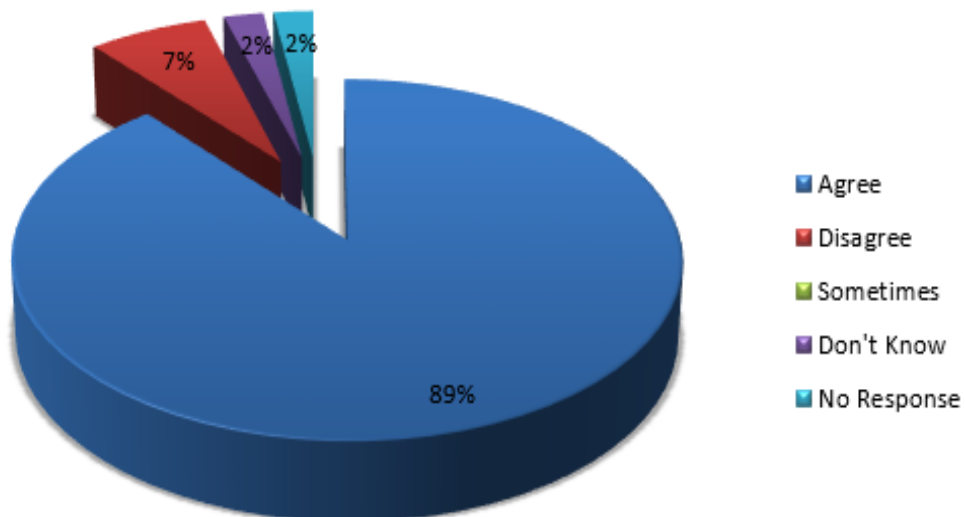
- Wound care.
- But some of the staff could be more mindful of the dressing i.e. that the clothing is appropriate for the weather and other occasions such as home visits.

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

Comments

Eskleigh Home Participant

- Don't know.
- When she is here.



89% of responses agree. 9% increase on 2014 results.

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

Comments:

Community North Participant

- No.

Community South Participant

- I would like regular updates of my transport costs please. Also – is there any way that hydrotherapy can be included in my package?

Group Home North Participant

- Visit more often.

Group Home North Family Member

- Always a quick phone call to let us know if things changes or if they are late for our visit.

Group Home South Participant

- More time to support at Philip Avenue.
- No.
- Good man.
- No.
- Help more with my money.

Eskleigh Home Participant

- No.
- Give me my mastercard.
- Yes – don't know what.
- No.
- No.
- Lots of things.
- Don't know.
- Not really.
- No I am happy with the support I get thank you.

- No.
- No.
- All good.
- Happy with CNC.
- More shopping for clothes.
- Come to visit more to let me know what's going on.
- Yes, understand me more better.

Eskleigh Home Family Member

- Don't think so.
- Mandy is great with everyone.
- More communication with Peter & Mandy re: Peter's wound care.
- More information at times.

20: 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:

Community South Participant

- But I am starting to lose upper arm mobility / use. Is there any way I can have hydrotherapy included in my package to help maintain the use I have.

Group Home South Participant

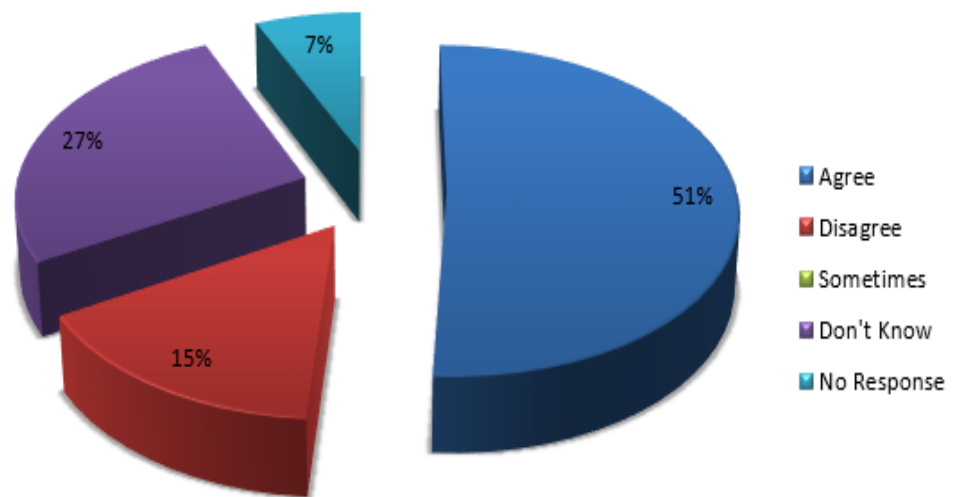
- I think so.

Eskleigh Home Participant

- Not sure.
- Sometimes.
- Noone has talked to me about my care plan.

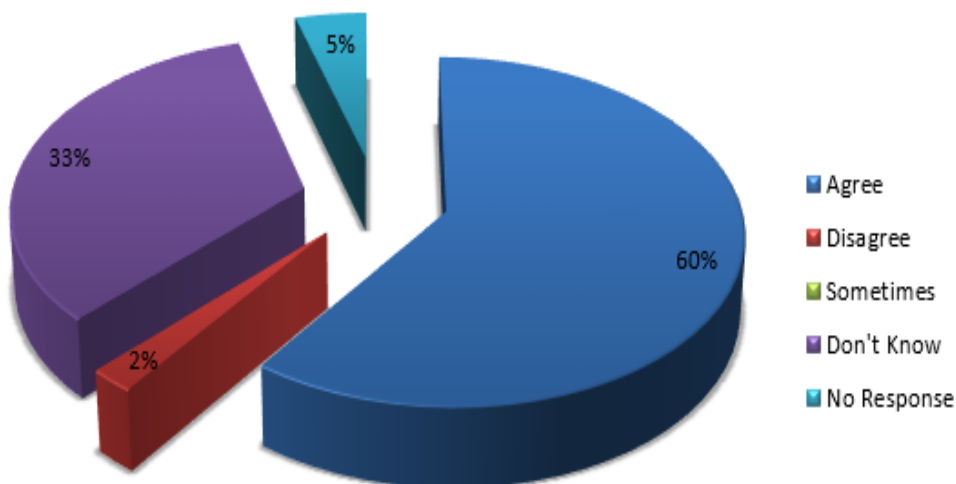
Eskleigh Home Family Member

- What information.
- Would like to be informed more with Peter's care, and things not to be left too long.
- More information would be welcomed.



51% of responses agree. 5% decrease on 2014 results.

21: 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:

Group Home South Participant

- But I don't like using lifting sling.

Eskleigh Home Participant

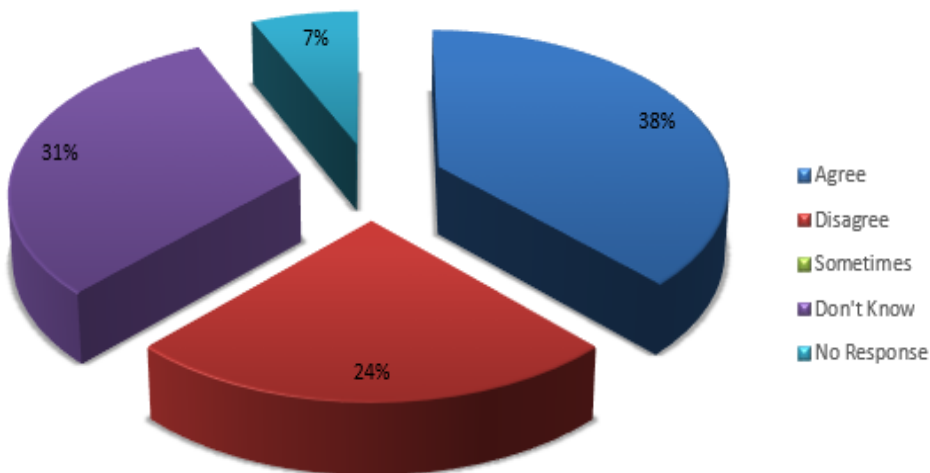
- I walk.
- Most of the time.

Eskleigh Home Family Member

- Haven't seen one.

60% of responses agree. 10% increase on 2014 results.

22: Do you understand the concept of 'Person Centred Support'?



Comments:

No comparison, question introduced in 2015.

Community South Participant

- Any needs at this time are becoming more specific and my needs are being met.

Group Home South Participant

- I make choices for myself.
- Not sure but it's about doing stuff that I like.

Eskleigh Home Participant

- Unsure what it means.

Eskleigh Home Family Member

- Would like it explained.

23: How does 'Person Centred Support' apply to the support you / your family member receive from Eskleigh?

Comments:

Community North Participant

- By working and assisting me to live as normal life as I can.

Community South Participant

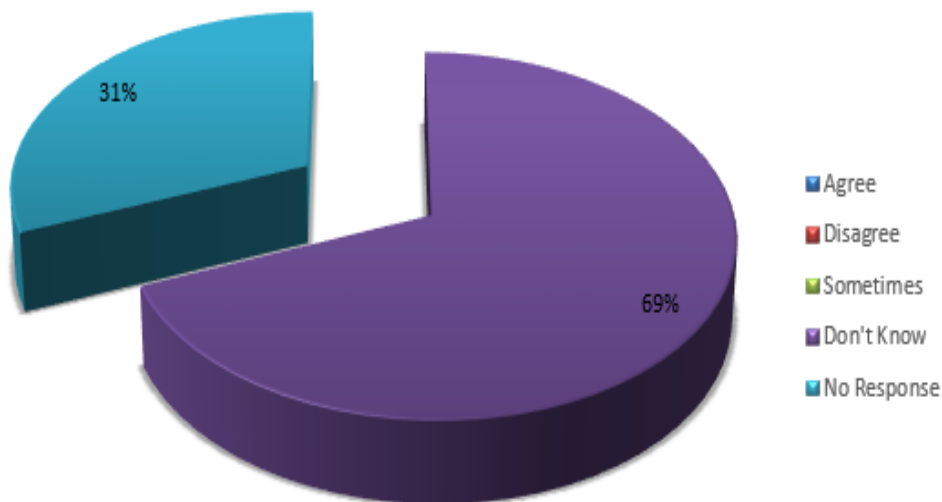
- My support staff are aware of my deterioration and my needs are met accordingly.

Group Home South Participant

- I make choices to do things I want to do.
- It's where I tell staff (nurses) what I want to do.
- People most of the time listen to what I want to do.

Group Home South Family Member

- We appreciate the skill and care of Shane. He handles often difficult situations with Robin with sensitivity and a strong male reasoning.



No comparison, question introduced in 2015.

Eskleigh Home Participant

- Go to visit mum. Visit from Selwyn. Make sure he gets to and maintains his day placements.
- Alright.
- Yes.
- Helps me to enjoy the things I like to do.
- Trying to meet needs.
- Some staff meet the requirement.

Eskleigh Home Family Member

- Would like it explained.

ENVIRONMENT

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

Comments:

Group Home North Participant

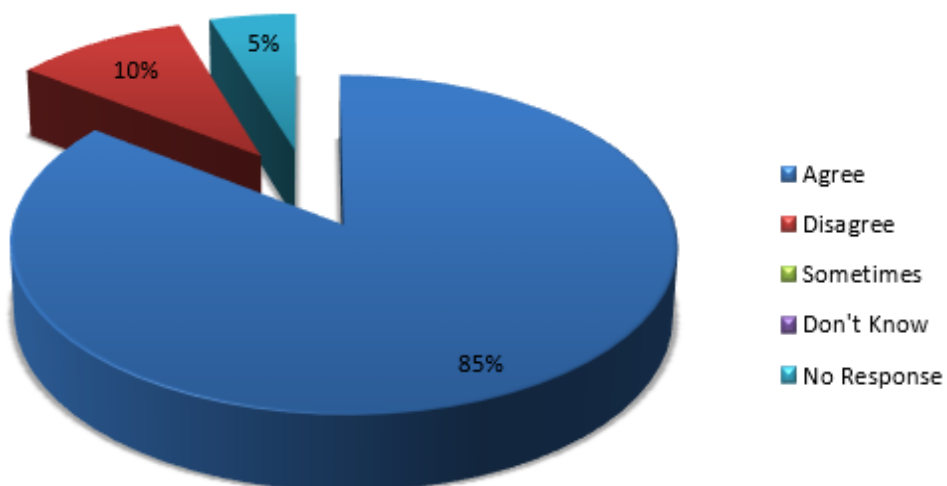
- Yes, this is my house forever now, everyone has my address.

Group Home North Family Member

- Pauline is always happy to go back when we have taken her out.

Group Home South Participant

- I don't like Brendan much.
- I like the house.



85% of responses agree. 2% decrease on 2014 results.

Eskleigh Home Participant

- I love my room.
- Like the bed. Like the people.
- Sometimes.
- Because too far away from family.

Eskleigh Home Family Member

- Peter would like new carpet in his room. 14

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

Comments:

Group Home North Participant

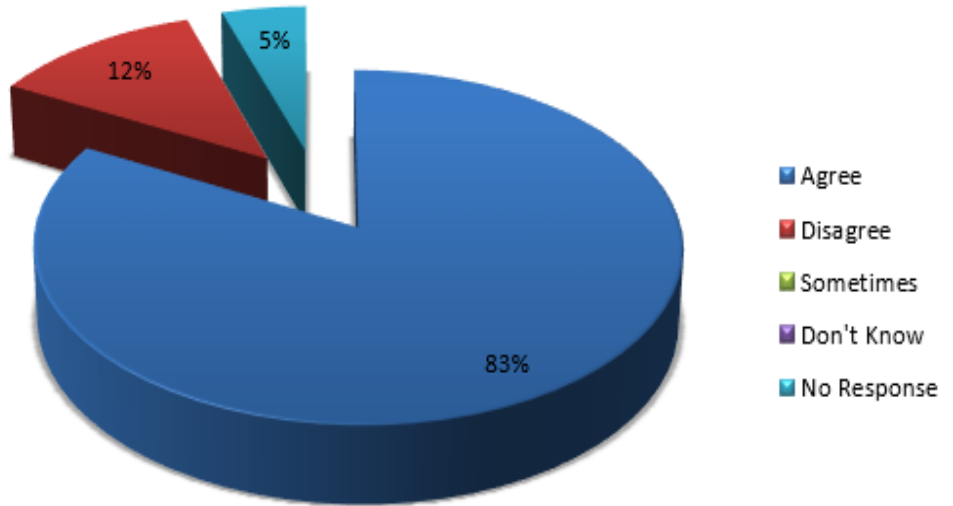
- I have lots of things.
- I enjoy my bedroom the way I live. In my room I watch TV, have my electric breathers, clean my room to keep tidy.

Eskleigh Home Participant

- I would like to have more.
- More room would be better.
- Ample room in the unit like area.
- Not sure.
- Too much room.
- A lot of my stuff is in the shed.

Eskleigh Home Family Member

- Not really.
- But could do with more space.
- Mostly.



83% of responses agree. 4% decrease on 2014 results.

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

Comments:

Group Home North Family Member

- Yes they go out when the weather is good just for a drive or lunch which they all enjoy.

Group Home South Participant

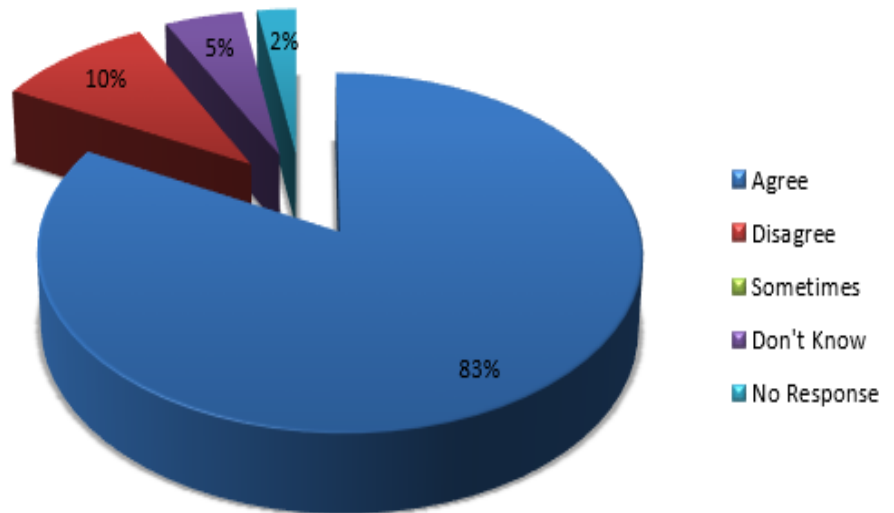
- I get bored.
- Sometimes.
- I like to keep moving.
- Most of the time.

Eskleigh Home Participant

- Don't know what it means.
- I have my computer and my TV.
- Sometimes.
- Oh yes.
- Pain is under better control since being here.

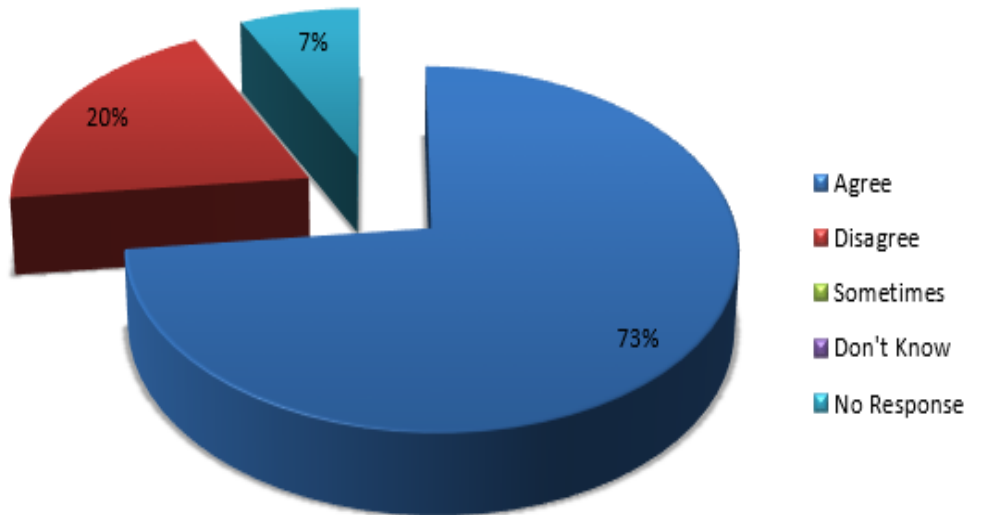
Eskleigh Home Family Member

- Peter seems to spend a lot of time on his own.
- As much as it can be.



83% of responses agree. 5% increase on 2014 results.

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



Comments:

Eskleigh Home Participant

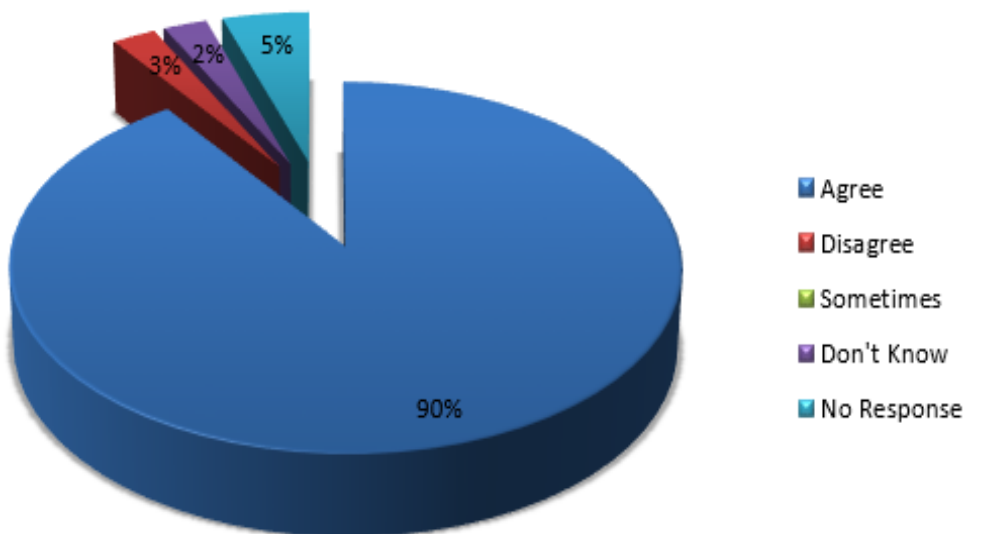
- No.
- Not really.

Eskleigh Home Family Member

- Not sure (Peter seems to spend a lot of time on his own).
- We don't think so.
- Don't know.

73% of responses agree. 4% increase on 2014 results.

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



Comments:

Group Home North Family Member

- Pauline is always clean and dressed and cared for.

Eskleigh Home Participant

- Spotless.
- Sometimes.
- Don't know.
- Definitely.

Eskleigh Home Family Member

- Cleanliness, yes.

90% of responses agree. 3% decrease on 2014 results.

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

Comments:

Group Home North Participant

- More storage space.

Group Home South Participant

- Golf practice area.

Eskleigh Home Participant

- Nothing.
- No.
- Don't know.
- No. I'm happy the way it is.
- No suggestion.
- Lots of things.
- No suggestions.
- Not too sure.
- No looks good to me.
- Not really.
- Haven't seen any problems.

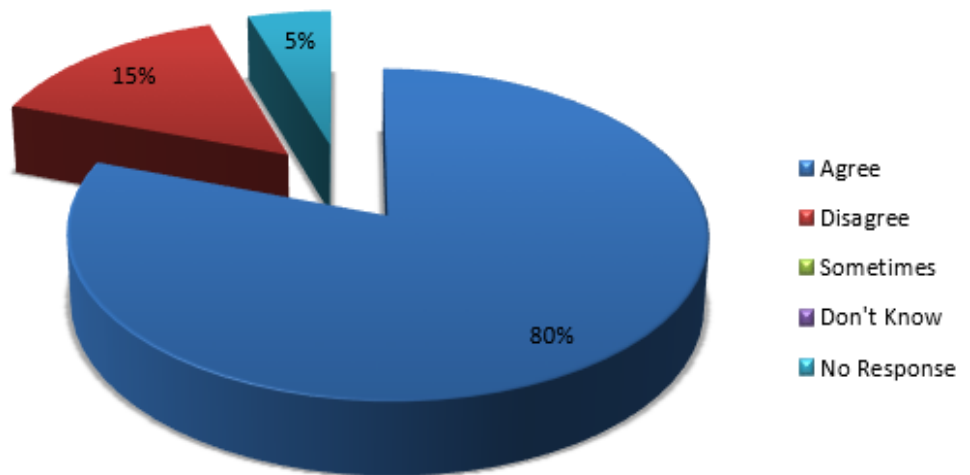
- No.
- Don't know.
- Oh yes.
- No.
- Bigger bedrooms.

Eskleigh Home Family Member

- The residents should not be living in buildings that are old and cold in this 'day and age'. They should have more modern facilities.
- No.
- When the weather is bad alternate room rather than the bedroom which is not very comfortable to sit in would be beneficial.

FOOD AND DRINK

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



Comments:

80% of responses agree. 2% decrease on 2014 results.

Group Home North Participant

- I enjoy the meals we eat, the staff changes the meals all the time.

Group Home South Participant

- Don't like the food. Don't eat it anyway.
- Oh yeah.
- More beer.
- I don't like the food minced up though.

Eskleigh Home Participant

- Could be bigger.
- More sandwiches. Take away food.
- Sometimes.
- Don't eat much.
- Would like more of it. Larger proportions.
- They are alright.
- Most of the time.

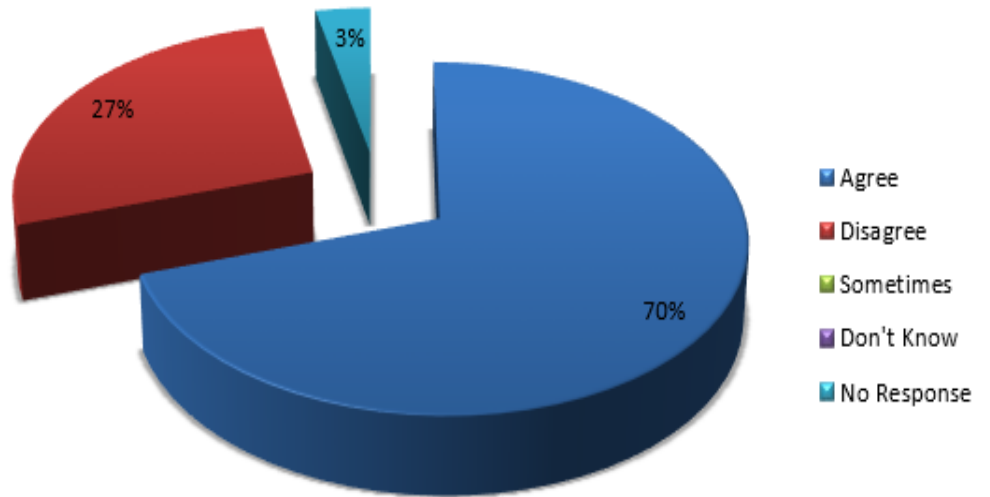
Group Home South Family Member

Very good, he is involved in the preparation and clean up.

Eskleigh Home Family Member

- Excellent.
- I have been provided with a meal plan 17 which seems varied and appealing.

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



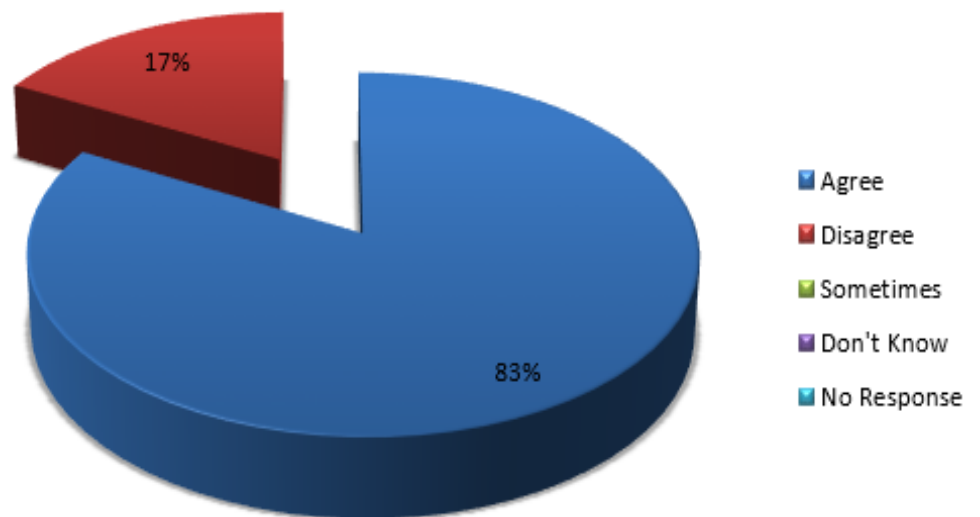
Comments:

Eskleigh Home Participant

- Can ask Support Worker.
- Need access to the vending machine.
- Limited drinks due to health changes.
- Ask the staff.
- Sometimes.

70% of responses agree. 9% decrease on 2014 results.

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



Comments:

83% of responses agree. 1% increase on 2014 results.

Group Home South Family Member

- I have some concern that Robin asks for / gets more junk food than he should i.e. large coke, chips etc.

Eskleigh Home Participant

- Would like fettucine carbonara. Thank you.
- You get the same thing every night (hospital food).
- Like more cakes.
- More variety.

LEISURE AND RECREATION

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

Comments:

Group Home North Family Member

- She is always happy to go to Life Without Barriers and has been going there since she was 18 years.

Group Home South Participant

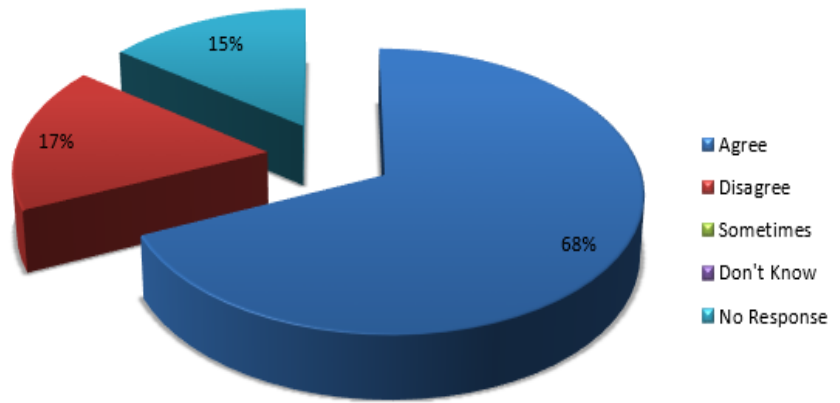
- Sometimes.
- Don't do much with Varanto.

Group Home South Family Member

- I think swimming is probably best for him and he loves being involved in going places.

Eskleigh Home Family Member

- Peter doesn't seem to do any recreational activities.
- Can't answer, not fully informed.
- Mostly. A few day / half day excursions throughout the year would be good.



68% of responses agree. 14% decrease on 2014 results.

Eskleigh Home Participant

- More talking to people.
- Not sure.
- More and different.
- Not really.
- Don't take part in many.
- The activities could be more open to the clients.
- Oh yes.
- Need more to do.

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

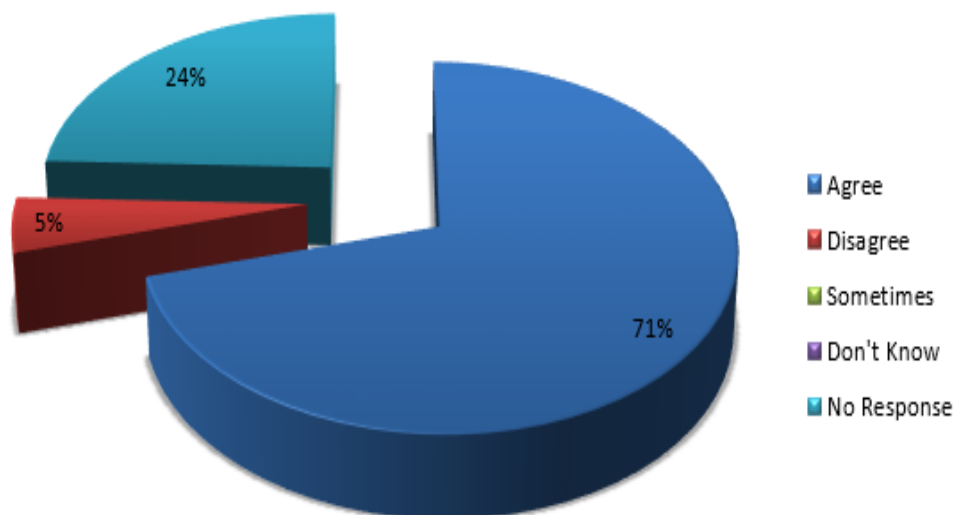
Comments:

Group Home South Participant

- I don't always like going to Headway.
- No day placement.
- Sometimes. I don't do much with Varanto.

Eskleigh Home Participant

- Used to go out, now I can't.
- Not really.
- Don't go to any.
- Sometimes.
- It is ok.
- Not involved in day placement.
- Not involved in any.

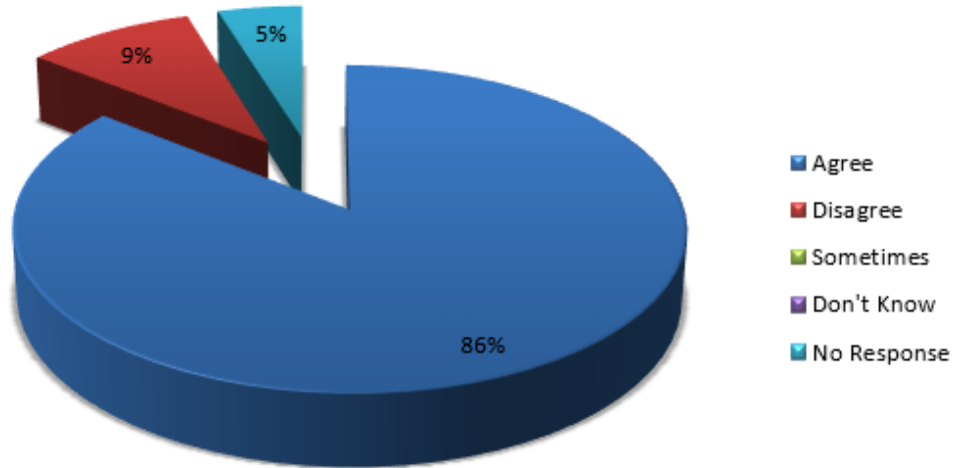


71% of responses agree. 15% increase on 2014 results.

Eskleigh Home Family Member

- Maybe needs some more activities.
- Peter doesn't seem to do any recreational activities.
- Can't answer, not fully informed.

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



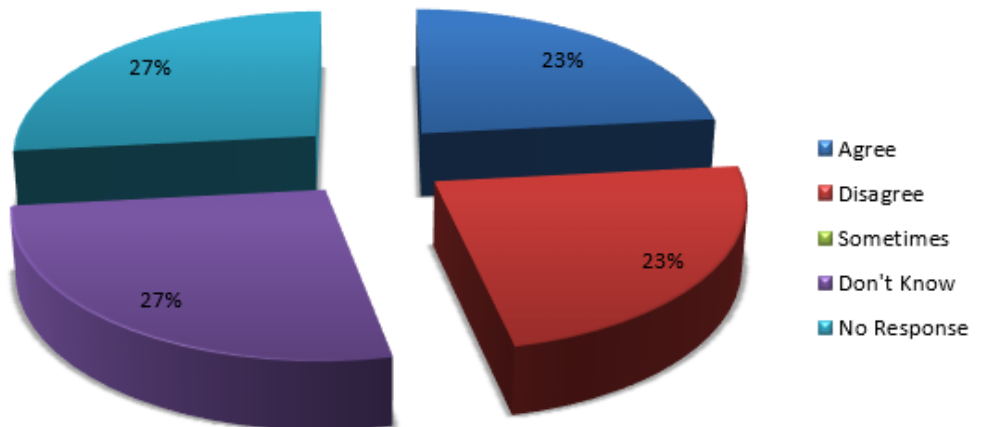
Comments:

86% of responses agree. 8% decrease on 2014 results.

Eskleigh Home Family Member

- Not sure.
- But not sure if Sue would fully understand.

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



Comments:

Group Home North Participant

- YMCA, New Horizons.

23% of responses agree. 26% decrease on 2014 results.

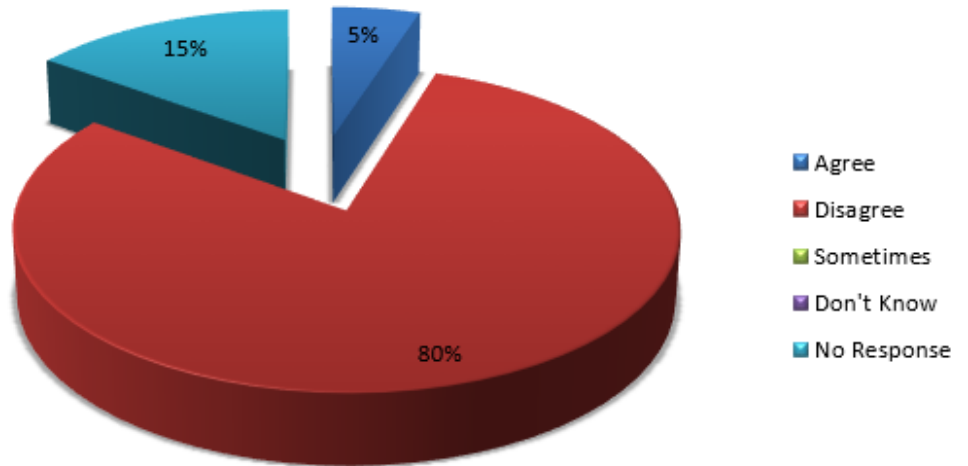
Group Home South Participant

- More golf, cooking classes.
- More visits to pubs.
- Can not think.
- Concerts and more holidays.

Eskleigh Home Participant

- Joins in some activities for a little time then leaves.
- More horse riding.
- Playing cards, dancing.
- Don't know what else is available for me.
- Jigsaws and love Carlton.
- Horse riding. Going to some cat shows.

37: Do you currently participate in the evening activities program? (Eskleigh Home Participants only)



Comments:

Eskleigh Home Participant

5% of responses agree. 45% decrease on 2014 results.

- Would like to sometimes.
- I would like to participate.
- Didn't know there was an activities program in the evening.
- Sometimes.
- Would like to go to trivia night or movie.
- None available.

ADDITIONAL COMMENTS

North Community Participant

- A wonderful service, a pity more people don't know about it!

South Community Participant

- I am very happy with my home support, but have lost some of the services I used to get from CBS, except now I have a package. These are community based assistance jobs e.g. gardening, window cleaning, maintenance etc. I also believe that Anglicare includes these things and hydrotherapy in their packages. Is Eskleigh able to help me with this please? A meeting maybe? Thank you Dale for providing such a caring and professional team, enabling me to stay in my own home. Regards, Molly.

Group Home North Participant

- This is my house now, enjoy living here. The staff always helps me in sickness. Help with the house work to keep a clean house. Thank you, Denise Terry.

Group Home North Family Member

- We are very happy with all things going on. When Pauline is happy so are we. A big Thank You to all involved.

Group Home South Participant

- I like Eskleigh and staff. Would like more holidays.

Group Home South Family Member

- Eskleigh is a great institution. I enjoy the newsletters and photos – shows a strong team effort across clients and staff and proudness in the workplace. Special commendation for Shane for bringing Robin up to family and personal de-briefing. Well done Eskleigh.

Eskleigh Home Participant

- Eskleigh is excellent.
- I'm happy with everything around me.
- It's a nice home!
- Not at this time.
- Why doesn't Eskleigh have its own cycling groups as cycling is a good exercise which stimulates many muscles.
- What do you say – all's well with the world.
- Happy with how things are now.
- Oh yes.
- That I have to buy my own food that I like because Eskleigh don't survive.

Eskleigh Home Family Member

- Very satisfied.
- Eskleigh is Royal Derwent come to Perth from New Norfolk.
- On the whole we are very happy and grateful that Sue received the care she needs and continues to make progress, but more information and care in her clothing is needed we feel.