

Dementia Care

Feedback Survey Results

November 2015

Background to the survey

As a leading care provider, we value the feedback that we receive from the people who use our services.

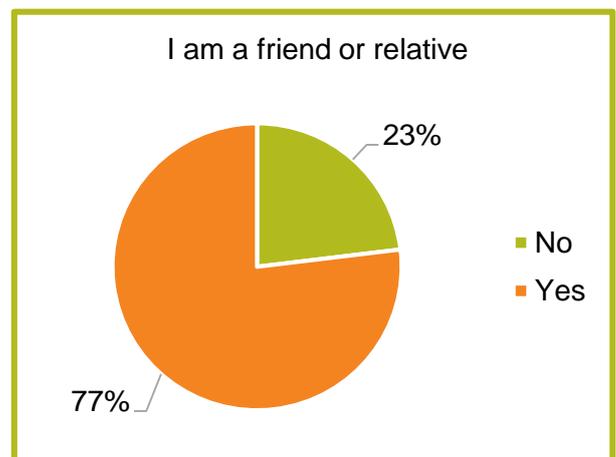
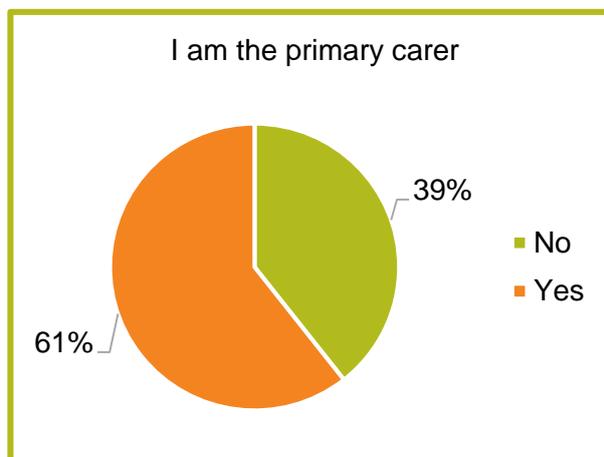
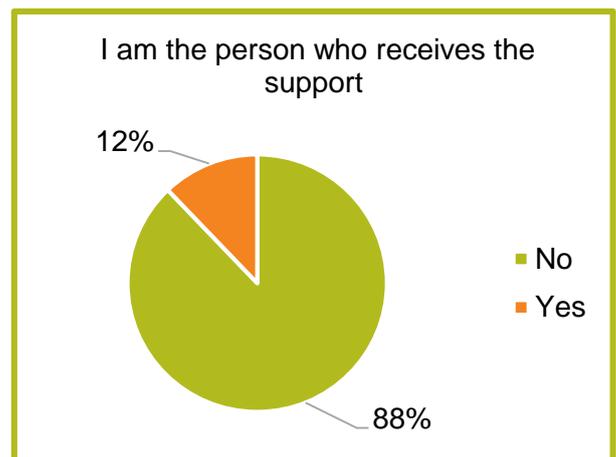
Whilst we continually review comments that we receive and take action where appropriate, each year we also ask people who use our services to complete a short survey. All answers are anonymous.

We would like to take this opportunity to thank all those that completed the survey. The results are set out below, together with the change from the 2014 results where appropriate.

Survey sample

The 2015 survey was sent to 185 people, compared to 146 people in 2014. This reflects the significant growth in the number of people that we support during 2015.

We received replies from 66 people, compared to 64 replies in 2014. Of these, 12% of responses were from the person that receives the support themselves, with the bulk of surveys being completed by the primary carer or a relative or friend (many people answered Yes to both questions, being both the primary carer and a friend or relative).

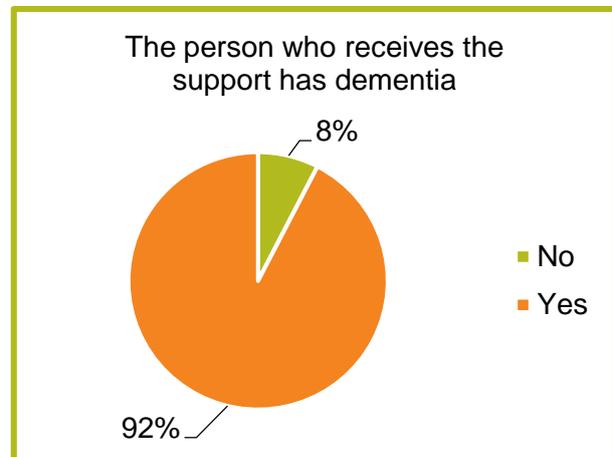


As many people use more than one of our services, the replies represented 103 views of the individual services, as follows:

Number of services used	Number of respondents	Number of service reviews
1	33	33
2	27	54
3	4	12
4	1	4
Total	65*	103

* One respondent completed a number of survey questions but did not indicate the service(s) used.

Although we provide support for people with other neurological disorders, the majority of our support is for people with dementia and this was reflected in the responses, with 92% of responses stating that the person who receives the support has dementia.

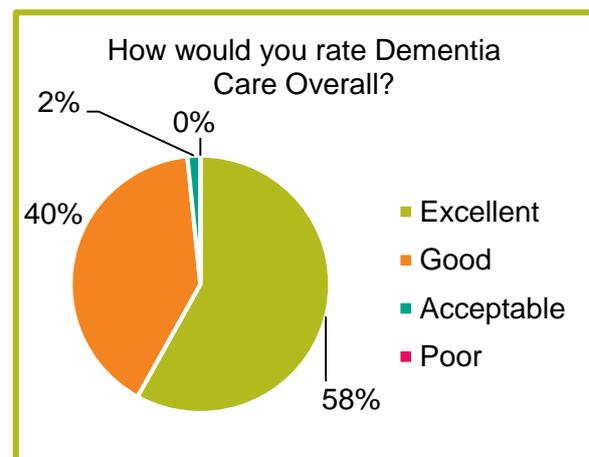


Rating Overall

It was really encouraging to find that this year **98%** of respondents rated Dementia Care overall as either **Excellent** or **Good**, with only one respondent rating us as Acceptable and no-one rating us as Poor.

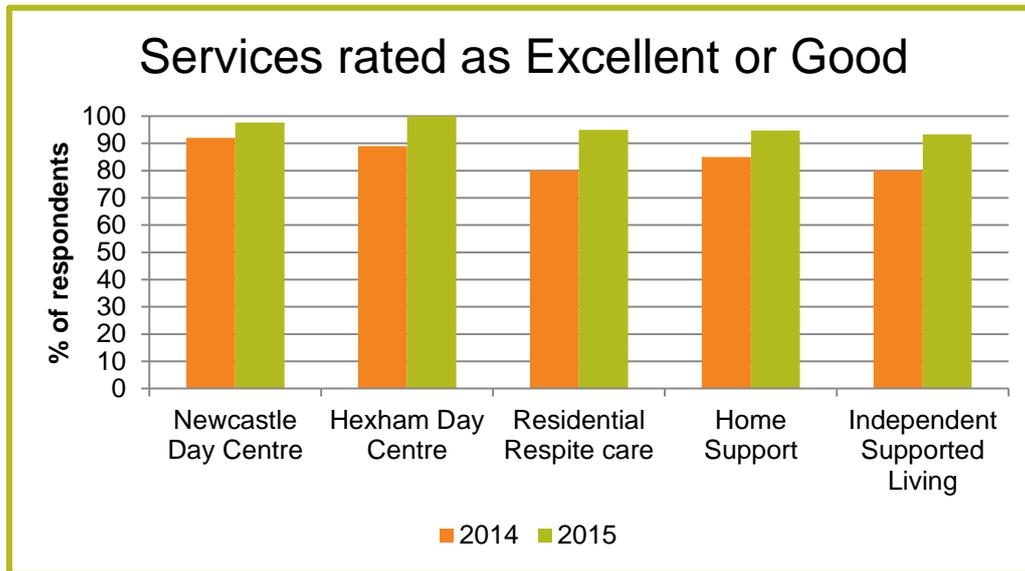
This was a significant improvement on 2014, when 90% of respondents rated us as either Excellent or Good.

In addition, four people did not complete this question, although they rated Dementia Care highly in other areas.



Rating of individual services

The vast majority of respondents also rated each of our service as either Excellent or Good:



Only four respondents rated a service as Acceptable. No-one rated any of our services as Poor, compared with three in 2014. Again, this is a significant improvement.

We received a number of really positive comments about our services:

Newcastle Day Centre	"Staff [are] warm and friendly and quite delightful."
Hexham Day Centre	"Many thanks to your staff at Hexham for their kindness, help and empathy. My [name withheld] comes back happier and brighter."
Newcastle Day Centre and Residential Respite Care	"The staff are always cheerful, outgoing and responsive and have been extraordinarily helpful at 'crisis' times with very quick arrangements for Respite Care. I regularly sing their praise."
Newcastle Day Centre and Residential Respite Care	"Very pleased with the way [name withheld] is treated on her one day a week visit. Her four days in respite went far better than I expected and [name withheld] seemed quite happy. It was like a mini holiday for both of us."

Home Support	“Having the same carers without chopping and changing is excellent compared to other companies used, where we never knew who would arrive or at what time. [Name withheld] is much more calm and satisfied.”
Independent Supported Living	“My mother receives good care from [name of house]. I'm able to speak to the carers and relate any concerns (not that there are any). They listen and act on my queries, and I'm so grateful for their care and support.”

CQC Key Lines of Enquiry

This year we changed some of our survey questions to mirror the five Key Lines of Enquiry (KLOE) used by the Care Quality Commission (CQC). The CQC rated us in July 2015 as follows:

KLOE	CQC Rating
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Outstanding

Note: CQC inspections do not cover Day Centres.

We were keen to see how the people who use our services rated us against these statements. Respondents were asked to rate to the following statements on a scale from Strongly Agree to Strong Disagree. Again the vast majority of responses were positive.

Statement	% Responding Strongly Agree or Agree	Number Disagreeing
I feel safe	98%	0
I feel that the support meets my needs and I'm listened to	95%	1
I feel well cared for by Dementia Care	97%	0
I feel that Dementia Care responds to my changing needs	95%	1
I feel that Dementia Care is well-led	95%	1

Communication by Dementia Care

Comments made by a number of respondents in 2014 concerned the lack of communication to them by Dementia Care. We welcomed the suggestions and agreed that improvements could be made. In January 2015 we appointed a full-time Communications Officer and over the year we have published quarterly newsletters, launched our new website and have been far more active on social media.

Respondents confirmed that this has been a big improvement with 91% rating the level of communication from us to them as Excellent or Good.

One of the Acceptable responses was accompanied by a comment specific to communications at the Newcastle Day Centre:

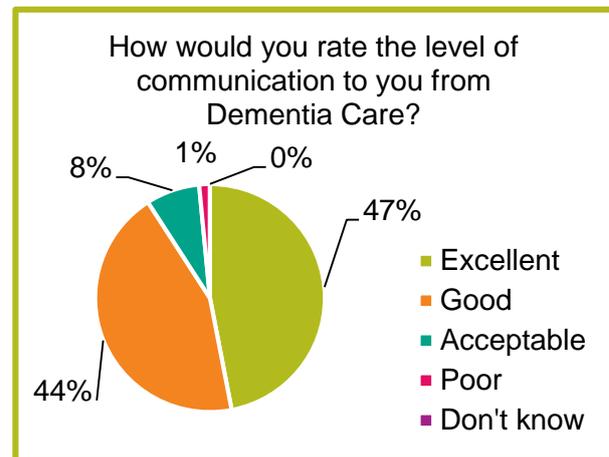
“It would be useful to be given a weekly or fortnightly update on how our relative is fitting in at the Centre and if they are joining in with activities etc., as there isn't always time at the end of the day care to ask this type of question.”

The staff at the Newcastle Day Centre are currently reviewing how communications can be improved. This will include a survey to find out exactly what people would like to happen.

Our newsletter seems to have been well received, with 86% of respondents finding it informative. To ensure the widest possible access to information, copies of the newsletters since February this year have been uploaded to the new website.

Our new website has contact details for all of our key staff and all respondents confirmed that they know who to contact about their care.

Almost all respondents (97%) confirmed that they know who to contact if they are not satisfied with the service provided. Again, details of our complaints procedure are provided on our new website.



Comments and responses to them:

We asked respondents to tell us anything they would like us to know – what they think is good about our work and what we could do to improve. All of the responses are given below, with our response where relevant:

All comments received	Service area	Response
1 My wife entered Residential Respite Care whilst I went abroad with my family, on holiday. Whilst abroad (Portugal) I had a heart attack. Dementia Care responded by extending her Respite Care until my recovery plan was completed. I will be forever grateful for the kindness and attention we received during this stressful period, and particularly the Respite and Care teams.	Newcastle Day Centre and Respite	
2 Mam has used Bradbury Centre as respite. We as a family are very impressed. However, all dementia support provided is not up to this high standard.	Newcastle Day Centre and Respite	
3 I feel unable to answer (this relates to statements about delivery of service). I think he is happy most of the time. He seems to respond to the carers who pick him up.	Newcastle Day Centre and Respite	
4 The care you provide for my relative is excellent. I have no complaints as I know she is well cared for and if anything happens you keep me informed.	Respite	
5 Some staff could be more communicative - some appear to be a bit off-hand.	Newcastle Day Centre, Home Support and ISL	Point noted. This will be discussed with all staff through supervision and training. Staff should never be off-hand with anyone.
6 The staff are always cheerful, outgoing and responsive and have been extraordinarily helpful at 'crisis' times with very quick arrangements for Respite Care. I regularly sing their praise.	Newcastle Day Centre and Respite	

All comments received	Service area	Response
7 Sometimes find day care a bit boring. But otherwise OK.	Newcastle Day Centre	Dementia Care is committed to running an extensive range of activities that meet the needs of all. Activities will be discussed with all concerned through an individual review process. New activities will be introduced during 2016.
8 [name withheld] thinks you should continue to maintain the customary high standard.	Newcastle Day Centre and Respite	
9 I was led to believe that this service was comparable to the Alzheimer's Society Connie Lewcock - it does not come close. Groups are far too large - 1 member of staff to 25/30 clients is unworkable. I believe this is a 'business' rather than a 'service'.	Newcastle Day Centre	Dementia Care's services and facilities are different to the one previously provided by Alzheimer's Society. On average there are more than 40 people attending here on a daily basis. We always have at least 1 member of staff to 5 people attending. We are happy that there is sufficient staff employed, but this matter will be discussed with the day service staff to identify areas for improvement.

All comments received	Service area	Response
10 Residents in supported living are always sitting with the television on when I visit. I think there should be more interactions for stimulation.	Newcastle Day Centre and ISL	<p>All Independent Supported Living houses now have a Team Leader in place who manages the day-to-day running. This concern will be brought to their attention.</p> <p>However, we would point out that some tenants enjoy watching some programmes on the television. If visitors arrive at a regular time they may only observe this activity.</p>
11 The staff on the bus are really good and gives me a rest knowing my husband is in safe hands.	Newcastle Day Centre	
12 Having the same carers without chopping and changing is excellent compared to other companies used, where we never knew who would arrive or at what time. [name withheld] is much more calm and satisfied.	Home Support	
13 Newsletter includes changes (refers to price rise in respite in October 2015 edition) but arrives at the end of the month after the changes have taken place. Would be helpful to know in advance.	ISL	Noted. In future, clients will be notified of changes in advance. If timing of newsletter doesn't fit, we will write separately.
14 Brilliant service. Thank you.	Newcastle Day Centre and Home Support	

All comments received	Service area	Response
15		
a. Newsletter - very little relates to Hexham.	Hexham Day Centre	We will ensure that we include items about the Hexham centre in future newsletters.
b. Day Care in Hexham - caring staff who do a very good job despite uncertainty about the future and problems involved in moving. Essential that they are helped as much as possible with the move. Transport is a huge plus.	Hexham Day Centre	Any uncertainty about the Hexham centre is now resolved. We have signed a 3 year lease for our own property and hope to be open before the end of January.
c. Desperately need Day Care to open every day (at least Monday to Friday) and possibly to finish at 5 pm (probably not possible!). Great that you provide Day Care in Hexham.	Hexham Day Centre	<p>Having our own building will remove the current restrictions on days. We intend to add Thursdays as soon as possible and assess demand for Mondays after that.</p> <p>Unfortunately, finishing at 5pm is not feasible, given the distances that our staff have to transport people home.</p>
d. Respite desperately needed in this area.	Hexham Day Centre and Respite	It is not possible to provide a separate respite service in Hexham. However, our respite centre in Newcastle is open to anyone in Northumberland.
e. For us, physical problems need to be addressed as well as dementia issues catered for.	Hexham Day Centre	The new day centre due to open in January 2016 has a level access and will give greater flexibility in meeting the needs of people with physical impairment.

All comments received	Service area	Response
<p>16 The various county assessments appear not to include Dementia Care into the information/action when in all probability Dementia Care have most knowledge of individuals. Many thanks to your staff at Hexham for their kindness, help and empathy. My [name withheld] comes back happier and brighter.</p>	Hexham Day Centre	
<p>17 My father had never been away from home in 49 years until we put him into respite. Myself and family were very nervous as scared as to how he would adapt away from home, but from the moment we decided on the Bradbury Centre Respite Care, until my father having respite, we were led through the process with Angela, who I might say is fab, until my father went in. We were so grateful for the love and attention my father has received and he settled in fine, which says an awful lot more than words can. All staff are brilliant and we were kept in touch with everything, all our questions were answered. The care my father receives is the best ever, Day Care included. Staff are fab and they always have time to talk to you and update on any little changes that may be happening. A big thank you.</p>	Hexham Day Centre and Respite	
<p>18 Very pleased with the way [name withheld] is treated on her one day a week visit. Her four days in respite went far better than I expected and [name withheld] seemed quite happy. It was like a mini holiday for both of us.</p>	Newcastle Day Centre and Respite	
<p>19 The standard of care is truly outstanding.</p>	Home Support and ISL	
<p>20 It would be useful to be given a weekly or fortnightly update on how our relative is fitting in at the Centre and if they are joining in with activities etc., as there isn't always time at the end of the day care to ask this type of question.</p>	Newcastle Day Centre	We will be writing to carers of people who use our Day Centres to determine the information required and the best communication methods.

All comments received	Service area	Response
21		
a. We would be keen to have an in-person review to talk about the care my mum receives and to get feedback from carers.	Newcastle Day Centre and Home Support	Conversation has taken place to arrange 1 st review of the service.
b. We are unsure who to talk to regarding alterations to the home visits.	Newcastle Day Centre and Home Support	Conversation has been had with client and is now aware who he needs to speak to with regards care for his mum.
c. We are keen to get your specialist advice on how to deal with some situations.	Newcastle Day Centre and Home Support	<p>We have reviewed and updated our website and this holds a lot of practical information about caring for someone with dementia.</p> <p>Our Dementia Care Newsletter includes articles on care and we will continue to publish regular items during 2016.</p> <p>We would welcome any feedback from clients and their families about any specific topics they would like covered.</p>
22 "Hexham Day Centre: Reliable, caring, consistent. Have been very impressed by the level of care and commitment shown by the staff, particularly Gemma at the Hexham Centre. Always happy to help and quick to follow up any new developments or requirements my father has needed. The service gives him a purpose and he knows that the people care about him."	Hexham Day Centre	

All comments received	Service area	Response
23 My mother receives good care from Moorside. I'm able to speak to the carers and relate any concerns (not that there are any). They listen and act on my queries, and I'm so grateful for their care and support.	ISL	
24 "Rated good overall and for Newcastle Day Centre, 'as far as I am aware'. Possibly excellent. Certainly well organised."	Newcastle Day Centre and Home Support	
25 Good care, well given. No problems - would recommend it if asked.	Newcastle Day Centre and ISL	
26 Staff warm and friendly and quite delightful.	Newcastle Day Centre	