



Enter and View Visit Supplementary Report

Tuesday 19 October 2010

Joan Taylor, Pauline Crathorne, John Hudson

Service Visited

Maria Mallaband Care Group Limited
Willowdene Care Home
Lizard Lane
Sedgefield
Stockton on Tees
TS21 3ET

Date of Visit: Thursday 7 October 2010



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Results of the Patient Observations of Premises / Environment Willowdene Care Home, Sedgefield Survey

1. Introduction

As part of the Enter and View visit to the Willowdene Care Home, Sedgefield and with the agreement of the Care Home, the Enter and View Representatives left behind a Client Observation Survey (see appendix 1), to gain feedback from those Clients who were not available to speak to on the day of the visit, Thursday 7 October 2010.

The purpose of this survey was to find out what the patient's overall experience of the Care Home.

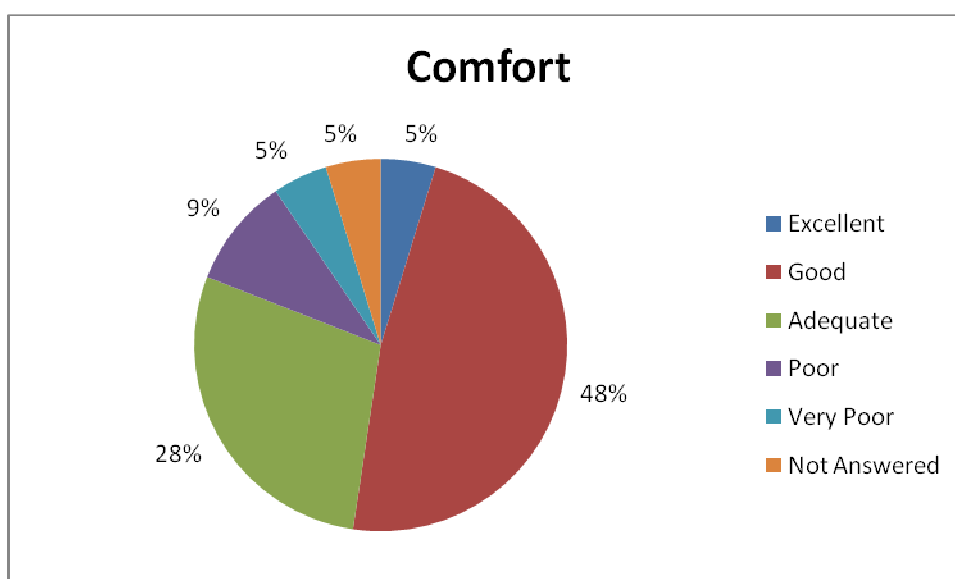
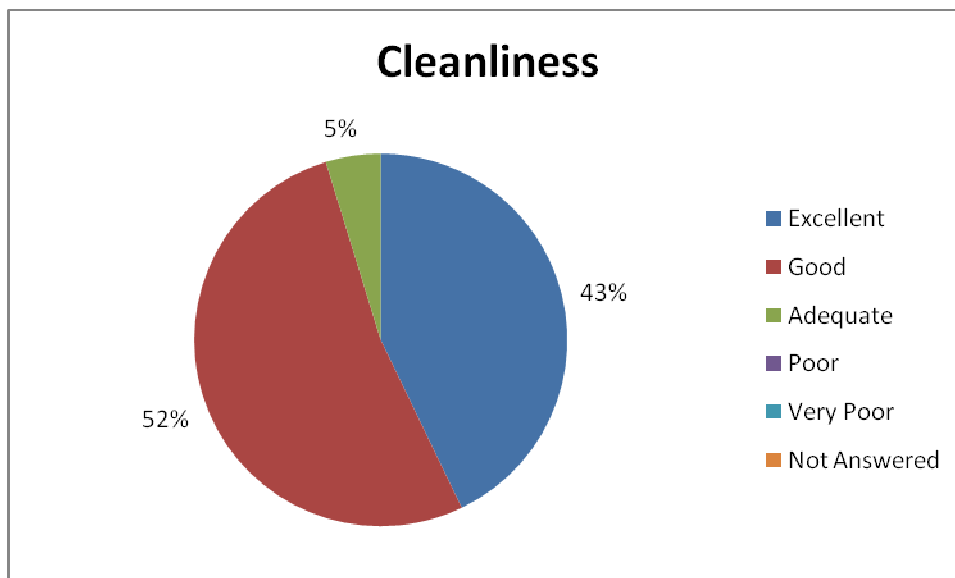
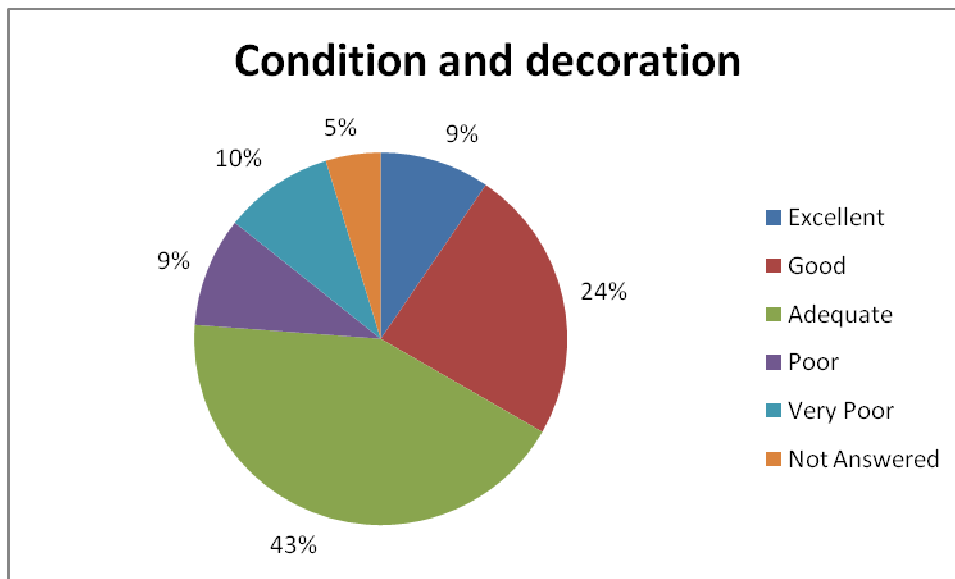
In total approximately 48 questionnaires were supplied. To date County Durham LINK has only received 21 replies.

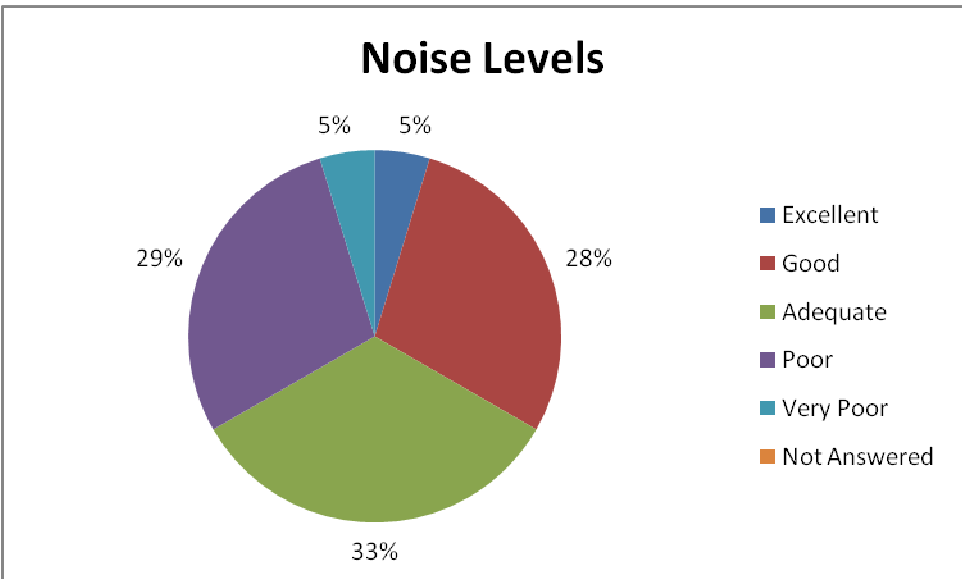
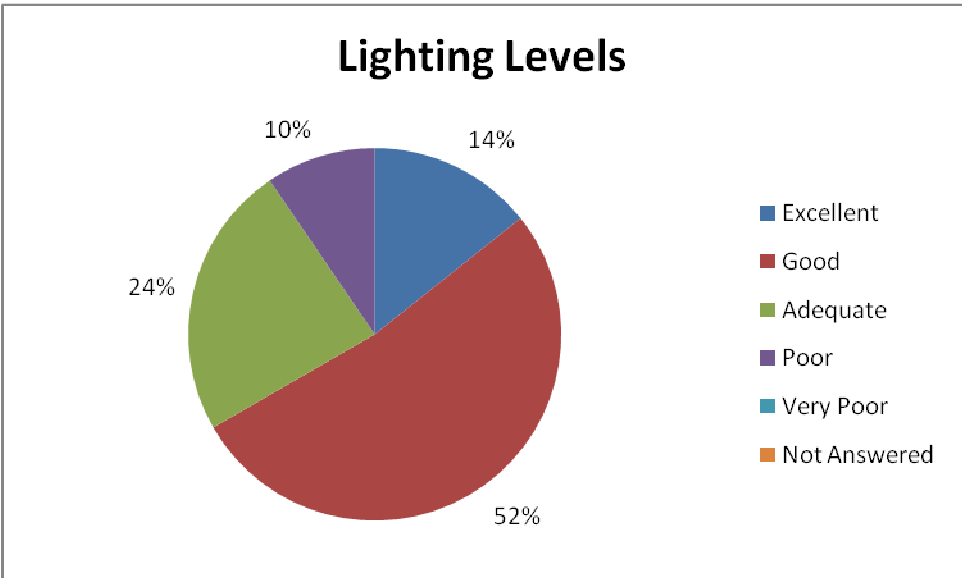
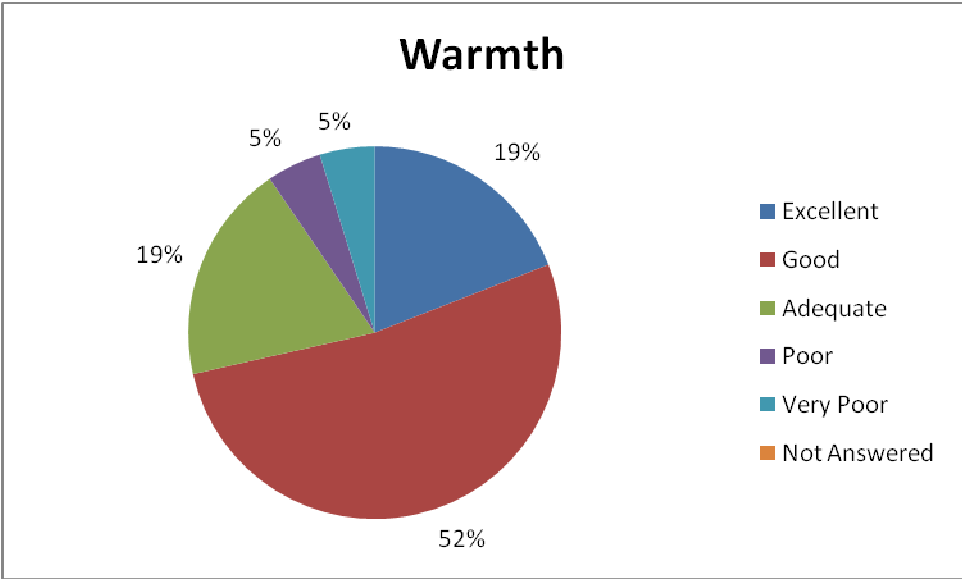
This supplementary report has been produced to share these results with Willowdene Care Home, the organisation that run the home, Maria Mallaband Care Group Limited and those involved with the visit.

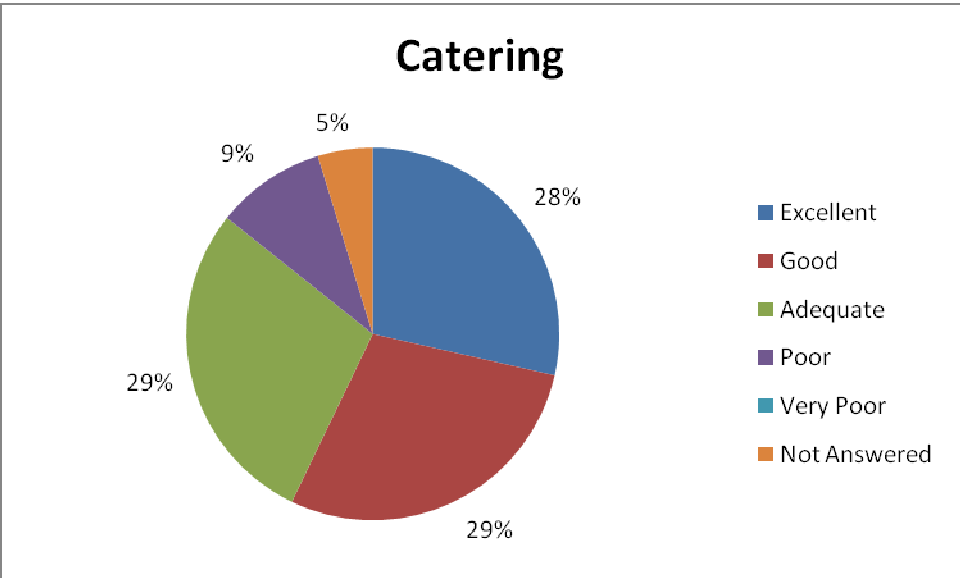
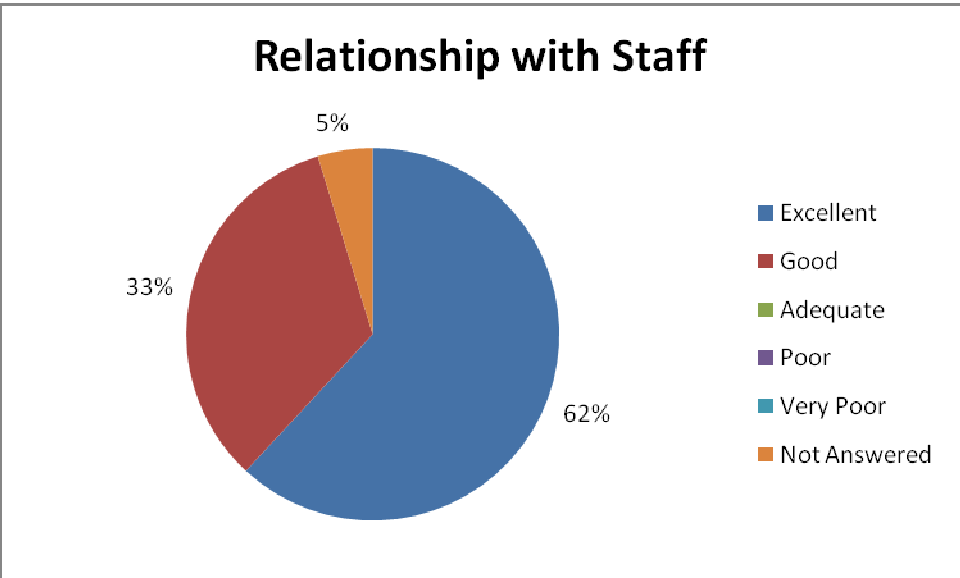
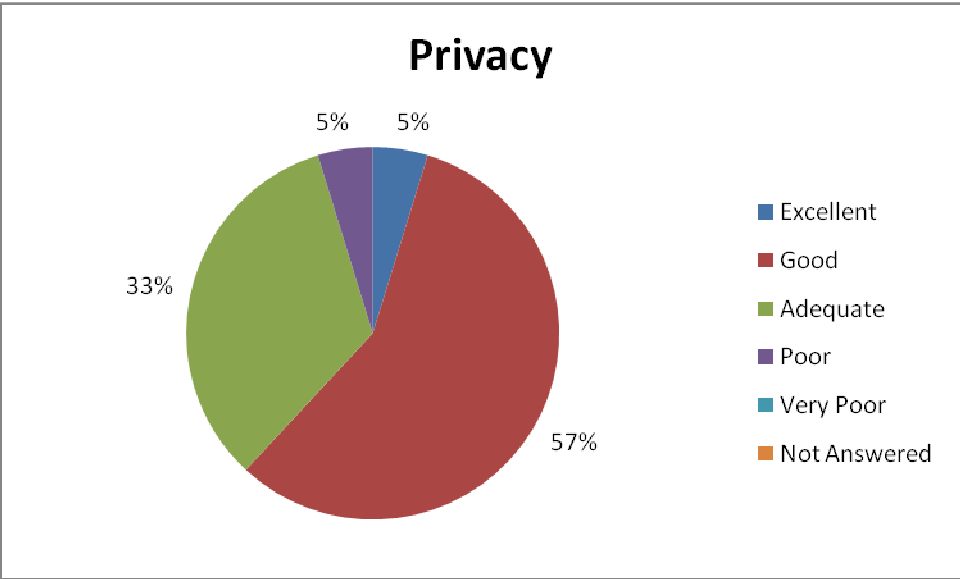
Table of results:

Questions	Answers in Number					
	Excellent	Good	Adequate	Poor	Very Poor	Not Answered
Condition and decoration	2	5	9	2	2	1
Cleanliness	9	11	1			
Comfort	1	10	6	2	1	1
Warmth	4	11	4	1	1	
Lighting Levels	3	11	5	2		
Noise Levels	1	6	7	6	1	
Privacy	1	12	7	1		
Relationship with Staff	13	7				1
Catering	6	6	6	2		1
Visiting Arrangements	8	8	2	1		2
Entertainment	6	10	2	2		1
Facilities	1	9	7	3	1	

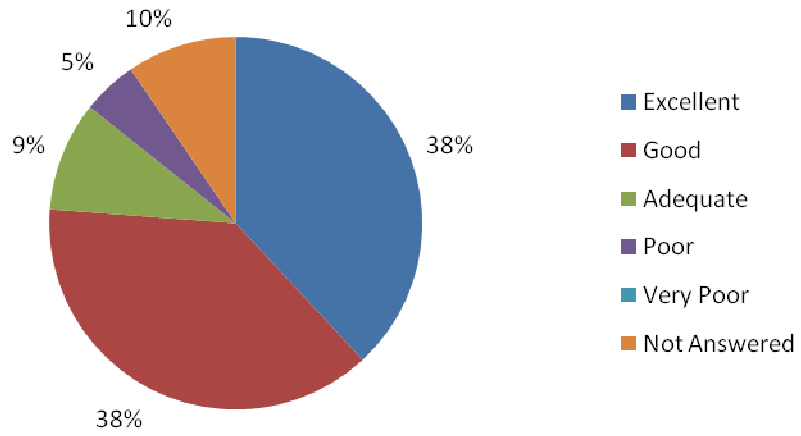
Pie Charts



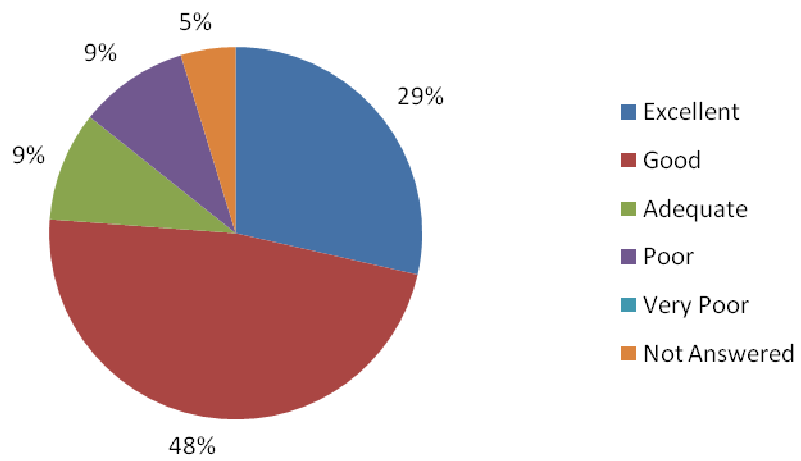




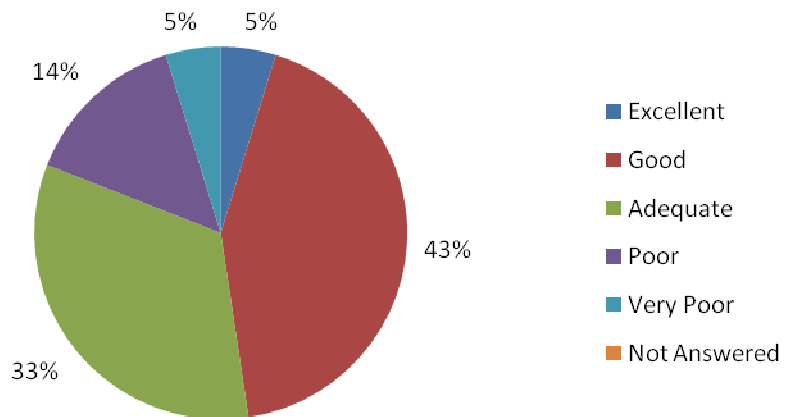
Visiting Arrangements



Entertainment



Facilities



Additional Comments from the Residents

A few residents felt that the home should have its own bus. Another resident commented that they would like to go out more.

A couple of residents felt that a shower room would be much appreciated on the ground floor. Another resident felt that an extra bathroom and toilet was required upstairs.

One resident felt that more attention needs to be paid to the entry, exits and car park in winter conditions, as they become quite hazardous with the winter weather conditions stating that "it time consuming when you get stuck".

One resident complained that the home is very noisy late at night due to other residents shouting. The survey results were mixed 33% of the residents that responded described the noise levels as adequate, 29% felt that they were poor and 28% felt that they were good.

Some of the residents have issues about the catering arrangements, one resident felt that there was not a great variety of vegetables and that it seemed to be the same vegetables being served most of the time. One resident would like to have more bananas and oranges.

Another felt that the meals were sometimes late and stating they had waited up to 20 minutes in the dining room. They also felt that the supply of beverages was sometimes inadequate as there had been times when the home had run out of juices and coffee at times.

Another resident took issue with the odd cutlery and glasses and stated that the dining room tables were not completely set. This resident also felt that a better choice could be offered at teatime.

Again here the survey results were mixed, 28% described the catering as excellent, 29% described them as good, 29% described them as adequate and 9% described them as poor.

Appendix 1

(Headed Paper)

Thursday 7 October 2010

Clients Observations of Premises / Environment Williowdene Residential Care Home, Sedgefield

This patient survey is being conducted by County Durham Local Involvement Network (LINK).

County Durham LINK is an independent network of local people and groups that aim to give communities in the county a stronger voice in how their health and social care services are delivered.

There is no personal information gathered in this questionnaire therefore you will remain anonymous. Any information gathered will be shared with Maria Mallaband Care Group, who operate this facility.

A pre paid envelope has been provided to enable you to return this form.

If you have any questions regarding this survey please contact:

County Durham LINK
Pioneering Care Centre
Carers Way
Newton Aycliffe
DL5 4SF

01325 327431

host@pcp.uk.net

Please circle the answer that best describes:

Condition and decoration:

Excellent Good Adequate Poor Very Poor

Cleanliness:

Excellent Good Adequate Poor Very Poor

Comfort:

Excellent Good Adequate Poor Very Poor

Warmth:

Excellent Good Adequate Poor Very Poor

Lighting levels:

Excellent Good Adequate Poor Very Poor

Noise levels:

Excellent Good Adequate Poor Very Poor

Privacy:

Excellent Good Adequate Poor Very Poor

Relationship with the staff:

Excellent Good Adequate Poor Very Poor

Catering:

Excellent Good Adequate Poor Very Poor

Visiting Arrangements:

Excellent Good Adequate Poor Very Poor

Entertainment:

Excellent Good Adequate Poor Very Poor

Facilities:

Excellent Good Adequate Poor Very Poor

Any other comments