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**Cornelius House**  
RESIDENTIAL CARE HOME FOR THE ELDERLY

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Service User Feedback Report

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June 2015

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## **1.0 Purpose & Method**

- 1.1 The scope of this audit is Cornelius House, Residential Care Home on behalf of John Kellas and West Sussex Social Services.
- 1.2 The purpose of obtaining Service User Feedback is to assist in checking that the standard of service and administration meet the performance indicators set by Mr Kellas. This report may also be used to identify opportunities to improve the service, Cornelius House provides to its residents.
- 1.3 The audit methodology involved;
  - Observing the provision of service (if appropriate).
  - Consulting with residents and their families by questionnaire (results, section 4) and interview (visit and interview results, section 5).

## **2.0 The Service**

- 2.1 Cornelius House Residential Home meets the individual needs of the residents providing care and support to people over the age of 65 enabling them to carry on living an independent life in the security of their own room in a safe non institutional caring environment, with 24 hour support if needed.
- 2.2 The service is co-ordinated from Cornelius House, 114 Fishbourne Road West, West Sussex PO19 3JR.
- 2.3 Staff at Cornelius House are available 24 hours per day as and when needed. The office is open from 8:30am - 5pm Monday - Friday. There is an answer phone at the office for all other times.
- 2.4 Cornelius House is a well-established residential home which entered into a contractual agreement with West Sussex Social Services in August 2007 allowing the home to accommodate partially funded residents.
- 2.5 At the time of audit, there were 19 residents at Cornelius House.

## **3.0 Service User Consultation - The Audit Process**

- 3.1 A service user questionnaire was sent to all residents of Cornelius House and their relatives at the time of audit. A pre-paid envelope was included to encourage a response. The auditor visited Cornelius House, where the day was spent observing the daily activities and spent the day talking to staff and residents. The auditor selected randomly from those people who replied to interview more in-depth. In cases where specific comments and suggestions were made and with the consent of the resident, the auditor fed back to John Kellas to ensure that the opportunity for review or improvement was taken.
- 3.2 From the 19 questionnaires sent to residents, 9 completed questionnaires were returned, a response rate of 47%. From the 19 questionnaires sent to the families of residents 12 were returned, a response rate of 63%

## **4.0 Questionnaire Results**

- 4.1 These overall results are shown below and were used to develop areas for questioning at the follow up client visits (as shown in section 5).

4.2 An analysis of the questionnaires returned for both: residents / residents families

	Excellent		Very Good	Good	Poor	Very Poor	Yes	No	Usually/Occasionally /It's OK	Never Called/No Answer /Unsure/Never seen it
	56%	83%								
*results are shown as a percentage for Residents & Relatives										
1. The overall standard of care provided by the care staff is:										
2. When visiting, I am treated with courtesy and respect by the care staff:							88%	100%		
3. My views are taken into account when my (relatives) care is planned:							100%	100%		
4. I know who to contact at Cornelius House if I have a comment/concern about my (relatives) care:							100%	100%		
5. I am supported in everyday tasks in a way which respects my dignity & promotes my (relatives) independence:							78%	92%	8% <sup>1</sup>	11%
6. I (my relative is) am happy with the quality and variety of the food::							56%	78%	44%	22%
7. I (my relative) eat my (their) meals in the dining room:							34%	75%	44%	25%
8. The food meets my dietary requirements:							78%		22%	
9. I find the Office Staff, polite and helpful:							100%	100%		
10. I am happy with the quality of my (relatives) room:							66%	92%	23%	8% <sup>2</sup>
11. I feel any guests and family members that visit are treated very well by Cornelius House:							100%			
12. I feel the activities over the year are:							56%	100%	44%	

**4.2.1 Negative answers from the residents questionnaires were followed up where possible.**

<sup>1</sup> I mostly am. *When visiting, I called and asked why she felt this way and was advised that she had only once felt that she wasn't treated with respect, but felt she usually is. She feels this varies from day to day and depends who is on duty. She likes some staff but not others, however, she knows who to speak to should she ever have a concern about her care.*

<sup>2</sup> No encouragement to walk. *There was no name supplied so I was unable to follow this up.*

<sup>3</sup> It's too small. *There was no name supplied so I was unable to follow this up.*

**4.2.2 Negative answers from the relatives questionnaires were followed up where possible.**

<sup>1</sup> This is difficult to know as my aunt is just sitting (her choice) in her chair all the time. I have no evidence or complaints to the contrary.

<sup>2</sup> I find the room small as furniture does not fit as easily as I would like. Tired décor.

**4.3 Residents were asked why they feel their dietary requirements are not being met, the replies received were:**

- *"I have very little appetite".*

**4.4 Residents were asked if there was anything they would like to do, that is not currently available to them at Cornelius House, the following replies received were:**

- *"I would like to do more supported walking as I cannot walk alone as there is a danger I will fall and the staff would have great trouble getting me back up again"*
- *"Minibus outings"*

**4.5 Residents were asked if they had any comments or suggestions, there were no comments added:**

**4.6 Relatives were asked what activities they felt were particularly good and those that they felt were not. The comments added were:**

- *"Sharon does a fantastic job. She is always thinking up new and novel things to do and trips out – wonderful. She is good at encouraging my Father to do things".*
- *"The organiser tries hard but other residents are reluctant to participate. Sometimes minibus trips drive too quickly past things of interest. Good that activities are organised"*
- *"We think everything is perfect" \**
- *"Everything is good"*
- *"My Aunt refuses to leave her room and engage with other residents. Sharon is brilliant and tries to meet all residents interests. My Aunt and I do all the puzzles and quizzes. Very good".*

**4.7 Relatives were asked if there is anything they feel should be carried out at Cornelius House that isn't. The following comments were added:**

- *"My only criticism is that, as the room has no shower, there should be a communal shower provided for those who do not like a bath. Maybe if there is no room for a separate shower in the building a shower could be installed in the bath"*
- *"Research a domiciliary dentist (NHS). My Aunt would be unable to visit a dentist and has had dental problems in the past".*

#### 4.8 Relatives were asked if they have any other comments. The following comments were added:

- *"Very happy with the standard of care. Staff extremely pleasant and caring. Manager and admin staff always helpful, nothing is too much trouble. A warm welcome by all the staff on arrival is really a nice touch. Food is excellent. A very well run home, bright and cheerful. Happy staff and a great deal of thoughtfulness shown in every aspect of running the home"*
- *"Thank you to all the wonderful staff who care for my Mother"*
- *"Cornelius House is very hard to fault! As a relative, I have been most impressed"*
- *"We find everything is a very high standard and staff are all excellent and caring"*
- *"I feel Cornelius House is exceptional in every way. My Mother is wonderfully well cared for in every way and is very happy here"*
- *"I feel confident (and relaxed) that my Father is looked after extremely well at Cornelius House. I am notified if there is a problem. Although my Father is not in the best of health, he seems to be happy at Cornelius House".*
- *"I was unhappy with domiciliary optician visit. My Aunt agreed to buy glasses which she has never worn. I wish to be advised of any future such type visits.  
I have EPOA for my Aunt and she is even less likely to make best interest decisions. I believe all residents should have a key worker who 'notices' the things I do – comb and brush, always full of hair and cleaned by me. Nails filthy – cleaned by me. Chair crumby – reported by me.  
On many many levels, the care is excellent. Angelina in particular, 'looks out' for my Aunt and is very kind although I have no current concerns about my Aunts care.  
I would like to see a little more realism between respecting an individual's choice and maintaining the individuals personal hygiene and clothing.  
Just because my Aunt is very frail and can't be treated with anything, so will often refuse some care- this means it's still left to me to Notice, Manage & Report.  
Overall the home is excellent the staff very kind, helpful and obliging. Just a niggle – But Important."*

#### 5.0 Visit and Interview Results – Residents

Throughout the day I spoke with a random selection of residents to get an idea of their thoughts and feelings living at Cornelius House.

- 5.1 The 1<sup>st</sup> resident I spoke to has been at Cornelius House for a while and has always been very happy living here. She has no family but has friends who visit as often as they can. She was a driver during the war and drove for the Red Cross. She finds the staff very helpful and kind and are always happy to help her when needed. She is very happy with her room, particularly that she is able to have all her own furniture and hang her pictures of which she is very fond. She sometimes eats her food in the dining room but occasionally likes to eat in her room. She finds there is plenty of choice at meal times and realises if she were not happy with the choices she could ask for something else to be made up. She has never yet come across something that she doesn't like to eat. She takes part in most of the activities and is happy with the activities programme. Should she have a comment or concern, she would speak to Pam or somebody in the office as they are always helpful.

The 2<sup>nd</sup> resident I spoke with advised he is sad at not being able to live independently any more but is very happy at Cornelius House. He has two children who visit whenever they can. He had polio at a young age which left him out of the services during the war, however worked with the RAF. He has been here for two years and find all the staff excellent. He is happy with the menu choices and sometimes eats his meals in the dining room and sometimes in his room. He is pleased that he gets to have a choice. He knows who to speak to should he have a problem or a comment about his care. He does take part in the activities if there is something that he likes and feels that Sharon does a great job at getting people to join in.

The 3<sup>rd</sup> resident I spoke with has only lived at Cornelius House for a couple of Months. She used to play a lot of tennis and golf when younger. Her son and daughter in law are both doctors and are great at ensuring she is regularly contacted to ensure she is OK. She lived in Hertfordshire before moving to Cornelius House and whilst it is a long way from where she lived previously, has settled in and is very happy here. The staff are all very friendly and always appear happy. She is happy with the food choices and would mention to the cook if she wasn't as she knows she could always have something else made up for her. With the activities, she enjoys joining in with anything sporty. She knows who to speak to if she has a comment or concern about her care.

The 4<sup>th</sup> resident I spoke with has lived at Cornelius House for 3 years. She feels she is as happy as she can be without being in her own home. She has always had a fondness for gardening and flower arranging. She grew up with her brother and during the war he joined the Royal Air Force and she worked as a theatre midwife and received promotion by Field Marshal Montgomery 3 weeks after D Day. She has always had a fondness for the RAF. Encouraged by her husband, she learned to fly at 62 years of age at Manston airport in Kent. She feels that the staff treat her with dignity and respect at all times and always knock on her door before entering. She feels very safe living here. She is very happy with the food and the menu choices and has no idea how they always manage to make such wonderful food and give so many choices. The only problem she has with the food is that she feels it is too good and she has gained weight as a result.

## 6.0 Recommendations / Key issues

- The response rate of the returned questionnaires from Residents and Relatives was good ensuring that they had the opportunity to mention any concerns they may have.
- Cornelius House is a very well run establishment with efficient and dedicated staff.
- All additional comments spoke highly of the staff and the service offered at Cornelius House.
- There was one negative comment from a relative, which needs to be addressed.
- The weekly activities list is popular and needs no improvements. Three of the four residents I spoke with mentioned the war without any prompting. Perhaps an organised WW11 memorabilia or chat evening would be enjoyed?
- Supported walking in the garden, when staff have the time for residents who need a little help.
- The food and menu choice is excellent.

