
Cornelius House

Service User Feedback

June 2016

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 next of kin by questionnaire (results, section 4) and face to face interviews (visit and interview results, section 5).

2.0 The Service

- 2.1 Cornelius House Residential Home meets the individual needs of residents by 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, with 24 hour support if required.
- 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 16 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 next of kin at the time of audit. A pre-paid envelope was included to encourage a response. The auditor visited Cornelius House and carried out face to face interviews with residents and observed the daily activities. 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 16 questionnaires given to residents, 14 were completed, a response rate of 88%.

4.0 Questionnaire Results

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

Questions asked with results shown as a percentage:

I feel the overall standard of care provided is:

Excellent **72%** Very Good **28%** Average Poor

I am treated with dignity and respect by the care team:

Always **100%** Usually Sometimes Never

My views are taken into account when my care is planned:

Always **78%** Usually **22%** Sometimes Never

If I have to call, the office staff are efficient, helpful and polite on the telephone:

Always **72%** Usually Sometimes Never **28%***

*28% have never called the office

I know who to contact at Cornelius Houses is I have a comment or concern:

Yes **100%** No

I know how to make a comment or complaint should I wish to:

Yes **100%** No

I feel the quality of my room is:

Excellent **28%** Very Good **72%** Average Poor

I feel the quality of the dining area is:

Excellent Very Good **78%** Average **22%** Poor

I feel the quality of the food is:

Excellent **72%** Very Good **28%** Average Poor

I feel the activities provided are:

Excellent **64%** Very Good **22%** Average **14%** Poor

Residents were asked if there were any activities they felt should be included, the following comments were added:

I would like a garden club in the summer months

I would like some trips out

I would appreciate someone to come and sit with me to do a quiz

I like to take part in a quiz but only in a pair or a group

Residents were asked how the service could be improved, the following comments were added:

I can't think how it could be improved

I am very well cared for and there is nothing I can think of that needs improving

Residents were asked if they had any comments or suggestions relating to Cornelius House, the following comments were added:

All the staff are excellent

I enjoy my lunchtime glass of sherry with my friend

5.0 Visit and Interview Results

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

5.1 The 1st resident I spoke to has only been living at Cornelius House over a year and is very happy here. She has two sons, one a solicitor and one a GP, both visit as often as they can. She has a good friend who she enjoys a morning chat with and a glass of sherry before having lunch in the dining room. She finds there is always something to eat that she is happy with. She very rarely doesn't like something on the menu but would advise the chef if this was so and knows she can have an omelet or a sandwich. She cannot praise the staff enough for all they do. She finds that they always treat her with dignity and respect and go out of their way to ensure she is happy. She takes part in the activities when she wishes to. If she ever had a concern she would speak to Pam or Jill in the office who she feels are both brilliant.

The 2nd resident I spoke with has only been at Cornelius House for 6 weeks however,

her first impressions are that she will be very well looked after. Nothing she has requested so far has been too much trouble. She enjoys the food that is offered and sometimes eats in the dining room. She knows who to speak to should she have a comment or concern and feels she is treated with dignity and respect by all the staff. She feels the staff always have time to ask how she is feeling and she feels very secure here. She has two children who live quite a distance away but who visit as often as they can. The only thing she would like to do that she does not do enough of, is to be taken out.

The 3rd resident I spoke with has lived at Cornelius House for a few years and is generally very happy here. He finds all the staff very helpful and they are always looking after his dietary requirements. He knows who to speak to should he have any comments or concerns. He spoke to the chef last week about being advised as to what the lunchtime desserts were going to be and the chef has been to his room to discuss the lunchtime desserts. He feels he is always treated with dignity and respect and finds all of the staff to be very kind and helpful. He has one son, four grandchildren and sixteen great grandchildren who visit as often as they can.

6.0 Recommendations / Key issues

The response of the completed questionnaires was excellent. Everyone I spoke to was happy and knew who to speak to if they had any concerns.

Cornelius House is a very well run establishment, the staff are all very efficient and helpful.

The residents all felt they were treated with dignity and respect.

The quizzes appear to be very popular with teams as opposed to individually. * This comment was passed to the Manager at Cornelius House.

The food and menu choice is considered excellent, however, one gentleman requested that there be a choice of desserts at lunchtimes. * This comment was passed to the Manager at Cornelius House.