
Cornelius House

Service User Feedback

May 2018

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, care provided 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

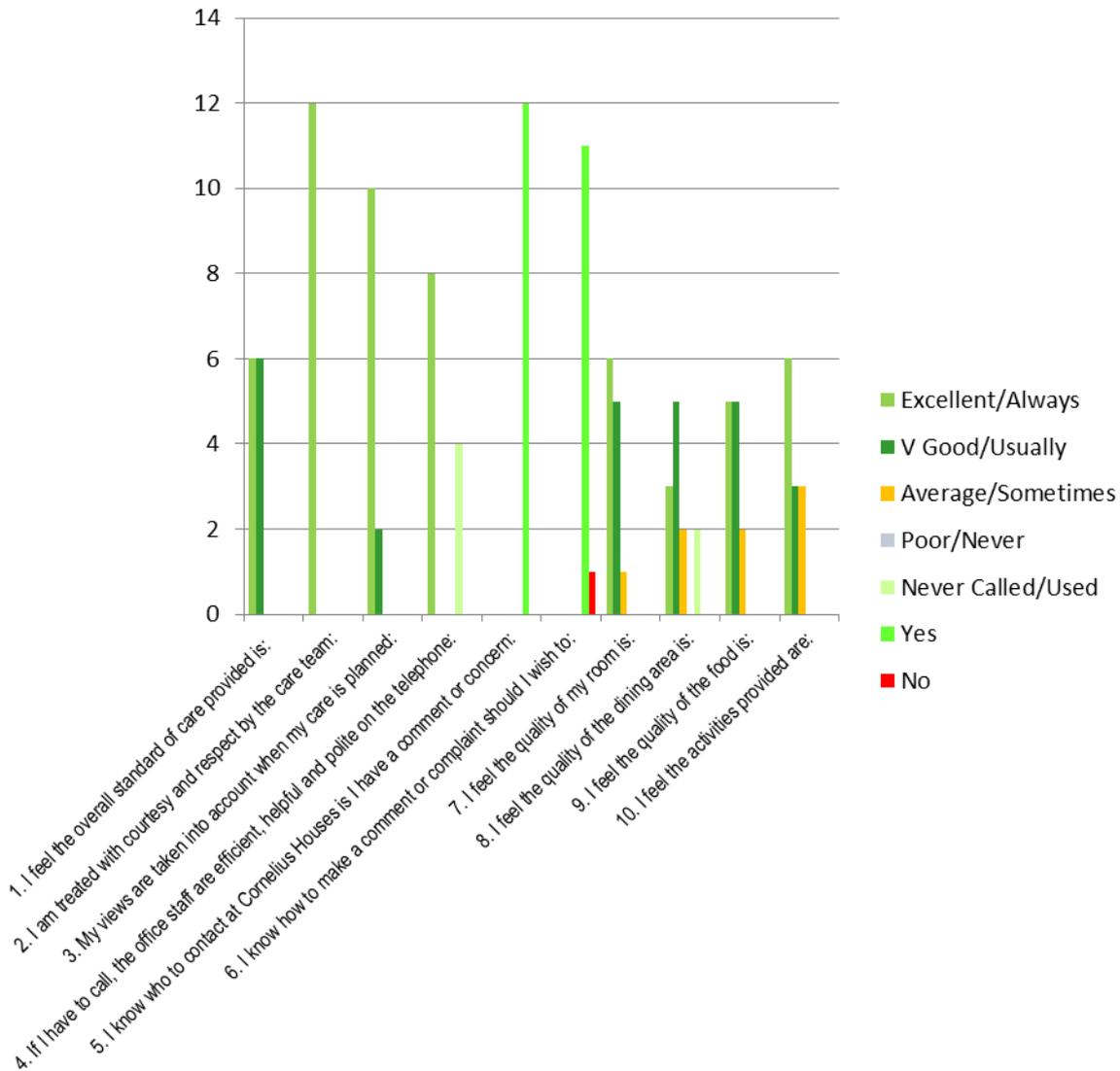
- 2.1 Cornelius House Residential Home meets the individual needs of residents by providing care and support to people over the age of 65 enabling them to carry on living an independent life in the security of their own room, with 24 hour support if required.
- 2.2 The service is co-ordinated from Cornelius 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 20 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 selected from answers supplied on returned questionnaires and followed up more in-depth where specific comments and suggestions were made. 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 20 questionnaires given to residents, 12 were completed, a response rate of 60%

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).



4.1.1 Questions asked with results shown as a percentage:

Q1. I feel the overall standard of care provided is:
 Excellent **50%** Very Good **50%** Average Poor

Q2. I am treated with dignity and respect by the care team:
 Always **100%** Usually Sometimes Never

Q3. My views are taken into account when my care is planned:

Always **83%** Usually **17%** Sometimes Never

Q4. If I have to call, the office staff are efficient, helpful and polite on the telephone:

Always **67%** Usually Sometimes Never called **33%**

Q5. I know who to contact at Cornelius Houses if I have a comment or concern:

Yes **100%** No

Q6. I know how to make a comment or complaint should I wish to:

Yes **92%** No **8%**

Q7. I feel the quality of my room is:

Excellent **50%** Very Good **42%** Average **8%** Poor

Q8. I feel the quality of the dining area is:

Excellent **25%** Very Good **41%** Average **17%** Poor N/A **17%**

Q9. I feel the quality of the food is:

Excellent **41%** Very Good **41%** Average **18%** Poor

Q10. I feel the activities provided are:

Excellent **50%** Very Good **25%** Average **25%** Poor

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

No, a very good range of activities

No, we have several activities provided

Linda tries hard to give us activities but clients do not support her – hence many have cancelled i.e. talks, quiz, board games etc.

Mum will tend to opt out of activities if you ask her to join in. I feel her approach is detrimental to her condition. Perhaps the question of engaging her could be put a different way – ‘we’d like you to help with’.

Broaden the scope of activities for clients – more trips out with small groups to enrich client lifestyles at the home

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

A shower cubicle in my bathroom would be nice

Getting washed/dressed, too rushed

Better bathrooms, communal and en-suite

Keeping the person who is sick on the food table and wets herself on her chair, on a separate table. This is not easy because she is sometimes alright.

Menu very repetitive. Suggest more items be added, such as more fresh spaghetti, sweet and sour noodles and garlic bread, fresh sardines, duck etc. However, breakfasts are excellent

Staff could check if clients have hospital appointment letters etc in their bags to avoid missed appointments

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

I enjoy the use of the wooden summerhouse, feeding the birds and getting some fresh air

Staff are very courteous and friendly

I feel secure and happy, which is down to the care given by the carers

This is a care home not a nursing home. Too many clients ring their bell too often for nursing assistance day and night, hence people like me (I am blind, but look after myself), do not get the care I sometimes need

I am very happy with every aspect of the care at Cornelius House and have no concerns or suggestions for improvement at this time

The gravel drive is a bit bumpy when I go out in my wheelchair

A wonderful team and a very nice happy care home with strong management structure. Staff work hard to ensure people feel cared for and valued. Very well done. I would like to ensure appointments are logged in the homes diary as soon as staff are advised of the request, eg hairdressing

5.0 Visit and Interview Results

After receiving the completed questionnaires, I selected residents to speak to face to face based on their comments.

5.1 The 1st resident I spoke to has only been living at Cornelius House for a year. She is happy here and feels safe. She feels the staff treat her with courtesy and respect at all times and has never had any complaints. If she did have a problem, she knows who to speak with. She wished to emphasise that she thinks the manager is fabulous and cannot do enough for the residents.

Her fiancé was sadly killed during World War 11 and she has never felt the desire to meet anyone else, so has always lived alone.

She likes knowing there are other people at Cornelius House that she is able to chat to, join in activities with or sit next to in the dining room. She is happy with the choice of meals provided and finds there is usually something that she likes to eat. If there wasn't something she liked, she would mention it to the staff and they would make her something on toast or an omelette.

The 2nd resident I spoke with has only been at Cornelius House for 7 months and is very happy here. She is partially sighted and feels confident that all her needs are met. She has 3 children, her youngest son visits often. She feels safe and comfortable and knows who to speak with should she have any problems or concerns. She feels the staff are excellent and supposes this is due to the management team at Cornelius House. She is happy with her room, especially having a small garden outside so that she can listen to the birds. Although unable to join in many of the activities, she is happy to listen to talks by one of the visiting guest speakers or musical performances and particularly enjoys the group quizzes. She feels it would be good if there were more quizzes, perhaps a weekly sheet of quiz questions to residents' rooms that the staff could read to her and collect the answer sheets at the end of the week. She takes most of her meals in the dining room and enjoys most of the food, however, does like spicy food but understands that this would not suit everybody.

The 3rd resident that I spoke with has been living at Cornelius House for several months and feels it is far better here than the last place she was living. She is happy with all the staff and advised me they are always cheerful and happy to see her. She knows who to speak to should she have a comment or concern but cannot imagine what that would be as if she has any issues, she tells the management team and they sort it out. She has two sons, one lives in Hong Kong and the other locally and visits often. She is happy with her room and feels the meals provided are very good. She is happy with the activities provided.

The 4th resident I spoke with has lived here for just over a year and feels it couldn't be better. She is able bodied so able to get about and takes part in all the activities offered. She finds the staff are all very kind and helpful and treat her with courtesy and respect. She knows who to talk to should she have a concern. She has one son who, along with his wife visit her often and take her out. She loves being independent and feels safe and secure here.

6.0 Recommendations / Key issues

Everyone who answered felt they were treated with courtesy and respect.

The response of the completed questionnaires was very good. Everyone I spoke to was happy with their care provided and had no concerns.

It would be helpful to encourage residents to advise staff of any pending appointments they may have either by using a white board or diary to avoid the possibility of them being missed.

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

More group quizzes would be appreciated as opposed to individually as well as an individual set of quiz questions left in each room. * This comment was passed to the Manager at Cornelius House.

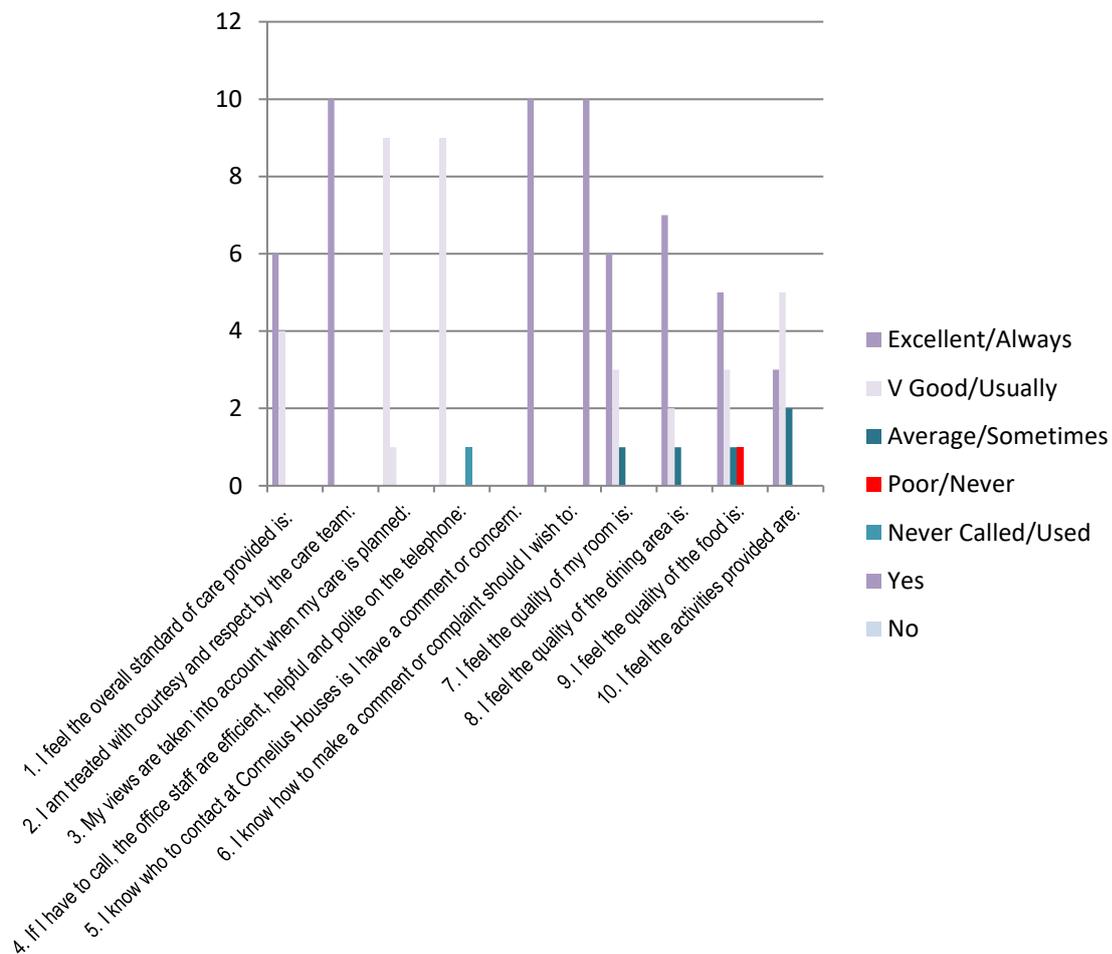
The food and menu choice is very good, however, a spicy option such as a curry or garlic bread occasionally, would be appreciated. * This comment was passed to the Manager at Cornelius House.

Addendum

1a Purpose & Method

A questionnaire was sent to all friends/relatives of residents in order to get an overall view with their opinions of the care provided at Cornelius House and any comments they may have.

1b Relatives/Friends Questionnaire results



1c Questions asked with results shown as a percentage:

Q1. I feel the overall standard of care provided is:
 Excellent **60%** Very Good **40%** Average Poor

Q2. I am treated with dignity and respect by the care team:

Always **100%** Usually Sometimes Never

Q3. My views are taken into account when my care is planned:

Always **90%** Usually **10%** Sometimes Never

Q4. If I have to call, the office staff are efficient, helpful and polite on the telephone:

Always **100%** Usually Sometimes Never called

Q5. I know who to contact at Cornelius Houses if I have a comment or concern:

Yes **100%** No

Q6. I know how to make a comment or complaint should I wish to:

Yes **100%** No

Q7. I feel the quality of my room is:

Excellent **60%** Very Good **30%** Average **10%** Poor

Q8. I feel the quality of the dining area is:

Excellent **70%** Very Good **20%** Average **10%** Poor

Q9. I feel the quality of the food is:

Excellent **50%** Very Good **30%** Average **10%** Poor **10%**

Q10. I feel the activities provided are:

Excellent **20%** Very Good **50%** Average **20%** Poor

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

My mother is happy with the activities that are provided in-house. No other activity comes to mind. My mother enjoys being taken out, which I do but, it's possible that residents without relatives willing or able to do this might like to get out more to shops or places of interest. The home do arrange occasional outings., ideally one might like to see more but this may be difficult to cover with staffing levels.

More outings, more quizzes, more talks on interesting subjects (stimulate the brain), more board games, day at the races, Chichester harbour tour, trips to garden centres, picnics, bbq's.

Relatives/Friends of Residents were asked how the service could be improved, the following comments were added:

Dads room could be nicer, but this is partly as he will not engage in making it more homely and is uninterested in a bigger room.

Both ensuite bathrooms could be more practical and easy to access.

This is not a major issue but long gravel drive can be hard work and bumpy with a wheelchair. A tarmac path up one side of the drive might be helpful. To be fair, I have not raised this with the home.

The standard of the food looks very poor. More appetising, still simple recipes would be good.

Only complaint on the food is that it is very similar and repetitive choices, some days good, some days fair.

By asking individual residents what activities they would like to participate in. Advance menu choice – left with resident. Larger name badges for members of staff.

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

Very good care home with very good staff.

I have only ever seen good practice and support given in a caring manner when visiting Cornelius House.

My mother receives excellent care from friendly staff who appear to genuinely care. There is a happy and accepting atmosphere in the home. It has the advantage of being a small home where all staff are familiar. My mothers needs have increased significantly since her admission in 2016 but staff have managed to meet those needs. Staff have been diligent in monitoring her health, being alert to signs of infection (chest infections & UTI's, often associated with increased confusion) contacting health professionals when needed and monitoring her treatment and medication.

Overall, happy with the care. The staff are always very welcoming and take care of my grandfather well- thank you.

Excellent care.

Whenever I visit, I always get a good impression of Cornelius House.

Periodic review of residents medication & care plan.