
Cornelius House

Service User Feedback

February 2020

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 18 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 the management and John Kellas to ensure that the opportunity for review or improvement was taken.

3.2 From the 18 questionnaires given to residents, 13 were completed, a response rate of 72%

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).

Questions asked with results shown as a percentage:

I feel the overall standard of care provided is:

Excellent **92%** Very Good **8%** Average Poor

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

Always **85%** Usually **15%** Sometimes Never

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

Always **61%** Usually **39%** Sometimes Never

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

Always **61%** Usually **31%** Sometimes Never Never Called **8%**

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

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

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

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

I feel the quality of my room is:

Excellent **46%** Very Good **54%** Average Poor

I feel the quality of the dining area is:

Excellent **46%** Very Good **54%** Average Poor

I feel the quality of the food is:

Excellent **54%** Very Good **46%** Average Poor

I feel the activities provided are:

Excellent **54%** Very Good **38%** Average Poor No Answer **8%**

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

- Can't come up with any but am still busy keeping up with myself.

- It is all fine.

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

- Think they're all doing very well given the present climate. Thanks for all the welcoming smiles.
- No, I feel everything is fine.

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

- I am looked after well.

5.0 Visit and Interview Results

I visited and spoke with customers who were in the lounge who all advised that they were very happy living at Cornelius House. They all felt that they were treated with dignity and respect and could not speak highly enough of Anna and the office team. looked after well by the staff. They all agreed the staff were very helpful and cheerful but thought it would be nice if their name badges were clearer, so they knew who they were speaking to. * I passed this comment to the manager, who is looking into it. It was also mentioned that it be helpful to identify staff by their uniforms. * I passed this comment to the manager, who is looking into it.

Most felt the menu choices were good and enjoyed their meals although, one lady advised she has always only ever eaten plain foods with not too much seasoning but added that this was her personal preference and the kitchen are always happy to ensure she has something she enjoys to eat.

Everyone enjoyed the activities and whilst some joined in regularly, one preferred not too through her own choice and another was happy to sit and watch.

- 5.1 The 1st resident I spoke to is very happy living at Cornelius House. She said she is a very solitary person and prefers at times to be on her own. She does join in with some of the activities occasionally and sits in the lounge if she wishes to be with company. She feels she is treated with courtesy and respect by all the staff and felt the office staff go above and beyond to help her with her personal needs. She often needs to order transport to enable her to visit her son and the office staff are always happy to assist her.

Visiting her son who has downs syndrome and dementia is the most important thing to her. Her daughter used to take her for visits until she moved away recently so now has to depend on taxi services.

The 2nd resident I spoke with has only been here for 2 weeks and is still settling in with the help of her family. She has two sons a daughter and 4 grandchildren who are a very important part of her life. One son lives in Cape Cod so she is unable to see him very much, however, they do communicate regularly. Her other son has been a huge help ensuring that she has settled in. She would have preferred a bigger room although is happy with the layout/facilities of the room she has. She has no complaints at this moment. She feels she is always treated with courtesy and respect and her son reiterated this, adding that he is happy knowing his Mother is happy at Cornelius House. She knows who she should speak to should she have any concerns and speaks highly of the office staff who have helped her settle in.

The 3rd resident I spoke with has lived at Cornelius House for 6 months and finds everything here lovely and her needs taken care of. She feels if she must live in a residential home, then this is the one. She feels safe here and knows who to speak to should she have a complaint or concern. She feels Anna and her team do a wonderful job of ensuring everybody is looked after and cannot praise her highly enough.

Her friend, who is a very good cook was visiting whilst I was there, wished to advise me how good the food is (and added that she has high standards with cuisine) and how friendly the staff are.

6.0 Recommendations / Key issues

The response of the completed questionnaires was very good:

Cornelius House is a very well-run establishment.

Everybody felt they were treated with dignity and respect.

Everybody felt the standard of care received was excellent or very good.

Customers would like to see clearer name badges on staff so that they can read them.

** This comment was passed to the Manager at Cornelius House.*

*A procedure on how to make a comment or complaint/who to contact in the customers service user guide would be helpful. * This comment was passed to the Manager at Cornelius House.*

*Different coloured uniforms to identify staff would be helpful for customers and friends/relatives. * This comment was passed to the Manager at Cornelius House.*

7.0 Next of Kin Comments & Results

7.1 These results are shown from the questionnaires sent or emailed to the next of kin of the residents to capture their views on their friends/relative's care.

Questions asked with results shown as a percentage:

I feel the overall standard of care provided is:

Excellent **91%** Very Good **9%** Average Poor

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

Always **91%** Usually **9%** Sometimes Never

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

Always **91%** Usually **9%** Sometimes Never

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

Always **91%** Usually **9%** Sometimes Never

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

Yes **90%** No **10%**^{MC (emailed structure)}

I know how to make a comment or complaint about my relatives/friends should I wish to:

Yes **100%** No

I feel the quality of my relatives/friends room is:

Excellent **36%** Very Good **64%** Average Poor

I feel the quality of the dining area is:

Excellent **45%** Very Good **55%** Average Poor

I feel the quality of the food is:

Excellent **73%** Very Good **27%** Average Poor

I feel the activities provided are:

Excellent **36%** Very Good **55%** Average **9%** Poor

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

No changes needed – Linda does a very good job at arranging a wide variety of activities throughout each month.

The activities co-ordinator has a very difficult task in co-ordinating residents to take part in activities and even when agreed to take part minds will be changed at the last minute – not easy. Easier access to transport may be beneficial during summer months.

No not really. Entertainment is provided every day with a wide choice. However, my Aunt worries that sometimes, not many join in!!

Quizzes are very popular - more please. Film shows and a video! Gardening classes.

Trying to get my mum to do the ones you have is a challenge for your wonderful staff!!

Friends/relatives were asked how the service could be improved; the following comments were added:

I don't have any criticisms. Only one minor suggestion; my mum can never remember the names of her carers and their name badges are hard to read. If you ever decide to replace the badges, could the names be in bigger type/black on white? *Comment passed to Manager.

Overall from my perspective, I wouldn't know how to answer this as nothing jumps out. However, the only criticism would be the loss of personal items in the laundry even when named. I appreciate this is a problem in most care homes.

For my mother's needs at present, I don't think they can.

I think the service is fine and Aunt always looks immaculately dressed.

Fantastic food she says – always presented well. Tidy room. She knows what days she has a bath. When I visit, I find everything perfect.

Can't think of anything.

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

I can highly recommend Anna and her team at Cornelius

My mother now aged 94 has been at Cornelius House since July 2017. During that time, we have found all the staff, managers, managers, carers, chefs, activities coordinator, manicurist, maintenance man and others – to be kind, caring and conscientious. The rooms are warm, comfortable and clean, the food is consistently excellent, the carers are very vigilant about health concerns and there are plenty of opportunities to join in with stimulating social activities. We are very grateful for the high standard of care provided.

Just to say a thank you for the continued good care given by all staff.

This is a very well-run home and both my wife and I have been delighted with the care for my mother. ^{MS}

No, none at all. Having been a manager of sheltered housing and a trained nurse, worked before that in a hospital and after that in a nursing home before I retired- The care Auntie receives and the whole package here is outstanding. Auntie, who is a spinster and lived alone has now accepted that she is one of twenty residents all needing help, but says she is still treated above her expectations. ^{SJ}

One resident is a regular smoker and smokes behind my mothers room (10a) – not a problem/good luck to her but, when this lady has a smoke, she’s accompanied by a member of staff. This happens at least 8 to 10 times a day. *Comment passed to Manager. Considering Cornelius House has a staff shortage and many other clients are needing more attention, may I suggest this smoker does not take any time of the staff. This is not a health and safety issue that someone must accompany this lady for a cigarette. ^{RK}
It is a very good care home run by very very good and caring staff. ^{CS}

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