

Rebecca Homes Ltd yearly survey 2021.

Stake holder surveys sent out

- 7 People we support
- 37 Staff
- 18 Contractors
- 15 Family
- 14 Professionals
- 3 Other

Total sent out 94

Some surveys were posted, some sent by text message and by watts app

Stakeholder surveys received back and percentage of sent out to each group

- 3 People we support
- 14 Staff But two were repeated 16 back but counted 14
- 2 Contractors
- 4 Family
- 1 Professionals
- 1 Other
- 13 Not known who it is

Total received back 38 (39 %) but two were repeated so really 35 back

unknown no name and/or designation provided




1. Admission and discharge procedures for the care home and/or the community support service. Please consider in your response website information and terms and conditions in the people we support guide book?

Answer Choices		Response Percent	Response Total
1	Excellent	48.65%	18
2	Good	32.43%	12
3	Average	0.00%	0
4	Below Standard	0.00%	0
5	Not applicable	18.92%	7
		answered	37
		skipped	1





2. Standards of our policies and procedures?(Access to the policies are in the staff office some information is also on our website, in the statement of purpose, business plan and the guide book. The guide book is given to all potential individuals using our services, professionals, carers and relatives the book is on our website which contains information about the services provided and much more information)

Answer Choices	Response Percent	Response Total
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2. Standards of our policies and procedures?(Access to the policies are in the staff office some information is also on our website, in the statement of purpose, business plan and the guide book. The guide book is given to all potential individuals using our services, professionals, carers and relatives the book is on our website which contains information about the services provided and much more information)

1	Excellent		59.46%	22
2	Good		29.73%	11
3	Average		0.00%	0
4	Below Standard		0.00%	0
5	Not Applicable		10.81%	4
			answered	37
			skipped	1





3. Access to information?

Answer Choices		Response Percent	Response Total
1	Excellent		55.26%
2	Good		36.84%
3	Average		2.63%
4	Below Standard		0.00%
5	Not Applicable		5.26%
			answered
			38
			skipped
			0




4. Your involvement in the support we provide for the individuals using our care services?(This is for those that use the care home and/ or the community support service)

Answer Choices		Response Percent	Response Total
1	Excellent		60.00%
2	Good		28.57%
3	Average		0.00%
4	Below Standard		0.00%
5	Not Applicable		11.43%
			answered
			35
			skipped
			3





5. The activities provided within the care home and out in the community?

Answer Choices			Response Percent	Response Total
1	Excellent		63.16%	24
2	Good		28.95%	11
3	Average		5.26%	2
4	Below Standard		0.00%	0
5	Not Applicable		2.63%	1
			answered	38
			skipped	0




6. Standards of furnishing, decor and temperature of premises?(This is for the care home only, comments can be added at the end for the Isle of Wight holiday home)

Answer Choices			Response Percent	Response Total
1	Excellent		54.05%	20
2	Good		37.84%	14
3	Average		0.00%	0
4	Below Standard		0.00%	0
5	Not Applicable		8.11%	3
			answered	37
			skipped	1




7. Standards of cleanliness?(This is for the care home only, comments can be added at the end about the Isle of Wight holiday home)

Answer Choices			Response Percent	Response Total
1	Excellent		34.21%	13
2	Good		47.37%	18
3	Average		10.53%	4
4	Below Standard		0.00%	0
5	Not Applicable		7.89%	3
			answered	38
			skipped	0




8. Your perception of staff skills and abilities?(For the care home and community support this does not include managers)

Answer Choices			Response Percent	Response Total
1	Excellent		42.11%	16
2	Good		44.74%	17
3	Average		13.16%	5
4	Below Standard		0.00%	0
5	Not Applicable		0.00%	0
			answered	38
			skipped	0





9. Your perception of our management skills and abilities?(This includes both care managers for the care home, the business manager and the community support coordinator)

Answer Choices			Response Percent	Response Total
1	Excellent		52.63%	20
2	Good		39.47%	15
3	Average		7.89%	3
4	Below Standard		0.00%	0
5	Not Applicable		0.00%	0
			answered	38
			skipped	0






10. The visitor's policy, visitors facilities and how visitors are greeted?

Answer Choices			Response Percent	Response Total
1	Excellent		57.89%	22
2	Good		34.21%	13
3	Average		0.00%	0
4	Below Standard		0.00%	0
5	Not Applicable		7.89%	3
			answered	38
			skipped	0




11. Our choice of food provision, variety and quality of food provided?(Care home only)

Answer Choices			Response Percent	Response Total
1	Excellent		47.22%	17
2	Good		33.33%	12
3	Average		8.33%	3
4	Below Standard		0.00%	0
5	Not Applicable		11.11%	4
			answered	36
			skipped	2





12. How we have handled any complaints and/ or compliments you have made?

Answer Choices			Response Percent	Response Total
1	Excellent		47.37%	18
2	Good		36.84%	14
3	Average		5.26%	2
4	Below Standard		2.63%	1
5	Not Applicable		7.89%	3
			answered	38
			skipped	0

13. Our financial dealings with you?

Answer Choices			Response Percent	Response Total
1	Excellent		55.26%	21
2	Good		36.84%	14
3	Average		0.00%	0
4	Below Standard		0.00%	0
5	Not Applicable		7.89%	3
			answered	38
			skipped	0

14. Overall atmosphere and standard of our support provision?(This is applicable for the care home and community support service)

Answer Choices			Response Percent	Response Total
1	Excellent		45.95%	17
2	Good		37.84%	14
3	Average		13.51%	5
4	Below Standard		2.70%	1
5	Not Applicable		0.00%	0
			answered	37
			skipped	1

Further questions.

Answer Choices			Response Percent	Response Total
1	Name (Optional apart from staff, essential staff provide their name)		90.32%	28
1	16/12/2021 13:59 PM ID: 181256805	Michelle Moore		
2	16/12/2021 14:05 PM ID: 181257311	Neil Andrews		
3	16/12/2021 14:09 PM ID: 181257789	Julie Reid		
4	16/12/2021 14:53 PM ID: 181262437	Harvinder Singh Mathyal		
5	16/12/2021 15:06 PM ID: 181263680	Harvinder Singh Mathyal		
6	16/12/2021 15:25 PM ID: 181265618	Mr tonks		
7	16/12/2021 18:30 PM ID: 181283330	Lawrence Oates		
8	16/12/2021 21:26 PM ID: 181293481	Pippa reed		

Further questions.

9	16/12/2021 23:25 PM ID: 181297374	
10	17/12/2021 01:19 AM ID: 181298959	
11	17/12/2021 01:21 AM ID: 181298975	
12	17/12/2021 10:26 AM ID: 181313245	
13	17/12/2021 11:26 AM ID: 181317898	
14	18/12/2021 08:24 AM ID: 181361319	
15	20/12/2021 08:56 AM ID: 181420940	
16	20/12/2021 09:17 AM ID: 181422120	
17	20/12/2021 12:06 PM ID: 181434520	
18	20/12/2021 16:24 PM ID: 181453998	
19	20/12/2021 16:24 PM ID: 181454000	
20	24/12/2021 12:16 PM ID: 181631991	
21	06/01/2022 20:55 PM ID: 182079229	
22	13/01/2022 09:48 AM	Mother of one of the residents

Further questions.

		ID: 182491882	
23		13/01/2022 09:51 AM ID: 182492151	
24		13/01/2022 09:52 AM ID: 182492338	
25		13/01/2022 09:55 AM ID: 182492722	
26		17/01/2022 11:39 AM ID: 182732748	
27		17/01/2022 18:04 PM ID: 182781117	
28		19/01/2022 12:57 PM ID: 182941606	
2	How are you known to Rebecca Homes Ltd? (Person we support, relative, professional, staff, or contractor)		93.55% 29
1	16/12/2021 13:59 PM ID: 181256805	Staff	
2	16/12/2021 14:05 PM ID: 181257311	Care manager	
3	16/12/2021 14:53 PM ID: 181262437	Staff(agency)	
4	16/12/2021 15:06 PM ID: 181263680	Staff(agency)	
5	16/12/2021 15:25 PM ID: 181265618		
6	16/12/2021 18:30 PM ID: 181283330	Placement provider	
7	16/12/2021 20:38 PM	Via a colleague	

Further questions.

	ID: 181291159	
8	16/12/2021 21:26 PM ID: 181293481	Staff
9	16/12/2021 23:25 PM ID: 181297374	Staff
10	17/12/2021 01:19 AM ID: 181298959	Staff
11	17/12/2021 01:21 AM ID: 181298975	Agency
12	17/12/2021 10:26 AM ID: 181313245	Contractor
13	17/12/2021 11:26 AM ID: 181317898	Mother of person you support
14	18/12/2021 08:24 AM ID: 181361319	Staff
15	20/12/2021 08:56 AM ID: 181420940	Staff
16	20/12/2021 09:17 AM ID: 181422120	Professional
17	20/12/2021 12:06 PM ID: 181434520	Agency supply
18	20/12/2021 15:43 PM ID: 181450944	Contractor
19	20/12/2021 16:24 PM ID: 181453998	Staff
20	20/12/2021 16:24 PM ID: 181454000	Staff

Further questions.

21	24/12/2021 12:16 PM ID: 181631991	Staff	
22	06/01/2022 20:55 PM ID: 182079229	People we support mother	
23	13/01/2022 09:46 AM ID: 182491647	Not staff from internet	
24	13/01/2022 09:51 AM ID: 182492151	Person we support	
25	13/01/2022 09:52 AM ID: 182492338	Person we support	
26	13/01/2022 09:55 AM ID: 182492722	I live here	
27	17/01/2022 11:39 AM ID: 182732748	Staff	
28	17/01/2022 18:04 PM ID: 182781117	Team Leader	
29	19/01/2022 12:57 PM ID: 182941606	Staff	
3	What we do well?	83.87%	26
1	16/12/2021 13:59 PM ID: 181256805	Under current circumstances I think staff have dealt with changes regarding Covid very well.	
2	16/12/2021 14:05 PM ID: 181257311	The business manager and owner have always given an ethos of a high standard of care must be maintained for the care receivers within the home. This is highlighted in the copious amounts of training offered and the financial input that they put into the business for it to continuously improve.	
3	16/12/2021 14:09 PM ID: 181257789	Responding to queries, requests	
4	16/12/2021 14:53 PM ID: 181262437	Care	

Further questions.

5	16/12/2021 15:06 PM ID: 181263680	Care
6	16/12/2021 15:25 PM ID: 181265618	Everything
7	16/12/2021 18:30 PM ID: 181283330	Go the extra mile to ensure the client has a fulfilling life
8	16/12/2021 20:38 PM ID: 181291159	Provide a excellent quality of care
9	16/12/2021 21:26 PM ID: 181293481	Making a difference to the people who use our service.
10	17/12/2021 01:19 AM ID: 181298959	Look after staff and clients always considerate in staff and client needs,
11	17/12/2021 01:21 AM ID: 181298975	Look after staff and clients
12	17/12/2021 10:26 AM ID: 181313245	overall, accommodating
13	17/12/2021 11:26 AM ID: 181317898	We think the staff have done an excellent job during these unprecedented times.
14	18/12/2021 08:24 AM ID: 181361319	Good quality of Care for service users
15	20/12/2021 09:17 AM ID: 181422120	Communication with professionals
16	20/12/2021 12:06 PM ID: 181434520	Great communication and friendly manager
17	20/12/2021 16:24 PM ID: 181453998	Most things
18	20/12/2021 16:24 PM	Most things

Further questions.

	ID: 181454000			
19	24/12/2021 12:16 PM ID: 181631991	Flexibility for working hours		
20	06/01/2022 20:55 PM ID: 182079229	My son seems very settled and happy in the care home. So it appears that you are attending to all of his needs.		
21	13/01/2022 09:48 AM ID: 182491882	You all do a great job keeping all safe and well standard of care is very good.		
22	13/01/2022 09:51 AM ID: 182492151	Not really want to say		
23	13/01/2022 09:52 AM ID: 182492338	Don't know about that one		
24	17/01/2022 11:39 AM ID: 182732748	Staff have really helped each other through covid a really tough year. Been supportive of each other. People have stepped in different roles when others were absent due to health and covid. The home has improved a lot decor wise this last year and furnishings due to more time spent there. Staff have had to follow a lot of changes with covid and have been patient with it all.		
25	17/01/2022 18:04 PM ID: 182781117	Making sure all queries are dealt with straight away		
26	19/01/2022 12:57 PM ID: 182941606	Adapt, change to circumstances, especially with covid, improving the home environment. Buying new items, provide lots of training, good working conditions with meals, rotas, Rebecca Homes will support staff if need help eg borrowing a vehicle or need time off at short notice. Much more		
4	What we could do better?		48.39%	15
1	16/12/2021 14:05 PM ID: 181257311	N/A		
2	16/12/2021 14:53 PM ID: 181262437	E can avoid wastage of plenty food every day		
3	16/12/2021 15:06 PM ID: 181263680	E can avoid wastage of plenty food every day		
4	16/12/2021 15:25 PM ID: 181265618	Nothing that I can think off		
5	16/12/2021 18:30 PM	Not all staff are keen to work outdoors, small org and staff numbers limit options		

Further questions.

	ID: 181283330			
6	16/12/2021 20:38 PM ID: 181291159	As a new employee, I'm very impressed with the service I've seen to date		
7	16/12/2021 21:26 PM ID: 181293481	Not sure been in maturity leave		
8	17/12/2021 01:19 AM ID: 181298959	No mobile phones on the floor when working in house also more staff should clean up after themselves and clients they support.		
9	17/12/2021 01:21 AM ID: 181298975	Work as a team, staff not to rely on other staff to keep house in order.		
10	17/12/2021 10:26 AM ID: 181313245	no aware of anything that requires improvement		
11	20/12/2021 16:24 PM ID: 181453998	More experienced staff , more training on behaviours that challenge		
12	20/12/2021 16:24 PM ID: 181454000	More experienced staff , more training on behaviours that challenge		
13	24/12/2021 12:16 PM ID: 181631991	Recruitment although this is a problem throughout the care sector and not a reflection of our service		
14	13/01/2022 09:51 AM ID: 182492151	No		
15	13/01/2022 09:52 AM ID: 182492338	Don't know		
5	Any additional comments about a specific service? e.g the care home, the holiday home or the community support service?		48.39%	15
1	16/12/2021 14:05 PM ID: 181257311	2022 is my 15th year with the company.		
2	16/12/2021 14:09 PM ID: 181257789	I put average for standard of cleanliness, I think everyone could do a bit more to improve everywhere		
3	16/12/2021 15:06 PM	We can provide some educational books to promote organic or natural foods		

Further questions.

	ID: 181263680	
4	16/12/2021 15:25 PM ID: 181265618	From top to bottom the mount is run very efficiently, very good indeed
5	16/12/2021 18:30 PM ID: 181283330	I have been very impressed with the general staff commitment, at all levels and he extra outdoor facilities.
6	16/12/2021 21:26 PM ID: 181293481	Nothing to add, merry Christmas everyone
7	16/12/2021 23:25 PM ID: 181297374	Nothing
8	17/12/2021 01:19 AM ID: 181298959	No
9	17/12/2021 01:21 AM ID: 181298975	No
10	20/12/2021 09:17 AM ID: 181422120	As a company who have provided some training for Rebecca Homes, I have only been able to complete the questions relevant to us, however all of the dealings we have had, have been positive and we look forward to working with you in the new year.
11	20/12/2021 12:06 PM ID: 181434520	A pleasure to supply this beautiful home
12	06/01/2022 20:55 PM ID: 182079229	When covid 19 is behind us, I wish to go on day trips with my son please. Not enough information for me to comment on the holiday home.
13	13/01/2022 09:51 AM ID: 182492151	No not really not been for a while to the holiday home
14	13/01/2022 09:52 AM ID: 182492338	No it's nice
15	13/01/2022 09:55 AM ID: 182492722	Not been to the holiday home for a full year

answered	31
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skipped	7
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Key points from the survey other than lots of lovely compliments that need working on for 2022

No mobile phones on the floor when working in house also more staff should clean up after themselves and clients they support.

Agreed staff need be mindful and team leaders to monitor, when at work should not be on phones unless needed to do with work. Unless all tasks are really complete including training and on a one to one sitting on the landing this is including cleaning complete and person we are supported is looked after food drinks personal care and more. Staff for example when in the lounge observing can do more cleaning using the anti bacterial wipes and bet rid of dust, light fittings as well places people do not think to look, feather dusting of cob webs. After training if everyone cleared up leave the training room to a good standard as you found it not walk away. Be more mindful for others, helps the people we support, the housekeeper and the night staff if rooms left in better condition and mostly a nice working environment and living environment for the people we support and staff makes for happier people when arriving at the home. Quality assurance Rebecca continues to monitor monthly and reminds and prompts staff and notices areas that need doing.

Work as a team, staff not to rely on other staff to keep house in order.

This is the same as above consider your colleagues don't just leave it for another person. If see something that needs doing do it. Help each other. Even helping Fiona with activity ideas plus promoting activities, contributing to improvement ideas get involved. At all times be mindful of your team and the people we support how they feel and what they would like. When people call in sick this has a knock on more work for the team already working, tasks get missed and more therefore think of the team when missing shifts. Help new staff when starting make them welcome so they want to stay and this means more tasks are completed for the team, guide them what needs doing.

More experienced staff , more training on behaviours that challenge.

This is on going that managers are working on. New staff that started at the start of covid are now becoming experienced knowledgeable staff. We have regular supervisions and training meetings plus post incident analysis to gain further experience and knowledge. Older staff to teach newer staff also new staff welcome to bring in feedback and ideas they maybe more experienced and another environment or have life experiences to add. Staff to take a positive approach to training. For example the Oliver McGowan training was offered one staff did do this more could of done it and it will be offered again. Team working doing the training and helping each other providing information to newer staff so they become experienced staff. We do have a thorough induction to promote this. We are mindful of this as managers and are constantly working on building experience. We have a number of staff doing QCF 3, 4 and one doing level 5 anyone wanting to do this which builds knowledge are welcome to please ask the business manager.

Can do QCF in health and social care and more bespoke training such as mental health, autism, mindfulness and more. All of us started at the beginning so instead of saying more experienced staff which yes is an option build on what we have already as staff we have some great work with new staff and more experienced staff.

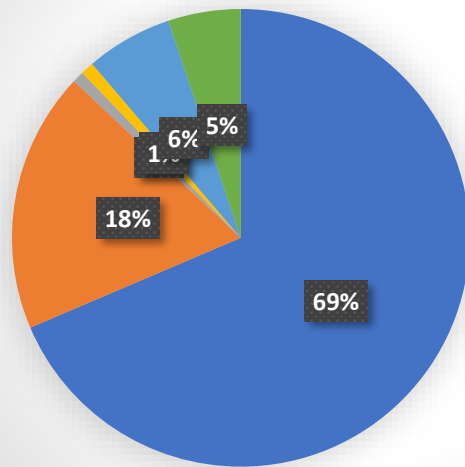
Can avoid wastage of plenty food every day

Staff to be mindful of this use of food that's nearing its date. There is rotation in place of food. This to be put in the com book along with the above comments so people think about it. As it is a good point

I put average for standard of cleanliness, I think everyone could do a bit more to improve everywhere.

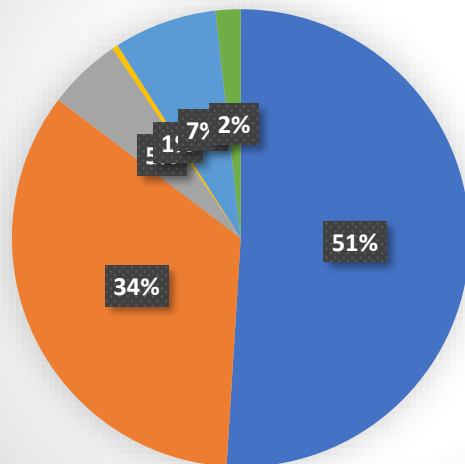
Agreed reminder put to all in com book, housekeeper and mangers and team leaders to address and monitor and prompt quality assurance address each time at the home. Team work again supporting each other.

Survey results responses 2020



- Excellent
- Good
- Average
- Below Standard
- Not applicable
- No answer

Survey results responses 2021



- Excellent
- Good
- Average
- Below Standard
- Not applicable
- No answer