



**GRANTHAM AND DISTRICT MENCAP**  
**ANNUAL QUALITY QUESTIONNAIRE**  
**REPORTS AND ACTION PLANS**  
**2018**

**INDIVIDUAL SERVICE REPORTS FOR:**

- **The Cree Centre**
- **Gateway Club**
- **Fairview Farm**

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\*Questionnaires issued February/March 2018

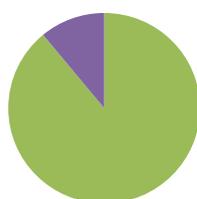
## The Cree Centre – The results

### Service users or parents/carers on behalf of service users.

Service users were supported by nursing students on placement to complete their questionnaire.

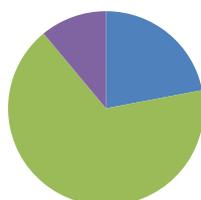
23 questionnaires issued, 9 returned. **Response rate = 39%**

#### The whole service



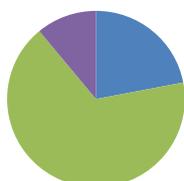
- No answer
- Not good
- Good 89%
- Ok 11%

#### Value for money



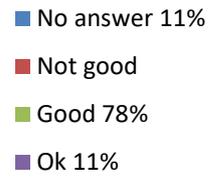
- No answer 22%
- Not good
- Good 67%
- Ok 11%

#### Meals

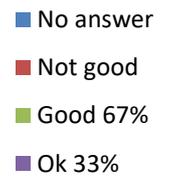


- No answer 22%
- Not good
- Good 67%
- Ok 11%

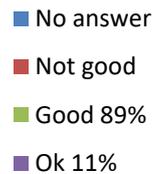
## Transport



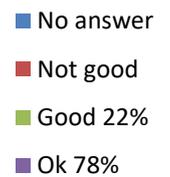
## Activities



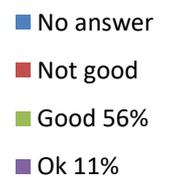
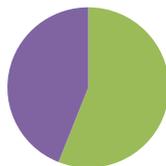
## Helpful when you telephone



## Outings



## Furniture and equipment

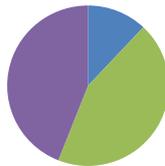


## Information from and about the Cree Centre



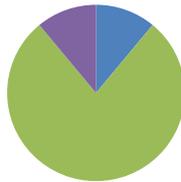
■ No answer  
■ Not good  
■ Good 78%  
■ Ok 22%

## Newsletter



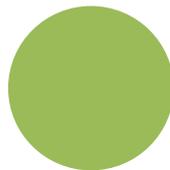
■ No answer 12%  
■ Not good  
■ Good 44%  
■ Ok 44%

## Choices



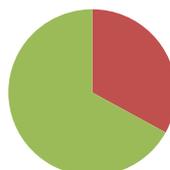
■ No answer 11%  
■ Not good  
■ Good 78%  
■ Ok 11%

## Staff team



■ No answer  
■ Not good  
■ Good 100%  
■ Ok

## Do you know about your support plan?



■ No answer  
■ No 33%  
■ Yes 67%  
■ Not sure

## Do you know how to make a complaint?



- No answer
- No
- Yes 89%
- Not sure 11%

### Comments/suggestions:

Some people said they would like to go out more. One person said, "I would like to go to Skegness and Twycross Zoo."

One parent commented about the newsletter recently sent to people. They said, "The New Year newsletter was very interesting and informative. Would be nice to have one on a more regular basis. It would also be nice to have coffee mornings or other fundraising activity at the Cree Centre from time to time."

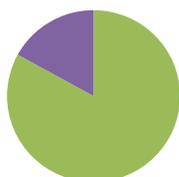
There were positive comments received. One parent wrote on behalf of their family member, "I feel safe at the Cree Centre. I am well supported and always enjoy my time at the Centre." Another family member commented, "Good value for money. Could do with more outings but appreciate the weather has an effect on this as does staffing levels."

## The Cree Centre – The results

### Staff

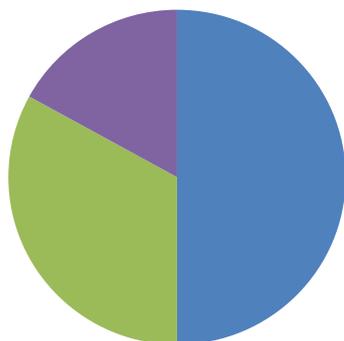
17 questionnaires issued, 6 returned. **Response rate = 35%**

#### **How long have you been employed by the Company?**



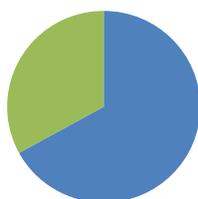
- No answer
- Between one and two years
- More than two years 83%
- Less than one year 17%

#### **In your opinion, over the last year, has the overall standard of care improved, gone down or stayed the same?**



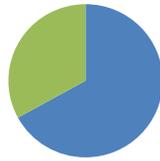
- Stayed about the same 50%
- Got worse
- Improved 33%
- I have not worked here long enough to form an opinion 17%

#### **Do you get job satisfaction working for the Company?**



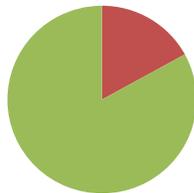
- Most of the time 67%
- Never
- Always 33%
- Sometimes

## Do you feel valued as a team member by the Management of Grantham and District Mencap Ltd?



- Most of the time 67%
- Never
- Always 33%
- Sometimes

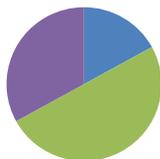
## Do you think you have received the right amount of training to perform your role well?



- No training received
- Not enough 17%
- About right 83%
- Too much

*Suggestions for training were: Bus evacuation training, medication and first aid*

## How satisfied are you with the way the management team communicates with staff?



- Fairly dissatisfied 17%
- Very dissatisfied
- Very Satisfied 50%
- Fairly satisfied 33%

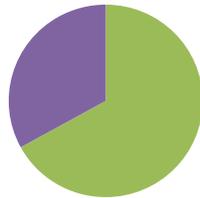
*Is there any way we could improve communication between management and staff? One comment received was, "More social interaction, regular ice breakers and gatherings. Better supervisions but this is planned."*

## Do you know if the Company has a whistleblowing policy?



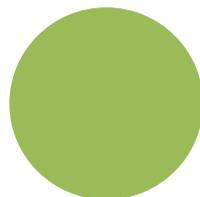
- No answer
- No
- Yes 100%

**If you saw a service user being abused by another individual/s and you reported it to a manager, how confident are you that something would be done to stop the abuse?**



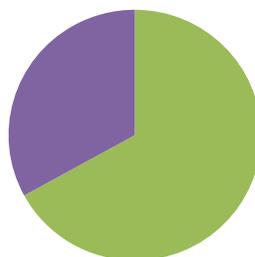
- Not very confident
- Not confident at all
- Very confident 67%
- Quite confident 33%

**If you had concerns about the quality of the care the service users received, who would you feel most confident discussing your concerns with?**



- CQC
- Other
- Manager 100%
- Team leader

**If you had a relative or friend who required the level of care provided by the Company, how likely are you to recommend us?**



- Unlikely
- Very unlikely
- Very likely 67%
- Likely 33%

**What is really good about working for the Company? Comments included:**

*“Personalised service. You are able to support people well. Reasonable pay. Good physical conditions – environment/equipment. Cree Centre has a good reputation. Usually treated with respect – seems to be improving as has been a difficult time.”*

*“The team I work with. Our service users and their families. Our facilities. Autonomy within policies and guidance.”*

*“Member’s needs are all met to a high standard. Most of the staff go above and beyond. Both managers are very supportive and approachable. Get praise if you do something above and beyond. There are plenty of activities and we can use our own ideas for groups.”*

**Do you feel there are any improvements which could be made to support the staff team? Comments included:**

*“Better communication with Fairview Farm. Better general communication Company wide.”*

*“To continue to build on the recent improvements that have taken place during the past few months. Identified management/team meetings and supervision for the whole year. Identified issues being addressed in a timely manner. Admin support across the whole Company would be beneficial.”*

*“Links between the Cree Centre and Fairview Farm. Relief staff. Gateway staffing.”*

**Do you feel there are any improvements which could be made to enhance the care and support service users receive? Comments included:**

*“More meetings with people and families – more contact.”*

*“Continued improvement to cross Company communication. Sufficient staff to ensure activities can take place.”*

*“More trips out in the community.”*

*More staff, so that service users can have 1-2-1 support at times. Better communication with Fairview Farm. More resources.”*

**Further constructive comments or suggestions? One comment was received:**

*“I believe that some areas are improving – we have generally very positive rapports with families and customers. It’s positive we have more robust policy and dealing with disciplinary issues promptly and effectively which is much more business-like and reassuring. This area is much improved.”*

## The Cree Centre – The results

### Professionals

7 questionnaires issued, 4 returned. **Response rate = 57%**

How long have you been visiting people at the service?



■ No answer ■ Between one and two years ■ More than two years 100% ■ Less than one year

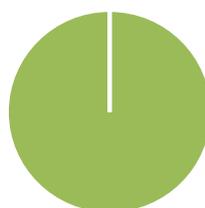
In your opinion, over the last year, has the overall standard of care improved, gone down, or stayed about the same?



■ I have not visited enough to form an opinion ■ Declined ■ Improved 75% ■ Stayed about the same 25%

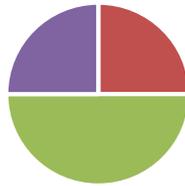
When you visit people at the service, how satisfied are you with the way that staff greet you on your arrival?

**"I have always enjoyed working at the Cree Centre and the staff are always so welcoming and friendly towards me. It's a very happy environment".**



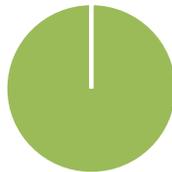
■ Fairly dissatisfied ■ Very dissatisfied ■ Very Satisfied 100% ■ Fairly satisfied

When you visit people at the service, is the person aware of your appointment and expecting you?



■ Sometimes ■ Never 25% ■ Always 50% ■ Usually 25%

How satisfied are you with the way that staff assist you and provide you with information during the course of your visit?



■ Fairly dissatisfied ■ Very dissatisfied ■ Very satisfied 100% ■ Fairly satisfied

How satisfied are you with the information contained in the person's support plan that you visit?



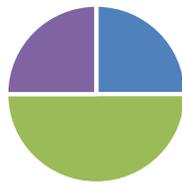
■ Fairly dissatisfied 25% ■ Not applicable 25% ■ Very satisfied 50% ■ Fairly satisfied

Do staff treat the service users with the dignity and respect that you would expect?



■ No answer ■ None do ■ Yes 100% ■ Some do

If you make recommendations for the care of service users, do staff carry out your recommendations?



■ No answer 25% ■ Never ■ Always 50% ■ Usually 25%

If you had concerns about the quality of the care a service user was receiving, who would you feel most confident discussing your concerns with?

Staff on duty 2 The manager 4 CQC 1 Other 0

If you had a relative or friend who required the level of care provided by the service, what is the likelihood of you recommending it to them?



■ Unlikely ■ Very unlikely ■ Very likely 75% ■ Likely 25%

## The Cree Centre action plan

Area to improve:	Action	By who	By when	Completed?
More outings	Team leaders to consult with service users about the outings they are interested in undertaking. Team leaders then to book in outings considering transport and staffing resources.	Team leaders.	30.06.18	Yes – 11.07.18. Summer outings are happening and new staff have lots of ideas which they are discussing with people using the service.
Better furniture and equipment	Day Centre Managers to audit furniture and to cost up that which requires replacing. Furniture to be purchased dependent upon cost and affordability.	Day Centre Managers.	30.06.18	Completed. This is an on-going piece of work to replace furniture. We are fundraising to replace furniture where needed.
More regular newsletter	Grantham and District Mencap now have a website that is routinely updated. Newsletters will not generally be in paper format but news items will be uploaded to the website.	The General Manager and Company administrator add items as they are occur which includes upcoming events.	Completed – the website is up to date.	Yes 02.05.18
Some people/carers reported that they did not know about their support plan	Day centre managers to share the details of people's support plans in reviews arranged by practitioners/social workers where family members would be present.	Day Centre Managers.	As and when reviews occur.	These are being discussed in reviews with families and people where appropriate. We are also implementing an in-house review from 2019 which will be person-centred involving people in

				decisions about their care.
A third of people said they were not sure how to make a complaint	Day centre managers to reissue complaints procedure to all service users / carers.	Day Centre Managers.	31.05.18.	Yes 11.07.18 The managers are sending out information to all people using services and parents and carers about this.
Some staff thought there was not enough training	E-learning has been re-launched. An initial 11 courses have been offered to staff. Training in medication, moving and handling and medication have all been offered so far in 2018. 'What's the Message' training is being delivered in May 2018 which promotes positive behaviour support.	General Manager.	May 2018.	Completed May 2018 and training will now be on-going.
Some staff felt that communication could be improved by the management team	Team meetings occur routinely, supervisions will be more frequent throughout 2018.	Day Centre Managers / Team leaders.	June 2018.	Yes 11.07.18. Supervisions with staff are happening more and there are more meetings with staff across services.
Some staff felt that communication with Fairview Farm could be improved	A new team leader meeting across both services was launched in March 2018. These will take place routinely.	Team leaders.	May 2018.	Completed and meetings to be on-going.
Meetings should be booked in routinely	Meetings are booked in every three months at the Cree Centre.	Day Centre Managers.	May 2018.	Completed and meetings will be on-going.
A suggestion for admin support across the Company	Apprentices will be considered by the Company.	General Manager.	August 2018.	There have been conversations with the local

				college about this. It is hoped that an apprentice will be in place shortly.
Some staff thought that more staff were required	Relief staff to be employed.	General Manager.	May 2018.	Completed – two relief staff completed.
Some staff thought that the Gateway club staffing could be improved	To recruit a Gateway leader to help to manage and run the Gateway club.	General Manager.	May 2018.	Completed – leader now in post.
More contact with families was suggested as an area for improvement	Coffee mornings and events to be reintroduced / occur more frequently.	Day Centre Managers / Team Leaders.	July 2018.	On-going. There has been one coffee morning so far this year which was very successful. More are planned.
Some professionals were fairly dissatisfied about the information in people's support plans.	People's files to be audited to ensure all required information is contained within them.	General Manager / Day Centre Managers.	July 2018.	On-going. All files are being audited and updated. All people have care plans and risk assessments in place.

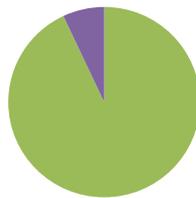
## The Gateway Club – The results

### Service users.

Some service users were supported by nursing students on placement / Gateway staff to complete their questionnaire.

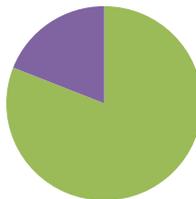
33 questionnaires issued, 27 returned. **Response rate = 82%**

#### The whole service



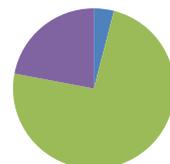
- No answer
- Not good
- Good 93%
- Ok 7%

#### Value for money



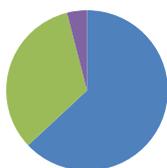
- No answer
- Not good
- Good 81%
- Ok 19%

#### Activities



- No answer 4%
- Not good
- Good 74%
- Ok 22%

### Helpful when you telephone



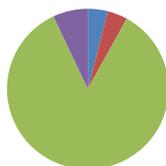
- No answer 63%
- Not good 4%
- Good 33%
- Ok 4%

### Outings



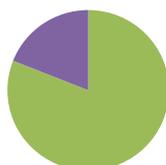
- No answer 4%
- Not good 4%
- Good 89%
- Ok 7%

### Furniture and equipment



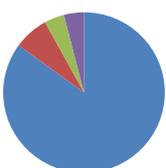
- No answer 4%
- Not good 4%
- Good 85%
- Ok 7%

### Information from and about The Gateway Club



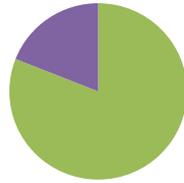
- No answer 19%
- Not good 4%
- Good 81%
- Ok 4%

### Newsletter



- No answer 85%
- Not good 7%
- Good 4%
- Ok 4%

## Choices



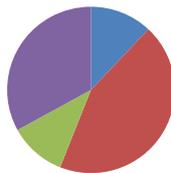
- No answer
- Not good
- Good 81%
- Ok 19%

## Staff team



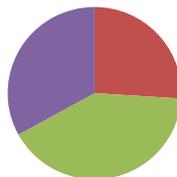
- No answer
- Not good
- Good 81%
- Ok 19%

## Do you know about your support plan?



- No answer 12%
- No 44%
- Yes 11%
- Not sure 33%

## Do you know how to make a complaint?



- No answer
- No 26%
- Yes 41%
- Not sure 33%

### Comments/suggestions

"We have plenty of information about Gateway."

## The Gateway Club – The results

### Staff

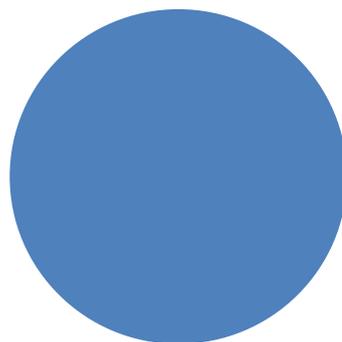
3 questionnaires issued, 2 returned. **Response rate = 67%**

#### **How long have you been employed by the Company?**



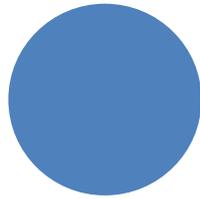
- No answer
- Between one and two years
- More than two years 100%
- Less than one year

#### **In your opinion, over the last year, has the overall standard of care improved, gone down or stayed the same?**



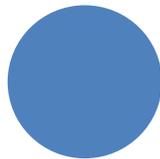
- Stayed about the same 100%
- Got worse
- improved
- No response

## Do you get job satisfaction working for the Company?



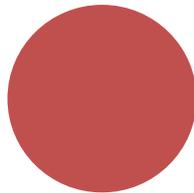
- Most of the time 100%
- No response
- Always
- Sometimes

## Do you feel valued as a team member by the Management of Grantham and District Mencap Ltd?



- Most of the time 100%
- No response
- Always
- Sometimes

## Do you think you have received the right amount of training to perform your role well?



- No response
- Not enough 100%
- About right
- Too much

*Suggestions for training were: How to handle challenging behaviour.*

## How satisfied are you with the way the management team communicates with staff?



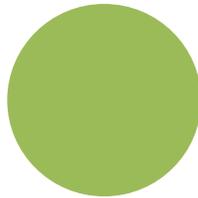
- No response
- Very dissatisfied
- Very Satisfied
- Fairly satisfied 100%

**Do you know if the Company has a whistleblowing policy?**



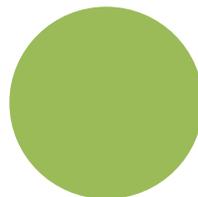
- No answer
- No
- Yes 100%

**If you saw a service user being abused by another individual/s and you reported it to a manager, how confident are you that something would be done to stop the abuse?**



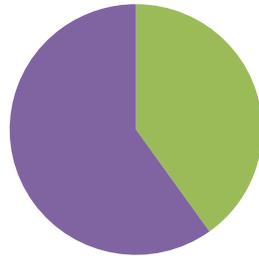
- Not very confident
- Not confident at all
- Very confident 100%
- Quite confident

**If you had concerns about the quality of the care the service users received, who would you feel most confident discussing your concerns with?**



- CQC
- Other
- Manager 100%
- Team leader

**If you had a relative or friend who required the level of care provided by the Company, how likely are you to recommend us?**



- Unlikely
- Very unlikely
- Very likely
- Likely 100%

***Do you feel there are any improvements which could be made to support the staff team? Comments included:***

*“Better communication.” “More meetings.”*

## The Gateway Club action plan

Area to improve:	Action	By who	By when	Completed?
Some people did not answer the 'Helpful when telephone' question.	To make sure that each Gateway Club member has the telephone number.	Gateway leader.	31 <sup>st</sup> May 2018.	Yes. Completed. A Gateway flier has been produced with contact details June 2018.
4% of people felt that the furniture and equipment was not good.	To ask people what furniture they think needs replacing.	Gateway leader.	31 <sup>st</sup> May 2018.	People want different tables. This will be considered when the Cree Centre furniture audit has been completed.
A lot of people either did not answer or felt that the newsletter was 'not good'.	To make sure that all Gateway service users are aware of the website.	Gateway leader.	31 <sup>st</sup> May 2018.	Yes. Completed July 2018. We talk about our website a lot more now. A laptop is being used at Gateway to show people the Company website.
77% of people were either not sure or didn't know about their support plan.	People at the Gateway Club do not have support plans as these are not required. However, we will be undertaking 'One Page Profiles' with every member.	Gateway leader.	31st August 2018.	Yes. Completed September 2018 – most people now have a one page profile.
59% of people were either not sure or did not know how to make a complaint.	To issue the complaints procedure to all service users.	Gateway leader.	31 <sup>st</sup> May 2018.	Yes. Completed June 2018. A how to complain leaflet has been produced and given out to people.
Staff felt that communication could be improved along with more meetings for staff.	Gateway staff to have supervisions with the Gateway leader.	Gateway leader.	30 <sup>th</sup> June 2018.	Yes. These are on-going but staff have now had meetings and supervisions.

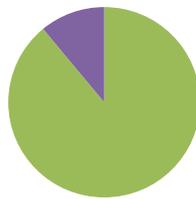
## Fairview Farm – The results

### Service users or parents/carers on behalf of service users.

Service users were supported by students on placement to complete their questionnaire. Those accessing the service on a short-break were also asked for their opinions.

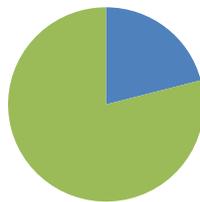
21 questionnaires issued, 19 returned. **Response rate = 90%**

#### The whole service



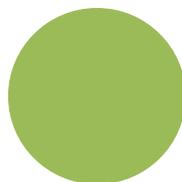
- No answer
- Not good
- Good 89%
- Ok 11%

#### Value for money



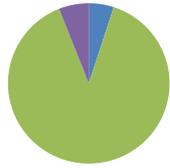
- No answer 21%
- Not good
- Good 79%
- Ok

#### Meals

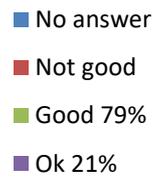
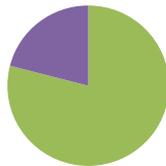


- No answer
- Not good
- Good 100%
- Ok

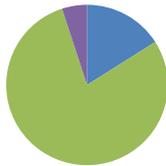
## Transport



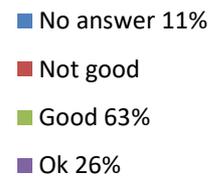
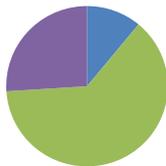
## Activities



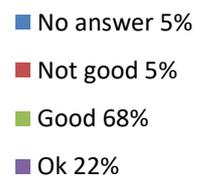
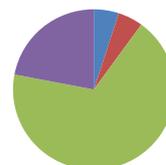
## Helpful when you telephone



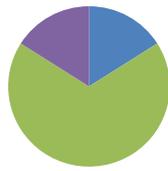
## Outings



## Furniture and equipment

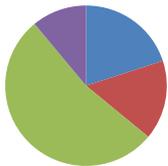


## Information from and about Fairview Farm



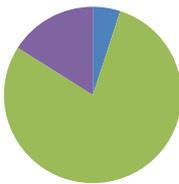
- No answer 16%
- Not good
- Good 68%
- Ok 16%

## Newsletter



- No answer 20%
- Not good 16%
- Good 53%
- Ok 11%

## Choices



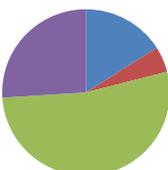
- No answer 5%
- Not good
- Good 79%
- Ok 16%

## Staff team



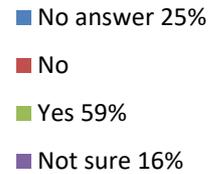
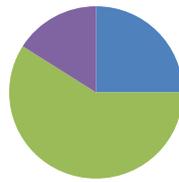
- No answer 5%
- Not good
- Good 95%
- Ok

## Do you know about your support plan?



- No answer 16%
- No 5%
- Yes 53%
- Not sure 26%

## Do you know how to make a complaint?



### Comments/suggestions:

“It would be nice to have a newsletter with updates on staff changes and information about holidays, outings, activities and fundraising from time to time.”

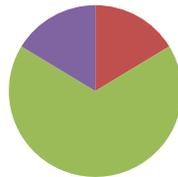
“Nice to have more outings and activities.”

## Fairview Farm – The results

### Staff

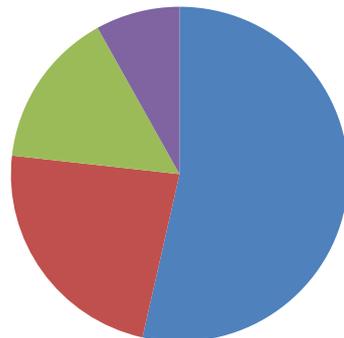
30 questionnaires issued, 13 returned. Response rate = 43%

#### How long have you been employed by the Company?



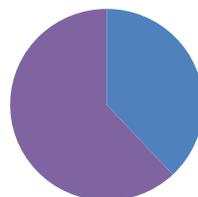
- No answer 8%
- Between one and two years 15%
- More than two years 62%
- Less than one year 15%

#### In your opinion, over the last year, has the overall standard of care improved, gone down or stayed the same?



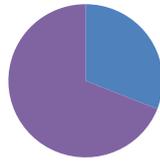
- Stayed about the same 54%
- Not consistent / Got worse 23%
- improved 15%
- I have not worked here long enough to form an opinion 8%

#### Do you get job satisfaction working for the Company?



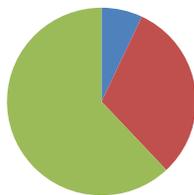
- Most of the time 38%
- Never
- Always
- Sometimes 62%

## Do you feel valued as a team member by the Management of Grantham and District Mencap Ltd?



- Most of the time 31%
- Never
- Always
- Sometimes 69%

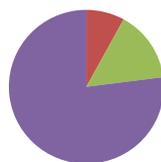
## Do you think you have received the right amount of training to perform your role well?



- No training received 7%
- Not enough 31%
- About right 62%

*Suggestions for training were: End of life, diabetes, breakaway, more on-line training, food hygiene, dementia, first aid, manual handling, health and safety, fire training for night staff.*

## How satisfied are you with the way the management team communicates with staff?



- Fairly dissatisfied
- No response 8%
- Very Satisfied 15%
- Fairly satisfied 77%

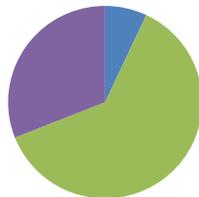
*Is there any way we could improve communication between management and staff? Comments included, "Night staff don't always see management." "A communication book in the bungalow would help."*

### Do you know if the Company has a whistleblowing policy?



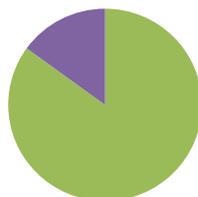
- No answer
- No 8%
- Yes 92%

### If you saw a service user being abused by another individual/s and you reported it to a manager, how confident are you that something would be done to stop the abuse?



- Not very confident 7%
- Not confident at all
- Very confident 62%
- Quite confident 31%

### If you had concerns about the quality of the care the service users received, who would you feel most confident discussing your concerns with?



- CQC
- Other
- Manager 85%
- Team leader 15%

**If you had a relative or friend who required the level of care provided by the Company, how likely are you to recommend us?**



**What is really good about working for the Company? Comments included:**

*“Making a difference to ladies and gentlemen’s lives, the close management team, the ladies and gentlemen receiving person-centred care.”*

*“They give all the training needed. Management care about staff’s well-being.”*

*“Relationships between staff and ladies and gentlemen. Management empathy. Big improvement last year. Fast solution on issues. Vision.”*

*“Plenty of stock to support the task. Seeing our ladies and gentlemen happy. Holiday entitlement. The opportunity to enhance knowledge and skills if you choose to do so.”*

**Do you feel there are any improvements which could be made to support the staff team? Comments included:**

*“Communicate more, more training.”*

*“Communication. Staff for the Company, not agency. Breakaway training. Give motivation and appreciation.”*

*“To be fully staffed so that we can do our jobs 100%.”*

*“Induction for new staff.”*

*“Encourage staff to talk and have no fear in opening up.”*

**Do you feel there are any improvements which could be made to enhance the care and support service users receive? Comments included:**

*“We could do with an extra bath upstairs. With only one bath it is hard to fulfil people’s needs in the morning.”*

*“More competent trained staff. More management presence on the floor to monitor the quality of care.”*

*“Update care plans.”*

*“Let them open their own post.”*

**Further constructive comments or suggestions? Comments included:**

*“Problem having to knock and wait for Company office. Used to be open door.”*

*“It is nice to have new staff instead of agency. Hopefully we can move forward with management to create a happy and welcoming environment for all.”*

## Fairview Farm – The results

### Professionals

12 questionnaires issued, 2 returned. **Response rate = 17%**

How long have you been visiting people at the service?



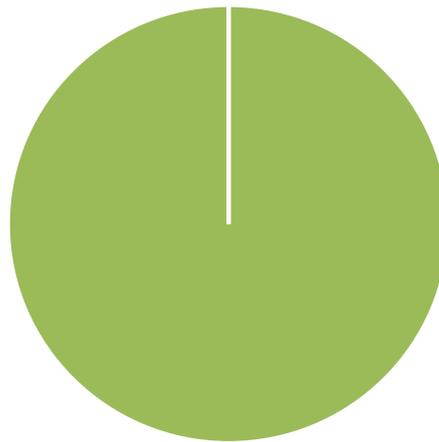
■ No answer ■ Between one and two years ■ More than two years 50% ■ Less than one year 50%

In your opinion, over the last year, has the overall standard of care improved, gone down, or stayed about the same?



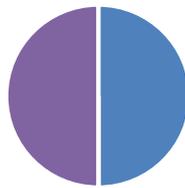
■ I have not visited enough to form an opinion 50% ■ Declined ■ Improved ■ Stayed about the same 50%

When you visit people at the service, how satisfied are you with the way that staff greet you on your arrival?



■ Fairly dissatisfied ■ Very dissatisfied ■ Very Satisfied 100% ■ Fairly satisfied ■

When you visit people at the service, is the person aware of your appointment and expecting you?



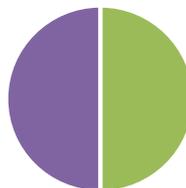
■ Sometimes 50% ■ Never ■ Always ■ Usually 50%

How satisfied are you with the way that staff assist you and provide you with information during the course of your visit?



■ Fairly dissatisfied ■ No response 50% ■ Very satisfied 50% ■ Fairly satisfied

How satisfied are you with the information contained in the person's support plan that you visit?



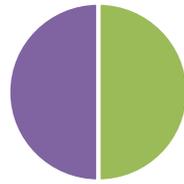
■ Fairly dissatisfied ■ Not applicable ■ Very satisfied 50% ■ Fairly satisfied 50%

Do staff treat the service users with the dignity and respect that you would expect?



■ No answer ■ None do ■ Yes 100% ■ Some do

If you make recommendations for the care of service users, do staff carry out your recommendations?

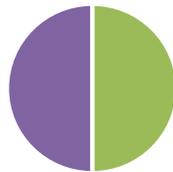


■ No answer ■ Never ■ Always 50% ■ Usually 50%

If you had concerns about the quality of the care a service user was receiving, who would you feel most confident discussing your concerns with?

Staff on duty 1 The manager 2 CQC 0 Other 0

If you had a relative or friend who required the level of care provided by the service, what is the likelihood of you recommending it to them?



■ Unlikely ■ Very unlikely ■ Very likely 50% ■ Likely 50%

## Fairview Farm action plan

Area to improve:	Action	By who	By when	Completed?
21% of people or family members thought that activities were okay and 26% said outings were okay. We want to make sure that everyone thinks the activities and outings are good.	Daily activities to be offered to everyone who stays at home during the week and weekends.	Team leaders and to be checked by managers.	May 2018.	Yes – Daily activity sheets are in place documenting what people have been offered. Day trips and holidays are currently being planned for all people who reside at Fairview Farm.
22% of people or family members said that the furniture was okay. We want everyone to say that the furniture is good.	To check furniture in communal areas and in people's bedrooms.	Registered manager.	May 2018.	Yes - new mattresses have been purchased where required and new chairs for service users have also been purchased. A new sofa for one of the lounges is now in place. A redecoration programme took place during the winter of 2017/18.
Some people and their families said that newsletters from Fairview Farm could be more regular.	Fairview Farm will include updates on the Company website and this will be available to everyone who lives at Fairview Farm. This will be made available in the house meetings which occur monthly.	Team leaders.	On-going but to start in June 2018.	Newsletter for June 2018 displayed and sent to some family members by email. The manager will look at getting more email addresses so newsletters can be sent out more easily.
79% of people or their families said that their choices were good. We	House meeting agenda to be revised to make	General Manager.	April 2018.	Yes – Completed.

want everyone to feel that choices are good.	sure people are being asked for their choices on a range of topics.			
Some people or their families did not know about their support plan.	All support plans to be reviewed and re-written where necessary.	Registered Manager.	July 2018.	Partly. As of May 2018, 12 files were reviewed and were discussed with people or their representatives so that they were aware of the content. All completed August 2018.
Only 59% of people knew how to make a complaint.	People to be given information in house meetings about how to complain.	Team leader.	June 2018.	How to complain was discussed in the house meeting in May 2018. Comments and complaints policy and procedures have been reviewed in July 2018.
Some staff thought that the service had either declined or was not consistent in the quality of care offered.	Quality audits will be extended to make sure quality is more thoroughly checked. For example, better medication audits, better infection control audits. A daily walkaround by a manager to be introduced.	General manager / Registered Manager / Deputy Manager.	May 2018.	Partly – the manager’s daily walkaround has been in place since the start of 2018.  July 2018 – Lots of new audits are now in place and are being completed by the manager and deputy manager.
Not all staff consistently felt valued or that they always got job satisfaction.	Supervisions have restarted with all staff to understand this better. Actions to be acted upon so that staff feel listened to and valued.	General manager / Registered Manager / Deputy Manager.	May 2018.	Yes – All staff have supervisions.

31% of staff did not think there was enough training.	Training to be improved. Staff to have access to a range of on-line training courses as well as classroom-based training.	General manager / Registered Manager / Deputy Manager.	April 2018.	Yes – Completed. All staff have completed 11 on-line training courses as well as a range of classroom-based courses.
Some staff felt that less agency staff would be helpful and more permanent staff would be beneficial.	To recruit staff to limit the use of agency staff.	General manager / Registered Manager / Deputy Manager.	April 2018.	Yes - As of May 2018 there are no current staff vacancies.
Improvements for induction were seen as important to happen.	To review and implement a more robust induction for new staff.	General manager / Registered Manager / Deputy Manager.	March 2018.	Yes – Completed and in place.
Some staff thought that an extra bath upstairs would be helpful to meet people's needs.	To talk with people in the next house meeting about this feedback to see if it is important to them.	Team leaders.	June 2018.	Yes – Completed. People were asked in the house meeting and satisfied with current arrangements.
Some staff were only fairly satisfied with management communication.	To make sure that regular meetings occur for both day and night staff. To make sure that supervisions are regular.	General manager / Registered Manager / Deputy Manager.	May 2018.	Yes – completed. All in place. Minutes available.
Some night staff felt it would be helpful for management to meet with night staff more regularly.	For managers to work some hours when night staff are at work.	Registered manager / deputy manager.	May 2018.	Yes – completed. The rota now reflects this.
Some staff thought that a communication book in the bungalow would be helpful to aid communication.	The registered manager to consider if this would benefit communication at Fairview Farm.	Registered Manager.	May 2018.	Completed. In the past this caused difficulties as not all staff recorded in both books. Therefore, the decision has been made to just retain one.

A small number of staff were not sure about the Company's whistleblowing policy and procedure.	For the whistleblowing policy to be placed in the 'To read' file to make sure all staff are aware.	General Manager.	May 2018.	Yes – Completed. This policy was reviewed May 2018 and placed in the 'To read' file and also on safeguarding noticeboard.
30% of staff were either unlikely or very unlikely to recommend the service.	Team meetings, supervisions, additional training, manager's daily walkarounds and improved audits will look to improve the feedback from staff as quality increased.	General manager / Registered Manager / Deputy Manager.	June 2018.	June 2018 – A range of quality audits are or will be implemented to help the service to identify areas for improvement so that action can be taken quickly.
One staff comment received was that people's care plans should be updated regularly.	To review all support plans by July 2018.	Registered manager.	July 2018.	July 2018. All support plans and risk assessments will be completed for everyone living at the service.
One staff said that people should open their own post.	People should always open their own post and this should be offered to each person who has the mental capacity to understand their correspondence. People should be supported to read their own letters.	All staff.	May 2018.	Completed. Managers will support people to open financial correspondence where support with finances is highlighted in people's support plans. All other post to be opened by people themselves.
One staff member said that it is difficult to have to knock on the Company office to speak with the manager.	The registered manager of Fairview Farm to be relocated to another office to make sure they are easily available for staff.	General Manager.	April 2018.	Yes - Completed. The registered manager now has an office in the main house at Fairview Farm.

