

**Cornelius House**

**Service User Feedback Report**

**November 2010**

## **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;
  - 1.3.1 Observing the provision of service (if appropriate.)
  - 1.3.2 Consulting with the residents and their families by questionnaire (results, section 4) and interviews (section 5)

## **2.0 The Service**

- 2.1 Cornelius House Residential Home meets the individual needs of the residents 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 in a safe non institutional caring environment.
- 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 currently in its 29<sup>th</sup> year and 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 19 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 relatives at the time of audit. A pre-paid envelope was included to encourage a response. The auditor visited Cornelius House, where the day was spent observing the daily activities and spent the day talking to staff and residents. The auditor selected randomly from those people who replied to interview more in-depth. In cases where specific comments and suggestions were made and with the consent of the resident, the auditor fed back to John Kellas to ensure that the opportunity for review or improvement was taken.
- 3.2 From the 17 questionnaires sent to residents, 9 completed questionnaires were returned. This is a response rate of 53%. From the 17 sent to the families of residents 13 were returned, a response rate of 76%.

## **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).

4.2 An analysis of the questionnaires returned for both: residents / residents families

*results are shown as a percentage for Residents & Relatives	Excellent		Very Good		Average		Poor		Always	Usually	Sometimes	Never	Excellent	Very Good	Average	Below Average	Yes	No	Never Called/No Answer	
	56	38	44	62																
1. The overall standard of care provided by the care staff is:																				
2. When visiting, I am treated with courtesy and respect by the care staff:									89	77	11	23								
3. My views are taken into account when my (relatives) care is planned:									89	61	11	23							8	
4. If I have to call, the office staff are polite, efficient and helpful on the telephone:									89	100	11									
5. I know how to contact at Cornelius House if I have a comment/concern about my (relatives) care:																	10	92	8	
6. I know how to make a comment/complaint about my care should I wish to:																	10	92	8	
7. I feel the quality of my (relatives) room is:													56	23	44	69				
8. I feel the quality of the dining room is:													44	8	56	92				
9. I feel the quality of the food is:													56	15	44	70			15	
10. I feel any guests and family members that visit are treated very well by Cornelius House:									89	77	11	15							8	
11. I feel the activities over the year are:													34	15	44	62	11	8	11	2

4.3 Residents were asked if there were any other activities they would like to take part in. the replies received were:

- *"Sharon Payne is an excellent 'ideas' person. She and the staff work hard to implement them and involve the residents".*
- *"Yes, to be taken out in the fresh air as much as often as possible".*

4.4 The families of the residents were also asked if there were any other activities they would like to see their relatives take part in. the replies received were:

- *"My mother is encouraged to participate in a variety of activities which she enjoys. I am sure she would suggest anything else if she wanted to".*
- *"My mother likes a short walk in the fresh air and feels reluctant to go on her own. I would like her to have the opportunity to be taken out by staff (weather permitting)".*
- *"Nothing comes to my mind, but I think the monthly information list which is issued to every resident is a good indication of all the activities available. My sister finds this most helpful and enjoys joining in wherever possible".*

4.5 Residents were asked how the service could be improved. The replies received were:

- *"I find it very good".*
- *"When I'm brought a cup of tea, I'd like a little sugar in it., otherwise I'm very happy living here. My niece who lives in Emsworth spotted one of your vacancy notices at the end of the drive and she and my sister rang to ask for a visit – hence I'm now a resident".*
- *"My mother is only in her 3<sup>rd</sup> week at Cornelius House so it is too early to pass comment but she is full of praise for the staff. \*Mrs Hooker on behalf of Joan Hooker*

4.6 The families of the residents were asked how the service could be improved. The replies received were:

- *"Perhaps more staff"! \* No name supplied*
- *"Staff are always very busy. My mother always appreciates those staff who take a few moments to stop and talk to her. This contributes enormously to her well being and makes her feel she matters. More of this".*
- *"My family have been involved with Cornelius House since 2002 when my father came to live here. My mother joined him in 2007 and they spent two good years before he died last year. I know quite a number of residential homes well and can honestly say that Cornelius House is head and shoulders above them all".*
- *"My relative has been wonderfully looked after for the last 9½ years".*
- *"My mother has only been in Cornelius House a few weeks so it's early days and we probably haven't got enough knowledge or information to be more constructive – but our experience so far has been entirely positive. Thanks".*
- *"My mother is pleased with her room which is quite spacious. However, it is rather lacking in light. Attention to the bushes/shrubs /trees in the path behind the garden door might be of benefit*
- *"Nothing comes to mind, but I do know that the residents themselves feel free to air their views and I hope they will produce suggestions".*

4.7 Other comments or suggestions that were added to the questionnaires by the residents were:

- *“Andrew Burt is an excellent all round person and a great help to the residents in many ways. My only comment about my room is that there isn't room for an armchair due to the way the room is built without changing the whole layout”.*
- *“I wish a retired clergyman would give us a small service on Sundays as that is rather a bleak day if you are a church goer”.*

4.8 Other comments or suggestions that were added to the questionnaires by the families of the residents were:

- *“One or two of the care assistants could improve their attitude towards visitors and people in their care. The majority are kind and helpful”.*
- *“Very impressed”!*
- *“My sister is having a spell of finding swallowing difficult and nothing is too much trouble. Her main meal is liquidised for her with special fortified drinks supplied to keep her well nourished. On the inevitable ‘bad’ days, the carers are so patient and kindly with her. I feel there is a very good atmosphere and the residents seem to care for each other and take interest in each other”.*

## 5.0 Visit and Interview Results – Residents

Throughout the day I spoke with many of the residents and got a very good idea of their thoughts and views at living at Cornelius House. During the time spent I randomly selected residents to interview. I particularly wanted to speak with newer residents to get their initial views and thoughts of how they felt they were going to settle and most importantly if they felt they were going to be happy here.

5.1 The 1<sup>st</sup> resident I spoke to has only been at Cornelius House for a couple of weeks but feels very happy Here. She has two children who visit regularly and find the staff to be extremely kind and helpful. She was worried on arrival as she is diabetic and was concerned about the food she would be given but has found that the staff have gone out of their way to ensure her dietary needs are catered for. She finds the food and the dining room to be excellent and would not wish to change either. Throughout her life she has been lucky enough to have travelled extensively and was slightly concerned that she would not feel comfortable being away from her familiar surroundings. She is very happy to report that she need not have been worried as she finds the staff and the other residents very thoughtful and caring. She so far has nothing that she could think of to complain about as she finds all of the staff very helpful. Pieces of her own furniture have been brought to her room which she is most appreciative of and feels she has everything she needs. Her son has taken her out since her arrival which she has found enjoyable but finds plenty to do during the days spent at Cornelius House. She is very happy with the dining room and finds the food specially prepared for her, very good. She likes the weekly activities and whilst not being especially active has so far found activities that she is more than happy to participate in.

The 2<sup>nd</sup> resident I spoke with has lived here for a short while and very happy here. Originating from Shropshire, she came to Cornelius House to be near her son who is a surgeon locally. She has a daughter who lives in London and who visits as often as she can. Coming from a family of medical people is very alert and active. She is very happy with the monthly list of activities and has no problem with discussing any thing that she feels she'd like to participate in that is not already provided. She has items of her own furniture in her room that she is grateful for as she feels these to be necessary for her comfort. She finds the staff to be very attentive and has a feeling that she is going to be very happy here. Being a capable person, she is busy for most of the day and find s nothing is too much trouble for the staff who treat her always with courtesy and respect. Through her own choice, chooses not to use the dining room preferring to have her food in her room which she finds to be excellent and is in no doubt that should she wish to change her mind and start going into the dining room, would have no problem in doing so.

5.2 The 3<sup>rd</sup> resident I spoke with has lived at Cornelius House for a while now. Being incontinent she prefers to be sat in her room so is unable to partake in any of the weekly activities offered. She does feel however that if she did wish to join in anything then, the staff would ensure that she was able to do so. Because of this problem she takes her meals in her room and finds the menu choices and the food to be very very good. She finds all of the staff very caring and make time to chat with her. She does not have many family members but feels the staff more than make up for this. Most of her day is spent sitting in her chair, so is very dependant on the staff and grateful they are so helpful and kind. She finds her room to be a little small but comfortable and has no doubts that she would be able to speak with the Office Manager should she have any comments or concerns and that they would be dealt with effectively. Despite being immobile she cannot think of anything negative to say about living at Cornelius House.

## 6.0 Recommendations / Key issues

- The response rate of the returned questionnaires was very high, a good indication that residents and their families are very happy with the care they receive.
- Cornelius House is a well run establishment with dedicated staff and very happy residents.
- The additional comments were mostly favourable and showed an appreciation for Cornelius House and it's staff. There was only one negative comment, but sadly no name disclosed so the issues raised could not be discussed further.
- The weekly activities list proves popular and perhaps when the weather improves, one or more of the less active activities can be organised outside. \*The Manager advised that they do try to make time to spend a little time outside in the warmer weather.
- The residents are especially grateful for time spent chatting with the staff. Perhaps a daily forum could be held in the dining room when daily newspapers could be read and topical issues discussed for an hour or so. \*I mentioned this request and was advised that they will certainly consider time spent in this manner but of course this will depend on space being available and staff.
- There was a request that a clergyman be available on Sundays for a small service. could service could be held on a Sunday. This comment has been passed to the Care Manager.

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