



Providing Care, Developing Independence



Maldon House
26 Belgrave Road
Seaford
East Sussex
BN25 2EG

Quality Assurance Review

December 2008

In November 2008 a total of forty eight quality assurance questionnaires were sent to residents, parents, health and social care professionals and Maldon House staff team. The questionnaires asked for their comments on the quality of service provided a Maldon House over the last twelve months; Do staff help you the way you like, Are you pleased with the service provided by Maldon House and Are you able to speak to the Home Manager when you need to.

Parents/Carers, Health and social care professionals and staff were asked to score their responses to questions between 1 and 5, with 1 being the lowest and 5 being the highest.

Copies of the questionnaires sent out are shown in appendix A.

Thank you to all who took part in this years quality assurance review.

The number of replies received and results are as follows:

Residents	8
Parents/Carers	6
Professionals	2
Staff members	17

Everyone was pleased with the quality of service provided at Maldon House.

All residents stated they liked living at Maldon House. All six questionnaires received from parents/carers gave a score of 4 or 5 when asked if they were pleased with the service provided. Both questionnaires received from health and social care professionals gave a score of 3 or 4 when asked if Maldon House provided good quality care

What we do well

Support given to residents

All residents said that they were supported by the staff team at Maldon House in a way that they would wish. Both questionnaires received from health and social care professionals gave a score of 3 or 4 when asked if residents are supported appropriately at appointments.

Comments received from parents/carers included:

“The home works hard to support a difficult group of clients with excellent results”

“My son always wants to get home (Maldon House)”

Activities

All residents said they did all the activities they would wish. All parents/carers gave a score of 4 or above.

This year we achieved a lifetime goal for one resident which was reflected in a questionnaire received from their parent/carer. The comment received was:

“Thank you for helping my son to go to see Phantom of the Opera, he loved it”

Staff Attitude

All residents said the staff team at Maldon House were nice to them.

All parents/carers and health and social care professionals gave a score of 4 or above when asked if the staff team were informative and helpful when they visited or telephoned.

Accessibility of the Home Manager

All parents/carers, staff and health and social care professional said they were able to speak to the Home Manager when they needed to giving a score of 4 or above.

Environment

All residents said they liked their rooms and all parents/carers gave a score of 4 or above when asked if the environment at Maldon House was clean and well maintained.

Supervision, training and development of staff

16 out of 17 staff that responded said they received regular supervisions, received the training they needed and were encouraged to progress within their job role and career giving a score of 4 or above, one staff member gave a score of 3.

13 out of 17 staff gave a score of 4 or 5 when asked if they felt their opinions and ideas counted, with two staff members giving a score of 2 and one staff member not answering the question.

Comments received from the staff included:

“I have only been working since the end of July but everyone has been helpful to me. Colin works very hard and all the staff to make it a happy home”

“I really enjoy my job and have good fun in the process. I think the residents have given me a lot too, everyone of them are so individual. I am happy to support and help them”

Things we are working on to improve.

Laundry

We received a couple of comments from parents/carers with regards laundry. The home now has a more structured approach with regards laundry and this will hopefully eliminate any issues around laundry and provide a more structured development time for residents to be supported to carry out their laundry.

The staff member supporting the residents to do their laundry will support them through the entire process from washing, drying (either tumble drying or on an ailer), ironing and then putting the clean laundry away.

We will continue to monitor and develop this system throughout the following year.

'Fun' exercise

One comment received from a parent/carer was that they would like their son to do more 'Fun' exercise i.e. inter-house football, cricket or rounder's matches. This is a topic we have already discussed with the local Newhaven and district Mencap chairperson and something they are looking to introduce, it is also something that we will be discussing with other homes in the locality.

Postage

Comments received during this quality assurance review were with regards incorrect postage being used when sending large envelopes. The home has begun to action this by purchasing new postage scales as well as receiving from the post office an up to date postage weight, measure and price chart. The home has also sent out letters of apology for any inconvenience that may have been caused.

All letters are now weighed and measured before being sent out and we will continue to monitor this throughout the following year.

Appendix A

Stakeholders Quality Assurance Questionnaire

MALDON HOUSE

Please complete the questionnaire using the tick boxes provided

1. Do we support our residents appropriately at appointments?

<i>Always</i>				<i>Never</i>
5	4	3	2	1

2. Does the information we give enable you to make accurate decisions?

<i>Always</i>				<i>Never</i>
5	4	3	2	1

3. Are the staff team informative and helpful when you visit or telephone?

<i>Always</i>				<i>Never</i>
5	4	3	2	1

4. Are you able to speak to the home manager when you need to?

<i>Always</i>				<i>Never</i>
5	4	3	2	1

5. Do the staff team respond promptly and appropriately to any advice you give?

<i>Always</i>				<i>Never</i>
5	4	3	2	1

6. Do the staff team at Maldon House provide good quality care to our residents?

<i>High</i>				<i>Poor</i>
5	4	3	2	1

7. Any Other Comments

Parents Quality Assurance Questionnaire

MALDON HOUSE

Please complete the questionnaire using the tick boxes provided

1. Are you pleased with the service provided by Maldon House?

<i>Very happy</i>					<i>Not happy</i>
5	4	3	2	1	

2. Is your daughter/son supported to do the activities they wish?

<i>Always</i>					<i>Never</i>
5	4	3	2	1	

3. Are staff friendly and helpful when you visit or telephone?

<i>Always</i>					<i>Never</i>
5	4	3	2	1	

4. Are you able to speak to the Home Manager when you need to?

<i>Always</i>					<i>Never</i>
5	4	3	2	1	

5. Does the Home Manager, or staff, answer any concerns or questions you have to your satisfaction?

<i>Always</i>					<i>Never</i>
5	4	3	2	1	

6. Is the environment at Maldon House clean and well maintained?

<i>Always</i>					<i>Never</i>
5	4	3	2	1	

7. Any Other Comments

Staff Quality Assurance Questionnaire

MALDON HOUSE

Please complete the questionnaire using the tick boxes provided

1. Are you generally happy working for ACH at Maldon House?

Very Happy

Unhappy

5	4	3	2	1
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2. Are you able to have regular supervisions with your line manager?

Always

Never

5	4	3	2	1
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3. Do you feel your opinions/ideas count at work?

Always

Never

5	4	3	2	1
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4. Are you able to speak to the home manager when you need to?

Always

Never

5	4	3	2	1
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5. Do you feel you get the training you need?

Always

Never

5	4	3	2	1
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6. Are you encouraged to progress within your role and career?

Always

Never

5	4	3	2	1
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7. Any Other Comments