



Providing Care, Developing Independence.

Maldon House
26 Belgrave Road, Seaford, East Sussex, BN25 2EG

Quality Assurance Review – November 2007

In November 2007 a total of fifty-four quality assurance questionnaires were sent to residents, parents, health and social care professionals and Maldon House staff team, asking for their comments on the quality of service provided at Maldon House over the last twelve months; what it was like to live at the home, what support the residents received and whether it was a good place to work.

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.

The number of replies received and results are as follows:

Residents	5
Parents/Carers	8
Professionals	6
Staff Members	18

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

All residents said they liked living at Maldon House. Seven out of eight parents/carers gave a score of 4 or 5 when asked if they were pleased with the service provided, the other parent/carer gave a score of 3. Five out of six health and social care professionals gave a score of 4 or 5, when asked if we provided good quality care, the other professional did not provide an answer for this question.

What we do well:

Support given to residents

All residents said that they were supported by the staff team in a way that they would wish. 100% of health and social care professionals gave a score of 4 or above for the support that is given to residents at appointments.

Comments received from parents/carers, health and social care professionals included:

‘I am always very impressed by the enthusiasm of the staff team and friendly and caring atmosphere at Maldon House’

‘Maldon House and its staff have been commended by my-self and the service user’s family due to the success/length of the placement’

‘I appreciate all the hard work and effort which is made to provide high quality support to a group which can be very difficult to support at times’

Activities

All residents said they did all the activities they would wish. Seven out of eight parents/carers gave a score of 4 or above with one giving a score of 3

Staff Attitude

All residents said the staff team at Maldon House, were nice to them. All parents/carers, health and social care professionals gave a score of 4 or above for the attitude and helpfulness of the staff team at Maldon House.

Accessibility of the Home Manager

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

One comment from a health and social care professionals stated:

‘The resident I work with appears happy and settled any issues the family have appeared to be dealt with between the manager and family’

Environment

All residents said they like their room and 7 out of 8 parents gave a score of 4 or above with one giving a score of 3.

Supervision, training and development of staff

15 out of 18 staff that responded said they receive regular supervisions, received the training they needed and were encouraged to progress within their role and career giving a score of 4 or above. 2 staff members didn't answer the question with regards supervision and training as they had only been with the company for two weeks and one staff member gave a score of 3.

13 people gave a score of 4 or 5 when asked if they felt their opinions and ideas counted, with four people giving a score of 3 and one person giving a score of 2.

Things we are working on to improve:

Bank workers

We had one comment from a staff member who felt that the staff team would benefit from part time workers especially during term time. We will continue to support and develop our Bank staff through the following year.

Written Communication

One comment from a parent/carer was that written, weekly communication could be more accurate. This is currently being discussed during team meetings and individual supervisions.

Personal Care/Appearance

One parent/carer commented that their son/daughter is not quite dressed co-ordinately or with enough deodorant. This has been discussed and addressed with the residents key worker and their needs identified around personal care and appearance has been updated to reflect the support required to ensure the residents individual needs and preference are met at all times.