

Report of:	Service User Survey 2020
Date of Paper:	11 <sup>th</sup> August 2020
Period:	2020-2021
Purpose of Paper:	An annual service user survey encourages service users to provide feedback and allows the organisation to consider areas for service improvement
Action required:	Discussion/Decision/ <b><u>Information/Assurance</u></b> (Please highlight in bold and underline)
Link to Mission, Vision and Values:	The individual is at the heart of everything we do. We aim to deliver and continuously evaluate high quality service whilst respecting difference, promoting dignity and supporting the privacy of others
Any abbreviations or acronyms used in this paper:	
Authors:	Zahra Mohsin - HR Assistant Perminder Bath – Head of HR

## Service User Survey Results 2020-2021

### 1. Overview

This survey covers the period 2020 – 2021 and is designed to highlight what service users think about the care they receive, by asking about their experiences.

This survey has been sent out to all 3 units, Dartmouth House, Montague Court and Orchard House  
**This survey was sent out to service users in May 2020, during Covid-19.**

By examining the feedback, we can gain direct insight into what is working well and what is not working so well and what our service users were feeling, during these challenging times. This information can be used to plan future changes/improvements.

This survey was first sent to service users in 2016 and by repeating the survey on an annual basis, we can measure the changes and the impact of any new processes, initiatives and general improvements.

### 2. Responses

Reported	2016	2017		2018		2019			2020		
	MC only	DH	MC	DH	MC	DH	MC	OH	DH	MC	OH
Responses per unit	9	6	3	12	5	9	5**	3	4***	10	4
Service users per unit	13*	6	14	14	17	14	15	3	13	17	4
% per unit	69%	100%	21%	86%	29%	64%	33%	100%	31%	59%	100%
% overall	69%	45%		55%		53%			53%		

The previous surveys were undertaken in:

- 2016 Montague Court only - \*All Service Users were at Montague Court, as Dartmouth House was closed
- 2017 and 2018, across both Dartmouth House and Montague Court
- 2019 across all three units, Dartmouth House, Montague Court and Orchard House (which re-opened in August 2018). \*\* 9 survey forms were returned from Montague Court, but 3 were marked as refused and 1 was marked as delusional. Therefore only 5 could be used.

2020 - \*\*\*5 survey forms were returned from Dartmouth House, but 1 was not used as the service user gave multiple answers to each question, therefore only 4 could be used.

**Dartmouth House** – overall number of responses were down on previous years. Out of a total 26 questions, only one scored 100% and 13/26 responses scored 50%. The best responses were for the section - Care and treatment. One service user had Covid symptoms.

**Montague Court** – overall number of responses was the highest in 4 years, 10 responded and 7 declined. Out of a total 26 questions, 9 scored 100%, 9 scored 90%, 4 scored 80% and 2 scored 70%. Their best scores to date.

**Orchard House** – 100% response rate, for the second year. Out of a total 26 questions, 8 scored 100%, 14 scored 75% and 3 scored 50%, overall, very good scores.

In total we had a response rate of 53%, which was the same as last year.

### **3. What we do well**

#### **Admission to the Unit**

- **66%** (12/18) of service users who completed the survey felt that on arrival on the ward, they were informed why they were there. 27% (5/18) said they were not told why they were there and 1 service user stated he could not remember. Q1.1
- **77%** (14/18) of service users say they were informed of the daily routine on the unit, upon their arrival or after. The remaining 4 service users said they were not informed. Q1.2
- **94%** (17/18) of service users said they were provided with more than 1 food option for their meals and over half of the service users agreed the food was of a good quality. Q1.3/Q1.4
- **88%** (16/18) of service users agree that the ward is **always** clean and tidy.
- **72%** (13/18) of service users are satisfied that they are being offered activities every day. Of the remainder, 4 service users said they are not offered activities every day and 1 said no comment. (Montague Court scored 90%). Q1.5
- **72%** (13/18) of our service users said that when they ask for assistance, they are given support within a reasonable amount of time. Q1.7
- **83%** (15/18) of service users said they know who was in charge of the unit on each shift. Q1.8
- **66%** (12/18) of service users said they would recommend this unit to family or friends if they needed similar care. Q1.9
- **77%** (14/18) of our service users said the quality of care they have received whilst they have been at the unit, has been good. Q1.10

#### **Care and Treatment**

- **66%** (12/18) of service users said they are offered copies of their care plans. Q2.1
- **88%** (16/18) of service users agreed they are given enough time to discuss their care and treatment with the medical team. Q2.2
- **77%** (14/18) of our service users said they are given privacy when their treatment is being discussed. Q2.4

#### **Staff**

- **82%** (14/17) of our service users said the clinical team are friendly and approachable. Of the remainder, 3 service users answered no, and 1 service user gave multiple answers to this question. Q3.1
- We also asked if staff had introduced themselves when the service users first met them. **83%** (15/18) service users said staff did introduce themselves on the first meeting. Of the remainder 1 service user said no and 2 said they cannot remember. Q3.2
- **83%** (15/18) of our service users say that the clinical team talk to them in a way that helps them understand their care and treatment. Q3.3
- **83%** (15/18) of service users said that the staff do listen when they have any questions or concerns. Q3.5
- **89%** (16/18) of service users said staff explain their mental health section and right of appeal. Q3.4

#### **Overall experience**

- **94%** (17/18) of service users said they knew why they were being cared for in this unit. Q4.4
- **89%** (16/18) of service users said they felt treated with care and they trusted the people who looked after them. Q4.2/ Q4.3

#### **4. What we could do better**

- Improved response rate (51% this year).
- On arrival at Dartmouth House, 1/4 of service users said they were not told why they were there. Q1.1
- All 4 Dartmouth House service users who responded, said the quality of food was poor. Q1.4
- 3/4 service users at Orchard House said they were not offered copies of their careplans. Q2.1
- 2/4 service users at Dartmouth House said they were not offered privacy when their condition and treatment is discussed. Q2.4
- 2/4 service users who responded to the survey at Dartmouth House said they were not treated with care and respect. Q4.1
- When asked, 'are your religious and spiritual needs met', 4 service users felt that their religious and spiritual needs were not met. Q4.5

#### **5. Summary of this year's surveys**

We have managed to maintain our response rate of 53%, which was the same as last year and very positive, as everyone is dealing with Covid.




















Dartmouth House – 5 surveys returned (only 4 could be used) compared to 9 in 2019. Responses could have been more positive, might be a result of Covid.








Montague Court – 10 were completed, 7 service users declined. This is double the response rate of last year. Very positive responses.




















Orchard House – all 4 completed and returned = 100% response rate, same as last year and some very positive responses.








- We continued to use the same questions as last year, for benchmarking purposes
- We have continued to maintain some key areas previously rated as good e.g. food options, cleanliness and activities.
- The results of this survey will be shared in the Directors Bulletin and in local staff meetings.

## 6. Survey Data




















<b>Section 1 – Admission to Dartmouth House</b>		Said yes last year	Said yes This year	Improvement on last year
1.1	When you first arrived at Dartmouth House, did someone explain why you were here?	78% (7/9)	25% (1/4)	
1.2	When you arrived on the unit, or soon afterwards, did a member of staff inform you of the daily routine on the unit? For example – times of meals, visiting times?	67% (6/9)	50% (2/4)	
1.3	Are you provided with more than 1 food option for your meals?	89% (8/9)	75% (3/4)	
1.4	How would you rate the quality of the food provided?	67% (6/9)	0% (0/4)	
1.5	Are you offered activities every day?	67% (6/9)	50% (2/4)	
1.6	Is the unit kept clean and tidy?	89% (8/9)	50% (2/4)	
1.7	When you ask for assistance, do you receive support within a reasonable amount of time?	89% (8/9)	50% (2/4)	
1.8	Do you know who is in charge of the unit on each shift?	56% (5/9)	50% (2/4)	
1.9	How likely are you to recommend our unit to your friends and family if they required similar care and treatment?	67% (6/9)	50% (2/4)	
1.10	How would you rate the quality of care you have received whilst you have been on the unit?	78% (7/9)	50% (2/4)	
<b>Section 2 – Care &amp; treatment</b>				
2.1	Are you offered copies of your careplans?	78% (7/9)	75% (3/4)	
2.2	Do you feel you are given enough time to discuss your care and treatment with the medical team?	44% (4/9)	100% (4/4)	
2.3	Are you able to get adequate pain relief when you need it?	67% (6/9)	75% (3/4)	
2.4	Are you offered privacy when your condition and treatment is discussed?	56% (5/9)	25% (1/4)	
2.5	Do you get help with washing and dressing when you need it?	67% (4/6)	50% (2/4)	
<b>Section 3 – Staff</b>				
3.1	Do you feel the nursing team are friendly and approachable?	67% (6/9)	50% (2/4)	
3.2	When you first met the staff, did they introduce themselves?	78% (7/9)	50% (2/4)	
3.3	Do the clinical team talk to you in a way that helps you understand your care and treatment?	67% (6/9)	75% (3/4)	
3.4	Do staff explain your mental health section and right of appeal to you?	67% (6/9)	75% (3/4)	







3.5	Do staff listen to you when you have any questions or concerns?	67% (6/9)	<b>50%</b> <b>(2/4)</b>	
3.6	As a group of care staff, how would you rate all the staff you come into contact with?	67% (6/9)	<b>25%</b> <b>(1/4)</b>	
<b>Section 4 – Overall experience of your stay at Dartmouth House</b>				
4.1	Do you feel that you are treated with respect?	56% (5/9)	<b>50%</b> <b>(2/4)</b>	
4.2	Do you feel that you are treated with care?	67% (6/9)	<b>50%</b> <b>(2/4)</b>	
4.3	Do you trust the people looking after you?	78% (7/9)	<b>75%</b> <b>(3/4)</b>	
4.4	Do you understand why you are being cared for in this unit?	67% (6/9)	<b>75%</b> <b>(3/4)</b>	
4.5	Are your religious and spiritual needs met?	33% (3/9)	<b>75%</b> <b>(3/4)</b>	

<b>Section 1 – Admission to Montague Court</b>		Said yes last year	<b>Said yes this year</b>	Improvement on last year
1.1	When you first arrived at Montague Court, did someone explain why you were here?	80% (4/5)	<b>80%</b> <b>(8/10)</b>	
1.2	When you arrived on the unit, or soon afterwards, did a member of staff inform you of the daily routine on the unit? For example – times of meals, visiting times?	100% (5/5)	<b>90%</b> <b>(9/10)</b>	
1.3	Are you provided with more than 1 food option for your meals?	100% (5/5)	<b>100%</b> <b>(10/10)</b>	
1.4	How would you rate the quality of the food provided?	80% (4/5)	<b>70%</b> <b>(7/10)</b>	
1.5	Are you offered activities every day?	100% (5/5)	<b>90%</b> <b>(9/10)</b>	
1.6	Is the unit kept clean and tidy?	100% (5/5)	<b>100%</b> <b>(10/10)</b>	
1.7	When you ask for assistance, do you receive support within a reasonable amount of time?	100% (5/5)	<b>80%</b> <b>(8/10)</b>	
1.8	Do you know who is in charge of the unit on each shift?	80% (4/5)	<b>90%</b> <b>(9/10)</b>	
1.9	How likely are you to recommend our unit to your friends and family if they required similar care and treatment?	60% (3/5)	<b>70%</b> <b>(7/10)</b>	
1.10	How would you rate the quality of care you have received whilst you have been on the unit?	80% (4/5)	<b>90%</b> <b>(9/10)</b>	
<b>Section 2 – Care &amp; treatment</b>				
2.1	Are you offered copies of your careplans?	100% (5/5)	<b>80%</b> <b>(8/10)</b>	
2.2	Do you feel you are given enough time to discuss your care and treatment with the medical team?	100% (5/5)	<b>90%</b> <b>(9/10)</b>	
2.3	Are you able to get adequate pain relief when you need it?	100% (5/5)	<b>90%</b> <b>(9/10)</b>	
2.4	Are you offered privacy when your condition and treatment is discussed?	80% (4/5)	<b>100%</b> <b>(10/10)</b>	
2.5	Do you get help with washing and dressing when you need it?	100% (2/2)	<b>40%</b> <b>(4/10)</b>	
<b>Section 3 – Staff</b>				
3.1	Do you feel the nursing team are friendly and approachable?	100% (5/5)	<b>80%</b> <b>(8/10)</b>	
3.2	When you first met the staff, did they introduce themselves?	100% (5/5)	<b>100%</b> <b>(10/10)</b>	
3.3	Do the clinical team talk to you in a way that helps you understand your care and treatment?	80% (4/5)	<b>90%</b> <b>(9/10)</b>	
3.4	Do staff explain your mental health section and right of appeal to you?	100% (5/5)	<b>100%</b> <b>(10/10)</b>	

3.5	Do staff listen to you when you have any questions or concerns?	100% (5/5)	<b>100%</b> <b>(10/10)</b>	
3.6	As a group of care staff, how would you rate all the staff you come into contact with?	80% (4/5)	<b>90%</b> <b>(9/10)</b>	
<b>Section 4 – Overall experience of your stay at Montague Court</b>				
4.1	Do you feel that you are treated with respect?	80% (4/5)	<b>100%</b> <b>(10/10)</b>	
4.2	Do you feel that you are treated with care?	100% (5/5)	<b>100%</b> <b>(10/10)</b>	
4.3	Do you trust the people looking after you?	40% (2/5)	<b>90%</b> <b>(9/10)</b>	
4.4	Do you understand why you are being cared for in this unit?	60% (3/5)	<b>100%</b> <b>(10/10)</b>	
4.5	Are your religious and spiritual needs met?	80% (4/5)	<b>60%</b> <b>(6/10)</b>	



<b>Section 1 – Admission to Orchard House</b>		<b>Said yes last year</b>	<b>Said yes this year</b>	<b>Improvement on last year</b>
1.1	When you first arrived at Orchard House, did someone explain why you were here?	100% (3/3)	75% (3/4)	
1.2	When you arrived on the unit, or soon afterwards, did a member of staff inform you of the daily routine on the unit? For example – times of meals, visiting times?	100% (3/3)	75% (3/4)	
1.3	Are you provided with more than 1 food option for your meals?	100% (3/3)	100% (4/4)	
1.4	How would you rate the quality of the food provided?	100% (3/3)	75% (3/4)	
1.5	Are you offered activities every day?	100% (3/3)	50% (2/4)	
1.6	Is the unit kept clean and tidy?	33% (1/3)	100% (4/4)	
1.7	When you ask for assistance, do you receive support within a reasonable amount of time?	100% (3/3)	75% (3/4)	
1.8	Do you know who is in charge of the unit on each shift?	Response s missing	100% (4/4)	
1.9	How likely are you to recommend our unit to your friends and family if they required similar care and treatment?	Response s missing	75% (3/4)	
1.10	How would you rate the quality of care you have received whilst you have been on the unit?	Response s missing	75% (3/4)	
<b>Section 2 – Care &amp; treatment</b>				
2.1	Are you offered copies of your careplans?	67% (2/3)	25% (1/4)	
2.2	Do you feel you are given enough time to discuss your care and treatment with the medical team?	100% (3/3)	75% (3/4)	
2.3	Are you able to get adequate pain relief when you need it?	67% (2/3)	75% (3/4)	
2.4	Are you offered privacy when your condition and treatment is discussed?	100% (3/3)	75% (3/4)	
2.5	Do you get help with washing and dressing when you need it?	100% (3/3)	50% (2/4)	
<b>Section 3 – Staff</b>				
3.1	Do you feel the nursing team are friendly and approachable?	100% (3/3)	100% (4/4)	
3.2	When you first met the staff, did they introduce themselves?	100% (3/3)	75% (3/4)	
3.3	Do the clinical team talk to you in a way that helps you understand your care and treatment?	67% (2/3)	75% (3/4)	
3.4	Do staff explain your mental health section and right of appeal to you?	100% (3/3)	75% (3/4)	

3.5	Do staff listen to you when you have any questions or concerns?	<b>100%</b> <b>(3/3)</b>	75% (3/4)	
3.6	As a group of care staff, how would you rate all the staff you come into contact with?	<b>100%</b> <b>(3/3)</b>	100% (4/4)	
<b>Section 4 – Overall experience of your stay at Orchard House</b>				
4.1	Do you feel that you are treated with respect?	<b>100%</b> <b>(3/3)</b>	75% (3/4)	
4.2	Do you feel that you are treated with care?	<b>100%</b> <b>(3/3)</b>	100% (4/4)	
4.3	Do you trust the people looking after you?	<b>100%</b> <b>(3/3)</b>	100% (4/4)	
4.4	Do you understand why you are being cared for in this unit?	<b>67%</b> <b>(2/3)</b>	100% (4/4)	
4.5	Are your religious and spiritual needs met?	<b>100%</b> <b>(3/3)</b>	50% (2/4)	