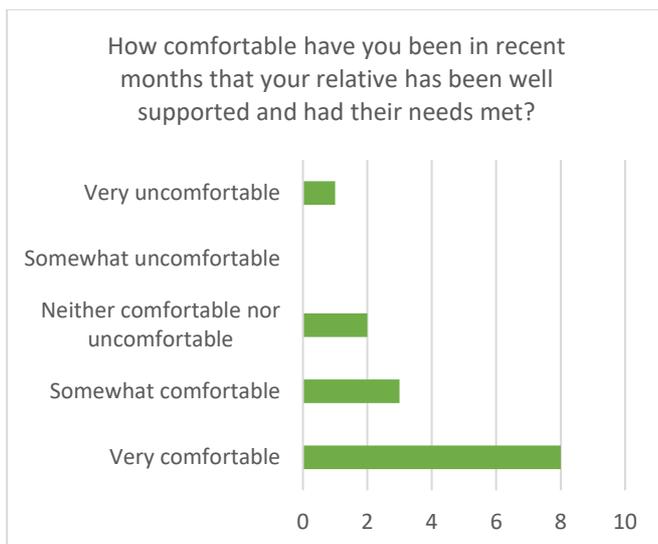


Askham ~ Relatives Feedback Survey, July 2021

Thank you to all relatives who took the time to respond to our survey. Your input is valuable to help us improve ourselves and to shape some of our key policies – especially as we emerge from the pandemic.

We received 14 responses which is 15% response rate. All responses received have been considered in the below summary, comments are a balanced selection.



"You're perfect. Thank you so much"

"Longer visits 30 minutes once a week not enough for residents blind and hard of hearing. Need family contact."

"At one of my recent visits I went to mum's room. The only issue I had was that her tv needed the channels updating... but there was no sign of the remote control"

"It is difficult for this to improve as the gov guidelines are being followed but because mum is a person who does not mix, she is missing out on our contact... when I was able to visit in the week I find there is D&V in the hall so couldn't visit. Not your fault but very frustrating."

"Restricted visiting is now negatively impacting my relatives mental well-being."



"I have noted that mum often says she feels lonely. I am very aware that staff are busy and have limited time to offer one to one with our relatives... I am hoping that when we can get back to more normal visiting that my visits will help to lessen her feelings of isolation."

"It is as safe as can be under current circumstances"

"None to comment on as you are all doing your best"

"Everything is fine apart from the weather that unfortunately you cannot do anything about"

We are pleased to see that for the most part relatives are comfortable that relatives are safe and being well looked after. See below for feedback on visitors policy which will be discussed at the forthcoming relatives meeting and adjusted in light of new guidance and the feedback received.



We averaged a score of **9.5** on whether respondents would recommend Askham – this is very pleasing. Thank you.

“My mother now almost 105 has reviewed excellent care for the past 4 and a half years.”

“Pleasant caring and safe environment”

“Your like extended family to us. We miss have you all. We know that Les had be loved and cared for well during this troubled time. You have managed this so well and thank you for that. I’ve feel we’ve lost so much of Les but he’s been safe and well. We know how hard the staff have pulled together and worked extra for sure caring fir our loved ones. Please thank everyone for their amazing work.”

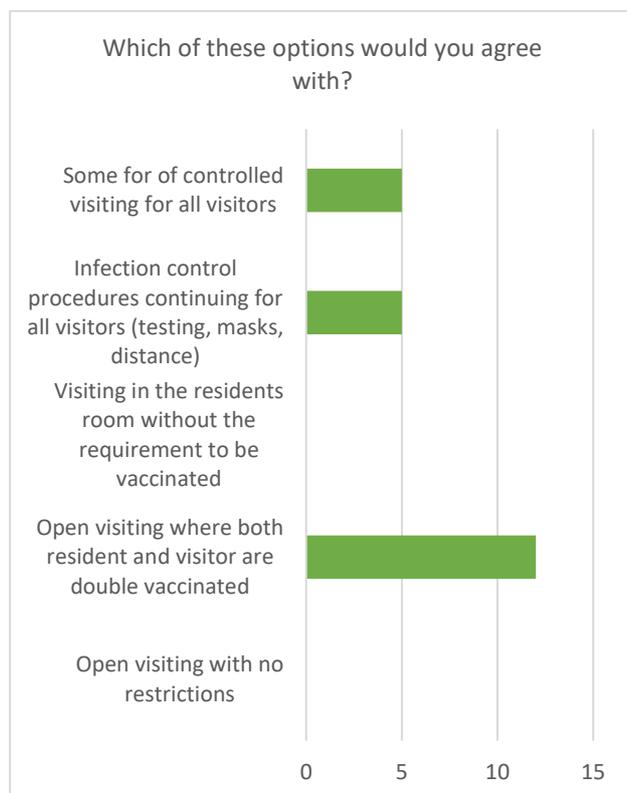
“They do most things right. With Covid they have played it safe when all visits were stopped and I think everyone understood. If the hearing Aids were sorted I proberly would have even given a higher mark”

“Food good, clean, Carers dedicated,”

“Kind and considerate staff, management keep us very well informed, under normal circumstances can visit anytime.”

“Great facilities and exceptional care”

It was important for us at this time to seek input before we revise our visitors policy. Here is a summary of the opinions we received for revisions to visiting policy:



“Longer visits maybe twice a week”

“It would be nice for some of my mothers brothers and sisters etc to be able to visit”

“Allow more than 2 visitors if they are form the same household.”

“Requiring all visitors to have received both doses of the COVID-19 vaccinations should also mean all staff - frontline and back office - must also be equally vaccinated.”

“Visiting restrictions could be changed as long as you know the background”

“Whilst I have advocated open visiting where both resident and visitor has had both vaccines I would also still like to see continued LFT testing bearing in mind even though double vaccinated it is still possible to get infected and still possible to infect others”

“Visiting procedures are fine as they are. Keeping residents and staff safe with reduced risk of being infected is paramount. A level of control should, in my view, remain in place.”

“we rely on your discretion as we have been satisfied in the past”



And here are the perspectives shared with regards to Infection Control Procedures on site:

"Retain LFT, and masks for the time being."

"You will need to clarify how vaccination is proved. I would then suggest that either reception staff know how to check that before allowing visitors any further, or that visits are pre-booked."

"LFT testing to continue, finite number of visitors for residents at any one time"

"All restrictions should be removed - retaining compulsory vaccination and visiting day proof of negative LFT must be the "norm". We have to return to some form of "normal life" to help reduce stress and anxiety in residents and visitors."

"Training is very difficult especially when they live without e mail and internet access. Lft testing is hard for me as I never know what time I can get home."

"Carry on with LFT Testing. Finite numbers of visitors for a resident at any one time."

"I think most of those aspects should remain in place with the exception of 'restrictions on the provision to all visitors'. If all other aspects are in place it would be nice if you would allow more than two residents to receive visitors per day."

"Wearing masks, keeping safe distance"

All the above will be discussed at the relatives meeting on 26th July 2021 and decisions reached jointly.

In our last relatives survey, communication was raised as an area where we could improve. We have made efforts to do so in the months since that survey. Feedback received on this point suggests we have made some improvements but we could still do better. We will address the points made about answering the phone and leaving messages.

"Satisfied"

"Could do better"

"Happy. Your all so busy. If I have a problem I can always ask"

"I am happy, although a direct line number to the Head Nurses room might make phoning in a bit easier; I have had to revert to emails as the last 2 times I have either not got anyone, or been put through to carers who were not able to pass me on to the nurse"

"Difficult to speak directly to management and lead nurse for Hall. For lead nurse her phone needs to be able to take messages. At present just says not available."

"Very comfortable"

"Excellent. Lead Nurse in Hall (Nurse Loxley) has been utterly brilliant during this whole crisis. Thank you"

"Very comfortable but seem to miss some of the changes sometimes"

"I think the level of communication is about right."

"Communication from management and staff very good."

"Communication could always be improved but there needs to be a balance because my main priority is that my Dad receives the care he needs, so I'd rather time was spent with him rather than ringing me, having said that I don't want to dread a call from you, as at the moment I only get calls when something has happened, so my heart sinks when my phone says Askham is calling."



Finally, we invited any general feedback and received some wonderfully positive comments. The COVID training is being reviewed as part of our policy review.

"You have done and are doing great Job."

"Miss you all"

"carry on doing what you do best i.e. caring for our relatives"

"keep up the good work"

"I except I have had a bit of a moan (hearing aids), but I still think my wife is in the best place for her"

"Visitor COVID training could be improved a little - rules, policies and regulations should be made crystal clear."

Once again, we thank everyone who participated in the survey for your honesty and we hope to build on this to continuously improve our service for you, your families, and our residents.

If you would like any further information or would like to discuss the contents of this report please ring us or email info@askhamvillagecommunity.com – we will then pass on your note to the most appropriate person in our team to respond to you.

