

Relatives survey ~ September 2022

Thank you to all who took the time to respond to our survey.

We received a disappointing number of responses, only 13 which represents just over 10% of our relative population. All responses received have been considered in the below summary, comments are a selection. All actions are highlighted in green below.

On a scale of 1 to 10 where 1 is not at all and 10 is Very Likely, we asked staff and relatives how likely they are to recommend Askham to a friend looking for care or rehab.

Relatives: 8.8

"Staff appear caring and helpful. Mum is happy and well looked after." (Relative, Hall)

"My mother has received 6 year plus of excellent care." (Relative, Hall)

"Very pleased with mums care" (Relative, House)

"Care staff are excellent when encountered but families are inconsistently informed, no regular updates and phones go unanswered." (Relative, Grove)

"High standard of care supplied by all staff that work there" (Relative, House)

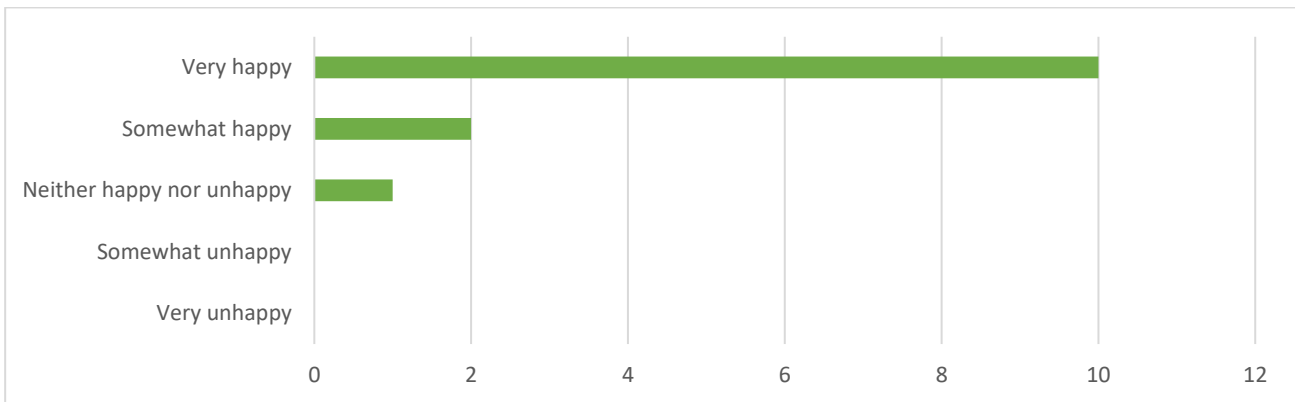
"A very safe place for my relative. Staff are well trained and trustworthy. It is a beautiful place too, clean, well run..." (Relative, Court)

"Continuous good care for my husband" (Relative, Place)

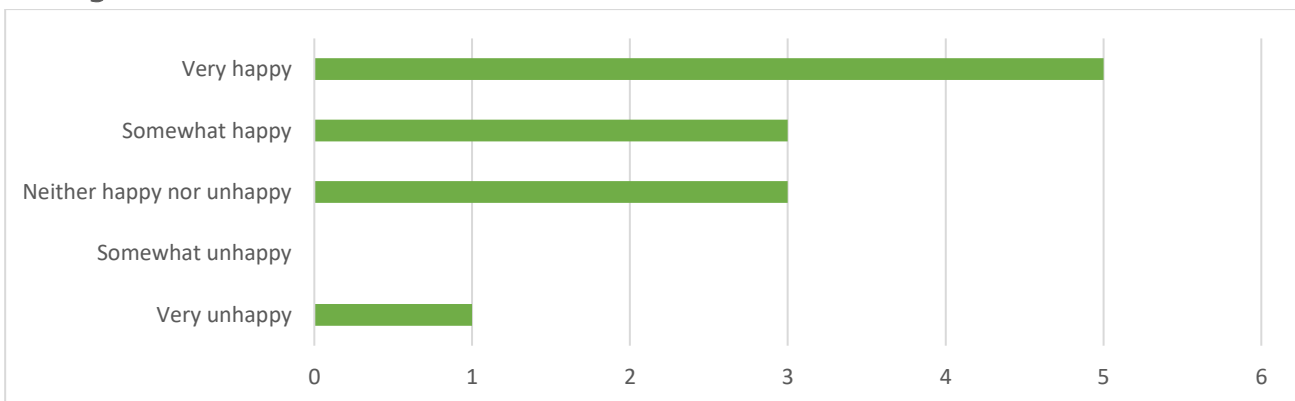
Inevitably there is variation in experience and opinion here. The specific feedback about communication will be addressed directly with the relevant team, broader positive feedback will be shared with staff as much of this is about their hard work and interactions.



How happy are you with the level of communication and responsiveness from the Lead Nurse?



How happy are you with the level of communication and responsiveness from the Manager?



"Emails that go unanswered." (Relative, Grove)

"Could receive more feedback on how mum is or changes in care, rather than having to ask for it, or when emergencies happen..." (Relative, Hall)

"The lead nurse 'Anju' always listens and responds where face to face or via email." (Relative, House)

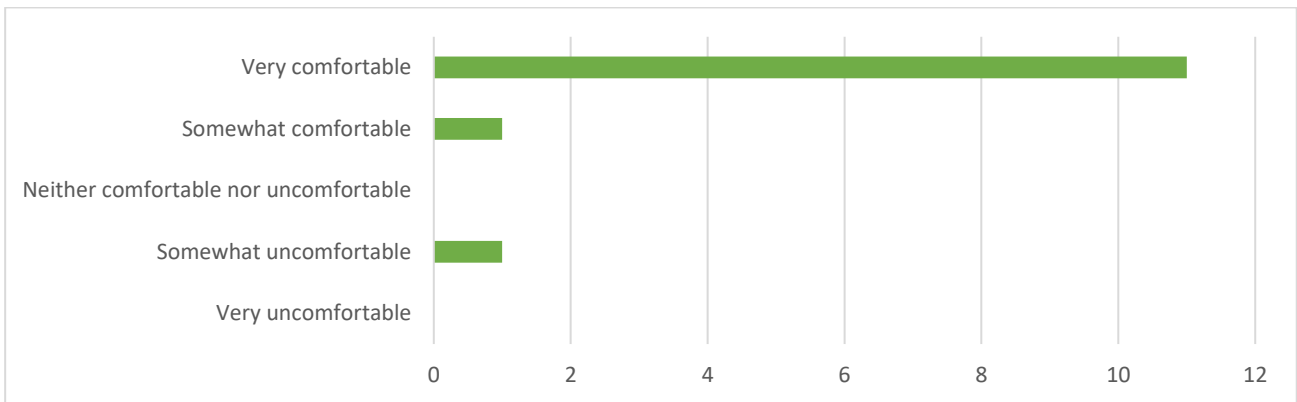
"Only spoke once in 4 years to manager." (Relative, Hall)

"Always relay any information regarding my mum,s health.always forwarding any pictures and videos involving mum.Always contacting us if mum needs anything buying eg clothes and toiletries." (Relative, House)

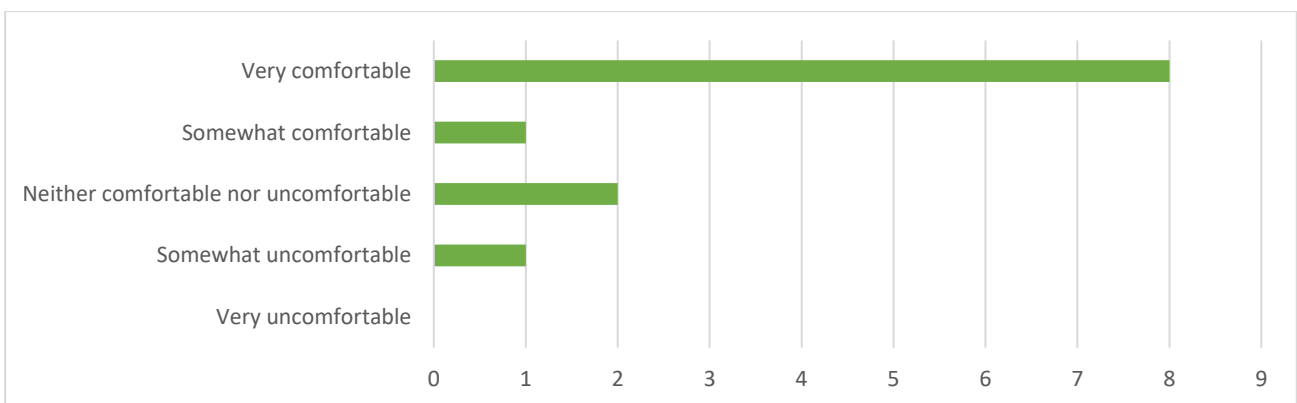
"They are all very approachable and friendly" (Relative, Court)



How comfortable are you seeking time from or raising queries with the Lead Nurse?



How comfortable are you seeking time from or raising queries with the Manager?



“I have spoken to the lead nurse concerning lost slippers and coat this has been dealt with” (Relative, House)

“A recent episode of personal low mental well being was recognised by the Lead Nurse and she provided me with some well timed help and counselling. The level of care and support to residents is also extremely valued by relatives when it’s needed. Thank you” (Relative, Hall)

“Any questions, problems are sorted immediately, or if that cannot be done they always get back to me asap” (Relative, House)

“I don’t really know the managers or have any dealings with them” (Relative, Hall)

Lead Nurses are doing well with responsiveness and communications, however there is a clear need for managers to improve communication with families.



Please rate out of ten the following:

Your friend or relative is safe?	9.1
How caring we are at Askham?	9.1
How responsive we are to the needs of your friend or relative?	9.0
How well-led you think we are?	8.7

"Always feel part of the Askham family" (Relative, Hall)

"The team continually meet all the needs of my husband and mine as well. It is really comforting for me to know he is so well cared for. This was especially so during COVID lockdown when I was unable to visit in person. When the restrictions were lifted and we were able to visit I got additional reassurance that my husband was being kept safe because it was necessary that all visitors undertake infection control training before being able to visit again." (Relative, Place)

"always willing to help be it having mum ready in a wheel chair or in her room" (Relative, House)

"I cannot fault the responsiveness of the team in any way as I e tried to explain in previous questions. I have complete trust and faith in them all." (Relative, Place)

"The rooms are lovely, with views of the garden. I take him outside and show him the plants and vegetables growing in raised planters (He was a keen gardener). They play him his favourite type of music. I got the Alexa on the recommendation of the Lead Nurse (she even set it up!!) They look after me too. If I am honest I was probably quite low at the beginning. All the staff are so lovely and caring, they cheer you up! And life somehow seems a bit better (domestic/gardeners too, you really have a great team!)

Once, when my loved one was very suddenly taken to hospital by ambulance and I accompanied him, Bev, found and packed a bag with drink and food for me (a real blessing as I ended up staying over and had nothing with me)." (Relative, Court)

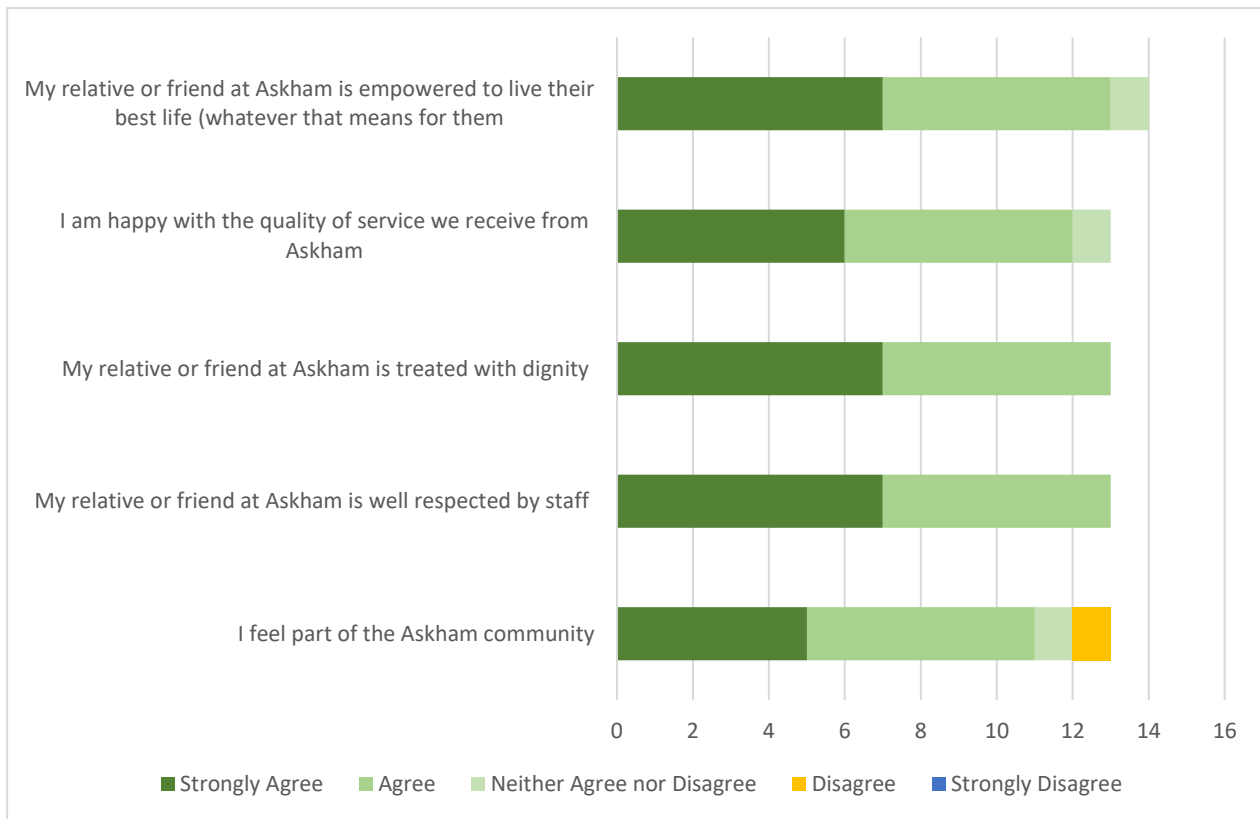
"Hair/beard care (could be improved)" (Relative, Hall)

"My husband has been at Askham now for well over 7 years. I have complete trust in the Manager, Lead nurse and all the staff who care for his needs. I visit on different days of the week and also times and they don't always know when I'm coming. I have never found him unkempt or distressed. His dignity is always maintained and he is treated with respect. I was listening to the staff talking to him a while ago when they didn't realise I was there and was very pleased with what I heard and how things were explained to him before they proceeded with what they were going to do.

My husband is unable to move himself around and spends a lot of time in bed and he has never once had a pressure area on his body whilst being with them. My husband requires a PEG for nutrition, fluid and medication, he also has a tracheostomy fitted. The staff and nurses know him very well and pick up on any issues that occur from time to time quickly and discuss with the GP to arrange antibiotics or other treatments as necessary and keep me I formed throughout. Earlier this year he required a new PEG and the team worked tirelessly to make sure it didn't get infected and also that the old sites healed quickly." (Relative, Place)

"My mum seems happy most of the time we see her and we as a family are happy with the care she is getting, thank you" (Relative, House)





Any other comments:

“Askham in my opinion the best in the County.” (Relative, Hall)

“I am very aware of the challenges faced by all the team in the care home and am also incredibly thankful for the care, commitment and dedication provided to my husband and to myself. We have both been used to very high levels of that care and commitment however I am concerned there seems to be a dip in standards recently. I hate to complain but the loss of key long term experienced staff has had - I think - a negative impact of other staff and residents. I know and appreciate it’s been a very tough couple of years and a horrid summer, and I am hopeful things will once again return to normal standards soon. Thank you.” (Relative, Hall)

“Other family members visited recently and were astounded at how well he looks and the standard of care he receives. I cannot praise Askham Place and the whole team enough for what they do and the reassurance and comfort they give me knowing he is so well cared for and with a team of people who genuinely care about his well-being, dignity, self worth and overall health and quality of life.” (Relative, Place)

“I don’t really know the managers or have any dealings with them” (Relative, Hall)

