



Oakview Care

Bryn y Wawr Quality Assurance Results – September 2021

Service Users Feedback

2

	No Response	Very Poor	Poor	Okay	Good	Excellent	
Where You Live	0	1	2	3	4	5	Totals
Your bedroom					1	9	10
The bathrooms and toilets				2	2	6	10
The outdoor space and gardens					1	9	10
The lounges and dining areas				2	3	5	10
The space for you to take part in activities and to relax					2	8	10
The house and grounds overall				1	3	6	10
Total	0	0	0	4	9	37	50
Percentage	0%	0%	0%	8%	18%	74%	100%

	No Response	Very Poor	Poor	Okay	Good	Excellent	
Meals & Snacks	0	1	2	3	4	5	Totals
The choice of food available				1	1	8	10
The quality of food available					2	8	10
The quality of snacks and drinks				1	4	5	10
Overall, how enjoyable do you find mealtimes?					2	8	10
Total	0	0	0	2	9	29	40
Percentage	0%	0%	0%	5%	23%	73%	100%

Service Users Feedback

3

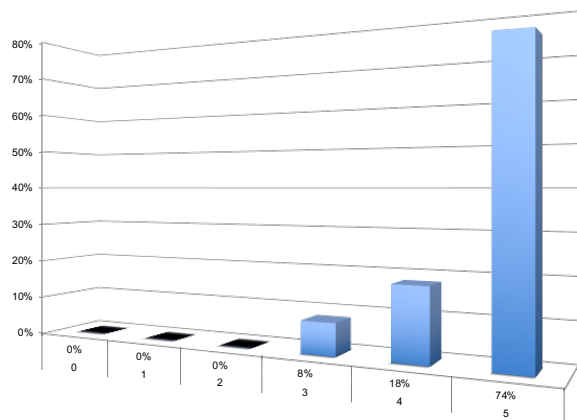
	No Response	Very Poor	Poor	Okay	Good	Excellent	
The Staff & Support You Receive							Totals
How well your worries and complaints are handled?					2	8	10
How good are the staff at listening to your point of view?			1	1	2	6	10
How happy are you with the amount of information you receive?			2		3	5	10
How cheerful and friendly are the staff?				1	1	8	10
Overall, how would good is the support you get from staff?					2	8	10
Total	0	0	3	2	10	35	50
Percentage	0%	0%	6%	4%	20%	70%	100%

	No Response	Very Poor	Poor	Okay	Good	Excellent	
How I Spend My Time	0	1	2	3	4	5	Totals
How often I get out and about	1					9	10
The choice of things available for me to do	1				3	6	10
How much support I am given to do things which I enjoy	1					9	10
Overall I feel that the support I receive is:	3					7	10
Total	6	0	0	0	3	31	40
Percentage	15%	0%	0%	0%	8%	78%	100%

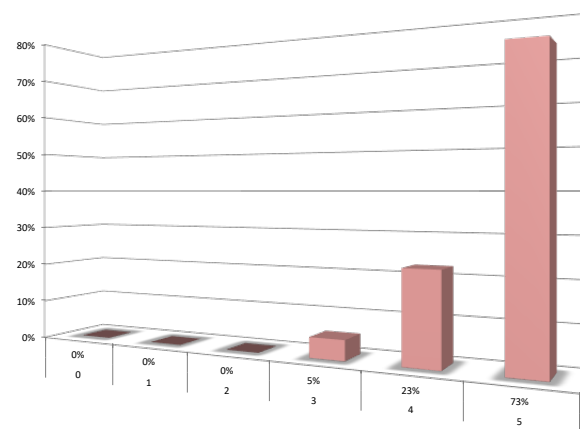
Service Users - Summary of Results

4

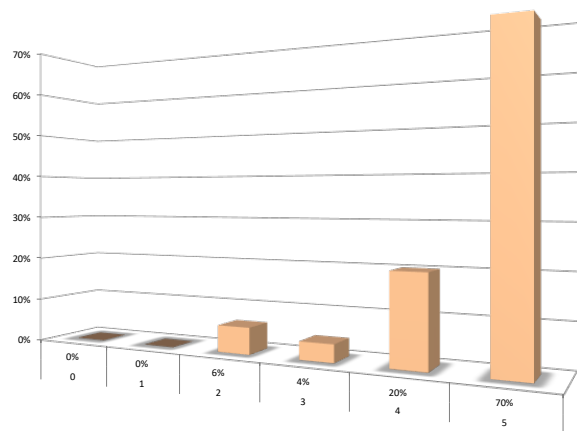
Where You Live



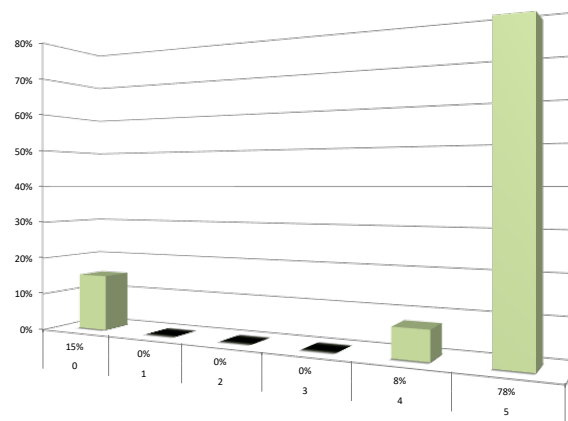
Meals & Snacks



The Staff & Support You Receive



How I Spend My Time



Where I Live

- I have lived here 35 years in December, this is my home.
- I love my home
- I love my bedroom
- This is the best house I've lived in
- Would like my room painted
- Grounds need filling, potholes everywhere
- I need help with the bath
- My ensuite could do with a new mat.
- Would like to spend more time in the hot tub.
- Fine and dandy

Meals & Snacks

- Enjoy menu planning
- We do menu planning every week
- I would like more treats
- I would like more choice
- I like everything.
- I have lactose free milk for my tummy
- My favourite is scampi and chips
- I have my own vegetarian meals.

The Staff & Support I Receive

- I like all the staff
- I enjoy being with the staff, we have a good laugh
- I get on with some staff more than others but I like them all
- Staff are good
- Katie and Tash are really good
- Some staff don't understand my speech
- Some of the staff are cheerful and friendly
- I like all the staff
- I like having Rhian as my keyworker
- Lovely
- I like spending time with my keyworker Mags.
- The staff are nice and lovely. Katie and Babs are my favourite.

How I Spend my Time

- I went to a concert with staff and it was brilliant
- We went to a concert and had fun
- I like spending time in my office or watching TV in the cottage or writing emails / letters and facetime
- Not been well recently, can't go out at the moment
- I like going out bowling and watching TV in my room.
- I like SAC
- Me and Becky go for spins in the car.
- I like doing arts and craft and going to the gym.
- COVID is doing my head in

General Comments

- I'm doing good at Bryn y Wawr
- I would like to go abroad next year
- Katie is taking me on a home visit soon.
- We all need to be nice to one another all the time.
- The staff sort my problems and help me with my bad tummy.
- This is my home and it's nice.
- I like the staff and the residents.
- Looking forward to going on a trip to Aberystwyth.
- I would like to visit my brother more often when he gets time.

Key Persons Feedback

8

	No response	Very Poor	Poor	Okay	Good	Excellent	
Staff & Communication	0	1	2	3	4	5	Totals
How well your concerns and complaints are handled?	1				1	5	7
The amount of information you receive about the care and wellbeing of your relative or friend					2	5	7
The amount of information you receive about what is going on at the home					2	5	7
How cheerful and approachable do you find the staff when you visit or call?						7	7
Overall, how would you rate the staff and the support they provide?					2	5	7
Total	1	0	0	0	7	27	35
Percentage	3%	0%	0%	0%	20%	77%	100%

Key Persons Feedback

9

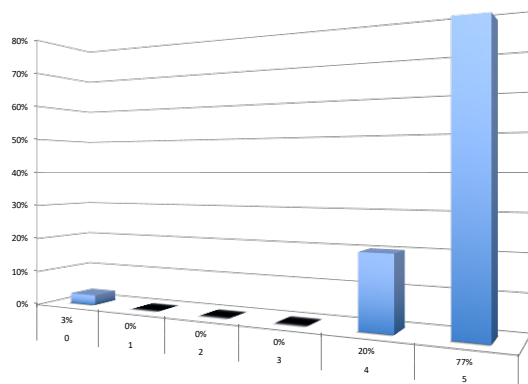
	No response	Very Poor	Poor	Okay	Good	Excellent	
Activities & Lifestyle	0	1	2	3	4	5	Totals
How would you rate the choice of activities available for your relative or friend?					2	5	7
How would you rate the outings and holidays provided by the home?					1	6	7
If you have eaten at the home how did you rate the quality of the food?	2				2	3	7
Overall, how would you rate the service provided?					1	6	7
Total	2	0	0	0	6	20	28
Percentage	7%	0%	0%	0%	21%	71%	100%

	No response	Very Poor	Poor	Okay	Good	Excellent	
Accommodation	0	1	2	3	4	5	Totals
Bedrooms					2	5	7
Ensuites, bathrooms and toilets					2	5	7
The outdoor space and gardens					1	6	7
The lounges and dining areas					1	6	7
The house and grounds overall					1	6	7
Total	0	0	0	0	7	28	35
Percentage	0%	0%	0%	0%	20%	80%	100%

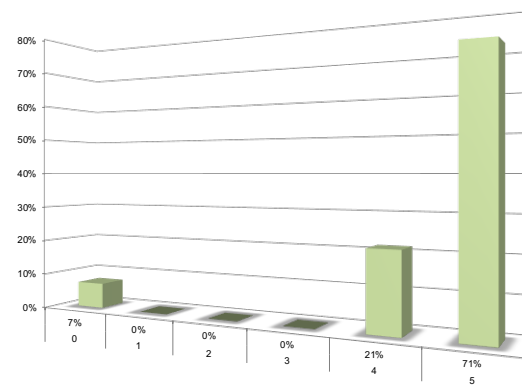
Key Persons – Summary of Results

10

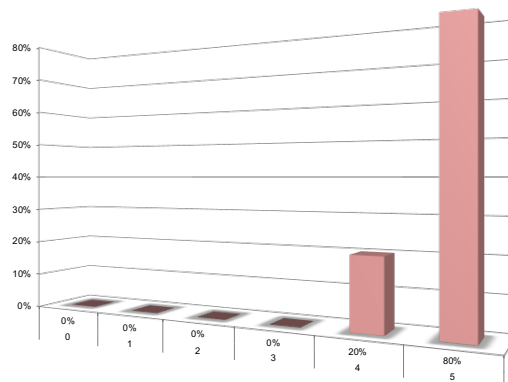
Staff & Communication



Activities & Lifestyle



The Accomodation



■ Staff and Communication

- I think the staff, and management, of Bryn Y Wawr have been more than excellent in handling the rigorous changes required to support the residents during the Covid 19 Pandemic and continue to do so.
- Excellent care. Has been a very hard year for everyone.
- I think all the staff have done a wonderful job in unprecedented times with the sensitive people in their care.
- Fab
- All the carers are very good to me and I like them

■ Activities and Lifestyle

- Again, Covid changed the routines and activities, but all necessary changes seemed to have been received by the residents cheerfully considering the effects of long-term lockdown etc.
- Fab
- I feel Katie has done her utmost to both keep the ladies safe and active. She's an angel

■ Accommodation

- It's always a pleasure to visit the house
- Fab
- Some of the rooms are looking a bit dated
- The house and grounds are very good

■ General

- Thank you
- Can't fault anything.
- Excellent home. Well done girls

	No response	Very Poor	Poor	Okay	Good	Excellent	
Communication & Training	0	1	2	3	4	5	Totals
How well do you feel your concerns and complaints are handled?		1		2	3	8	14
How useful is the training you are provided with when doing your job?		2		3	4	5	14
How useful do you find the supervisions and appraisals you receive?		1		1	5	7	14
How would you rate the amount of information you receive about changes to the home?		1		3	3	7	14
How would you rate the amount of information you receive about the Oakview Group?		1		5	3	5	14
How much opportunity is there for you to ask questions and submit your views about the service and the service users?		1		2	2	9	14
How much do you feel your opinions and ideas count?		1		2	3	8	14
Total	0	8	0	18	23	49	98
Percentage	0%	8%	0%	18%	23%	50%	100%

Staff Feedback

14

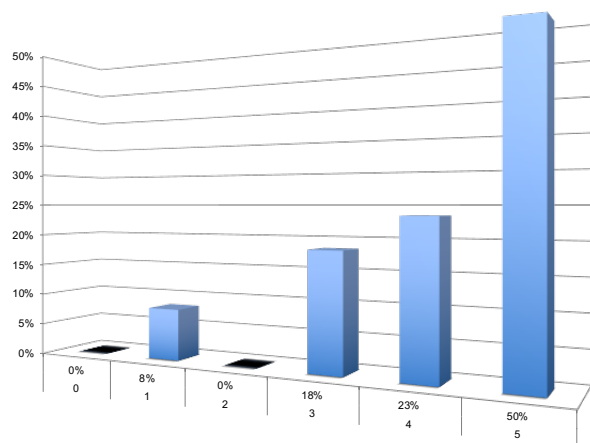
	No response	Very Poor	Poor	Okay	Good	Excellent	
Care & Support of Service Users	0	1	2	3	4	5	Totals
How would you rate the range of activities offered?		1		1	5	7	14
How would you rate the quality of food provided?		1		1	2	10	14
Overall, how would you rate the quality of the service?		1		1	3	9	14
Total	0	3	0	3	10	26	42
Percentage	0%	7%	0%	7%	24%	62%	100%

	No response	Very Poor	Poor	Okay	Good	Excellent	
Accommodation	0	1	2	3	4	5	Totals
Bedrooms		2			8	4	14
Ensuites, bathrooms and toilets		2		2	6	4	14
The outdoor space and gardens		1			5	8	14
The lounges and dining areas		1		2	5	6	14
Space for activities and relaxation		1		1	4	8	14
The house and grounds overall		1	1	1	6	5	14
Total	0	7	0	5	28	30	70
Percentage	0%	10%	0%	7%	40%	43%	100%

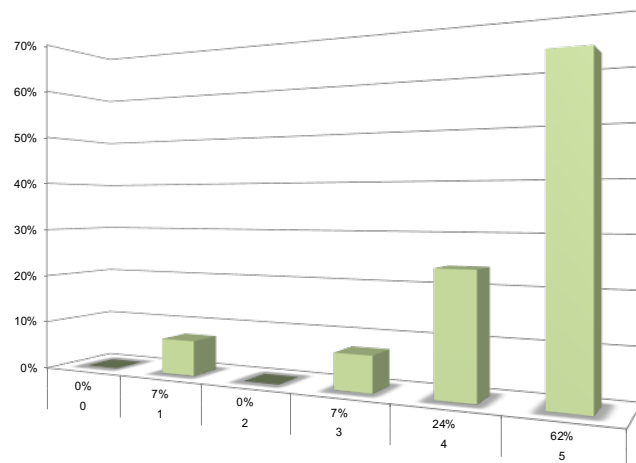
Staff – Summary of Results

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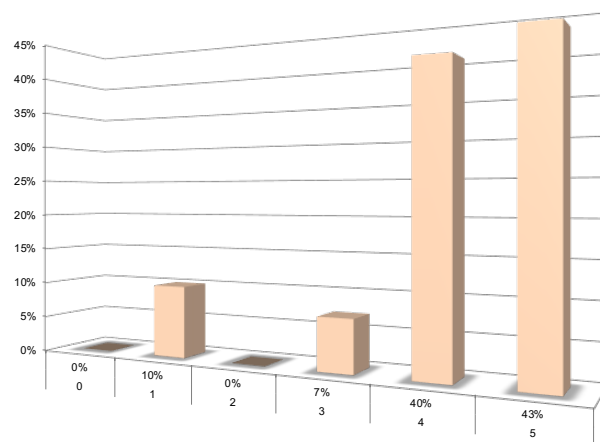
Communication & Training



Care & Support of Service Users



The Accomodation



■ Communication & Training

- Nicola is always very approachable and supportive
- The COVID updates have been excellent, on time and invaluable
- The manager and deputy manager are always more than ready to help you with any issues we have and always ready to listen to the issues we have.

■ Care and Support of Service Users

- COVID-19 has obviously had an impact on community activities but even those have been reestablished to some degree with modifications.
- The home feels like your own home, always get appreciated by the service users, work as a team one big happy family, although outdoors activities have been quite restricted over the pandemic everyone has coped very well, very proud of the care at the home. If I had a family member needing this sort of care I would certainly want them to live here , the quality of the food is excellent and the quality of the services provided
- For all staff to be aware of when a particular resident needs just that extra 1-1 time to sit and chat. Can be something they are concerned about or nothing in particular.

■ The Accommodation

- Bryn y Wawr is undergoing much needed decorating at present
- The installation of new kitchen units will be most welcome, as would any plans for new flooring in the toilets, hallways and laundry room, also a new cottage carpet.
- The house in general is good and rooms are getting decorated 1 by 1.
- Kitchen needs a lot of work for improvement

- The overall results are very good.
- Service Users feedback overall very positive again this year with lots of lovely comments
 - The highest scoring questions were in the Accommodation section with everyone rating their Bedrooms, the outdoor space and gardens and space for activities and relaxation as 'Excellent',
 - 'How often I get out and about' and 'How much support I am given to do things which I enjoy' scored Excellent all across the board.
 - There is room for improvement on bathrooms and toilets and dining room and lounges.
 - The lowest scoring question was 'How happy are you with the amount of information you receive' with two people marking this as 'Poor' but the rest marking it either 'Good' or 'Excellent'.
- The feedback from Relatives and Key Persons feedback was excellent.
 - Every question received either 'Good' or 'Excellent' with no one marking below this standard.
 - 100% of respondents gave 'Excellent' to the question 'How cheerful and approachable do you find the staff when you visit or call?'.
 - Everyone marked the accommodation questions as Good or Excellent.
 - The comments received were glowing and full of praise for the staff team.

- Staff Feedback - The feedback from staff overall was positive.
- One respondent marked 'Very Poor' for all but one question which has lowered the scoring against the board. There were no comments given as to why and how we could improve which is frustrating.
 - Highest scoring question was 'How would you rate the quality of the food provided'.
 - Also scoring highly is 'Overall quality of service' and 'Opportunity to ask questions and submit your views about the service and service users'.
 - There is a big improvement in 'How much opportunity is there for you to ask questions and submit your views about the service and the service users' with everyone marking this as 'Good' or 'Excellent'
 - Overall scorings in the category 'Care and Support of Service Users' were good with 62% rating as 'Excellent' and 24% rating as 'Good'.
 - Considering the very difficult time staff have had working through a pandemic the results are extremely positive and the comments very good.

■ Actions

- The outcome of the Quality Assurance report to be discussed at next staff meeting.
- Continue with programme of maintenance and improvements in the house and grounds. New full time Maintenance person starting soon which we hope will bring decorating up to date.
- Kitchen refurbishment has already been approved and now pending date for start of works
- Planned refurb of one ensuite and one bathroom we hope will take place in winter of 2021.
- With COVID restrictions easing and the recommencement of face to face training we will continue to select those face to face courses which can add real benefit. Online training is less popular but is a necessity due to funding pressures. We have planned Manual Handling, Challenging Behaviour, DeEscal8, Intensive Interaction and First Aid at Work which we hope will be useful additions to the online training.
- Further discussion with staff around what other information staff would like re the Oakview Group. Do staff look at Clynsaer and The Old Vicarage facebook pages?