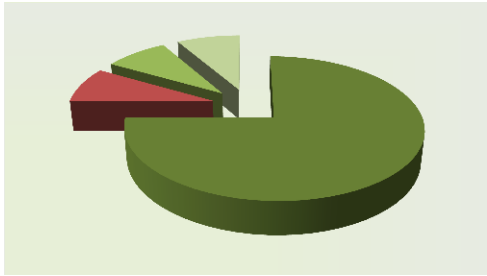




HOME ORCHARD

Home Orchard Care and Support for Learning Disabled Adults

***QUALITY ASSURANCE FEEDBACK REPORT
RESIDENTS' SURVEYS – EASY READ VERSION
2017-2018***



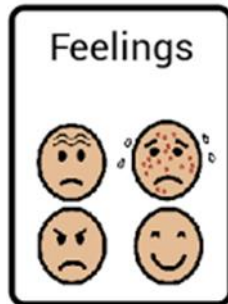
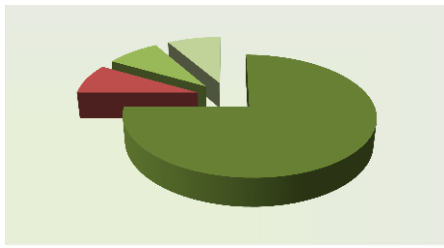
1) SUMMARY

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What is it about?

- We asked Adele Rennells, an Advocate from Vocal Advocacy to talk to people who use the service at Home Orchard.
- We wanted to find out what people feel is good about the home and what needs improving.
- To do this, we asked questions about the home to people who live in Sunset Cottage, Summer Cottage, Palace Farm and Lynwood.
- This is an overall report about what we found out.





2016



2017

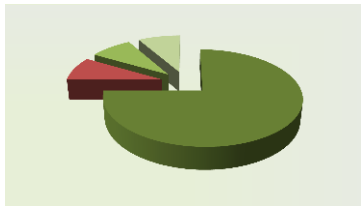


1) SUMMARY

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

Why Did we do this?

- We wanted to know if we are meeting the expectations of our residents.
- We wanted to know what things need to change.
- 12 people who use the service answered the questions.
- Not everyone answered every question.
- We also compared the answers to the results of the last survey in 2016.
- This is a report about what we found out.

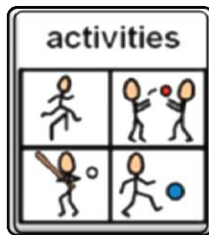
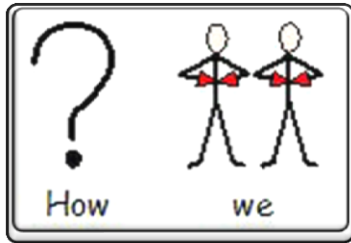


2) RESULTS

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What is going well?

- 100% of people feel that the support staff at the home give to them is good.
- 100 % of people felt that they are able to take part in activities in the community
- 100% of people who answered the question, felt that the home is clean.
- 100% of people who answered the question, felt that their personal belongings are safe at the home.
- 92% of people feel that they like their own bedroom. One person asked for their room to be redecorated.

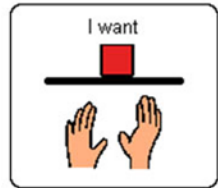
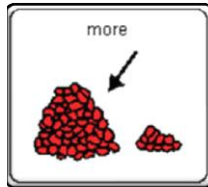
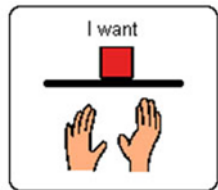
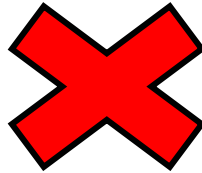
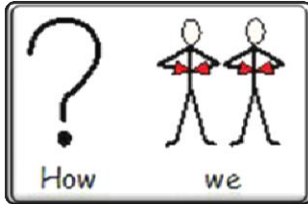
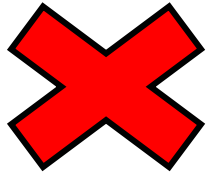
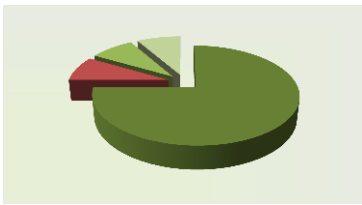


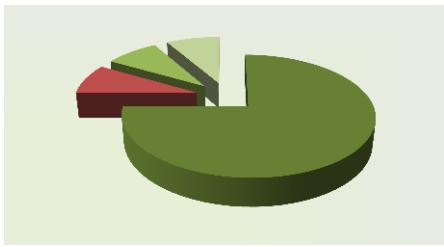
2) RESULTS

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What isn't going well?

- 2 people said that they do not like the way that staff talk to them.
- 2 people feel that the inside, outside and garden spaces of their home do not look nice.
- 3 people feel that they would like more to eat and drink.
- 4 people said that they do not get to choose their own meals. In addition, One person felt that staff choose their meals.
- 3 people said that staff do not always knock before entering their bedroom.



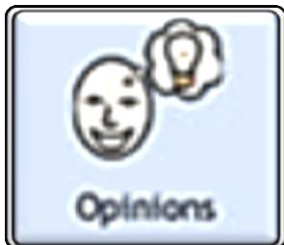
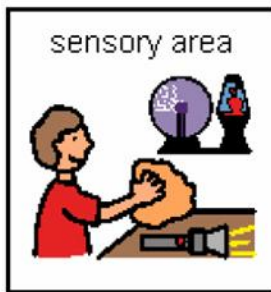
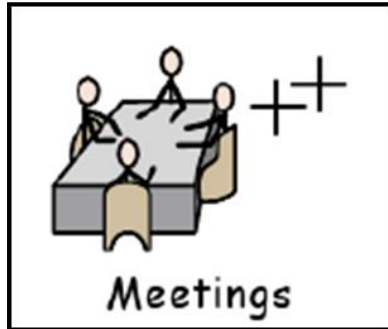


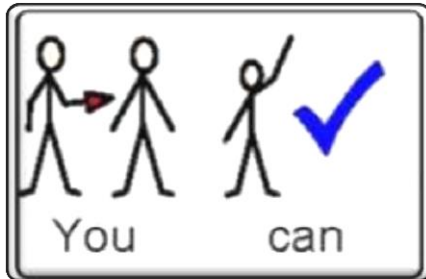
3) ACTION PLAN

Survey Results – How do the people who use the service feel about the care that is given at Home Orchard?

What Changes will be made?

- From January 2018, survey topics will form part of the residents meetings agenda. The meetings will be chaired by an independent advocate from Vocal Advocacy. The results of this survey will be discussed and further feedback sought.
- The gardens at all homes will be discussed with the residents and feedback sought. We are making a sensory area. You can be involved in any changes.
- The results of this survey will be discussed with staff. Staff will be reminded of the importance of respecting individuals privacy.
- We would like to create an online questionnaire for people to answer on a tablet PC where this would be easier.





4) ***THANK YOU***

- Home Orchard would like to thank everyone who completed the surveys for their valuable feedback.
- If you would like to talk to someone about this report, or if you would like to give feedback to Home Orchard, please call 01626 859735 or email admin@homeorchard.co.uk. You can also talk to a member of staff.



END OF REPORT