



A Report on the Home Orchard Questionnaire for People who use the Service 2018



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I was asked by Home Orchard Managers to carry out the resident's satisfaction surveys for quality assurance purposes. This is a report of the results.

This is the second year I have facilitated the resident's satisfaction surveys. Last year I met with the managers and administration team to discuss having an electronic version of the survey so that residents could opt to carry out the survey on their tablets or computers.

It was suggested it could be trialled this year and I was sent a link of the e-survey to familiarise myself with the procedure before going ahead with the residents. I thought it was very clear and many of the residents would be able to use it if they chose to.

On January 16th 2019 I met with all the residents and have written their individual feedback in the table below. I have used the format of the questionnaire to record the resident's responses to the 20 questions. I have used colours to differentiate between the houses. **Sunset Cottage**, **Palace Farm**, **Summer Cottage** and **Lynwood**.

	Sunset Cottage					Palace Farm		Summer Cottage		Lynwood		
Your home												
1. Does your house look nice outside?	Yes. Newton abbot tesco shopping costa coffee I go to Dawlish train station I go to Exeter museums romans birds parrot cockatiels grey cream dogs puppy sheepdog.	Yes	yes	Yes. Need to move the cones when drive is done.	yes	yes	Yes	yes	Unwilling to take part	yes	yes	yes
2. Does your house look nice inside?	No. Bovey tracey house of marbles café farm chicken sheep horse stable dog mary mai 2 dogs.	yes	yes	Yes. Fire alarm goes off smoke in kitchen	yes	yes	Yes. Like the historical aspects of the building.	yes		yes	yes	yes
3. Does the garden look	No. I go to ivybridge endsleigh	Yes. Enjoy the garden, bbq's	yes	Yes. Like to have a bbq	yes	Yes. I help with keeping keeping the	Yes. Not interested in spending	yes		yes	Yes. Nice garden to sit in, help	Play football-in garden and use sensory

nice?	flower pot café latte living room sun room.	water, croquet, football.		sometime s.		garden looking nice.	time in it. Particularly more interested in whats underneath.				with mowing, like bbq's	room.
4. Is it a nice place to live?	Yes. watch tv Paddingto n station, one show, pointless, strictly come dancing.	yes	Yes. Its fun here but like to visit parents - feels like I've got 2 homes. Looking forward to 30 th birthday.	Yes. Like meetings with mandy they are private. I can talk to mandy and john.	yes	yes	Yes. don't get on with house mateall the time but ok mostly. Helps to talk to staff or have space to myself.	Yes. I'm really happy living at Summer Cottage.		yes	yes	yes
5. Do you do things like shopping , cooking and cleaning?	Yes. Burger onion rings peas gammon eggs peas pizza and salad mayonnais e sandwich myself.	Yes. Help with all the house work.	Occasionall y cleaning. Like to cook pancakes. Food shopping.	Staff do mostly. Don't like shopping.	yes	yes. Help make soup. With help clean my room. Would like to learn about food shopping.	Sometimes go to the supermarket , share the housework.	Yes. Cooking – bake cakes		Shoppin g and cleaning not cooking.	Yes. Help with recycling	Tesco food shopping- help with hovering- helps with safer tasks.
6. Are your things safe like money, tv and clothes?	Yes. Rescue dogs alan davies walk.	yes	Yes. Would like a big tv.	Yes. Money is kept in a safe. A new door lock is being fitted.	yes	yes	Yes. Presume people are trustworthy.	yes		Yes. Likes to look after his things in his room.	yes	Not sure if question understood
7. Do you	Yes.	Yes.	yes	No.	yes	yes	Yes.	Yes.		Yes.	Yes.	Yes.

have enough to eat and drink?	Cod chips peas cup of coffee white sugar spaghetti Bolognese.	Like latte.		Would like more coffee but shouldn't.			Can't eat large meals. Adequate drinks.	I would like more coffee but it gives me a poorly tummy.		Weight is fine.	Can help myself to fruit between meals.	Good appetite – will show staff if he wants more.
8. Is the food good?	Yes. Sausage mash peas and carrots.	Yes. like chicken.	yes	No. Don't like too many veg – upsets my stomach.	Yes	yes	Yes. Some things I don't like but always have another option.	Yes. Curry (if not too hard), fish pie, sweet and sour, cottage pie.		yes	Yes. Really good. Like spaghetti, sausage rolls.	Likes most things.
9. Do you choose the food you want to eat?	Yes. Pasta sausage.	Yes. Choose from pictures.	Sometimes . Staff make suggestions.	No. Staff do that.	Yes. Spaghetti Bolognese.	Yes. Make choice from pictures.	yes	Yes. Take it in turns. Staff give guidance.		Yes. Use picture cards. Likes sweet and sour, cottage pie, not keen on salad.	Yes. Take it in turns.	Stew. Use picture cards. Take it in turns to choose.
10. Is your home clean?	Yes. Polish table cupboards hoover.	yes	yes	No. Builders make a mess.	yes	yes	yes	Yes. Sometimes.		yes	yes	Not sure if question understood.
11. Is your home warm?	Yes. Electric fire.	yes	yes	Yes. We have a fire.	yes	yes	Can be too hot or too cold occasionally but mostly ok.	Yes.		yes	yes	Will take layers off if hot but need prompting to put clothes on.

Life at home

12. Do you like your own bedroom ?	Yes. Clean bed sheets pillow hoover polish cupboards clean toilet bathroom sink shower.	yes	yes	Yes.		yes	yes	Yes.		yes	yes	Yes. New dvd player with flat screen
13. Do people knock before they enter your room?	No. do it yourself own shower 7am downstairs 7.30am.	yes	Sometimes , but always call.	Yes.	yes	yes	Not always	yes		yes	Yes	Not sure if question understood.
14. Do you take part in activities outside the home?	Yes. I go catch train I go to Plymouth station pumpkin café . catch bus I go to newton abbot wh smiths shop newspaper western morning news costa	Yes. Pub, café, eat out, Olympics, hockey, riding, swimming, climbing.	yes	Yes. Walk to hardware shop to get batteries. Olympics.	Yes. Go shopping, daisy chain play games with children.	Yes. Woodcarving, bee club, help with the garden, go to gym and swimming.	Fishing less these days. Going out for meals. Don't swim any more.	Yes. Go swimming, walking		Yes. As much as possible .	Yes. Sometimes go on the bus, go to the beach at Teignmouth, walk on the moors. Like hot chocolate in Costa.	Yes. Olympics, walking group, football, pool, swimming.

	coffee lemon tart and latte whit sugar.											
15. Do you get to choose your outings and activities ?	Yes. i go Dartmoor walk tors I go torquay ten bowling 75 high score.	No answer	Yes. Enjoyed going to the cinema.	yes	yes	yes	Not always.	yes		yes	Yes. Like going to the cimema.	Yes. Shows if he's enjoying things by participating g, smiling and laughing.
The Staff												
16. Do the staff give you good help and support?	Yes. Kirsty Paul Ollie and staff philly louise dawson mandy Pauline susan Maggie karelyn.	yes	yes	yes	yes	yes	Sometimes. Level of support to do things can have a negative impact on others.	Yes. Sometime s.		yes	yes	Not sure if question understood.
17. Do you like the way the staff speak to you?	Yes. Speak laptop watch trains newton abbot you tube.	yes	yes	yes	yes	yes	Not always- I suffer from depression.	yes		yes	yes	Not sure if question understood.
18. Do the staff listen to you?	Yes. Noise very good voice house own	yes	yes	yes	yes	yes	sometimes	yes		yes	yes	Not sure if question understood.

	room.											
19. Do the staff share with you the notes they write about you?	Yes. Diary write pencil.	yes	yes	yes	yes	yes	They say we can look at it.sometimes don't think they take all factors into consideration.	yes		yes	Yes Shared if requested.	Not sure if question understood.
20. Do staff encourage you to keep fit and healthy?	Yes. Oranges bananas fruit apple potatoes carrot roast chicken cornflakes malted wheat marmalade on toast.	yes	yes	yes	Yes. Go walking swimming healthy food, fruit and veg.	yes	Yes. They make suggestions.	yes		Yes. Loves walking.	Yes. I have some anxiety about going out.	Not sure if question understood.

Additional comments

Two of the residents completed the e-survey, one on his computer and the other on his tablet. One in particular seemed to engage better with the process compared with the paper version last year. He found his way around the form ok, but it took him a while to understand that the 'comments' section was specific to the question. Consequently his responses to questions 1 – 7 appear to be about what he enjoys in his life day to day. A possible explanation for this may be because when we started the exercise I said the questions were about his home and the things he liked or disliked about it. So he has written the things he likes.

We did not remove his responses as I didn't want to discourage him from writing his thoughts down. Last year his responses were more limited. As we went through the questionnaire I continued to encourage question specific responses and eventually his answers related to the questions, from 8 onwards. He seemed quite keen to get through the questionnaire (possibly because he was going out?) I did try to ask him about his answers but he preferred to continue writing and moving on to the next question. Consequently he did not elaborate on his reason for a negative answer for question 4 about the garden.

With hindsight I would have spent longer preparing the residents for the questionnaire process, both paper and electronic versions. I discussed with Rob whether the timings of the residents meetings could be adjusted so one could be held just before the next survey date in order to explain it more thoroughly. I think this could achieve better responses as the residents will have had time to consider the questions for longer beforehand, and have a better understanding of what the exercise is about.

One resident did not want to take part this year and did not appear to understand the idea of the survey. Also it was suggested we use the garden shed office and she did not appear comfortable in that environment without staff. I think all the residents were naturally more relaxed in their own homes. Also, having familiar surroundings that are relevant to the questions can make them more meaningful, and give the opportunity to point to the specific places and things, to aid residents understanding. A few residents were accompanied by staff who explained how they knew if the person liked or disliked something from their behaviour.

Some of the residents appeared not to understand certain concepts, e.g. safety, support, privacy, and although those people may have answered yes or no, I am not sure they understood the question. More reliable feedback in such cases may come from observing the residents' responses to different environments, situations, activities and interactions; the kind of information shown in the residents support plans. (In some homes, where service users have more complex needs, independent quality monitoring can be achieved through unannounced visits.)

Finally, I wondered if additional questions could be considered which relate to learning new skills, developing independence, and maintaining contact with family and friends.