

Forget me not House



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Thank you to everyone who participated in our survey. It is important that we know how well (or not) we are performing. To follow are the results of what you have told us. Thanks again. Tania Pell (Proprietor)

MEALS (overall)

Always	Sometimes	Don't Know	COMMENTS RECEIVED AND RESPONSE	
70%	21%	12%		<p>Very Good; There is a nice choice; I wouldn't bother the cook; Different (food) but not very much; Am very satisfied; Never go hungry; We could do with a bit more (food); (Regarding food) I leave a lot of it sometimes, but can't have roast dinner every day; I am not very hungry these days; Would love a pork chop; (Meals) is good; I am vegetarian and am look after well; If you don't like it (the food) she will give me something else; Eats everything; I miss Toni (previous cook); Never thought of asking cook; I am a vegetarian and it always works out well for me; (The cook) does a very good job and I have never needed to approach her; I don't feel the need to approach the cook; I eat most of them (meals); There is always plenty to eat;</p> <p>Suggestions for meals: Pork chop</p> <p>PROPRIETOR RESPONSE: In the past 3 months, we have been supporting the new cook to understand the residents nutritional needs and preferences. We shall continue to support her. Food is offered to residents in between meals such as chopped up fruit, they also have biscuits or cake at tea/coffee time.</p>
2013 results%				
98%	0%	2%		

DIGNITY

Always	Sometimes	Don't Know	COMMENTS RECEIVED AND RESPONSE	
85%	2%	12%		<p>I like my door open, so there is no need to knock; I have no complaints; I am treated as an individual; I rise when I want to and staff are very kind; I'm always asleep so don't notice if knock; (About being treated as an individual) No I am with others; I want to marry them (staff); Observed staff knocking on mum's door; If my door is open, the staff walk in; I get out of bed when I want to I try to beat another resident.</p> <p>PROPRIETOR RESPONSE: We continue to instill in staff the importance of maintaining dignity to all residents and treat them as individuals.</p>
2013 results				
86%	2%	12%		

ENVIRONMENT

Always	Don't know		<p>COMMENTS RECEIVED AND RESPONSE Nice smells of food; No doesn't smell; I have a very nice room; Always clean and nice smells; Suppose so; It's lovely, it doesn't smell; The red chair is mine, it's very good here; I don't want to sit in someone's chair</p> <p>PROPRIETOR RESPONSE: There are no seating arrangements in the communal areas. There are no personal chairs in the lounge. It is first come first served. Residents sit in the same chairs out of habit, however, there maybe chairs specified for residents due to their disabilities. The "you sitting in my chair" scenario does occur on occasions and the staff deal with the matter in a calm and sensitive manner.</p>
81%	15%		
2013 results			
80%	20%		

YOUR BEDROOM

Always	Don't know		<p>COMMENTS RECEIVED AND RESPONSE The cleaner is funny and we have a laugh. I am happ with my room; (Bed) is not comfortable really, but I sleep alright; A lady asks if she can clean; I am happy with my lovely room, don't want to get out of it; Love my bed; Definitely clean; My own television</p> <p>PROPRIETOR RESPONSE: It is great to hear all of the residents are happy with their own bedroom. We have a new cleaner, who is proving to be an absolute asset to the care team.</p>
100%	0%		
2013 results			
100%	0%		

ALL STAFF

Always	Sometimes	Don't know	<p>COMMENTS RECEIVED AND RESPONSE They are all good, got enough food and always a clean shirt; They are all my favourites, I wouldn't want their job; They are always there for me ; I have freedom to be with others or on my own, they are very approachable; They look after me well; All very nice; They're lovely ; Always there when I call; Sometimes I shout and they are lovely wish they would marry me; I don't like to bother them; I hope the staff listen to me, but not my aches and pains; They do help you and they certainly meet my care needs</p> <p>PROPRIETOR RESPONSE: Some of the "do not know responses" are from those residents who have short term memory loss. We are extremely happy with the staff team we have at present who work to a high standard and show genuine regard for the residents.</p>
91%	0%	9	
2013 results			
92%	7%	0%	

Q6. THE HYGIENE, GROOMING AND PERSONAL PRESENTATION OF THE RESIDENT

% Satisfied		COMMENTS RECEIVED AND RESPONSE A homely atmosphere for our residents and guests; Homely atmosphere and the staff are always understanding and helpful; whenever I visit the home be it morning, day or evening the atmosphere is calm and residents are always very calm and happy; It really feels like home not "a home". You can literally feel the care that is given to the residents. All the staff are very very caring and friendly and they all new my Mother and her needs in detail. All very professional. Staff take their time to encourage e.g with eating. They get to know residents particular likes/ dislikes, past history as well as their medical needs. PROPRIETOR RESPONSE: We aim to make FGM "home from home", so we are pleased to hear we are meeting that
Relatives and friends	99%	
Other Agencies	100%	

Q7. THE ATTENTIVENESS AND RESPONSIVENESS OF STAFF TO MATTERS OF CONCERN

% Satisfied		COMMENTS RECEIVED AND RESPONSE Sometimes the communication could be more proactive. The home keeps me well informed on mums progress. I have always been contacted at times of concern and it is really wonderful to be able to follow her progress in the pictures posted on Facebook . The range of differing activities is excellent. All staff are very kind and helpful; When my mother in law was having her "funny turns" the staff kept the family fully involved and informed; The owner Manager and staff were always available to raise their concerns over my Mother's wellbeing and to listen to my concerns and opinions. A Very hard working team of people; From my observations on my visits staff respond well to my Uncle and are able to calm him when he becomes stressed. Any concerns I have are always listened to . A memberof staff will awlays find the time for a quick word. Use of email is very important for me as I live a long way from the home. PROPRIETOR RESPONSE: We do our best to keep relatives up to date, however, on occasions we have had to prioritise supporting the resident's needs as oppose to communication, however, we do take on board the comment and will endeavour to
Relatives and friends	100%	
Other Agencies	100%	

Q8. THE MANAGER

% Satisfied		COMMENTS RECEIVED AND RESPONSE Proactive communication could be improved. eg when the doctor has been,any issues; The manager is always approachable, provides sound advice and has been of great assistance in settling mum in and making her feel at home; Marina will always make time to listen if you have any worries or concerns and will try to resolve them. very happy; IMAGINATIVE! To find so many ways to keep the residents active and entertained is amazing. I love watching the videos of all the antics all the residents and staff get up to. Forget the "homes" where you go to die, this home is full of life; The Manager sets a good example to her staff and exhibits all the attributes of appearance, care, knowledge and diligence that you would wish for in such a position. She has made a huge difference to everyone involved with the home; The manager is friendly and approachable and seems to have a sound knowledge of the running of the home and residents' needs. She does need to be more aware of her use of language which sometimes on occasion is inappropriate. She regularly contacts me by email regarding my Uncle's needs , which is reassuring. The manager seems to have good relations with other professionals and seeks their support for residents when needed. PROPRIETOR RESPONSE: We are pleased with these responses about the manager. Marina works long hours trying her utmost to ensure the needs of the residents and communication with family is efficient.
Relatives and friends	84%	
Other Agencies	92%	

Q9. THE CARE STAFF

	% Satisfied	COMMENTS RECEIVED AND RESPONSE Excellent caring staff; I am continually amazed at the kindness and professionalism of the staff, they really are the homes greatest asset. all the staff do a fabulous job and make it seem like a large family in a very happy home. I think Yvonne is absolutely brill with the residents and nothing is too much trouble; Once again amazing commitment. Friendly welcoming and caring to residents. Very committed team. The staff are very loving, caring and knowledgeable; Staff work hard and are caring towards my Uncle and understand his specific needs. They also seem to be caring towards each other. I understand that staff have regular training. It would be good if staff who smoke could be given an area away from the front door. PROPRIETOR RESPONSE: We are very proud of our staff, however we are never complacent and continue to train, supervise and observe our staff.
Relatives and friends	77% (13% didn't know)	
other agencies	100%	

Q10. Would you recommend Forget me not House to other people?

	Yes	Don't know	COMMENTS RECEIVED AND RESPONSE No comments received.
Relatives and friends	100%		
Other agencies	100%		
Residents	90%	10%	

Thank you all for your wonderful compliments and suggestions. We will take on board suggestions made and look into how we may be able to improve. Please note some of the results are lower than last year, due to residents with short term memory loss answering "Don't know". We are very privileged to have such wonderful ladies and gentlemen at our home. Assuring you our best care and attention at all times.

Tania and Roger Pell
(Proprietor)