



Westcroft Nursing Home Ltd.

5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ

Telephone: 01782 284611 / 287121

Fax: 01782 215265

www.westcrofthnursinghome.co.uk

Annual Quality Assurance (February 2024)

Westcroft Nursing Home carried out its annual quality assurance survey for residents and their relatives during January 2024. This was done to monitor, review and evaluate the Home's various services. It was encouraged that forms were filled in with the residents or relatives name on it. This was asked so the Home could identify individual's issues and act accordingly, as the focus of the questionnaire is on quality improvement.

There were a total of thirty seven questions to answer, which included questions relating to food, daily living, personal care, premises, laundry and management. There were four answer options for every question. They were: very satisfied, quite satisfied, not very satisfied and not satisfied at all. After each section there was space made available for any other comments.

All questions were analysed in detail. The next few pages show the analysis in the form of charts and graphs, from one or two questions in each section of the questionnaire. Also included in this booklet are the comments made by the residents and relatives.

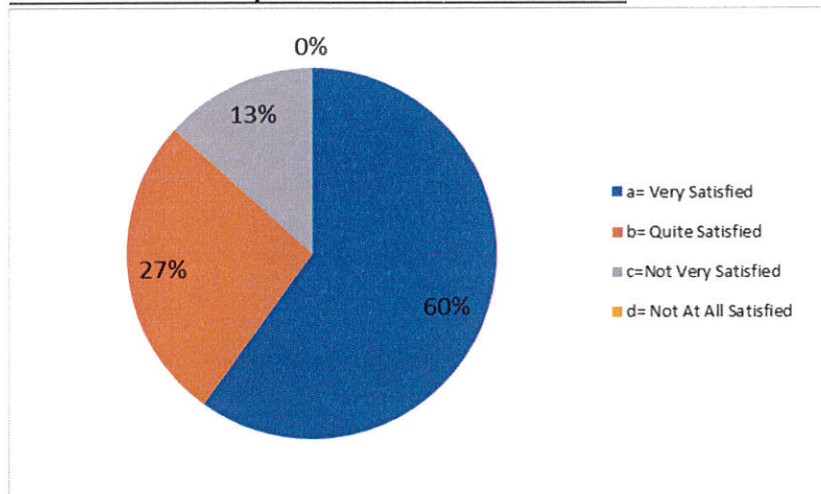
Included at the back is a copy of the questionnaire.

Ketan Patel

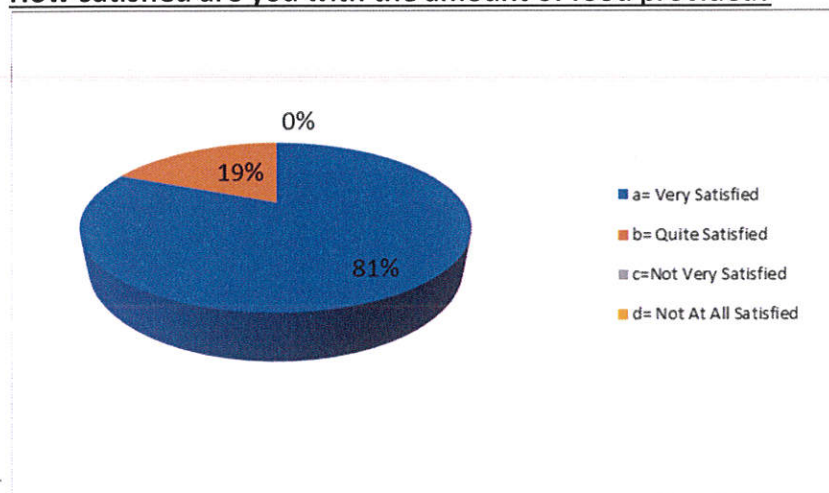
Managing Director

February 2024

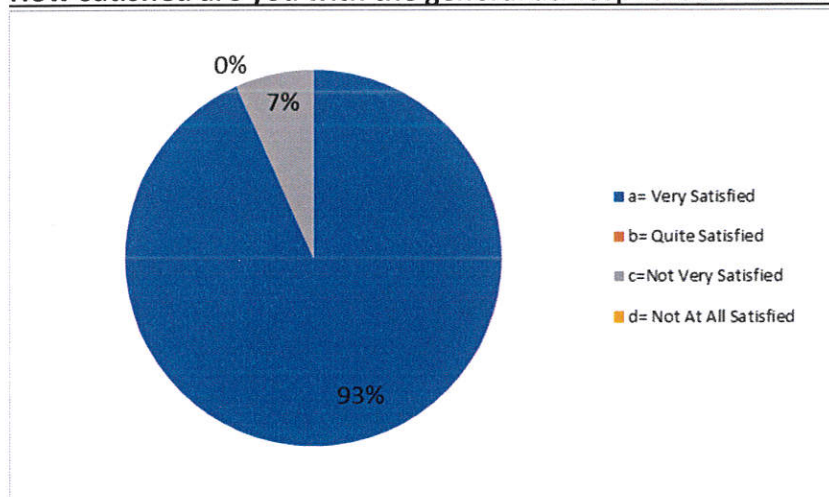
How satisfied are you with the choice of food?



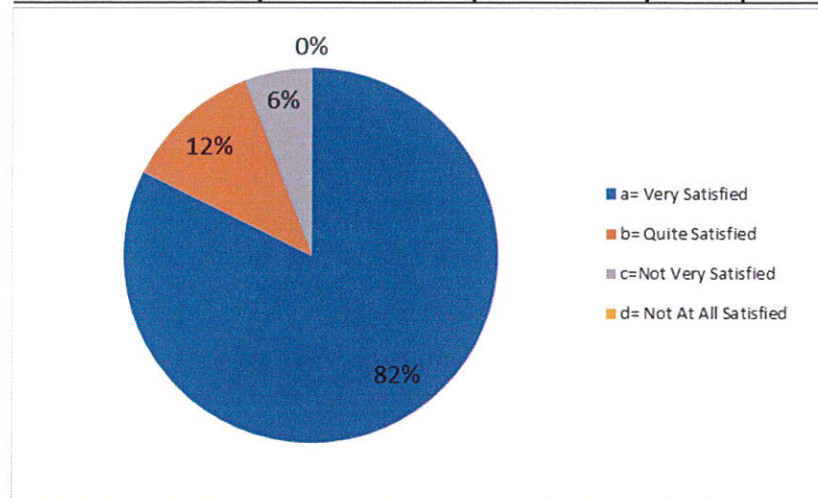
How satisfied are you with the amount of food provided?



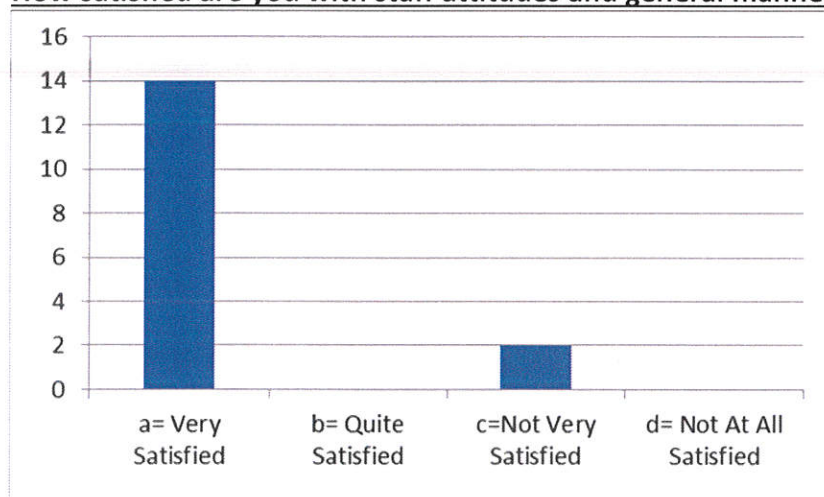
How satisfied are you with the general atmosphere at mealtimes?



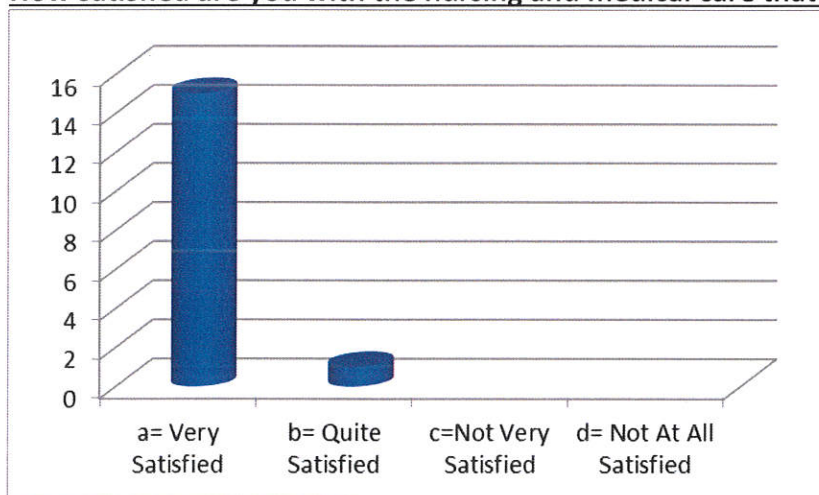
How satisfied are you with the way that staff try to help and look after you?



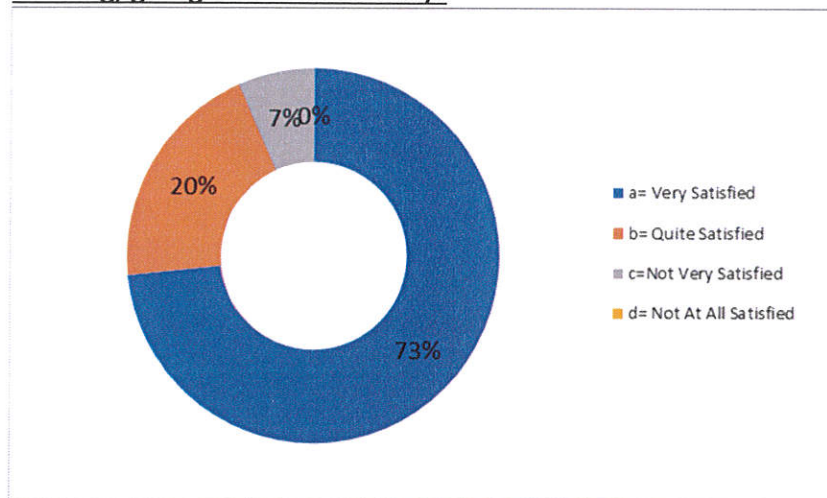
How satisfied are you with staff attitudes and general manner?



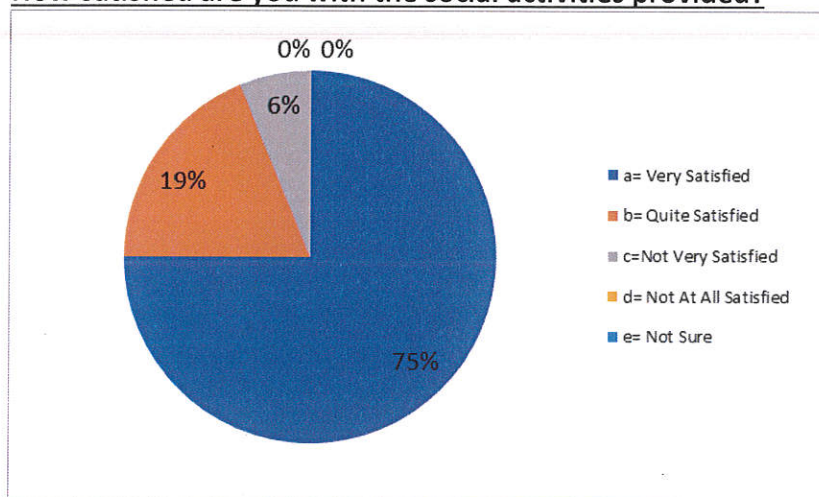
How satisfied are you with the nursing and medical care that you receive?



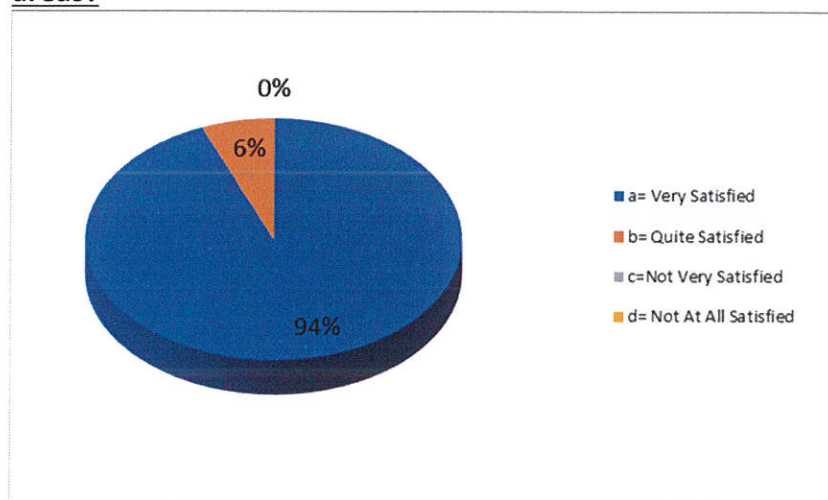
How satisfied are you with the arrangements for your personal care (e.g. for washing, bathing, going to the toilet etc.)?



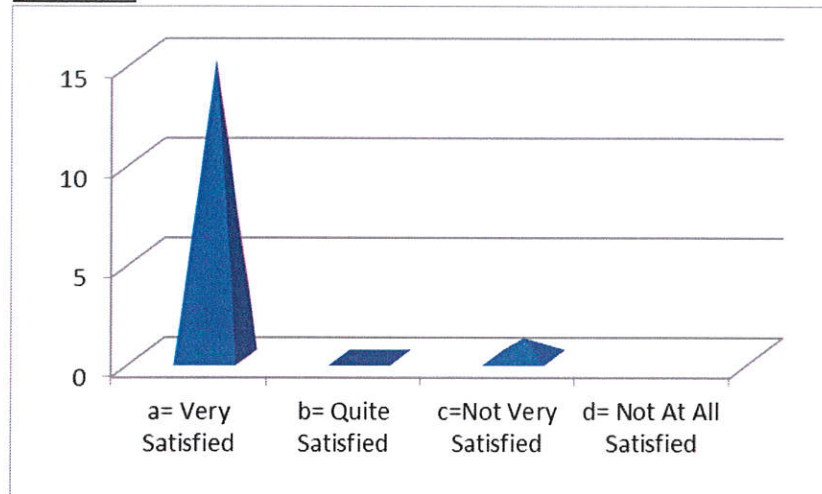
How satisfied are you with the social activities provided?



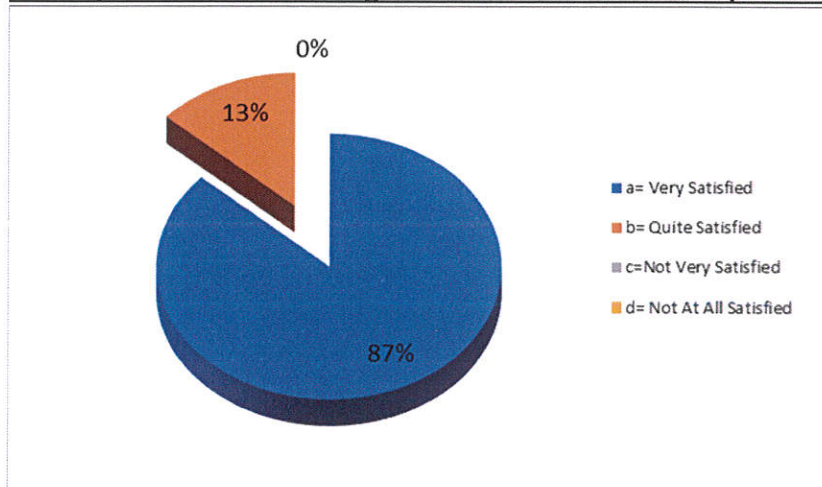
How satisfied are you with the accessibility of the lounges, dining room and other public areas?



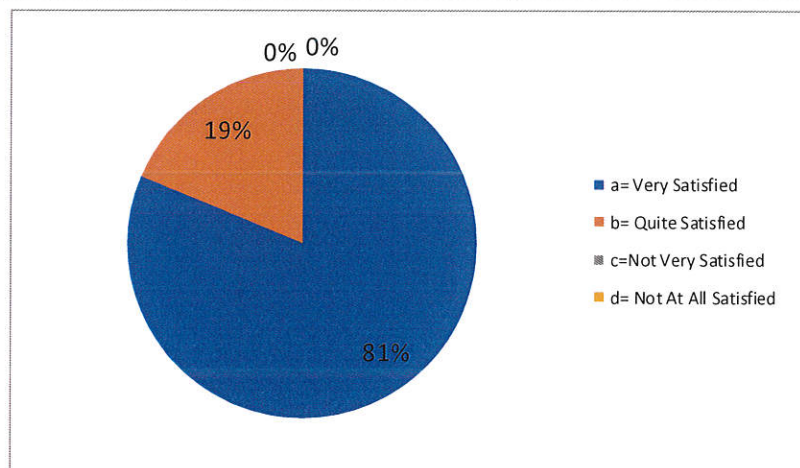
How satisfied are you with the general cleanliness and tidiness of the building and grounds?



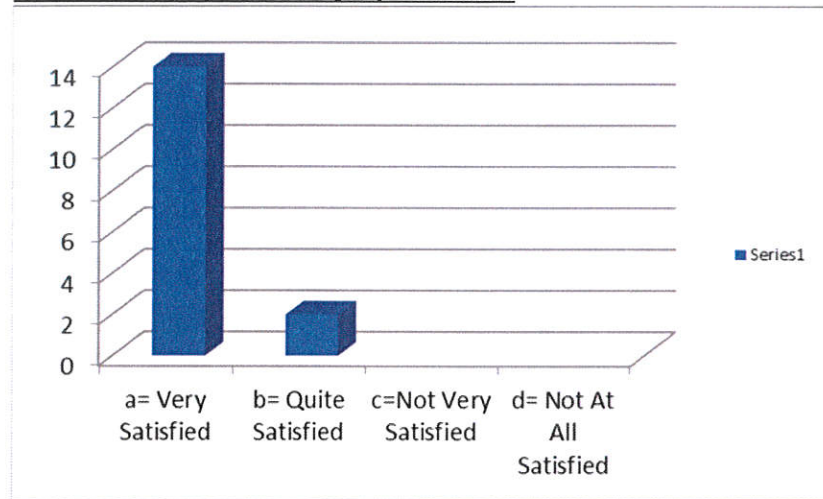
How satisfied are you with the availability of the Home's manager to discuss any problems when you need to including access to the Home's complaints procedures?



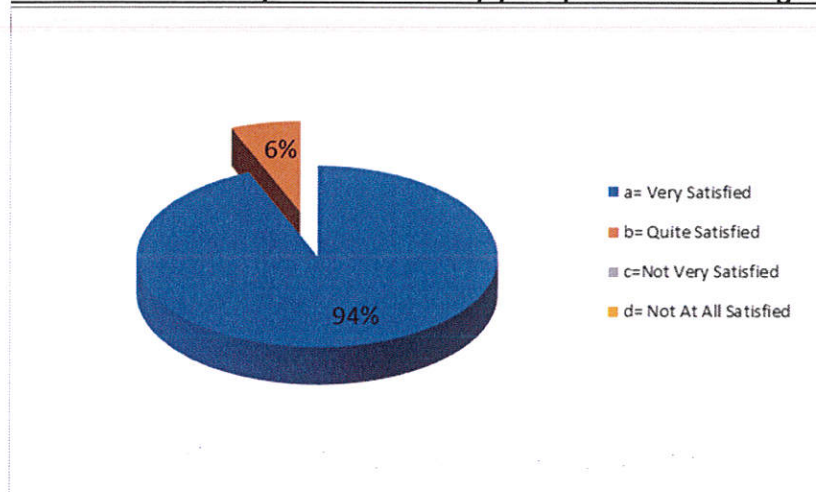
How satisfied are you with how management involve you and your families in the affairs.



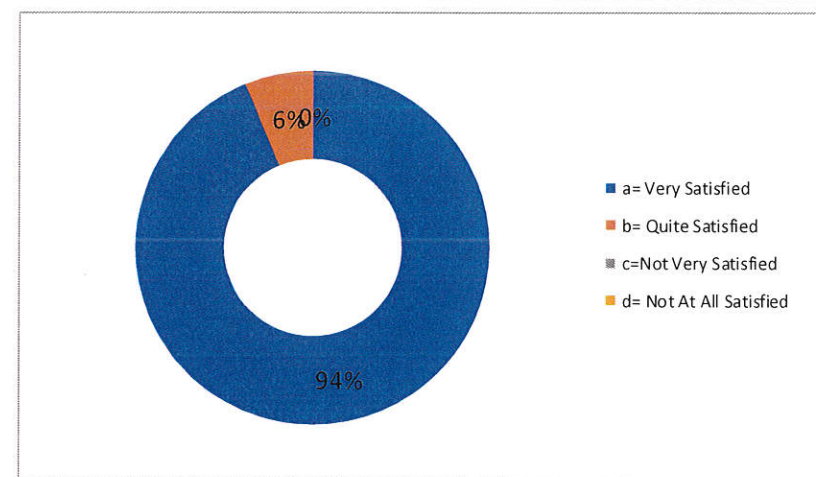
How satisfied are you as a resident that you feel safe and well protected and not exposed to unnecessary risk of injury or harm?



How satisfied are you with the way your personal clothing is washed?



How satisfied are you that your personal clothing is treated with respect?





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Residents and Relatives comments (January 2024)

“This place is always clean and tidy. I like it here” - Residents comments.

“Since my Dad moved in July 23 it’s been very reassuring to know my Dad is very well looked after and kept safe. The staff are very approachable, caring and compassionate. From the management to all staff, myself and my family cant thank you enough for everything you do. It has a lovely Home environment feeling.” – Relatives comment.

“I like the laundry service and the staff. My clothes are always clean”. Residents comment.

“The staff are very helpful. They always come to me, sit with me and talk to me when I am sad. I am happy with everything”. Residents comment.

“The food menu could be better”. Residents comment.

“I am always kept well informed regarding Dad’s health and the Home has an excellent open door policy”. Relative’s comments.



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“On visits my Dad always looks clean and is wearing clean clothes. Dad’s clothes are well kept and clean and are always but back properly. I am very impressed with the laundry services”. Relatives comment.

“I like being here. Everything is clean and tidy and I’m happy here, but the only thing is I miss my family”. Residents comment.

“I like all the staff. I think they do a great job”. Residents comment.

“The decorations could be a lot better, but what I like is this place is always clean and tidy. They maintain it very well. I like the new quiet lounge extension so much, it looks very nice”. Residents comment.

“The daily activities lady works wonders for the residents. The facebook page is always a ‘go to’ for me to see what Dad has been up to”. Relatives comment.

“Always seems a good atmosphere”. Relatives comment.



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“I am so pleased that Dad was able to secure a place at Westcroft. I know that he is extremely well looked after and enjoys his days at Westcroft”. Relatives comment.

“Dad always has a clean change of clothes daily”. Relatives comment.

“Mum loves a drink of tea or coffee. Whenever I visit, she always has a drink and I always see the tea trolley. I cannot fault any aspect of Mum’s care – it is excellent.” – Relatives comment.

“The facilities/games/activities offered are excellent. I regularly see the activities co-ordinator interacting with all residents in the lounge to aid their situation.” – Relatives comment.

“Mum always has her own clothes on and they are always matching. This means a lot to me as I can tell that the care is always taken on Mum’s appearance.” – Relatives comment.



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Our response/what changes have been put in place – February 2024

In general, the feedback we received was very good and was very complimentary to our staff. There were no major changes required in what we do here for our Residents.

A couple of the residents would like some variations to the menu, which can be put in place.

One resident said they didn't know who the Manager was. Despite Martin seeing that resident every day the resident may not have realised and may have forgotten. Martin went and saw the resident and reminded him that he was the Manager here.

One resident felt the staff were rushed for time. This was not the case and the resident was spoken to and explained to him that there were enough staff on, just that they had our residents to attend to in the Home as well. He understood this.

Residents Questionnaire

Westcroft is committed to provide a quality assurance programme to monitor, review and evaluate the Home's various services. Our focus is on quality improvement and to enable us to achieve this, I will be grateful if you could complete the following questions giving your honest opinion.

I reassure you the information you provide will be treated with the utmost confidence.

Thank you for your co-operation.

Please answer the following questions in terms of whether they are:

- A = Very Satisfied
B = Quite Satisfied
C = Not Very Satisfied
D = Not Satisfied at all

Name: (Optional).....

1. CATERING AND FOOD

A B C D

How satisfied are you with:

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. a) the choice, | ☐ | ☐ | ☐ | ☐ |
| 2. b) variety and | ☐ | ☐ | ☐ | ☐ |
| 3. c) amount of food provided? | ☐ | ☐ | ☐ | ☐ |
| 4. Efforts to satisfy your individual requirements
(including any religious and cultural requirements) | ☐ | ☐ | ☐ | ☐ |
| 5. How menus are planned? | ☐ | ☐ | ☐ | ☐ |
| 6. How food is presented (e.g. to make it attractive or
easy to eat? | ☐ | ☐ | ☐ | ☐ |
| 7. a) the starting times for meals | ☐ | ☐ | ☐ | ☐ |
| b) the time taken over meals (e.g. too rushed or too slow?) | ☐ | ☐ | ☐ | ☐ |
| 8. Seating and table arrangements? | ☐ | ☐ | ☐ | ☐ |
| 9. The general atmosphere at mealtimes? | ☐ | ☐ | ☐ | ☐ |
| 10. Additional snacks and drinks provided? | ☐ | ☐ | ☐ | ☐ |

Any other comments?

2. PERSONAL CARE AND SUPPORT

How satisfied are you with:	A	B	C	D
11. The way that staff try to help and look after you?	☐	☐	☐	☐
12. Their availability – do they come to help you when you need them (e.g. when you ring for help?)	☐	☐	☐	☐
13. How staff carry out their work	☐	☐	☐	☐
14. Staff attitudes and general manner?	☐	☐	☐	☐
15. The nursing and medical care that you receive?	☐	☐	☐	☐
16. Any additional services or treatment or arranged (e.g. chiropodist, hairdresser?)	☐	☐	☐	☐

Any other comments?

3. DAILY LIVING

How satisfied are you with:	A	B	C	D
17. The arrangements for getting up and going to bed?	☐	☐	☐	☐
18. The arrangements for your personal care (e.g. for washing, bathing, going to the toilet etc?)	☐	☐	☐	☐
19. Arrangements for cleaning and tidying your room?	☐	☐	☐	☐
20. The social activities provided or arranged?	☐	☐	☐	☐
21. Efforts to help you keep up with your personal interests and hobbies?	☐	☐	☐	☐
22. How residents in general get on with each other?	☐	☐	☐	☐
23. How residents and staff get on with each other?	☐	☐	☐	☐

Any other comments?

4. PREMISES

How satisfied are you with:

- | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 24. The Home's decorations and furnishings? | ☐ | ☐ | ☐ | ☐ |
| 25. The facilities and amenities? | ☐ | ☐ | ☐ | ☐ |
| 26. The accessibility of lounges, dining room and other public areas? | ☐ | ☐ | ☐ | ☐ |
| 27. The general cleanliness and tidiness of the building and grounds? | ☐ | ☐ | ☐ | ☐ |
| 28. How well repairs and general maintenance are carried out? | ☐ | ☐ | ☐ | ☐ |

Any other comments?

5. MANAGEMENT

How satisfied are you with:

- | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 29. The availability of the Home's manager to discuss any problems when you need to? | ☐ | ☐ | ☐ | ☐ |
| 30. Whether they get things done when asked? | ☐ | ☐ | ☐ | ☐ |
| 31. How they involve residents and families in the affairs of the Home? | ☐ | ☐ | ☐ | ☐ |
| 32. Management's efforts to create a good atmosphere? | ☐ | ☐ | ☐ | ☐ |
| 33. As a resident do you feel safe and well protected and not exposed to unnecessary risk of injury or harm? | ☐ | ☐ | ☐ | ☐ |
| 34. Do you feel you have the freedom of movement, autonomy and choice that you would expect in such a Home? | ☐ | ☐ | ☐ | ☐ |

Any other comments?

6. LAUNDRY SERVICES

How satisfied are you with:

A B C D

35. The way your personal clothing is washed?

☐ ☐ ☐ ☐

36. Collection and delivery times of your laundry?

☐ ☐ ☐ ☐

37. Your personal clothing treated with respect and care?

☐ ☐ ☐ ☐

Any other comments?

Thank you

Care Manager