



WEST PARK
CARE

**Annual Quality Assurance Report
2023**

Dear All

Thank you to everyone who completed and returned the Quality Assurance Survey which was issued in October 2023. The survey was given to clients, family & friends and health professionals we work with. The survey looked at the services West Park Care provide, and these results have now been collated and summarised in the following pages of this report.

Over the next few weeks, we will work to develop an action plan where required based on the feedback and findings of this report.

The report will be made available to all, and a copy of this report will also be added to our website www.westparkcare.co.uk.

We are passionate about developing and improving our quality assurance systems to ensure that the care and overall service provision provided is of the highest standard.

A sincere thank you again to everyone that participated in the Quality Assurance Survey.

Jackie Whitfield
Registered Manager

West Park Care Mission Statement

“To give everyone the opportunity to live a healthy, happy and fulfilling life in the freedom of their own home by delivering consistently high-quality care”

The Aims and Objectives of the Company

Person centred care forms the core of the service we provide at West Park Care and our staff are committed to meeting our aims and objectives:

- To deliver a service of the highest quality that will improve and sustain the client’s overall quality of life.
- To ensure that the service is delivered flexibly, attentively and in a non-discriminatory fashion, while respecting client’s right to independence, privacy, dignity, fulfilment, and the rights to make informed choices.
- To ensure that client’s needs and values are respected in matters of religion, culture, race or ethnic origin, sexuality and sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- To match the nominated Care Worker as closely as possible with the client and respecting the need to change the Care Worker in the event of subsequent non-compatibility or client request.
- To make sure the Care Team are highly trained and regularly monitored and upskilled.
- To manage the Care Service efficiently and effectively to make best use of resources and to maximise value for our clients.
- To involve clients and carers in the provisions, management, and development of services, which will be monitored regularly as part of the quality assurance framework ensuring that the service is run in the best interests of our clients.
- To ensure that all clients are aware of the procedures of making compliments, comments, and complaints.

West Park Care Values

We firmly believe that you shouldn’t have to leave the comfort of your own home to receive excellent personal care.

We are committed to only providing fully qualified and extensively trained Care professionals to ensure our high standards are always met. All of our Care Experts complete a rigorous training programme before being sent to any of our clients, and we will never compromise on the quality of care.

Extent of the survey:

Surveys were sent to our clients, family & friends of our clients and health professionals West Park Care have worked closely with.

- 53% client surveys were returned
- 59% family & friends surveys were returned
- 14% health professionals were returned.

Questions asked:

Please see the surveys on pages 5-6 of the Quality Assurance Report.

The questions have been designed around the Care Quality Commission Fundamental Standards. The Care Quality Commission is an independent regulator of Health and Social Care in England. The Care Quality Commission ensure that health and social care services provide people with safe, effective, compassionate and high-quality care. They are responsible for monitoring and regulating the services that we provide and that as a provider we meet the required standards and are continually working towards achieving improvements and better service provision.

The fundamental standards use five key questions and are used by the Care Quality Commission when undertaking an inspection of the quality and safety of the service. They are;

- Is the service **Safe**?
- Is the service **Effective**?
- Is the service **Caring**?
- Is the service **Responsive** to people's needs?
- Is the service **Well-led**?

These values are imbedded into everything that West Park Care do and form part of the company aims and objectives.

Client Survey Results

A	Questions – Your Carers	Agree	Neither agree or disagree	disagree
1	Are the carers on time (within ¼) of the rota time?	83%	17%	
2	Are the carers who visit you part of your regular team members?	95%	5%	
3	Are the carers tidy, smart and wearing uniform?	89%	11%	
4	Are the carers friendly and approachable?	100%		
5	Do the carers treat you with dignity and respect?	94%	6%	
6	Do you feel safe with your carers?	100%		
7	Do you feel your carers know you well and understand your needs?	94%	6%	
8	Do you see the same carers frequently?	84%	16%	
9	Do you feel your carers are professional and well trained?	95%	5%	
10	Do your carers stay for the full time allocated to you?	94%	6%	
B	Questions- Your assessment/ care plan/ review – found on Birdie	Agree	Neither agree or disagree	disagree
1	Do you feel your current assessed level of support represents your needs?	95%	5%	
2	Do you feel that you were fully involved in your assessment?	100%		
3	Do you feel that your care is reviewed frequently enough?	74%	21%	
4	Do you feel confident that you and carers can identify any changes required to an assessment or care plan and would notify the office?	94%	6%	
C	Questions – The Office	Agree	Neither agree or disagree	disagree
1	Do you feel confident contacting the office with any queries?	81%	19%	
2	When you have contacted the office have you been treated with dignity and respect?	86%	14%	
3	Do you feel the office staff know you and are able to deal with any enquiries in a personal way?	87%	13%	
4	Do you feel confident to contact the office to raise a concern or complaint?	93%	8%	
5	If you have raised a concern or complaint has this be dealt with quickly and to your satisfaction?	80%	20%	
D	Change and emergencies	Agree	Neither agree or disagree	disagree
1	If you have needed additional care quickly, as in an emergency, has this been offered or provided to you?	80%	20%	
2	If you have needed to change your visits/rota has this been carried out quickly and to your satisfaction?	93%	7%	
3	Are you aware the office phone is manned 24 hours a day?	75%	25%	
4	If you have contacted the on-call person, or they have contacted you, have the response and actions taken been satisfactory?	89%	11%	
5	Do you feel confident that West Park Care would contact the right people for you in an emergency?	89%	11%	

Family & Friends Survey Results

A	Questions – Your Carers	Agree	Neither agree or disagree	disagree
1	Are the carers on time (within ¼) of the rota time?	88%	12%	
2	Are the carers who visit your family/friend member part of their regular team members?	100%		
3	Are the carers tidy, smart and wearing uniform?	94%	6%	
4	Are the carers friendly and approachable?	100%		
5	Do the carers treat you and the individual we support with dignity and respect?	100%		
7	Do you feel the carers know your family/friend well and understand their needs?	94%	6%	
8	Do they see the same carers frequently?	94%	6%	
9	Do you feel the carers are professional and well trained?	100%		
10	Do the carers stay for the full time allocated to the individual we support?	88%	6%	6%
B	Questions- Your assessment/ care plan/ review – found on Birdie	Agree	Neither agree or disagree	Disagree
1	Do you feel the current assessed level of support represents the needs of your family/friend member?	83%	17%	
2	Where you fully involved in the assessment of the family/friend member we support with their consent, or in their best interest?	87.5%	12.5%	
3	Do you feel that the care is reviewed frequently enough?	71%	29%	
4	Do you feel confident that carers and the office team members can identify any changes required to an assessment, or care plan of your family member/friend and would notify you as appropriate?	88%	12%	
C	Questions – The Office	Agree	Neither agree or disagree	Disagree
1	Do you feel confident contacting the office with any queries?	100%		
2	When you have contacted the office have you been treated with dignity and respect?	94%	6%	
3	Do you feel the office staff know your family/friend member and you, and are able to deal with any enquiries in a personal way?	94%	6%	
4	Do you feel confident to contact the office to raise a concern or complaint?	94%	6%	
5	If you have raised a concern or complaint has this be dealt with quickly and to your satisfaction?	100%		
D	Change and emergencies	Agree	Neither agree or disagree	Disagree
1	If your family/friend member have needed additional care quickly, as in an emergency, has this been offered or provided to you?	100%		
2	If your family/friend member has needed to change visits/rota and you have contacted the Office on their behalf, has this been carried out quickly and to your satisfaction?	84.6%	7.7%	7.7%
3	Are you aware the office phone is manned 24 hours a day?	93%	7%	
4	If you have contacted the on-call person, or they have contacted you, have the response and actions taken been satisfactory?	100%		
5	Do you feel confident that West Park Care would contact the right people for you in an emergency?	100%		

Health & Social Care Professionals Survey Results

Although surveys were sent out to health and social care professionals, unfortunately we only got one response. That response was unable to complete the survey, however they did provide the feedback below;

“The service has offered a flexible and outreach approach for my client which has enabled them to continue to live safely within the community. Their support has been invaluable in supporting my client to maintain stability both within their mental and physical health. The support from the team has enabled my client to live independently, improving their quality of life and outcomes and significantly improved their general wellbeing. The team have responded promptly to any concerns or enquiries, enabling transparency of care to overcome periods of difficulties. I could not recommend West Park Care any highly and regularly speak of the service to my colleagues. Thank you to all of the team for their commitment to the case it is a pleasure working with you”

What we do well: (quotes from the comment section of the surveys)

Clients:

“Very happy all round, the girls are always polite & courteous”

“Very friendly, very efficient, helpful and all been so good. Nothing is a problem and they help with everything”

“I feel that my carers are very pleased to do all the tasks on my list. Occasionally an extra job is always fitted in willingly”

Family & Friends:

“We continue to be very satisfied with the care and support mum receives from West Park. Any queries we’ve had have always been dealt with and sorted. All staff we’ve talked to have been friendly and helpful. Many thanks”

“We are very happy with the care you provide for my mum. We find it very reassuring that someone goes twice a day”

“I am very satisfied with your care. All the ladies who come here are all kind, helpful and caring. Thank you”

“Thank you, mum is happy with her care and we always feel we are supported as a family with her care”

Findings of the surveys:

Overall we are very pleased with the results we received and can see that the majority of our clients and their family & friends feel happy, safe, supported and involved in their care and support.

Some points we have pulled out where we feel need looking in more detail at are below;

Do you see the same carers frequently? CLIENT QUESTION

As a company we work hard to ensure that all our clients have a set core team and strive to maintain this consistency where we can. However, sometimes staff move on and/or change roles and these staff inevitably need replacing. As a company we always ensure the client and where relevant, the family & friends of the client is made aware when a new team member is being introduced.

Action:

To further enhance our service in this area, we have started to review our client teams monthly in our management meeting and continually strive to rectify any shortcomings.

If you have any issues or concerns regarding your staff team, then please do contact a member of the team on our Office number 01423 594142, or if you feel more comfortable discuss with a particular team member who will raise this with the Registered Manager.

Do you feel that your care is reviewed frequently enough? CLIENT QUESTION

Clients have scheduled reviews based on level of need initial 6-8 week review for all, then either quarterly, 6 monthly or annually. All clients are reviewed and updates are undertaken at the time of change of need.

Action:

In light of this, when looking at this question we looked more closely at the wording we use around reviews with our clients and client's family & friends by our Team members. This may not always be communicated to the client that it is a formal review. We also feel it is important to communicate about the review structure early on, and are introducing at the initial review, the supervisor informing the client and family/friend how often reviews will be held. If following this, clients or family/friend feel they would prefer reviews more regular we can schedule these in. We would prefer not to schedule in less reviews, as our reviews are scheduled around need and risk, but also now will include client preference. We will continue to update assessments and reviews, as needs change.

Going forward, we are going to ensure that our clients and where relevant, family & friends are notified officially that a review is going to take place and ensure that feedback is given to the client once the review is completed.

If as the client or family/friend feel you would like more regular reviews please communicate this with the Office, or a member of the team you feel most comfortable discussing this with and they will inform the Registered Manager, who will put his in place for you.

If your family/friend member has needed to change visits/rota and you have contacted the Office on their behalf, has this been carried out quickly and to your satisfaction? FAMILY/FRIEND QUESTION

We did get one survey back from family/friends that disagreed with this comment.

Action:

We have improved our communication in relation to when you will receive a response once you have contacted us, especially via email.

We work hard to get back to everybody's queries as soon as possible but feel better communication on timescale will help in you knowing when we will get back to you.

Do the carers stay for the full time allocated to the individual we support? FAMILY/FRIEND QUESTION

As a service we review visit duration as part of our monthly governance monitoring (management meeting).

We also have an alert system via our new digital software introduced this year which alerts if visits start too early, finish late, or are shorter or longer in duration for monitoring.

Present monitoring has not highlighted any issues or concerns in this area.

Action:

We will continue to monitor call monitoring as part of our daily alert management.

Call durations will be reviewed at the monthly meeting and prompt action will be taken with any issues or concerns.

If you have any concerns around call management then please do contact the Office to discuss further, or a member of staff you feel comfortable with. Striving for best quality of care is at the ethos of everything we do, and we would want to rectify this immediately if it was an issue for any of our clients.

Conclusion:

Looking through the survey responses it is heartening to note that clients and family/friends of clients are overall happy with the support and care provided by West Park Care. We understand that there are some areas where we can work on as a service to ensure that we are delivering the outstanding care and support we promise, and we hope you can see a clear action plan in how we aim to achieve this.

We are satisfied with the number of responses we received from clients and family/friends of clients however we were a little disappointed in the return we received from health and social care professionals. This could have been down to the length of the survey and/or how we sent the survey. Discussions will be had for the best method to get responses from health and social care professionals before the next survey is sent out.

The next survey will be sent out in the Autumn of 2024 with a view to getting the results published by the end of October 2024. There will also be some small changes to the response options as we have realised only the option of 3 responses can be a little limiting.

Finally, West Park Care would like to thank their caring, professional and dedicated work force for the high standard of care and support they provide to all our wonderful clients.