

CONSTANTIA CARE



FEEDBACK AUDIT RESULTS 2019/2020

We would like to thank you for taking the time to complete our Quality Assurance Feedback form over December 2019/ January 2020. This information affords us the opportunity to provide the best possible care to our clients and allows us to implement improvements on an on-going basis ensuring we are taking on board your views, wants and needs of all our clients, always ensuring each package of care is person centered.

We sent feedback forms to all of our clients; their families and health professionals and we had an excellent response which we are very grateful for. The feedback form was based on Care Quality Commission's regulatory framework which sets out five 'domains' of assessment which are as follows: safe; effective; caring; responsive to people's needs; and well-led.

Overall we found that the majority of our clients, their family members and the healthcare professionals that we work with are happy with the service that we provide.

We would like to say a big 'thank you', to all of our clients for your kind words and constructive feedback. As always, please feel welcome to contact us at any time with further feedback. We are always evolving and learning new ways to deliver a high standard of care which we hope reflects in our performance as care givers.

If you would like to know our findings please find a brief summary for each of the CQC's Key Lines of Enquiry and what we will do to improve on each section.

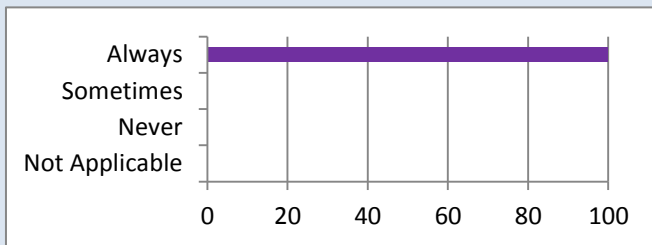
Please note that certain questions within the survey were not relevant to all of our clients. Where the question was not relevant or the respondent answered 'not applicable' we have calculated the percentages accordingly.

Our Quality Assurance Survey for December 2019/ January 2020 has given us an average 'Always' response of 94.7% from those surveyed. We are extremely happy with this result and will endeavor to continue providing the highest level of live in care to our clients.

SUPPORT AT HOME - BY SAFE, WE MEAN PEOPLE ARE PROTECTED FROM ABUSE AND AVOIDABLE HARM.

S1. Does the carer ensure that the client feels safe and secure whilst living in their home?

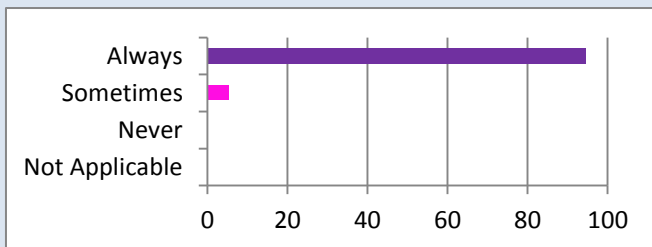
Always 100%



S2. Does the client feel that their care is carried out in a safe and managed way by the carer?

Always 94.7%

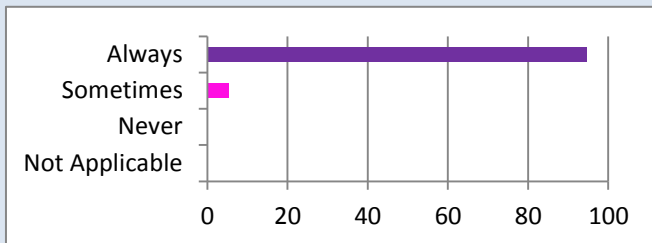
Sometimes 5.3%



S3. Does the client feel that the needs of the client are being met by the carer?

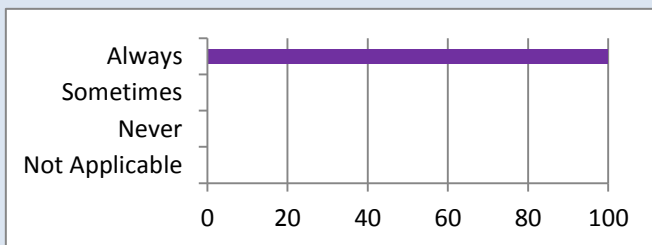
Always 94.7%

Sometimes 5.3%



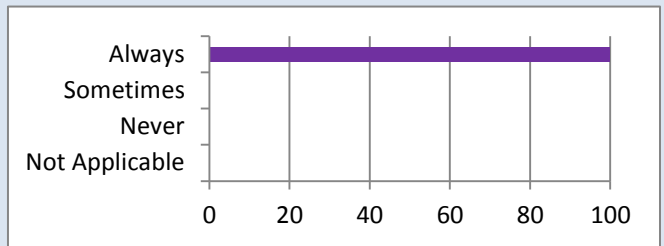
S4. Does the client feel that their medication is managed and documented in a safe way?

Always 100%



S5. Does the client feel infection control is maintained at a high and acceptable level?

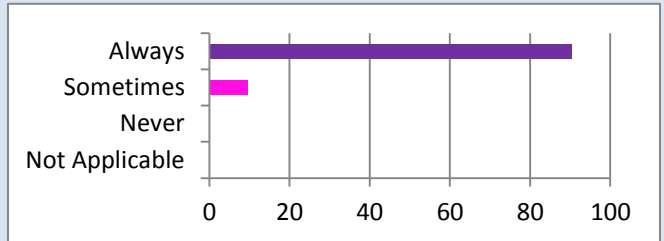
Always 100%



S6. If safety incidents occur does the client feel that the incident is investigated and recorded?

Always 90.5%

Sometimes 9.5%



We are so happy to see that 100% of our clients or their NOK's feel safe and secure whilst living in their home; that their medication is managed and documented in a safe way and that infection control is maintained at a high and acceptable level.

Over the last year Constantia Care Ltd has made improvements to our training department which we feel has contributed in these results; we have also hired a dedicated medications coordinator who monitors all of our clients MARS on a daily basis as well as trains all carers in regards to medication.

With regards to the responses for question S2 and S3, we can see that 94.7% of our clients feel that their care is carried out in a safe and managed way and that the needs of the client are being met with 5.3% of clients informing us that this is 'sometimes' being carried out. The agency we will always ensure that every carer placed with a client is fully trained and understands the care requirements of the position, on occasion we will need to replace a carer and if we feel it is needed the carer will be retrained prior to being placed or we will conduct a carer's conduct meeting.

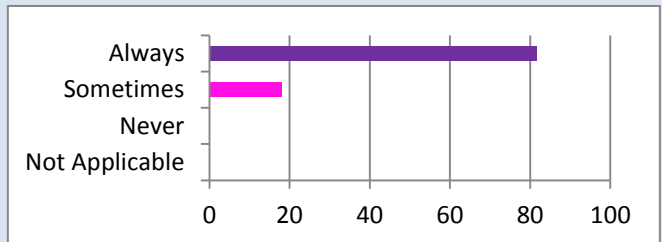
We see that for question S6, 90.5% of clients feel that if a safety incident occurred it is investigated and recorded with 9.5% of clients feeling that it is sometimes recorded and investigated. All of our carers are trained and inducted to ensure that they understand the correct protocol to follow if a safety incident occurred. Following on from this result we have decided to inform all of our clients of this protocol to ensure that they understand what is done when a safety incident occurs.

SUPPORT AT HOME - BY RESPONSIVE, WE MEAN THAT SERVICES MEET PEOPLES NEEDS.

R1. Does the client feel they are notified when care changes occur and are unavoidable?

Always 81.8%

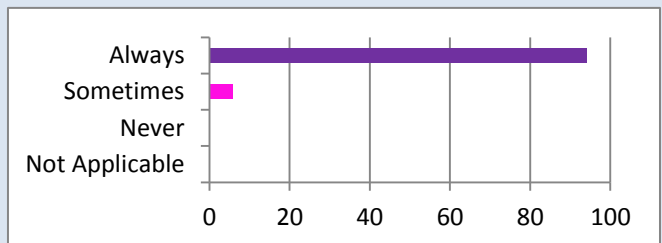
Sometimes 18.2%



R2. Does the client feel that their personal likes and dislikes, including my physical, mental, emotional and social needs are responded to by the staff and are documented on my care plan?

Always 94.1%

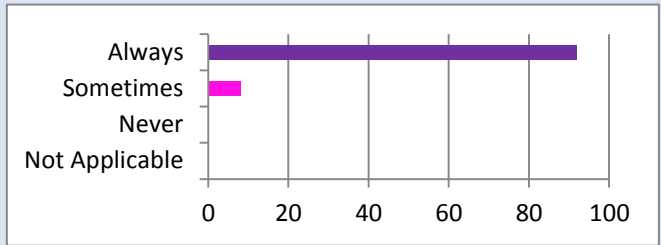
Sometimes 5.9%



R3. Does the client feel that they are encouraged to get involved when making decisions around my care and support?

Always 91.9%

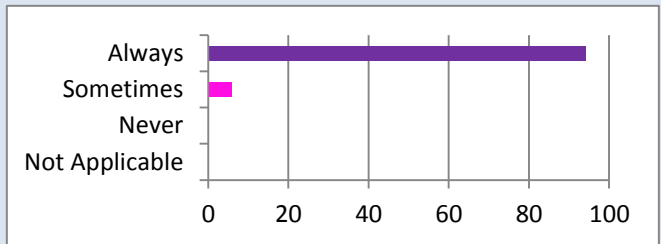
Sometimes 8.1%



R4. Does the client feel confident about raising a concern or a complaint about my care and support?

Always 94.1%

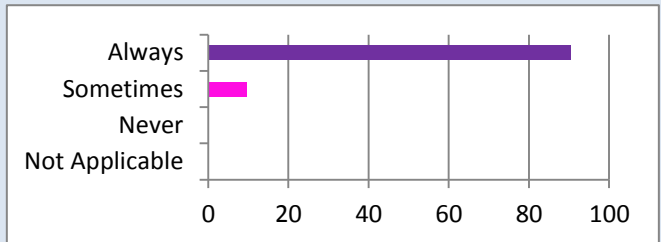
Sometimes 5.9%



R5. Does the client feel that if they have any complaints, these are listened to by the staff and are dealt with quickly and effectively?

Always 90.3%

Sometimes 9.7%



From the responses received for this section on 'Responsive' we can see that the majority of our clients and their NOK's feel that we are responsive to changes in care packages; changing needs of our clients and how to correspond with the office.

We feel that we can improve these scores with better communication from our office staff. With a fairly new office team we feel that this communication will improve naturally but we will also be providing further training to our Care department. During our office monthly meeting we will also be discussing the importance of clear and concise communication and how, especially in this emotive sector, the lack of communication is not acceptable.

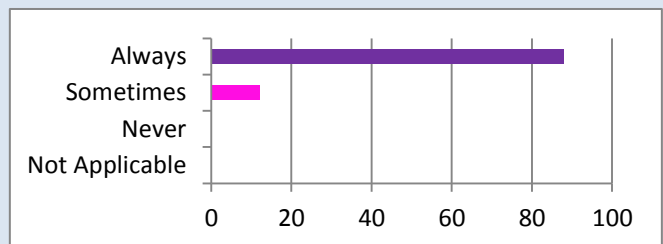
Each care co-ordinator aims to speak with their clients or family members every two weeks, and weekly to the carer as well as receiving the daily report. The coordinators feel the spot checks give a very good and accurate insight into each client's needs. We are available 24 hours a day and are always happy to discuss any care needs that may arise.

SUPPORT AT HOME - BY CARING, WE MEAN THAT THE SERVICE INVOLVES AND TREATS PEOPLE WITH COMPASSION, KINDNESS, DIGNITY AND RESPECT.

C1. Does the carer encourage the client to be as independent as possible?

Always 88%

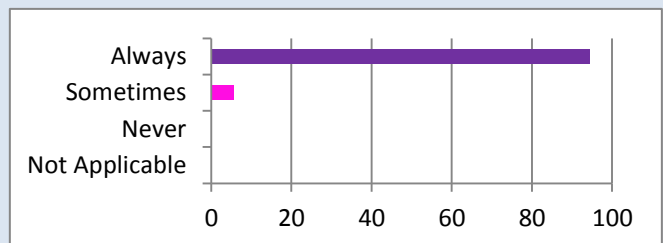
Sometimes 12%



C2. Does the carer ensure to listen to the wants and needs of the client and take their opinion into account?

Always 94.4%

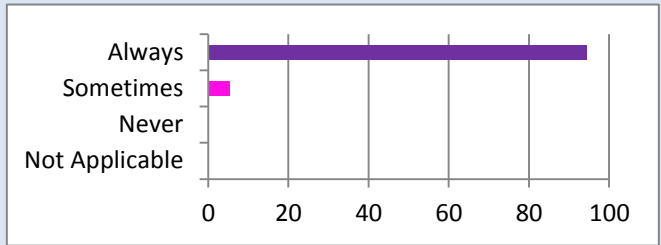
Sometimes 5.6%



C3. Does the client feel that they are treated as an individual by the staff?

Always 94.6%

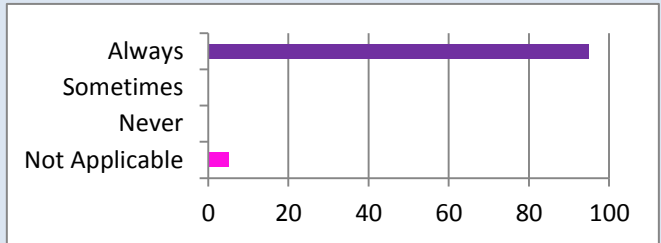
Sometimes 5.4%



C4. Do the carers respond to the client in a compassionate way?

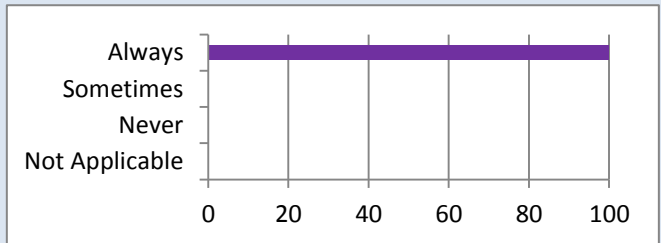
Always 94.9%

Not Applicable 5.1%



C5. Does the carer ensure and protect the clients privacy at all times?

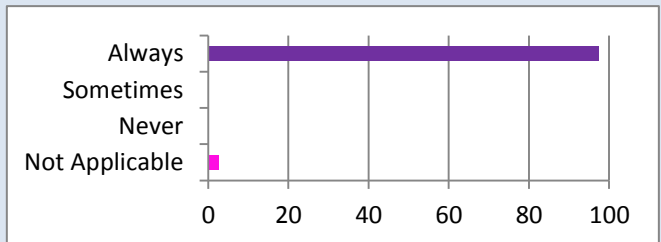
Always 100%



C6. Does the carer treat the client with dignity and respect?

Always 97.4%

Not Applicable 2.6%



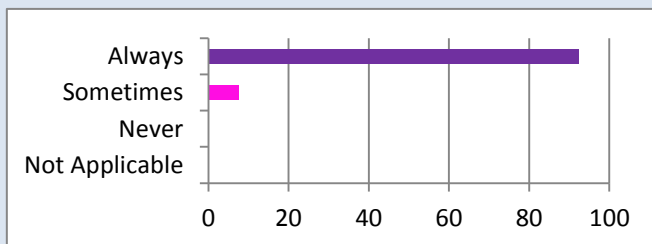
We were very happy with the results of this section. It is extremely important to us that our carers & office staff are respectful and caring at all times. We will

work hard to improve by giving further training and reminding staff regularly the many ways they can be respectful.

With regards to question C1, 'Does the carer encourage the client to be as independent as possible?' we want to ensure that we improve this score by discussing this with the training department to see if we can alter our training in any way. Our care coordinators speak to their carers on a daily basis and carry our 6-8 weekly spot checks, during this time we have asked that they discuss the many ways in which we can encourage our clients to be as independent as possible. This can sometimes be difficult depending on the clients condition but we will also work with the client and their LPOA to ensure that we can do all we can to promote independence.

SUPPORT AT HOME - BY EFFECTIVE, WE MEAN THAT PEOPLES CARE, TREATMENT AND SUPPORT ACHIEVES GOOD OUTCOMES, PROMOTES A GOOD QUALITY LIFE AND IS BASED ON THE BEST AVAILABLE EVIDENCE.

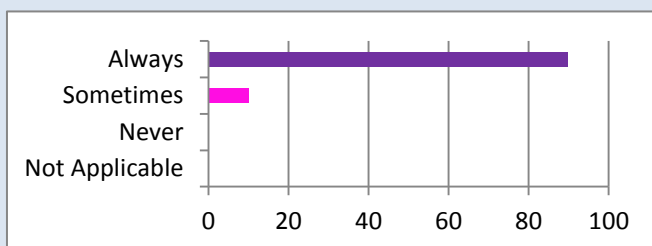
E1. Does the client feel their care, support and treatment choices are carried out effectively by the carer?



Always 92.3%

Sometimes 7.7%

E2. Does the client feel that the carer has the knowledge and skills needed to deliver effective care?



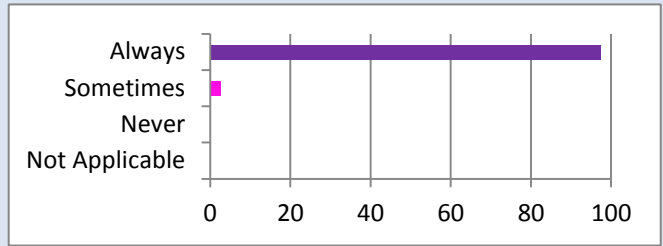
Always 89.8%

Sometimes 10.2%

E3. Does the client feel that the carer encourages good and effective nutrition and hydration practice?

Always 97.4%

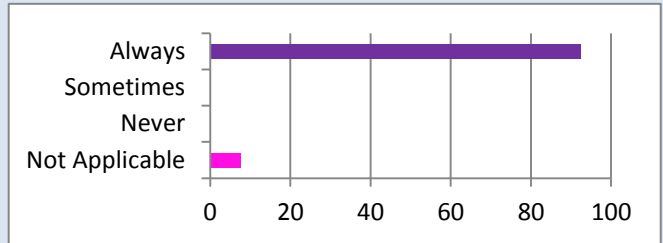
Sometimes 2.6%



E4. Does the client feel that Constantia Care Ltd works well together with other organisations?

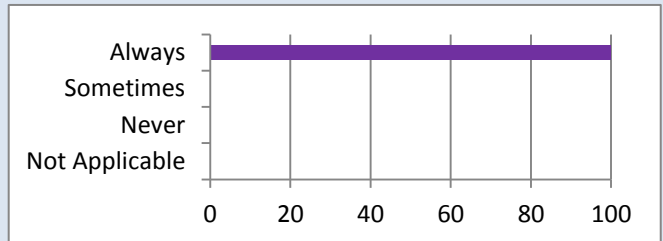
Always 92.3%

Not Applicable 7.7%



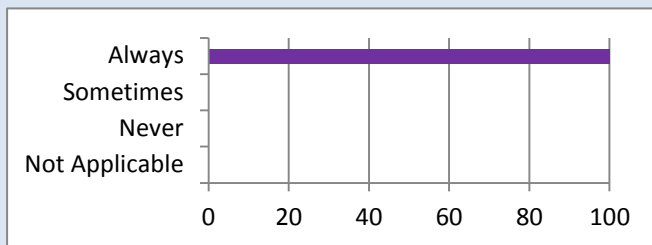
E5. Does the client feel that the carer responds to health care changes and notifies the relevant health professionals accordingly?

Always 100%



E6. Does the client feel that their home is respected, and their wishes are taken into account when changes need to be made? e.g. equipment is brought in

Always 100%



We were very happy to see some very positive feedback for this section; however we feel there is definite room for improvement with regards to questions E1, E2 and E3.

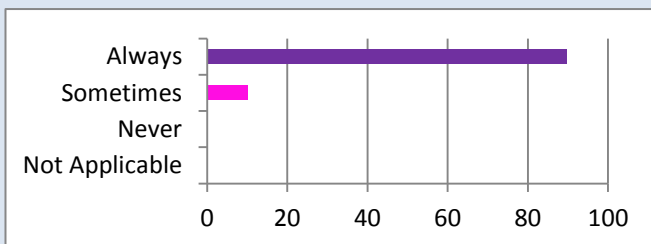
All of our carers are fully trained for every position that they are placed into, with additional modules covered if required; for example if the client is Kosher or has diabetes.

We feel that we can improve by ensuring that carers fully understand the care requirements of each position and that the operations department cross reference previous positions they have been placed into to see if they have the correct skill set, liaising with the training department to ensure a person centred care package.

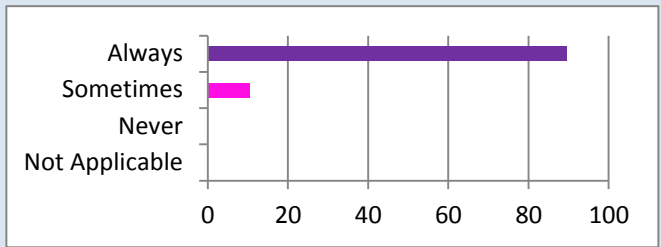
SUPPORT AT HOME - BY WELL-LED, WE MEAN THAT THE LEADERSHIP, MANAGEMENT AND GOVERNANCE OF THE ORGANISATION ASSURES THE DELIVERY OF HIGH QUALITY AND PERSON CENTRED CARE, SUPPORTS LEARNING AND INNOVATION, AND PROMOTES AN OPEN AND FAIR CULTURE

W1. Does the client feel that they have good communication with Constantia Care Ltd?

Always 89.8%
Sometimes 10.2%



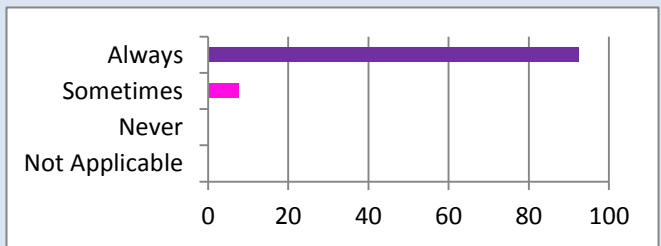
W2. Does the client feel that they receive a good level of personalised quality care? E.g. that their care plan is monitored and updated regularly.



Always 89.6%

Sometimes 10.4%

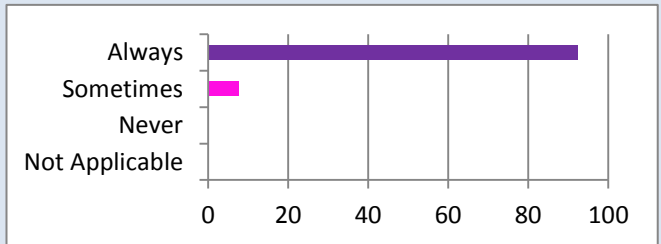
W3. Does the client feel that their care coordinator listens to their requests and acts appropriately?



Always 92.3%

Sometimes 7.7%

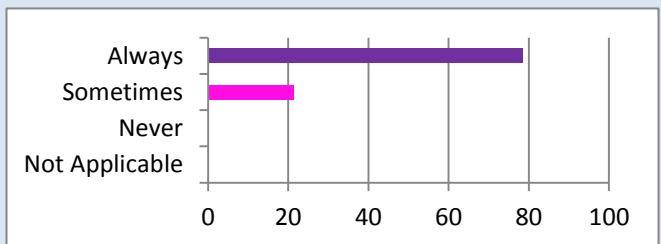
W4. Does the client feel that the service is well managed acts on suggestions for improvements?



Always 92.3%

Sometimes 7.7%

W5. Does the client feel that the implantation of the ECP (Electronic Care Plan) is beneficial?



Always 78.6%

Sometimes 21.4%

We were very happy to see that we had no negative feedback throughout our audit and that our percentages were only ever between 'Always' and 'Sometimes'. As an agency we strive to deliver the highest quality live in care to our clients and that all stems from being 'Well led'.

From the results in this section we can see that the majority of our clients feel that we are well led but that sometimes we could communicate better, ensuring that we inform clients of the changes we make to care plans or new protocols that we put in place. Due to the results of this section we are looking into implementing a 'Clients monthly newsletter' to ensure that all of our clients are informed of what new protocols are put in place and to explain items such as the Electronic Care Plan system, ECP system.

We feel that implementing this will assist our clients and NOK's to understand the sector better and give advice on items such as funding.



CONSTANTIA CARE

Constantia Care is a dedicated Live-in Care Agency designed to support a variety of vulnerable people enabling them to remain in their own homes for as long as they wish.

- ✓ We provide the required level of care the client needs, whilst ensuring to protect and promote their independence within their own environment.
- ✓ Constantia Care has a dedicated, highly trained team who are committed to delivering the highest quality of care, whilst ensuring a safe and comfortable environment.
- ✓ We provide long or short term care as required, ensuring choice is a way of life. Constantia Care is committed to protecting and maintaining dignity and diversity at all times.
- ✓ Constantia Care provides an emergency phone number, staffed 24 hours a day.

“It is our mission to provide the highest quality of live-in care for our clients to ensure peace of mind whilst protecting self-esteem, dignity and promoting independence.”

Morag Collier, Registered Manager

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