



Ivy Care

Inclusive Quality Care



Annual Quality Assurance Report 2017

Dear All

Thank you to everyone who completed and returned the quality assurance survey which was issued in December 2016. The survey had been sent out to all service users using our services, significant others and external stakeholders. These have now been collated. The survey looked at the individual services offered by Ivy Care for which the findings have now been summarised in the proceeding pages of this report.

Over the next few weeks, each service will work to develop an individual Action plan based on the feedback and the findings of this report. These Action plans will then be collated in February 2017 and reviewed alongside the development of the organisational Business and Development Plan.

The Business and development plan will be made available to all employees and service users and copies of the report and the findings will also be communicated through the use of staff and service user involvement meetings. A copy of this report will also be available to view on the company website www.ivycarehomes.co.uk.

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

A sincere thank you again to everyone that participated in the Quality Assurance Survey 2016.

Claire Lee

Business Engagement Officer

Ivy Care



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'Providing inclusive quality support for adults with learning disabilities and complex needs.'

Ivy Care is a specialist care provider supporting people with learning disabilities and complex needs. The company was established in the year 2000, providing residential support services.

Ivy Care use a progressive, outcome based approach and our aim is to provide Inclusive Quality Care:

Inclusive – Because we empower the people we support to exercise choice, find their voice and enable them to express themselves and achieve their goals.

Quality – Because we ensure we provide safe, effective, caring, responsive and well –led service which is evidenced in the outcomes for the people who use our services.

Care – To provide care based on Ivy Care's Values. **'Individuality, Choice, Independence, Rights and Privacy'** as these are the basic guiding principles of everything we do.

Services provided by Ivy Care

Registered services currently offered by Ivy Care include;

Ivy Dene – Including Ivy Rose and Ivy House Residential Home
Ferrybridge
Knottingley
WF11 8NT

Ivy Cottage and Ivy Croft Residential Home
Ackton
Pontefract
WF7 6HP

Ivy Lodge Residential Home
Welfare Road
Thurnscoe
Rotherham
S63 0JZ

Ivy Mead Residential Home
Littleworth Lane
Lundwood
Barnsley
S71 5RG

Further details relating to these services can be found by visiting the company website at www.ivycarehomes.co.uk.

Extent of the survey:

The surveys were provided to all services within the company as a questionnaire.

Questionnaires were made available to the people who use a service provided by Ivy Care, significant others and external professionals.

43% of the surveys issued were returned and have now been collated.

Individual service returns are summarised below:

Ivy Cottage:	42%
Ivy Dene:	50%
Ivy Mead:	39%
Ivy Lodge:	41%

Questions asked:

Please see the questionnaires on pages 8,9 and 10 of the quality assurance report.

The questions that were used in the questionnaires sent out to the people that use our services and significant others and have been designed around the Care Quality Commission Fundamental Standards. The Care Quality Commission are an independent regulator of Health and Adult Social Care in England. The Care Quality Commission make sure that health and social care services provide people with Safe, Effective, Compassionate, 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 these are used by the Care Quality Commission when undertaking an inspection of the quality and safety of service.

They are:

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

These values are also imbedded into everything that we do and form part of the company aims and objectives.

For more information about these standards please visit www.cqc.org.uk or ask a member of our team who will be happy to help you.

Service user Questionnaire



Please tick the box which best applies to you:

Question	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>N/A</i>
I am satisfied with the support and care I receive.	1	2	3	4	5	0
I am treated with dignity and respect by everyone around me.	1	2	3	4	5	0
I am able to have my say on decisions about any changes to the environment where I live.	1	2	3	4	5	0
I feel the environment is clean and safe.	1	2	3	4	5	0
I am comfortable approaching staff with any questions or concerns.	1	2	3	4	5	0
I am offered enough to eat and drink.	1	2	3	4	5	0
I feel safe and secure in my home.	1	2	3	4	5	0
I am involved in decisions which affect my life.	1	2	3	4	5	0
Staff know how to support me.	1	2	3	4	5	0
Staff support me to be independent and learn new skills.	1	2	3	4	5	0
The manager is approachable.	1	2	3	4	5	0
I have been shown the CQC ratings and report for my home.	1	2	3	4		

Scoring matrix:

12 - 30 = 

31 - 47 = 

48 - 60 = 

Rank each individual survey then create a % for each colour based on number of surveys returned.

More information about Ivy Care can be found at our website:

www.ivycarehomes.co.uk

Professionals Questionnaire



Please tick the box which best applies to you

Question	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>N/A</i>
Ivy Care provide person centred support tailored to meet individual needs and preferences.	1	2	3	4	5	0
Ivy Care promote independence in all aspects of care and treatment.	1	2	3	4	5	0
Ivy Care seek consent and liaise with relevant others if appropriate.	1	2	3	4	5	0
Ivy Care staff maintain a professional approach.	1	2	3	4	5	0
Ivy Care maintain regular communication with me.	1	2	3	4	5	0
Ivy Care provide health and nutritional advice where appropriate.	1	2	3	4	5	0
Ivy Care premises are clean and safe.	1	2	3	4	5	0
I am familiar with Ivy Care's complaints procedure.	1	2	3	4	5	0
Ivy Care management team are open and approachable.	1	2	3	4	5	0
In my opinion staff are trained to a satisfactory level.	1	2	3	4	5	0
Ivy Care gave me sufficient information about the services they offer and future developments.	1	2	3	4	5	0
I am satisfied with the speed of response to any query I may have.	1	2	3	4	5	0
I would recommend this service.	1	2	3	4	5	0
I am informed of all CQC ratings and reports.	1	2	3	4	5	0

Scoring matrix:

14 - 34 =



35 - 55 =



56 - 70 =



Rank each individual survey then create a % for each colour based on number of surveys returned.

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Family and Friends Questionnaire



Please tick the box which best applies to you

Question	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>N/A</i>
I am satisfied with the support and care delivered by Ivy Care.	1	2	3	4	5	0
Ivy Care promote independence in all aspects of care and treatment.	1	2	3	4	5	0
Ivy Care involve me in decisions (when appropriate) regarding my friend / family member.	1	2	3	4	5	0
Ivy Care staff are welcoming and professional.	1	2	3	4	5	0
Ivy Care maintain regular communication with me and keep me informed.	1	2	3	4	5	0
Ivy Care provide health and nutritional advice where appropriate.	1	2	3	4	5	0
Ivy Care premises are clean and safe.	1	2	3	4	5	0
I am familiar with Ivy Care's complaints procedure.	1	2	3	4	5	0
Ivy Care management team are open and approachable.	1	2	3	4	5	0
In my opinion staff are trained to a satisfactory level.	1	2	3	4	5	0
Ivy Care gave me sufficient information about the services they offer.	1	2	3	4	5	0
I am satisfied with the speed of response to any query I may have.	1	2	3	4	5	0
I would recommend this service.	1	2	3	4	5	0
I am informed of all CQC ratings and reports.	1	2	3	4	5	0

Scoring matrix:

14 - 34 = 

35 - 55 = 

56 - 70 = 

Rank each individual survey then create a % for each colour based on number of surveys returned.

More information about Ivy Care can be found at our website:

www.ivycarehomes.co.uk

Findings of the survey:

Each survey has been scored individually and allocated a priority for action planning using a traffic light system.

	MAINTAIN AND REVIEW	ADDRESS WITHIN ACTION PLAN	ADDRESS IMMEDIATELY
Service Users	12 - 30	31 - 47	48 - 60
Family and Friends	14 - 34	35 - 55	56 - 70
Professionals	14 - 34	35 - 55	56 - 70

This score will reflect the overall total for each individual questionnaire.

Any individual questions ticked 'Sometimes, Rarely or Never' would score a 3 or more and have been highlighted to address in the summary tables below.

These questions may not indicate a higher score overall but these are still important for us to address.

The scoring matrix has been included on the questionnaire examples provided on pages 8, 9 and 10.

All surveys have been returned to the individual service manager to review any feedback and additional comments made.

Ivy Cottage:

	MAINTAIN AND REVIEW	ADDRESS WITHIN ACTION PLAN	ADDRESS IMMEDIATELY
Ivy Cottage:			
Service users	100%		
Friends and Family	100%		
Professionals	100%		
Any individual questions answered 'sometimes, rarely or never' have been listed below. These surveys will be given to managers to address as part of the individual action plan.			
Service users	I am informed of all CQC ratings. I feel safe and secure in my home. The manager is approachable. I am able to have my say on decisions about any changes to the environment where I live. Staff support me to be independent and learn new skills.		
Friends and Family	I am familiar with the Complaints procedure. I am satisfied with the speed of response to any query I may have.		
Professionals	I am informed of all CQC ratings.		

What Ivy Cottage do well (quotes taken from surveys):

Service users:

'I have learnt a lot of new skills.'

'I like all the staff here they're alright.'

Family and Friends:

'I don't think you need to improve on anything. The staff are always so helpful.'

'We are entirely satisfied with the care our daughter receives.'

Professionals:

'Newsletters identifying activities are sent regularly, this promotes communication about the service.'

'CQC ratings can be accessed on line when / if needed.'

Ivy Dene:

	MAINTAIN AND REVIEW	ADDRESS WITHIN ACTION PLAN	ADDRESS IMMEDIATELY
Ivy Dene:			
Service users	100%		
Friends and Family	89%	11%	
Professionals	86%	14%	
Any individual questions answered 'sometimes, rarely or never' have been listed below. These surveys will be given to managers to address as part of the individual action plan.			
Service users	I have been shown the CQC ratings and report for my home.		
Friends and Family	Ivy Care maintaining regular communication with me and keep me informed. I am informed of all CQC ratings and reports. Ivy Care provide health and nutritional advice where appropriate. I am familiar with Ivy Cares complaints procedure. Ivy Care involve me in decisions. Ivy Care management team are open and approachable.		
Professionals	Ivy Care promote independence in all aspects of care and treatment.		

What Ivy Dene do well (quotes taken from surveys):

Service users:

'I wasn't sure at first but now I really like it. I like all the staff especially Deb.'

'I love living here, I do lots of activities and like the staff.'

'Fantastic'

'I am happy living here and like the staff.'

'Everything is good.'

'I think Lyndsey and Rachel do a good job.'

Family and Friends:

'We can't think of anything, the staff are excellent.'

'My Dads been here a week and it's the best decision ever.'

'Just to say keep up the good work and a big thank you for making my brother's life a better one.'

Professionals:

'They have done all within their powers to facilitate a smooth transition for an individual moving there.'

'I am really pleased with the progress of this placement. The transition process was fantastic.'

'The staff are always very welcoming and go out of their way to find information not readily available.'

'I have recommended Ivy Care to my colleagues.'

Ivy Mead:

	MAINTAIN AND REVIEW	ADDRESS WITHIN ACTION PLAN	ADDRESS IMMEDIATELY
Ivy Mead:			
Service users	100%		
Friends and Family	86%	14%	
Professionals	100%		
Any individual questions answered 'sometimes, rarely or never' have been listed below. These surveys will be given to managers to address as part of the individual action plan.			
Service users	I am involved in decisions which affect my life. The manager is approachable. I am treated with dignity and respect by everyone around me. I am able to have my say on decisions about any changes to the environment where I live. I have been shown the CQC ratings and report for my home.		
Friends and Family	I am informed of all CQC ratings and reports. Ivy Care involve me in decisions regarding my family member. I am familiar with Ivy Cares complaints procedure. Ivy Care maintain regular communication with me and keep me informed. Ivy Care provide health and nutritional advice where appropriate. I am satisfied with the speed of response to any query I may have.		
Professionals	I am familiar with Ivy Cares complaints procedure. In my opinion staff are trained to a satisfactory level. I am informed of all CQC ratings and reports.		

What Ivy Mead do well (quotes taken from surveys):

Service users:

No comments or suggestions on how Ivy Mead could be improved.

Family and Friends:

'It is a pleasant and good environment to live.'

'The staff are very efficient, they always make you feel welcome.'

'Staff are very friendly.'

Professionals:

'Impressed with the care provided.'

'Meeting the needs of the service user I placed. Friendly and approachable.'

Ivy Lodge:

	MAINTAIN AND REVIEW	ADDRESS WITHIN ACTION PLAN	ADDRESS IMMEDIATELY
Ivy Lodge:			
Service users	100%		
Friends and Family	100%		
Professionals	100%		
Any individual questions answered 'sometimes, rarely or never' have been listed below. These surveys will be given to managers to address as part of the individual action plan.			
Service users	I am comfortable approaching staff with any questions or concerns. I am able to have my say on decisions about any changes to the environment where I live. I am involved in decisions which affect my life.		
Friends and Family	Ivy Care maintain regular communication with me and keep me informed.		
Professionals	Ivy Care maintain regular communication with me. I am informed of all CQC ratings and reports. I am familiar with Ivy Cares complaints procedure.		

What Ivy Lodge do well (quotes taken from surveys):

Service users:

'Everything is fine'

Family and Friends:

'My brother's quality of life is very much improved due to the service provided and the dedicated care given by the Manager and all staff at Ivy Lodge.'

Professionals:

No comments added.

