

Dudwell St Mary Care Home

Barchester Healthcare

This report provides results for Dudwell St Mary Care Home.

The report is based on responses to the Your Care Rating (YCR) surveys as follows:

41 response(s) from residents

21 response(s) from family members and friends

Your Care Rating 2017/18

Care Home report

Overall Performance Rating & Theme Scores

YCR Average
OPR: 878

Your Home
OPR: 863



Residents' survey

876 Staff & care

854 Home comforts

827 Choice & having a say

885 Quality of life

Your
2016/17
OPR: 864

The Overall Performance Rating (OPR) and theme scores are out of 1000. The OPR is based on the theme scores.

Family & friends' survey

YCR Average
OPR: 836

Your Home
OPR: 878



861 Staff & care

879 Home comforts

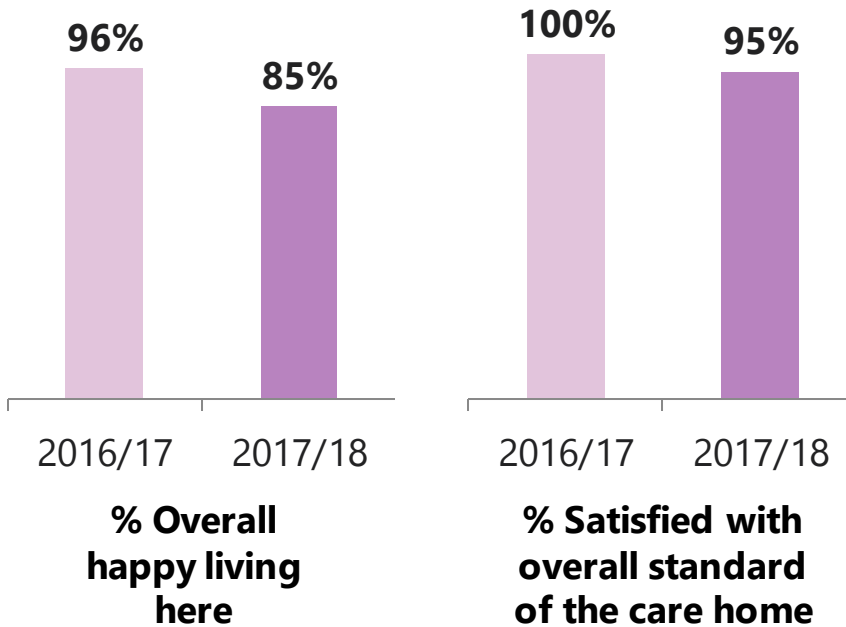
870 Choice & having a say

927 Quality of life

Your
2016/17
OPR: 879

Key indicators

Residents' survey

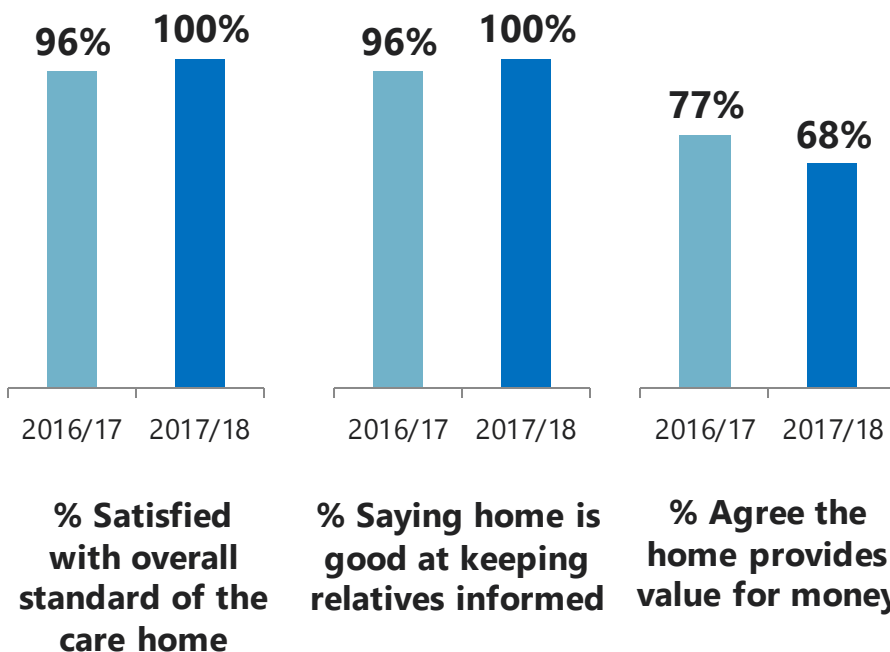


+43

Net Promoter Score

The % of respondents likely to recommend their care home as 9 or 10 out of 10, minus the % likely to recommend it as 0 to 6 out of 10

Family & friends' survey



+62

Net Promoter Score

(As for residents' survey Net Promoter Score)

Benchmarking results

<i>Residents' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
Overall Performance Rating (OPR)	863	878	-15
Staff and care	876	877	-1
Home comforts	854	855	-1
Choice and having a say	827	863	-36
Quality of life	885	929	-44
Net Promoter Score	+43	+50	-7
Overall, I am happy living here	85%	92%	-7%
Overall satisfaction	95%	98%	-3%
Staff have time to talk to me	90%	86%	+4%
I am happy with the way staff deal with any complaints or concerns	90%	88%	+2%
The home is clean and tidy	98%	97%	+1%
I am happy with the care and support I receive	95%	95%	0%
The laundry service is good	90%	90%	0%
The staff here are capable of providing the care I need	95%	96%	-1%
I can take part in activities/hobbies if I want to	93%	94%	-1%
Staff understand me as an individual	93%	94%	-1%
I can choose what time I get up and go to bed	90%	91%	-1%
I am happy with the access I get to doctors, nurses, dentists	90%	91%	-1%
Staff are sensitive to how I am feeling	90%	91%	-1%
Staff are usually available when I need them	88%	89%	-1%
My privacy is respected	93%	95%	-2%
Staff treat me with kindness, dignity and respect	95%	98%	-3%
The food served at mealtimes is of good quality	85%	88%	-3%
The menu offers a good variety of choices each day	83%	86%	-3%
I have easy access to a pleasant garden/outdoor area	85%	90%	-5%
I can have enough of my own things around me	90%	97%	-7%
I can have visitors when I want to	90%	99%	-9%
This home is a safe and secure place to live	88%	97%	-9%
I have a real say in how staff provide care and support to me	73%	83%	-10%
I can speak to senior members of staff if I need to	79%	91%	-12%

Benchmarking results

<i>Family & friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
Overall Performance Rating (OPR)	878	836	+42
Staff and care	861	811	+50
Home comforts	879	810	+69
Choice and having a say	870	847	+23
Quality of life	927	898	+29
Overall satisfaction	100%	94%	+6%
Net Promoter Score	+62	+46	+16
The home keeps me well informed about my relative or friend*	100%	89%	+11%
The home provides value for money*	68%	72%	-4%
The home seems a happy place to live*	95%	90%	+5%
I am aware of the procedure for making a complaint / raising concerns*	100%	81%	+19%
Food seems to meet special individual needs*	94%	75%	+19%
My relative or friend has easy access to a pleasant garden / outdoor area	100%	86%	+14%
The menu offers a good variety of choices each day	95%	81%	+14%
Staff know my relative or friend's needs and preferences well*	100%	87%	+13%
I am happy with the way staff have dealt with any complaints or concerns I have had	93%	80%	+13%
The home acknowledges and supports my emotional needs*	90%	77%	+13%
I feel that staff appreciate my input into my relative or friend's care*	100%	88%	+12%
The home supports my relative or friend to maintain their personal identity*	100%	88%	+12%
Staff have time to talk to my relative or friend	85%	74%	+11%
I am given sufficient opportunities to comment on the running of the home*	79%	68%	+11%
The food served to my relative or friend at mealtimes seems of good quality	95%	85%	+10%
Residents are well presented*	95%	86%	+9%

*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

Benchmarking results

<i>Family & friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
I can be involved in decisions about my relative or friend's care, including end of life care	100%	92%	+8%
The home's facilities are suitable to meet residents' individual needs*	100%	93%	+7%
Staff have a professional manner*	100%	94%	+6%
The smell of the home is generally acceptable*	95%	89%	+6%
My relative or friend's privacy seems to be respected	100%	95%	+5%
Staff seem capable of providing the care my relative or friend needs	95%	90%	+5%
Staff treat my relative or friend with kindness, dignity and respect	100%	97%	+3%
The home seems a safe and secure place to live for my relative or friend	100%	97%	+3%
I am made to feel welcome when I visit*	100%	97%	+3%
The building and outdoor space is well maintained*	95%	92%	+3%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	79%	77%	+2%
I can visit my relative or friend when I want to	100%	99%	+1%
The home seems clean and tidy	95%	94%	+1%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	90%	89%	+1%
Staff seem to respect my relative or friend's personal belongings*	90%	90%	0%
The home offers a range of activities that suit my relative or friend's individual needs*	74%	74%	0%
My relative or friend can have enough of their own things around them	95%	98%	-3%
My relative or friend can choose what time they get up and go to bed	74%	77%	-3%
I can speak to senior members of staff if I wish to	90%	94%	-4%
The home helps my relative or friend stay as physically and mentally active as they can be*	70%	75%	-5%
There seem to be enough staff to meet the needs of residents*	53%	58%	-5%
The overall laundry service seems good	71%	78%	-7%
Staff encourage my relative or friend to lead as independent a life as they are able to*	61%	80%	-19%

*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

Trend results

<i>Residents' survey measures</i>	Your 2017/18 results (n=41)	Your 2016/17 results (n=47)	Your 2017/18 result vs. your 2016/17 result
Overall Performance Rating (OPR)	863	864	-1
Staff and care	876	874	+2
Home comforts	854	832	+22
Choice and having a say	827	842	-15
Quality of life	885	906	-21
Net Promoter Score	+43	+49	-6
Overall, I am happy living here	85%	96%	-11%
Overall satisfaction	95%	100%	-5%
Staff have time to talk to me	90%	83%	+7%
I can take part in activities/hobbies if I want to	93%	91%	+2%
The food served at mealtimes is of good quality	85%	83%	+2%
I have easy access to a pleasant garden/outdoor area	85%	83%	+2%
The home is clean and tidy	98%	98%	0%
I am happy with the way staff deal with any complaints or concerns	90%	91%	-1%
The menu offers a good variety of choices each day	83%	85%	-2%
The staff here are capable of providing the care I need	95%	98%	-3%
I am happy with the care and support I receive	95%	98%	-3%
My privacy is respected	93%	96%	-3%
Staff understand me as an individual	93%	96%	-3%
Staff treat me with kindness, dignity and respect	95%	100%	-5%
I can choose what time I get up and go to bed	90%	96%	-6%
I am happy with the access I get to doctors, nurses, dentists	90%	96%	-6%
The laundry service is good	90%	96%	-6%
I can have enough of my own things around me	90%	98%	-8%
I can have visitors when I want to	90%	98%	-8%
Staff are sensitive to how I am feeling	90%	98%	-8%
Staff are usually available when I need them	88%	96%	-8%
This home is a safe and secure place to live	88%	98%	-10%
I can speak to senior members of staff if I need to	79%	89%	-10%
I have a real say in how staff provide care and support to me	73%	87%	-14%

Trend results

Family & friends' survey measures	Your 2017/18 results (n=21)	Your 2016/17 results (n=28)	Your 2017/18 result vs. your 2016/17 result
Overall Performance Rating (OPR)	878	879	-1
Staff and care	861	861	0
Home comforts	879	852	+27
Choice and having a say	870	893	-23
Quality of life	927	922	+5
Overall satisfaction	100%	96%	+4%
Net Promoter Score	+62	+57	+5
The home keeps me well informed about my relative or friend*	100%	96%	+4%
The home provides value for money*	68%	77%	-9%
The home seems a happy place to live*	95%	89%	+6%
Food seems to meet special individual needs*	94%	71%	+23%
Staff know my relative or friend's needs and preferences well*	100%	82%	+18%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	79%	63%	+16%
I feel that staff appreciate my input into my relative or friend's care*	100%	85%	+15%
The home supports my relative or friend to maintain their personal identity*	100%	86%	+14%
My relative or friend has easy access to a pleasant garden / outdoor area	100%	88%	+12%
The home offers a range of activities that suit my relative or friend's individual needs*	74%	64%	+10%
The menu offers a good variety of choices each day	95%	86%	+9%
I am happy with the way staff have dealt with any complaints or concerns I have had	93%	84%	+9%
The home helps my relative or friend stay as physically and mentally active as they can be*	70%	61%	+9%
I am aware of the procedure for making a complaint / raising concerns*	100%	93%	+7%
The food served to my relative or friend at mealtimes seems of good quality	95%	89%	+6%
I can be involved in decisions about my relative or friend's care, including end of life care	100%	96%	+4%

*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

Trend results

<i>Family & friends' survey measures</i>	Your 2017/18 results (n=21)	Your 2016/17 results (n=28)	Your 2017/18 result vs. your 2016/17 result
The home seems a safe and secure place to live for my relative or friend	100%	96%	+4%
My relative or friend's privacy seems to be respected	100%	96%	+4%
Staff have time to talk to my relative or friend	85%	82%	+3%
Staff seem capable of providing the care my relative or friend needs	95%	93%	+2%
The home seems clean and tidy	95%	93%	+2%
The home acknowledges and supports my emotional needs*	90%	88%	+2%
Staff treat my relative or friend with kindness, dignity and respect	100%	100%	0%
Staff have a professional manner*	100%	100%	0%
The home's facilities are suitable to meet residents' individual needs*	100%	100%	0%
I can visit my relative or friend when I want to	100%	100%	0%
I am made to feel welcome when I visit*	100%	100%	0%
Residents are well presented*	95%	96%	-1%
The building and outdoor space is well maintained*	95%	96%	-1%
The smell of the home is generally acceptable*	95%	96%	-1%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	90%	93%	-3%
Staff seem to respect my relative or friend's personal belongings*	90%	93%	-3%
My relative or friend can choose what time they get up and go to bed	74%	78%	-4%
My relative or friend can have enough of their own things around them	95%	100%	-5%
I can speak to senior members of staff if I wish to	90%	96%	-6%
The overall laundry service seems good	71%	79%	-8%
There seem to be enough staff to meet the needs of residents*	53%	64%	-11%
I am given sufficient opportunities to comment on the running of the home*	79%	93%	-14%
Staff encourage my relative or friend to lead as independent a life as they are able to*	61%	78%	-17%

*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

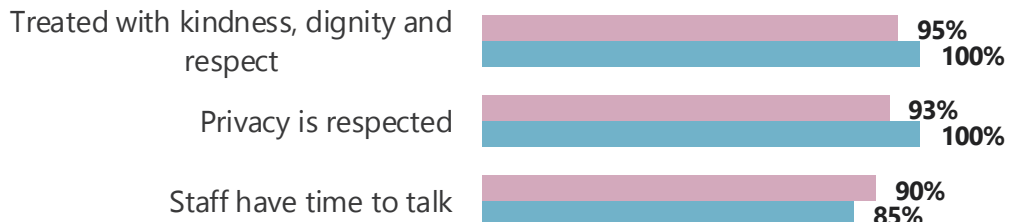
Comparisons by regulatory themes

 Residents' survey – % strongly/tend to agree

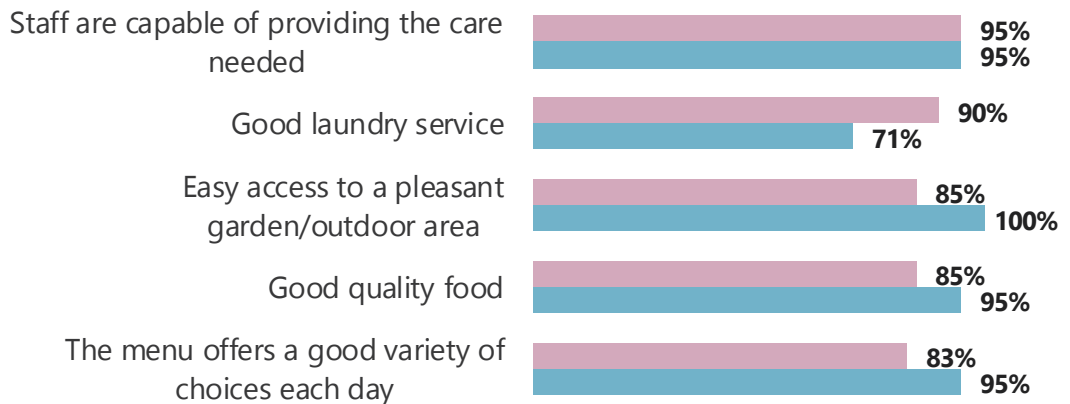
 Family & friends' survey – % strongly/tend to agree

This page presents results for this care home on comparable measures between the residents' and family and friends' surveys (not all attributes are shown), in alignment with regulator themes (informed by the inspection framework introduced by CQC in England). These results reflect the views of residents and family members and friends. They do not reflect results of regulator inspections or reports (nor are they endorsed by any of the national regulators covering England, Wales, Scotland and Northern Ireland).

Caring



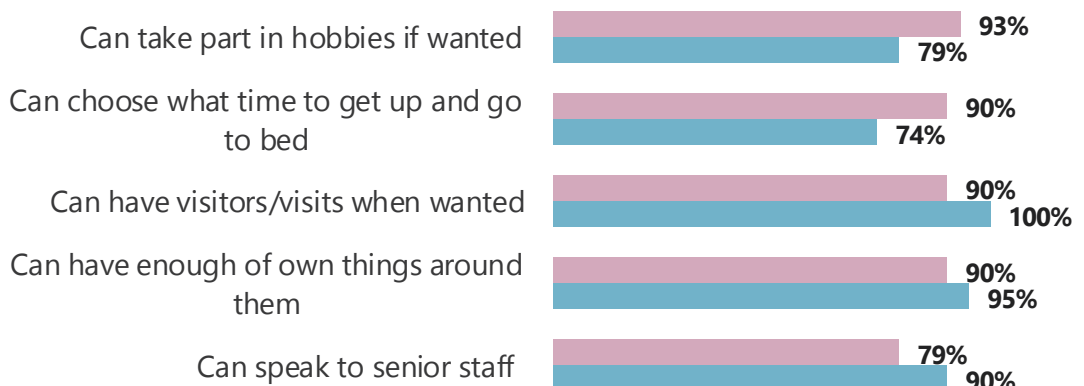
Effective



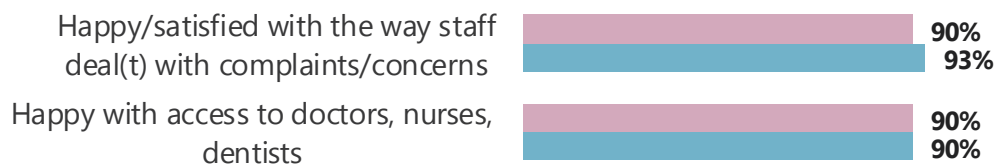
Safe



Responsive



Well led



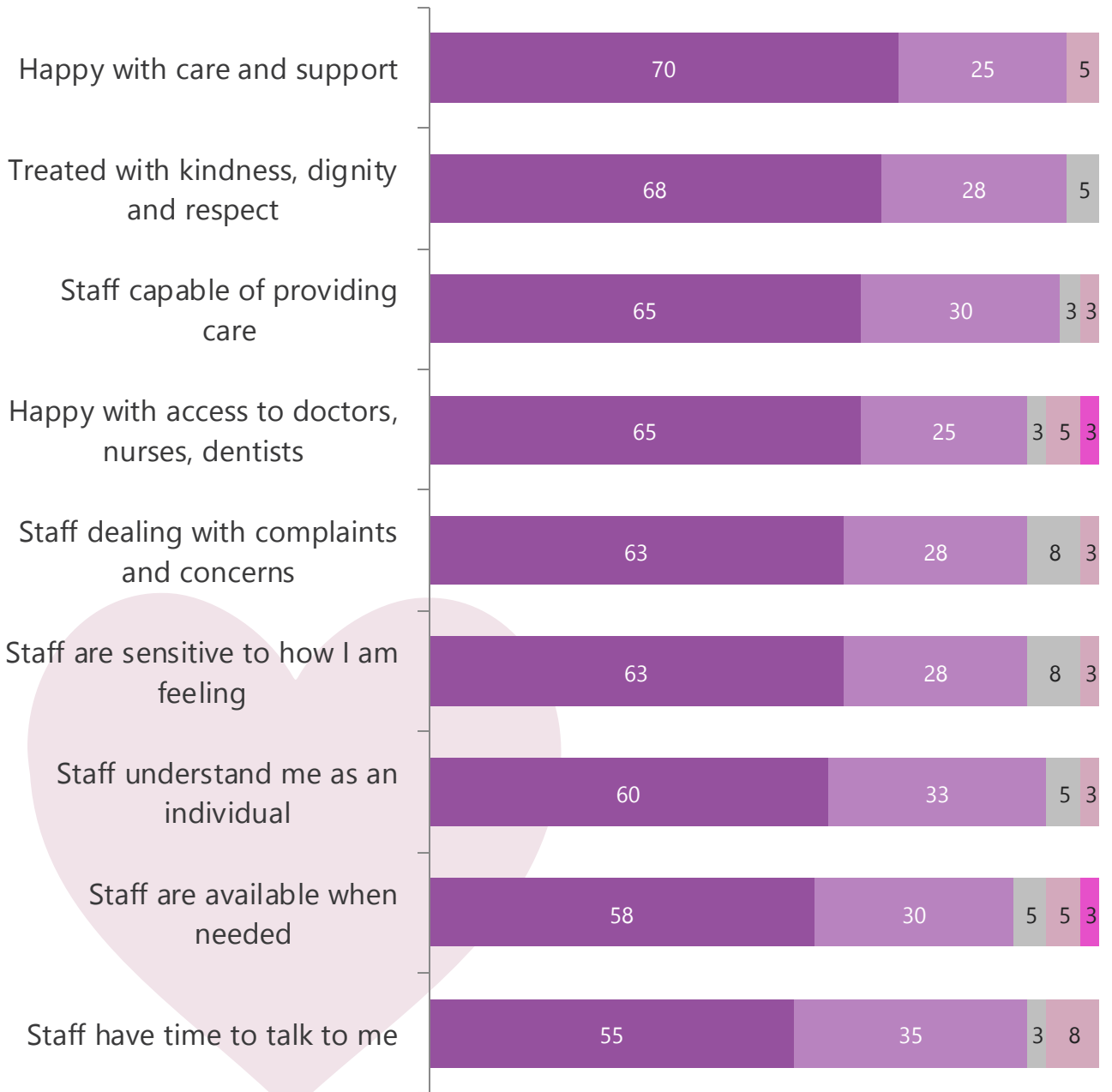
Staff & care

Theme score: **876**

YCR average: **877**

Residents' survey

■ % Strongly agree ■ % Tend to agree ■ % Neither ■ % Tend to disagree ■ % Strongly disagree

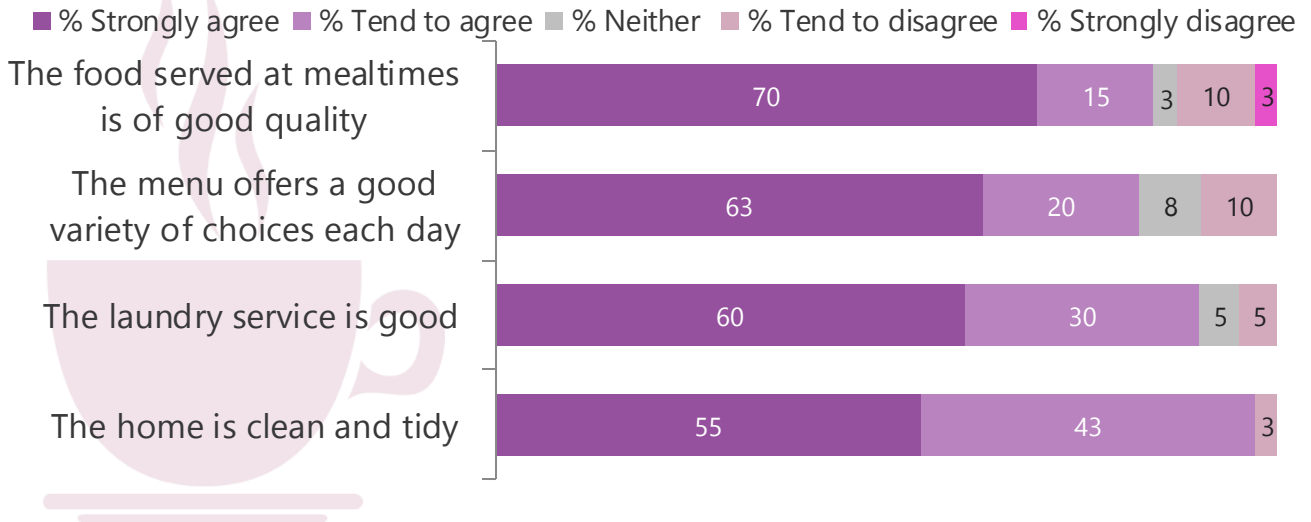


Home comforts

Theme score: **854**

YCR average: **855**

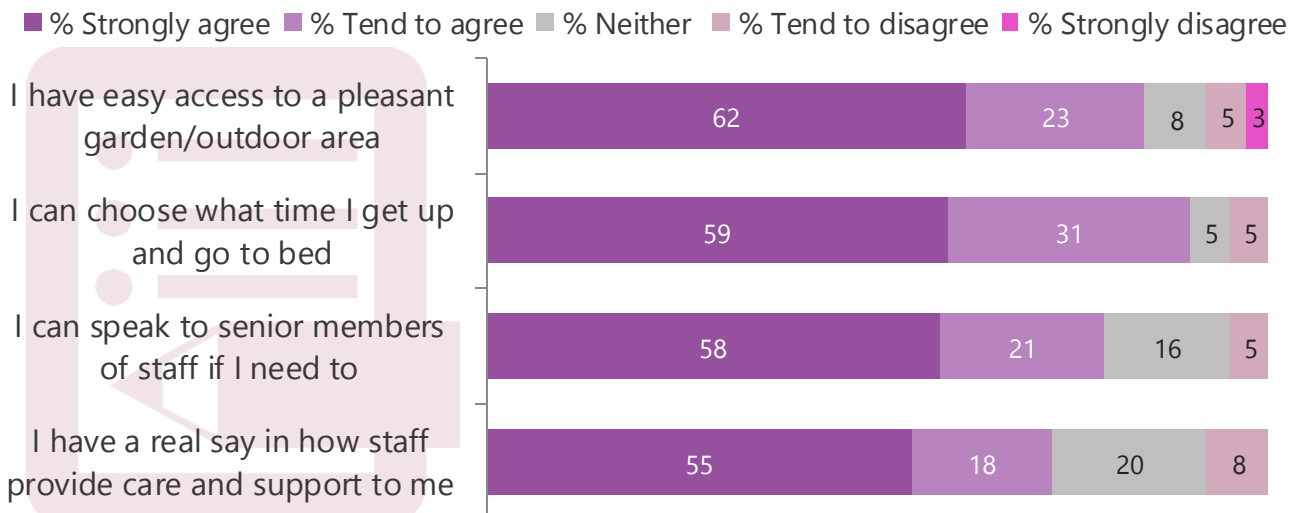
Residents' survey



Choice & having a say

Theme score: **827**

YCR average: **863**



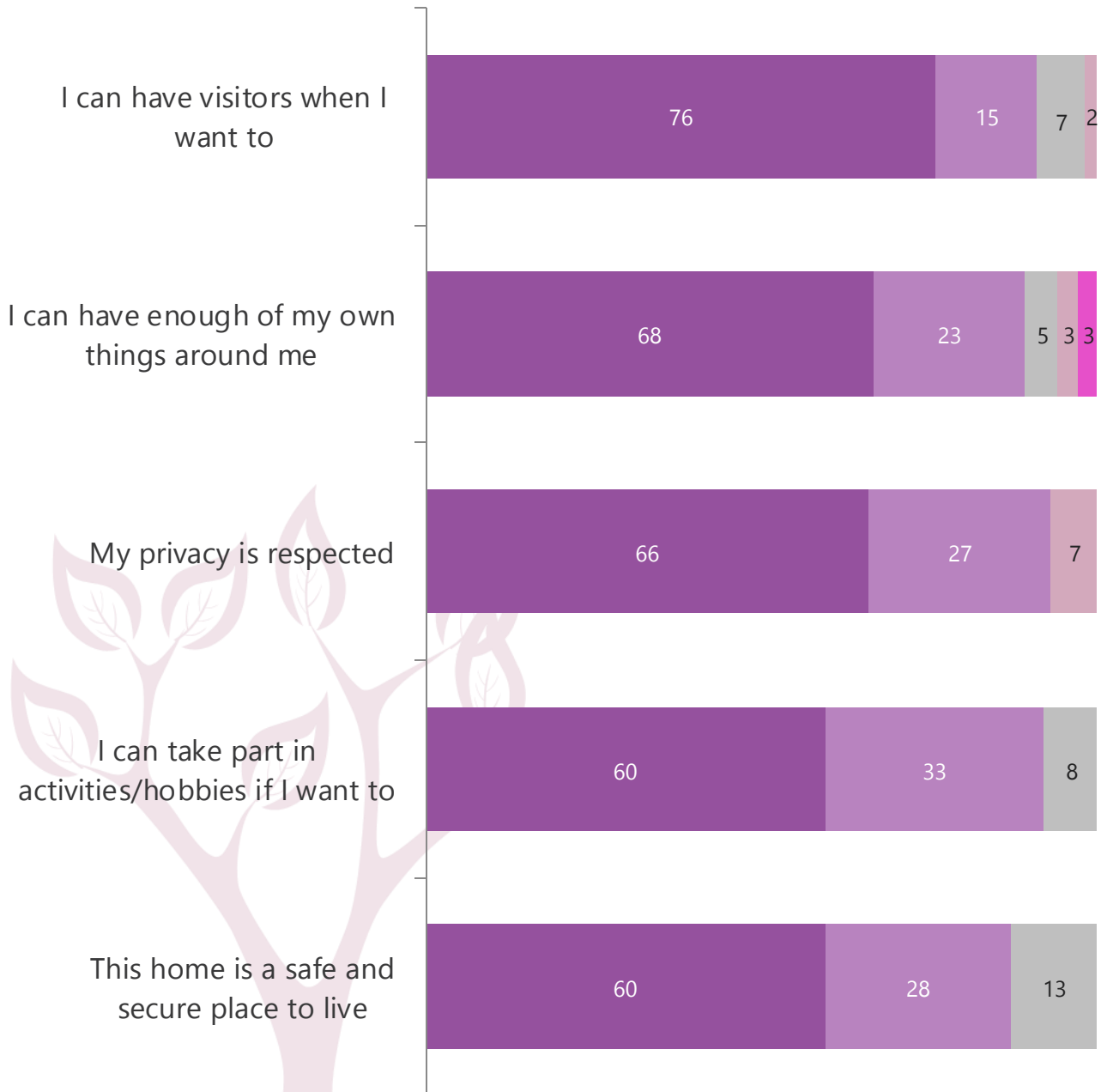
Quality of life

Theme score: **885**

Residents' survey

YCR average: **929**

■ % Strongly agree ■ % Tend to agree ■ % Neither ■ % Tend to disagree ■ % Strongly disagree



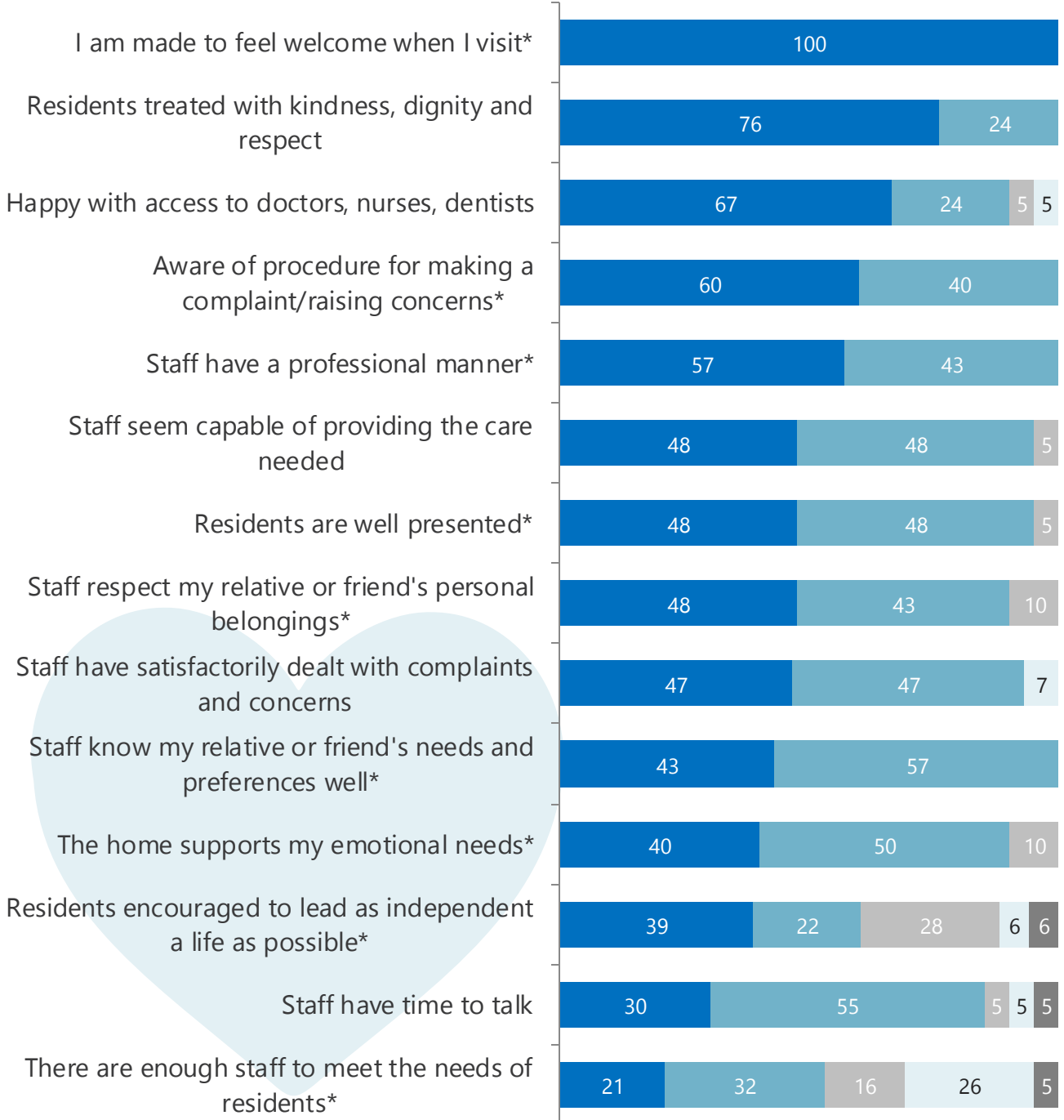
Staff & care

Theme score: **861**

Family & friends' survey

YCR average: **811**

- % Strongly agree
- % Tend to agree
- % Neither
- % Tend to disagree
- % Strongly disagree
- % Don't know



*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

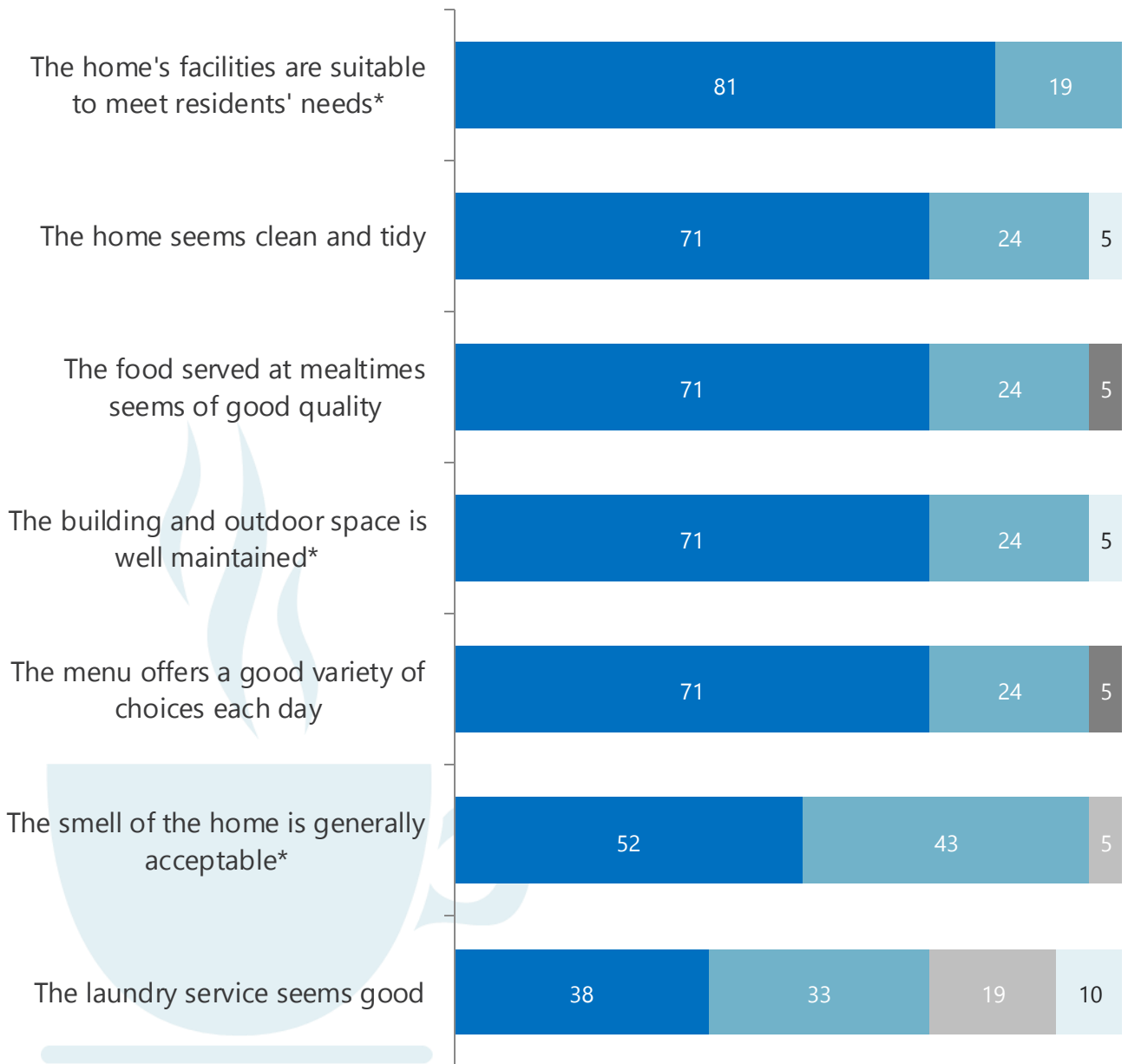
Home comforts

Theme score: **879**

Family & friends' survey

YCR average: **810**

- % Strongly agree
- % Tend to agree
- % Neither
- % Tend to disagree
- % Strongly disagree
- % Don't know



*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

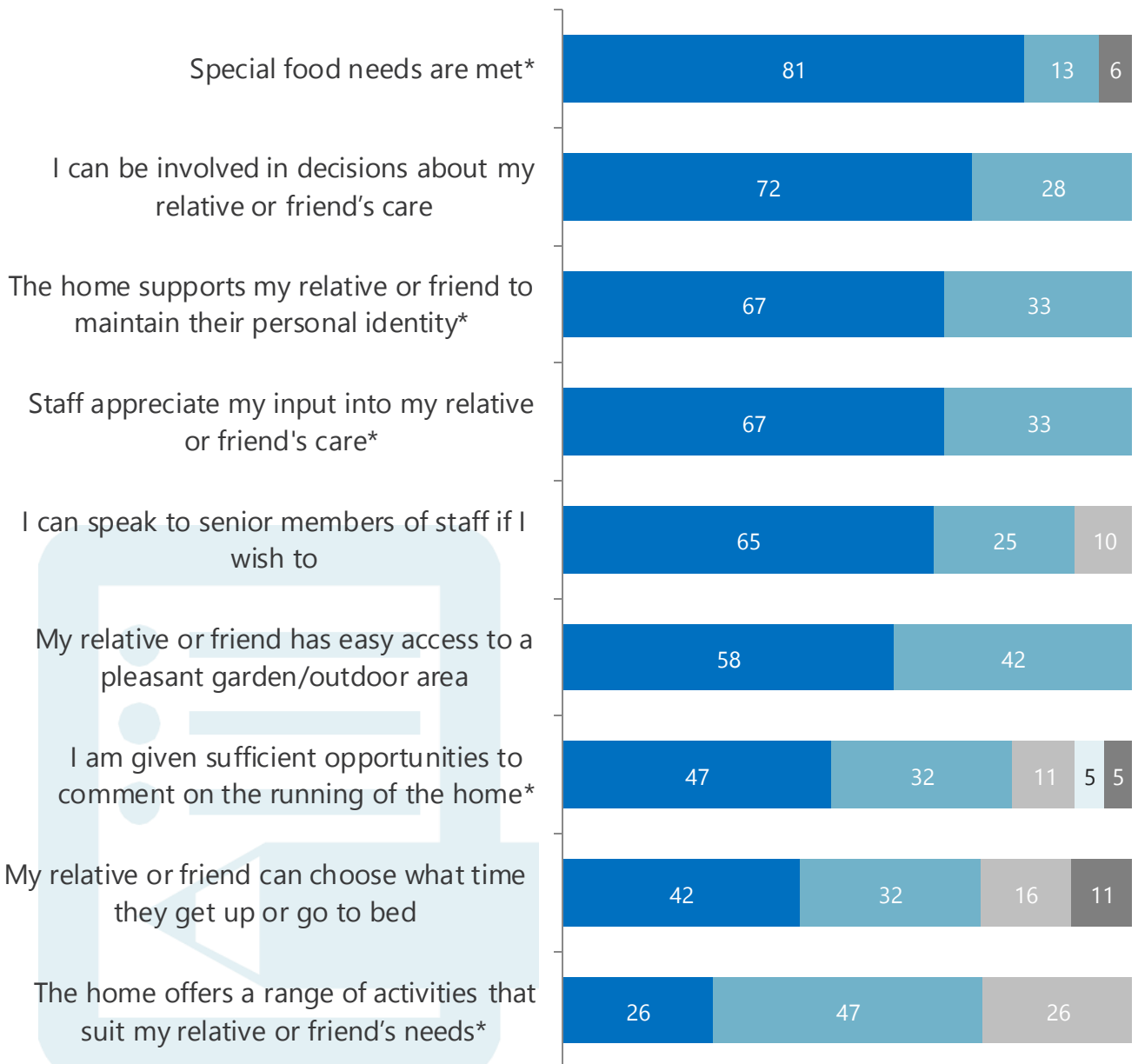
Choice & having a say

Theme score: **870**

Family & friends' survey

YCR average: **847**

- % Strongly agree
- % Tend to agree
- % Neither
- % Don't know
- % Tend to disagree
- % Strongly disagree



*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

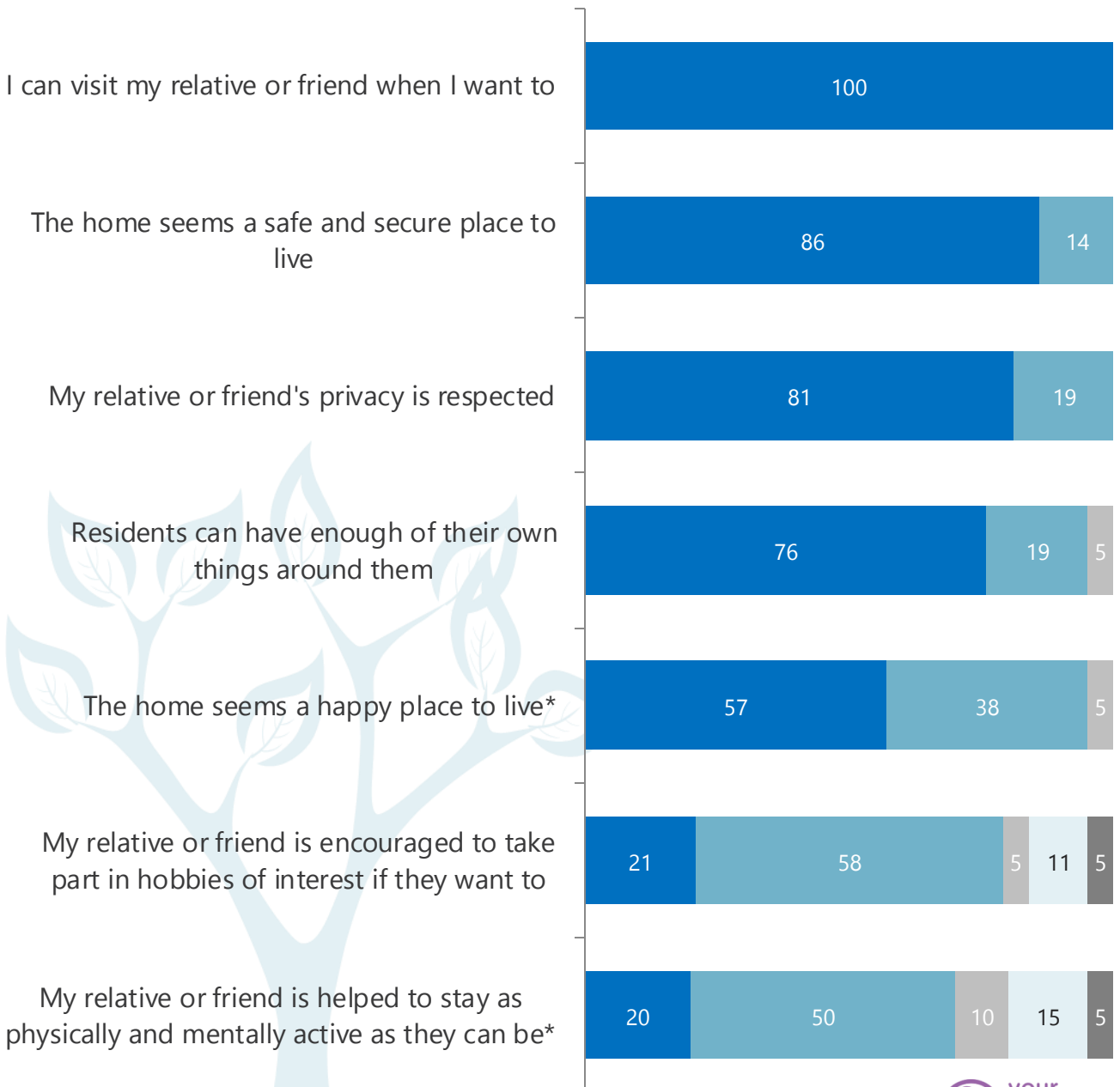
Quality of life

Theme score: **927**

Family & friends' survey

YCR average: **898**

- % Strongly agree
- % Tend to agree
- % Neither
- % Tend to disagree
- % Strongly disagree
- % Don't know



*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

Explanatory notes

Your Care Rating is conducted on behalf of care home providers by leading market research organisation, Ipsos MORI. It covers care homes that primarily serve older people (aged 65+). However, where younger adults live in such care homes, they are also included.

Overall, 25 care home providers participated in the Your Care Rating Residents' survey in 2017/18. A total of 16,784 residents took part in the survey across 820 care homes. The survey was conducted between early September and late October 2017. 15 care home providers participated in the Your Care Rating Family and Friends' survey in 2017/18. A total of 12,068 family members and friends of residents took part in the survey across 686 care homes. The survey was conducted between October and November 2017, with responses completed online or using a paper-based questionnaire. Trend data is shown for care homes that took part in 2016/17 (receiving 5 or more responses).

This home report provides a breakdown of results for:

Dudwell St Mary Care Home

Results are based on:

41 response(s) from residents

21 response(s) from family and friends

Results are presented across a range of aspects asked about in the Your Care Rating survey (such as the quality of food and availability of staff). In addition, an Overall Performance Rating (OPR) and four Theme scores are presented.

The OPR is derived from the survey results using rigorous statistical methods, and is designed to be easily accessible to a range of audiences. The OPR is calculated based on the four Theme scores, which themselves are calculated based on results for individual aspects. In order to enable comparison of the Theme and OPR scores between the Family & Friends' and the Residents' surveys, only questions which are comparable across both surveys are included in the calculations of these scores. Scores for questions suffixed with an asterisk are not included in Theme score or OPR calculations. Further information about the OPR and Theme scores can be found at www.yourcarerating.org.

For practical reasons, the wording of some questions has been shortened for this report. Please refer to the survey questionnaire for the full question wording.

Throughout this home report, benchmark figures have been provided, showing the average score for the survey. Benchmarks are based on results for care homes achieving at least 5 responses for any individual attribute. Small base sizes should be treated with caution.

Please note the following technical details:

- OPR and theme scores are shown out of a possible total of 1,000.
- Percentage scores are shown out of 100%.
- Net Promoter Score (NPS) is the percentage of respondents rating their likelihood to recommend the care home to friends and family as 9 or 10 out of 10, minus the percentage rating their likelihood to recommend the care home as 0 to 6 out of 10 (e.g. if 50% of respondents answer 9 or 10, and 30% answer 0 to 6, the NPS is +20).
- Data are unweighted.
- Responses are shown for all valid responses (excluding blank responses to questions).
- Where figures do not add up to 100%, this is due to computer rounding.
- Combined figures are based on the constituent parts (e.g. % agree = % strongly agree + % tend to agree). These figures are also subject to the effect of rounding.
- An asterisk indicates a score less than 0.5%, but greater than zero.

For further information visit www.yourcarrerating.org

By taking part in the Your Care Rating survey, care providers are demonstrating very tangibly their commitment to:

- Hearing the views of residents, family members and friends
- Improving further the quality of their services

To recognise this, Your Care Rating will allow them to use the Quality Mark.

