

Harton Grange Care Home

Barchester Healthcare

This report provides results for Harton Grange Care Home.

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

48 response(s) from residents

22 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: 991

Residents' survey



Your
2016/17
OPR: 925

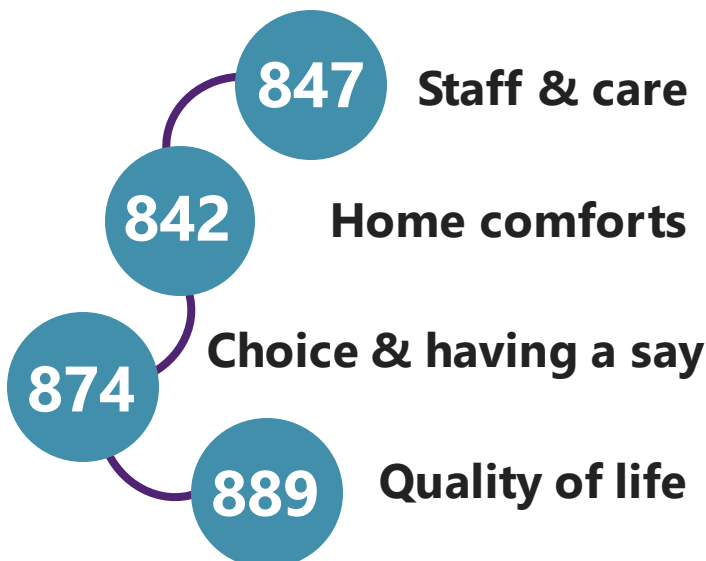
The Overall Performance Rating (OPR) and theme scores are out of 1000. The OPR is based on the theme scores.

Family & friends' survey

YCR Average
OPR: 836

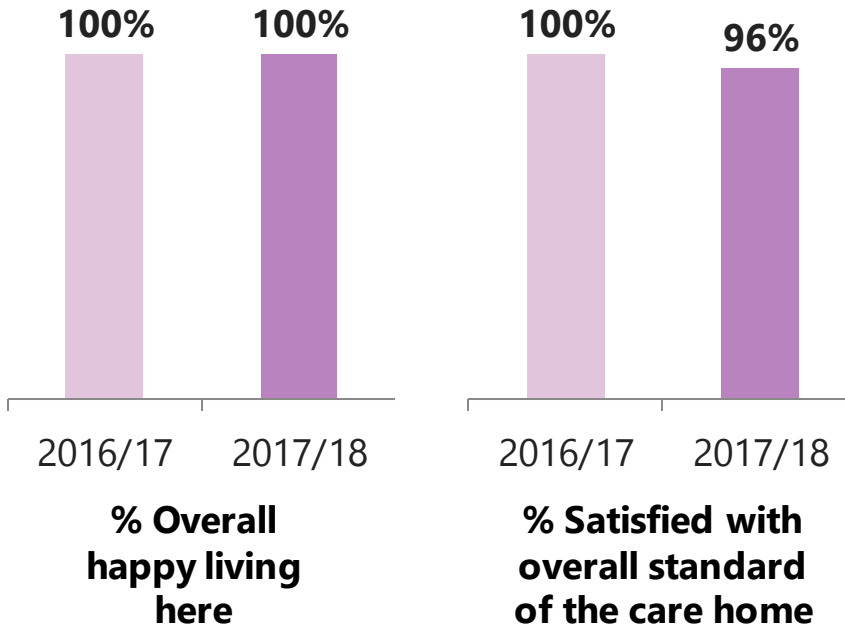


Your Home
OPR: 864



Your
2016/17
OPR: 850

Key indicators



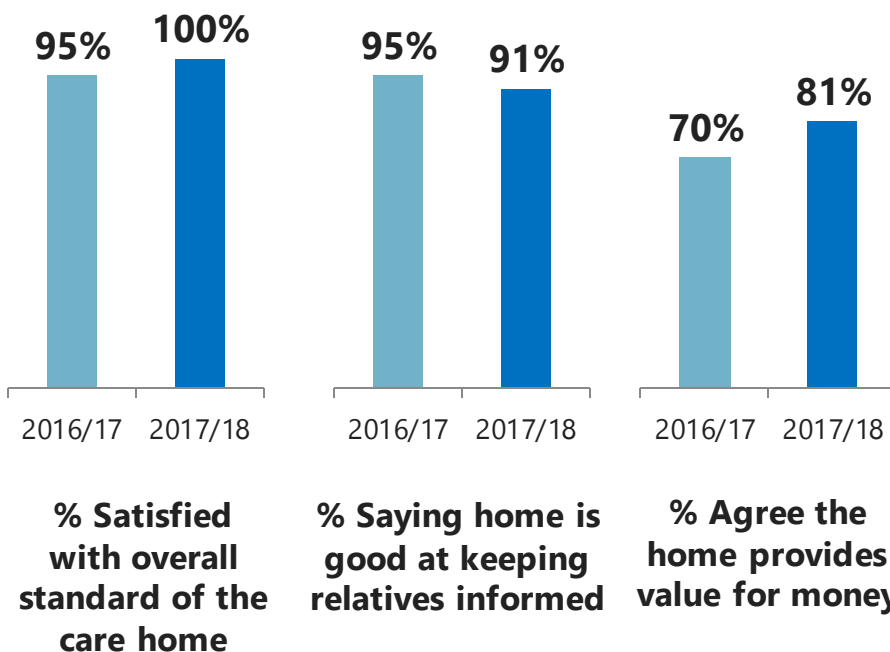
Residents' survey

+98

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



+77

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)	991	878	+113
Staff and care	990	877	+113
Home comforts	982	855	+127
Choice and having a say	996	863	+133
Quality of life	997	929	+68
Net Promoter Score	+98	+50	+48
Overall, I am happy living here	100%	92%	+8%
Overall satisfaction	96%	98%	-2%
I have a real say in how staff provide care and support to me	100%	83%	+17%
Staff have time to talk to me	100%	86%	+14%
The menu offers a good variety of choices each day	100%	86%	+14%
The food served at mealtimes is of good quality	100%	88%	+12%
I am happy with the way staff deal with any complaints or concerns	100%	88%	+12%
Staff are usually available when I need them	100%	89%	+11%
I have easy access to a pleasant garden/outdoor area	100%	90%	+10%
The laundry service is good	100%	90%	+10%
I can choose what time I get up and go to bed	100%	91%	+9%
I am happy with the access I get to doctors, nurses, dentists	100%	91%	+9%
Staff are sensitive to how I am feeling	100%	91%	+9%
I can speak to senior members of staff if I need to	100%	91%	+9%
I can take part in activities/hobbies if I want to	100%	94%	+6%
Staff understand me as an individual	100%	94%	+6%
My privacy is respected	100%	95%	+5%
I am happy with the care and support I receive	100%	95%	+5%
The staff here are capable of providing the care I need	100%	96%	+4%
This home is a safe and secure place to live	100%	97%	+3%
The home is clean and tidy	100%	97%	+3%
I can have enough of my own things around me	100%	97%	+3%
Staff treat me with kindness, dignity and respect	100%	98%	+2%
I can have visitors when I want to	100%	99%	+1%

Benchmarking results

<i>Family & friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
Overall Performance Rating (OPR)	864	836	+28
Staff and care	847	811	+36
Home comforts	842	810	+32
Choice and having a say	874	847	+27
Quality of life	889	898	-9
Overall satisfaction	100%	94%	+6%
Net Promoter Score	+77	+46	+31
The home keeps me well informed about my relative or friend*	91%	89%	+2%
The home provides value for money*	81%	72%	+9%
The home seems a happy place to live*	95%	90%	+5%
Food seems to meet special individual needs*	100%	75%	+25%
I am aware of the procedure for making a complaint / raising concerns*	100%	81%	+19%
My relative or friend can choose what time they get up and go to bed	95%	77%	+18%
I am happy with the way staff have dealt with any complaints or concerns I have had	94%	80%	+14%
The home acknowledges and supports my emotional needs*	90%	77%	+13%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	100%	89%	+11%
The menu offers a good variety of choices each day	91%	81%	+10%
I can be involved in decisions about my relative or friend's care, including end of life care	100%	92%	+8%
The building and outdoor space is well maintained*	100%	92%	+8%
The home supports my relative or friend to maintain their personal identity*	95%	88%	+7%
I can speak to senior members of staff if I wish to	100%	94%	+6%
The home seems clean and tidy	100%	94%	+6%
The smell of the home is generally acceptable*	95%	89%	+6%

*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
The food served to my relative or friend at mealtimes seems of good quality	91%	85%	+6%
Staff encourage my relative or friend to lead as independent a life as they are able to*	86%	80%	+6%
The home helps my relative or friend stay as physically and mentally active as they can be*	81%	75%	+6%
Staff seem capable of providing the care my relative or friend needs	95%	90%	+5%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	82%	77%	+5%
Staff know my relative or friend's needs and preferences well*	91%	87%	+4%
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%
I feel that staff appreciate my input into my relative or friend's care*	91%	88%	+3%
Staff have time to talk to my relative or friend	77%	74%	+3%
The home offers a range of activities that suit my relative or friend's individual needs*	77%	74%	+3%
I am given sufficient opportunities to comment on the running of the home*	71%	68%	+3%
My relative or friend can have enough of their own things around them	100%	98%	+2%
The home's facilities are suitable to meet residents' individual needs*	95%	93%	+2%
I can visit my relative or friend when I want to	100%	99%	+1%
Staff have a professional manner*	95%	94%	+1%
Staff seem to respect my relative or friend's personal belongings*	91%	90%	+1%
There seem to be enough staff to meet the needs of residents*	59%	58%	+1%
My relative or friend's privacy seems to be respected	95%	95%	0%
Residents are well presented*	86%	86%	0%
My relative or friend has easy access to a pleasant garden / outdoor area	86%	86%	0%
Staff treat my relative or friend with kindness, dignity and respect	95%	97%	-2%
The overall laundry service seems good	67%	78%	-11%

*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=48)	Your 2016/17 results (n=35)	Your 2017/18 result vs. your 2016/17 result
Overall Performance Rating (OPR)	991	925	+66
Staff and care	990	923	+67
Home comforts	982	899	+83
Choice and having a say	996	941	+55
Quality of life	997	942	+55
Net Promoter Score	+98	+82	+16
Overall, I am happy living here	100%	100%	0%
Overall satisfaction	96%	100%	-4%
The food served at mealtimes is of good quality	100%	94%	+6%
Staff are usually available when I need them	100%	94%	+6%
Staff have time to talk to me	100%	94%	+6%
The laundry service is good	100%	94%	+6%
I can take part in activities/hobbies if I want to	100%	94%	+6%
I have a real say in how staff provide care and support to me	100%	94%	+6%
I have easy access to a pleasant garden/outdoor area	100%	97%	+3%
I am happy with the access I get to doctors, nurses, dentists	100%	97%	+3%
The menu offers a good variety of choices each day	100%	97%	+3%
I can choose what time I get up and go to bed	100%	100%	0%
The staff here are capable of providing the care I need	100%	100%	0%
This home is a safe and secure place to live	100%	100%	0%
The home is clean and tidy	100%	100%	0%
I can have enough of my own things around me	100%	100%	0%
Staff treat me with kindness, dignity and respect	100%	100%	0%
I can have visitors when I want to	100%	100%	0%
Staff are sensitive to how I am feeling	100%	100%	0%
I can speak to senior members of staff if I need to	100%	100%	0%
My privacy is respected	100%	100%	0%
Staff understand me as an individual	100%	100%	0%
I am happy with the care and support I receive	100%	100%	0%
I am happy with the way staff deal with any complaints or concerns	100%	100%	0%

Trend results

Family & friends' survey measures	Your 2017/18 results (n=22)	Your 2016/17 results (n=22)	Your 2017/18 result vs. your 2016/17 result
Overall Performance Rating (OPR)	864	850	+14
Staff and care	847	803	+44
Home comforts	842	828	+14
Choice and having a say	874	861	+13
Quality of life	889	912	-23
Overall satisfaction	100%	95%	+5%
Net Promoter Score	+77	+50	+27
The home keeps me well informed about my relative or friend*	91%	95%	-4%
The home provides value for money*	81%	70%	+11%
The home seems a happy place to live*	95%	95%	0%
My relative or friend can choose what time they get up and go to bed	95%	77%	+18%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	82%	65%	+17%
I am happy with the way staff have dealt with any complaints or concerns I have had	94%	78%	+16%
Food seems to meet special individual needs*	100%	89%	+11%
The home acknowledges and supports my emotional needs*	90%	80%	+10%
The home offers a range of activities that suit my relative or friend's individual needs*	77%	67%	+10%
I can be involved in decisions about my relative or friend's care, including end of life care	100%	91%	+9%
The smell of the home is generally acceptable*	95%	86%	+9%
The home supports my relative or friend to maintain their personal identity*	95%	86%	+9%
Staff know my relative or friend's needs and preferences well*	91%	82%	+9%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	100%	95%	+5%
I am aware of the procedure for making a complaint / raising concerns*	100%	95%	+5%
The home seems clean and tidy	100%	95%	+5%

*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=22)	Your 2016/17 results (n=22)	Your 2017/18 result vs. your 2016/17 result
Staff seem to respect my relative or friend's personal belongings*	91%	86%	+5%
Staff seem capable of providing the care my relative or friend needs	95%	91%	+4%
The home's facilities are suitable to meet residents' individual needs*	95%	91%	+4%
The home helps my relative or friend stay as physically and mentally active as they can be*	81%	77%	+4%
I can speak to senior members of staff if I wish to	100%	100%	0%
The home seems a safe and secure place to live for my relative or friend	100%	100%	0%
The building and outdoor space is well maintained*	100%	100%	0%
My relative or friend can have enough of their own things around them	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%
Staff treat my relative or friend with kindness, dignity and respect	95%	95%	0%
Staff have a professional manner*	95%	95%	0%
My relative or friend's privacy seems to be respected	95%	95%	0%
Staff encourage my relative or friend to lead as independent a life as they are able to*	86%	86%	0%
Residents are well presented*	86%	86%	0%
I am given sufficient opportunities to comment on the running of the home*	71%	74%	-3%
I feel that staff appreciate my input into my relative or friend's care*	91%	95%	-4%
The food served to my relative or friend at mealtimes seems of good quality	91%	95%	-4%
The overall laundry service seems good	67%	71%	-4%
Staff have time to talk to my relative or friend	77%	82%	-5%
There seem to be enough staff to meet the needs of residents*	59%	64%	-5%
The menu offers a good variety of choices each day	91%	100%	-9%
My relative or friend has easy access to a pleasant garden / outdoor area	86%	95%	-9%

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

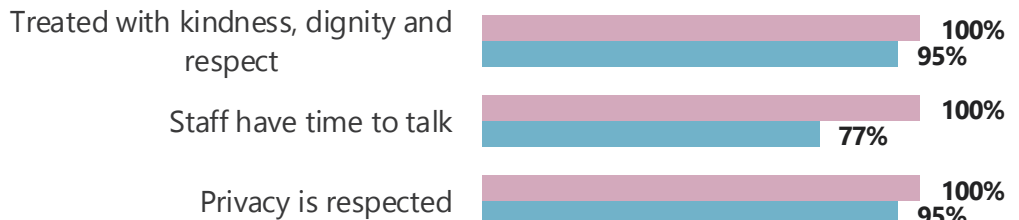
Comparisons by regulatory themes

Residents' survey – % strongly/tend to agree

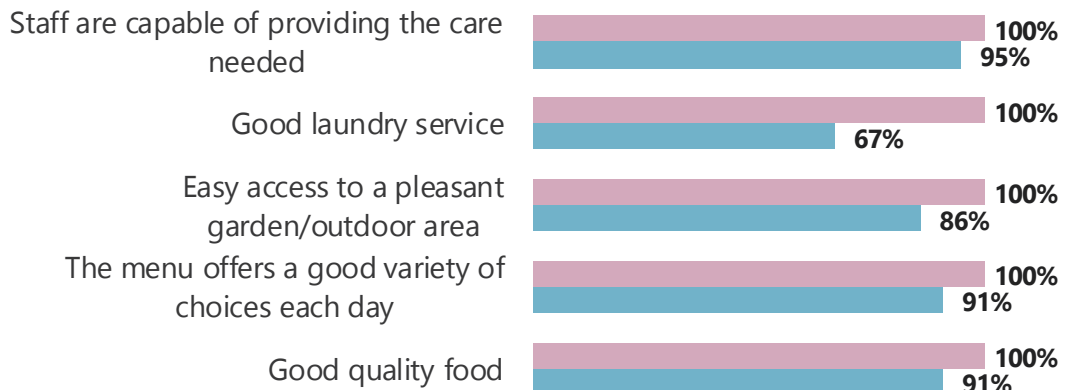
Family & friends' survey – % strongly/tend to agree

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



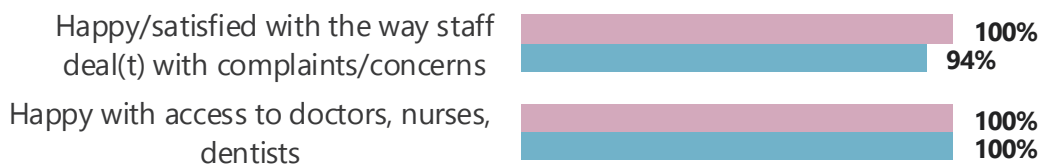
Safe



Responsive



Well led



Staff & care

Theme score: **990**

Residents' survey

YCR average: **877**

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

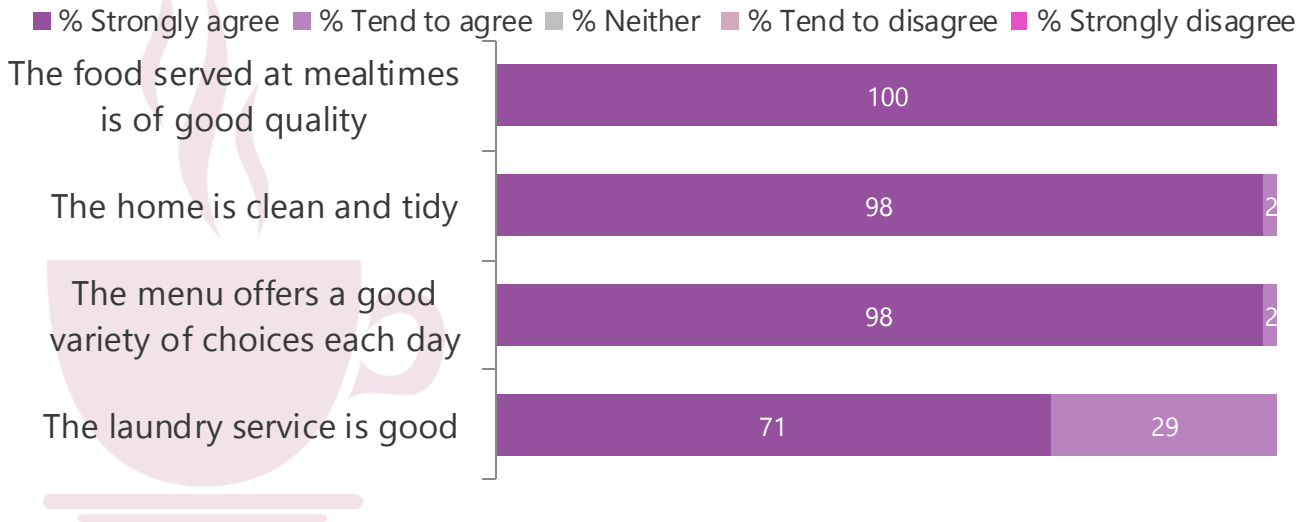


Home comforts

Theme score: **982**

YCR average: **855**

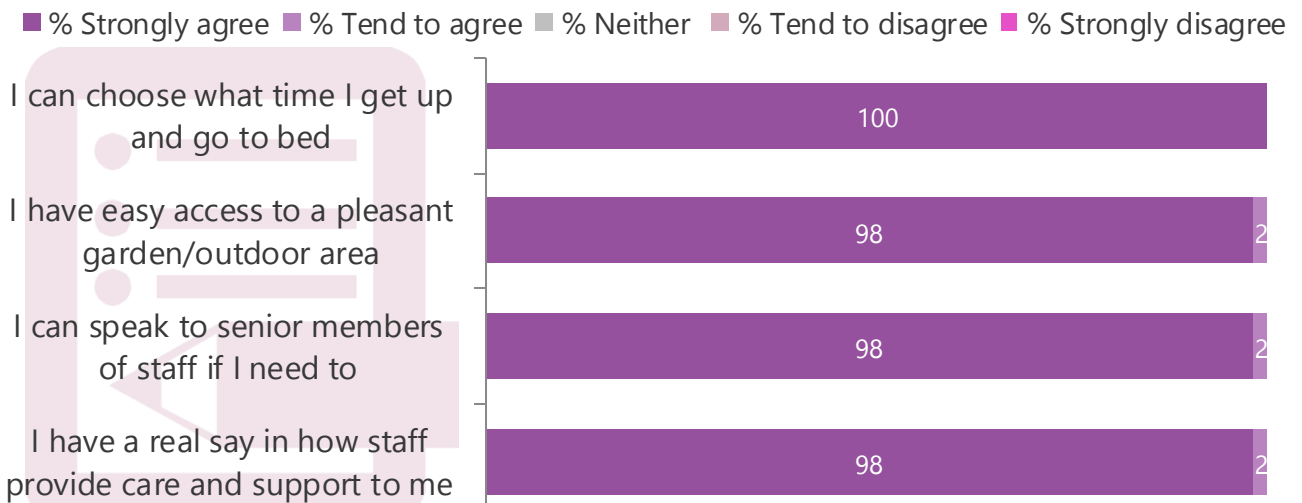
Residents' survey



Choice & having a say

Theme score: **996**

YCR average: **863**



Quality of life

Theme score: **997**

Residents' survey

YCR average: **929**

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



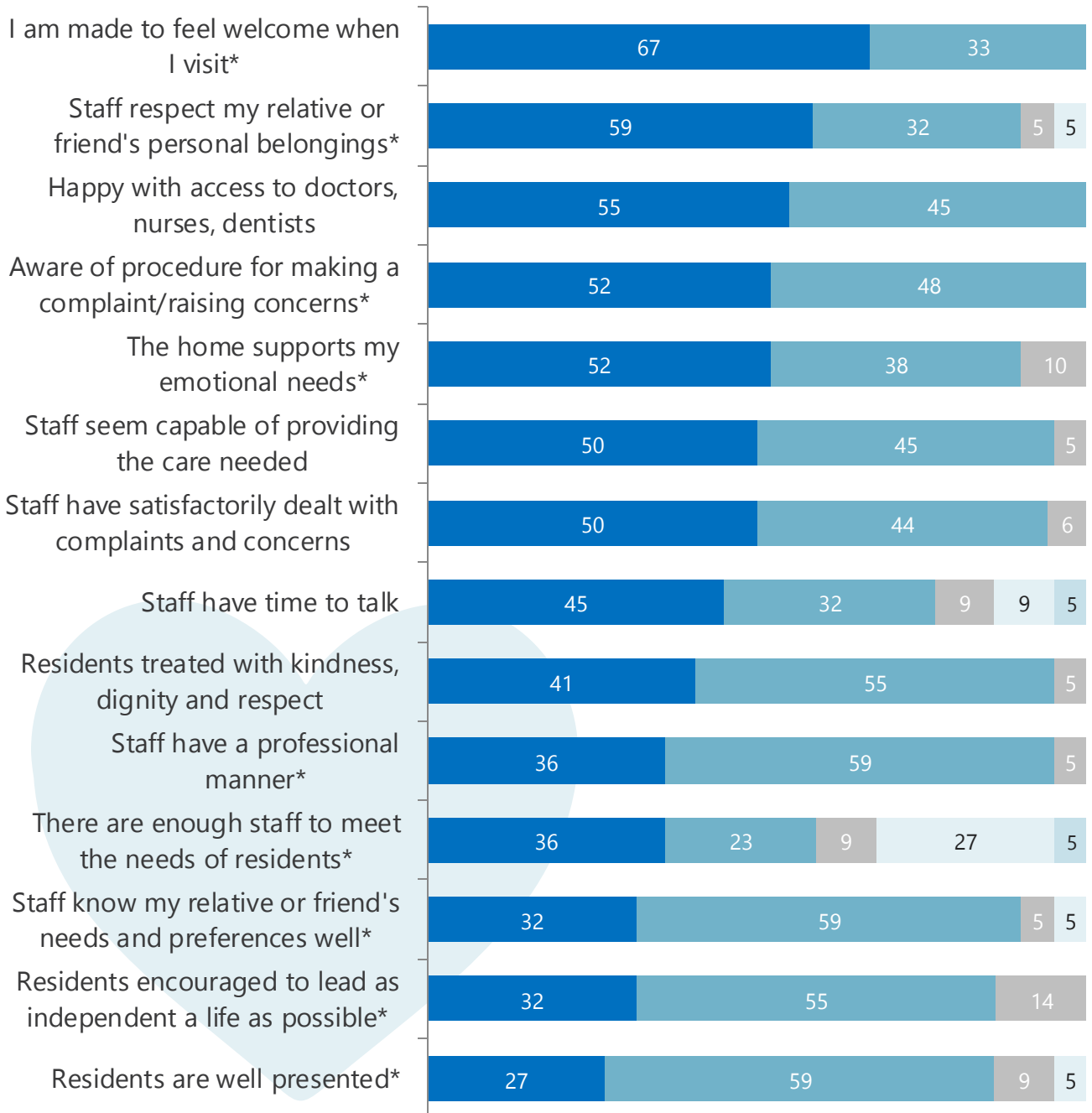
Staff & care

Theme score: **847**

Family & friends' survey

YCR average: **811**

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



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

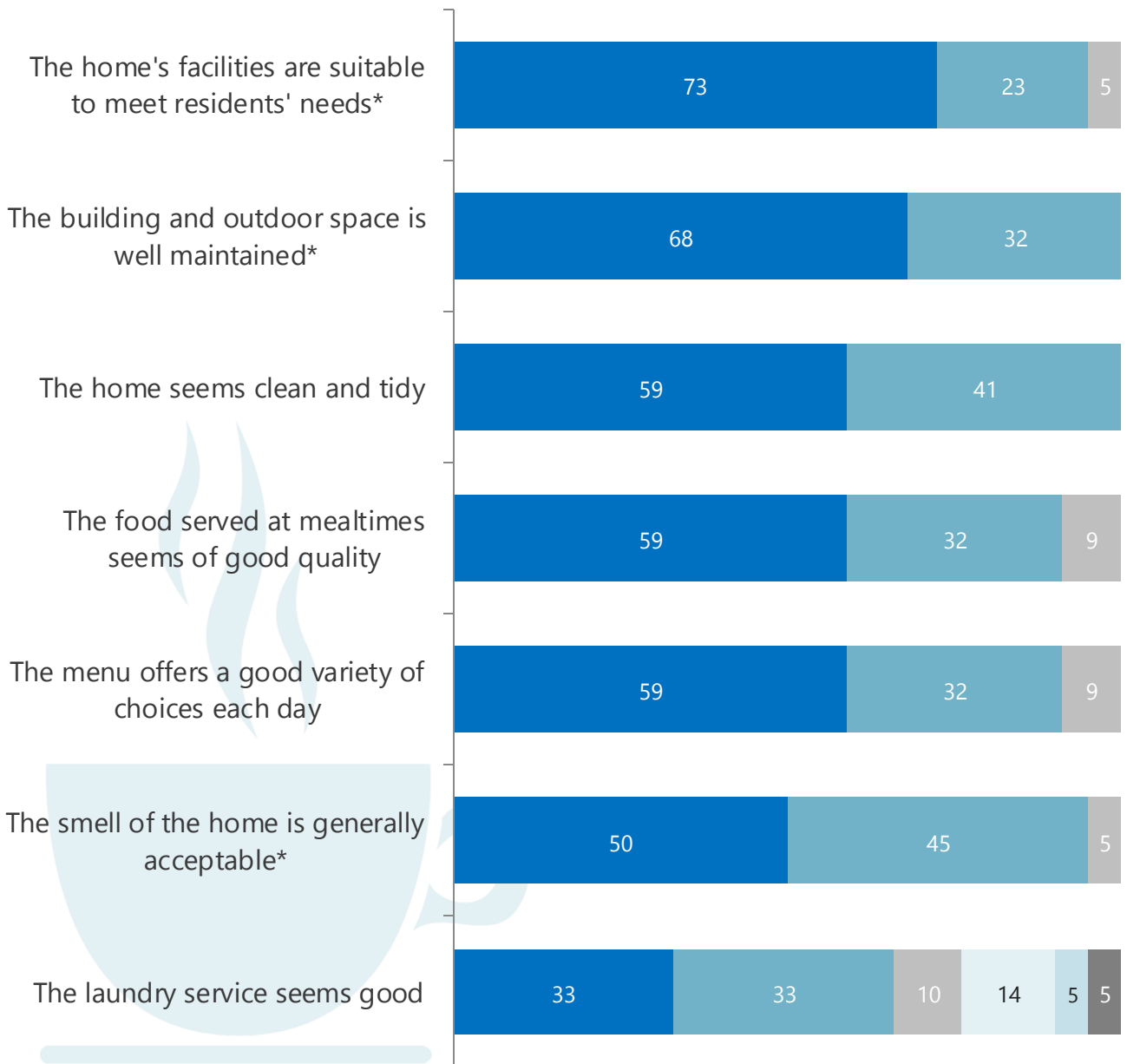
Home comforts

Theme score: **842**

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

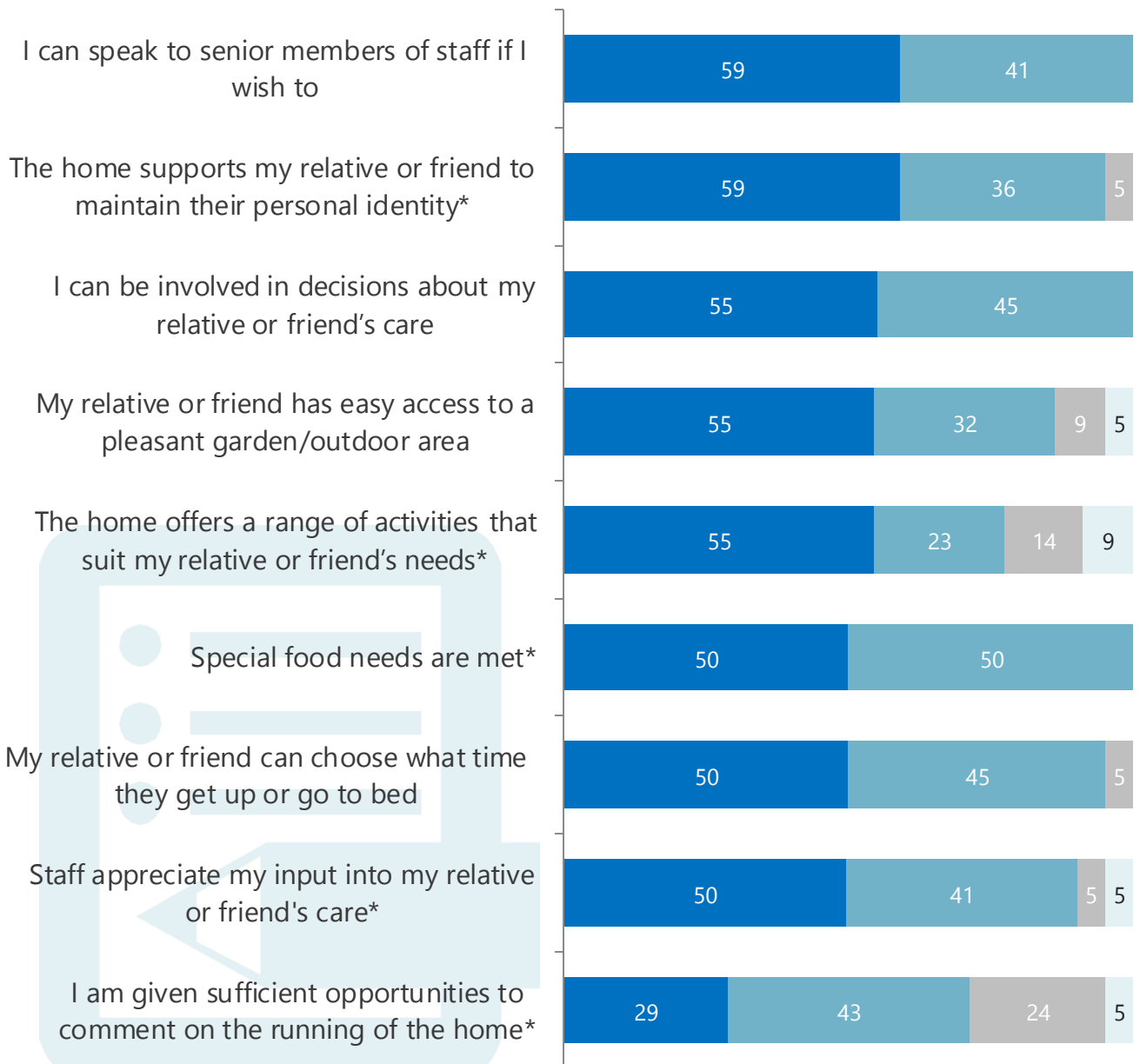
Choice & having a say

Theme score: **874**

Family & friends' survey

YCR average: **847**

- % 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

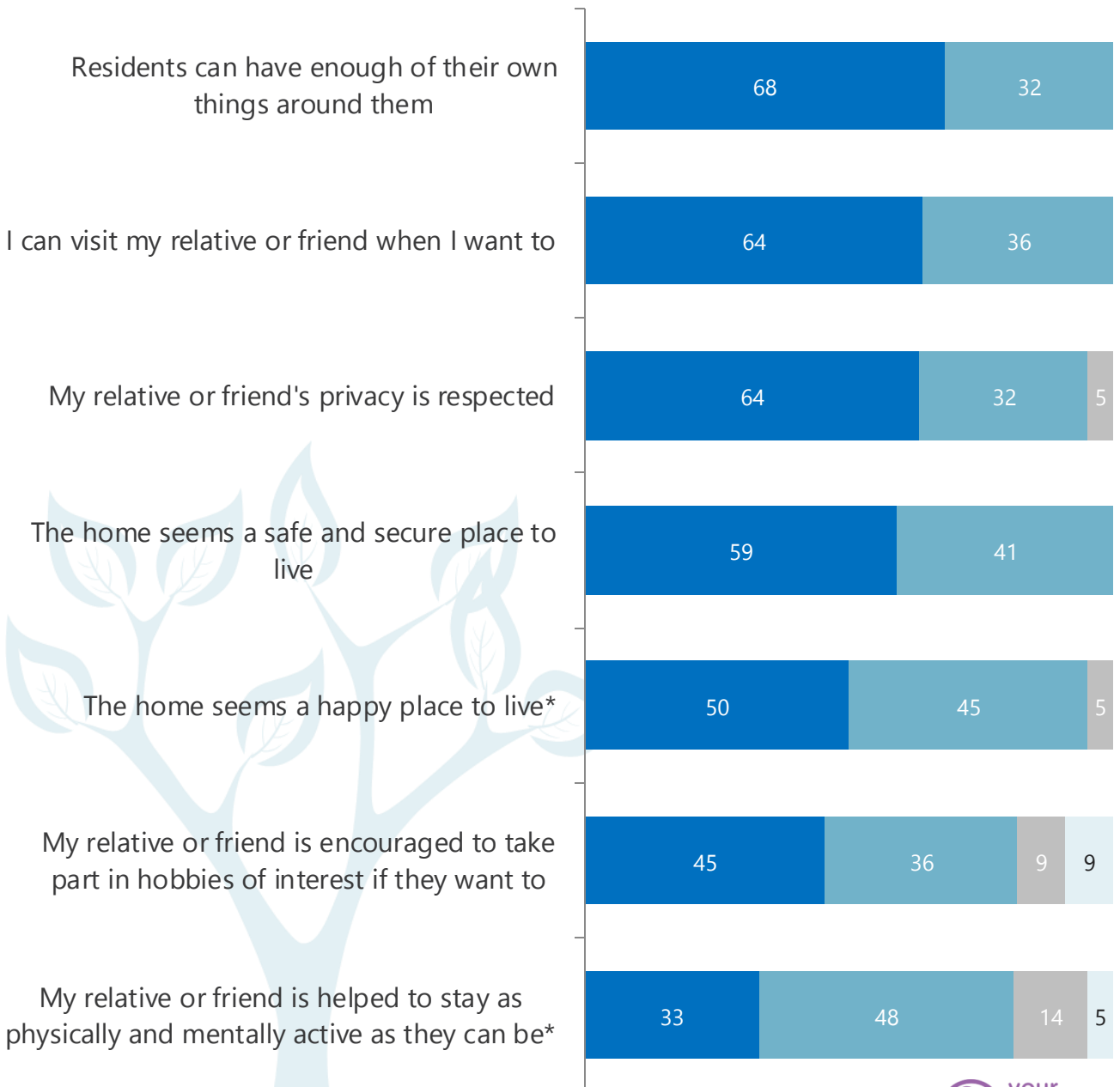
Quality of life

Theme score: **889**

Family & friends' survey

YCR average: **898**

- % 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

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:

Harton Grange Care Home

Results are based on:

48 response(s) from residents

22 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.yourcarerating.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.

