

# The Fernes

## Barchester Healthcare

*This report provides results for The Fernes.*

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

*18 response(s) from residents*

*15 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: 894



## Residents' survey

894

Staff & care

869

Home comforts

879

Choice & having a say

933

Quality of life

Your  
2016/17  
OPR: 943

*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: 891



855

Staff & care

882

Home comforts

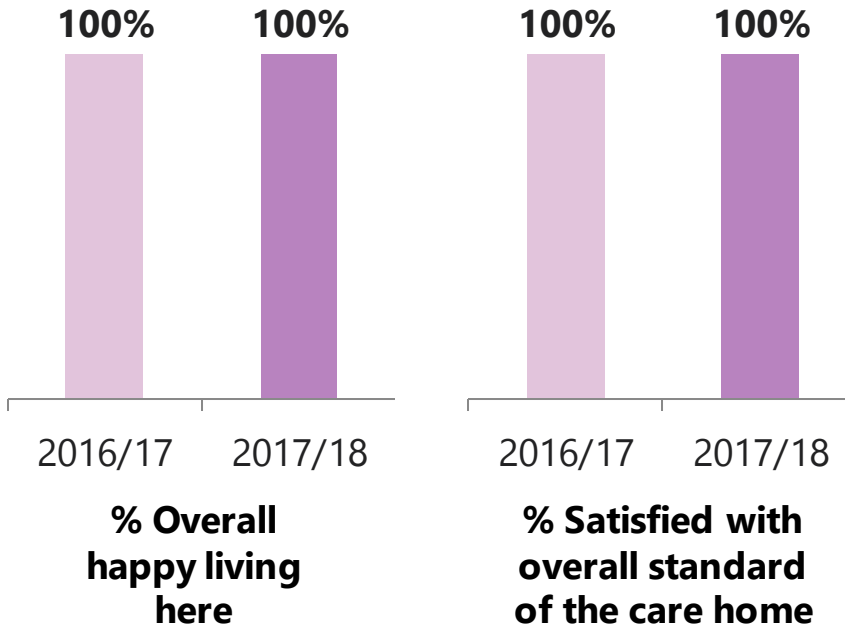
888

Choice & having a say

933

Quality of life

# Key indicators



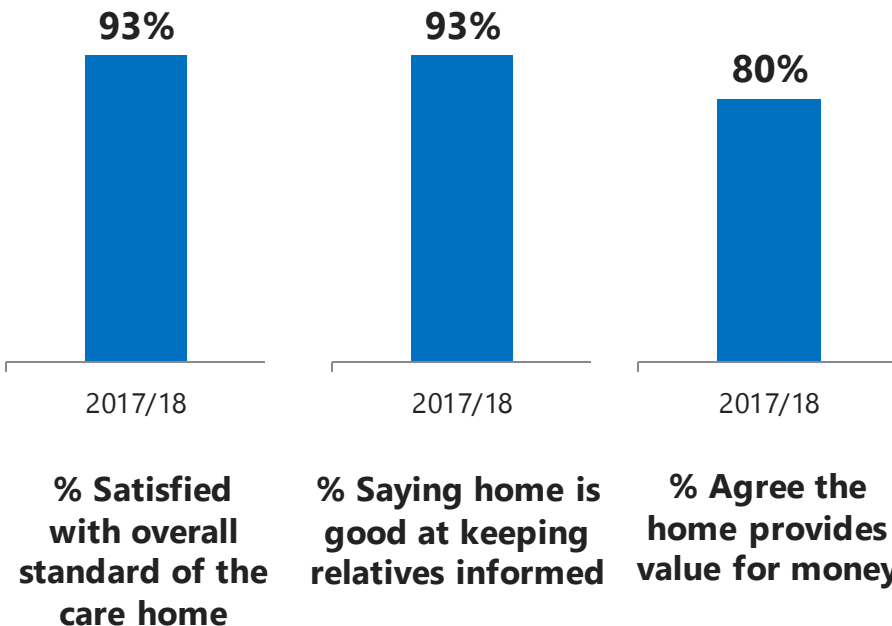
## Residents' survey

**+69**

### 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



**+60**

### Net Promoter Score

*(As for residents' survey Net Promoter Score)*

# Benchmarking results

<i>Residents' survey measures</i>	<b>Your 2017/18 result</b>	<b>YCR average</b>	<b>Your result vs. YCR average</b>
<b>Overall Performance Rating (OPR)</b>	<b>894</b>	<b>878</b>	<b>+16</b>
Staff and care	894	877	+17
Home comforts	869	855	+14
Choice and having a say	879	863	+16
Quality of life	933	929	+4
<b>Net Promoter Score</b>	<b>+69</b>	<b>+50</b>	<b>+19</b>
<b>Overall, I am happy living here</b>	<b>100%</b>	<b>92%</b>	<b>+8%</b>
<b>Overall satisfaction</b>	<b>100%</b>	<b>98%</b>	<b>+2%</b>
I have easy access to a pleasant garden/outdoor area	100%	90%	+10%
I can choose what time I get up and go to bed	100%	91%	+9%
Staff have time to talk to me	94%	86%	+8%
My privacy is respected	100%	95%	+5%
Staff are usually available when I need them	94%	89%	+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 are sensitive to how I am feeling	94%	91%	+3%
Staff treat me with kindness, dignity and respect	100%	98%	+2%
I can have visitors when I want to	100%	99%	+1%
I can take part in activities/hobbies if I want to	94%	94%	0%
I am happy with the way staff deal with any complaints or concerns	88%	88%	0%
I am happy with the care and support I receive	94%	95%	-1%
The laundry service is good	88%	90%	-2%
I am happy with the access I get to doctors, nurses, dentists	88%	91%	-3%
I can speak to senior members of staff if I need to	88%	91%	-3%
The menu offers a good variety of choices each day	82%	86%	-4%
I have a real say in how staff provide care and support to me	79%	83%	-4%
Staff understand me as an individual	88%	94%	-6%
The food served at mealtimes is of good quality	82%	88%	-6%

# Benchmarking results

<i>Family &amp; friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
<b>Overall Performance Rating (OPR)</b>	<b>891</b>	<b>836</b>	<b>+55</b>
Staff and care	855	811	+44
Home comforts	882	810	+72
Choice and having a say	888	847	+41
Quality of life	933	898	+35
<b>Overall satisfaction</b>	<b>93%</b>	<b>94%</b>	<b>-1%</b>
<b>Net Promoter Score</b>	<b>+60</b>	<b>+46</b>	<b>+14</b>
<b>The home keeps me well informed about my relative or friend*</b>	<b>93%</b>	<b>89%</b>	<b>+4%</b>
<b>The home provides value for money*</b>	<b>80%</b>	<b>72%</b>	<b>+8%</b>
<b>The home seems a happy place to live*</b>	<b>93%</b>	<b>90%</b>	<b>+3%</b>
My relative or friend can choose what time they get up and go to bed	100%	77%	+23%
The overall laundry service seems good	100%	78%	+22%
There seem to be enough staff to meet the needs of residents*	80%	58%	+22%
I am given sufficient opportunities to comment on the running of the home*	87%	68%	+19%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	93%	77%	+16%
The home offers a range of activities that suit my relative or friend's individual needs*	87%	74%	+13%
The home helps my relative or friend stay as physically and mentally active as they can be*	87%	75%	+12%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	100%	89%	+11%
The smell of the home is generally acceptable*	100%	89%	+11%
Staff seem to respect my relative or friend's personal belongings*	100%	90%	+10%
The home acknowledges and supports my emotional needs*	87%	77%	+10%
Food seems to meet special individual needs*	85%	75%	+10%
I can be involved in decisions about my relative or friend's care, including end of life care	100%	92%	+8%

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

# Benchmarking results

<i>Family &amp; friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
The building and outdoor space is well maintained*	100%	92%	+8%
The food served to my relative or friend at mealtimes seems of good quality	93%	85%	+8%
Staff have a professional manner*	100%	94%	+6%
The home seems clean and tidy	100%	94%	+6%
I am aware of the procedure for making a complaint / raising concerns*	87%	81%	+6%
Staff have time to talk to my relative or friend	80%	74%	+6%
My relative or friend's privacy seems to be respected	100%	95%	+5%
The home supports my relative or friend to maintain their personal identity*	93%	88%	+5%
The home seems a safe and secure place to live for my relative or friend	100%	97%	+3%
I can visit my relative or friend when I want to	100%	99%	+1%
Residents are well presented*	87%	86%	+1%
My relative or friend has easy access to a pleasant garden / outdoor area	87%	86%	+1%
The home's facilities are suitable to meet residents' individual needs*	93%	93%	0%
I can speak to senior members of staff if I wish to	93%	94%	-1%
I feel that staff appreciate my input into my relative or friend's care*	87%	88%	-1%
The menu offers a good variety of choices each day	80%	81%	-1%
Staff seem capable of providing the care my relative or friend needs	87%	90%	-3%
Staff treat my relative or friend with kindness, dignity and respect	93%	97%	-4%
I am made to feel welcome when I visit*	93%	97%	-4%
My relative or friend can have enough of their own things around them	93%	98%	-5%
I am happy with the way staff have dealt with any complaints or concerns I have had	75%	80%	-5%
Staff know my relative or friend's needs and preferences well*	80%	87%	-7%
Staff encourage my relative or friend to lead as independent a life as they are able to*	73%	80%	-7%

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

# Trend results

<i>Residents' survey measures</i>	<b>Your 2017/18 results (n=18)</b>	<b>Your 2016/17 results (n=6)</b>	<b>Your 2017/18 result vs. your 2016/17 result</b>
<b>Overall Performance Rating (OPR)</b>	<b>894</b>	<b>943</b>	<b>-49</b>
Staff and care	894	951	-57
Home comforts	869	933	-64
Choice and having a say	879	938	-59
Quality of life	933	942	-9
<b>Net Promoter Score</b>	<b>+69</b>	<b>+60</b>	<b>+9</b>
<b>Overall, I am happy living here</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>
<b>Overall satisfaction</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>
Staff are usually available when I need them	94%	83%	+11%
I can take part in activities/hobbies if I want to	94%	83%	+11%
I am happy with the access I get to doctors, nurses, dentists	88%	80%	+8%
I am happy with the way staff deal with any complaints or concerns	88%	80%	+8%
I have easy access to a pleasant garden/outdoor area	100%	100%	0%
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%
My privacy is respected	100%	100%	0%
Staff have time to talk to me	94%	100%	-6%
Staff are sensitive to how I am feeling	94%	100%	-6%
I am happy with the care and support I receive	94%	100%	-6%
The laundry service is good	88%	100%	-12%
I can speak to senior members of staff if I need to	88%	100%	-12%
Staff understand me as an individual	88%	100%	-12%
The food served at mealtimes is of good quality	82%	100%	-18%
The menu offers a good variety of choices each day	82%	100%	-18%
I have a real say in how staff provide care and support to me	79%	100%	-21%

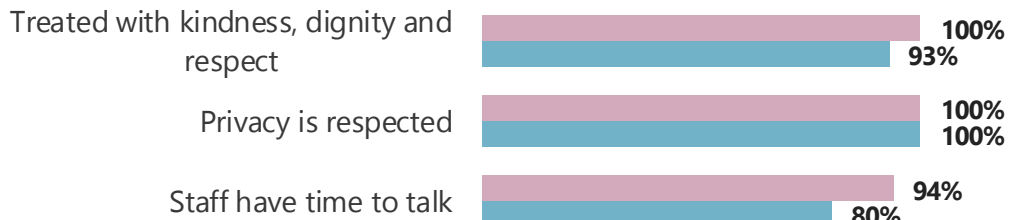
# Comparisons by regulatory themes

Residents' survey –  
% strongly/tend to agree

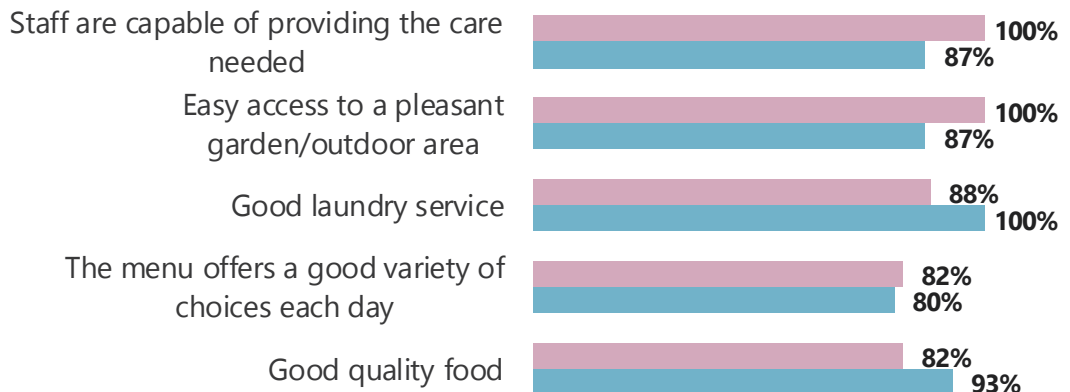
Family & friends' survey –  
% strongly/tend to agree

*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





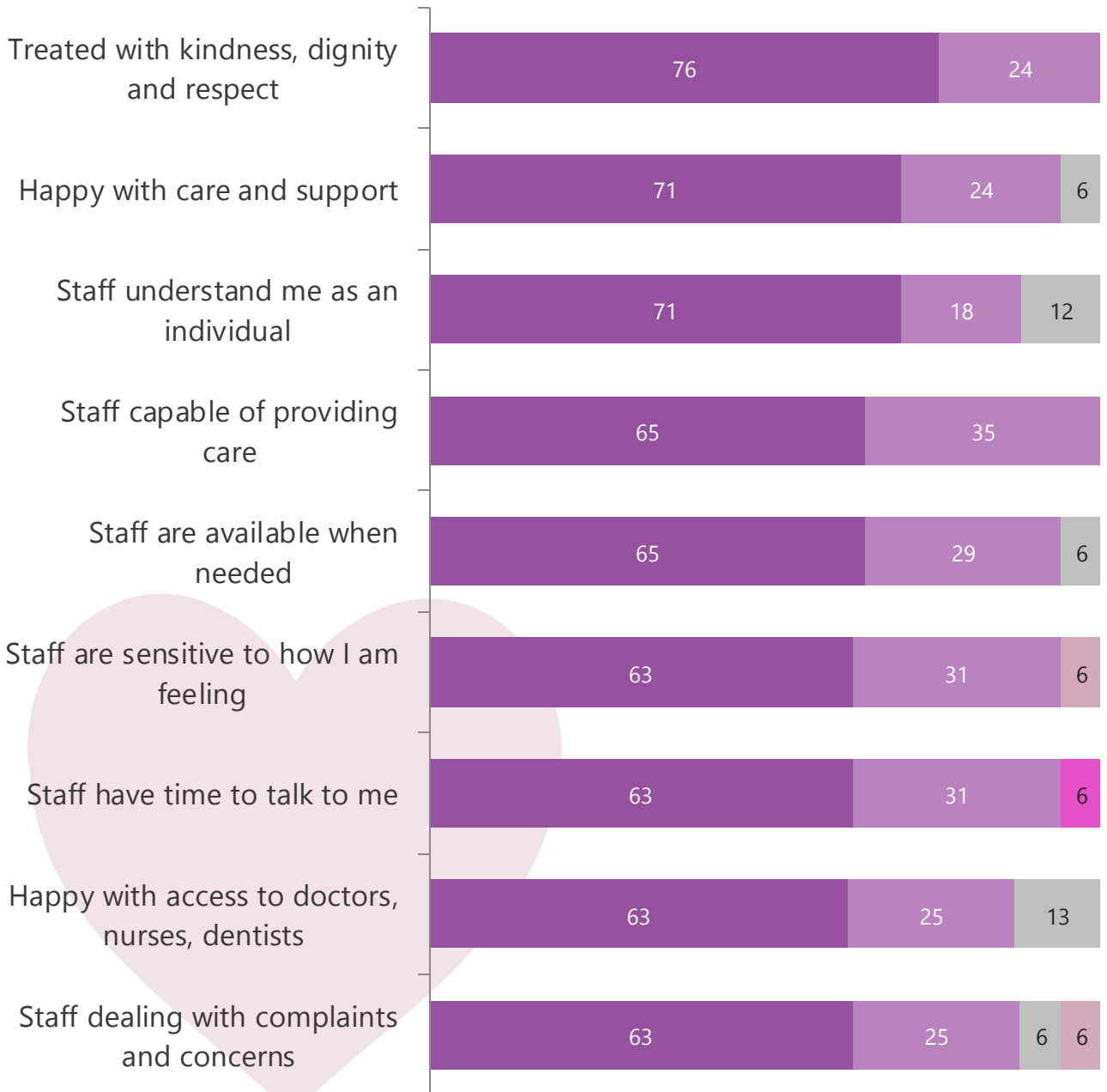
# Staff & care

Theme score: **894**

## Residents' survey

YCR average: **877**

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

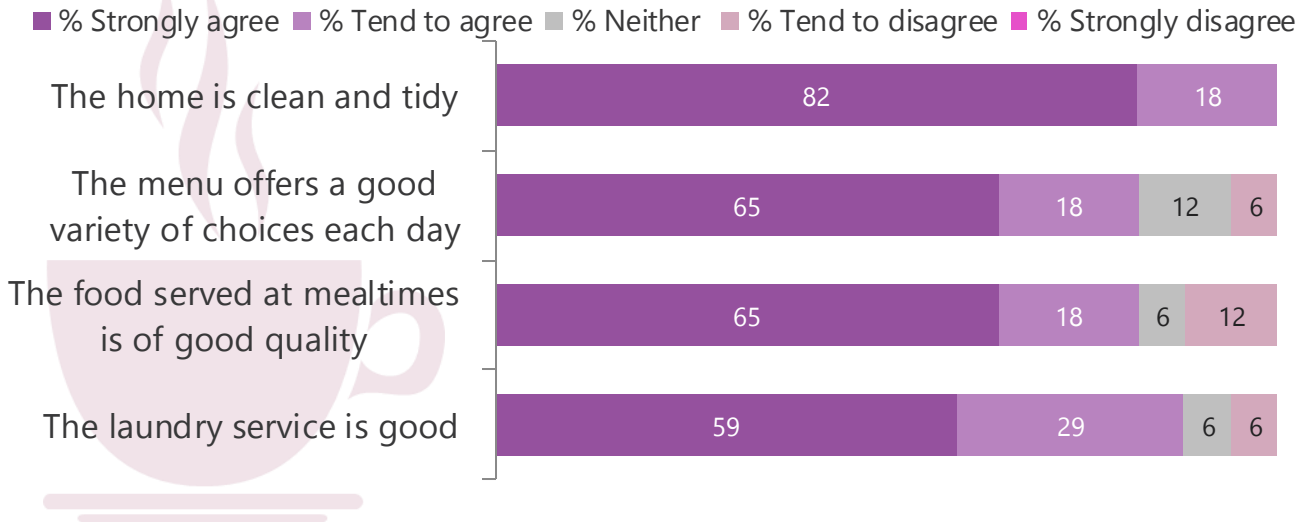


# Home comforts

Theme score: **869**

YCR average: **855**

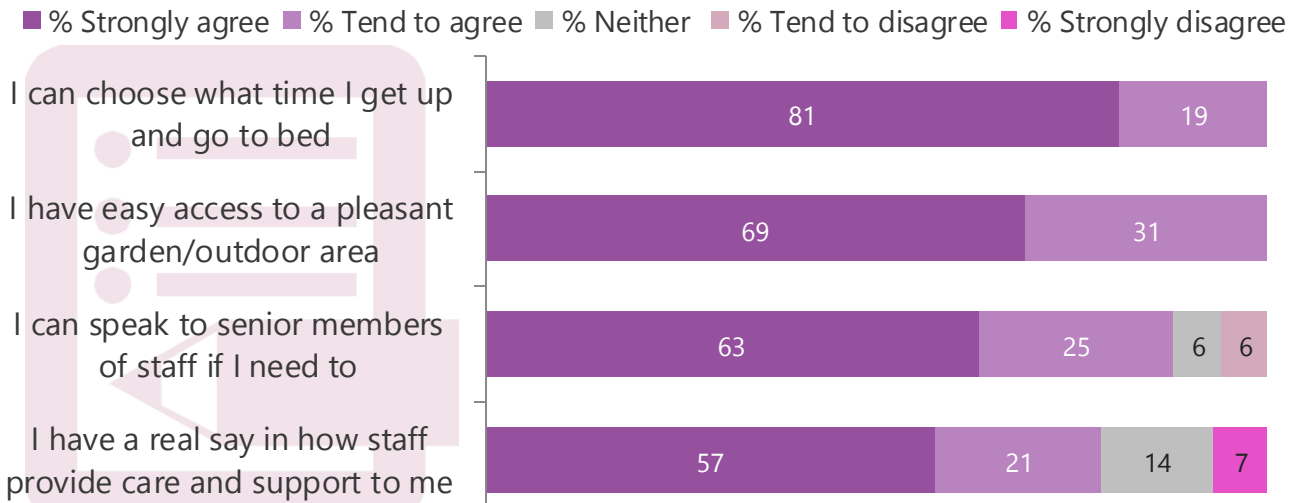
## Residents' survey



# Choice & having a say

Theme score: **879**

YCR average: **863**



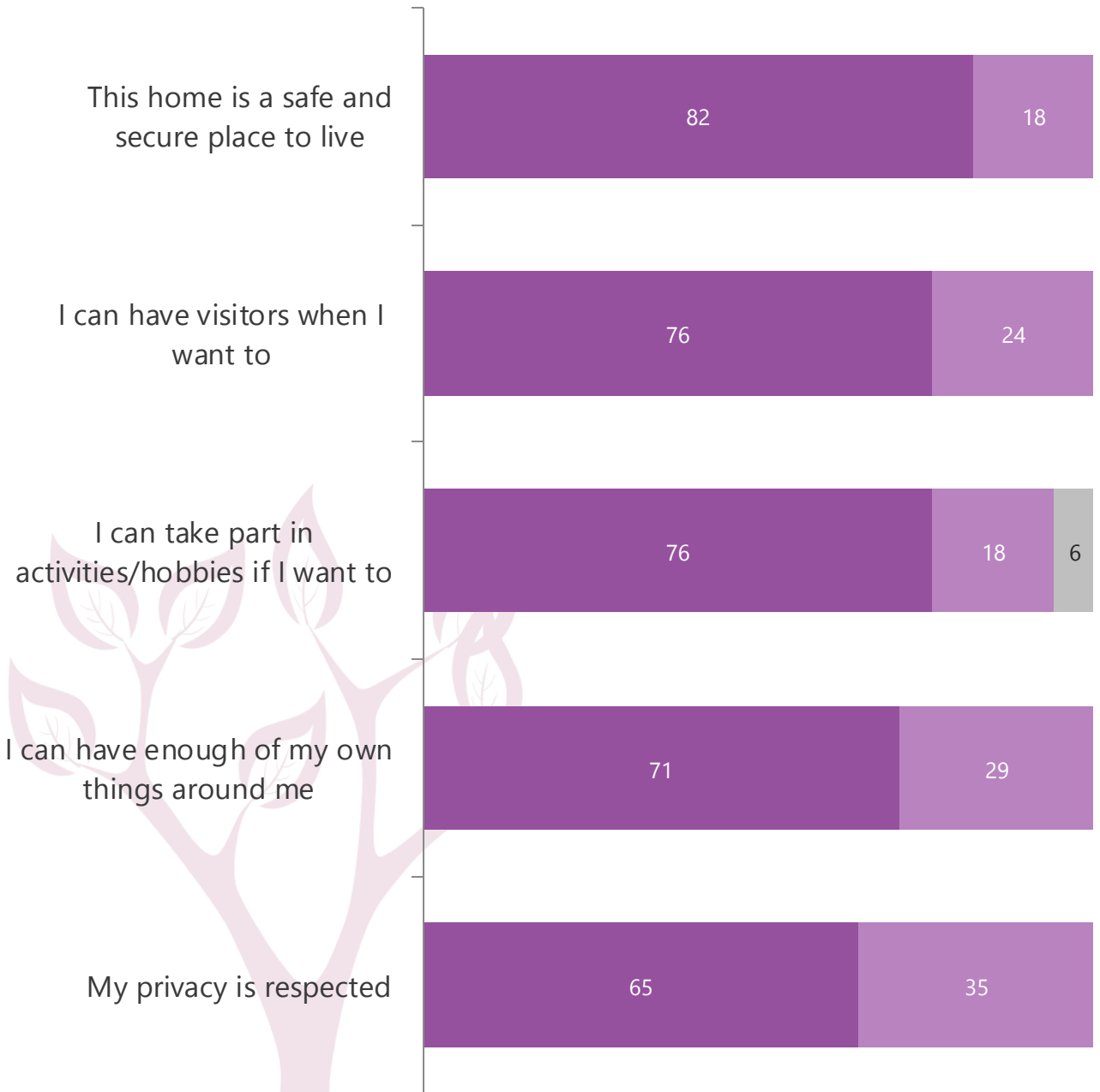
# Quality of life

Theme score: **933**

## Residents' survey

YCR average: **929**

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



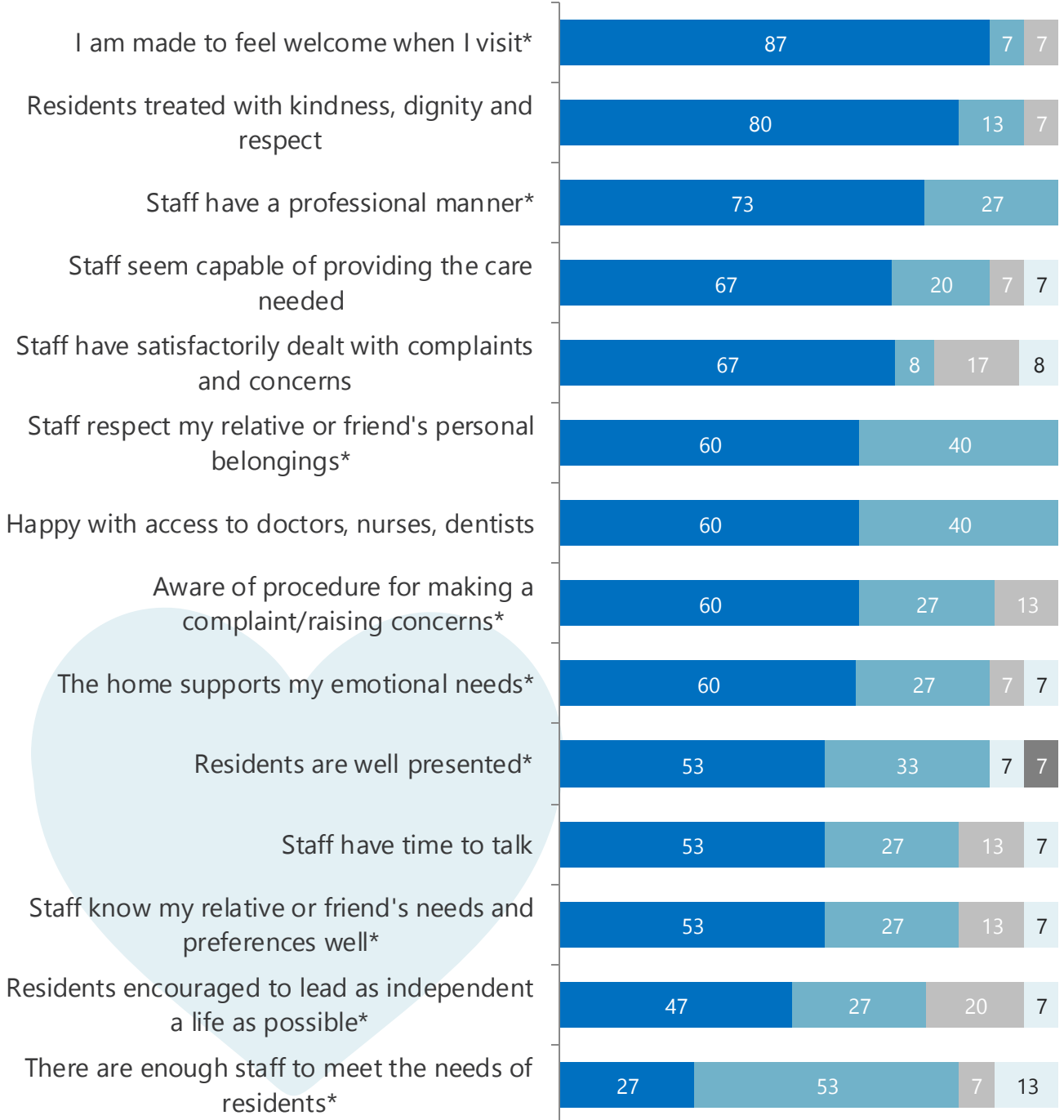
# Staff & care

Theme score: **855**

## 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

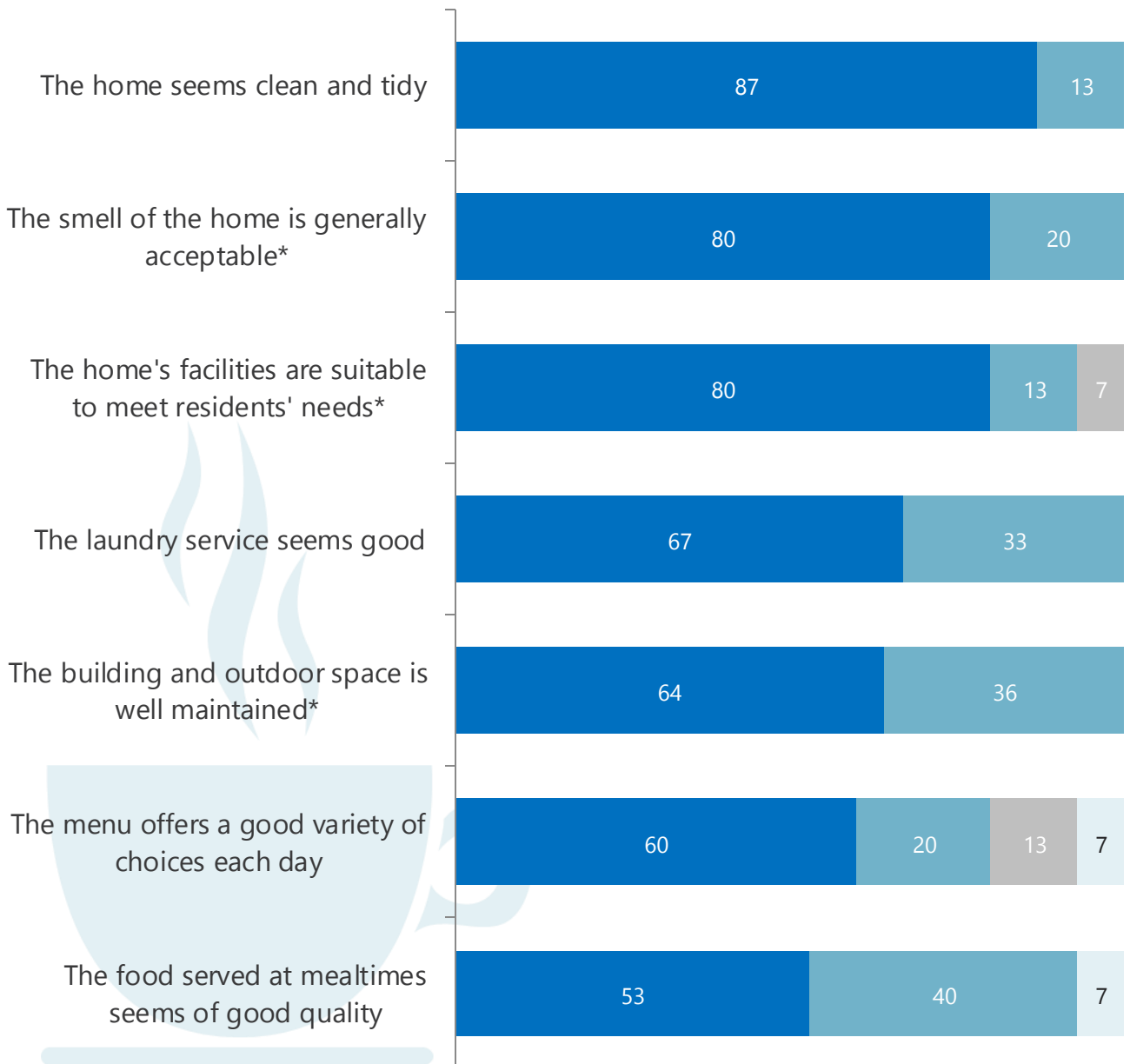
# Home comforts

Theme score: **882**

## 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

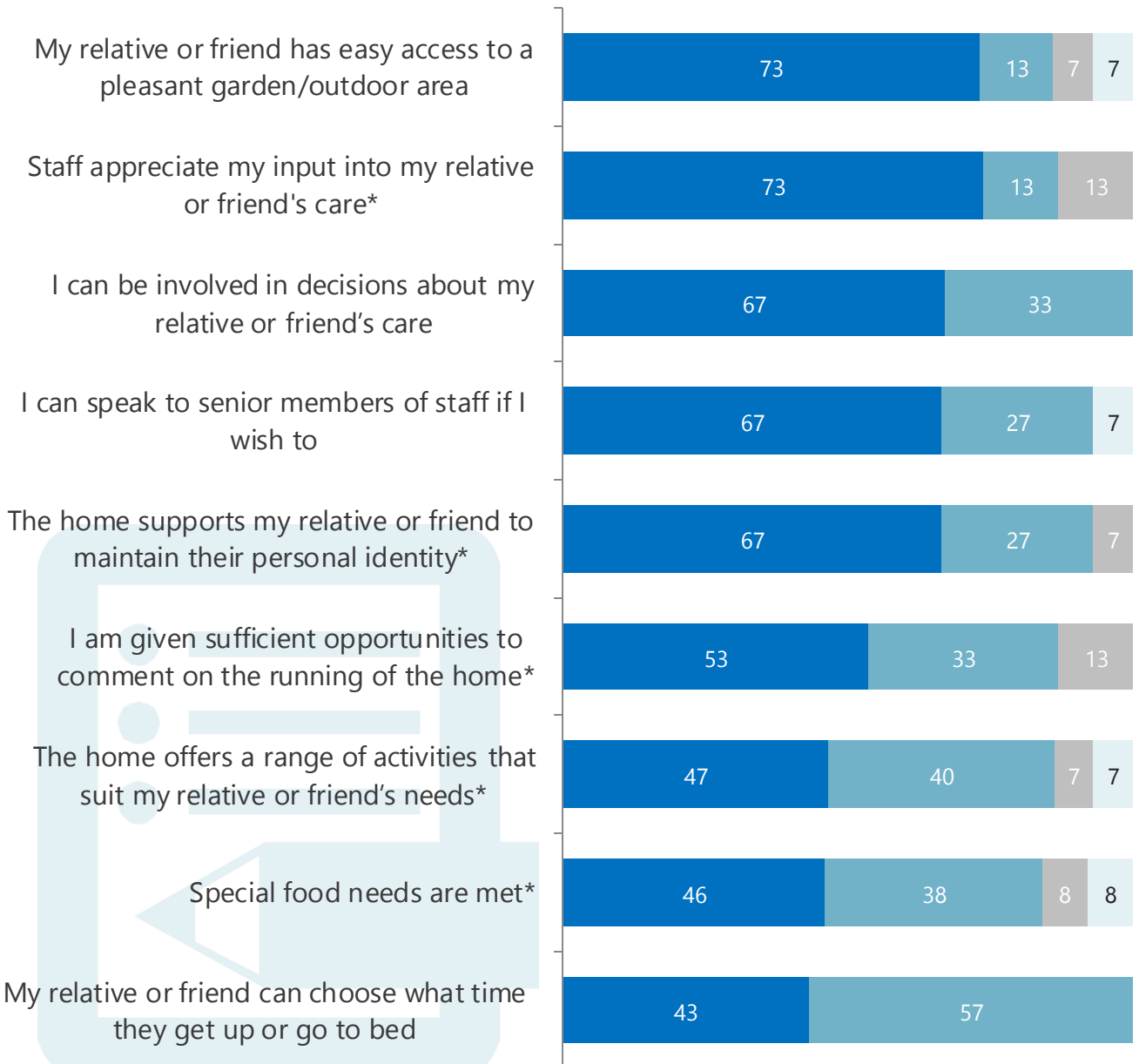
# Choice & having a say

Theme score: **888**

## 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

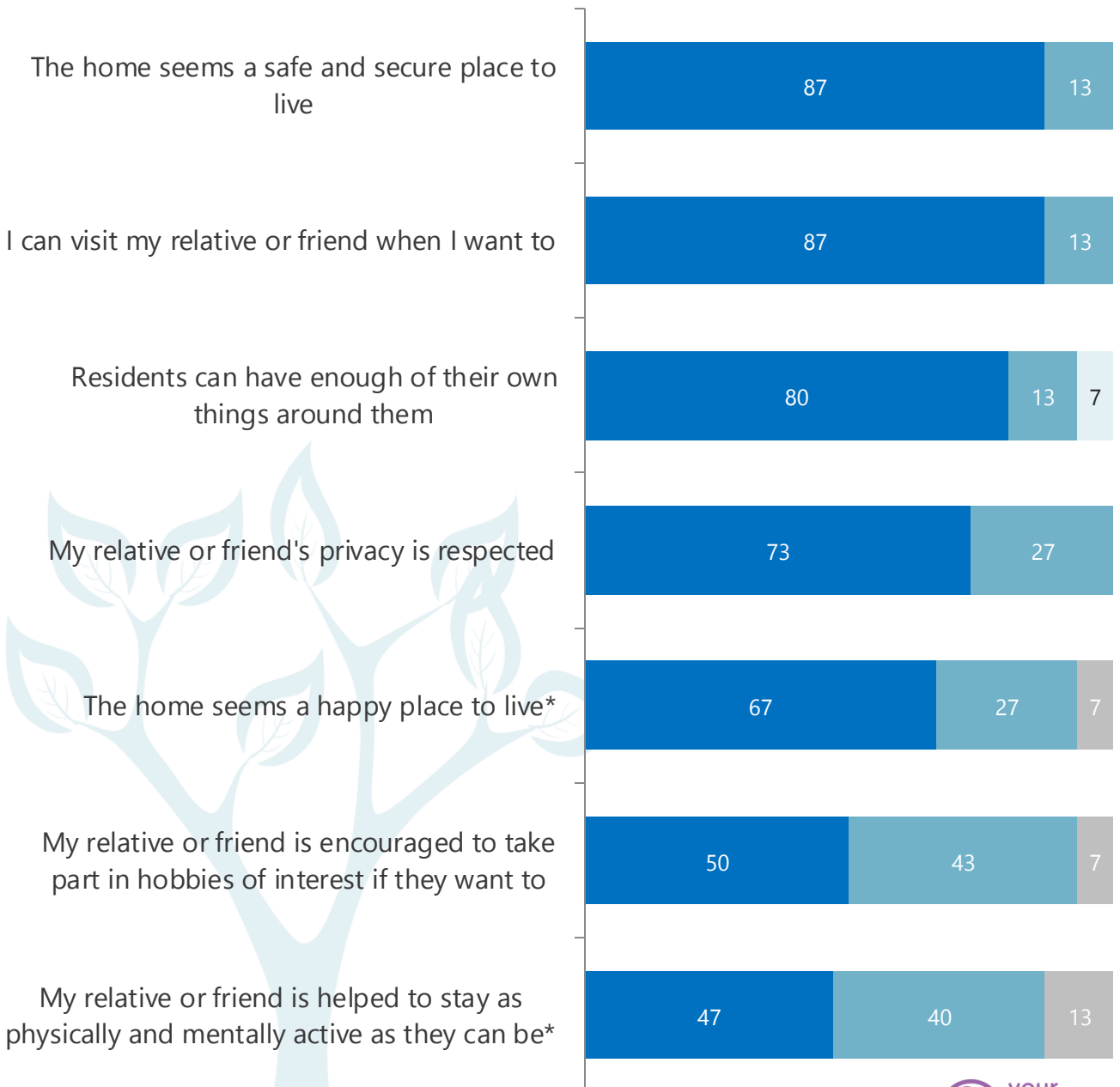
# Quality of life

Theme score: **933**

## 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:

## The Fernes

Results are based on:

**18 response(s) from residents**

**15 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](http://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](http://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.

