

How are we doing?



**Meallmore Ltd**  
*Making Care Mean More*

**Customer Satisfaction  
Survey 2023**



# Introduction

In March/April 2023 we ran our Customer Satisfaction Survey “How are We Doing?”

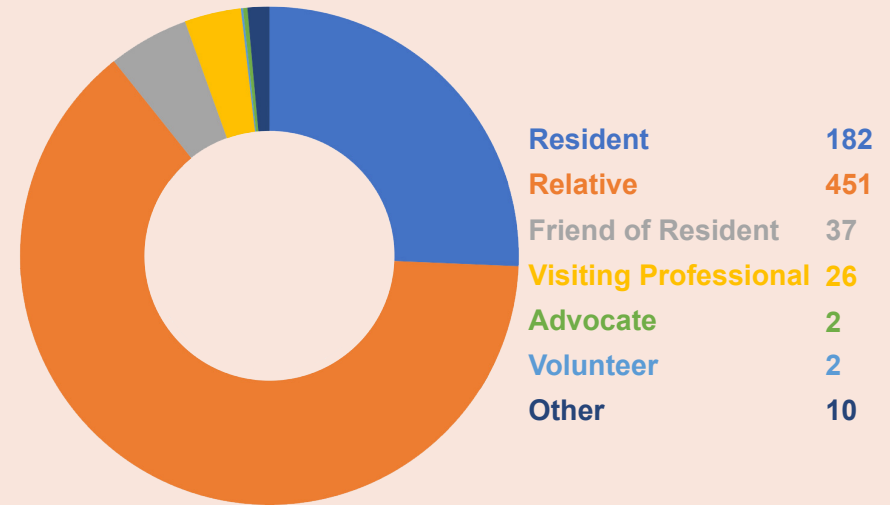
This was shared with residents, relatives, friends and visiting professionals to gain insight on their opinion of our Homes so it may assist us in our strategic direction.

We extended the survey into April this year to promote as wide an uptake as possible to help us in our continuous improvement path.

**710 responses were received.**

A huge thank you to all who participated, your feedback is vital to ensure we continue to learn and grow, to get continued excellent outcomes for our residents.

## Respondents - how they are connected to the service



## What We Asked...

We based our feedback questions on the Key Quality Indicators linked to the Scottish Care Inspectorate Quality Framework looking at:

Wellbeing

Staffing

Leadership

Environment

Care Planning

## Care Inspectorate Cycle of Activity

How are we doing?

How do we know?

- How well do we support people's wellbeing?
- How good is our leadership?
- How good is our staff team?
- How good is our setting?
- How well is our care planned?

What are we going to do now?

# What you said

## Overall Satisfaction ● ● ●

Customer feedback showed and overall satisfaction rate of

# 89.71%

Respondents either agreed or strongly agreed that Key Quality Indicators were being met to their satisfaction whilst living in a Meallmore home.

NoteBook

“Overall, I am happy with the care and support that I/my relative receive/s”

## 96.7%

**Agree or Strongly Agree**

“Overall, I am confident in the Leadership & Staff Team caring for me/my relative”

## 96%

**Agree or Strongly Agree**

“Overall, I am happy with the care home environment”

## 98%

**Agree or Strongly Agree**

“Overall, I am happy with my/my relatives planned care”

## 88.6%

**Agree or Strongly Agree**

“I would be happy to recommend the care home”

## 97.9%

**Agree or Strongly Agree**

# Key Quality Indicator

# Results

## Wellbeing



Within this element 96.7% of customers responded that they either Agree or Strongly Agree that Overall, they were happy with the care and support they received. A breakdown of this section showed that the lowest satisfaction level was that of opportunities to engage. With the highest satisfaction rate around residents being treated with respect, dignity and kindness.

## Staffing



96% of customers responded that they either Agree or Strongly Agree that Overall, they were confident in the leadership and staff team. The lowest satisfaction level was confidence in Leaders acting when concerns were raised. With the highest satisfaction rate around staff being kind & caring and leaders being supportive.

## Leadership



Happy with everything

I am happy here



# Key Quality Indicator

# Results

## Environment



Feedback shows a 98.6% satisfaction rate with the overall home environment. The key strengths identified were that the homes were homely, clean and comfortable and residents can access private areas. The key issues for development lie in Laundry and food service as well as maintaining links to the wider community.

## Care Planning

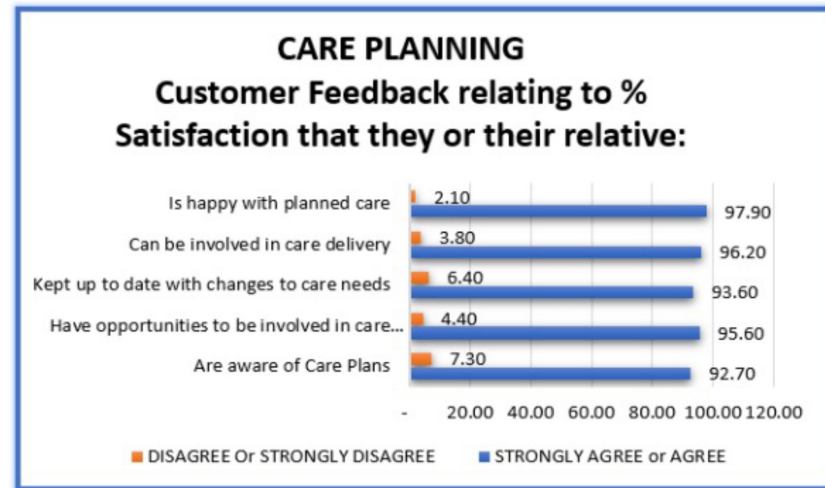
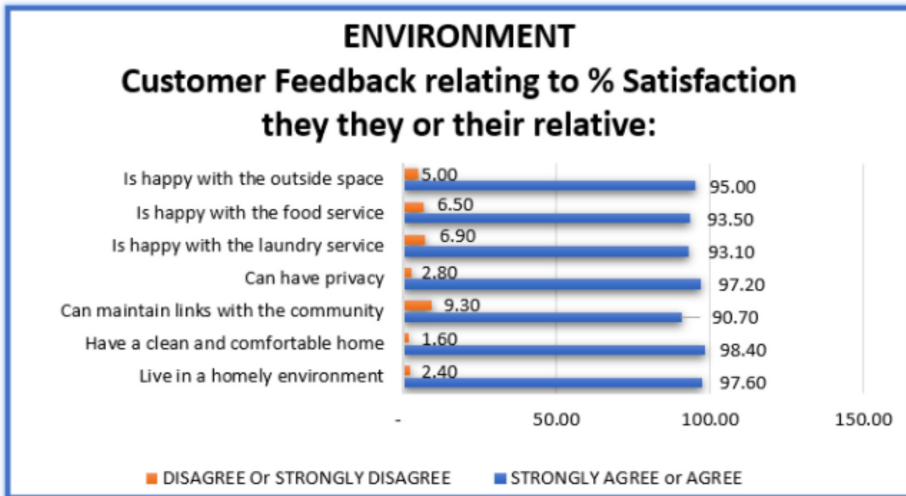


As an overall satisfaction rate, 88.6% of respondents were happy with their planned care. Feedback indicated the Key Areas of improvement should be communication around care needs changing and for more participation in the care planning process. Highest satisfaction levels were around care plan content and opportunities to be involved in the care process.

“

The staff are incredible. My mother is a difficult person sometimes, but they still treat her with respect & kindness

”



# Where We Can Improve

Key areas for Improvement were identified from your feedback.



**14%**

of respondents were not aware of their own or their relatives' care plans.

**21%**

responded that they disagree that they can be involved with their relatives' care.

**17%**

of feedback identified that management & leadership presence could improve.

**24%**

responded that they disagree that residents can maintain links to the community.

**17%**

of feedback identified that communication, when changes happen, could improve.

**22%**

of feedback identified that food and laundry services are not always satisfactory.

“

If there were one to one meetings with manager, nursing staff with relative, we would get a clearer picture of care plans.

”

“

Communication can be slow and not forth coming.

”

“

I would love to be involved with Mum's Care Plan and reviews by telephone or video phone.

”

“

I appreciate Covid stopped people going out, but want to see more outings now.

”

“

Feel only advised of care when I ask questions.

”

# Next Steps

## Key Quality Indicators

Home Managers and Area Managers have contacted those respondents who left contact details, and we urge anyone who has not yet been contacted to speak with their local Home Manager to arrange a suitable time for discussion. If you would prefer to speak with a member of our head office staff please contact on **01463 795050**, or email [info@meallmore.co.uk](mailto:info@meallmore.co.uk)

As a result of the customer survey, Meallmore are reviewing appropriate systems, processes and ways of working to improve on the service delivery in the identified areas from your feedback.

As part of the customer survey process, we asked if respondents would like to be contacted in response to their feedback. 138 respondents were happy to be contacted.

### Wellbeing

Activity and Engagement was highlighted as a key area that could be improved

We are supporting our Activity Lead to drive improvements in this area by further upskilling the whole team to engage residents in more day-to-day activities and interactions as well as planned activities.

Watch out for invitations this coming year to join us in our activity and engagement journey; participation and inclusion will aid in our successes.

### Staffing & Leadership

Agency use and leadership communication were identified as areas for improvement

We continue to recruit locally and internationally for care and nursing staff to provide permanent staff and limit agency use.

We continue to provide policies and procedures to support excellent communication and will be further upskilling leaders within our business through our leadership development programme.

### Environment

Some areas of further focus highlighted were around residents integrating more into local communities, laundry and food services.

Post Covid-19 we are seeing community integration grow, our continued focus will be to promote opportunities for our residents out with the care home, as well as bringing the community to us through open days and joint community projects.

Our hospitality Team have been provided with individual home feedback on laundry and food services and have a support plan in place for each service.

### Care Planning

Feedback highlighted involvement in care planning and care reviews to be required in some services.

Meallmore's policies and procedures support inclusion of relevant stakeholders in all areas of care planning. We will continue to deliver excellent ways of working around care planning and drive improvements as required.

Our Quality Support team have been tasked to work with specific homes to improve inclusion in the care planning and review processes.