**-THE PINES**

**RESIDENT’S NEXT OF KIN QUESTIONNAIRE**

**JANUARY 2023**

**A questionnaire was sent to all resident’s next of kin to evaluate the success of our support here at the Pines. Out of the 13 we sent out we had 6 returned.**

**They were asked to show their results as a score as shown on the table below and asked to give any additional comments and an example if any. In cases where a name has been used we have used X.**

**SCORING:**

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| 2 | EXCELLENT |
| 1 | GOOD |
| 0 | UNSATISFACTORY |
| U | UNABLE TO COMMENT |

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| **COMMENTS** |
| X says when X visits to stay, she always asks when she is going back to the pines.  X was safe, secure and happy  X is very happy at the pines  X is very happy at the pines, so am i. |
| **PLEASE GIVE AN EXAMPLE** |
| When X visits to stay she always asks when she is going back to the pines.  X tells me this and is always very happy to return after a day out  X is very well looked after and seems happy |

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| **COMMENTS** |
| There are times where I feel X could look better.  X was always dressed clean and tidy  X physical appearance is good and her clothing is appropriate  When I see X his appearance is fine |
| **PLEASE GIVE AN EXAMPLE** |
| I have seen X in a mix and match of clothing, but do realize X can be stubborn and not always take advice  X used to tell me a member of staff would help him to shave and dress  X was taken to a private wig maker to have an attractive wig made.  Dresses in really nice clothes, very smart |

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| **COMMENTS** |
| Yes indeed.  Yes very much so on the odd occasion I needed to speak to someone I had a quick reply or phone call  The pines are very responsive to any requests I make  Always when I communicate |
| **PLEASE GIVE AN EXAMPLE** |
| Always willing to talk about X on the phone whenever asked.  I am kept informed about X medical issues and they check with her when I suggest she has a day out with us.  When I phone they are very responsive |

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| **COMMENTS** |
| Yes.  Better than the other place.  Staff always very confident in what they are doing  The pines is very well led by Jo Evans  Very well lead by management |
| **PLEASE GIVE AN EXAMPLE** |
| Found management very approachable and sure the staff respond very well.  Jo is very accessible and I have seen her engage effectively with staff  Always very caring |

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| **COMMENTS** |
| The care staffs are great.  Lovely, always friendly and smiling and helpful  The staff are very friendly and well trained  Very kind and responsive |
| **PLEASE GIVE AN EXAMPLE** |
| Always responsive to any info or request I may make  When X passed away I couldn’t have received better support from all the staff  Haven’t seen a lot of them  X is always welcomed back to the pines with fondest and kind words after a day out.  When I visit to see X, they are very nice |

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| **COMMENTS** |
| Could be a little better in the sitting room  I think its lovely  Lovely just like a family home  Unable to comment as I have not been inside the pines since 2022  Very warm and friendly |
| **PLEASE GIVE AN EXAMPLE** |
| Strong smell of urine on one visit.  Very cosy and clean |

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| **COMMENTS** |
| Yes I do  Yes very much so  I have no reason to think she is not safe  yes |
| **PLEASE GIVE AN EXAMPLE** |
| Feel the safeguards and security measures are adhered too.  X was not allowed to go out on his own so I felt relaxed knowing he was safe  Staff seem to be very pleasant and I have noticed X cannot open the front door herself.  I am very sure that everyone is very safe |

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| **COMMENTS** |
| Yes  X always enjoyed a number of activities and he was always willing to try new things  X’s annual review identified new activities for her to replace her attendance at Verwood day centre  Yes I do |
| **PLEASE GIVE AN EXAMPLE** |
| X is always encouraged to partake in activities and excursions  X now goes to the gym, has regular visits to the cinema and she visits London to see Tina turner the musical, she had a trip to butlins bognor regis  Always try to make sure they gave a good quality of life |

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| **COMMENTS** |
| Yes  I hope you guys do, you guys can answer  X had a very good relationship with the staff  Her needs are very well met, particularly after her Alzheimer’s diagnosis  always |
| **PLEASE GIVE AN EXAMPLE** |
| X has been living at the pines for a long time now, I believe they understand her well  Jo Evans came to the appointment with X when the Alzheimer’s diagnosis was made and advised about her experience of medication give to other residents with dementia  Always meet the needs of my son X |

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| **COMMENTS** |
| Yes  We don’t know many staff members but X seems happy  Yes very much  I have not witnessed any lack of respect  Yes I do |
| **PLEASE GIVE AN EXAMPLE** |
| From what I have seen, I believe the residents are treated according to their needs.  Always treat people with dignity and respect |

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| **COMMENTS** |
| On the whole, very well  Could not fault the care and attention they gave X  Her health and personal care closely monitored  Very well cared for and well monitored |
| **PLEASE GIVE AN EXAMPLE** |
| Taking into consideration that X has to be constantly reminded to use the toilet and clean teeth etc.  Staff were very much aware of X’s health, taking him to the DR and hospital and keeping me informed  X’s ears were syringed privately as they GP service was suspended. She tested positive for covid after her friend at the pines did and was then isolated to protect others. Her incontinence is monitored and she is now woken 3 times every night to address this.  Always make sure X gets better treatment he needs |
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| **COMMENTS** |
| Very well.  X’s needs and my concerns about her health are very well dealt with.  Very well cared for, could not wish for better |
| **PLEASE GIVE AN EXAMPLE** |
| I have not experienced any time where I have not been listened too.  Staff noticed X’s behaviour was changing and was taken for a dementia assessment |

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| **COMMENTS** |
| Excellent  It’s a lovely place  I rate the overall care as excellent  Excellent care provided |
| **PLEASE GIVE AN EXAMPLE** |
| With the various personalities of the people who live there, I feel the pines give excellent care. |

***ARE THERE ANY IMPROVEMENTS YOU THINK WE COULD MAKE TO THE PINES? PLEASE DETAIL BELOW ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE:-***

***‘It would be nice if staff answered the phone by saying ‘hello….. speaking’’***

***‘ I wish thanks to everyone at the pines for all the care and kindness they showed by brother X during his life. X loved living at the pines and had a full and interesting life there, he involved himself in many activities that were offered to him. He was always treated with kindness and respect. Thankyou to everyone at the pines for giving X the chance to live a happy and fulfilled live’***

***‘X’s dementia diagnosis is sad, but not surprising with her age and downs syndrome status. It is important she can remain in familiar surroundings and the staff at the pines are trained in dealing with dementia’***

***‘I am very grateful to everyone for the work and dedication they provide to the residents at the pines and to X my son’***

**OUTCOMES:-**

Our questionnaires proved that we are providing an excellent service at the Pines, with our staff being caring and our service users needs being well catered for.

We received some negative comments:-

1. Strong smell of urine on one visit

We have now purchased a new carpet shampoo machine and pleased this is being dealt with.

**ACTIONS –**