**THE PINES**

**HEALTH CARE PROFESSIONALS**

**QUALITY ASSURANCE RESULTS**

**February 2022**

**A questionnaire was sent to the Health Care Professionals who have been involved with the Pines over the past year to evaluate the success of our support here at the Pines. Out of the 10 we sent out we had 4 returned. A deadline for returning the forms of 28th Feb 2020 was given.**

**This included SALT professionals, Social workers, Community Nurses, GP’s and a contractor.**

**They were asked to show their results as a score as shown on the table below and asked to give any additional comments and examples if any.**

**SCORING:**

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

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| **COMMENTS / EXAMPLES** |
| * Staff are responsive and helpful. They actively follow recommendations in a timely manner and provide further information if required. * Dysphagia observation sheets – completed and returned. Sending on behavioural support plans to support writing of guidelines. * Is it possible to have a meeting room away from office and disruptions i.e. phone/visiting. * Only visited once. On the one occasion felt manager Jo was helpful and knew client well. * Satisfactory. |

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| **COMMENTS / EXAMPLES** |
| * Managers always respond to request. They are easy to access. |

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| **COMMENTS / EXAMPLES** |
| * Staff always seem to have clients at the centre of what they do. They work hard to provide person-centered care and will adapt their practices in line with recommendations. They also provide feedback when things aren’t working which is helpful to adapt care plans and make sure we are getting things right * Very good * Staff are very attentive to resident’s needs. |

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| **COMMENTS / EXAMPLE** |
| * Always get timely responses. * Any requests I may have are met instantly. * Incidents regarding help with residents. * Good response and emails. |

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| **COMMENTS / EXAMPLES** |
| * I always feel like I can get hold of you to discuss things if required and that you would contact if you had any concerns- within the time pressures and increasing demands of the time. * Complex dynamics re. Covid19. Excellent input from manager Jo. |

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| **COMMENTS / EXAMPLE** |
| * I’ve never had any concerns. * Met in main office – other staff on computers, would be beneficial for a meeting area away from business of office environment. |

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| **COMMENTS / EXAMPLE** |
| * Yes- I have never had any concerns. * Very good. I do notice that staff are very respectful towards their needs and communicate in a positive manner. |

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| **COMMENTS / EXAMPLE** |
| * Staff are open and honest and the management team are always able to give further information and will always provide time to go through extra information. * Always. If needs be, I’m fully informed on my arrival regarding resident. |

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| **COMMENTS / EXAMPLE** |
| * Always. From my perspective, I see staff respecting resident’s wishes, in a polite, attentive manner. * Yes from what I’ve seen. They always provide choices of where appointments will be and whether they want to go ahead etc. |

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| **COMMENTS / EXAMPLE** |
| * The Pines, delivers support in a professional environment, residents are always happy, content and stimulated, I see this every time I visit. * A lot of my contact has been remote over the past 18 months but from what I have experienced, the Pines is providing good care to the people it supports. |

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| **COMMENTS / EXAMPLE** |
| * Hard to comment as again a lot of my contact has been remote but I have never had any concerns. * Very good – The environment is a very happy one. They adapt to each individual needs, they’ve created a loving environment and caring. You can see this in their behaviour. |

**Any other comments:-**

“It was a difficult time due to Covid. Staff very knowledgeable and made professionals feel welcome and valued. Placing client at centre of all decisions”.