

# Your Care Rating

2015 residents' survey results

Riversway Nursing Home

Springhill Care Group Limited

Home report

# Overall Performance Rating (OPR) – (Overall Score)

This report provides results for Riversway Nursing Home. The report is based on 21 response(s) from residents living in the care home.

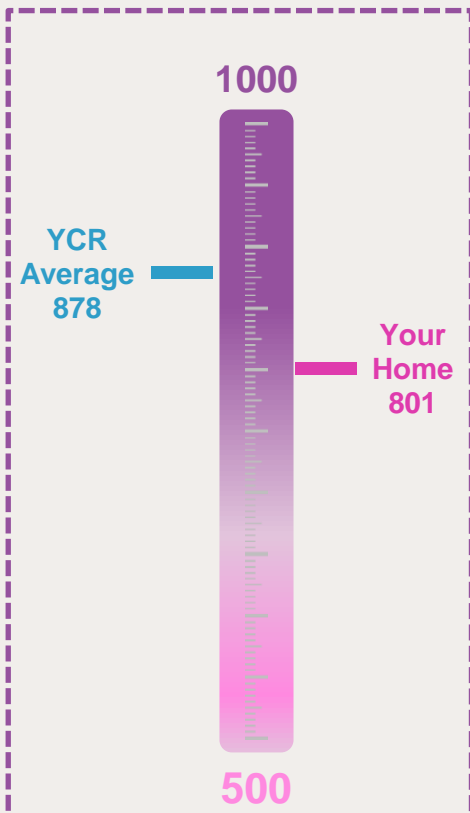


## OPR

The OPR provides a consistent measure of what residents think about their care home, taking into account their views on a range of aspects such as staff, care and facilities. The OPR is a score out of 1000, and is calculated based on the four Theme scores.



## OPR benchmark



## Theme scores

### Staff and care



### Home and comforts



### Choice and having a say

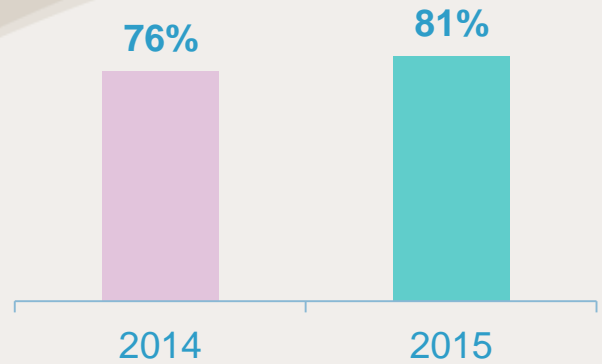


### Quality of life

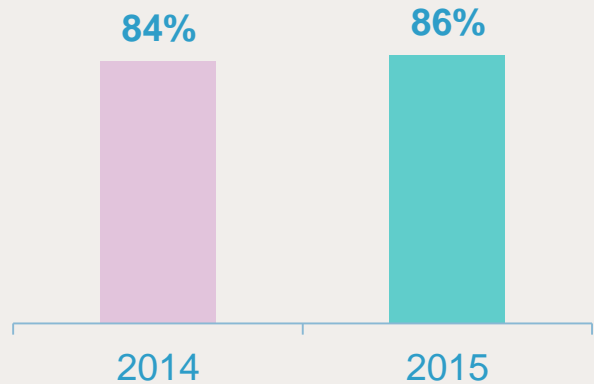


# Overall Satisfaction

To what extent do you agree or disagree with the following?  
Overall, I am happy living here  
(% agree)



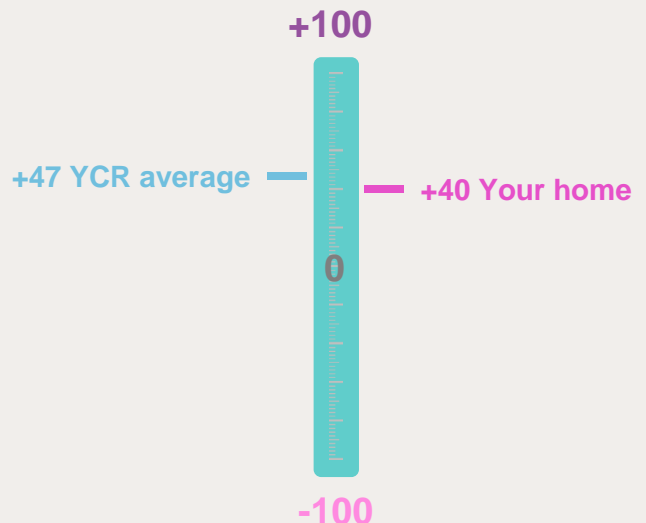
How satisfied or dissatisfied are you with the overall standard of your care home?  
(% satisfied)



## Likelihood to recommend

This is the percentage of respondents likely to recommend their care home as 9 or 10 out of 10, minus the percentage rating their likelihood to recommend their care home as 0 to 6 out of 10.

For example if 50% of residents answer 9 or 10, and 30% answer 0 to 6, the likelihood to recommend score is +20. This is also known as the Net Promoter Score.



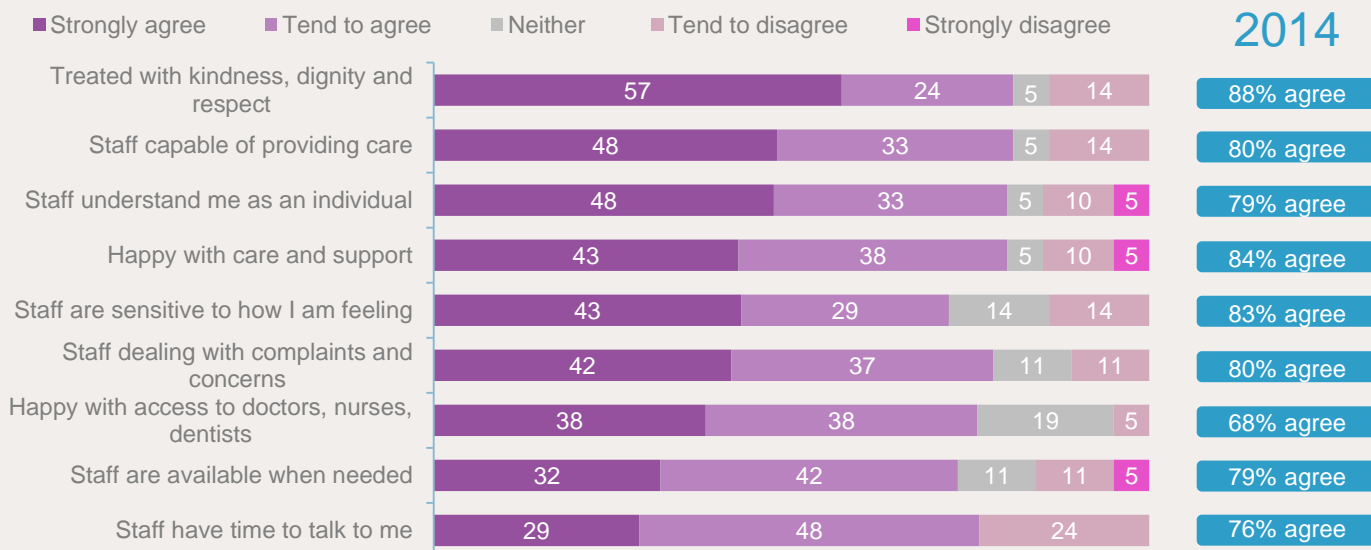
# Staff and care



The staff and care score incorporates residents' feedback on the care which staff give – capability; availability; treating residents with kindness, dignity, respect; being sensitive; having time for residents; providing access to medical professionals and following up on concerns and complaints. The score is out of 1000.



## Theme results in detail (%)



## Benchmark scores (% agree)

	Your 2015 result	YCR average	Your result vs. YCR average
Treated with kindness, dignity and respect	81	98	-17
Staff capable of providing care	81	96	-15
Staff understand me as an individual	81	95	-14
Happy with care and support	81	96	-15
Staff are sensitive to how I am feeling	71	91	-20
Staff dealing with complaints and concerns	79	89	-10
Happy with access to doctors, nurses, dentists	76	92	-16
Staff are available when needed	74	90	-16
Staff have time to talk to me	76	85	-9

# Home and comforts



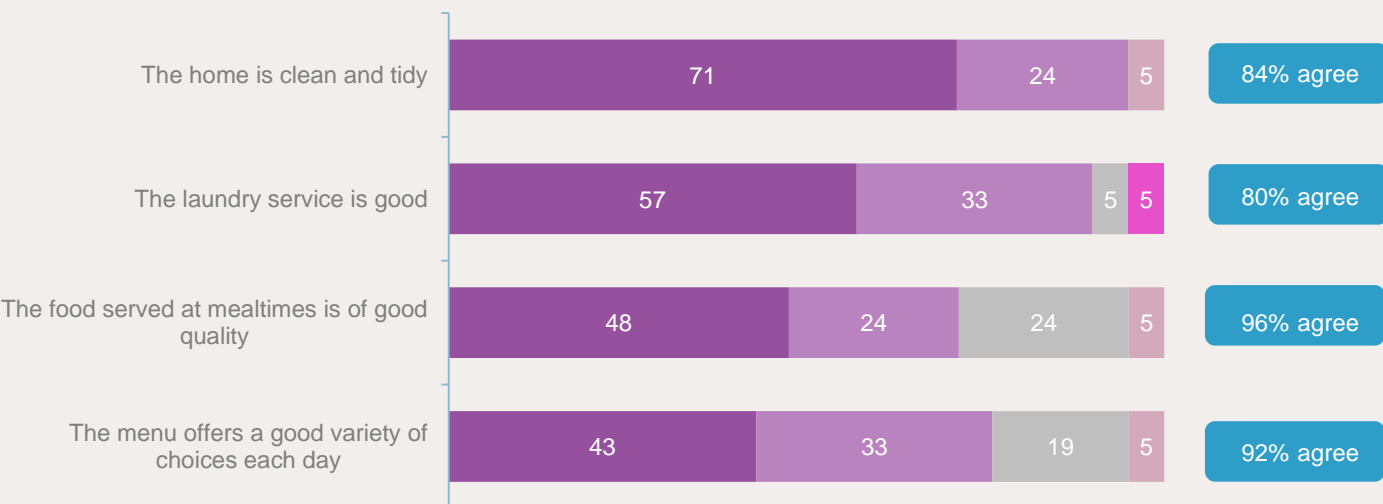
The home comforts score incorporates residents' feedback on the quality and choice of food; quality of the laundry service; cleanliness and tidiness of the home. The score is out of 1000.



## Theme results in detail (%)

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

2014



## Benchmark scores (% agree)

Your 2015 result

YCR average

Your result vs. YCR average

The home is clean and tidy	95	97	-2
The laundry service is good	90	89	+1
The food served at mealtimes is of good quality	71	89	-18
The menu offers a good variety of choices each day	76	87	-11

# Choice and having a say



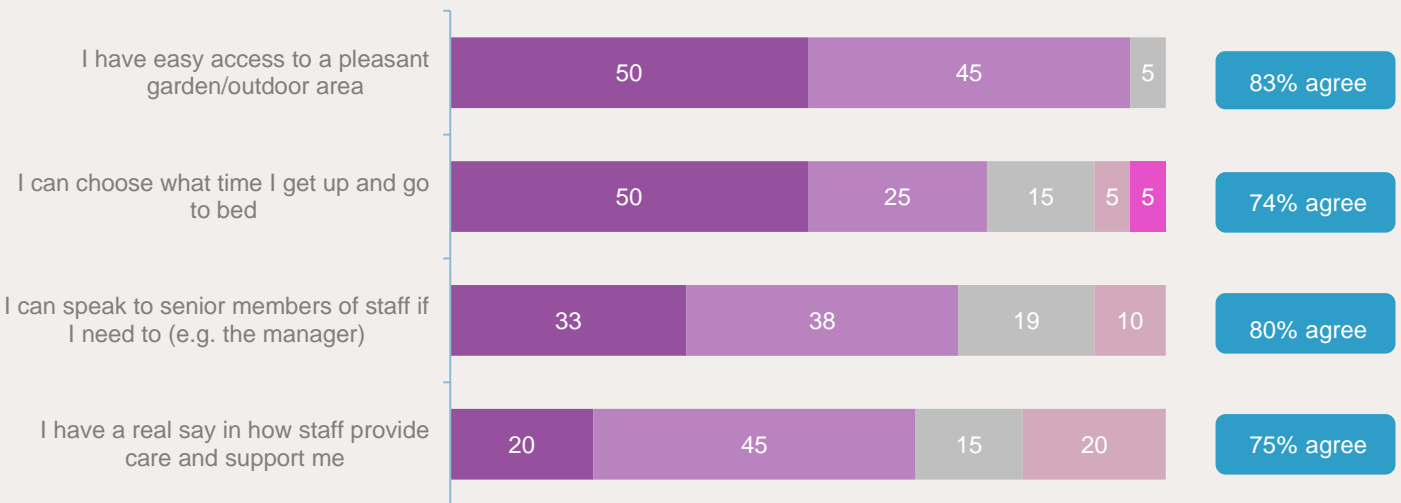
The choice and having a say score incorporates residents' feedback on access to the home manager/senior managers who will listen to you; having a real say in your care; choice about when to go to bed and when to wake up and having easy access to a garden/external space. The score is out of 1000.



## Theme results in detail (%)

Strongly agree   Tend to agree   Neither   Tend to disagree   Strongly disagree

2014



## Benchmark scores (% agree)

	Your 2015 result	YCR average	Your result vs. YCR average
I have easy access to a pleasant garden/outdoor area	95	90	+5
I can choose what time I get up and go to bed	75	91	-16
I can speak to senior members of staff if I need to (e.g. the manager)	71	91	-20
I have a real say in how staff provide care and support me	65	84	-19

# Quality of life



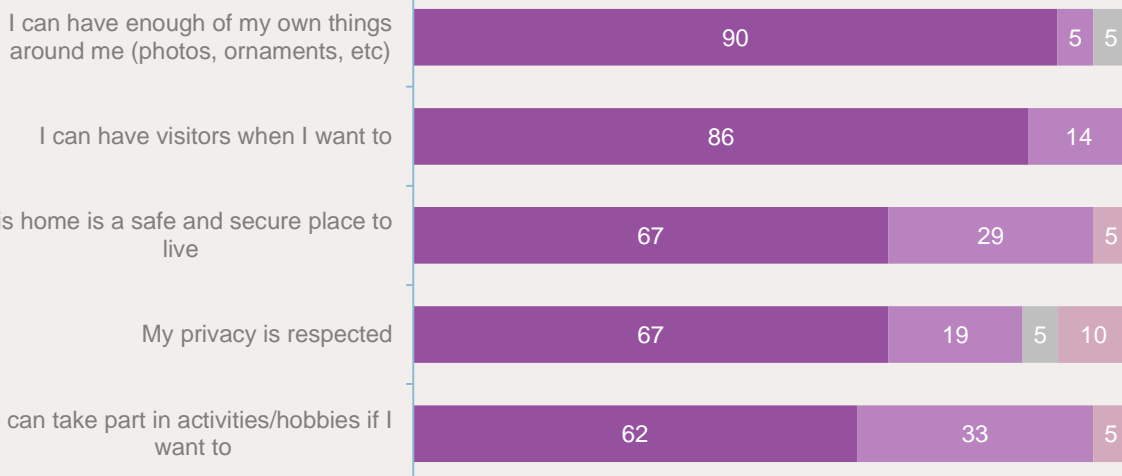
The quality of life score incorporates residents' feedback on having visitors when you want; having the possessions you love around you; taking part in hobbies and activities you enjoy; your privacy being respected and feeling safe and secure. The score is out of 1000.



## Theme results in detail (%)

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

2014



92% agree

100% agree

92% agree

88% agree

88% agree

## Benchmark scores (% agree)

Your 2015 result

YCR average

Your result vs. YCR average

I can have enough of my own things around me (photos, ornaments, etc)

I can have visitors when I want to

This home is a safe and secure place to live

My privacy is respected

I can take part in activities/hobbies if I want to

95	98	-3
100	99	+1
95	97	-2
86	95	-9
95	93	+2

# Results by regulator inspection themes

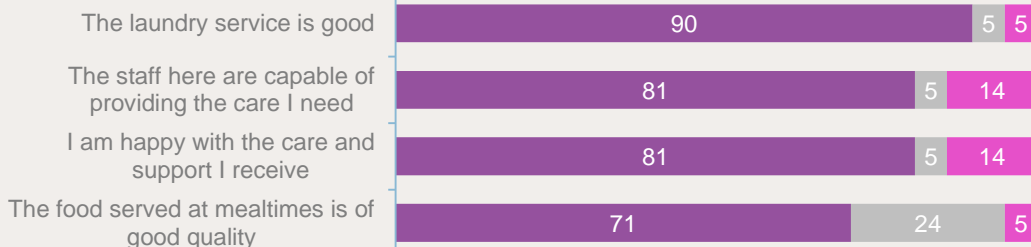
This page presents results for this home from the 2015 survey in alignment with regulator inspection themes (informed by the latest inspection framework introduced by CQC in England). These results reflect the views of residents. They do not reflect results of regulator inspections or reports (nor are they endorsed by any of the national regulators covering England, Wales, Scotland and Northern Ireland).

% Strongly/tend to agree
  % Neither
  % Tend to/strongly disagree

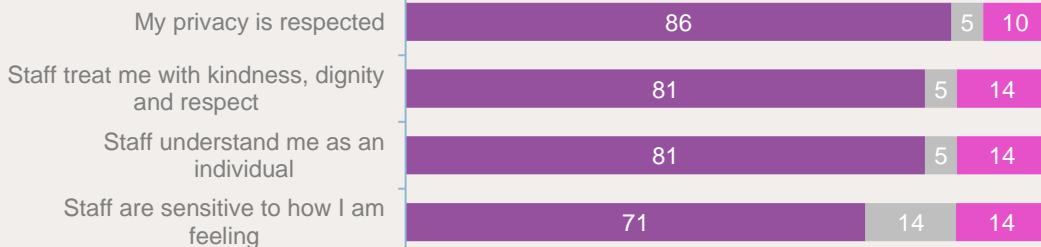
## Safe



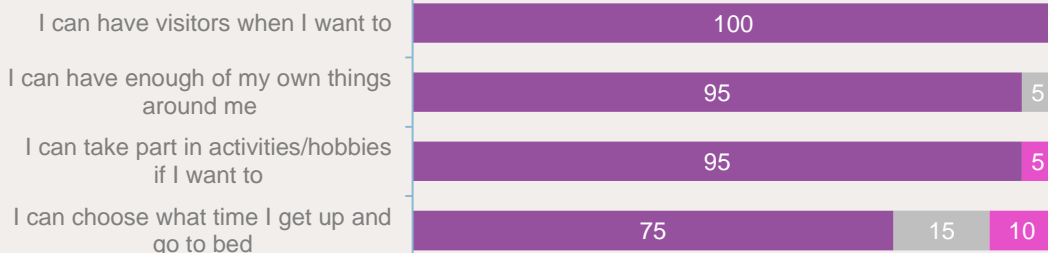
## Effective



## Caring



## Responsive to people's needs







## Well-led









# Benchmark results

	Your 2015 result	YCR average	Your result vs. YCR average
<b>Overall Performance Rating (OPR)</b>	<b>801</b>	<b>878</b>	<b>-77</b>
 Staff and care	763	877	-114
 Home comforts	822	857	-35
 Choice and having a say	750	862	-112
 Quality of life	919	926	-7
<b>Net promoter score: the percentage of those rating likelihood to recommend 9 or 10 minus the percentage rating 0-6</b>	+40	+47	-7
<b>Overall, I am happy living here</b>	81%	92%	-11%
<b>Overall satisfaction</b>	86%	96%	-10%
I have easy access to a pleasant garden/outdoor area	95%	90%	+5%
I can take part in activities/hobbies if I want to	95%	93%	+2%
I can have visitors when I want to	100%	99%	+1%
The laundry service is good	90%	89%	+1%
This home is a safe and secure place to live	95%	97%	-2%
The home is clean and tidy	95%	97%	-2%
I can have enough of my own things around me	95%	98%	-3%
My privacy is respected	86%	95%	-9%
Staff have time to talk to me	76%	85%	-9%
I am happy with the way staff deal with any complaints or concerns	79%	89%	-10%
The menu offers a good variety of choices each day	76%	87%	-11%
Staff understand me as an individual	81%	95%	-14%
I am happy with the care and support I receive	81%	96%	-15%
The staff here are capable of providing the care I need	81%	96%	-15%
I am happy with the access I get to doctors, nurses, dentists	76%	92%	-16%
I can choose what time I get up and go to bed	75%	91%	-16%
Staff are usually available when I need them	74%	90%	-16%
Staff treat me with kindness, dignity and respect	81%	98%	-17%
The food served at mealtimes is of good quality	71%	89%	-18%
I have a real say in how staff provide care and support to me	65%	84%	-19%
Staff are sensitive to how I am feeling	71%	91%	-20%
I can speak to senior members of staff if I need to (e.g. the manager)	71%	91%	-20%

# Trend results

	Your 2015 result (n=21)	Your 2014 result (n=25)	2015 vs. 2014
<b>Overall Performance Rating (OPR)</b>	<b>801</b>	<b>809</b>	<b>-8</b>
 Staff and care	763	769	-6
 Home comforts	822	849	-27
 Choice and having a say	750	752	-2
 Quality of life	919	906	+13
<b>Net promoter score: the percentage of those rating likelihood to recommend 9 or 10 minus the percentage rating 0-6</b>	+40	+28	+12
<b>Overall, I am happy living here</b>	81%	76%	+5%
<b>Overall satisfaction</b>	86%	84%	+2%
I have easy access to a pleasant garden/outdoor area	95%	83%	+12%
The home is clean and tidy	95%	84%	+11%
The laundry service is good	90%	80%	+10%
I am happy with the access I get to doctors, nurses, dentists	76%	68%	+8%
I can take part in activities/hobbies if I want to	95%	88%	+7%
This home is a safe and secure place to live	95%	92%	+3%
I can have enough of my own things around me	95%	92%	+3%
Staff understand me as an individual	81%	79%	+2%
The staff here are capable of providing the care I need	81%	80%	+1%
I can choose what time I get up and go to bed	75%	74%	+1%
I can have visitors when I want to	100%	100%	0%
Staff have time to talk to me	76%	76%	0%
I am happy with the way staff deal with any complaints or concerns	79%	80%	-1%
My privacy is respected	86%	88%	-2%
I am happy with the care and support I receive	81%	84%	-3%
Staff are usually available when I need them	74%	79%	-5%
Staff treat me with kindness, dignity and respect	81%	88%	-7%
I can speak to senior members of staff if I need to (e.g. the manager)	71%	80%	-9%
I have a real say in how staff provide care and support to me	65%	75%	-10%
Staff are sensitive to how I am feeling	71%	83%	-12%
The menu offers a good variety of choices each day	76%	92%	-16%
The food served at mealtimes is of good quality	71%	96%	-25%

# 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, 37 care home providers participated in Your Care Rating in 2015. A total of 20,520 residents took part in the survey across 963 care homes. The survey was conducted between August and October 2015. Trend data is shown for care homes that took part in 2014 (receiving 5 or more responses).

This home report provides a breakdown of results for:

## **Riversway Nursing Home**

Results are based on

### **21 response(s) from residents**

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. Further information about the OPR and Theme scores can be found at [www.yourcarerating.org](http://www.yourcarerating.org).

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.

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 their care home to friends and family as 9 or 10 out of 10, minus the percentage rating their likelihood to recommend their 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.
- Results 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.



By taking part in the Your Care Rating survey, care providers are demonstrating very tangibly their commitment to:

- Hearing the views of residents
- Improving further the quality of their services

To recognise this, Your Care Rating will allow them to use the Quality Mark.

For further information visit [www.yourcaring.org](http://www.yourcaring.org)