

Summary Report Relative Representative Survey - Sample Size 18%

58 Hard copy surveys were distributed

181 survey links distributed to Relative Representative nominated email.

Satisfaction Rating Score

The **sentiment score** is calculated by weighting each response type with a value from (1-5).

Strongly disagree is weighted as (1) and Strongly Agree is weighted as (5).

The overall score is the mean value of all responses. (5) being the highest score for overall Satisfaction)

Survey Question	Results Survey Responses	Satisfaction Rating Score
My relative is generally happy at The Good Shepherd Home	25% Strongly Agreed 72 % Agreed	4.22
What is important to my relative is understood	13 % of Responses were unsure 34 % Strongly Agreed 50% Agreed	4.16
My Relative has something to do most days that they enjoy or gives them satisfaction	22% of Responses were unsure 44% Agreed 22% Strongly Agreed	3.69
My relative/representee is supported when feeling down or upset.	34% of responses were unsure 33% Strongly Agreed 33% Agreed	4
My relative/representee is encouraged to be themselves and appreciated for who they are.	15% of responses were unsure 50% of responses Agreed 35% Strongly Agreed	4.2
My relative/representee is supported to maintain their independence.	10% of responses were unsure 62% or responses Agreed 29% of responses Strongly Agreed	4.19
My relative's/representee's privacy and dignity are respected.	5% or responses were unsure 62% or responses Agreed 33% of responses Strongly Agreed	4.29
The rights and responsibilities about living in the home are easily understood	9% of responses unsure 67% Agree 24% Strongly Agree	4.14
Staff listen to requests, suggestions and ideas.	19% of responses unsure 38% of responses Agree 43% of Responses Strongly Agree	4.24
I am confident that personal information is kept confidential.	10% of responses unsure 62% of responses Agree 29% or responses Strongly Agree	4.19
I know how to communicate a compliment, concern, suggestion and complaint	5% unsure / disagree 52% Agree 52% Agree	4.33
	We have added information in the Bulletin this month about The Good Shepherd Home 's process for providing feedback or "how to make a complaint".	



Survey Question	Results Survey Responses	Satisfaction Rating Score
I feel confident that the home will deal fairly with any concerns I raise about the care or service they provide	57% Agree 43% Strongly Agree	4.43
I am able to participate in the planning of my relative's/representee's care.	10% unsure 60% Agree 25% Strongly Agree	4.05
	<p>Contact details for each Clinical Nurse Manager has been published in this month's Newsletter. Please contact the Clinical Nurse Manager if you would like to make an appointment to review or discuss your Relatives / Representee's care plan.</p> <p>You must be the legal nominated Representative to be able to participate in the planning of care.</p>	
My relative's/representee's pain is well managed.	31% unsure 38% Agree 28% Strongly Agree	3.9
	<p><i>Pain management reviews are completed in consultation with the Resident and the Resident's treating Doctor.</i></p> <p><i>Pain management includes non-pharmacological therapy, massage therapy, hot and cold therapy. Therapy is provided by qualified staff. Including Occupational Therapists Physiotherapists and Registered and Enrolled Nurses.</i></p>	
The nurses and care staff are considerate and encouraging.	3% unsure or neutral 45% Agree 48% Strongly Agree	4.38
The nurses and care staff are available when needed.	13% of responses unsure or neutral 47% Agree 33% Strongly Agree	4.03
Rooms and living areas are clean.	61% Agree 36% Strongly Agree	4.29
	<p><i>A referral to maintenance has been completed for pressure cleaning an outside paved area in Hibiscus house</i></p>	
The home provides a safe and secure environment.	55% Agree 45% Strongly Agree	4.45
The common areas satisfy my relative's/representee's needs.	7% of responses unsure or neutral 59% Agree 34% Strongly Agree	4.28
	<p><i>The Finger food menu has been reviewed and completed in consultation with Residents and a qualified dietitian.</i></p> <p><i>The Vegetarian menu has been reviewed in consultation with Residents and a qualified dietitian.</i></p> <p><i>The Full menu review is in progress and the menu Committee meeting has been meeting fortnightly as part of the full menu review. The full menu will be reviewed by a qualified dietitian. Scheduled for completion March 2021.</i></p>	
I am satisfied with the meal choices that are available	11% Disagree 21% unsure or neutral 43% Agree 21% Strongly Agree	3.68
	<p><i>The Finger food menu has been reviewed and completed in consultation with Residents and a qualified dietitian.</i></p> <p><i>The Vegetarian menu has been reviewed in consultation with Residents and a qualified dietitian.</i></p> <p><i>The Full menu review is in progress and the menu Committee meeting has been meeting fortnightly as part of the full menu review. The full menu will be reviewed by a qualified dietitian. Scheduled for completion March 2021.</i></p>	



Survey Question	Results Survey Responses	Satisfaction Rating Score	
There is sufficient access to food and drinks between meals.	25% of responses unsure or neutral	3.95	
	55% Agree		
	20% Strongly Agree		
	<i>Mid meal snacks include but are not limited to:</i>		
	<i>Homemade cakes, biscuits, slices</i>		
	<i>Milkshakes / Protein shakes</i>		
	<i>Ice cream</i>		
	<i>Ice blocks</i>		
	<i>Sandwiches (fresh cut)</i>		
	<i>Toasted sandwiches</i>		
	<i>Fruit platters</i>		
<i>Yoghurt</i>			
<i>Custard</i>			
<i>Crackers and savory cheese</i>			
The caterers are helpful.	30% of responses unsure or neutral	3.9	
	50% Agree		
	20% Strongly Agree		
The Good Shepherd Home employs a qualified Chef (Catering Manager) and menu coordinator. The menu coordinator meets with Residents to assist in planning menu options.			
The menu coordinator and Catering Manager form part of the Menu Committee.			
Needs and preferences in relation to interests, customs, beliefs, cultural and ethnic background are valued and supported.	15% of responses unsure or neutral	4.05	
	65% Agree		
	20% Strongly Agree		
	<i>The Good Shepherd Home employs a Reverend who supports and facilitates worship services for all Denominations.</i>		
	<i>Visiting Denominations also attend and support Residents at The Good Shepherd Home.</i>		
<i>The Good Shepherd Home employs a Manager of Activities and Day Therapy Centre overseeing the coordination of the Leisure and Lifestyle Team.</i>			
I have enough information about what is happening in the Home	10% unsure or Neutral	4.2	
	60% Agree		
	30% Disagree		
Every two months The Good Shepherd Home publishes the Resident / Relative Newsletter.			
If you would like a copy please contact administration with the best forwarding address details / email.			
The home is restful, peaceful and quiet.	13% of responses unsure or neutral	4.03	
	47% Agree		
	33% Disagree		
<i>In consultation with one Resident and Family the Resident was provided an option to move to another room.</i>			
There is enough privacy available in personal rooms and living areas	69% Agree	4.21	
	28% Strongly Agree		

Your Feedback as part of the Relative Representative Survey

1. ALL information is received in a timely manner.
2. Mum's medical care by the doctor do not get any feedback when medication is changed.
3. Suggestion to employ a social worker or Councillor.



4. There is no way to avoid things going missing in a dementia area, but in an enclosed area of only 10 residents, there should be a way to find missing items
5. Understanding that there are different requirement levels and needs for the residents. Some residents need special assistance and others need special support. Maybe they would be better suited in a specialised environment.
6. Suggestions for more activities (for example men's shed, fishing trips)
7. Many thanks to the staff for playing her music when I am not there. Actually, the Staff are my Family from laundry workers, cleaners, tea ladies and carers and I love them all.
8. I believe having permanent staff rostered to areas is crucial for residents and family's happiness and satisfaction. Permanent, reliable staff are the key to developing therapeutic relationships.
9. I have nothing but praise for The Good Shepherd Home and the staff and care that my Mother has received while a Resident. It is so pleasing to see the same staff day in and out and feel confident that my mum is in the safest of care.
10. My niece always seems happy when I visit which isn't that often, but she never complains.

Information that may be of assistance in response to the feedback provided as part of the Relative / Representative Survey

Labelling of personal items

The Good Shepherd Home provides a labelling services for clothing (personal items). Please contact administration for additional information on this service. 47729 900

Counselling and Support Services

If you would like to access counselling services please contact the Clinical Nurse Manager for assistance. The Australian Government has provided funding for "The Connect to Well Being Services". This will be an ongoing support and counselling service available for Residents residing in Residential Aged Care Facilities. The service is bulk billed through Medicare. In consultation with Family and Residents the Clinical Nurse Manager can assist you to access these services.

The Chaplain is available should you like to meet with the Chaplain. Please contact **4772 9939 or 4772 9900**

Specialized Services

Residents have accessed to specialized services including but are not limited to Older Persons Mental Health, Geriatrician and Dementia Support Australia. Support also includes education and professional development for Registered Staff and Care Staff. The Staff roster is planned to ensure staff with the appropriate skills and knowledge are available to support specialized care needs.

Participation in the planning of Relatives / Representee's Care Plan

If you are the nominated legal Representative and the Resident / Representee has consented to sharing their information with others involved in their care you may request a copy of your Relative / Representee's care plan and you are also cordially invited to contact the Clinical Nurse Manager to make an appointment to discuss your Relative / Representee's care plan or participate in planning care. Clinical Nurse Managers: please contact **4772 9900**

Medical Appointments

The Resident's legal Representative may make an appointment with their Representee's treating Doctor to discuss information about medication or other medical treatment. We encourage to contact the treating Doctor to make this appointment that best suits for you.

Menu Review Committee

You are cordially invited to attend and participate in the Menu Review committee meetings. If you are interested in attending meetings, please contact 47729900 and ask to speak to the Manager of Activities and Day Therapy Centre.

Medication Advisory Committee and Council meetings

Resident's and or Resident Representatives are invited to attend and or participate in the Medication Advisory Committee meetings or Council meetings.

If you are interested in attending a meeting or becoming a representative at one of these forums, please contact administration for further information. Enquiries may be directed to Deborah Carson Quality Manager 4772 9 900.

Leisure and Lifestyle

If you would like to discuss leisure and lifestyle planning needs with and or on behalf of your Representee please contact the Manager of Activities and Day Therapy Centre. Contact details 47 729900.

Nurse Call response times

As part of continuous improvement, The Good Shepherd Home has upgraded the Nurse Call reporting and monitoring program. Nurse call response times are accessible to all senior management across all areas of the facility.

The nurse call report is included in the monthly Director of Care Report. Nurse call response times are accessible to all senior management and reported to the Chief Executive Officer and Director of Care.

The Clinical Nurse Managers monitor Nurse Call Response times ensuring care and services are timely and responsive. The nurse call report system also provides details for monitoring alarms or potential faults.

Summary Report Resident Survey

Survey Question	Results	Rating
What is most important to me is to be understood and respected	63% Strongly Agree	4.58
	33% Agree	
Most days I have something to do in my day that I enjoy or get satisfaction from	38% Strongly Agree	4.15
	50% Agree	
	Individual Resident feedback regarding suggestions for leisure and lifestyle have been referred to the Leisure and lifestyle team.	
My privacy and dignity are respected	54% Strongly Agree	4.54
	46% Agree	
I feel supported when I am feeling down or upset	35% Strongly Agree	4
	46% Agree	
	Individual Resident feedback has been referred to the Clinical Nurse Manager for following up in consultation with Residents.	
I am able to participate in planning my care	40% Strongly Agree	4.4
	60% Agree	
Any pain I have is well managed	28% Strongly Agree	4.12
	64% Agree	
I am supported to maintain my independence	30% Strongly Agree	4.22
	63% Agree	
	7% unsure	
I understand my rights and responsibilities about living in the home	19% Strongly Agree	4.08
	69% Agree	
	12% unsure	
The nurses and care staff are considerate and encouraging	100% Strongly Agree	
Staff listen to my requests, suggestions or ideas	25% Strongly Agree	4
	58% Agree	
	8% unsure	
The cleaners are helpful	42% Strongly Agree	4.42
	58% Agree	



Survey Question	Results	Rating
The laundry staff are helpful	36% Strongly Agree 48% Agree	4.16
The maintenance staff are helpful	46% Strongly Agree 50% Agree	4.42
The office and administration staff are helpful	35% Strongly Agree 50% Agree	4.19
The home is restful, peaceful and quiet	67% Strongly Agree 33% Agree	4.67
I have enough privacy in my room and living area	52% Strongly Agree 44% Agree	4.44
The common areas in the home are clean	56% Strongly Agree 41% Agree	4.48
I have easy access to food and drinks between meals	52% Strongly Agree 44% Agree	4.44
I receive enough information about what is happening in the home	25% Strongly Agree 75% Agree	4.25
I am comfortable that my personal information is kept confidential	38% Strongly Agree 62% Agree	4.38
I am comfortable with and know how to communicate a compliment, a concern, a suggestion and a complaint	33% Strongly Agree 56% Agree	4.26
I feel confident that the home will deal fairly with any concerns I may raise about my care or the services	33% Strongly Agree 59% Agree 7% unsure	4.26
I am satisfied with the choices of activities available to me	15% Strongly Agree 67% Agree 19% Disagree	3.78
I am satisfied with the opportunities to participate in activities inside the home	19% Strongly Agree 78% Agree	4.11
I feel safe and secure in the home	62% Strongly Agree 38% Agree	4.62
My family and visitors are treated with respect	67% Strongly Agree 3% Agree	4.67
My family and visitors are able to visit when they wish	52% Strongly Agree 41% Agree 4% unsure 6% Disagree	4.41

Resident Survey continued: Additional Comments

Resident Feedback	Items followed up in response to Resident feedback as part of the Resident survey
Refresher on people / Charter of Rights	A copy of the Charter of Resident Rights booklet was provided to the Resident at the time of the survey being completed.
Purchasing Sustain, would like as an option on the menu	Referred to Clinical Nurse Manager and Catering Manager for following up with individual Resident (menu options and preferences)
Would like access to heat packs at any time.	Referred to Clinical Nurse Manager for following up pain management plan with individual Resident
"I would like sometime to occasionally take my cat Alfie for a walk"	Referred to LLO team member for following up with individual Resident
Perhaps the personal visits I would like once a week someone to come and talk to me, like a councillor	Referred to Clinical Nurse Manger for further consultation with Resident regarding accessing "Connect to Well Being Services "
More activities. " More choice in activities" Review activities due to COVID	Bus outings and leisure outings have recommenced with the easing of COVID – 19 restrictions
Gerny outdoor area near dining room, would pick the place up.	Referred to maintenance on behalf of Resident
Would like a towel rail near sink	Referred to maintenance department on behalf of Resident

Resident Feedback continued as part of the Resident Survey

- "Compliments to everyone"
- No other comments. "I am happy".
- "Thank you everyone, so good and caring. I would like to thank the younger ones."
- "I like the fact that I can have my space and independence and be supported to do so. I don't like religion; I don't mind others that do".
- "It is very good here".
- "I am quite happy here".
- "Less bosses, more workers".
- "I like it here".
- "Got everything here, staff are prompt and friendly".
- "Bright Idea, would like a morning tea and regular refresher on the Homes processes. "Moving in was a whirl wind, and several things that were explained to me (would like refresher). Charter of Rights, complaints process, key workers CEO, DOC.".
- "I like to watch TV".
- "I like to play bingo."
- I would love a trip to "Maggie Island".
- "At the moment there is plenty to do".
- "I would like to go fishing".
- "No complaints, I think they do their best. (Meal services are sometimes late)".
- "Food is quite good, good variety, too much food".
- "Daughter meets with Administration on my behalf for any issues".
- "If I want anything done, they will do it for me especially Carl."