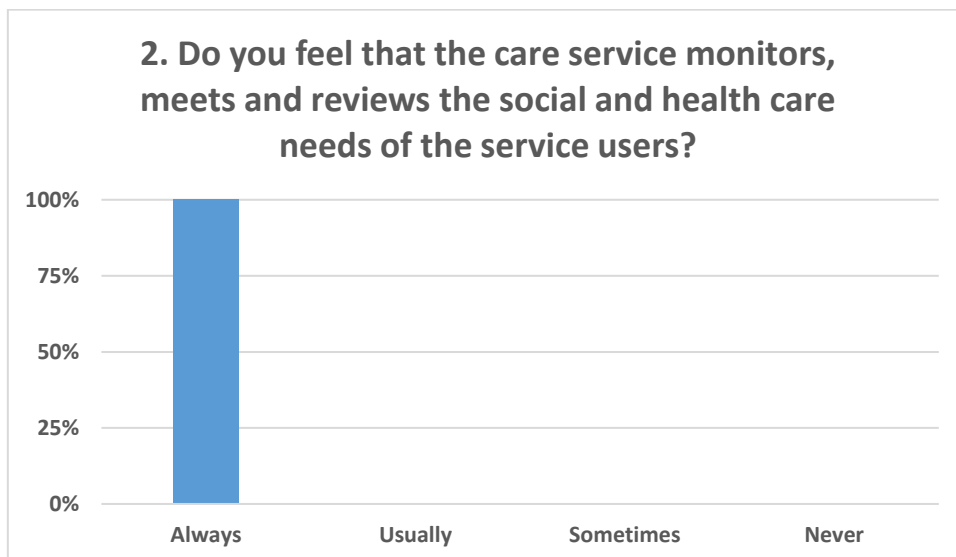
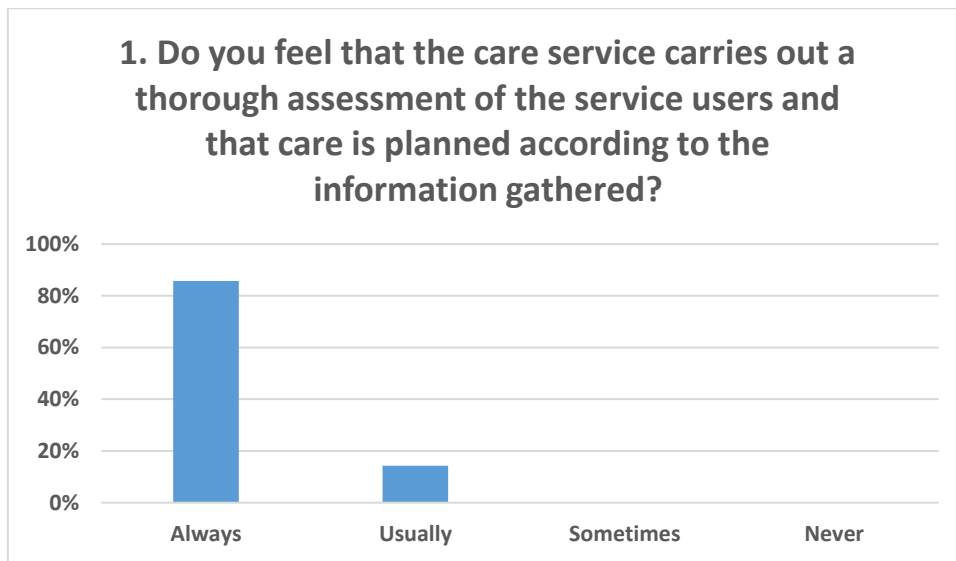




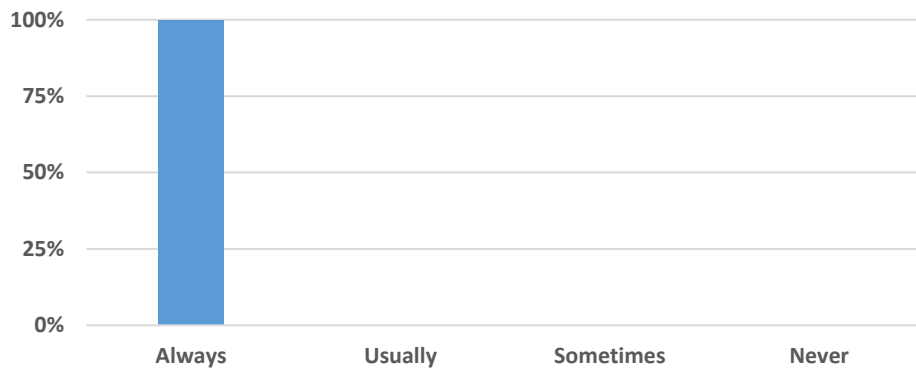
## THELWALL GRANGE CARE HOME

### External Healthcare Professional Surveys to October 2019

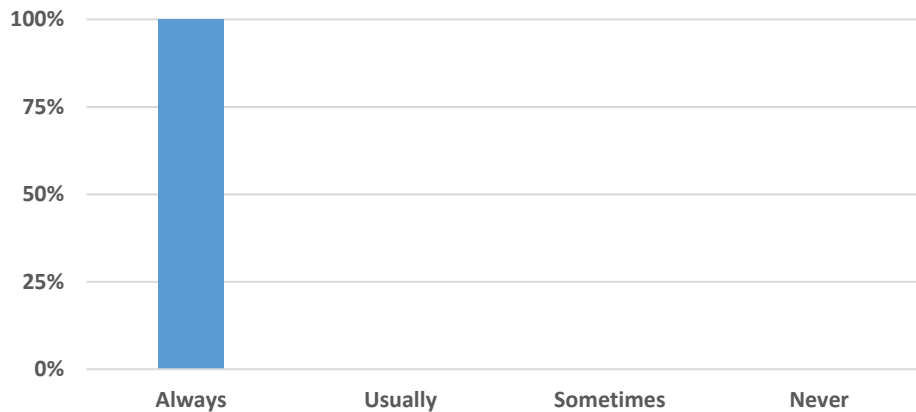
Seven External Healthcare Surveys was returned



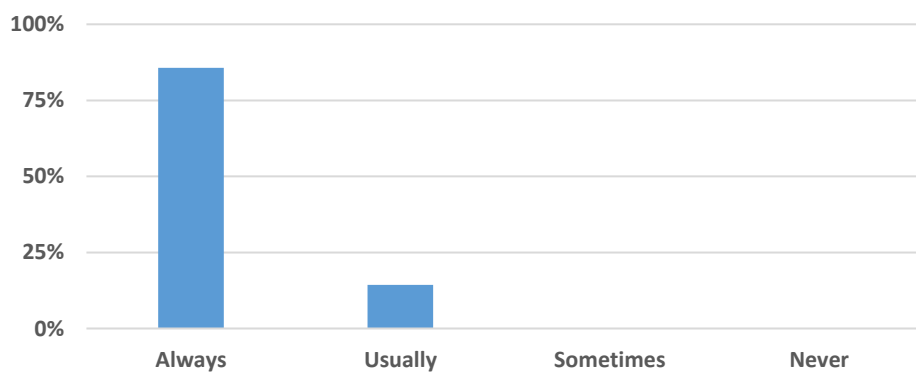
**3. Do you feel that the care service seeks and acts on advice to meet service users' social and care needs and to promote well-being?**



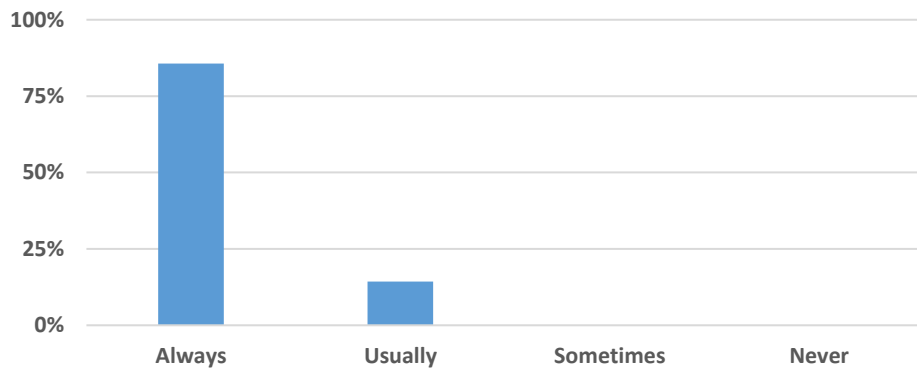
**4. Do you feel that the care service respects the service users' right to privacy and dignity?**



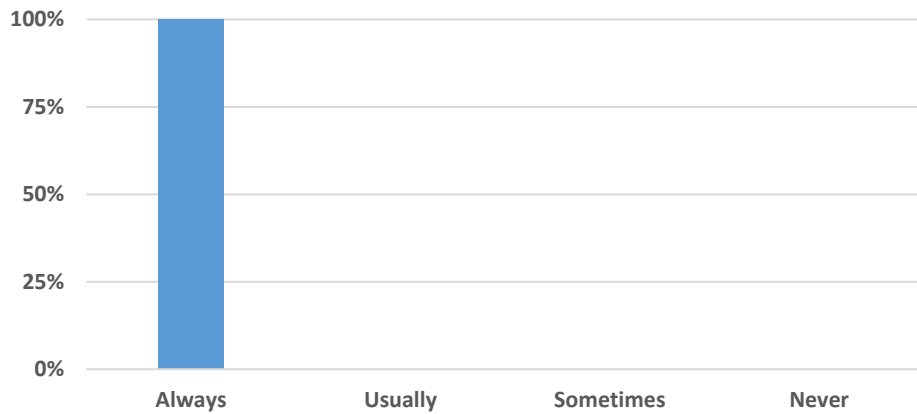
**5. Do you feel that the care service offers service users the opportunity to live the life they choose, as far as possible?**



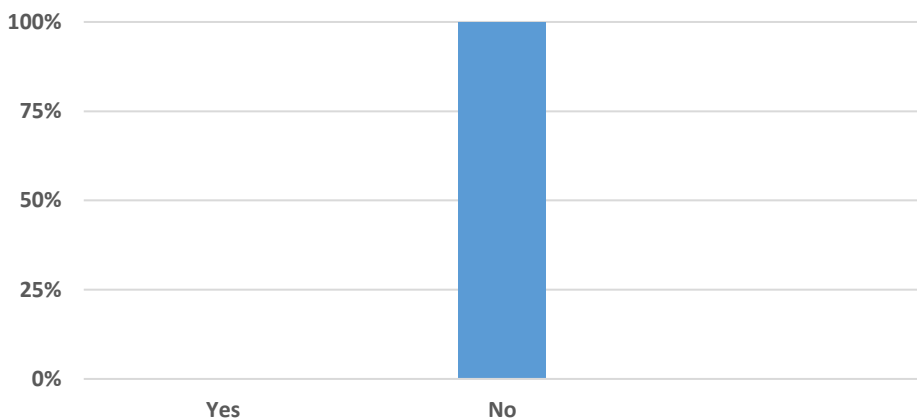
**6. Do you feel that the manager and the staff of the care service have the necessary skills and attitude to meet the needs of the service users?**



**7. Are you made to feel welcome when you visit the care service?**



**8. Do you have any concerns that you would like to raise with me personally?**



## **9 What does the service do well?**

- \* In response to question 6, due to the changing nature of care home life, staffs' skill and attitude will need to evolve in accordance, which, at this time, given they are unqualified is difficult to anticipate. The current staff are eager to do this and take on board advice/practical skills to enable them to meet/assess and ensure patient care/safety.
- \* Meets individual's needs as much as possible. Always plenty of staff around. Care files updated regularly.
- \* Staff very approachable. They know the clients very well. Staff very helpful, which is beneficial for supporting my role.
- \* Makes everyone feel welcome. Person centred care.
- \* Main contact has been Tash. Very kind and considerate. Cared by all. Hard working and enthusiastic.
- \* Provides person centred care to all the residents. Provides a safe environment for all the residents. They know their scope of practice and when a referral to external services like me are appropriate.
- \* Enables service users to settle at their own pace, when initially placed. Residents' need for respect and dignity and to have privacy, when requested.

## **10 What could the service do better?**

- \* Separate behavioural chats rather than document in daily notes.
- \* Improved routines. i.e. breakfast/tea. But they are very aware there are busy times in any care settings.
- \* Do observations - Pulse, BP, O2 stats and temperature.
- \* I visit Thelwall Grange on a weekly basis - not noticed any concerns.

## **11 Would you like to add anything to your comments?**

- \* Always a pleasure to visit. Senior staff have a fantastic client-based knowledge, which is refreshing.
- \* Residents' meetings have now been arranged and I think this is a great way for families/carers/clients to share feedback/ideas, participate and be involved.
- \* Very welcoming home, friendly staff, who are always happy to help.
- \* Would recommend Tash anytime as very thorough and caring.
- \* Senior staff very welcoming. When I require information on their residents to complete an assessment, staff are always happy to help, and they know their residents well.