

Service User Survey

Completed December 2015
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Overview

This survey is designed to highlight what service users think about the care they receive, by asking about their experiences, whilst at Montague Court.

By examining the feedback we have the opportunity to gain direct insight into what is working well and what's not working so well. This information can be used to inform future changes and improvements.

By repeating the survey on an annual basis we measure the changes and the impact of any new processes, initiatives and general improvements. On this occasion, of the 12 current inpatients at Montague Court, there were 9 respondents.

Headlines

- On arrival, service users felt they were adequately informed of the daily routines, but were not always fully informed about the reason for their admission.
- 8 out of 9 service users stated they were offered more than 1 food option at meal times and 7 out of 9 rated the quality of the food as 'good' to 'excellent' however 2 service users felt the quality of their care was not good.
- Service users reporting that they were getting support and assistance, within a reasonable time frame.
- Most service users were provided with a copy of their care plan.
- Service users consider the nursing team as friendly and approachable and are satisfied that they are treated with care and respect.
- Service users were satisfied that wards are clean and tidy.
- Service users generally considered the nursing team to be friendly and approachable and were satisfied that they are treated with care and respect.
- Responses to questions around food quality were varied.

Recommendations

1. Improve the welcome onto the ward - improve systems for advising service users about the nature of their stay.

2. Food options and food quality – this is in the process of a review, following which the quality will be frequently monitored.
3. Ward cleanliness – increased domestic staffing levels to continue, with a cleaning programme to ensure that levels of cleanliness are maintained.
4. Activity programmes have been increased as well as new dedicated staffing to the OT team. These continue to monitor and improve range and access to on and off-ward activities overseen by the Clinical Lead OT.
5. Continue with staff training, regular staff supervision and group reflective practice, in order to continue to raise standards in patient care.
6. Review the wording of some survey questions:
 - Q2.1 Change question from:
 - 'Are you provided with a copy of your care plan?'
 - to
 - 'Are you offered a copy of your care plan'.
 - Q2.5 Change question from:
 - 'I get help washing and dressing when I need it'
 - to
 - 'I get help washing and dressing when I request it'.
7. Further service user survey for mental health services to be undertaken in December 2016.