



















Report of:	Service User Survey Summary 2018 - Dartmouth House
Period:	2017-2018 (completed June 2018)
Purpose:	An annual service user survey encourages service users to provide feedback and allows the organisation to consider areas for service improvement

Summary of this year compared to previous survey results

- Excellent response rate at 86%
- Overall the survey is more positive. The service has grown from 6 service users to 14.
- Out of 26 questions asked, 10 improved, 13 stayed the same and only 3 received a worse response.
- (An identical survey was provided to enable comparison)
- Maintained some key areas previously rated as good, cleanliness, food choice, activities etc.
- 77% of service users rated their care at Dartmouth as good or excellent, compared to 67% last year
- 90% of service users felt that are treated with care and respect, compared to 83% last year
- Out of those service users that answered, 90% were satisfied that their rights under their mental health act detention and right of appeal were explained

Survey Data

Section 1 – Admission to Dartmouth House		% said yes	Improvement on last year
1.1	When you first arrived at Dartmouth House, did someone explain why you were here?	56%	↑
1.2	When you arrived on the unit, or soon afterwards, did a member of staff inform you of the daily routine on the unit? For example – times of meals, visiting times?	67%	↑
1.3	Are you provided with more than 1 food option for your meals?	100%	▬
1.4	How would you rate the quality of the food provided?	67%	↑
1.5	Are you offered activities every day?	100%	▬
1.6	Is the unit kept clean and tidy?	100%	▬
1.7	When you ask for assistance, do you receive support within a reasonable amount of time?	83%	▬

1.8	Do you know who is in charge of the unit on each shift?	91%	
1.9	How likely are you to recommend our unit to your friends and family if they required similar care and treatment?	77%	
1.10	How would you rate the quality of care you have received whilst you have been on the unit?	77%	
Section 2 – Care & treatment			
2.1	Are you offered copies of your careplans?	72%	
2.2	Do you feel you are given enough time to discuss your care and treatment with the medical team?	82%	
2.3	Are you able to get adequate pain relief when you need it?	82%	
2.4	Are you offered privacy when your condition and treatment is discussed?	100%	
2.5	Do you get help with washing and dressing when you need it?	100%	
Section 3 – Staff			
3.1	Do you feel the nursing team are friendly and approachable?	82%	
3.2	When you first met the staff, did they introduce themselves?	55%	
3.3	Do the clinical team talk to you in a way that helps you understand your care and treatment?	90%	
3.4	Do staff explain your mental health section and right of appeal to you?	90%	
3.5	Do staff listen to you when you have any questions or concerns?	100%	
3.6	As a group of care staff, how would you rate all the staff you come into contact with?	75%	
Section 4 – Overall experience of your stay at Dartmouth House			
4.1	Do you feel that you are treated with respect?	80%	
4.2	Do you feel that you are treated with care?	90%	
4.3	Do you trust the people looking after you?	90%	
4.4	Do you understand why you are being cared for in this unit?	86%	

4.5	Are your religious and spiritual needs met?	50%	