

Your Care Rating

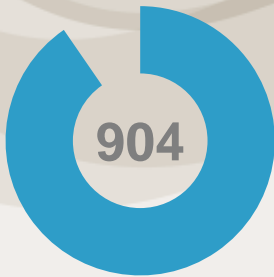
2013 survey results

Goldhill Care

Dashboards report

OPR and theme score dashboard

Overall performance rating



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



Staff and care

906



Home comforts

918



Choice and having a say

842

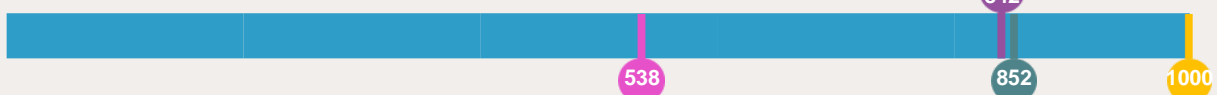
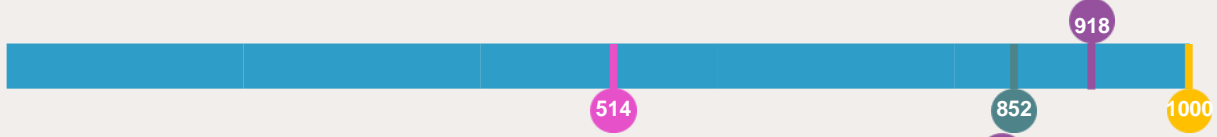
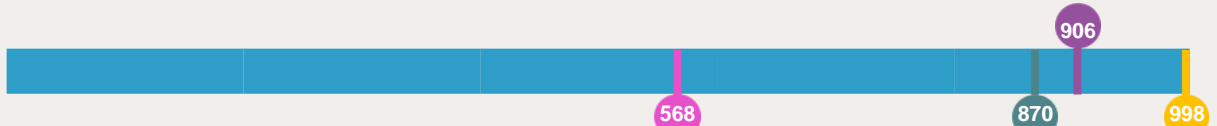


Quality of life

942



Theme Scores



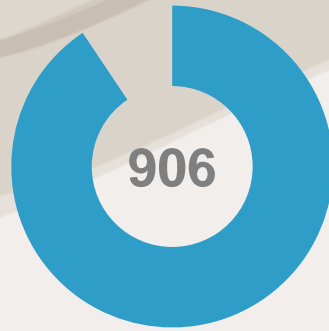
Ipsos MORI



your care rating
what customers say

Staff and care dashboard

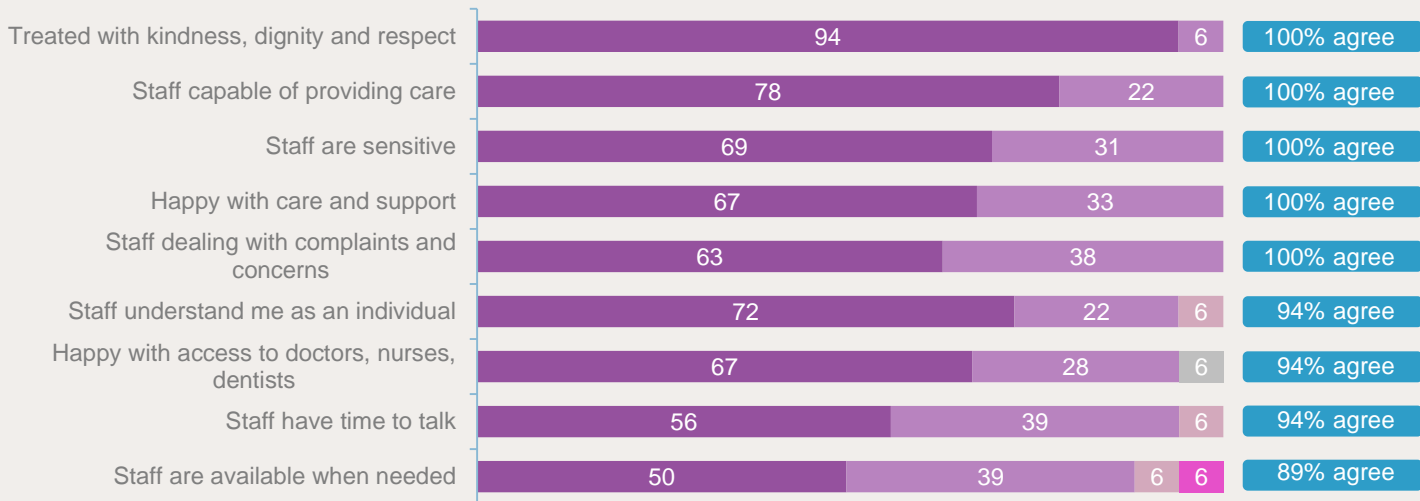
Staff and care score



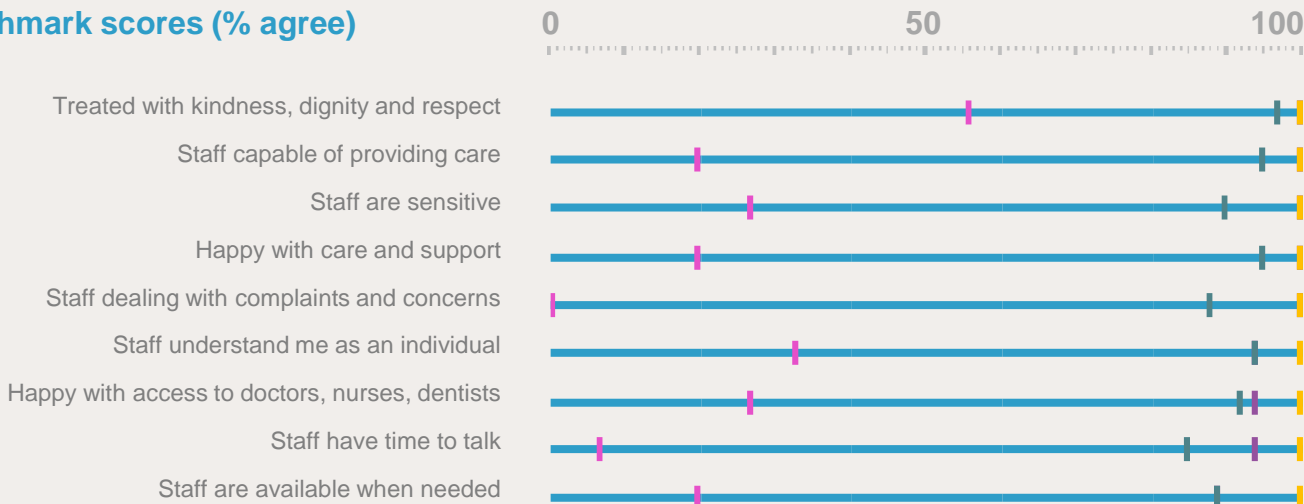
The staff and care score incorporates residents' feedback on the care which staff give – capability; availability; treating you individually with kindness, dignity, respect; being sensitive; having time for you; providing access to medical professionals and following up on your concerns and complaints.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

Aspect results

Strongly agree Tend to agree Neither Tend to disagree Strongly disagree

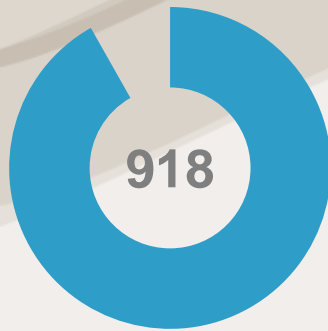


Benchmark scores (% agree)



Home comforts dashboard

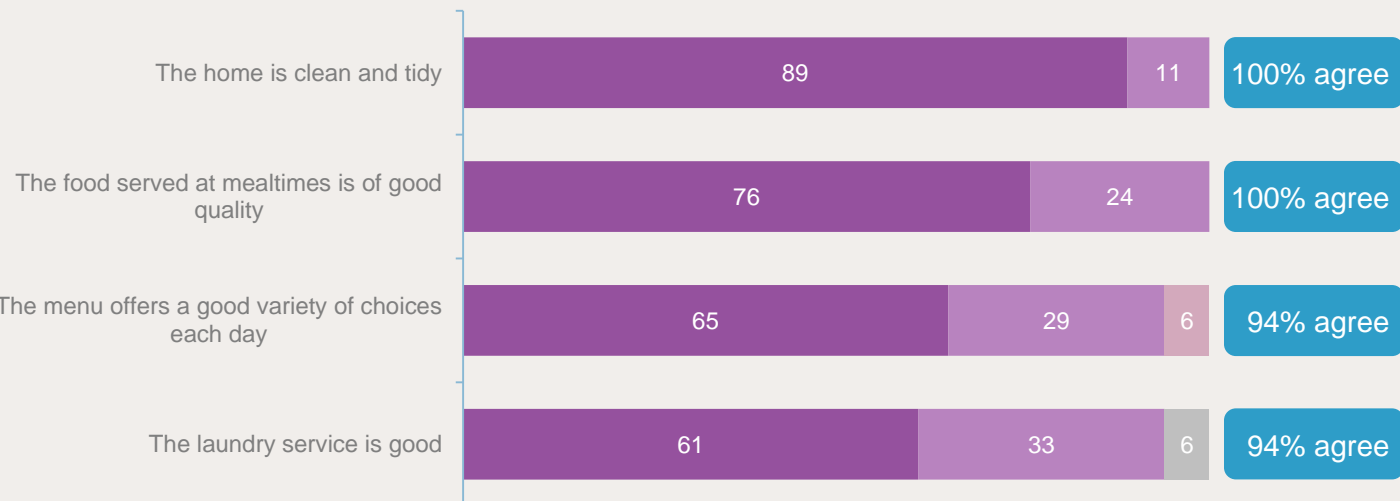
Home comforts score



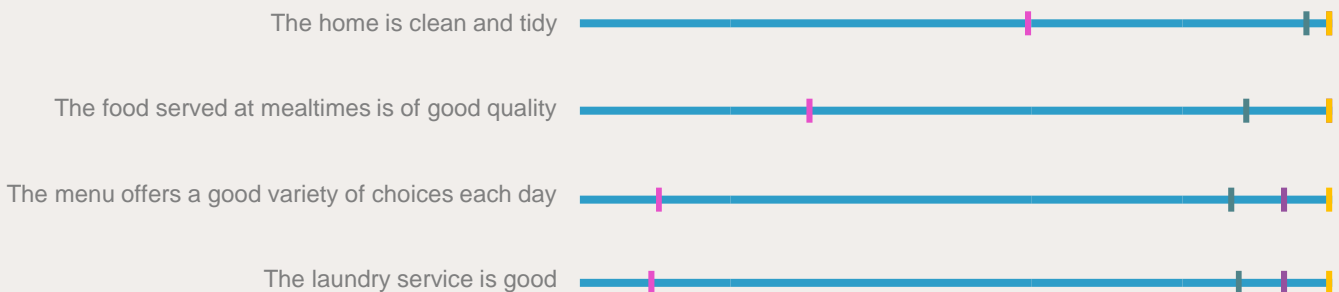
The home comforts score incorporates residents' feedback on the quality and choice of food, quality of the laundry service, cleanliness and tidiness of the home. The score is out of 1000.

Aspect results

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

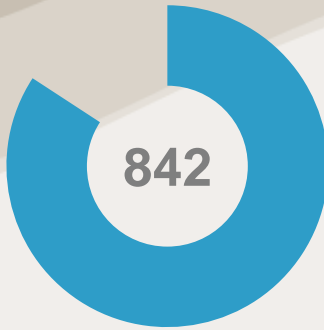


Benchmark scores (% agree)



Choice and having a say dashboard

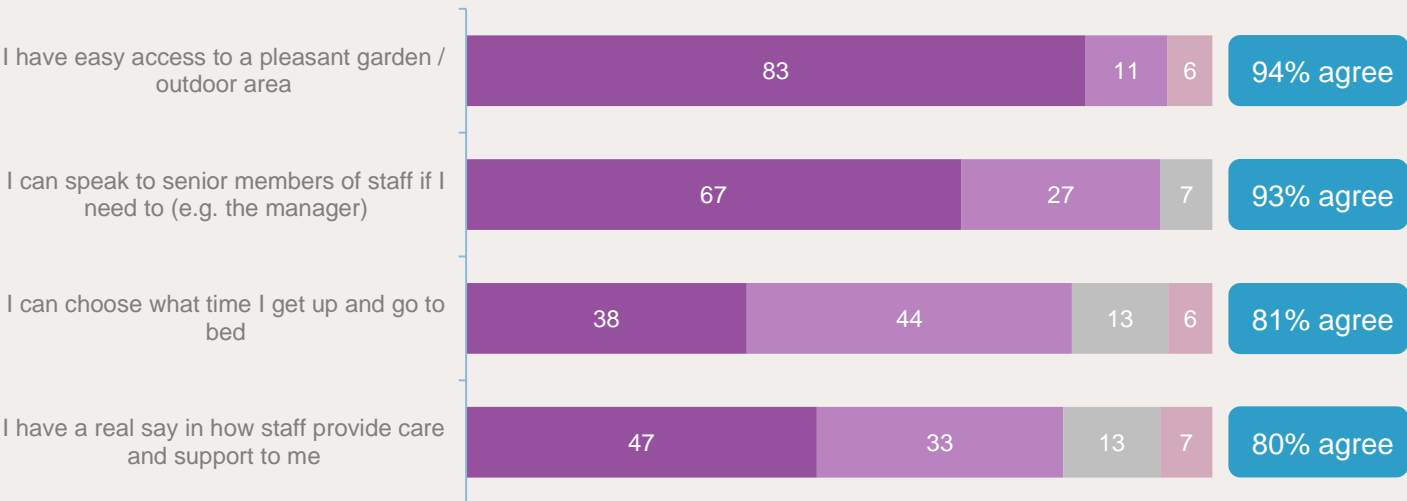
Choice and having a say score



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 garden/external space. The score is out of 1000.

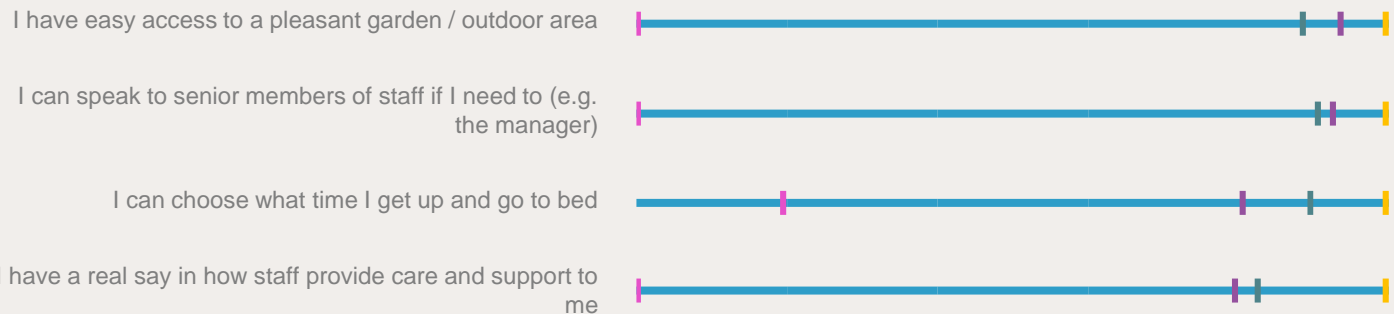
Aspect results

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



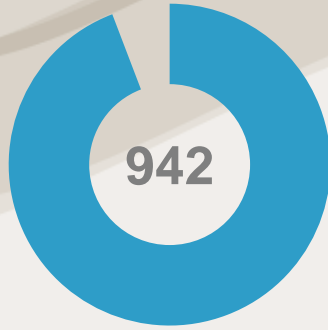
Benchmark scores (% agree)

0 50 100



Quality of life dashboard

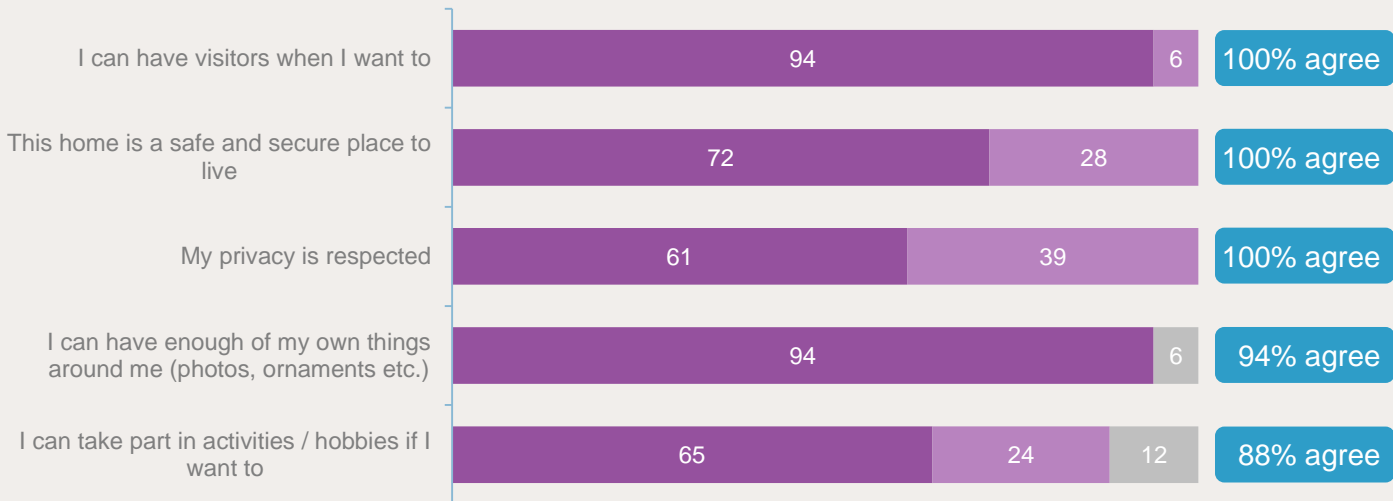
Quality of life score



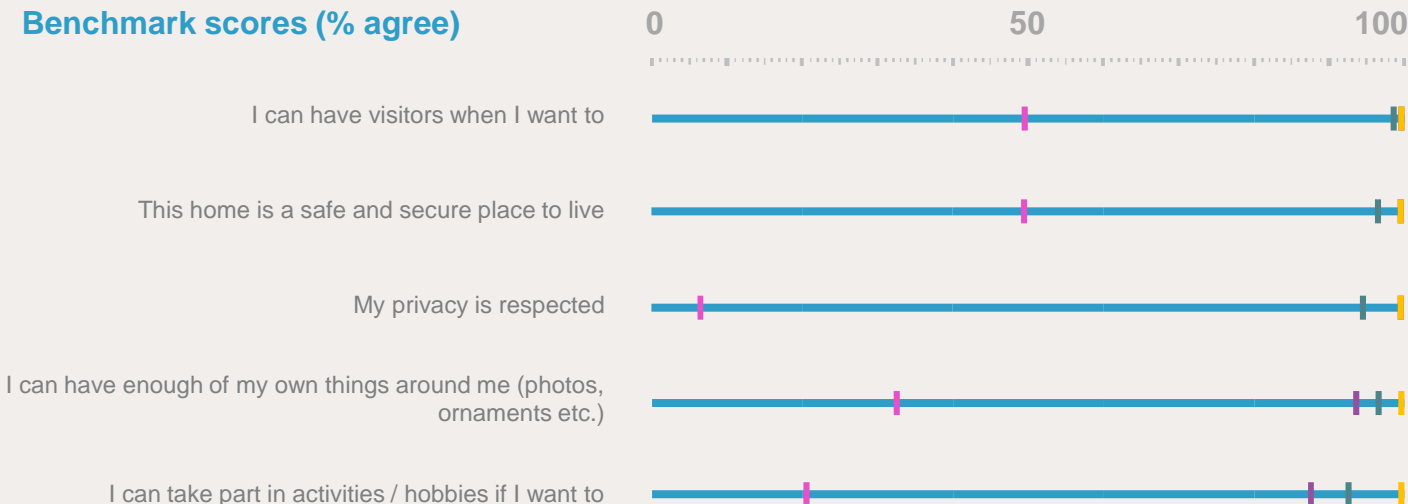
The quality of life score incorporates residents' feedback on having visitors when you want, having the possessions you love around you, taking part in hobbies and activities you enjoy, your privacy being respected and feeling safe and secure. The score is out of 1000.

Aspect results

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

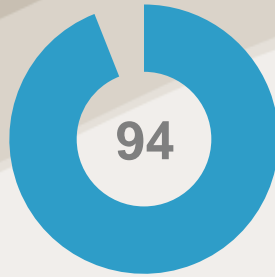


Benchmark scores (% agree)



Other questions dashboard

% agree happy living here



0 50 100



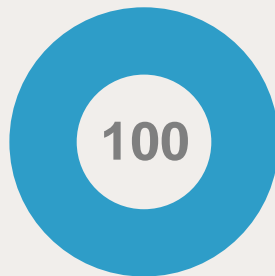
Net promoter score



-100 0 100



% satisfied overall



0 50 100



Other benchmark and trend results

	Your 2013 result	YCR Average	Your result vs. YCR avg
Overall Performance Rating (OPR)	904	872	+32
Staff and care	906	870	+36
Home comforts	918	852	+66
Choice and having a say	842	852	-10
Quality of life	942	923	+19
Overall, I am happy living here	94%	91%	+3%
Net promoter score (The percentage of those rating likelihood to recommend 9 or 10 minus the percentage rating 0-6)	+76	+45	+31
Overall satisfaction	100%	95%	+5%
I am happy with the way staff deal with any complaints or concerns	100%	88%	+12%
The food served at mealtimes is of good quality	100%	89%	+11%
Staff are sensitive to how I am feeling	100%	90%	+10%
Staff have time to talk to me	94%	85%	+9%
The menu offers a good variety of choices each day	94%	87%	+7%
The laundry service is good	94%	88%	+6%
My privacy is respected	100%	95%	+5%
I am happy with the care and support I receive	100%	95%	+5%
The staff here are capable of providing the care I need	100%	95%	+5%
I have easy access to a pleasant garden / outdoor area	94%	89%	+5%
This home is a safe and secure place to live	100%	97%	+3%
The home is clean and tidy	100%	97%	+3%
Staff treat me with kindness, dignity and respect	100%	97%	+3%
I am happy with the access I get to doctors, nurses, dentists	94%	92%	+2%
I can speak to senior members of staff if I need to (e.g. the manager)	93%	91%	+2%
I can have visitors when I want to	100%	99%	+1%
Staff understand me as an individual	94%	94%	0%
Staff are usually available when I need them	89%	89%	0%
I can have enough of my own things around me (photos, ornaments etc.)	94%	97%	-3%
I have a real say in how staff provide care and support to me	80%	83%	-3%
I can take part in activities / hobbies if I want to	88%	93%	-5%
I can choose what time I get up and go to bed	81%	90%	-9%

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, 32 care home providers participated in Your Care Rating in 2013. A total of 21,190 residents took part in the survey across 1,055 care homes. The survey was conducted during September and October 2013.

This dashboards report provides a breakdown of results for:

Goldhill Care

Results are based on

18 responses 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 on the Your Care Rating website.

Throughout this dashboards report, benchmark figures have been provided, based on care home level results. These benchmarks show the average score and the highest and lowest care home scores. Benchmarks are based on results for care homes across all providers 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 is unweighted.
- Responses 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