

# **Raheny Community Nursing Unit**

## **Resident satisfaction survey 2021**

### **Background**

Raheny Community Nursing Unit undertook a resident satisfaction survey in the form of a questionnaire in April 2021. The aim of the survey was to gauge resident satisfaction in relation to

- Care and support
- Staffing levels
- Food and meal times
- Visiting hours
- Environment
- Activities and engagement
- Complaints.

The questionnaire has been completed by the resident where possible, however the majority have been completed by the family advocating on behalf of the resident.

### **Aims and Objectives**

The main objectives of the survey were:

- To establish what the main concerns are for residents living in the RCNU.
- To measure resident's perceptions of whether the unit delivers services that meet their needs
- To establish the extent to which the service providers communicate with them.
- To establish the extent to which the unit takes their views into account.
- To establish what activities the residents participate in and out of the unit, and which activities they would like to see available.

### **Methodology**

Paper questionnaires were distributed to 100 residents and families across the 4 units. Families were informed of the survey through texts. The survey took place from April 2021 to May 2021. Completed questionnaires were then collected from all four wards for data entry, analysis and report preparation.

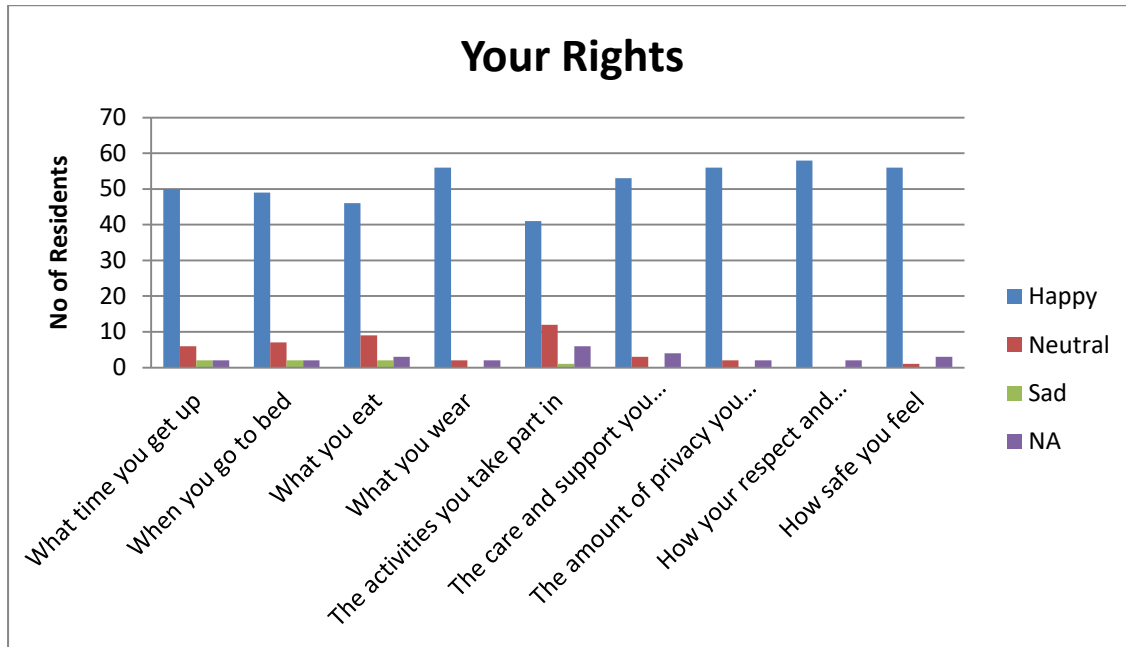
### **Statistical Significance**

Residents returned 61% of completed questionnaire. These questionnaires were completed by the residents themselves, by the resident with some assistance, or by a relative or friend. They were collected from all four wards and analysed individually to prepare this report.

This questionnaire revealed that residents are satisfied in all of the objectives mentioned earlier. The main body of the survey includes a number of service areas that influence, to a greater or lesser degree, resident's overall satisfaction with the care and attention they receive in RCNU.

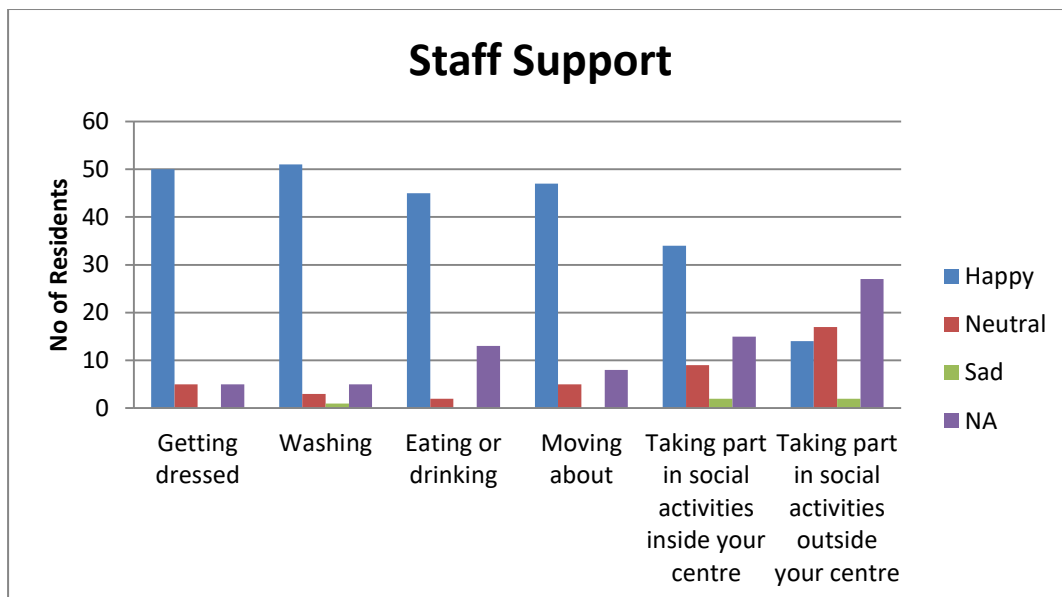
The following graphs demonstrate the overall satisfaction rate of the residents in each area of survey taken place.

**Care and support system in place**



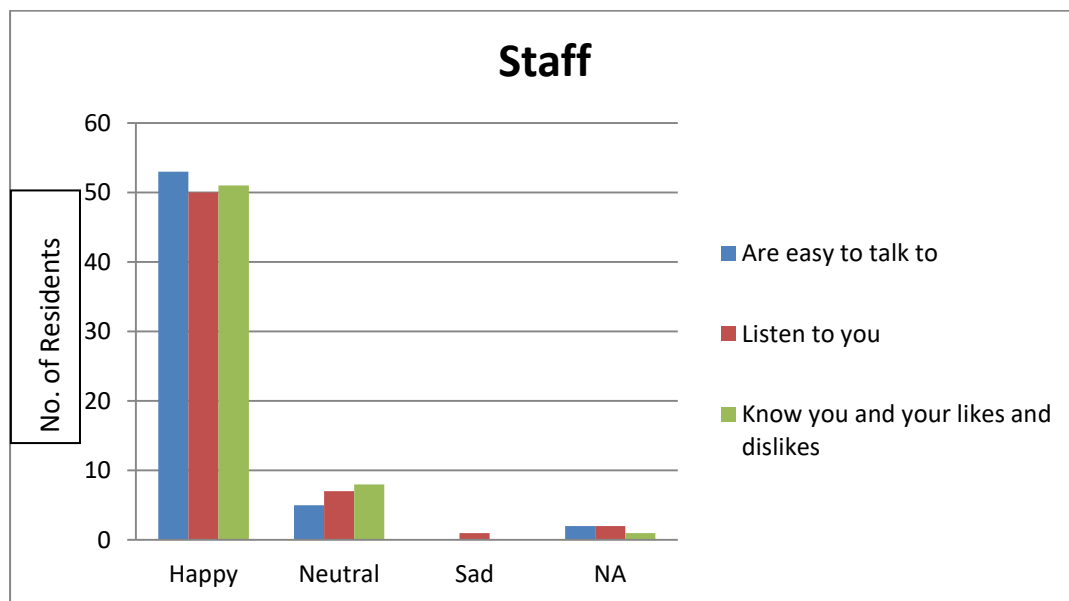
The above graph demonstrates the resident’s satisfaction in relation to decision making regarding their care. As shown above the residents are very happy with the respect and dignity provided by staff, happy with the amount of privacy they have when go to bed, get up in the morning and with overall safety in the unit.

**Provision of care**



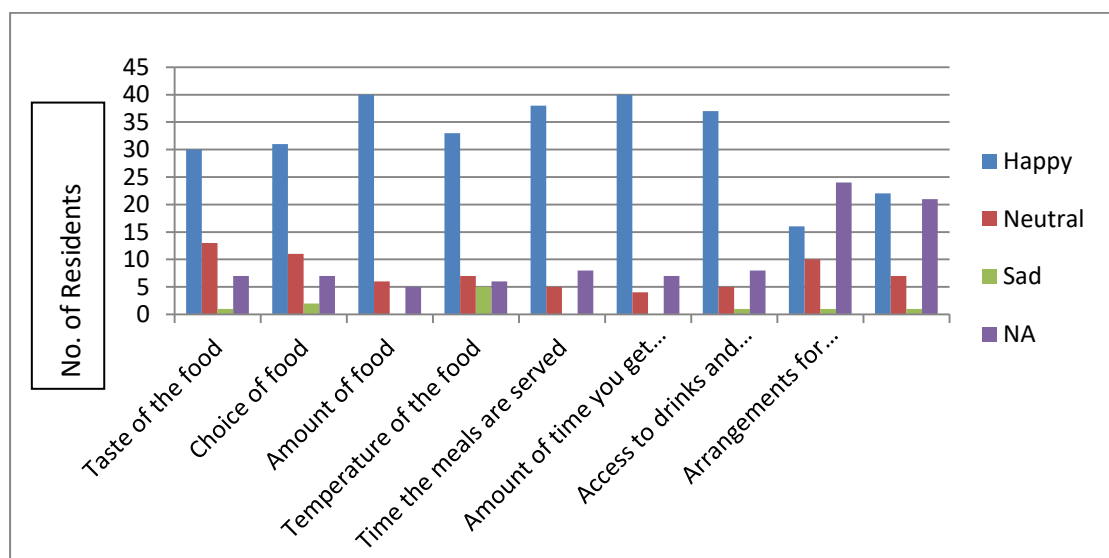
Residents were asked to rate their satisfaction with the care provided by the staff on the unit. From the graph above it can be seen that overall residents are happy with the care provided in relation to washing and dressing, moving around, eating and drinking. However, some residents reported a lower level of satisfaction in relation to social activities particularly activities outside of the RCNU. RCNU has developed an action plan to address further improvements in this area.

### Staff



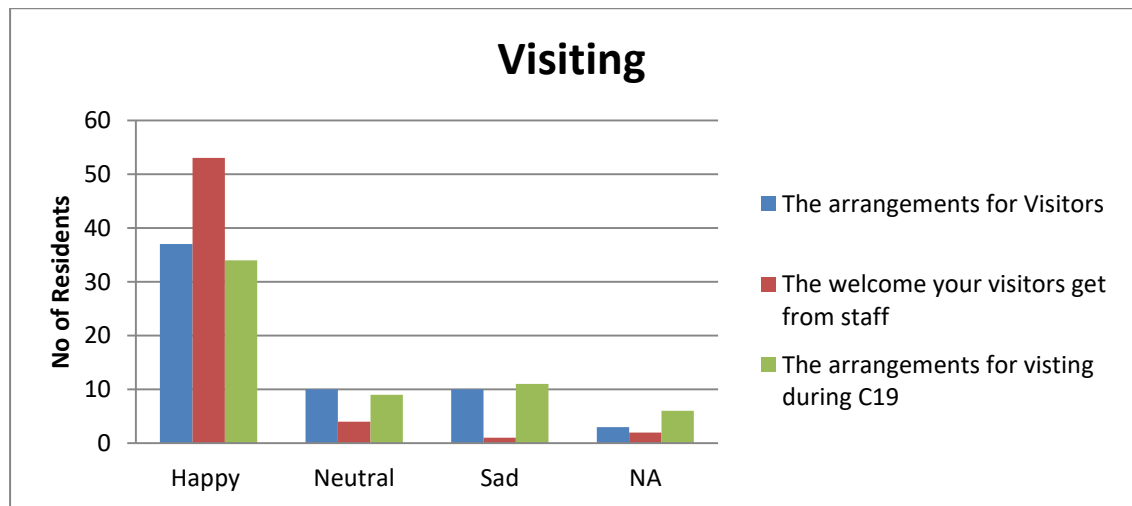
The graph above shows residents find the staff easy to talk to, know their likes and dislikes and feel that they are being listened to.

### Food and Mealtimes



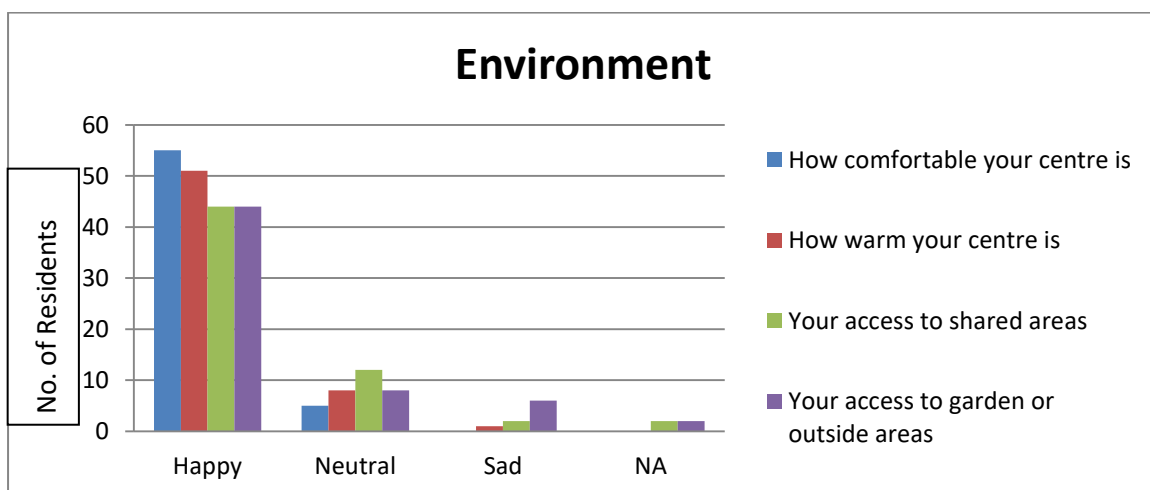
Residents reported higher levels of satisfaction in relation to the amount of food provided and the time allowed to eat meals and access to drinks and snacks. However, residents reported a lower level of satisfaction in relation to the taste of food, choice of food available, the temperature of meals served and arrangements for grocery shopping. The RCNU has developed an action plan to address further improvements in this area.

### Visiting times



Residents reported higher level of satisfaction in relation to staff welcoming the visitors however, reported a lower level of satisfaction regarding the arrangement for visiting during Covid-19. The RCNU has developed an action plan to address further improvements in this area.

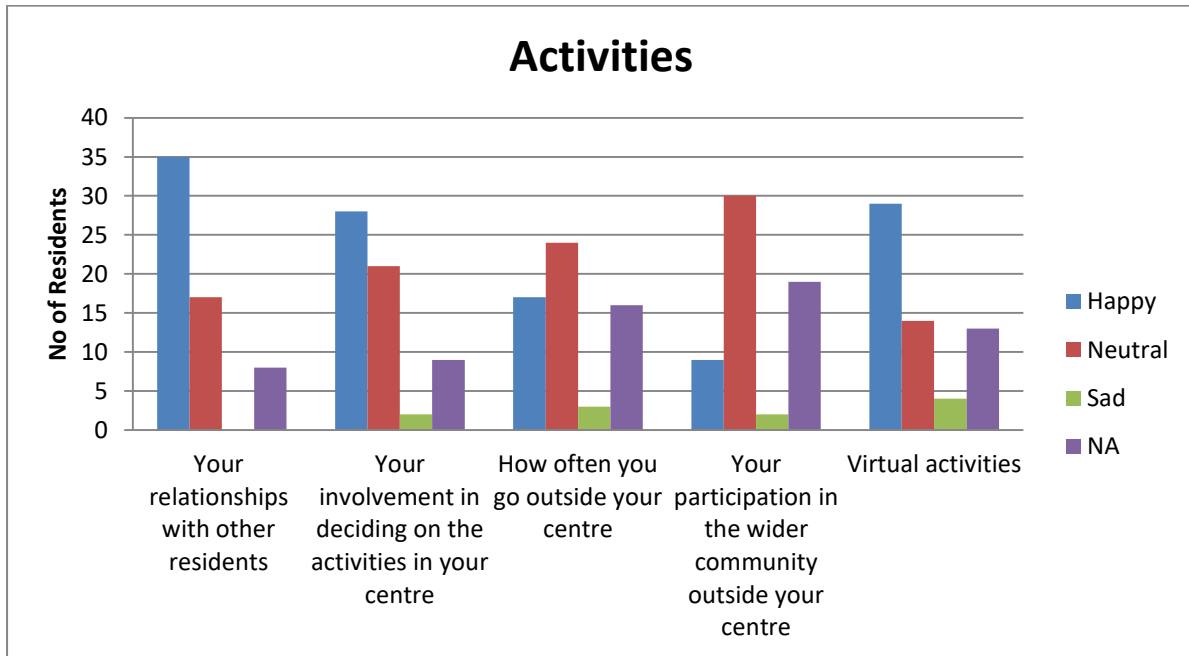
### Homely Environment



Residents and families are very satisfied with the homely environment within the unit. Residents and families are encouraged to bring in personal items to create a homely

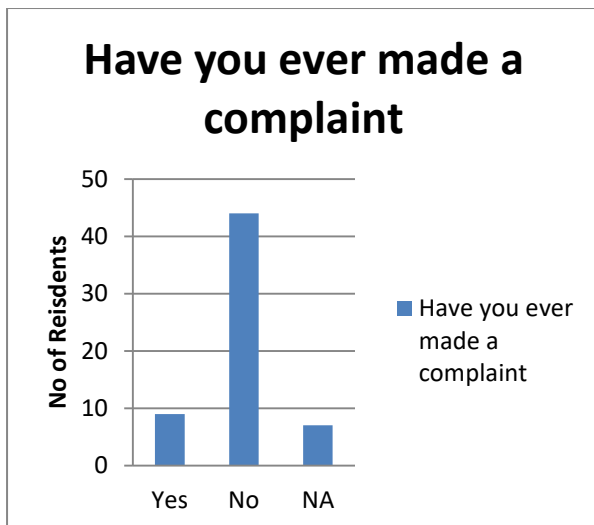
environment .We are currently looking to implement elements from Butterfly Model of Care. This model of care aims to create a home from home environment for the residents.

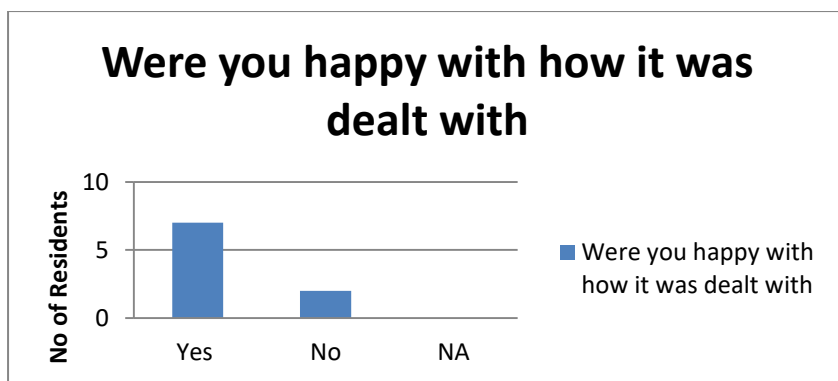
**Activities/Engagement**



Overall residents reported positive relationships with other residents in the unit but lower levels of satisfaction were reported in the involvement of activity participation in the wider community outside of RCNU. Currently, due to the ongoing Covid -19 restrictions residents are only allowed to participate in the activities inside RCNU.

**Problem Experience/ Complaints**





Overall residents were happy with how complaints were dealt by the staff. Residents and families were aware of how to report a complaint. A complaint procedure leaflet is available in the visitor's room in the reception area.

### **Findings**

The highest rated area in the resident's satisfaction survey was the amount of choice and control that residents have in their daily life. The residents rated an overall of 90.49% satisfaction for the choice and control in their life. The next most influential areas are the homely Environment and the staff support. The overall satisfaction rate in relation to the availability of safe and homely environment is 84.01% and the staff support they get in RCNU is rated at 83.6%. Quality of food, activities and visiting arrangements were rated as areas of least satisfaction.

The resident survey helped to identify the areas of improvement needed in RCNU and we are currently working to improve the areas rated low in this survey. Residents and the families have expressed their concerns regarding the visiting arrangements in place in RCNU. Residents were requesting more face to face visits with their loved ones.

Residents reported higher levels of satisfaction in relation to the amount of food provided, the time they get to eat their meals and access to drinks and snacks. However, reported a lower level of satisfaction in relation to the taste of food, choice of food available and the temperature of meals served. The catering manager in the campus has been informed regarding the concerns of the residents and is reviewing the food quality and choices to improve the quality of service.

Some residents who participated in the survey also expressed lower level of satisfaction in relation to participation of activities outside of RCNU and suggested organising more activities like Bingo, going for walk etc. The Activity team along with clinical staff are reviewing the current plan in order to improve the quality of life of residents in the RCNU.

A number of residents have expressed their concerns through this survey concerning staff shortages in the units.

### **Recommendations:**

- Covid-19 has brought significant change to the visiting in RCNU and we acknowledge this is very difficult for residents and families. RCNU is adhering HSE visiting guidelines to protect the health and safety of our residents. Visiting has increased recently as per

current government guidelines .Currently RCNU accommodates 4 face to face visits per week.

- The catering manager is arranging a menu card with a wider variety of choices for residents. Residents are offered to attend the food and nutrition group meetings and resident forum in RCNU. This gives them an opportunity to make suggestions or to raise any concerns.
- RCNU have four activity coordinators .Activity Coordinators are available to give group activities or individual activities depending on the interests of each resident. Covid -19 had impacted the group activity sessions for the last couple of months, however all in-house activities have since resumed as normal. Access to community will be reviewed when the Covid -19 restrictions are fully lifted.
- Staffing levels in RCNU remains the same. A robust recruitment system is in place and more staff has been recruited recently.
- Leaflets regarding the complaints procedure are available at the reception area. Residents/families are encouraged to deal with complaints locally with nurse manager /nurse in charge of the ward as appropriate.