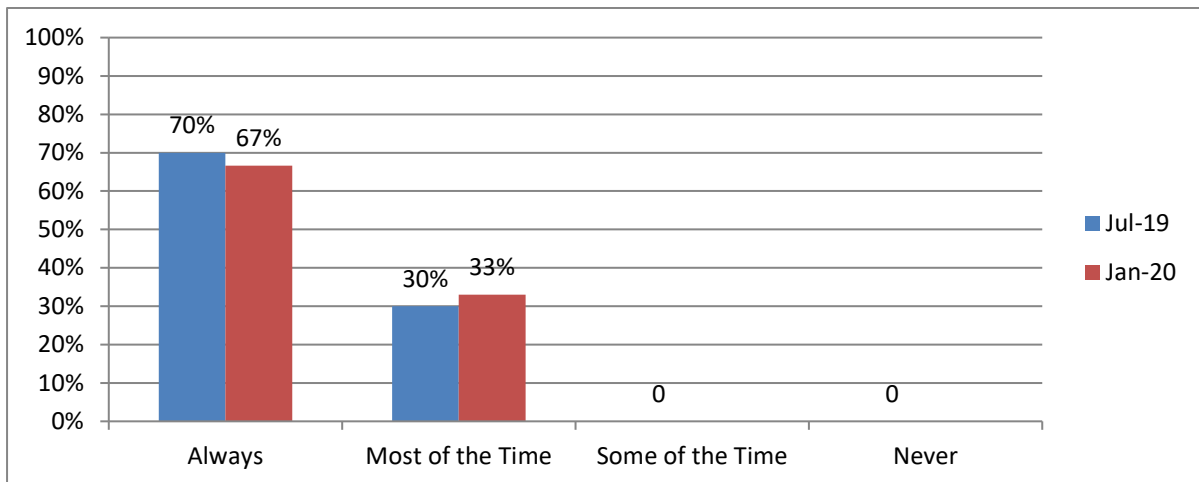


Glanville Village - Consumer's Experience of the Quality of Care and Services – January 2020

Fifteen random consumers were asked the following questions by an ERH Health Service Assistant (HAS). Questions are based on the AACQA Consumer Experience Reports. Consumers are de-identified.

1. Do staff treat you with respect?

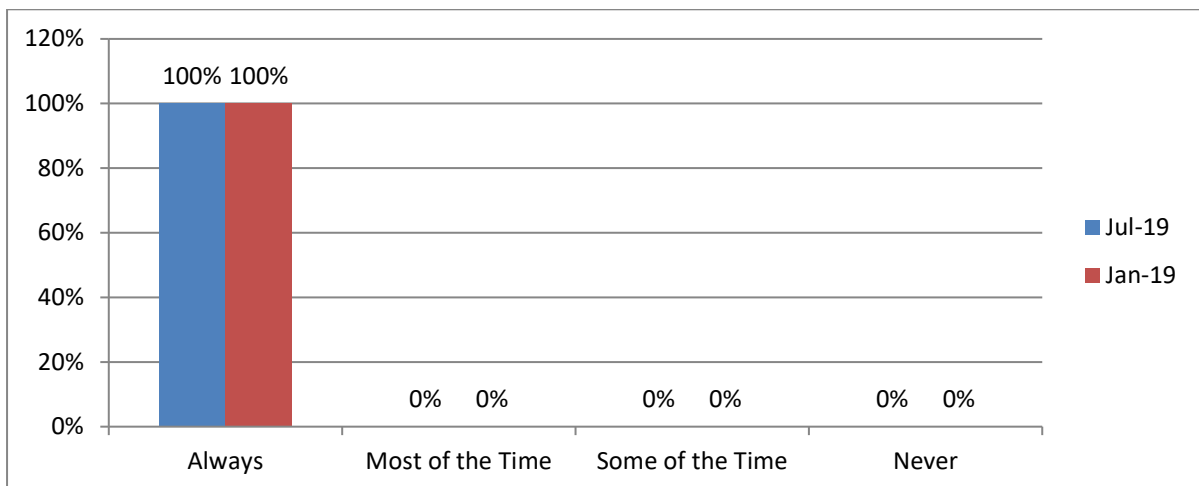


100% of responses were: Most of the time or always compared to 100% in July 2019.

Comments:

- Oh yes of course, the staff are lovely here and do a great job.

2. Do you feel safe here?

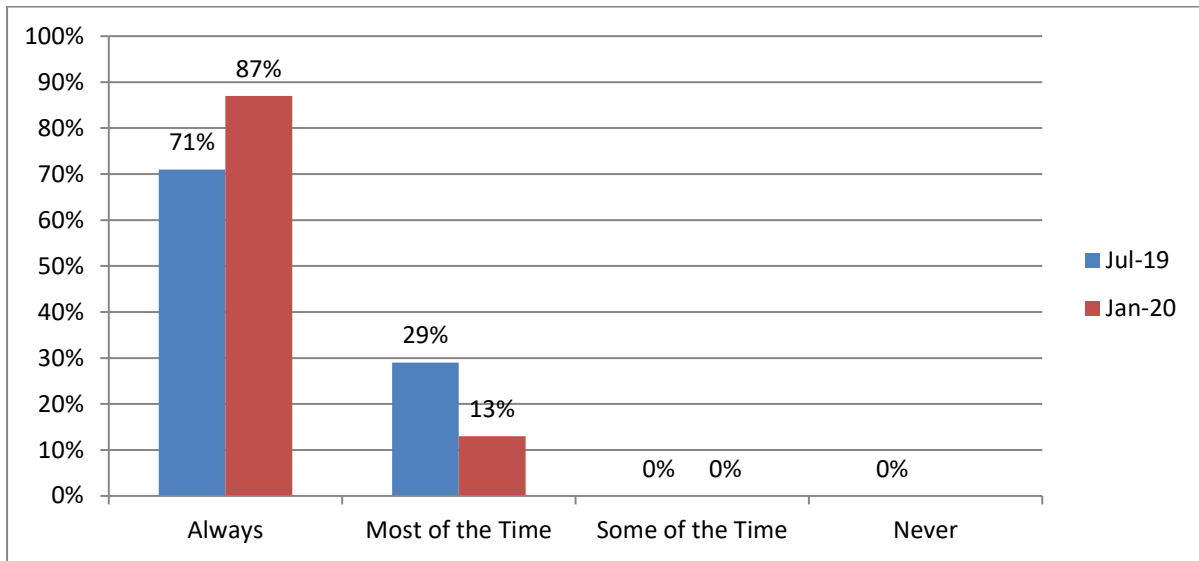


100% of responses were: Always – Glanville Village has scored 100% for this question since 2017.

Comments:

- 15 consumers stated they feel safe here at Glanville Village.

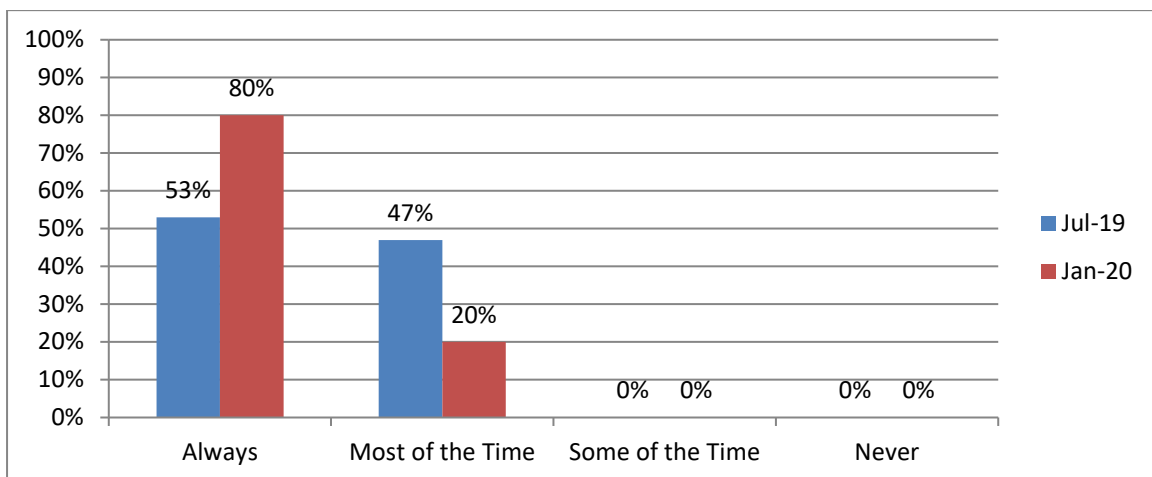
3. Do staff meet your healthcare needs?



100% of responses were always or most of the time. There was a 16% improvement compared to July 2019.

Comments:

4. Do staff follow up when you raise things with them?

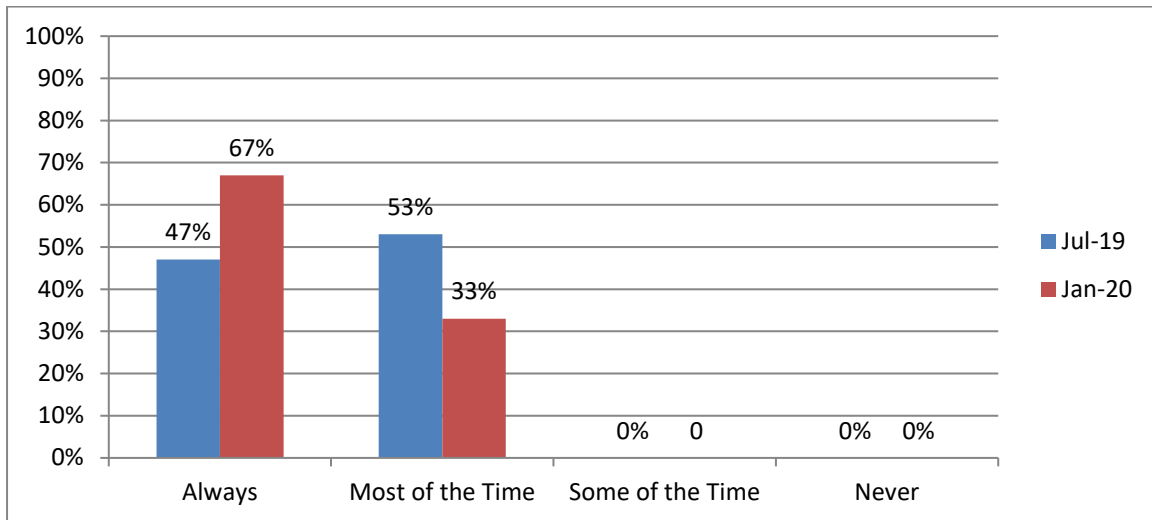


100% of responses were most of the time or always compared to 100% in July 2019. There was a 27% improvement compared to July 2019.

Comments:

- Yes, I have a lady following something up for me right now.

5. Do the staff explain things to you?

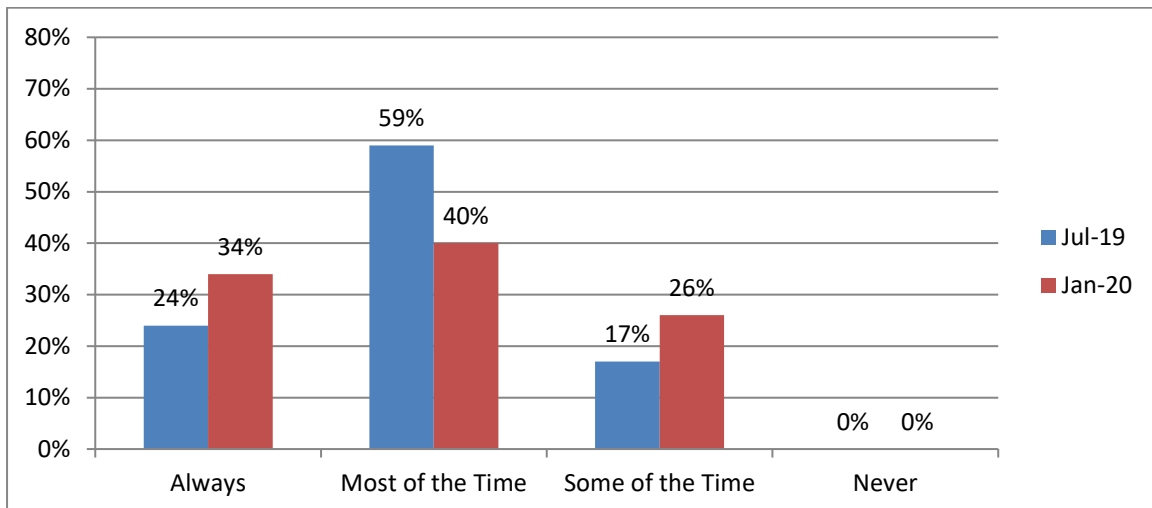


100% of responses were most of the time or always compared to 100% in July 2019. There was a 20% improvement compared to July 2019.

Comments:

- I ask a lot of questions and whenever I do the staff are always helpful in answering them.

6. Do you like the food here?



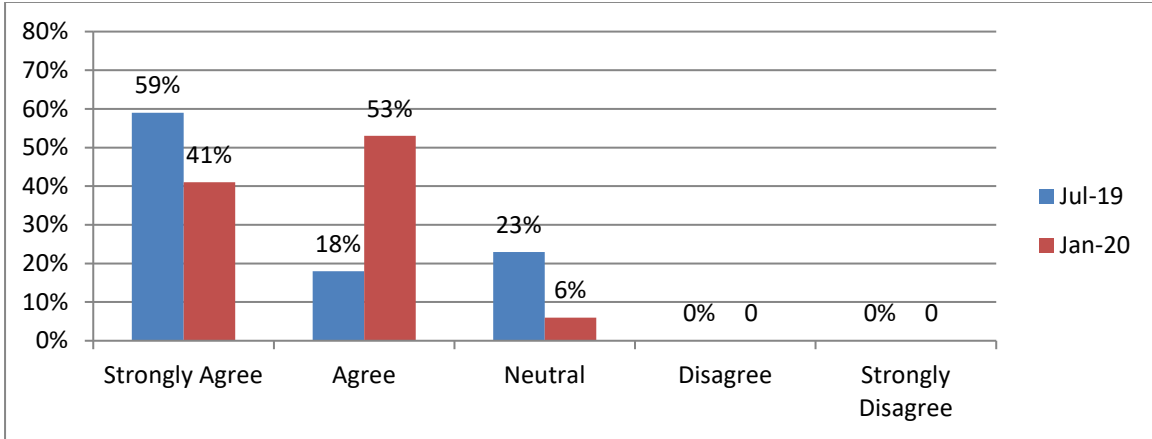
74% of responses were most of the time or always compared to 83% in July 2019. There was a 9% decrease in satisfaction in January 2020 compared to July 2019.

Comments:

- More roasts or schnitzels and less stews.
- Smaller portions.
- The food is excellent.
- There's nothing I'd turn down.
- It's repetitive, the same type of food. Although, I must admit it has improved.

- I would like the vegetables to be cooked properly.
- I like the soup.
- I wouldn't eat it at home, some are good, some are bad.

7. If I'm feeling a bit sad or worried, there are staff here who I can talk to.

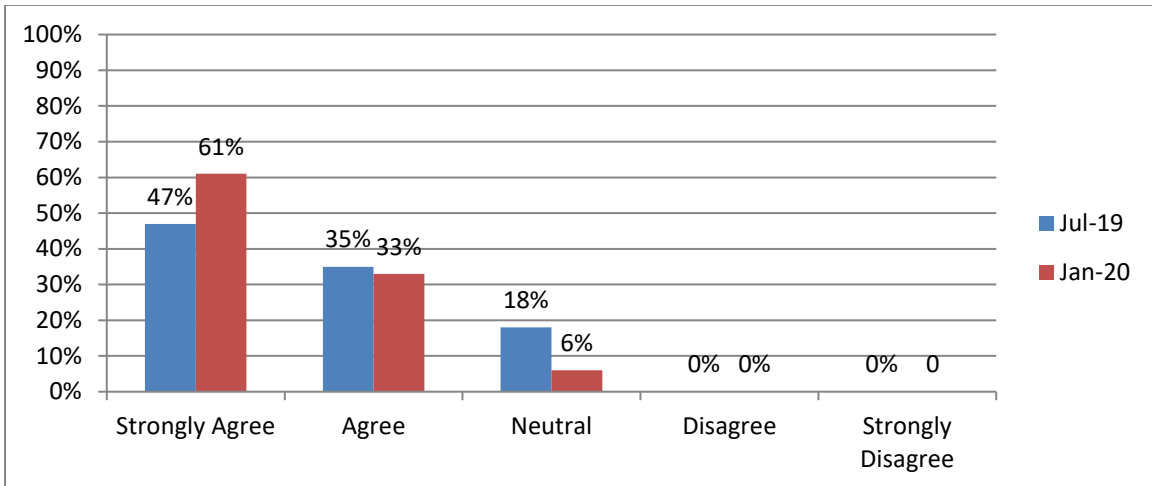


94% of responses were strongly agree or agree compared to 77% in July 2019. There was a 17% improvement compared to July 2019.

Comments:

- If I have a concern, some staff don't always think it is a concern.

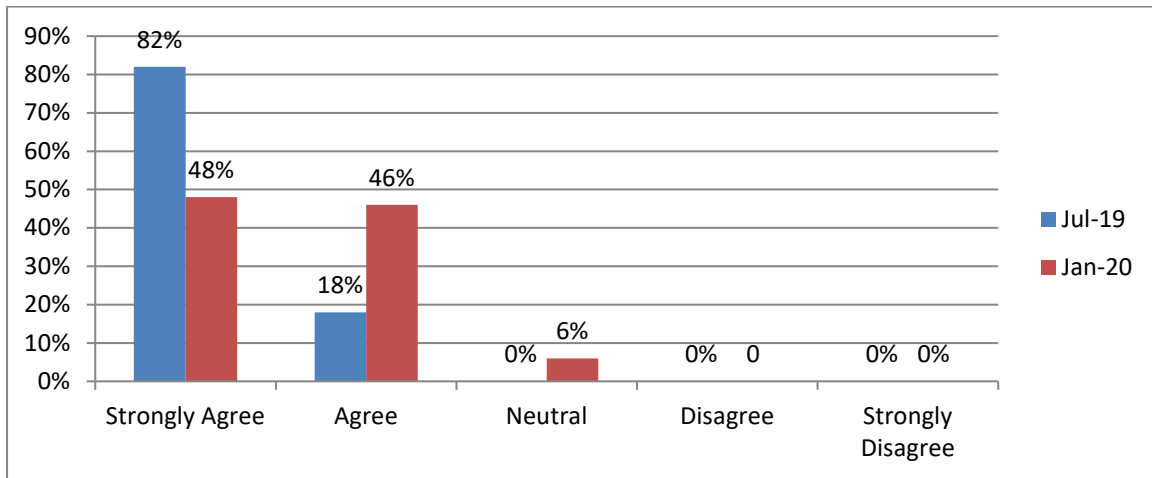
8. The staff know what they are doing.



94% of responses were strongly agree or agree compared to 82% in July 2019. There was a 12% improvement compared to July 2019.

Comments:

9. The place is well run.

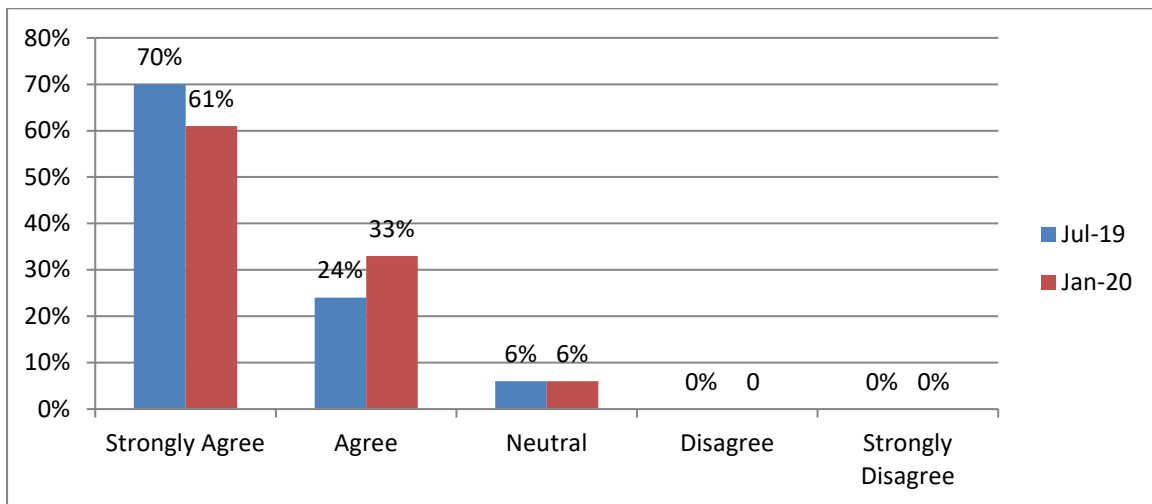


94% of responses were strongly agree or agree compared to 100% in July 2019. There was a 6% decrease in satisfaction compared to July 2019.

Comments:

- One resident was unsure so selected neutral.
- From my perspective it is run well – multiple responses.

10. I am encouraged to do as much as possible for myself.



94% of responses were strongly agree or agree compared to 94% in July 2019. This is the same compared to July 2019 and equates to one person.

Comments:

- One resident was unsure so selected neutral.

Overall:

- **Glanville Village scored 100% in five questions compared to six in July 2019.**
- Do you feel safe here? Scored 100% in both 2017, 2018, 2019, 2020 – reflects Resident Satisfaction Annual Survey in which this question has scored 100% in 2016, 2017 and over 90% since 2010.
- **Three questions scored 100% (Always or most of the time) in 2017, 2018, 2019 and 2020.**
 - Do staff treat you with respect?
 - Do you feel safe here?
 - Do the staff explain things to you?
- **Two questions had slight decreases in satisfaction in 2020:**
 - Do you like the food here? Satisfaction with food decreased from 83% to 74%, a 9% decrease.
 - The place is well run. Decreased from 100% in July 2019 to 94% in January 2020 (1 person who chose neutral response as unsure of the answer).
- **Two questions had an increase in satisfaction in 2020:**
 - If I'm feeling a bit sad or worried, there are staff here who I can talk to – increased from 77% in July 2019 to 93% in January 2020, a 17% improvement.
 - The staff know what they are doing? – increased from 82% in July 2019 to 94% in January 2020, an 12% improvement.

Analysis:

- The Consumer Meal Focus Group had reconvened and was providing more information and feedback on how we are progressing and if we are maintaining the quality of meals, this will be ongoing in 2020. The Head Chef and Menu Monitor will continue to attend Resident Monthly Meetings to receive feedback and provide explanations on changes and updates.
- The considerable increase in the percentage of consumers feeling that they have someone to talk to reflects the focus on a more consumer focused approach through the new Quality Standards education and the Feedback and Complaints system that has been introduced through the provision of more education for staff and residents, this will be ongoing and empathised in 2020.
- The increase in the percentage of consumers feeling that the staff know what they are doing is very pleasing, this has been actively pursued with senior ANUMs and the Aged Care Clinical Nurse Educator. Endorsed Enrolled nurses with Diploma or Complex Care qualifications have received education to refresh these skills and complete competencies and overall a more accountable, professional, best practice-based model of care which reflects the new Quality Standards.
- The Victorian State Government Standardised Care Processes have been re-introduced in 2019 and have provided comprehensive education for staff on 19 Aged Care specific topics ranging from Antimicrobial Stewardship and Delirium to Dehydration and Sleep.

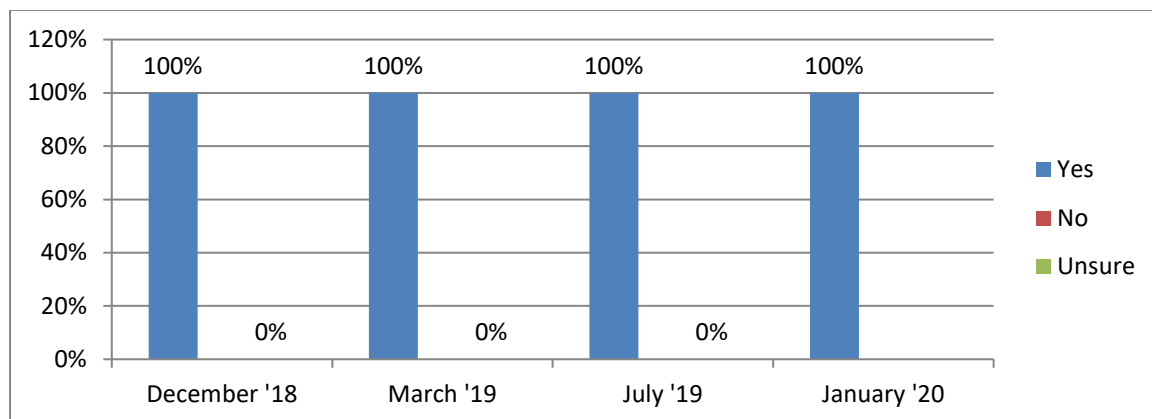
Actions:

- Staff education – new Quality Standards and Standardised Care Processes education is ongoing and staff have been participating effectively. Competencies for Diploma/Complex Care ENs are ongoing. Participation in the Altura Learning DVD (previously Aged Care Channel) Program is ongoing and the programs have been updated for 2020 to reflect current issues.
- Nursing Director Aged Care Services has endeavored to be more visible to consumers and is currently visiting with all new consumers individually to discuss the new Charter of Aged Care Rights and the new Quality Standards, this will be ongoing for consumers on admission.

- The new Feedback and Complaints system has encouraged consumers and their families to come forward and give feedback and the system ensures that staff capture feedback and follow up occurs in a timely manner. Education for staff and consumers will be ongoing.
- The results of this survey will be tabled at the February 2020 Resident’s Meeting to encourage discussion of where we can do better.
- The results of this survey will be shared with the ERH Head Chef and Corporate Services Manager to further discuss results and implement strategies and processes to continue to ensure satisfaction with food and drinks increases and is maintained.

Glanville Village - Consumer’s Experience of the Quality of Care and Services – Leisure and Lifestyle/Activities Program Satisfaction Survey – January 2020:

1. Are you happy with the Activities offered?



2. Which Activity do you enjoy the most?

Overall, the 15 consumers interviewed enjoy the exercises, cooking, handcraft activities, gardening, photo books, pampering, music, footy tipping, paper reading, brain exercises, bus trips, bingo and happy hour the most.

3. Which Activity do you enjoy least?

- The plastic ball throwing game
- Cards and bingo
- Gardening
- “None, I like all of them”

4. What would you like to see in the future?

- Shopping
- More bus trips
- More computer activities
- More gardening

Comments:

- “The lifestyle girls do a wonderful job”.
- “All of the activities are excellent”.