

# Greensleeves Homes Trust

*This report provides results for Greensleeves Homes Trust.*

*The report is based on responses to the Your Care Rating (YCR) surveys as follows:*

*410 response(s) from residents*

*339 response(s) from family members and friends*

## Your Care Rating 2017/18

### Provider report

**Ipsos MORI**  
Social Research Institute



# Overall Performance Rating & Theme Scores

YCR Average  
OPR: 878



Your 2017/18  
OPR: 896

## Residents' survey



Your  
2016/17  
OPR: 897

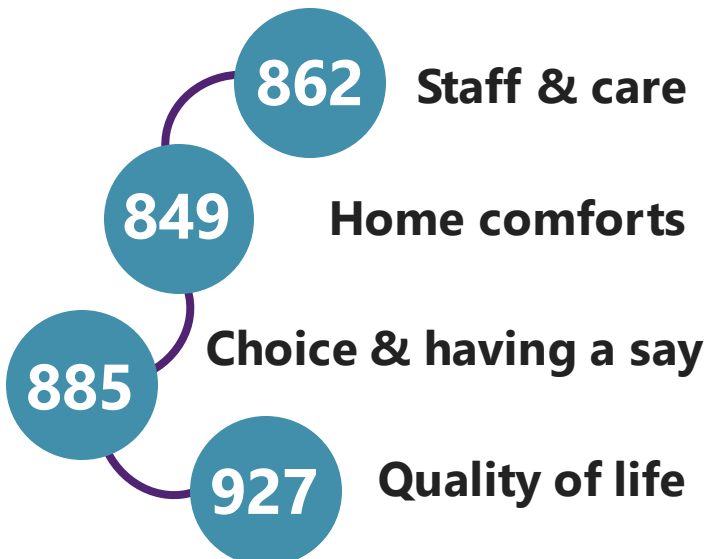
*The Overall Performance Rating (OPR) and theme scores are out of 1000. The OPR is based on the theme scores.*

## Family & friends' survey

YCR Average  
OPR: 836



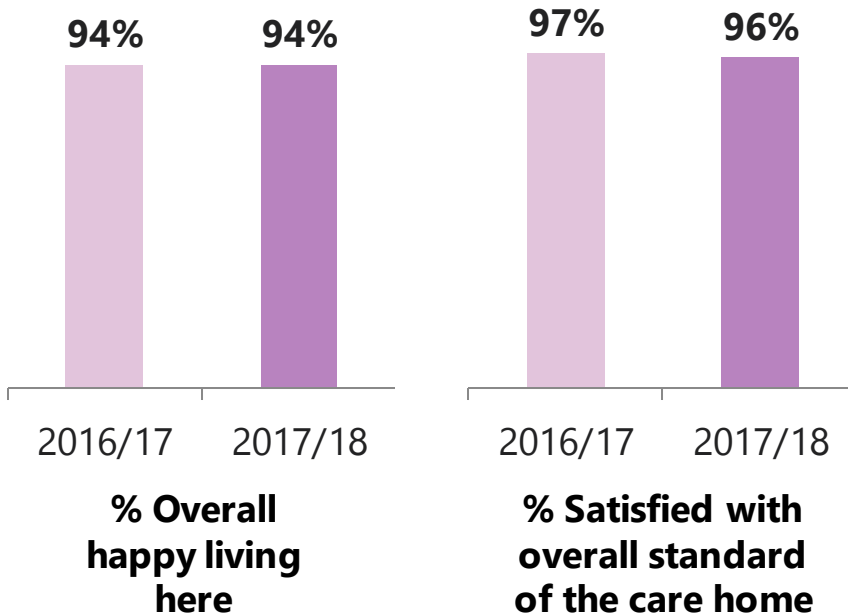
Your 2017/18  
OPR: 877



Your  
2016/17  
OPR: 874

# Key indicators

## Residents' survey

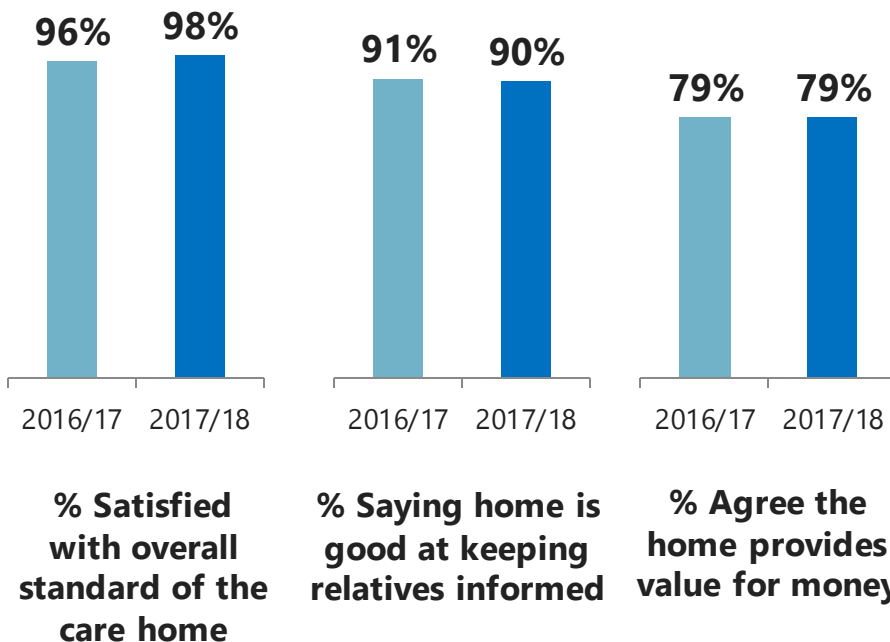


**+61**

### Net Promoter Score

*The % of respondents likely to recommend their care home as 9 or 10 out of 10, minus the % likely to recommend it as 0 to 6 out of 10*

## Family & friends' survey



**+64**

### Net Promoter Score

*(As for residents' survey Net Promoter Score)*

# Benchmarking results

<i>Residents' survey measures</i>	<b>Your 2017/18 result</b>	<b>YCR average</b>	<b>Your result vs. YCR average</b>
<b>Overall Performance Rating (OPR)</b>	<b>896</b>	<b>878</b>	<b>+18</b>
Staff and care	892	877	+15
Home comforts	873	855	+18
Choice and having a say	893	863	+30
Quality of life	937	929	+8
<b>Net Promoter Score</b>	<b>+61</b>	<b>+50</b>	<b>+11</b>
<b>Overall, I am happy living here</b>	<b>94%</b>	<b>92%</b>	<b>+2%</b>
<b>Overall satisfaction</b>	<b>96%</b>	<b>98%</b>	<b>-2%</b>
I have a real say in how staff provide care and support to me	88%	83%	+5%
I have easy access to a pleasant garden/outdoor area	94%	90%	+4%
The food served at mealtimes is of good quality	92%	88%	+4%
I am happy with the way staff deal with any complaints or concerns	92%	88%	+4%
I can take part in activities/hobbies if I want to	97%	94%	+3%
I can choose what time I get up and go to bed	94%	91%	+3%
I can speak to senior members of staff if I need to	94%	91%	+3%
Staff are usually available when I need them	92%	89%	+3%
Staff understand me as an individual	96%	94%	+2%
The laundry service is good	92%	90%	+2%
Staff treat me with kindness, dignity and respect	99%	98%	+1%
I can have enough of my own things around me	98%	97%	+1%
I am happy with the care and support I receive	96%	95%	+1%
I am happy with the access I get to doctors, nurses, dentists	92%	91%	+1%
Staff have time to talk to me	87%	86%	+1%
The menu offers a good variety of choices each day	87%	86%	+1%
I can have visitors when I want to	99%	99%	0%
This home is a safe and secure place to live	97%	97%	0%
The home is clean and tidy	97%	97%	0%
The staff here are capable of providing the care I need	96%	96%	0%
My privacy is respected	95%	95%	0%
Staff are sensitive to how I am feeling	91%	91%	0%

# Benchmarking results

<i>Family &amp; friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
<b>Overall Performance Rating (OPR)</b>	<b>877</b>	<b>836</b>	<b>+41</b>
Staff and care	862	811	+51
Home comforts	849	810	+39
Choice and having a say	885	847	+38
Quality of life	927	898	+29
<b>Overall satisfaction</b>	<b>98%</b>	<b>94%</b>	<b>+4%</b>
<b>Net Promoter Score</b>	<b>+64</b>	<b>+46</b>	<b>+18</b>
<b>The home keeps me well informed about my relative or friend*</b>	<b>90%</b>	<b>89%</b>	<b>+1%</b>
<b>The home provides value for money*</b>	<b>79%</b>	<b>72%</b>	<b>+7%</b>
<b>The home seems a happy place to live*</b>	<b>94%</b>	<b>90%</b>	<b>+4%</b>
There seem to be enough staff to meet the needs of residents*	72%	58%	+14%
Staff have time to talk to my relative or friend	85%	74%	+11%
The home offers a range of activities that suit my relative or friend's individual needs*	85%	74%	+11%
The home helps my relative or friend stay as physically and mentally active as they can be*	85%	75%	+10%
The overall laundry service seems good	87%	78%	+9%
Staff encourage my relative or friend to lead as independent a life as they are able to*	88%	80%	+8%
My relative or friend can choose what time they get up and go to bed	85%	77%	+8%
The home supports my relative or friend to maintain their personal identity*	95%	88%	+7%
Residents are well presented*	93%	86%	+7%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	84%	77%	+7%
The smell of the home is generally acceptable*	95%	89%	+6%
The menu offers a good variety of choices each day	87%	81%	+6%
I am happy with the way staff have dealt with any complaints or concerns I have had	86%	80%	+6%

\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

# Benchmarking results

<i>Family &amp; friends' survey measures</i>	Your 2017/18 result	YCR average	Your result vs. YCR average
Staff seem to respect my relative or friend's personal belongings*	95%	90%	+5%
My relative or friend has easy access to a pleasant garden / outdoor area	91%	86%	+5%
Food seems to meet special individual needs*	80%	75%	+5%
I am given sufficient opportunities to comment on the running of the home*	73%	68%	+5%
Staff know my relative or friend's needs and preferences well*	91%	87%	+4%
The home acknowledges and supports my emotional needs*	81%	77%	+4%
Staff have a professional manner*	97%	94%	+3%
I can speak to senior members of staff if I wish to	97%	94%	+3%
Staff seem capable of providing the care my relative or friend needs	93%	90%	+3%
Staff treat my relative or friend with kindness, dignity and respect	99%	97%	+2%
The home seems a safe and secure place to live for my relative or friend	99%	97%	+2%
The home seems clean and tidy	96%	94%	+2%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	91%	89%	+2%
I feel that staff appreciate my input into my relative or friend's care*	90%	88%	+2%
The food served to my relative or friend at mealtimes seems of good quality	87%	85%	+2%
I can visit my relative or friend when I want to	100%	99%	+1%
My relative or friend can have enough of their own things around them	99%	98%	+1%
I am made to feel welcome when I visit*	98%	97%	+1%
My relative or friend's privacy seems to be respected	96%	95%	+1%
The home's facilities are suitable to meet residents' individual needs*	94%	93%	+1%
I can be involved in decisions about my relative or friend's care, including end of life care	93%	92%	+1%
The building and outdoor space is well maintained*	93%	92%	+1%
I am aware of the procedure for making a complaint / raising concerns*	82%	81%	+1%

\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

# Trend results

<i>Residents' survey measures</i>	<b>Your 2017/18 results (n=410)</b>	<b>Your 2016/17 results (n=355)</b>	<b>Your 2017/18 result vs. your 2016/17 result</b>
<b>Overall Performance Rating (OPR)</b>	<b>896</b>	<b>897</b>	<b>-1</b>
Staff and care	892	893	-1
Home comforts	873	883	-10
Choice and having a say	893	891	+2
Quality of life	937	935	+2
<b>Net Promoter Score</b>	<b>+61</b>	<b>+62</b>	<b>-1</b>
<b>Overall, I am happy living here</b>	<b>94%</b>	<b>94%</b>	<b>0%</b>
<b>Overall satisfaction</b>	<b>96%</b>	<b>97%</b>	<b>-1%</b>
I have easy access to a pleasant garden/outdoor area	94%	93%	+1%
I can speak to senior members of staff if I need to	94%	93%	+1%
I am happy with the access I get to doctors, nurses, dentists	92%	91%	+1%
I am happy with the way staff deal with any complaints or concerns	92%	91%	+1%
Staff treat me with kindness, dignity and respect	99%	99%	0%
I can have visitors when I want to	99%	99%	0%
I can have enough of my own things around me	98%	98%	0%
I can take part in activities/hobbies if I want to	97%	97%	0%
My privacy is respected	95%	95%	0%
I can choose what time I get up and go to bed	94%	94%	0%
Staff are usually available when I need them	92%	92%	0%
The laundry service is good	92%	92%	0%
Staff have time to talk to me	87%	87%	0%
This home is a safe and secure place to live	97%	98%	-1%
The home is clean and tidy	97%	98%	-1%
The staff here are capable of providing the care I need	96%	97%	-1%
Staff understand me as an individual	96%	97%	-1%
I am happy with the care and support I receive	96%	97%	-1%
The food served at mealtimes is of good quality	92%	93%	-1%
Staff are sensitive to how I am feeling	91%	93%	-2%
I have a real say in how staff provide care and support to me	88%	90%	-2%
The menu offers a good variety of choices each day	87%	92%	-5%

# Trend results

<i>Family &amp; friends' survey measures</i>	Your 2017/18 results (n=339)	Your 2016/17 results (n=358)	Your 2017/18 result vs. your 2016/17 result
<b>Overall Performance Rating (OPR)</b>	<b>877</b>	<b>874</b>	<b>+3</b>
Staff and care	862	852	+10
Home comforts	849	844	+5
Choice and having a say	885	889	-4
Quality of life	927	928	-1
<b>Overall satisfaction</b>	<b>98%</b>	<b>96%</b>	<b>+2%</b>
<b>Net Promoter Score</b>	<b>+64</b>	<b>+63</b>	<b>+1</b>
<b>The home keeps me well informed about my relative or friend*</b>	<b>90%</b>	<b>91%</b>	<b>-1%</b>
<b>The home provides value for money*</b>	<b>79%</b>	<b>79%</b>	<b>0%</b>
<b>The home seems a happy place to live*</b>	<b>94%</b>	<b>95%</b>	<b>-1%</b>
The home supports my relative or friend to maintain their personal identity*	95%	91%	+4%
The overall laundry service seems good	87%	83%	+4%
Food seems to meet special individual needs*	80%	76%	+4%
There seem to be enough staff to meet the needs of residents*	72%	68%	+4%
Staff have time to talk to my relative or friend	85%	82%	+3%
The home offers a range of activities that suit my relative or friend's individual needs*	85%	82%	+3%
My relative or friend can choose what time they get up and go to bed	85%	82%	+3%
The home seems clean and tidy	96%	95%	+1%
My relative or friend's privacy seems to be respected	96%	95%	+1%
The smell of the home is generally acceptable*	95%	94%	+1%
Staff seem to respect my relative or friend's personal belongings*	95%	94%	+1%
The home's facilities are suitable to meet residents' individual needs*	94%	93%	+1%
I am happy with the access my relative or friend gets to doctors, nurses, dentists	91%	90%	+1%

\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations



# Trend results

<i>Family &amp; friends' survey measures</i>	Your 2017/18 results (n=339)	Your 2016/17 results (n=358)	Your 2017/18 result vs. your 2016/17 result
Staff encourage my relative or friend to lead as independent a life as they are able to*	88%	87%	+1%
The menu offers a good variety of choices each day	87%	86%	+1%
I can visit my relative or friend when I want to	100%	100%	0%
Staff treat my relative or friend with kindness, dignity and respect	99%	99%	0%
The home seems a safe and secure place to live for my relative or friend	99%	99%	0%
Staff have a professional manner*	97%	97%	0%
I can speak to senior members of staff if I wish to	97%	97%	0%
Residents are well presented*	93%	93%	0%
I can be involved in decisions about my relative or friend's care, including end of life care	93%	93%	0%
The building and outdoor space is well maintained*	93%	93%	0%
I feel that staff appreciate my input into my relative or friend's care*	90%	90%	0%
My relative or friend can have enough of their own things around them	99%	100%	-1%
I am made to feel welcome when I visit*	98%	99%	-1%
The food served to my relative or friend at mealtimes seems of good quality	87%	88%	-1%
Staff seem capable of providing the care my relative or friend needs	93%	95%	-2%
Staff know my relative or friend's needs and preferences well*	91%	93%	-2%
My relative or friend has easy access to a pleasant garden / outdoor area	91%	93%	-2%
The home helps my relative or friend stay as physically and mentally active as they can be*	85%	87%	-2%
I am aware of the procedure for making a complaint / raising concerns*	82%	84%	-2%
The home acknowledges and supports my emotional needs*	81%	83%	-2%
I am happy with the way staff have dealt with any complaints or concerns I have had	86%	89%	-3%
My relative or friend is encouraged to take part in hobbies of interest to them if they want to	84%	87%	-3%
I am given sufficient opportunities to comment on the running of the home*	73%	76%	-3%

\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

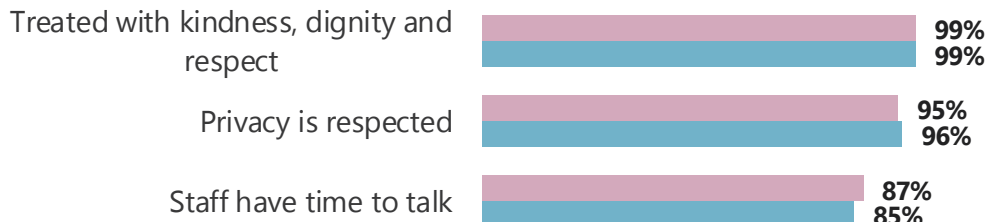
# Comparisons by regulatory themes

Residents' survey – % strongly/tend to agree

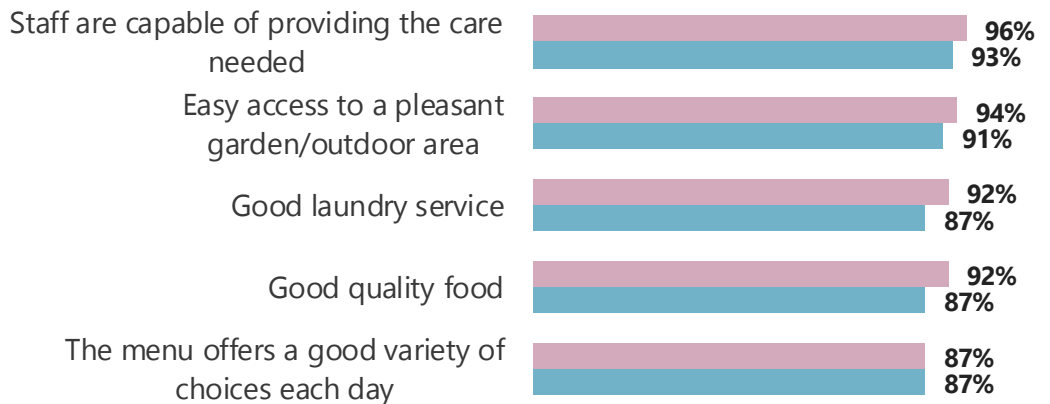
Family & friends' survey – % strongly/tend to agree

This page presents results for this care home on comparable measures between the residents' and family and friends' surveys (not all attributes are shown), in alignment with regulator themes (informed by the inspection framework introduced by CQC in England). These results reflect the views of residents and family members and friends. They do not reflect results of regulator inspections or reports (nor are they endorsed by any of the national regulators covering England, Wales, Scotland and Northern Ireland).

## Caring



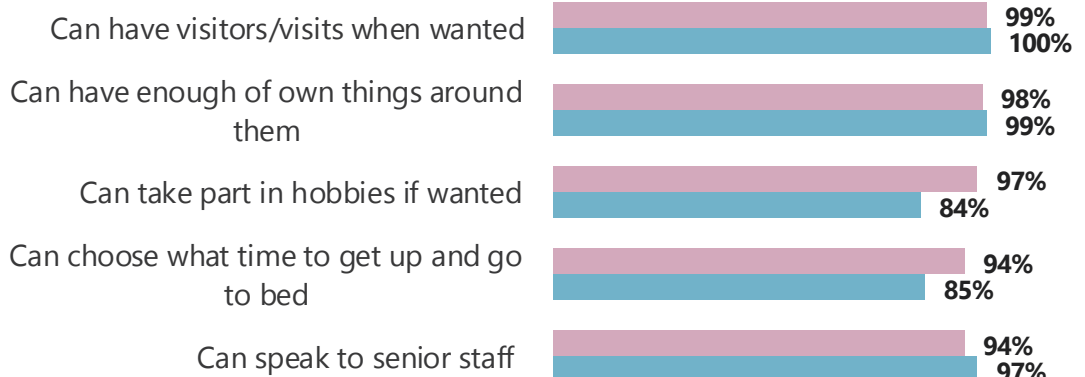
## Effective



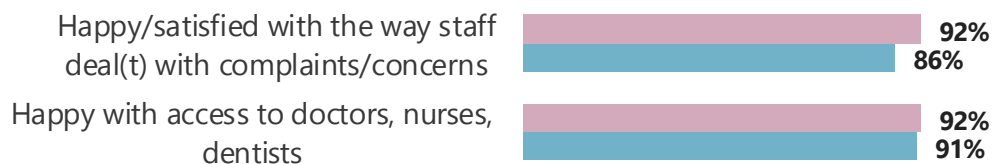
## Safe



## Responsive



## Well led



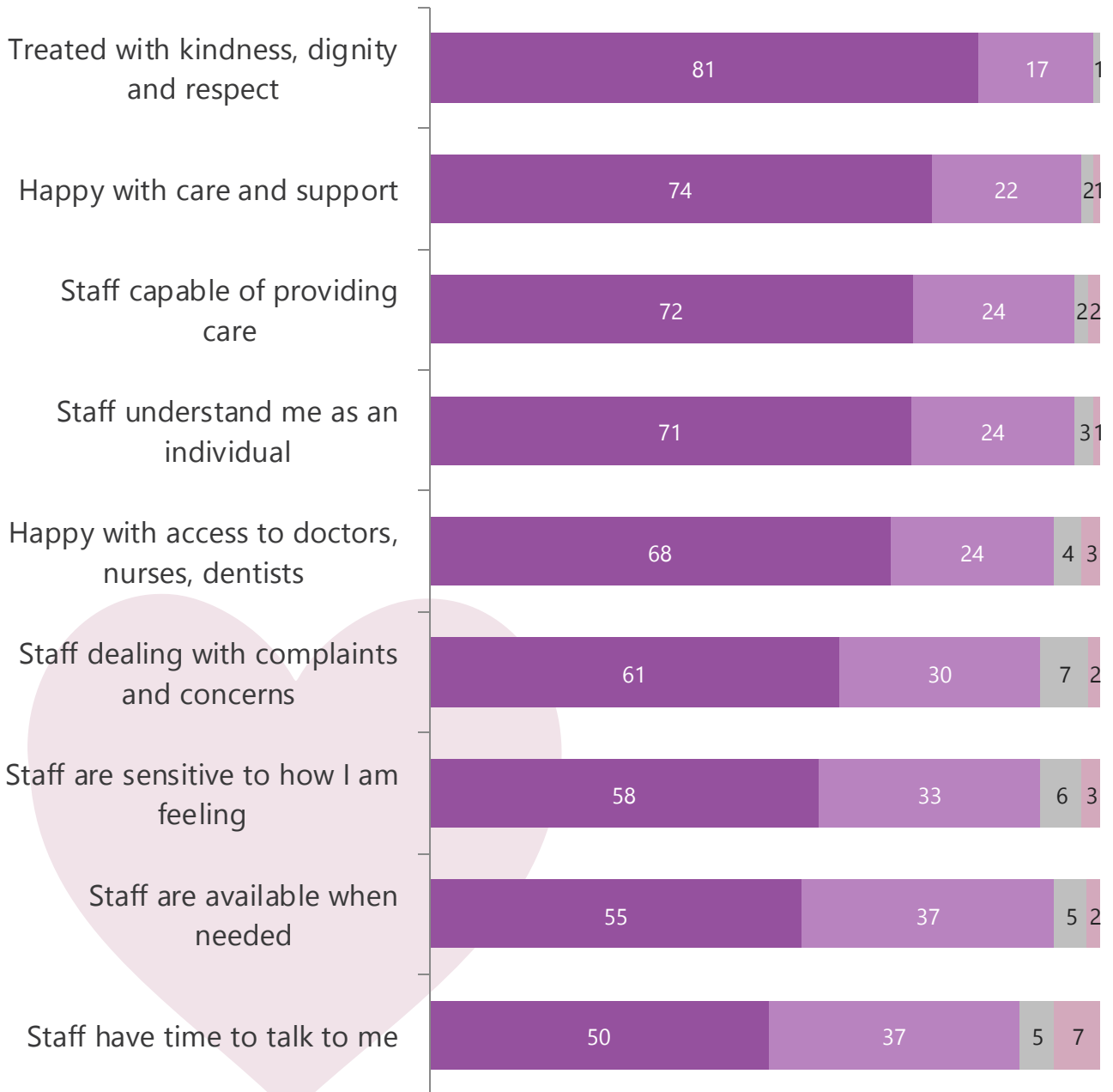
# Staff & care

Theme score: **892**

## Residents' survey

YCR average: **877**

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

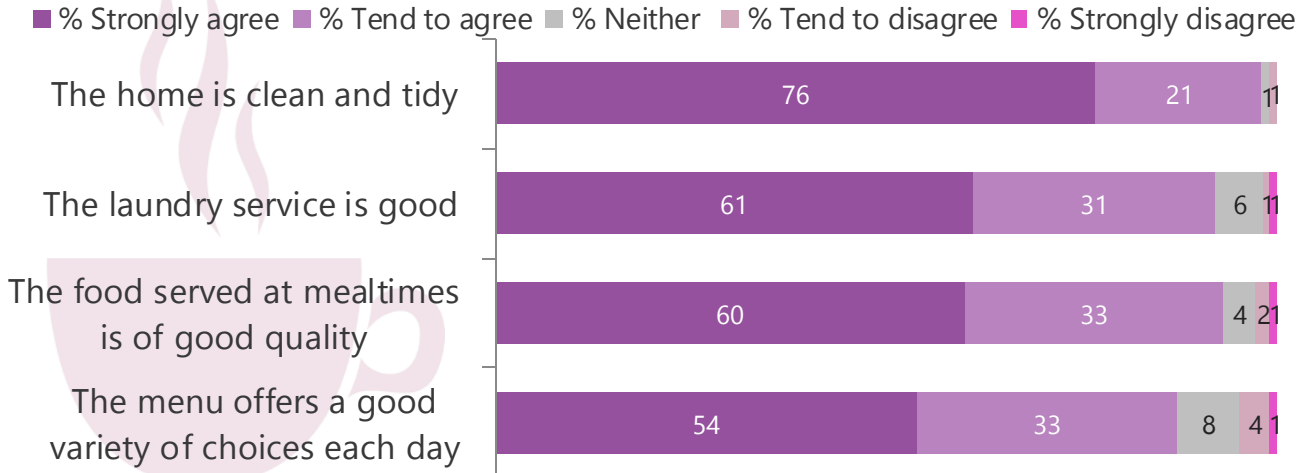


# Home comforts

Theme score: **873**

YCR average: **855**

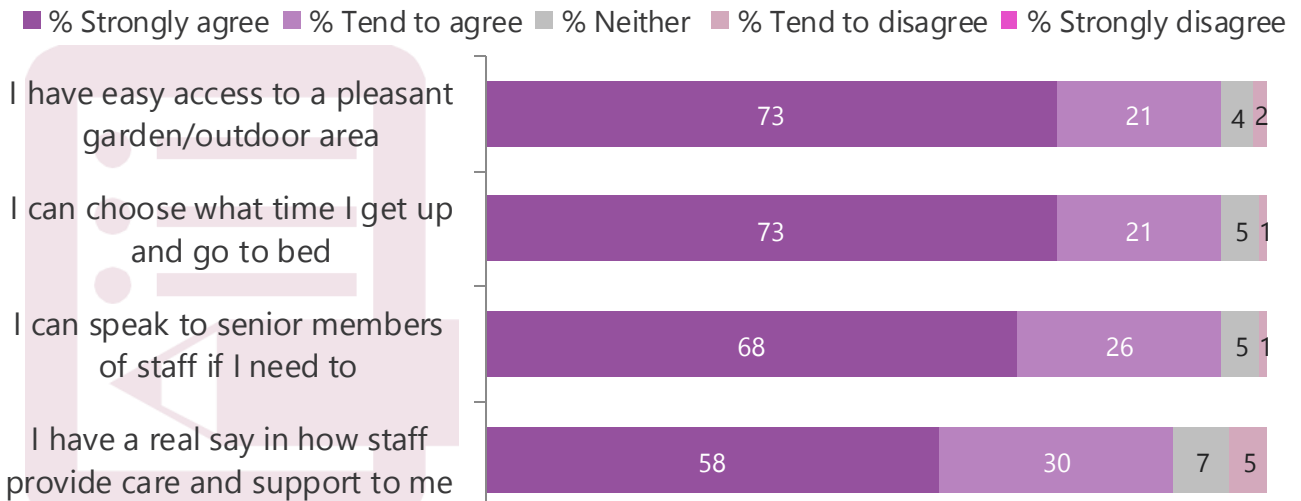
## Residents' survey



# Choice & having a say

Theme score: **893**

YCR average: **863**



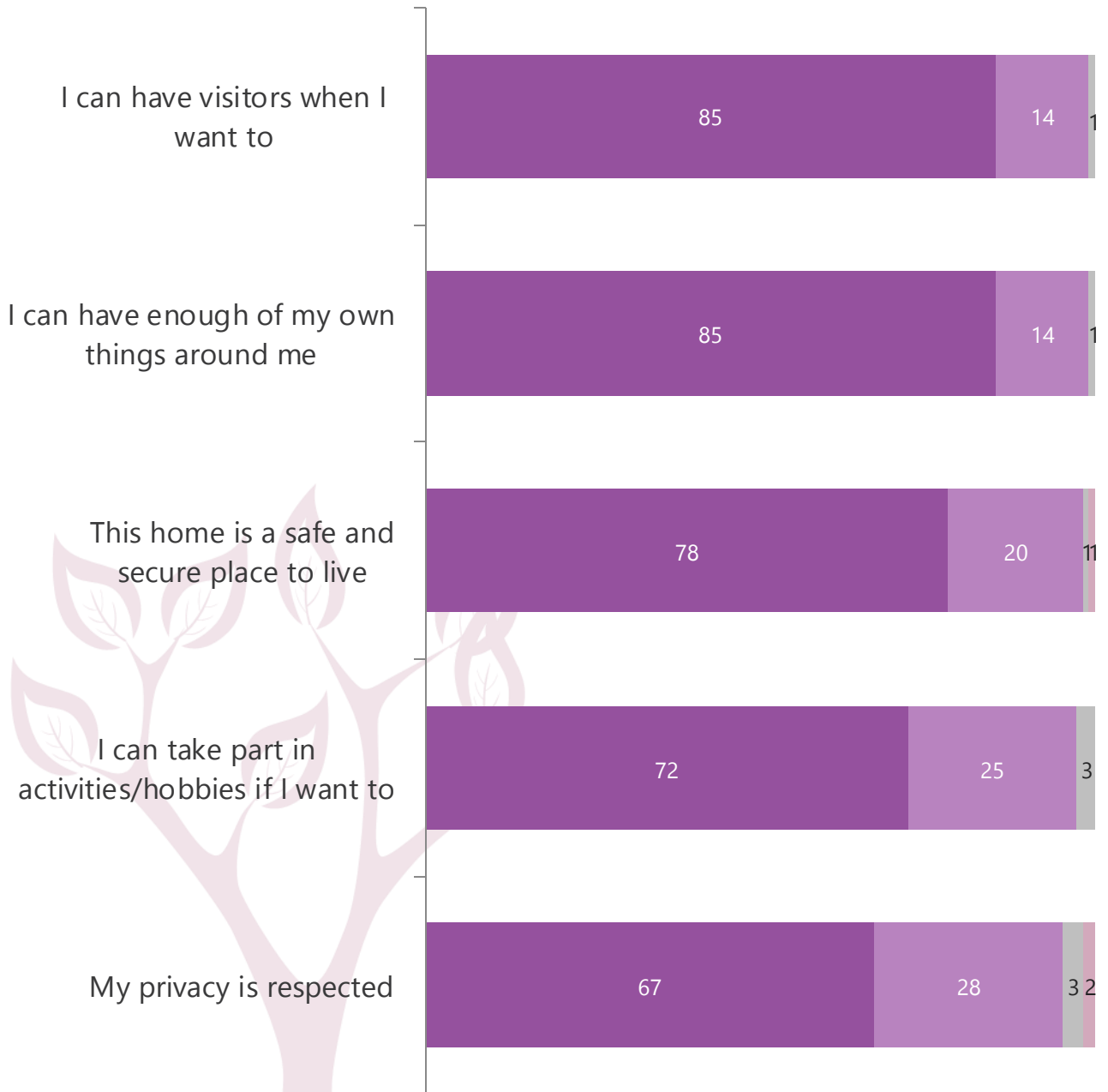
# Quality of life

Theme score: **937**

## Residents' survey

YCR average: **929**

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



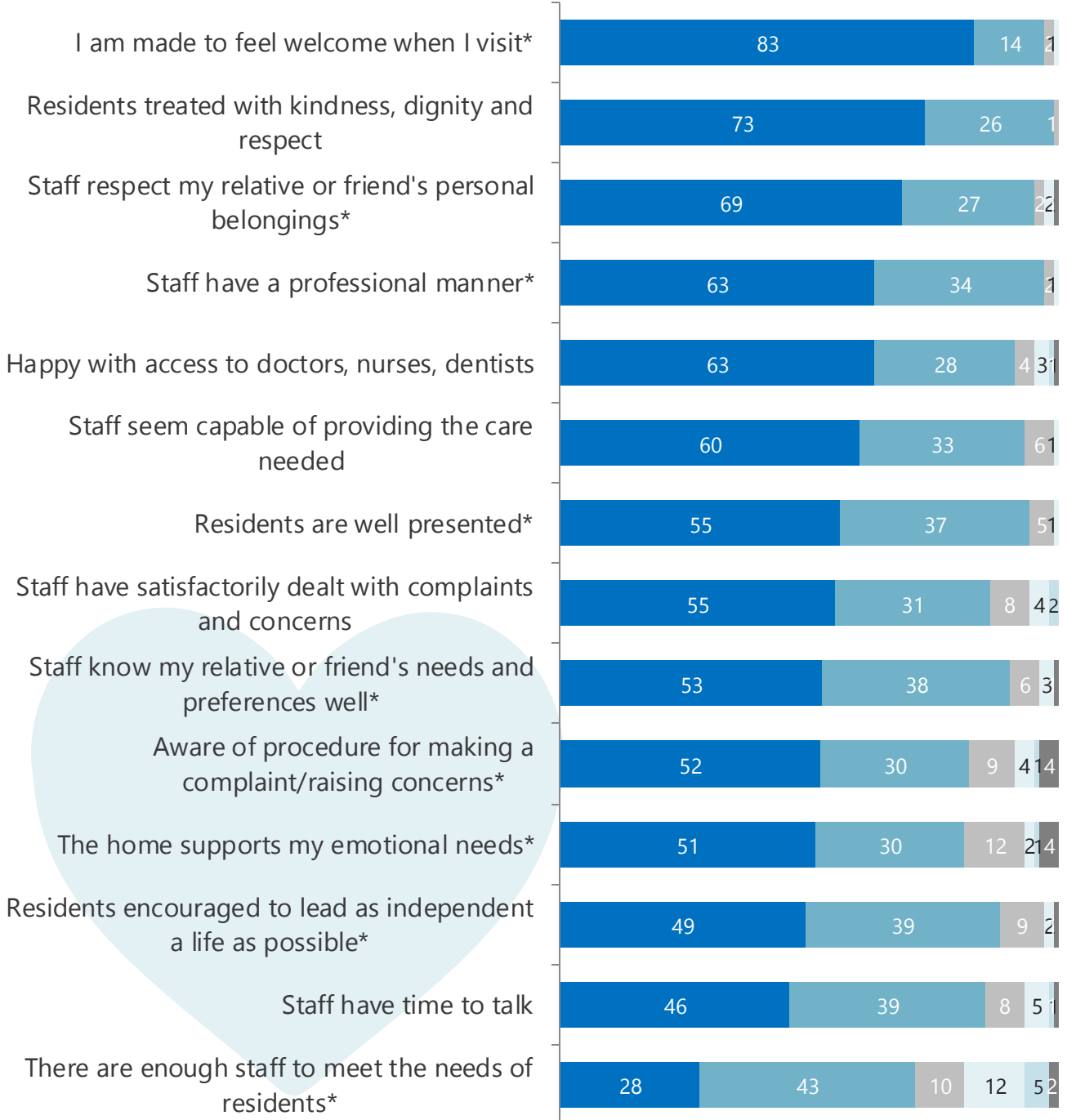
# Staff & care

Theme score: **862**

## Family & friends' survey

YCR average: **811**

- % Strongly agree
- % Tend to agree
- % Neither
- % Tend to disagree
- % Strongly disagree
- % Don't know



\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

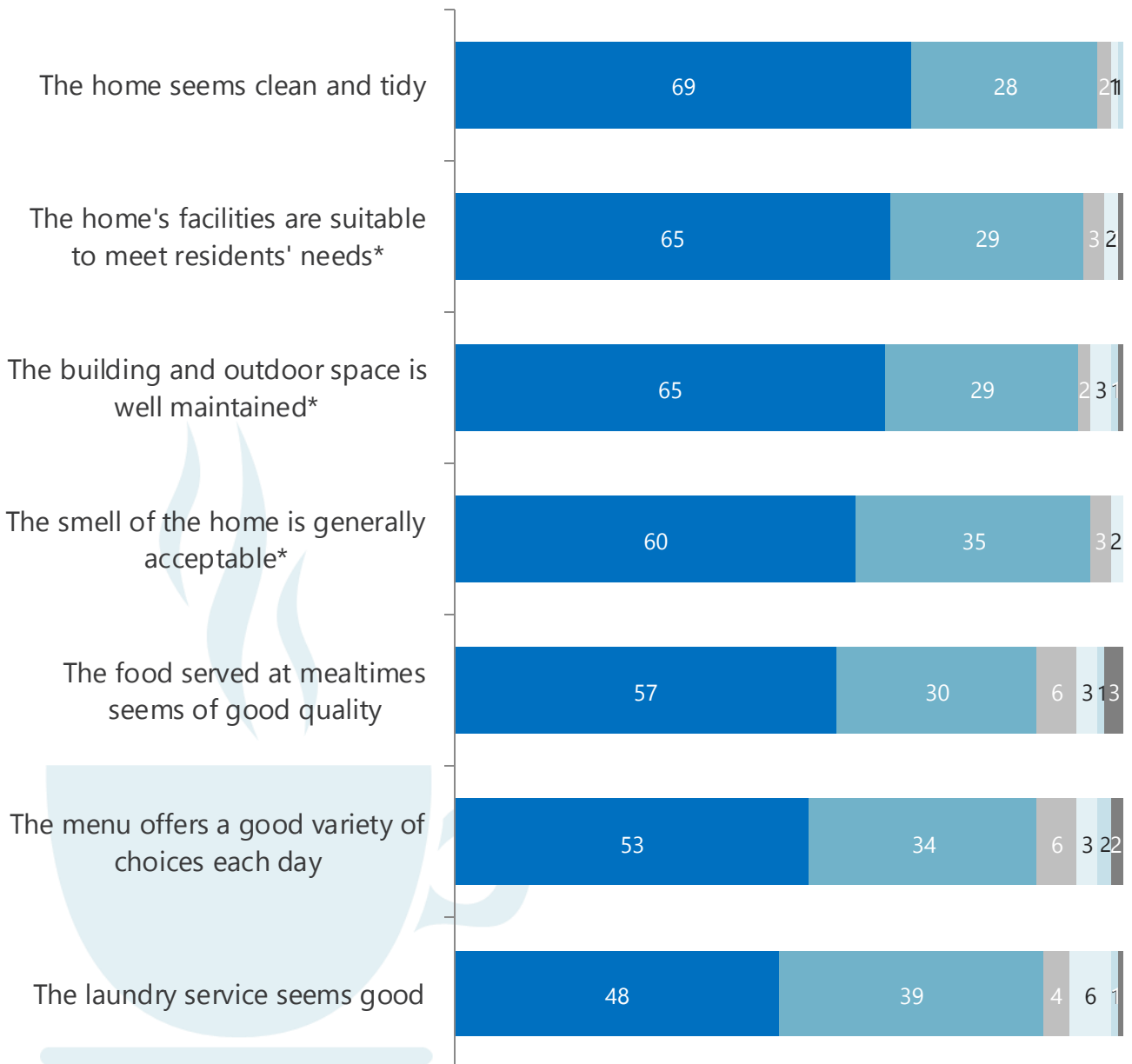
# Home comforts

Theme score: **849**

## Family & friends' survey

YCR average: **810**

- % Strongly agree
- % Tend to agree
- % Neither
- % Tend to disagree
- % Strongly disagree
- % Don't know



\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

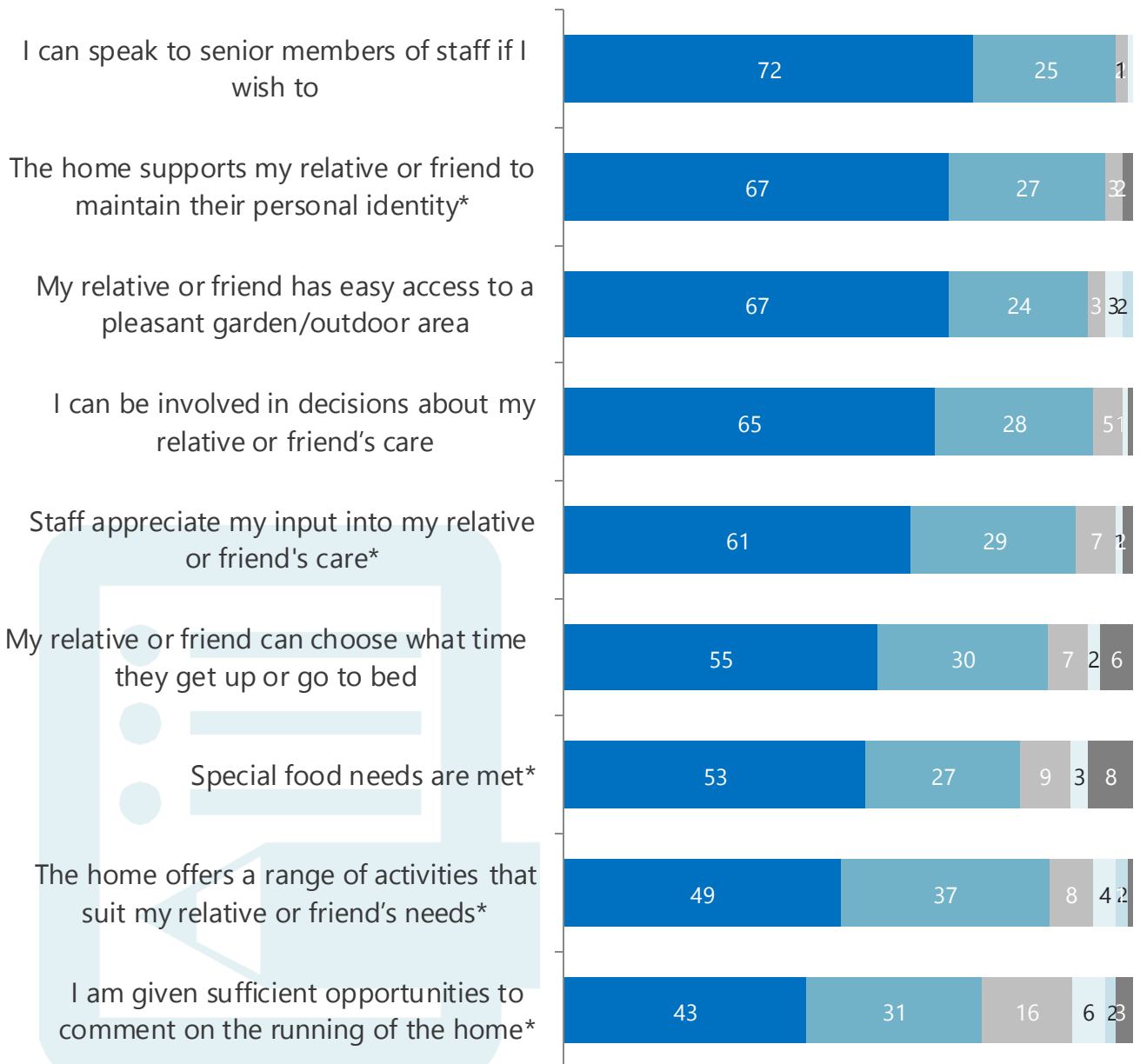
# Choice & having a say

Theme score: **885**

## Family & friends' survey

YCR average: **847**

- % Strongly agree
- % Tend to agree
- % Neither
- % Tend to disagree
- % Strongly disagree
- % Don't know



\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations



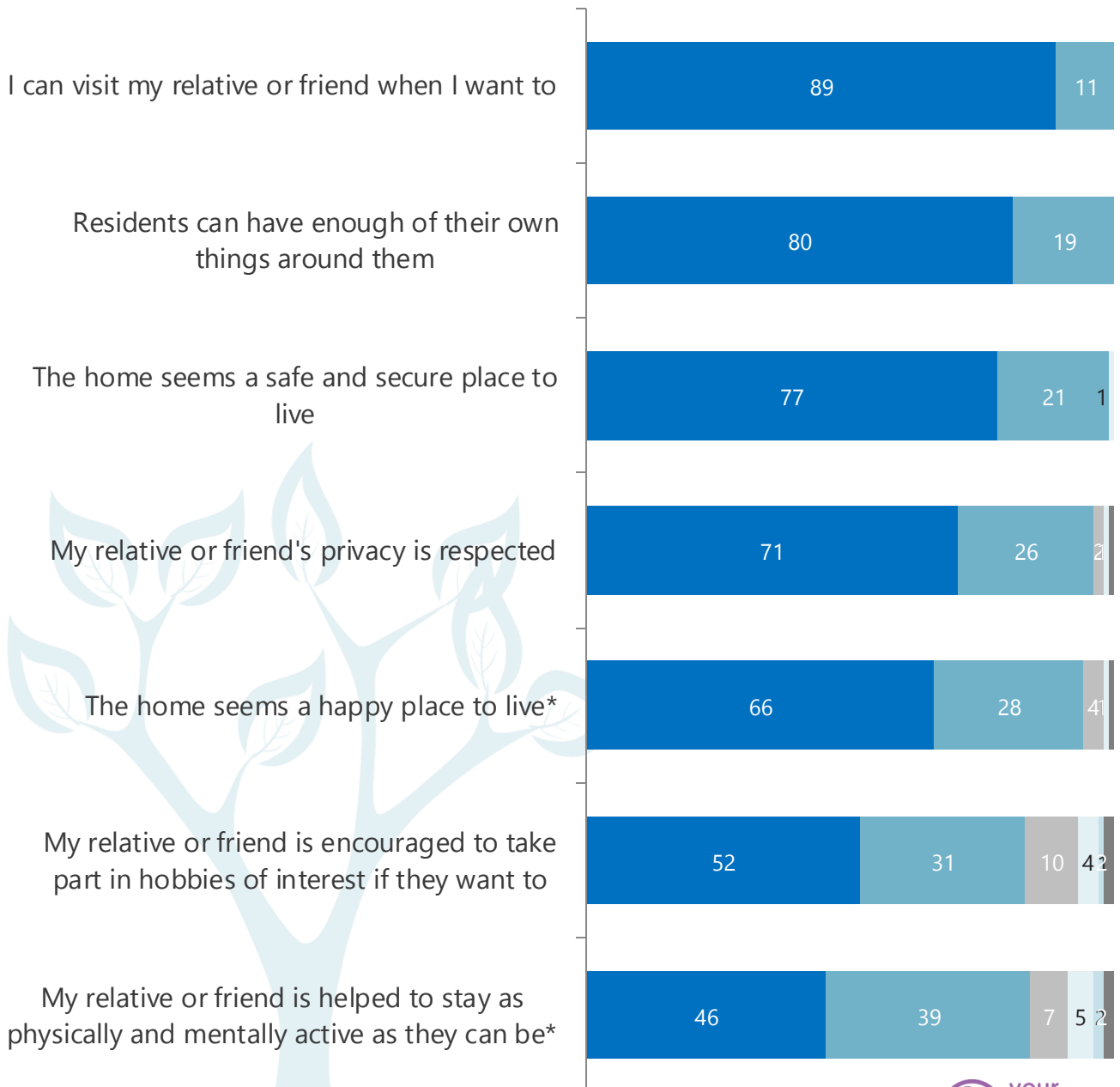
# Quality of life

Theme score: **927**

## Family & friends' survey

YCR average: **898**

- % Strongly agree
- % Tend to agree
- % Neither
- % Don't know
- % Tend to disagree
- % Strongly disagree



\*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations

# 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, 25 care home providers participated in the Your Care Rating Residents' survey in 2017/18. A total of 16,784 residents took part in the survey across 820 care homes. The survey was conducted between early September and late October 2017. 15 care home providers participated in the Your Care Rating Family and Friends' survey in 2017/18. A total of 12,068 family members and friends of residents took part in the survey across 686 care homes. The survey was conducted between October and November 2017, with responses completed online or using a paper-based questionnaire. Trend data is shown for care homes that took part in 2016/17 (receiving 5 or more responses).

This home report provides a breakdown of results for:

## **Greensleeves Homes Trust**

Results are based on:

**410 response(s) from residents**

**339 response(s) from family and friends**

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. In order to enable comparison of the Theme and OPR scores between the Family & Friends' and the Residents' surveys, only questions which are comparable across both surveys are included in the calculations of these scores. Scores for questions suffixed with an asterisk are not included in Theme score or OPR calculations. Further information about the OPR and Theme scores can be found at [www.yourcarerating.org](http://www.yourcarerating.org).

For practical reasons, the wording of some questions has been shortened for this report. Please refer to the survey questionnaire for the full question wording.

Throughout this home report, benchmark figures have been provided, showing the average score for the survey. Benchmarks are based on results for care homes achieving at least 5 responses for any individual attribute. Small base sizes should be treated with caution.

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 the care home to friends and family as 9 or 10 out of 10, minus the percentage rating their likelihood to recommend the 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 are 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.

For further information visit [www.yourcarerating.org](http://www.yourcarerating.org)

By taking part in the Your Care Rating survey, care providers are demonstrating very tangibly their commitment to:

- Hearing the views of residents, family members and friends
- Improving further the quality of their services

To recognise this, Your Care Rating will allow them to use the Quality Mark.

