

Woods Point Aged Care

RESIDENT SURVEY 2024 Summary Report

A Consumer Feedback Survey was conducted by Woods Point Aged Care during **October 2024**. New Aged Care Standards were introduced in 2019. Residents at Woods Point prefer to think of themselves as ‘Residents’ as opposed to ‘Consumers’, as noted in Resident meetings. The purpose of the survey was to assess how well our organisation is:

(using the language of the current Aged Care Standards)

Standard 1: providing for consumer’s dignity and choice

Standard 2: partnering with consumers in the assessment and planning of their care

Standard 3: delivering clinical and personal care

Standard 4 Activity Program: providing activities to consumers that are of interest to them

Standard 4 Support Services: providing support services for consumers

Standard 5: assessing how well our service (physical) environment provides a sense of belonging and consumer comfort

Standard 6: encourages and supports consumers to give feedback and make complaints

Standard 7: providing safe, quality care and services to our consumers

Standard 8: demonstrating its commitment to provide safe and quality care in the best interests of consumers

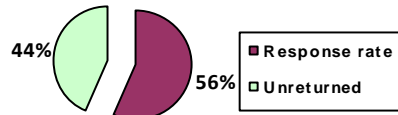
- and to identify where improvements can be made.

Response Rate:

No administered = 61

No. returned = 34

Response rate = 56%

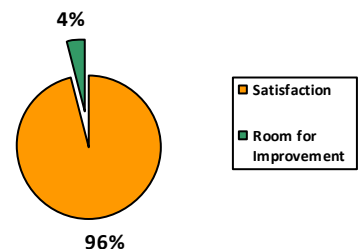


(Over the years verbal comments by a number of Residents indicated that the length of the surveys was a barrier to their completing it, when they were happy with everything, and already feeling comfortable discussing issues with Woods Point staff. Even with staff offer of assistance some Residents were still reluctant. It is unlikely that distributing many surveys over a year would be of benefit for Residents. 25 questions over 2 pages was distributed this year.)

There will continue to be more consideration related to the size of the survey to balance for potential benefit to Residents. There may be benefit in asking Residents, at Resident meeting, if they want the organisation to distribute a survey, and if yes, the number of questions they would be happy to have included. The Residents are then included in organisational decisions and monitoring of satisfaction levels.

Overall Satisfaction:

Satisfaction = 96%



Comments:

1. The dining room is cold. The lounge room is cold otherwise all good. There should be serviettes on table.
2. Praise to Management and Staff - very dedicated and excellent service. Great environment. Pleased to call this Home!
3. Thank you very much.
4. We are well looked after and cared for. Thank you to all concerned.
5. Sometimes meals are bigger than needed.
6. Thank you for your care.
7. Very Happy!
8. Can get cold in the dining room. Tissues on table. Tea spoons with cups. If a person is left sitting alone at dining table sit her with someone else for the meal.
9. I have no complaints. The staff are fabulous.
10. Very happy.
11. Service in this "old age care" is super, I could not want more.

Satisfaction rates are high, however Woods Point management and staff will continue trying to address any identified areas for improvement if at all possible. Please let staff know asap if you have a concern, as it allows us to investigate *at the time*. There is then the possibility of finding out what has occurred and addressing it for the best outcomes.

Woods Point staff welcome feedback and enjoy finding solutions to help in any way we can, and will find a reasonable solution if given the opportunity. Please let us know.

4 or more responses of only 'some of the time' are the 2 areas identified as areas for improvement. (more than 10% of respondents) Relating to:

88% satisfaction – 'Meals are well presented, and of the correct size'. A number of comments about meals too big.

88% satisfaction – 'Meals and drinks are served at the correct temperature'.

- Aged care facility kitchens have some limitations compared to e.g. a restaurant or café cooked to order with related price to consumer, or e.g. living at home where a person does their own, and family, shopping and cooking. Woods Point provides many options and the results of the survey reflect the high level of satisfaction in most areas.
- The Resident meeting is held on the first Thursday of every month. All residents, representatives and family are welcome to attend. The minutes of Resident meetings are in a folder in the Low Care lounge for all to read, and a summary of the Meeting Minutes is included in the newsletter.
- 'Food' is a Standing Agenda item so all meeting attendees are prompted to discuss food.
- Results of surveys are forwarded to all departments, and a repeat request made to Residents via next Resident meeting to please let staff know of any issue, especially if food is cold, *at the time*. This means we are able to investigate to determine if there was a problem with a hotbox, or food was removed from hotbox too early, or if food delivered to rooms was sitting longer than it should, or the bowl is cold but the food/soup inside it is hot, or any other potential cause.
- A message distributed to care and catering staff to ensure: Wing 3 & Wing 5 hot boxes remain plugged in and hot, trays and meals are not removed from hot box until ready to serve to Residents, and door of hot box is not left open if meals remain inside. Low care dining room service – meals are not placed on the trolley while waiting for 3 or more meals to be plated by catering staff. To be left on shelf under warming lights until almost ready to take to Residents.

The temperature of food is monitored in the kitchen during cooking and service via Food Safety guidelines, however if you prefer your food to be very hot – please let catering staff know. Safety guidelines will still need to be followed. Meals served to Resident rooms will likely be slightly cooler due to the logistics of plating and delivering them. These meals do have a thermal cover.

- We understand that you may have informed kitchen staff previously, but could we please ask that you continue to inform kitchen staff and Catering manager of any food or soup that is too cool, *at the time*. This is the way that gives us the best chance of determining the causative problem. Please taste the food for temperature as occasionally the bowl/plate feels cool but the food is hot. Catering staff can heat your food and drinks further if you let them know.
- During admission, and at other times at Resident request, we ask about preferred meal sizes. If we serve too much – please also let Catering staff know at the time and we will do our very best to serve your meal at your preferred size. Please ask Catering staff to show you what a large, medium and small serving looks like according to Dietitian recommendations.
- The facility follows Dietitian recommendations. Dietitian instructions about meal sizes can sometimes be counter to what an individual Resident prefers, which is often the reason for larger than preferred meal sizes. Dietitian meal sizing relates mostly to being provided sufficient protein and carbohydrates, but your meal size preference will override Dietitian instructions about the amount of protein and carbohydrate you need.
- Staff will be asked to please introduce themselves to you before delivering care or service.
- Dining room cold – the balance is resident comfort and staff safety – we ask residents to wear a jumper or cardigan if cold as we need to ensure staff are also comfortable, particularly when they are moving around and hot whilst providing care.
- For the questions with 1, 2 or 3 only disagree responses: please let us know and please continue to ask questions. We will continue to do the best we possibly can for everyone, especially related to pain. The aim is for all Residents to be as pain free as possible.

850 total responses – 815 Satisfied most of the time, 35 Satisfied some of the time, Zero Never Satisfied.

The Resident newsletters are available to read at Woods Point when visiting, and on the BentleyWood website.

For any Representatives, living locally or not: The Resident newsletter can be emailed. Please ask at Reception or contact us by phone.

Consumer Information Booklet is provided to all Residents on admission.

Staff in Care/Health delivery services are usually quite busy – Due to the nature of the work, available funding, and maintaining a viable facility. We receive great feedback about staff, care and service from Residents, Representatives and Visitors – and thank you again for the wonderful comments, and the great result of this survey. We do endeavour to please, and we work to deliver care and service of a high standard. Results of the Survey will be passed on to staff to let them know of the appreciation for their hard work and great attitude.

Please continue to speak with Woods Point staff about any reasonable concern you may have – Your input is welcomed – and we will endeavour to address any reasonable concern if possible.

Thank you to all who contributed.

A good response rate ensures confidence that the results reflect the majority. The response rate of 56% reflects the majority so is useful in determining areas for improvement. All Residents and/or their Primary Contact representative were given the opportunity to have their say. Overall satisfaction of 96% is a fantastic result and is an indication that the organisation is meeting many needs and expectations.

A wonderful result!

For Residents who were unable to complete a survey – The Primary Contact person for Residents was given the opportunity to participate in the Resident Representative Survey which was distributed in October. This allows everyone the opportunity to have a say.