



**St Margaret of Scotland Hospice
Relative Satisfaction Questionnaire Results and Analysis
St Joseph's Specialist Palliative Care Unit
March 2016- May 2016**

Introduction

As part of clinical governance and rolling audit programme, an audit of relative satisfaction was carried out in St Joseph's Specialist Palliative Care Unit during March and May 2016.

Methodology

This audit helps to identify how relatives feel about the care of the patient and themselves whilst in the Unit.

A random sample of 10 relatives/carers of inpatients from St Joseph's Ward, were asked to complete a questionnaire about their experience within the ward. Ten questionnaires were returned. The questionnaires were completed during March 2016 and May 2016.

Analysis is given based on all 10 completed questionnaires and is presented.

Results and Discussion

- Were you or your family given an Information Leaflet pertaining to the ward?

Yes 10 No 0

All were given an Information Leaflet pertaining to the ward

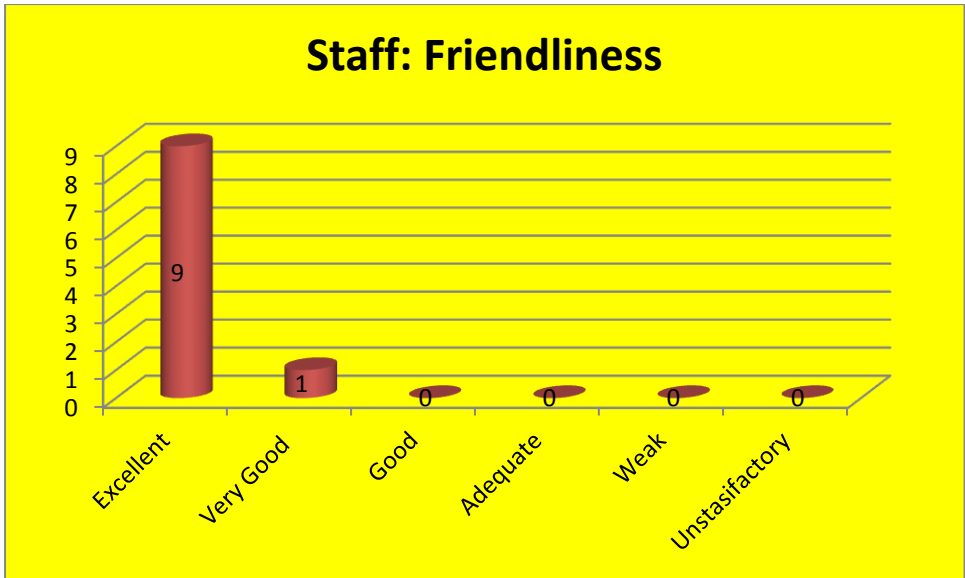
- Was the information leaflet clear and easy to read?

Yes 10 No 0

What was your experience of the Hospice Staff?

Hospice Staff: Friendliness

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

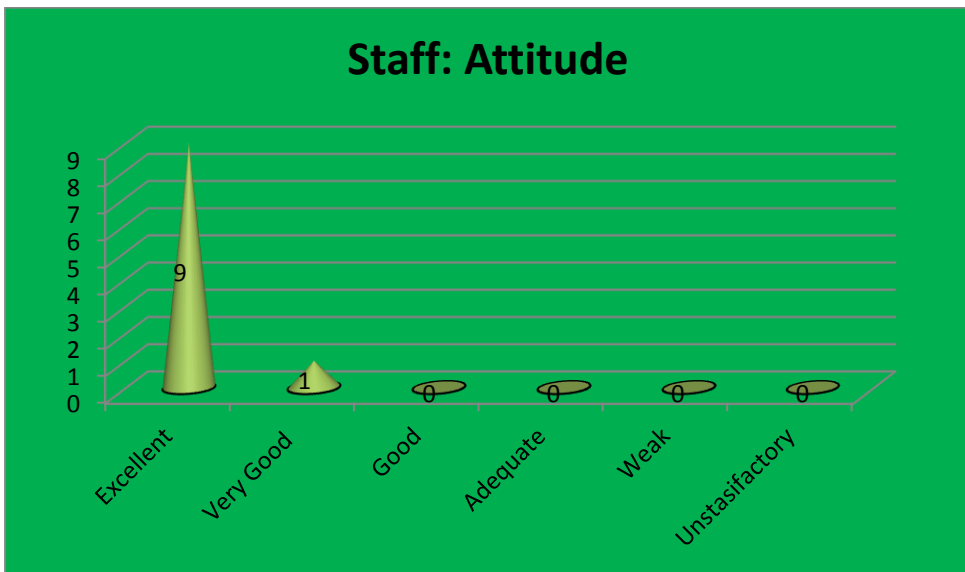


Hospice Staff: Knowledge

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

Hospice Staff: Attitude

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0



Hospice Staff: Helpfulness

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

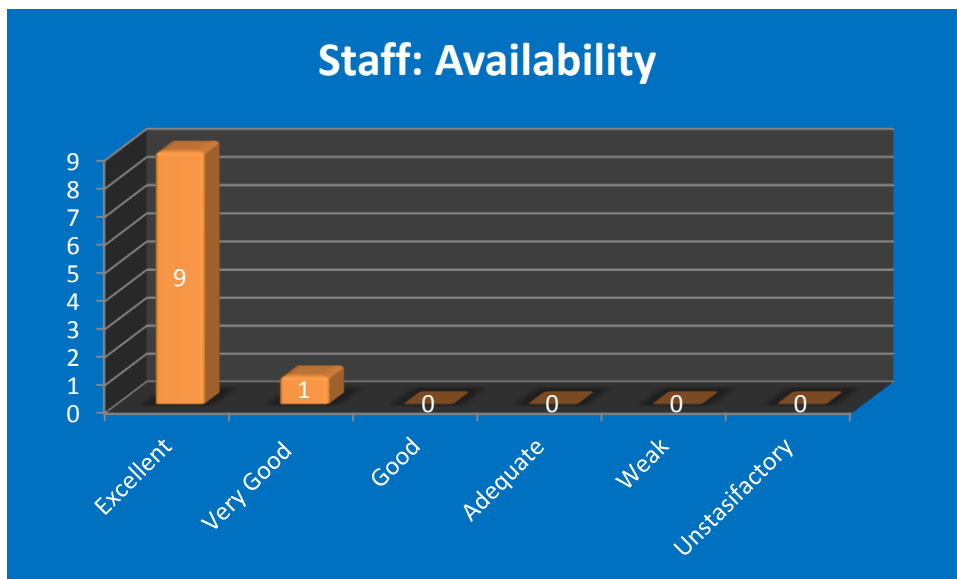
Hospice Staff: Welcoming

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0



Hospice Staff: Availability

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0



Hospice Staff: Appearance

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

Experience of Hospice Staff:

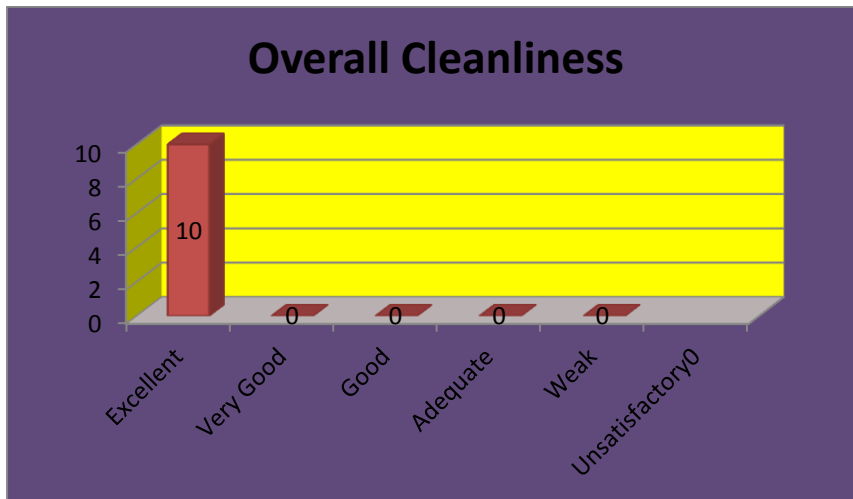
Comments:

- *A... was made so welcome by all members of staff and came on leaps and bounds since coming to St Margaret's and myself and family thank everyone for all they have done for my brother*
- *All worked hard to help everyone*
- *Every single member of staff made us feel welcome beyond belief from the very second we entered the Hospice nothing could be improved upon*
- *It is very clear to me (as a retired Respiratory Nurse) that the Hospice is well run and administered. Immaculately clean. Staff are all highly trained and highly motivated.*
- *Staff could not be nicer and more helpful*
- *Hospice staff are very helpful, informative and knowledgeable. Very welcoming and nothing seems to much trouble to them, from cleaners to staff nurses, they all have the same kind caring nature.*
- *Our experience of all the Hospice staff has been nothing but positive. Everyone we encounter is always very helpful and friendly.*

What was your experience of the Hospice Environment?

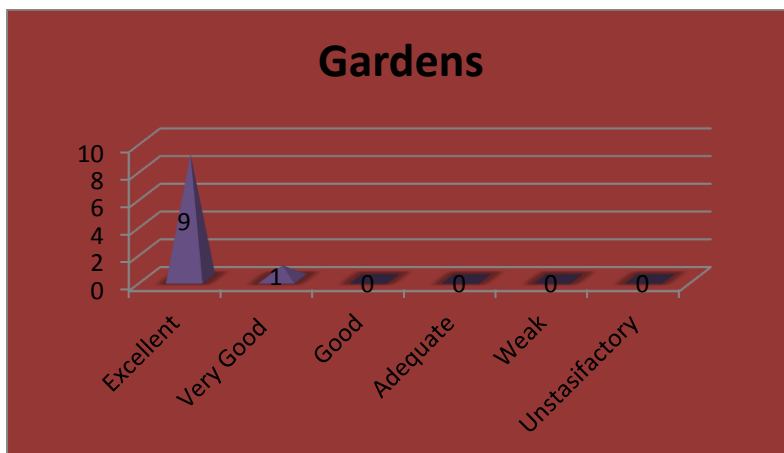
Hospice Environment: Overall cleanliness:

Excellent	10
Very Good	0
Good	0
Adequate	0
Weak	0
Unsatisfactory	0



Hospice Environment: Gardens:

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0



Hospice Environment: Restaurant:

Excellent	9
Very Good	2
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

Hospice Environment: Prayer Room:

Excellent	5
Very Good	2
Good	0
Adequate	0
Weak	0
Unsatisfactory	0
Blank	3

Hospice Environment: Reception:

Excellent	8
Very Good	2
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

Hospice Environment: Sitting Rooms:

Excellent	8
Very Good	2
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

Hospice Environment: Toilets:

Excellent	7
Very Good	2
Good	0
Adequate	0
Weak	0
Unsatisfactory	0
Blank	1

Experience of Hospice Environment:

Comments

- *There is no room for improvement, the levels of care and the Hospice as a whole are unsurpassed.*
- *The Hospice is a very welcoming place. It is a lovely environment*
- *Very calming and welcoming*
- *Restaurant brilliant*
- *The attention to detail is superb*
- *We found the atmosphere very friendly like a home form home*
- *Mt family and myself cannot thank the people of St Margaret's enough for the help and kindness they have shown to our brother and visitors and we thank each and every one of you.*
- *You could smell the clean there. Gardens beautiful, makes you feel the environment is care for too. Restaurant: Always there, helpful, fresh food, Chef would offer off menu, if I didn't feel like it. Sitting rooms: Always immaculate, private.*

Please rate your level of satisfaction regarding the quality of care delivered to you and your family.

Excellent	9
Very Good	1
Good	0
Adequate	0
Weak	0
Unsatisfactory	0



Please list three things which you like about the care within the Hospice:

- Very welcome
- Place is lovely
- Cleaners keep the place very clean
- Excellent attention from staff
- The quality of the food
- Cheerful disposition of the staff
- The care attention and compassion are beyond expectations
- The overall attitude of staff
- The friendliness and care from all staff
- The care and attention from staff is brilliant
- Far superior to a Hospital
- Can't find fault with anything or anyone
- Very attentive staff
- Excellent food
- Friendly atmosphere
- The staff are wonderful
- Care given is of a very high standard
- The needs of family members are always considered and their opinions valued
- Staff Staff Staff !!
- All in general care given
- Very helpful
- Making sure patient is not in discomfort
- Friendly staff
- Caring staff
- Make visitors very welcome
- All give level of empathy from all staff trained and untrained staff
- Always professional, approachable never distant
- After care, after bereavement, is second to none, felt able to come back, feel part of the Hospice family. The Hospice if you come back after death it is a sort of healing, it couldn't have got better
- The Day Hospice staff came to see him which meant so much to me and my husband

Please list three things which you feel might improve care within the Hospice

- I can't as there is no improvement as everything and everyone is lovely
- Can't think of anything. It's perfect as it is.
- Not aware of any areas that can be improved upon
- More cash support
- At this moment I can't see any way to improve the care that people receive
- Blank (2)
- Cannot be improved
- All given is very good, just keep doing what you're doing
- Sr Rita has handpicked the staff of St Joseph's ward, there is no better place for someone to be in

Discussion and Analysis

The results in keeping with previous audits, in the excellent category, reflecting the Mission Statement and Core Values of the Organisation:

The Core Values:

- Dignity
- Quality
- Advocacy
- Compassion
- Justice

In rating the service, 9 out of 10 relatives rated the service as Excellent, one rated Very Good, however gave no suggestions to improve on care and stated 'just keep doing what you're doing'. All were given information leaflets pertaining to the ward. Hospice staff are rated Excellent (9/10) across all categories: Friendliness, Knowledge, Attitude, Helpfulness, Welcoming, Availability, and Appearance.

Frequently occurring words included, welcoming and friendly, staff were knowledgeable, informative, available and had a positive attitude. There were no negative comments regarding staff and this was also noted in the comments section about what the relatives liked about care in the Hospice.

Overall cleanliness was also rated as excellent, some did not comment on the prayer room and the toilets and may not have visited these areas. The restaurant has completed refurbishment since the audit was completed.

Privacy was also noted within the environment and the gardens also of importance as excellent. There were no negative comments throughout the entire audit and no suggestions for improving care. This is in keeping with previous audits and is as a result of the Core Values and Mission of the Organisation in action. Sustaining these results is also as a result of dedication and commitment from all staff 24 hours a day every day. It is also as a continued result of the leadership and dedication over 24 hours every day from the Chief Executive who is always available to and goes round the wards every day, being available for relatives and the presence of the Senior Management Team as well on the wards and continued education and support to all staff.

Action Plan:

- The Mission Effectiveness Programme must continue as part of mandatory training helping the staff understand the importance of the Core Values in action. The programme should continue to ensure all staff are able to ensure the Core Values underpin all practice, decision making and interactions with patients and relatives, thus meeting their needs.
- The Chief Executive is asked to continue her management and leadership which nurtures staff development, knowledge, attitude, appearance and availability. The Chief Executive and Senior Management Team will continue to role model interactions and continue to teach staff throughout the day and guide and oversee daily reports.

- Staff must continue to access and learn at daily reports, Multi-disciplinary Team Meetings, Meetings with the Chief Executive and Senior Management Team. Staff will continue to attend, participate, action and learn from Clinical Governance meetings including sub groups, to ensure practice is maintained to this Excellent standard.
- Staff to continue to access available education and development plans as identified through the assessment and appraisal system and to apply all learning to practice.
- The environment must continue to be maintained and nurtured by the whole multi professional team throughout all departments and monitored through clinical governance.
- Information leaflets must continue to be given to relatives/ carers, quality of same to be maintained and any questions answered by staff when giving them out.
- Staff to continue to with available education
- Senior Managers to continue to be available for patients/ relatives/ carers to ensure their needs are met and to teach junior staff in this aspect of care, assessing their communication skills
- Family meetings should continue as planned, with permission from the patient to ensure good feedback and discussion and to continue to provide a forum
- Mentorship programmes for new staff to continue with assessment process
- Staff to request assistance from Senior Managers, if required, for any situation when the relative/ carer needs support, although senior managers will continue to see patients and relatives/ carers throughout the day as well as oversee care provision and standards.

***We don't do adequate, we strive for perfection
Sister Rita, Chief Executive***

'The needs of family members are always considered and their opinions valued'

Dissemination of Results:

Results are forwarded to Sr Rita, The Chief Executive, and to the Senior Management Team for discussion. They are made available in Units throughout the Hospice, are presented at reports, Multidisciplinary Team Meetings and Clinical Governance Meetings ensuring all Departments are aware of the results, their implications and how to access them at any time. Results are forwarded to the Board of Directors and included in Board Reports and are also available on the Hospice web-page. The results are made available for Healthcare Improvement Scotland Inspectors.