



**St Margaret of Scotland Hospice  
Relative Satisfaction Questionnaire Results and Analysis  
St Joseph's Specialist Palliative Care Centre  
October 2018**

**Introduction**

As part of the clinical governance structure, the rolling audit of relative satisfaction was carried out in St Joseph's Specialist Palliative Care Centre during October 2018.

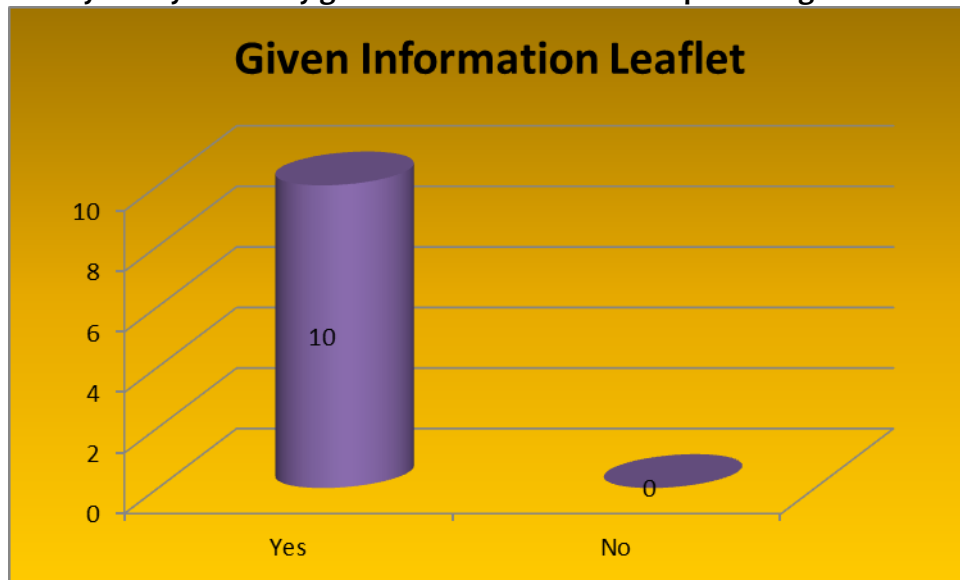
**Methodology**

The aim of this audit is to identify how patient's relatives feel about care on the ward, it is important to ascertain this from the carer/relatives perspective as well as the patient. A random sample of 10 relatives/carers of inpatients from St Joseph's Specialist Palliative Care Centre, was asked to complete a questionnaire about their experience within the ward. Ten questionnaires were returned. The questionnaires were completed during October 2018.

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

**Results and Discussion**

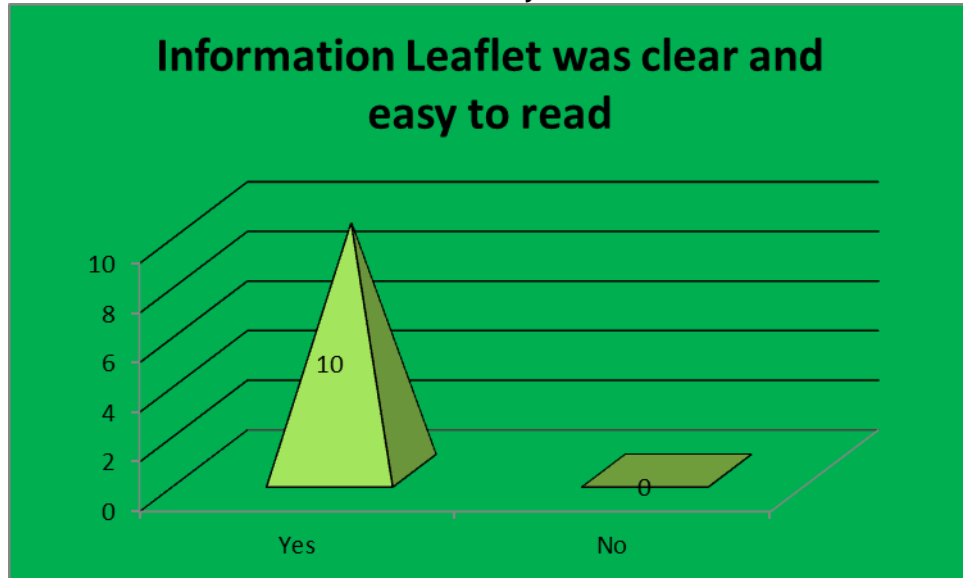
1. **Were you or your family given an Information Leaflet pertaining to the ward?**



**Yes 10 No 0**

**All were given an information leaflet pertaining to the ward.**

2. Was the information leaflet clear and easy to read?



**Yes**                    **10**                    **No**                    **0**  
All found the information leaflet clear and easy to read

3. What was your experience of the Hospice Staff?

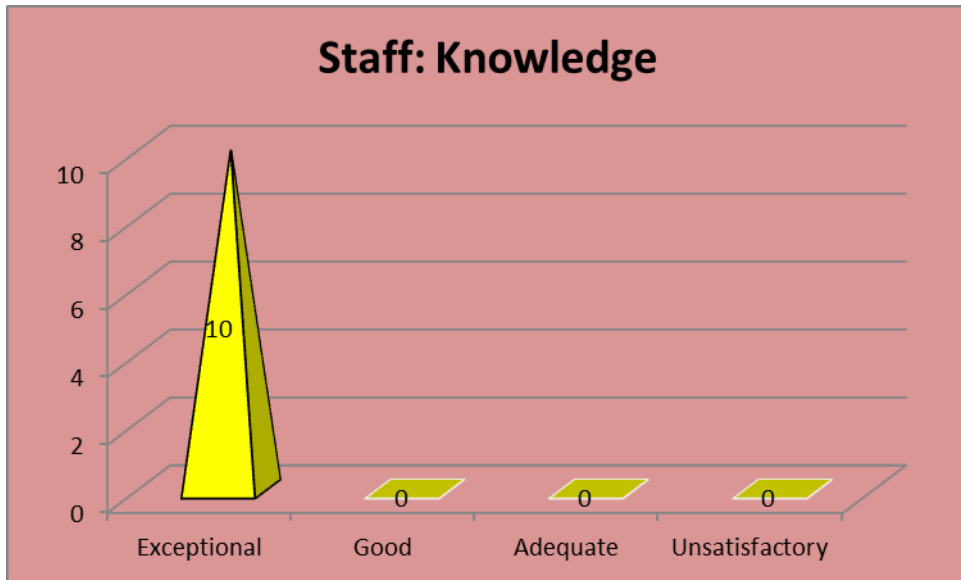
**Hospice Staff: Friendliness**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



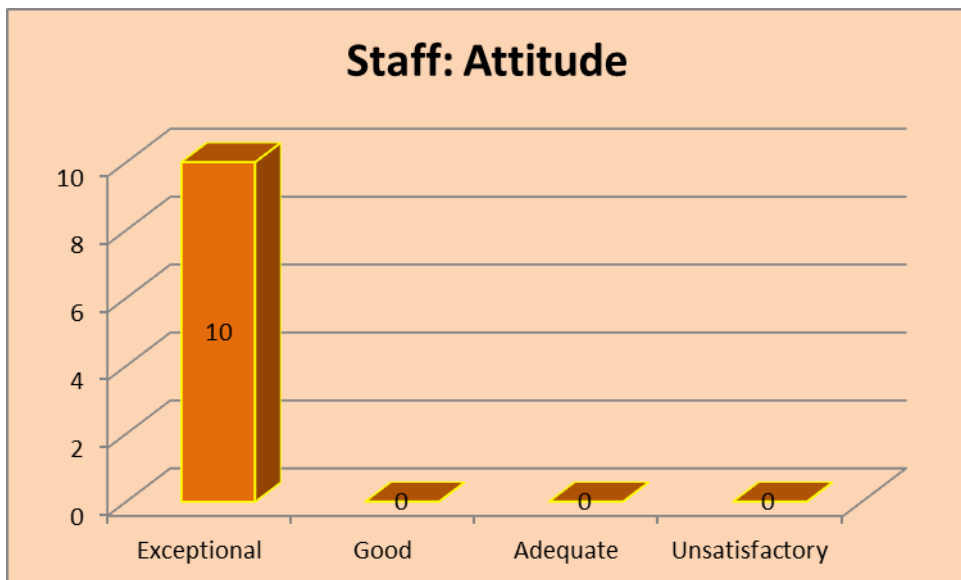
**Hospice Staff: Knowledge**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



**Hospice Staff: Attitude**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



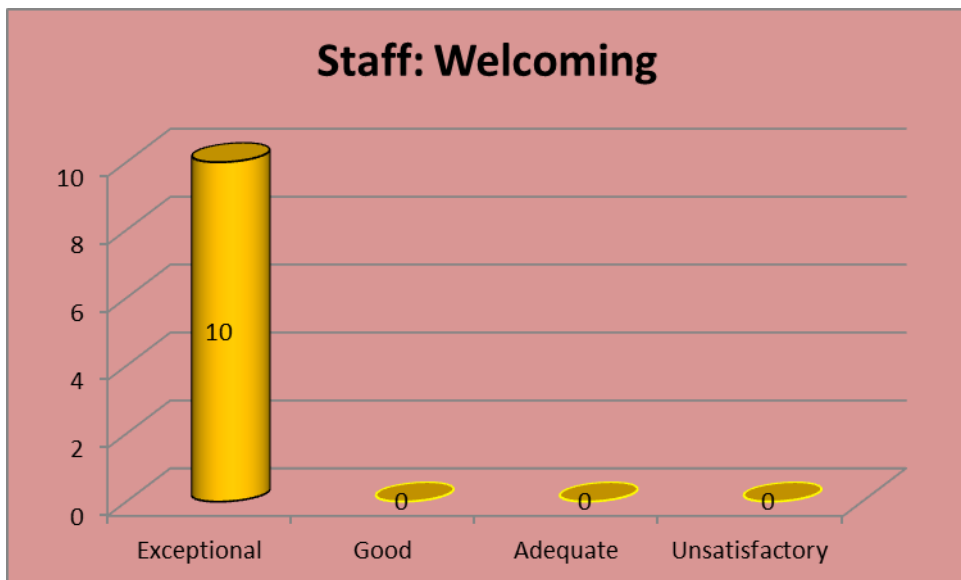
**Hospice Staff: Helpfulness**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



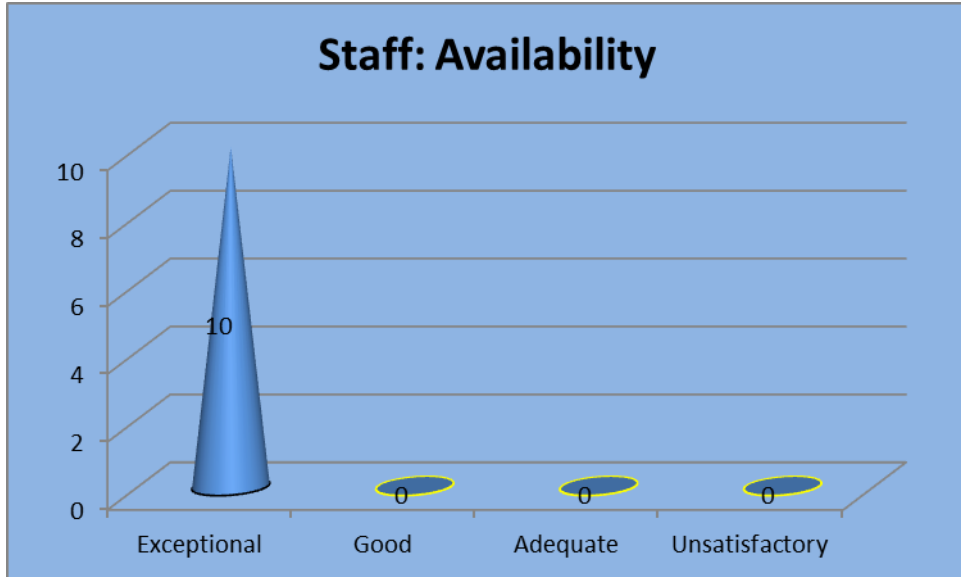
**Hospice Staff: Welcoming**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



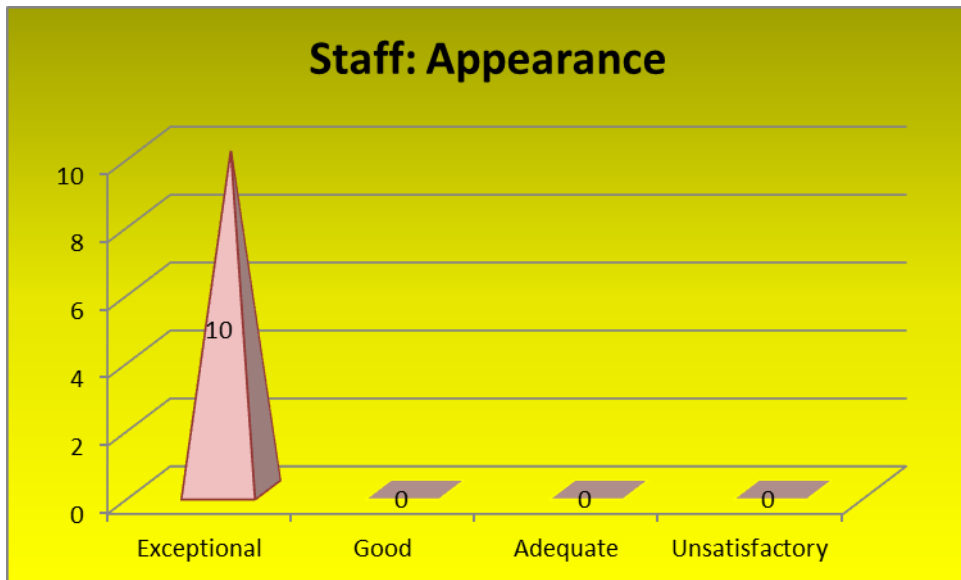
**Hospice Staff: Availability**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



**Hospice Staff: Appearance**

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



### Experience of Hospice Staff:

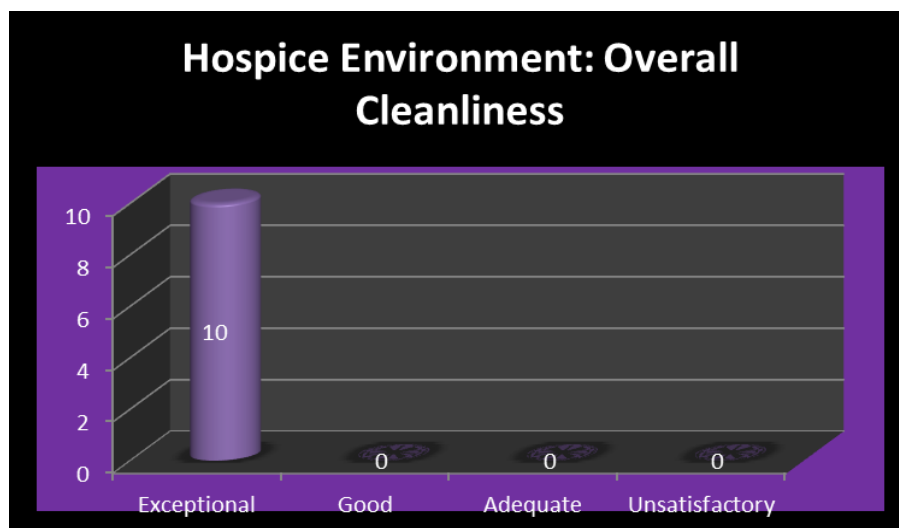
Comments:

- ✚ Everything has surpassed expectations so far
- ✚ We would like to thank all of you for all of the help you have given my dad over the last few weeks. We would like to say your team are fantastic from Connie to Sr Rita
- ✚ Such a lovely place with amazing, caring staff
- ✚ We are so grateful for the kindness shown by everyone in the Hospice. Their attitude and caring nature are exceptional indeed. They are all making what is a traumatic time for us as a family much easier to cope with
- ✚ Everyone at the Hospice has been fantastic, you have all made this difficult time for our family much easier.
- ✚ Staff go the extra mile to help in every way.
- ✚ Every member of staff is friendly and approachable and everyone displays warmth in their words and kindness in their faces. It is easy to leave my very loved dad in your care.

#### 4. What was your experience of the Hospice Environment?

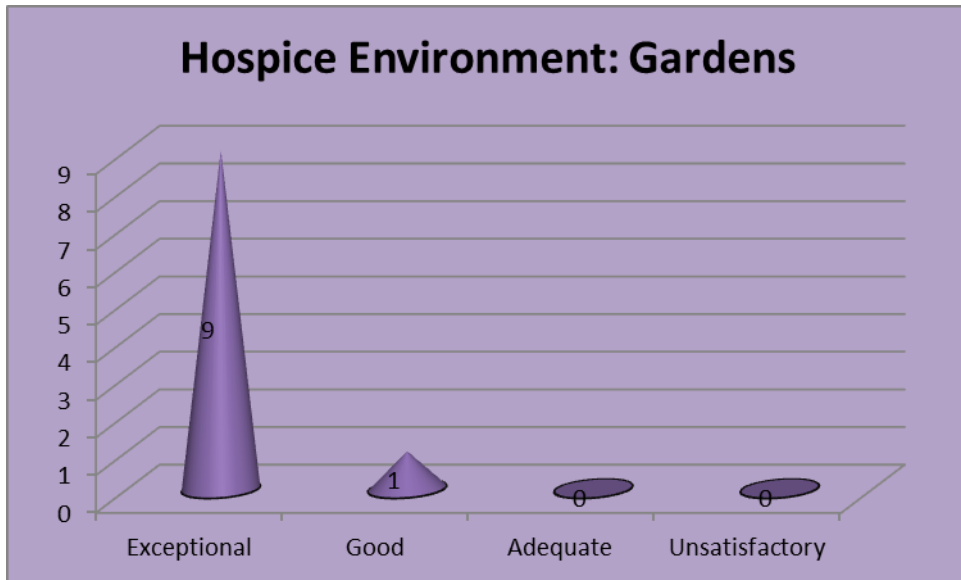
##### Hospice Environment: Overall cleanliness:

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



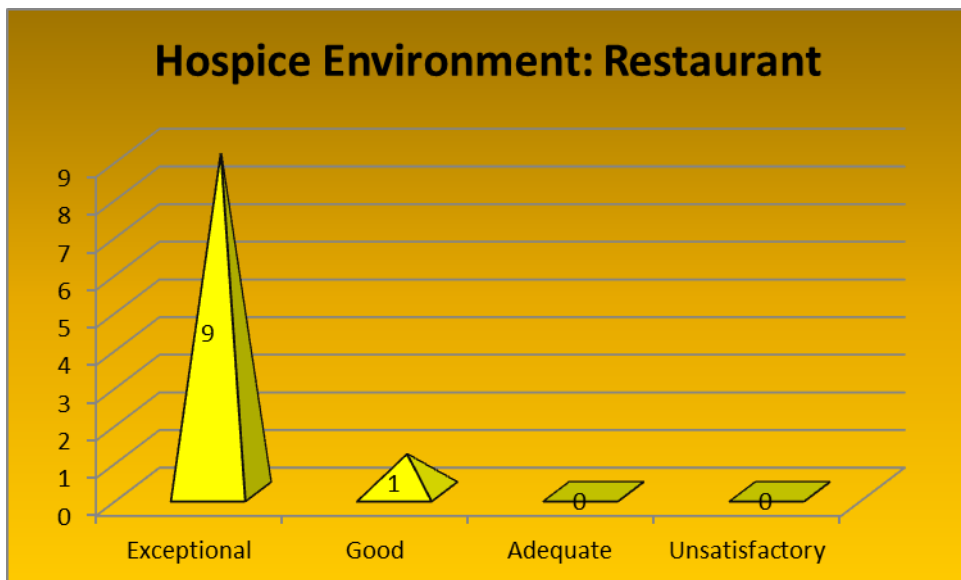
**Hospice Environment: Gardens:**

Exceptional	9
Good	1
Adequate	0
Unsatisfactory	0



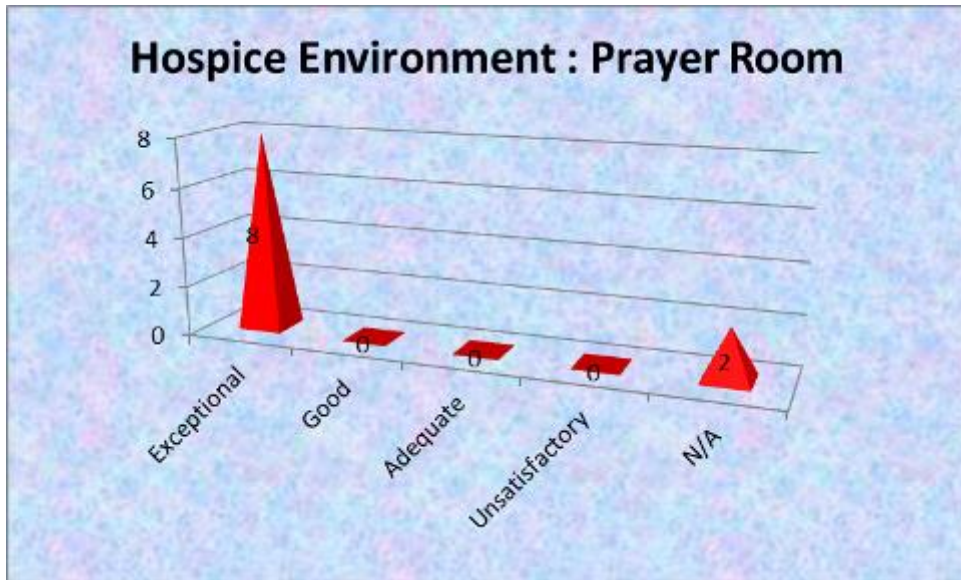
**Hospice Environment: Restaurant:**

Exceptional	9
Good	1
Adequate	0
Unsatisfactory	0



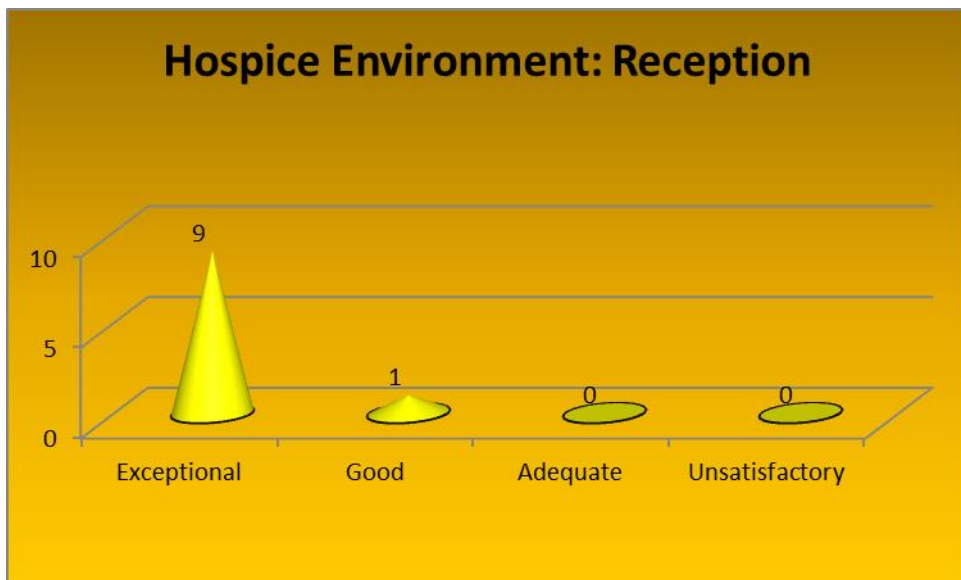
**Hospice Environment: Prayer Room:**

Exceptional	8
Good	0
Adequate	0
Unsatisfactory	0
Blank/N/A	2



**Hospice Environment: Reception:**

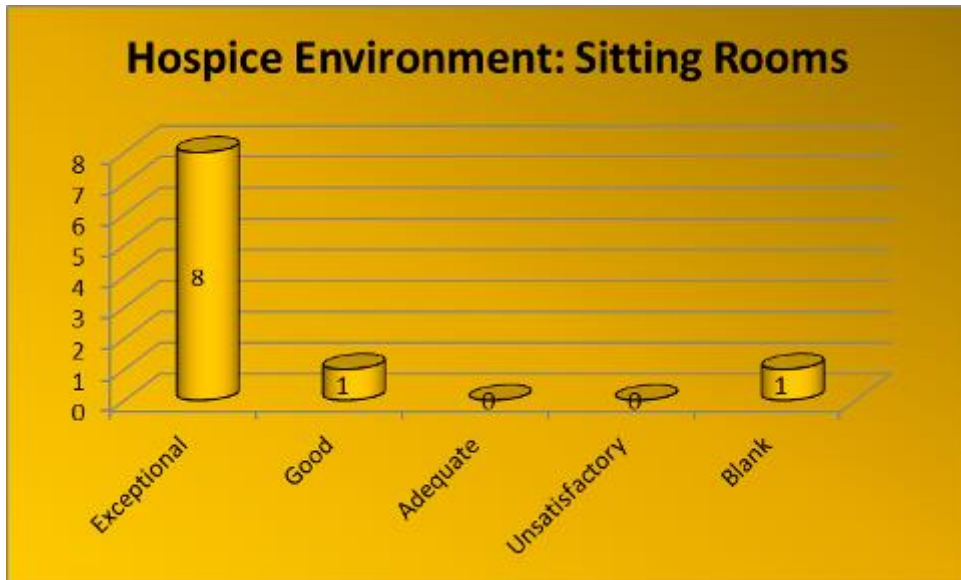
Exceptional	9
Good	1
Adequate	0
Unsatisfactory	0





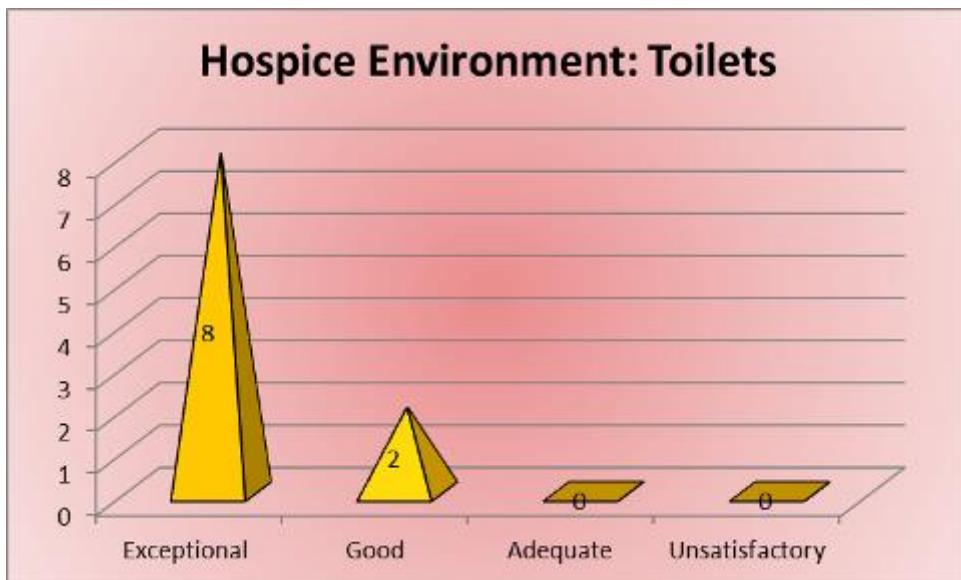
**Hospice Environment: Sitting Rooms:**

Exceptional	8
Good	1
Adequate	0
Unsatisfactory	0
Blank	1



**Hospice Environment: Toilets:**

Exceptional	8
Good	2
Adequate	0
Unsatisfactory	0



**Experience of Hospice Environment:  
Comments**

- ✚ The whole environment of the Hospice is just so calm and tranquil. The restaurant is great and the food is top quality.
- ✚ Very nice and welcoming environment. Doesn't feel like a Hospice.
- ✚ Environment is warm and homely
- ✚ All areas notably very clean and well organised
- ✚ I have not commented on the prayer room as we have not been there but if it is the same as the rest of the Hospice, then I am sure it will be good.
- ✚ The environment is lovely and relaxed and so peaceful
- ✚ Facilities are fantastic

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

Exceptional	10
Good	0
Adequate	0
Unsatisfactory	0



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

- ✚ The staff are amazing at all times, nothing is too much trouble any hour of the day
- ✚ Person centred- focus on mum
- ✚ All staff are friendly and it seems a happy place
- ✚ Whether Counsellor or cleaner it's a team with all the same approach
- ✚ Staff- so warm and friendly
- ✚ Everything really, I am so glad that my mum is being looked after here. I think you are all amazing and do an amazing job
- ✚ Patients and family members are listened to
- ✚ Patient's wishes are sought out Staff are exceptional
- ✚ Take genuine interest in patients' needs
- ✚ Friendliness and care of staff
- ✚ All of the staff are on hand to help as soon as you ask

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

- ✚ Blank/N/A : 7
- ✚ Shower facilities for relatives who have to stay over
- ✚ Honestly can't think of anything, such an amazing place, keep up the fantastic work

## Discussion and Analysis

The results are in keeping with previous audits in the now Exceptional category.

These results continue to reflect the Mission Statement and Core Values of the Organisation:










-  Dignity
-  Quality
-  Compassion
-  Justice
-  Advocacy

Information leaflets pertaining to the ward were given to all relatives and all felt they were clear and easy to understand.

Staff are very highly valued in the audit and it was clear they all work as a team throughout the whole Multi Disciplinary Team. Care is felt to be person centred and comments were made about patient's wishes being listened to and sought out which is imperative to person centred care. The dedication of staff was noted and felt and this was evident in the comments. Staff are friendly and are approachable and always on hand.

The environment is clean, warm, and friendly, the words 'tranquil' and 'calm' were used as a description, this is in keeping with the Mission of the Sisters of Charity. The suggestion of shower facilities is heard, however there are shower facilities in place for relatives staying overnight and these are often used by relatives.

### Action Plan:

-  Continue with Mission Effectiveness Programme and continue to ensure the Mission and Core Values are at the centre of all governance and everyday care.
-  Continue with present appraisal and mentorship systems
-  Continue with family meetings with consent from patient
-  Continue to seek patients views and wishes and listen
-  Continue exceptional education systems and programmes and methods for ensuring learning is evident in practice.
-  The Chief Executive is asked to continue her frequent ward rounds
-  Continue Grand Ward Round empowering multi-disciplinary working and listening to patients needs
-  Continue report systems
-  Continue staff meetings and joint working throughout the Hospice to maintain the Exceptional grading.

**'Every member of staff is friendly and approachable and everyone displays warmth in their words and kindness in their faces. It is easy to leave my very loved dad in your care'.**

**Response from relative**

**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, medical 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.

***‘We don’t do adequate, we strive for perfection’***

**Sr Rita Chief Executive**