

# Your Care Rating

## 2016 survey results

### Birch Green Care Home

### Springhill Care Group Limited

### Care home report

*This report provides results for Birch Green Care Home.*

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

*13 response(s) from residents*

# Overall Performance Rating & Theme Scores

YCR Average  
OPR: 880



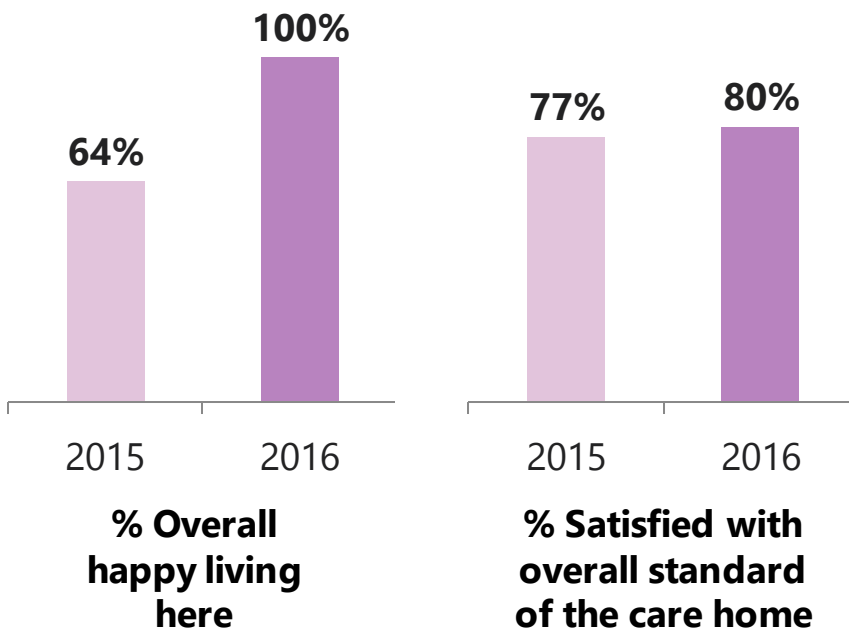
Your Home  
OPR: 801

Your home  
2015 OPR:  
681



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

## Key indicators



**+30**

### 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

# Benchmarking results

<i>Residents' survey measures</i>	Your 2016 result	YCR average	Your result vs. YCR average
<b>Overall Performance Rating (OPR)</b>	<b>801</b>	<b>880</b>	<b>-79</b>
Staff and care	793	877	-84
Home comforts	710	859	-149
Choice and having a say	820	867	-47
Quality of life	926	928	-2
<b>Net Promoter Score</b>	<b>+30</b>	<b>+49</b>	<b>-19</b>
<b>Overall, I am happy living here</b>	<b>100%</b>	<b>92%</b>	<b>+8%</b>
<b>Overall satisfaction</b>	<b>80%</b>	<b>96%</b>	<b>-16%</b>
I have easy access to a pleasant garden/outdoor area	100%	90%	+10%
I can take part in activities/hobbies if I want to	100%	93%	+7%
My privacy is respected	100%	95%	+5%
Staff treat me with kindness, dignity and respect	100%	97%	+3%
I can have enough of my own things around me	100%	98%	+2%
I can have visitors when I want to	100%	99%	+1%
I can speak to senior members of staff if I need to	91%	92%	-1%
I can choose what time I get up and go to bed	90%	92%	-2%
I have a real say in how staff provide care and support to me	82%	85%	-3%
Staff understand me as an individual	90%	94%	-4%
This home is a safe and secure place to live	91%	97%	-6%
The staff here are capable of providing the care I need	90%	96%	-6%
I am happy with the care and support I receive	90%	96%	-6%
The home is clean and tidy	90%	97%	-7%
I am happy with the way staff deal with any complaints or concerns	82%	89%	-7%
I am happy with the access I get to doctors, nurses, dentists	80%	92%	-12%
The laundry service is good	70%	90%	-20%
Staff have time to talk to me	64%	86%	-22%
Staff are sensitive to how I am feeling	64%	91%	-27%
Staff are usually available when I need them	60%	90%	-30%
The menu offers a good variety of choices each day	56%	87%	-31%
The food served at mealtimes is of good quality	56%	89%	-33%

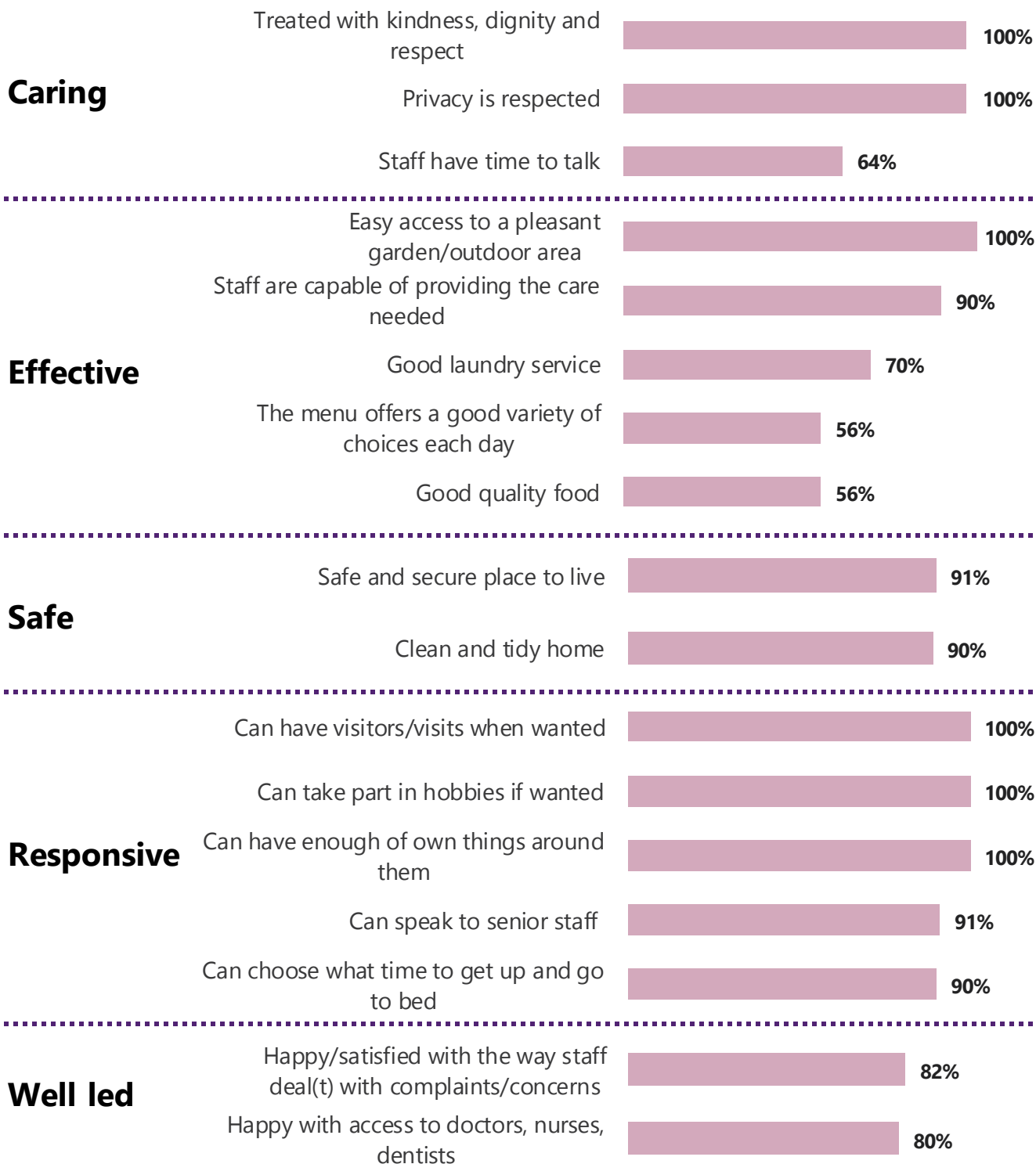
# Trend results

<b>Residents' survey measures</b>	<b>Your 2016 result (n=13)</b>	<b>Your 2015 result (n=14)</b>	<b>Your 2016 result vs. your 2015 result</b>
<b>Overall Performance Rating (OPR)</b>	<b>801</b>	<b>681</b>	<b>+120</b>
Staff and care	793	637	+156
Home comforts	710	671	+39
Choice and having a say	820	614	+206
Quality of life	926	845	+81
<b>Net Promoter Score</b>	<b>+30</b>	<b>-14</b>	<b>+44</b>
<b>Overall, I am happy living here</b>	<b>100%</b>	<b>64%</b>	<b>+36%</b>
<b>Overall satisfaction</b>	<b>80%</b>	<b>77%</b>	<b>+3%</b>
I have a real say in how staff provide care and support to me	82%	31%	+51%
I am happy with the care and support I receive	90%	57%	+33%
Staff treat me with kindness, dignity and respect	100%	71%	+29%
My privacy is respected	100%	71%	+29%
I can speak to senior members of staff if I need to	91%	62%	+29%
I can choose what time I get up and go to bed	90%	62%	+28%
The staff here are capable of providing the care I need	90%	62%	+28%
I am happy with the way staff deal with any complaints or concerns	82%	54%	+28%
I have easy access to a pleasant garden/outdoor area	100%	77%	+23%
I can take part in activities/hobbies if I want to	100%	77%	+23%
Staff understand me as an individual	90%	71%	+19%
Staff are usually available when I need them	60%	46%	+14%
Staff have time to talk to me	64%	57%	+7%
Staff are sensitive to how I am feeling	64%	57%	+7%
The food served at mealtimes is of good quality	56%	50%	+6%
I can have enough of my own things around me	100%	100%	0%
I can have visitors when I want to	100%	100%	0%
The menu offers a good variety of choices each day	56%	57%	-1%
This home is a safe and secure place to live	91%	93%	-2%
The home is clean and tidy	90%	93%	-3%
I am happy with the access I get to doctors, nurses, dentists	80%	86%	-6%
The laundry service is good	70%	77%	-7%

# Regulatory themes

*This page presents results for this care home from the 2016 survey in alignment with regulator inspection themes (informed by the latest inspection framework introduced by CQC in England). Not all attributes rated in the survey are shown. These results reflect the views of residents. 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).*

■ **Residents' survey –  
% strongly/tend to agree**



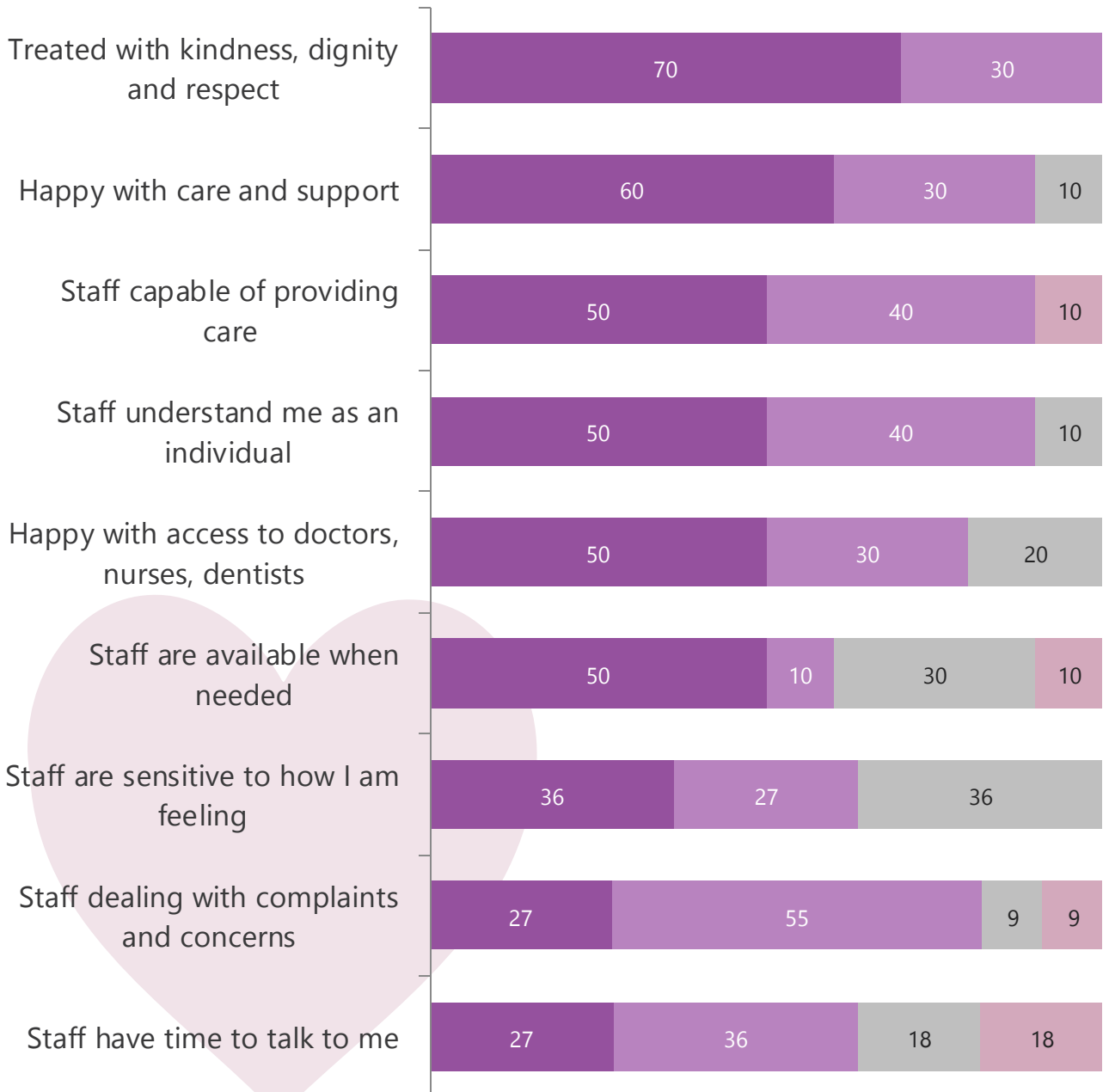
# Staff & care

Theme score: **793**

## Residents' survey

YCR average: **877**

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

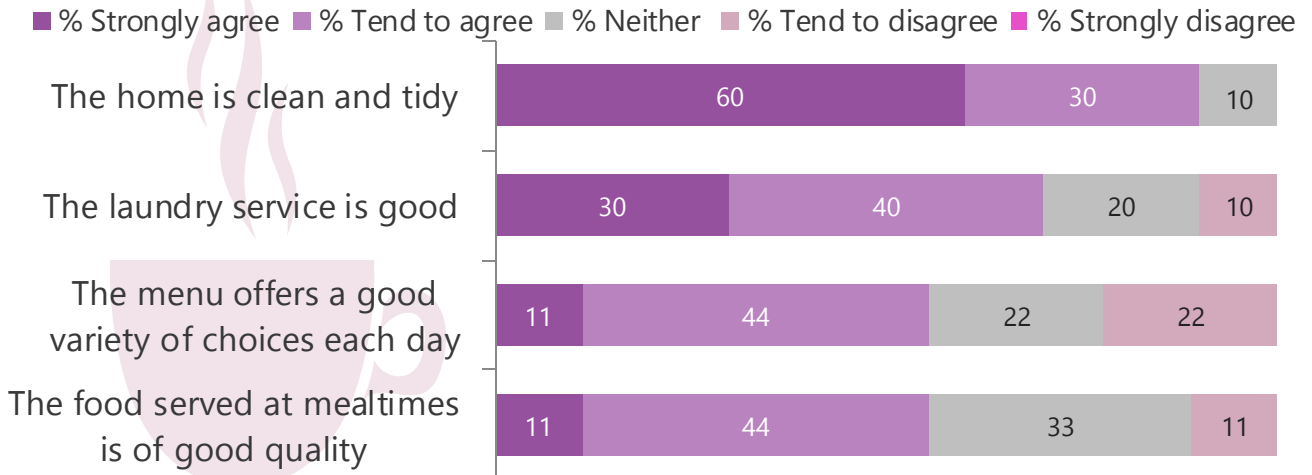


# Home comforts

Theme score: **710**

YCR average: **859**

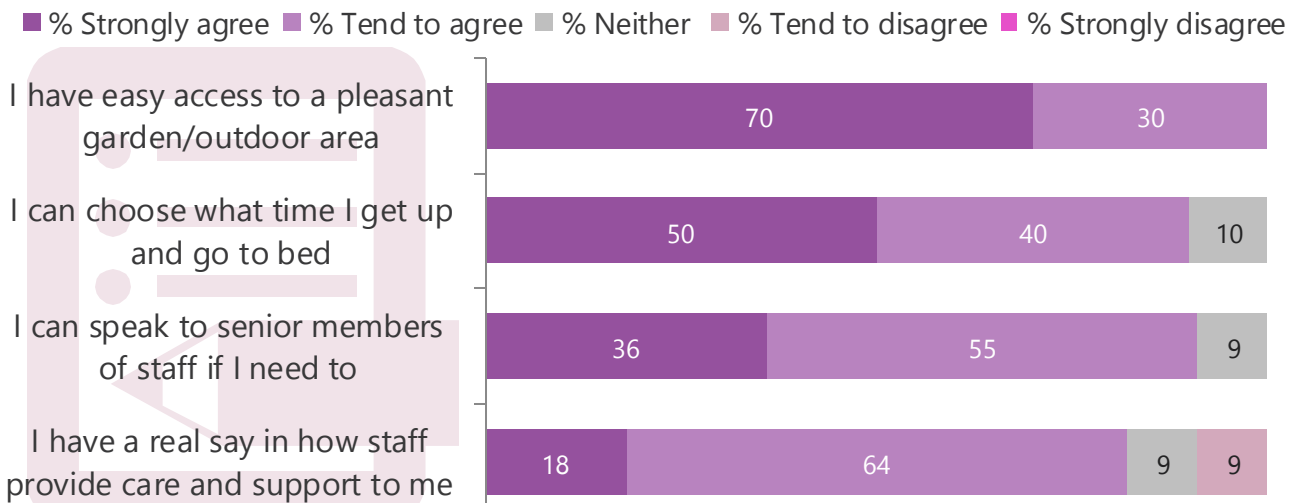
## Residents' survey



# Choice & having a say

Theme score: **820**

YCR average: **867**



# Quality of life

Theme score: **926**

YCR average: **928**

## Residents' survey

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





# 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, 33 care home providers participated in the Your Care Rating Residents' survey in 2016. A total of 18,786 residents took part in the survey across 914 care homes. The survey was conducted between August and October 2016. Trend data is shown for care homes that took part in 2015 (receiving 5 or more responses).

This home report provides a breakdown of results for:

## **Birch Green Care Home**

Results are based on

### **13 response(s) from residents**

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



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

- Hearing the views of residents
- Improving further the quality of their services

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

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