

Knowle Hill Residential Home

Sheffcare Ltd

This report provides results for Knowle Hill Residential Home.

*The report is based on responses to the Your Care Rating (YCR) surveys as follows:
35 response(s) from residents*

Your Care Rating 2017/18

Care Home report

Ipsos MORI
Social Research Institute



Overall Performance Rating & Theme Scores

YCR Average
OPR: 878



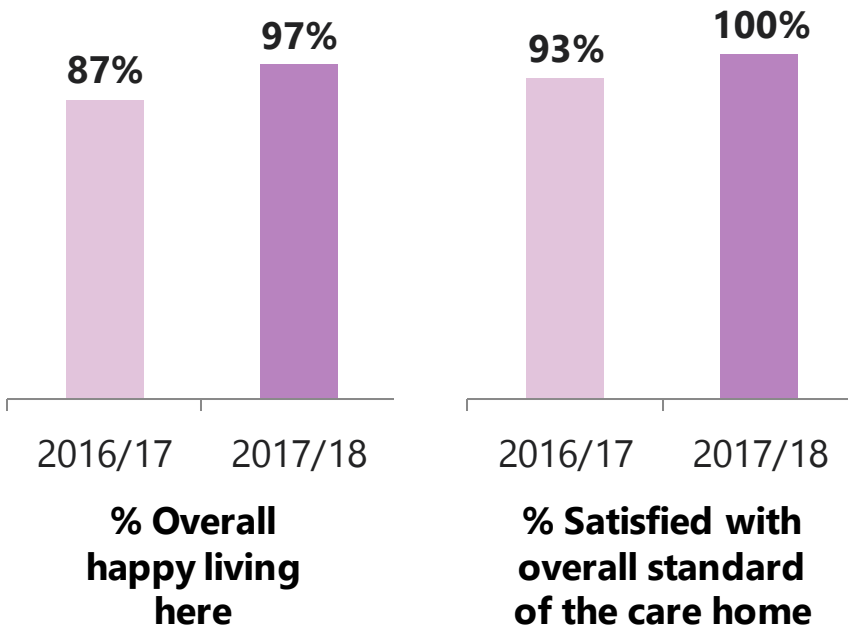
Your Home
OPR: 942



Your
2016/17
OPR: 910

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

Key indicators



+66

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 2017/18 result	YCR average	Your result vs. YCR average
Overall Performance Rating (OPR)	942	878	+64
Staff and care	936	877	+59
Home comforts	943	855	+88
Choice and having a say	932	863	+69
Quality of life	966	929	+37
Net Promoter Score	+66	+50	+16
Overall, I am happy living here	97%	92%	+5%
Overall satisfaction	100%	98%	+2%
The laundry service is good	100%	90%	+10%
I am happy with the access I get to doctors, nurses, dentists	100%	91%	+9%
The food served at mealtimes is of good quality	97%	88%	+9%
I am happy with the way staff deal with any complaints or concerns	97%	88%	+9%
I have a real say in how staff provide care and support to me	91%	83%	+8%
I have easy access to a pleasant garden/outdoor area	97%	90%	+7%
I can choose what time I get up and go to bed	97%	91%	+6%
Staff are sensitive to how I am feeling	97%	91%	+6%
I can speak to senior members of staff if I need to	97%	91%	+6%
I am happy with the care and support I receive	100%	95%	+5%
Staff are usually available when I need them	94%	89%	+5%
Staff have time to talk to me	91%	86%	+5%
The menu offers a good variety of choices each day	91%	86%	+5%
The staff here are capable of providing the care I need	100%	96%	+4%
The home is clean and tidy	100%	97%	+3%
I can have enough of my own things around me	100%	97%	+3%
Staff understand me as an individual	97%	94%	+3%
My privacy is respected	97%	95%	+2%
I can have visitors when I want to	100%	99%	+1%
This home is a safe and secure place to live	97%	97%	0%
I can take part in activities/hobbies if I want to	94%	94%	0%
Staff treat me with kindness, dignity and respect	97%	98%	-1%

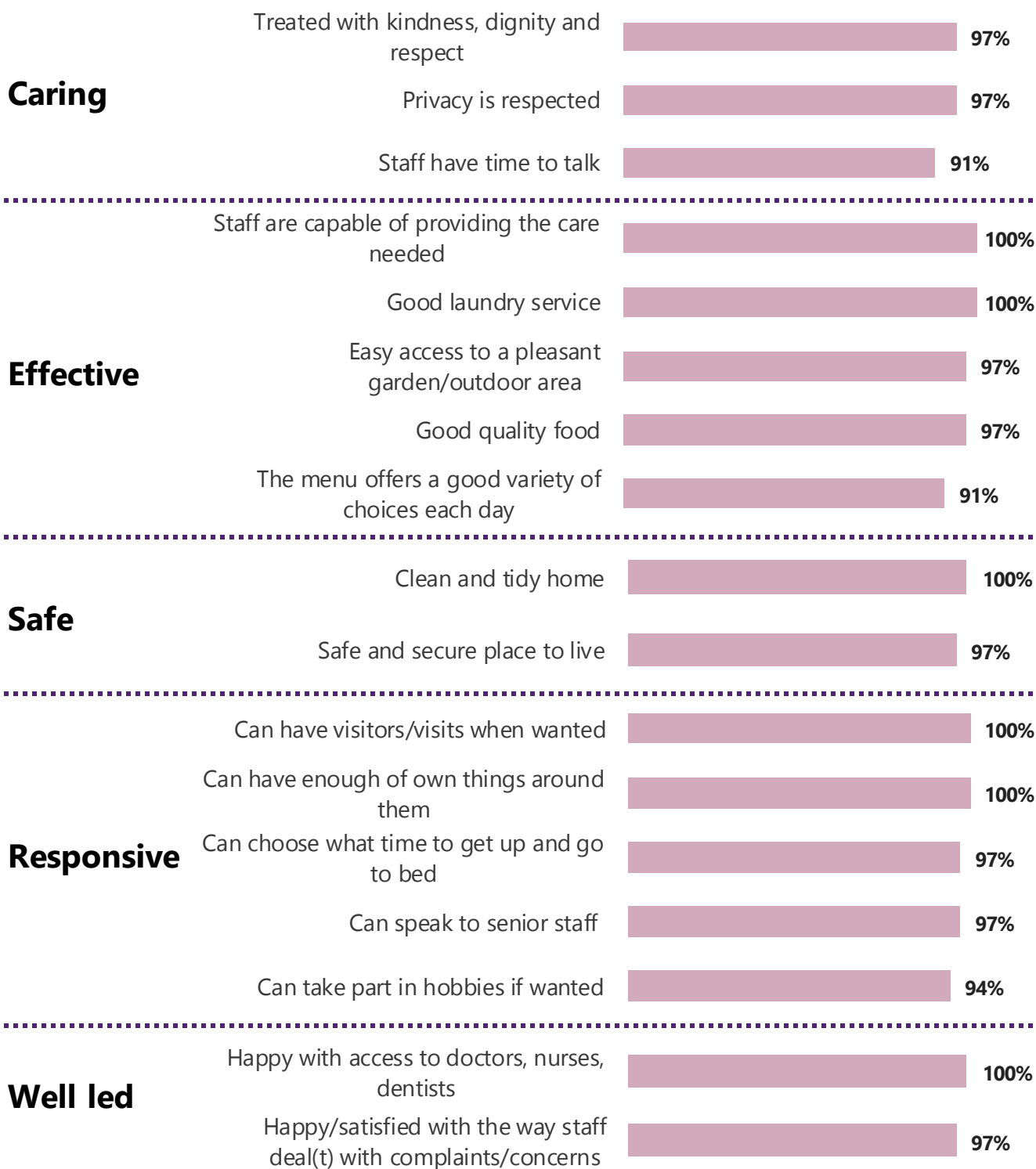
Trend results

<i>Residents' survey measures</i>	Your 2017/18 results (n=35)	Your 2016/17 results (n=32)	Your 2017/18 result vs. your 2016/17 result
Overall Performance Rating (OPR)	942	910	+32
Staff and care	936	905	+31
Home comforts	943	894	+49
Choice and having a say	932	920	+12
Quality of life	966	930	+36
Net Promoter Score	+66	+79	-13
Overall, I am happy living here	97%	87%	+10%
Overall satisfaction	100%	93%	+7%
My privacy is respected	97%	90%	+7%
Staff understand me as an individual	97%	90%	+7%
The food served at mealtimes is of good quality	97%	93%	+4%
I am happy with the way staff deal with any complaints or concerns	97%	93%	+4%
The menu offers a good variety of choices each day	91%	87%	+4%
I am happy with the access I get to doctors, nurses, dentists	100%	97%	+3%
The staff here are capable of providing the care I need	100%	97%	+3%
The laundry service is good	100%	97%	+3%
I have a real say in how staff provide care and support to me	91%	89%	+2%
Staff are usually available when I need them	94%	93%	+1%
The home is clean and tidy	100%	100%	0%
I can have enough of my own things around me	100%	100%	0%
I can have visitors when I want to	100%	100%	0%
I am happy with the care and support I receive	100%	100%	0%
This home is a safe and secure place to live	97%	97%	0%
Staff are sensitive to how I am feeling	97%	97%	0%
I have easy access to a pleasant garden/outdoor area	97%	100%	-3%
I can choose what time I get up and go to bed	97%	100%	-3%
Staff treat me with kindness, dignity and respect	97%	100%	-3%
I can speak to senior members of staff if I need to	97%	100%	-3%
I can take part in activities/hobbies if I want to	94%	100%	-6%
Staff have time to talk to me	91%	97%	-6%

Regulatory themes

This page presents results for this care home from the 2017/18 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**



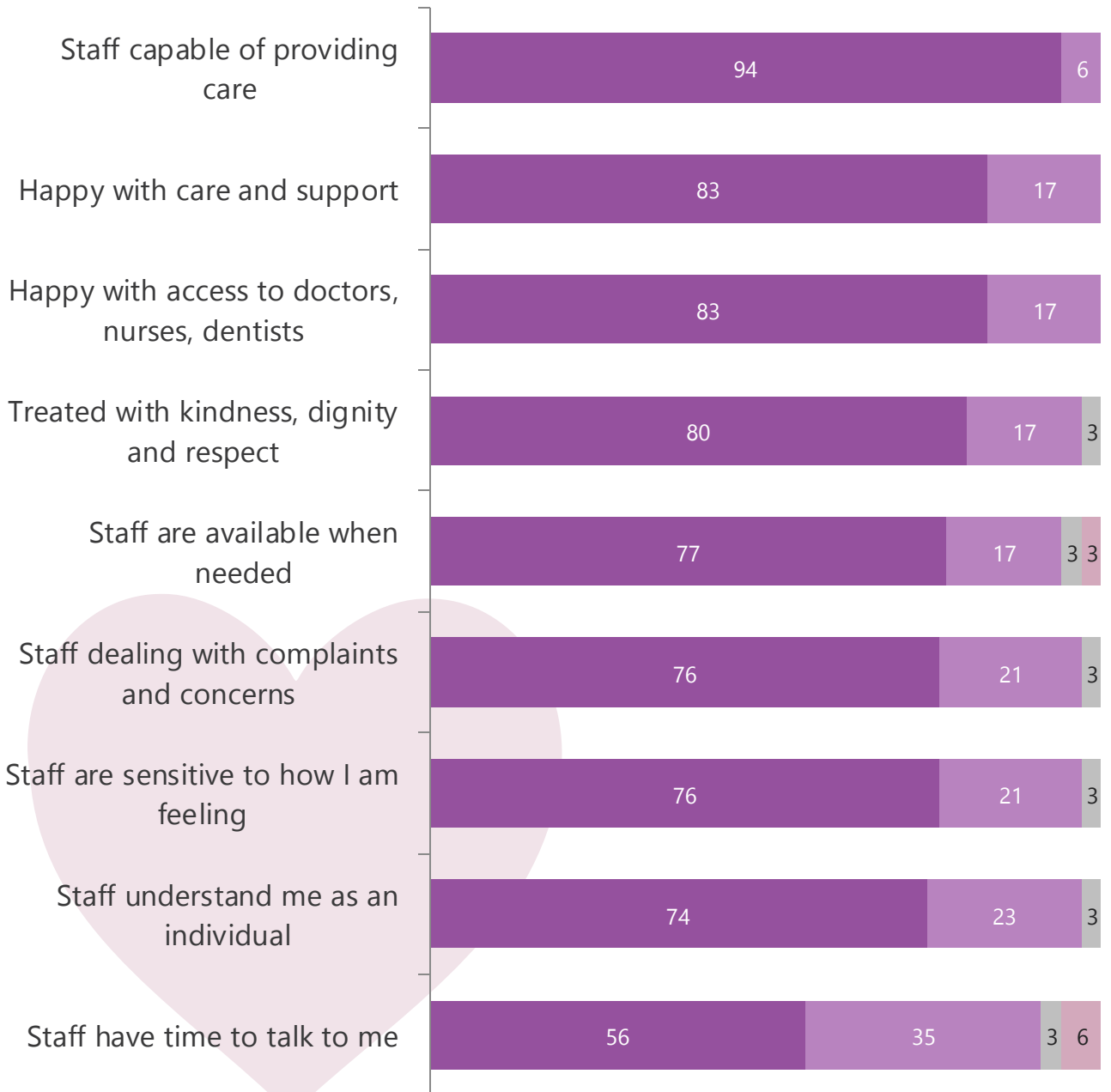
Staff & care

Theme score: **936**

Residents' survey

YCR average: **877**

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

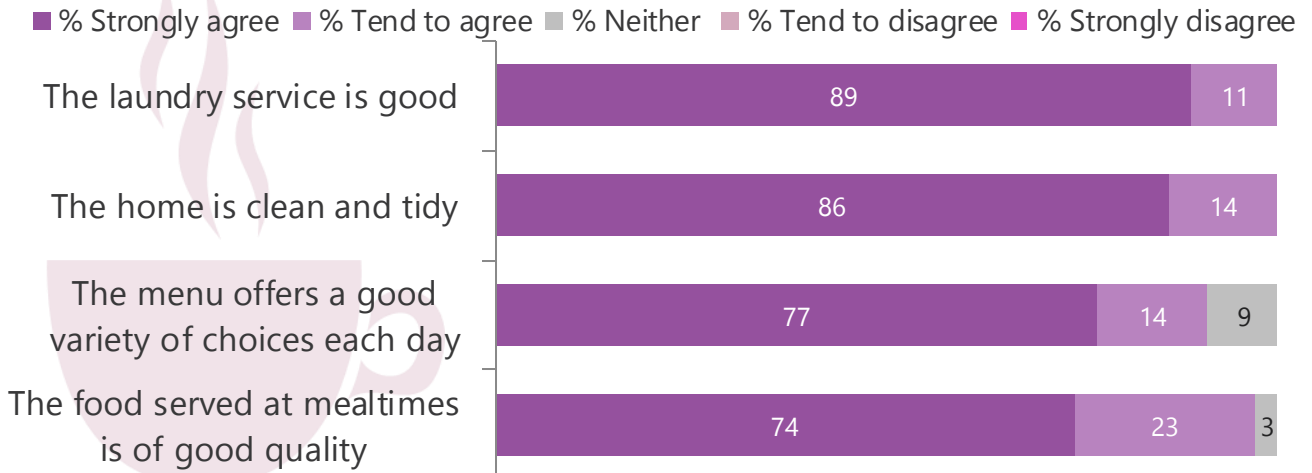


Home comforts

Theme score: **943**

YCR average: **855**

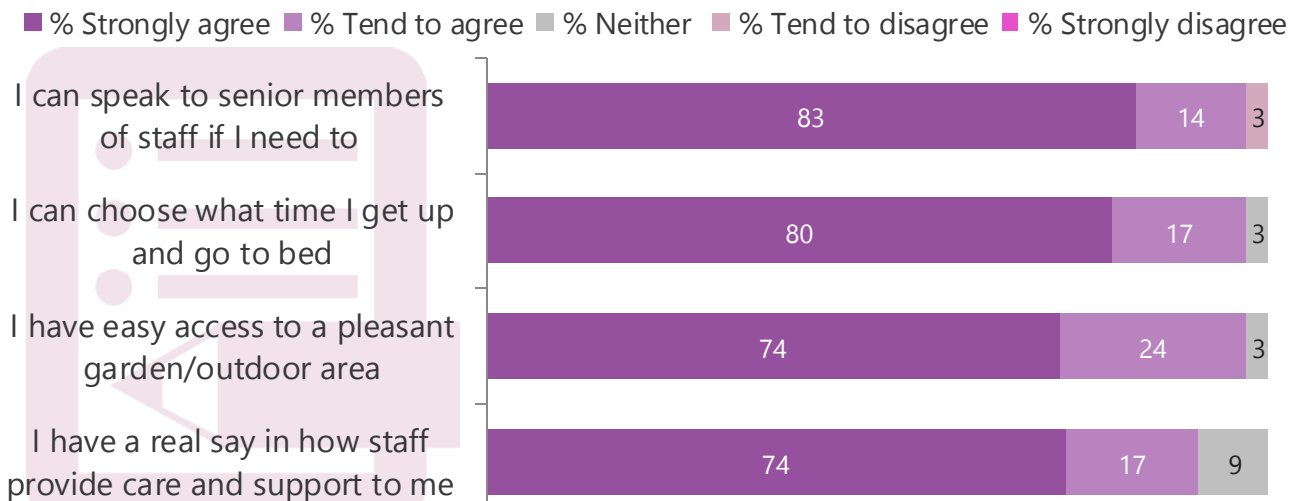
Residents' survey



Choice & having a say

Theme score: **932**

YCR average: **863**



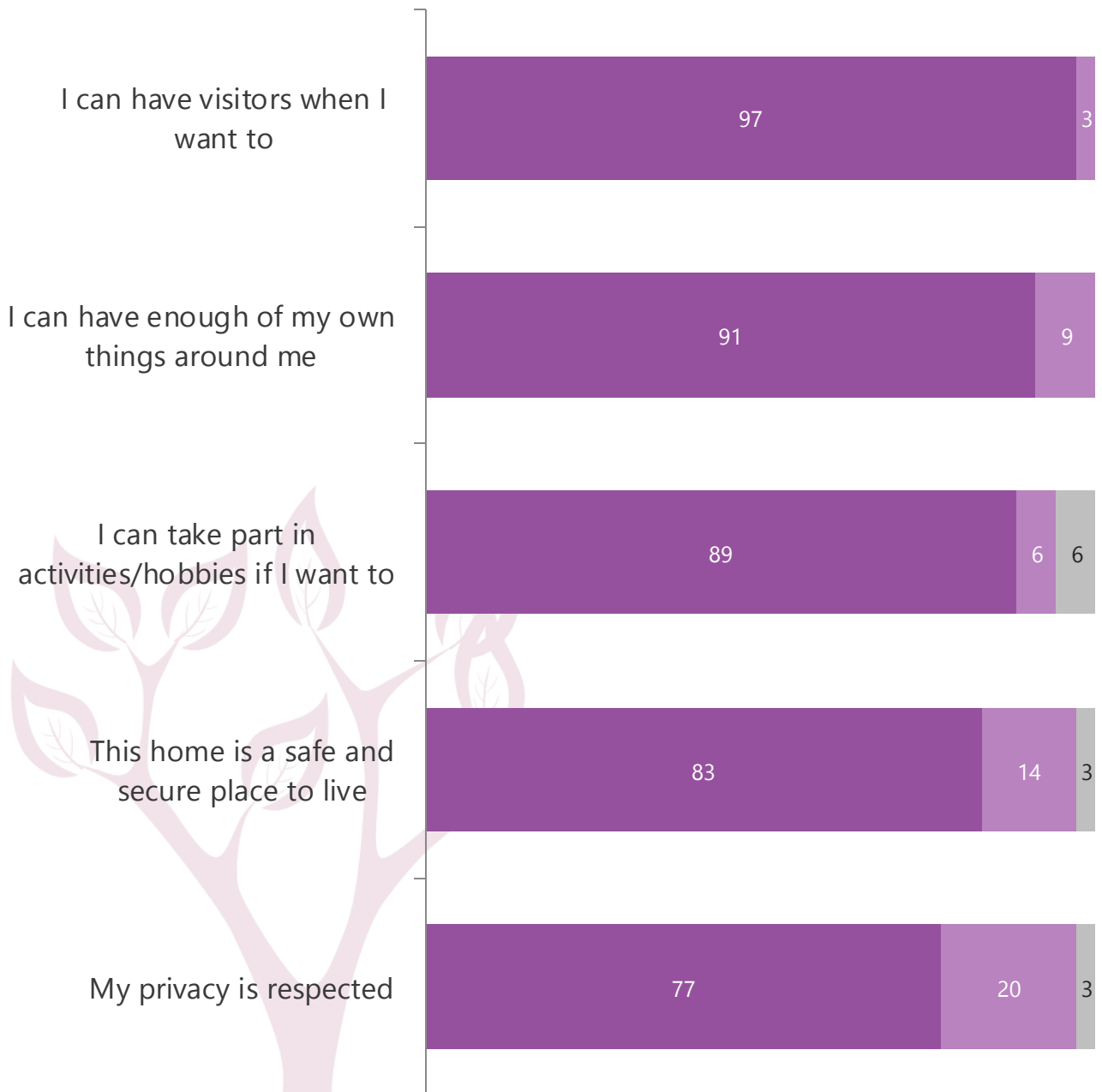
Quality of life

Theme score: **966**

YCR average: **929**

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, 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. 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:

Knowle Hill Residential Home

Results are based on

35 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.

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.

For further information visit 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.

