

Belvedere Manor

Care Home report

Methodist Homes (MHA)

Your Care Rating 2018/19

This report provides results for Belvedere Manor.

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

8 response(s) from residents

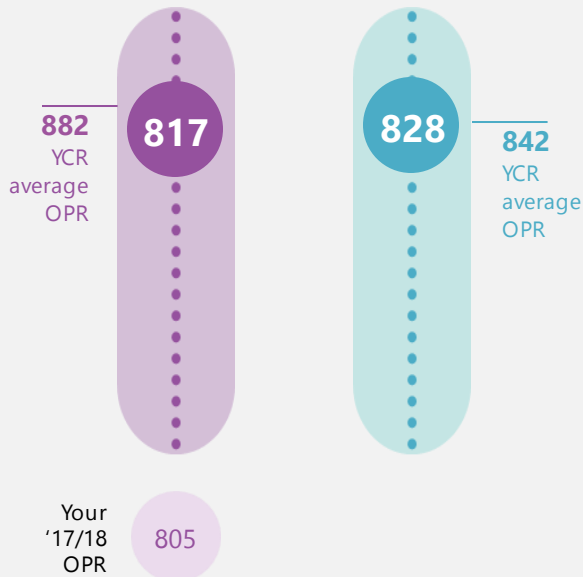
9 response(s) from family and friends

Belvedere Manor

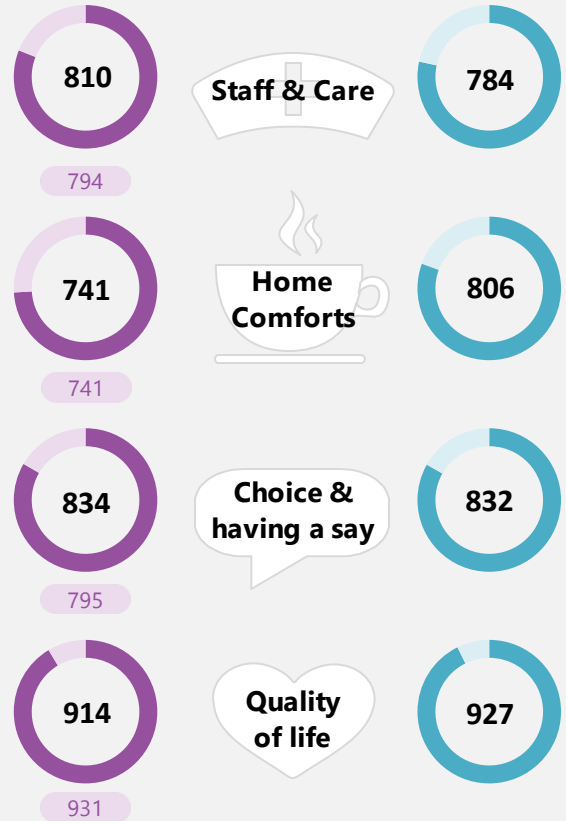
Overall Performance Rating & Theme Scores



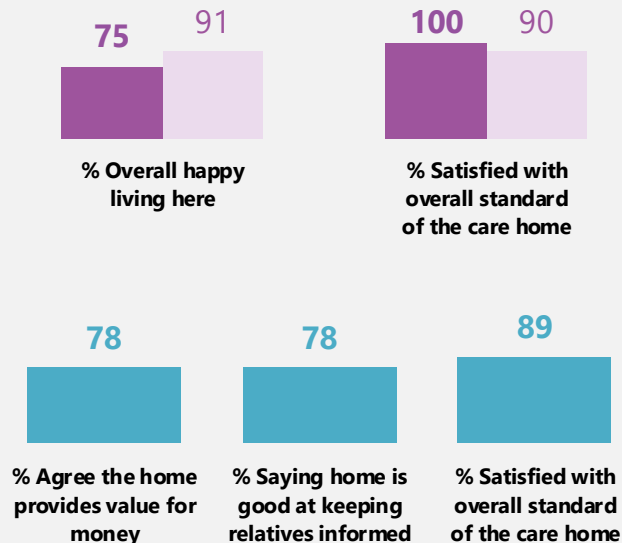
Overall OPR Score



Theme Scores



Key Indicators



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

Net Promoter Score



The percent of respondents likely to recommend their care home as 9 or 10 out of 10, minus the percent likely to recommend it as 0 to 6 out of 10

Belvedere Manor

Comparisons by regulatory themes



This page presents results for this care home on comparable measures between the residents' and family and friends' surveys (not all attributes are shown), in alignment with regulatory themes (informed by the inspection framework introduced by CQC in England). These results reflect the views of residents and family members and friends. 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).

Treated with kindness



Privacy is respected



Staff have time to talk

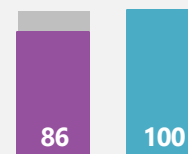


Caring

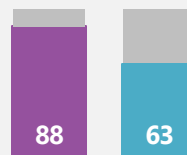
Responsive



Can have visits when wanted



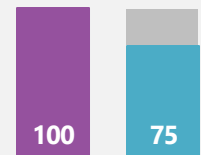
Can speak to senior staff



Can choose when to get up/go to bed



Can have own things around them



Can take part in hobbies



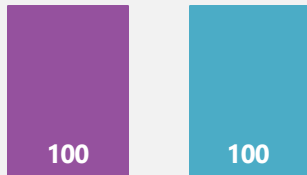
Belvedere Manor

Comparisons by regulatory themes

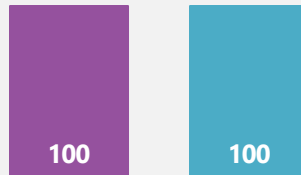


This page presents results for this care home on comparable measures between the residents' and family and friends' surveys (not all attributes are shown), in alignment with regulatory themes (informed by the inspection framework introduced by CQC in England). These results reflect the views of residents and family members and friends. 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).

Safe

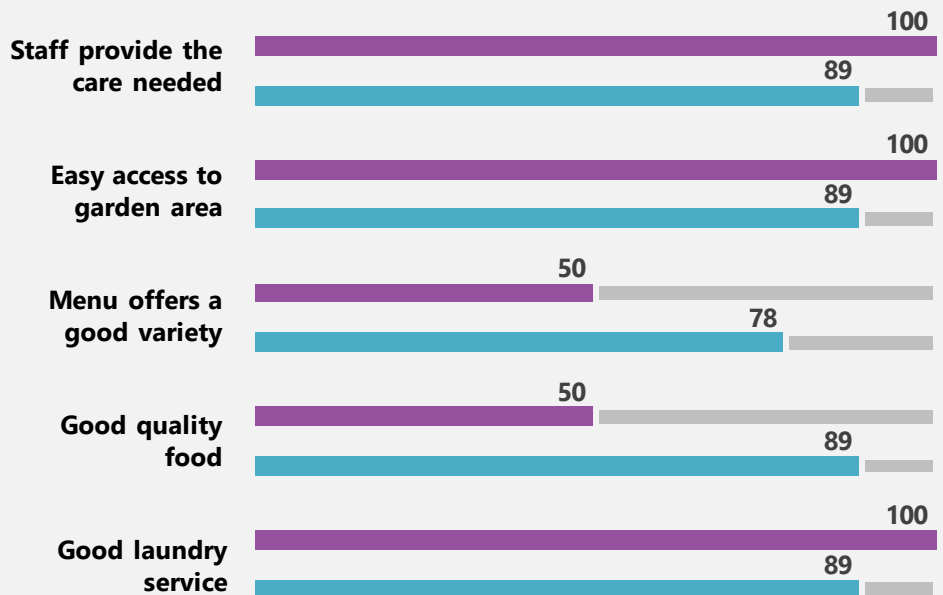


Clean and tidy home



Safe and secure place to live

Effective



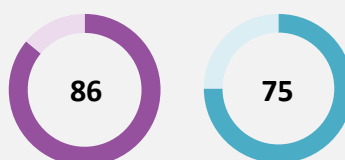
Well led



Happy with access to doctors/nurses



Happy/satisfied with complaints procedure



Theme: Staff & Care

Residents'

Theme score
'18/19

810

YCR average

881

Change since
'17/18

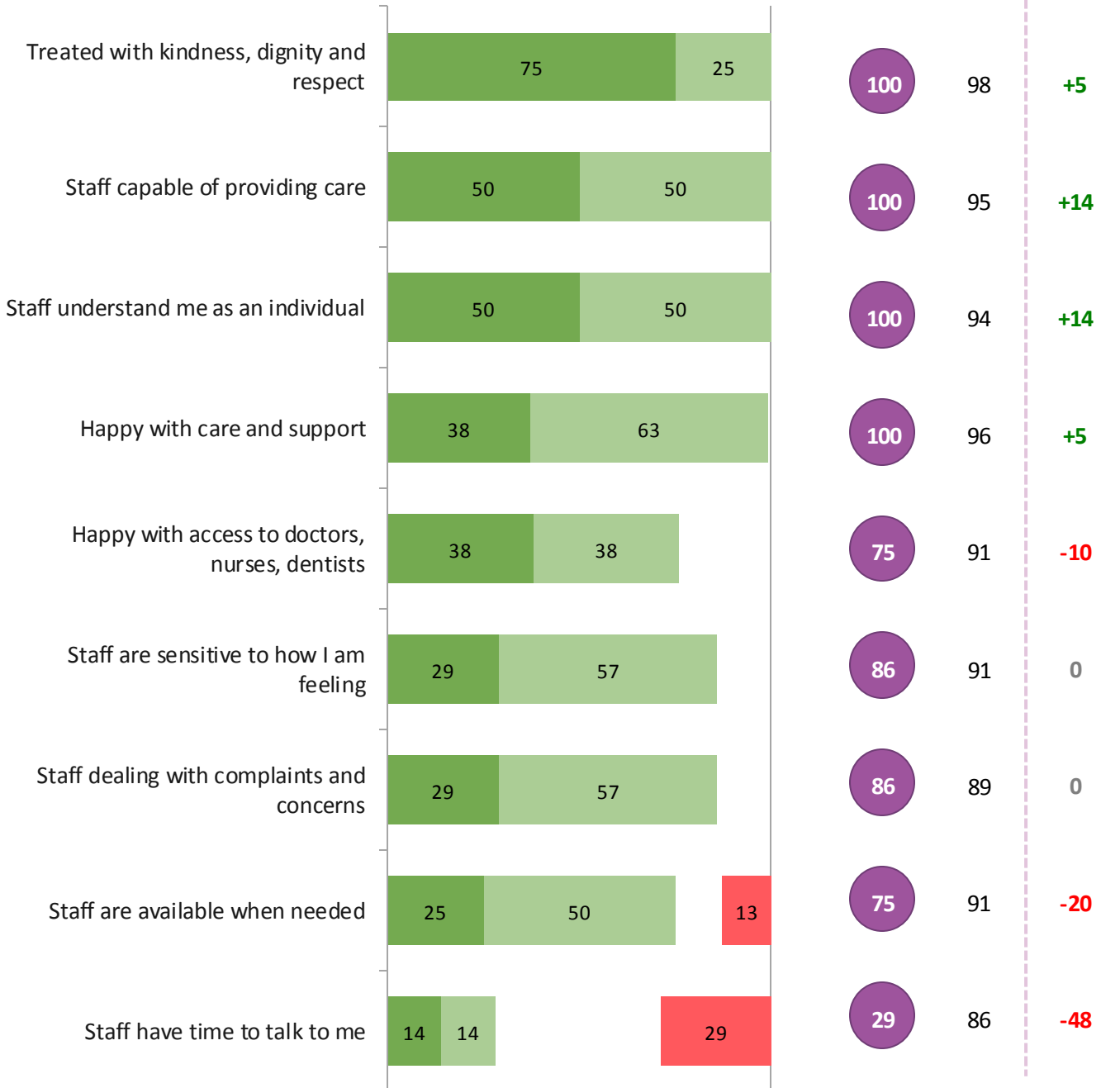
+16

Total Agree (%)

Total
'18/19

YCR
average

Change
since
'17/18



Theme: Home comforts

Residents'

Theme score
'18/19

741

YCR average

856

Change since
'17/18

0

Total Agree (%)

Total
'18/19

YCR
average

Change
since
'17/18



Theme: Choice & having a say

Theme score
'18/19

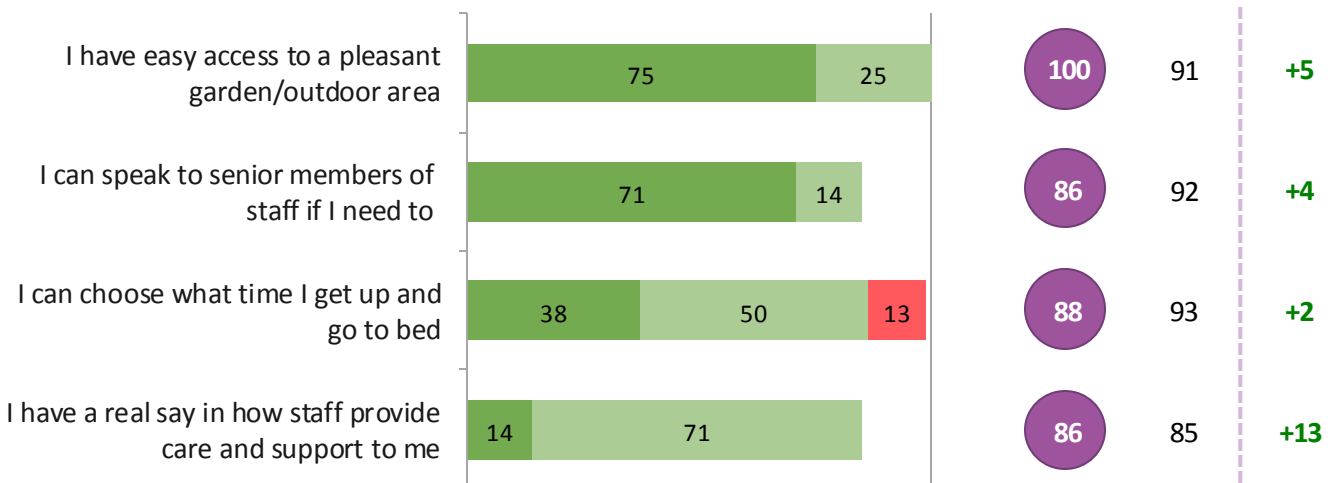
834

YCR average

871

Change since
'17/18

+39



Theme: Quality of Life

Residents'

Theme score
'18/19

914

YCR average

930

Change since
'17/18

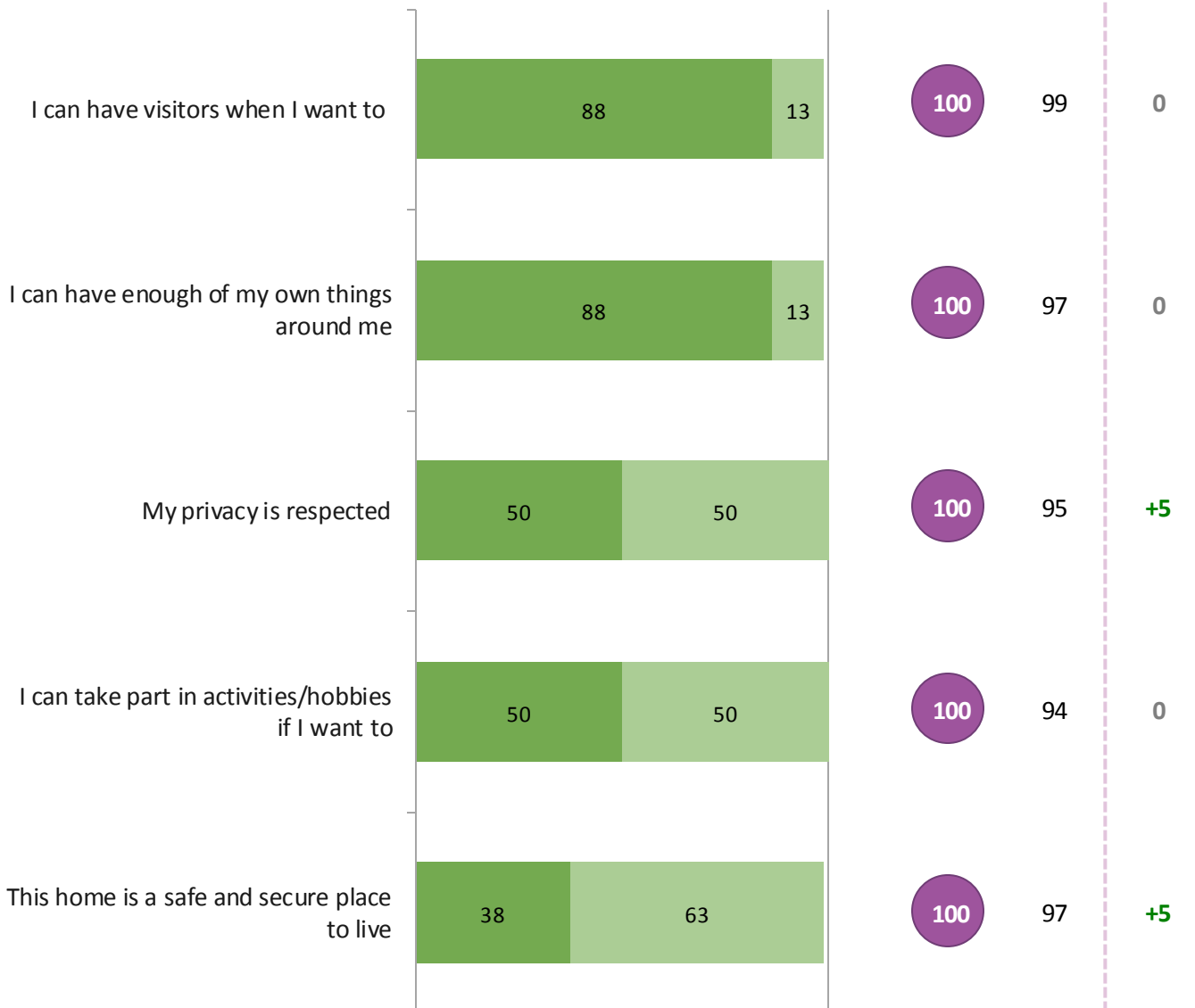
-17

Total Agree (%)

Total
'18/19

YCR
average

Change
since
'17/18



Theme: Staff & Care

Family & Friends'

Theme score
'18/19

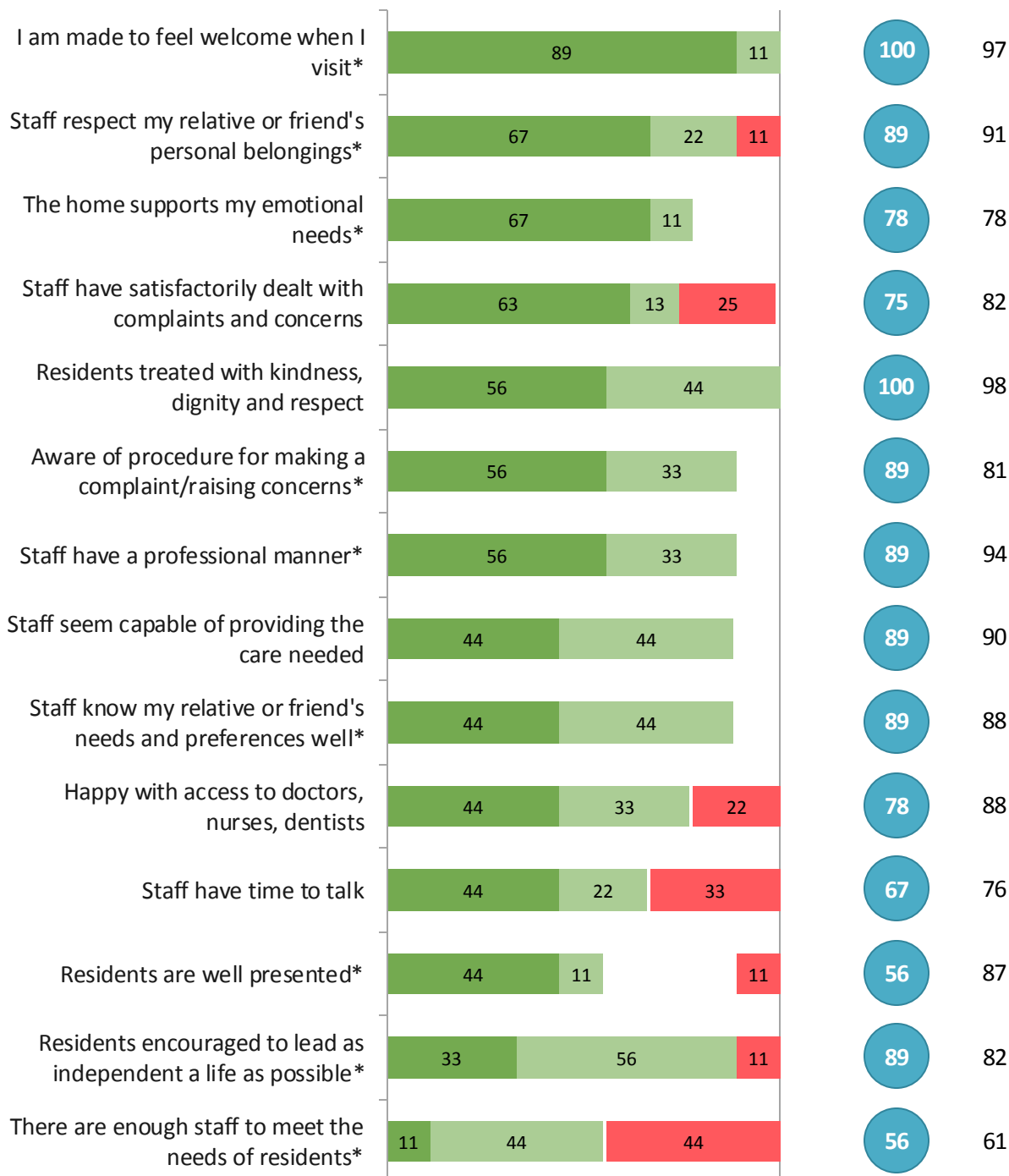
784

YCR average

821

Total Agree (%)

Total '18/19 YCR average



■ % Strongly agree ■ % Tend to agree ■ % Total disagree (% Strongly / Tend to disagree)

*Asked in Family and Friends' survey only – attribute does not contribute to OPR and Theme score calculations



Theme: Home comforts

Family & Friends'

Theme score
'18/19

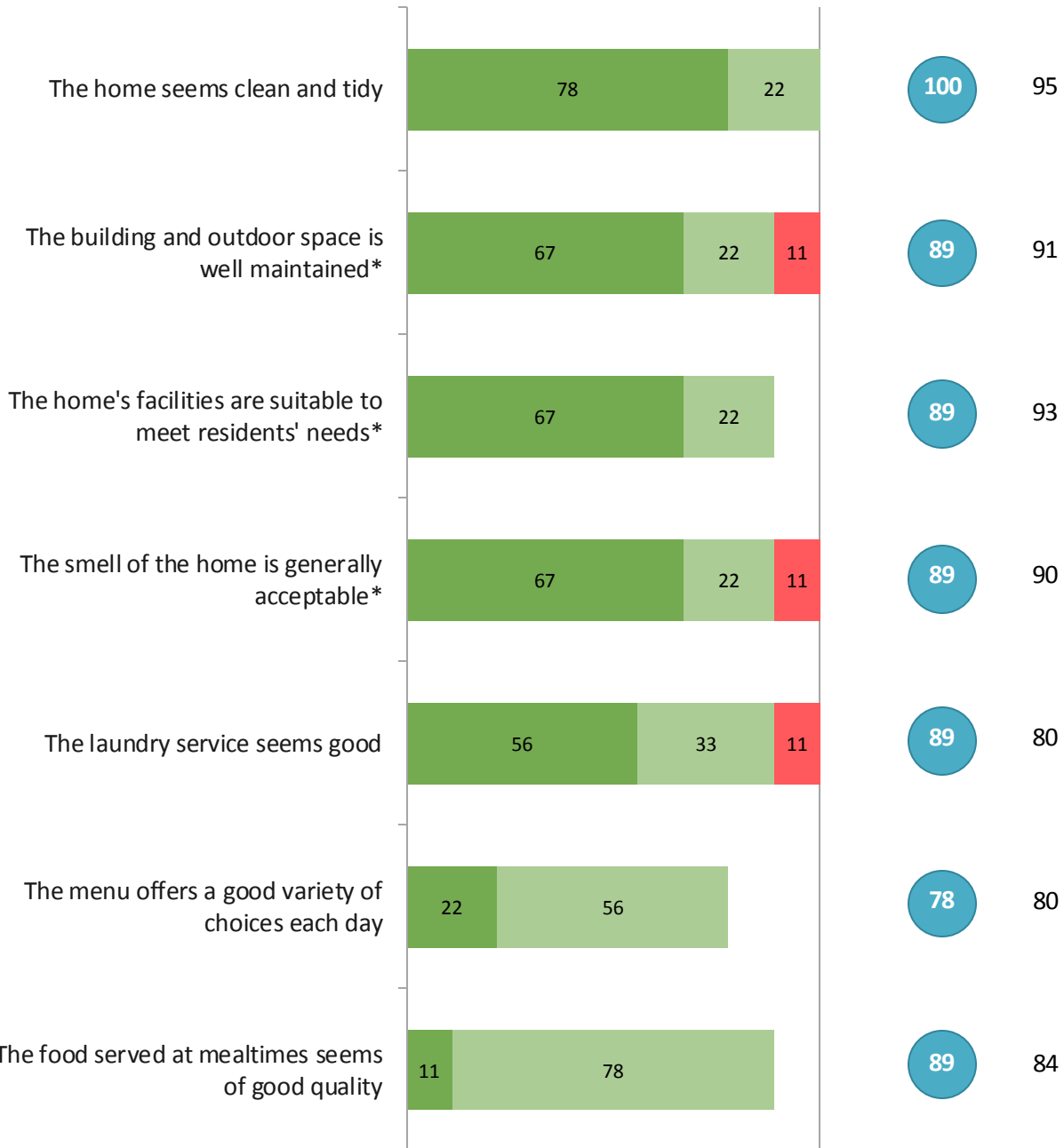
806

YCR average

811

Total Agree (%)

Total '18/19 YCR average



Theme: Choice & having a say

Family & Friends'

Theme score
'18/19

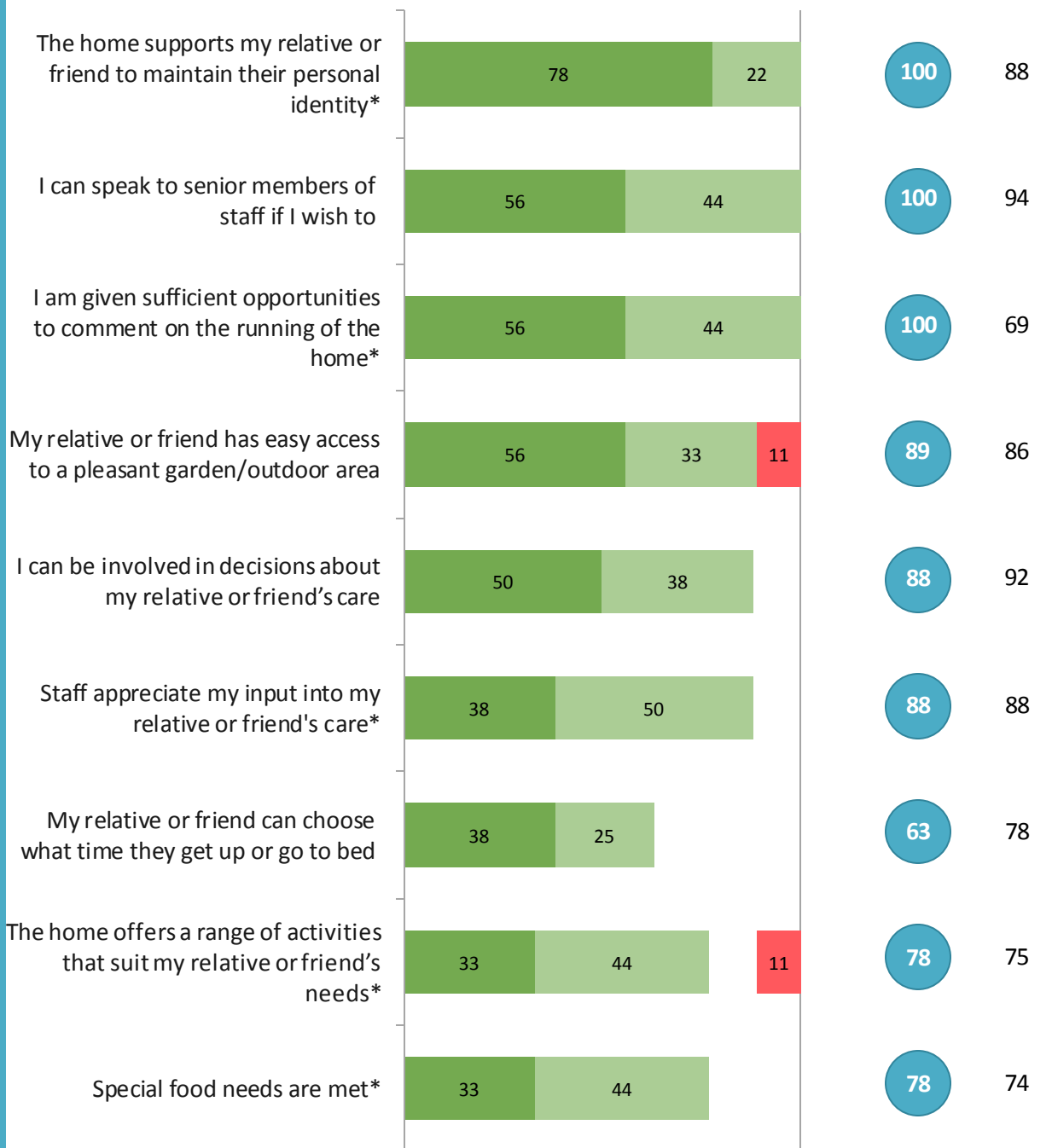
832

YCR average

851

Total Agree (%)

Total '18/19 YCR average



Theme: Quality of life

Family & Friends'

Theme score
'18/19

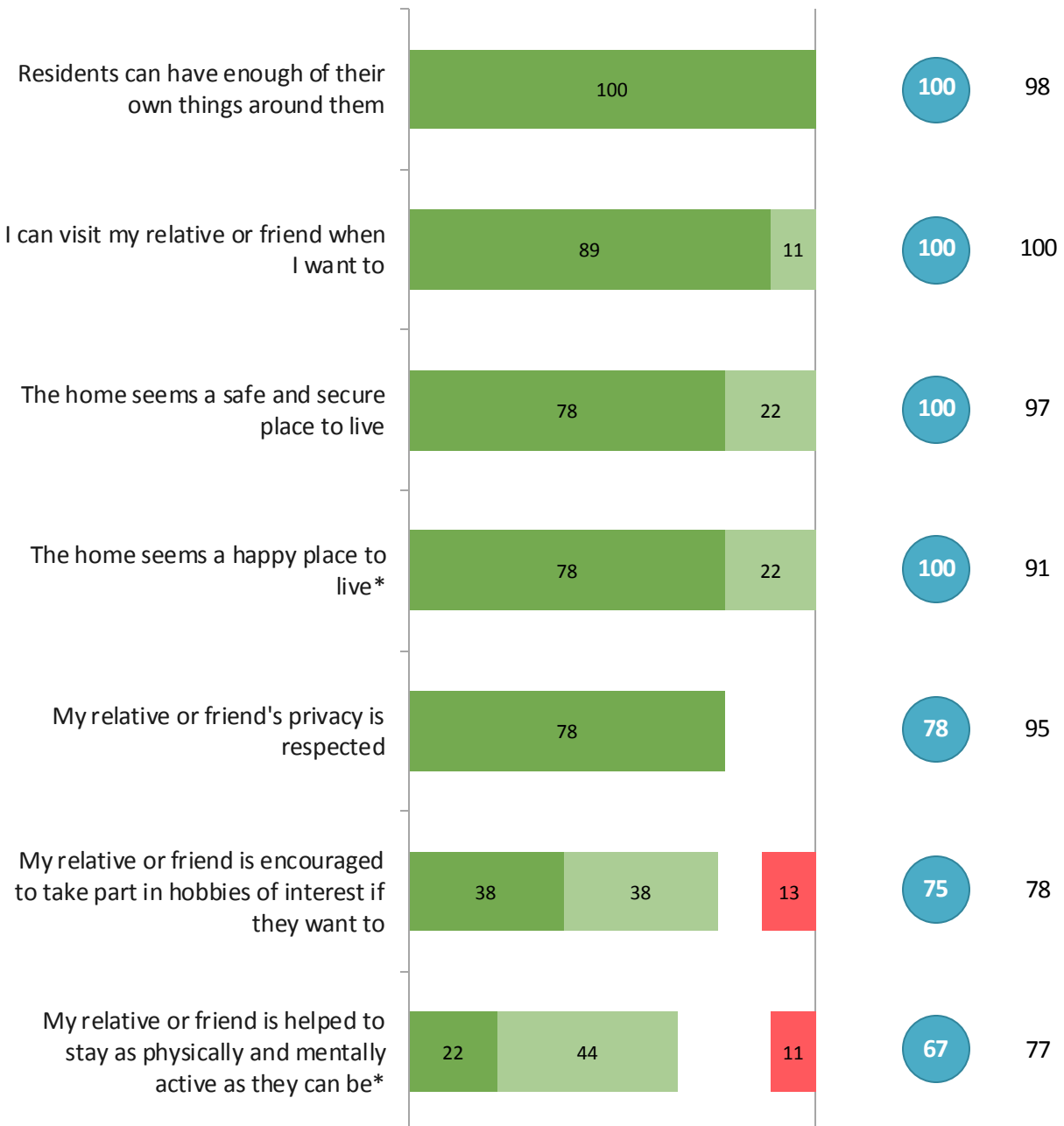
927

YCR average

903

Total Agree (%)

Total '18/19 YCR average



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, 19 care home providers participated in the Your Care Rating Residents' survey in 2018/19. A total of 11,188 residents took part in the survey across 532 care homes. The survey was conducted from early September to late October 2018. 15 care home providers participated in the Your Care Rating Family and Friends' survey in 2018/19. A total of 6,796 family members and friends of residents took part in the survey across 525 care homes. The survey was conducted between October and November 2018, with responses completed online or using a paper-based questionnaire. Trend data is shown for care homes that took part in 2017/18 (receiving 5 or more responses).

This home report provides a breakdown of results for:

Belvedere Manor

Results are based on:

8 response(s) from residents

9 response(s) from family and friends

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. In order to enable comparison of the Theme and OPR scores between the Family & Friends' and the Residents' surveys, only questions which are comparable across both surveys are included in the calculations

of these scores. Scores for questions suffixed with an asterisk are not included in Theme score or OPR calculations. Further information about the OPR and Theme scores can be found at www.yourcaring.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 the care home to friends and family as 9 or 10 out of 10, minus the percentage rating their likelihood to recommend the 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.
- Responses 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.