



## **Introduction**

This report brings together a number of feedback an



**3. Outcome Star Analysis**



Table 4 below shows the results for July – December 2016

75 Outcome Stars were distributed, 27 were returned – 36% return rate, a significant drop from other surveys; return rate normally sits around 50% or above. The star has been revised and a new questionnaire has been devised to pilot in February 2017. This will include questions about the quality of service, but also attempts to assess the difference the service makes to the service user and their family. Feedback will be sought from service users on the new method of consulting with them.

Overall the above table 4 shows better results than the previous 6 months, albeit that it is based on a little fewer respondents.

Table 5d

Table 6 below shows the actual breakdown of results for the Outcome Star July – December 2016, (blank cells show questions not answered).

Date Rec'd	D & R	Treated Fairly	Listens	Open & Honest	Encouraged	Info Clear	Agreed tasks	Info easy to understand	Service Confidential	Overall Satisfaction
21.11.2016	6	6	6	6	6	6	6	6	6	6
10.11.2016	6	6	6	6	6	6	6	6	6	6
07.11.2016	6	6	6	6	6	6	6	6	6	6
07.11.2016	6	6	6	6	6	6	6	6	6	6
07.11.2016	6	6	6	5	5	6	6	5	6	6
10.11.2016	6	6	6	6	6	6	6	6	6	6
10.11.2016	6	6	6	6	6	6	6	6	6	6
10.11.2016	6	6	6	6	6	6	6	6	6	6
10.11.2016	6	6	6	6	6	6	6	6	6	6
10.11.2016	6	6	6	6	6		6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
13.10.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	5
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	5	5	5	5	3	3	5	3	3	4
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
17.11.2016	6	6	6	6	6	6	6	6	6	6
07.11.2016	6	6	6	6	6	6	6	6	6	6
09.11.2016	6	6	6	6	5	6	6	6	6	6
10.11.2016	6	6	6	6	6	6	6	6	6	6





<p>. . are *or/er arri%e# on  arran!e&amp; &amp;ay# an&amp; carrie#  out a! ree&amp; ta#/#</p>	100%	100%	100%	100%							
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## 5. Improvement Tracker

The following tracker was introduced in 2016 to assist the gathering of ongoing information on areas that have been introduced/ improved/changed.

Area	Source / Suggestion	Actions / Outcome	Date
Bryson CareWest Induction	WS Staff:	Annual review of document	27/01/2015
Home Care Referral Form	Trust/Brokerage	New process for Referral	27/01/2015
Monitoring Visit Form	WS Staff:	Annual Review/SU Complaints Awareness.	27/01/2015
Service User Information Pack	WS Staff:	New Book Format	27/01/2015
Service User Monitoring Visits	WS Staff:	Questions Amended	27/01/2015
S U Agreement - Privacy Notice	Bryson Staff:	Extended Data Protection Statement	01/02/2015
Letter to service user (re Smoking in Home)	WS Staff (Focus Group)	Reduction by SU during care calls	27/02/2015
Letter for Key Safes/Codes	WS Staff (Focus Group)	Minimal Uptake to Date	27/02/2015
Balanced Score Card (BSC)	Director: review as part of strategic review	Review and adjust for new year if needed	27/03/2015
Supervision Meeting	WS Staff	Changing Structure for Formal Supervision	27/03/2015
Staff Meetings	Reduce Frequency	Better Attendance	27/04/2015
Updating Website	I.T. Officer	Overhaul of Information	27/07/2015
Staff Handbook	Staff: Get the handbook binded to make it more durable	Staff handbook binded	27/07/2015
Blue Folders - Data Protection	WS Staff:	Folder in Weekly Use by Care Staff	27/07/2015
Standards - Reviewed	WS Staff:	Annual Review	27/08/2015
Torches - Staff	Staff: need torches as during winter it can get very dark	Staff provided with torches	26/11/2015
Outcome Star Review Date	WS Staff:	Date Amended	27/01/2016
Outcome Star Analysis	WS Staff	Generating Report for CSE inspection	27/01/2016
Monitoring Visit	WS Staff:	Adition of Group Privacy Notice	27/01/2016
Standards 5, 7, 9, Target Increased to 100%	WS Staff	Ensure Target Met/Maintained	27/02/2016
Employment of Senior Support Worker	WS Director	In Post from 01/08/2016	27/07/2016
Accident Report Form	H&S Committee	Implemented Within Business Unit	27/07/2016
Quality reports	CW Senior Staff + BIU: make into a summary repor		

## **6. Complaints**

As part of the review of the Complaints Policy and supporting processes, PwC carried out an audit on the policy and its implementation as part of an ongoing assessment of risk across selected corporate policies. As part of this review it was recommended that Bryson Care Western Services deal with Expressions of Dissatisfaction as Complaints for internal recording purposes. Expressions of Dissatisfaction were raised when a service user did not want to use the formal

## **7. Monitoring Visits**

A senior Care Worker was recruited in August 2016 to assist with monitoring visits. Monitoring visits have increased from 47% in 2015 to 93%

Please rate the effectiveness of our communication methods below.[Letter]

