

Appendix D



# Care home questionnaire

The ending of Southern Cross and its impact on residents and relatives

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RESULTS

**Survey of residents and families affected by the ending of Southern Cross and the move to new care home ownership.**

**Introduction**

Southwark Council’s Health and Adult Social Care scrutiny committee contacted 200 relatives of residents in three care homes ; Tower Bridge, Burgess Park and Camberwell Green and asked them to fill in a survey looking into the ending of Southern Cross and its impact on affected residents and their families. The aim was to particularly understand how the care homes, Council and NHS Southwark communicated with residents and families.

**Question 1 Are you a resident or family member?**

Care home resident	1
Relative	22

**Question 2 Are you aware that Southern Cross used to own this care home and now it is run by HC-One / Four Seasons?**

Yes	23
No	0

**Question 3 If so, how did you first become aware?**

Care home staff	11
Social worker	1
A relative	0
Resident	0
Media	13

Any other? Please give details: .....

**Question 4 Who has kept you informed through out the changes?**

Please tick all that apply :

Care home staff	16
Social worker	0
A relative	0
Resident	0
Media	11

Any other ? Please give details: .....

**Question 5 How well do you feel you were kept informed and supported throughout the changes to the Care Home’s ownership?**

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

1	2	3	4	5	6	7	8	9	10
3	1	1	1	4	2	1	2	1	6

<b>Overall average</b>	<b>6.2</b>
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**Question 6** What was good about the communication and support you received as Southern Cross ended and the care home's ownership changed?

Apart from the media communication regards the ownership change over was notified once or maybe twice by Southern Cross to let me know that the care home would be taken over on the 24/10/2011 by Four Season's and will be notified by letter.

Things only improved when our new home manager took charge with Four Season's Health Care. The manager has made so many improvements for everyone.

I was apologised to for any inconveniences we must have suffered. Then I was reassured that it will not happen again ever.

Well informed of any changes.

No communication from Southern Cross. A letter from HC. After takeover.

The media gave cause for concern but management at the care home assured residents relatives that Tower Bridge Centre would not be closing.

Four Seasons sent us many letters and we had meetings with their staff. We also had lots of helpful information from Southern Cross staff who still look after mum.

The staff keep me informed at all times about what was happening.

Writing.

Reassuring letter from HC One about the changes and their smooth transition.

Everything is done well.

The same of communication, through all very good.

The staff were hopeful the new owners would make changes to benefit all staff and residents.

The staff were very helpful and kept us fully informed.

HC-One are very much more organised.

Nothing, had no communication from Southern Cross or Southwark.

Apart from the media communication regards the ownership change over was notified once or maybe twice by Southern Cross to let me know that the care home would be taken over on the 24/10/2011 by Four Season's and will be notified by letter.

The communication was not good, only when I asked questions did I get some answers.

### **Question 7** What could have been done better?

It had become a shock to know that the information I received by Southern Cross about the changeover was not very informative, and not much was said about the company 4 season's who were going to takeover Burgess Park Home.

One letter posted in the lift of the home about Southern Cross, all on Sky News and the Sun newspaper. Morale was low and not knowing what the outcome would be. (Better Communication).

Better physical care, looking after residents wounds. Answering calls to residents when they call for attention. Giving afro-Caribbean food.

Everything, we were told nothing.

Some more communication.

Earlier notification would have been nice to avoid worry when the rumours started to spread. You knew something was going on but no-one was being honest about it.

Being contacted by Southwark Council.

More information.

Let us know what is happening.

Receiving a letter sooner. The news about Southern Cross had been in the media several months before we were informed of the outcome.

The dentist that they deal with.

I don't think anything could have been done better.

None it doesn't really affect me.

Letters to relatives who were concerned about there mother was she to be moved or

what would happen a very unsettling time.

Letters should have been sent to relatives keeping us informed off progress.

**Question 8** Have you noticed or felt any changes since Tower Bridge Care Home changed its ownership?

<b>Yes</b>	14
<b>No</b>	9

**Question 9** What, if anything has changed?

There is more going on now. The place is getting a face lift. Living quarters have been freshly painted top digital boxes have been installed in all residents rooms for the changeover 04/04/2012. The staff are more motivated.

More staff, and the home has undergone a complete makeover, i.e. painting, carpets, curtains new items for the residents, towels, bedding etc. I was very pleased with all the new furniture and all the new improvements to the home.

No one can walk into the home as they like anymore. You have to put on the visitor's badge. My dad's wounds are not dressed & bandaged.

Care home is being redecorated; also new TV fitted which is lovely for the residents, many thanks to the new owners.

Nothing at present, given time hope things changes.

The lounge and dining room have been decorated. New TV in the lounge. A complaints book was introduced at reception and I complained about old, grubby toaster in dining room which has now been replaced. However, communication is still a problem due to poor English skills of staff. Sometimes it is quite obvious that they haven't understood what you are saying which can be a big problem when dealing with these vulnerable residents. Also there was a period where trainees were engaged who didn't have a clue about caring skills & were receiving "on the job training" from other staff who were already stretched due to extra paperwork. Efficiency is sometimes a problem, e.g. I have been trying to arrange for a chiropodist to visit my mum since November last year. They eventually booked on in February 2012 but failed to include my mum's name on the list. I have to be constantly chasing and pity other residents who may not have relatives to constantly chase.

Mum still has the very best care, and now has palliative care, staff are so kind to her and the room she is in is lovely. The home has been redecorated and the atmosphere is lovely.

Cleaner, one and the same. Better.

The home is cleaner and staff are very approachable and helpful. It appears to be better organised and staffed.

General cleaning of carpets, paintwork being done throughout.

The home is now a more inviting place to visit owing to the great improvements and décor it is bright and homely.

The staff continues to be good to me and some walls have been painted. The whole management is much better and caring.

We have noticed the internal decoration, but no difference in the welfare of residents. There is no hairdresser, staff do not wear name badges and often talk to one another not in English so the old people feel insecure.

Staff attitude seems more confident and on the ball.

I sent a letter of complaint about issues regarding my aunt . New carpet for room, cleaning of her room, food. Her room was fitted with new carpet.

**Question 10** How did you feel about the care you or your family member received when it was owned by Southern Cross?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

1	2	3	4	5	6	7	8	9	10
3	0	0	4	3	3	3	0	2	5

<b>Overall average</b>	<b>6.1</b>
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**Question 11**

How did you feel about the care you or your family member receive now it is owned by HC-ONE?

1 to 10 (where 10 is very satisfied and 1 very unsatisfied)

1	2	3	4	5	6	7	8	9	10
0	1	0	2	3	0	1	4	3	9

<b>Overall average</b>	<b>7.9</b>
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## Question 12

**Please comment on anything you feel important; this could include relationships with staff, activities, relationships in the home, visiting, meals, your routine care, medical care etc**

Staff at Burgess Park Care Home are doing an excellent job. I feel the care for my sister is very good and above all responsive to her needs, this includes her care and medical needs.

I have been coming to the home since 09.03.2009 on a daily basis to see father, I have a good relationship with all the staff and also residents. I am pleased with the care he receives from all the staff and also his medical care.

My dad is still neglected with fixes? on the floor by his bed. The same clothes on for 2 weeks. Left in his room unattended for too long. Staff are friendly and relaxed.

All staff are kind, caring and very helpful.

Not enough English speaking staff, very few activities. Mum's personal hygiene. Not enough linen. Clothes always shrinking. Food ok but some is much better than other's. Chef is very helpful though.

My mother went missing after a hospital visit and there was an inquiry but we went, not informed of this and I think something as important as this, we should have had more information about.

Not happy with GP visits. Doesn't appear to be great deal of input in this area. Some staff are not as gentle as others when dealing with the residents. Larger staff should remember that they are dealing with extremely vulnerable people & act accordingly.

Mum has the very best care, now that she has palliative care, when you visit the home everything is just the same. Mum still has the same staff and they always involve us in everything they do.

Satisfied overall.

Satisfactory

Meals are better.

Quality of food is excellent.

Staff are very gentle and professional considering the very difficult changing environment they work in i.e. the care of dementia/elderly patients.

Everything is good.

Anytime I visit staff make me welcome i.e. offer cups of tea.

The communication with staff is excellent the activities are good, medical care is

excellent.

I would feel sad if two of the staff goes as their visas expires. I am hoping that the new company can support them to be retained here at Camberwell. These two go beyond their duties they are very good to me even on their days off they do things for me. All staff are good to me.

The floor manager 3rd floor, has always kept everything running smoothly. Thank god she's been there through the time my stepmother has been there. She's an Angel.

Staff are quite abrupt with the old people, my mother has clothes but sometimes is dressed not to an acceptable standard. Food is not always nutritious and curried goat is not always what someone would choose to eat.

Lot clearer about who does what.

The manager tries to improve things, and has employed new staff for activities, my aunt is still not always happy with the food. Her hygiene routine is not always good. Staff say not enough time, we have spoken to staff about this. The doctor does not seem to be available unless called urgently.

### Question 13

**Do you have any other comments on the ending of Southern Cross and the recent change of ownership?**

I am hoping that 4 Season's who are now the operator's of all Southern Cross care homes will carry on the good work, keep relatives informed on any changes which may arise now and in the future.

I am now so pleased that Four Season's Health Care have taken over the business from Southern Cross. Everyone can see the improvements.

Thank god Southern Cross is gone. I think they should refund some of the money back to residents.

Southern Cross could not do their accounts and that's why now there are hundreds of people like myself who are hounded for monies that they say we owe from as far back as when Southern Cross took over. Lets just hope HC one can do a better job with their accounts.

We had one letter after the changeover which said they hoped to improve on the running of the home, I hope they do.

The food has not improved at all and there is a lot of waste. Communication needs attention urgently. A good command of the English language should be essential when recruiting. Also communication between managers/team/carers/nurses needs to be improved to ensure proper care of residents.



We went to a meeting regarding the changeover and we didn't notice very much difference, except that the home décor has been changed and looks very clean and fresh.

Southern Cross were awful at their financial matters, they waited over a year before sending me a bill!

Better.

One and the same.

Could have done better.

No, they were good.

No.

Basically the care has not really changed but because of the décor it is a more comfortable place to visit.

Keep up the good work HC-One.

Southern Cross we found unacceptable with care my mother was given, she had a fall and broke her wrist but no ambulance was called until 12 hours after the event. My mothers toe nails were growing into the back of her toes and she was in pain. She broke her teeth and needed to see a dentist and was not until we made a fuss was anything done on each occasion.

There is know one on reception on Saturday and Sunday, people have been standing outside for 20 minutes. Staff say they will return phone calls but rarely do.

## Question 14

**Is there any other comment you would like to make?**

My sister has been a resident at Burgess Park care home since September 2009 and in all that time as been bedridden, and no attempt has been made to sit her in a chair and join other residents in any care home activities.

Well done Four Season's Health Care, with many thanks to the Home Manager.

The home should learn to implement family rules, e.g. we told the home only children should be allowed to visit my dad, but they allowed anyone. Residents clothes are always going missing.

The home is far too big, the new owners will struggle unless better staff more qualified people are brought in. That means from top to bottom.

Mum is always happy and well fed, but we have had to complain that on a few occasions she has been looking un-kept. E.g. odd shoes on and her teeth missing, dirty clothes.

Things have improved slightly under the new management but there are still issues that need to be addressed.

We have always been very happy with the care that mum has been given, and never had any complaints, mum has been in Burgess Park for over five years.

At no time did Southwark council inform me to tell me of the financial troubles with Southern Cross! I only found out by reading of it in the Evening Standard!

I find staff helpful.

I was sorry to see it end like this.

They have done a good job for all the years.

Not really we are very satisfied with the whole package.

I hope the care from staff will be better with the new owners and that nothing will be repeated as with Southern Cross.

When residents ring their bell for help, the response is very, very slow; constantly told lack of staff. They need English speaking carers as this can cause confusion and upset between resident and carer.