

REPRESENTATIVE SURVEY 2024

A Representative Survey was conducted, during October 2024, to assess how well the organisation is meeting needs, professional and reasonable expectations, and to identify areas for improvement.

Survey questions reflect the language and scope of the Aged Care Standards setup by Aged Care Quality & Safety Commission (ACQSC).

The survey was distributed via email or SMS with a weblink.

Results are distributed via Resident newsletter, at Resident meeting.

The newsletter is available on our website: www.bentleywoodpl.com.au

99% satisfaction.

Satisfied = 99%

(Agree Responses = 641/648)

Fantastic result!

Room for Improvement = 1%

(Disagree Responses = 7/648)

Response Rate = 19%. Same rate as last year – thank you to all who took the opportunity!

94 distributed. 18 responses received.

Standard 1 Dignity & Choice



Standard 2 Assessment & Planning



Standard 3 Personal Care and Clinical Care



Standard 4 Services & Supports for Daily Living



Standard 5 Service Environment



Standard 6 Feedback & Complaints



Standard 7 Human Resources



Standard 8 Organisational Governance



Comments from the survey:

Standard 1: Dignity & Choice

2 comments

1. Staff are respectful of the person and their personal space while unobtrusively providing guidance to each individual.
2. Staff are very supportive

Thank you for your feedback!

Standard 2: Assessment & Planning

2 comments

1. Staff, volunteers and other clients are very quick to point out the differences in my relatives persona and behaviour - both physical and mental health.
2. Wonderful communication from all staff - thank you

Thank you for your feedback!

Standard 3: Personal Care & Clinical Care

2 comments

1. Very well done to everyone. It's been a hard couple of years. Staff are always compliant with the protocol.
2. Utmost respect for staff surrounding palliative care when necessary. The normalcy of behaviour when conversing with the person requiring this service and the compassion shown is greatly appreciated by family and friends - both inside and outside of the Woods.

Thank you for your feedback!

Standard 4: Services & Supports for Daily Living

5 comments

1. Floors could be cleaned and swept more often. Have found fluff and dead insects on floor behind chair for over 2 weeks.
2. My relative is more than satisfied with the menu and meal sizes provided by the kitchen. Laundry can go astray even when labelled. Understandably so when washing for an army of people!
3. I don't think cordial is a good choice for drinks at lunch and dinner. In High Care there is no mid meal snack options offered. I sometimes have to go looking for a piece of fruit to offer. The En-suite is not kept suitably clean with ingrained stains on the floor of the shower/bathroom area. The wash basin is awkwardly placed under the mirrored cabinet which is difficult for resident to bend to wash face etc.
4. I don't consider fish fingers an adequate meal.
5. I have asked several times for clothes laundry to be left in basket for me to wash as you don't have the facility to do gentle washes for knits and they come back wrecked if this is a request, please leave in basket for family to collect

Thank you for your feedback! An extra 'walk around' will be done to look at floors and furniture, and the 2 food/drink items of cordial and fish fingers will be taken to the Resident meeting for their feedback firstly, but if any Resident prefers another type of cool drink they are encouraged to ask. Options for meals are available. Please let catering staff know. Morning and Afternoon Tea includes food items but for this potentially separate concern noted above (3) please let a staff member know more detail.

Staff are informed via messages of results and anonymous comments but if concerns with laundry in baskets continue, please inform us.

Standard 5: Service Environment

4 comments

1. Physical environment is mostly clean and sanitizer. The general communal areas have some sad looking chairs that could do with a recover otherwise furniture appears in good order. One of the reasons for my relative choosing the Woods was the generous room, ensuite sizes and the right to personalise the room habituated by them.
2. The furniture is looking tired in the high care dinning area and the overall layout could be improved.
3. The gardens are looking lovely
4. Absolutely lovely property. Very well maintained and high level of cleanliness

Thank you for your feedback! An extra 'walk around' will be done to look at floors and furniture.

Standard 6: Feedback & Complaints

1 comment

1. Over the years my relative has resided at the Woods they have never needed to make an official complaint due to being listened to and action taken if required at the time of the action causing concern.

Thank you for your feedback!

Standard 7: Human Resources

3 comments

1. 9/10 Staff are great just the occasional one or two can be abrupt and a bit grumpy.
2. My relative has gone from senility to showing advanced signs of dementia and is treated with nothing but courtesy and respect by those who tend to their needs on a daily basis.
3. The staff are so very friendly and approachable. Nothing seems to be a problem for them

Thank you for your feedback!

Standard 8: Organisational Governance

2 comments.

1. I would like to attend the monthly meetings but presently am not in a position to do so however the monthly newsletter is very much appreciated. Knowing that Doctors visits and other medical needs can be met on site at the Woods is very comforting to both my relative and family. If outside appointments are required for hearing, sight then staff will request these to be made and family will transport them as required.
2. I am very satisfied with the care my mother receives the staff are very professional and very helpful and the care provide is outstanding

Thank you for your feedback!

Response:

Thank you. 99% satisfaction rate is terrific.

We appreciate any feedback and endeavor to address all reasonable concerns.

While the response rate is low it is understood that not responding meant you are busy and did not have any concerns.

Questions, concerns and comments relevant to an individual usually attain best outcomes with individual contact. Please continue to talk to Woods Point staff in relevant departments at the time.

The survey provides the organisation with the overall level of satisfaction and can identify areas for improvement if a significant number of respondents supply a disagree response to a particular question or area. The survey responses do not identify the respondent, so if a request for action or review regarding one Resident has been made in the survey, we ask that the respondent please let staff know of the concern during the monthly phone call or ring Woods Point to let us know.

There is a Registered Nurse in charge on duty 24 hours per day who is available to answer any of your concerns. During business hours you can make an appointment with the Director of Nursing and Deputy Director of Nursing to discuss any issues not resolved. The Primary Contact representative for each Resident is called during Consumer of the Day reviews monthly. Please take the opportunity to mention any concerns you may have. Our priority focus is to create an environment in which all Residents feel as satisfied, content and well as possible. Please continue to ask to receive any information you are looking for as the staff are always willing to answer any questions, and if they do not know the answer refer to management.

General information:

Plans of care (Agreed Care and Services Plans) are developed between the Resident and facility staff. If a Resident is no longer able to provide information or make decisions, the Primary Contact person for each Resident is included in the development of plans of care (i.e. you let us know how your loved one chose/chooses to live their life, about their health and abilities, and what their choices and preferences are).

The one Primary contact person, who can be e.g. Next of Kin/ Power of Attorney, lets us know what decisions and choices the Resident would have made if they were able. Facility staff rely on families to ensure they are united and consistent in their interactions with the facility, and that all care planning decisions come from the one Primary contact. This ensures communication and decisions are as clear as possible. Resident decisions and choices are adhered to above any others if that is possible.

Plans of care are respectful of choices and preferences and include relevant and realistic strategies to provide the best possible care and service. This 'Agreed Care and Services Plan' is available for discussion if the Primary Contact requests it. Please ask the RN or care staff.

Residential Aged Care facilities staff are employed to deliver care and services at the facility, and apologies but Aged Care staff are not able to leave the people to whom they are delivering care and services at the time to accompany Residents to appointments.

37 questions within the survey. 1 of the 37 questions had more than 1 disagree response.

Standard 4 Question 7 The room and ensuite of my relative/friend is kept clean and tidy. 2 disagree responses.

- Please See comments.

Conclusion:

There was a response rate of 19%. The satisfaction rate of 99% indicates that the majority of needs are met. Satisfaction rates are high, however Woods Point will continue trying to address any identified areas for improvement if at all possible. We hope that the information in this evaluation has helped with any noted concerns or comments.

We receive great feedback about staff, care and service from residents, representatives and visitors – and thank you again for the wonderful comments, and the great result of this survey.

We do endeavor to please, and we work hard to deliver care and service of a high standard.

Results of the survey will be passed on to staff to let them know of the appreciation for their hard work and great attitude.

Please continue to speak with Woods Point staff about any reasonable concern you may have – Your input is welcomed – and we will endeavor to address any reasonable concern if possible.

**Thank You to Everyone who
Participated in the Survey**

Your time and constructive comments are highly appreciated.