

## **Resident Newsletter – Annual Update from Briefings**

During April, Jeremy held a series of briefings to discuss Middleton Hall's plans for the next year. Below are some of the areas discussed for those of you who did not make one of the sessions.

### Development Plan

Every year, we communicate with staff and customers following our annual business planning process. Our business planning systems use the results of the Customer Satisfaction Survey, Employee Attitude Survey as well as analysis of each service to determine a Service Improvement Plan for each service. After several years of development and building, one client made a suggestion in the Customer Satisfaction Survey:

*“There has been an extensive building programme for the last two years. The new facilities are excellent, but it inevitably places a strain on residents, staff and finances. It would be nice to see a period of consolidation to allow renewed focus on the small things that make a difference to residents' lives and which are key to maintaining the outstanding outcomes rightfully recognised by CQC”*

We could have written it ourselves. So, thank you to whoever wrote that suggestion – you will be pleased to know that is indeed the plan!

Indeed, 2017/18 was a very busy year for Middleton Hall with new facilities and services being opened throughout the year:

- New Kitchen
- Middleton Oaks
- Supported Living with Care
- Hotel Living with Care
- Medical Centre
- Waterside Phase 5

So heeding the wise words above, our development plan for 2018/19 is only to finish the Art Studio, Library and Shop in the Old Stables (all due for completion by the end of May) and make the long awaited changes to the Admin Centre – new staff room (in the old training room) with a new changing room, separate male and female WCs and a meeting room.

We have put the canopy (that was planned to link the Orangery, Spa, Stables and Vision Room) on hold while we consider if it might be better to build a new “hub” building to link them all instead.

We are continuing to work with the NHS in order to plan for the permanent Medical Centre but do not expect the building work to start in 2018/19.

### Service Improvement Plans – Significant Changes

We have started the planning process for the introduction of a Home Care service for the Waterside and Middleton Woods. We hope that this will also link with the care delivered in Middleton Grove and our bank staff.

Currently, the first ceiling hoists are being fitted in Middleton Court to see if they offer an easier moving experience for residents and staff.

The other area to be explored in 2018/19 will be whether we can offer a purchase option for apartments in Middleton Grove.

## IIP

At the briefings, we also discussed the Investors in People Platinum Award which we are delighted to be awarded. It highlights that, as one of the 0.5% of companies awarded Platinum, we are well ahead of the care sector as an employer in all areas and perform strongly on all indicators. It does identify the two areas where we can still improve our people management – “Performance Management” and “Reward and Recognition”.

## Customer Satisfaction Survey (CSS)

In November 2017, our customers (residents, short stay guests, families and Spa members) were all asked to fill in our CSS. The first question asked, “How satisfied are you overall with the level of service that you receive from Middleton Hall?”. There was a small increase in the overall customer satisfaction in 2017:

Overall	2017	2015	2014	2013	2012	2011	2010
Excellent	60%	56%	52%	50%	46%	42%	28%
Good	40%	44%	48%	43%	51%	53%	67%
Average	0	0	0	5%	4%	5%	5%
Poor	0	0	0	2%	0	0	0
Very Poor	0	0	0	0	0	0	0

Because we used slightly different answers in 2016 to fit IIP, the comparison with last year is shown below:

Overall Satisfaction	2017	2016
Very sat	73%	71%
Fairly sat	27%	29%

So far as the individual services, the level of “very satisfied” showed an increase in Middleton Grove, Middleton Woods and The Waterside.

There are 4 overall areas from the feedback that we will focus on in 2018/19:

- Food in some areas
- Trips and Outings
- Communication
- Accounts

Other service specific areas have been included in one of our 15 Service Improvement Plans that are the output of our business planning system.

Some of the many positive comments made by our clients:

*“Beautiful place, beautiful gardens, lovely staff”* (Middleton Gardens)

*“Middleton Court is outstanding, and I have nothing but admiration for every single staff member. I believe my (relative) is only alive because of the skilled, professional care she’s received”*

*“Coming here was one of the most successful decisions of my life. I am so appreciative of all you do”.* (Independent Living)

*“The quality of food at lunch, Sunday Carvery, themed evenings is superb”* (Independent Living)

*“Very pleased with my apartment and also the grounds and facilities. I am particularly grateful for the ready assistance provided by the smiling reception staff”* (Middleton Woods)

*“We are very impressed with Family Living and Middleton Oaks. My (relative’s) quality of life and overall state of mind have improved since moving there. You should be very proud of Middleton Oaks”*

Thank you to all customers that filled in a questionnaire – the results are a key part of our business planning process.

#### Customer Experience Interviews

Esther Moxon has been conducting in depth interviews with residents and families in care services to look at the experience of moving into MH and the quality of life for residents. We shared some initial findings at the briefings.

#### Thoughts from Down Under

Jeremy shared his observations from visiting retirement villages in New Zealand and Australia. Along with his experience of Japanese toilets! The feedback from the retirement villages down under has provided some ideas for Service Improvement Plans – this includes the re-think of the canopy area.