

Devonshire Court

Care Home report

**The Royal Masonic Benevolent
Institution Care Company**

Your Care Rating 2019/20

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

32 responses from residents

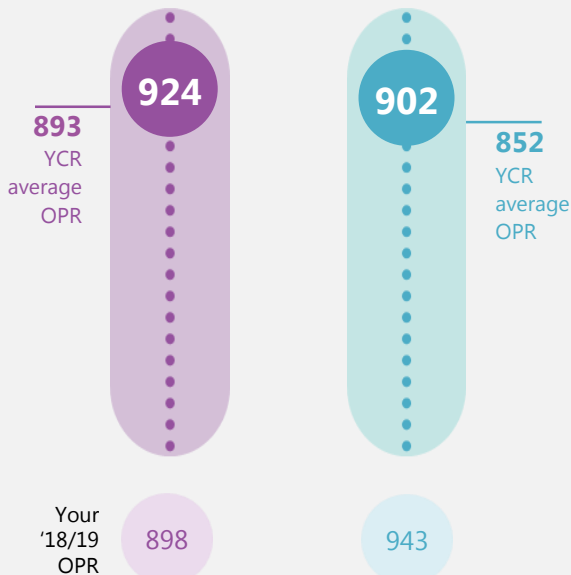
11 responses from family and friends

Devonshire Court

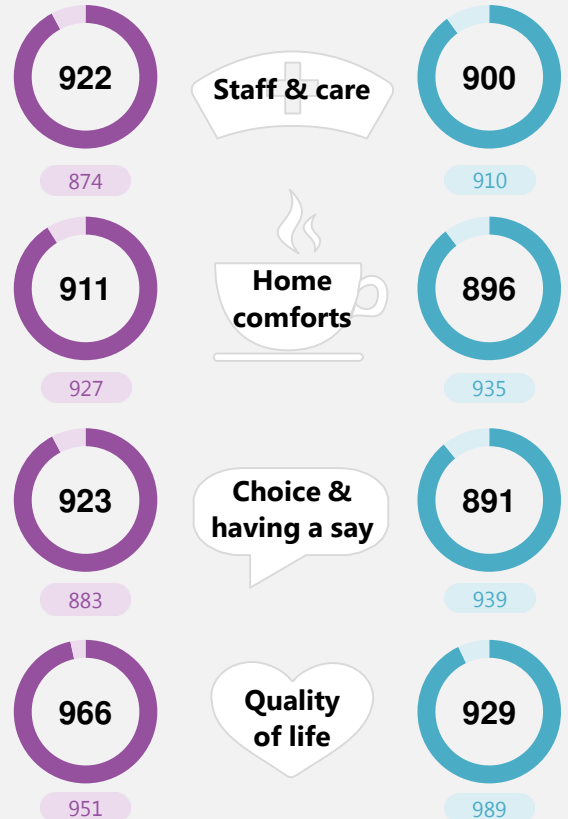
Your Care Rating
2019/2020 survey

Overall Performance Rating & Theme Scores

Overall Performance Rating

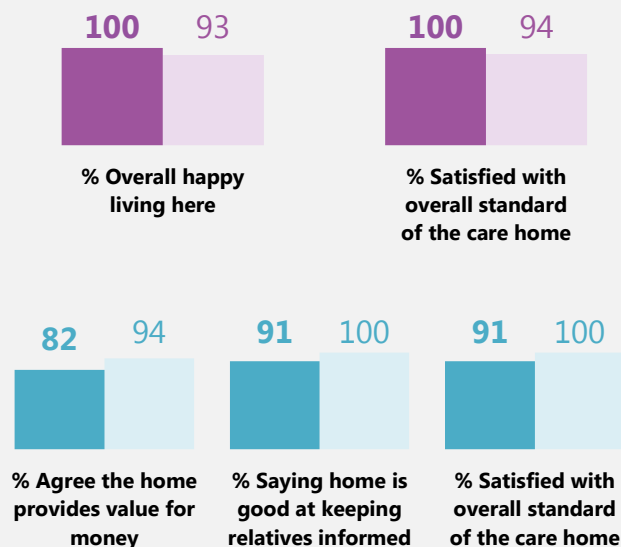


Theme Scores



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

Key Indicators



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

Devonshire Court

Your Care Rating
2019/2020 survey

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 by staff



Staff have time to talk



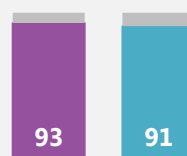
Caring



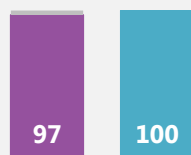
Responsive



Can have visits when wanted



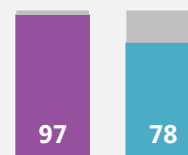
Can speak to senior staff



Can choose when to get up/go to bed



Can have own things around them



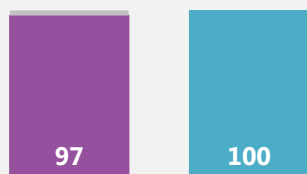
Can take part in hobbies

Devonshire Court

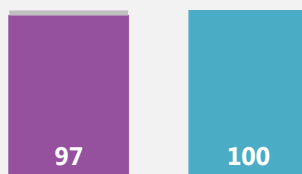
Your Care Rating
2019/2020 survey

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).



Clean and tidy home

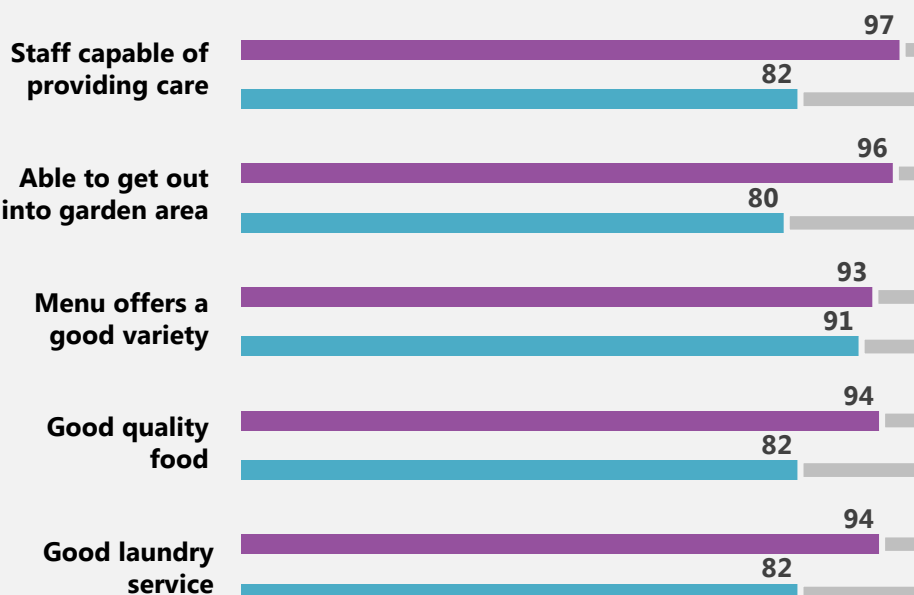


Safe and secure place to live

Safe



Effective



Happy with access to doctors/nurses



Happy with the way staff deal with complaints or concerns



Well led



Theme: Staff & care

Residents'

Theme score
'19/20

922

YCR average

892

Change since
'18/19

+48

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

Treated with kindness, dignity and respect

88

13

100

98

+2

Happy with care and support

84

13

97

97

-1

I feel clean and presentable*

84

13

3

97

97

n/a

Quality of care is consistent throughout the week*

81

13

6

94

93

n/a

Confidence and trust in the staff*

78

16

94

97

n/a

Staff capable of providing care

77

20

97

97

+3

Staff understand me as an individual

75

19

3

94

95

-4

Happy with access to doctors, nurses, dentists

73

13

10

87

92

-11

Staff are sensitive to how I am feeling

70

30

100

92

+9

Happy with the way staff deal with complaints or concerns

68

32

100

91

+7

Staff have time to talk to me

60

30

7

90

88

+14

Staff are available when needed

59

34

3

94

92

+3

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

*New question added to Residents' survey in 2019 – statement does not contribute to OPR and Theme score calculations

Theme: Home comforts

Residents'

Theme score
'19/20

911

YCR average

870

Change since
'18/19

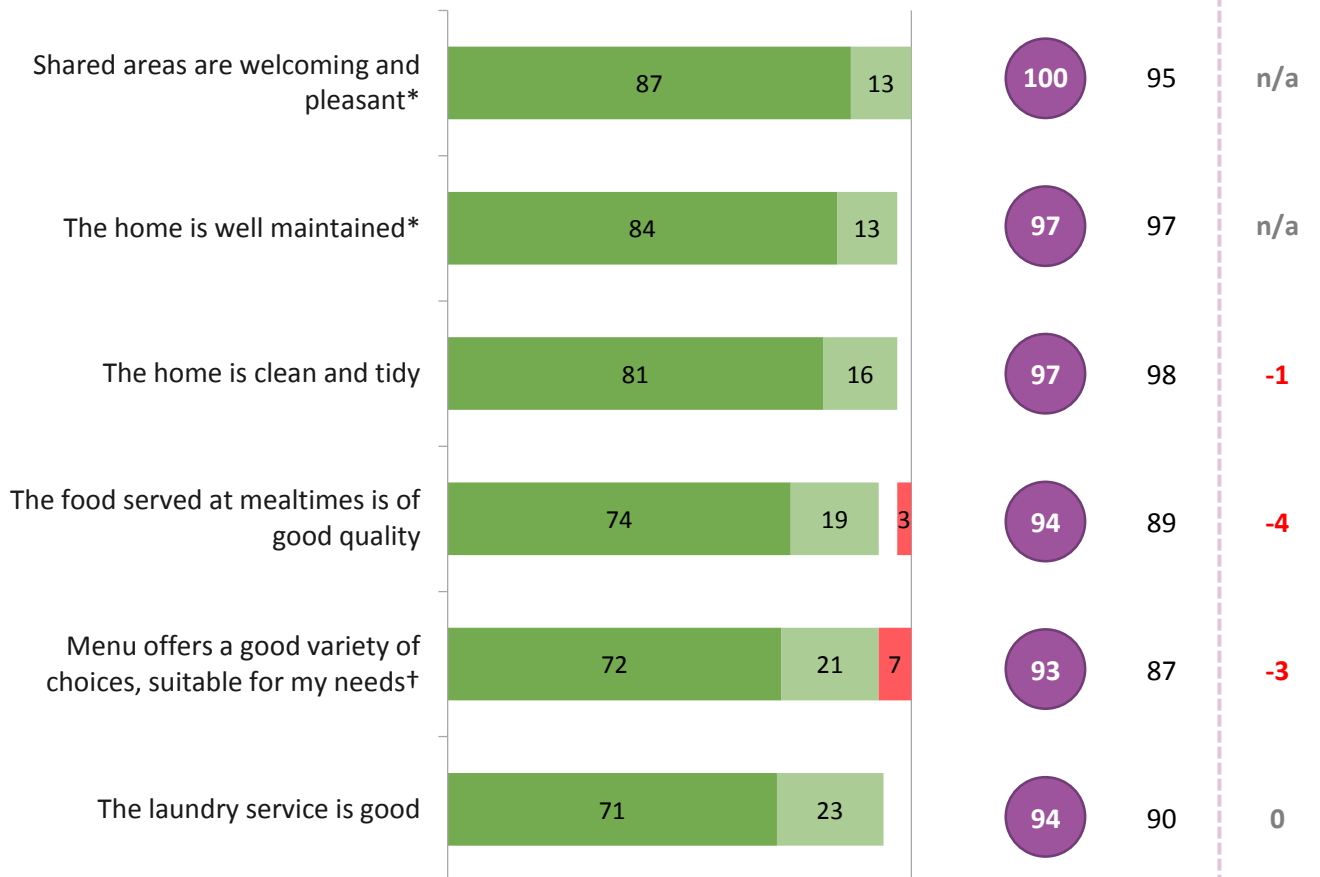
-16

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19



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

† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

*New question added to Residents' survey in 2019 – statement does not contribute to OPR and Theme score calculations

Theme: Choice & having a say

Residents'

Theme score
'19/20

923

YCR average

883

Change since
'18/19

+40

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

I can speak to senior members of staff if I need to

83

10

93

93

+2

I can choose what time I get up and go to bed

80

17

3

97

93

+3

I am able to get out into a pleasant garden/outdoor area, if I wish to†

79

18

4

96

92

+5

I have a real say in how staff provide care and support to me

61

32

4

93

87

+8

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

I am happy with the access I have to the internet if I want it*

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

13

13

3

70

27

25

n/a

■ % Strongly agree ■ % Tend to agree ■ % Neither ■ % Total disagree (% Strongly / Tend to disagree) ■ % Not applicable

Theme: Quality of life

Residents'

Theme score
'19/20

966

YCR average

938

Change since
'18/19

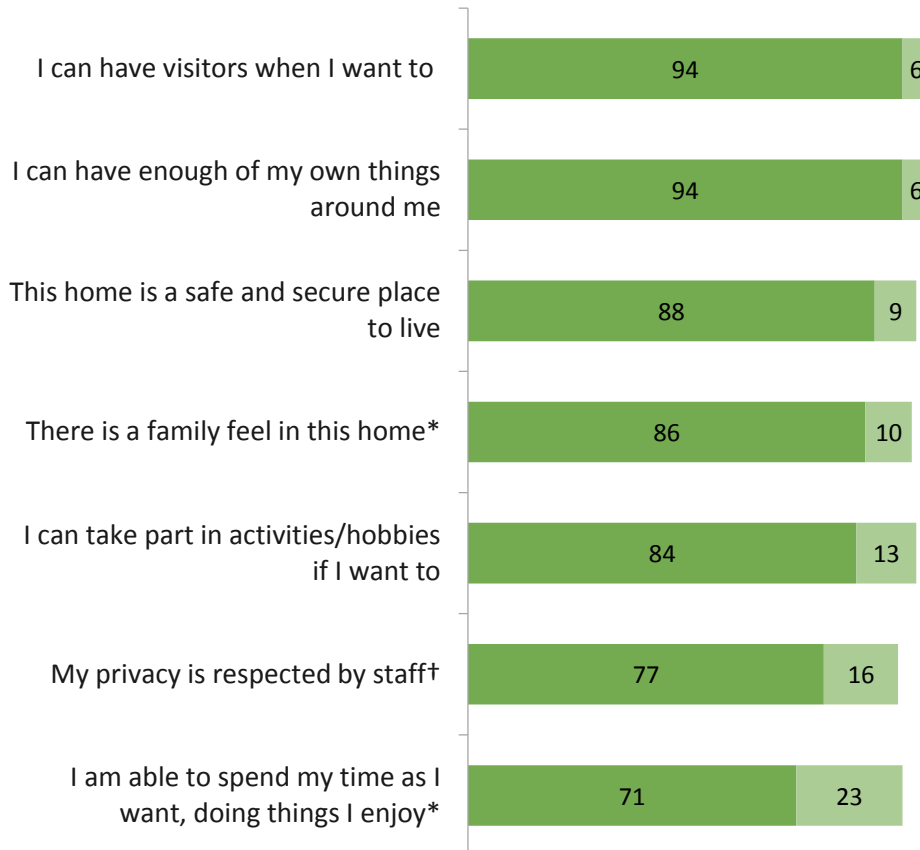
+15

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19



100

99

0

100

97

+4

97

98

-1

97

90

n/a

97

95

-1

94

97

-2

94

95

n/a

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

Never lonely (%)

How often, if ever, do you feel lonely? *



Total
'19/20

YCR
average

Change
since
'18/19

21

30

n/a

■ % Never ■ % Hardly ever ■ % Occasionally ■ % Sometimes ■ % Often / Always



† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

*New question added to Residents' survey in 2019 – statement does not contribute to OPR and Theme score calculations



Theme: Staff & care

Family & Friends'

Theme score
'19/20

900

YCR average

836

Change since
'18/19

-10

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

I am made to feel welcome when I visit*

91

91

97

-9

Residents treated with kindness, dignity and respect

82

18

100

98

0

Happy with access to doctors, nurses, dentists

82

9

91

88

-3

Staff respect my relative or friend's personal belongings*

73

18

91

92

+3

Staff seem capable of providing the care needed

73

9

82

91

-12

Staff have a professional manner*

64

36

100

94

0

Staff know my relative or friend's needs and preferences well*

64

36

100

89

+6

Residents are well presented*

64

27

91

86

-3

Aware of procedure for making a complaint/raising concerns*

55

45

100

81

+24

Staff have time to talk to my relative or friend

55

36

91

78

-3

The home supports my emotional needs*

50

40

90

78

-3

Residents encouraged to lead as independent a life as possible*

50

20

70

83

-23

There are enough staff to meet the needs of residents*

45

27

18

73

62

-21

Happy with the way staff dealt with complaints or concerns

38

50

88

80

-4

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

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

Theme: Home comforts

Family & Friends'

Theme score
'19/20

896

YCR average

822

Change since
'18/19

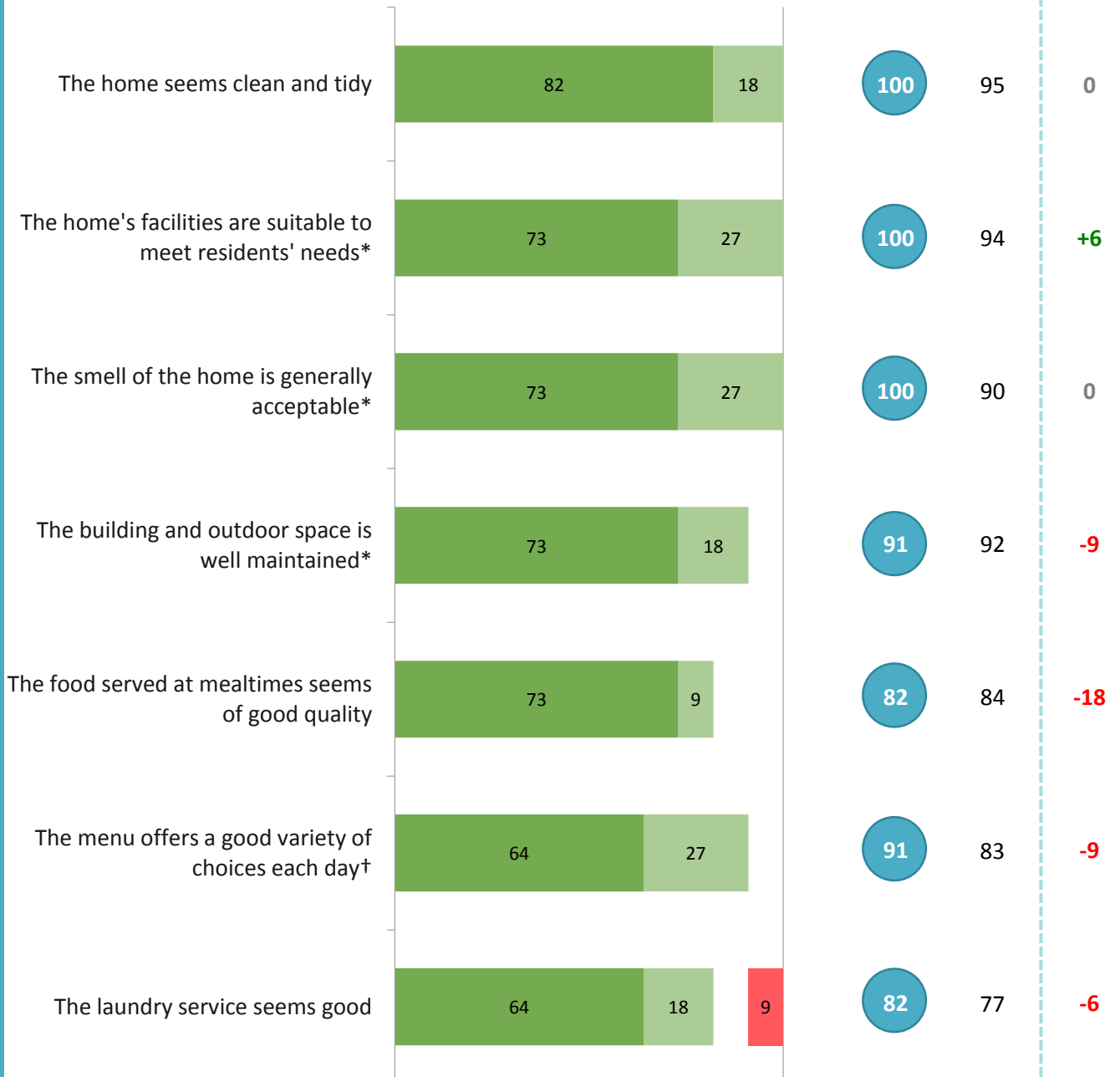
-39

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19



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

† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

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

Theme: Choice & having a say

Family & Friends'

Theme score
'19/20

891

YCR average

868

Change since
'18/19

-48

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

I can be involved in decisions about my relative or friend's care

80

20

100

92

+6

I can speak to senior members of staff if I wish to

73

18

91

94

-3

Staff appreciate my input into my relative or friend's care*

70

20

90

88

+9

My relative or friend is able to get out into a pleasant garden/outdoor area, if they wish to

60

20

10

80

87

-20

The home supports my relative or friend to maintain their personal identity*

56

44

100

90

+7

I am given sufficient opportunities to comment on the running of the home*

55

27

9

82

69

-12

Food seems to meet special individual needs*

50

10

60

75

-26

My relative or friend can choose what time they get up or go to bed

44

56

100

81

0

The home offers a range of activities that suit my relative or friend's needs*

44

33

11

78

77

-16

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

† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

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

Theme: Quality of life

Family & Friends'

Theme score
'19/20

929

YCR average

913

Change since
'18/19

-60

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

I can visit my relative or friend when
I want to

82

18

100

99

0

The home seems a safe and secure
place to live

82

18

100

98

0

My relative or friend's privacy is
respected by the staff†

73

27

100

95

0

Residents can have enough of their
own things around them

64

36

100

98

0

The home seems a happy place to
live*

64

27

91

93

-9

My relative or friend is encouraged
to take part in hobbies of interest if
they want to

56

22

78

81

-22

My relative or friend is helped to
stay as physically and mentally
active as they can be*

50

10

10

60

78

-40

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

† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

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

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, 14 care home providers participated in the Your Care Rating Residents' survey in 2019/20. A total of 7,633 residents took part in the survey across 362 care homes. The survey was conducted from early September to late October 2019. Results for Your Care Rating Family and Friends' survey 2019/20 are available for 7 providers, covering 280 care homes. A total of 4,194 family members and friends of residents took part in the survey. Fieldwork took place in October and November 2019, with responses completed online or using a paper-based questionnaire. Trend data is shown for care homes that took part in 2018/19 (receiving 5 or more responses).

This home report provides a breakdown of results for:

Devonshire Court

Results are based on:

32 responses from residents

11 responses from family and friends

Results based on a small number of responses should be treated with caution.

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 calculation 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.yourcarerating.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. Ahead of this year's survey, changes were made to the questionnaire for residents: the wording of three questions was tweaked, nine questions were added, and two questions were deleted. Trend data are not available for new questions.

Throughout this report, benchmark figures have been provided ('YCR average'), showing the average score for the survey. Benchmarks are based on results of care homes achieving at least 5 responses for any individual attribute.

Year-on-year variations in the YCR average are affected by the number, size and performance of the providers taking part in the surveys each year.

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, or because the percentage scores for 'don't know' and 'neither agree nor disagree' are not shown.
- Where no data is shown next to a statement, it is likely to be because all respondents chose the codes 'neither agree nor disagree' or 'don't know', which are not shown on the charts.
- 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.