

Queen Elizabeth 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:*

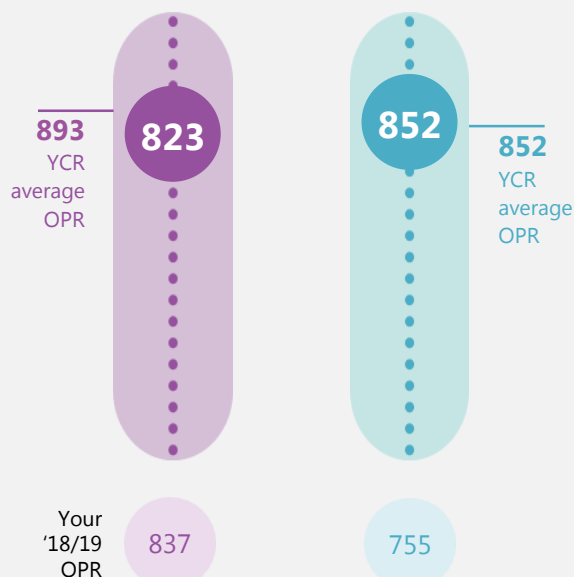
20 responses from residents

16 responses from family and friends

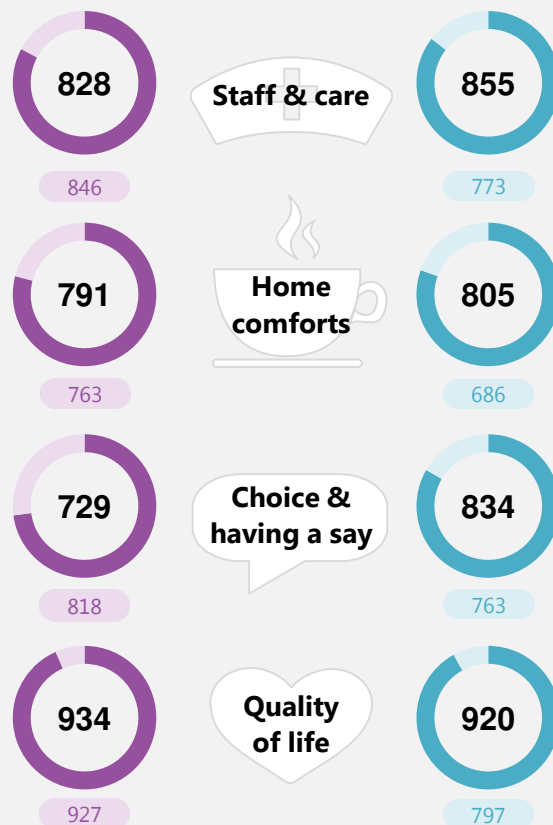
Queen Elizabeth Court

Overall Performance Rating & Theme Scores

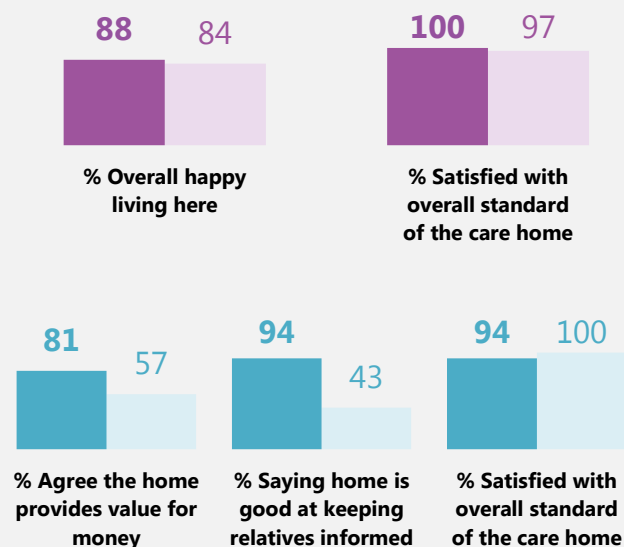
Overall Performance Rating



Theme Scores



Key Indicators



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

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

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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



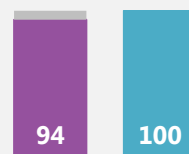
Staff have time to talk



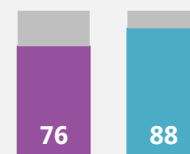
Caring



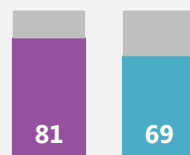
Responsive



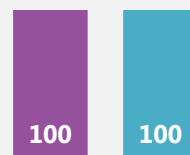
Can have visits when wanted



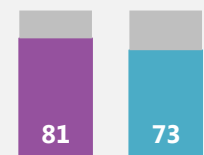
Can speak to senior staff



Can choose when to get up/go to bed



Can have own things around them



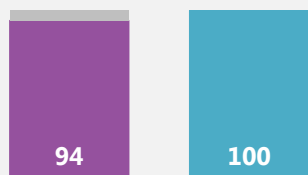
Can take part in hobbies



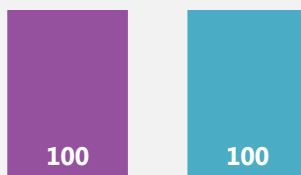
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Comparisons by regulatory themes

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

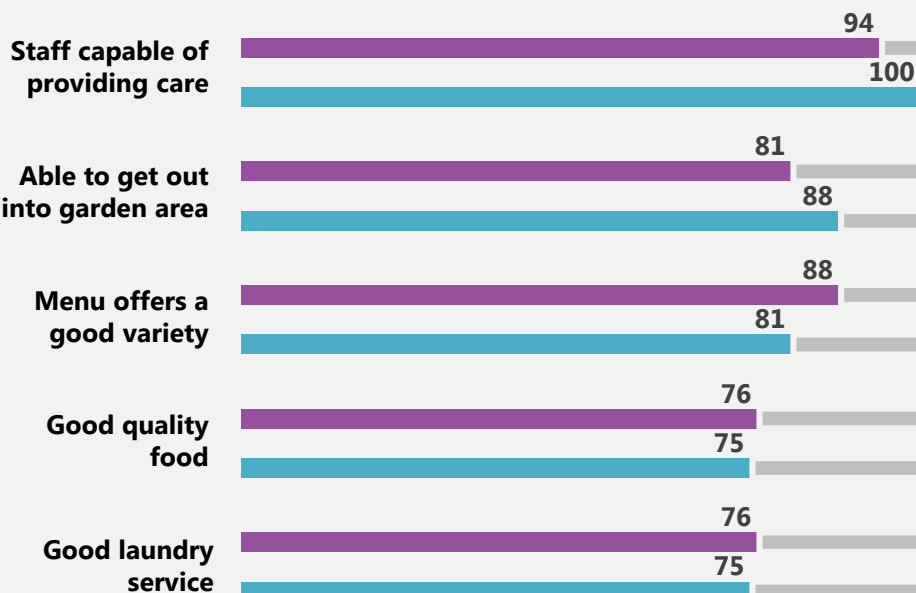


Safe and secure place to live

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

828

YCR average

892

Change since
'18/19

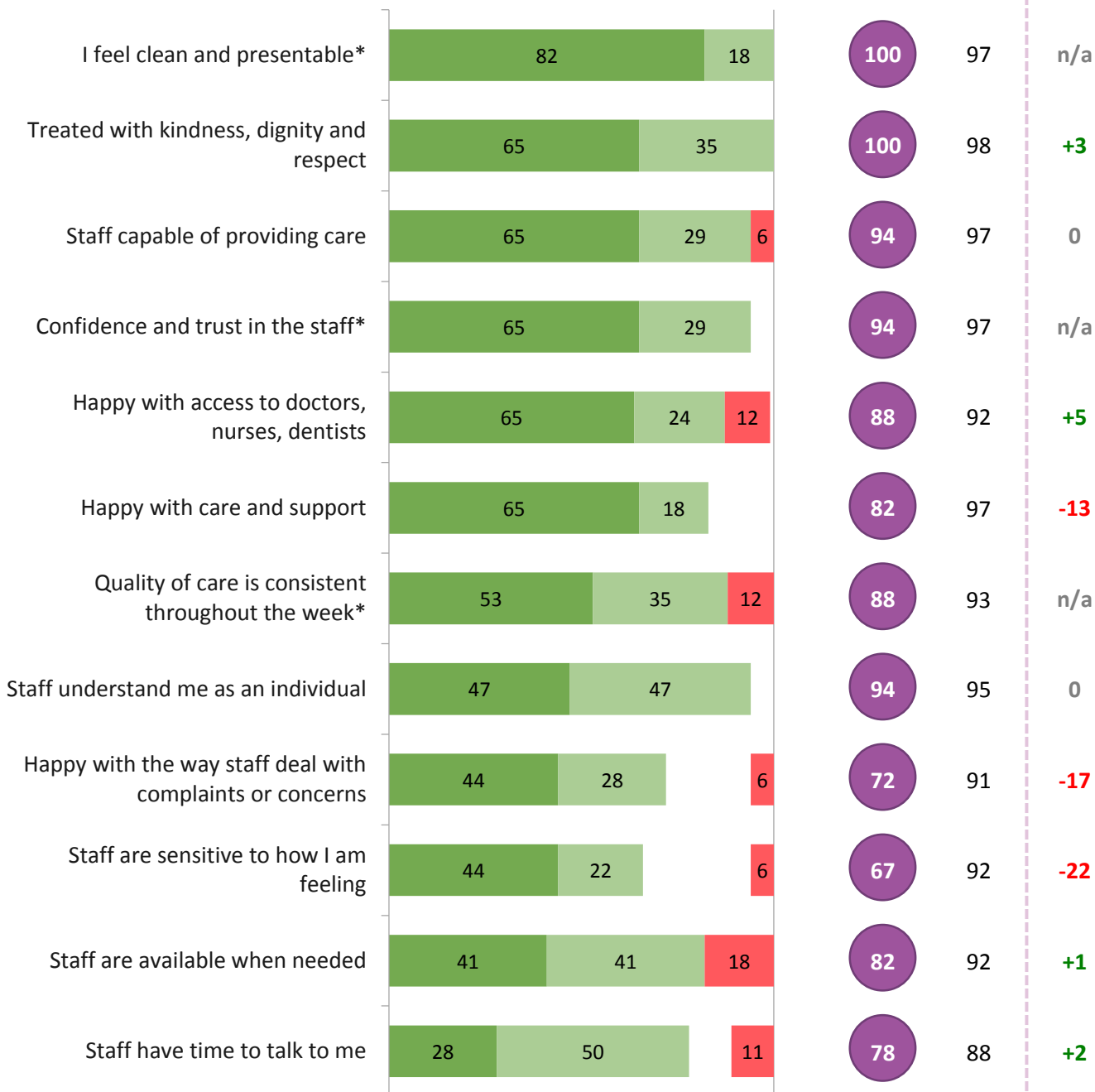
-18

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19



■ % 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

791

YCR average

870

Change since
'18/19

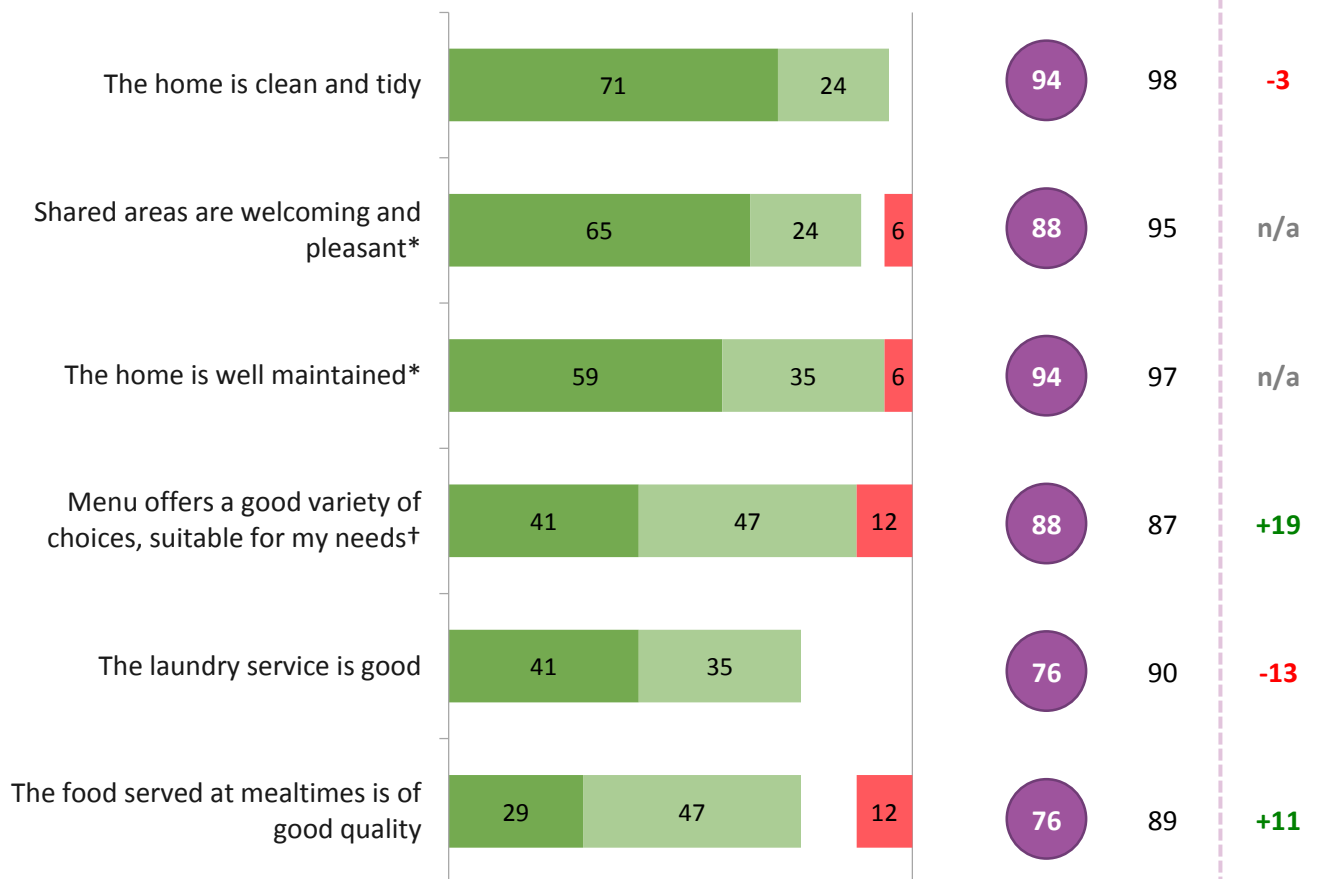
+28

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

729

YCR average

883

Change since
'18/19

-89

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

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

50

31

6

81

92

-10

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

50

31

13

81

93

-4

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

41

35

12

76

93

-13

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

24

24

24

47

87

-20

■ % 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

6

12

18

12

53

18

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

934

YCR average

938

Change since
'18/19

+7

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

This home is a safe and secure place to live

88

12

100

98

+8

I can have enough of my own things around me

88

12

100

97

+5

I can have visitors when I want to

88

6

6

94

99

-3

My privacy is respected by staff†

88

6

6

94

97

-1

I am able to spend my time as I want, doing things I enjoy*

69

19

6

88

95

n/a

I can take part in activities/hobbies if I want to

63

19

13

81

95

-5

There is a family feel in this home*

44

33

11

78

90

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

12

18

41

18

12

12

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

855

YCR average

836

Change since
'18/19

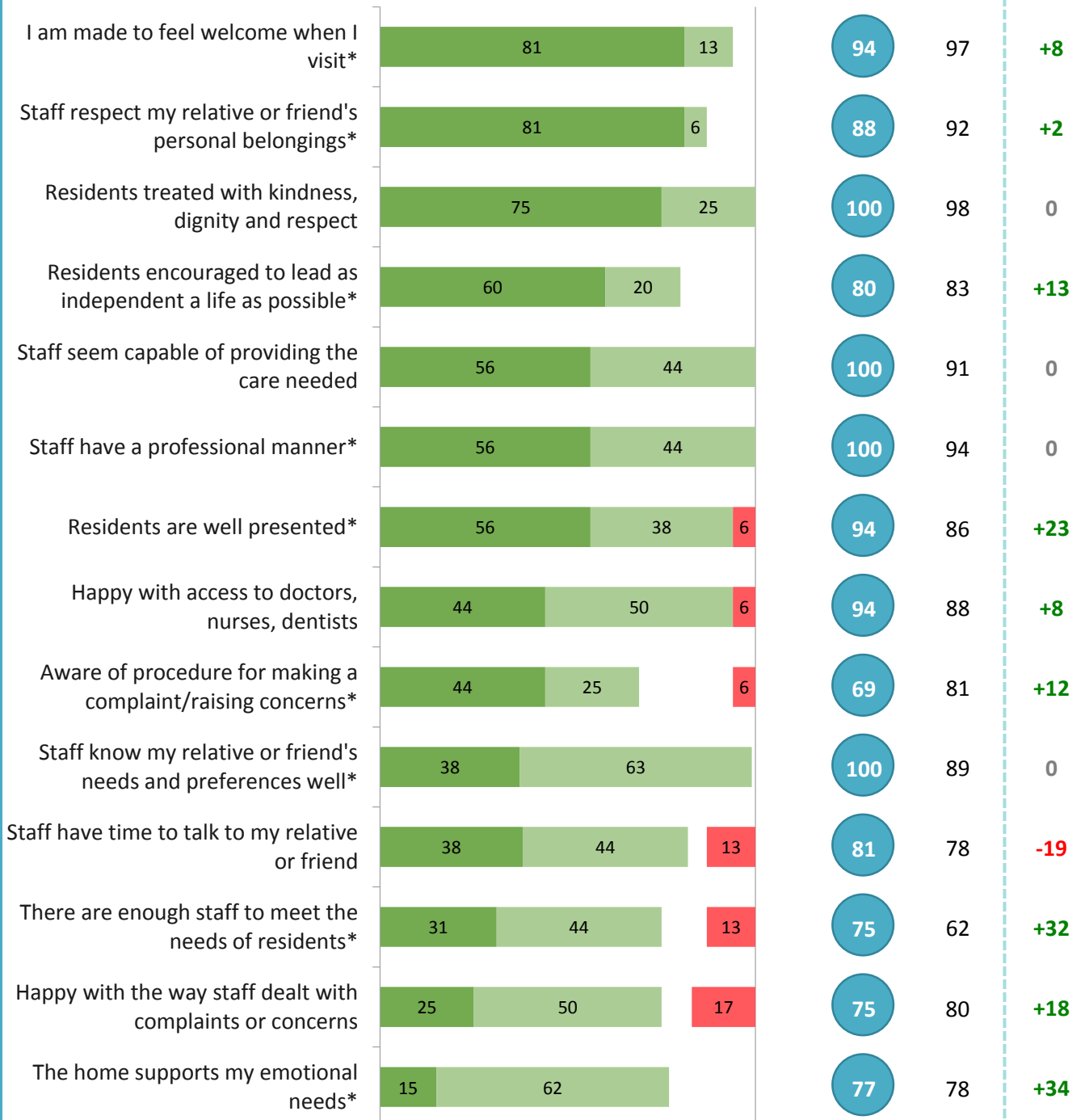
+82

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19



■ % 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

805

YCR average

822

Change since
'18/19

+119

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

The smell of the home is generally acceptable*

75

25

100

90

+14

The home seems clean and tidy

69

31

100

95

+14

The home's facilities are suitable to meet residents' needs*

69

31

100

94

+14

The building and outdoor space is well maintained*

69

25

94

92

-6

The laundry service seems good

50

25

6

75

77

+4

The food served at mealtimes seems of good quality

44

31

13

75

84

+4

The menu offers a good variety of choices each day†

38

44

6

81

83

+10

■ % 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

834

YCR average

868

Change since
'18/19

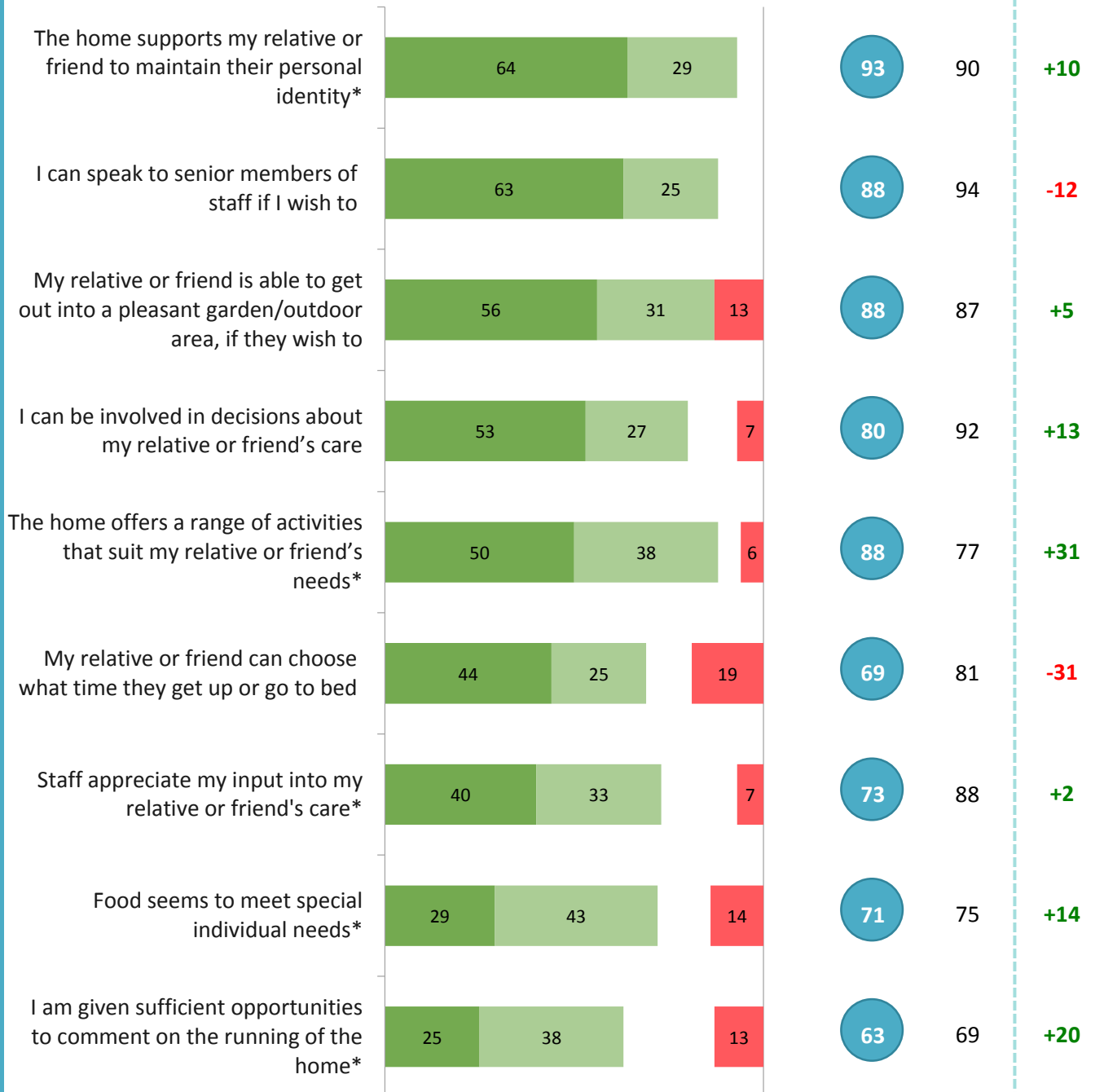
+71

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: Quality of life

Family & Friends'

Theme score
'19/20

920

YCR average

913

Change since
'18/19

+123

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

I can visit my relative or friend when
I want to

94

6

100

99

0

Residents can have enough of their
own things around them

88

13

100

98

0

The home seems a safe and secure
place to live

75

25

100

98

0

The home seems a happy place to
live*

63

31

94

93

+23

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

63

31

94

95

+8

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

47

27

13

73

81

+33

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

38

50

13

88

78

+2

■ % 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:

Queen Elizabeth Court

Results are based on:

20 responses from residents

16 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.