

# Zetland 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:*

*38 responses from residents*

*13 responses from family and friends*

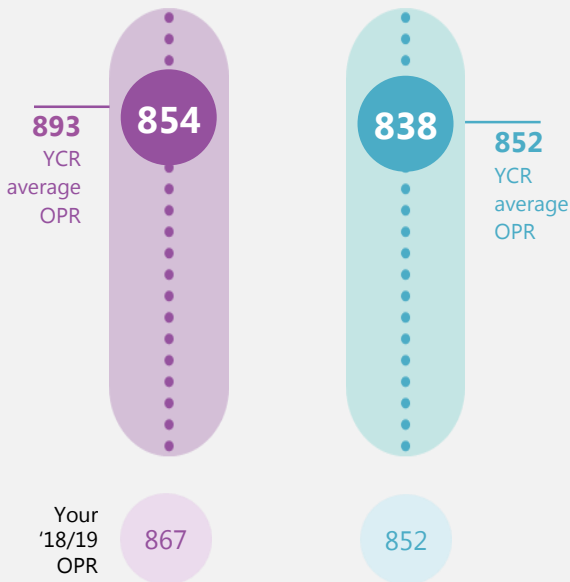
# Zetland Court

Your Care Rating  
2019/2020 survey

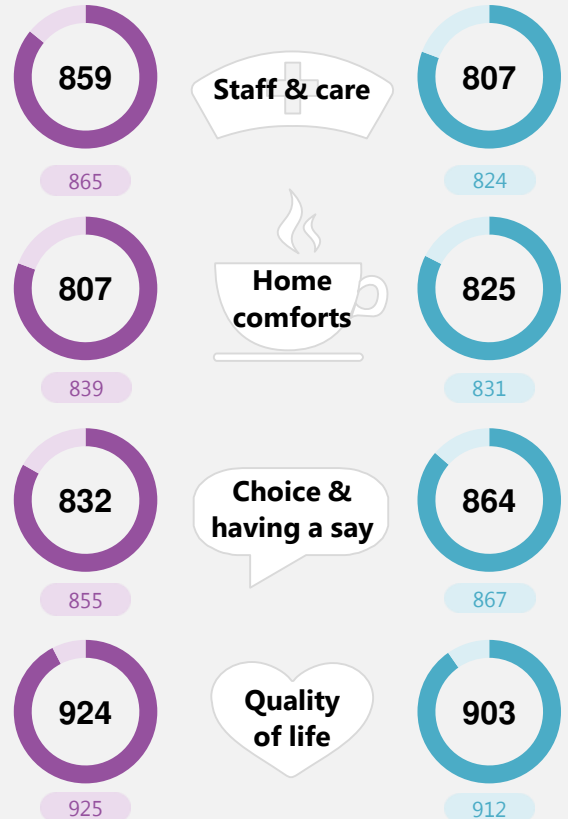


## Overall Performance Rating & Theme Scores

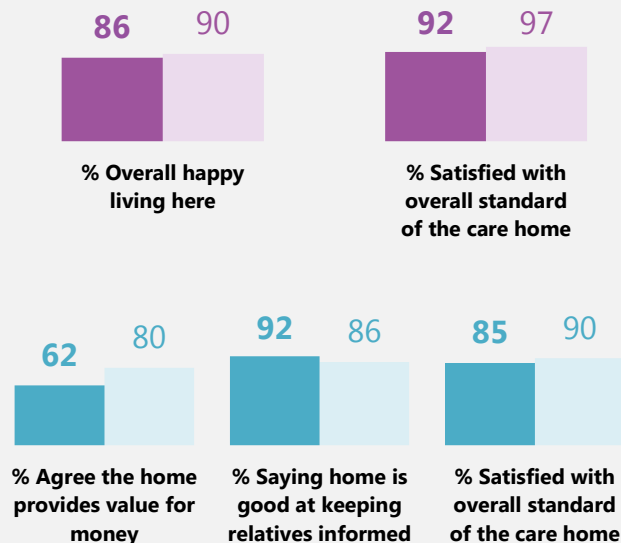
### Overall Performance Rating



### 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

# Zetland 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



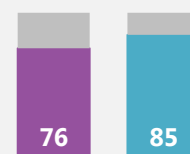
### Caring



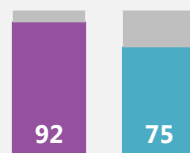
### Responsive



Can have visits  
when wanted



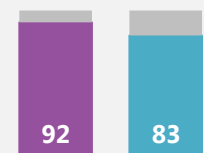
Can speak to  
senior staff



Can choose when to  
get up/go to bed



Can have own  
things around them



Can take part in  
hobbies



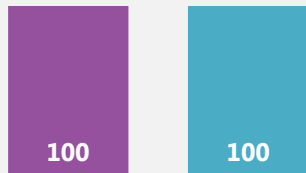
# Zetland Court

Your Care Rating  
2019/2020 survey

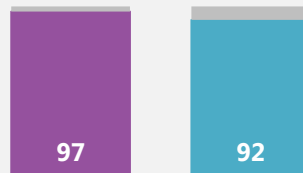


## Comparisons by regulatory themes

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

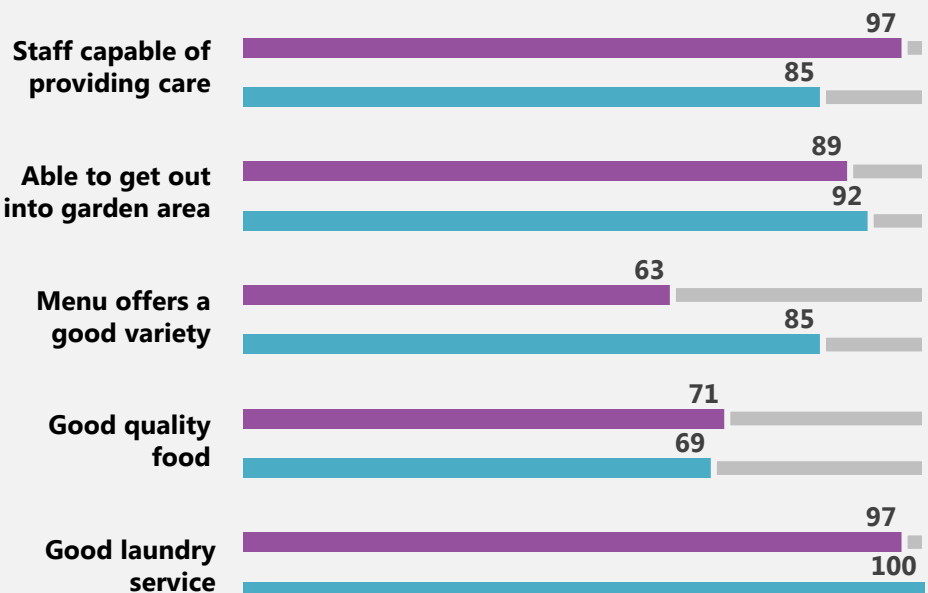


Safe and secure place to live

### 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

859

YCR average

892

Change since  
'18/19

-6

Total Agree (%)

Total  
'19/20

YCR  
average

Change  
since  
'18/19

Treated with kindness, dignity and respect

78

19

97

98

-3

Staff understand me as an individual

62

35

97

95

0

Happy with care and support

62

32

95

97

-5

Confidence and trust in the staff\*

61

33

6

94

97

n/a

Staff capable of providing care

57

40

3

97

97

0

I feel clean and presentable\*

54

41

3

95

97

n/a

Staff are sensitive to how I am feeling

51

41

5

92

92

+2

Quality of care is consistent throughout the week\*

47

33

11

81

93

n/a

Staff have time to talk to me

43

51

5

95

88

+15

Staff are available when needed

43

46

3

89

92

+3

Happy with the way staff deal with complaints or concerns

42

47

6

89

91

-4

Happy with access to doctors, nurses, dentists

42

39

14

81

92

+4

■ % 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

807

YCR average

870

Change since  
'18/19

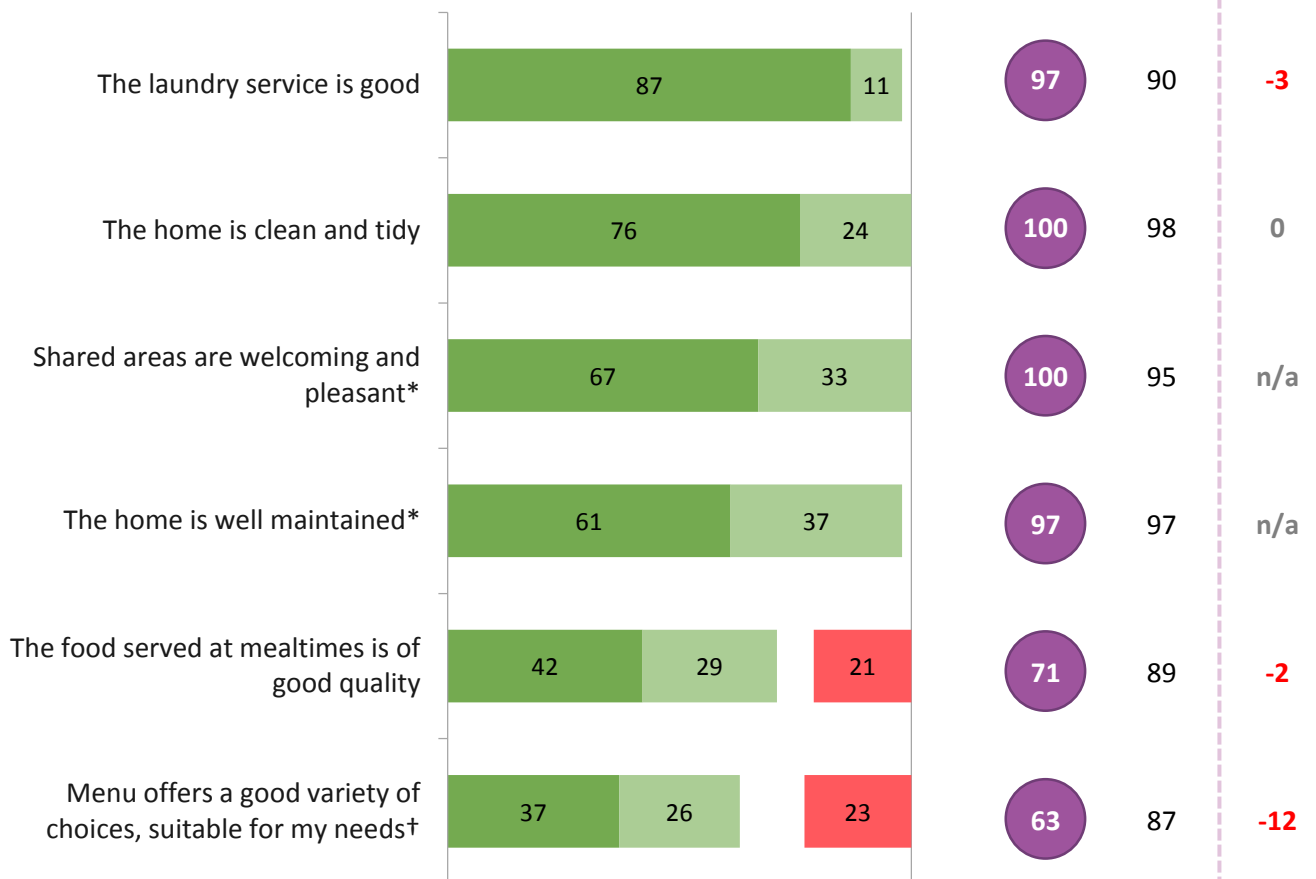
-32

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

832

YCR average

883

Change since  
'18/19

-23

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†

68

22

5

89

92

-8

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

65

27

3

92

93

-4

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

44

32

3

76

93

-10

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

36

42

6

79

87

+3

■ % 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

20

6

3

66

26

25

n/a

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

# Theme: Quality of life

Residents'

Theme score  
'19/20

924

YCR average

938

Change since  
'18/19

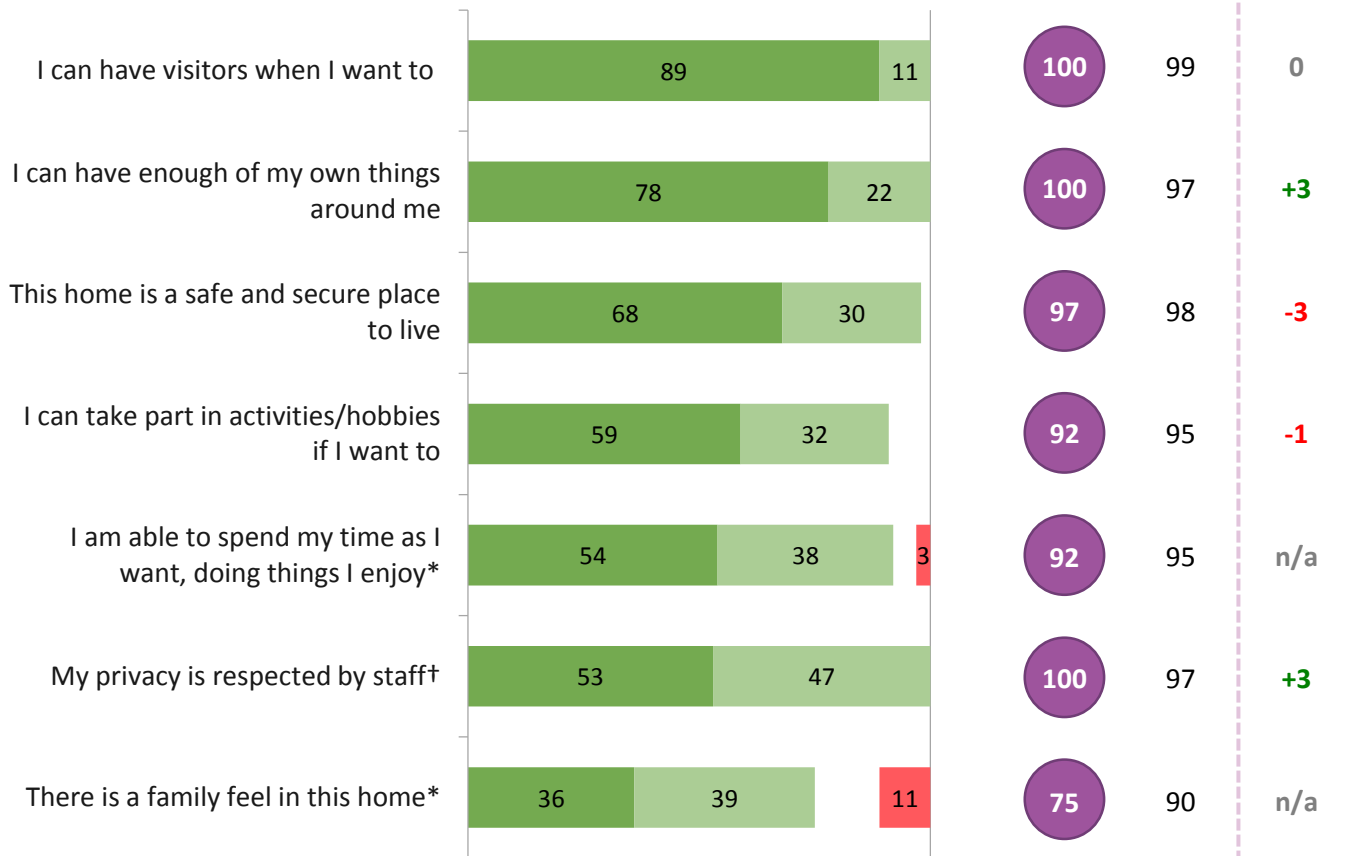
-1

Total Agree (%)

Total  
'19/20

YCR  
average

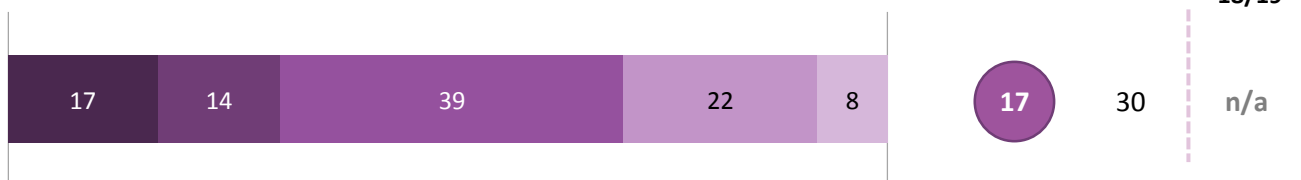
Change  
since  
'18/19



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

Never lonely (%)

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



■ % 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

807

YCR average

836

Change since  
'18/19

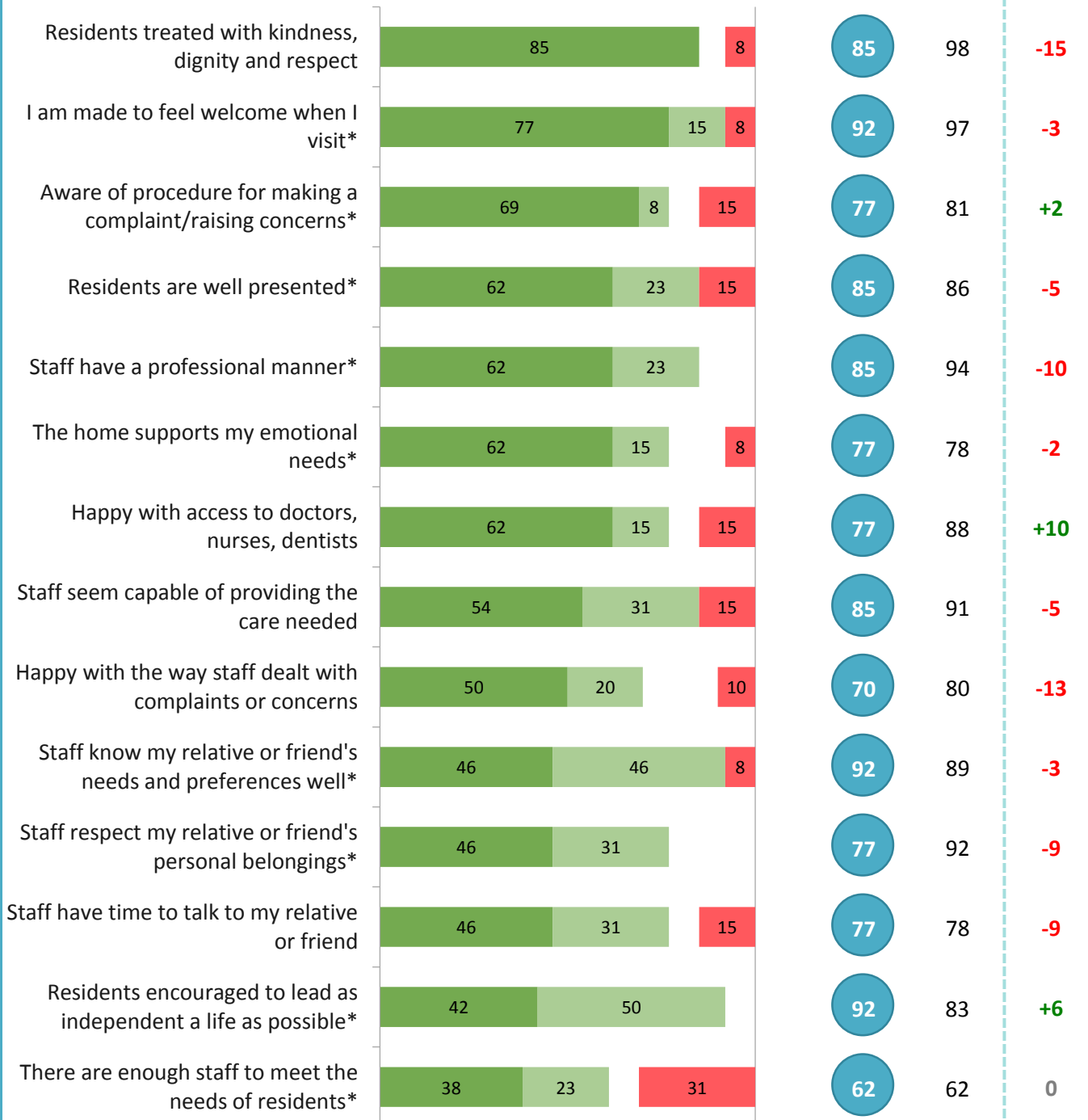
-17

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

825

YCR average

822

Change since  
'18/19

-6

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

864

YCR average

868

Change since  
'18/19

-3

Total Agree (%)

Total  
'19/20

YCR  
average

Change  
since  
'18/19

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

77

8

85

92

-5

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

77

77

88

-13

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

69

23

8

92

87

-3

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

69

15

8

85

94

-10

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

69

15

85

90

+5

Food seems to meet special individual needs\*

50

33

8

83

75

+7

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

46

15

23

62

77

-14

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

42

33

8

75

81

-9

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

31

31

15

62

69

-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

903

YCR average

913

Change since  
'18/19

-9

Total Agree (%)

Total  
'19/20

YCR  
average

Change  
since  
'18/19

I can visit my relative or friend when  
I want to

92

8

100

99

0

The home seems a safe and secure  
place to live

77

15

92

98

-8

Residents can have enough of their  
own things around them

69

31

100

98

0

The home seems a happy place to  
live\*

62

15

8

77

93

-23

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

54

23

8

77

95

-13

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

50

33

17

83

81

-1

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

31

54

15

85

78

+20

■ % 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:

## **Zetland Court**

Results are based on:

### **38 responses from residents**

### **13 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](http://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](http://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.