

Claybourne

Care Home report

Methodist Homes (MHA)

Your Care Rating 2019/20

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

10 responses from residents

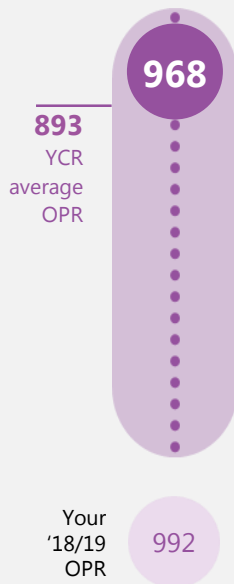
Claybourne

Your Care Rating
2019/2020 survey



Overall Performance Rating & Theme Scores

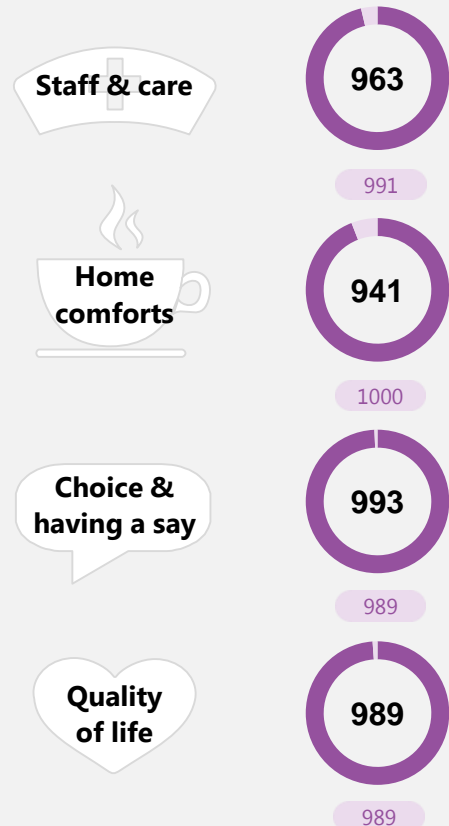
Overall Performance Rating



Key Indicators



Theme Scores



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

Claybourne

Your Care Rating
2019/2020 survey



Comparisons by regulatory themes

This page presents results for this care home in alignment with regulatory themes (informed by the inspection framework introduced by CQC in England). These results reflect the views of residents. 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

100



Privacy is respected by staff

100



Staff have time to talk

100



Caring



Responsive



100

Can have visits
when wanted

100

Can speak to
senior staff

100

Can choose when to
get up/go to bed

100

Can have own
things around them

100

Can take part in
hobbies

Residents' survey –
% strongly/tend to agree



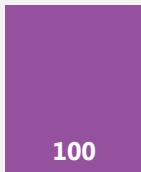
Claybourne

Your Care Rating
2019/2020 survey

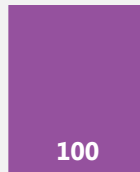


Comparisons by regulatory themes

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Clean and tidy home

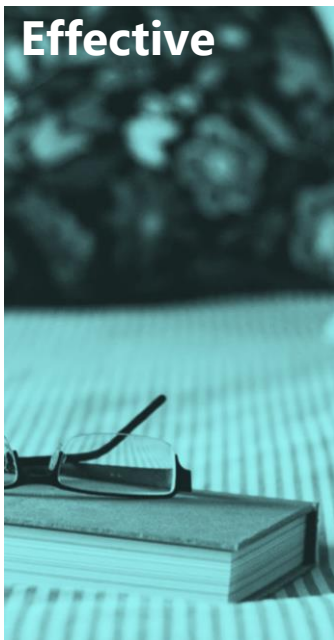


Safe and secure place to live

Safe



Effective



Staff capable of providing care

100



Able to get out into garden area

100



Menu offers a good variety

100



Good quality food

100



Good laundry service

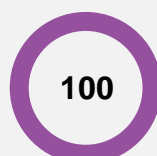
89



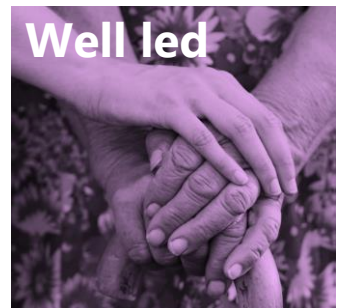
Happy with access to doctors/nurses



Happy with the way staff deal with complaints or concerns



Well led



Theme: Staff & care

Residents'

Theme score
'19/20

963

YCR average

892

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)

*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

941

YCR average

870

Change since
'18/19

-59

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

The food served at mealtimes is of good quality

89

11

100

89

0

The laundry service is good

89

11

89

90

-11

Shared areas are welcoming and pleasant*

89

11

89

95

n/a

The home is clean and tidy

78

22

100

98

0

Menu offers a good variety of choices, suitable for my needs†

78

22

100

87

0

The home is well maintained*

78

22

100

97

n/a

■ % 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

993

YCR average

883

Change since
'18/19

+4

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†

100

100

92

0

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

100

100

93

0

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

100

100

87

0

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

89

11

100

93

0

■ % 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

25

13

13

50

38

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

989

YCR average

938

Change since
'18/19

0

Total Agree (%)

Total
'19/20

YCR
average

Change
since
'18/19

This home is a safe and secure place to live

100

100

98

0

I can have enough of my own things around me

100

100

97

0

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

100

100

95

0

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

100

100

95

n/a

I can have visitors when I want to

89

11

100

99

0

My privacy is respected by staff†

89

11

100

97

+9

There is a family feel in this home*

89

11

100

90

n/a

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

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

Never lonely (%)

Total
'19/20

YCR
average

Change
since
'18/19

56

22

11

11

56

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



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:

Claybourne

Results are based on:

10 responses from residents

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.