

The Willows

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

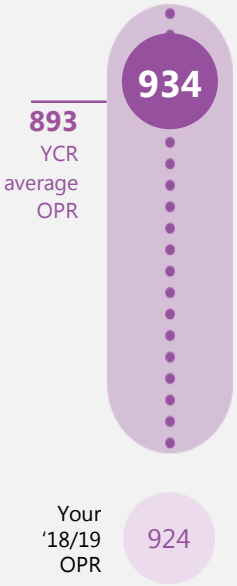
Ipsos MORI

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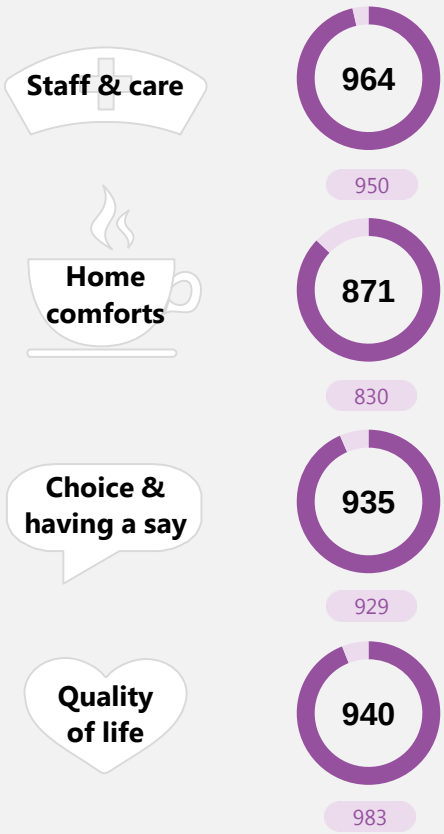
Your Care Rating
2019/2020 survey

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

+90

'18/19 NPS +92

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

Residents' survey '19/20 '18/19

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Comparisons by regulatory themes

Your Care Rating
2019/2020 survey

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





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

90
Can take part in hobbies

Residents' survey – % strongly/tend to agree

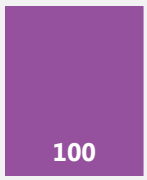
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Comparisons by regulatory themes

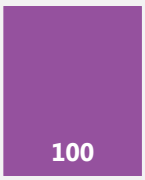
Your Care Rating
2019/2020 survey

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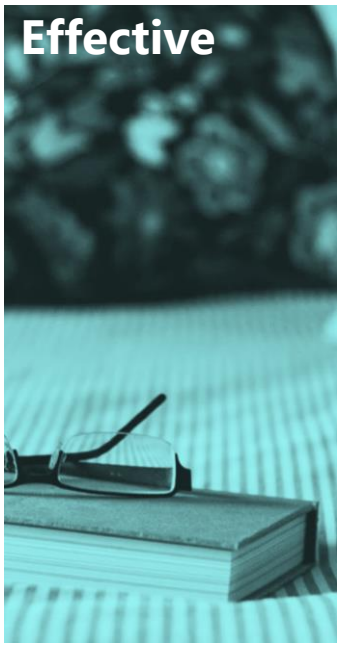


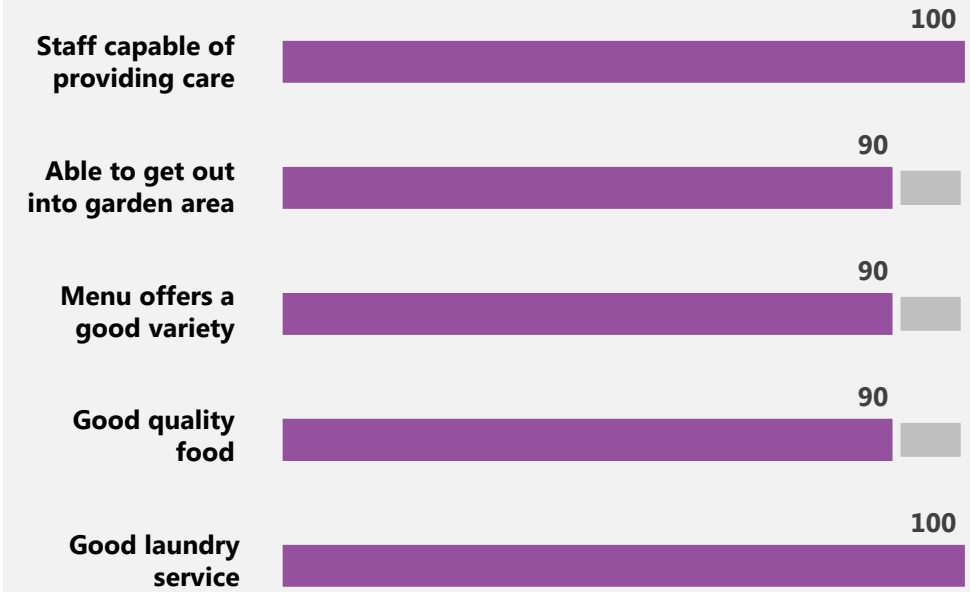


Clean and tidy home



Safe and secure place to live





Happy with access to doctors/nurses



Happy with the way staff deal with complaints or concerns



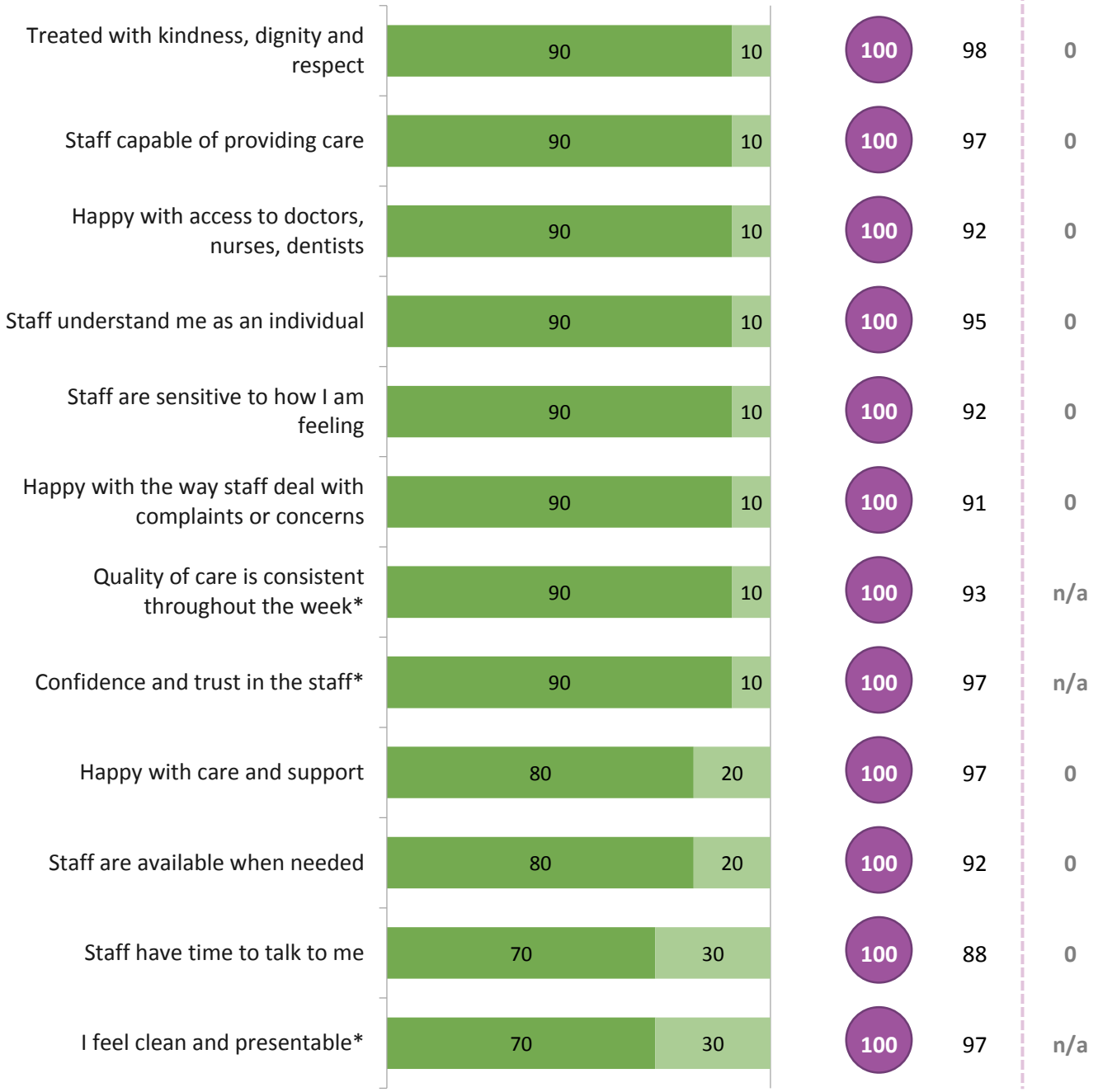


Residents' survey –
% strongly/tend to agree

Theme: Staff & care

Residents'

Theme score '19/20	YCR average	Change since '18/19
964	892	+14

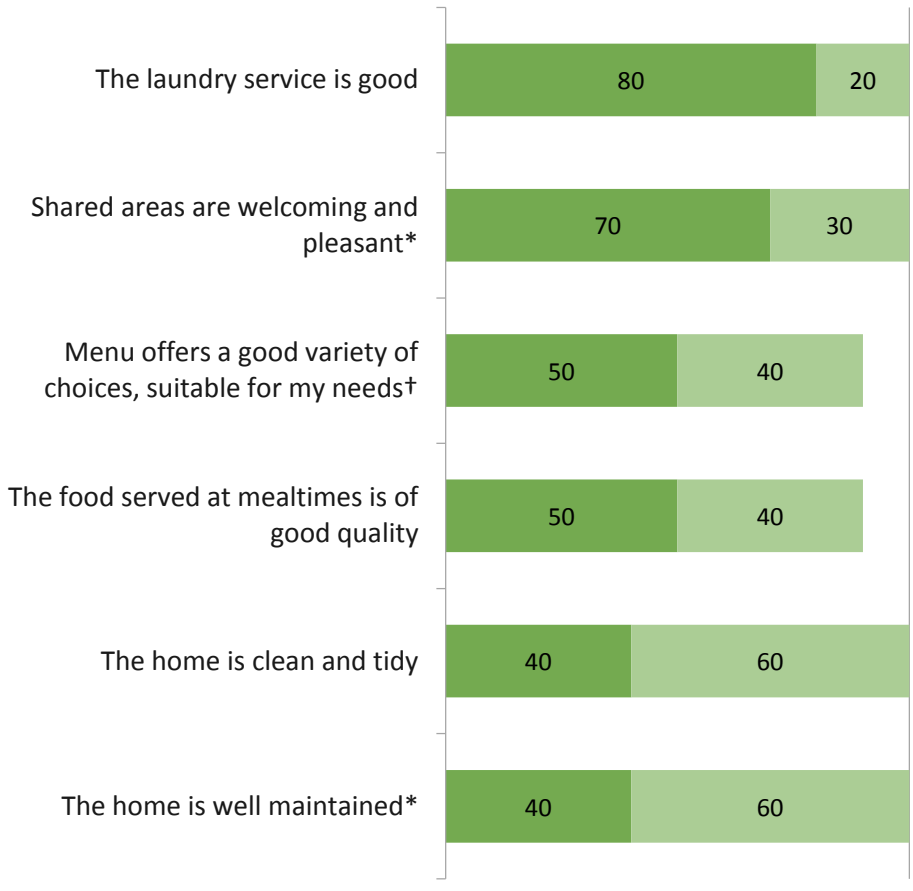


% Strongly agree % Tend to agree % Total disagree (% Strongly / Tend to disagree)

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

Theme: Home comforts

Theme score '19/20	YCR average	Change since '18/19
871	870	+41



	Total Agree (%)		
	Total '19/20	YCR average	Change since '18/19
The laundry service is good	100	90	0
Shared areas are welcoming and pleasant*	100	95	n/a
Menu offers a good variety of choices, suitable for my needs†	90	87	-2
The food served at mealtimes is of good quality	90	89	+7
The home is clean and tidy	100	98	0
The home is well maintained*	100	97	n/a

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

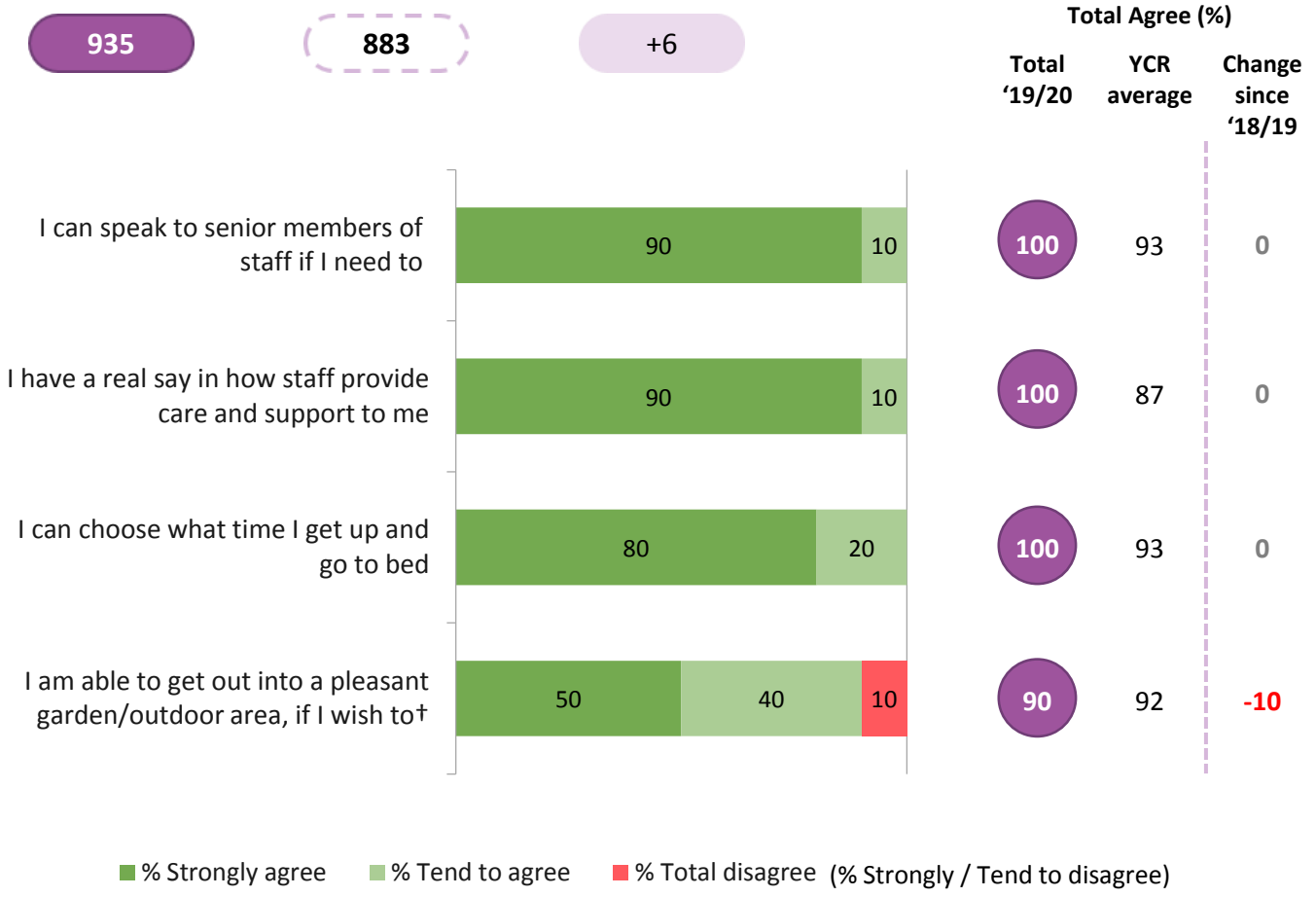
† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

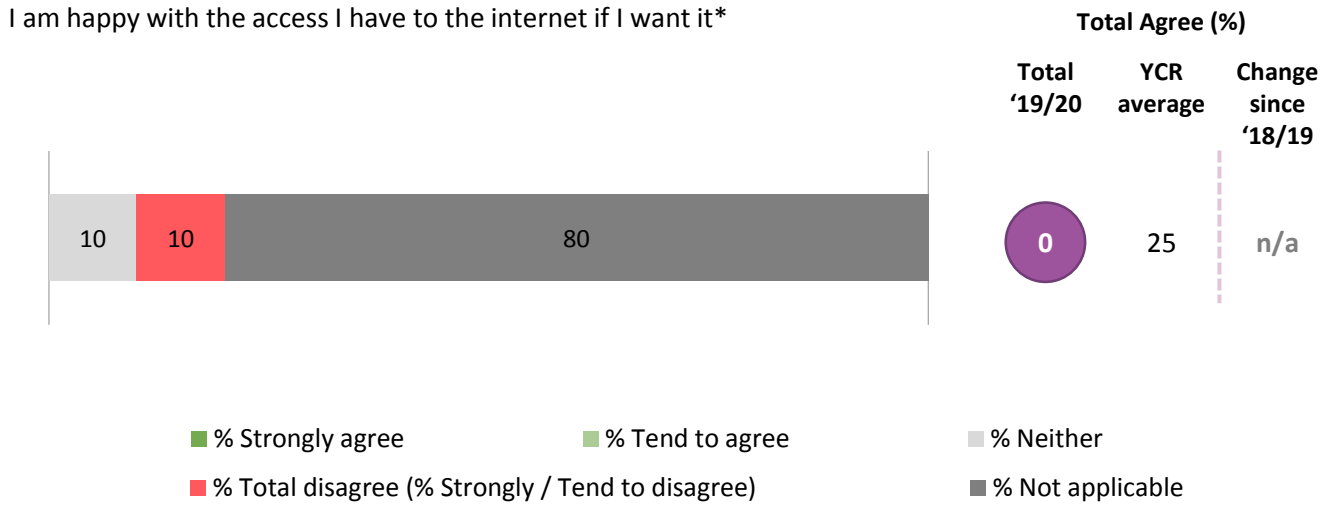
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Theme: Choice & having a say

Residents'

Theme score '19/20	YCR average	Change since '18/19
935	883	+6



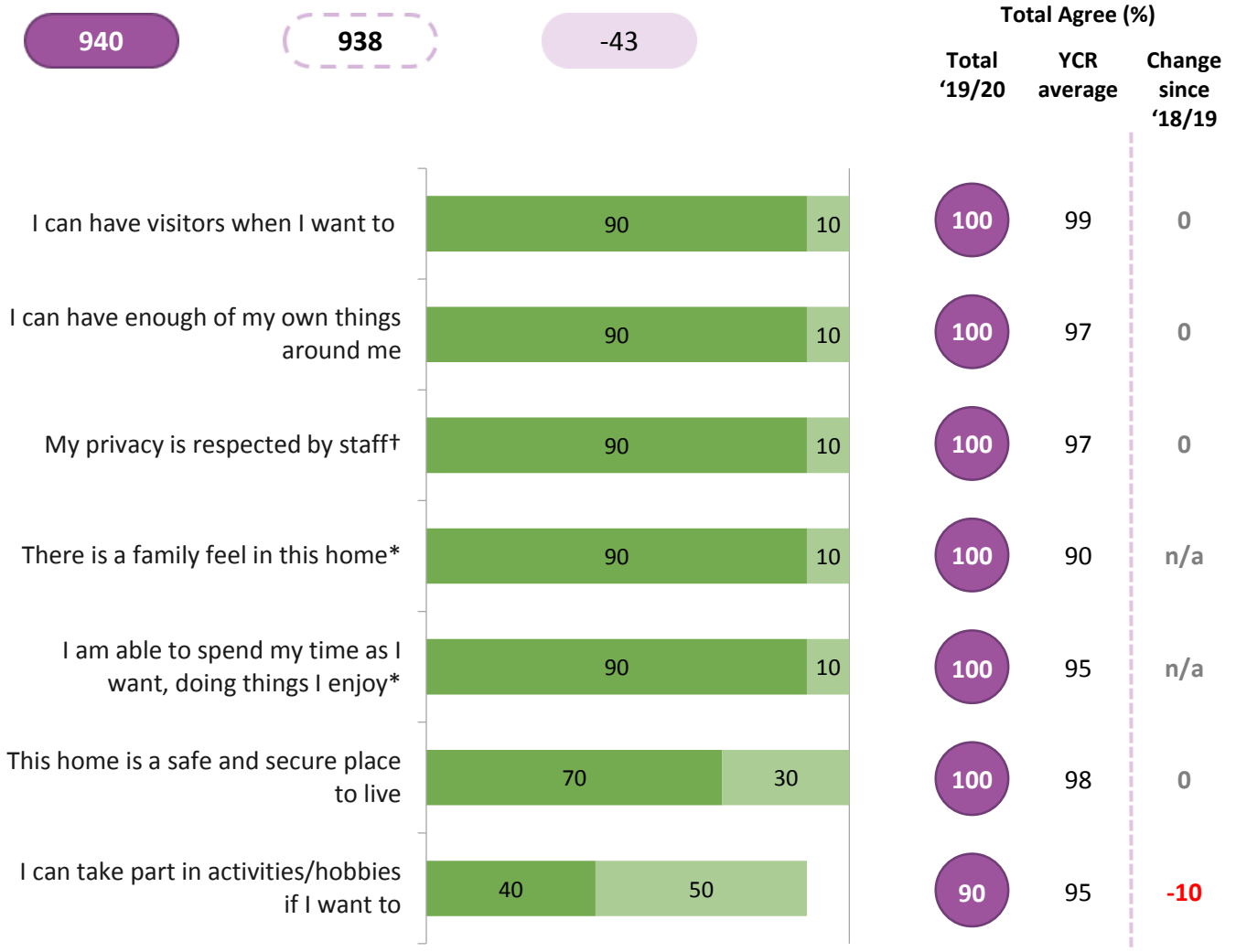


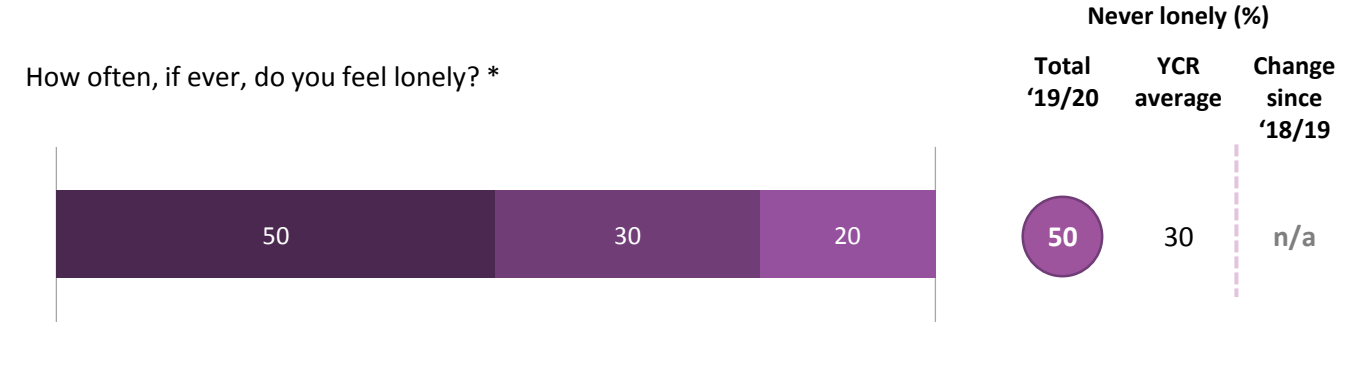
† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)
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Theme: Quality of life

Residents'

Theme score '19/20	YCR average	Change since '18/19
940	938	-43





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

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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:

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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.

Ipsos MORI