

# Ty Gwyn

## 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:***

***28 responses from residents***

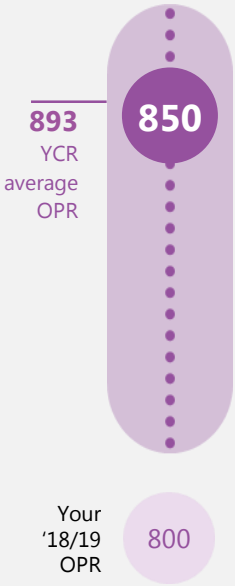
Ipsos MORI

# Ty Gwyn

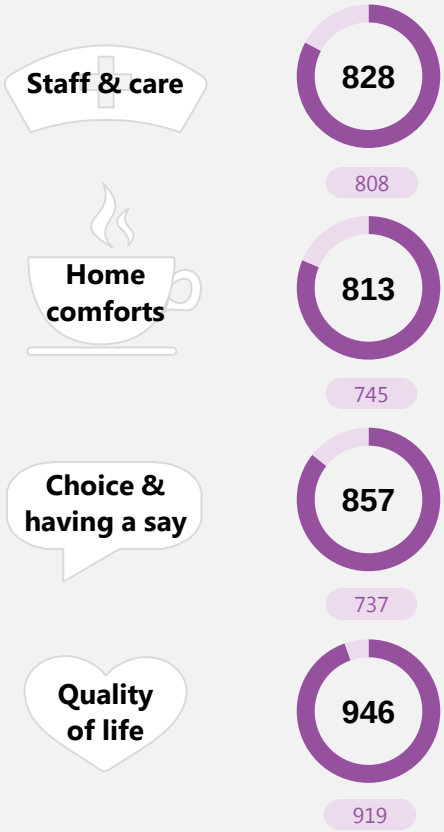
Your Care Rating
2019/2020 survey

## Overall Performance Rating & Theme Scores

### Overall Performance Rating

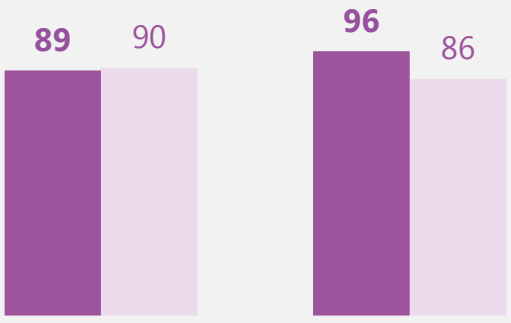



### Theme Scores




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

+14

'18/19 NPS +24

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

# Ty Gwyn

## 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).

### Caring

**Treated with kindness**

96



**Privacy is respected by staff**

96



**Staff have time to talk**

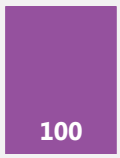
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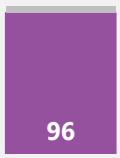


### Responsive

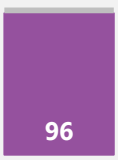




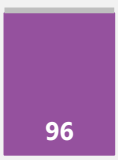

**Can have visits when wanted**



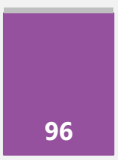

**Can speak to senior staff**




**Can choose when to get up/go to bed**




**Can have own things around them**




**Can take part in hobbies**

**Residents' survey – % strongly/tend to agree**

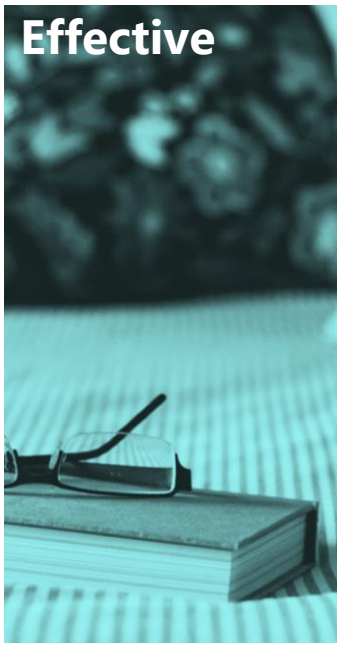
# Ty Gwyn

## Comparisons by regulatory themes

Your Care Rating
2019/2020 survey

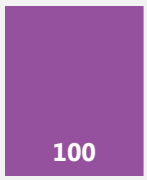
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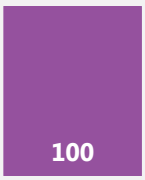





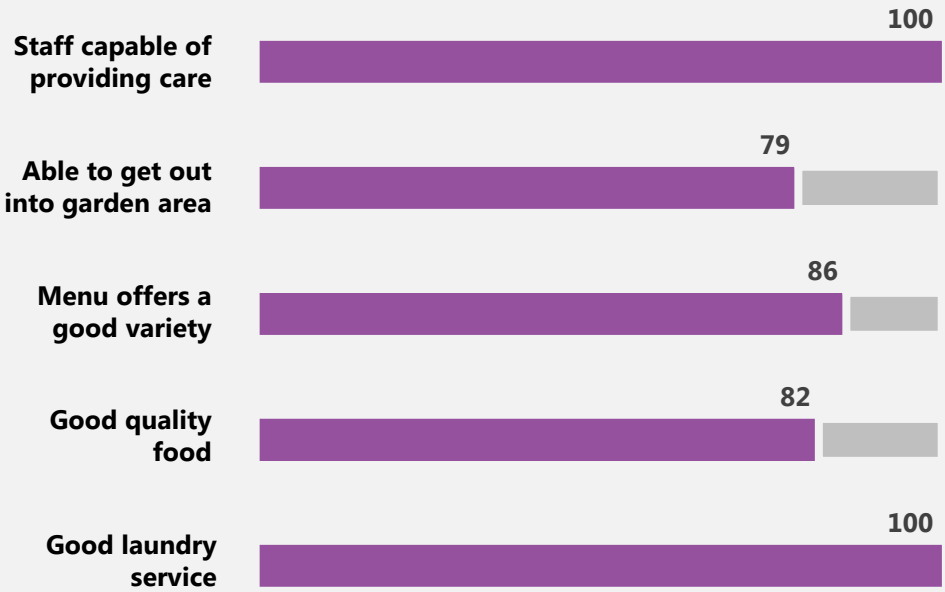





Clean and tidy home



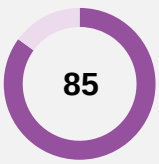

Safe and secure place to live




Happy with access to doctors/nurses




Happy with the way staff deal with complaints or concerns

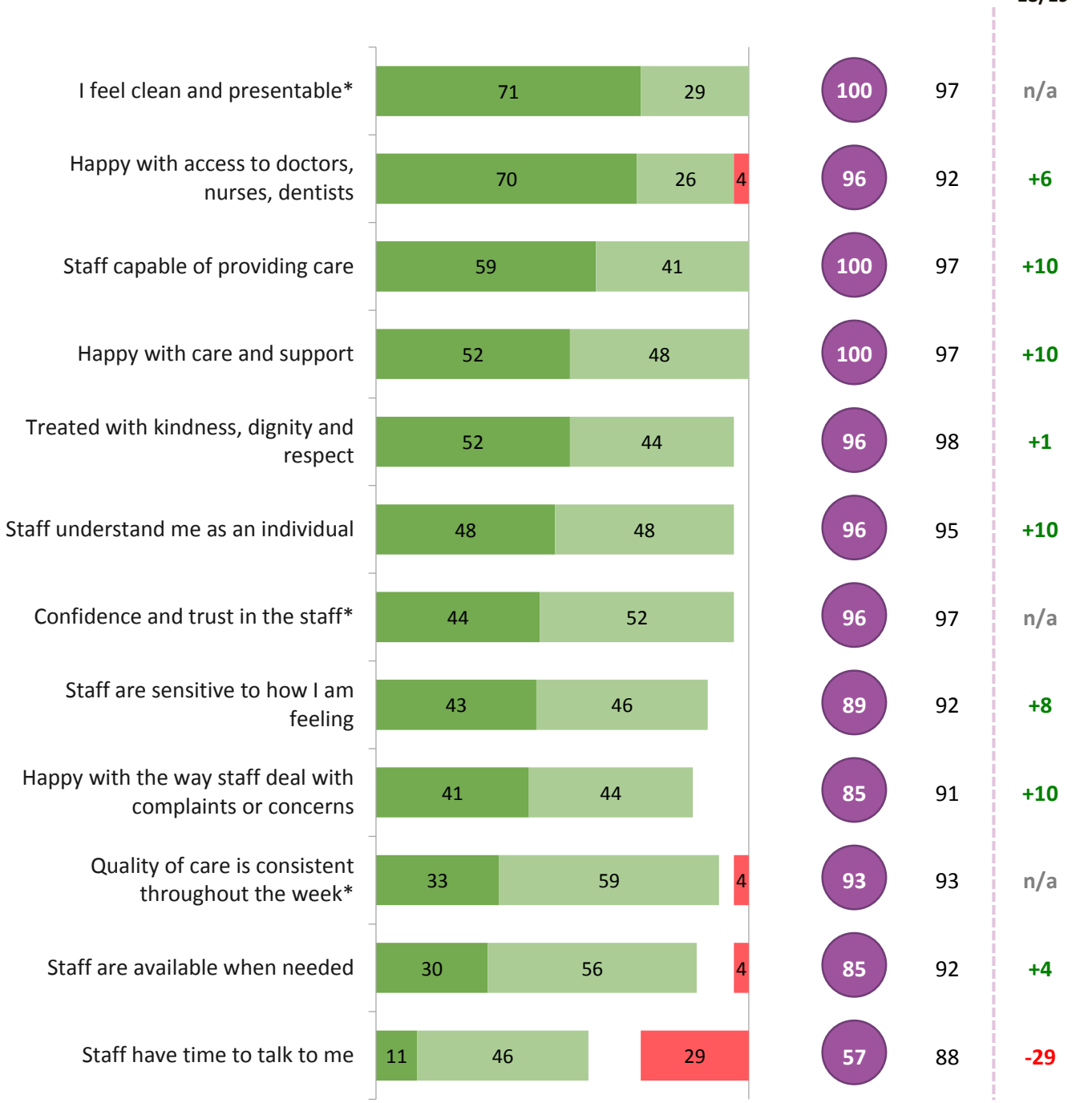



Residents' survey –
% strongly/tend to agree

# Theme: Staff & care

Residents'

| Theme score '19/20 | YCR average | Change since '18/19 |
|---|---|---|
| 828 | 892 | +20 |



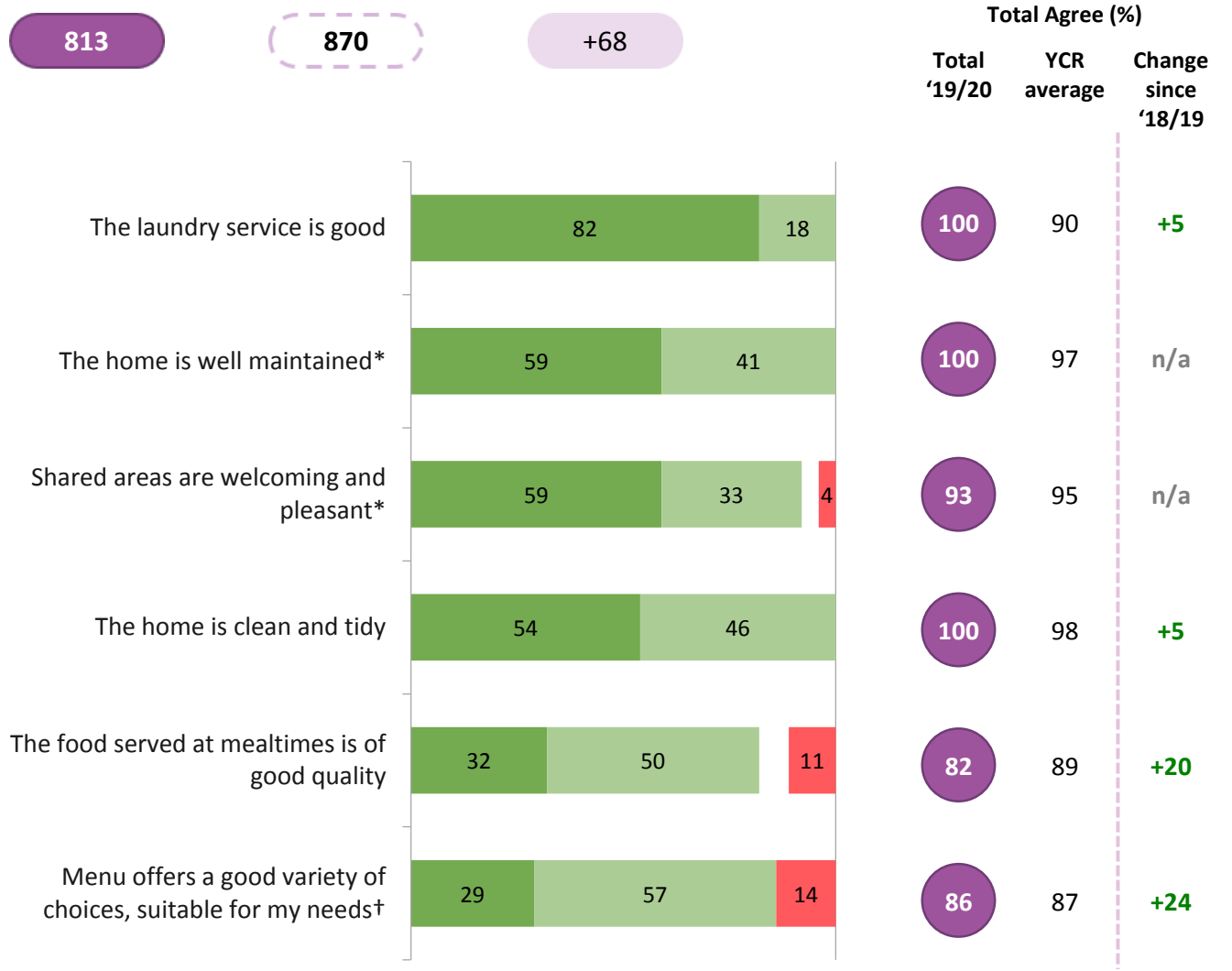

% Strongly agree % Tend to agree % Total disagree (% Strongly / Tend to disagree)

*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 |
|---|---|---|
| 813 | 870 | +68 |




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

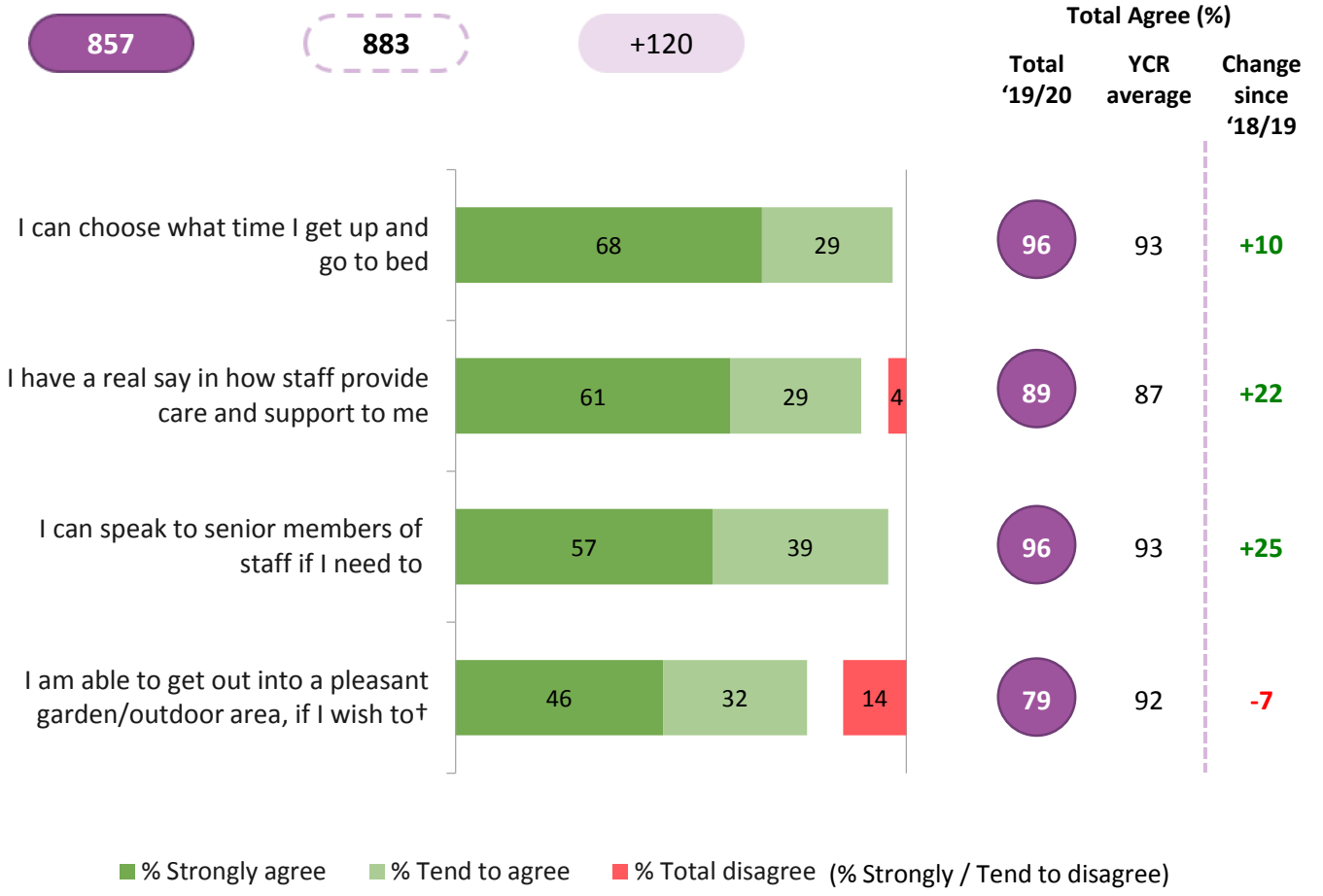
† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)

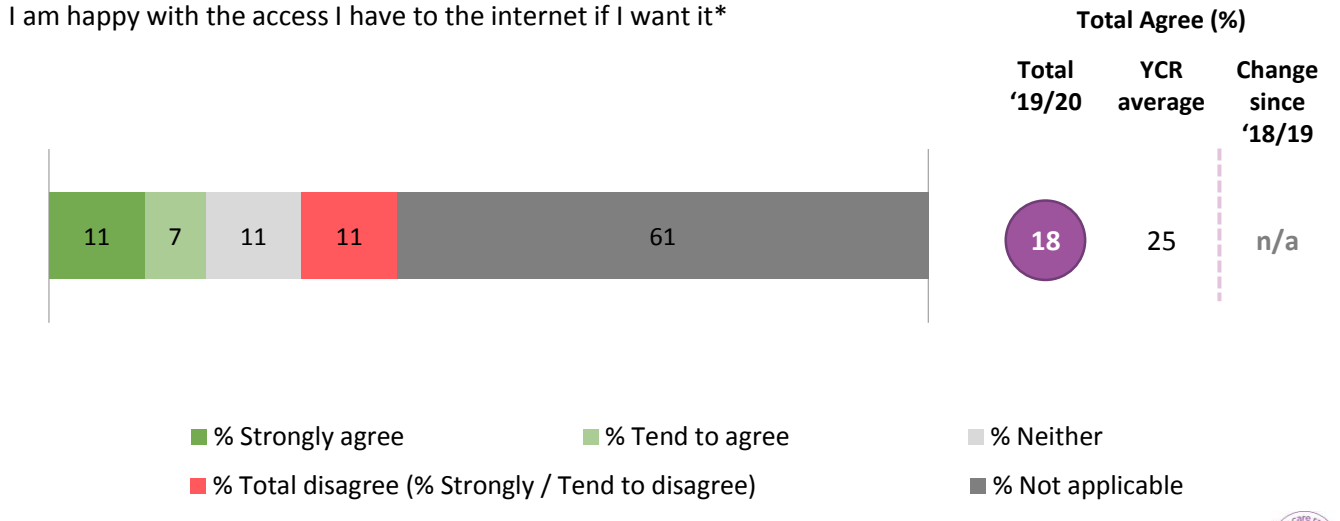
*New question added to Residents' survey in 2019 – statement does not contribute to OPR and Theme score calculations

# Theme: Choice & having a say

Residents'

| Theme score '19/20 | YCR average | Change since '18/19 |
|---|---|---|
| 857 | 883 | +120 |



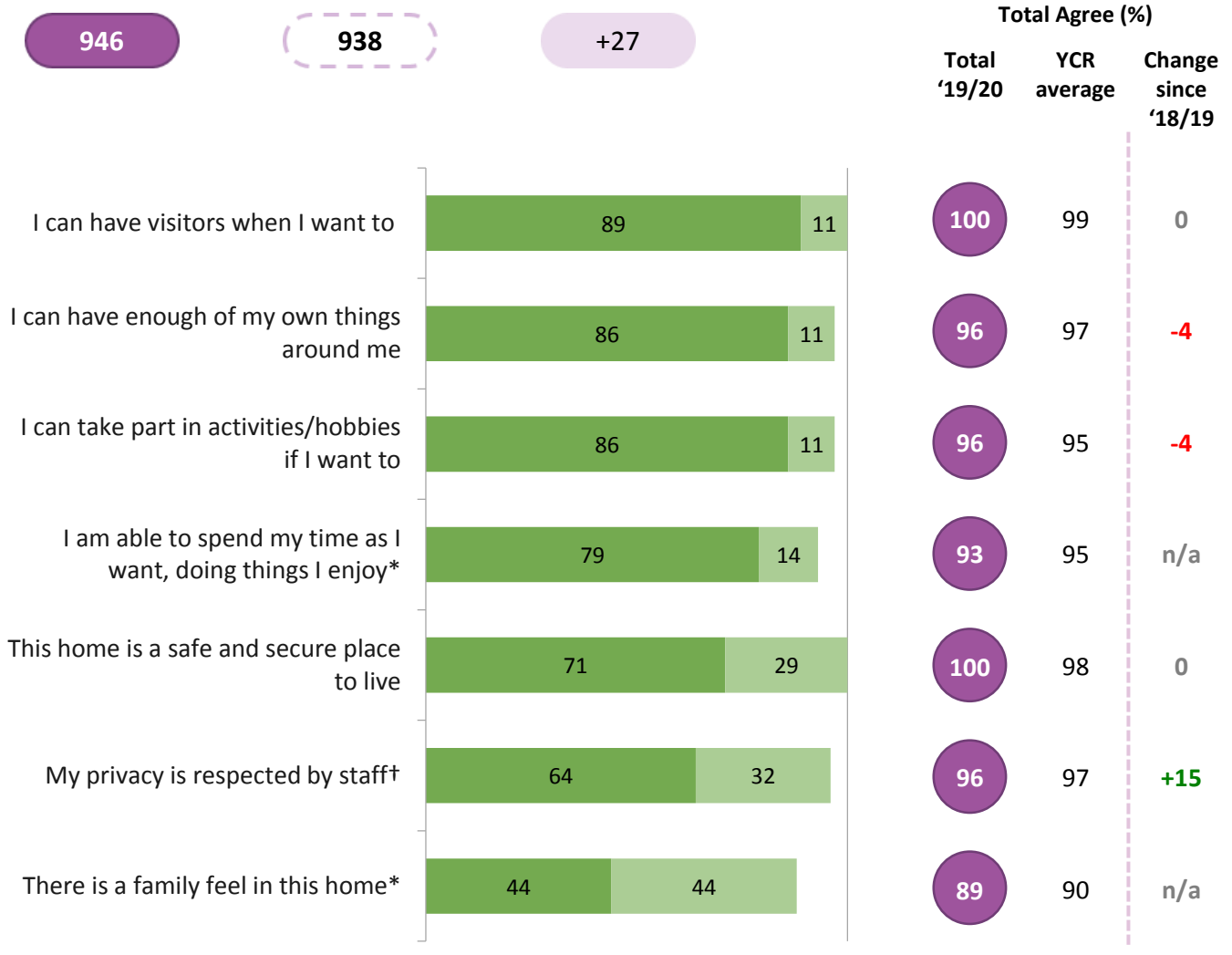



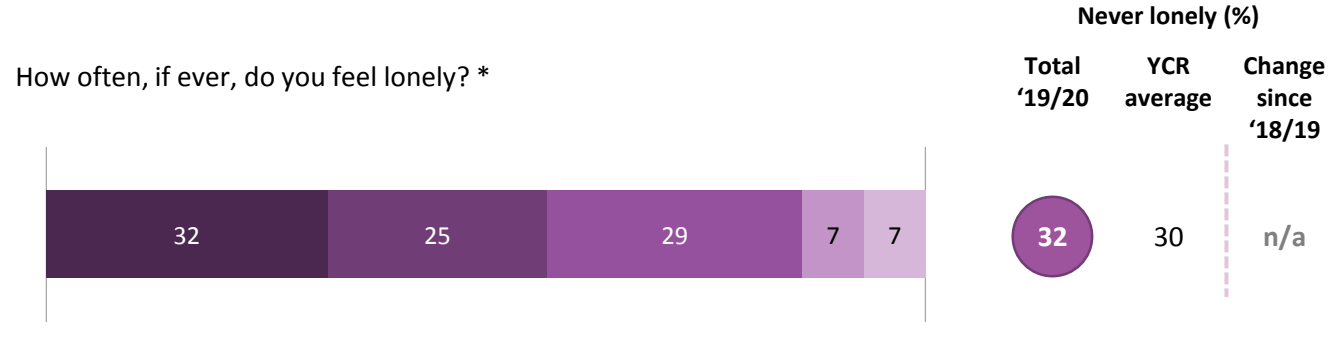

† Question wording changed in 2019, trends should be treated with caution (see explanatory notes for changes to question wording)
*New question added to Residents' survey in 2019 – statement does not contribute to OPR and Theme score calculations

# Theme: Quality of life

Residents'

| Theme score '19/20 | YCR average | Change since '18/19 |
|---|---|---|
| 946 | 938 | +27 |




† 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:

**Ty Gwyn**

Results are based on:

**28 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