

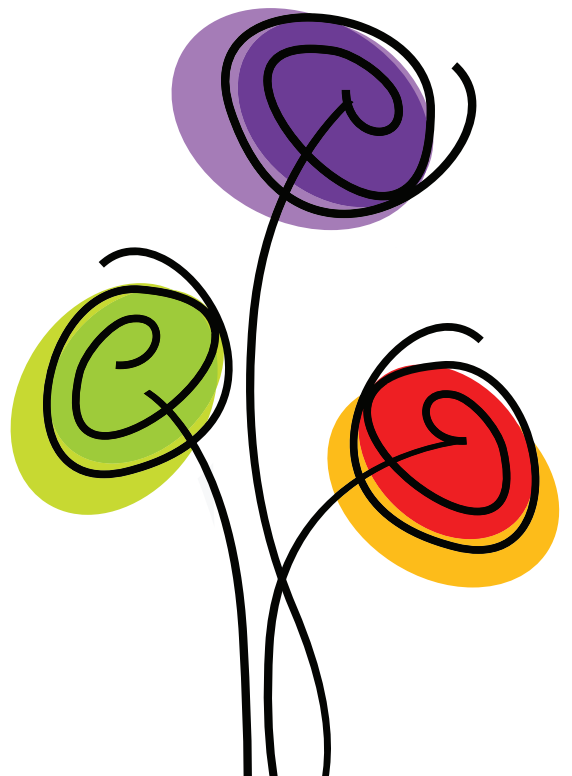
FORDER LANE HOUSE

REGISTERED CARE HOME



Annual Report

June 2018



A right royal celebration as Harry and Meghan wed

Residents of our Care Home at Forder Lane, Dartington, played a full part as the nation celebrated the latest Royal Wedding on 19th May.

Many of the residents have witnessed numerous Royal Weddings in their lifetimes – including that of Her Majesty Queen Elizabeth II herself!

But there was still plenty of excitement buzzing around Forder Lane as Harry and Meghan tied the knot at St George's Chapel, Windsor, and residents toasted the new Duke and Duchess of Sussex.

There was a real party atmosphere, with the Day Room decked out with flags, bunting and balloons, as residents joined millions of others worldwide to watch the two-hour pageant on television.

Our folk enjoyed a typically British afternoon tea as they watched history in the making, with cake and – of course – strawberries and cream!





High approval ratings in survey of residents and their families

Scores from a satisfaction survey carried out among residents and their families shows that there is a high degree of overall approval for the service provided by staff at Forder Lane House.

Residents of the care home are empowered, leading fulfilled lives and making continued progress, declared relatives who completed the survey.

Residents also gave a perfect score of 100% for the quality of communication by care home staff.

In rare areas where satisfaction levels were below 99% or where feedback showed that there was room for improvement, staff will receive training and managers will keep progress under review.

In a satisfaction survey, 100% of families who responded felt their relative was empowered, leading a fulfilled life and making continued progress.

Feedback from residents who completed a satisfaction survey showed that 99% feel the service they receive is Good (33%) or Excellent (66%).

Asked to comment on how well staff communicate with them, 100% of residents who responded said they felt well informed about important issues.

'There is a brilliant culture of care with a smile. They are always busy and always working – they deserve medals' – family member's survey response.

100% of family members responding to a satisfaction survey said they felt adequately informed of significant issues involving their relative.

'We as a family are very happy and deeply grateful for the service and care that you provide for our mother' – the comment of one resident's relatives.

'I think I am fortunate and gain great support, catering and comfort here' – survey response from one resident.



The staff at Forderlane attend regular training courses including the Safeguarding of Vulnerable adults...

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PET FRIENDLY

Inspection and review by the Care Quality Commission

Here at Forder Lane House we welcome inspection and review by the Care Quality Commission (CQC). We believe it helps us to deliver the best possible service. Forder Lane has undergone two recent CQC inspections in the year and we are pleased to report that both of these inspections provided a satisfactory outcome and that Forder Lane House was found to be compliant in the areas inspected resulting in a total of 6 green ticks! The outcome of these inspections can be found on the CQC website at www.cqc.org.uk.

Activities, Outings and Events

We have a full programme of entertainment, activities and opportunities to participate in.

Transport is laid on via our own mini bus. We organise many local outings to the seaside, Of course we have old favourites like bingo, quizzes and more modern activities and games like Xbox and Wii games consoles for those still young at heart.



Quality Assurance Programme

Over the last year we have enhanced and improved our Quality Assurance programme to ensure the highest levels of service delivery, linked to what our residents and stakeholders expect and demand.

- We continue with our periodic surveys of customer, family and friends and stakeholder experience, the results of which we publish;
- We employ the services of a consultant to carry out mock inspections;
- We have a range of 'spot checks' and out of hours visits carried out by our senior managers;
- Our senior managers meet with every resident on a regular basis;
- We respond to complaints in a positive way and report all complaints from stage 2 onwards to the Board of Management;
- Staff training is offered on all relevant matters and an annual training plan established;
- Staff reward scheme in place for achievement of qualifications;
- Staff supervision, feedback and appraisal;
- Comprehensive staff induction procedures; Independent inspection by Board Member; Periodic review of DBS checks;
- South Devon Rural Housing Association has held the Investors in People Award for the last 10 years
- Forder Lane House has held the Investors in People Award in its own right since 2013;
- Policy Review process, a rolling review of Policy and Process; Operated as a not-for-profit enterprise

Forder Lane House

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