

2014 BEREAVED CARERS SURVEY REPORT – COVENTRY & WARWICK IPU COMBINED

The Myton Bereaved Carers Survey is in its fourth year and year-on-year comparisons show consistent satisfaction rates being achieved. This year 153 questionnaires were issued; 81 responses received, giving a response rate of 53%¹

The following tables show year-on-year comparison of results:

Experience

	2011	2012	2013	2014
Quality of accommodation provided	97%	98%	97%	97%
Quality of facilities provided	96%	96%	96%	96%
Quality of food and drink provided	90%	90%	90%	93%
Quality of information (written and verbal)	90%	94%	93%	94%
Were your questions & issues dealt with in an appropriate timescale	92%	97%	97%	97%
Did you understand of what was happening to the person you cared for at all times	91%	93%	93%	95%
Were you fully involved in decisions made regarding the person you cared for	93%	96%	96%	97%
Were we response to any request you made	95%	98%	97%	99%
Did we treat the person you cared for with dignity and respect	98%	99%	98%	99%
Did you feel we offered sufficient carer support	96%	98%	97%	97%
Was the displayed information and/or ask of you to support Myton fundraising efforts appropriate and sensitive	94%	94%	92%	97%
Total Experience Result	94%	96%	95%	96%

Outcome

	2011	2012	2013	2014
How effective were we in controlling pain and other symptoms suffered by the person you cared for	92%	92%	95%	93%
How effective were we in helping the person you cared for with any emotional distress	91%	90%	93%	92%
Total Outcome Result	91%	91%	94%	93%

¹ The survey covered the period August 2013 – January 2014

Out of the 81 responses received, 52 said their loved ones had died in their place of preference; 17 said their loved ones had preferred to die at home the remaining 11 respondents either did not know or said there had been no preference.

Comments Received

94% of the comments received from the 81 respondents were positive. With numerous to mention: a sample as follows:

- The Myton Hospice offered me accommodation the night my wife died – for this I was most grateful – to be there at the time of her death was a memory I will cherish forever
- The Myton Hospice service was amazing. We as a family couldn't have coped without them. They made the end of life very peaceful and painless
- Myton Hospice treated my mum with so much respect my sister's and I couldn't have asked for more
- My family were greatly appreciative of the care and compassion shown to us all at this very sad time. The aftercare was equally outstanding

6% (five responses) replied to the question "Was there anything more Myton Hospice could have done for you or the person you cared for?" as follows:

- Being asked to move from the sitting area one night so nurses could sit down was not appropriate. No shower/washing facilities for staying overnight – no information given about meals and how to order them
- In hindsight perhaps my wife would have benefitted from an earlier admission but as this would have been over the Xmas period it would have been most difficult for both parties
- Talk to the person more about what is happening to them and their feelings
- I was a little upset when the Myton counsellor rang me after P's death and clearly didn't know that he'd gone so I had to tell her. Perhaps there should be some way of checking before calling
- I would have liked to be told earlier that my daughter's condition was terminal so that we would have had more time to prepare ourselves emotionally for the end

An email was received from a recipient of the survey raising an issue over end of life discussion held on admission to the hospice-. Dr Tallon has fully investigated and responded accordingly.

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