

RUGBY MYTON AT HOME 2014 SURVEY REPORT

This is the third year we have undertaken a survey of the Myton@Home Service asking relatives who have had someone they cared for die whilst receiving Myton@Home care. A total of 67 relatives were surveyed for the period October 2013 – April 2014 and we are pleased to have received a 52% response rate this year, compared to 39% in 2013.

The service has again received a 100% satisfaction rate.

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

	2012 %	2013 %	2014 %
How good was the explanation of what the Myton at Home service would provide	89	94	97
Do you think the Myton at Home service was provided at the right time	98	100	98
What did you think about the quality of information (written and verbal) provided	92	93	97
If you needed to contact the Myton at Home team how satisfied were you with the speed and quality of response	91	89	99
How satisfied were you with the service from Myton at Home for:			
Nursing Care	96	100	100
Emotional support	92	94	97
Practical Help for You	95	97	97
Advice	91	94	97
Training on "How to Care"	85	84	96
Help Controlling Symptoms	90	91	99
Respite Care/Time Out from Caring	90	88	99
Cover Overnight to help you sleep	86	93	100
Help only in a crisis situation	100	100	100
How would you rate the team that attended your home for the following:			
Being punctual	92	95	98
Answering your questions fully and in a timely manner	95	100	99
Being clean and tidy and unobtrusive in your home	97	100	100
Being polite	98	99	100
Being attentive to the needs of the person you cared for	97	100	100
Caring about their hygiene	96	100	100

Explaining what they were doing and why	93	99	98
Involve you as fully as you wished in decisions regarding the person you cared for	94	89	99
Asking you appropriate questions about the person you cared for	94	97	99
Treating the person you cared for as an individual, fully respecting their privacy and dignity	98	100	99
Do you feel the service helped to keep the person you cared for at home	100	100	100
Did the person you cared for die where they wanted	97	100	98
How effective were we in helping you and the person you cared for cope with emotional distress	89	94	97
Did we treat the person you cared for as an individual and fully respect their privacy and dignity	99	99	100
Overall how satisfied were you with the care and support provided	95	100	100

Two responses were received to the question "Was there anything else Myton at Home could have done for you or the person you cared for"

- 24hr care would be great – the hospital told us we would get 24hr care at home
- I could have done with help during my husband's last evening – I did not realise his passing was so close

Comments Received

- The night sits were so helpful. I was so tired and it was such a relief to sleep and know by husband was safe. The nurses let me talk and talk – nothing was too much trouble for them
- A wonderful group of professionals
- Nice to have nursing care after three weeks in hospital
- We were very grateful for the final acts of kindness in preparing my husband prior to him leaving the house, it gave me so much comfort knowing that the people who had cared so well for him during his illness cared for him in death
- The ladies fitted into our family routine without fuss. They listened to us talk about nothing and helping to have my husband the dignity he deserved during his end of life