RUGBY MYTON AT HOME 2014 SURVEY REPORT

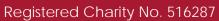
This is the third year we have undertaken a survey of the Myton@Home Service asking relatives who have had someone they cared for die whilst receiving Myton@Home care. A total of 67 relatives were surveyed for the period October 2013 – April 2014 and we are pleased to have received a 52% response rate 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	89	94	97
would provide			
Do you think the Myton at Home service was provided at the right	98	100	98
time			
What did you think about the quality of information (written and	92	93	97
verbal) provided			
If you needed to contact the Myton at Home team how satisfied	91	89	99
were you with the speed and quality of response			
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

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Explaining what they were doing and why	93	99	98
Involve you as fully as you wished in decisions regarding the person	94	89	99
you cared for			
Asking you appropriate questions about the person you cared for	94	97	99
Treating the person you cared for as an individual, fully respecting	98	100	99
their privacy and dignity			
Do you feel the service helped to keep the person you cared for at	100	100	100
home			
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	89	94	97
cope with emotional distress			
Did we treat the person you cared for as an individual and fully	99	99	100
respect their privacy and dignity			
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 wold 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

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