

2015 BEREAVED CARERS SURVEY REPORT – COVENTRY & WARWICK IPU COMBINED

The Myton Bereaved Carers Survey is now in its fifth year. Year-on-year comparisons show the percentage of respondents who were satisfied or very satisfied. This year 138 questionnaires were issued; 69 responses received, giving a response rate of 50%*

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

Experience

	2011	2012	2013	2014	2015
Quality of accommodation provided	97%	98%	97%	97%	96%
Quality of facilities provided	96%	96%	96%	96%	94%
Quality of food and drink provided	90%	90%	90%	93%	93%
Quality of information (written and verbal)	90%	94%	93%	94%	93%
Were your questions & issues dealt with in an appropriate timescale	92%	97%	97%	97%	95%
Did you understand what was happening to the person you cared for at all times	91%	93%	93%	95%	92%
Were you fully involved in decisions made regarding the person you cared for	93%	96%	96%	97%	97%
Were we responsive to any requests you made	95%	98%	97%	99%	97%
Did we treat the person you cared for with dignity and respect	98%	99%	98%	99%	98%
Did you feel we offered sufficient carer support	96%	98%	97%	97%	97%
Was the displayed information to support Myton's fundraising efforts appropriate and sensitive when asked?	94%	94%	92%	97%	*88%
Total Experience Result	94%	96%	95%	96%	95%

Outcome

	2011	2012	2013	2014	2015
How effective were we in controlling pain and other symptoms suffered by the person you cared for	92%	92%	95%	93%	92%
How effective were we in helping the person you cared for with any emotional distress	91%	90%	93%	92%	91%
Total Outcome Result	91%	91%	94%	93%	91%

*This survey covered months from August 2014 – January 2015

Out of the 69 responses received, 39 said their loved ones had died in their place of preference; 14 said their loved ones had preferred to die at home, and the remaining respondents either did not know, said there had been no preference, or did not respond.

Comments Received

Out of 69 responses, 38 responders had added positive comments. With numerous to mention: a few samples are as follows:

- Staff at Myton are amazing in what is a very difficult environment. Care from start to finish was very professional, always kept up to date on end of life care and were on the ball in making contact in the early hours of my Husband's death, ensuring we had time with him.
- All Staff at Myton including volunteers did everything to make my Wife feel cared for as an individual rather than a number. Could not thank everyone enough.
- The inevitable outcome of a terminal diagnosis made so much more bearable by Staff at Myton – enabled my darling Husband to retain his dignity right to the end and I will be forever grateful for that.
- The Staff and volunteers were fabulous. The arrangement of our marriage in just 24 hours was a miracle and made my Husband a very happy man.
- My Husband received wonderful care at Myton Hospice. That in turn has helped me and the children enormously as we grieve his loss.

Six responses answered the question “Was there anything more Myton Hospice could have done for you or the person you cared for?” as follows:

- 1 Following the passing of my Husband, I sat in the Chapel whilst he was moved. As it was early morning and dark, I had left the room in dim light. I was also staying in the room. It felt a huge contrast and very stark to return to the room being in bright light, beds moved, belongings moved and very little support. This was a shame having received such excellent care and support up until this time.
- 2 Pain was never fully overcome and it took the doctor 5 hours one day to come and assess Mum when we asked to take her out for 30 minutes. 5 hours later, Mum wasn't capable of going out.
- 3 Thought questions on admission put to my Husband about whether or not he would consent to not being resuscitated were asked a little too early. Especially as initially He was admitted for pain management and rehabilitation. I know He found the question distressing and as a result on taking a turn for the worse, became quite frightened.
- 4 More care and thought for a better menu. Not enough variations and certainly not enough choice for patients with swallowing difficulties.
- 5 Include extended family when any news is to be given.
- 6 Almost everything was excellent, but there was a 30 minutes delay on admission before we knew what was happening. Once we were formally met, everything was very thorough.

Myton's response to the survey results

We are delighted to have another year where the feedback remains so high across the Board. Since the beginning of 2015 we have also been doing real time surveys of patients and visitors which correlate with these findings and show a very positive picture about our standards of care. As always we are very grateful to the patients and families who take the time to give us feedback on how we can improve. Whilst each patient and family is very important to us, rather than respond to each comment we look for themes in feedback which help us know where to prioritise our efforts for improvements. For example, following a number of concerns from different sources about the quality and choice of our food for patients who struggle to swallow, we have been working intensely to improve this. Our recent 'real time survey' has given us some better levels of feedback with regards this issue and our Catering Manager has now joined our Clinical Forum to keep abreast of patient concerns.

*We have also looked into the apparent decline in the sensitivity of our Fundraising information. It appears that on this question the percentage isn't helpful! Out of the 67 carers that responded to that question 45 scored it as a '5' (perfect), 13 said they had no view, 8 would have liked more information about the way Myton is funded and just 1 felt that the level of fundraising information was inappropriate.

Thank you again to every carer that took time to complete our survey and of course to our amazing staff who you clearly feel continue to give an excellent level of care!

April 2015