

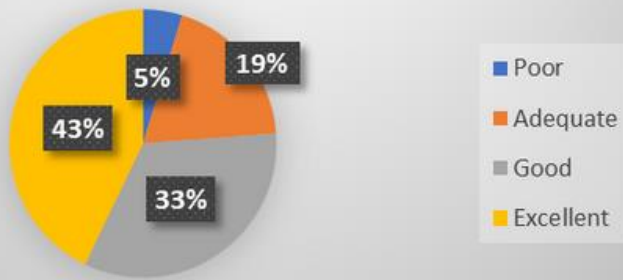


heroiccare Ltd

Heroic Care Ltd Quality
Assurance Questionnaire
Results 2022

Some parts of the QA have been anonymised.

How well do you think Heroic Care Ltd communicates as a company?



Good communication consistently.

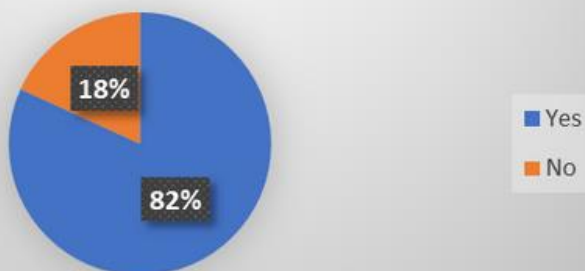
Occasional difficulties contacting the office however Directors are very approachable, easy to contact and respond promptly when needed.

Heroic set up a WhatsApp group chat at the start of my brother's placement which was helpful for open communication.

The team at Flat 9 Burbage House are particularly good.

Some staff are very good at returning calls, messaging me.

Have staff/managers returned calls within a reasonable space of time?



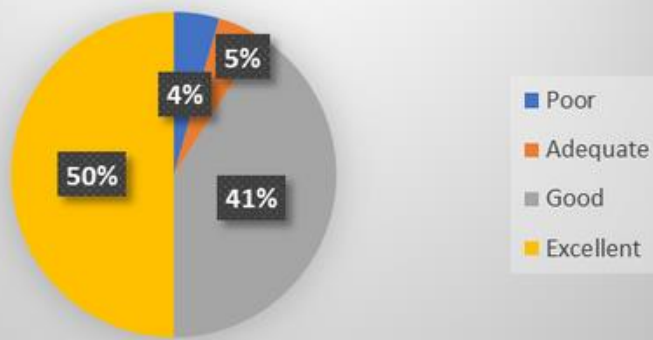
Tom always calls back straight away.

Yes, I find Carly very quick to respond & very helpful.

Very prompt.



Did the staff communicate professionally with you?

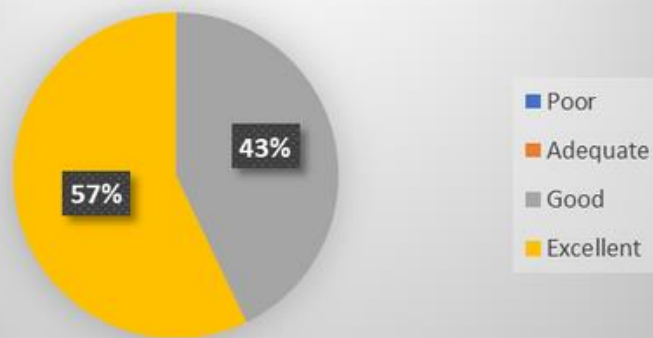


I have spoken a lot with staff member Allan who is always professional and honest.

The care staff do, as a general rule, communicate professionally.

I have recently undertaken a de-brief and staff training session based on a service user with staff and managers at Heroic Care and the staff were very engaging, open, honest and communicated in a professional manner.

How professional were the staff?



The care staff are mainly professional.

I have always found the staff to be professional, helpful, and approachable.

All staff were in attendance at the de-brief/staff training session, arrived on time and was presented in a very professional manner.

Staff are very professional and helpful.

How do you rate the staff's level of understanding of individual needs?



Staff know the people they support very well and are respectful of them.

Most of the staff have a very good understanding of the needs of the person the service supports. Newer staff members are slowly introduced to the patient to build up a rapport with them.

We have been very happy with the support and understanding of -----'s needs from the care staff.

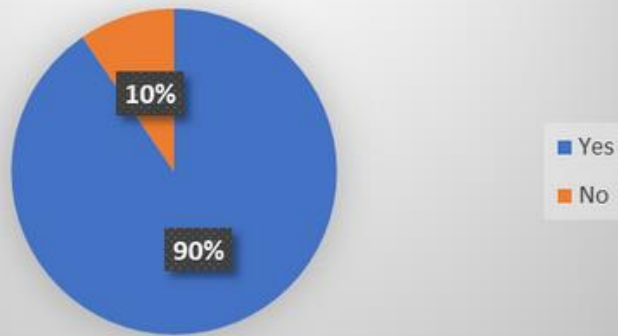
The staff team have shown a really good understanding of how ----- operates and his need for boundaries. Staff have been proactive in learning from incidents.

Most staff take time to understand.

I feel that most staff have a good understanding of -----'s needs.

Staff at B H

Were you given appropriate, requested information?



For the most part, yes.

Sometimes it has been difficult getting through to the right person for the issue. Once identified we have been happy with the response.

Good information is always provided.

Did staff approach you with a caring, compassionate manner?



The staff have always come across as very caring and compassionate. ----- would be upset or distressed if not. Staff have always been friendly and approachable to my husband and I.

This has been experienced consistently.



Please rate how well you think Service Users are supported



With all the complexities of learning difficulties and behaviour the support is very good.

We have always been very happy with how ----- has been supported by all staff.

----- receives a high quality and super service. He is clean, well dressed and is happy in his placement. This is a credit to the staff team.

Service users are supported well, respected, and their needs are met in a person-centred manner.

How well did staff encourage the Service Users' involvement in the discussions?



Encouraged by staff to be involved in the discussions.

The staff team involve my brother every day and encourage him to have choice.

----- is always fully aware of discussions had about him by the staff. This is very important to -----, who can become extremely anxious if he believes people are keeping things from him. He is very relaxed around the staff.

Did the staff use appropriate communication tools with the Service Users?

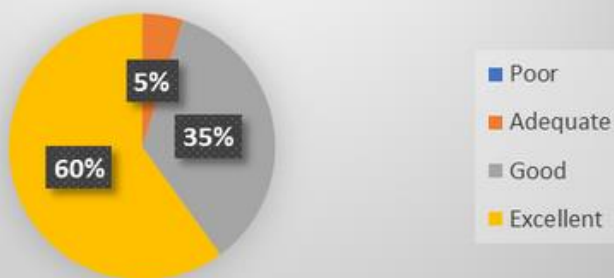


Customer reluctant to use iPad but staff use other methods (e.g. writing) as well as verbal communication and checking customer's understanding.

Yes, although this is not consistent. Some staff update the boards and use mood pictures.

----- is comfortable and relaxed around the staff, which can be seen when he speaks with the staff and discusses issues. He is clearly included in all aspects of his care at home.

Please rate the general environment and equipment of the home

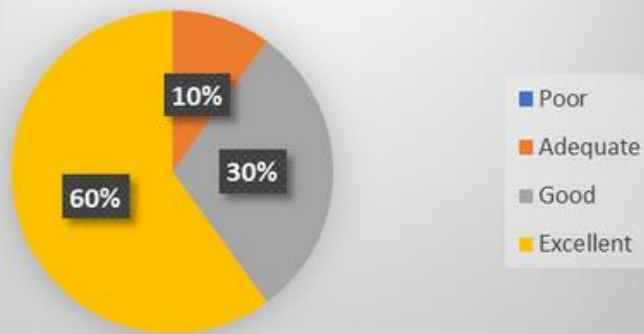


Provide good environment.

The home environment is generally good. There have been a few issues that needed addressing but once we were able to speak to the right person the issues were addressed. ----- enjoys his home very much.



Do you find the house to be homely and safe?



I think that the home has gone undergone some redecoration and being made to be a homely environment and I think it is safe 100%. They try very hard to make all service users' rooms as homely and personal to each individual as they can.

It is lovely that ----- and ----- have been supported to decorate, choose furniture and make it their own. The home is safe, clean and tidy.

My brother shows he feels safe as he has a good sleep at night.

How would you rate the overall quality of care provision?



Excellent quality of care.

My husband and I have always been happy with the quality of care provided by Heroic Care. ----- has had some ups and downs and staff have supported ----- with dignity and care.

If you have an opinion about our quality provided then please comment here

We have always been very pleased with the quality of care at JV. This was highlighted during a hospital stay and subsequent recovery. All staff at JV were exceptional, going above and beyond to ensure ----- was safe and well cared for. Thank you to all.

More staff needed.

I am so happy that my relative is being taken care of here and I'm overwhelmed by how compassionate and caring they all are. They give me the peace of mind that sadly I haven't always had that she is very much loved and cared for. Mean's everything to me.

Since ----- has been with Heroic Care he has developed into a confident and independent person. He is happy and enjoys life. Many thanks for all of your care and support.

They provide excellent care for a diverse range of people with complex needs.

Please comment if there are any improvements you feel we can make:

None



Action Plan

To be actioned:

"Occasional difficulties contacting the office" / "It would be good to have a dedicated line to call should we need to do so" / "Occasional difficulties contacting the office" / "Sometimes it has been difficult getting through to the right person"

Points of action:

- 1. Ensure contact numbers are correct on all correspondence.*
- 2. In the office, ensure the phone is turned up so it can be heard and answered as promptly as possible.*
- 3. Ensure all locations have a working mobile phone, specific to that location.*
- 4. Remind families that they can call the phone at their relative's location should they need to do so.*

To be actioned:

(In response to "Did the staff use appropriate communication tools with the Service Users?") "Yes, although this is not always consistent."

Points of action:

- 1. Ensure support plans are up to date and specific information about how the Service User prefers to be communicated with is accurate.*
- 2. Inform staff teams of any changes to support plans.*
- 3. Staff teams to re-familiarise themselves with Service User communication preferences.*
- 4. Potential training for staff teams to reinforce consistency in care and communication.*

To be actioned: *"More staff needed"*

Points of action:

1. *Embark on a further recruitment campaign to recruit competent staff for specific locations.*

Points of action:

1. *Ensure the reception area is staffed at all times, so that visitors are greeted and welcomed when they arrive.*
2. *Keep the office reception area clean and tidy, with fresh flowers and fruit available to visitors.*

All above actions to be reviewed April 2023.

