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# Quality Assurance Report 2022

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**MARCH 13 2023**

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**ELLERSHAW HOUSE LTD**  
**Authored by: A Troughton**



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# Introduction to Ellershaw House Ltd

## Who are we?

Ellershaw House Ltd provide specialist care and support for people with learning disabilities, autism, mental health conditions and associated complex needs.

Our purpose is to help everyone in our care to live safe, happy, meaningful and fulfilled lives, regardless of their challenges, where they are valued, respected, listened to and supported, living as independently as possible.

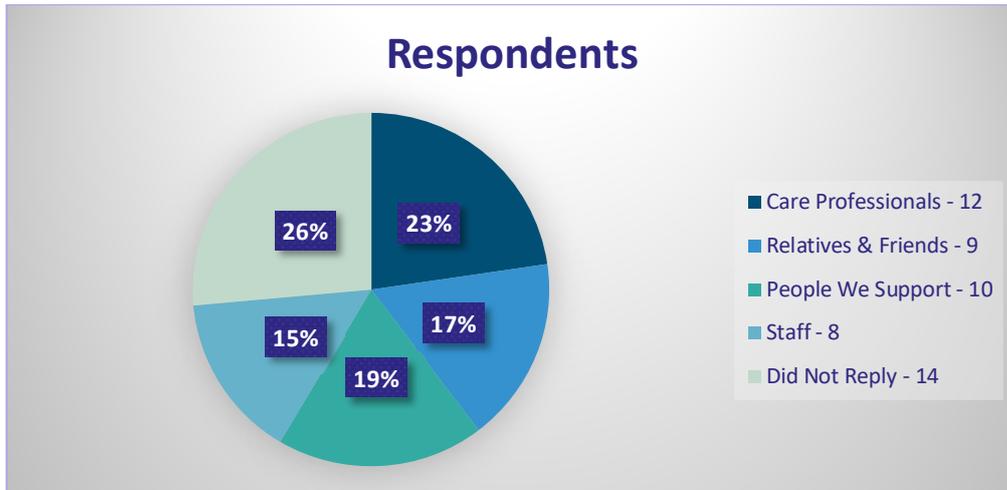
*“A safe and caring environment, would highly recommend” comment from a students’ friend received in response to our questionnaire.*

## What is this report about?

As a care provider we believe transparency and communication are key. In order to maintain our high standards and learn about how we can improve, we run an annual Quality Assurance Survey that is sent to staff, care professionals, the people we support and their families and friends.

Our findings shape the way we develop and evolve our support services, so we gather responses about everything from the quality of care we provide, to the effectiveness of our staff training, to the general atmosphere in the services.

This report highlights our main findings from our 2022 Quality Assurance survey, including the areas we did well as well as some areas that we can improve. We hope you find this information valuable, and it gives you and insight into all the stakeholders that make up the Ellershaw House family



We sent questionnaires to all our staff, the people we support, their families & friends and care professionals. The number of respondents and no replies were split into five categories and can be seen above.

**We had a return rate of 74%.**

## 1. Staff Responses

Staff reflected on **four key areas**

Care of Students

Personal Views

Organization & Management

Development & Learning

100% strongly agree they are confident they provide our students with kind, compassionate care.

100% strongly agree they are confident they provide a good standard of person-centred, safe care.

100% strongly agree they are confident they enable our students to keep their sense of dignity and self-respect.

88% strongly agree they think they make a positive difference to the health & well-being of our students.

100% strongly agree they have no difficulty reporting any mistakes, incidents or near misses to the management.

100% strongly agree they are provided with all the materials and equipment needed to work properly and safely.

100% strongly agree that Ellershaw House Ltd seems committed to equal opportunities, diversity, social inclusion and anti-discrimination

75% strongly agree they all work well as a team, the other 25% agree most of the time they work well as a team

88% strongly agree the risks to personal health & safety are properly assessed and controlled

88% strongly agree Ellershaw House Ltd provides or enables staff to receive training needed to provide good standards of care.

100% mostly agree induction training is suitable for the work staff are expected to carry out.

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## 2. Responses from the People we Support

### Feeling happy and safe

It is vital that the people we support always feel safe and happy in our care

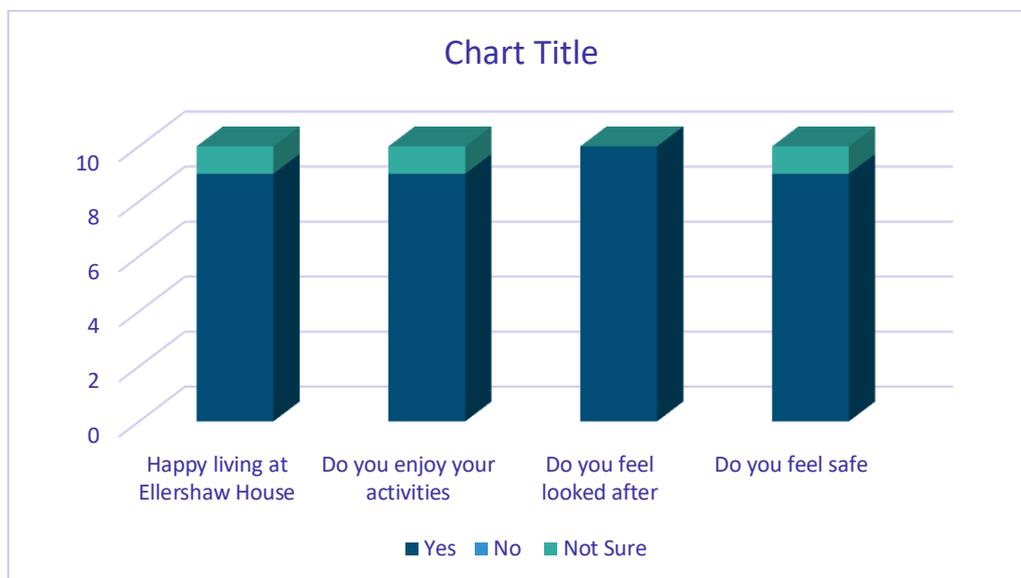
We asked our people we support to tell us how they feel about living at Ellershaw House, being supported by our staff and whether they enjoy their lives and activities

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Feedback from the people we support was general positive. The vast majority of them indicated that:

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- They are **happy living** at Ellershaw House
  - Staff are **helpful and look after** them
  - Staff **listen** to them
  - They feel **comfortable talking** to the team
  - They **enjoy** the food / meals offered and are able to **enjoy** the things they eat
  - They **love** their rooms
  - They **enjoy** their activities
  - They feel **safe** at Ellershaw House
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100% of the people we support needed assistance from staff to complete the survey. Most of this support was verbal.

### 3. Relatives' and Friends Responses

Atmosphere in the home

*100% of responses said that there is a good atmosphere at Ellershaw House*

Staff Attitude

*100% of responses say staff are welcoming and professional*

Communication

*75% of responses said they were familiar with the complaints procedure and this is an area we are improving*

Relatives and friends said that Ellershaw House staff are...



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## **4. Care Professionals' Responses**

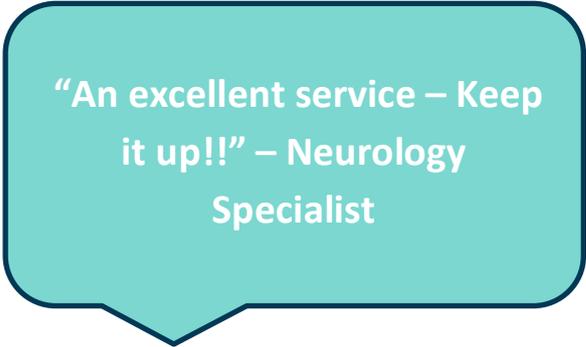
Feedback from care professionals who have been involved with and have a relationship with Ellershaw House Ltd has been largely positive.

However, it must be noted that only 5 out of 11 care professionals responded to our 2022 Quality Assurance Survey, significantly less than the turn out for staff, the people we support and the friends and family of those we support.

In future we are aiming to get a higher completion rate from care professionals so that a wider and more accurate findings can be gathered.



**“Friendly, caring  
and welcoming  
home” – MH  
nurse**



**“An excellent service – Keep  
it up!!” – Neurology  
Specialist**



**“I have known the team from Ellershaw  
House for several years and would  
highly recommend their service. They  
are immensely dedicated, kind and  
professional” – Local GP**

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# Conclusions and Next Steps

As a result of the feedback we have received from the 2022 QA Survey we have selected priority areas to focus on to develop and continuously improve the organization for the people we support, the colleagues that work with us, families, care and health professionals and other important stakeholders who are a key part of what we do at Ellershaw House Ltd. The areas we are focusing on as a result of this feedback include;

## 1. We should review colleague inductions for new starters

The process for inducting new starters is identified as critical to giving new colleagues the best start to their time in the company. Training, familiarization and the opportunity to learn about how we operate are fundamental to getting the best out of care workers and increasing the likelihood of the succeeding in their position. During 2022 we asked staff how our induction could be improved and based on answers received we updated the induction policy and plan and incorporated time for the induction to be completed. This is up and running.

**COMPLETE**

## 2. We need further understanding of Autism

One comment from a parent was more understanding of Autism would be beneficial especially in their relative's case. We have incorporated Autism Awareness into our mandatory online training for all care staff. We have also instigated all our staff to complete the Oliver McGowan Mandatory training in Learning Disabilities and Autism which is currently being done. We monitor the availability of additional training and actively encourage our staff to sign up for any

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they are interested in. Some staff also attend outside talks on subjects relevant to supporting our residents.

**ONGOING**

**3. Some of the people we support answered “sometimes” to the question – Do you get bored?**

We do not wish our residents to be bored but fulfilled and use their time as they wish. Sometimes they do not want to do their daily chores which is the same as everybody around the world and it is part of daily life to help with tasks needed to maintain a clean and tidy home. We have always had regular chats with the people we support either individually or as a group to find out if there are places they want to visit, ideas for activities or different meal preferences.

Thankfully no one answered fully “yes” to being bored but it is something we will continue to monitor.

**ONGOING**

**4. A question asked of the people we support was – Do you worry about anything and many answered “yes”. We should incorporate more talking time.**

If the people we support are worried about anything this can have an impact on their mental well-being and there can be an increase in behavior. Due to the close relationship the staff have with the residents it can be noticed quickly if someone has something on their mind and they will be asked if all is ok. This can sometimes be the only thing needed for the person to talk and feel better but at other times more interaction is needed. This survey feedback has generated building into our weekly planner of activities more time for talking on an individual basis. This can be offered and accepted, or not, by our residents. **ONGOING**

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## 5. Can we review training and identify more of what staff want to learn?

The quality of the training provision with Ellershaw House Ltd has been consistently identified as one of the strongest features of the organization. We offer training to colleagues delivered by external experts, endorsed online e-learning and practical based delivery. That training is regularly reviewed and Ellershaw House Ltd recognises that training content and format needs constant development. Over the last 12 months we have introduced some new training and reviewed and updated some existing courses, including;

- Epilepsy
- Falls Awareness
- Autistic Conditions
- Positive Behaviour Support
- Makaton Signing

Also apart from the organized planned training, all staff are provided with additional information and encouraged to develop their knowledge with extra courses offer by external training providers.

For the immediate future we intend to review and improve further training courses, including;

- NAPPI uk Ltd - Positive Behaviour Support
- Autism and Learning Disabilities

**ONGOING**

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## 6. Can we change from paper based to digital based care planning?

For many years we have used a paper based care system to record details, maintain medication administration and keeping care plans up to date for the people we support. As an increasingly large amount of work place activity is becoming online and digital we investigated several care systems during 2022 for one we felt would be the best fit for our organization as well the feasibility of introducing a major change to the way we work. One of the major benefits we found was the reduction in paperwork and the time it takes keeping many records up to date. Another benefit was keeping all information for the people we support together therefore making finding details easier. In December 2022 we sourced and purchased a new digital system called “Carebeans” which is a system approved by the NHS.

We are currently implementing this new digital system which is taking longer than initially expected but once it is up and running it will cut the time taken with administration considerably, allow for easier access to information and keeping in touch with staff.

Training for this system and the handheld devices will be going live soon and we are aiming for a staggered transition from paper based to digital to make things easier for creating all the records. This will also help the staff to start using part of the system and become familiar with this system in stages rather than becoming overwhelmed with too much too soon.

**ONGOING**

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## Other News

During the last 12 months we have made many improvements within Ellershaw House and the grounds, plus we have plans for this year:-

- The gardens have been improved and this year will see the vegetable garden reinstated to full use which helps provide produce for the kitchen and provides massive well-being for the residents who love to garden and provide food to be eaten.
- All residents rooms were decorated to their taste and some residents chose new furniture. 2023 will see their door handles updated.
- Fire doors replaced with new like for like doors
- The main lounge room has had a new carpets fitted and fully decorated with new pictures on the walls to the residents taste.
- The kitchen has been fully decorated with the residents choosing the colour scheme.
- A new large touch screen computer was been fitted to the wall in the kitchen for ease of use by the team and residents.
- A downstairs bathroom has been fully converted to a wet room to make bathing easier for some who struggle in a standard bathroom.
- Plans are in place to change the medication cupboard and storage to make it easier to control the medication.
- Last year we upgraded two vehicles that were older to a newer RAV 4 and Landcruiser for better transport options.
- We have plans for the patio area to be upgraded this year
- The stables have been renovated to make working in them more user friendly and cost efficient.
- The residents have a foreign holiday to look forward to this summer

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## Ellershaw House Ltd



Thank you to all those took the time to respond to our Quality Assurance survey. Your input is incredibly valued, and as such any feedback on this report will be warmly received.

To do so, please email our Company Director, Andrew Troughton on [andy@ellershawhouse.com](mailto:andy@ellershawhouse.com)