

Quality Compass Survey

Gannicox CIC

57 Cainscross Road, Stroud

Service locations covered in this report

Gannicox CIC (*57 Cainscross Road, Stroud*)

May 2015

This report outlines the key findings of the Quality Compass Survey run by Gloucestershire County Council and Gloucestershire Clinical Commissioning Group. Please call the Quality Helpline on 01452 328463 for further information.

What is the Quality Compass?

This survey is part of Gloucestershire County Council's quality strategy which forms a key part of the response to Winterbourne View. The results and comments from the Quality Compass will enable us to take a proactive approach where concerns are highlighted to ensure vulnerable people are safe and receive a high level of care.

The survey is an opportunity to incorporate the views of an individual's circle of support into our quality improvement process. It is used in conjunction with other quality projects which include:

- Two organisations, [PING](#) and [Gloucestershire Voices](#), visit service providers on behalf of the Council. These organisations are run by people who receive services themselves so can offer expert advice based on their own experiences. They speak to individuals receiving a service to incorporate their own views into our quality work and suggest improvements for the provider to act upon.
- The Quality Team's Quality Review Officers visit providers to look at support in more detail. They collect information about how the service works by looking around the service, talking to the staff and service users, and looking at documentation. From this information they work with providers to provide advice and guidance and to establish best practice.

These various projects form a robust system to ensure positive outcomes and good quality of life for people receiving care.

Comments in this report

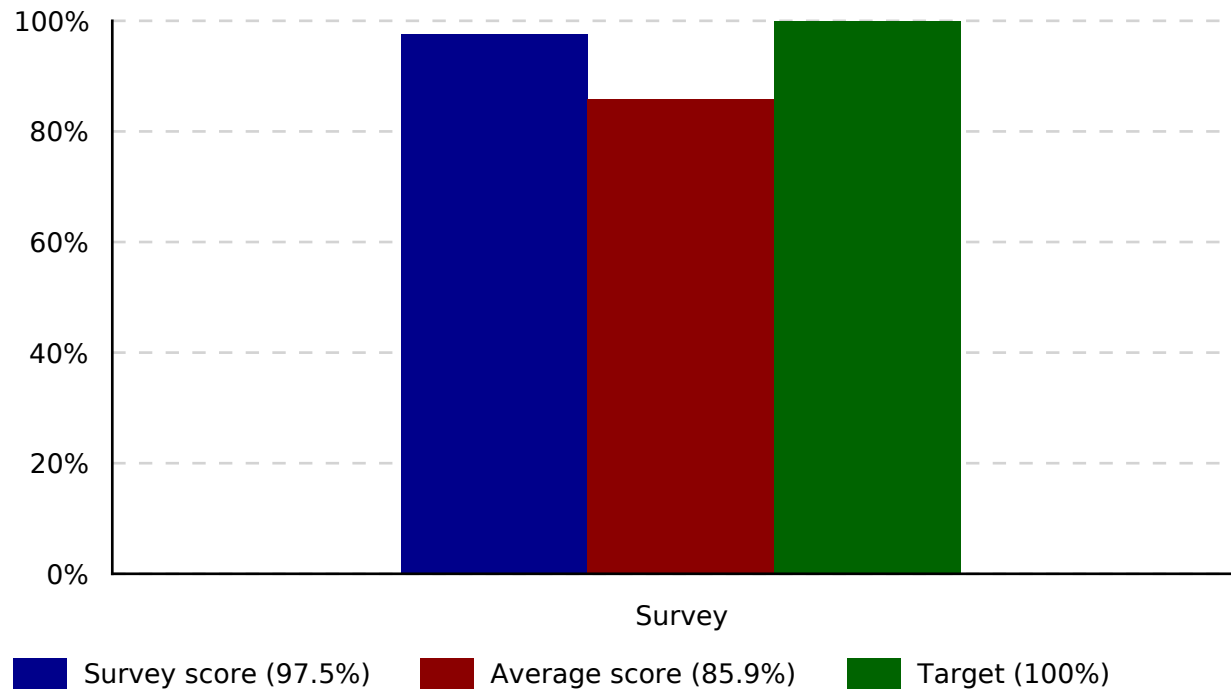
For people who receive this service, we asked their circles of support what they think about the quality of care provided. The comments included in this report reflect their feedback given, but we may have altered comments or removed where the following situations apply:

- A comment includes information that could identify someone
- A comment is not relevant to the service in question
- Many comments are repetitive
- There are too many comments to include in the report, in which case we include a broad and fair selection of views.

Summary of Findings

What does the Summary of Findings show? This information shows the overall score of Gannicox CIC against the average scores of providers across Gloucestershire. It also shows your tailored target that you should aim to meet in order to increase the quality of your service.

Overall survey score



Main Findings These are the areas that Gannicox CIC scored the best and worst in:

Position	Attribute	Score
Best score	Complaints	100.0%
Second best score	Staff Interaction	100.0%
Worst score	Overall Opinion	93.4%
Second worst score	Personal Health	94.1%

Who responded?

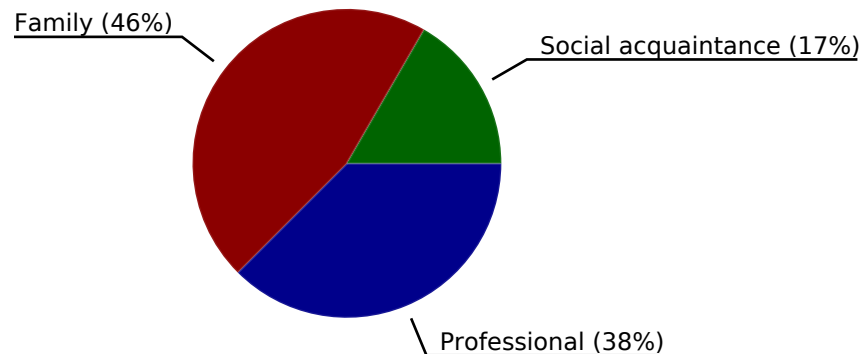
Who Responded? 24 people responded to the Quality Compass Survey out of 49 people who were invited to take part. Overall, 49% of respondents responded. This number of responses is seen as good.

This chart shows how many people responded to the Quality Compass Survey.

In order to establish a clear picture of quality of care we asked a broad range of people to respond to the Quality Compass Survey. These are all the people in the circle of support of the individuals receiving care from Gannicox CIC and approach the service from different perspectives.

The wider range of types of people that respond, the more accurate the Quality Compass results will be.

49% response rate
of which:



Type of respondent	Invited	Responded
Staff	3	2
Next of Kin	11	8
Family	4	3
Friend	10	4
CLDT	2	2
GP	2	1
Other Health Professional	2	1
Social Worker (LD)	1	0
Support Worker	1	0
Employer	2	0
Other Community Group	3	0
Other Social Care Professional	4	2
Education Professional	1	0
Transport Professional	1	0
Be-friender/Volunteer	1	1
Hospital Professional/Staff	1	0
Total	49	24

Domain Scores

What are domains? These are the three main areas that the Quality Compass Survey looks at. Each attribute and question links into a domain. The scores for Gannicox CIC in each area are set out below and compared to the county average:

Quality of Service

Gannicox CIC scored **better than** the county average for this domain.

Gannicox CIC score	98.1%
Average score	84.0%

This domain looks at how successful the service provider is at supporting individuals to maintain a good quality of life. Good quality can be indicated by highly individualised care. Attributes that link to this domain include overall opinion, staff training and staff interaction.

Quality of Life

Gannicox CIC scored **better than** the county average for this domain.

Gannicox CIC score	97.4%
Average score	86.7%

This domain refers to the general well-being of a person which is often determined by the variety, frequency and depth of meaningful activities the person undertakes. This could be friendships and relationships, socialising, taking part in sport, employment, helping others, having quality time alone, and enjoying hobbies. It can also be determined by how much freedom the person has to live their life according to their own choice without restrictions or arbitrary rules. Attributes that link to this domain include personal health, nutrition, and independence.

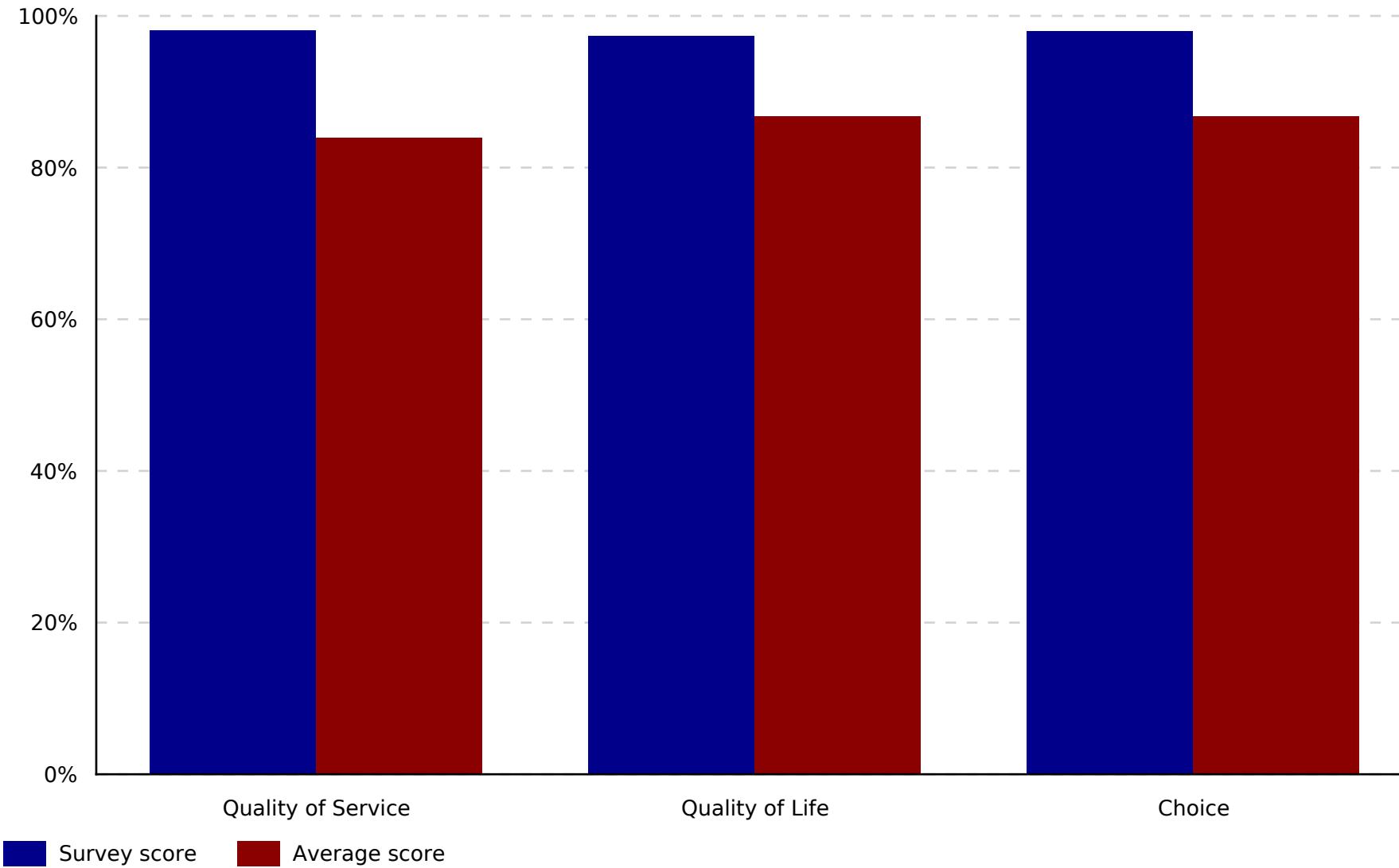
Choice

Gannicox CIC scored **better than** the county average for this domain.

Gannicox CIC score	98.0%
Average score	86.8%

This domain refers to the ability of a person to make decisions about their life and things that happen within it. Attributes that link to this domain include the individuals control of their home, life-style and social activities.

Domain Scores



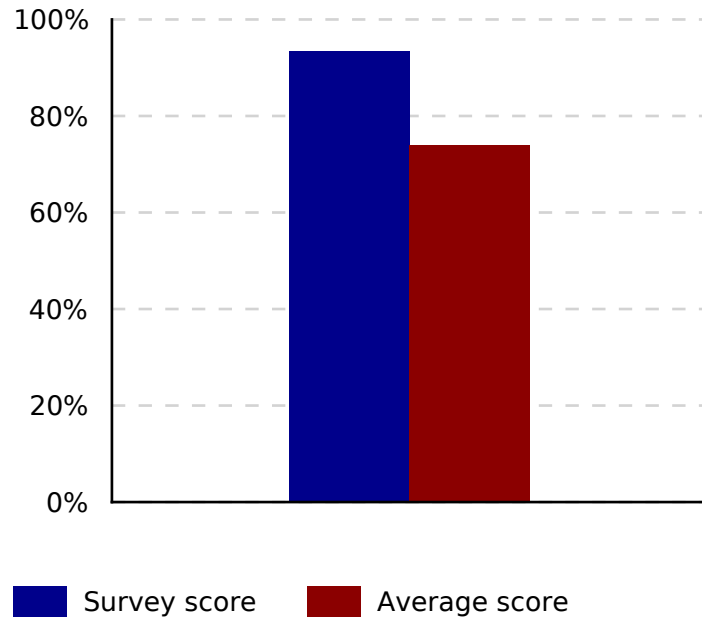
Overall Opinion

Attribute Scoring

Attribute	Score
Gannicox CIC score	93.4%
Average score	73.8%

What this attribute looks at: We asked respondents some general questions about their opinion of the service and how their opinions have changed over time.

Overall Opinion



Selection of Respondent Comments:

Quality of care has always been very good.

There has been a change in staffing and the service provided is excellent.

My impression is that Gannicox consistently maintain the highest levels care from year to year.

[Name of tenant] continues to flourish in an environment of all encompassing care.

The quality of care hasnt really changed over the past year. He is still just as happy.

Quality of care has been consistently excellent throughout [name of tenant]'s residence at Gannicox. Indeed it has completely reversed a decline in his health, weight and morale before he moved there. As a result he is now in much better shape.

Gannicox house and its staff are wonderful, and always have been.

Excellence continues and expands to meet any changing needs.

The quality of care is excellent.

It's always been good so 5/5

The residents we work with are very happy with the place they live and the support they receive.

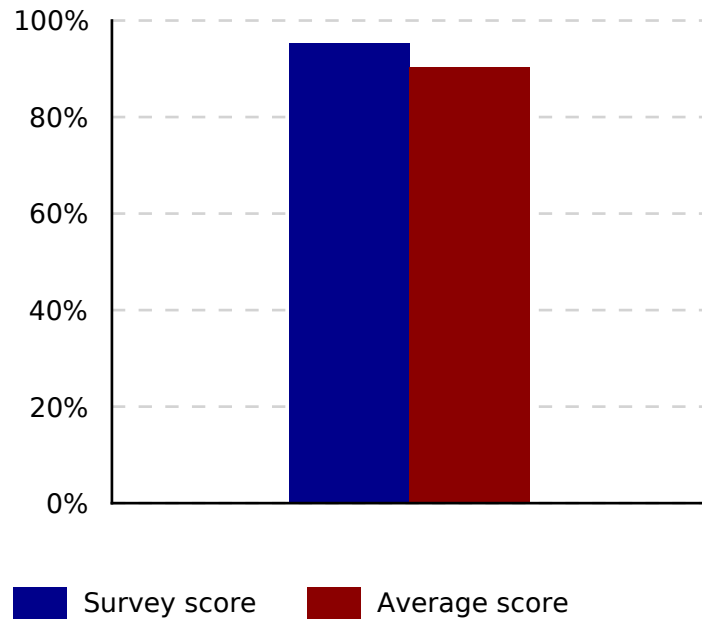
Their Home

Attribute Scoring

Attribute	Score
Gannicox CIC score	95.3%
Average score	90.4%

What this attribute looks at: This attribute looks at the individual choice in choosing where to live and who they live with. A high scoring service provider will involve individuals where possible in recruitment of staff.

Their Home



Selection of Respondent Comments:

I am not familiar with the details of their daily management but it is my impression that Gannicox upholds the independence and free choice of the people in their care in the highest regard. I have no doubt that they are in a constant social process of consultation with the people in their care.

[Name of tenant] has no concerns about his fellow tenants and enjoys them being there.

Locks on their own rooms are not necessary, so he does not have a key for this.

Doesn't need keys as (a) he doesn't need or want to go out on his own (b) he is in a very safe and supportive environment where he lives.

Everything there is perfect.

[Name of tenant] is very happy where he is now.

Tenant very happy and feels this is her home.

Gannicox is an international community

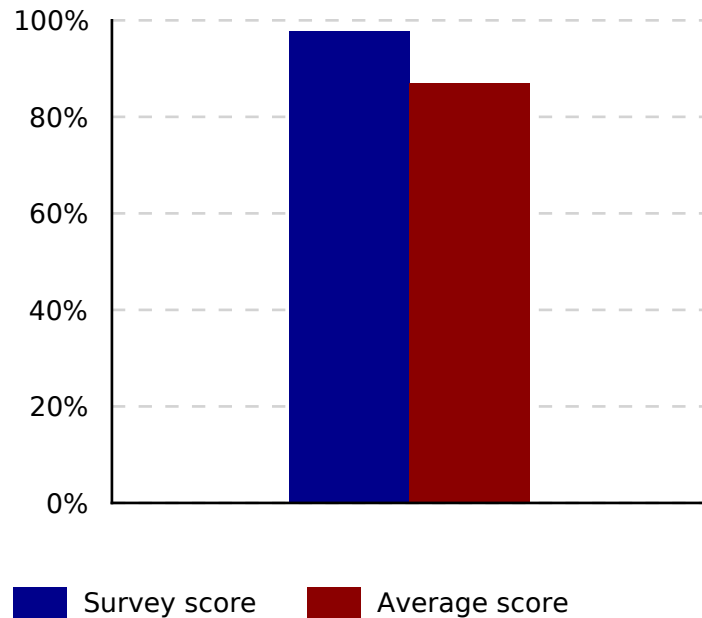
Social Inclusion

Attribute Scoring

Attribute	Score
Gannicox CIC score	97.8%
Average score	86.9%

What this attribute looks at: This attribute looks at social opportunities and the individuals inclusion within the community. Where applicable, it looks at friendships, work and volunteer work, and cultural freedom.

Social Inclusion



Selection of Respondent Comments:

The tenants at Gannicox are very much encouraged and supported in all the questions above. It is a warm, friendly and joyful environment.

[Name of tenant] enjoys company and knows a lot of people in the area. He enjoys acting/drama, going to the cinema, visiting local towns all with support. At Gannicox there are discussion groups and a regular film.

A perfect situation.

Arrangements for holidays and visits to family are readily made.

There is a good range of activities.

[Name of tenant] has made a large number of friends in Stroud and is constantly kept busy as well as having her own time.

Tenants' lives are very full and happy - socially active life.

[Name of tenant] is encouraged to live a normal life as is possible and is frequently encouraged to expand his life experiences without pressure.

Gannicox supports individuals to live as independent a life as possible while offering opportunities to engage in a large variety of cultural and social events.

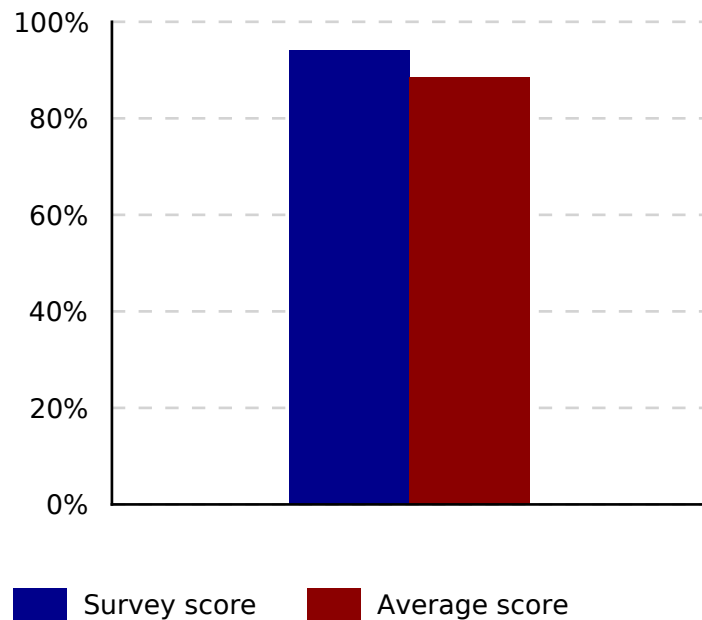
Personal Health

Attribute Scoring

Attribute	Score
Gannicox CIC score	94.1%
Average score	88.6%

What this attribute looks at: This attribute looks at the health needs of individuals and assesses whether they receive proper encourage to seek medical support. Opportunities for regular exercise help to improve quality of life.

Personal Health



Selection of Respondent Comments:

The standard of health care has always been very good.

The support is most caring and ensure that [name of tenant] is safe if there is an accident. [Name of tenant] enjoys regular walks and commits to sponsored walks when possible. He does not need regular medication.

I know he has good health support, and sees the doctor etc when needed. But I don't know if he has a health action plan as such - although he may well have.

Well looked after medically.

Despite huge anxiety regarding dental and eye care, my brother has been positively helped to overcome his fears and undergo treatment.

Tenant walks into town to meet friends every weekend.

Gannicox has always taken the health of the residents very seriously and has given support whenever needed.

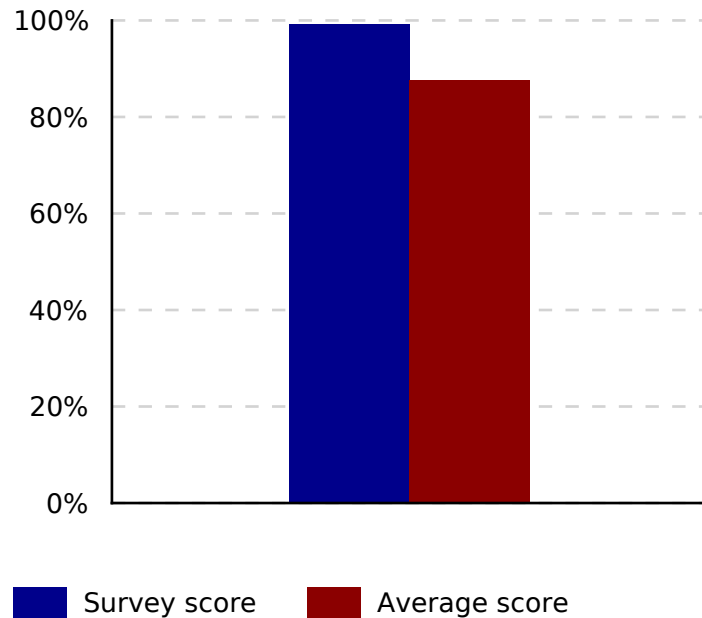
Nutrition

Attribute Scoring

Attribute	Score
Gannicox CIC score	99.3%
Average score	87.6%

What this attribute looks at: This attribute looks at whether dietary requirements are being met, individual choice towards food, as well as the quality and variety of meals available. Healthy eating should be encouraged where it is within the individuals choice.

Nutrition



Selection of Respondent Comments:

The food quality and variety is of a very high standard - much is organic and local.

Support given to eat healthy and build skills in food preparation.

[Name of tenant] enjoys food and has a balanced diet at Gannicox. He is keen to help at meal times and will set the table and help with washing up, clearing away. He helps with some food preparation but some tasks are beyond his skills and might prove dangerous.

Very well catered for in every way.

There are hygienic issues that preclude involvement in food preparation.

Excellent choice of food with a high standard of tasty meals!

Tenants have well balanced meals I have observed whilst visiting.

Essential variety is offered.

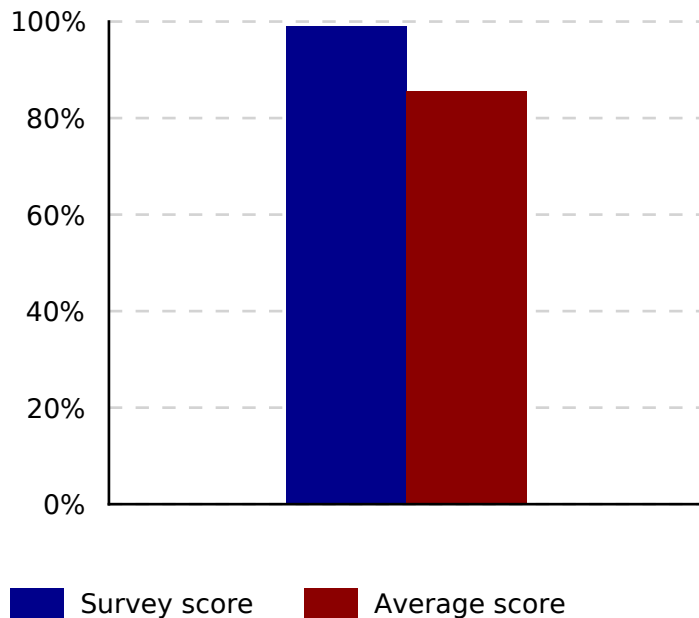
Skills, Independence and Daily Living Tasks

Attribute Scoring

Attribute	Score
Gannicox CIC score	98.9%
Average score	85.5%

What this attribute looks at: This attribute looks at the individuals involvement in tasks around the home such as in the kitchen. A good score for this attribute indicates a high level of choice for individuals in relation to their daily routine.

Skills, Independence and Daily Living Tasks



Selection of Respondent Comments:

The residents at Gannicox look well cared for and are independent as much as they can be with excellent support.

Some clients need support to dress appropriately for weather conditions.

The days at Gannicox are well structured with routine but [name of tenant] could say if he found some parts incompatible. He enjoys farming and gardening, and nourishes his mind with reading, writing and music. He is very well informed about subjects which interest him such as history, drama, myths and others. He likes pets a great deal.

All very well and appropriately organised.

The service is of a very high standard and from my observations is very much an "at home" atmosphere with lots of choice.

I know from experience that the tenant can be difficult but the patience and help she is being given is wonderful.

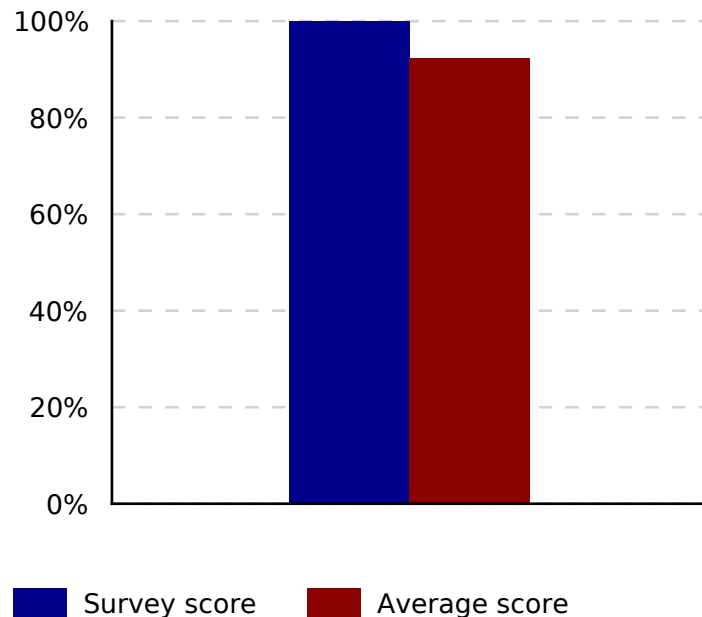
Staff Interaction

Attribute Scoring

Attribute	Score
Gannicox CIC score	100.0%
Average score	92.2%

What this attribute looks at: This attribute looks at the way that staff interact with the people they support, such as their respect for the tenants/residents, how they respond to issues and how individualised support is. Treating others with dignity and explaining why something is happening provide evidence that staff interaction is good.

Staff Interaction



Selection of Respondent Comments:

A very respectful and loving community, where each person is treated with dignity and respect.

I have not necessarily personally witnessed all these elements of staff interaction but surmise some of them from other observations.

I have nothing but praise for the staff. They understand [name of tenant] and can give the care and secure environment which promotes his health and well being. It is always a concern for parents as to what will happen when they die. I have confidence that [name of tenant] would be well cared for and flourish in the environment of Gannicox.

Staff are extremely caring, proactive and responsive to his wishes and needs - indeed beyond the call of duty

Totally caring and supportive staff - they are brilliant.

The staff are very understanding of [name of tenant]'s needs and she sees Gannicox as one big family.

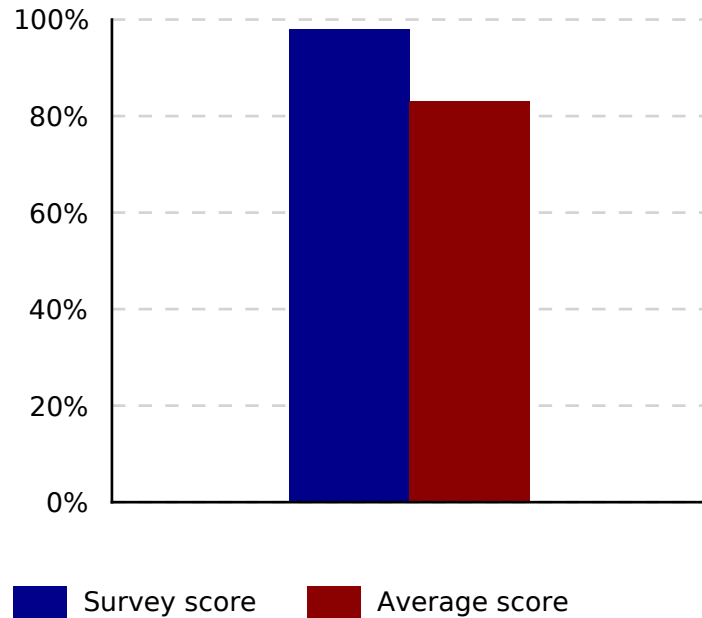
Staff Management and Training

Attribute Scoring

Attribute	Score
Gannicox CIC score	98.0%
Average score	83.1%

What this attribute looks at: This attribute looks at staff consistency, the abilities of staff and how they work as a team. A high score suggests the service provider has tailored training to the needs of the tenant/resident and they work well in the environment.

Staff Management and Training



Selection of Respondent Comments:

I have no way of knowing that the training and supervision given to staff is appropriate for the tenant's needs.

Because the staff are constantly there and build up an understanding and respect for the tenant, their care is impressive and complete.

Everything more than satisfactory.

There is a good mutual working together between residents and staff.

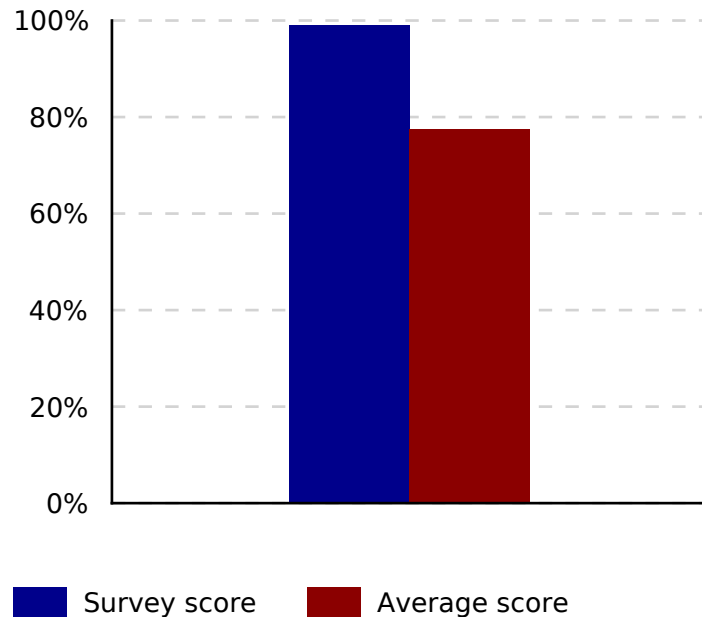
Recommendations

Attribute Scoring

Attribute	Score
Gannicox CIC score	99.0%
Average score	77.5%

What this attribute looks at: We asked respondents whether they would make any improvements to the quality of the service provided and how they would do this. Please see their comments below.

Recommendations



Selection of Respondent Comments:

Excellent service. I am proud to be asked to recommend them. They are a healthy, sound and warm community and home for the residents!

I can honestly not imagine how it could be improved. It would be very difficult indeed to imagine a more dedicated, sensitive and appropriate management than that I have seen at Gannicox.

Gannicox provides a very good service where everyone's needs are well met on an individual basis.

To see more places like this where tenants can enjoy security, respect for individuality and be enabled to live a full life.

I am very happy with the service.

None - satisfied in all respects

No improvements needed at all - it is perfect . Cannot praise it enough.

The philosophy behind Gannicox generates an atmosphere of perpetual development to meet changing needs and to facilitate activities.

I am satisfied that the service I have witnessed is of an excellent standard and I really cannot think of anything that needs improving!

The change of homes has been a real eye opener to me. I can not believe in the massive improvement by moving the tenant to Gannicox/

Happy at present time in all areas.

Best Practice

Gannicox CIC has scored very highly in every area of the Quality Compass Survey. Strong confidence in the support provided to tenants is apparent from the survey comments.

Gannicox CIC should continue to meet changing needs and implement new ideas to ensure the high quality of care and support carries on.