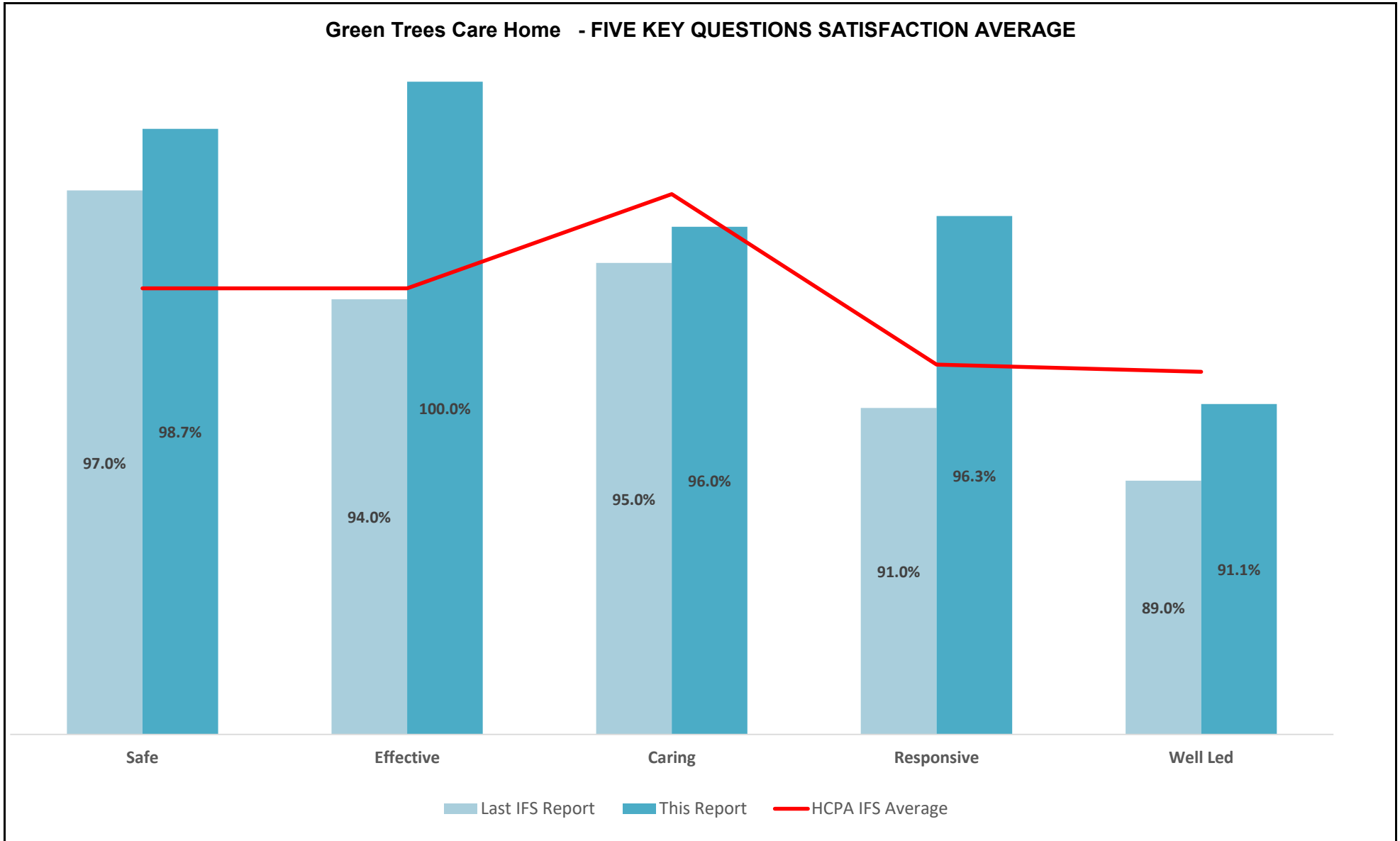




## Evaluation Analysis Report

# Green Trees Care Home

NOV 2025



**SURVEY RETURNS DETAIL**

| CLIENT GROUP         | PEOPLE WHO USE<br>THE SERVICE AND<br>CARE STAFF<br>NUMBERS AT TIME<br>OF SURVEY | NUMBER OF<br>SURVEYS SENT OUT | NUMBER OF<br>SURVEYS<br>RETURNED | PERCENTAGE OF<br>SURVEYS<br>RETURNED |
|----------------------|---------------------------------------------------------------------------------|-------------------------------|----------------------------------|--------------------------------------|
| People Using Service | 0                                                                               | 0                             | 0                                | 0%                                   |
| Family Member        |                                                                                 | 11                            | 8                                | 73%                                  |
| Professional         |                                                                                 | 3                             | 2                                | 67%                                  |
| Team Member          | 0                                                                               | 0                             | 0                                | 0%                                   |
| TOTAL                |                                                                                 | 14                            | 10                               | 71%                                  |

## Report Summary

The 71% response to the survey is good and will provide a reliable overview of your provision.

At the request of the organisation the survey was only sent out to the family/friends and professionals who visit the service, so the survey results are not as holistic as if all stakeholders were included.

There is an improvement in all areas since the last survey, but Caring and Well-Led are still below the HCPA average.

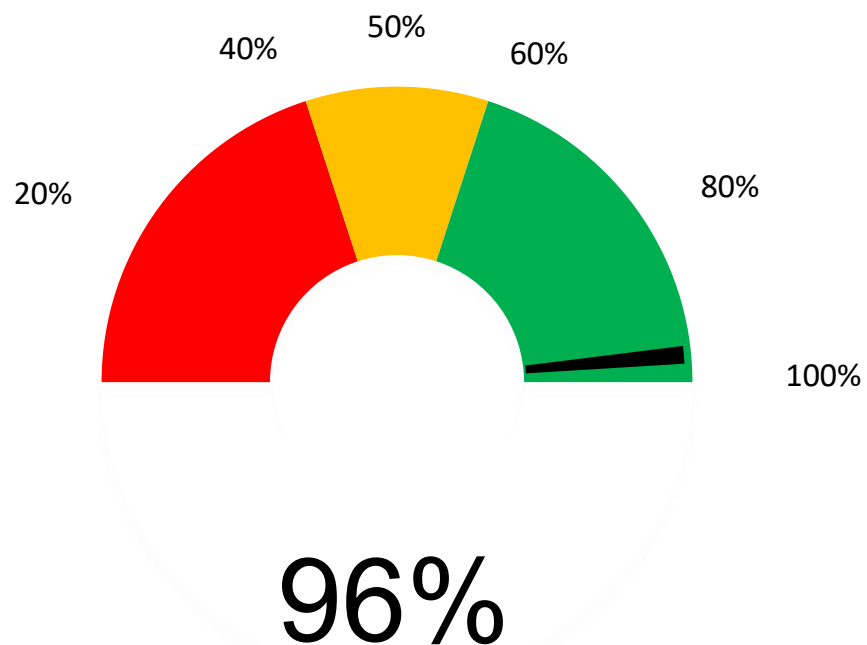
There are quite a lot of comments, some of which you may wish to use in your marketing, but there are a few that may need some further investigation.

### Overview of survey response rates and key factors effecting survey results

Across all respondents 100% said they would recommend the service to others

No signifcant trends within the make up of the survey groups appear to have effected the overall satisfaction scores of the total survey

## All Responses - Overall Satisfaction



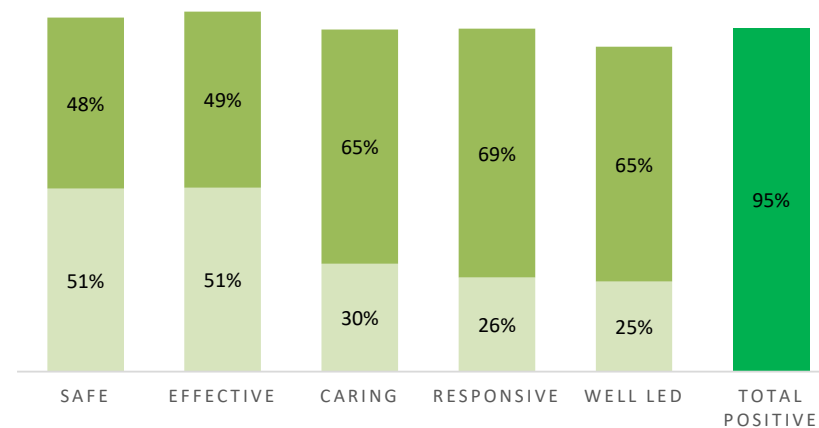
|                       | Strongly   | Agree | Neutral   | Disagree | Strongly | TOTAL       |
|-----------------------|------------|-------|-----------|----------|----------|-------------|
| Safe                  | 52%        | 47%   | 0%        | 1%       | 0%       | 100%        |
| Effective             | 51%        | 49%   | 0%        | 0%       | 0%       | 100%        |
| Caring                | 62%        | 34%   | 2%        | 2%       | 0%       | 100%        |
| Responsive            | 63%        | 33%   | 2%        | 2%       | 0%       | 100%        |
| Well Led              | 67%        | 24%   | 9%        | 0%       | 0%       | 100%        |
| <b>TOTAL POSITIVE</b> | <b>96%</b> |       | <b>4%</b> |          |          | <b>100%</b> |

The Speedometer illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

## People Using Service - Overall Satisfaction

There were no respondents from this group

## Friends & Family - Overall Satisfaction



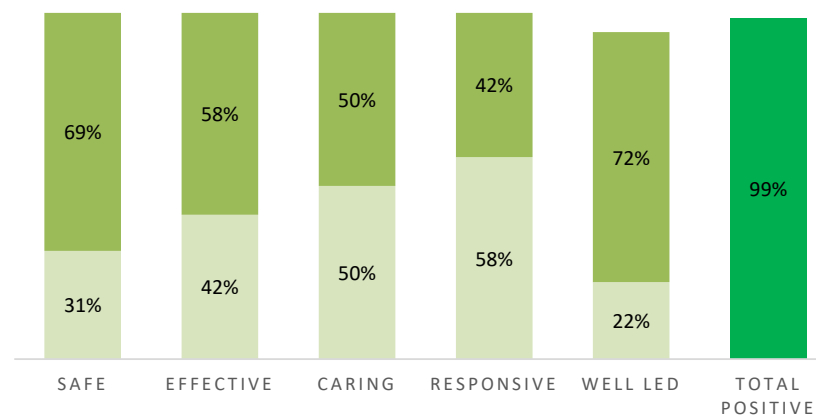
|                       | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | TOTAL |
|-----------------------|----------------|-------|---------|----------|-------------------|-------|
| Safe                  | 48%            | 51%   | 0%      | 2%       | 0%                | 100%  |
| Effective             | 49%            | 51%   | 0%      | 0%       | 0%                | 100%  |
| Caring                | 65%            | 30%   | 3%      | 3%       | 0%                | 100%  |
| Responsive            | 69%            | 26%   | 2%      | 2%       | 0%                | 100%  |
| Well Led              | 65%            | 25%   | 10%     | 0%       | 0%                | 100%  |
| <b>TOTAL POSITIVE</b> | <b>95%</b>     |       |         |          |                   |       |

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

## Team Members - Overall Satisfaction

There were no respondents from this group

## Professionals - Overall Satisfaction



|                       | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | TOTAL |
|-----------------------|----------------|-------|---------|----------|-------------------|-------|
| Safe                  | 69%            | 31%   | 0%      | 0%       | 0%                | 0%    |
| Effective             | 58%            | 42%   | 0%      | 0%       | 0%                | 0%    |
| Caring                | 50%            | 50%   | 0%      | 0%       | 0%                | 0%    |
| Responsive            | 42%            | 58%   | 0%      | 0%       | 0%                | 0%    |
| Well Led              | 72%            | 22%   | 6%      | 0%       | 0%                | 0%    |
| <b>TOTAL POSITIVE</b> | <b>99%</b>     |       |         |          |                   |       |

This graph illustrates the overall level of satisfaction recorded by Professionals and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

## Safe:

Safe satisfaction score this survey **98.7%** This is above the IFS Survey Average of **94.3%**

### S1 - Safeguarding

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed to the person using the service being safe and secure
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed to the person using the service being safe and secure

### S2 - Risk Management

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed staff help the person using the service understand any issues that may cause them harm and help them to do the things that matter to them
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly

### S3 - Safe and effective staffing

- 0%** No responses were received for this question from the people using the service
- 87%** of friends and family agreed there are always enough staff to ensure that all my family member / friend's wellbeing, needs and safety are met at all times
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed the provider seems to have sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met

### S4 - Medication Optimisation

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed If applicable they are made aware of any issues or changes regarding medication for the person using the service
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed they were aware that where applicable medication is managed safely in line with regulations

### S5 - Infection Prevention and Control

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed staff take appropriate action to control infection, including the use of PPE, in their family members / friends home
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed they were aware that where appropriate staff use protective equipment to prevent infection in line with regulations

### S6 - Learning Culture

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed they believed they would be informed if mistakes are made, and informed what remedial actions were to be taken
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed If safety incidents occur they were aware a process is in place to learn and improve to ensure it cannot reoccur

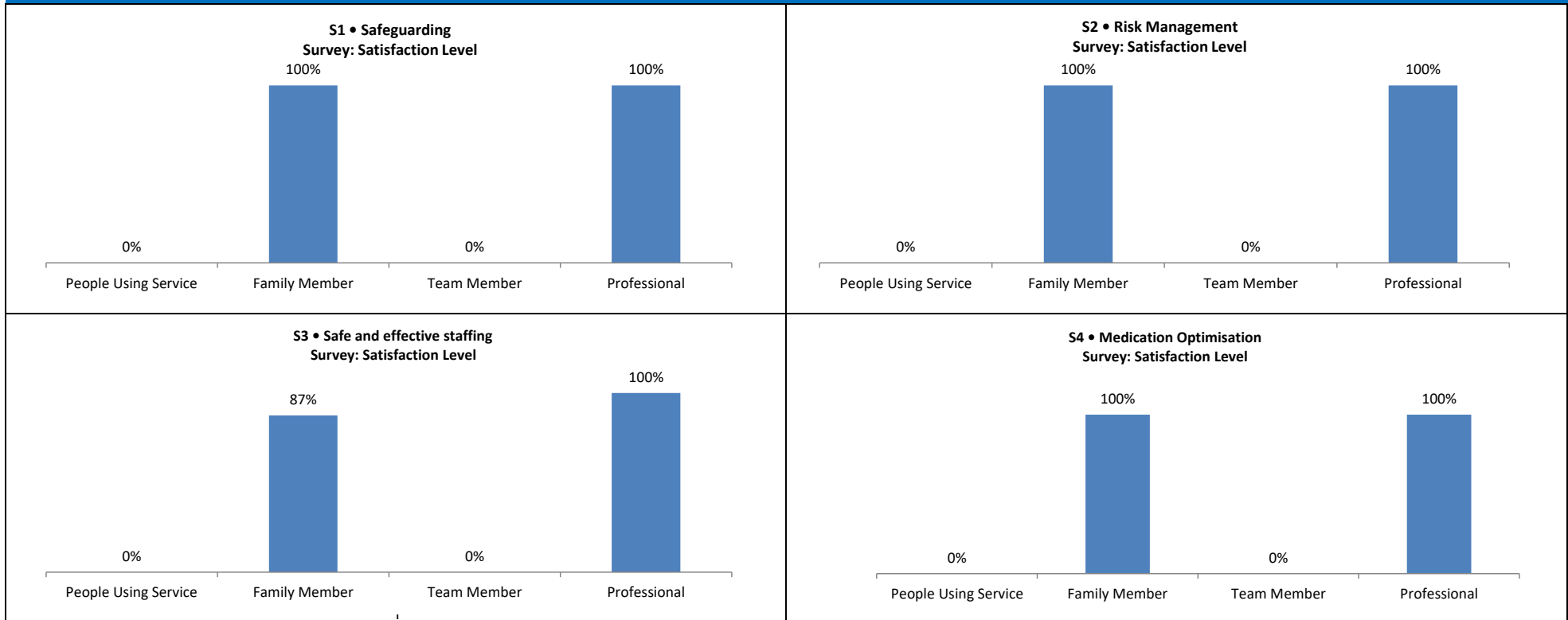
### S7 - Safe Environment

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed the service will support and guide my family member / friend if their private space needs adaptation or special equipment to keep them safe
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed the service ensures that each of the people using the service have any individual needs for special equipment and adaptation to keep them safe met

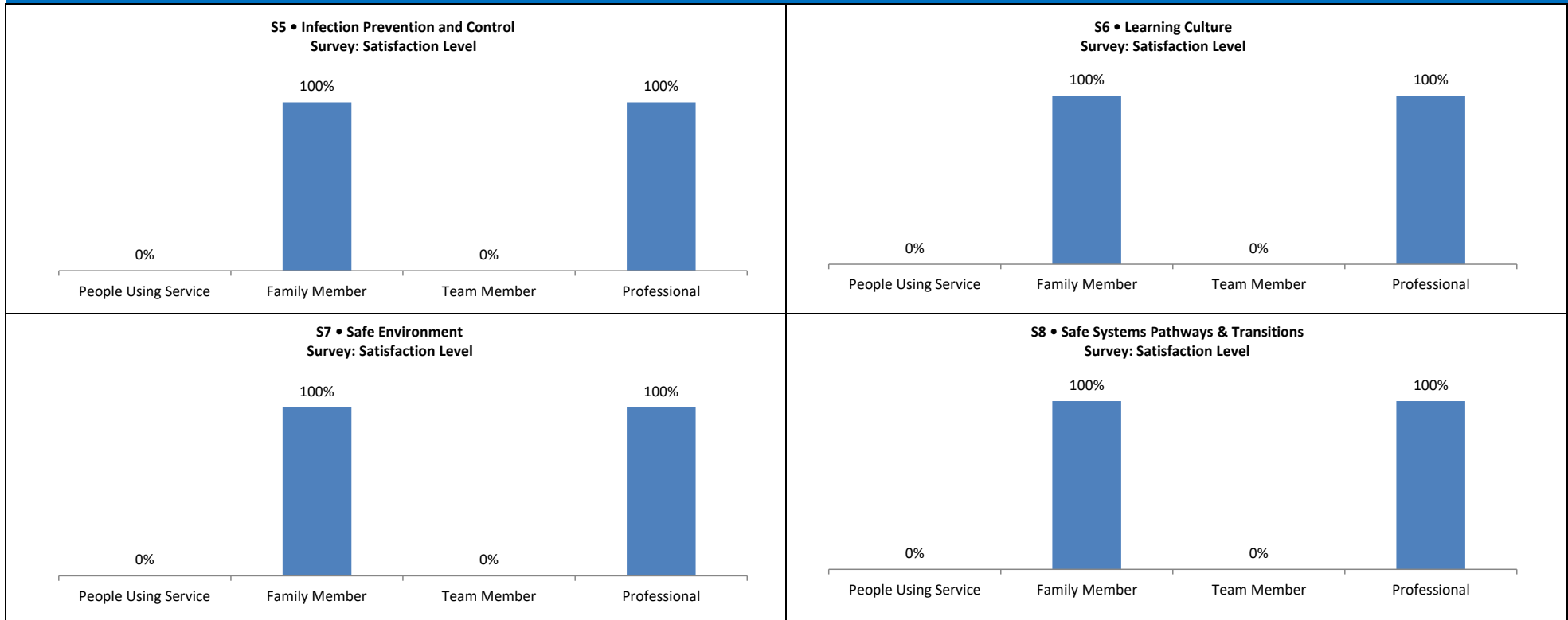
### S8 - Safe Systems Pathways & Transitions

- 0%** No responses were received for this question from the people using the service
- 100%** of friends and family agreed they believe their family member / friend is supported to access all care, support and treatments they need, when they need it
- 0%** No responses were received for this question from team members
- 100%** of professionals agreed they believe the service supports the people using the service to access all care, support and treatments they need, when they need it



**Safe: by safe we mean people are protected from abuse and avoidable harm**

Safe Continued:



| Comments collected from the survey relating to Safe: |                                                                                                                                                                                                                                       |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question Reference                                   | From Friends or Family:                                                                                                                                                                                                               |
| S1                                                   | Odd occasion where our family member had had a fall, unable to determine if anyone was present at the time, however, no issues following the incident, and only a isolated incident as far as I am aware.                             |
| S1                                                   | My relative now often exhibits challenging behaviour which the carers do their best to mange by diversion or distraction, but he is strong, can anger and move quickly when upset.                                                    |
| S2                                                   | When staff are present, they have always been helpful and supportive.                                                                                                                                                                 |
| S2                                                   | As question 2                                                                                                                                                                                                                         |
| S3                                                   | Impossible to have staff around 24/7 but there us always someone close by.                                                                                                                                                            |
| S3                                                   | From my understanding there are adequate staff available                                                                                                                                                                              |
| S3                                                   | My relative now has one to one care for 10 hours in the daytime, but my relative can be quick to exploit the few times when the carer is distracted or not immediately available                                                      |
| S4                                                   | They have always co tacted me regarding change or requirement to have different medication.                                                                                                                                           |
| S4                                                   | Yes, they have always discussed changes in medication and advised of GP visits where applicable                                                                                                                                       |
| S5                                                   | From what we have witnessed they take precautions to stop infection spreading where applicable                                                                                                                                        |
| S5                                                   | When appropriate                                                                                                                                                                                                                      |
| S6                                                   | I would like to think i would always be advised of any mistakes or failures in looking after my relative.                                                                                                                             |
| S6                                                   | Yes, Amy has always kept us updated when necessary. Pleased with the outcome                                                                                                                                                          |
| S7                                                   | The hime is fully equipped for Mum's and other residents needs                                                                                                                                                                        |
| S7                                                   | Very homely environment, but limited areas for de- escalation and 'time out', apart from my relatives bedroom                                                                                                                         |
| S8                                                   | Support is always there when needed                                                                                                                                                                                                   |
| S8                                                   | Sometimes there can be a delay in receiving support, from over pressed outsideNHS agencies, but we are kept informed                                                                                                                  |
| Question Reference                                   | From Professionals:                                                                                                                                                                                                                   |
| S1                                                   | All concerns and safeguarding's are discussed with CHAT Team.                                                                                                                                                                         |
| S2                                                   | There has been an emphasis on review of risk assessments. Activities for residents has significantly improved with an activities co-ordinator which appears to be having a beneficial effect on residents mental and physical health. |
| S3                                                   | The team are able to support staff with their needs. Additional night staff would be beneficial but am aware of constraints due to finances.                                                                                          |
| S4                                                   | medication management has improved with electronic recording. There are regular reviews of medication with the pharmacist and policies are followed including prn medication policy and homely remedies.                              |
| S5                                                   | PPE available for use as needed and access to washing facilities.                                                                                                                                                                     |
| S6                                                   | Safety incidents are reported appropriately and reflected on to improve future care.                                                                                                                                                  |
| S7                                                   | The home ensure there care is patient focused and managed according to individual needs.                                                                                                                                              |
| S8                                                   | Good GP support and liaison with acute services. CHAT team review when needed and on a regular basis.                                                                                                                                 |

## Effective:

Effective satisfaction score this survey was **100.0%** This is above the IFS Survey Average of 94.3%

### E1 - Assessing needs

|      |                                                                                                                                                                       |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                        |
| 100% | of friends and family agreed the care provider reviews my family member / friends care needs, healthcare, well-being and support that they require on a regular basis |
| 0%   | No responses were received for this question from team members                                                                                                        |
| 100% | of professionals agreed the care provider reviews the care needs, healthcare, well-being and support of the person using the service on a regular basis               |

### E2 - Supporting people to live healthier lives

|      |                                                                                                                                                                                                              |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                                               |
| 100% | of friends and family agreed the staff always ensure that the person using the service gets any support required, helping their independence to help live a healthier life and minimising future care and    |
| 0%   | No responses were received for this question from team members                                                                                                                                               |
| 100% | of professionals agreed staff appear aware of the individual needs of the person using the service supporting their independence to help live a healthier life and minimising their future need for care and |

### E3 - Delivering evidence-based care and treatment

|      |                                                                                                                                                               |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                |
| 100% | of friends and family agreed their family member / friend receives a consistent good standard of care from all staff                                          |
| 0%   | No responses were received for this question from team members                                                                                                |
| 100% | of professionals agreed they are aware the service has a process in place to ensure the person using the service receives good consistent care from all staff |

### E4 - How staff teams and services work together

|      |                                                                                                                                                                                   |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                    |
| 100% | of friends and family agreed the service assists my family member / friend to access other healthcare services as required and ensures a smooth transfer of essential information |
| 0%   | No responses were received for this question from team members                                                                                                                    |
| 100% | of professionals agreed the service has a procedure to refer the person using the service to me or other health professionals and ensure the appropriate transfer of information  |

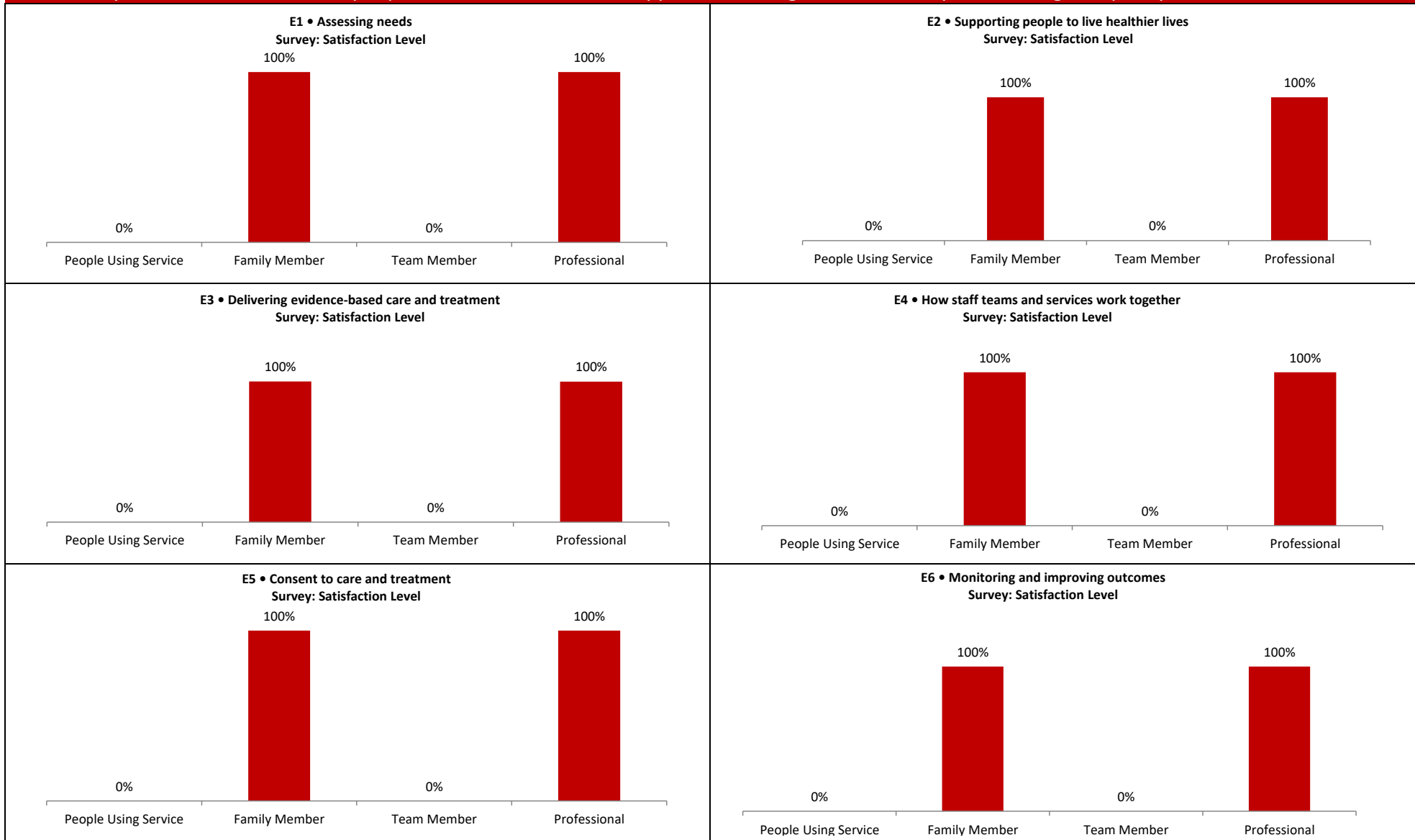
### E5 - Consent to care and treatment

|      |                                                                                                                                                           |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                            |
| 100% | of friends and family agreed they are aware that staff always ask their family member / friend for consent before carrying out care or support activities |
| 0%   | No responses were received for this question from team members                                                                                            |
| 100% | of professionals agreed they are aware that staff visiting the person using the service ask for consent appropriately                                     |

### E6 - Monitoring and improving outcomes

|      |                                                                                                                                                                            |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                             |
| 100% | of friends and family agreed they are aware that staff monitor outcomes so that they can improve quality of life for their family member/friend                            |
| 0%   | No responses were received for this question from team members                                                                                                             |
| 100% | of professionals agreed they are aware that staff visiting the person using the service monitor outcomes and adapt the care given to them to improve their quality of life |

**Effective:** By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a good quality of life, and is based on



| Comments collected from the survey relating to Effective: |                                                                                                                                                                                                        |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question Reference                                        | From Friends or Family:                                                                                                                                                                                |
| E1                                                        | Have always received copy of care plan, and any changes required.                                                                                                                                      |
| E1                                                        | The residents care is paramount                                                                                                                                                                        |
| E1                                                        | The manager especially is always thinking of ways to support my relative and enable him to continue to stay at Greentrees which is in the area he has lived all his life, and so very important to him |
| E2                                                        | Mum is not always capable of living an independent life, however she is allowed to live a dignified lifestyle when necessary.                                                                          |
| E2                                                        | My relative loves sweet biscuits, cakes and desserts, becoming angry at times when offered healthy alternatives. But it's a difficult balance, it is often difficult/ impossible to reason with him.   |
| E3                                                        | Yes, mum has a good standard of care                                                                                                                                                                   |
| E4                                                        | Agree with the above                                                                                                                                                                                   |
| E5                                                        | They have to contact us, due to family member being unable to make decisions due to dementia                                                                                                           |
| E5                                                        | I have witness this myself                                                                                                                                                                             |
| E5                                                        | I strongly agree they try, but as my Aunt has dementia she may not comprehend. If this is the case Green trees will contact me as her next of kin and attorney.                                        |
| E6                                                        | I assume all issues are monitored and recorded for the above purpose                                                                                                                                   |
| E6                                                        | We are asked for opinions often on quality of service                                                                                                                                                  |
| Question Reference                                        | From Professionals:                                                                                                                                                                                    |
| E2                                                        | The activities co-ordinator is supporting the residents, there is social engagement with the local community.                                                                                          |
| E3                                                        | Consistent staffing when possible                                                                                                                                                                      |

## Caring:

Caring satisfaction score this survey was **96.0%** This is below the HCPA IFS Average of 96.9%

**C1 - Kindness, Compassion and Dignity**

|      |                                                                                                                                                                                                          |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                                           |
| 100% | of friends and family agreed their Family / friends Care Plan is reviewed and updated with them as required                                                                                              |
| 0%   | No responses were received for this question from team members                                                                                                                                           |
| 100% | of professionals agreed staff are responsive to the person using the service regarding personalised care and support needs contained in their Care Plan and support them to update it as and when needed |

**C2 - Responding to peoples immediate needs**

|      |                                                                                                                                                                                      |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                       |
| 100% | of friends and family agreed the care and support their family member / friend receives covers all their personal needs and preferences to enable them to access the local community |
| 0%   | No responses were received for this question from team members                                                                                                                       |
| 100% | of professionals agreed the service supports the person using the service to access activities within their local community                                                          |

**C3 - Treating people as individuals**

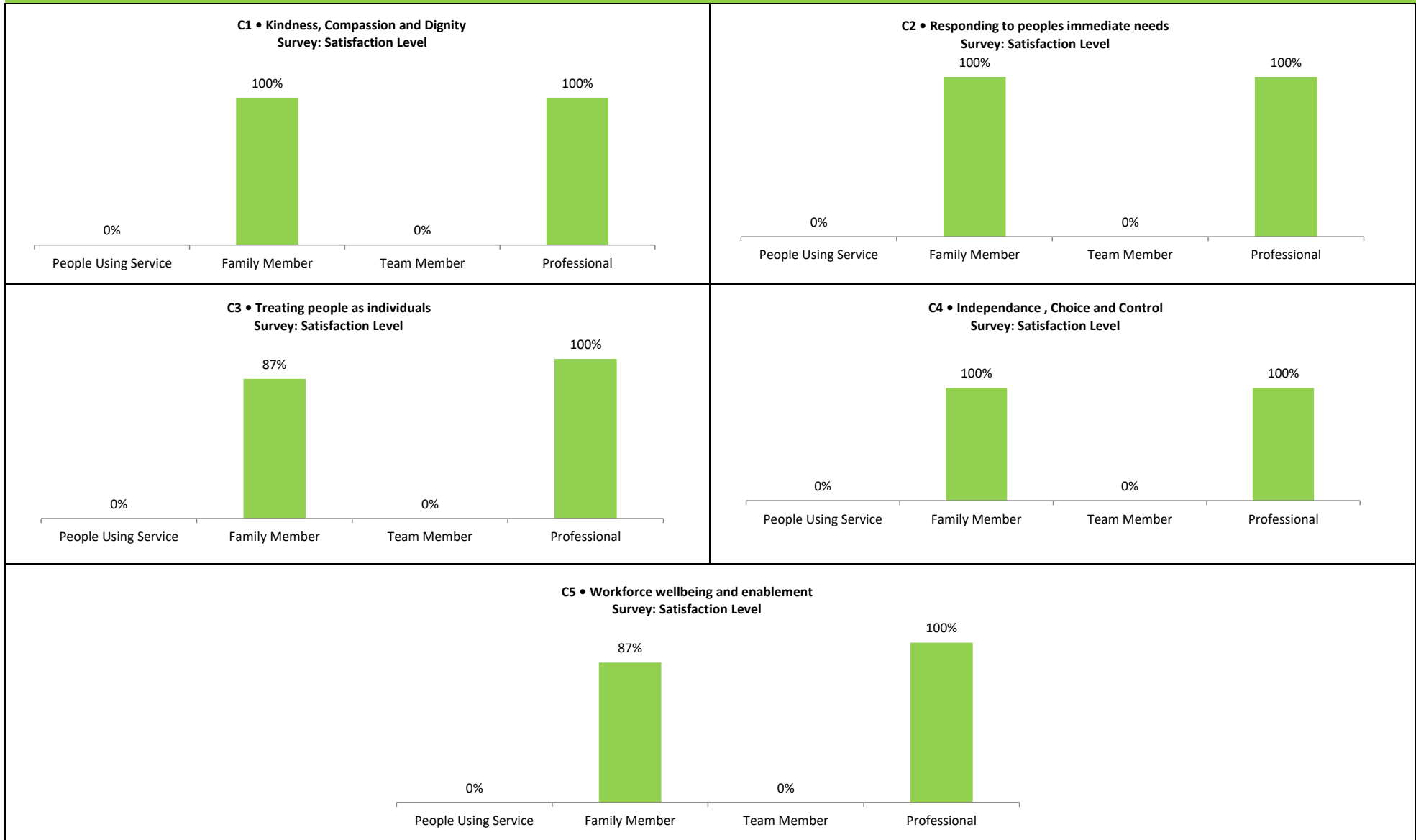
|      |                                                                                                                                                                                                    |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                                     |
| 87%  | of friends and family agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed. |
| 0%   | No responses were received for this question from team members                                                                                                                                     |
| 100% | of professionals agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.      |

**C4 - Independence, Choice and Control**

|      |                                                                                                                               |
|------|-------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                |
| 100% | of friends and family agreed they believe their family member / friend is communicated with in a way that they can understand |
| 0%   | No responses were received for this question from team members                                                                |
| 100% | of professionals agreed they believe the staff communicate in a way that each person using the service can understand         |

**C5 - Workforce wellbeing and enablement**

|      |                                                                                          |
|------|------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service           |
| 87%  | of friends and family agreed that the organisation supports the wellbeing of their staff |
| 0%   | No responses were received for this question from team members                           |
| 100% | of professionals agreed that the organisation supports the wellbeing of their staff      |

**Caring: by caring we mean that the service involves and treats people with compassion, kindness, dignity and respect**




| Comments collected from the survey relating to Caring: |                                                                                 |
|--------------------------------------------------------|---------------------------------------------------------------------------------|
| Question Reference                                     | From Friends or Family:                                                         |
| C1                                                     | Satisfied that tgis is carried out                                              |
| C1                                                     | Sometimes in the face of negative, aggressive & challenging responses           |
| C2                                                     | Staff always supportive                                                         |
| C2                                                     | They are supportive and caring towards Mum                                      |
| C3                                                     | Not applicable, unable to express any preferences                               |
| C3                                                     | They do their best to communicate as b st they can understand the circumstances |
| C3                                                     | Sadly my relative's preferences are not always in his best interests.           |
| C4                                                     | Only up to a point, dementia impacts on any major independence                  |
| C5                                                     | Not there enough to make definitive answer, but staff seem content.             |
| C5                                                     | I understand this to be true                                                    |
| Question Reference                                     | From Professionals:                                                             |
| There were no comments from professionals              |                                                                                 |

**Responsive:**
 Responsive satisfaction score this survey was **96.30%** This is above the IFS Survey Average of **92.2%**
**R1 - Person Centred Care**

|      |                                                                                                                                                                                                          |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                                           |
| 100% | of friends and family agreed their Family / friends Care Plan is reviewed and updated with them as required                                                                                              |
| 0%   | No responses were received for this question from team members                                                                                                                                           |
| 100% | of professionals agreed staff are responsive to the person using the service regarding personalised care and support needs contained in their Care Plan and support them to update it as and when needed |

**R2 - Care provision, intergration and Continuity**

|      |                                                                                                                                                                                      |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                       |
| 80%  | of friends and family agreed the care and support their family member / friend receives covers all their personal needs and preferences to enable them to access the local community |
| 0%   | No responses were received for this question from team members                                                                                                                       |
| 100% | of professionals agreed the service supports the person using the service to access activities within their local community                                                          |

**R3 - Listening to and involving people**

|      |                                                                                                                                                                                                    |
|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                                     |
| 100% | of friends and family agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed. |
| 0%   | No responses were received for this question from team members                                                                                                                                     |
| 100% | of professionals agreed they are aware of the process and feel able to give feedback or raise a complaint should they need to, and have confidence that the correct process will be followed.      |

**R4 - Providing information**

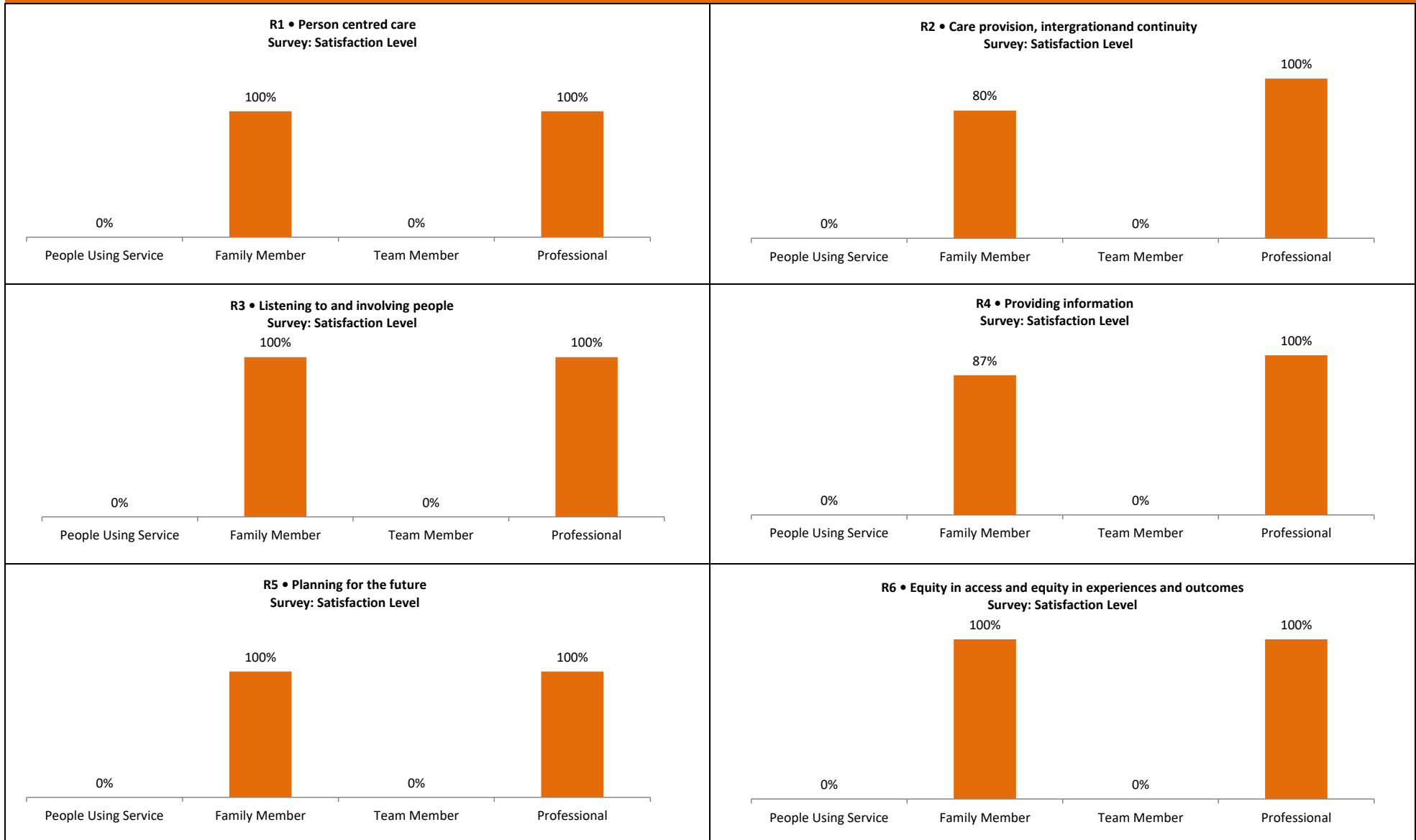
|      |                                                                                                                               |
|------|-------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                |
| 87%  | of friends and family agreed they believe their family member / friend is communicated with in a way that they can understand |
| 0%   | No responses were received for this question from team members                                                                |
| 100% | of professionals agreed they believe the staff communicate in a way that each person using the service can understand         |

**R5 - Planning for the future**

|      |                                                                                                                                                                                     |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                                      |
| 100% | of friends and family agreed they believe their family member / friend has been supported to make informed decisions about any future important life changing events that may occur |
| 0%   | No responses were received for this question from team members                                                                                                                      |
| 100% | of professionals agreed they believe the service supports the person using the service to make informed decisions about any future important life changing events that may occur    |

**R6 - Equity in access and equity in experiences and outcomes**

|      |                                                                                                                                                                              |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                                               |
| 100% | of friends and family agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness |
| 0%   | No responses were received for this question from team members                                                                                                               |
| 100% | of professionals agreed they believe the organisation treats everyone equally (people using the service, family members, professionals and staff) and promotes fairness      |

**Responsive: by responsive we mean that services meet people's needs**


**Comments collected from the survey relating to Responsive:**

| Question Reference                        | From Friends or Family:                                                                                                    |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| R1                                        | I believe this happens but not seen it. It would be good to see the care plan.                                             |
| R1                                        | This is impossible due to lack of understanding from Mums point of view therefore we are k pyupdated                       |
| R1                                        | My relative no longer has capacity, with limited understanding, but I am involved and updated frequently.                  |
| R2                                        | The staff go overboard to encourage involvement in the local community, which my relative has been part of all of his life |
| R3                                        | Due to being family run, management' always available, and approachable.                                                   |
| R3                                        | Yes, this is always available if needed                                                                                    |
| R4                                        | Not possible as dementia has made it difficult,,as speech now difficult.                                                   |
| R4                                        | As before                                                                                                                  |
| R4                                        | I strongly agree they try. Unfortunately this is not always possible                                                       |
| R5                                        | Family member unable to make these type of decisions,, therefore I have COPO                                               |
| R5                                        | This again is communicated to us                                                                                           |
| R5                                        | Sadly no longer has capacity                                                                                               |
| R6                                        | As far as I am aware                                                                                                       |
| Question Reference                        | From Professionals:                                                                                                        |
| There were no comments from professionals |                                                                                                                            |

**Well Led:**

Well Led satisfaction score this survey was **91.1%** This is below the HCPA IFS Average of **92.2%**

**W1 - Shared direction and culture**

|      |                                                                                                                                                |
|------|------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                 |
| 87%  | of friends and family agreed they believe the management of this service provides a high standard of care as set out in their vision statement |
| 0%   | No responses were received for this question from team members                                                                                 |
| 100% | of professionals agreed they believe the management of this service provides a high standard of care as set out in their vision statement      |

**W2 - Governance, management and sustainability**

|      |                                                                                                                              |
|------|------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                               |
| 100% | of friends and family agreed they believe that the Manager ensures that all the standards they expect are met by their staff |
| 0%   | No responses were received for this question from team members                                                               |
| 100% | of professionals agreed they believe that the Manager ensures that all the standards they expect are met by their staff      |

**W3 - Freedom to speak up**

|      |                                                                                                              |
|------|--------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                               |
| 100% | of friends and family agreed they have the opportunity to expressive their feelings and views on the service |
| 0%   | No responses were received for this question from team members                                               |
| 100% | of professionals agreed the provider is open to advice and observations they may provide                     |

**W4 -Improvement and innovation**

|      |                                                                                                                                  |
|------|----------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                   |
| 100% | of friends and family agreed they believe that the management actively strives to continually improve the quality of the service |
| 0%   | No responses were received for this question from team members                                                                   |
| 100% | of professionals agreed they believe that the management actively strives to continually improve the quality of the service      |

**W5 - Partnerships and community**

|      |                                                                                                                                                      |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                                                       |
| 100% | of friends and family agreed they believe the service works well with other professionals to develop the best outcomes for my family member / friend |
| 0%   | No responses were received for this question from team members                                                                                       |
| 100% | of professionals agreed they believe the service works well with other professionals to develop the best outcomes for the person using the service   |

**W6 - Environmental sustainability, suitable development**

|     |                                                                                                                                                          |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0%  | No responses were received for this question from the people using the service                                                                           |
| 37% | of friends and family agreed they feel the service encourages my family member / friend to reduce, reuse and recycle to help support their environment   |
| 0%  | No responses were received for this question from team members                                                                                           |
| 50% | of professionals agreed they believe the services encourages the person using the service to reduce, reuse and recycle to help support their environment |

**W7 - Workforce equality. Diversity and inclusion**

|      |                                                                                                    |
|------|----------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                     |
| 100% | of friends and family agreed they feel the service has a diverse workforce and the staff are happy |
| 0%   | No responses were received for this question from team members                                     |
| 100% | of professionals agreed they feel the service has a diverse workforce and the staff are happy      |

**W8 -Capable, compassionate and inclusive leaders**

|      |                                                                                        |
|------|----------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service         |
| 100% | of friends and family agreed they feel the leadership team is visible, open and honest |
| 0%   | No responses were received for this question from team members                         |
| 100% | of professionals agreed they feel the leadership team is visible, open and honest      |

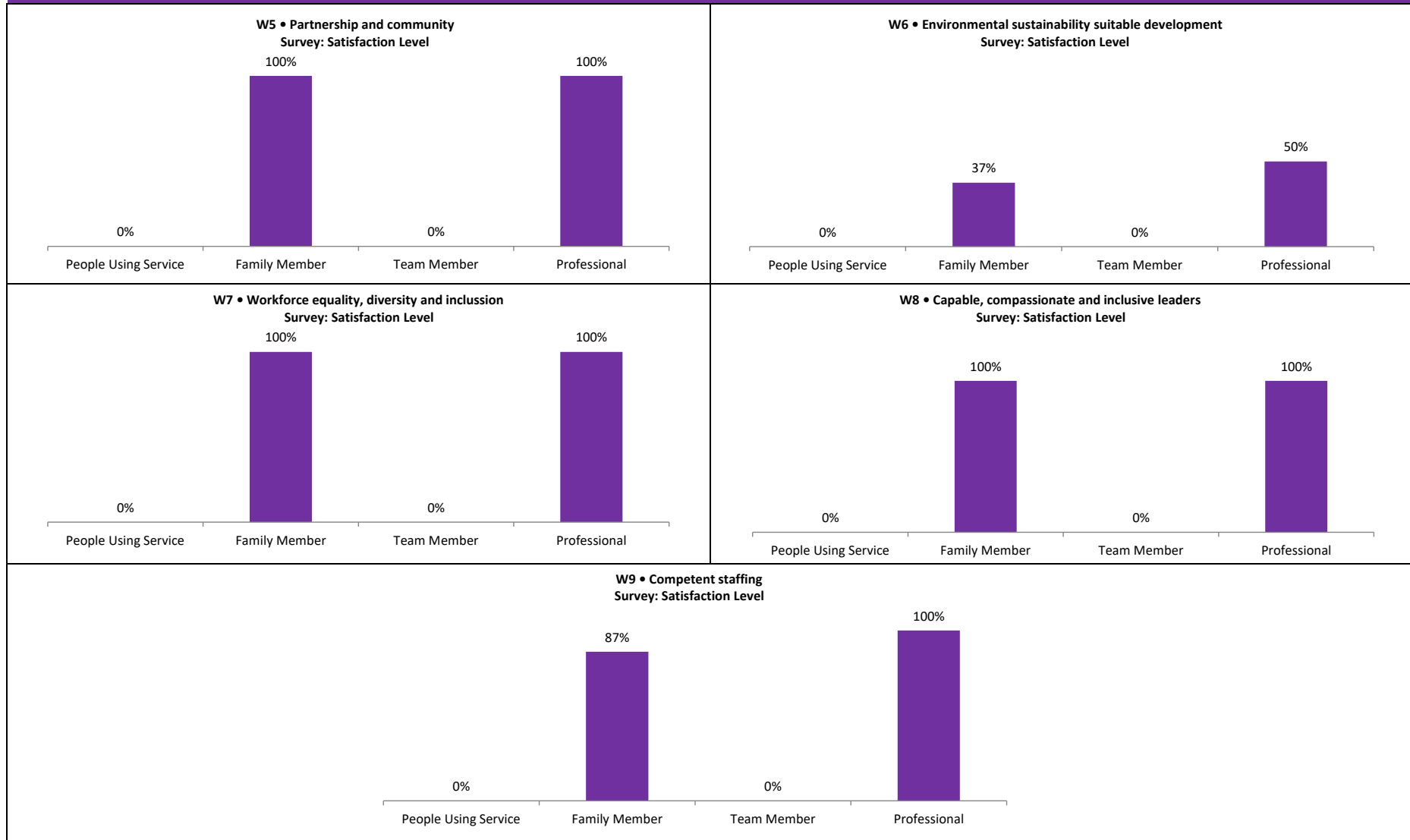
**W9 - Competent staffing**

|      |                                                                                                                |
|------|----------------------------------------------------------------------------------------------------------------|
| 0%   | No responses were received for this question from the people using the service                                 |
| 87%  | of friends and family agreed all staff seem to have received appropriate training for the tasks they carry out |
| 0%   | No responses were received for this question from team members                                                 |
| 100% | of professionals agreed all staff seem to have received appropriate training for the tasks they carry out      |

**Well Led:** By well led, we mean that the leadership, management and governance of the organisation assures the delivery of high quality care, supports learning and innovation, and promotes an open and fair culture.



## Well Led Continued:



| Comments collected from the survey relating to Well Led: |                                                                                                                                                            |
|----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Question Reference                                       | From Friends or Family:                                                                                                                                    |
| W1                                                       | I haven't seen the 'vision statement'                                                                                                                      |
| W3                                                       | Always some tension expressing views when not always knowing the background or full story                                                                  |
| W4                                                       | Any has gone above and beyond to provide a great service                                                                                                   |
| W4                                                       | Yes, current manager working very hard at this and succeeding                                                                                              |
| W8                                                       | The main contact for me is Amy. Others in the management team are not as visible. It is however, a small Care Home with a small management team.           |
| W9                                                       | I hope they have received relevant training and they seem competent whenever I see the staff. I have no idea if they have all received all their training. |
| Question Reference                                       | From Professionals:                                                                                                                                        |
| There were no comments from professionals                |                                                                                                                                                            |



**Q. Does this service provide care that is above and beyond the care that is required?  
(Please tell us how)**

Seem to provide better care than most care providers , certainly in my relatives case they have been excellent, but no where is 100% perfect.  
Have always been proactive in helping and assisting my relative as he has deteriorated.  
Staff helpful and kind.

I feel that this care home is friendly,caring and above all loving towards their residents.  
The welcome you receive when you enter the premises is very warm and happy.

My Mum is very happy and the staff do all they can to make her comfortable.

Manager & staff spend a lot of time and thought supporting and stimulating my relative, enabling him to continue in this environment and access outside activities

Yes, they create a happy, nothing is too much trouble environment. The residents are treated with respect.

## Development suggestions: Green Trees Care Home - NOV 2025

We understand that you know your business more than we possibly can. The following draft action plan has been developed in relation to the results from the survey and contains ideas for addressing feedback as a starting point for you. We are happy to support you to develop this action plan further including elements from other action plans into a full working development plan.

| Action                                                                                                                                                                                                                                                                                                                                                                     | Links                                                                                                                                                                                                                                                                                                                                                                                                                   | Complete by | Date started | Date complete |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------|---------------|
| Utilise NICE assessment tools to help your organisation with the actions that have been identified from the survey:-                                                                                                                                                                                                                                                       | <a href="https://www.nice.org.uk/guidance/published?type=SC">https://www.nice.org.uk/guidance/published?type=SC</a>                                                                                                                                                                                                                                                                                                     |             |              |               |
| Safe 3. The service may be understaffed, in which case it is recommended that you utilise the HCPA Recruitment Service - it is currently free to members and the team will support you in all aspects of recruitment. If you are currently using the service and have any feedback on the service, please do get in touch.                                                 | <a href="https://www.hcpa.info/herts-good-care/">https://www.hcpa.info/herts-good-care/</a>                                                                                                                                                                                                                                                                                                                             |             |              |               |
| Safe 3. To support the provision when staffing is short, it is suggested that you set up agreements with more than one staff recruitment agency in readiness for any emergency. To help you we have set up our Agency Charter of Excellence (ACE) Mark where we have identified agencies that will meet your exacting standards. follow the link to see agencies near you. | <a href="https://www.hcpa.info/ace/">https://www.hcpa.info/ace/</a>                                                                                                                                                                                                                                                                                                                                                     |             |              |               |
| Safe 6: Where Lessons are learnt from mistakes these need to be communicated effectively to all. Special attention should be paid to ensure those who use the service and their families are kept informed through forums or newsletters. Making this information visible shows that you are transparent and open.                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                         |             |              |               |
| Effective 2: You may wish to use this resource for extra guidance on how to support people to live healthier lives                                                                                                                                                                                                                                                         | <a href="https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?kloe=effective-1&amp;topic=supporting-people-to-live-healthier-lives">https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?kloe=effective-1&amp;topic=supporting-people-to-live-healthier-lives</a> |             |              |               |
| Effective 5. It is recommended that staff always get consent to carry out care and treatment, following the code of conduct                                                                                                                                                                                                                                                | <a href="https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Code-of-Conduct.pdf">https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/Managing-people/Code-of-conduct/Code-of-Conduct.pdf</a>                                                                                                                       |             |              |               |

| Action                                                                                                                                                                                                                                                       | Links                                                                                                                                                                                                                                                                                                                                                                                                 | Complete by | Date started | Date complete |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------|---------------|
| Effective 6. To ensure outcomes are monitored effectively and accurately, good record keeping is essential, to identify the outcomes and also to communicate the changes made to all who need to know. This resource shows the need for good record keeping. | <a href="https://www.lgo.org.uk/information-centre/news/2023/feb/ombudsman-issues-guide-for-care-providers-on-good-record-keeping">https://www.lgo.org.uk/information-centre/news/2023/feb/ombudsman-issues-guide-for-care-providers-on-good-record-keeping</a>                                                                                                                                       |             |              |               |
| Care 4: You may wish to use this resource for extra guidance on how to support independence with dignity and respect.                                                                                                                                        | <a href="https://caringforcare.co.uk/dignity-and-respect-in-care/">https://caringforcare.co.uk/dignity-and-respect-in-care/</a>                                                                                                                                                                                                                                                                       |             |              |               |
| Care 5: To help gauge the culture of your organisation and how loyal and happy your staff are, we recommend that you undertake the 6C's Culture Check survey. Follow the link for more information and contact details.                                      | <a href="https://www.hcpa.info/services/6-cs-culture-check/">https://www.hcpa.info/services/6-cs-culture-check/</a>                                                                                                                                                                                                                                                                                   |             |              |               |
| Responsive 2. Ensure the organisation is following the Connected Lives approach using our tool kit.                                                                                                                                                          | <a href="https://www.hcpa.info/connectedlives/">https://www.hcpa.info/connectedlives/</a>                                                                                                                                                                                                                                                                                                             |             |              |               |
| Responsive 3. It is recommended that your complaints policy is visible and that you have clear turnaround times that are then upheld when a complaint is made. All interested parties should be made aware of process and outcomes at every stage.           | <a href="https://www.lgo.org.uk/information-centre/news/2019/mar/ombudsman-issues-good-practice-guide-for-care-providers">https://www.lgo.org.uk/information-centre/news/2019/mar/ombudsman-issues-good-practice-guide-for-care-providers</a>                                                                                                                                                         |             |              |               |
| Responsive 3. You may wish to display a section in a newsletter or a notice board to show 'you said - we did'                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                       |             |              |               |
| Well Led 1. You may wish to involve staff and others in the shaping of the vision and setting targets for the company. This guide to improvement can help                                                                                                    | <a href="https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/good-and-outstanding-care/Improve-your-COC-rating/Guide-to-improvement.pdf">https://www.skillsforcare.org.uk/resources/documents/Support-for-leaders-and-managers/good-and-outstanding-care/Improve-your-COC-rating/Guide-to-improvement.pdf</a>                                                       |             |              |               |
| Well-Led 6, It is recommended that you look at what you are doing to ensure the people you support and those working for your service make a positive contribution to reducing the impact on the environment. This resource may help.                        | <a href="https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-resources.aspx?kloe=well-led-2&amp;topic=environmental-sustainability-">https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-resources.aspx?kloe=well-led-2&amp;topic=environmental-sustainability-</a> |             |              |               |

| Action                                                                                                                                                                                                                                                                                                                                                                                   | Links                                                                                                                                           | Complete by | Date started | Date complete |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------|---------------|
| Well-Led 9: It is recommended that you carry out a skills audit to ensure that all staff have the relevant skills to meet the residents needs. NB: if you care for people with dementia then all staff must receive dementia training as well as their common induction standards training. Mandatory training covers anything that is mandatory to meet the needs of your client group. | <a href="https://www.hcpa.info/services/stan/">https://www.hcpa.info/services/stan/</a>                                                         |             |              |               |
| Well-Led 9: It is recommended that you maintain all staff CPD, by using this link, it will take you to a live availability page for the training available for the next 3 months at HCPA.                                                                                                                                                                                                | <a href="https://www.hcpa.info/upcoming-training/">https://www.hcpa.info/upcoming-training/</a>                                                 |             |              |               |
| General: You may wish to engage in our Inspection and Monitoring Support Services offering a number of services to improve your overall quality. Follow the link to our web page and complete an expression of interest form to meet with the                                                                                                                                            | <a href="https://www.hcpa.info/inspection-and-monitoring-support-service/">https://www.hcpa.info/inspection-and-monitoring-support-service/</a> |             |              |               |

## Useful Links

<http://www.hcpa.info>

**Utilise the members only section for useful toolkits and information**

<https://www.scie.org.uk>

**A wealth of resources for care organisations**

<https://www.skillsforcare.org.uk>

**A wealth of resources for care organisations**

<https://www.communitycare.co.uk>

**Useful articles and information**

<https://www.scils.co.uk>

**A wealth of training resources available to HCPA members only**

<https://www.progressforproviders.org>

**A useful person centred care resource**