



Royal Hospital for
Neuro-disability



Patient and Family Feedback

Summary Report

September - November 2024

prepared by





Introduction

This document summarises the results from the annual RHN survey of patients and families.











Surveys were offered to both patients and their visiting family and friends, with paper copies available in public areas. Additionally, an electronic link for the online version and information regarding where to collect a form was sent via email to all first points of contact. There was no restriction on the number of relatives answering questionnaires. No personal data was asked for in the survey, unless respondents requested a follow up contact.

Patients were assisted to complete the survey, where appropriate, by the Patient Experience Officer, Speech & Language

Therapy Assistant and volunteers. Visual and pictorial aids were provided and a shortened survey offered where required. In addition, a talking mat version was used to support residents with more complex communication or cognitive needs.

The survey used the same questions as last year. As with the previous 2 years, we highlighted 12 questions of particular importance and placed these at the beginning of the form. We asked that, if individuals did not have time to complete the full survey, these questions were given priority. The printed survey forms and analysis of the findings were provided by Picker HWA, an experienced external company who also provided this service for the previous annual surveys.

Results

 94% Patients/Relatives told us the overall experience of service was 'Good', 'Very Good' or 'Excellent'	 98% Patients/relatives felt they were treated with respect and dignity 'Always' or 'Mostly'	 89% Overall impression of nursing care , 'Good', 'Very Good' or 'Excellent'	 87% Overall impression care and treatment provided by medical staff, 'Good', 'Very Good' or 'Excellent'	 75% Quality of food 'Good', 'Very Good' or 'Excellent'
 61% Laundry service 'Good', 'Very Good' or 'Excellent'	 85% Felt they were involved as much as they wanted to be in decisions about care/treatment , 'Always' or 'Mostly'	 77% Felt care staff introduced themselves , 'Always' or 'Mostly'	 90% Cleanliness of public areas 'Good', 'Very Good' or 'Excellent'	 70% Provide sufficient outside and community based activities, 'Definitely' or 'Generally'

Key findings

Responses

A total of 98 (69) responses were received; 50 (38) from patients, 47 (28) from relatives and 1 (3) undisclosed. This represents 45% (31%) of our total patient numbers, which is a notable increase from last year. 2023 figures in brackets.

Respondent numbers by Specialty	Specialist Nursing Home	Brain Injury Service	Specialist Services	Total RHN*
Average patient numbers	98	44	74	216
Patients	17	12	20	50
Relatives	19	2	23	47
Total number of responses*	37 (26)	14 (14)	43 (21)	98 (69)
Percentage of responses per patient numbers	38% (25%)	32% (31%)	58% (29%)	45% (31%)

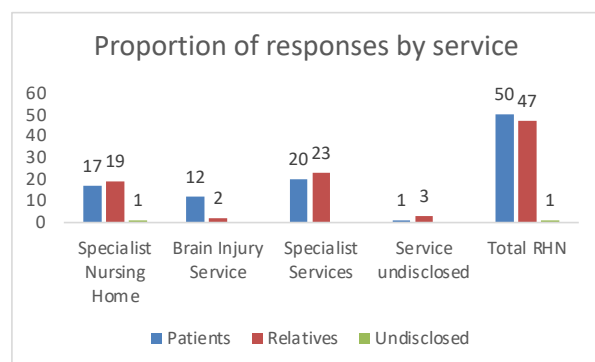
* Includes undisclosed 2023 figures in brackets

Trends in Respondent demographics	2021	2022	2023	2024
Patients	37 (42%)	37 (43%)	38 (55%)	50 (51%)
Relatives	48 (55%)	47 (54%)	28 (41%)	47 (48%)
Undisclosed	3 (3%)	3 (3%)	3 (4%)	1 (1%)
Total respondents	88	87	69	69

Participation this year is higher than in 2023 and at its highest since 2020, providing a robust base for overall results.

Compared to previous years a greater number of patients took part in the survey, which is likely due to the additional processes introduced for supporting those with complex communication and/or cognition needs to participate.

46 surveys were submitted on paper, 52 online.



Strengths

The following measures all scored positive ratings of 90% or more. Shading indicates increase / decrease since last year.

Measures rated at 90% or higher				
% Good or better / % Always or Mostly	2021	2022	2023	2024
Treated with respect & dignity while in the hospital	96%	95%	95%	98%
Given enough privacy when discussing treatment/ condition	91%	92%	90%	97%
Able to talk to a staff member when needed	91%	90%	90%	96%
(Staff) Friendly	91%	94%	98%	95%
Overall experience of service	90%	93%	89%	94%
Given information in a way that is easy to understand	93%	90%	94%	94%
General appearance of the building and grounds	99%	97%	92%	93%
(Staff) Supportive	90%	87%	93%	92%
(Staff) Polite & respectful	91%	90%	96%	92%
Able to participate in cultural / religious beliefs	81%	84%	84%	92%
Overall quality of care	91%	93%	90%	92%
Able to find staff to talk to about worries and fears	88%	83%	87%	92%
(Staff) Approachable	91%	92%	100%	91%
Cleanliness of public areas	96%	97%	92%	90%

- Note that nearly all key measures are strengths and each of the above contributes to the excellent overall opinions
- In each of these measures, there is almost no dissatisfaction

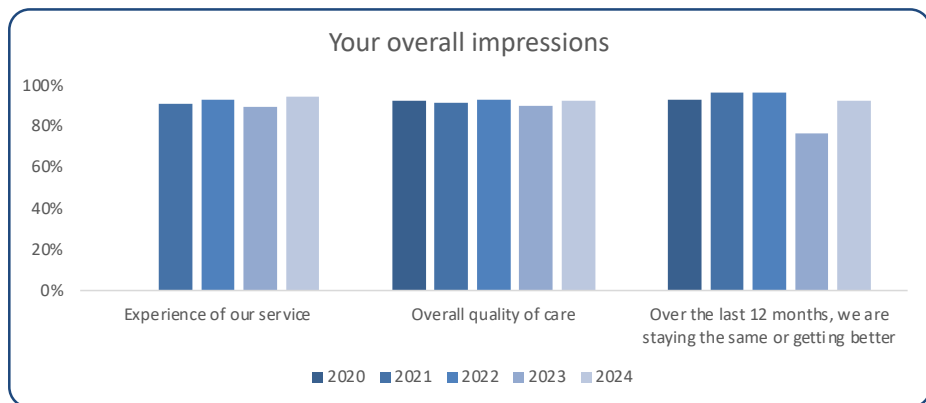
Staff

Staff remain the single most important driver of patient satisfaction. Over the two years preceding 2023, all key staff specific measures recorded 90% or above satisfaction, except for supportive. In 2023, all staff ratings increased to above 90%, including supportive.

In 2024 however, there were declines in some staff attributes. Compared to 2023, the greatest decreases overall were noted for approachable (-9 percentage points) and patient (-6 percentage points), with the Specialist Services having the most room for improvement across these attributes. Positively, staff ratings remain generally high – near or above 90% at the overall level.

Staff Ratings	Specialist Services	Brain Injury	Nursing Home	Hospital
Did you find the staff...?	% Good or better			
Approachable	85%	92%	100%	91%
Friendly	92%	100%	100%	95%
Patient	88%	83%	96%	89%
Polite & respectful	88%	100%	96%	92%
Supportive	88%	100%	96%	92%

Overall opinions



- The previous recommendation question has been replaced by an overall experience question required by the NHS. This was updated in the 2021 survey and remained the same since.
- After the last year's declines, each of the overall measures improved in 2024.
- In 2023, fewer respondents said that the RHN was staying the same or getting better – a quarter indicated that the RHN is getting worse. This year, perceptions of the progress made over the last 12 months recovered to the levels seen in 2022 – with dissatisfaction indicated by less than a tenth (8%).

Declines in key measures (of more than 6%)	2021	2022	2023	2024	Change
(Staff) Approachable	91%	92%	100%	91%	-9%pts
Laundry service	79%	71%	70%	61%	-9%pts
(Staff) Patient	91%	91%	95%	89%	-6%pts

- The declines in 2024 were smaller than decreases seen last year.
- Staff approachability and laundry service noted the greatest declines in 2024 (-9 percentage points each), followed by staff patience (-6 percentage points).

Opportunities – lowest ratings

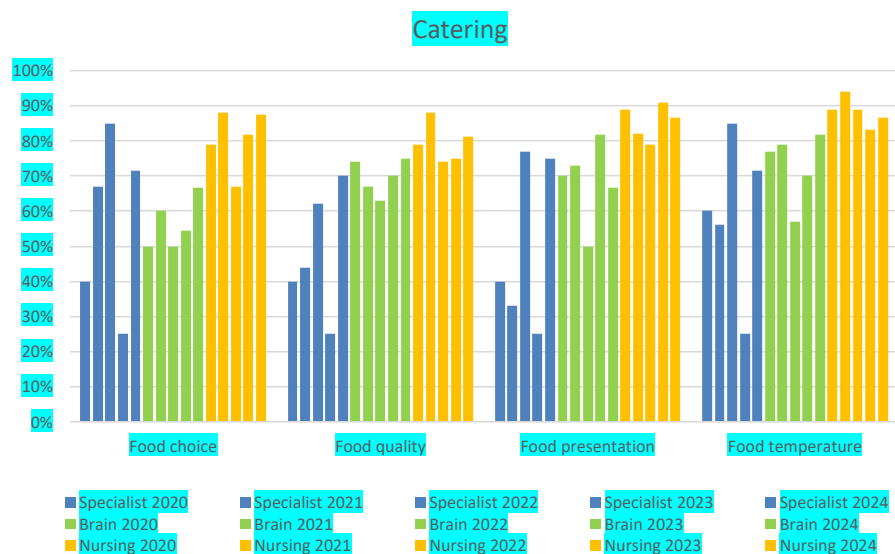
The following measures all scored positive ratings of 75% or less. Shading indicates increase/decrease of more than 5% since last year.

Measures rated at 75% or lower				
% Good or better / % Always or Mostly	2021	2022	2023	2024
Food quality	71%	67%	56%	75%
Sufficient activities ON THE WARD	61%	60%	63%	74%
Sufficient activities OUTSIDE / COMMUNITY BASED	53%	57%	63%	70%
Laundry service	79%	71%	70%	61%
Raised concern resolved (%Yes completely)*	35%	47%	40%	40%

*Please note that the responses are structured differently to this question. Concerns resolved completely/partially = 89%

- Laundry service noted a decline in 2024.
- Raised concern resolution remains largely stable, although there is scope for improvement.
- Scores for some aspects of activities have increased, however leaving room for further development.
- Food experience, which has been rated somewhat less positively in the past, saw an improvement in 2024.

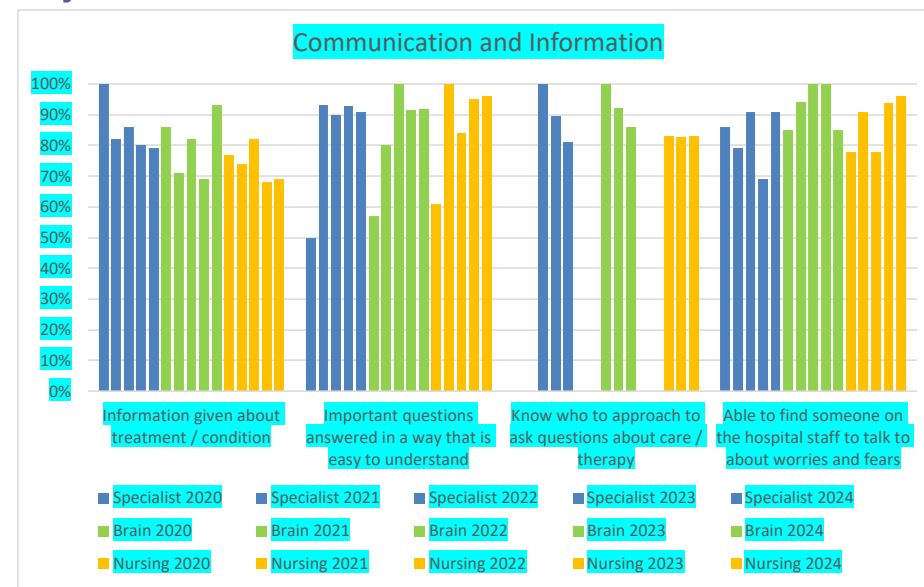
Key areas – Catering



Hospital Ratings % Good or better	2021	2022	2023	2024	Change
Food choice	74%	68%	50%	76%	+26%pts
Food quality	71%	67%	56%	75%	+19%pts
Food presentation	70%	71%	66%	77%	+11%pts
Food temperature	81%	80%	60%	79%	+19%pts

- Food ratings saw an overall uplift in 2024.
- The improvement was noted across nearly all attributes, except for slightly declined food presentation across the Brain Injury and Nursing Home Services.
- Nursing Home ratings remain the highest among the services.
- Specialist Services recovered from last year's low scores across all food attributes.

Key areas – Communication and Information



Hospital Ratings (% good or better, % yes mostly or always*)	2021	2022	2023	2024	Change
Communication & Information					
The information we give you about (your) treatment / condition	75%	82%	71%	76%	+5%pts
If you have important questions to ask are you given information in a way you can understand? *	93%	90%	94%	94%	-
If you have questions to ask about any aspect of care or therapy, do you know who to approach? *	-	88%	86%	84%	-2%pts
Are you able to find someone on the hospital staff to talk to about your worries and fears? *	88%	83%	87%	92%	+5%pts
Do members of our care team introduce themselves to you?*	85%	78%	71%	77%	+6%pts

- Positive changes in communication and information were noted in 2024, especially in the provision of information about treatment/condition in the Brain Injury Service, and in the ability to find staff to talk to about worries and fears, particularly improved across the Specialist Services and for the Nursing Home too. However, there are areas for focus:
 - There has been a consecutive decline since 2022 in knowing who to approach with questions about care and therapy across the Specialist and Brain Injury Services in particular.

- Brain Injury Services also noted a decline in the ability to find staff to talk to about worries and fears.
- Please note, during 2021 the answer options for 'If you have important questions to ask are you given information in a way you can understand?' changed from three answer option to 2 positive and 2 negative, in line with other areas of the survey. The 2 positive answers are now compared with 2020's 1 positive response, hence the apparent jump in results in 2022.
- The answer options for 'If you have questions to ask about any aspect of care or therapy, do you know who to approach' were updated in 2022 and are therefore not comparable to previous responses.

Do members of our care team introduce themselves to you?				
% Always or Mostly				
2021	2022	2023	2024	Change
85%	78%	71%	77%	+6%pts
Specialist Services	Brain Injury	Nursing Home	RHN	
80% (+12%pts vs. 2023)	77% (-2%pts vs. 2023)	73% (-3%pts vs. 2023)	77% (+6%pts vs. 2023)	

- There has been an increase in the number of staff introducing themselves across the Specialist Services, which has contributed to the increase of the RHN rating.

Key areas – Activities

Do we provide sufficient activities?				
% definitely or generally				
Area	2021	2022	2023	2024
On the Ward	61%	60%	63%	74%
In the Hospital	63%	83%	82%	85%
Outside and in the community	53%	57%	63%	70%

- There was a decline in satisfaction for all aspects of activities in 2021, attributed to Covid-19 restrictions.
- Since most restrictions were lifted, many activities resumed, especially general hospital activities and events, leading to a significant increase in scores for this area in 2022.
- Scores for ward-based activities and access to the grounds and community remained relatively low in 2022 and increased only minimally in 2023.
- In 2024, ratings for activities are at their highest after 2020.

Strengths and opportunities across services

The table below compares the results, by Service, for all key questions. All figures are % positive.

Scores that are more than 5% higher or lower than the RHN total are highlighted.

		Specialist Services	Brain Injuries	Nursing Home	Hospital
Total responses		43	14	37	98
Your overall impressions	How was your experience of our service?	88%	100%	97%	94%
	The overall quality of care	86%	100%	97%	92%
	Over the last 12 months, do you think we are getting better/staying the same	82%	NA	100%	92%
Staff	Do members of our team introduce themselves to you?	80%	77%	73%	77%
	Are the staff friendly?	92%	100%	100%	95%
	Are the staff approachable?	85%	92%	100%	91%
	Are the staff supportive?	88%	100%	96%	92%
	Are the staff polite & respectful?	88%	100%	96%	92%
	Are the staff patient?	88%	83%	96%	89%
Care	The information we give you about your treatment	79%	93%	69%	76%
	The care and treatment provided by the medical staff	81%	100%	92%	87%
	The nursing care on your ward	88%	86%	92%	89%
	The standard of therapy that you receive	81%	93%	77%	81%
Respect, privacy, dignity	Are you able to participate in your cultural and religious beliefs?	90%	91%	94%	92%
	Are you given enough privacy when discussing treatment / condition?	98%	93%	97%	97%
	Do you feel you are treated with respect & dignity while in the hospital?	100%	100%	94%	98%
The hospital and grounds	The cleanliness of your room	86%	86%	97%	89%
	Cleanliness of the public areas	89%	93%	97%	90%
	The general appearance of the building and grounds	89%	100%	97%	93%
	The laundry service	65%	25%	63%	61%
Food	Food choice	71%	67%	88%	76%
	Quality of food	70%	75%	81%	75%
	Presentation of food	75%	67%	87%	77%
	Temperature of your food	71%	82%	87%	79%
Activities	Do we provide sufficient activities ON THE WARD?	79%	62%	75%	74%
	... sufficient activities IN THE HOSPITAL?	82%	69%	97%	85%
	... sufficient OUTSIDE AND COMMUNITY activities?	68%	50%	79%	70%
Communication and information	... are you given information in a way you understand?	91%	92%	96%	94%
	If you have questions do you know who to approach?	81%	86%	83%	84%
	Are you involved as much as you want to be in decisions/	88%	75%	89%	85%
	Are you able to talk to a staff member when you want?	97%	86%	100%	96%
	Can you find someone to talk to about your worries?	91%	85%	96%	92%

Services in depth – Specialist Nursing Home

Full results documented in Appendix 1

Type of respondent	2018	2019	2020	2022	2023	2024
Patients (% of total)	16 (36%)	15 (36%)	10 (25%)	13 (37%)	13 (50%)	17 (47%)
Relatives	31	27	30	21	13	19
Total respondents	47	43	40	35	26	37

- Total response number is higher but generally in line with previous years – an uplift is underpinned by an increase in responses from both relatives and patients.
- Overall ratings are improved since 2023.
- STRENGTHS include: overall quality of care, overall experience of service, staff ratings, ability to talk to/contact staff when needed, being given privacy when discussing treatment/condition, sufficient hospital activities, general appearance of the building and grounds, cleanliness of public areas as well as of rooms, answers to important questions explained in a way that is easy to understand, ability to find staff to talk to about worries and fears, being treated with respect and dignity, ability to participate in cultural/religious beliefs, nursing care on ward, care and treatment provided by medical staff.
- CHALLENGES include: had to raise a concern, laundry service, information given about treatment/condition, staff introductions, sufficient ward activities.
- A number of measures IMPROVED compared to last year. These include:
 - Progress over 12 months
 - Sufficient WARD activities
 - Sufficient OUTSIDE AND COMMUNITY BASED activities
 - Sufficient HOSPITAL activities
 - Ability to talk to/contact staff when needed
 - Ability to participate in cultural/religious beliefs
 - Care and treatment provided by medical staff
 - Overall quality of care
 - Raised concern resolution
 - General appearance of the building and grounds
 - Food quality, choice and temperature
 - Overall experience of service
 - Being given enough privacy when discussing treatment/condition
- Ratings for staff have remained mostly stable and are rated above 90%, although SUPPORTIVE and PATIENT declined slightly (by 4 percentage points each).
- 73% say the members of staff introduced themselves (it is a second consecutive decline since 2022).
- Respect & dignity ratings have declined to 94% in 2024, however privacy has increased again and is now at 97%.
- Scores for food have generally improved for the second consecutive year, except for food presentation which noted a slight decline after a more positive result in 2023.
- Communication and information provision have improved, however being involved in decisions about care and treatment noted a decline.

Services in depth – Specialist Services

Full results documented in Appendix 2

Type of respondent	2019	2020	2021	2022	2023	2024
Patients (% of total)	11 (52%)	2 (25%)	11 (42%)	9 (36%)	14 (67%)	20 (47%)
Relatives	10	6	15	14	7	23
Total respondents	21	8	26	25	21	43

- Total response numbers are improved compared to previous years, with an increase in response levels from both patients and relatives.
- Overall ratings remain high, although decreased following more positive 2023 results, especially overall quality of care.
- STRENGTHS include: being treated with respect and dignity, given enough privacy when discussing condition/treatment, ability to talk to/contact staff when needed, staff being friendly, knowledge how to raise concerns about care, answers to important questions being explained in a way that is easy to understand, ability to find staff to talk to about worries and fears, ability to participate in cultural/religious beliefs.
- CHALLENGES include: catering, sufficient outside and community based activities, laundry service, had to raise a concern.
- A number of measures that IMPROVED last year have further improved in 2023. These include:
 - All staff attributes noted a decrease after achieving more positive scores last year, especially APPROACHABLE and POLITE & RESPECTFUL.
 - Knowing who to approach as well as general appearance of the building and grounds noted second consecutive decreases since 2022.
- Ratings for respect, dignity and privacy have all noted second consecutive increases.
- Scores for food and sufficient activities improved prominently, while scores for cleanliness of public areas and of room saw a marginal improvement.
- Other measures that notably IMPROVED since 2023 include:
 - Staff introductions
 - Ability to find staff to talk to about worries and fears
 - Ability to talk to/contact staff when needed
 - Being involved in decisions about care and treatment

Services in depth – Brain Injury Services

Full results documented in Appendix 3

Type of respondent	2019	2020	2021	2022	2023	2024
Patients (% of total)	2 (22%)	12 (43%)	10 (45%)	13 (72%)	9 (64%)	12 (86%)
Relatives	7	16	12	5	5	2
Total respondents	9	29	22	18	14	14

- Total response numbers are generally in line with recent years. Compared to last year, there has been a slight increase in responses from patients and a slight decrease in responses from relatives.
- Overall experience of service and overall quality of care have both recovered from lower scores last year, being now at their highest (100%).
- Brain Injury standard of care remains the highest rated across the three areas of service.
- STRENGTHS include: being treated with respect and dignity, staff being supportive, polite and respectful, friendly, overall quality of care, overall experience of service, general appearance of the building and grounds, care and treatment provided by medical staff, standard of therapy received, information given about treatment/condition, did not have to raise a concern, being given enough privacy when discussing treatment/condition, cleanliness of public areas, staff being approachable, answers to important questions explained in a way that is easy to understand, ability to participate in cultural/religious beliefs.
- CHALLENGES include: being involved in decisions about care and treatment, knowing how to raise a concern, sufficient activities, food quality, presentation and choice, laundry service.
- 77% of team members introduce themselves, still not recovered the levels seen in 2021 (95%).
- STAFF ratings average 95%; with all being 100% - except for APPROACHABLE that decreased to 92% and PATIENT that noted a decline to 83% and is the lowest rated across the three service areas.
- The care and treatment provided by the medical staff have maintained 100% result for the second consecutive year. Nursing care on the ward have improved since last year, however remains the lowest rated across the three service areas.
- Privacy, respect and dignity remain strong above 90%; being treated with respect and dignity recovered to 100% previously seen in 2022.
- Participation in cultural and religious beliefs has rebounded in 2024, with an improvement to 91%, nearly recovering to the high result of 95% seen in 2020.
- Providing sufficient activities has declined overall, especially for ward-based activities (62%) and outside/community-based activities (50%).
- Food ratings improved for the second consecutive year; however, food presentation declined to 67%, aligning with the improved but still lower score regarding choice.
- Communication and information ratings have mostly further declined in 2024; however, they remain robust. The lowest rated aspect is involvement in decisions about care and treatment, which has decreased to 75%. Answers to important questions explained in a way that is easy to understand remain stable at 92%. Information given about treatment/condition has improved to 93% (the highest score seen in recent years).

Overview of comments

Comments were invited at various points throughout the questionnaire, and the following themes were identified from these responses.

Overall quality

There was praise for the continuing excellence of the service provided:

“The care offered by everyone at the RHN is outstanding and we are very satisfied.”

“My son now has a core group of consistent carers which has resulted in more personal centred care. The opening of the sensory room in August has also improved his quality of life.”

“Food is much better than it used to be. Laundry has also improved. Enjoy gardening in the unit.”

“RHND have been always improving the quality care service and taking into account all the feedbacks from patients and relative. Thank you very much.”

Not all comments were positive, however, suggesting that there is still room for improvement:

“Although the care can be a hit and miss at times, there is no other place I would want my one to be.”

“Your regular staff are excellent and do far more than just deliver care. However the occasional and agency staff almost always do the minimum, don't seem to care or are just earning the money. It is a tough one!”

“The RHN is a real community. The nursing staff, the cleaning staff and catering team. The patients and families, together constitute this. Weekday working staff are less engaged and sometimes seem uninterested.”

Activities

A number of respondents indicated a desire for additional as well as more frequent outside activities. Some also mentioned that support is needed to facilitate attendance.

“Would like more opportunity to access gardens and community.”

“More interaction with other people - More stimulation.”

"I do feel that there could be more external activities organised and more use made of the communal spaces in the main hospital and the grounds. They often feel seriously underused and empty which is a shame as they are such great spaces."

"I am not really aware of all the activities that are provided but I do know that my relative did not attend many. He couldn't speak in order to ask to do things. He was mostly just in his wheelchair in the day room."

"My son needs to be having speech & language therapy plus occupational therapy to join in and to participate in activities."

"Get the therapy pool running again. Every ward should have a static bike and be encouraged to use it."

What is good here

Patients and families emphasise the importance of therapies and staff as key aspects of the care provided, highlighting that the staff are pivotal to patient satisfaction at the hospital. As staff attitudes and professionalism improve, overall ratings also elevate.

"Staff treat patients with a high level of care and devotion."

"All the staff have been very good including all the therapists, nurses, care staff, those serving the meals, receptionist, cleaners, doctors and everyone who helped and supported our relative & us."

"All the staff are amazing and doing a great job in looking after my Mum. We're so happy that she is a resident at the RHN."

"The care is excellent. Staff are very kind & attentive to the patients. Despite the difficult conditions they work under, they are always cheerful."

"Physio has improved my condition greatly."

"The friendliness of staff, the quality of nursing, the feeling that staff really do care about the residents."

Opportunities for improvement

There have been comments regarding staff, care, and communication, as well as remarks about food, facilities, and activities.

"Overall the nurses have done a fantastic job looking after my relative with the pressures of the ward, but the medical team needs to have a greater daily presence in the day to day care of patients on the ward who are medically complex and highly vulnerable to instability and need input from the medical team."

"For the vast majority of the time and on most occasions, things are very good. However a minority of staff, more often the clinical team and sometimes agency care staff, let the side down. Perhaps investigate?!"

"Overall previously it was very good or excellent but we have a lot of agency staff and new staff who don't speak and tell you what they are doing which I imagine is scary for those unable to communicate verbally."

"Wide spread lack of understanding by the healthcare assistants on how to care for non verbal patients to ensure their comfort and wellbeing."

"Staff should be trained individually and give proper and equal care to the patients. Staff are jumping/skipping the work they are allocated for and give it to others to do."

"Get squirrel proof bins! From a care perspective, just make sure that you have enough full-time professional staff to maintain the connections & community cohesion."

"I think it would help visitors / relatives would find it helpful if a list of ideas was given for each therapy the patient had so that they could re-inforce what was done. This might be positive for the patient."

"Staff don't always have the time to talk to me. It sometimes feels that everyone is too busy but I know they work very hard."

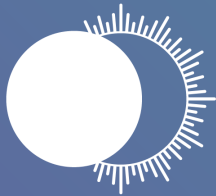
"There has been a decrease in food quality & presentation which requires improvement. Communication skills generally for staff especially use of communication chart. [can be improved]"

"The toilet facilities are not always clean. The canteen should be open for longer & server hot food all day."

Actions:

- The findings will be shared with the Executive Team and Board.
- A breakdown of data/feedback will be shared with wards and departments for the formation of localised action plans.
- Summarised and easy read findings to be shared with patients, residents and their relatives.
- Overview of localised findings and actions to be presented/shared within Service Level Forums
- Results to feed into the ongoing working parties and action plans (especially relating to communication with families and activities/stimulation for patients and residents).
- Staff, relatives and patients/residents will continue to work together to review processes and suggest/implement improvements.





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