



# QUALITY ASSURANCE

Our Latest Survey and Quality Monitoring Findings:  
Your Feedback on Our Care and Services

FROM APRIL 2025 TO MARCH 2026



## QUALITY ASSURANCE QUANTITATIVE METHODS

We at Kindcare, aim to provide and sustain a service to a standard of excellence which embraces equality, equity, diversity and human rights in every aspect of the care, treatment and support provided by innovation and focusing on a person - centered wellbeing.

Therefore, the manager undertakes audit of the service periodically. To ensure that the audit is comprehensive, Quantitative methods are used.

The method enables people to gain better understanding of the service and its performance. The quantitative method is a visual presentation of your feedback of the service performance and according to the phrase 'a picture is worth a thousand words' it may convey the essence of the audit more effectively than a long report.

As you are aware, we periodically ask you to complete our surveys and tell us what you think about the service we provide.

This leaflet contains the results of the latest surveys. They include:

- a) Surveys completed by you, the residents,
- b) Surveys completed by your families and friends,
- c) Surveys completed by professionals,
- d) Surveys completed by the staff,
- e) Staff Turnover
- f) Information on how long it takes for staff to respond to your calls for assistance and / or emergency,
- g) Analysis of staffing levels, if there are enough staff on shift,
- h) 'Safety thermometer, providing information on how many complaints, safeguarding cases, medicines 'near misses', accidents and incidents we have had in the last year.



The periodic audit of quality assurance is an effort to ensure transparency in what we do and how we do it. It is also made available to all our residents and our website.

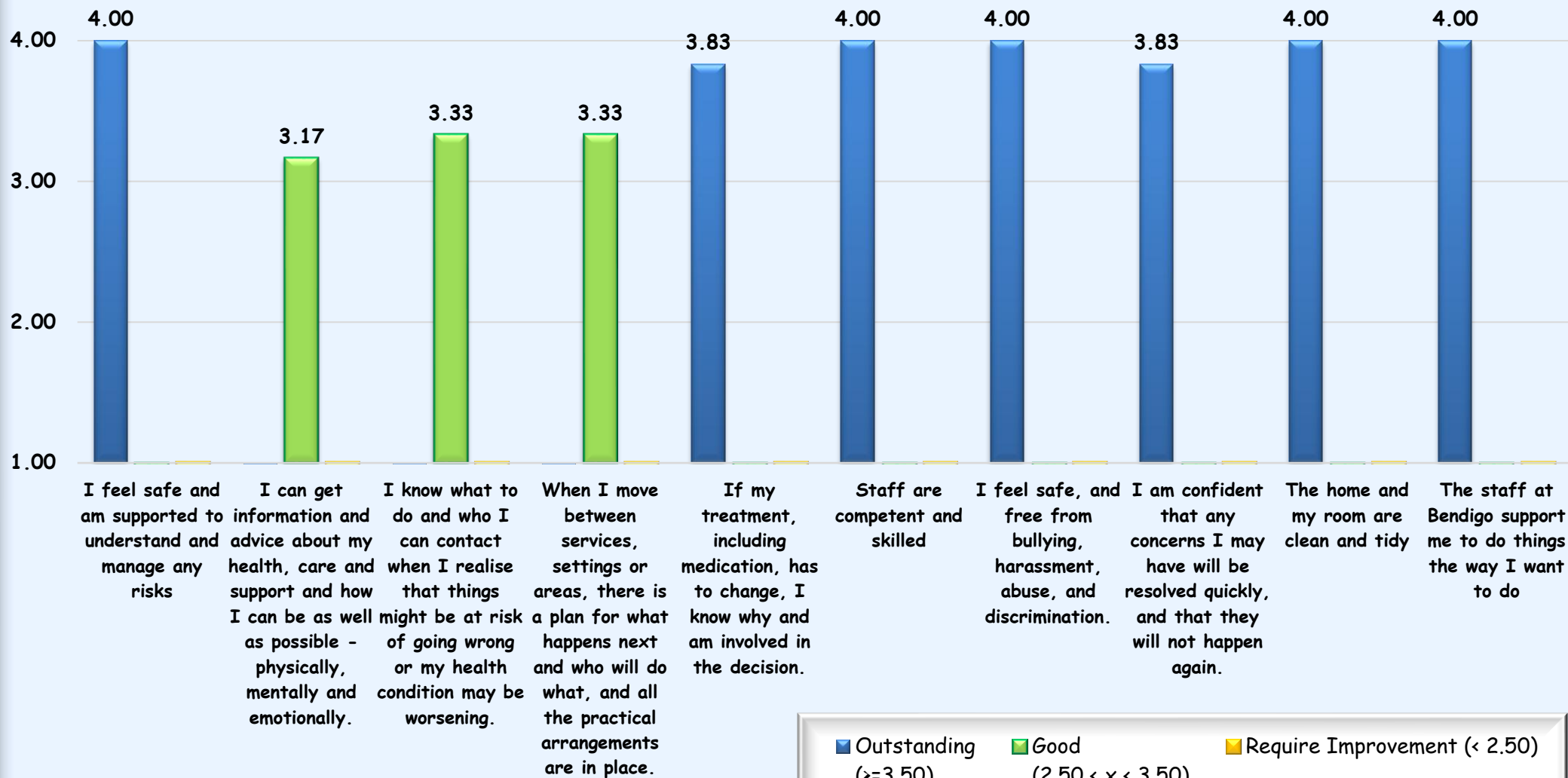
*We welcome any suggestions, issues, or concerns you may have. The Manager's door is always open.*

# SERVICE USERS SURVEY ANALYSIS

The data for these surveys was collated in July 2025

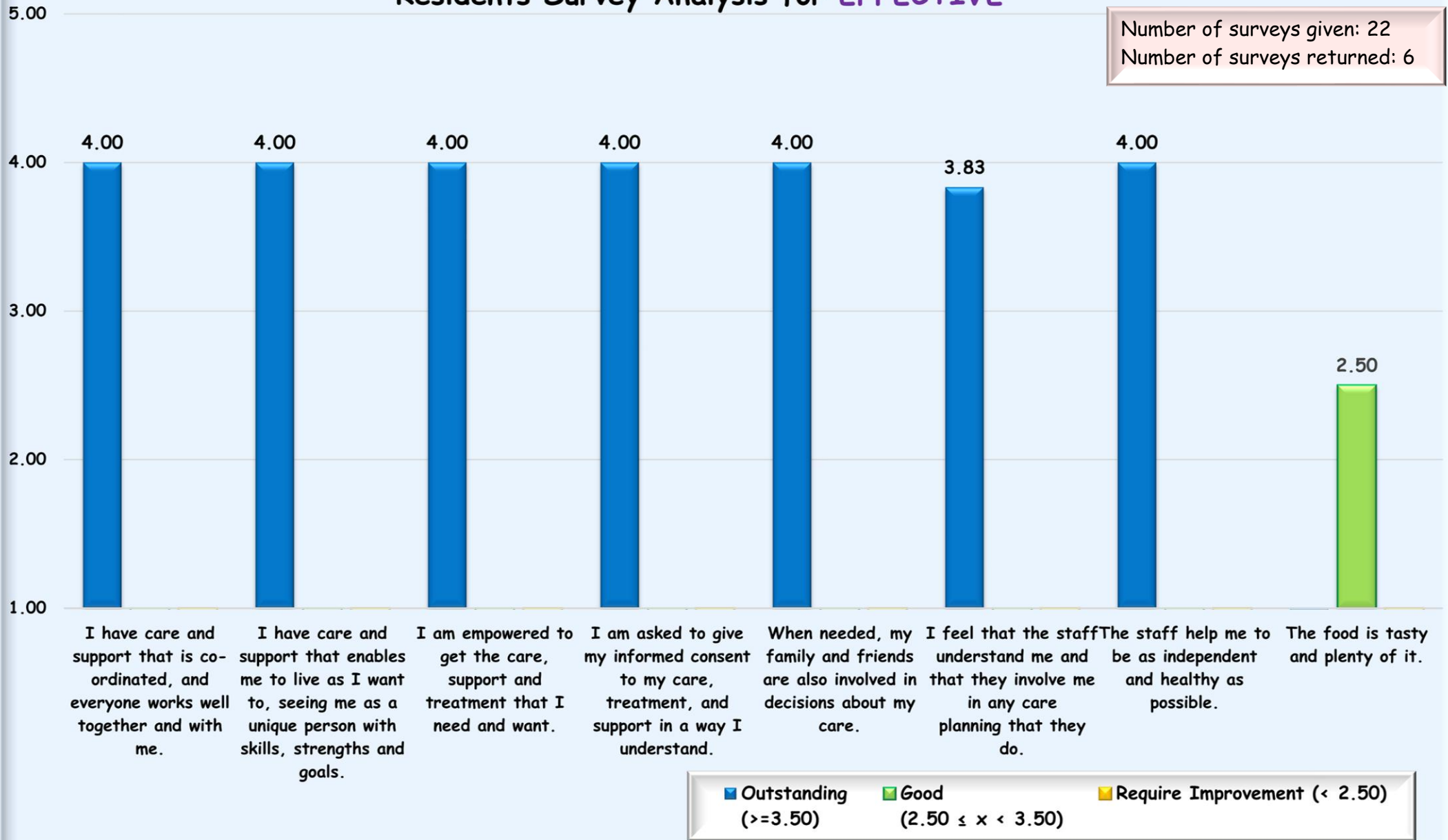
## Residents Survey Analysis for SAFE

Number of surveys given: 22  
Number of surveys returned: 6



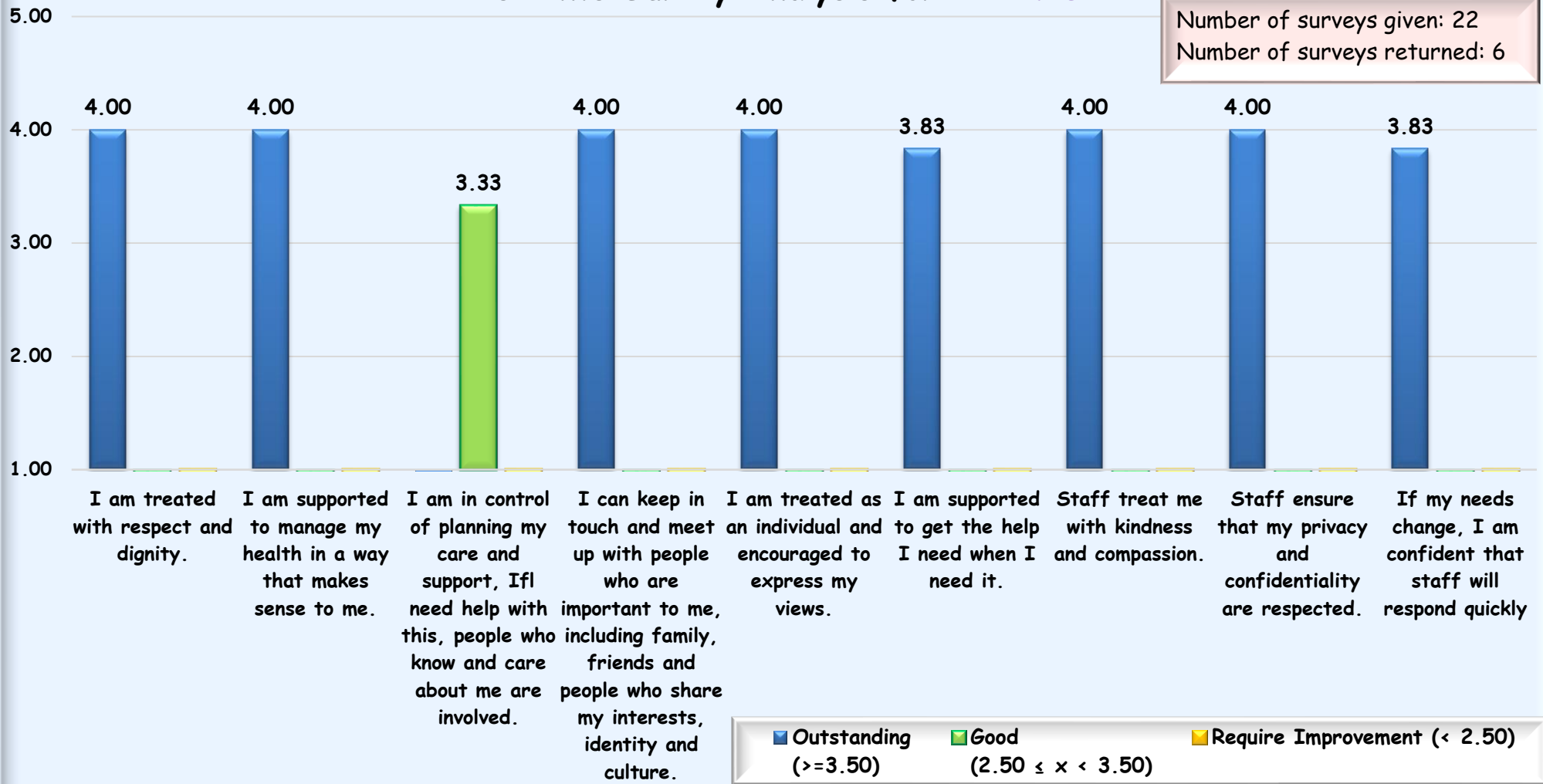
## Residents Survey Analysis for EFFECTIVE

Number of surveys given: 22  
Number of surveys returned: 6



## Residents Survey Analysis for **CARING**

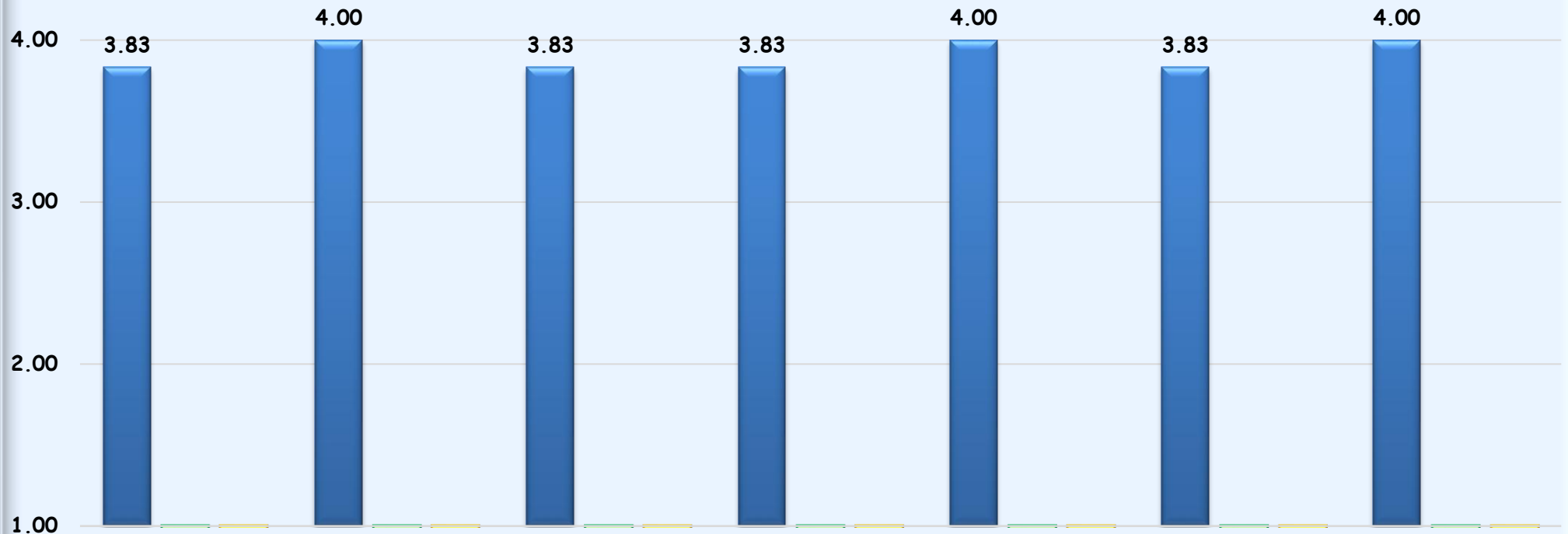
Number of surveys given: 22  
Number of surveys returned: 6



■ Outstanding ( $\geq 3.50$ )    
 ■ Good ( $2.50 \leq x < 3.50$ )    
 ■ Require Improvement ( $< 2.50$ )

# Residents Survey Analysis for RESPONSIVE

Number of surveys given: 22  
 Number of surveys returned: 6



I am supported to plan ahead for important changes in my life that I can anticipate.

I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff,

I can get information and advice that is accurate, up to date and provided in a way that I can understand.

I am encouraged and enabled to feedback about my care in ways that work for me and I know how it was acted on.

My care, treatment and support needs are developed in partnership with me.

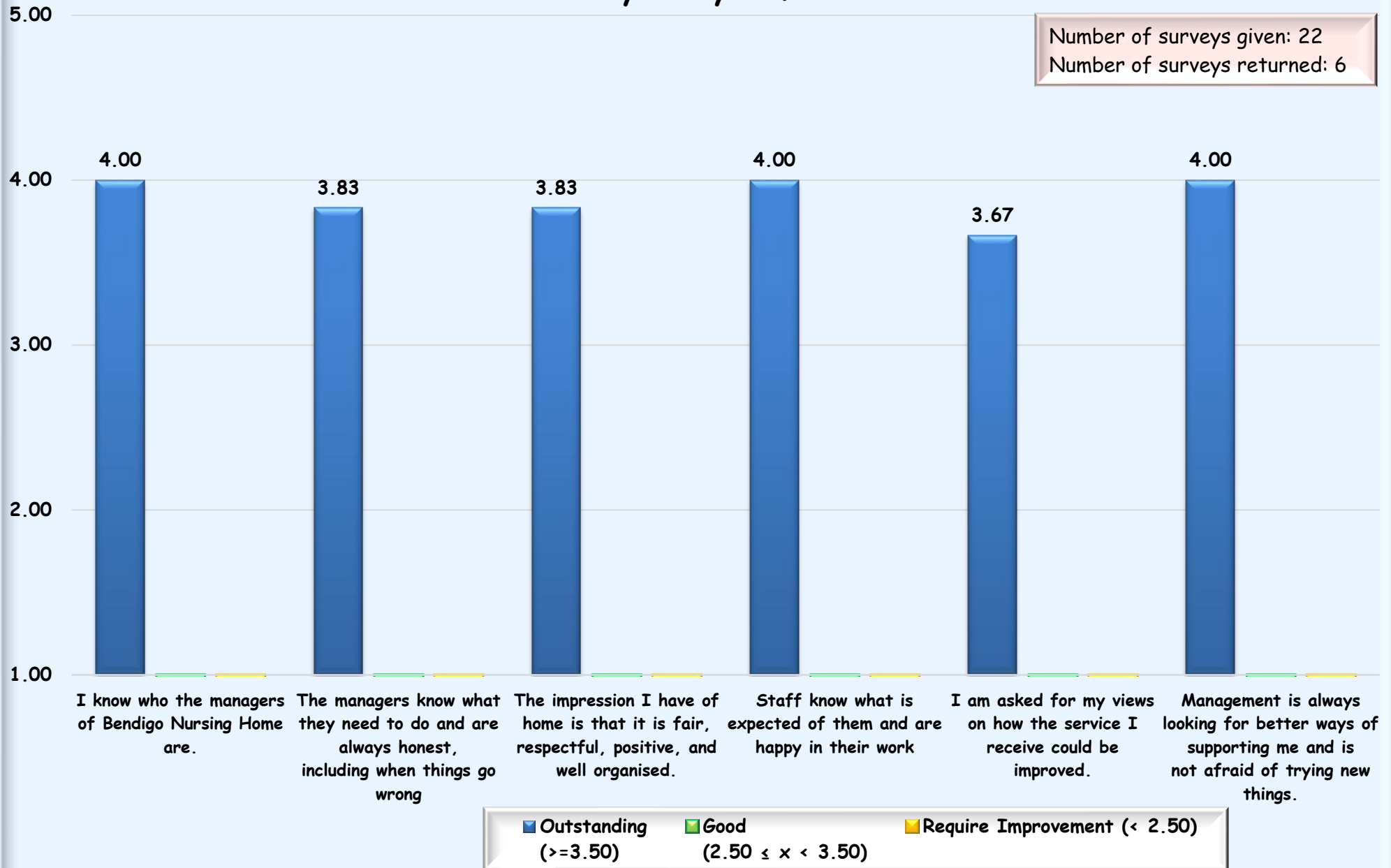
I am fully involved in decisions about my current and future care.

If I have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time

■ Outstanding (>=3.50)    
 ■ Good (2.50 ≤ x < 3.50)    
 ■ Require Improvement (< 2.50)

## Residents Survey Analysis for WELL-LED

Number of surveys given: 22  
 Number of surveys returned: 6

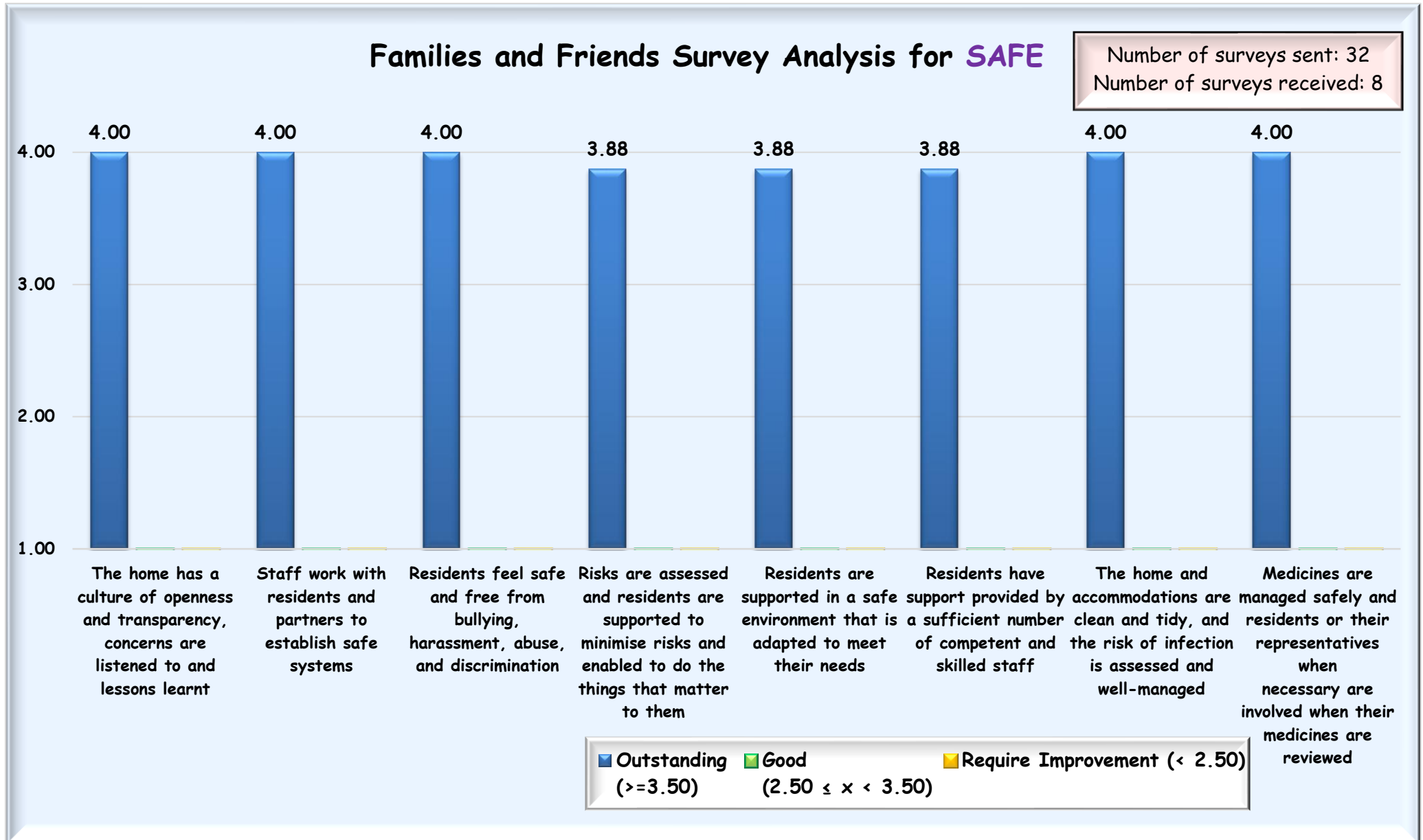


## Additional Comments made by Service Users

- ✔ First Class Service
- ✔ All staff are all nice and good.
- ✔ All staff are very nice and kind to me

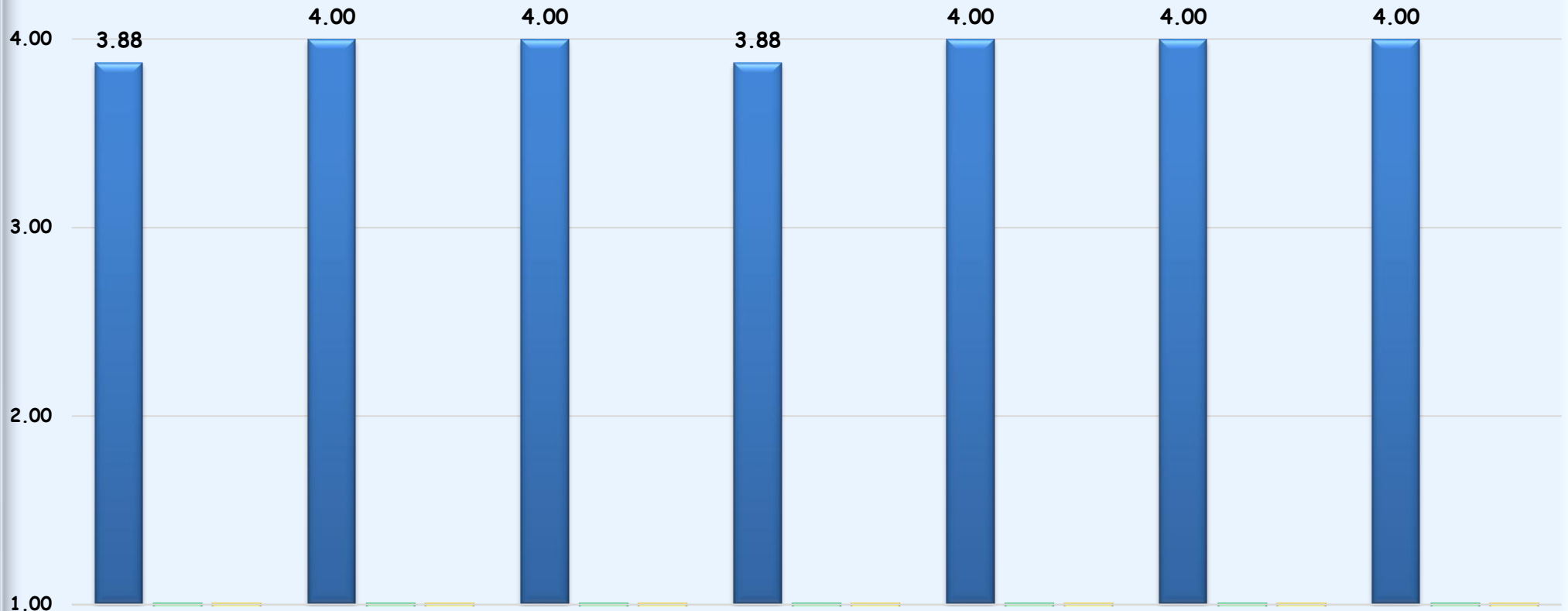
# Families and Friends Survey Analysis

The data for these surveys was collated in July to October 2025



## Families and Friends Survey Analysis for **EFFECTIVE**

Number of surveys sent: 32  
 Number of surveys received: 8



Residents are involved in the assessment of their needs, and support is provided to maximise their involvement

Residents receive care, treatment and support that is evidence-based and in line with good practice standards

Residents have care and support that is coordinated, and everyone works well together, including the residents and their representatives where relevant

Residents have balanced care and support that enables them to live as they want to, understanding the risks and how to mitigate those

Residents' care, treatment and support are monitored effectively and outcomes improved continuously as reasonably as possible

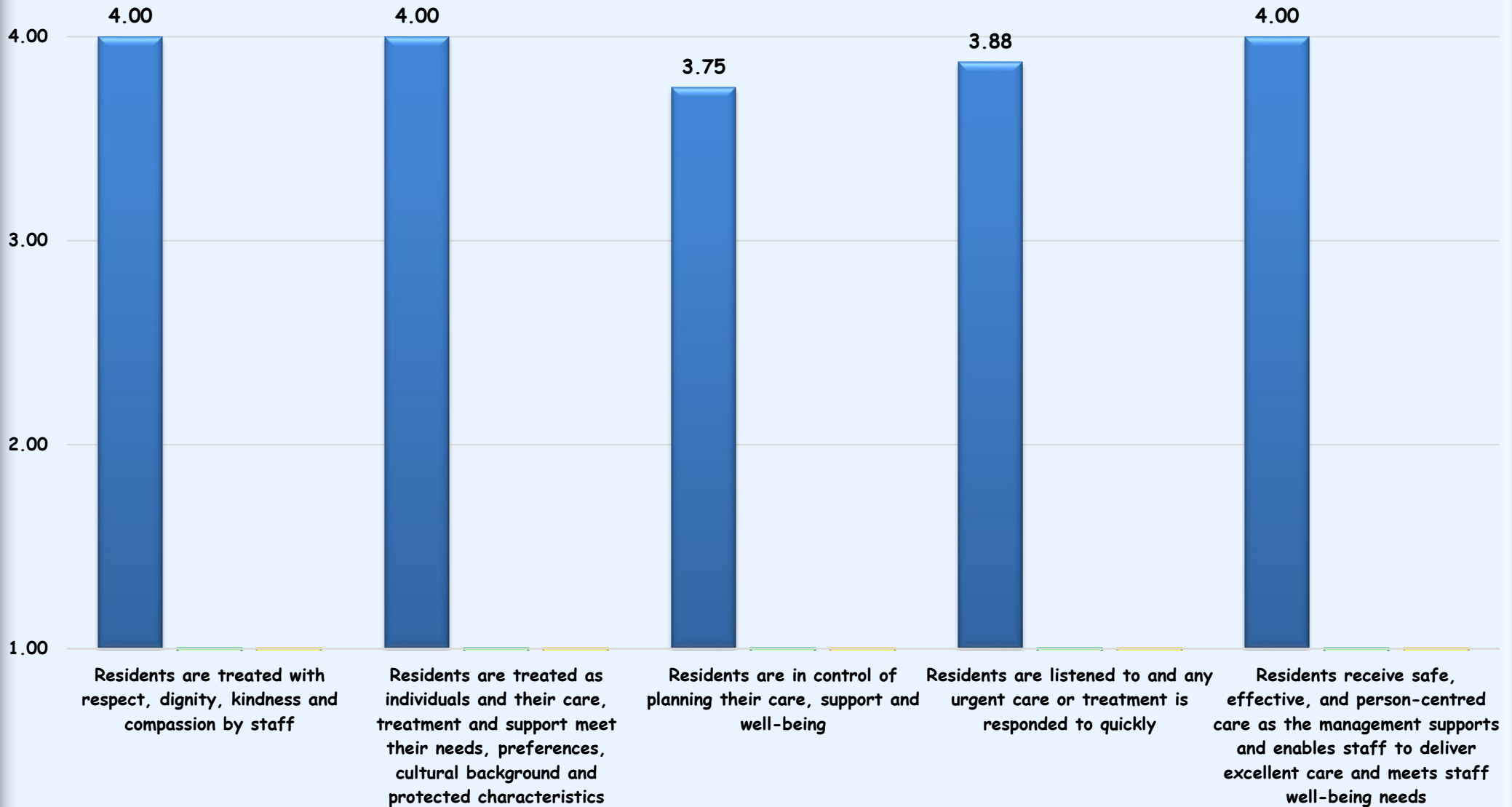
Residents' informed consent regarding their care, treatment and support is sought in a way they understand

When needed, family and advocates are involved in decisions about residents' care.

■ Outstanding (>=3.50)    
 ■ Good (2.50 ≤ x < 3.50)    
 ■ Require Improvement (< 2.50)

# Families and Friends Survey Analysis for CARING

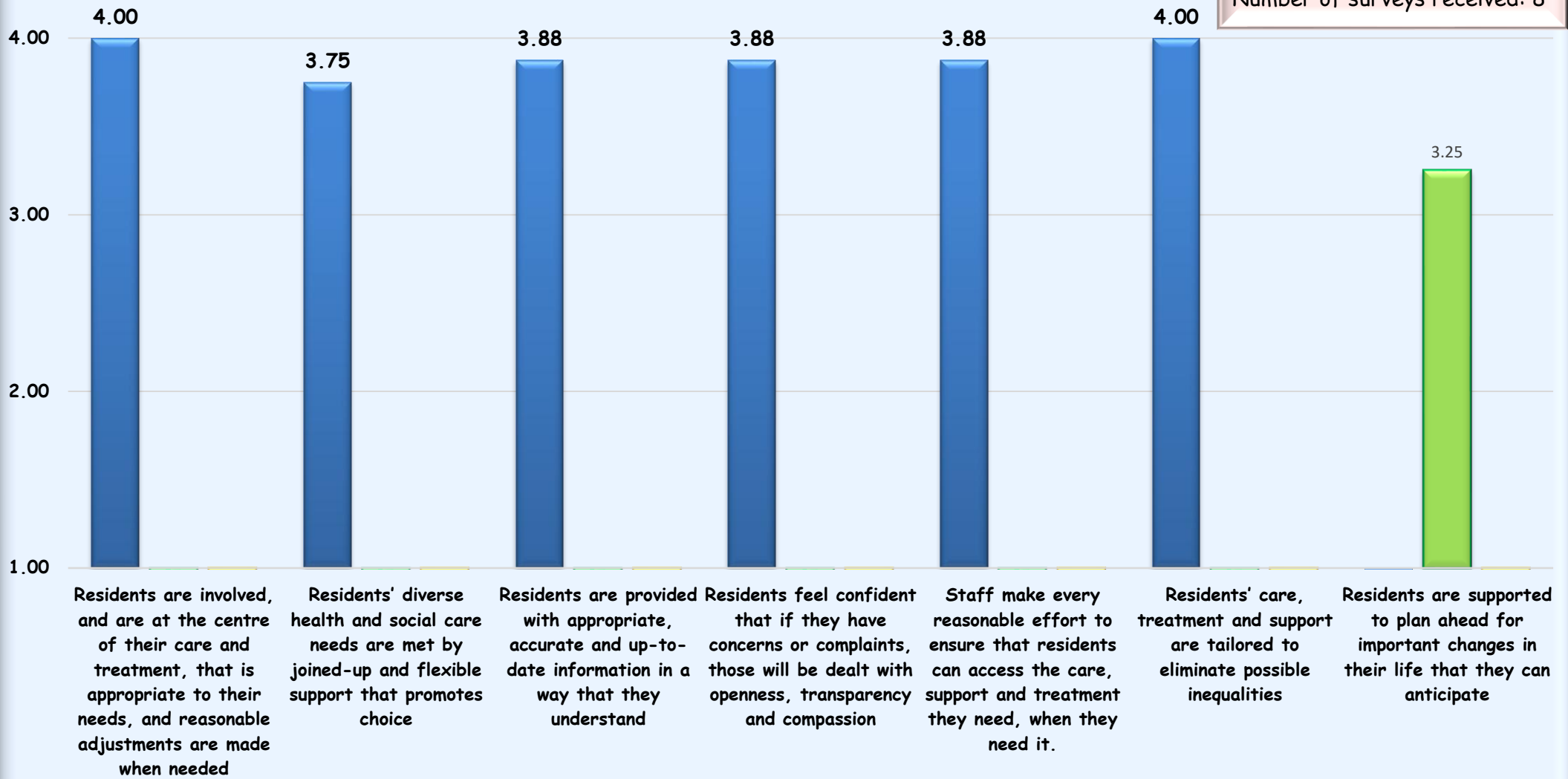
Number of surveys sent: 32  
Number of surveys received: 8



■ Outstanding ( $\geq 3.50$ )    ■ Good ( $2.50 \leq x < 3.50$ )    ■ Require Improvement ( $< 2.50$ )

## Families and Friends Survey Analysis for RESPONSIVE

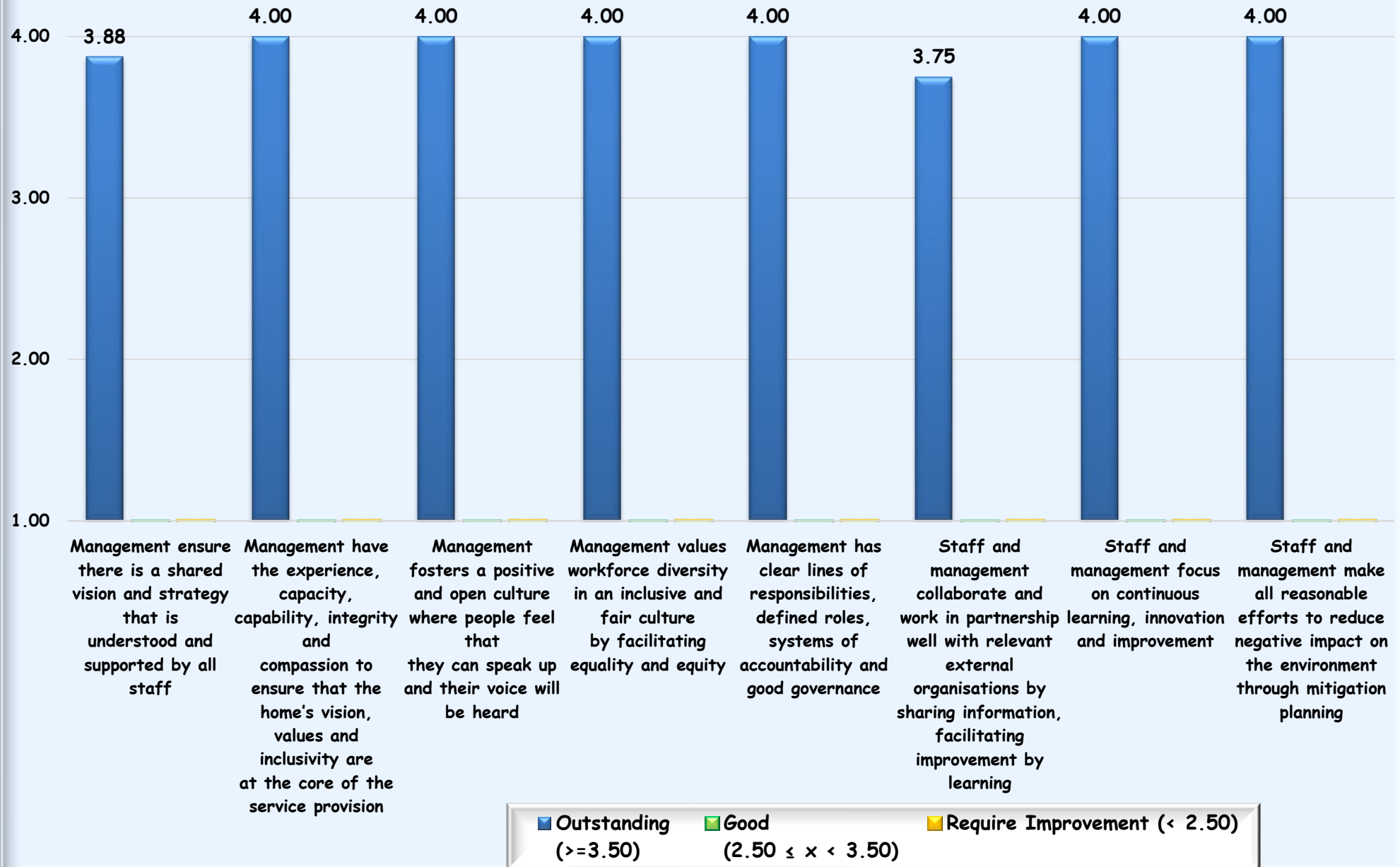
Number of surveys sent: 32  
Number of surveys received: 8



■ Outstanding ( $\geq 3.50$ )    
 ■ Good ( $2.50 \leq x < 3.50$ )    
 ■ Require Improvement ( $< 2.50$ )

# Families and Friends Survey Analysis for WELL-LED

Number of surveys sent: 32  
 Number of surveys received: 8



## Additional Comments made by Families and Friends:

- ✔ I have found the staff are very friendly and caring for ... (resident's name). Any concerns they have will be passed on to myself and we will talk this through together. I am very pleased with the care ... (resident's name) is getting and feel reassured he is safe.
- ✔ Putting my father in your care was the best decision and made our last times with him special. I felt the warmth of the staff when I visited, and this was present every day. Thank you to everyone!
- ✔ We are very happy with the care ... (resident's name) is receiving. Thank you very much.
- ✔ The staff are excellent with the care they give. There are no faults with anything. ... (resident's name) is very happy here and hopes to stay.
- ✔ As always, I have every admiration for all staff and management - and of course Peach.
- ✔ Dear Sandra, Rey and all the truly special staff at Bendigo, it is time for me to thank you on behalf of ... (resident's name), name and myself for the exceptionally compassionate and outstanding care that you gave not only ... (resident's name), but us as a family until her last years at your home. When our parent reaches the point where they must be admitted to care homes, we can all experience a real sense of separation and a gradual sense of loss before our very eyes, but you and your wonderful staff enabled us to maintain the most possible involvement on a day-to-day basis. For that ... (name) and I will remain eternally grateful. Thank you from our hearts, you are more than humans you are angels.

## Thank you cards:

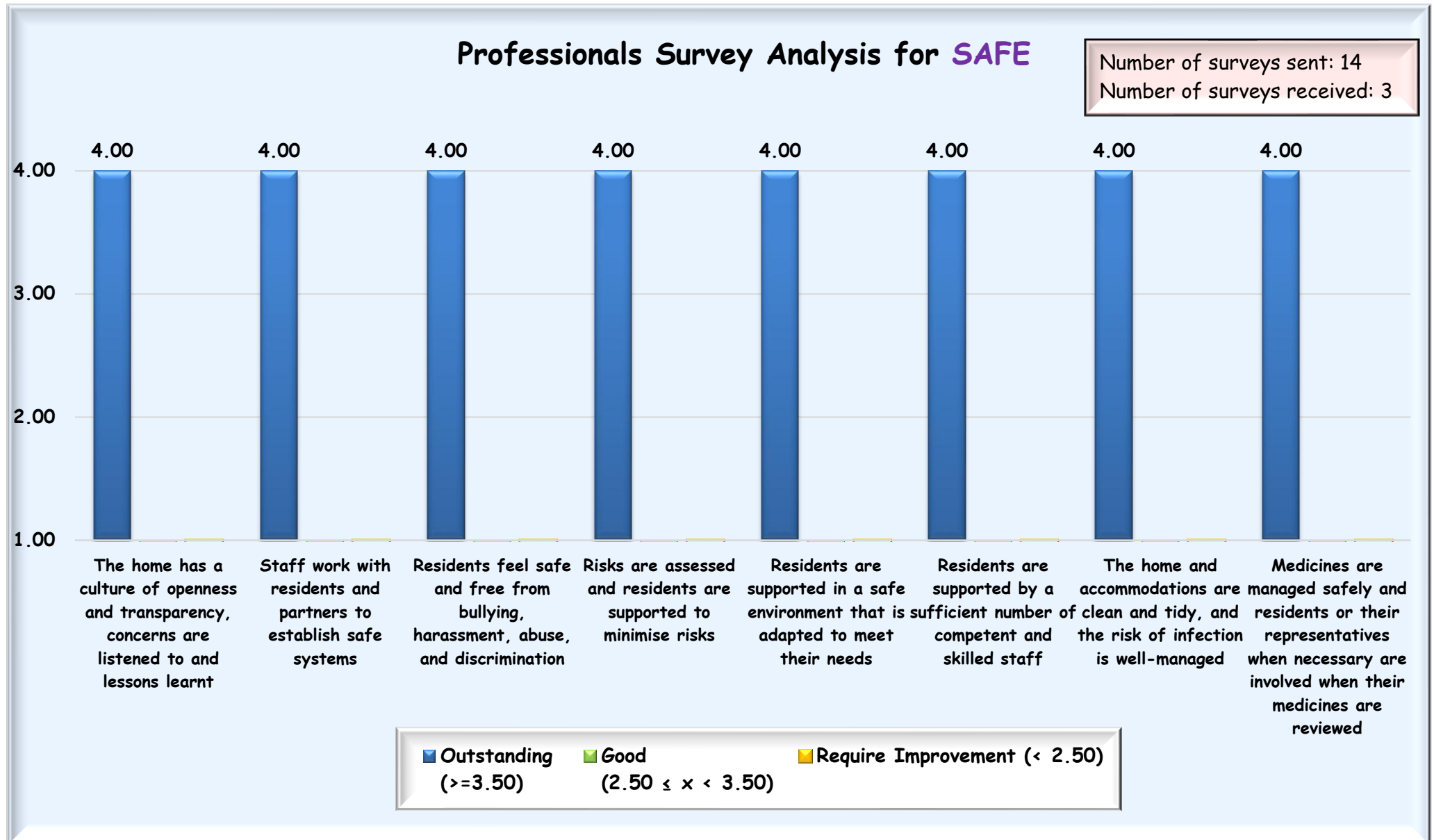
- ✔ Dear Mariana and all the staff at the Bendigo Nursing Home. This is to a heartfelt thank you for the care that you provided to my dad ... (resident's name). Every time our family came to the home, we were met with such attentive staff and dad's care needs were met to a high standard. To know that he was made to be as comfortable as possible in his time with you gives us comfort also. Your support is very much appreciated along with the card that you sent us. Our loss of our dad is felt by so much. I wish you and your staff all the best.
- ✔ To all the Staff at Bendigo nursing home I would like to say a heartfelt thank you for all your hard work in caring for our dad ... (resident's name) we are all still coming to terms with our loss, he was always there and we are all going to miss him a lot. In the last months of his life, you gave him the comfort of feeling he was at home and we couldn't have asked for more than that. Many thanks Mariana and your amazing team.
- ✔ To all the staff at Bendigo, we would like to thank you all for the wonderful care and compassion you showed our mother ... (resident's name) in her final weeks. The same care and compassion were also shown to us during the times we spent at the nursing home with our mother. Nothing was ever too much trouble, and we were made to feel very welcome.
- ✔ To all the staff, thank you all for your help. Nothing is too much trouble for them to come and see me.
- ✔ To all the staff at Bendigo who cared for ... (resident's name) in his final days, please accept our gratitude and appreciation for the kindness you showed him and the excellent care you gave him
- ✔ Hello Princess, it was lovely to receive the newsletter and see pictures of my aunt ... (resident's name) on her birthday. I couldn't see her this year on her birthday (I live 3 hours away) but it's nice to see she still has the cuddly bunny I gave her last year! Hopefully she received the card and photos I sent. Thank you everyone for looking after her. I hope to make a visit soon.
- ✔ Hello Bendigo Team, Sandra asked me to send some photos of Mum's surprise birthday party today. Thank you all for allowing us family and Mum's friends to share this special day together. Forever grateful to you all.

## Thank you cards:

- ✔ Dear Mariana, I would like to thank you and all your staff for caring so well for ... (resident's name). I am sure the comfort and help you gave him was a kindness my appreciated by myself and (name).
- ✔ To all the staff I would like to say a big thank you to everyone at Bendigo for the help and care of (resident name) for the short time with you.
- ✔ Thank you all for taking care of my grandad ... (resident's name). You have all been amazing and welcoming and friendly towards all. It has been comforting to know my grandad has been in safe, kind and caring hands.
- ✔ To everyone at Bendigo I just wanted to say thank you to you all for looking after ... (resident's name) in such a lovely way. You have all been so kind and caring to both ... (resident's name) and for her friends. You looked after us all in such a thoughtful and caring way. She was lucky to spend her days in such a lovely place.
- ✔ A huge thank you for all the wonderful care you gave to ... (resident's name). She was so beautifully cared for, and the attention to detail of her care maintained her dignity. So many, many thanks.
- ✔ A big thank you to you all, for all the love and care you showed to ... (resident's name) and very much so, to all her visitors. A particular thank you for ringing me on Wednesday morning, so we could be with ... (resident's name) for her remaining hours.
- ✔ Thank you so much for your kind and exceptional care of my darling father ... (resident's name). Words cannot express our relief knowing that, during those final weeks, he was watched over so diligently and respectfully, by such wonderful people.
- ✔ Just to say thank you for everything you for ... (resident's name) and I. I do miss my outings to you and Miss Peaches.
- ✔ To all the staff, with many thanks of all you do for me. I may shout at times, but I still love you all.
- ✔ Thank you to all of you for the care and consideration you showed my mother ... (resident's name).

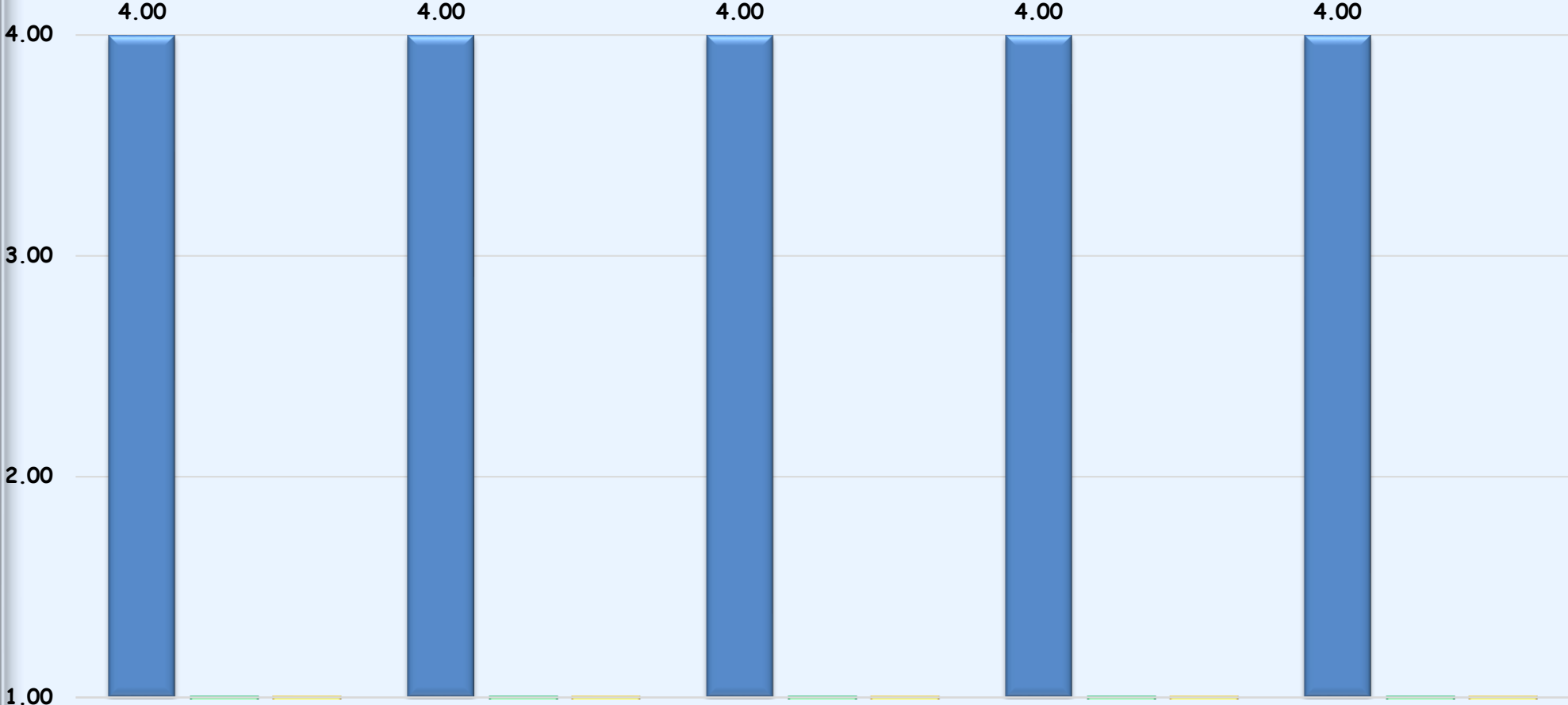
# PROFESSIONALS SURVEY ANALYSIS

The data for these surveys was collated in February 2026



# Professionals Survey for EFFECTIVE

Number of surveys sent: 14  
Number of surveys received: 3



Residents are involved in the assessment of their needs

Residents receive care, treatment and support that is evidence-based and in line with good practice standards

Residents have care and support that is well coordinated with other professionals

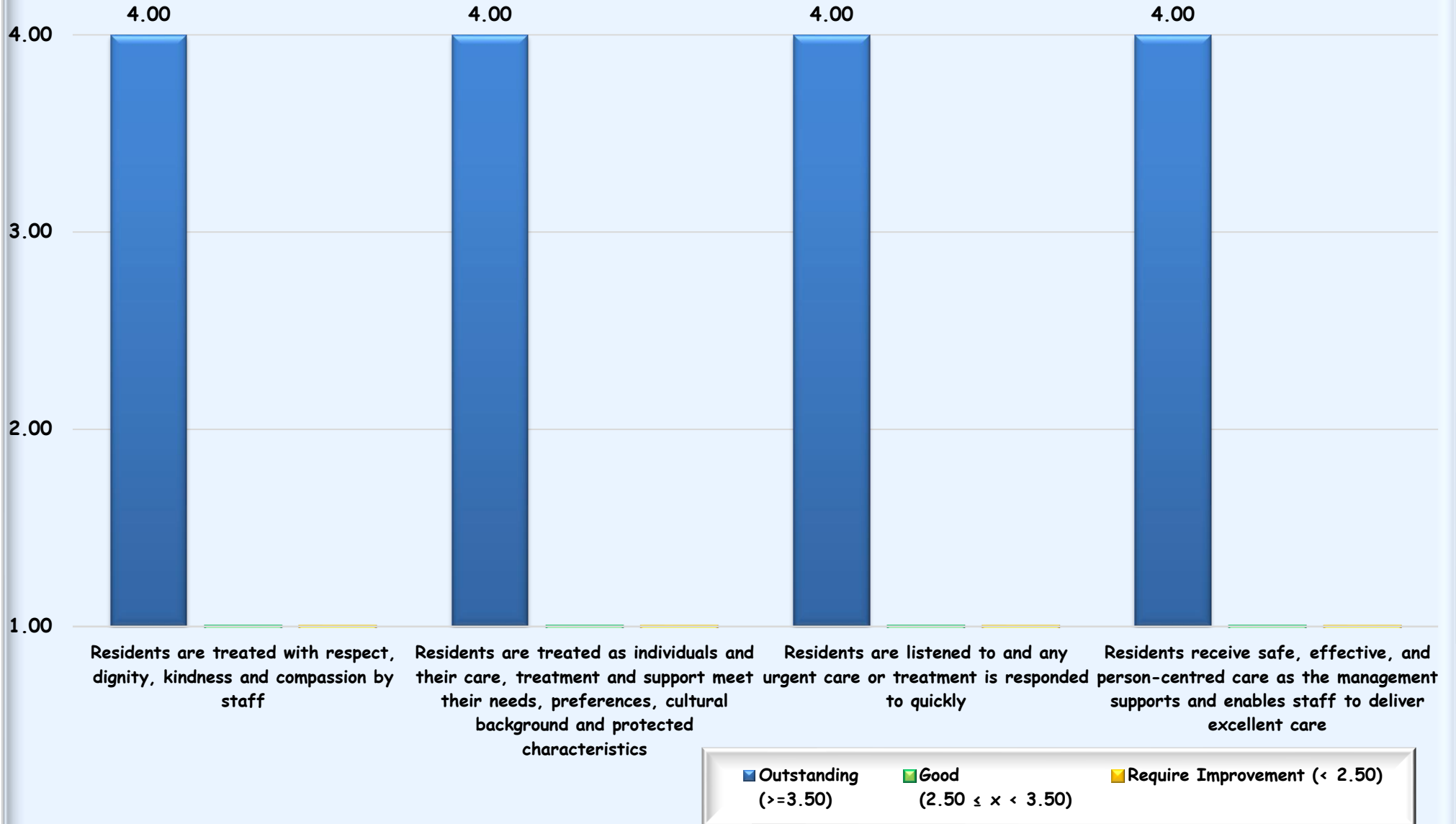
Residents' care, treatment and support are monitored effectively and outcomes improved continuously as reasonably as possible

Residents' informed consent regarding their care, treatment and support is sought in a way they understand

■ Outstanding ( $\geq 3.50$ )   ■ Good ( $2.50 \leq x < 3.50$ )   ■ Require Improvement ( $< 2.50$ )

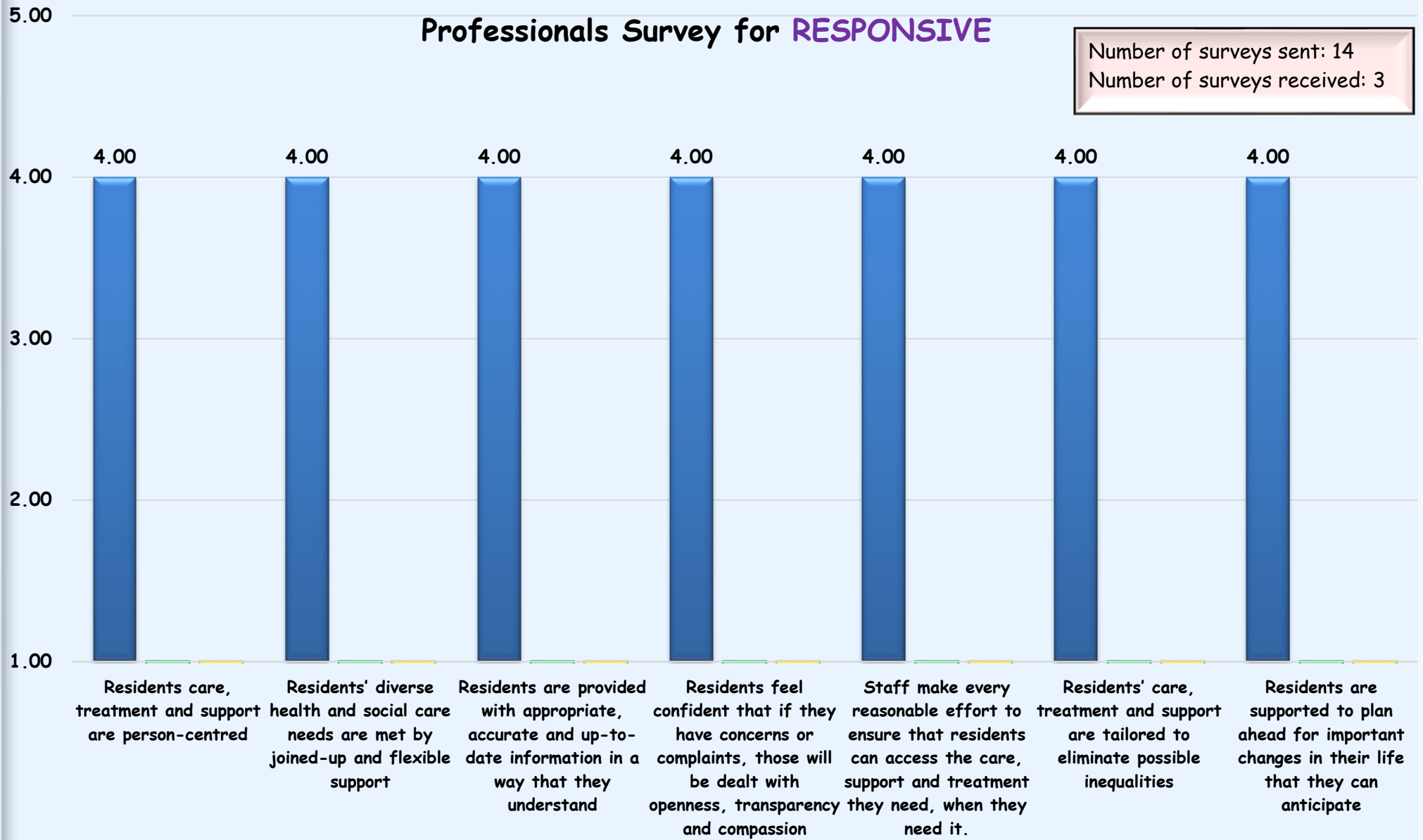
# Professionals Survey Analysis for CARING

Number of surveys sent: 14  
Number of surveys received: 3



## Professionals Survey for RESPONSIVE

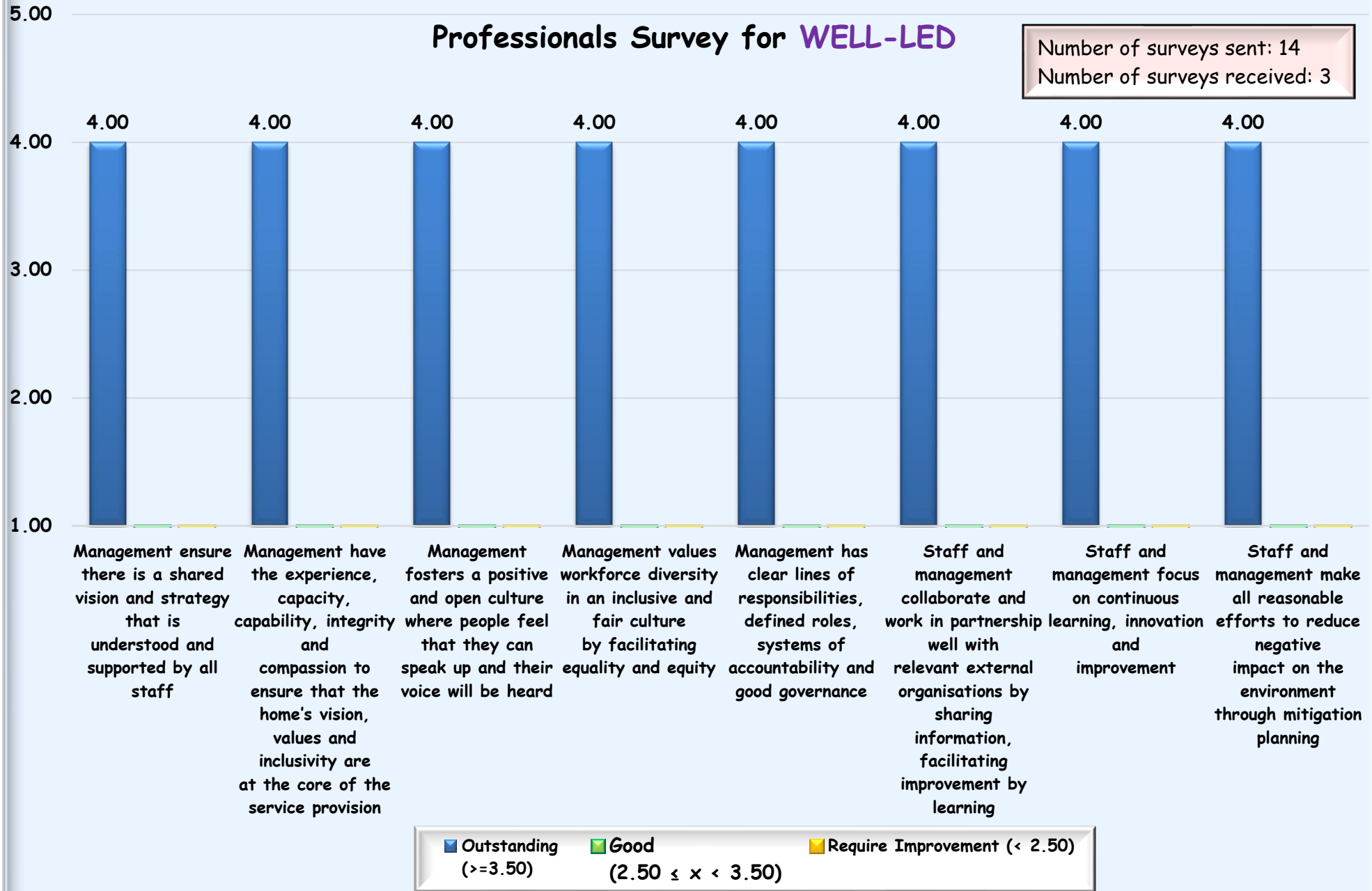
Number of surveys sent: 14  
Number of surveys received: 3



■ Outstanding (>=3.50)   
 ■ Good (2.50 ≤ x < 3.50)   
 ■ Require Improvement (< 2.50)

# Professionals Survey for WELL-LED

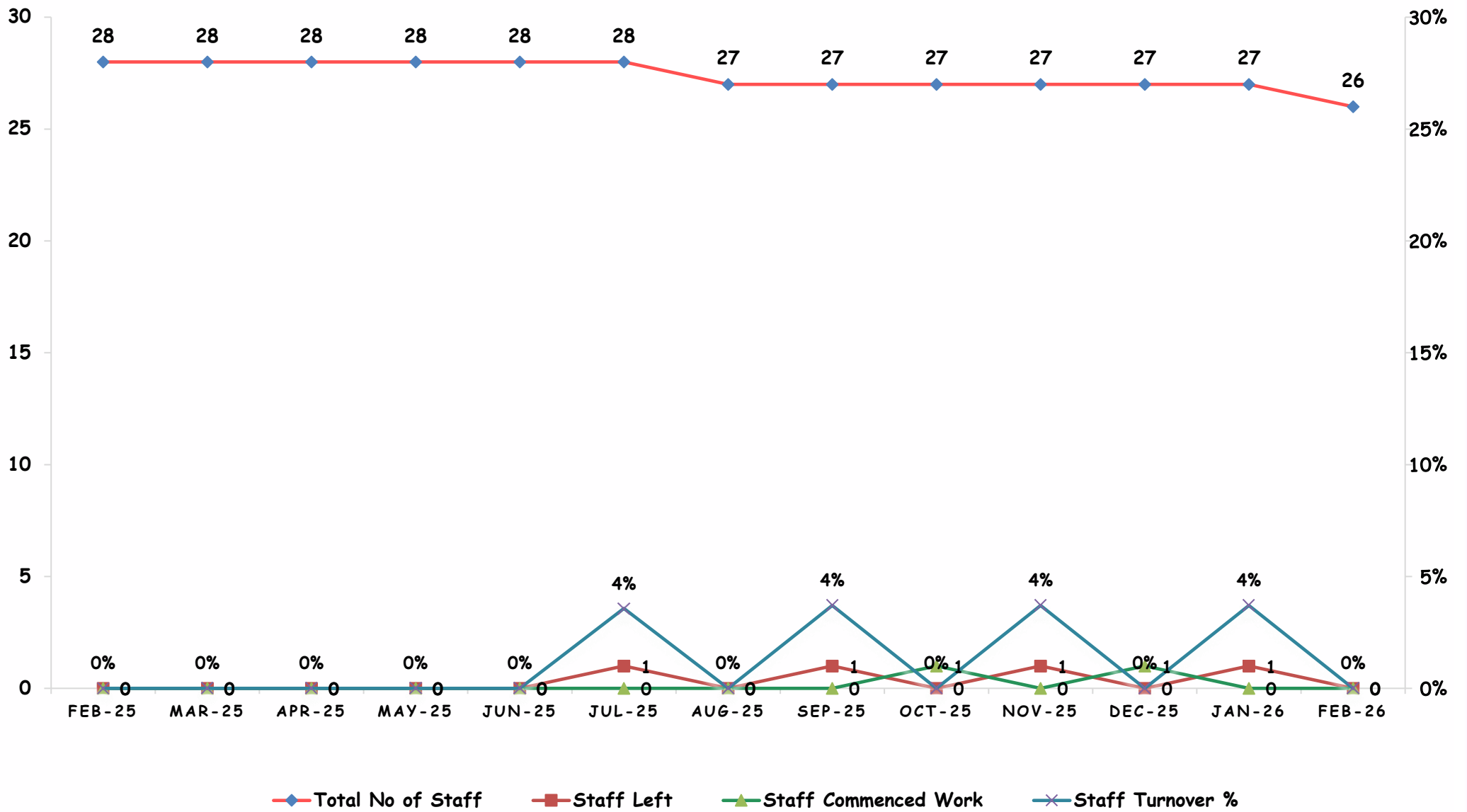
Number of surveys sent: 14  
 Number of surveys received: 3



## Additional Comments made by Professionals:

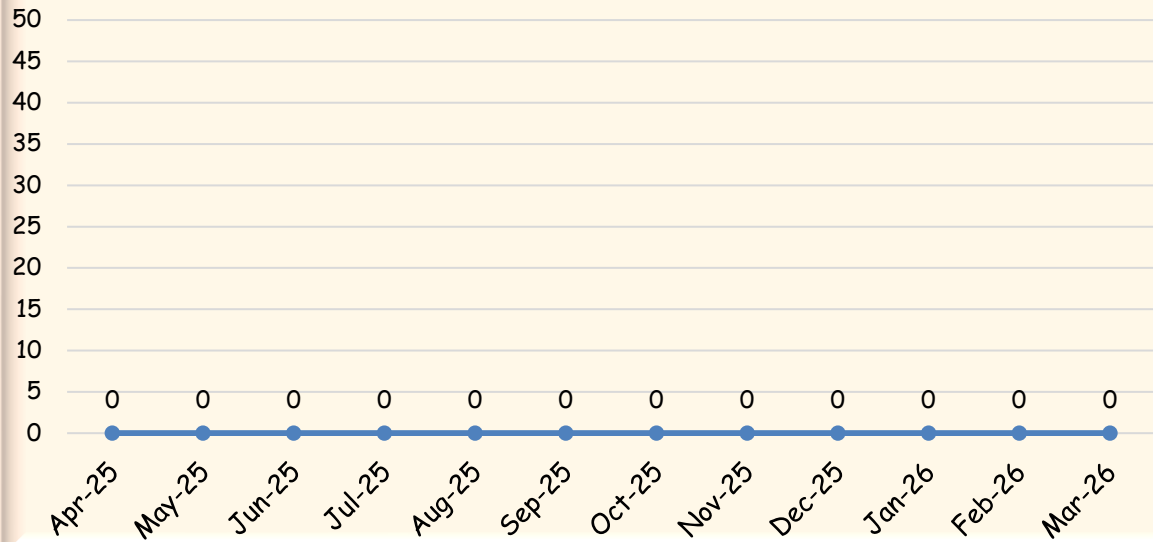
- ✔ Excellent care home! Staff know all their patients very well and go above and beyond to help them. Very responsive to all their needs and seek help when needed.
- ✔ Very polite, organised and caring staff
- ✔ Always helpful on our visits. Staff are always happy and residents sing the staffs praises. Keep up the great work.

# STAFF TURNOVER ANALYSIS

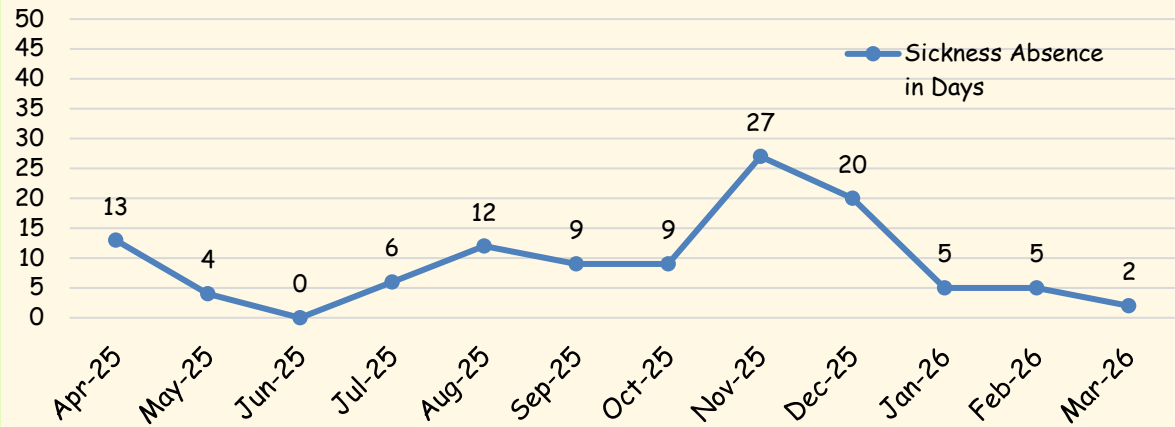


# Staff Absenteeism and Sickness Absence Overview

## Number of Absence Days



## Sickness Absence in Days



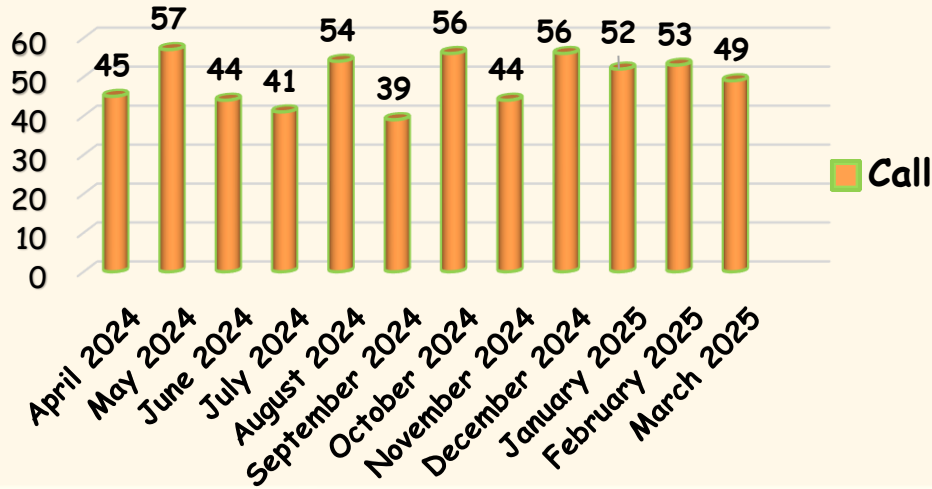
# CALL BELL SYSTEM AVERAGE RESPONSE TIME

(based on reports generated from our call bell system)



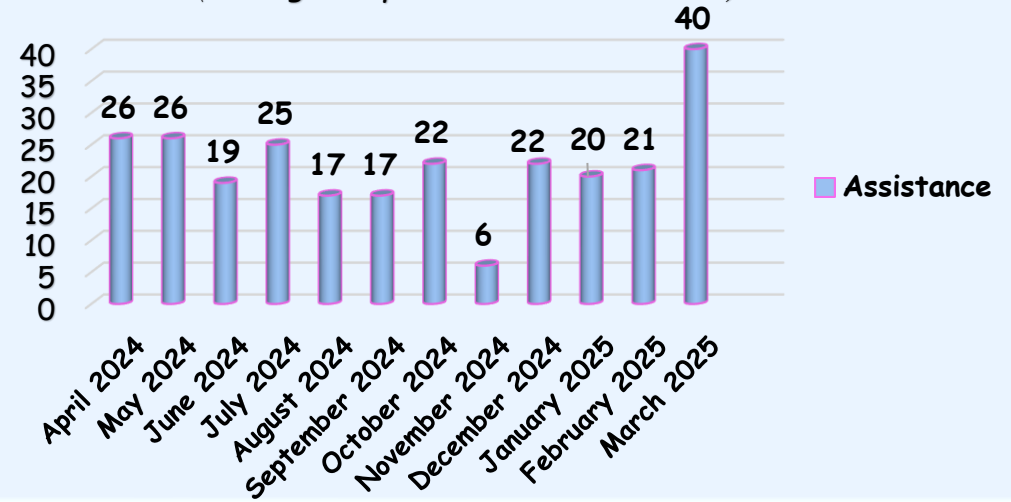
## CALL BELL ANSWERING TIME

(average respond time *IN SECONDS*)



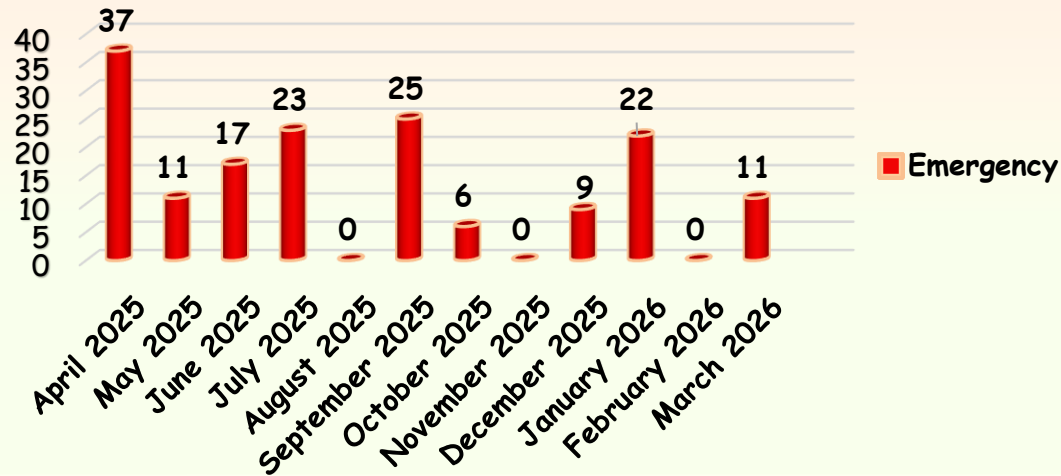
## CALL BELL ANSWERING TIME

(average respond time *IN SECONDS*)



## CALL BELL ANSWERING TIME

(average respond time *IN SECONDS*)





## AUDIT AND MONITORING OF SAFE AND APPROPRIATE STAFFING LEVELS



### DEPENDENCY LEVELS OF RESIDENTS AT BENDING NURSING HOME

The staffing levels at Bendigo Nursing Home are based on the level of dependency of the residents. The residents' dependency level is regularly monitored by the manager and Head of Care. Residents' level of dependency may change daily or when there are new admissions, and hence, the staffing levels are kept higher than required, on continual basis to ensure that sufficient and suitable number of staff are always available to meet the residents' needs.

Position	Shift Times / Duration	Number of Staff	Hours	Service Users' Dependency Level	Number of Service Users	Hours Required	Sub-Total Hours	
RGN*	08:00 to 20:00	1	12	Group A: Self-Caring	0	1	0	
RGN	20:00 to 08:00	1	12	Group B: Low Dependency	1	2	2	
HCA / SHCA**	07:30 to 13:30	4	24	Group C: Medium Dependency	6	3	18	
HCA / SHCA	09:00 to 15:00	1	6	Group D: High Dependency	12	4	48	
HCA / SHCA	13:30 to 19:30	3	18	Group E: Very High Dependency	2	5	10	
HCA / SHCA	19:30 to 07:30	1	12	<b>Total Care Hours Required</b>			<b>78</b>	
<b>Total Care Hours Provided</b>			<b>84</b>					
<b>Surplus (84 &gt; 78)</b>				<b>84 - 78 = 6 hours higher than the required direct care</b>				
				RGN*	Registered General Nurse			
				HCA / SHCA**	Health Care Assistant / Senior Health Care Assistant			

## Description of Dependency Levels:

### Group A: Self Caring

A person who is deemed to be in Care Group A may be regarded as largely capable of "self-care" including emotional wellbeing.

*Hours required per resident per day for care, treatment and support = 1.0 hours*

### Group B: Low Dependency

A person who is deemed to be Care Group B may be regarded as requiring "average care" including emotional wellbeing.

*Hours required per resident per day for care, treatment and support = 2.0 hours*

### Group C: Medium Dependency

A person who is deemed to be Care Group C may be regarded as needing "above average care" including emotional wellbeing.

*Hours required per resident per day for care, treatment and support = 3.0 hours*

### Group D: High Dependency

A person who is deemed to be in Care Group D may be regarded as needing "maximum care" including emotional wellbeing.



*Hours required per resident per day for care, treatment and support = 4.0 hours*

### Group E: Very High Dependency

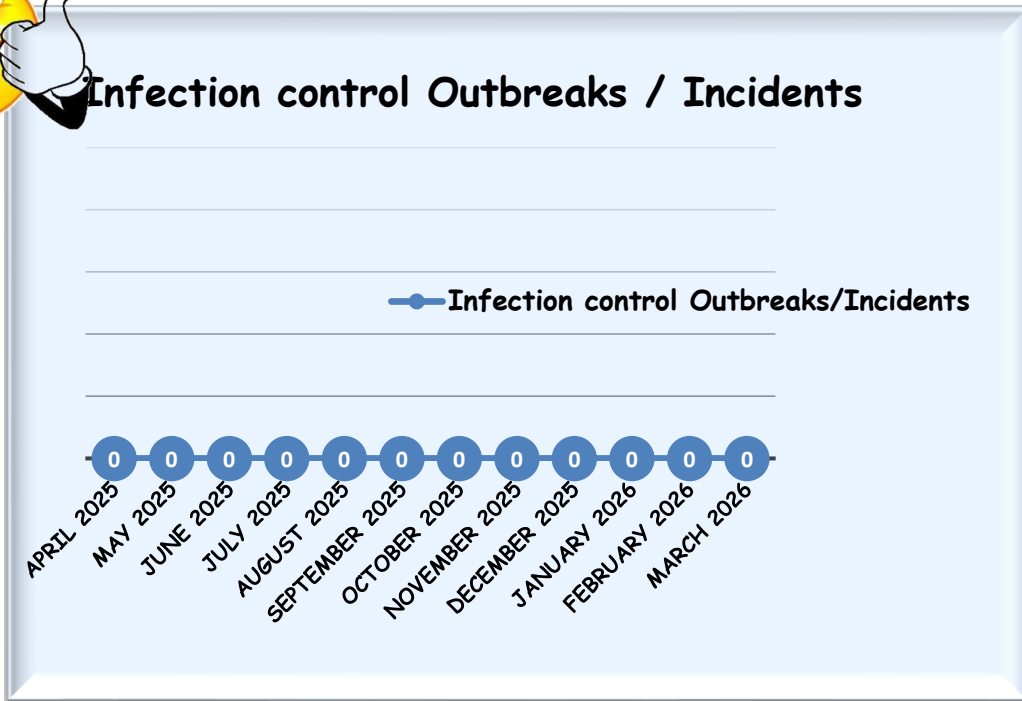
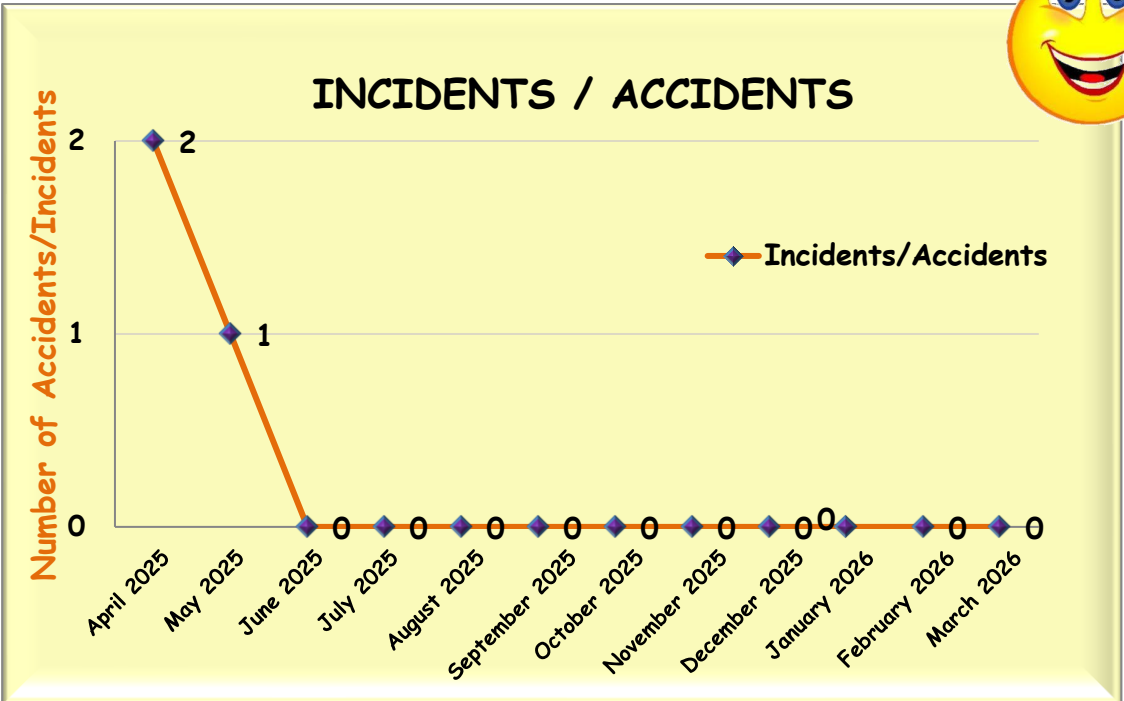
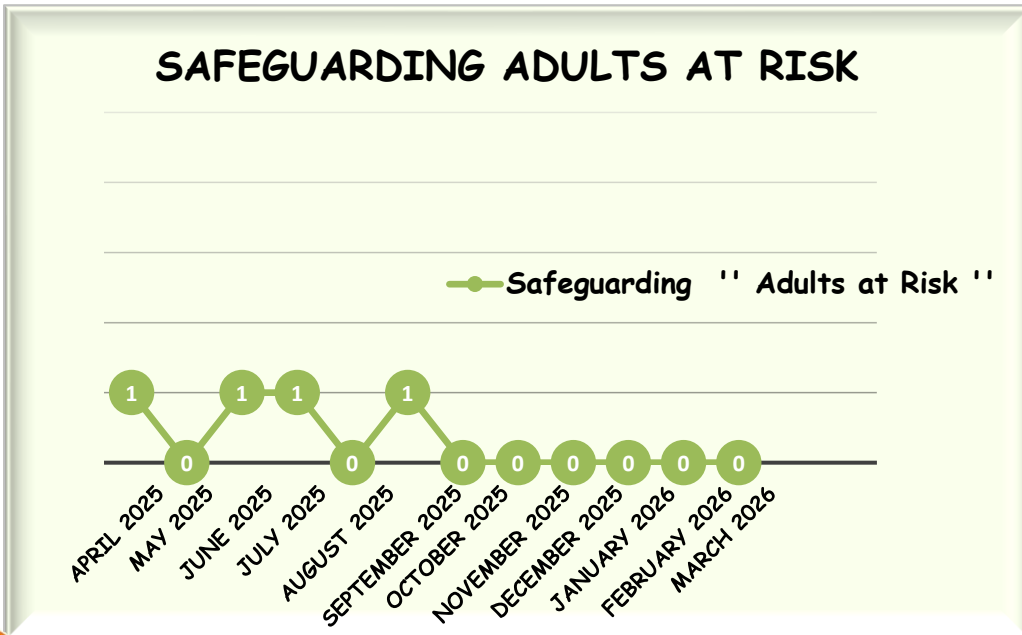
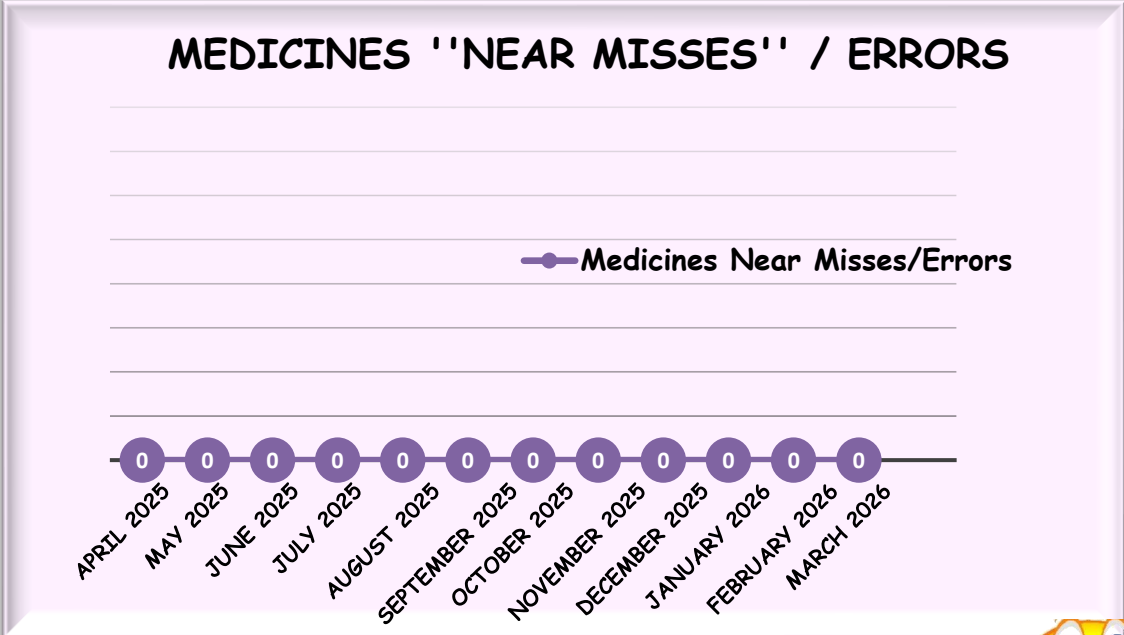
As others with increasing needs / End of Life including emotional wellbeing.

*Hours required per resident per day for care, treatment and support = 5.0 hours*

## References:

-  The Regulation and Quality Improvement Authority – Staffing guidance for Nursing Homes
-  **Dependency levels of residents:** The required care hours per residents per day have been calculated using the Rhys Hearn dependency tool

# SAFETY THERMOMETER



The staff and management at the home takes people`s safety very seriously.

Prevention is a key and detailed risk assessments are undertaken on admission. However, sometimes more time is needed to assess all the risks fully and holistically, to include peoples' physical, mental, and emotional condition.

Incidents / accidents occurred are looked at, reasons analysed and measures to prevent them, discussed with the residents and / or their representatives, are put in place.

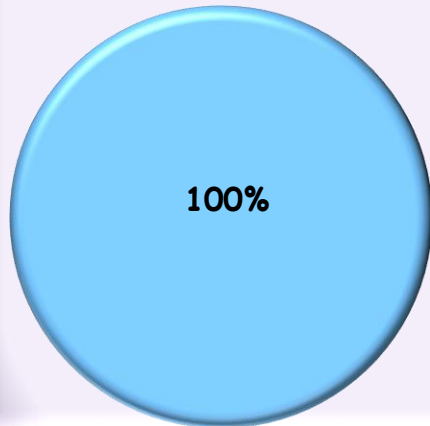
Some of the preventative measures include use of sensor pads, infrared movement systems; etc. Engaging people in meaningful activities, providing mental and physical stimulation appears to be the most effective way of prevention.

Every effort is made to enable people to understand various risks related to their daily living by providing sufficient and appropriate information in a way they can understand.

Any issues and concerns to people`s safety is reflected in individual risk assessments and care plans. Staff and management welcome and encourage people's suggestions and their continual involvement.

# EMPLOYEES' SURVEY for 2026

How would you rate your induction and did it cover everything you needed to know to enable you to do the job when you started work?

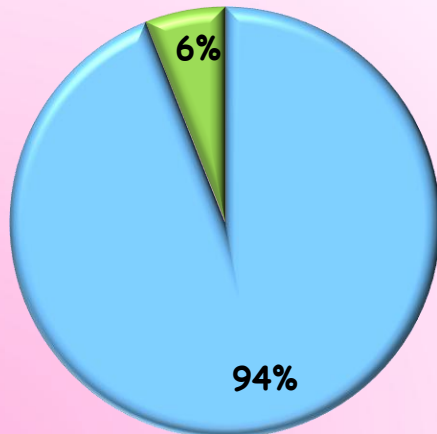


- Outstanding
- Good
- Requires Improvement
- Inadequate

Number of questionnaires emailed: 24  
Number of questionnaires received: 17

100% - represents 17 members of staff  
94% - represents 16 members of staff  
88% - represents 15 members of staff  
82% - represents 14 members of staff  
18% - represents 3 members of staff  
12% - represents 2 members of staff  
6% - represents 1 member of staff

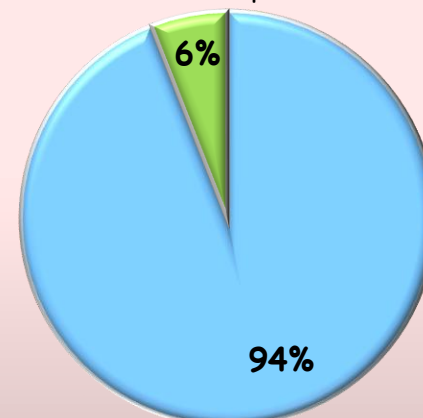
How would you rate, and do you receive appropriate and relevant training to do your job effectively?



- Outstanding
- Good
- Requires Improvement
- Inadequate

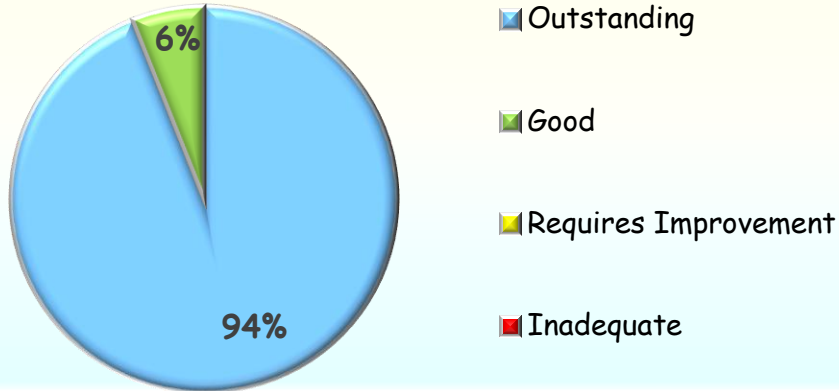


How would you rate, and is the information given about the needs of the people you support or care for, enough for example in the care plans, handover, etc.?

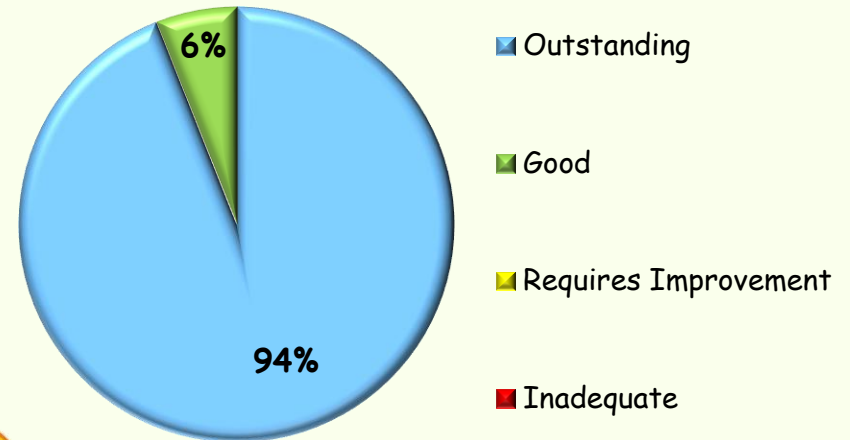


- Outstanding
- Good
- Requires Improvement
- Inadequate

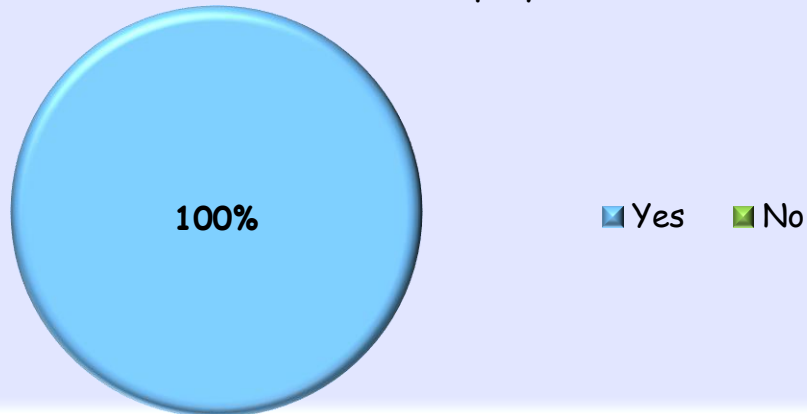
How would you rate, and do you receive adequate support to do your job generally and, specifically to meet the individual needs of the people who use our services (i.e. training, supervision, wellbeing, shifts, childcare, time off work)



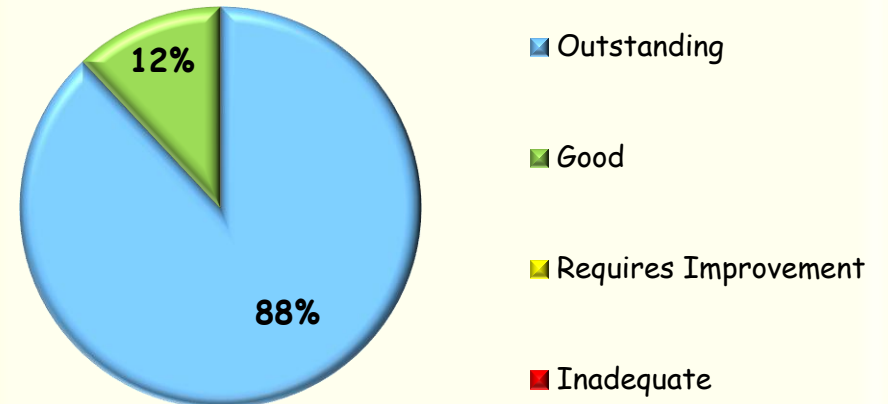
How would you rate and do you receive sufficient feedback by way of supervision and appraisal?



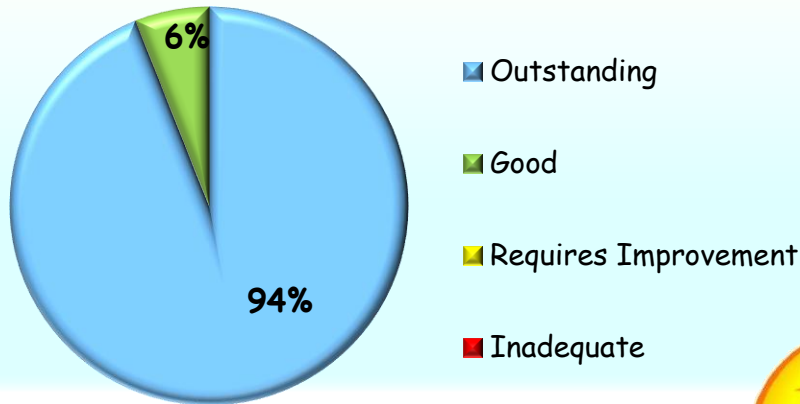
Do you know what to do if either you or somebody else has concerns about the home or an Employee?



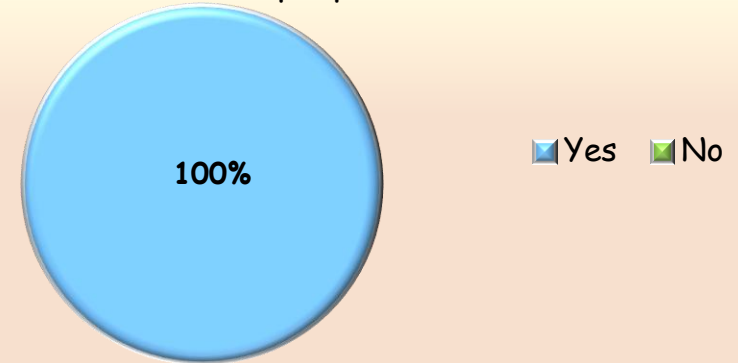
How would you rate the ways of communication within staff, between staff and service users?



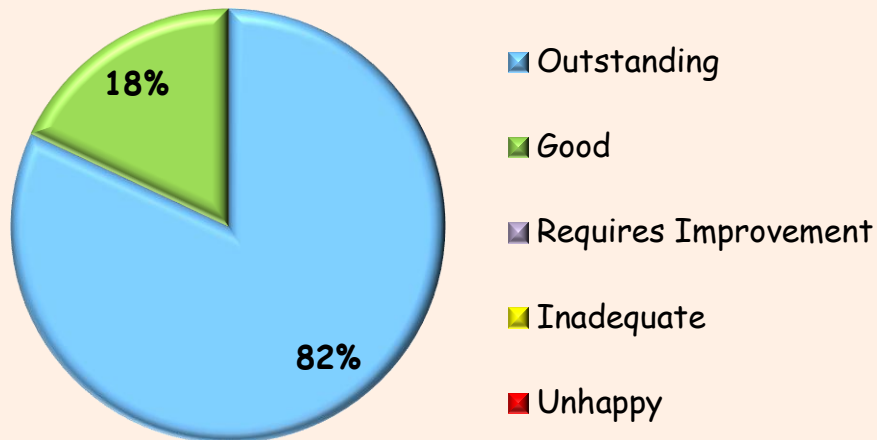
In your view, is it safe to work in this home, considering: Safeguarding, A Safe environment, Safe equipment, IPC, Safe Management of Medication and Learning Culture?



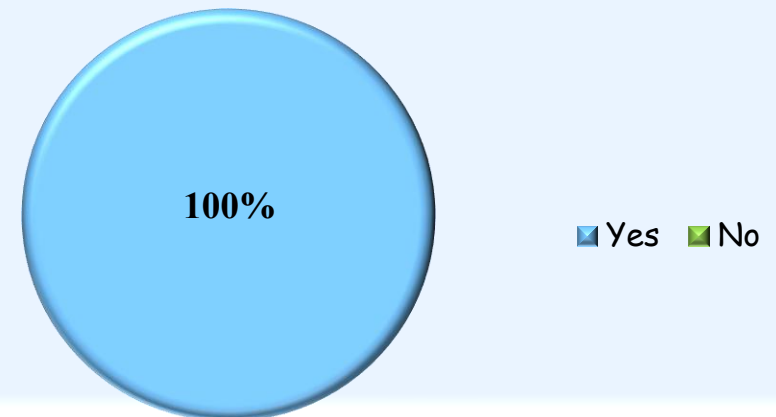
In your opinion, are there enough staff members on shift to mee the individual needs of all the people who use services?



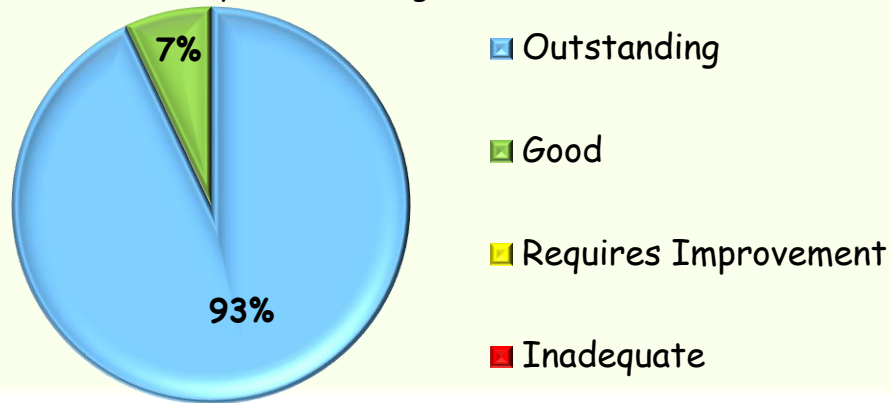
How happy are you with your pay/salary?



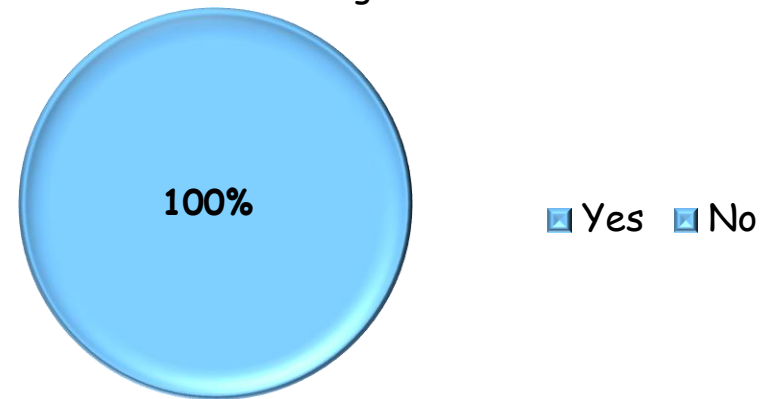
Would you recommend working for this company to your family and friends?



How do you rate the management support? Does management provide sufficient support to facilitate your wellbeing and resilience?



Does anyone in this company discriminate against you, harass you or cause hostile working conditions?



### How effective do you find the management and support systems in supporting your role and your personal development?

- ✓ I greatly admire the outstanding management methods and exceptional leadership demonstrated within our home, as the guidance and support provide a clear framework for delivering high-quality, person-centred care while fostering a culture of professionalism, accountability, and continuous improvement. Your leadership inspires confidence in staff and creates a supportive environment where learning, development, and teamwork are actively encouraged, enabling me to perform my role effectively.
- ✓ It is quite effective that the management and support systems is assisting our job role and personal development. They support us in different ways by: Increasing job-related skills, offering education and training opportunities, improving teamwork and punctuality, developing honesty, respect and communication skills.
- ✓ I find the management and support very effective. My manager has taught me so much and continues to guide me, and I'm grateful for the opportunities to learn and grow as part of the team.
- ✓ I find the management and support system effective and approachable, and I feel supported in my role and personal development.

## How effective do you find the management and support systems in supporting your role and your personal development?

- ✓ I find the management and support systems very effective. The manager is approachable and responsive, providing clear guidance and assistance whenever needed. I also feel well-supported in my personal and professional development, with opportunities for training and learning new skills that help me perform my role confidently.
- ✓ I feel supported by my manager, who is approachable and encourages development through guidance, feedback, and opportunities to take on new responsibilities. This support has helped me grow in confidence and develop my skills within my role.
- ✓ I find the management and support systems effective in supporting my role and ongoing development. Management is approachable and supportive, creating a positive working environment where communication is clear and concerns can be raised confidently. Training, supervision, and constructive feedback help me maintain safe practice and continue developing my skills. Overall, the support in place enables me to provide high-quality care and grow professionally within the nursing home.
- ✓ I find the management and support systems quite effective in supporting my role and personal development. Manager is approachable and provide clear guidance, which helps me feel confident in my daily duties. Regular supervision sessions and appraisals give me the opportunity to discuss my performance, reflect on my practice, and identify areas for improvement.
- ✓ The management providing more training that improves my working performance. The management provide flexible work schedule and supportive policies that allows personal life outside of work
- ✓ Management and support systems are effective in supporting both my work role and professional development. Management provides access to appropriate guidance, supervision, and training opportunities. This support has contributed positively to my continued growth and performance.

## What do you like and dislike about working for this organisation?

- ✓ I like working for this organisation because it values teamwork and high standards of patient care, which motivates me to do my best at work.
- ✓ I have a very positive experience working for this organisation and do not have any complaints. I appreciate the supportive environment, the teamwork among colleagues, and the opportunities for professional development. Overall, I feel valued and motivated in my role.
- ✓ What I like most about working for this organisation is the supportive and collaborative team environment, where staff at all levels work together to provide high-quality, compassionate care to residents. We are provided with up-to-date training, and the use of IT skills is well supported through devices and user-friendly software. The organisation offers excellent e-training platforms, E-learning resources, and clear learning policies, which make tasks easier to manage and support continuous professional development.
- ✓ I really enjoy working for this organisation because of the supportive team environment and the focus on providing high-quality, person-centred care. I appreciate the opportunities for learning and development, and the way staff are encouraged to work together to meet residents' needs.
- ✓ I love working for this organization because it values resident care, teamwork, and staff support. I appreciate the training, mentoring from senior staff, and the positive work environment. There are no major dislikes, although the work can be challenging at times, which helps me continue to develop my skills.
- ✓ I value the emphasis on high-quality, person-centred care and the availability of resources such as QCS, Hippo, and other training platforms, which help me enhance my knowledge and skills. I also enjoy working collaboratively with a committed, skilled team, which fosters effective communication, teamwork, and a positive working environment.
- ✓ I like about this organisation that it gave me an opportunity to be the part of a team that cares about providing good quality care and make a real difference in the lives of residents.

## What would you change to improve the quality of service provided to our residents?

- ✔ The team already provides excellent care and support to residents, but there is always room for improvement. That's why we regularly ask residents and their families for any suggestions and always act on them.
- ✔ In my opinion, nothing needs to change about the quality as because the home is providing the highest standard of living for the residents.
- ✔ I believe that the service provided to residents is already of a high standard
- ✔ I will spend a few extra minutes talking to residents and involve them in their choices.  
Encourage the residents to have meaningful activities like arts or memory games
- ✔ To the best of my knowledge, residents are very happy with our service, that proves we are delivering/providing a high quality of care.