

Your Care Rating 2019/2020 – Technical Note

Your Care Rating is conducted on behalf of care home providers by the leading market research organisation, Ipsos MORI. It covers care homes that primarily serve older people (aged 65+). However, where younger adults live in such care homes, they are also included.

The Residents' Survey

Overall, 14 care home providers participated in the most recent wave of the Residents' survey, and a total of 7,633 residents took part across 362 homes. The survey was conducted from early September to late October 2019, followed by a series of validation checks.

The survey is carried out using a paper questionnaire and postal pack approach. Each care home is supplied with copies of the questionnaire, freepost return envelopes and guidance notes and instructions, to be distributed to residents and those helping them take part in the survey.

Care home managers are asked to assess the ability of each resident to provide informed consent to take part in the survey, ensuring that only residents who can make an informed decision to take part are given a copy of the questionnaire. Residents are asked to return the completed questionnaire directly to Ipsos MORI. Friends, relatives and volunteers provide valuable support to many residents to ensure they can take part in the survey. Tailored guidance documents are provided for these audiences on how to correctly assist in administering the questionnaire.

Benchmark scores are provided in results reports to show the range of results achieved by individual care homes taking part in the survey. Benchmark figures are based on results from care homes with five or more responses, excluding those removed after the validation process (see below for details). Trend data are shown for care homes that took part in 2018/19 (receiving 5 or more responses and excluding those removed following the validation process).

The survey questionnaire was developed in 2012 following an extensive testing and piloting phase. Ahead of this year's survey, changes were made to the questionnaire: the wording of three questions was tweaked, nine new questions were added, and two questions were deleted. These changes were made based on feedback provided by residents in the open-ended questions in the 2018/2019 survey.

The 2019/2020 questionnaire asks residents about:

- Aspects of life and services in the care home;
- The care and support they receive;
- Care home staff and managers;
- How satisfied they are with the standard of care they receive;
- If they would recommend the care home to friends and family;
- Loneliness; and
- Their gender.

In order to ensure that the survey process is adhered to and that the results provide a credible and robust measure of residents' perceptions of their care home, monitoring and validation is carried out both during and after fieldwork is completed. This involves three key aspects:

- Ongoing fieldwork and response rate monitoring, including email and telephone follow-ups with care homes to verify receipt and distribution of survey packs;

- Analysis and quality assurance of survey results; and
- A dedicated validation window at the end of the survey. Validation interviews are conducted with staff at around 10% of participating care homes, focusing on feedback, best practice and survey process compliance.

The Family and Friends' Survey

The Your Care Rating Family and Friends' survey covers the relatives and friends of those living in care homes. The survey was conducted in October and November 2019. Results are available for 7 providers¹, covering 280 care homes and 4,194 family members and friends of residents.

The Family and Friends' survey uses a postal questionnaire and online survey approach. The paper questionnaire and/or online survey link are posted out to participants' home addresses using information provided by participating care homes.

Benchmark figures are based on results from care homes with five or more responses. Trend data are shown for care homes that took part in 2018/19 (receiving 5 or more responses).

The survey questionnaire was developed in a survey pilot carried out in 2015 with care home operators. The questionnaire asks family members and friends to rate the aspects of care which are rated in the Residents' survey, with additional questions (for example relating to feeling informed, opportunities to comment on the running of the home and being made to feel welcome when visiting).

Presentation of results

Results for both surveys are published for care homes where five or more responses are received. Benchmark figures have been calculated based on care homes with five or more responses for each survey attribute. Care homes removed from the data following validation are excluded from benchmark calculations and from publication.

Results are presented in an integrated report (showing Residents' and Family and Friends' survey results) for care homes participating in both surveys. Where a home's results are not shown, this is either because the number of responses was too small (or zero), or the home was removed from results following validation. (This applies to current and trend data).

Results are presented across a range of individual aspects, such as the quality of services and staff, as well as an Overall Performance Rating (OPR) and four Theme scores. The OPR is derived from the survey results using rigorous statistical methods, and is designed to provide a robust, easily understandable and consistent measure across care homes. The OPR is calculated based on four Theme scores, which themselves are calculated based on results for individual aspects.

The OPR and Theme scores are shown out of a possible total of 1,000. Each of the four Theme scores contribute to the OPR score in line with their importance, which is derived from how influential each theme is in shaping residents' overall perceptions. Equally, each Theme score is based on the relative importance of each aspect within that Theme. Further details on the statistical process used to calculate the OPR and Theme scores is provided below.

Calculating the OPR and Theme scores

¹ Six of these providers also took part in the Residents' survey.

To calculate the OPR, Ipsos MORI conducts a series of statistical tests, identifying which aspects of the care home and staff most closely correlate with each other, and which aspects/groups of aspects are most important in shaping overall resident perceptions (satisfaction with the standard of the care home). These statistical processes are:

1. Factor analysis

This combines aspects (such as food and laundry services) which are most closely correlated into underlying “Themes”. These themes are created automatically as a result of the analysis and the relationship between individual aspects. Within each Theme, each aspect has an associated weight, dependent on the degree of importance it has within the Theme.

2. Regression analysis

Having identified these Themes, a further statistical process known as regression (key driver) analysis is used to identify the importance of each Theme in shaping an individual’s likelihood to be satisfied with the care home overall. The regression analysis finds the combination of responses which can best explain the dependent or target variable - in this case resident satisfaction with the standard of their care home. In this way, it identifies the statistical relationships between each Theme and overall satisfaction, and how much influence each Theme has in shaping overall satisfaction.

Each resident taking part in the survey has a score calculated for each Theme. This is based on their responses for each aspect within the Theme, weighted by their importance within the Theme (i.e. aspects with a higher degree of importance will contribute more towards the Theme score than those with lower degree of importance).

Each resident then has their OPR score calculated using their four Theme scores. The score for each Theme is weighted by its importance. Staff and Care is the most important Theme as it has the greatest influence over a resident’s likelihood to be satisfied with the care home overall, so it has the greatest contribution to the OPR score. OPR and Theme scores for care homes are calculated as the average of each individual resident score.

The following shows the four Themes which make up the OPR and their constituent aspects from the Residents’ survey. Words in red show the amendments made to some statements this year. New questions that were added to the questionnaire this year do not form part of the OPR and theme scores, but their results are shown in the reports. The new questions were not added to the OPR and theme scores because of the importance of continuity and consistency over time in the scores. The Family and Friends’ survey replicates the same analysis using the same constituent questions where feasible, to provide a ‘like-for-like’ comparable OPR score, where indicated with ‘[F&F]’:

Staff and Care

- Staff understand me as an individual
- I am happy with the care and support I receive
- Staff treat me with kindness, dignity and respect [F&F]
- The staff here are capable of providing the care I need [F&F]
- Staff are sensitive to how I am feeling
- Staff are usually available when I need them
- I am happy with the way staff deal with any complaints or concerns [F&F]
- Staff have time to talk to me [F&F]
- I am happy with the access I get to doctors, nurses, dentists [F&F]

Home comforts

- The food served at mealtimes is of good quality [F&F]
- The menu offers a good variety of choices **suitable for my needs** each day [F&F]
- The laundry service is good [F&F]
- The home is clean and tidy [F&F]

Choice and having a say

- I can speak to senior members of staff if I need to (e.g. the manager) [F&F]
- I have a real say in how staff provide care and support to me [F&F]
- I can choose what time I get up and go to bed [F&F]
- I **am able to get out into** a pleasant garden / outdoor area **if I wish to** [F&F]

Quality of life

- I can have visitors when I want to [F&F]
- I can have enough of my own things around me (photos, ornaments etc.) [F&F]
- This home is a safe and secure place to live [F&F]
- I can take part in activities / hobbies if I want to [F&F]
- My privacy is respected **by staff** [F&F]

Technical notes

- OPR and theme scores are shown out of a possible total of 1,000.
- Percentage scores are shown out of 100%.
- Net Promoter Score (NPS) is the percentage of respondents rating their likelihood to recommend their care home to friends and family as 9 or 10 out of 10, minus the percentage rating their likelihood to recommend their care home as 0 to 6 out of 10 (e.g. if 50% of respondents answer 9 or 10, and 30% answer 0 to 6, the NPS is +20).
- Responses are shown for all valid responses (excluding blank responses to questions).
- Where figures do not add up to 100%, this is due to computer rounding.
- Combined figures are based on the constituent parts (e.g. % agree = % strongly agree + % tend to agree). These figures are also subject to the effect of rounding.
- An asterisk indicates a score less than 0.5%, but greater than zero.
- Data are unweighted.