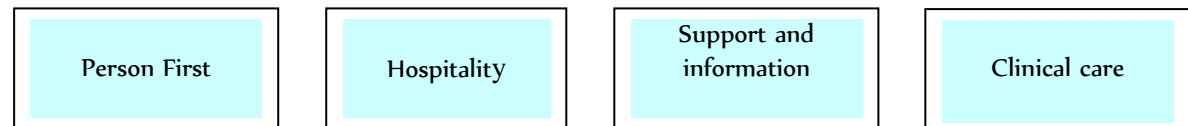


## Quality of care

Bupa is committed to providing great care and ensuring a safe and secure environment for residents.

Families and residents decide what good care is and each will have a different view of what constitutes good care. Feedback suggests good care is safe care, delivered by well trained staff with support for the resident to be as independent as they are able. The care and support provided must meet the needs of the person receiving the care first and foremost.

When we think about providing great care, we often use the following framework as a way of helping us to assess how well we do



**Person First** is about whether our care puts the resident first, whether it is given with respect, dignity and humanity, whether it supports the resident to have as much independence as they are able to and whether it accommodates their individual preferences as far as possible.

**Hospitality** is about how the resident receives certain services within the care home. Whether the food is nutritious and wholesome, the laundry service effective, whether the environment within and outside the home is welcoming, attractive and safe

**Support and information** is about how well information is provided to residents and their families in making a decision to enter residential care and with the running of a care home and how well the move or transition from the person's home or hospital is supported.

We seek direct feedback from residents and their families on how well we meet their needs in these areas through our Resident Satisfaction Survey. Each Bupa care homes does an annual survey and to see the results click [here](#)

**Clinical care** is about certain clinical measures which are felt to be important to either the health of the resident or the quality of the medical, nursing and care provided for example, how often are residents falling? How frequently are infections occurring? Please click [here](#) to check how we are doing on these measures

### Certification

In addition all providers of healthcare are required to undergo a certification (audit) process every so often against national health standards. The results for each of our care homes are available [here](#) or on the Ministry of Health's national website.