

Belong at Home Macclesfield

Customer Satisfaction Results

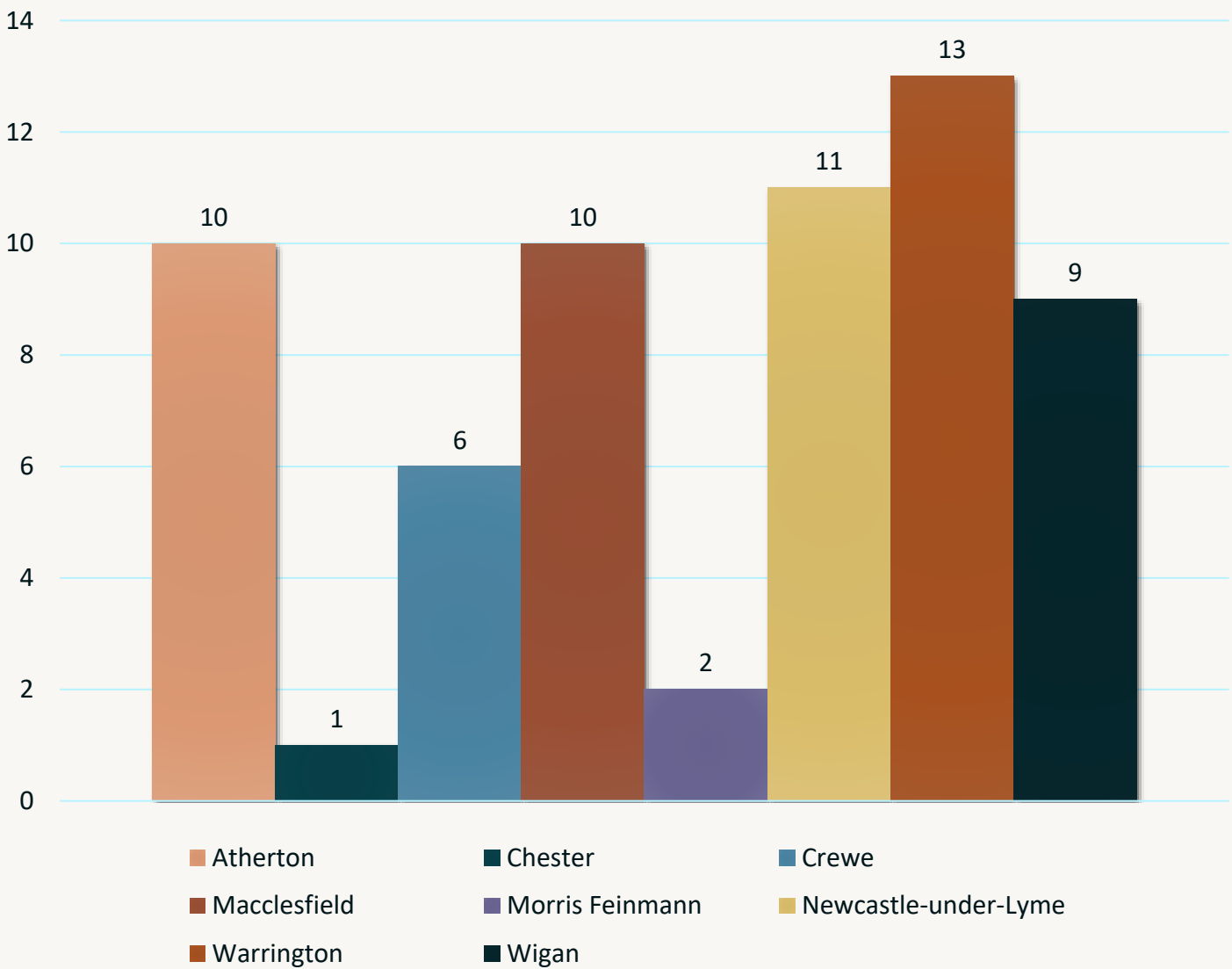
2023



BELONG

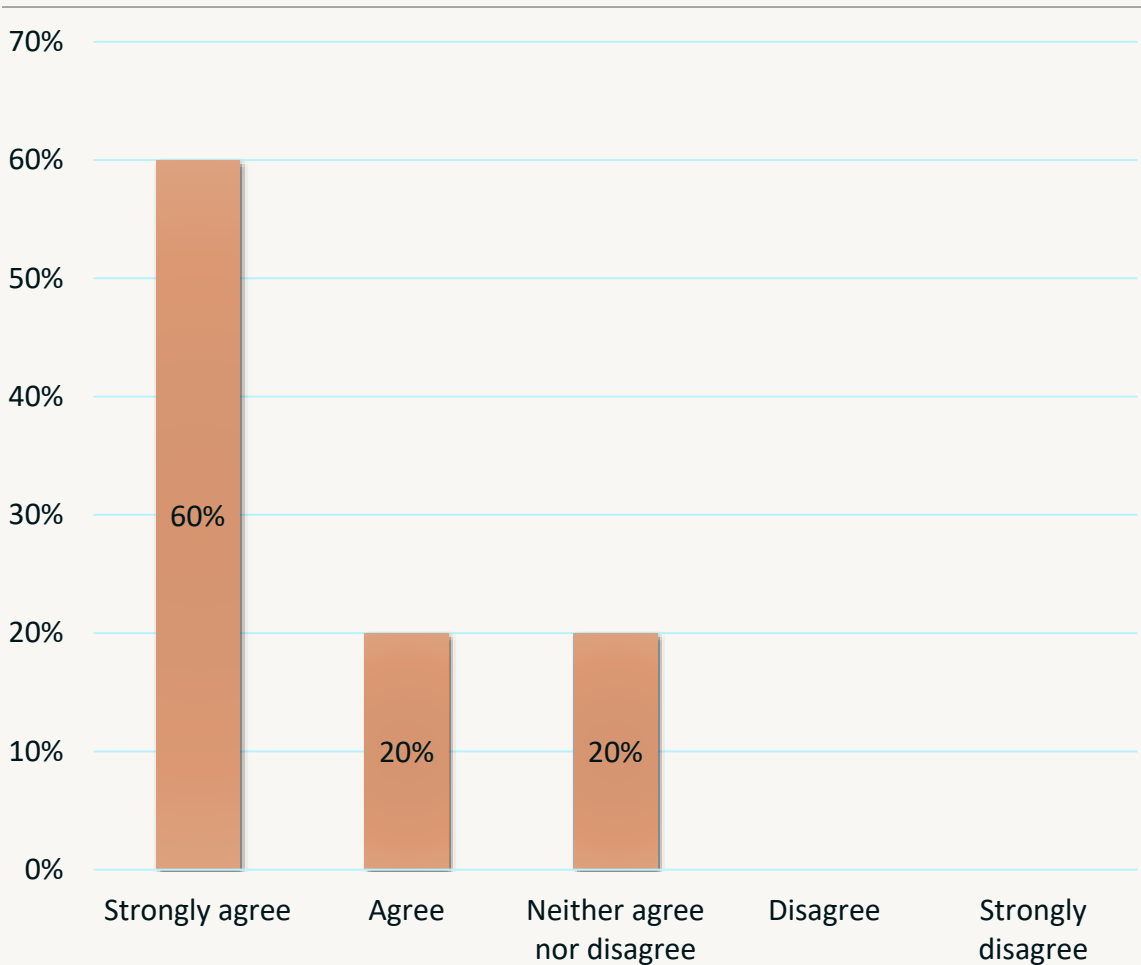
AT HOME

The number of surveys completed and returned by Belong at Home Customers, by location were:



I am happy with the quality of service that I receive.

60% strongly agree rising to 80% if 'agree' responses are included.

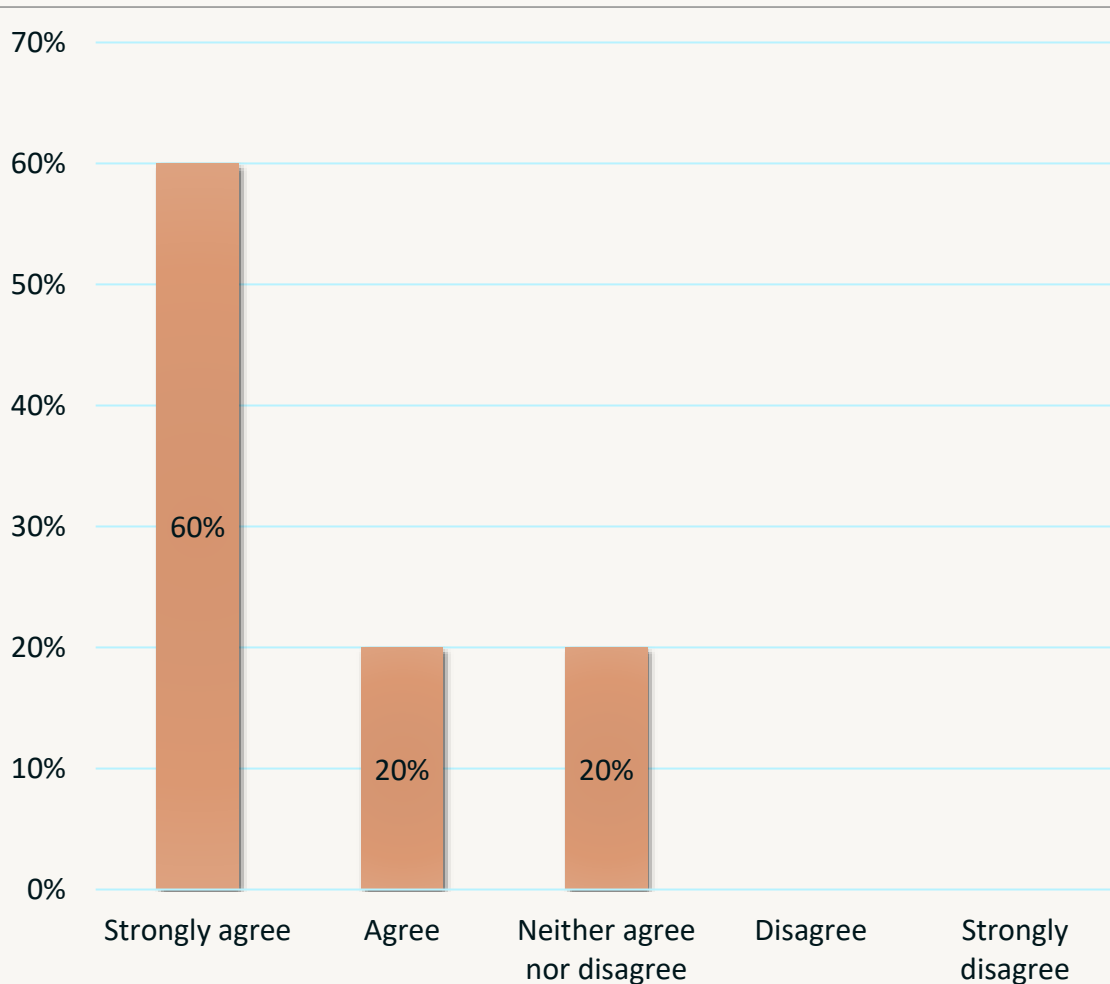


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
Alex who cleans for me once a fortnight works hard and does a thoroughly good job.
My experience is that all the carers who visit me are really lovely. I enjoy laughing with them.

My experience is that the Belong at Home team treat me in a compassionate, caring and respectful way.

60% strongly agreed rising to 80% if 'agree' responses are included.

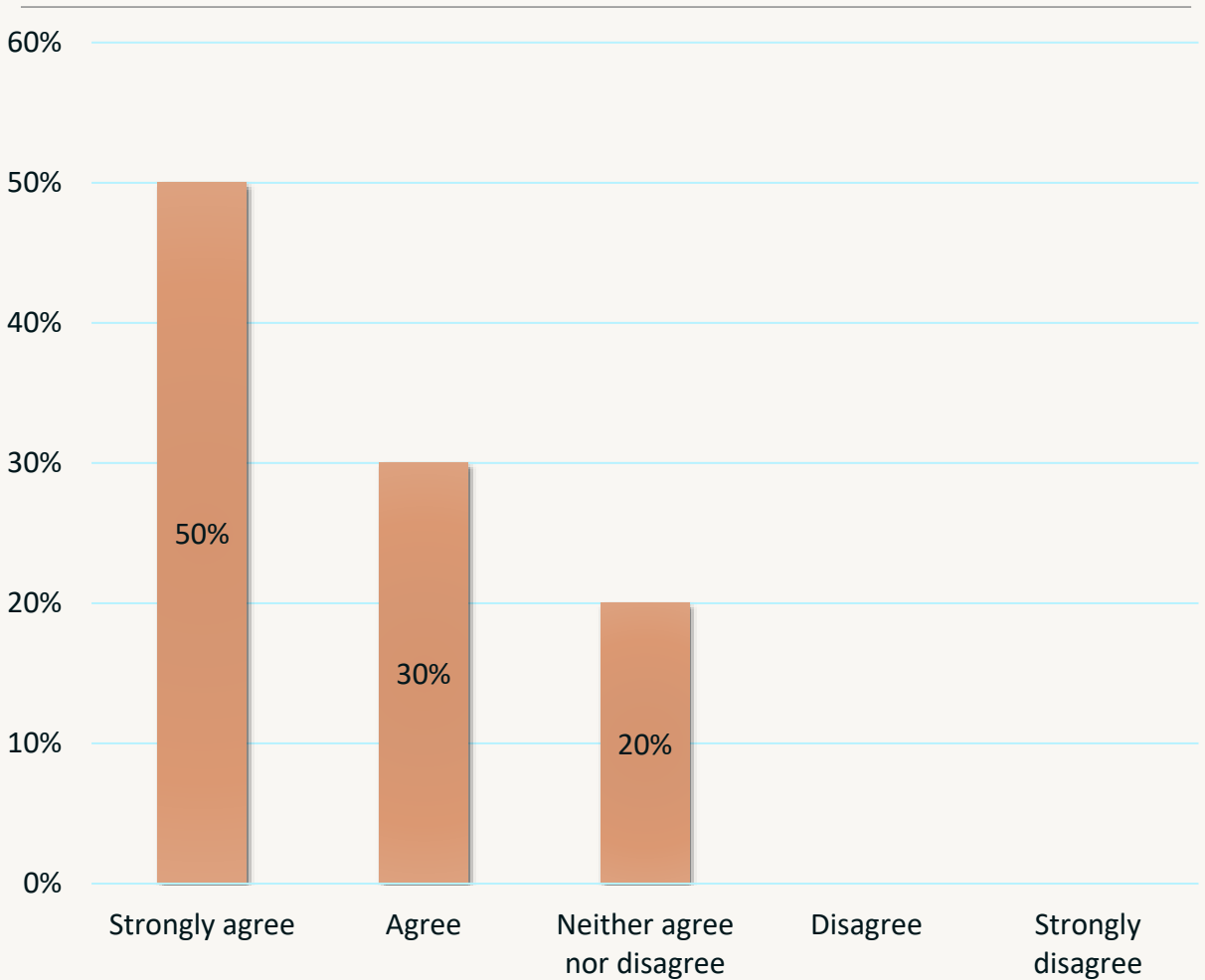


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
Alex is happy, kind company.

I feel safe and secure with the Belong at Home team.

50% strongly agreed rising to 80% if 'agree' responses are included.



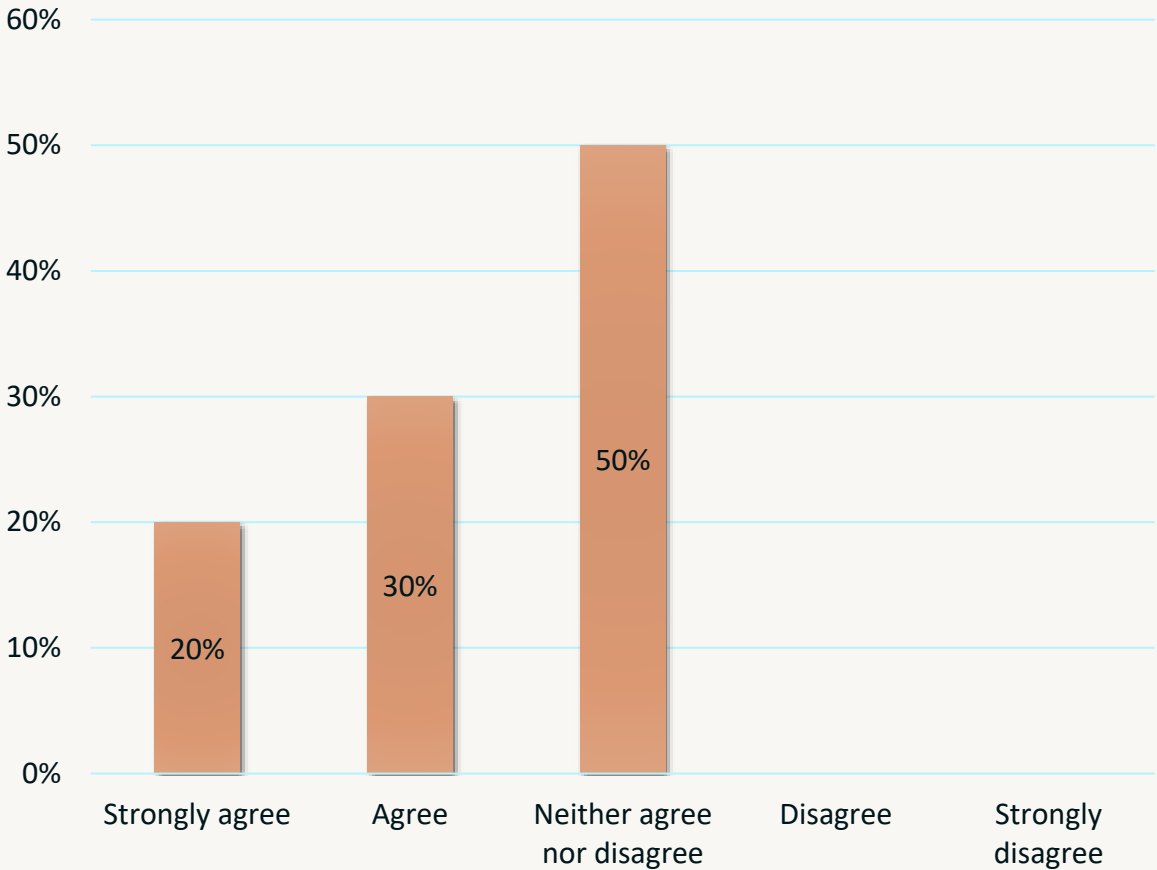
We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments

No comments were received.

The Belong at Home team support me to keep in contact with family and friends using different methods, such as technology or in person visits.

20% strongly agree rising to 50% if 'agree' responses are included.



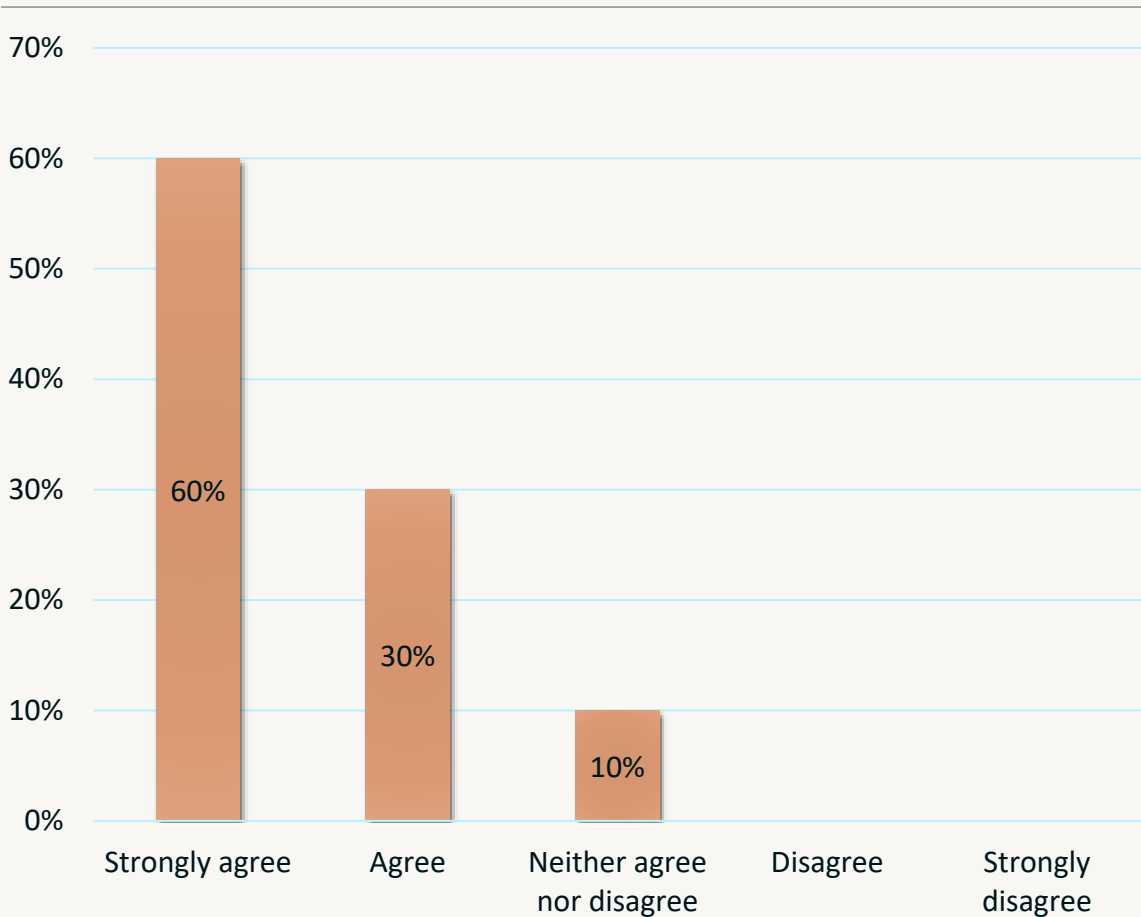
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

I am in frequent contact with my scattered family and friends and need no help in arranging visits.

I feel my Belong at Home team are punctual and arrive when I expect them to.

60% strongly agree rising to 90% if 'agree' responses are included.



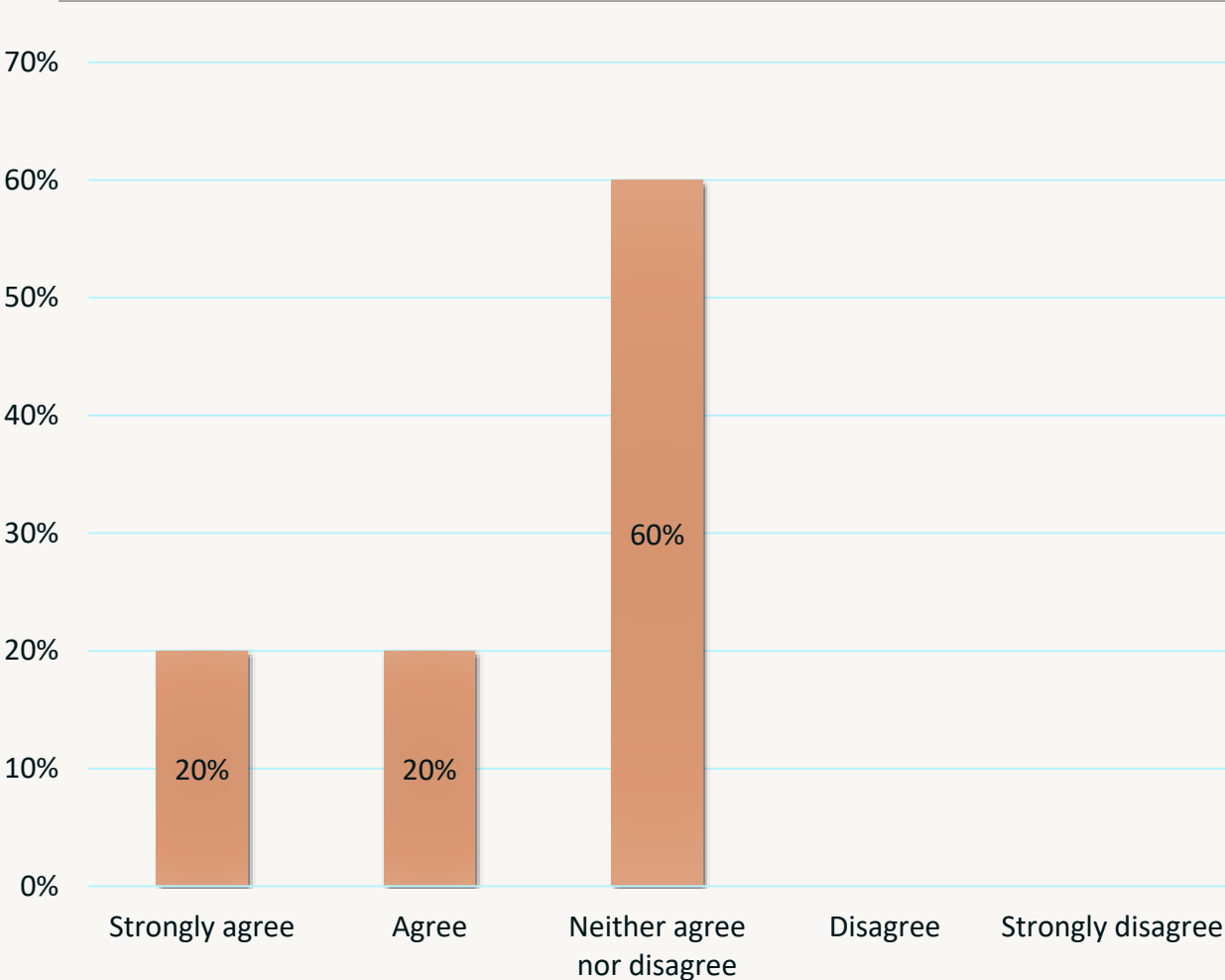
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

I am fully aware that keeping strictly to one set time is not possible given the nature of the job. When the carer is held up, I always get a phone call to explain why.

I feel supported by the Belong at Home team to attend activities available in the village.

20% strongly agree rising to 40% if 'agree' responses are included.

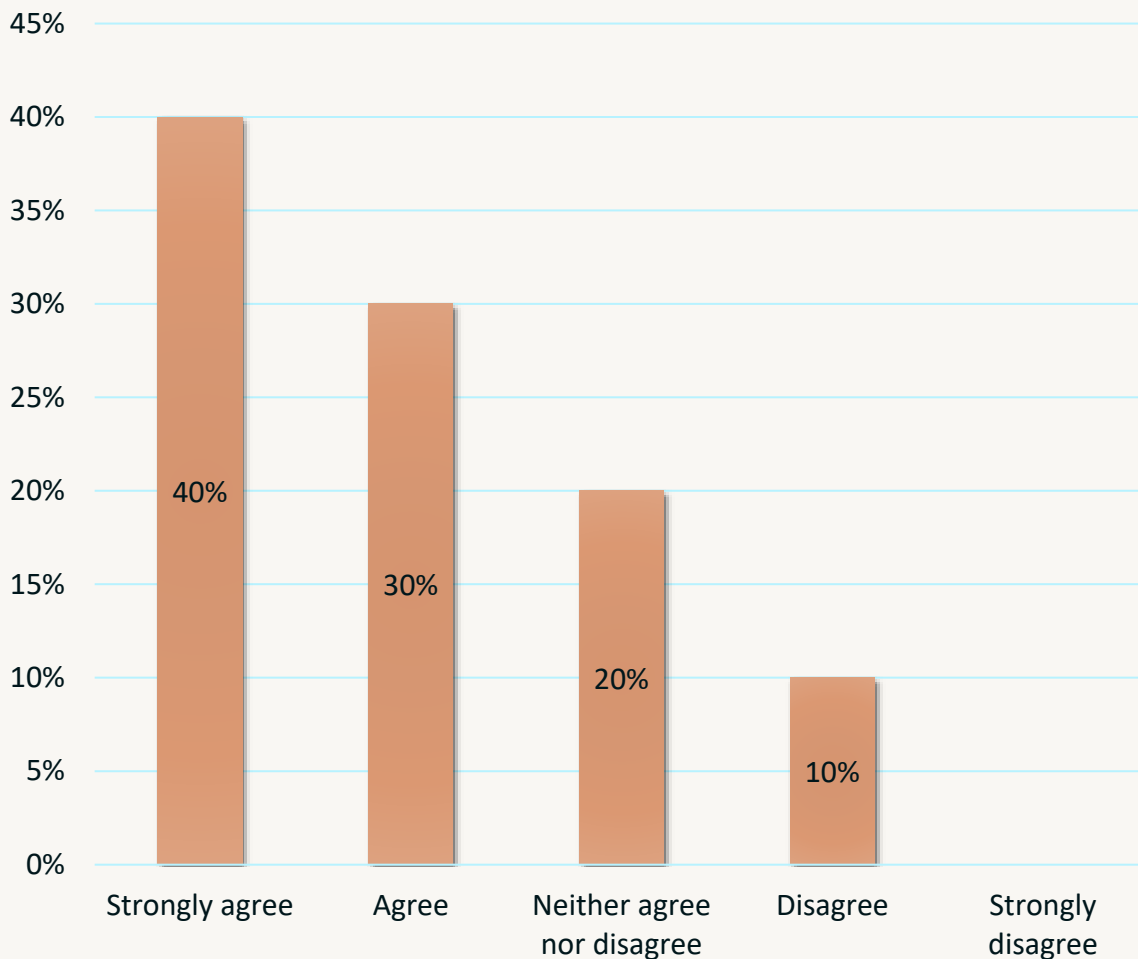


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
I get to these without help.

I feel my Belong at Home team support me to participate in exercise as I would like.

40% strongly agree rising to 70% if 'agree' responses are included.

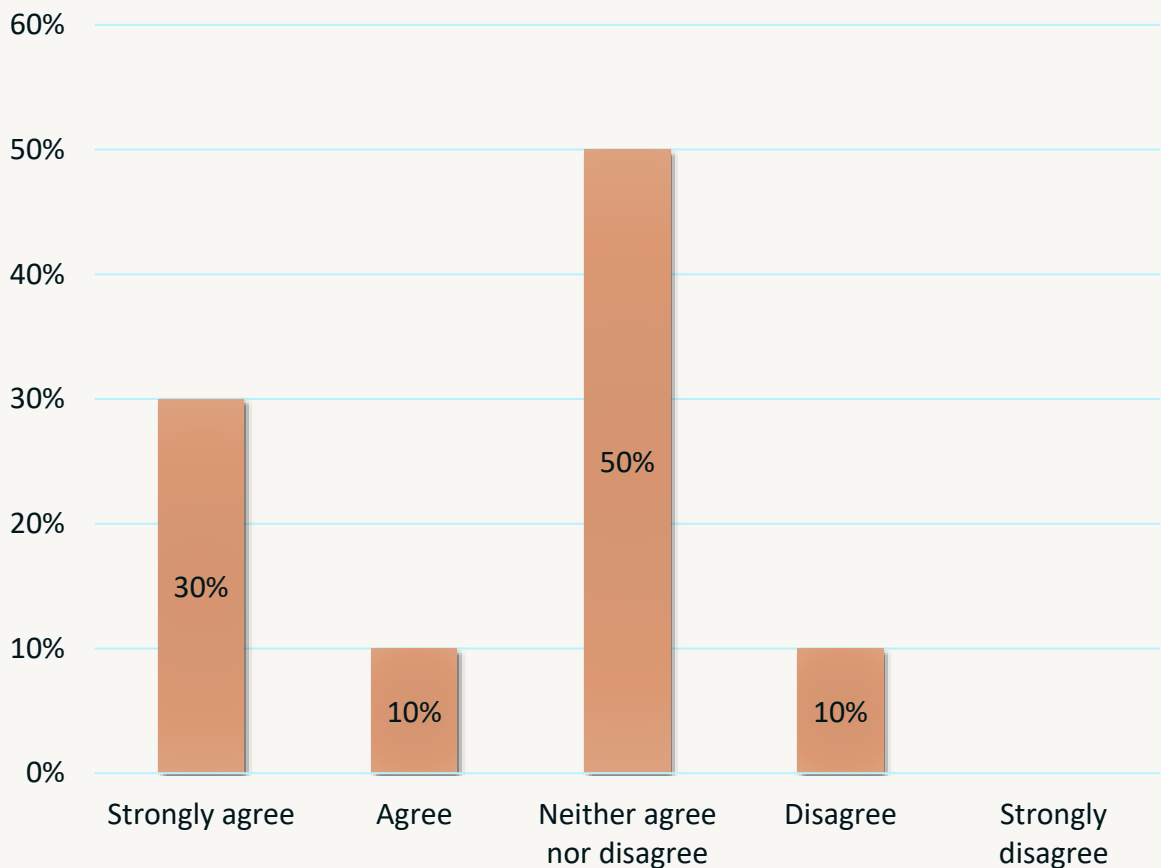


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Has been provided with a list of helpful physiotherapy exercises by the team at our doctor's surgery. The carers practice with him on a regular basis to improve his mobility. They join in and make it fun for him.
I try to have daily walks on my own account, so need no prompting or help.

The Belong at Home team support me to access outdoor space, fresh air and gardens as I would like.

30% strongly agree rising to 40% if 'agree' responses are included.



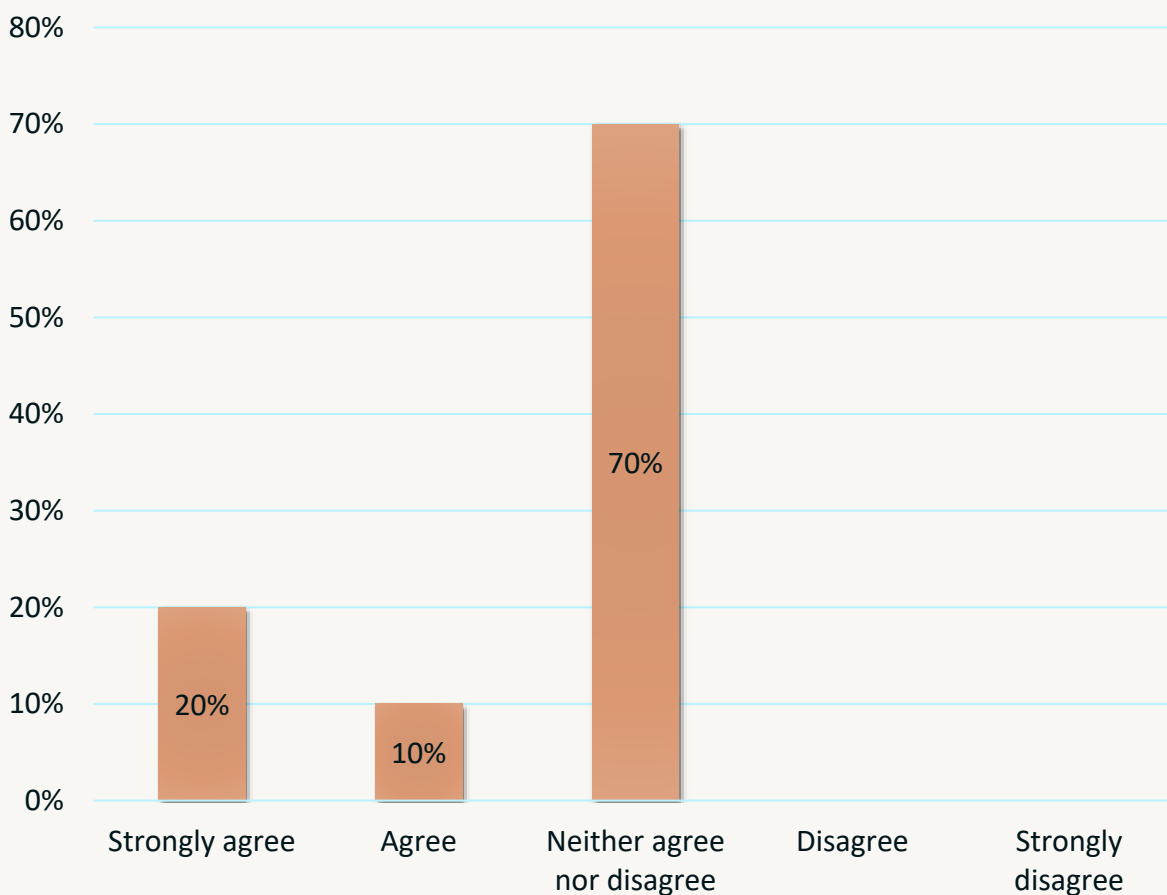
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Has lots of appropriate walking and exercise outside which he really enjoys and accesses himself on our farmyard.

My spiritual needs are supported by the Belong at Home team.

20% strongly agree rising to 30% if 'agree' responses are included.



We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

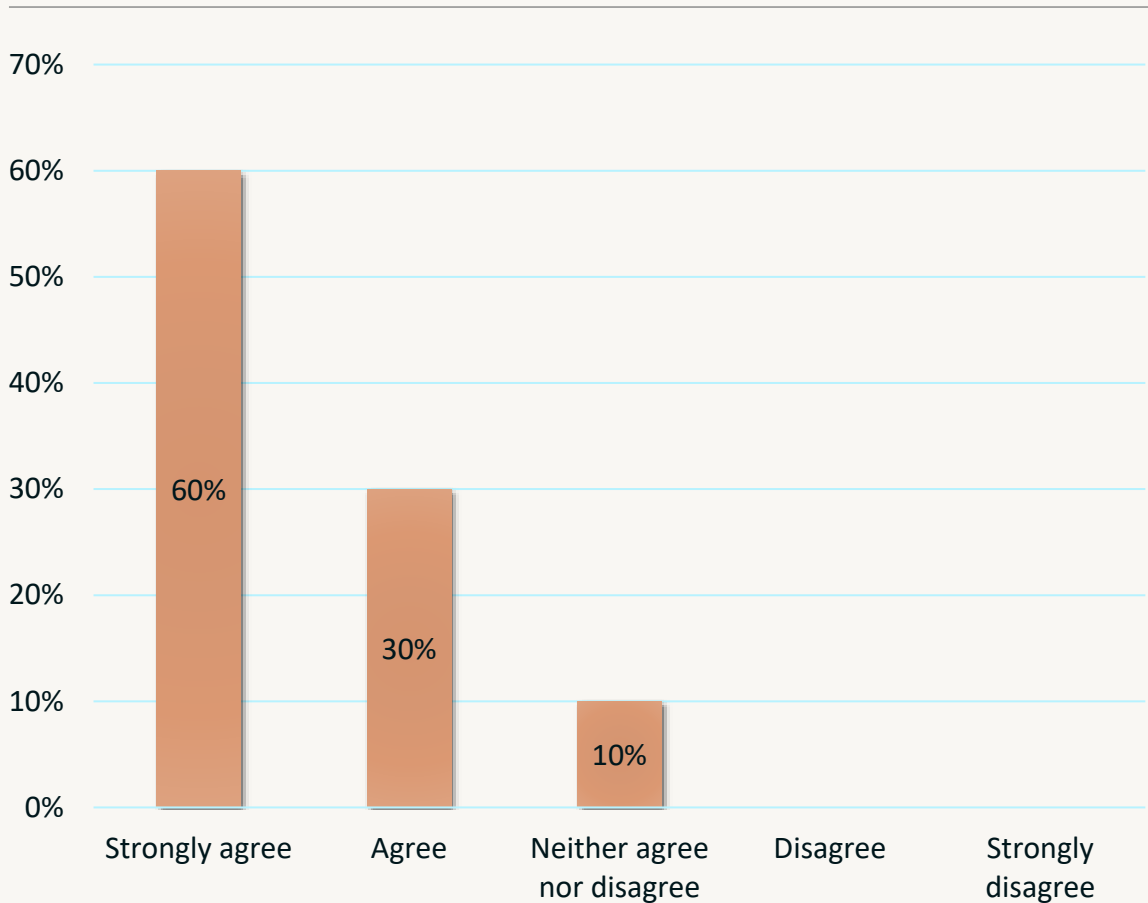
Comments

Father was a church organist and loves singing hymns and listening to the Sunday morning church service on Radio 4.

Go to services arranged in the venue and get a weekly lift with a nearby resident, when possible, to St Christopher's Pott Shrigley where my daughter-in-law is priest in charge.

I feel that Belong at Home communicates well with me and in relation to my care.

60% strongly agreed rising to 90% if 'agree' responses are included.



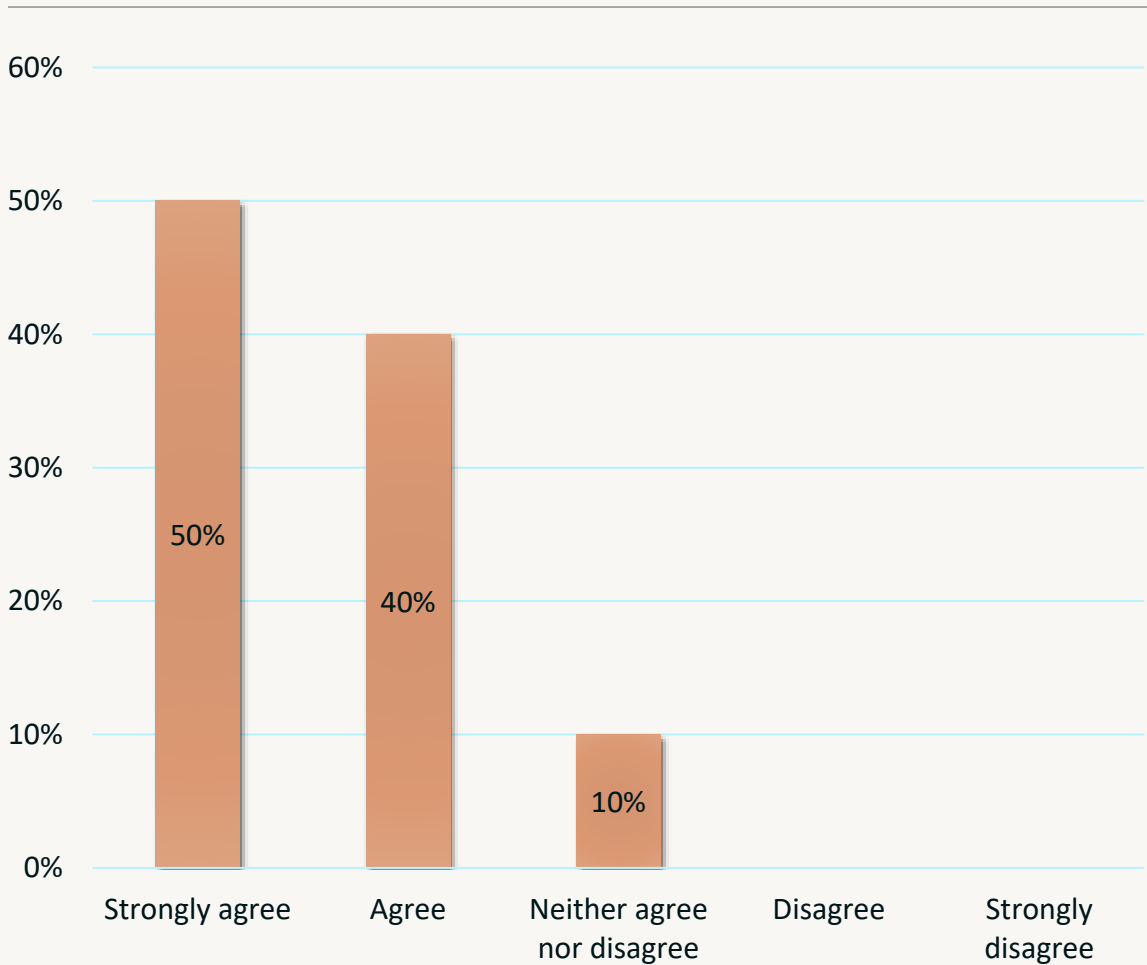
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

We have completed risk assessments together and discuss his needs. The carers communicate well with him even though his diction can be hard to understand sometimes.

The Belong at Home team are responsive and effective in dealing with any problems or complaints that I raise.

50% strongly agree rising to 90% if 'agree' responses are included.

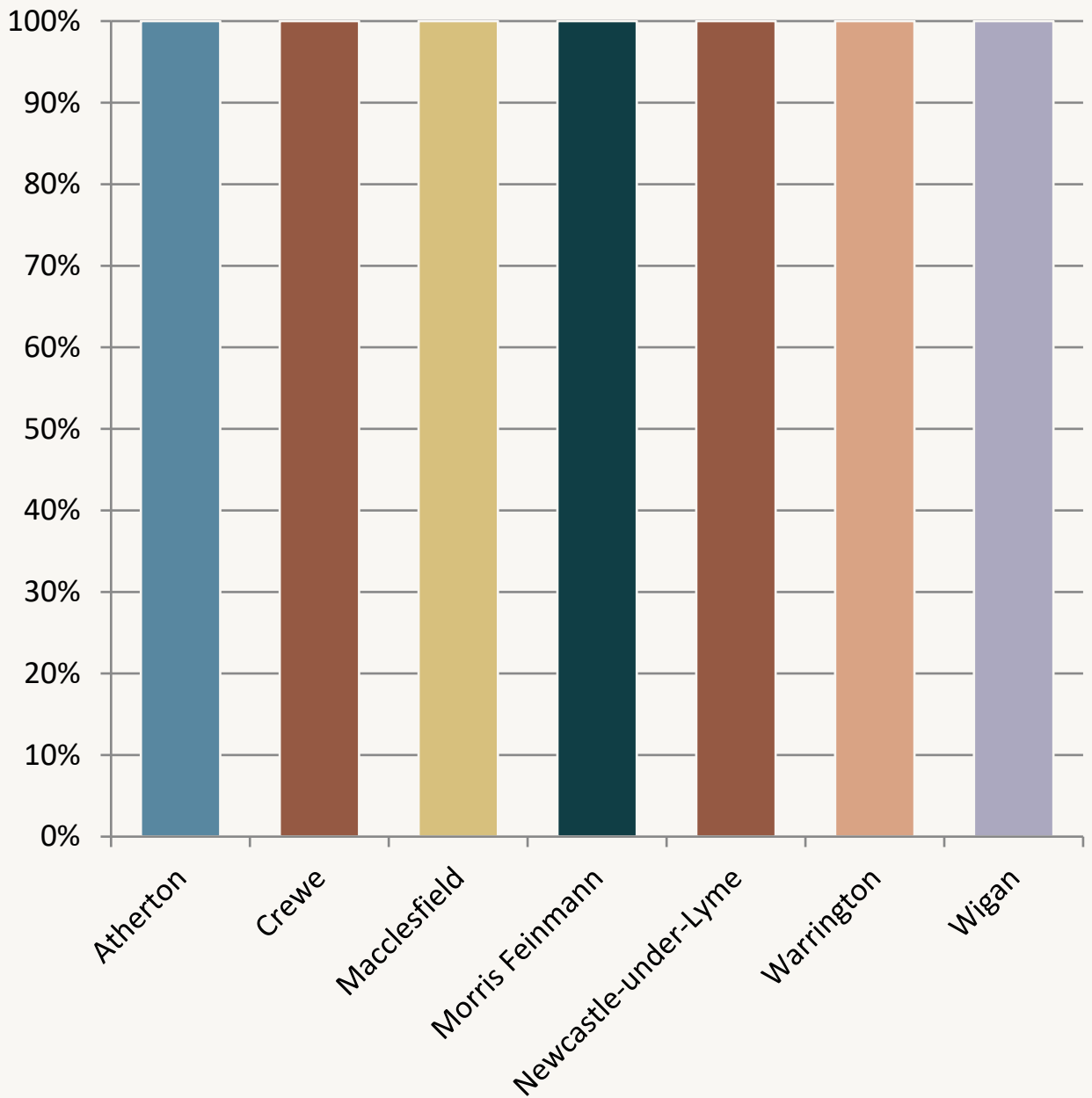


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

The Belong at Home team are very helpful, and we have no complaints. They quickly contact me or his sister if there are any problems.

100% percent of Belong at Home customers, across all locations, would recommend Belong to family and friends.



We asked Belong at Home customers what they feel we do well.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Communication / support	The communication is most effective. The carers are pleasant and supportive. I appreciate flexibility of booking. It is pleasant that the same person comes each day. She has given helpful advice with health problems. Her experience helping others gives her the ability to advise and reassure.
Personal support	You have taken the time to get to know me and that means my care is very personal. I feel like my wishes are respected however contrary they may seem sometimes.

We asked Belong at Home customers what they felt we could do better.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Travel time	Improve carers travel time allowance between calls.

We asked Belong at Home customers if there was anything else they would like to tell us.

The below comments are representative examples of the comments received (full data is available on request):

Feedback category	Feedback received
Support	It is a great comfort to me to know that if for some reason I am not able to care for my husband, there are people who would step in to ensure he is looked after.
Support	As the daughter doing much of the arranging with Belong at Home, I feel cared for too! You are an amazing team - both mum's and my life have been transformed! Thank you!
Activities	I go to the experience day now and I have found that I quite enjoy it.

Manager's comments:

Thank you for taking the time to provide your feedback and we are delighted to hear that the Belong at Home team is continuing to meet customers' needs in a person-centred way and to a very high standard.

We continue to invest in our people and offer an extremely competitive package to support our recruitment efforts. This includes paying the Real Living Wage as a minimum, remunerating travel time, providing high quality training and support and offering a range of additional benefits including a generous pension.

We trust that you will continue to see this translating into the provision of a high-quality home care service as we support you into the future.

Thank you once again for choosing Belong at Home Macclesfield and for taking the time to complete this survey.

Karen Burgess

Belong at Home Macclesfield Area Manager

What do we do with your feedback?

- Produce these annual reports with action plans by the manager for public information
- Managers use feedback to inform their business plans
- Share the reports and audits with the teams
- Dementia skills assessments and observations used to inform individuals PDRs
- Update policies, procedures and standards where required
- Increase audits as needed
- Share with regulators, commissioners and banks
- Use it to better understand and improve our services

Getting better all of the time

Making a conscious effort to find out what life is like for people who live in our villages helps us to see what needs to be improved.

Thank you for taking the time to take part in this year's survey.

