

# **Belong Crewe**

## **Households and Relatives**

### Customer Satisfaction

### Results

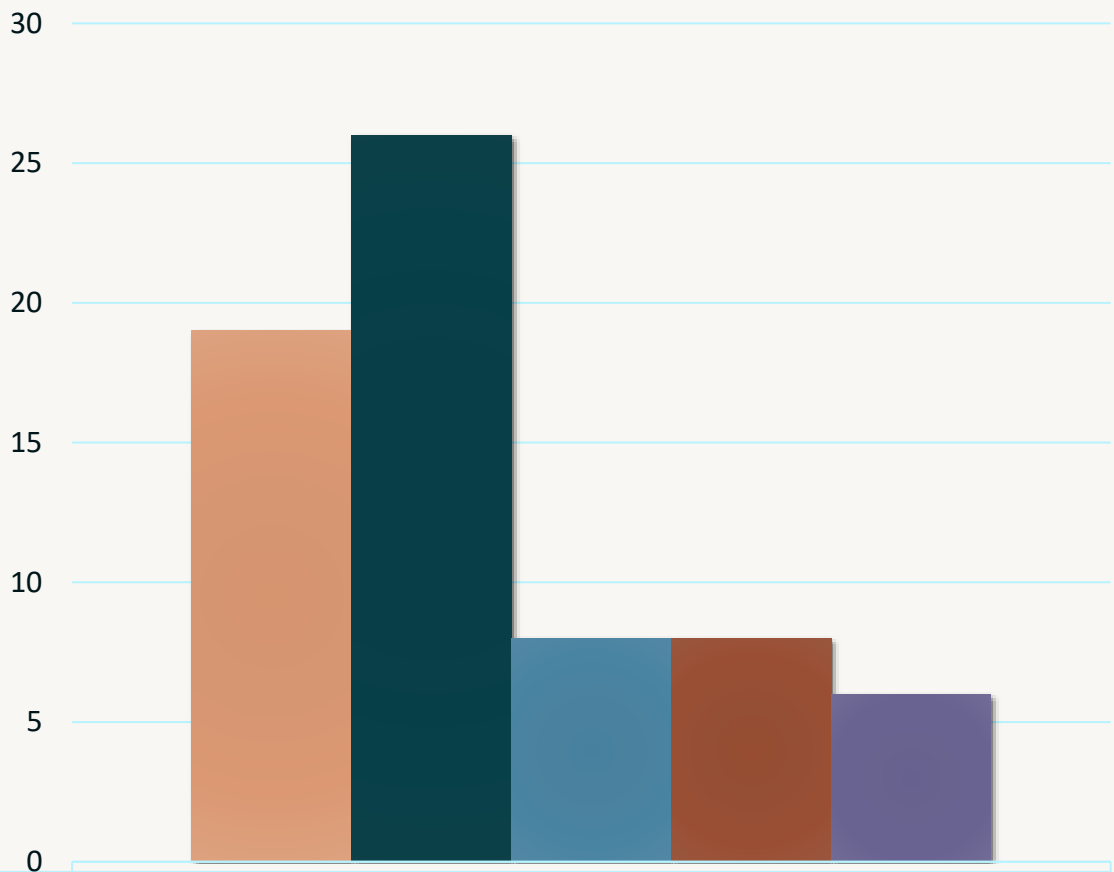
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**2023**



The number of surveys completed and returned by customer type were:

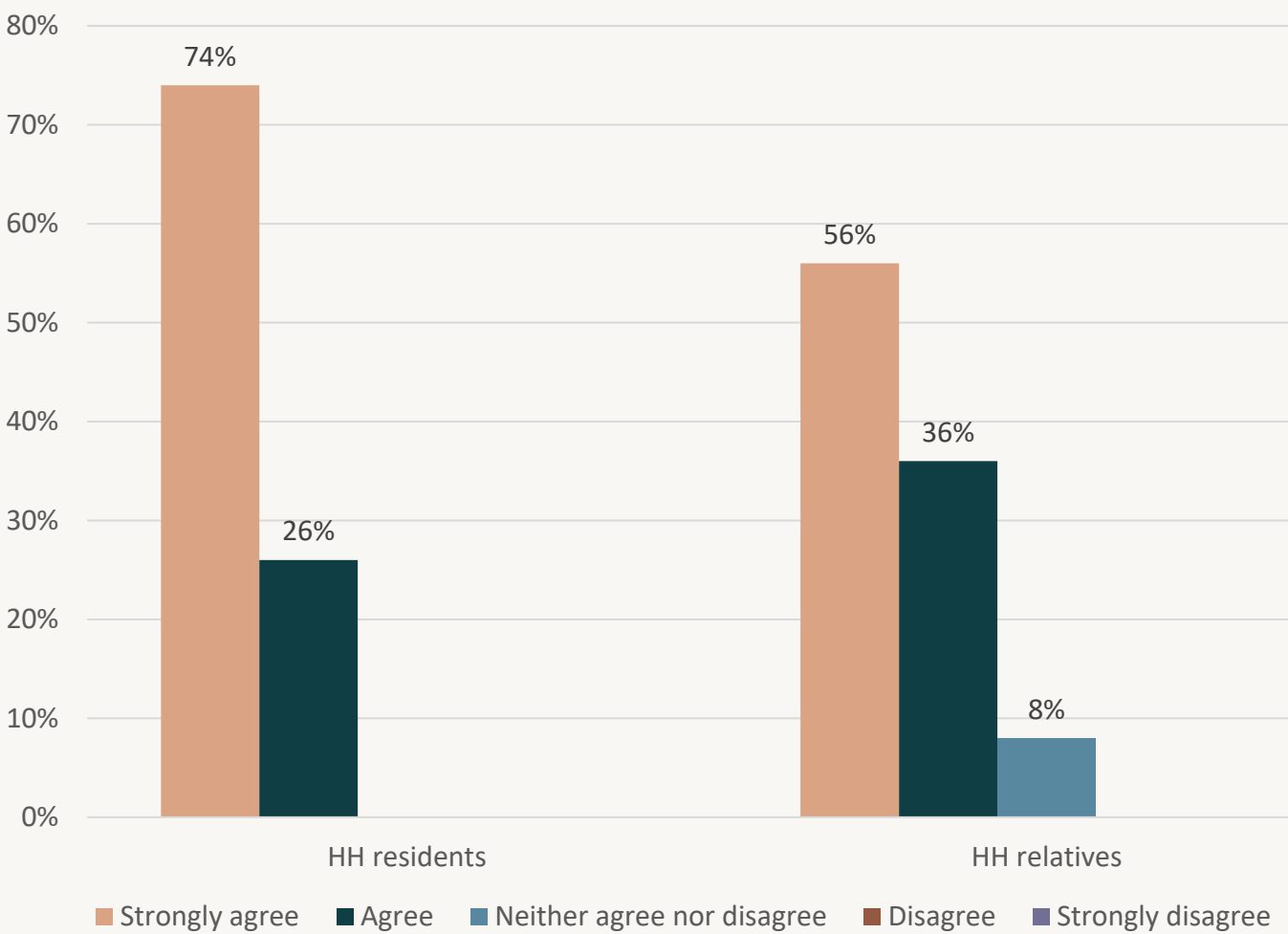
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Household customers	19
Household relatives	26
Apartment customers	8
Experience Days	8
Belong at Home	6

**I am happy with the quality of care that I / my relative receives.**

**65% of residents and their relatives strongly agree rising to 96% if 'agree' responses are included.**



**I am happy with the quality of care that I / my relative receives.**

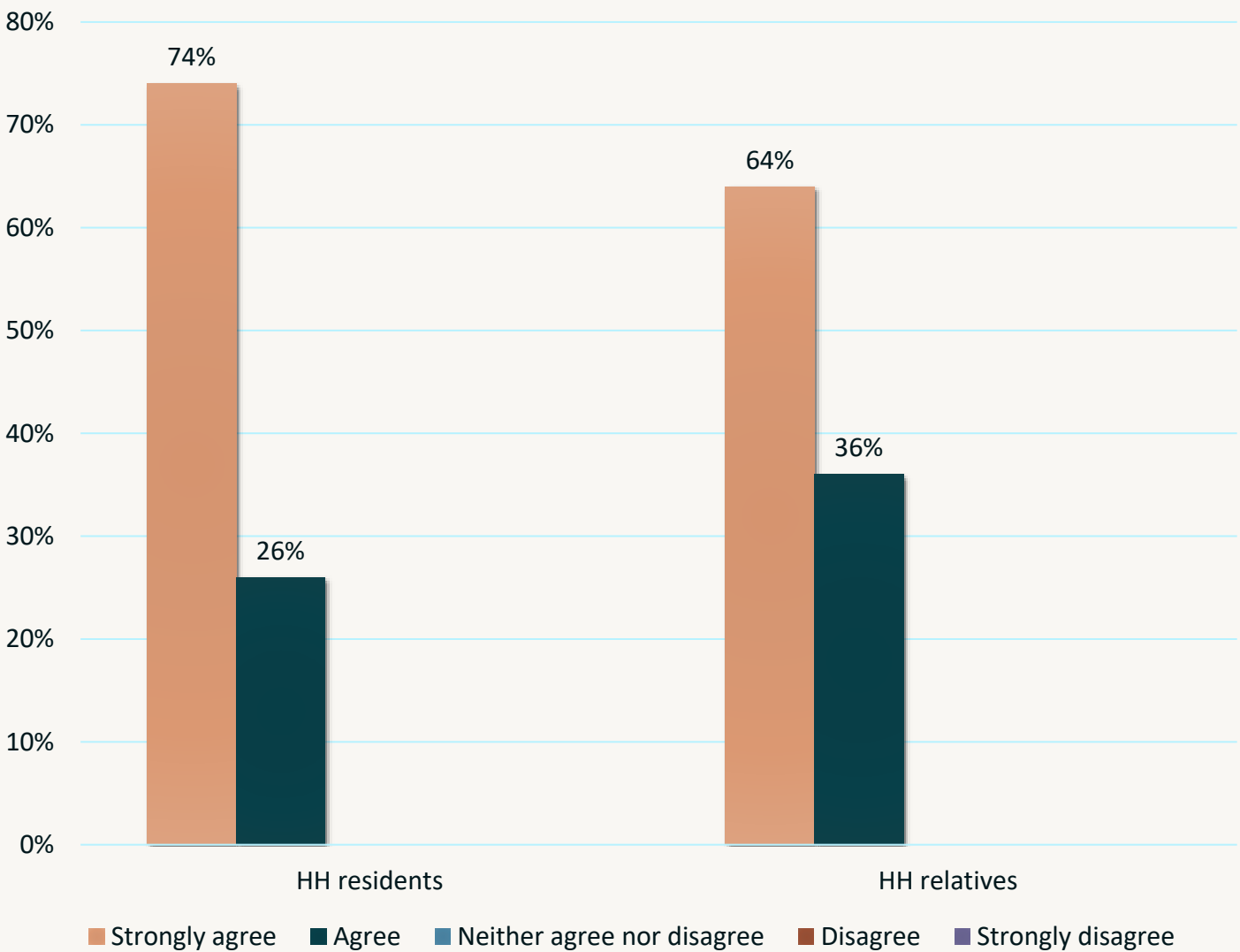
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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<b>Customer</b>	<b>Comments</b>
Residents	They care for me like family.
	I am very happy with the care I am given and shown.
Relatives	Mainly high quality; however, some concerns regarding quality provided by agency staff.

**My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.**

**69% of residents and their relatives strongly agree rising to 100% if 'agree' responses are included.**



**My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.**

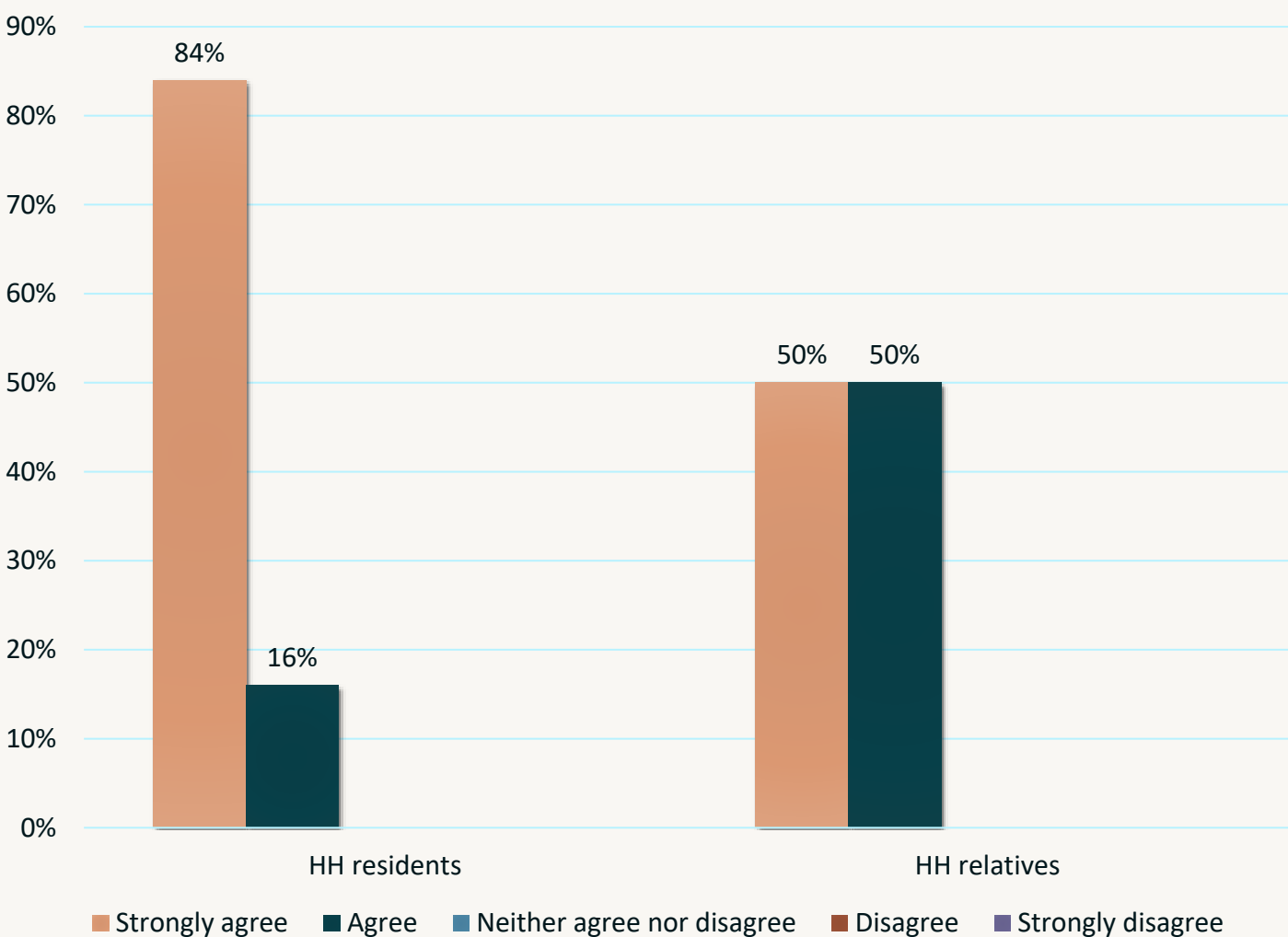
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Residents	Very much so.
Relatives	We have had family problems, the main one being my cancer. The staff there do everything to keep me safe when visiting my dad. If dad is upset, they allow him to contact me which makes him feel better.
	Can vary depending on staffing levels.

**I feel that I / my relative is safe living in a Belong village.**

**67% of residents and their relatives strongly agree rising to 100% if 'agree' responses are included.**



## I feel that I / my relative is safe living in a Belong village.

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):

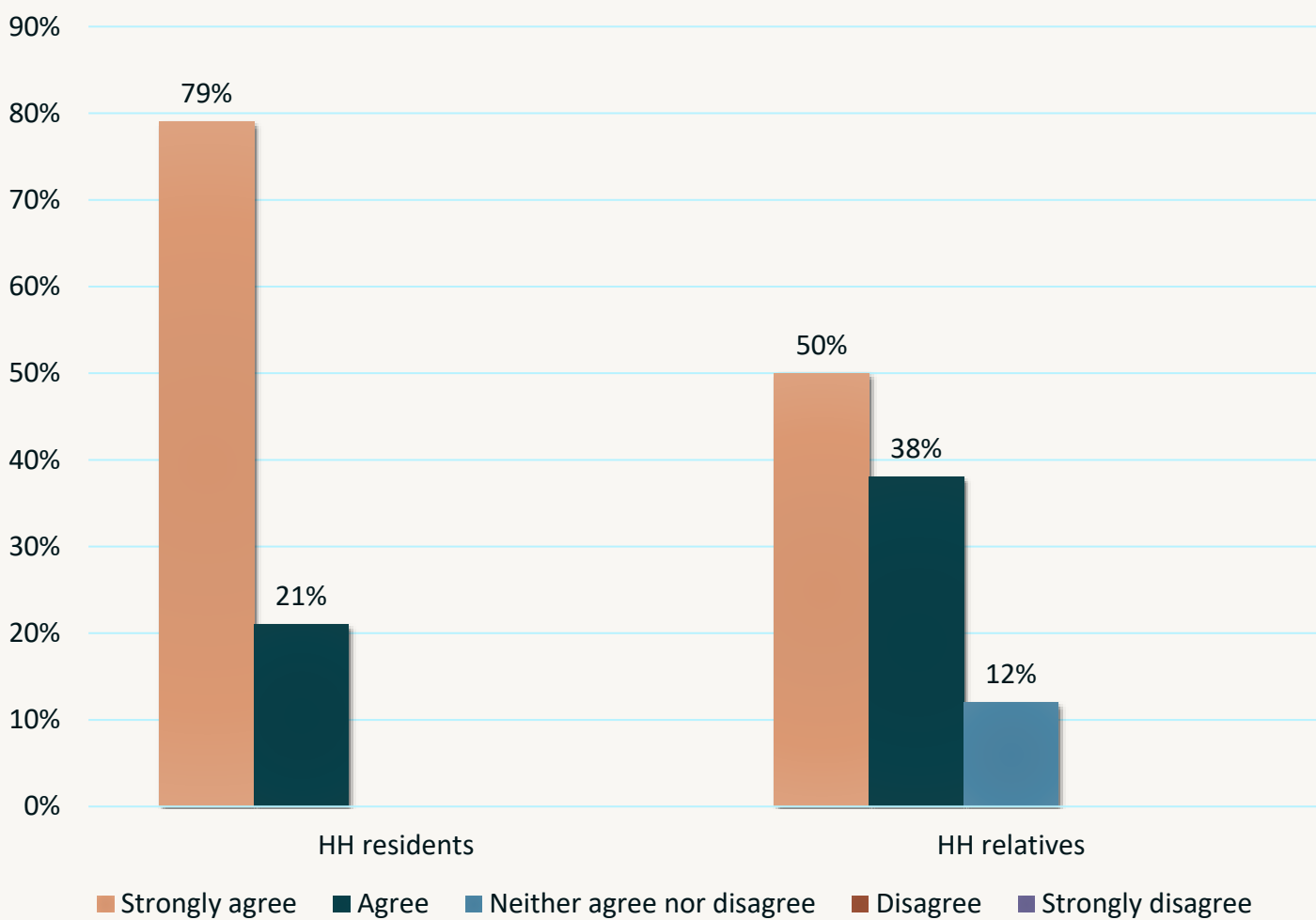
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Customer	Comments
Residents	Very safe.
Relatives	Generally safe but there are long periods of time when residents are unsupervised.
	Relative does get anxious when dementia residents enter their room.



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

**65% of residents and their relatives strongly agree rising to 95% if 'agree' responses are included.**



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

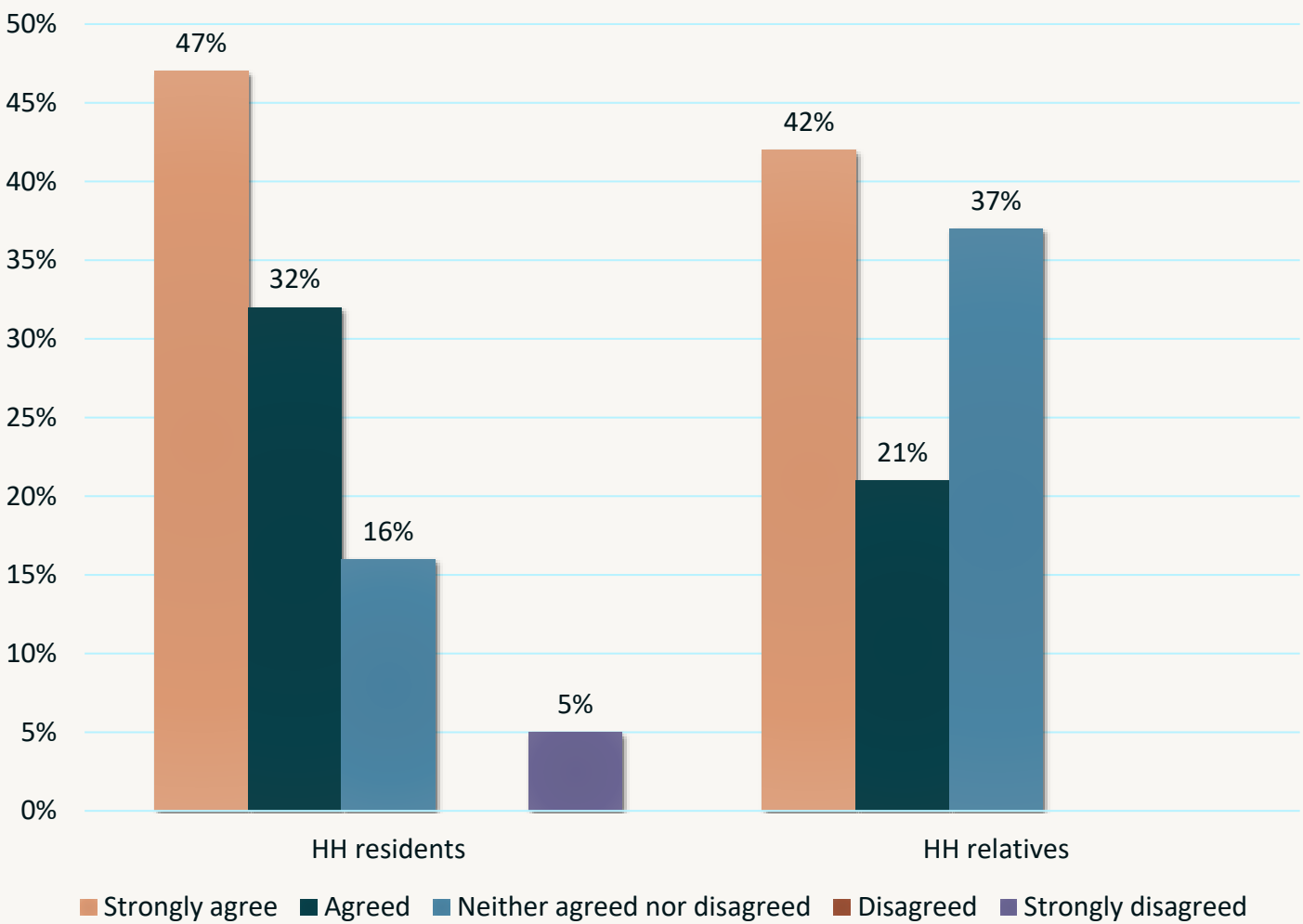
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are a few examples of the comments received:

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Customer	Comments
Residents	My wife visits from the apartment every day.
	Helpful in every way.
Relatives	There have been many occasions when I have telephoned, usually in the evening, and the phone has not been answered.
	There have been occasions when I was not kept informed or consulted regarding important health decisions regarding my relative, but this was some time ago and involved different staff.

**I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.**

**45% of residents and their relatives strongly agree rising to 72% if 'agree' responses are included.**



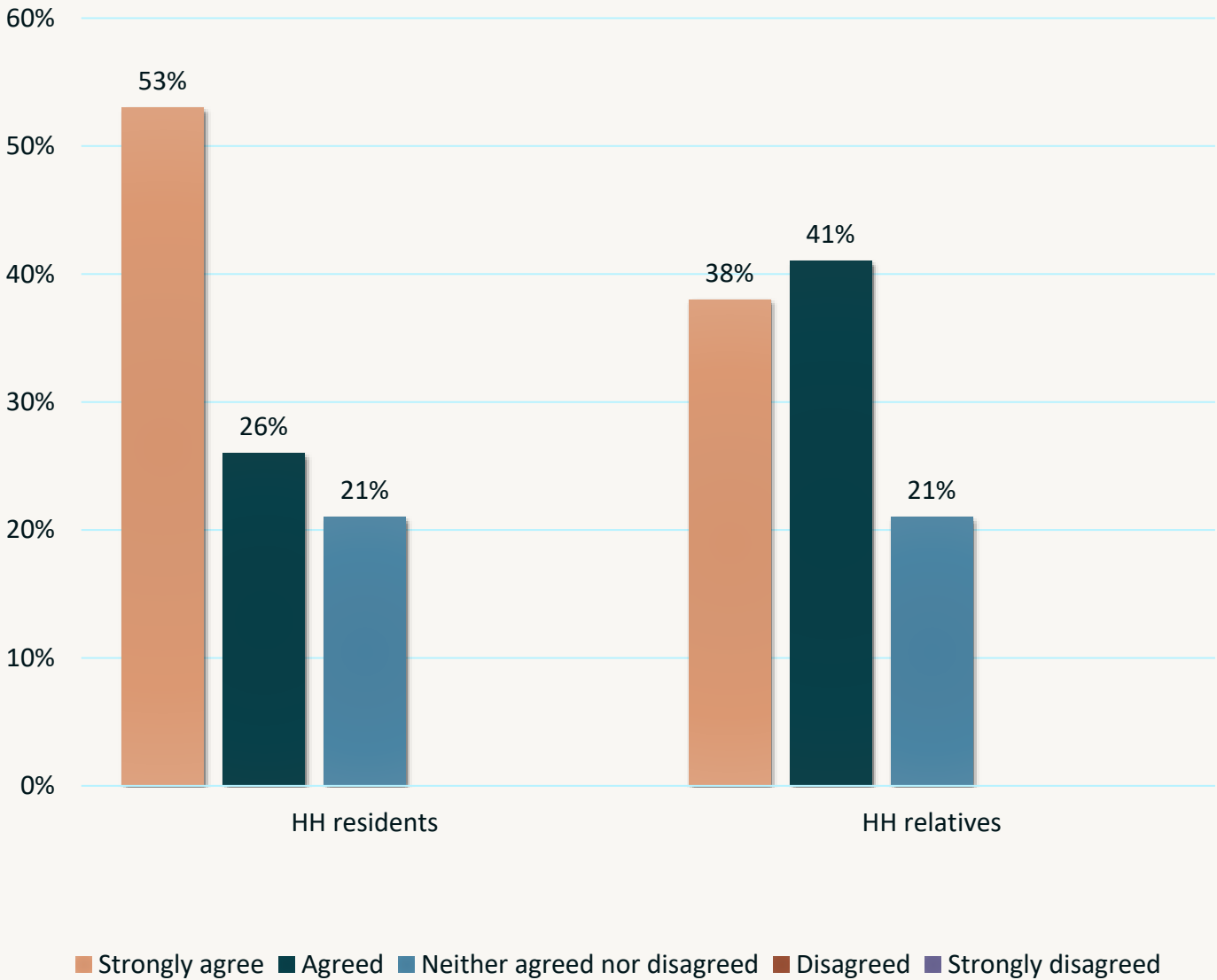
**I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.**

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):

Customers	Comments
Residents	Always a choice.
	The food is hit and miss, but the girls do their best. They make a good Sunday roast dinner.
Relatives	Quality and choice not consistent. There have been some instances when my relative was asleep, missed her meal and nothing was available when she woke up.
	Quality varies, maybe improved choice required.

## I enjoy using The Bistro.

46% of residents and their relatives strongly agree rising to 80% if 'agree' responses are included.



## I enjoy using The Bistro.

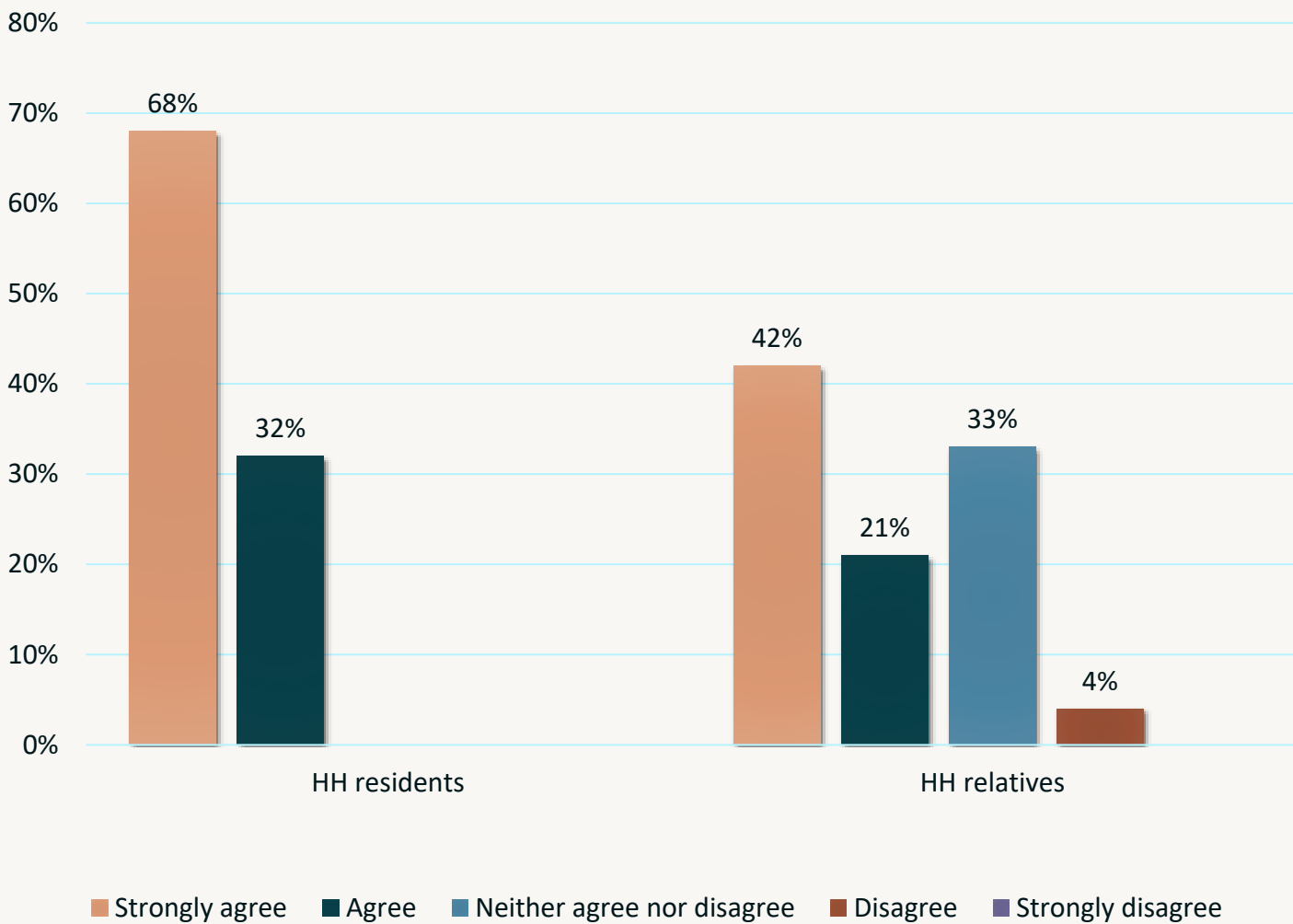
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Residents	I enjoy breakfast club.
	I enjoy having lunch with my friends in The Bistro, it's our meeting spot.
Relatives	Excellent food and value for money.
	Good quality food and very helpful and friendly staff.
	The Bistro is a great meeting place for relatives and families. The food is excellent and reasonably priced and the staff friendly and hard working. Dad feels he's been out to somewhere posh when he's been to The Bistro.

**I am happy with the range and number of activities available in the village.**

**55% of resident and their relatives strongly agree rising to 82% if 'agree' responses are included.**



## I am happy with the range and number of activities available in the village.

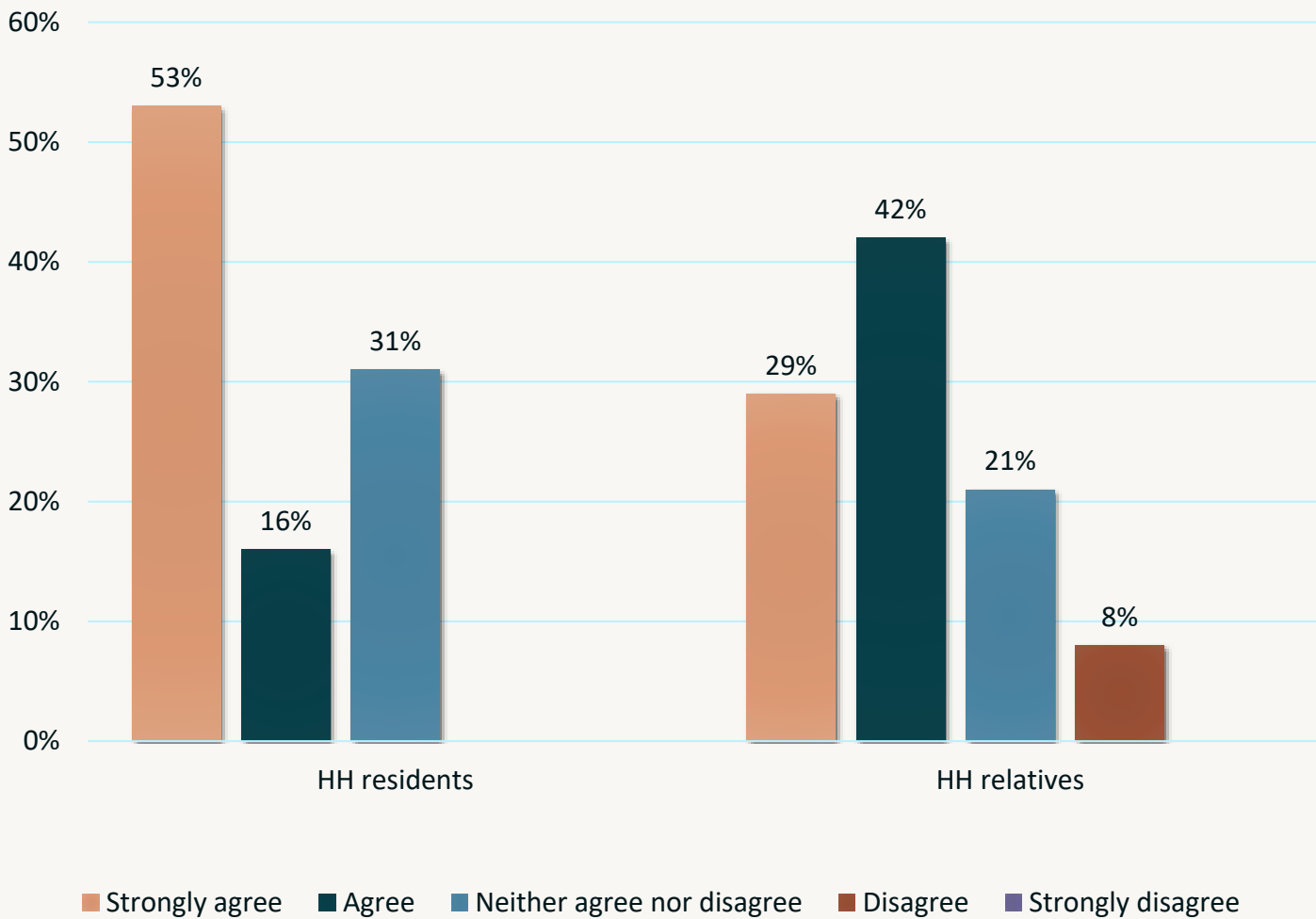
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Customer	Comments
Residents	Yes, I go to what I enjoy and that makes me happy.
	We get to be involved in planning of activities and give our ideas which I enjoy.
	We have a scrabble club which we have set up on a Sunday, where I enjoy seeing friends from around the village.
Relatives	As a relative I am not always aware of what is available. Dad does go to some activities, but I have not been able to attend as many as I used to so don't know how he gets on with them.
	Activities are great. However, I feel that some residents would benefit from activities on the household as often there is nothing for people to do apart from watch TV.
	Relative is reluctant to join group activities and doesn't get any one-to-one activities.



**I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.**

**41% of residents and their relatives strongly agree rising to 70% if 'agree' responses are included.**



**I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.**

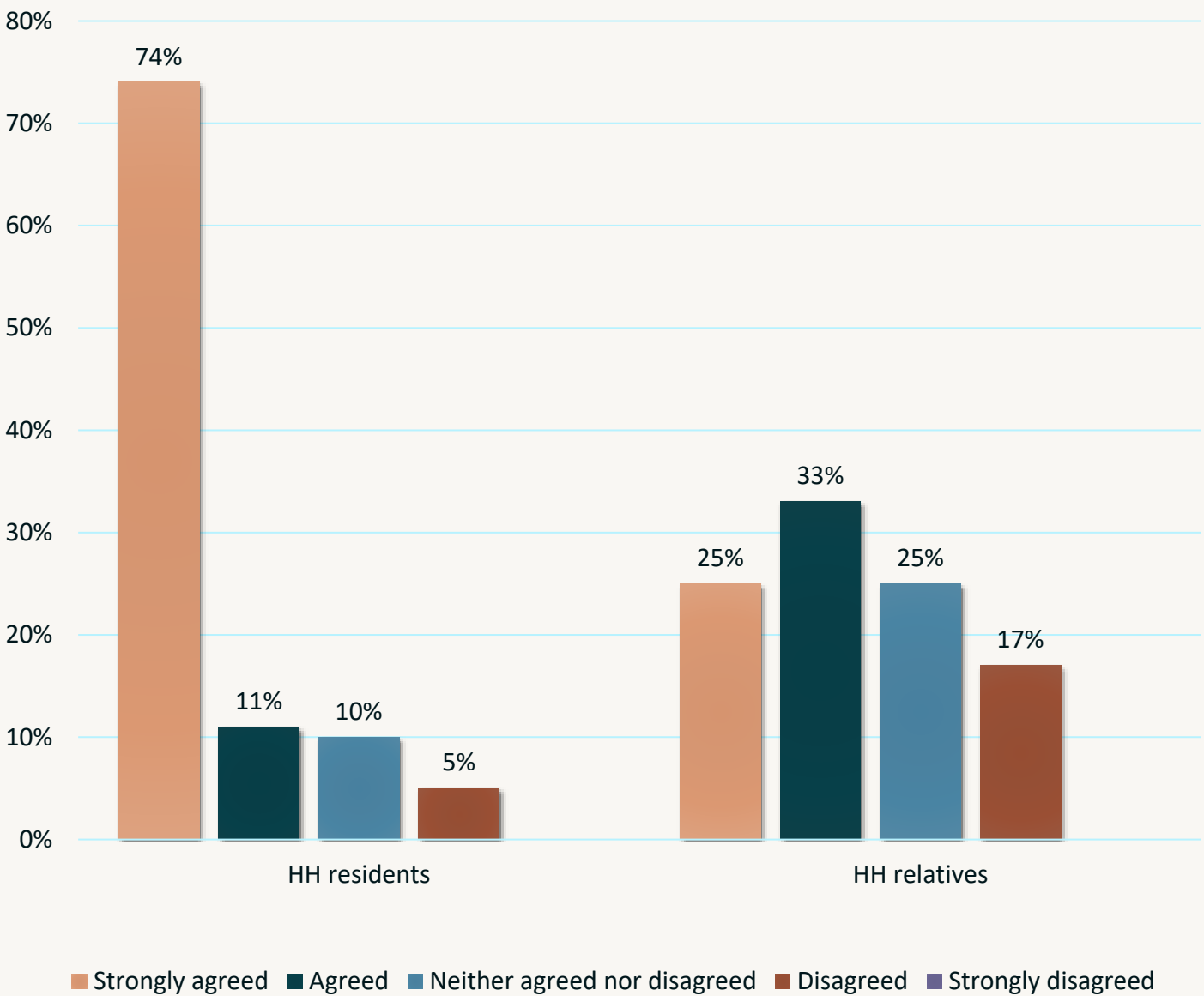
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Residents	I have regular private lessons with the gym instructor.
	I go to the gym every week more-or-less every day.
Relatives	I feel that a variety of activities such as catching balls, and passive exercises would benefit people who find it difficult to follow instructions; my relative would enjoy this.
	Since her fall is unable to mobilise also with progression of dementia struggles to follow instructions; more passive exercises would prevent stiffness.

**I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.**

**50% of residents and their relatives strongly agree rising to 72% if 'agree' responses are included.**



**I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.**

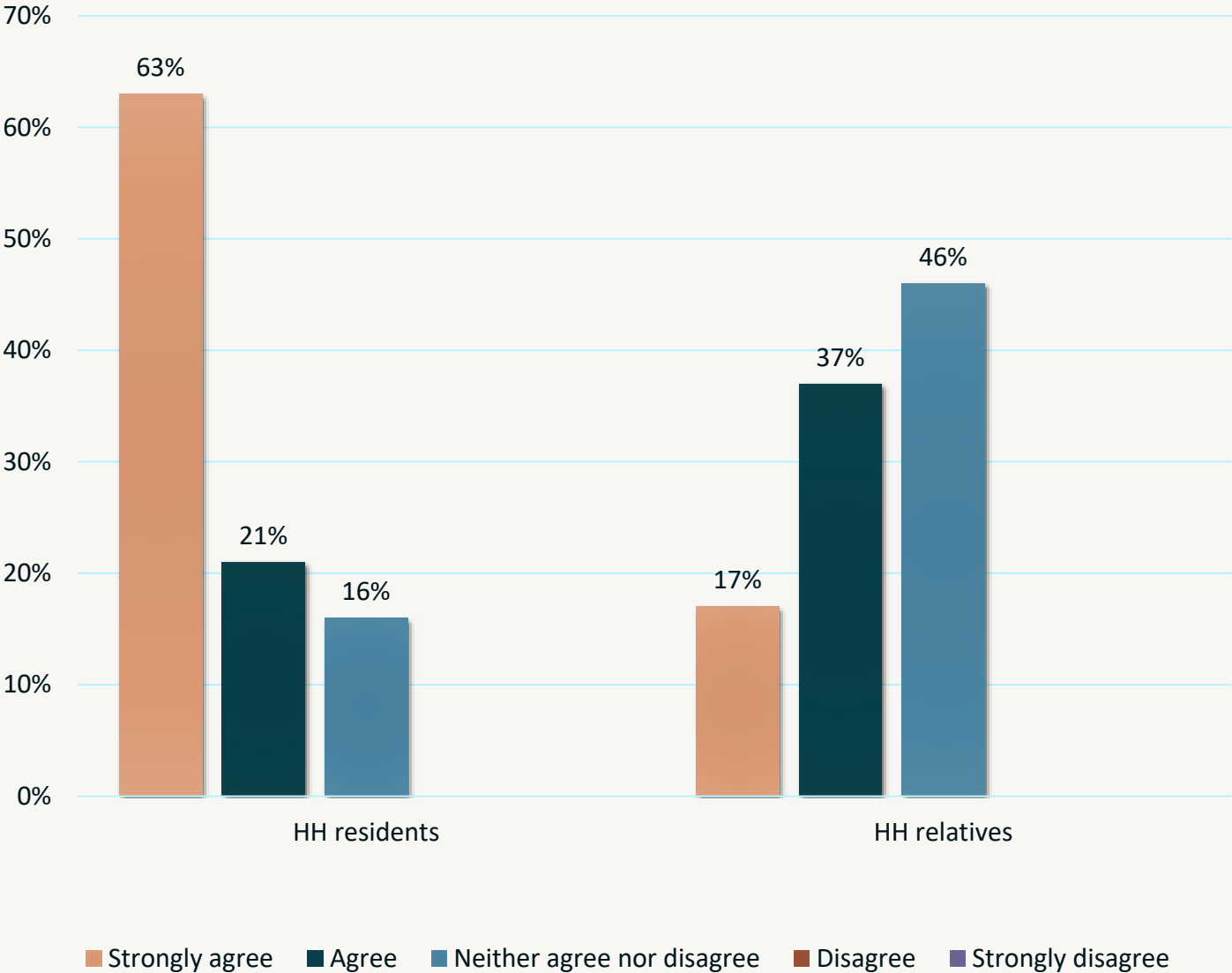
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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<b>Customer</b>	<b>Comments</b>
Residents	Especially enjoy the walking club and getting out into the fresh air.
	If the staff have availability to take me, as I am unable to go on my own as we don't always have enough people, but this place is a very nice place to be.
Relatives	Being on the top floor it is harder to access the garden. Staffing means it would be hard to supervise if left outside.
	The garden is really beautiful, and dad likes sitting outside in the summer.

**My spiritual needs are supported in Belong.**

**40% of residents and their relatives strongly agree rising to 69% if 'agree' responses are included.**



## My spiritual needs are supported in Belong.

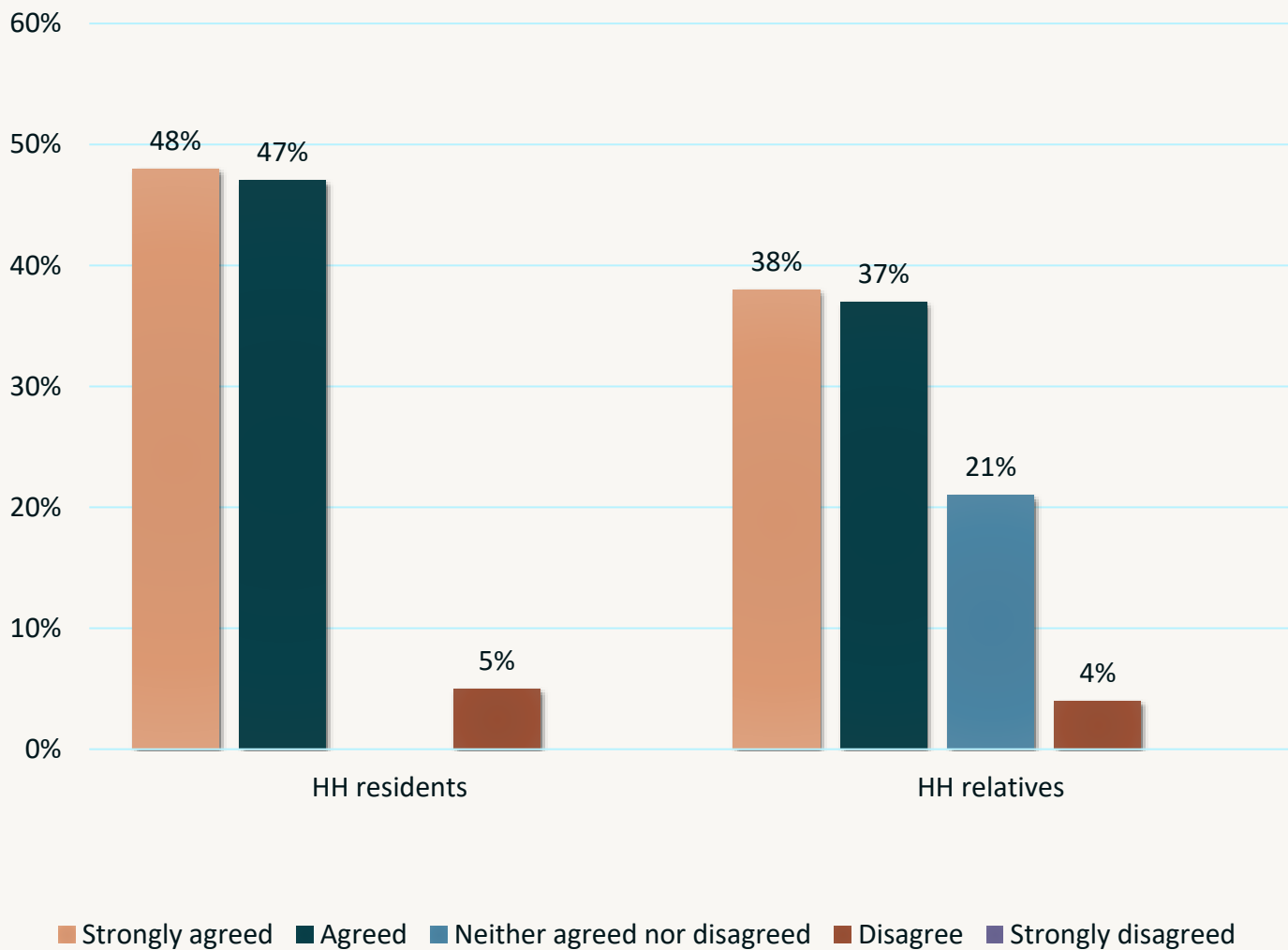
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

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Customer	Comments
Residents	Yes, I enjoy the service that comes here to us to offer holy communion which supports with not being able to go out on my legs.
	I enjoy the church service on a Sunday.
Relatives	I know there is a service available but am not sure what support Dad is given in accessing other things. He is not able to use technology and does not have his own so he cannot join in with services online as the computers are needed for medication issue. I telephone most evenings to share prayers with him, but this is not possible when the telephone isn't answered.
	My parish priests conduct a monthly service at the Crewe Belong, so this is good for us both.

**I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.**

**43% of residents and their relatives strongly agree rising to 85% if 'agree' responses are included.**



**I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.**

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):

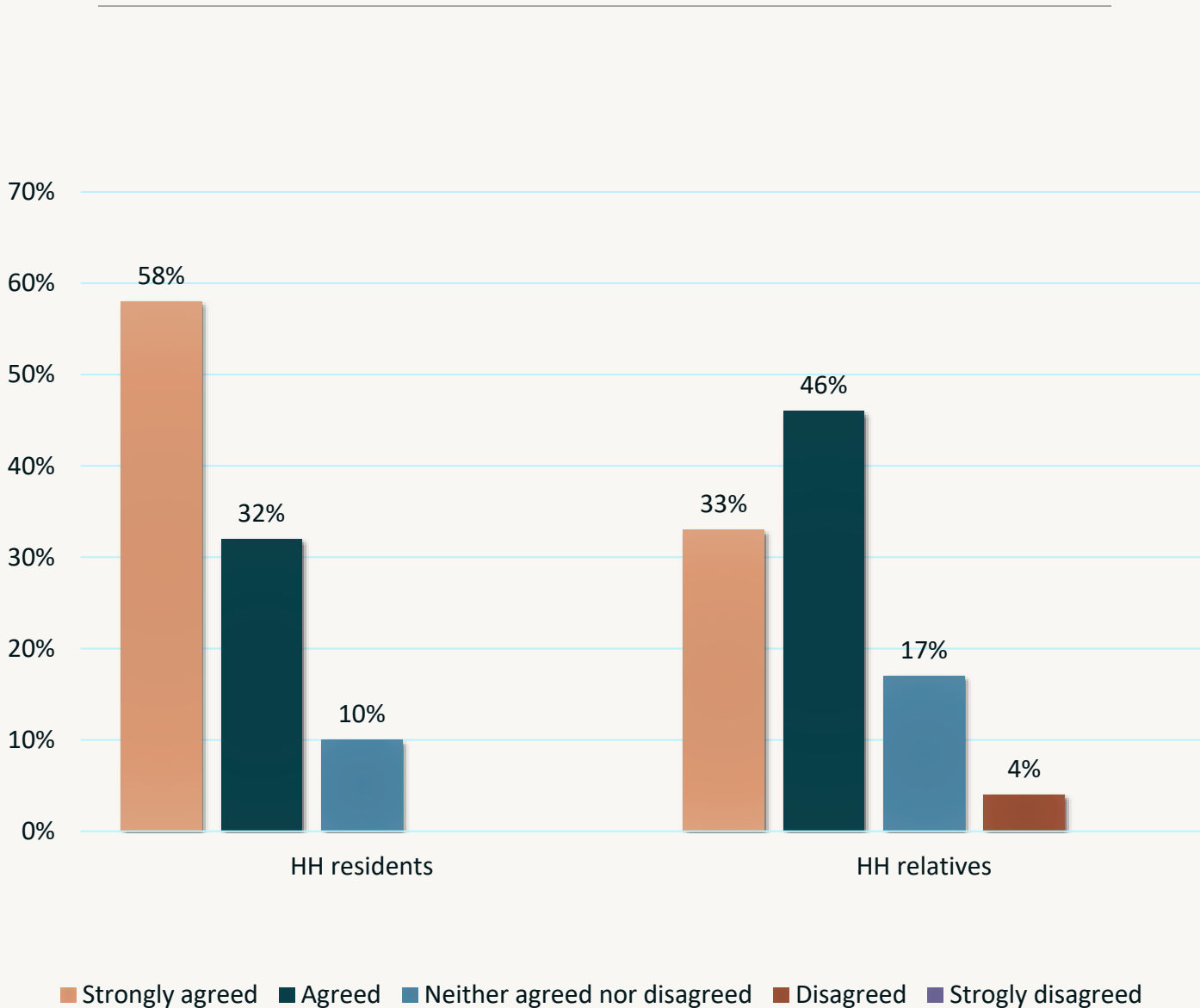
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<b>Customer</b>	<b>Comments</b>
Residents	I don't get any information I feel.
Relatives	The gateway is a very good communication tool.
	Recently improved; however, historically, I feel I was not consulted with some of the decision making.



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

**46% of residents and their relatives strongly agree rising to 85% if 'agree' responses are included.**



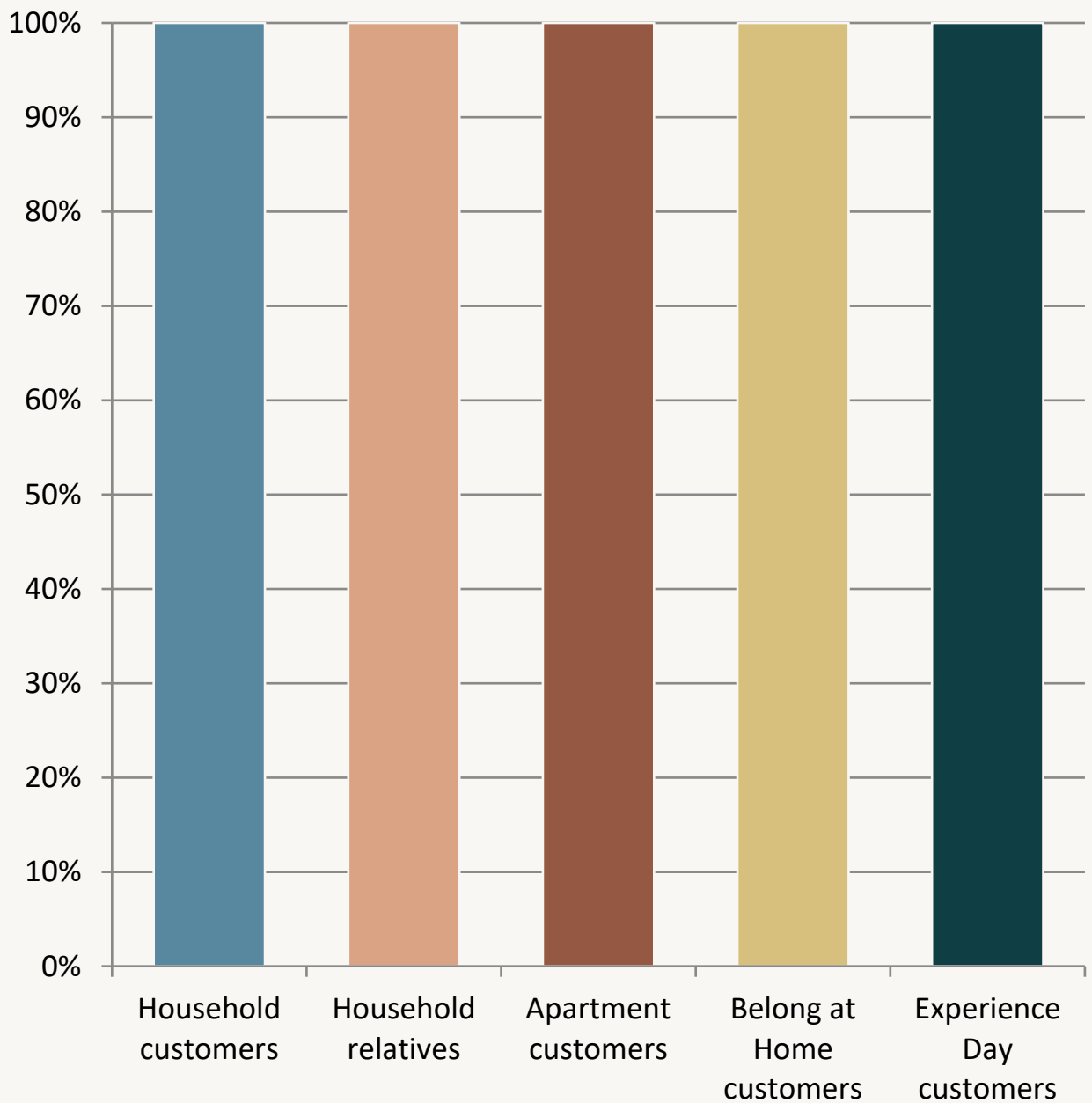
**The Belong team are responsive and effective in dealing with any problems or complaints that I raise.**

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):

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<b>Customer</b>	<b>Comments</b>
Residents	I never have any problems, but they would help me if I did.
	They will listen and give you advice. They are very good.
Relatives	I have made no complaints so cannot comment.
	They try hard but messages don't always get through to all staff and it is harder with agency.

## 100% percent of all customers would recommend **Belong Crewe** to family and friends.



## We asked customers and their relatives what they feel we do well.

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

Customer type	Feedback category	Feedback received
Residents	Staff / care	They are like family, we laugh, joke but they are also so sensitive and respect how you feel and as well as joining you in a party.
	Activities	Keeping visits with family, keeping me motivated with the gym.
	Care / staff	Everyone has a caring nature and want the best for those in their care. I feel like we are family here and I don't see them as care staff I see them as my family.
	Activities / staff	The activities which are arranged help to fill our time to keep us happy and cared for. I feel the girls here go out of their way to make sure we are respected and cared for on the households.
Relatives	Care / staff	Relationships with residents - superb obvious care and affection for residents.
	Care / staff	The care given to my mum is excellent. I feel the team listen and have my mum's best interests at heart. They are always pleasant to relatives, and I think they put up with a huge amount. My mum can be quite challenging from a behavioural point of view but the team on Duke have always got a smile on their face and take it in their stride.
	Care / staff	Staff on the household are caring, compassionate and know my relative well therefore allowing my relative to live well and happy. Needs are taken care of. Household staff are very supportive.
	Care / staff	Responds quickly to relatives' needs. Takes the time to chat with relatives. Have a laugh with relative.

## We asked customers and their relatives what they felt we could do better.

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

Customer type	Feedback category	Feedback received
Residents	Food	The food is not good, and I don't like it.
	Staffing levels	The carers look after you well but always busy and not enough time to sit and talk because of how busy they are.
	Laundry	Laundry, my clothes are always going missing, and they can be new items and they are not returned.
	Staff / care at night	I would like to see improvements in the night. The night care workers don't check on you enough and don't answer my buzzer in a timely manner.
Relatives	Care	Overall efforts are very good but with all situations there are going to be exceptions, which staff deal with without complaint.
	Communication	Relatives Gateway used to work better. It has now changed, daily care notes - you now have to scroll through a week of notes before getting to current day's notes.
	Meals / Care / Staff	More choice of meals on households and consistency with quality. More time with residents to provide activities and individual interaction. Training of agency staff
	Activities	Have more focused events for relatives to attend. Relatives could then discuss with managers any problems and in turn managers reflect on how they can help to solve them.

**We asked customers and their relatives 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):

<b>Customer type</b>	<b>Feedback category</b>	<b>Feedback received</b>
Residents	Activities / technology	Miss the computer room, it was a space for myself and my dad to use the computer. We know there is an iPad for us to use on the households, but this isn't fit for purpose for myself and my disability. I require a full- size keyboard I would like there to be a large laptop or computer.
	Environment	I don't like overlooking the car park it's not a nice view; the doors are very loud and bang when people come and go.
	Environment	I am very happy with the room here. I have a garden view and it is a very good size.
	Environment	I am 96 in December and I'm happy as I can be at this point. I am happiest here.
Relatives	Care / staff	Thank you for all the work you do under often difficult circumstances.
	Care / activities / meals / staffing levels	We wouldn't want our mum to be anywhere else. However, we do have concerns about how much input she is getting to support her with her meals, drinks and stimulation. We have discussed this with the senior on the household and have been re-assured that there are enough carers, but it doesn't seem like that when we visit.
	Care	One of the best residential care homes by far. All care homes should be of the same standard.

## Summary and action plan in response to this survey.

### Residents and relatives

Category	Feedback	Agreed action	Planned action
Quality of care	<p>We have received some wonderful comments, including '[they] care for me like family'. We continue to receive 5-star reviews through carehome.co.uk and have a 9.9 rating. This is driven by staff working endlessly to provide high quality care for our residents. Over 70% of residents strongly agree and 26% agree.</p> <p>However, relatives mentioned agency staffing not always as good as our own staff, which is a key area of focus.</p>	<p>We have ongoing recruitment campaigns to support us in reducing agency so we can ensure continuity on households,</p> <p>Another area of focus is resident stimulation on households ensuring colleagues have good knowledge of customer interests.</p>	<p>We continue to remind colleagues of the referral scheme, cascading vacancies through our network and using our HR system to progress applications promptly. We continuously review the most effective ways to deploy staff across households to best meet customer needs.</p>

## Summary and action plan in response to this survey.

### Residents and relatives

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Category	Feedback	Agreed action	Planned action
Compassionate caring and respectful	<p>73% strongly agree staff are compassionate, caring and respectful and 26% agree.</p> <p>We continue to train and nurture our new starters to promote our customers at the heart of everything we do. We have buddies in place so they can support with any questions they may have along the way and ensure a compassionate approach at all times.</p>	Communication and feedback is the key to open and honest ethos within the village.	No further action required.



## Summary and action plan in response to this survey.

### Residents and relatives

Category	Feedback	Agreed action	Planned action
Feeling safe	<p>These are pleasing results overall, with 84.21% strongly agreeing that they are safe living within our households. 50% of relatives also strongly agree, and all others agree.</p> <p>However, there is mention of feeling uneasy when residents walk into others' rooms, which we are addressing.</p>	<p>Provide alternative routes for residents to walk around the village and promote staff vigilance in the communal household area so they can support if these occasions occur. Provide more stimulating activities at quieter times on households.</p>	<p>Staff to monitor this daily and support to engage residents more at quieter times, utilising additional resources from the Experience team where needed.</p>
Contact and technology	<p>Good results overall, with 78% of customers strongly agreeing. The communication has improved with the use of Teams, PCS, email. One comment 'feel helpful in every way'. On occasion there has been intermittent phone signal in the main line in the village.</p>	<p>Continue to communicate with relatives. Where there has been a phone line fault, this has been actioned immediately with IT to resolve – this has been less of late.</p>	<p>Photos to continue to be shared on the gateway with families.</p> <p>We report issues immediately to IT to resolve.</p>

## Summary and action plan in response to this survey.

### Residents and relatives

Category	Feedback	Agreed action	Planned action
Food / Bistro	<p>These were broadly positive results: 47.3% strongly agree and 31.5% agree. However, 5.36% disagreed and there were some comments around ‘improve quality’ balanced with overwhelmingly positive comments about enjoyment of The Bistro. The new trial of the bistro supporting the household with the main meal wasn’t fully in place at the time of the survey, and during the trial we received comments from residents and relatives that the quality had improved and staff had more time to support residents during marvellous mealtimes. Since Covid, The Bistro has regained its vibrancy and the monthly theme dining entertainment evenings have been a great success, along with the breakfast club where we now play music of their choice, which is proving to start the day in a positive way.</p>	<p>Continue to ask for feedback to ensure continued improvements to the service. Lead host to continue to support the household to improve quality of foods and marvellous mealtimes.</p>	<p>Lead host/ BCM to support those staff on households with improvement of quality of food.</p>

## Summary and action plan in response to this survey.

### Residents and relatives

Category	Feedback	Agreed action	Planned action
Activities	<p>Great results were reported as the activities team offer a huge choice of activities which are directed by resident interests and requests. They appreciate being involved in the planning.</p> <p>The themed dining event has proven to be very popular.</p> <p>Bingo is also still very popular, and our 6-monthly community bingo evening event which involves our local community brings lots of fun and laughter to the village.</p>	<p>Activity household plans are produced regularly and include drawing, arts, crafts, puzzles, tongue twister boxes, other activities chosen by the household.</p>	<p>Review household activity plans and support the teams to implement some new ideas.</p> <p>Harness our volunteers to visit residents in their rooms who choose not to attend activities.</p>

## Summary and action plan in response to this survey.

### Residents and relatives

Category	Feedback	Agreed action	Planned action
Exercise	Although the feedback on access to exercise was broadly positive, there were two customers who disagreed.	<p>We now have our falls prevention weekly session in place and Move it with Max is a very well attended weekly event that is enjoyed by all.</p> <p>Max is going to start bi-weekly group household sessions and trial visiting residents on households who do not attend regular sessions to see if this encourages them to become more involved.</p>	We will produce a daily household exercise plan, and record on PCS. This will be promoted to household leads and via the daily 10@10 team meetings.
Outdoors	I am pleased with the feedback, and I am encouraged to see lots of customers using the outside areas.	<p>We will upgrade balconies to ensure they are welcoming and customer friendly.</p> <p>We have arranged a monthly garden tidy up from our caretaker, in-between our main gardener visits.</p>	Internal checks to monitor usability of outdoor spaces.

## Summary and action plan in response to this survey.

### Residents and relatives

Category	Feedback	Agreed action	Planned action
Communication / Complaints	<p>It's lovely to know our residents feel heard and listened to, and communication has improved overall'. Although the relatives gateway is a good tool, PCS, there is work to improve the quality of information. We introduced a quarterly 'Meet the managers' evening, where all relatives are invited to attend, and this is proving popular.</p>	<p>Colleagues to ensure before saving information on the PCS that it is accurate and that it is recorded in a timely manner.</p>	<p>Lead household members to remind staff of the importance of information being accurate for all residents.</p>
Recommendation	<p>It makes me very proud of our village to know that 100% of our customers would recommend Belong Crewe to others.</p>		

## **Manager's comments:**

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Thank you to everyone who took the time to complete this survey. We were delighted to receive almost 70 responses from across the community including 45 about our households. This feedback is invaluable to us in helping shape improvements moving forward.

We were of course hugely encouraged that 100% of customers across all Belong Crewe services would recommend Belong, and we thank you for your confidence in our provision.

Listening to the feedback, we are focusing on household activities, including more one-to-one time with residents. We are also working with our night teams and catering teams to continue to make improvements to drive quality and consistency in these areas.

We hope to continue our dialogue with relatives through our household meetings and 'Meet the Manager' events and of course we welcome feedback at any time.

**Cheryl Davies**

**General Manager**

## What do we do with your feedback?

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- 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.

