

Belong Newcastle- under-Lyme

Households and Relatives

Customer Satisfaction

Results

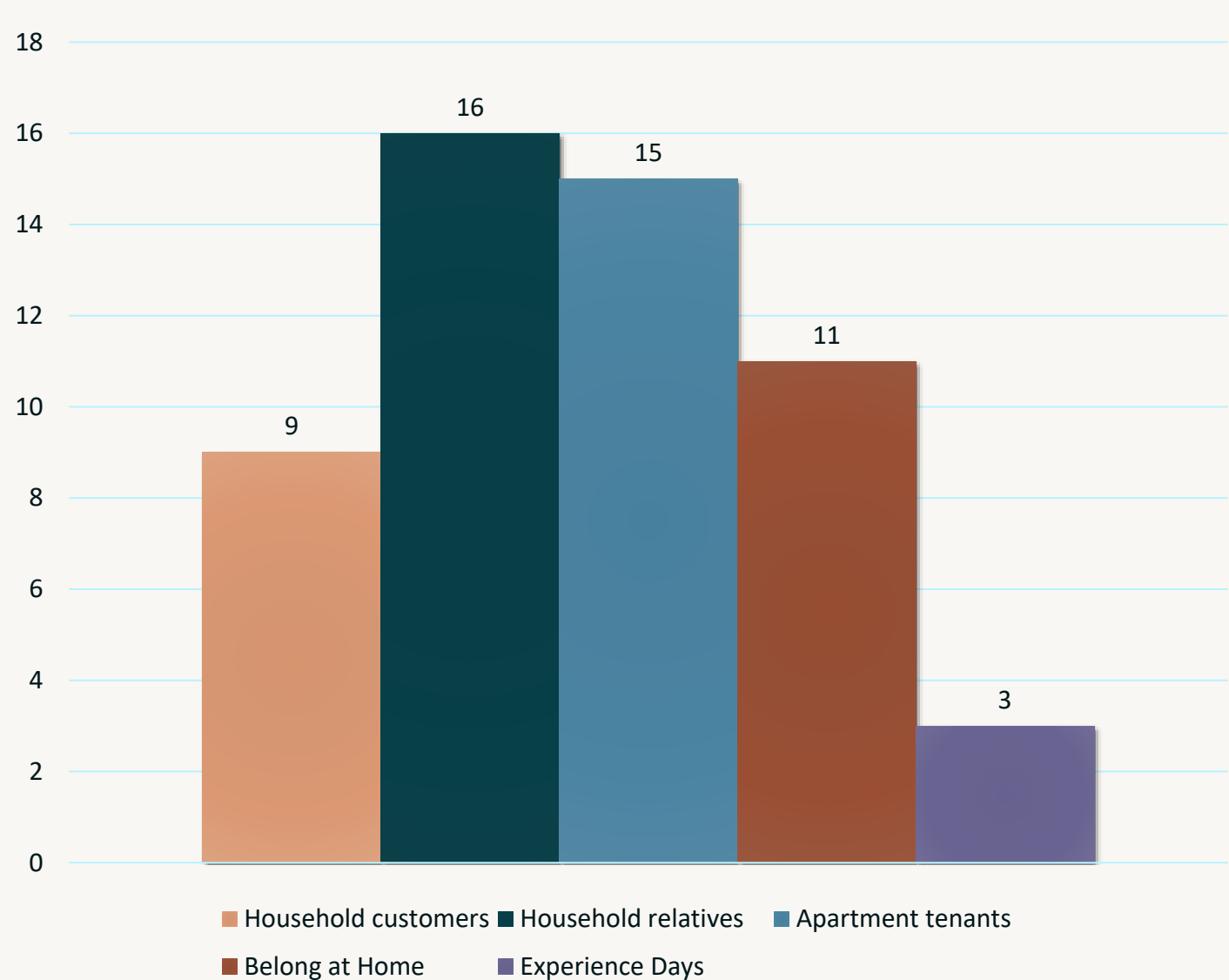
2023



BELONG

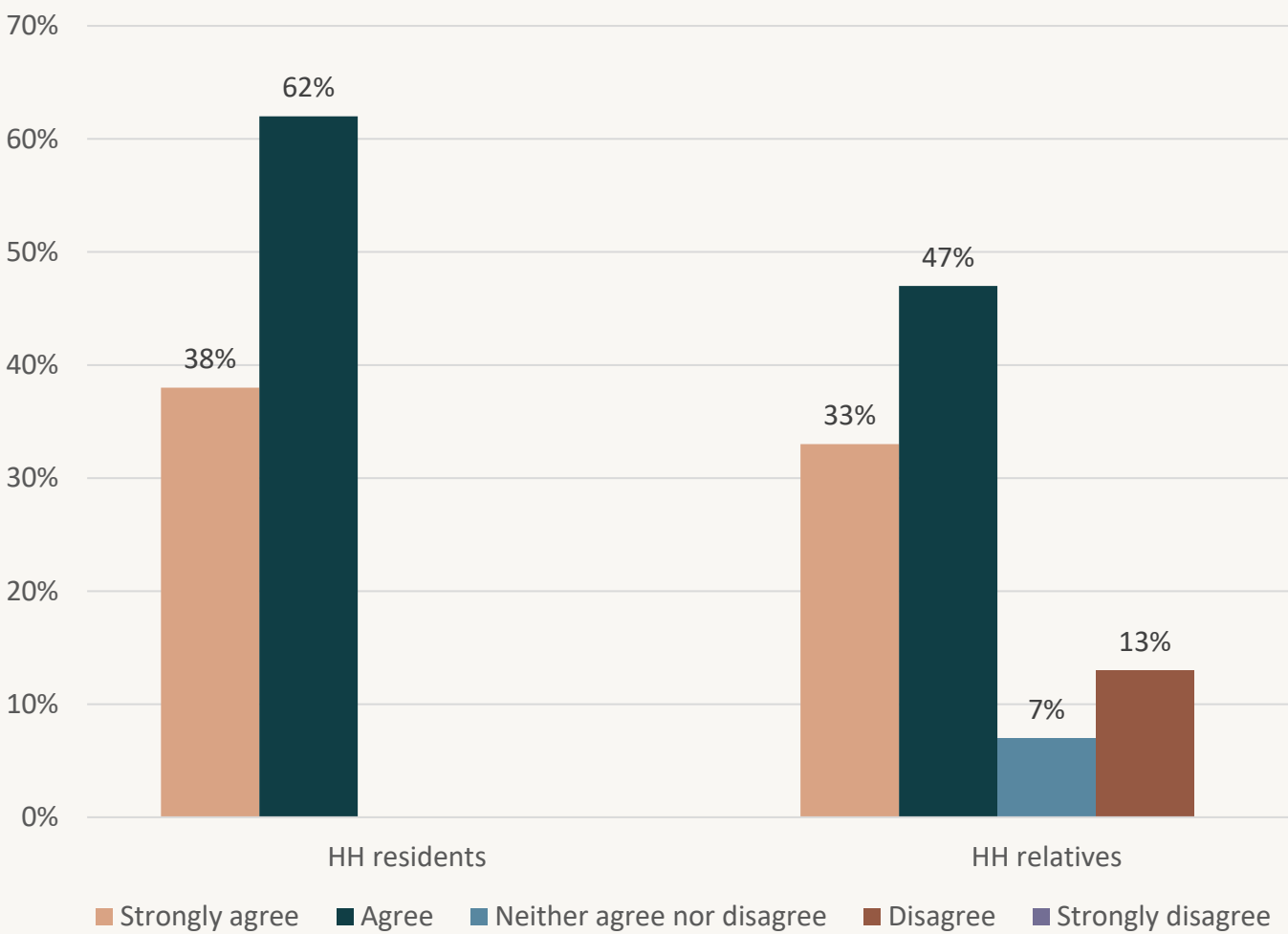
NEWCASTLE-UNDER-LYME

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



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

36% strongly agree rising to 91% if 'agree' responses are included.



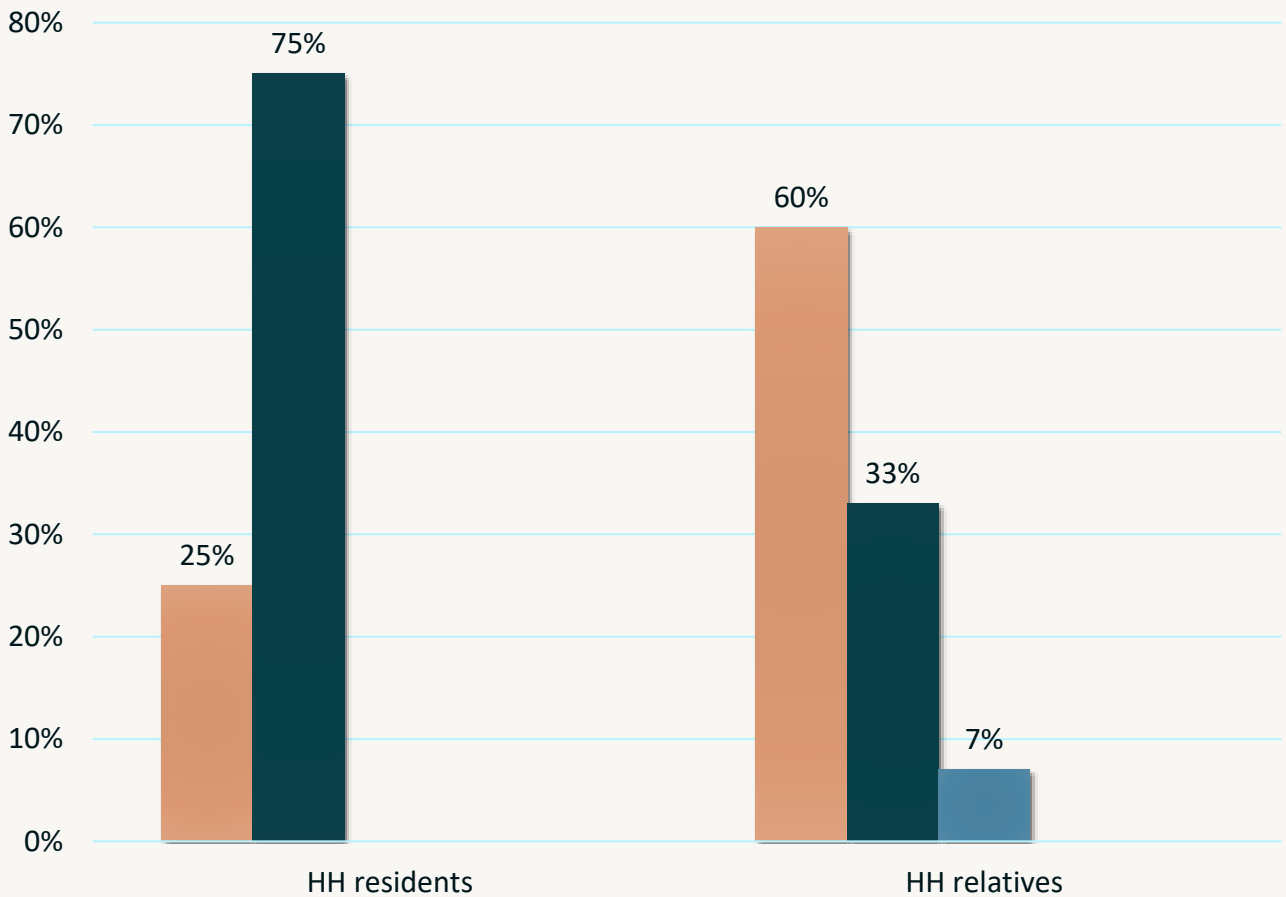
I am happy with the quality of care that I / my relative receives.

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):

Customer	Comments
Residents	Better than other places I've heard of.
Relatives	Sometimes good but at times not satisfactory.
	Sometimes I don't feel staff are firm enough in asking him to cooperate.
	Care varies.
	I think you need to stop using so many agency staff as they never build any relationship with anyone living there.

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

43% strongly agree rising to 97% if 'agree' responses are included.



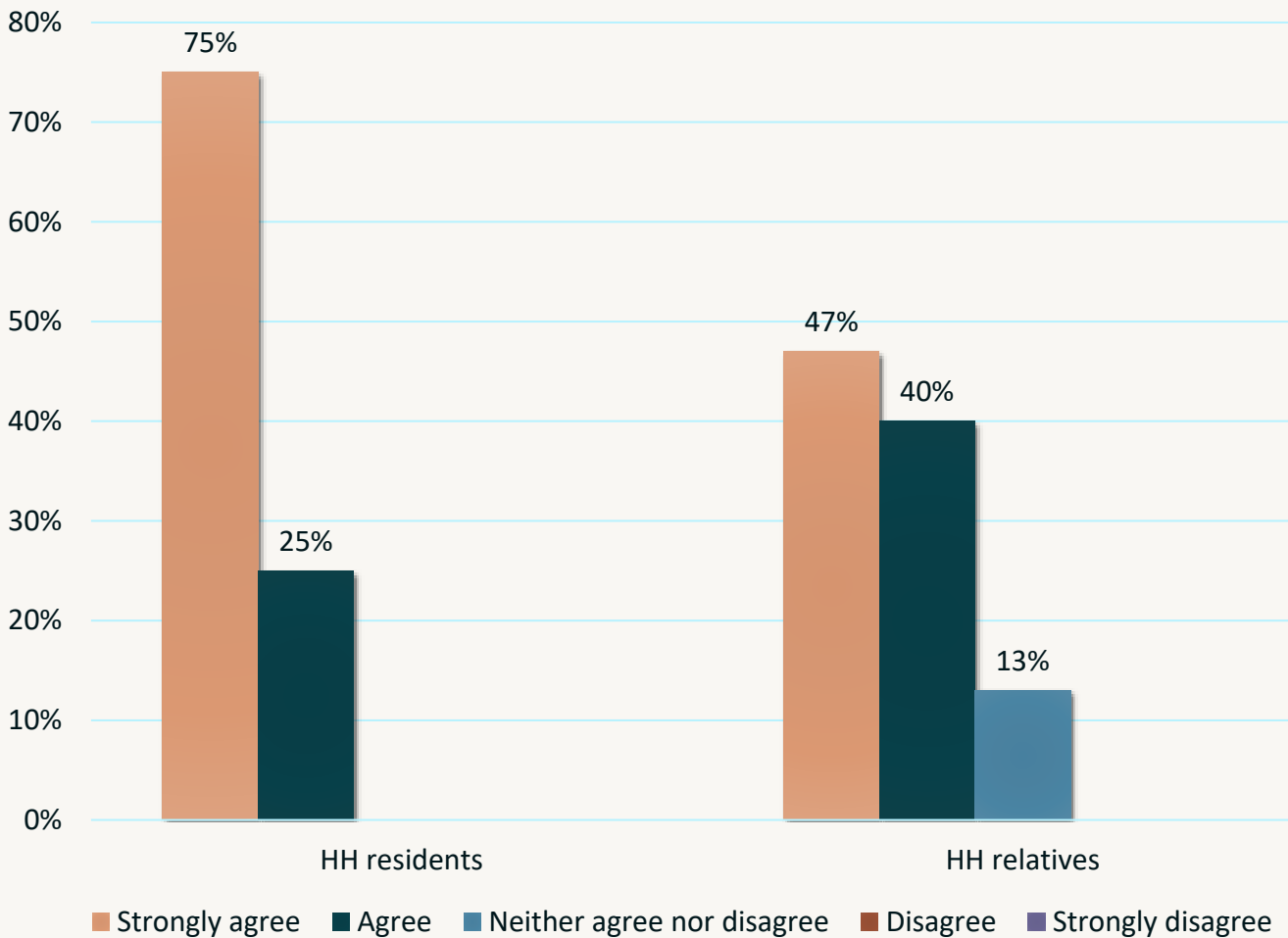
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

■ Strongly agree
 ■ Agree
 ■ Neither agree nor disagree
 ■ Disagree
 ■ Strongly disagree

Customer	Comments
Relatives	For my relative but not always for other residents

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

61% strongly agree rising to 94% if 'agree' responses are included.

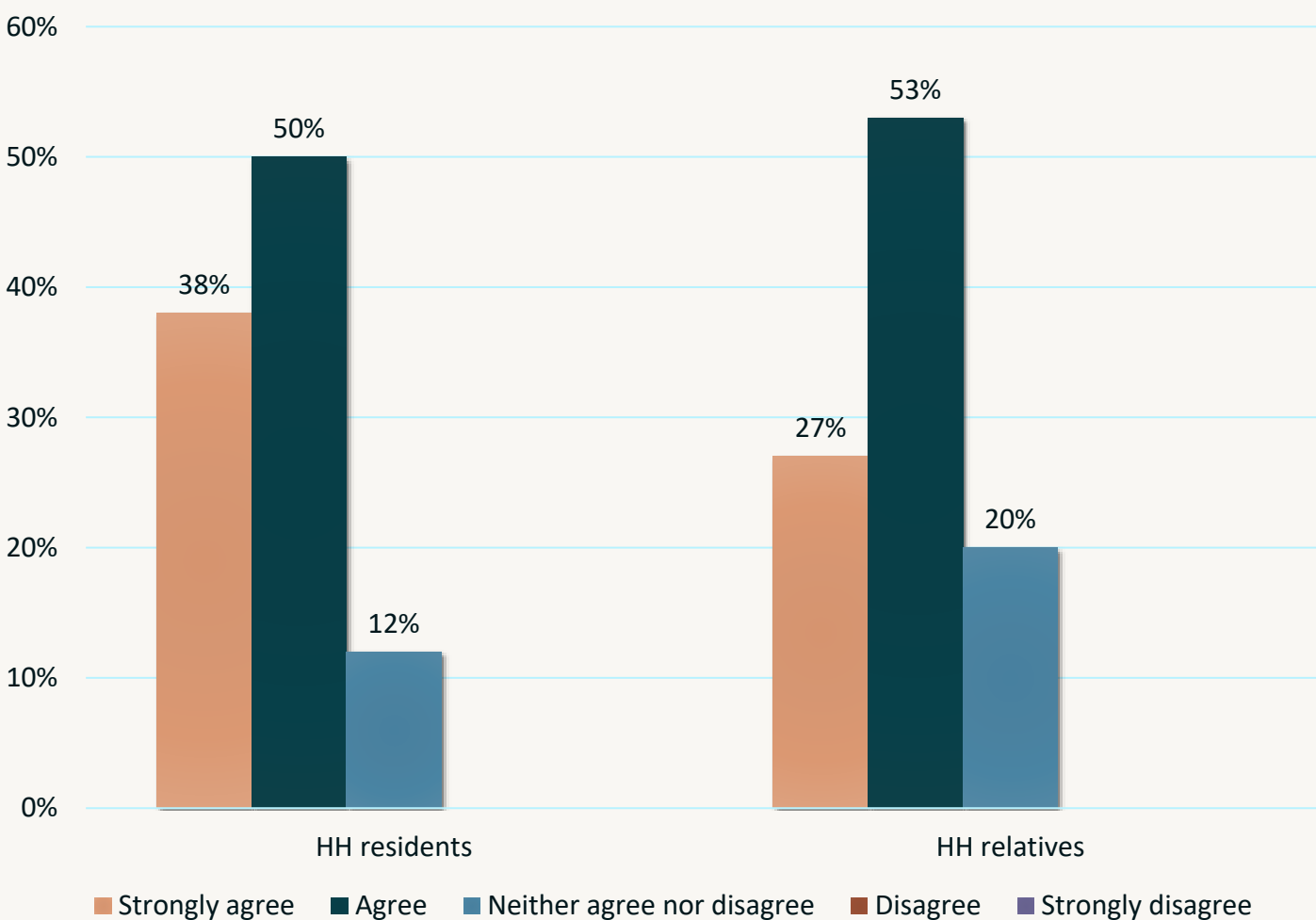


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Customer	Comments
Residents	They got it exactly right.

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.

33% strongly agree rising to 85% if 'agree' responses are included.



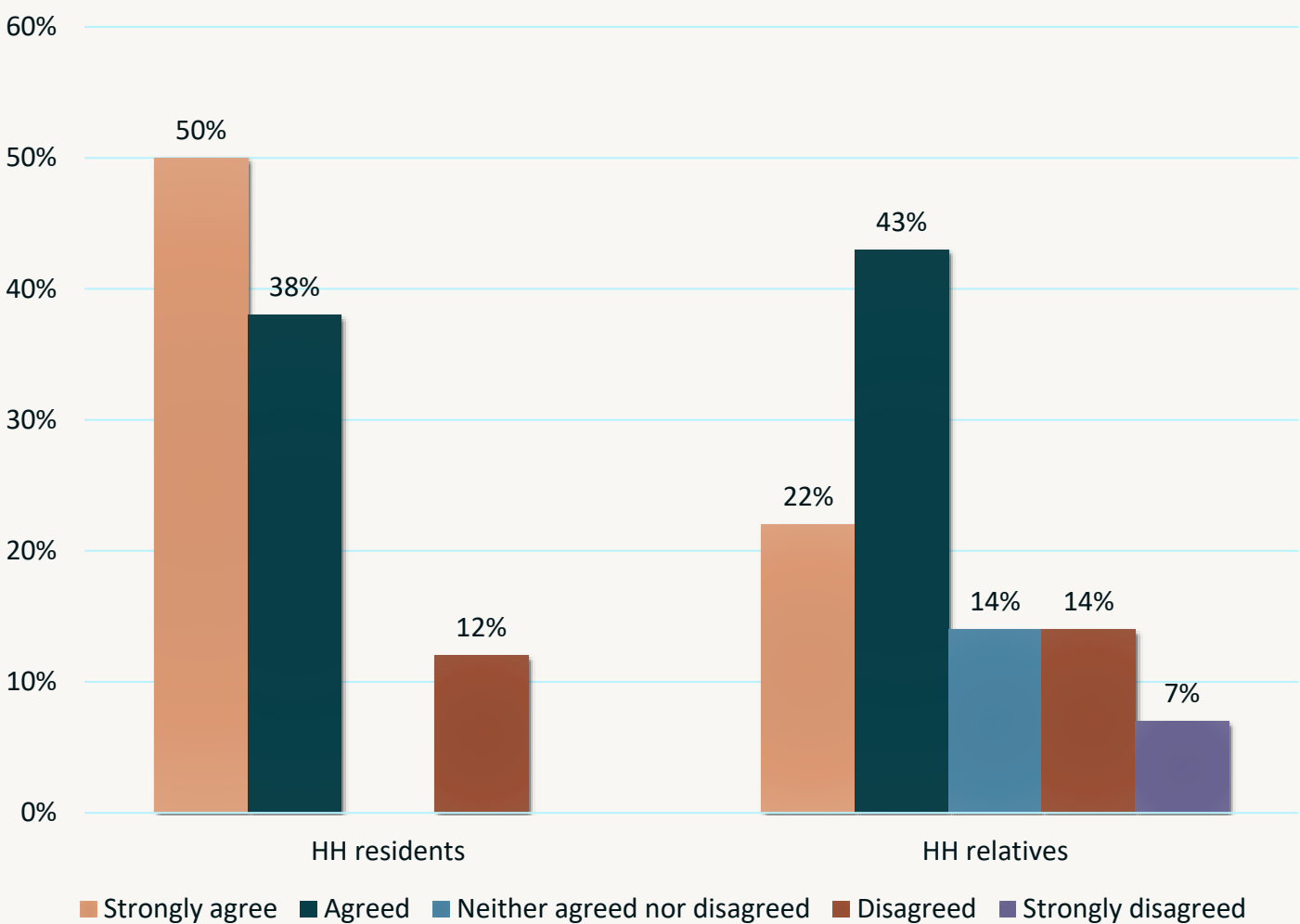
The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

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:

Customer	Comments
Residents	It's just there and they do it.
	I keep up to date myself as well with my phone and visits.
Relatives	No comments were received.

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.

36% strongly agree rising to 77% if 'agree' responses are included.



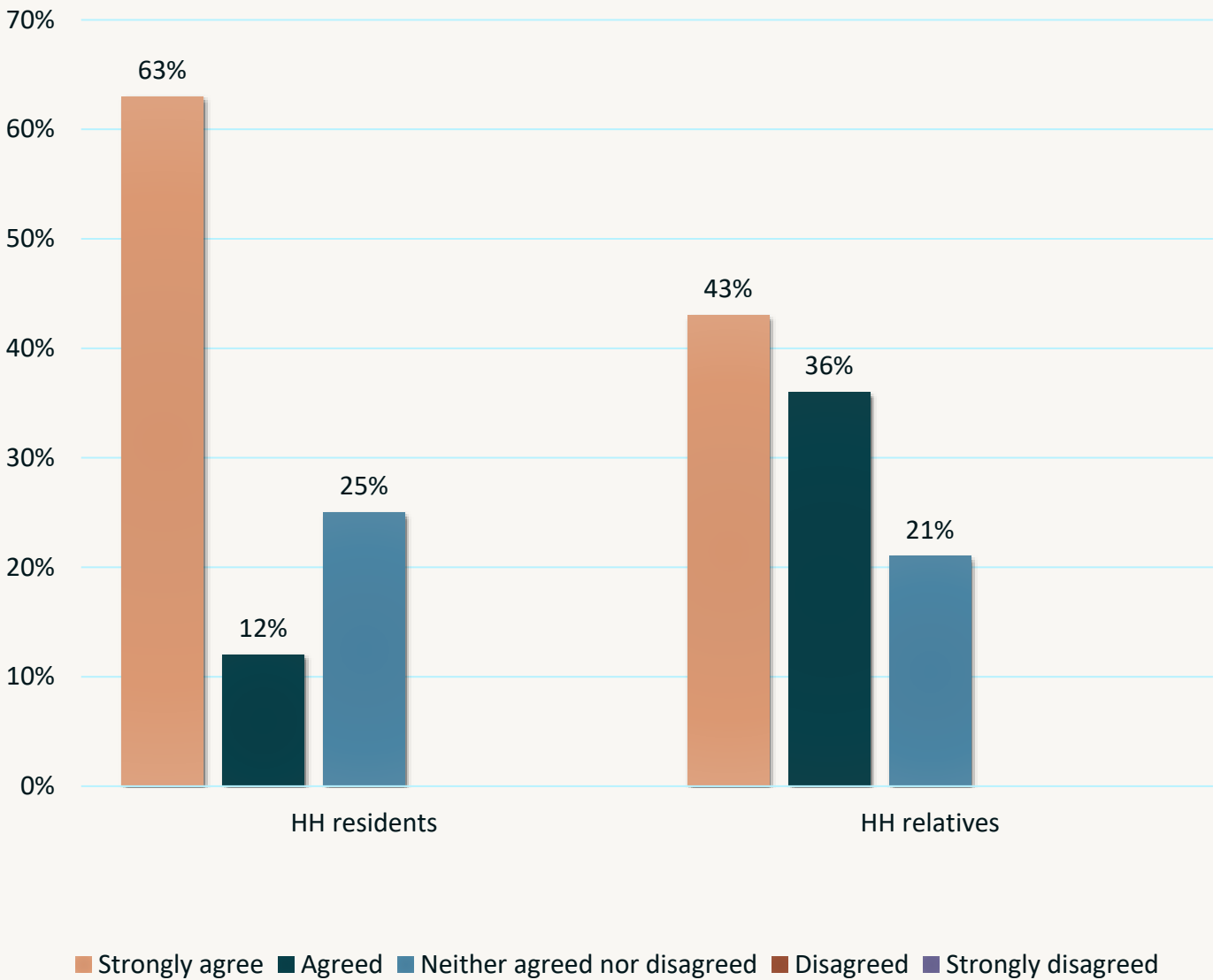
I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

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	Nice meals.
Relatives	Given food she does not like, i.e. meat and also, that is not easy to chew
	My dad is often disappointed in the food and would enjoy homely home cooking. At teatime the meal is usually sandwiches and soup and when your relative hasn't got much of an appetite, giving them food that is repetitive is not good.

I enjoy using The Bistro.

53% strongly agree rising to 77% if 'agree' responses are included.



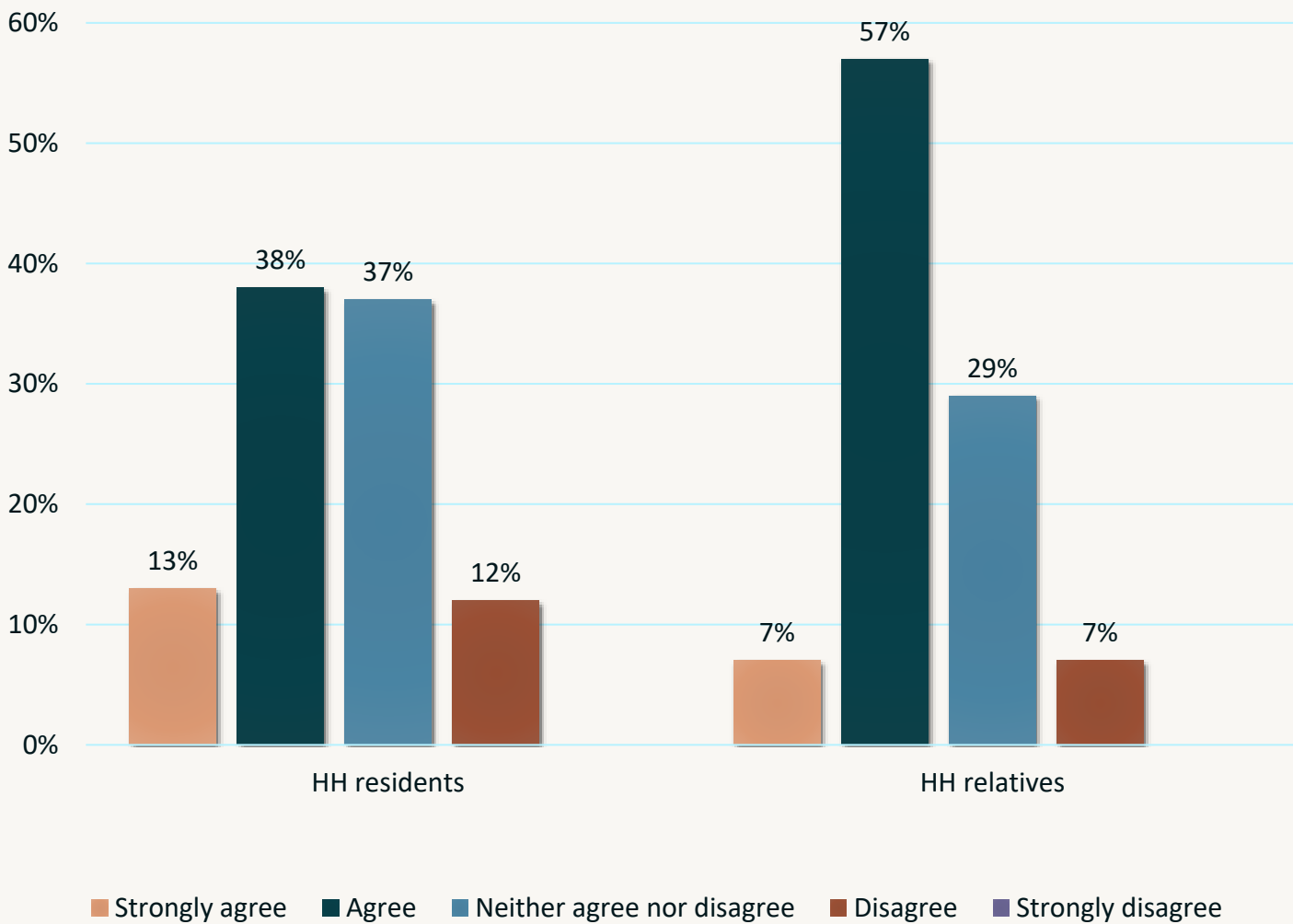
I enjoy using The Bistro.

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):

Customer	Comments
Residents	I enjoy going with my family.
	Love all the food.
	Love the cappuccinos.
Relatives	Wish it would stay open till 5pm

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

10% strongly agree rising to 58% if 'agree' responses are included.



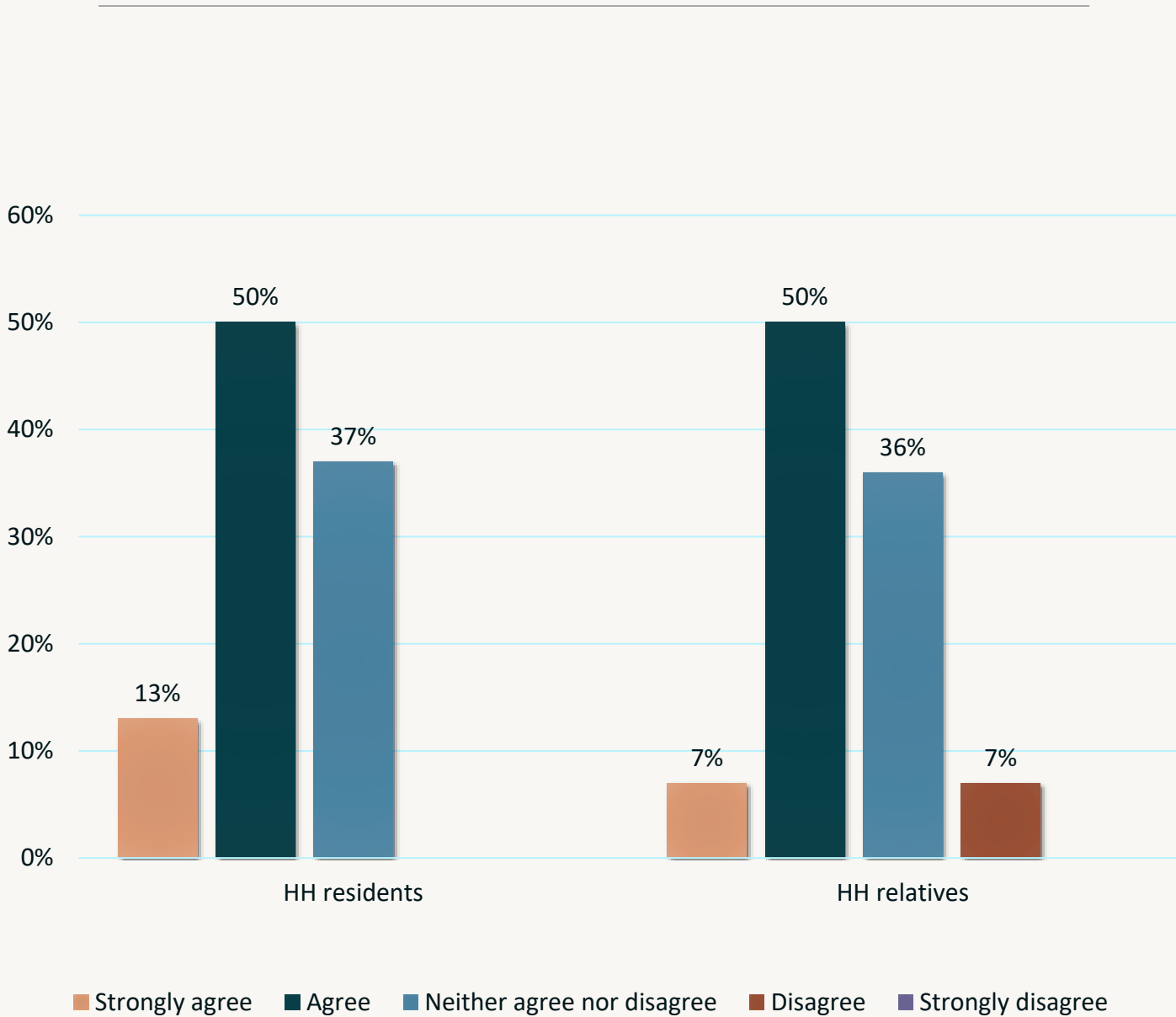
I am happy with the range and number of activities available in the village.

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	I'm not physical but I like arts and crafts and the music and films.
	As I'm younger, the activities are older people based. However, I have requested things and they have been sorted.
Relatives	Needs more activities that he can participate in like films or community singing etc.
	My relative takes part in no 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.

10% strongly agree rising to 60% if 'agree' responses are included.



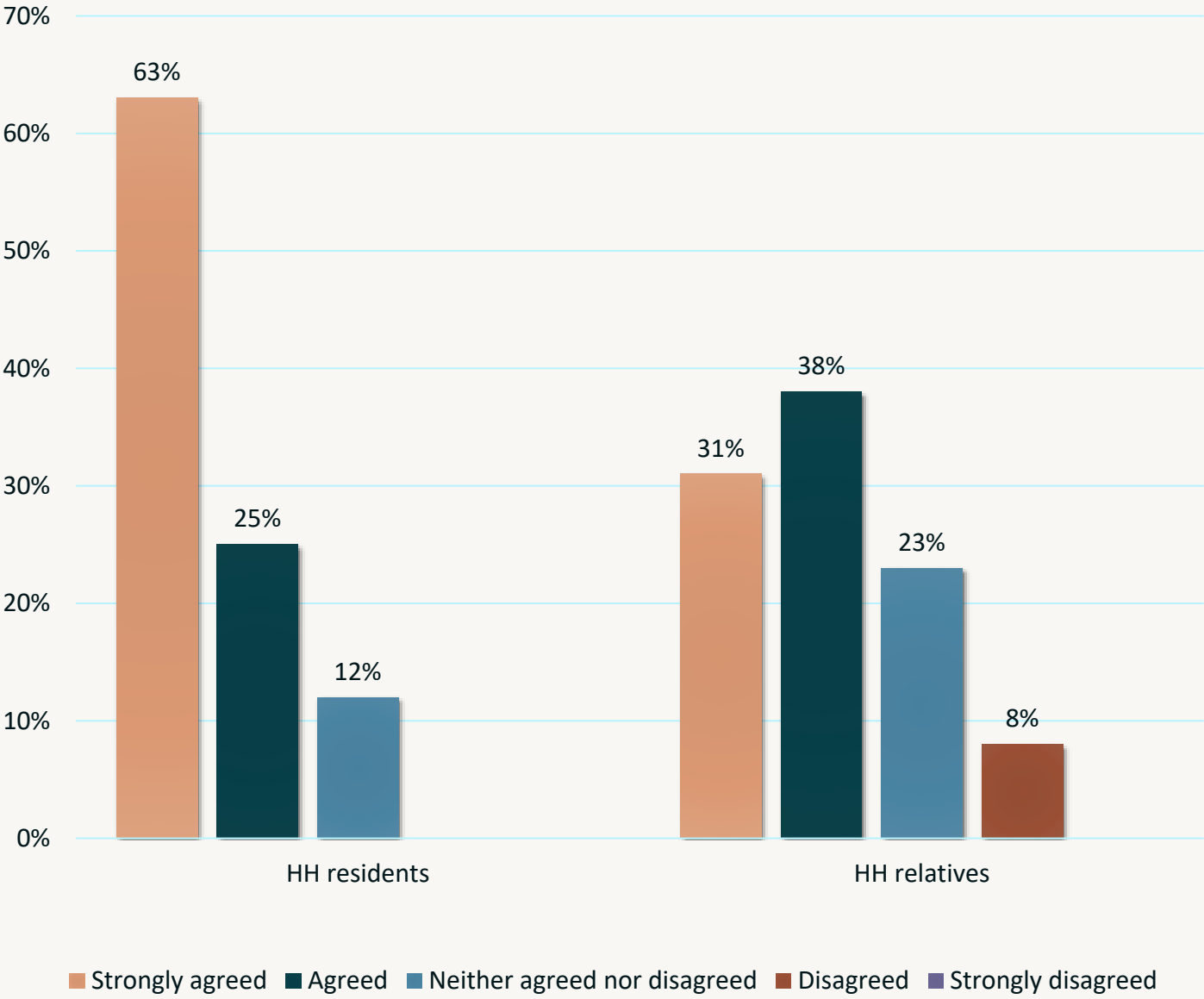
I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.

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):

Customer	Comments
Residents	I go to the gym now and again.
	I go to exercises in The Venue sometimes.
Relatives	My father is encouraged to use his Zimmer frame and support aids.
	Not as much as I would like.

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

47% strongly agree rising to 79% if 'agree' responses are included.



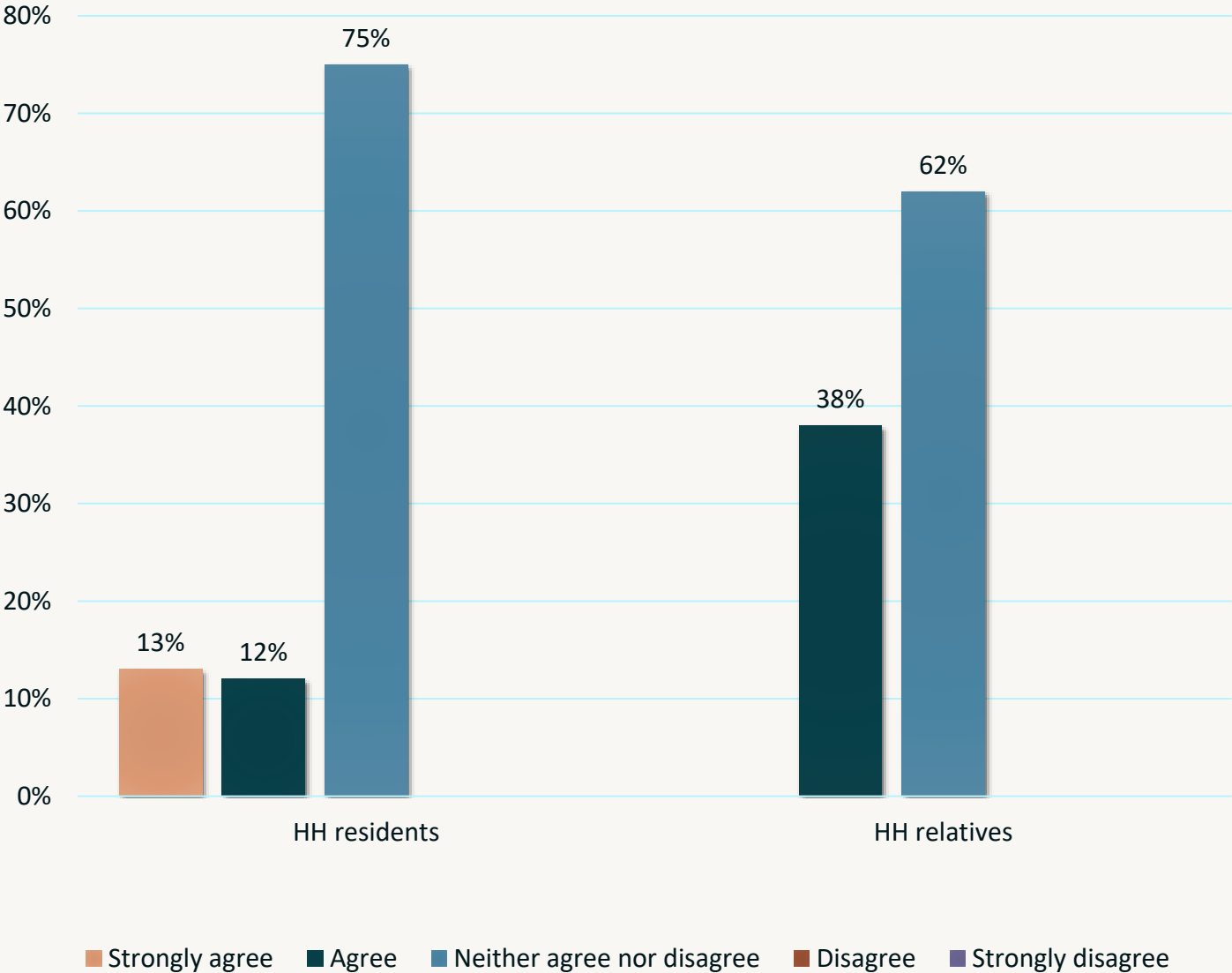
I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.

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):

Customer	Comments
Residents	I like the garden and being outside. I always made my children go out on walks.
	I've been in the garden.
	I come and go as I please with my family - into the gardens/balcony and up the town.
Relatives	My relative cannot do this.

My spiritual needs are supported in Belong.

13% strongly agree rising to 38% if 'agree' responses are included.



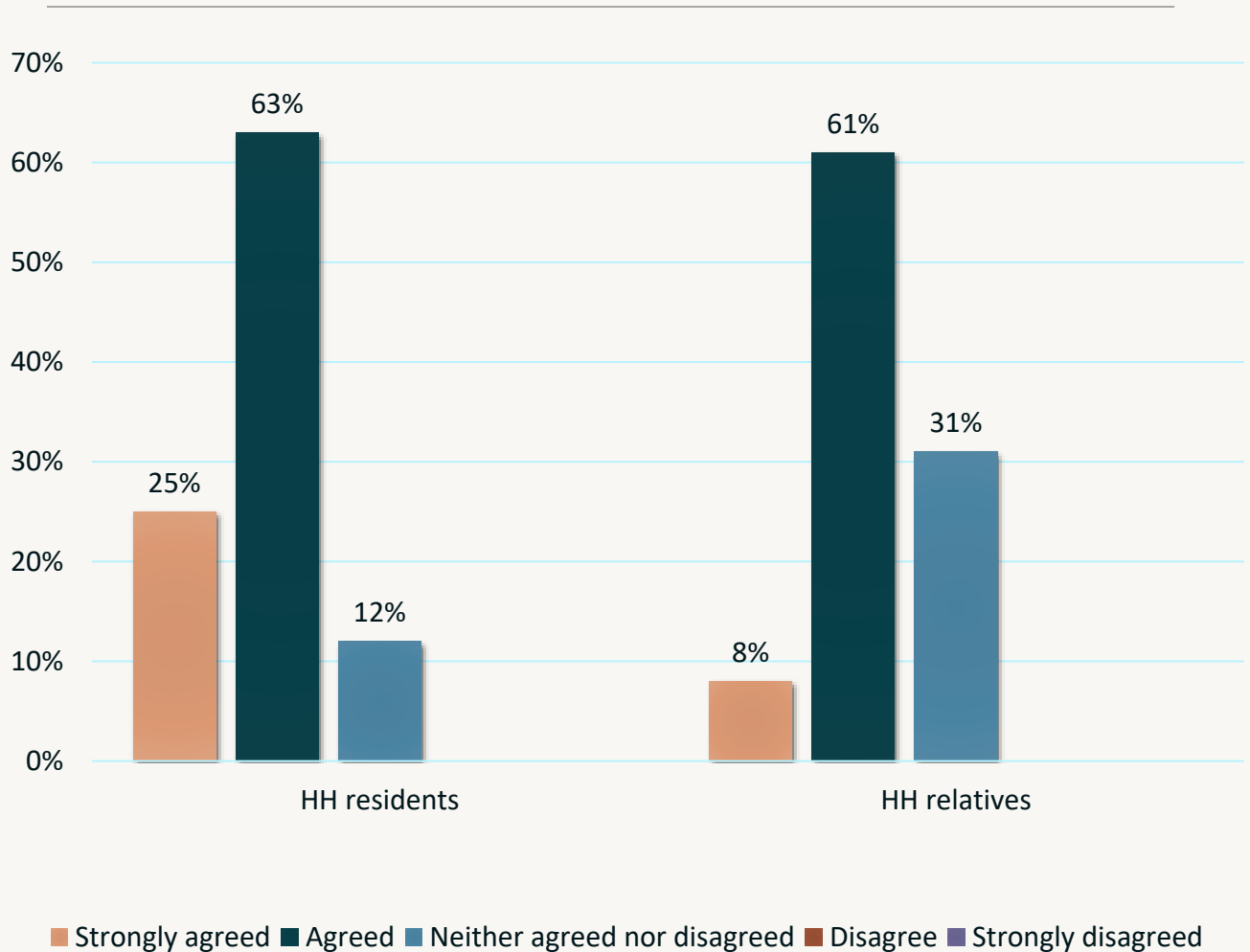
My spiritual needs are supported in Belong.

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):

Customer	Comments
Residents	Attend the church services sometimes.
Relatives	Would like the Catholic priest and community to visit again like they did before Covid. His faith and its practice means so much to him.

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

17% strongly agree rising to 79% if 'agree' responses are included.

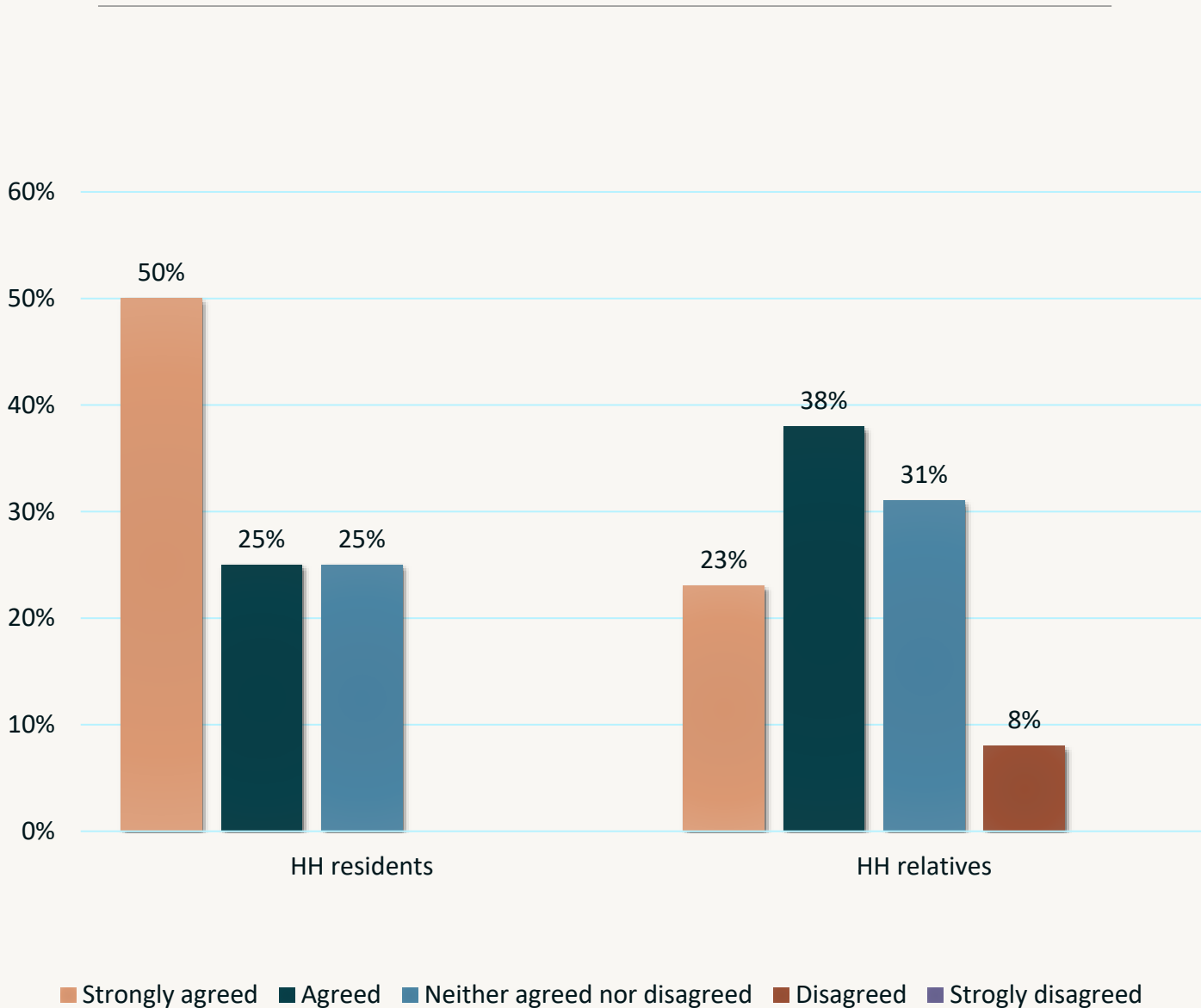


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Customer	Comments
Residents	They always talk to me about different things.

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

37% strongly agree rising to 69% if 'agree' responses are included.

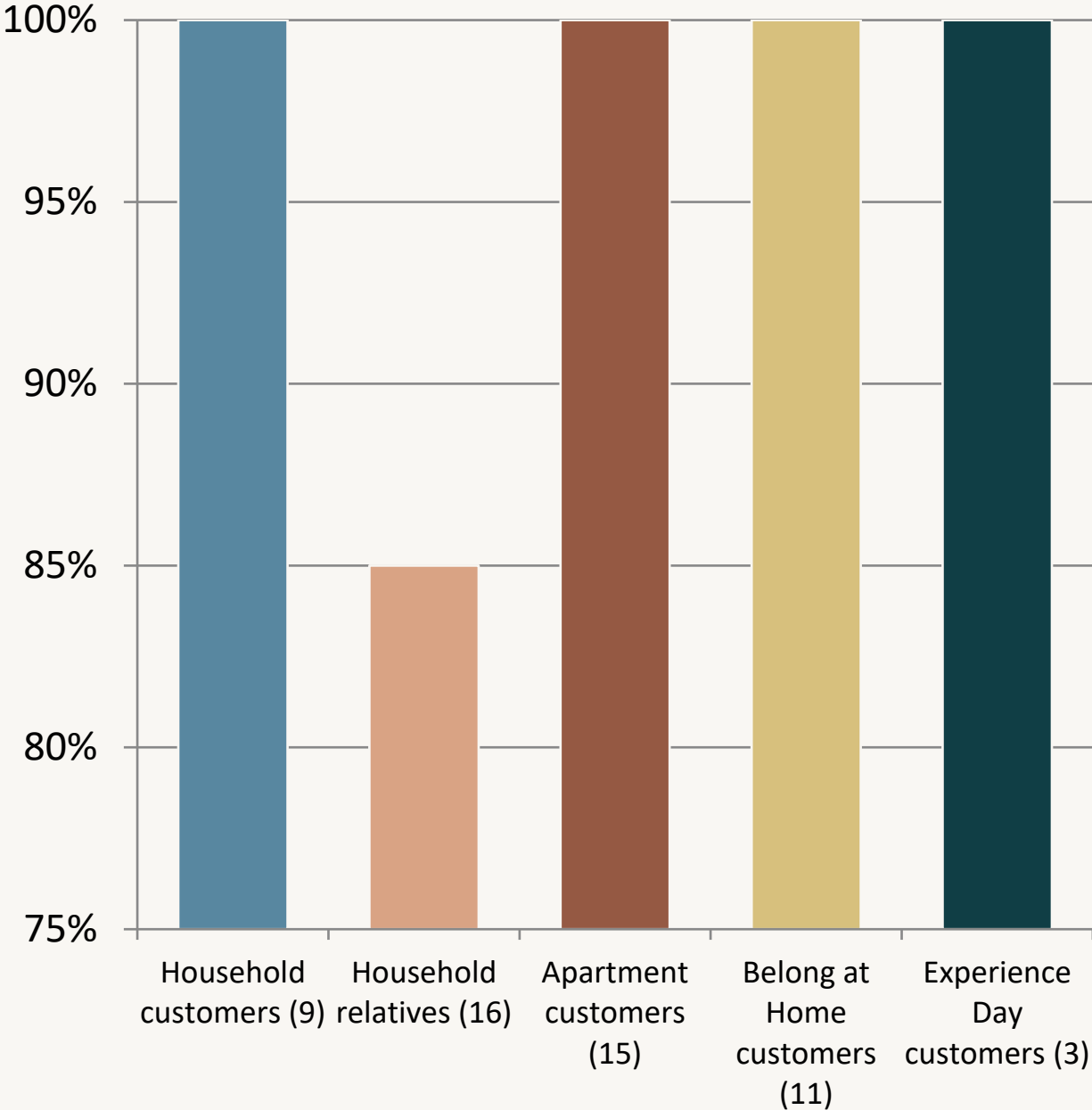


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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):

Customer	Comments
Residents	Never had a complaint.
Relatives	Not always responded to my written enquiries about his weight and health.

**96% percent of customers would recommend
Belong Newcastle-under-Lyme 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	Service / care	Everything - I can't pick one thing as it's good all around.
	Staff	Staff do not judge and are supportive.
Relatives	Staff	Regular staff are hard-working and do their best.
	Activities / Care / Facilities	Good range of activities. Lots of support available for mum. Clean tidy facilities, lovely rooms, safe and secure.
	Care	Welcome family and allow them to participate in care.
	Care / Mealtimes / Activities	Many of the staff show compassion toward my mother and are sympathetic to her condition. Mealtimes are great, as are the social activities available.

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	Activities	Going to think of some activities that we would enjoy.
	Food / Mealtimes	Better quality of food on the households and more options.
Relatives	Staffing Levels	Less agency staff who do not have a clue how to carry out base care.
	Communication / Staff	Communication is often erratic. Some staff are better at this than others.
	Communication	The Relatives Gateway Care reports could be less repetitive. Sometimes I wonder if it is about my relative or someone else in the household. I'm not sure why so much in the daily reports is so confusing. Can they be checked and corrected before putting on the website?
	Communication	Keep me informed after doctor visits or changes to my mother's health.

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):

Customer type	Feedback category	Feedback received
Residents	Service / Care	It's easy. It's as if I Belong and that's how I feel about it.
	Households	Bedrooms would be better in a neutral colour - mine is pink.
	Staff	The staff are wonderful.
Relatives	Households / Equipment / Staffing levels	Household have been waiting for a dishwasher to be repaired for a long time. There seems to be an increase in agency type of staff.
	Care / Staff	No, I am very happy with the care my dad receives and can't praise the staff on Guildhall enough.
	Care / Environment	I feel my mother is safe at Belong and I am on the whole happy that she is residing there. It is clean and well maintained.

Summary and action plan in response to this survey.

Category	Feedback	Planned action
Food	Quality of food on households is inconsistent	Feedback provided to bistro and catering manager; a new supplier has been agreed across the organisation and additional training is being provided to all catering colleagues.
Activities	More options for younger residents Needs more activities that the residents can participate in like films or community singing etc.	Experience team have worked with residents to ensure that a programme of activities has been devised that matches personal preferences regardless of age. Different activities are facilitated for each household to reflect interests.
Quality of care	Use of agency has increased and does not facilitate relationships to be built with residents.	Given the challenging recruitment context, Belong is working hard to ensure high visibility recruitment campaigns are in place with a focus on attracting high calibre candidates. This has enabled us to increase our permanent workforce, and will remain a priority until we are fully recruited. We are keeping customers informed through regular relatives and resident meetings.

Summary and action plan in response to this survey.

Category	Feedback	Agreed action
<p>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.</p>	<p>Better quality of food on the households and more options</p> <p>Greater consistency in quality</p> <p>Food that is not pureed.</p>	<p>Full assessment of all residents' dietary needs has been completed and all resident receive meal options in-line with any specific care and support needs that they may experience.</p> <p>New menus have been implemented and a change of supplier has also been undertaken. The Lead Host is appointed to monitor daily to ensure customer satisfaction and all times and to make prompt changes where required.</p> <p>We carry out regular Marvellous Mealtime audits to ensure there is choice and quality in line with residents' preferences.</p>
<p>The Bistro</p>	<p>Wish it would stay open till 5pm.</p>	<p>The Bistro is now open daily until 5pm, with hot meals served until 3pm and hot drinks and cakes served from 3-5pm.</p>

Summary and action plan in response to this survey.

Category	Feedback	Planned action
Exercise	My relative is not able to exercise as much as I would like.	The exercise specialist team complete reviews of all customers' exercise needs and detailed and personalised exercise plans have been added to individual life plan records.
Spiritual needs	Would like the Catholic priest and community to visit again like they did before Covid. His faith and its practice means so much to him.	The Experience Day team have now scheduled regular visits in the evenings with local community services.
Communication	Do not always respond to my written enquiries about his weight and health. I don't think enough is done to make him walk rather than shuffle.	Full care plan reviews are scheduled for all residents to ensure that actions are agreed with the resident and/or their representative, and clear communication is consistent at all times.

Summary and action plan in response to this survey.

Category	Feedback	Planned action
Communication	<p>Quality of Relatives Gateway reports are repetitive and sometimes confusing. Can the quality of information be improved?</p>	<p>The use of prepopulated words when icons are used is something that the system will auto complete. However, a review of the gateway has been undertaken and removal of 'Care note story' and only having access to care records will resolve any summary of daily care and ensure that a log of interactions is viewed.</p>
	<p>Senior management responses to carers enquiries are slow and sometimes absent.</p>	<p>Relative meetings and care review meetings have been scheduled to take place regularly to obtain clear and accurate information and feedback for all customers of Belong. This will include how to report a concern or issue at any time to avoid dissatisfaction with the service.</p>
Household décor and maintenance	<p>Bedrooms would be better in a neutral colour - mine is pink.</p>	<p>On moving into a household, consideration is given to the colours of the rooms depending on resident preferences.</p>
	<p>Room maintenance issues are not attended to such as fittings that need repair or replacement.</p>	<p>Feedback on the environment is covered in monthly resident reviews to ensure that the immediate environment is reflective of the individual's personality and personalised to meet this need.</p>
	<p>Household have been waiting for a dishwasher to be repaired for a long time.</p>	<p>Dishwasher replacement has been completed.</p>

Manager's comments:

Thank you to everyone who took the time to complete this year's survey and provide their feedback, which is extremely positive in the main. In particular, we were delighted that 100% of our household customers would recommend Belong.

We take all feedback extremely seriously and have put in place action plans to address the areas raised for improvement, in line with our commitment to ensure excellence and innovation in all of our services and support.

We are making changes all the time in line with feedback and I hope this dialogue will be maintained through resident and relative meetings, ad hoc discussions and future surveys and reviews. Please be assured that we aim to learn from all feedback received and use this so that we can continue to go from strength to strength.

Josephine Mollison

General 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.

