

Belong at Home Atherton

Customer Satisfaction Results

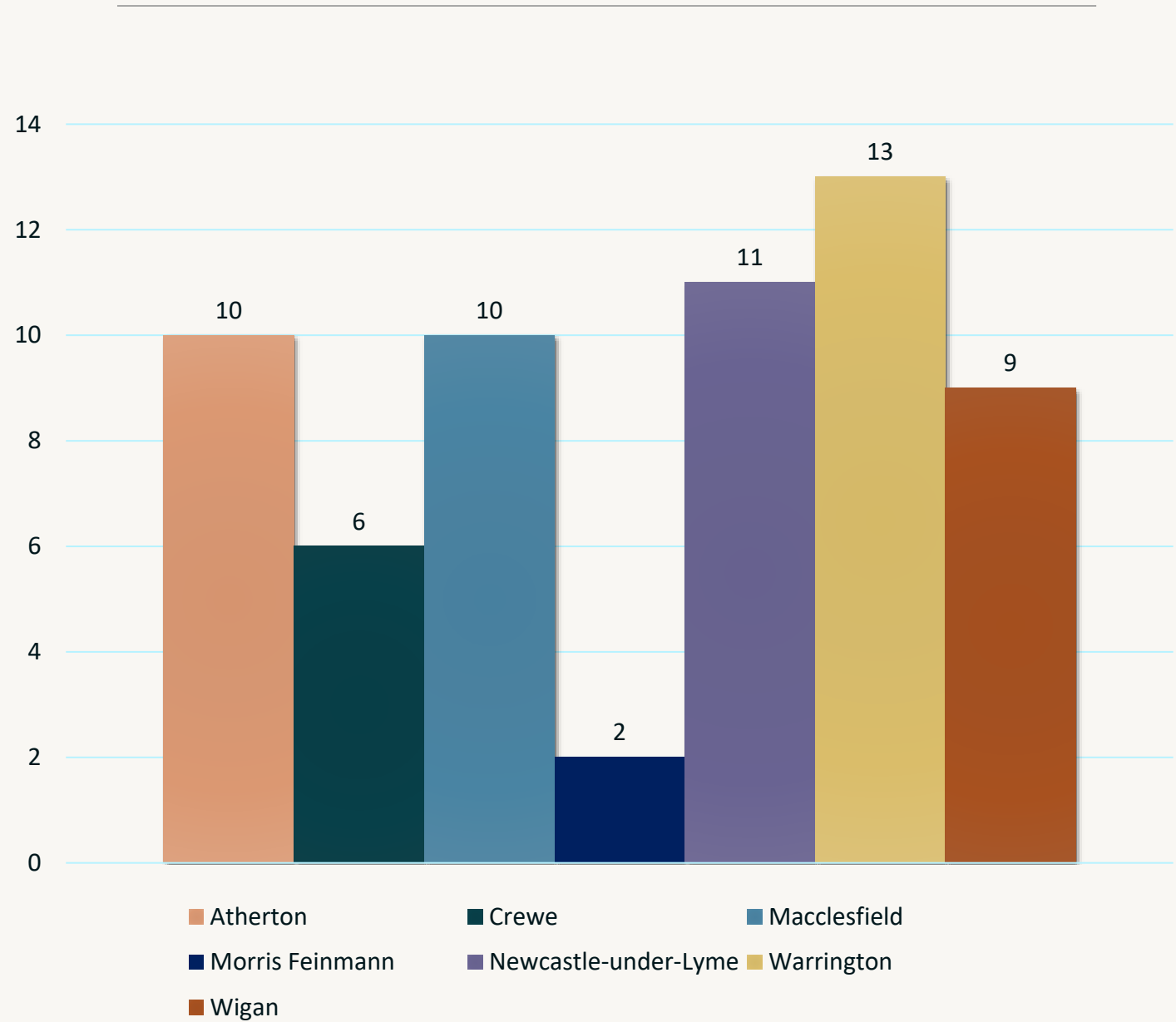
2023



BELONG

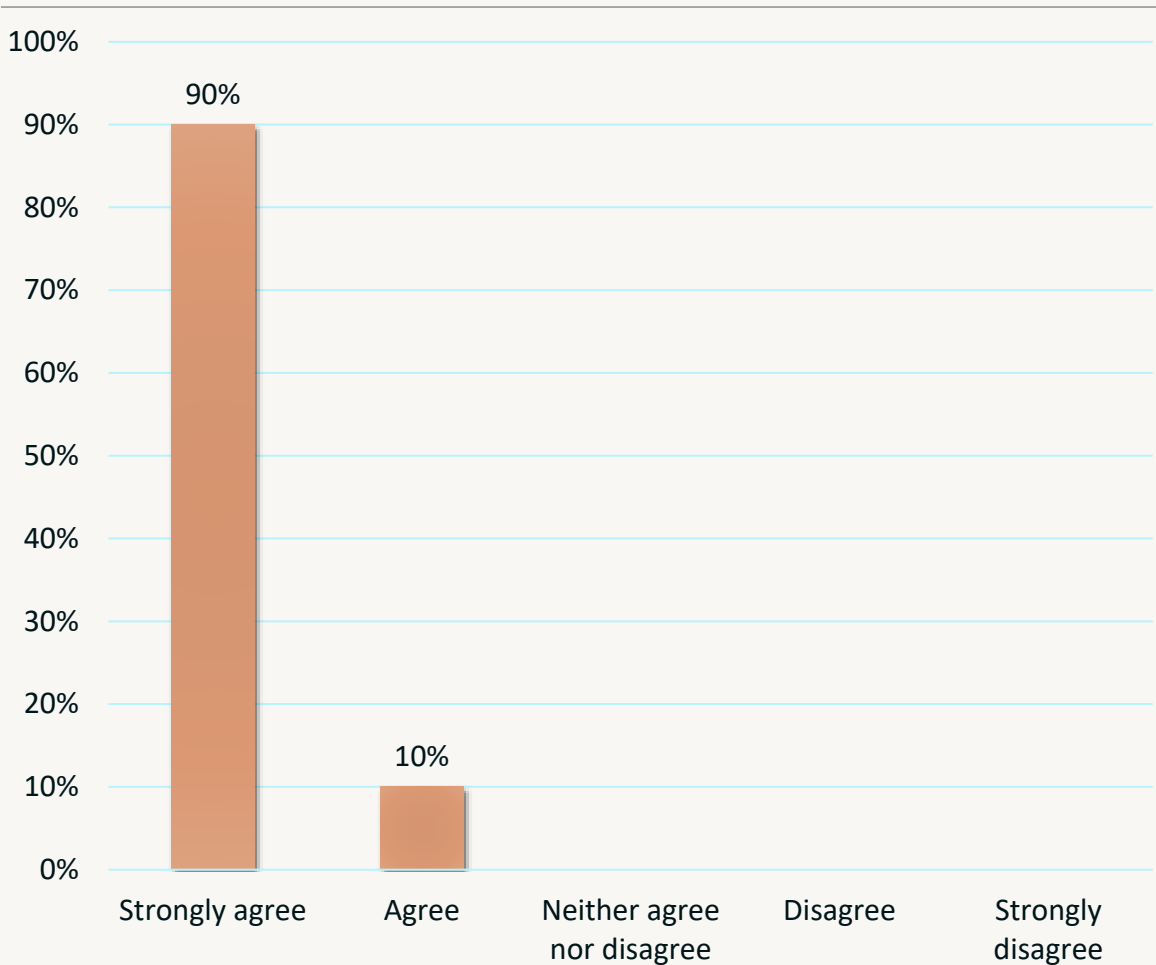
AT HOME

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.

90% strongly agreed rising to 100% if 'agree' responses are included.



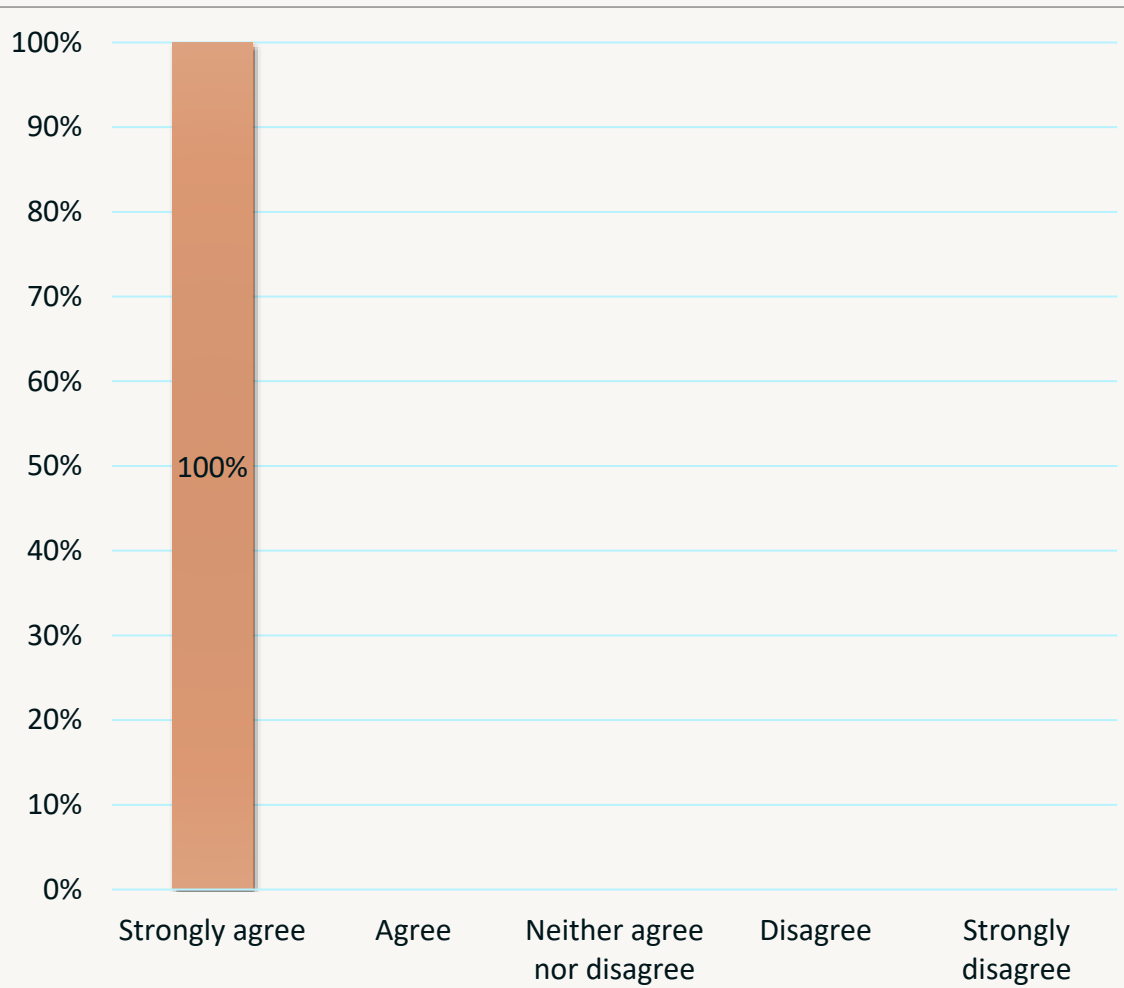
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

No comments were received.

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

100% strongly agreed

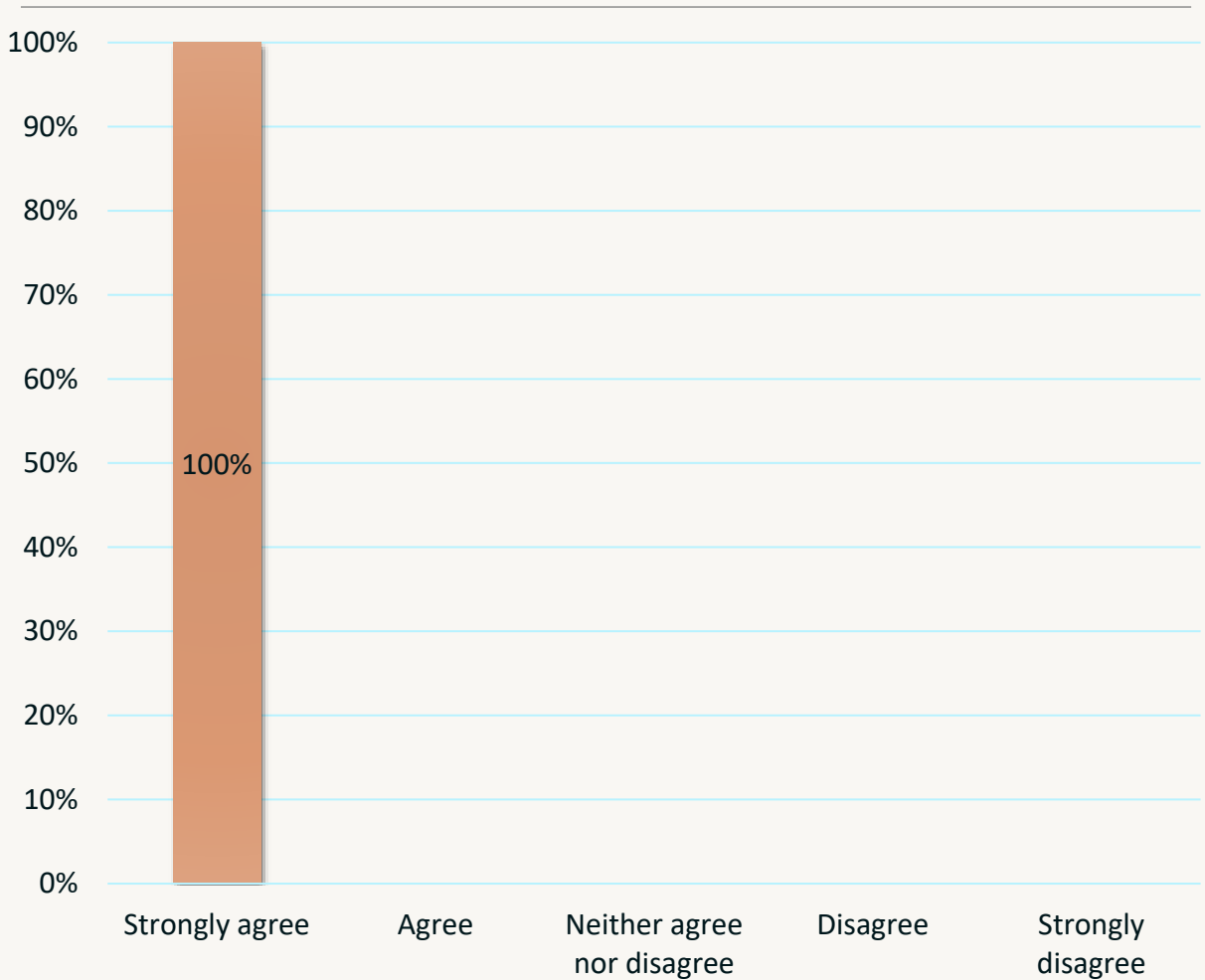


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
Exceptional care.

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

100% strongly agreed



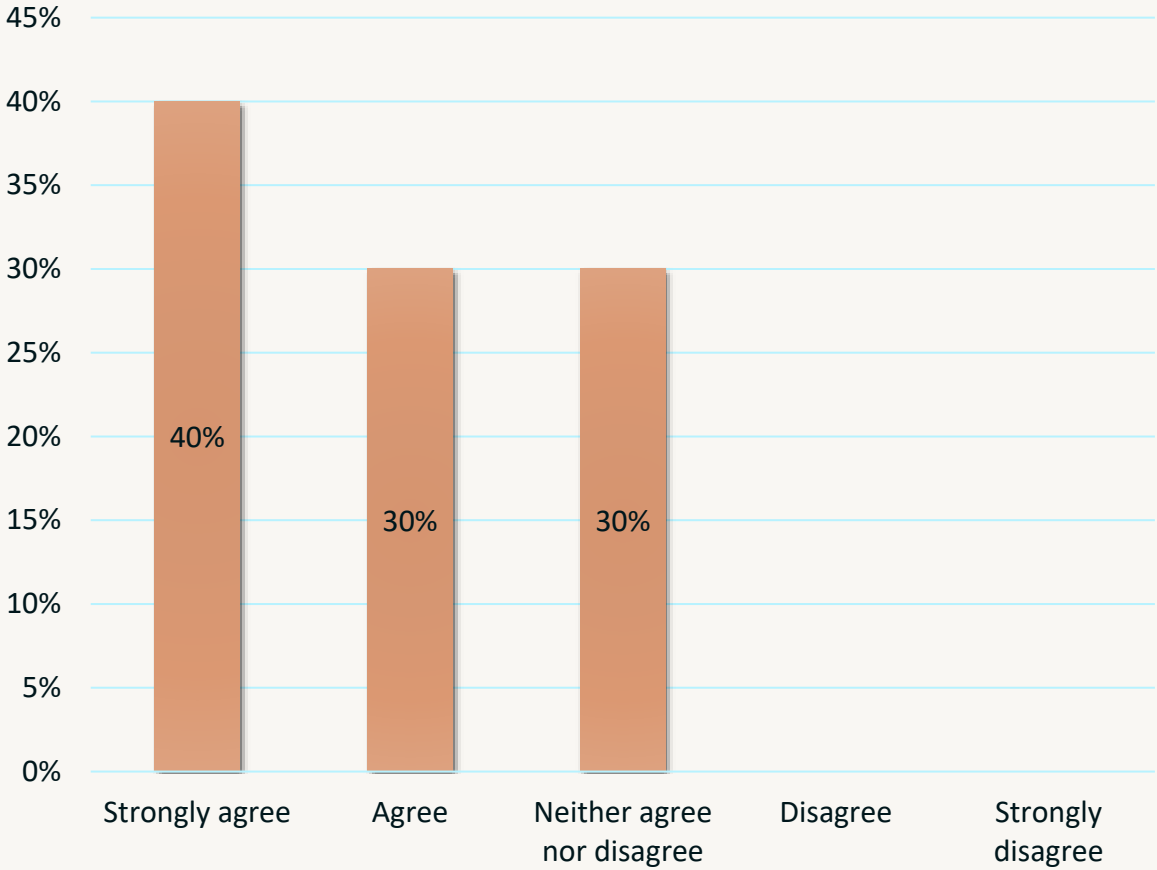
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

I have always felt that my safety is paramount.

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.

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



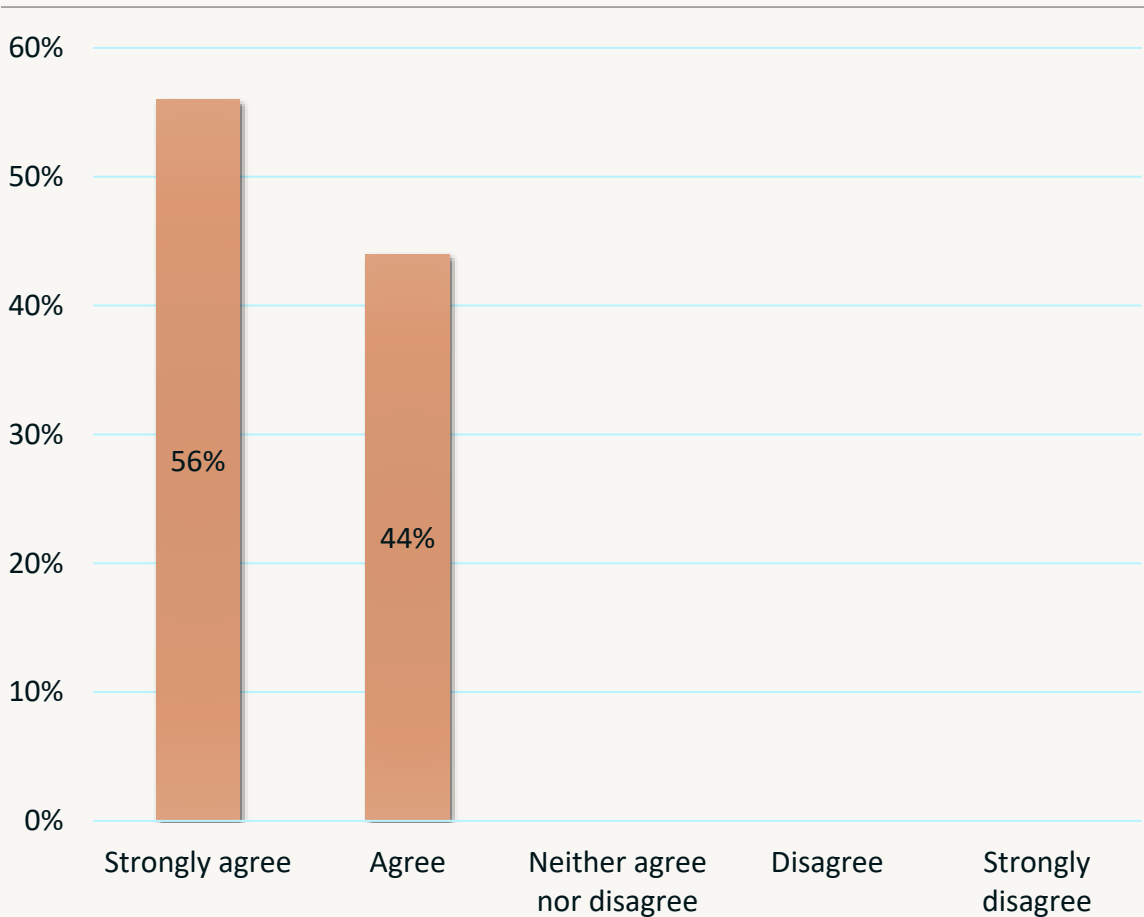
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Not really required, the staff interact with family and friends really well and have a good relationship.

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

56% strongly agree rising to 100% if 'agree' responses are included.



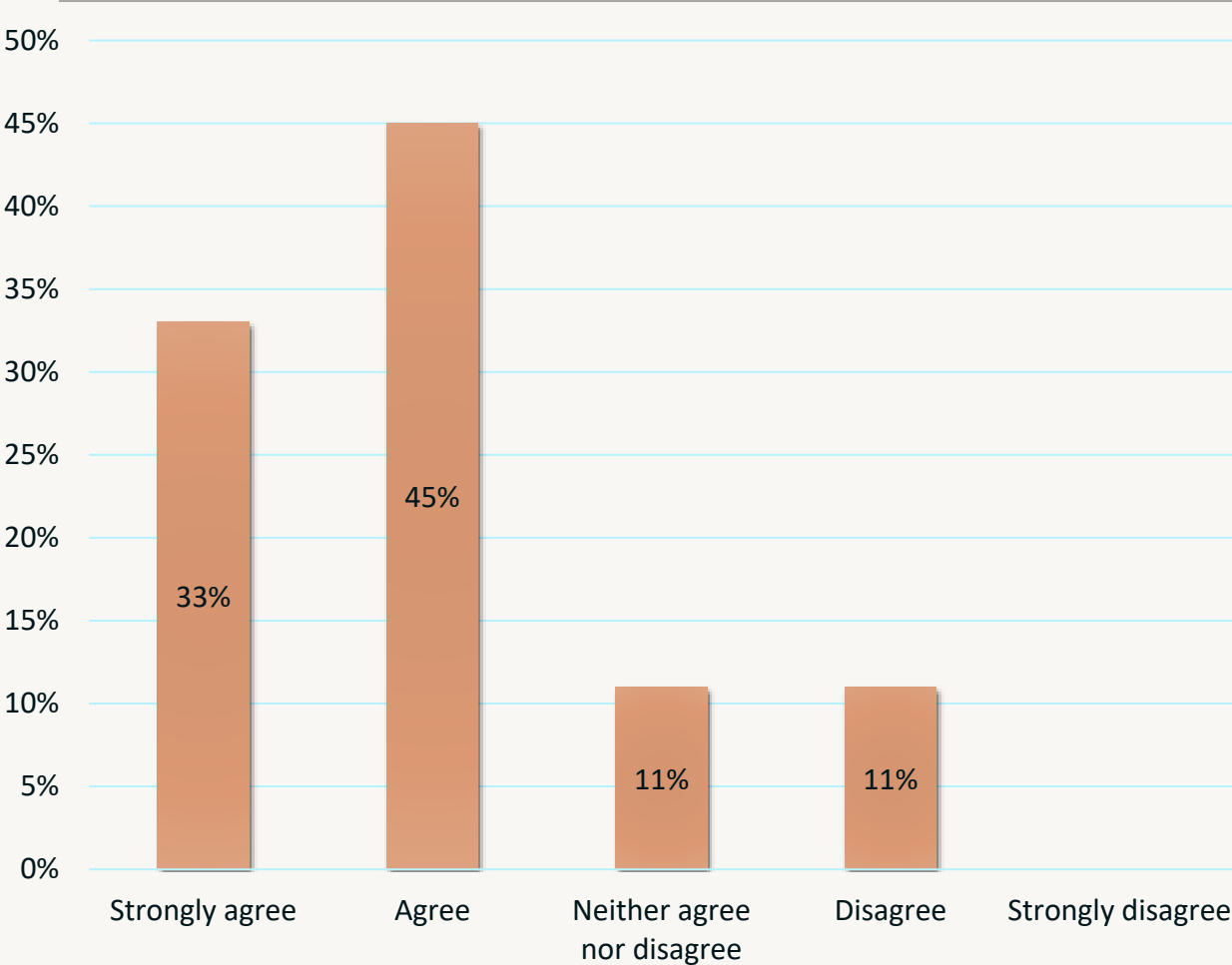
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

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

33% strongly agree rising to 78% if 'agree' responses are included.

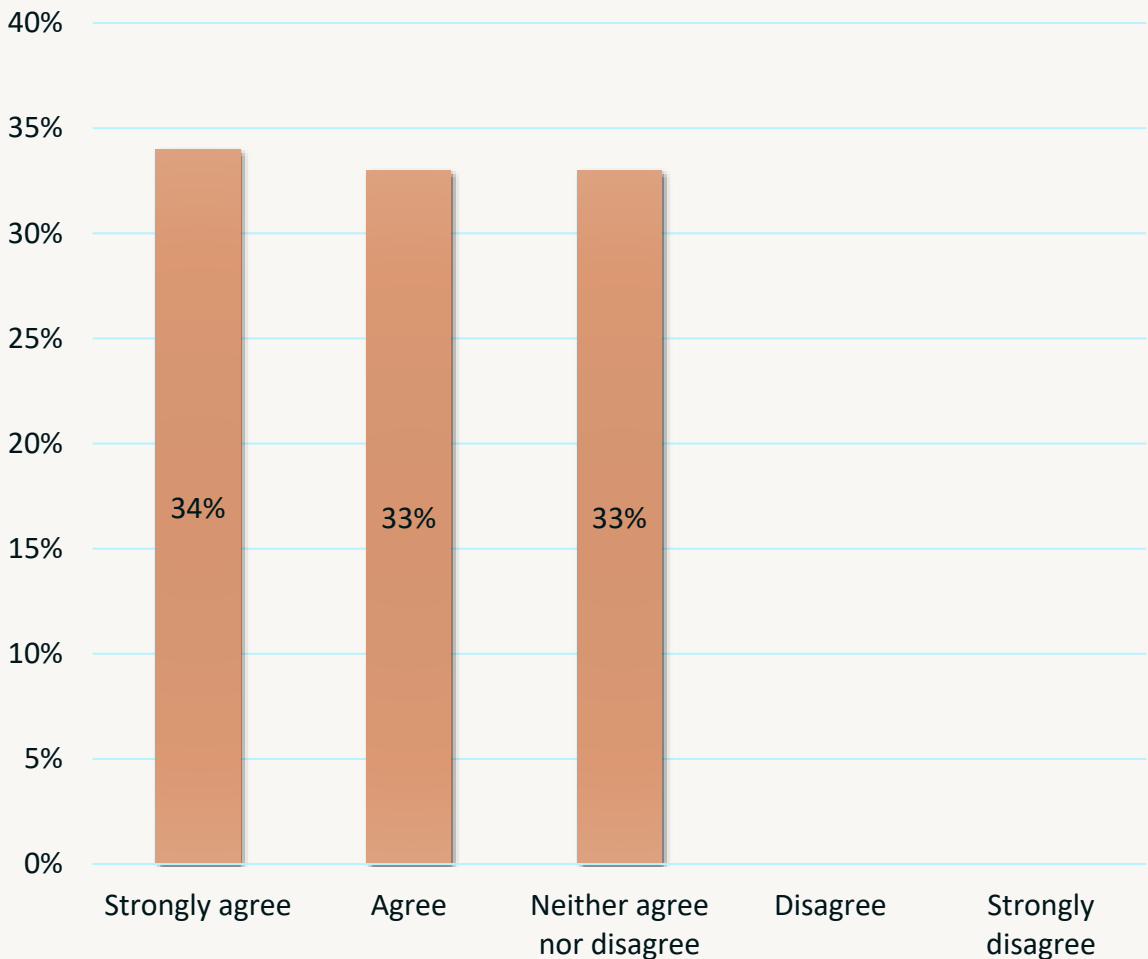


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
I feel although it would be difficult for me to get there, I would like to attend.

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

34% strongly agree rising to 77% if 'agree' responses are included.



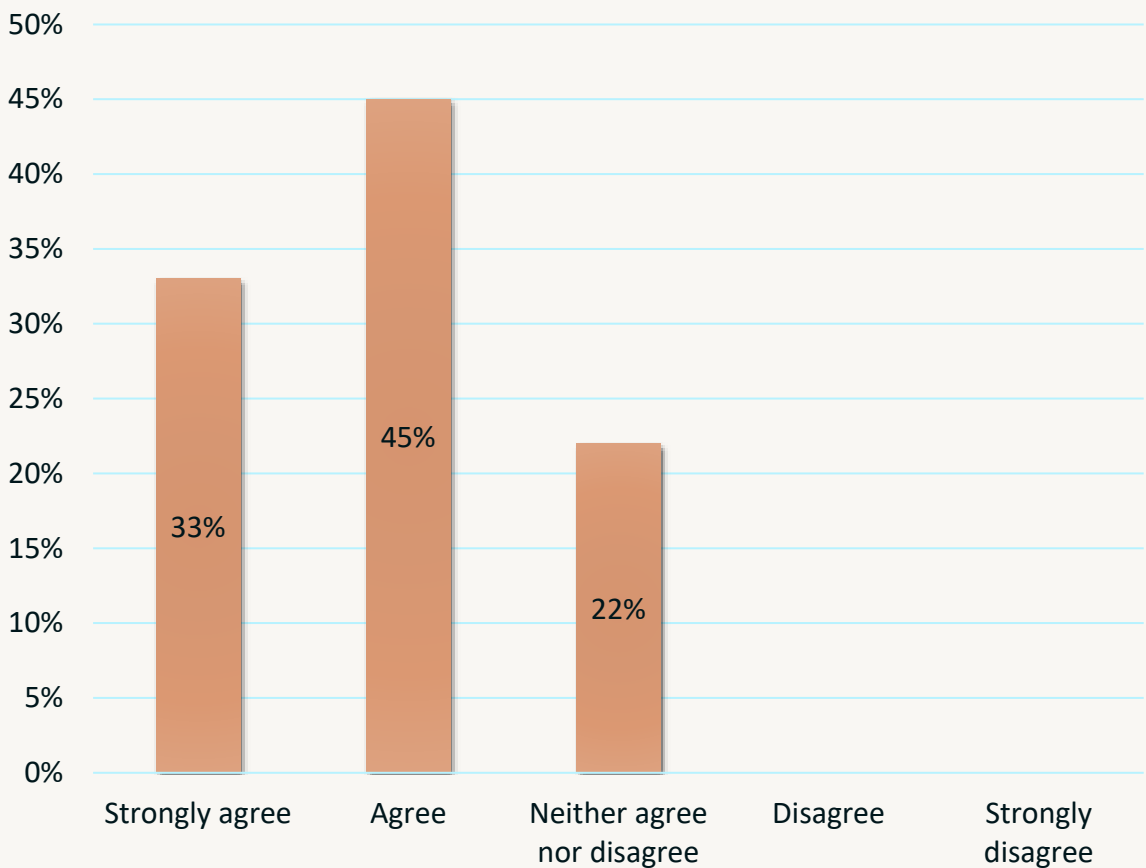
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

No comments were received.

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

33% strongly agree rising to 78% if 'agree' responses are included.



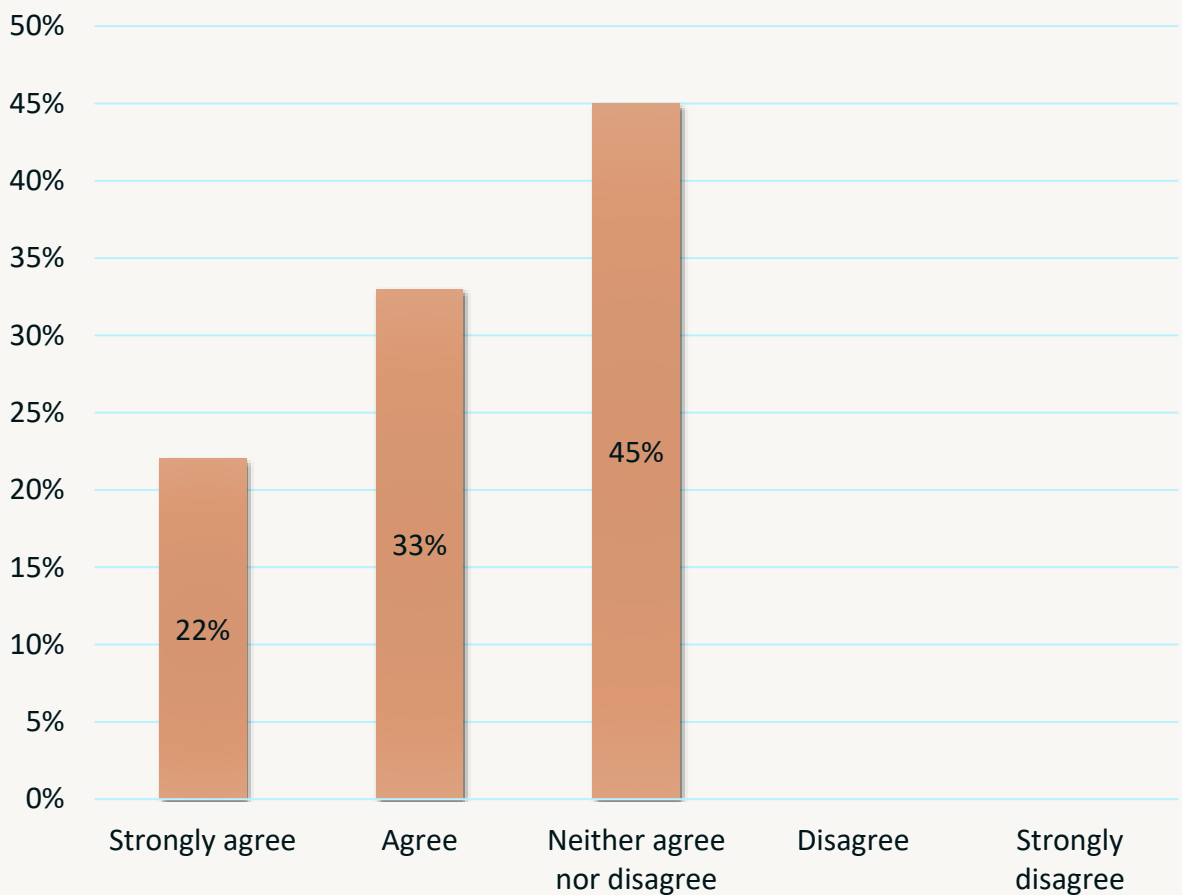
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

No comments were received.

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

22% strongly agree rising to 55% if 'agree' responses are included.



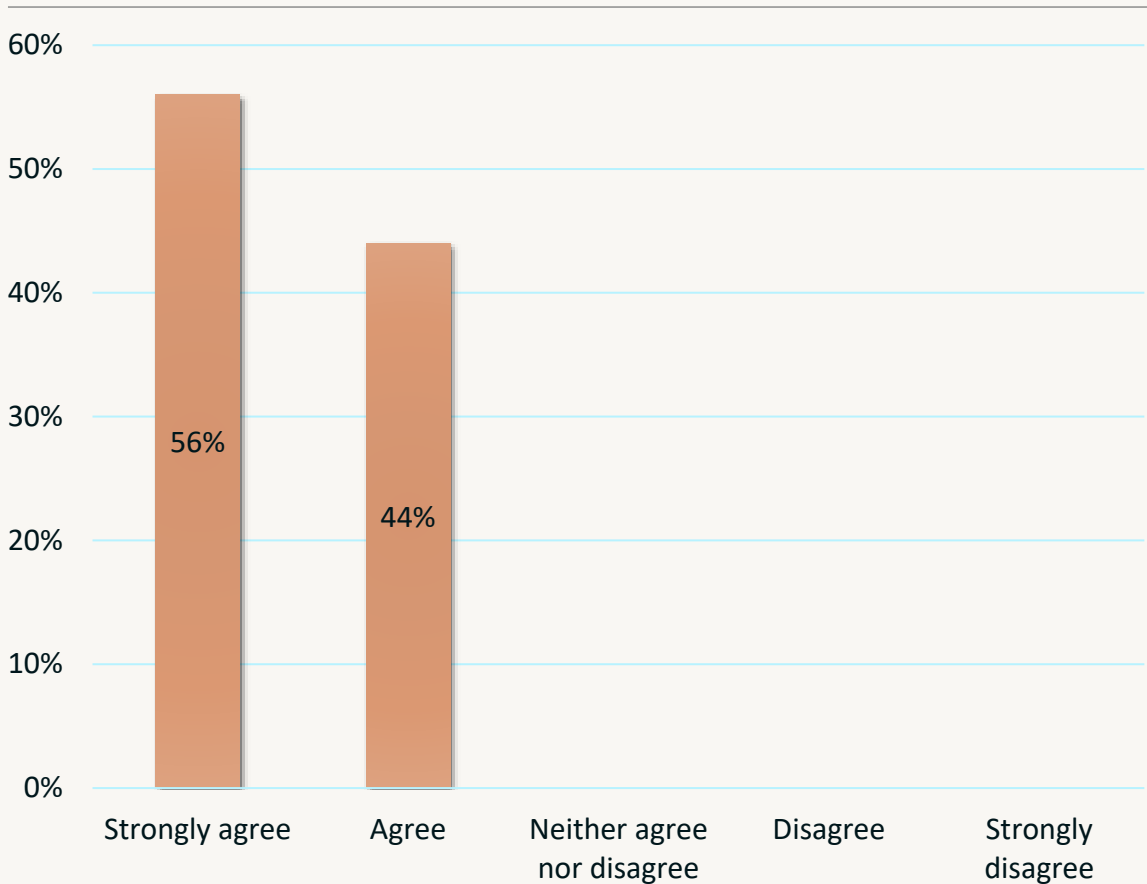
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

I feel that there are some who I could express my feelings to.

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

46% strongly agreed rising to 100% if 'agree' responses are included.



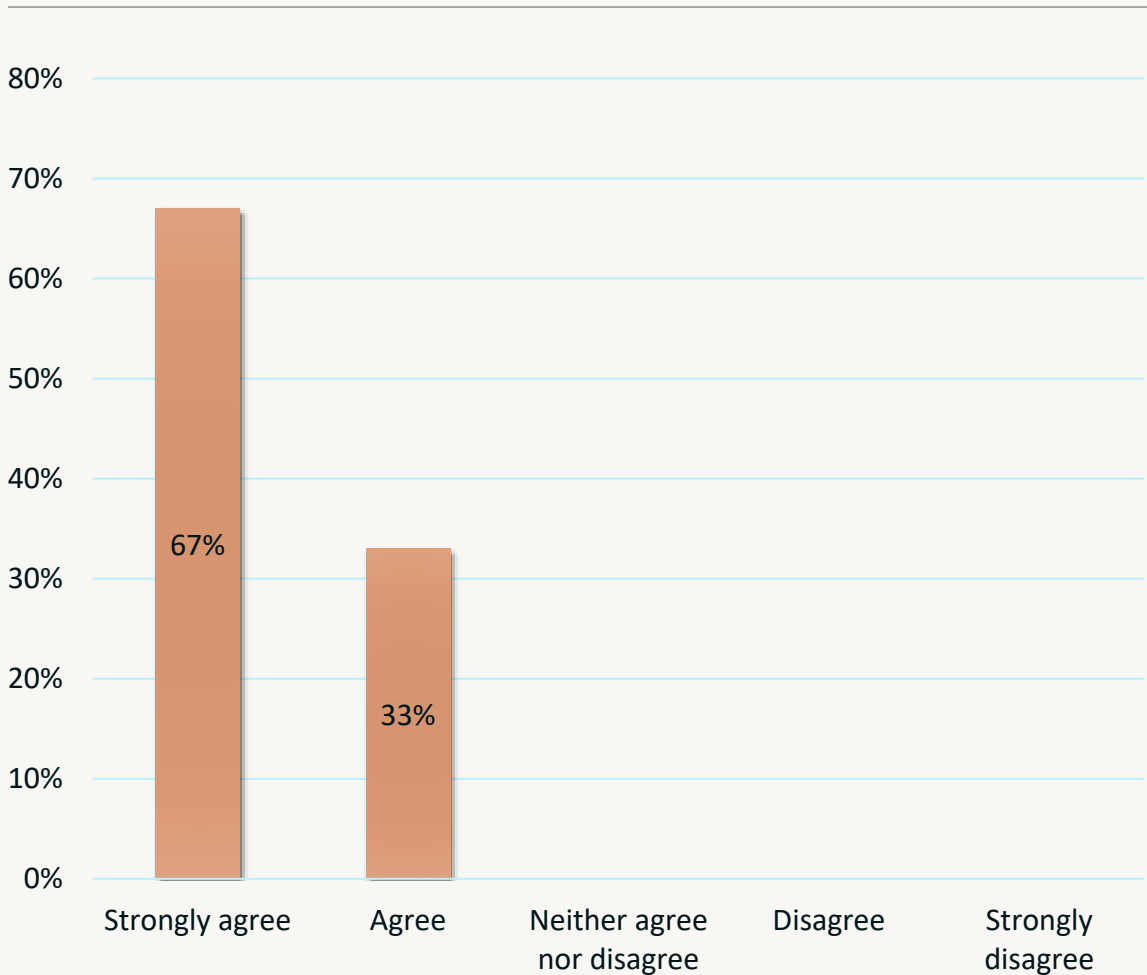
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

I feel staff have dealt with my deteriorating condition, allowing more time and patience and making me laugh and smile.

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

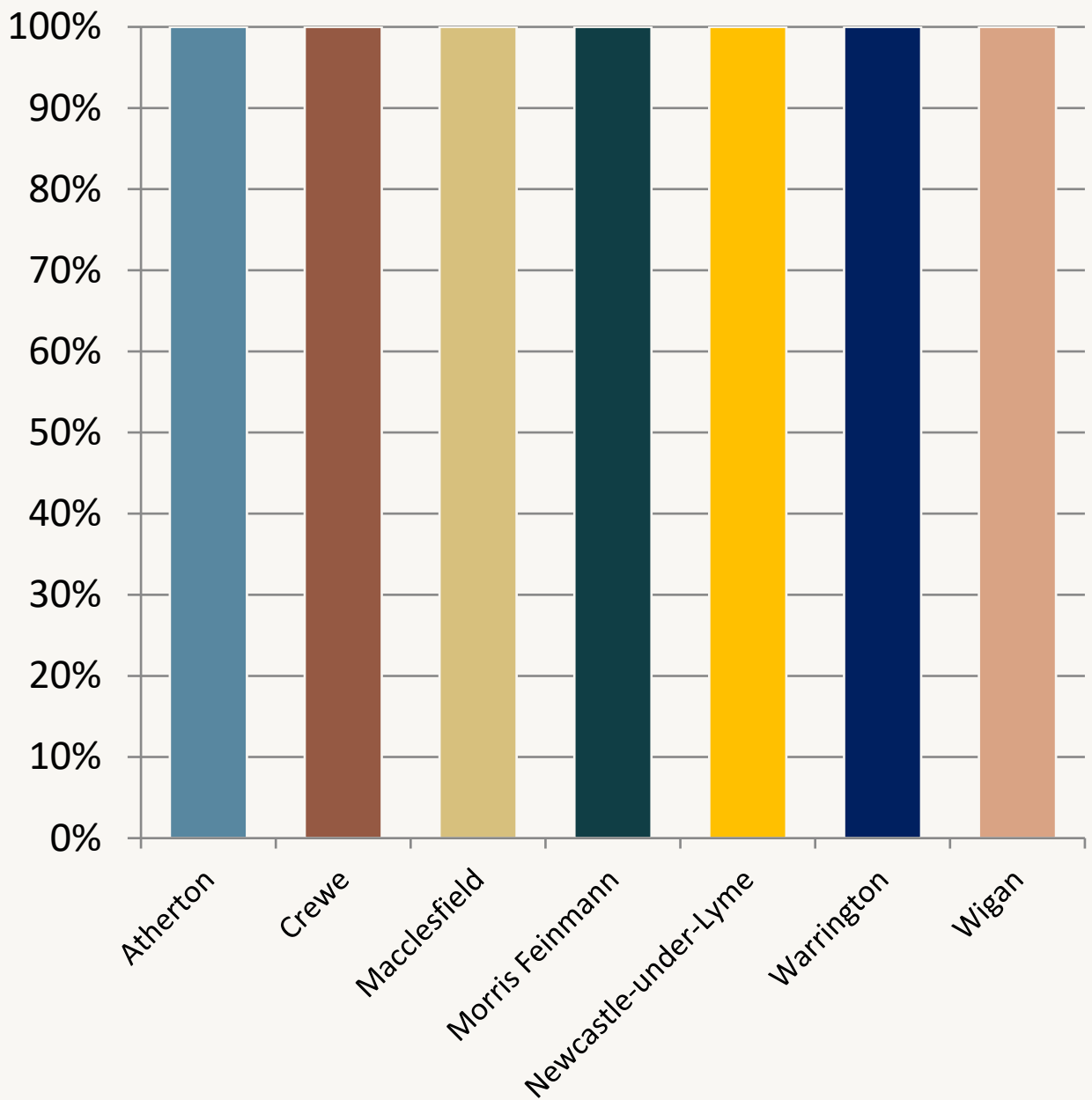
67% strongly agree rising to 100% if 'agree' responses are included.



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
Issues are dealt with promptly.

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
Staff	Care for people in a very friendly and polite manner. Everyone goes the extra mile.
Staff / service	Very caring and considerate staff who respond quickly to any requests.

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
Bistro	More spaces in The Bistro. Sometimes unable to get a table.
Staff	I feel some of the more senior staff are more focused on management when caring rather than the client.

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
Service	Last year my mum was unwell. The support given to me and my family during this time was exceptional. Thankfully, she is much better and has received ongoing support to enable her to continue to live in her apartment.
Staffing / Recruitment	The staff retention is important, and staff should be praised for good work and team building. The current team of carers are excellent and a role model from older staff members should be encouraged.

Manager's comments:

Thank you for taking the time to complete our customer satisfaction survey, which is just one way we seek feedback from customers.

We share feedback with all members of the team and positive comments received will help to reinforce good practice, while any concerns raised will assist the team at Belong at Home to identify actions that are needed to improve our services.

One area we will explore this year are opportunities to support Belong at Home customers to join in aspects of village life, where this is something they have expressed interest in.

We were touched to read the overwhelmingly positive feedback and are grateful for your continued support in enabling us to further develop and improve our services.

Lesley Bailey

Belong at Home Atherton 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.

