

Belong Macclesfield

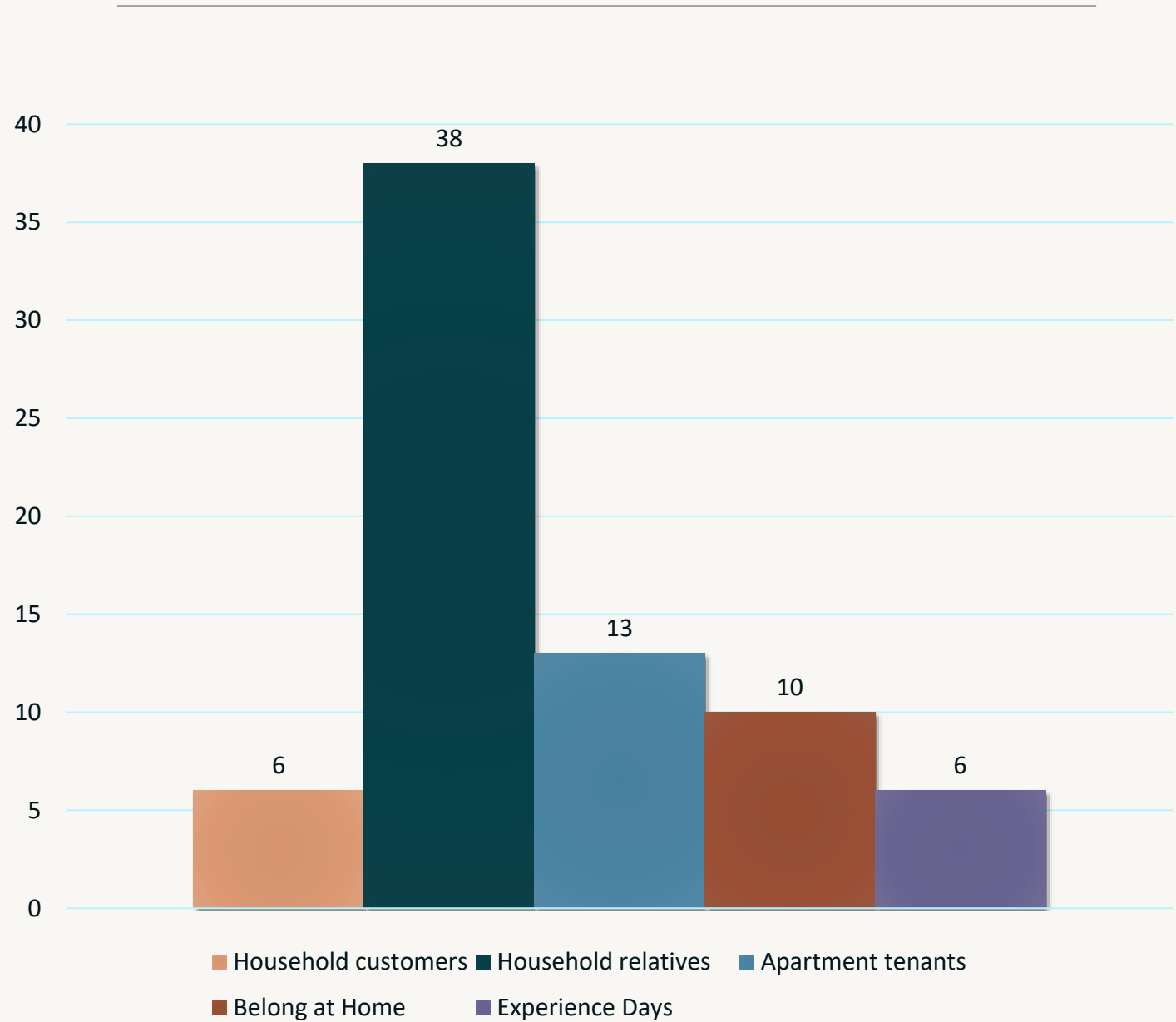
Households and Relatives

Customer Satisfaction Results

2023

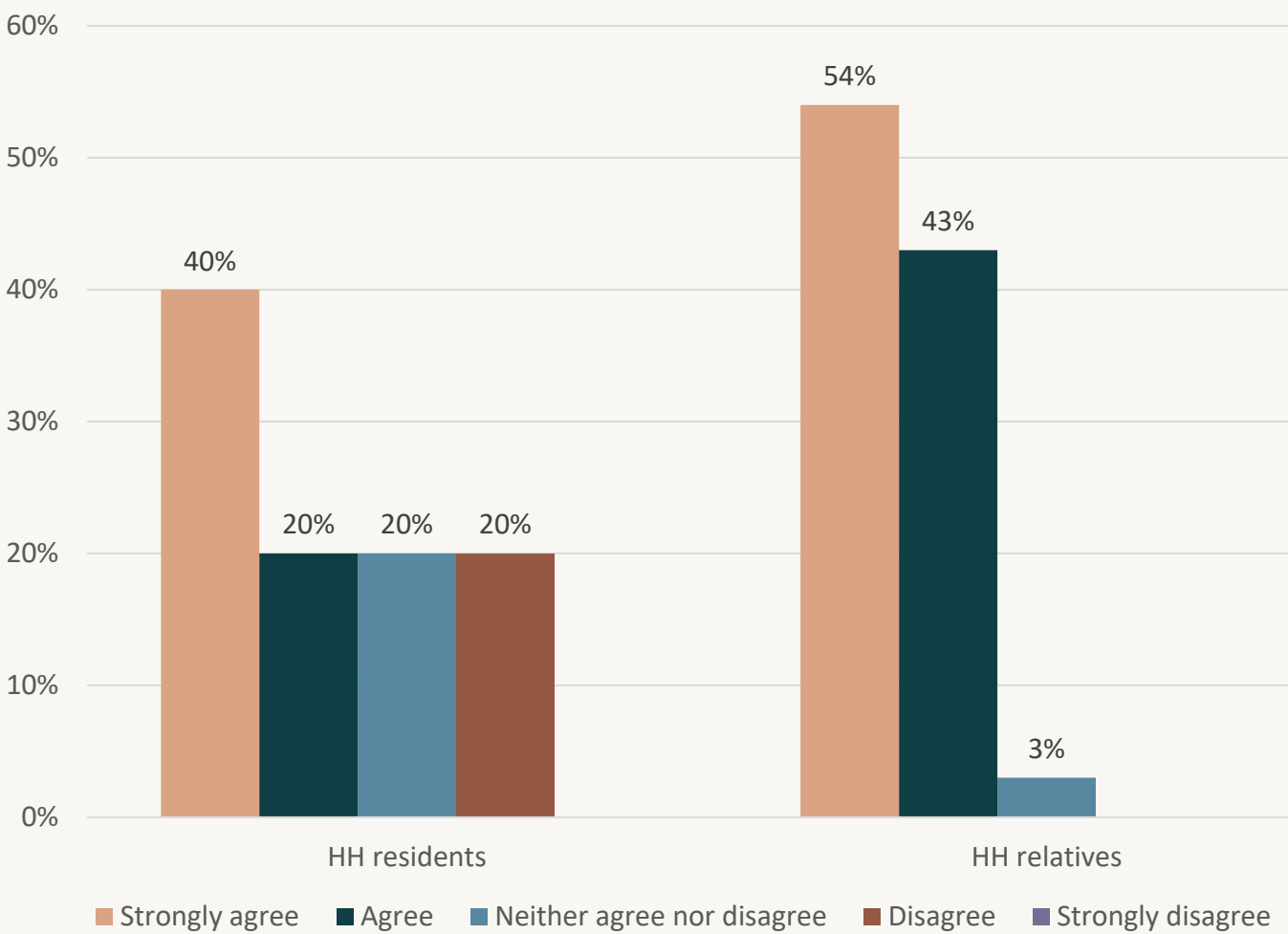


The number of surveys completed and returned by customer type were:



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

47% of residents and their relatives strongly agree rising to 79% if 'agree' responses are included.



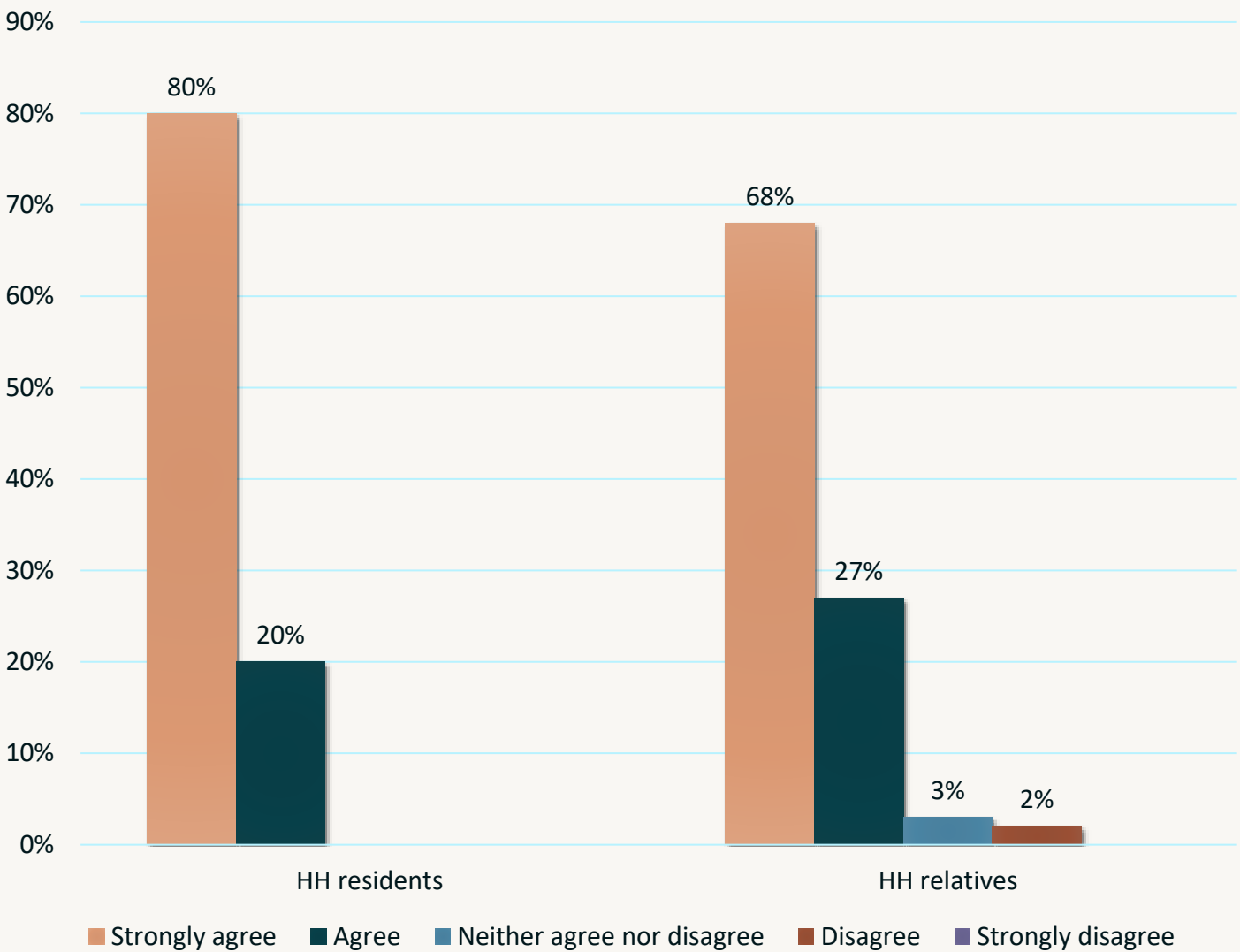
I am happy with the quality of care that I / my relative receives.

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	Too many staff changes. Often people who I do not know come to do my personal care - nighttime care is not satisfactory.
Relatives	Regular staff are wonderful. Agency use has increased, more interaction from them would be good.
	But rather than spending money refurbishing rooms extra equipment should be bought e.g. a standing hoist as households are having to share currently.

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

74% of residents and their relatives strongly agree rising to 98% if 'agree' responses are included.



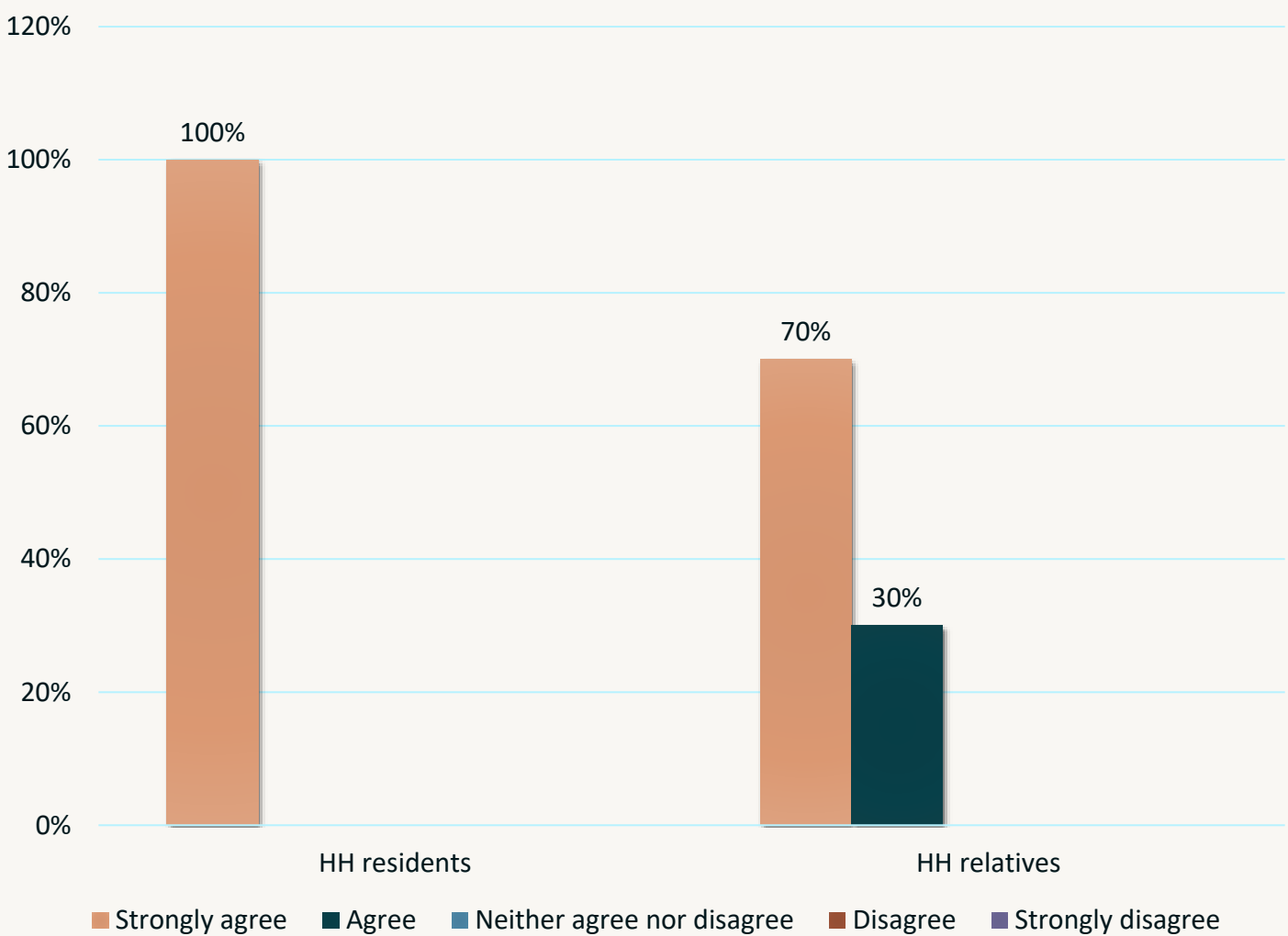
My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.

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):

Customer	Comments
Residents	Agree in relation to the permanent carers but not temporary agency workers.
Relatives	Day time staff are fully engaged with residents. Staffing issues put pressure on staff on duty.
	On occasion, we are not warmly greeted as visitors or given any opportunity to discuss our relative's care.

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

85% of residents and their relatives strongly agree rising to 100% if 'agree' responses are included.



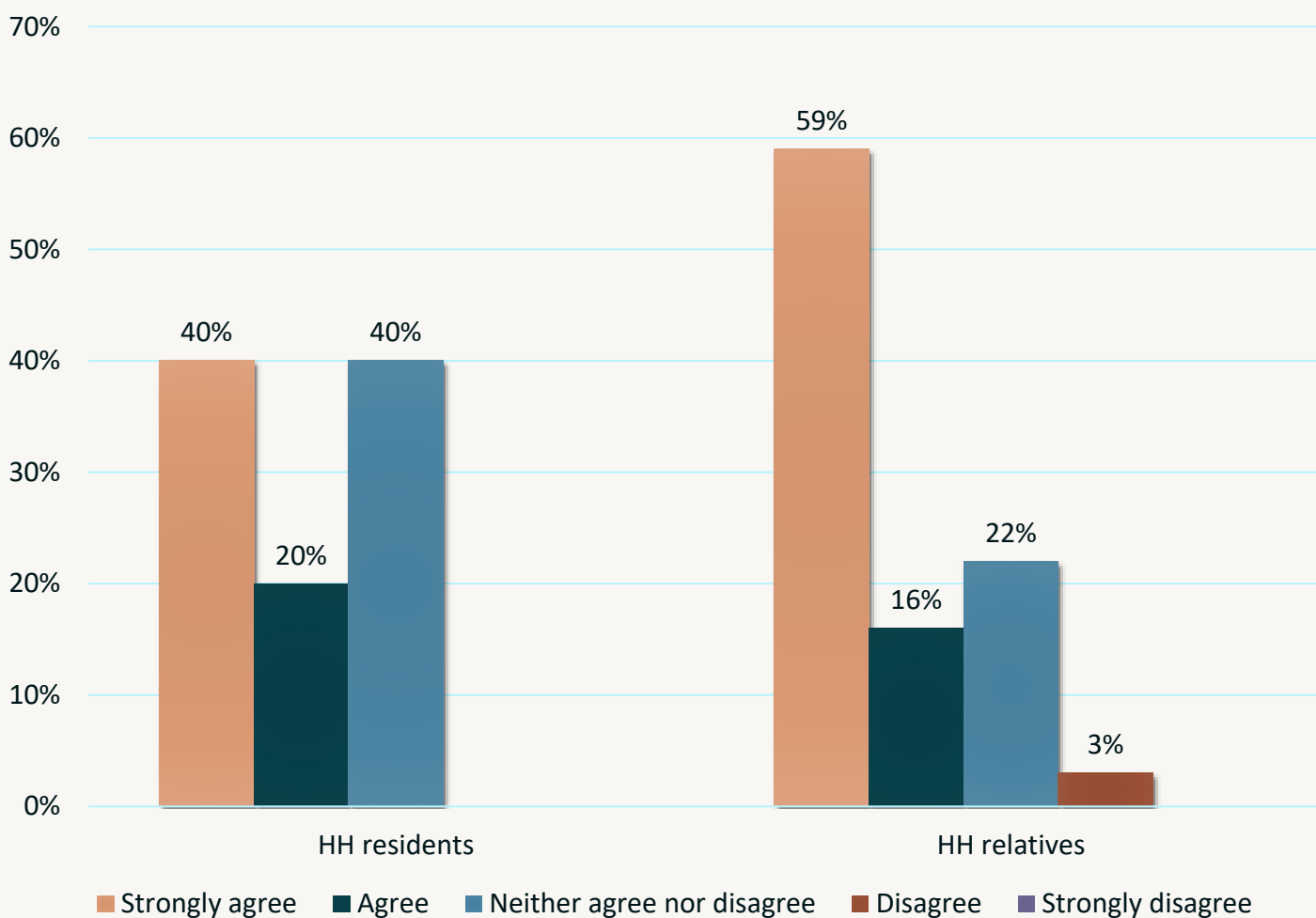
I feel I / my relative is safe living in a Belong village.

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):

Customer	Comments
Residents	No comments were received.
Relatives	I think the team are wonderful and work hard. More staff would increase safety.
	I personally think that those residents with extreme dementia should be accommodated in a separate household since the benefits of mixing with residents with other types of needs does not apply.

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.

50% of residents and their relatives strongly agree rising to 68% if 'agree' responses are included.



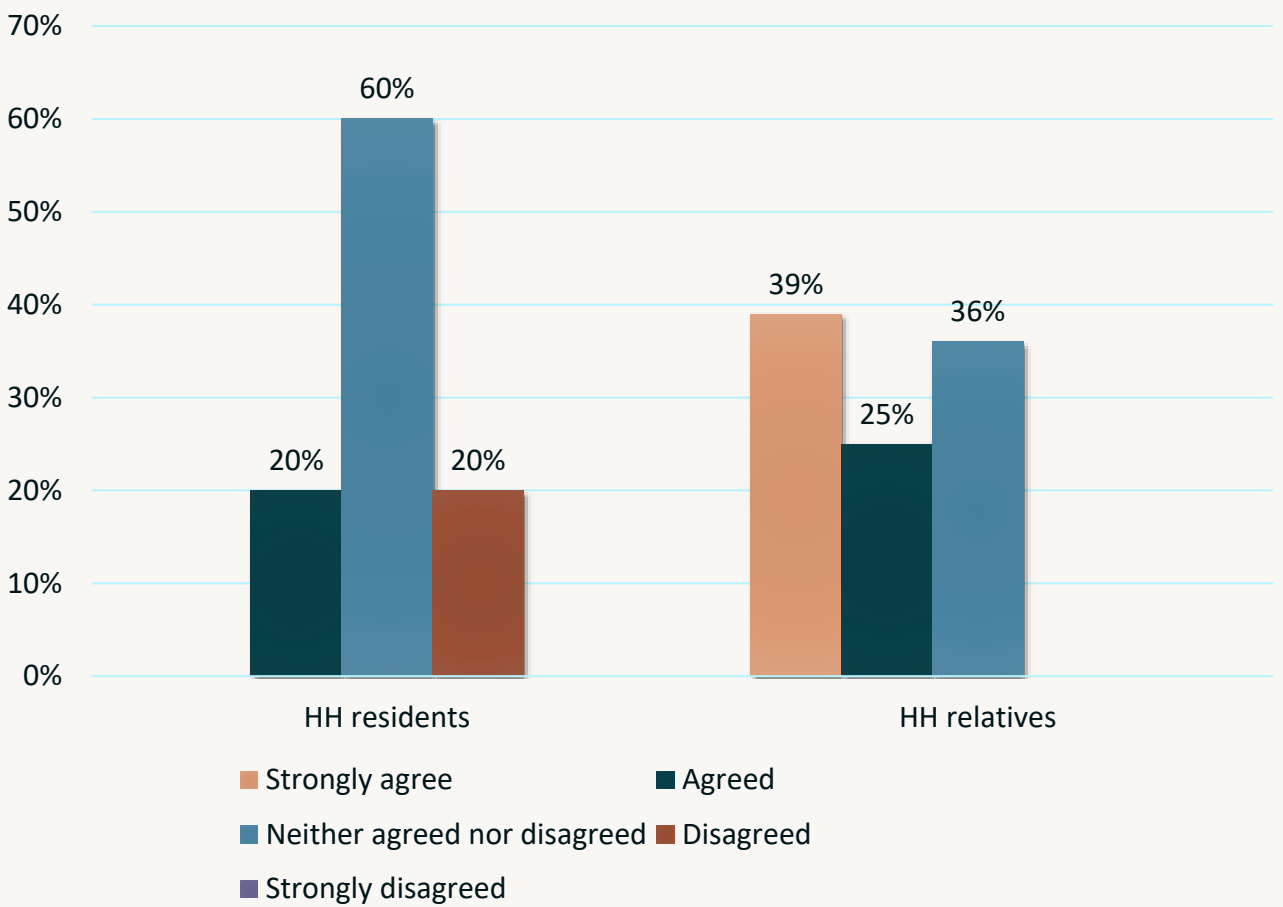
The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

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	No comments were received.
Relatives	Family members and friends unable to visit due to location feel acknowledged and are engaged in regular conversations with staff. Endearing for our family to feel connected.
	It would be better if they were able to do this more regularly as requested, but I do realise the staff are extremely busy.

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.

39% of residents and their relatives strongly agree rising to 62% if 'agree' responses are included.



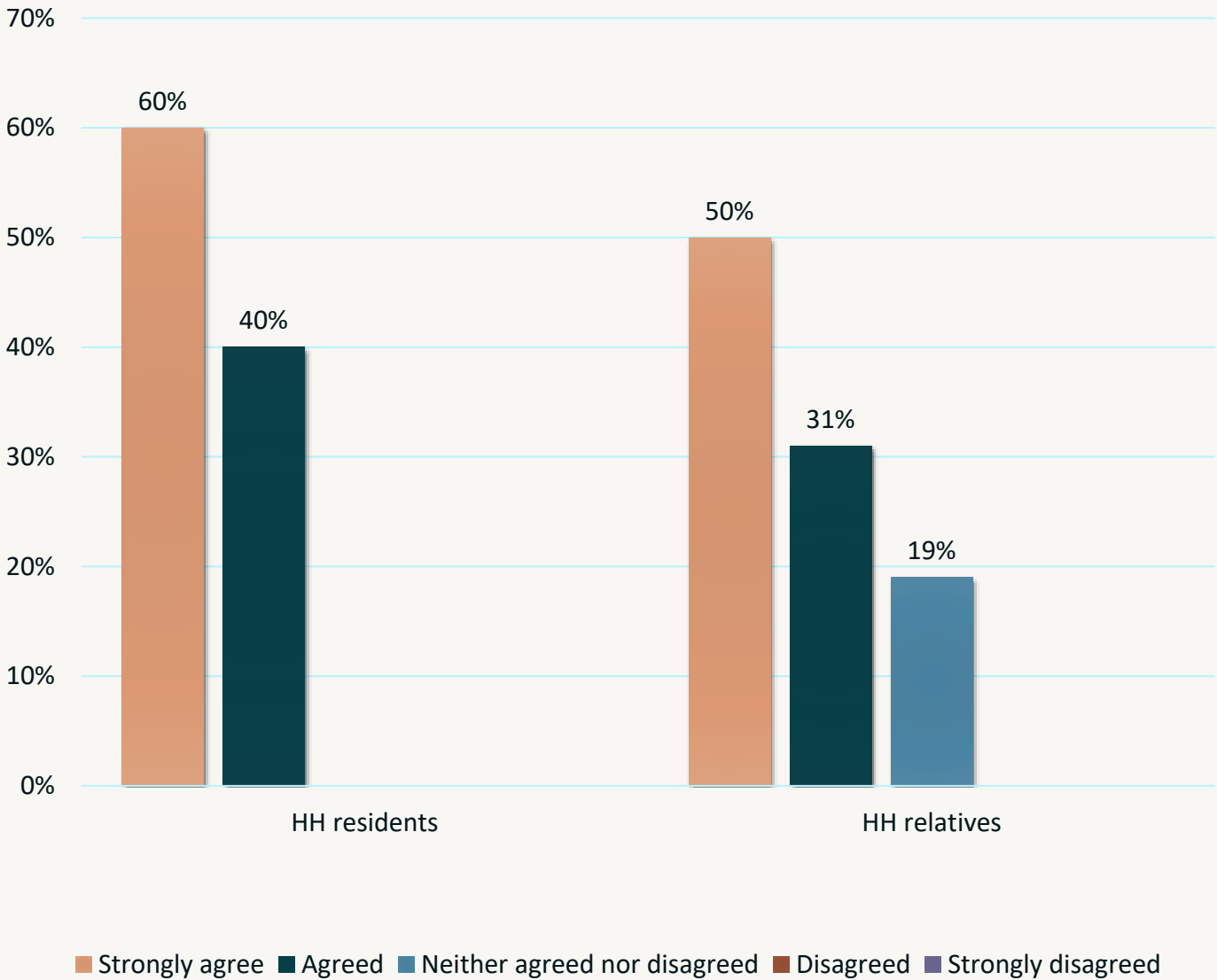
I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

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	The 5:30pm meals are almost always very poor.
	Previously there was one Host allocated to each household which worked well. Presently one Host covers two households and appears to finish work before evening meal is cooked and served. This means that household care staff are responsible for some cooking and all the serving, clearing away and hand washing-up. This detracts too much from their caring role.
	I have asked to eat in my room as do not enjoy mealtime experience at communal table.
Relatives	Lots of lovely meals, snack options are good always offered seconds.
	Meals served are delicious. Mealtime experience not enough staff on duty to allow a member of staff to interact with residents while they have their meals. My mother would welcome the opportunity of interaction and conversation as I am sure the other residents would too. Critical for health and well-being. One resident requires one to one supervision which takes away the possibility of facilitating interaction at mealtimes.
	Kitchen cooks on Holly House do lovely extras for residents. They know what each likes/needs.

I enjoy using The Bistro.

55% of residents and their relatives strongly agree rising to 91% if 'agree' responses are included.



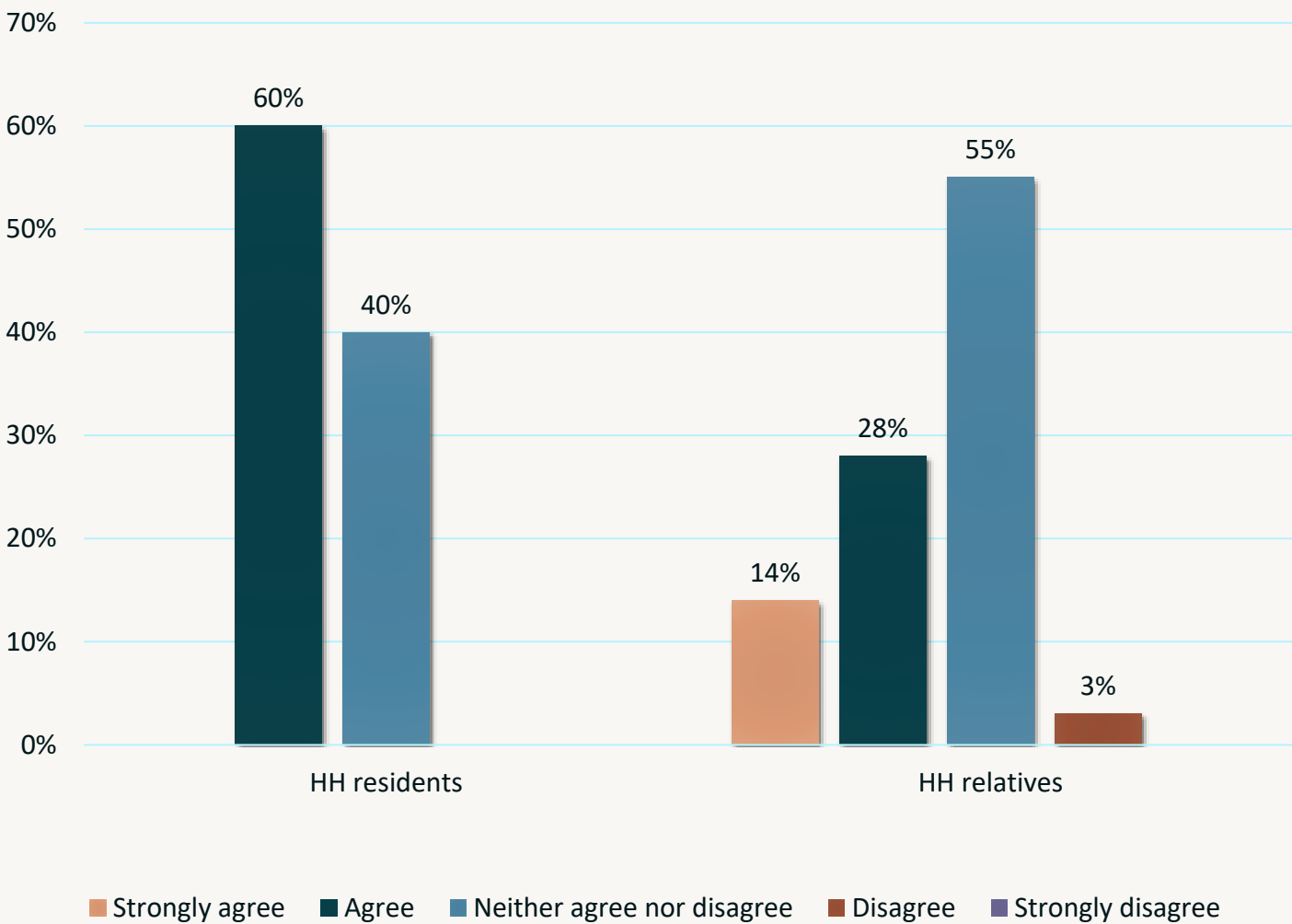
I enjoy using The Bistro.

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	Unfortunately, the Bistro has not returned to pre-COVID opening hours and the menu is more limited. Family and friends visiting residents would welcome the opportunity to enjoy refreshments late afternoon, particularly at weekends..
	When I am with my family who take me down for coffee and meals.
Relatives	Good quality food, reasonable prices and nice atmosphere.
	Staff interact and always have a little chat. Staff make good connections with all the residents. Food lovely. Nothing is too much trouble for the staff to do. Always a pleasure to eat in The Bistro. Dog friendly too!

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

14% of residents and their relatives strongly agree rising to 58% if 'agree' responses are included.



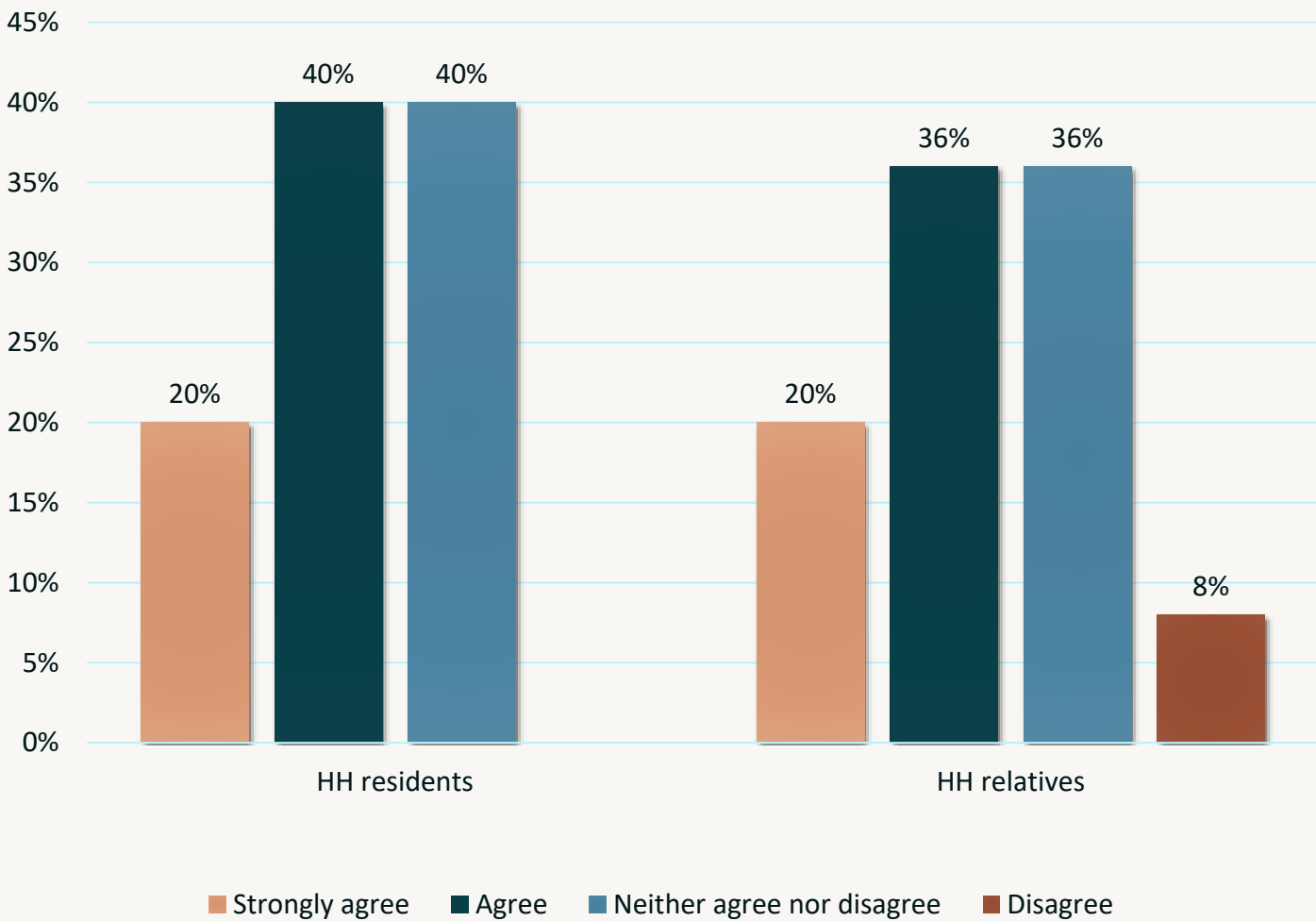
I am happy with the range and number of activities available in the village.

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	My relative enjoys the activities provided by the activities team in the venue. They work hard to make activities/ experiences enjoyable and stimulating, for such a wide range of needs. There used to be three members of staff on the team but there now appears to be two, which must make their roles even more challenging. More planned, regular activities on the household would be welcomed, particularly at weekends.
Relatives	The household equipment has reduced since being here. Used to be lots of balls and games.
	My mother enjoys the activities. Music therapy - would be fun.
	My mother doesn't use them, but I would if I were in Belong. They look good!

I / my relative is supported to participate in exercise in Belong as I / they would like.

20% of residents and their relatives strongly agree rising to 58% if 'agree' responses are included.



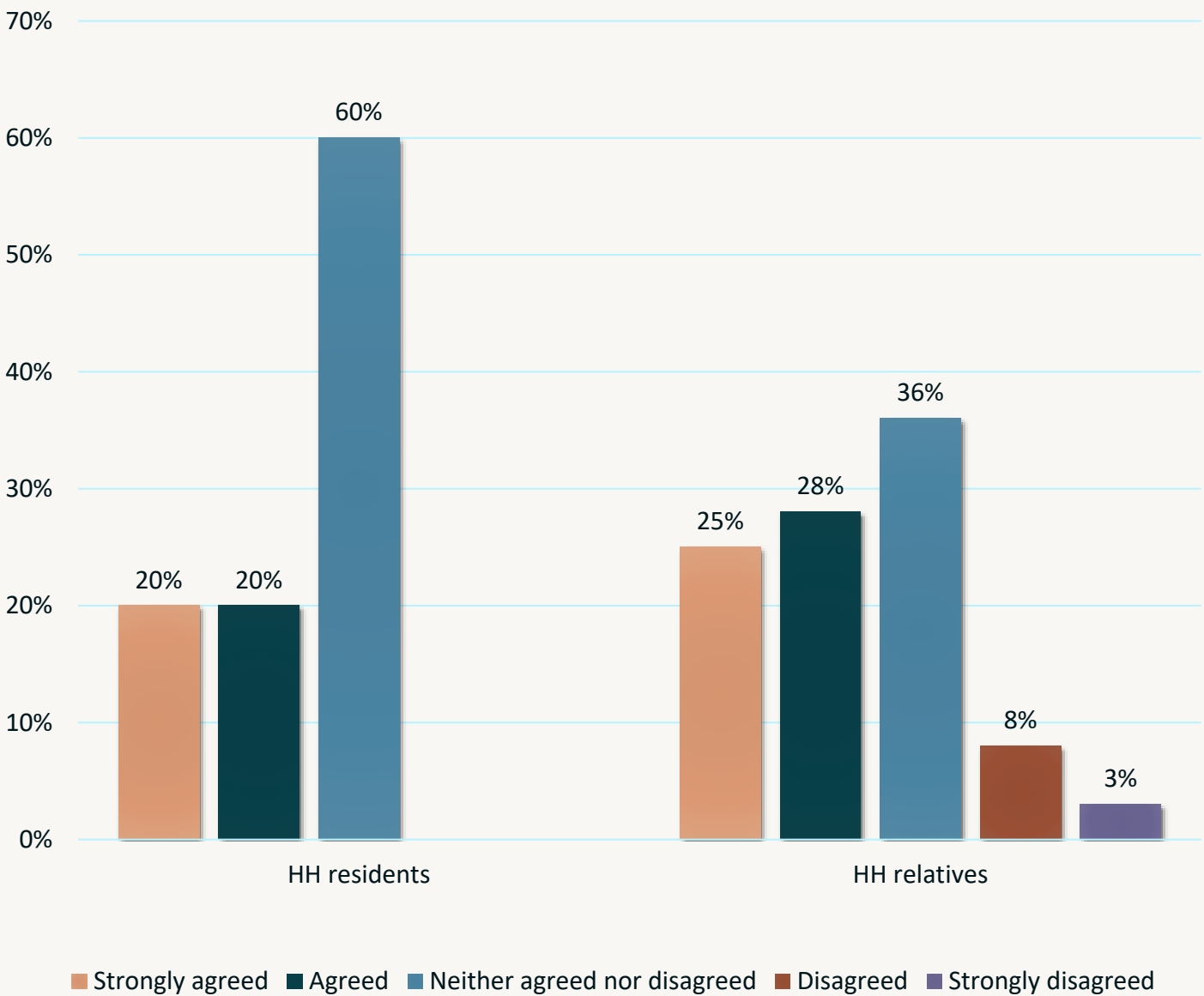
I / my relative is supported to participate in exercise in Belong as I / they would like.

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	My relative visits the gym regularly. The staff who work with my relative are good at what they do. They are kind, considerate and interested in my relative's general wellbeing.
	If my physical ability allowed, I would like to try and take more exercise - possibly walk in the garden.
Relatives	My relative particularly enjoys walks with A and anybody else who is happy to take him.
	Availability has improved recently, able to attend most weeks.

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

23% of residents and their relatives strongly agree rising to 47% if 'agree' responses are included.



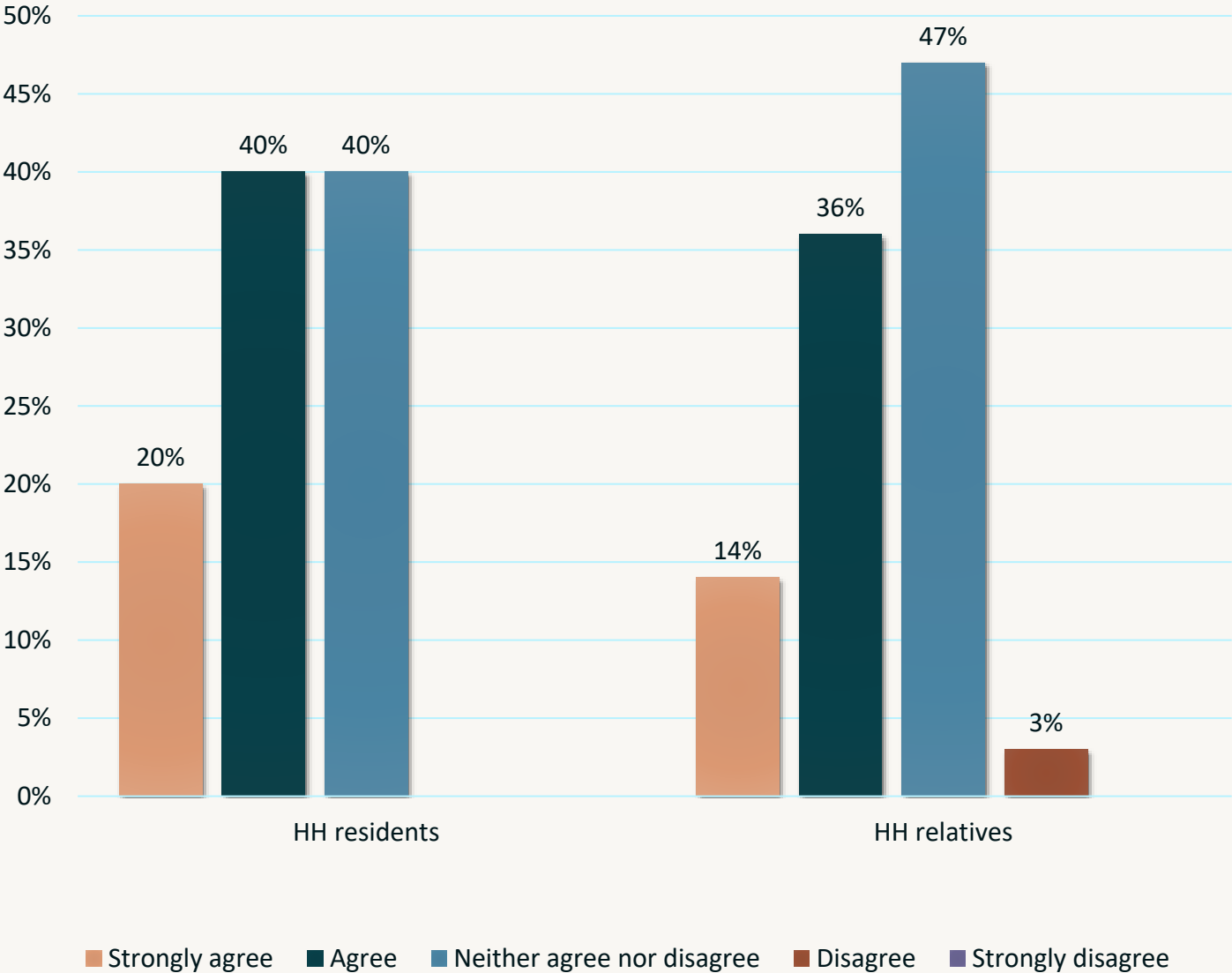
I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.

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	Access to the 'safe' garden is easy for my relative. However, the garden has not be maintained and is in desperate need of attention so that it can be a place for residents to relax, grow veg, fruit and flowers and perhaps play games e.g. boules, board games. Residents in wheelchairs can't easily access the garden as there is no ramp.
	Mum enjoys sitting in the sunshine in the garden with an ice cream.
	If someone is able to accompany me, I would enjoy it.
Relatives	They love the patio outside the bistro and have a great aspect from their windows - the mainly see trees, birds and squirrels which is very like the garden they had on the Isle of Wight.
	Not sure about this. Visitors can take their relative out, but household staffing levels may not be able to facilitate this very often.

My spiritual needs are supported in Belong.

17% of residents and their relatives strongly agree rising to 55% if 'agree' responses are included.



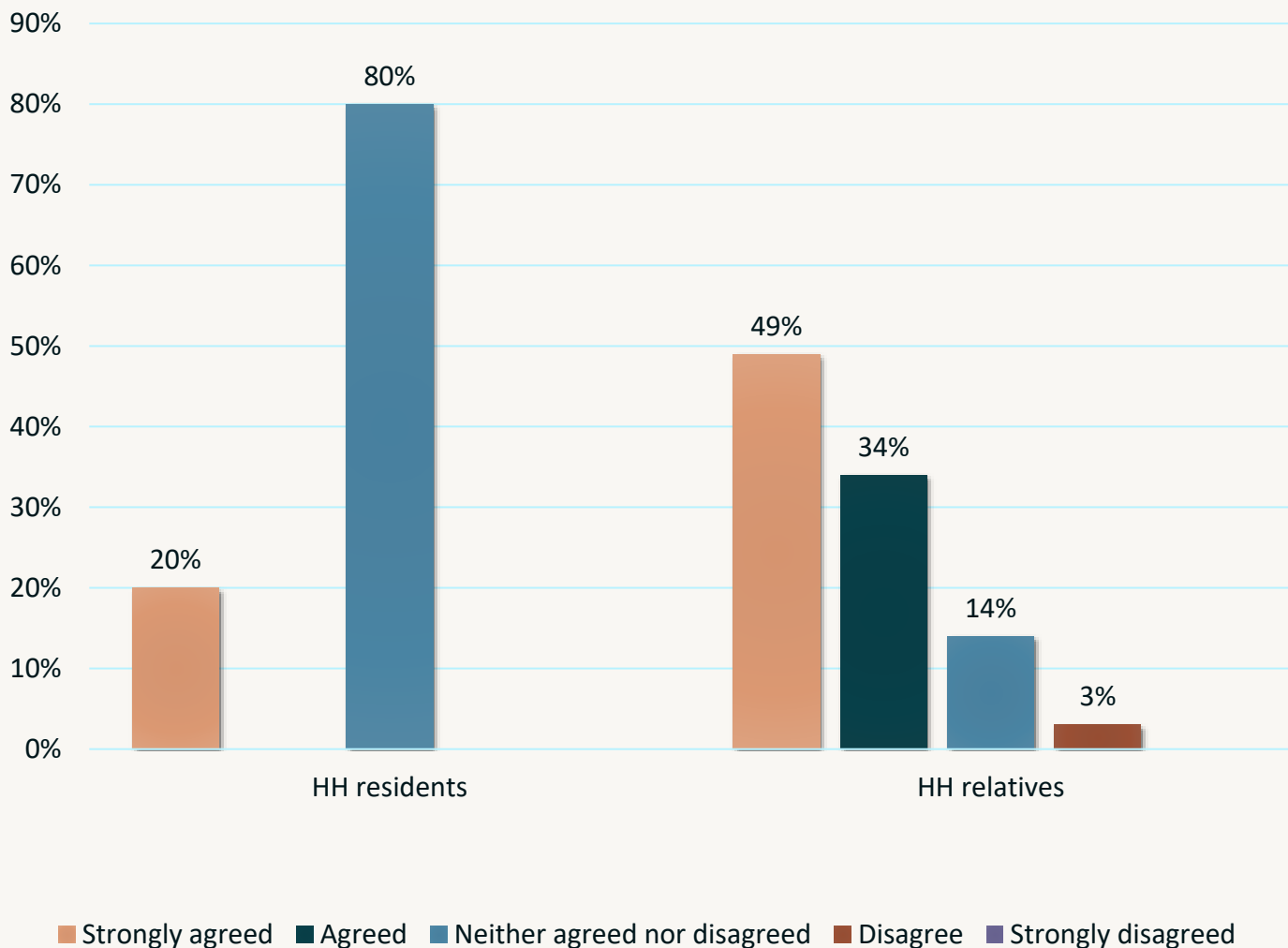
My spiritual needs are supported in Belong.

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	Church services are available, I wish I could go.
Relatives	I'm not aware of any offer of religious/spiritual support.
	This is not through Belong staff, rather someone on the pastoral team from mum's church.

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

35% of residents and their relatives strongly agree rising to 69% if 'agree' responses are included.



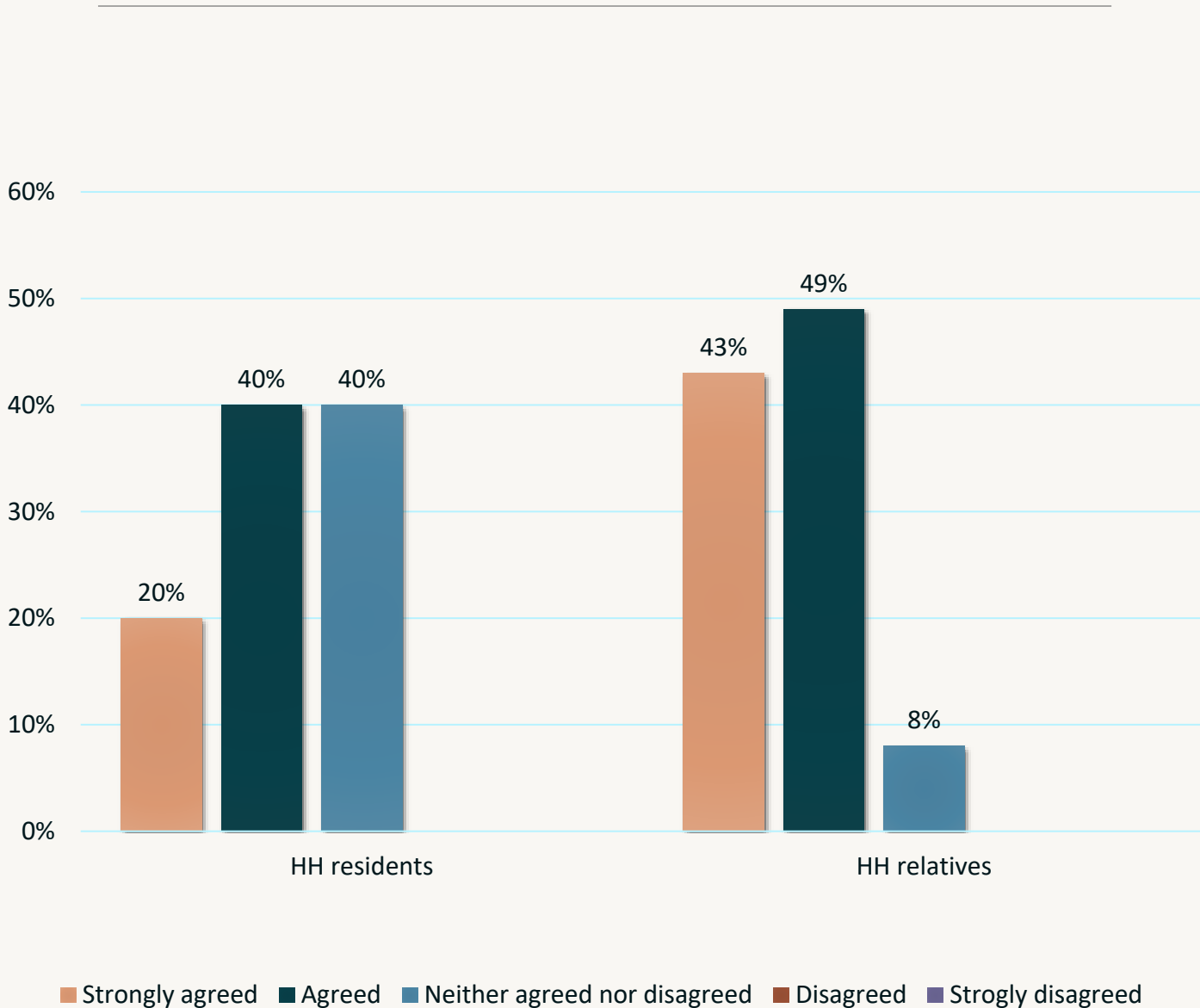
I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.

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):

Customer	Comments
Residents	I sometimes feel that I don't know what is going on. I am often not told who is looking after me and don't even know their name.
Relatives	Great communication from the team. Respond to emails and calls. Property team had some delays when enquired re furniture and garden.
	Reception team are excellent. Always engaging. Care staff work well together. Interactive, fun, supportive and caring.
	Knowing staff will contact me if there's any worries is so reassuring. Before they moved here, I was worried sick about them. Now I know if there are issues there are trained, compassionate and kind professionals on hand to look after the people I love most in the world. This is worth its weight in gold.

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

32% of residents and their relatives strongly agree rising to 77% if 'agree' responses are included.

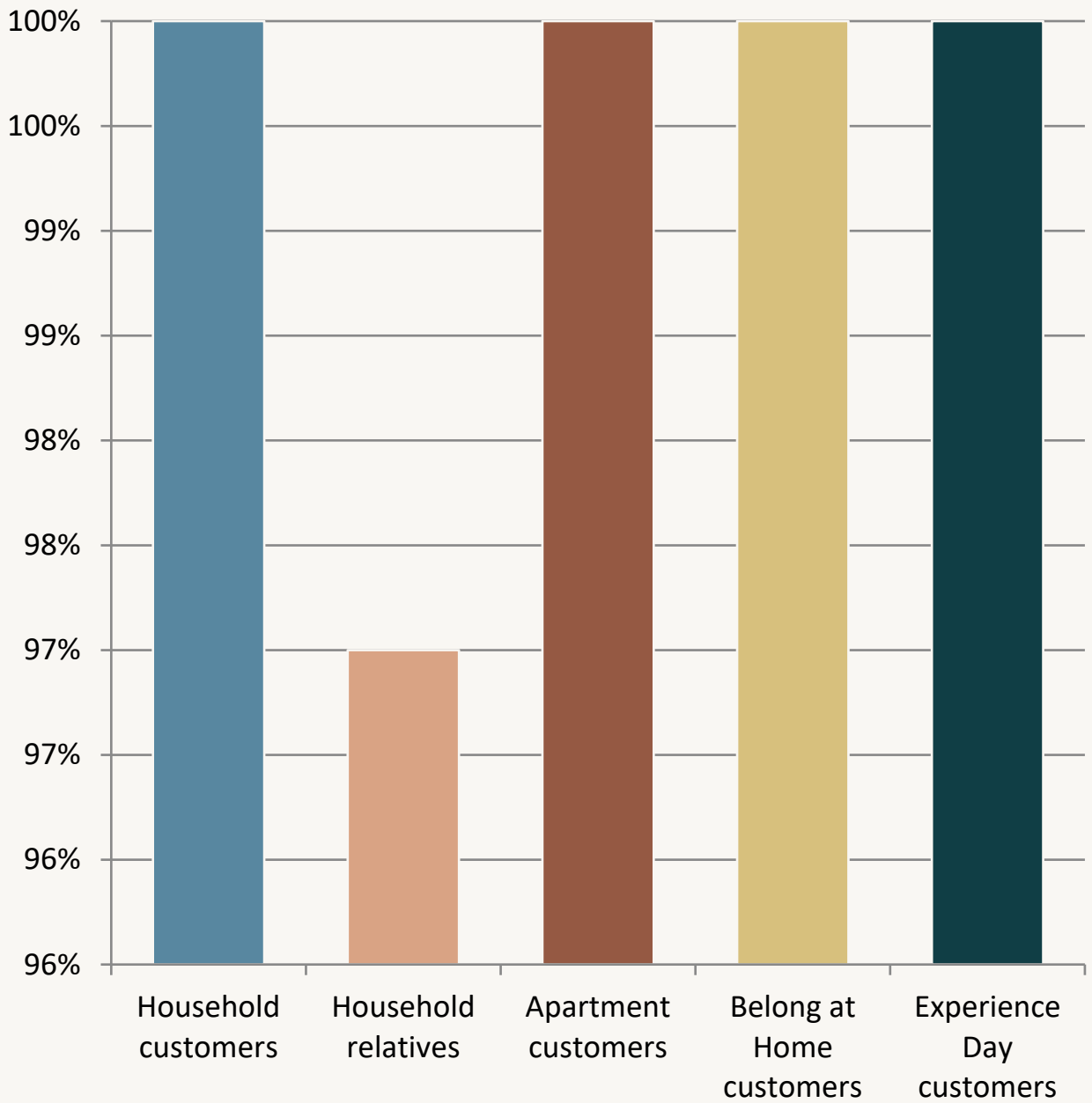


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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	On the whole - sometimes depends who I talk to.
Relatives	Fortunately, we have had no major problems or complaints.
	Not had any complaints but everyone is really responsive, and I feel a complaint would be handled well.
	Do manage to get appointment for a one to one to discuss complaints, may take a while however to see evidence of changes to care provision.

98.5% percent of customers would recommend Belong Macclesfield 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	All Belong contracted staff, whatever their role, are caring, compassionate and work hard. Staff working on the household work hard and are sensitive to residents' needs. The staff who work on reception are cheerful, polite and will go out of their way to help you. Senior staff are very approachable.
	Staff / Care	All staff always make time to listen and talk. Important qualities of kindness, patience and fun always on display. Easy access to GP fantastic.
	Food / Staff / Activities	The food is good - the permanent members of staff show me real care and friendliness. The activities are often enjoyable.
Relatives	Staff / Food / Facilities	Staff are responsive and caring. They have always got to know Dad well and are very kind. There is always one regular mentor on shift. Food is fabulous. The layout of the house is really good. The Bistro gives some normal time for us.
	Staff / Food / Households / Management	Compassionate, skilled care staff. Great choice of meals. Welcoming environment, communal living/dining/kitchen home from home. Management give excellent support, accessible and good intervention.
	Care / Staff / Food	Exemplary care, treat residents with respect, dignity and as individuals. Lots of love and affection shown to residents. Great food. Relaxed, homely atmosphere in the houses. All staff are caring, informative and nothing is too much trouble.

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	Staffing levels	Address the 'Recruiting and retaining staff issue' so there is less need to rely on agency staff to cover shifts on the household.
	Activities	Some nursing homes have an arrangement with local primary schools for children to come in and talk to the residents. My great niece has done this in Didsbury age 4 and loved it.
	Housekeeping	The room is sometimes not cleaned as it should be. Take better care of my clothes.
Relatives	Activities / outside space	Outdoor space - gardening club, growing veg, involvement of residents i.e. flats and care home. Talks with guest speakers invited to stimulate memory and interests. Summer house for tea parties and music. Make budget available for plants for planters and balconies.
	Staffing levels / equipment	More carers on the households, 2 is not enough. Enough hoists and other key equipment for each household to have their own, instead of having to wait and share and collect from elsewhere.
	Communication	More communication with relatives and more attention to stimulation for those bed bound.
	Laundry / Exercise	Laundry - losing clothes. Regular in room exercise.
	Mealtimes	Choice of meals.

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	Households / Staff	<p>My relative's household (Cedar House) would benefit from new flooring in the communal areas and a new kitchen with a dishwasher, which would make the staff's workload easier. It's all looking a bit tired!</p> <p>Finally, I do feel that all the staff at Belong, whatever their responsibility, are doing their best in challenging times.</p>
	Care / Staff	It should be made clearer how high numbers of severe dementia residents are here and manage accordingly. Need to do more to keep permanent staff on the same households.
Relatives	Outdoors	The area that is the view from my relative's balcony is untidy.
	Care	My mother does not like/feel comfortable with male carers taking her to the toilet. I think she should have the option of female care assistant as I would myself.
	Care / Staff	You give outstanding, loving and compassionate care and should feel proud of this. All staff are amazing Thank you!

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Planned action
Agency Staff Usage	Usage of agency has increased, including at weekends.	Recruitment of colleagues continues to be difficult in this area. We have launched a number of recruitment campaigns over the past year and widened the geographical area. We are seeing more applications and gradually bringing vacancies down and will continue to work on this as our number one priority for the village.
Quality of care by Agency staff	Quality of care not as good when Agency staff are providing care.	Where agency is necessary, we do request that it is regular agency staff to improve continuity of care. Any quality issues are immediately reported to ensure there are no repeat incidents and in the meantime, we continue to work on recruitment as a priority so we can eliminate agency usage.
Outside space	Garden poorly maintained and unusable, and the redesign and upgrade of garden on action plan last year has not happened.	Garden upgrade is planned to begin this spring 2024.

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Planned action
Communication	Name badges would make it easier for residents to know who they're talking to, as can't always remember people's names.	Name badges have now been created and the village is ordering these for all household support workers.
Access to the outdoors	Residents aren't always supported to access the outdoors as much as they would like.	This feedback has been shared with the Experience and household teams and we will build more outdoor opportunities into the spring/summer activity programmes, as well as looking to facilitate more routine access in line with people's preferences.
Food	The quality of the food is good but there aren't always enough staff interacting with residents to ensure mealtimes are enjoyable.	We have relaunched our 'Marvellous Mealtimes' initiative and our Practice Development Facilitator is observing households to drive this.

Manager's comments:

Thank you to everyone who took the time to complete this survey and for the largely positive feedback on the care provided by Belong colleagues and the activities, exercise and facilities provision in Belong Macclesfield.

We are working hard to address the areas of improvement raised and in particular on recruitment so that we can eliminate agency usage and ensure all care is provided by Belong colleagues.

We will report on progress via our resident and relative meetings throughout the year and we are committed to driving continuous improvements in all areas of our service provision so that Belong Macclesfield continues to grow from strength to strength, and to provide outstanding care for our customers.

Caroline Ray

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.

