

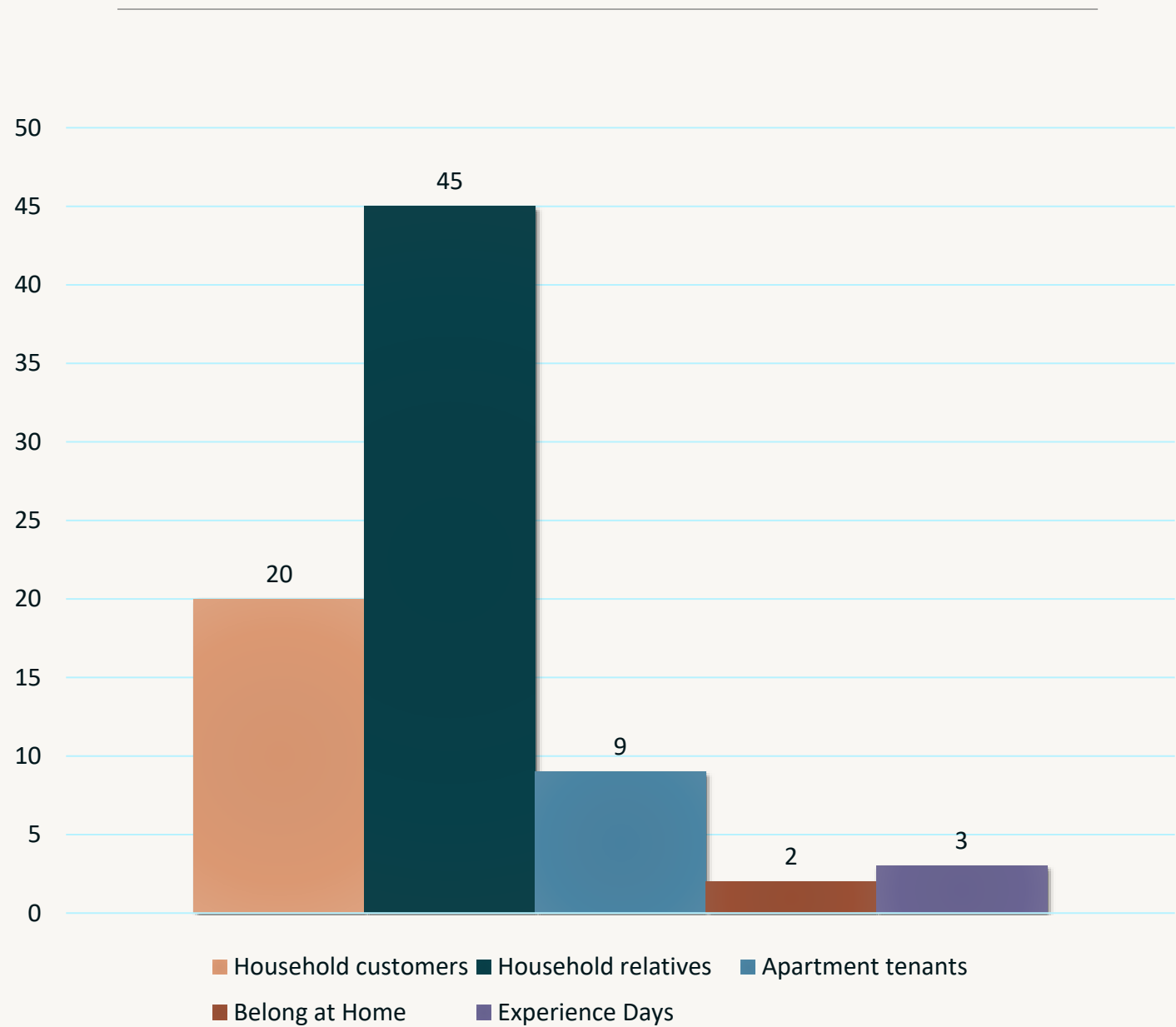
Belong Morris Feinmann

Households and Relatives Customer Satisfaction Results

2023

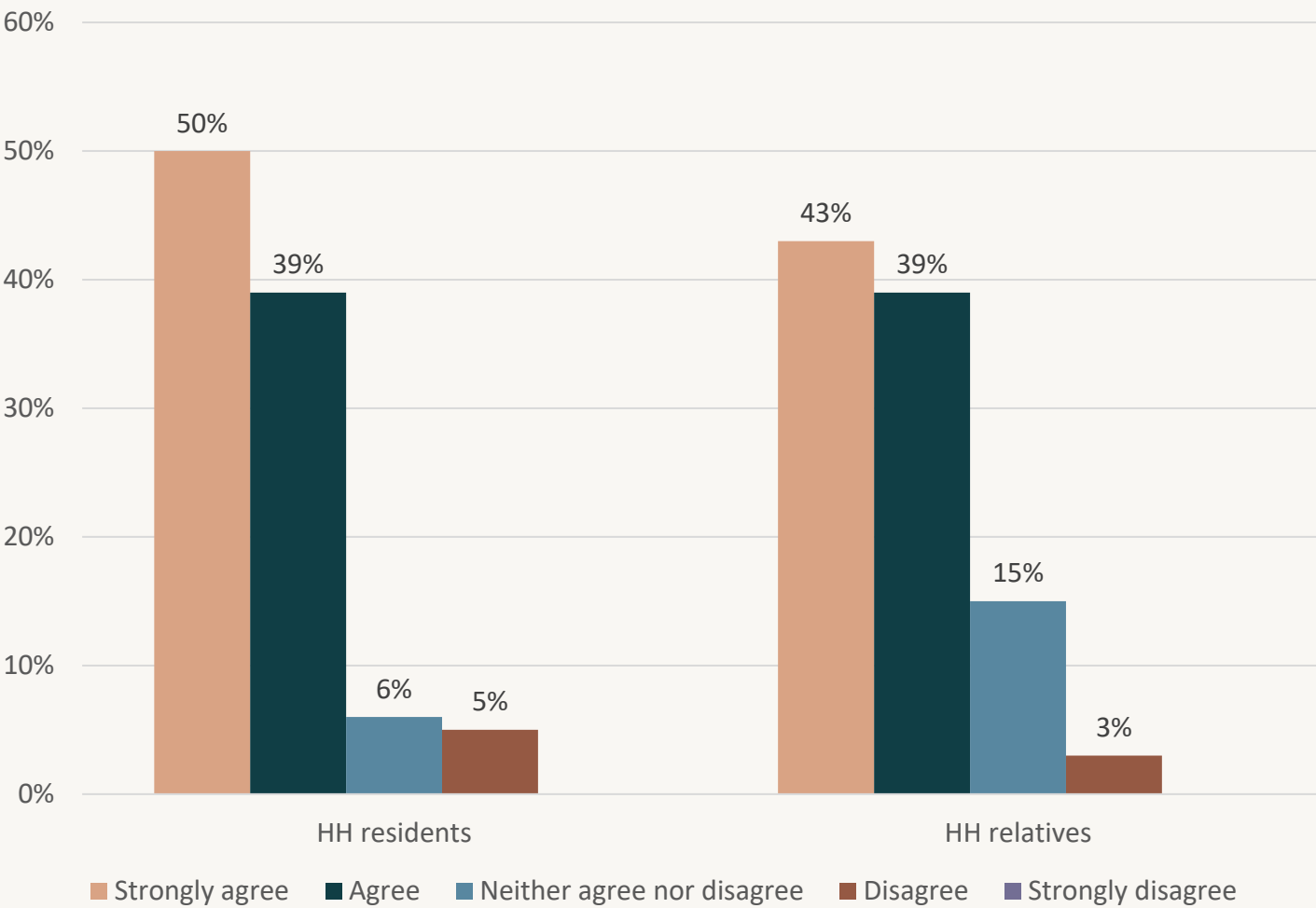


The number of surveys completed and returned by customer type were:



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

47% strongly agree rising to 86% if 'agree' responses are included.



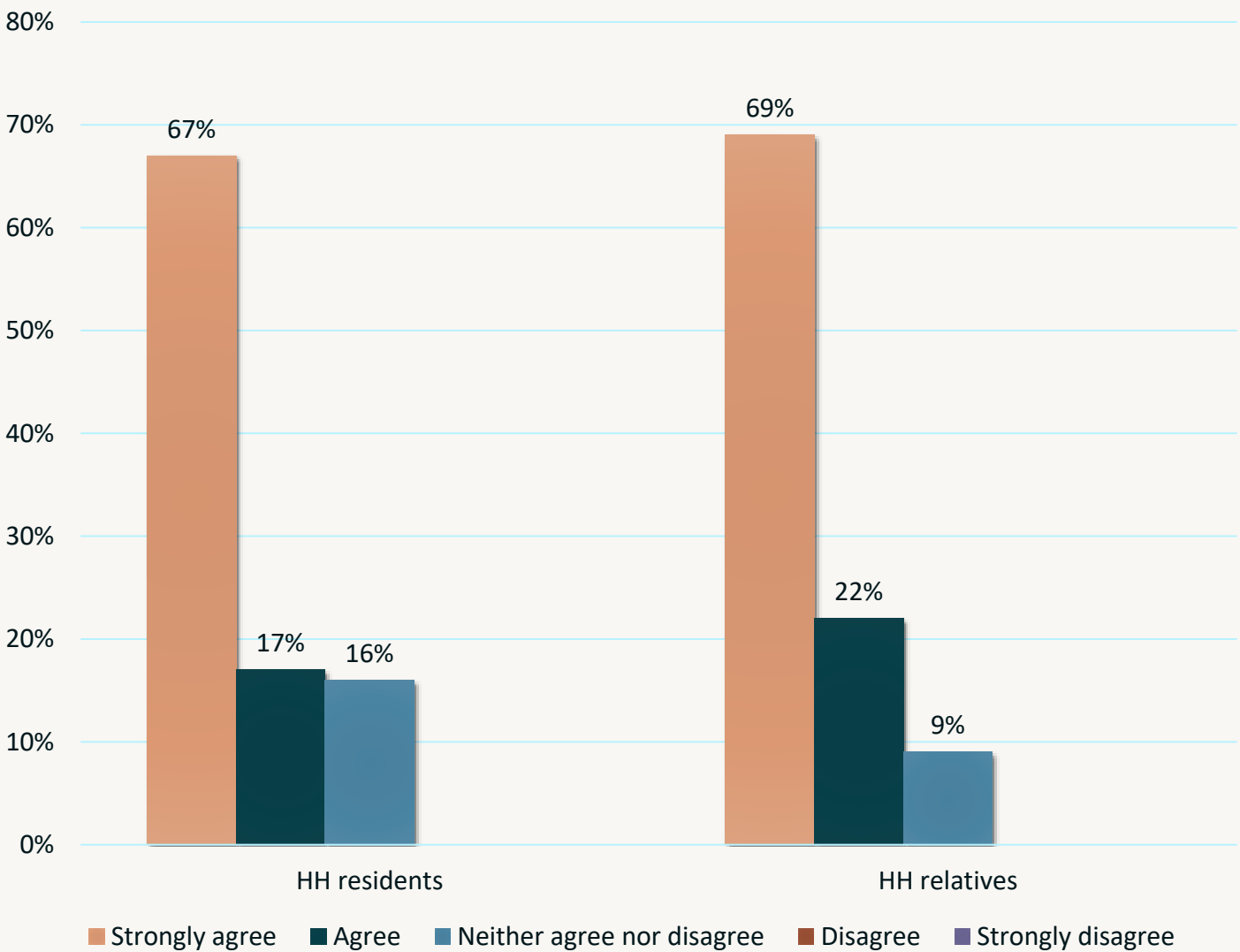
I am happy with the quality of care that I / my relative receives.

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	Depending on the carer.
	Staff do all that is necessary for me and more.
Relatives	The facilities are great but unfortunately very little interaction or stimulation given to the relatives by the carers within the household.
	The carers are kind and courteous and do their best when looking after mum who has complex physical needs. However, it can fall down with the use of less experienced or agency staff with whom she does not feel confident.

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

68% strongly agree rising to 88% if 'agree' responses are included.



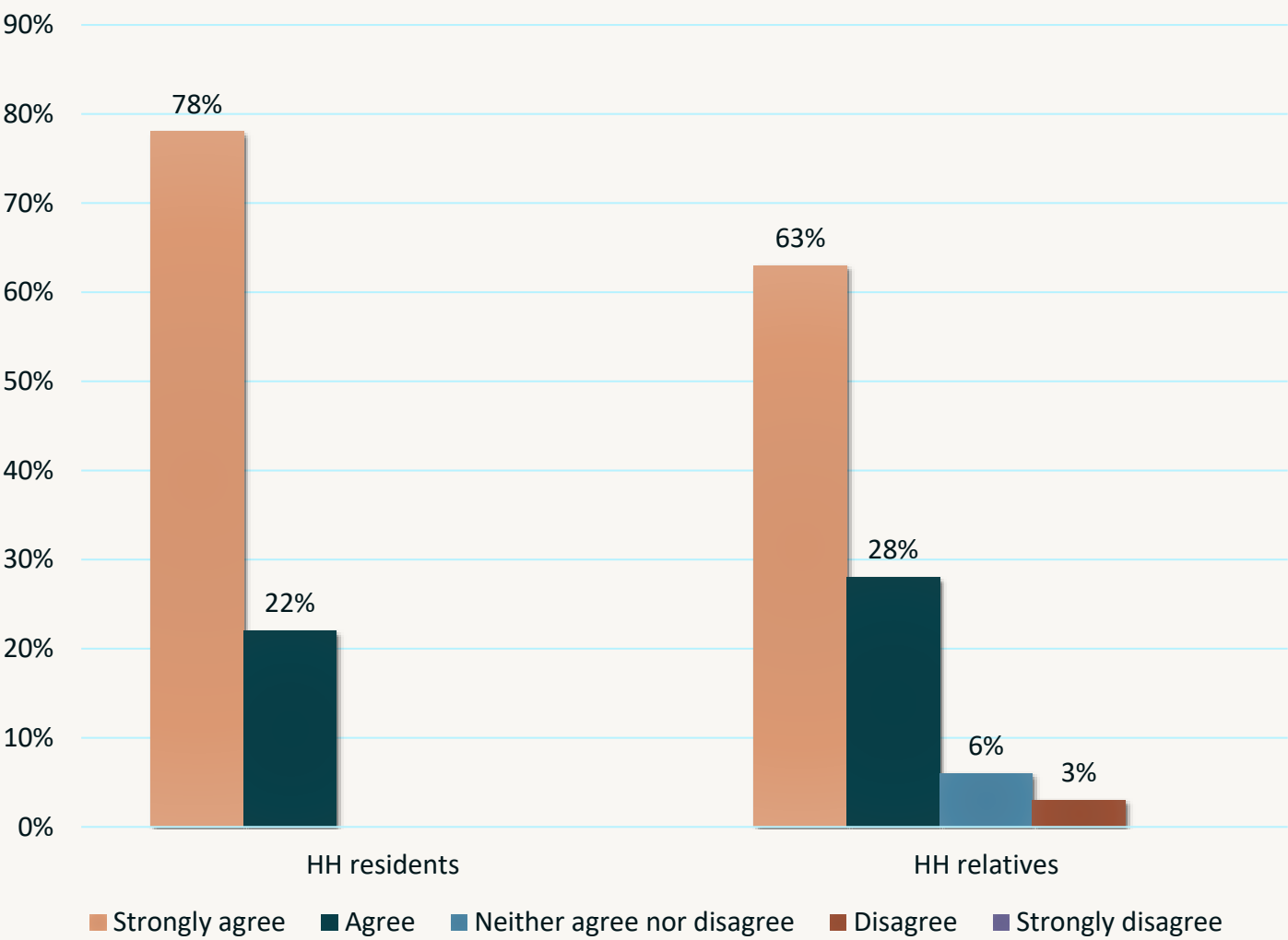
My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.

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	Friendly and cooperative.
	Quite understandably there are sometimes and situations where staff are under huge stress, and they cannot respond as required.
Relatives	Depends on staff member.

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

71% strongly agree rising to 96% if 'agree' responses are included.



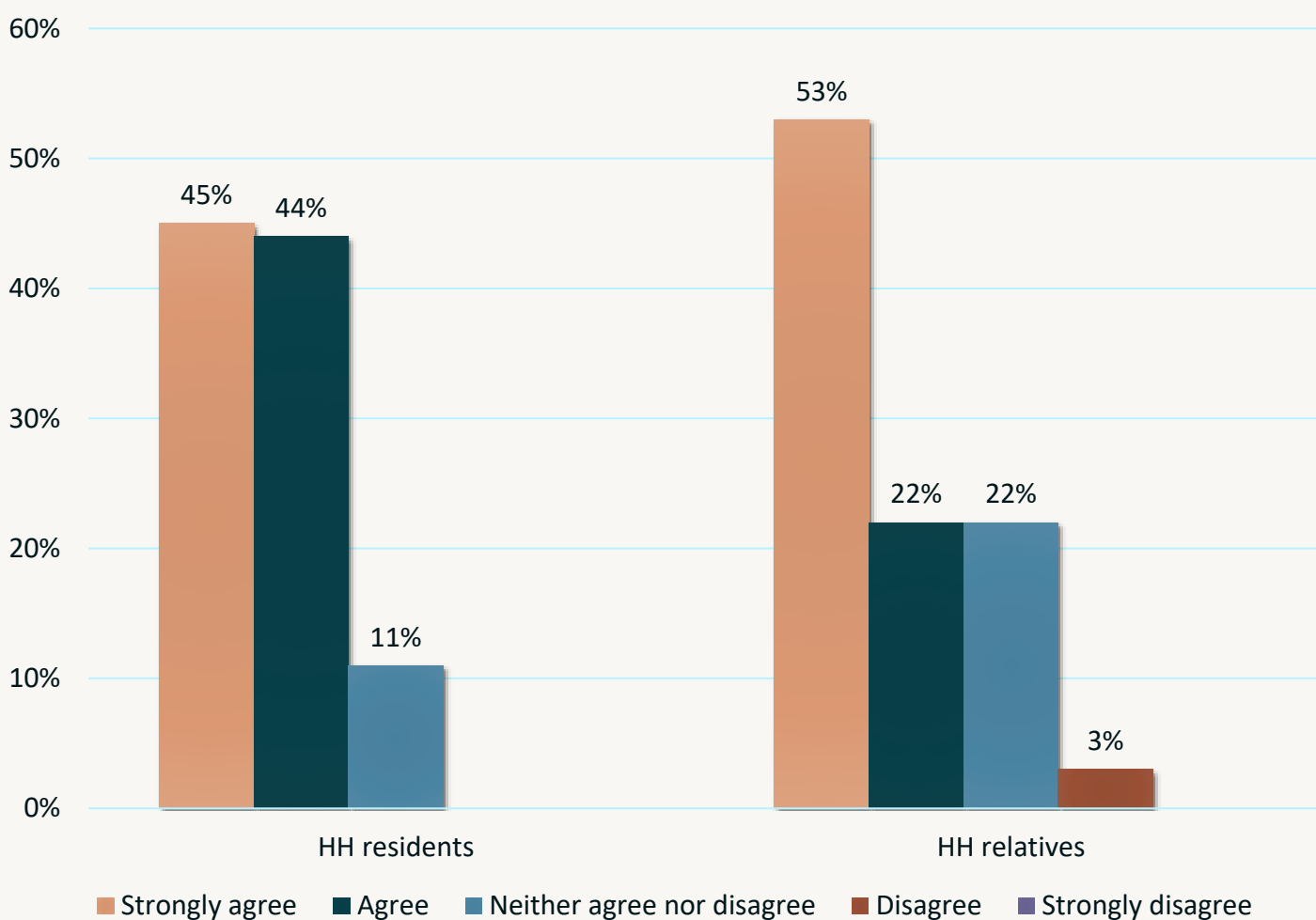
I feel that I / my relative is safe living in a Belong village.

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):

Customer	Comments
Residents	Would highly recommend.
Relatives	No comments were received.

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.

49% strongly agree rising to 82% if 'agree' responses are included.



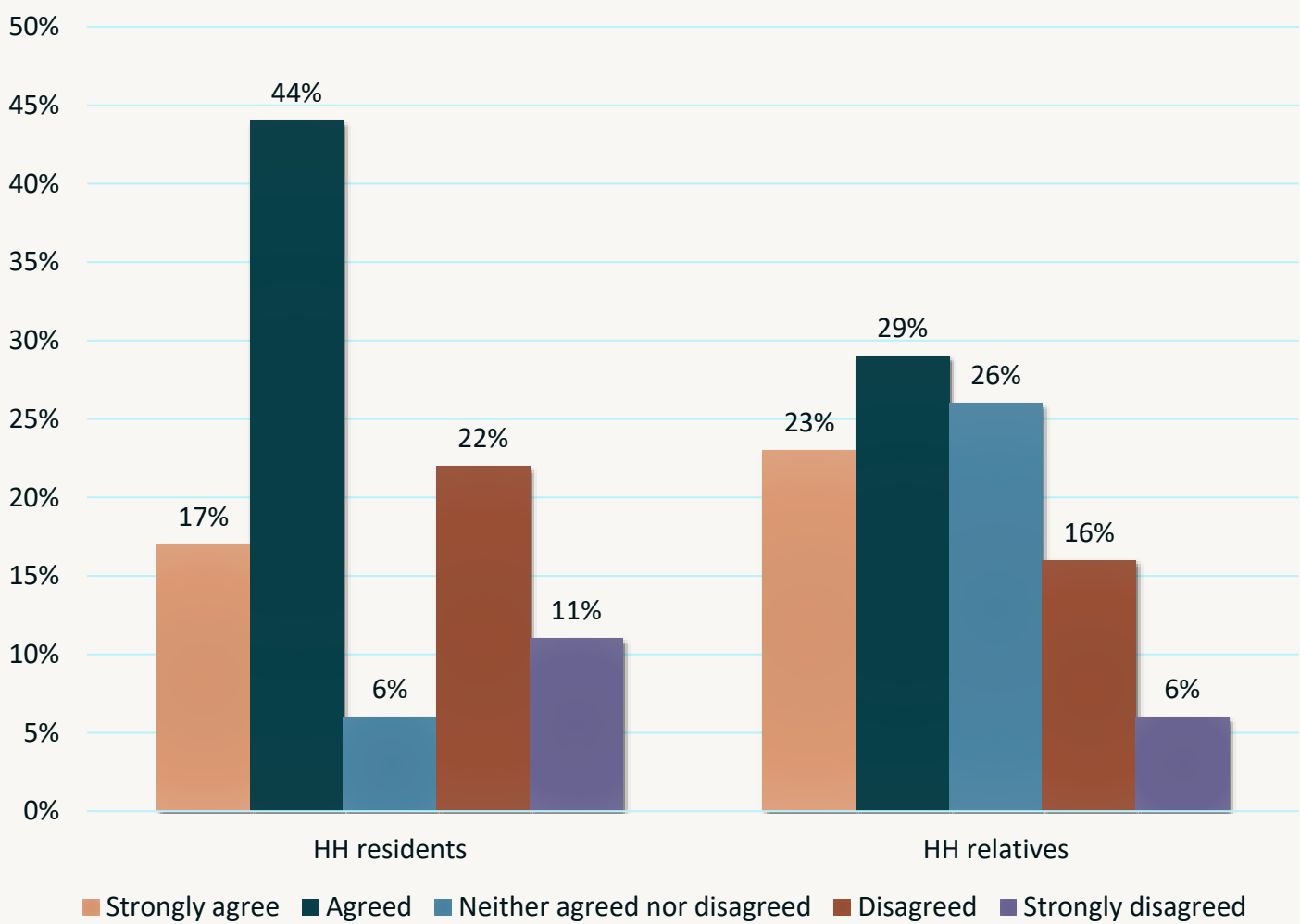
The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

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 received.
Relatives	Some effort is made but most lack the knowledge to use basic tools.

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.

20% strongly agree rising to 57% if 'agree' responses are included.



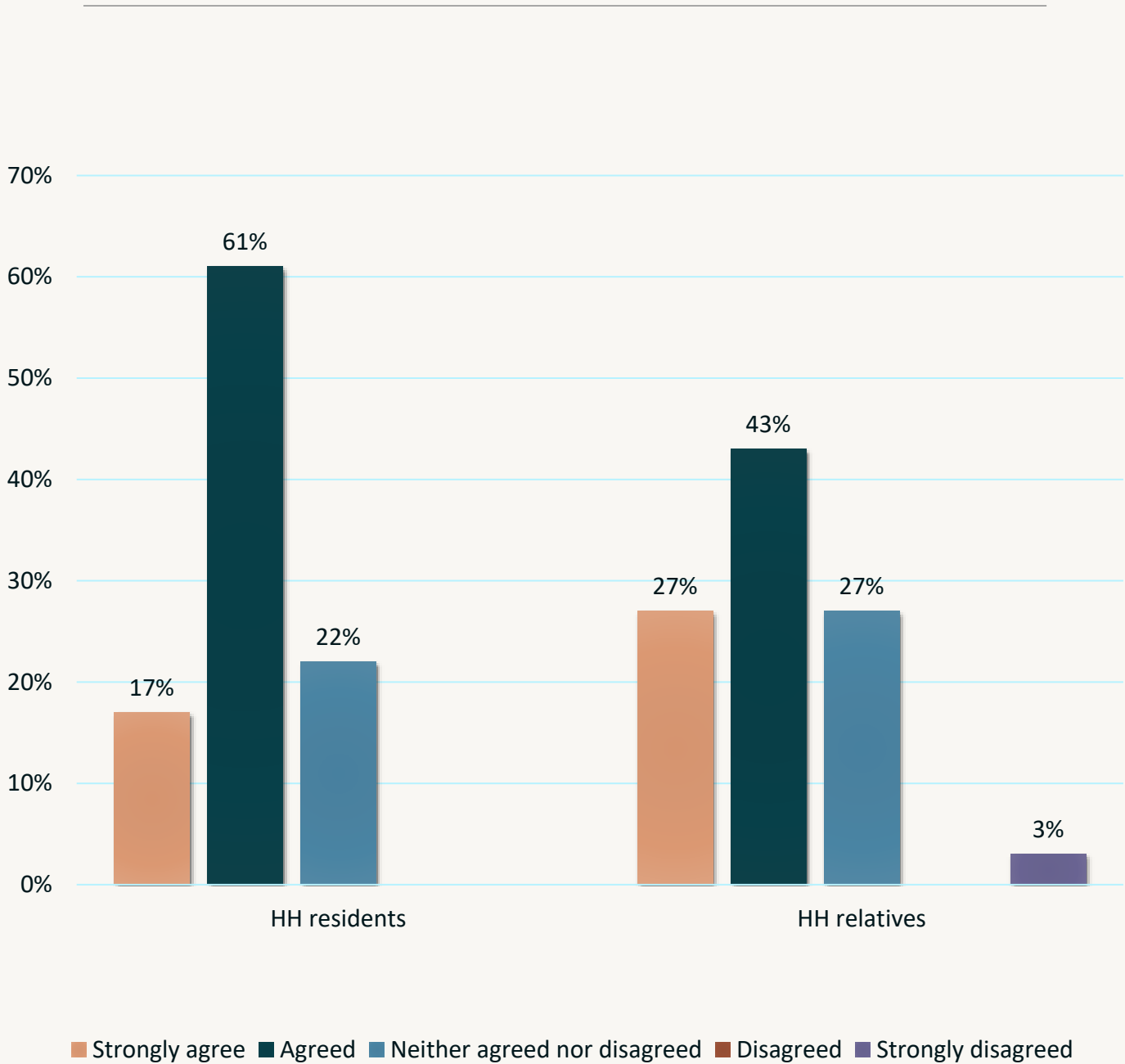
I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

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	Very happy with meals.
	It would be great to have more variety in the salad and add different ingredients from time to time, such as radishes or oranges etc. also more variety in the sandwiches on Saturdays, for example leftover chicken from Friday could be used to make chicken sandwiches or roast beef sandwiches would be nice. There is also a difference between the food in the bistro and the household e.g. bistro serves fish cakes and Mediterranean tarts which we never see on the households. Overall household meals could be better and have more variety.
Relatives	Since moving 3 years ago, food standards vary from appalling to inadequate. Impossible for Belong to address this properly.
	I think the food is pretty good but not all dad's preferred items are available e.g. fresh blueberries with breakfast, Shreddies breakfast cereal and he ends up asking me to buy certain items regularly. Both my parents are missing having red meat although Mum is poorly and has very little appetite.
	The food has seemingly improved recently but the staff on the household tend to fall back too often on egg dishes (my mum is vegetarian).

I enjoy using The Bistro.

22% strongly agree rising to 74% if 'agree' responses are included.



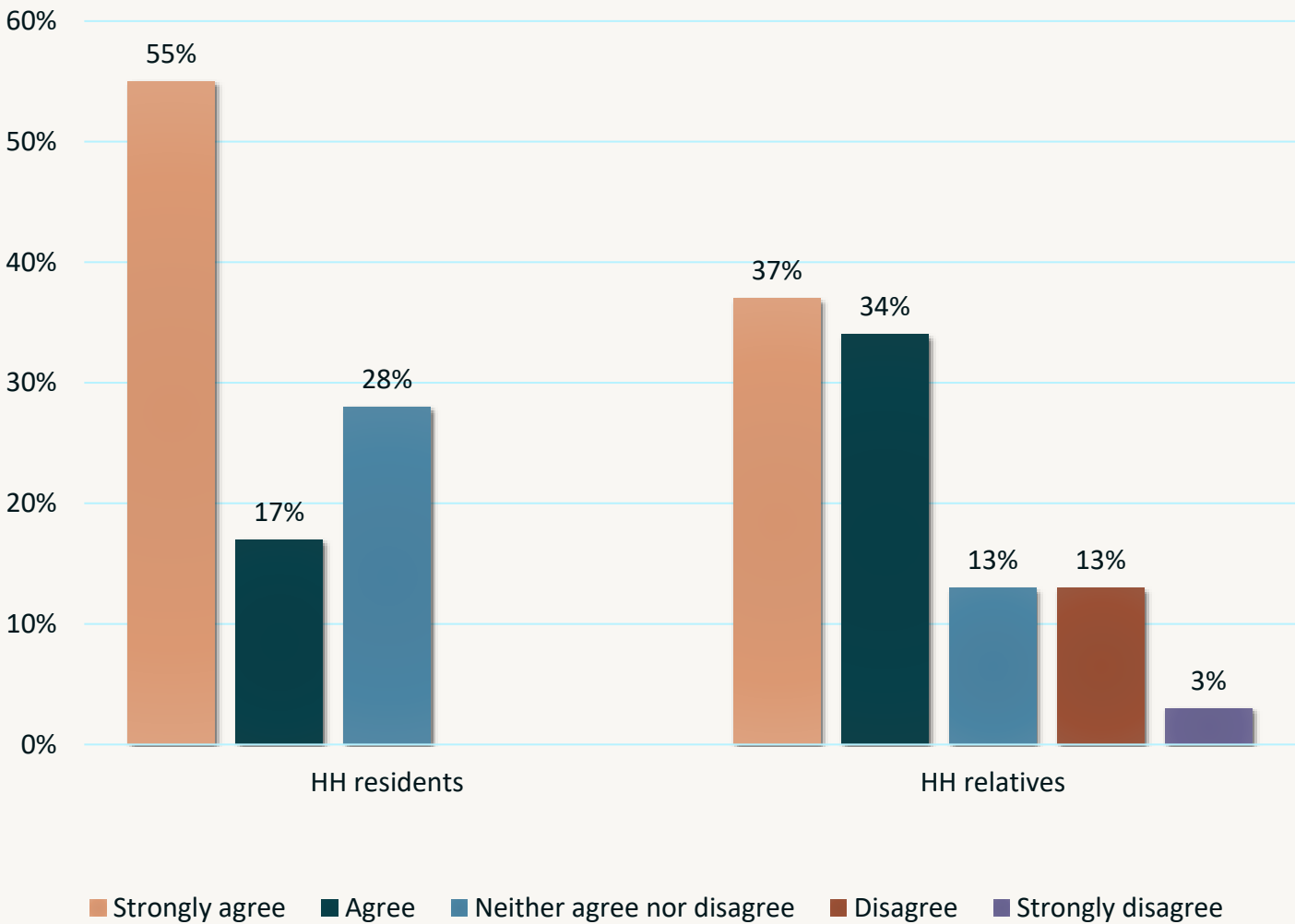
I enjoy using The Bistro.

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	Very friendly staff and very helpful.
	Not happy re quality of food prepared or presented on some occasions. Have reported this. New and creative menu required.
	Would like to go to The Bistro more often.
Relatives	The food is good and always served with a smile.
	The ambiance is pleasant, but the food can be variable in standard. Has also become much more expensive recently.
	Would love a full menu on a Sunday (realise Saturday isn't possible because of the Sabbath) but difficult to eat with resident relative during the week when working full-time. Also, Shabbat meal Friday night reintroduction on an occasional basis for residents/families in Bistro would be very good.

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

46% strongly agree rising to 72% if 'agree' responses are included.



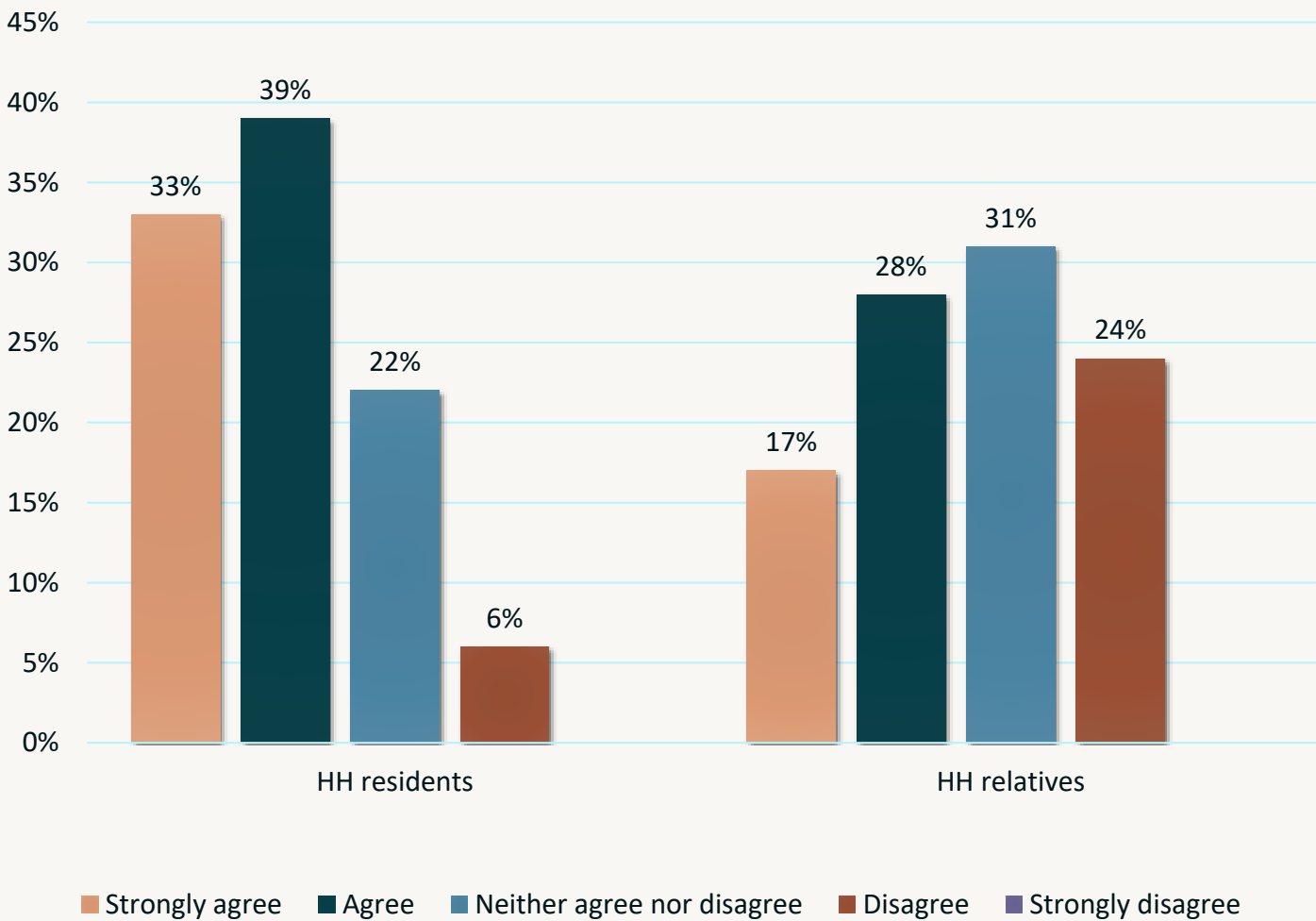
I am happy with the range and number of activities available in the village.

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	Any ideas are made very welcome. A always listens and is excellent.
	Angela does a good job during the week, but it would be nice to have more happening at the weekends as they are very quiet, even a little quiz would be good.
Relatives	My relative does very few activities and is not encouraged / enabled to take part in the few activities there are. This concerns me.
	Mum enjoys listening to the Rabbis who visit and talk to the residents. The weekly coffee morning is also a highlight.

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.

25% strongly agree rising to 59% if 'agree' responses are included.



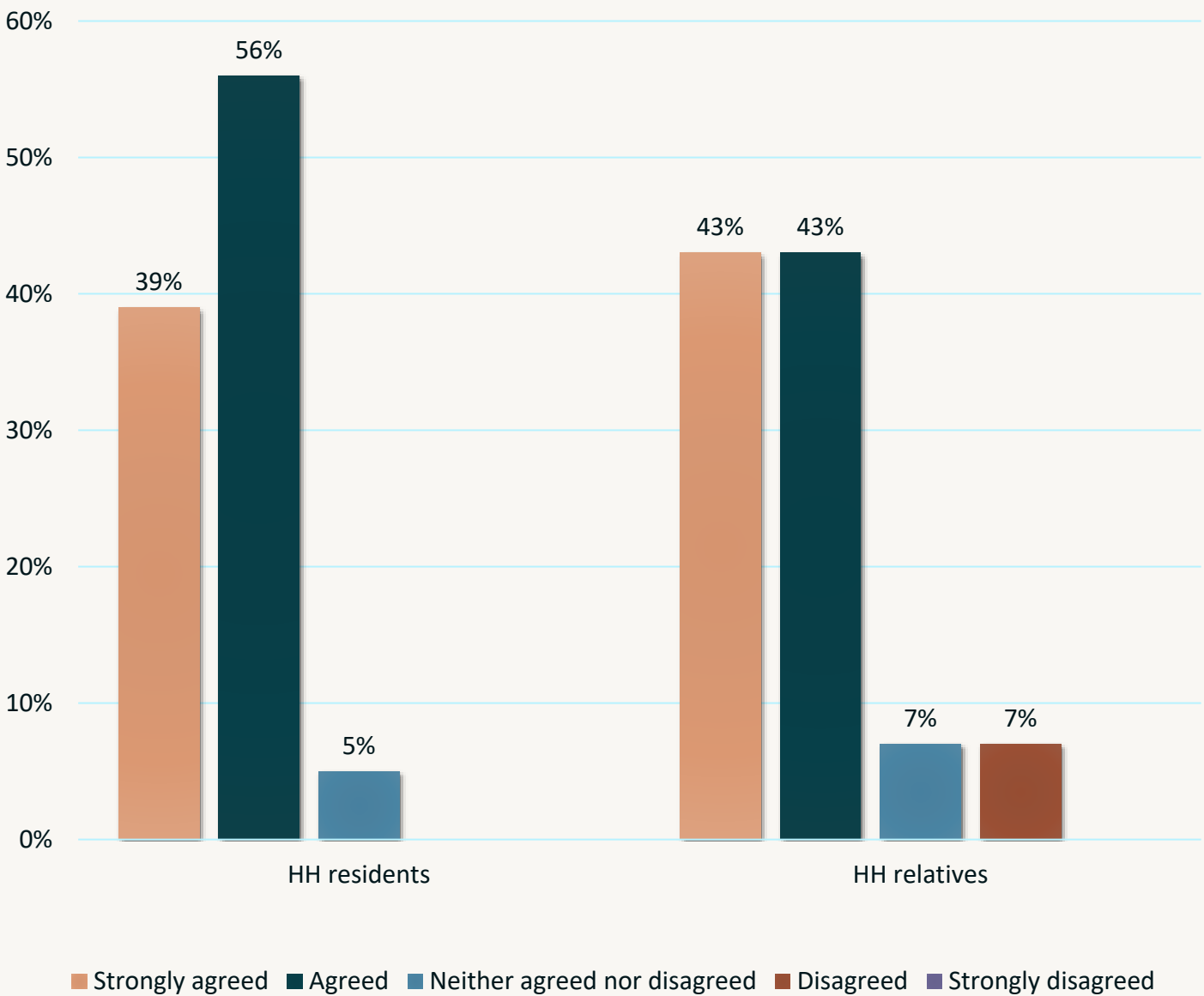
I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.

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	The exercise provision is excellent when it is available, but it is not always available due to annual leave, training or periods in between staff turnover.
Relatives	Variable engagement and would require more opportunistic personalised approach needing coordination.
	More access to exercise sessions would be great, and perhaps a more personal relationship with the trainer would encourage her participation.

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

41% strongly agree rising to 91% if 'agree' responses are included.



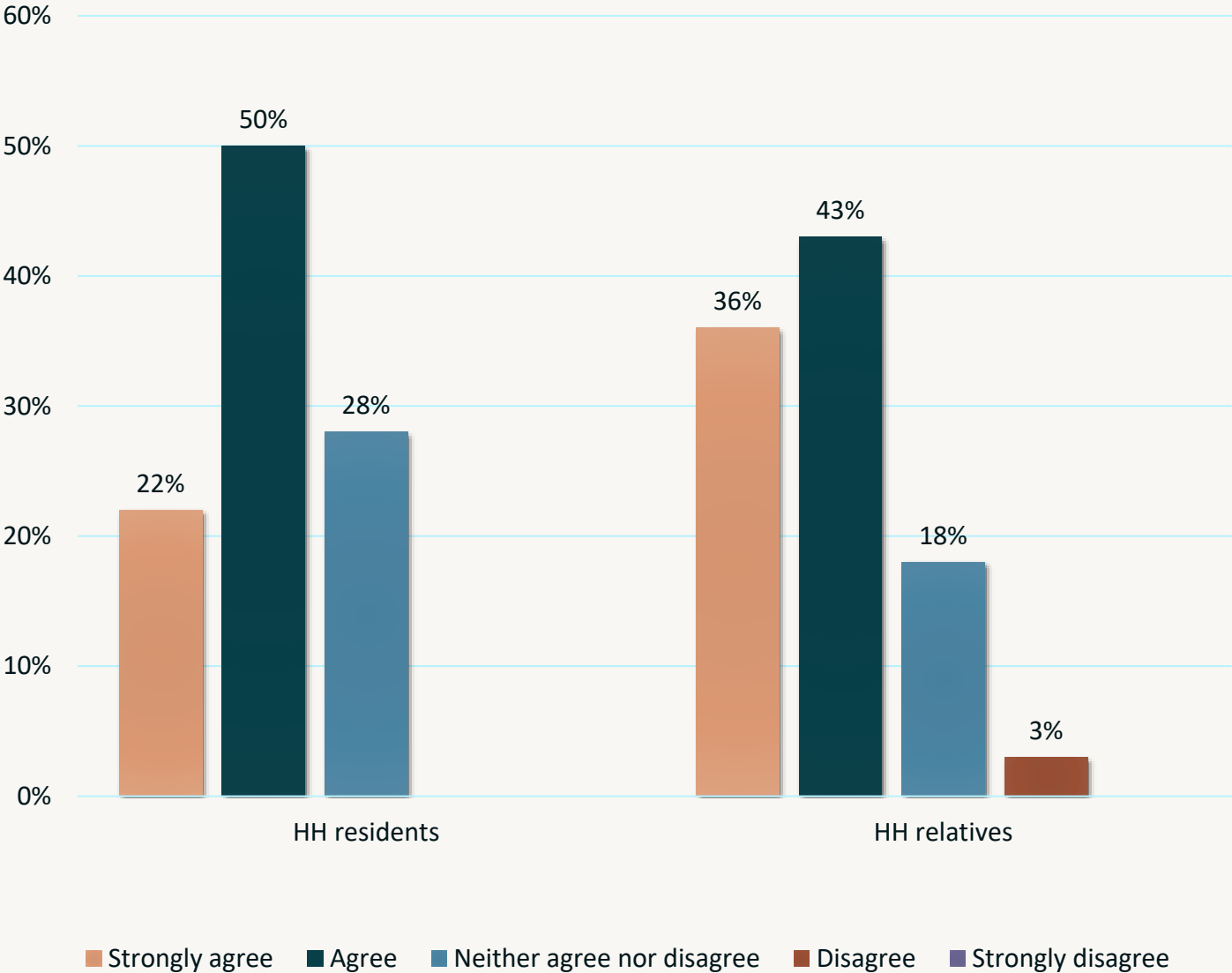
I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.

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 would like to see more access to outdoor space.
Relatives	I think my relative would benefit from support to walk in grounds more. They can't do this independently.
	The garden is beautifully maintained, and this home is close to a beautiful municipal park.
	Mum enjoys sitting out on the roof garden or on the balcony if the weather is good.

My spiritual needs are supported in Belong.

29% strongly agree rising to 76% if 'agree' responses are included.



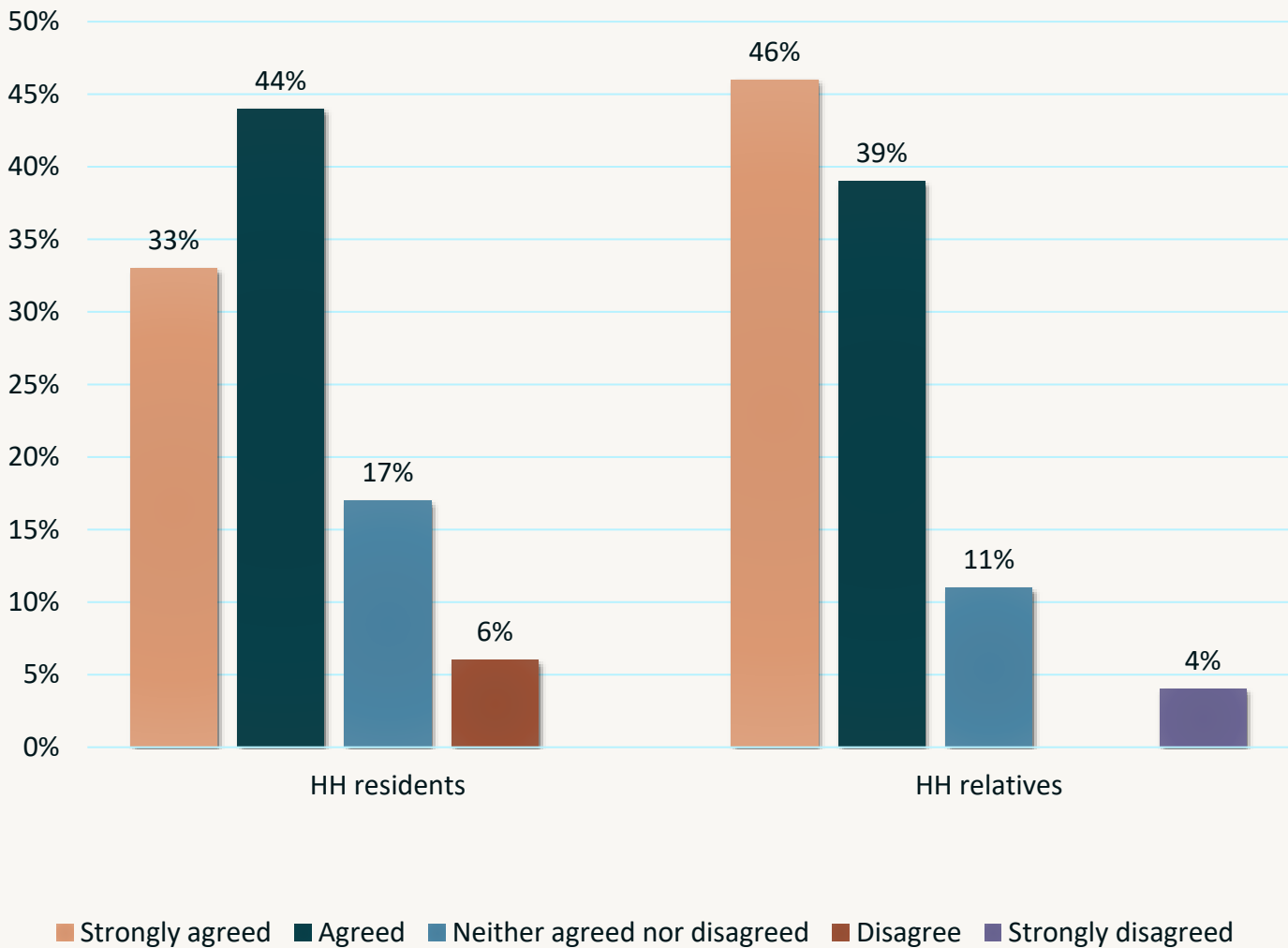
My spiritual needs are supported in Belong.

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	I go out to my church with family.
Relatives	Monthly Holy Communion very good. Sad that festivals like Christmas and Easter can't be celebrated in a multi-faith spirit with communal events.
	<p>My mum enjoys the monthly synagogue services but other occasions, particularly Passover, are not so satisfactory as staff do not seem to understand the basic dietary laws to produce good food or run the household kitchen effectively.</p> <p>I realise this is a challenge as not all residents are Jewish and as observant as mum, however, Belong Morris Feinmann made efforts to allow people separate diets this year. I address the issue by supplying mum with home cooked food suitable for Passover.</p>

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

40% strongly agree rising to 82% if 'agree' responses are included.



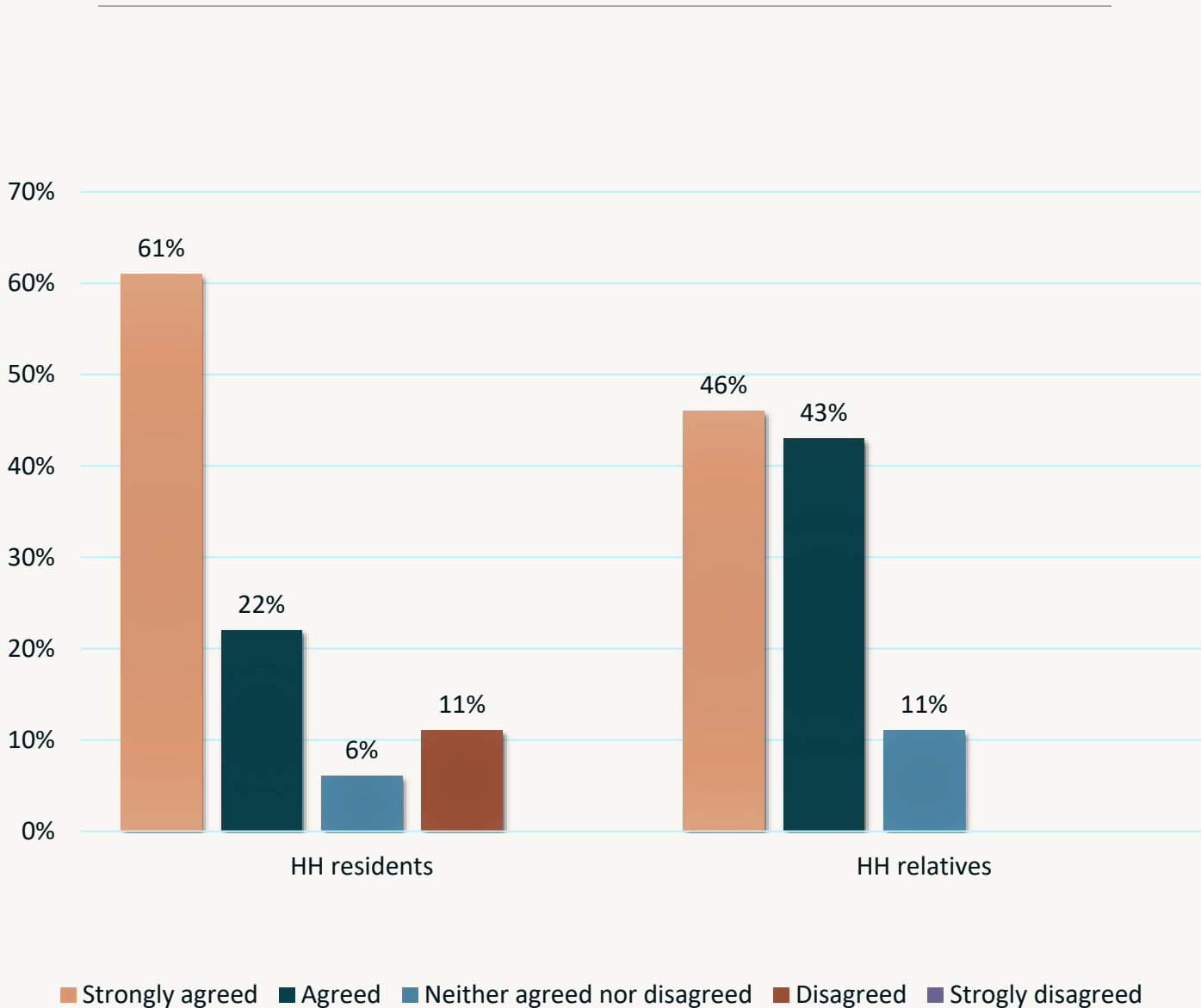
I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.

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	We have regular sheets on activities.
Relatives	Gateway not completed accurately by some staff members.
	Really excellent and much appreciated.

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

54% strongly agree rising to 87% if 'agree' responses are included.

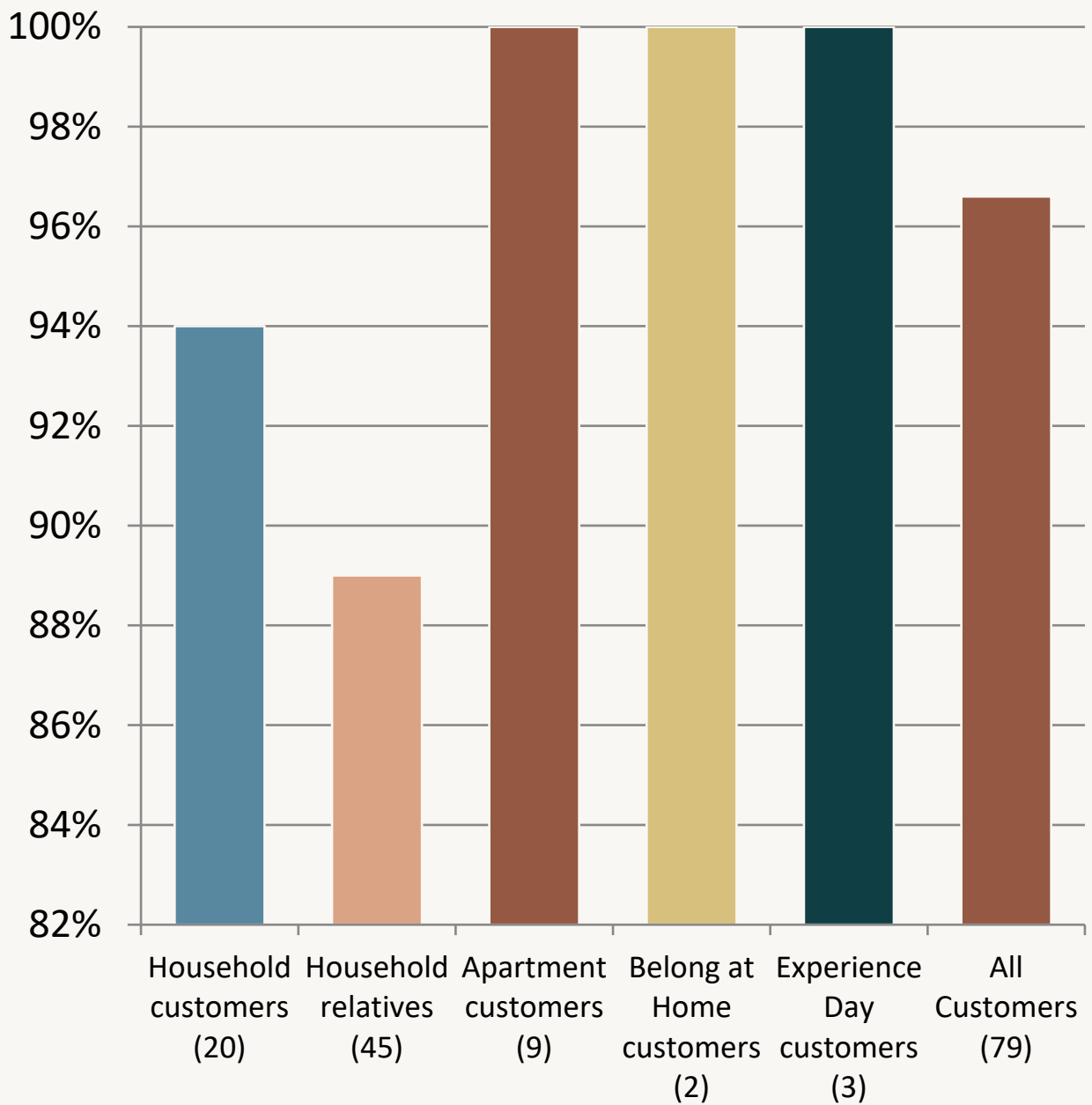


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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	Not always enough notice taken when dealing with a complaint.
	Never heard anybody say no.
Relatives	Generally good but some things are ignored or misunderstood.
	Hard to know who to raise issues with. No one knows who to complain or raise issues with people who are directly responsible for the care of their vulnerable relative.

92% percent of customers would recommend Belong Morris Feinmann 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	Management / staff.	The management and most of the carers communicate promptly. Staff responded very quickly during emergency.
	Care, staff, activities	Care, listening, friendliness, activities and meals.
	Care	<p>The care since I came here has been very good and I have made a lot of progress, for example, in my ability to walk.</p> <p>Also in the hot weather period, the carers were very careful to ensure we didn't sit out in the sun for too long and were very attentive.</p>
Relatives	Staff / facilities	Some of the staff are amazingly compassionate which makes a huge difference. The facilities and design are excellent.
	Care / Staff	The care my mum receives is first class; all the carers, and staff generally, are incredibly friendly and caring.
	Care / communication	Mum is always treated with compassion and respect. The staff know her really well. When we have queries, they are good at responding to them.
	Activities / Care / Staff	Amazing Events programme. Great household. Caring teams. Really good exercise programme.

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	Staff	Improve the staff members in the caring kitchen and cleaning areas.
	Food / mealtimes	Diverse new menus and quality of all food provided to provide enjoy and maintain nutrition.
	Laundry	Improve the laundry service so that things do not go missing.
	Food / Support	More quality of food. Some help with going more to shops. Medications are not always on time.
Relatives	Staffing levels	Increased staffing levels to allow staff to provide quality spiritual/social/emotional/psychological interactions with residents in a relaxed conducive manner.
	Care / Food	More interaction needed by carers with residents, visit each resident in their rooms. Most residents have dementia and need more stimulation and attention. Food is sub-standard and should be improved.
	Staffing levels / Care	Difficulties in retaining staff/household leads.- which I know is a problem throughout the care sector. When agency staff are on shift, there is much more pressure on the permanent staf,f which is unfair.
	Exercise	Has been hard to get exercise progress with specialist translated into using standing aid (rather than hoist) by care team.

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	Care	My experience here is well catered to meet my needs.
	Staff	I have found it a delight to meet and talk with Belong staff members, from the highest to the lowest, and I can only speak of them all in the highest terms.
	Care	Happy with most things.
Relatives	Staff	Staff in The Bistro and reception and activities are fantastic - very caring.
	Management	The village has greatly improved in all aspects, but especially care and compassion, since Carolyn became manager.
	Staff / Care	Belong Morris Feinmann has been brilliant for my mum - she is happier by far than when she was admitted, and if anything, the effect of her dementia was worse then. All the team have been fantastic - from the manager to the cleaners and everyone in between

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Actions
Range and Number of Activities	Would like more activities at weekends	<p>Our latest recruit to the Experience team works alternate Sundays in the village and we are expanding our volunteer network who can support with weekend activities.</p> <p>We have also introduced the monthly Saturday night 'Jazz Club' which is proving popular.</p> <p>We provide an activity planner and resources to support the household teams with the provision of meaningful occupation.</p>
Food Quality and Choice	There was a range of feedback on food quality, including more variety in the menus and salads and more consistency in the quality of main courses	<p>We have recruited a new Bistro and Catering Manager and added a new food supplier over the past year to help drive quality and consistency in our catering. We offer a full menu in the Bistro on Sundays and have since received positive feedback on some of these changes. We are trialling new menus in some households and have relaunched our Marvellous Mealtimes initiative.</p>

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Planned action
Exercise Provision	Some disappointment that service is not always available and disruption due to change of Exercise Specialist.	Our new Exercise Specialist Taylor Forster has settled well into the team and feedback from customers has been excellent. Our Lead Exercise Specialist Zoë Robson provides support with cover during periods of staff absence.
Access to outside space	Would like more access to outside space.	Our gardens, roof terrace and balconies are frequently used in summer. We are providing refreshers with household teams to encourage and support resident access to the balconies and garden in clement weather.
Responsive in dealing with problems	Not enough notice taken when making a complaint.	We have an open door policy and the leadership team aims to respond promptly to all complaints; our complaints policy is published on our website with details of how to escalate complaints in the event that it is not resolved satisfactorily at village level.

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Action
Anything you'd like to tell us?	Hot trolleys/don't retain heat in food.	We are making changes to the way meals are provided on the households. While meals will continue to be prepped in the Bistro, final cooking stages will move to the household so food is freshly cooked when served.
What can we do better	Improve laundry service – missing items	We have a number of tagging systems in place and we have produced a guide for new customers to help ensure clear communication about this. The 'Welcome to Belong' guide will clarify processes for tagging new clothes (to be handed in via reception rather than on households). Further details can be found in the 'Welcome to Belong' guide.

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Action
I am happy with the care my relative receives.	Comments were made regarding use of agency staff and inconsistency of quality care as a result.	Recruitment is a sector-wide challenge and we continue to run proactive recruitment campaigns so that we can eradicate agency usage.
I enjoy using The Bistro	Negative feedback regarding decoration / atmosphere.	To be followed up further in regard to possibility of refurb.
Communication about relatives' care/needs	Resident reviews do not always seem to take place. Use of the relatives' gateway fluctuates.	Resident and relatives meetings have been diarised to take place on a quarterly basis for each household. Resident reviews are diarised to take place 6 weeks after moving in and then six-monthly thereafter.

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Planned action
Responsive / effective in dealing with complaints	Don't know who to direct complaints to on household.	There is a Lead Senior Support Worker on every household and we have reviewed communication on moving in to ensure this is clearly communicated, along with contact details.
What could we do better?	Upkeep of the household/replace missing cushion covers.	Cushion covers were replaced in September 2023 and a wider refurbishment is planned as part of our rolling maintenance programme. Dates will be communicated via relatives meetings.

Manager's comments:

Thank you to everyone who took the time to complete this year's survey and provide their feedback. I hope you will have already experienced improvements in the areas raised, either as a result of actions already taken or those in response to the results of the customer satisfaction survey.

One of the most significant area of concern remains the food provision. A number of improvements have been made over the past year, with some successful recruitment to the chef team, and we are looking forward to trialling our new spring menus with residents.

We will continue to work with customers to drive quality improvements across all aspects of our service.

Carolyn Ball

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.

