

# Belong at Home Didsbury

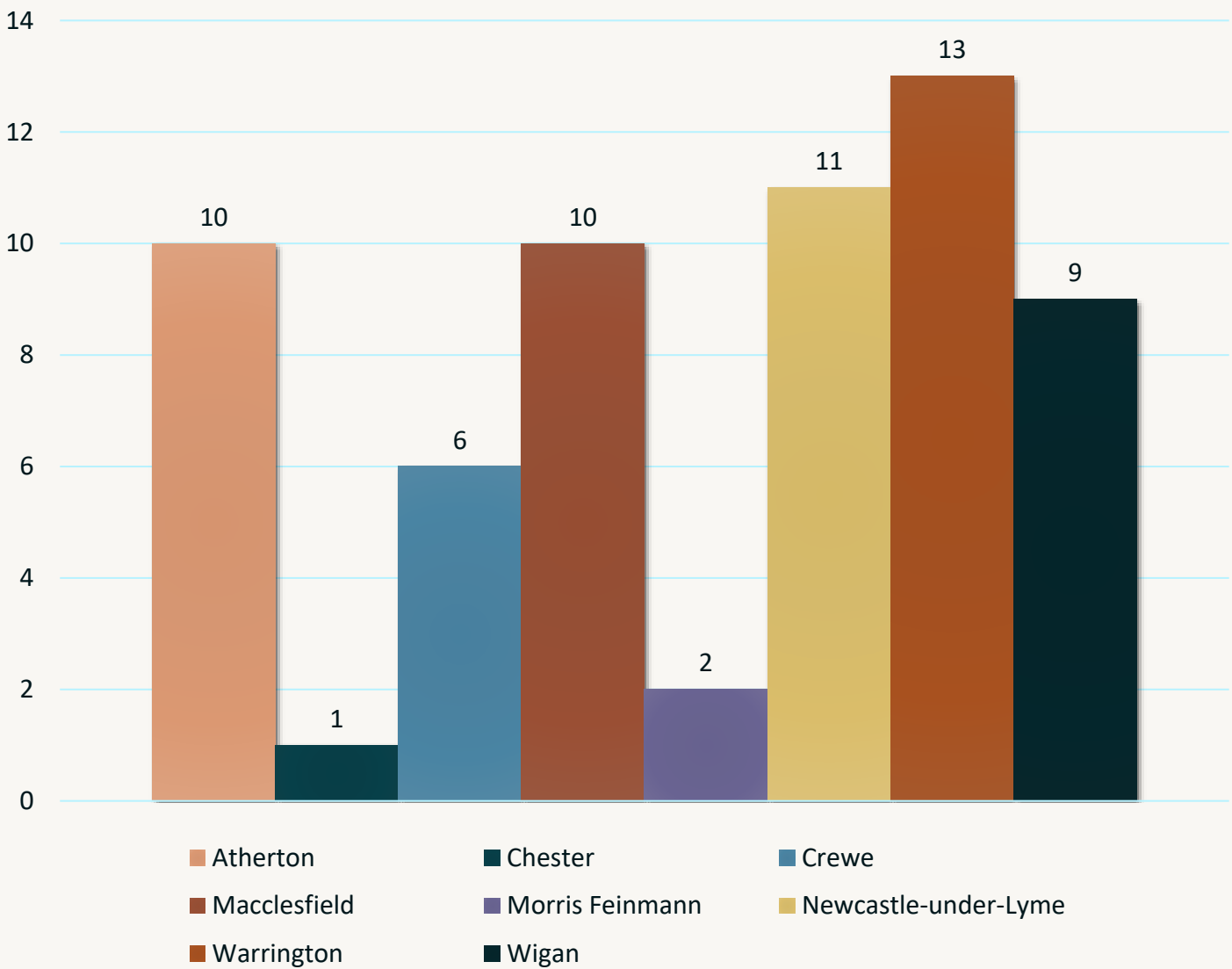
## Customer Satisfaction Results

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2023

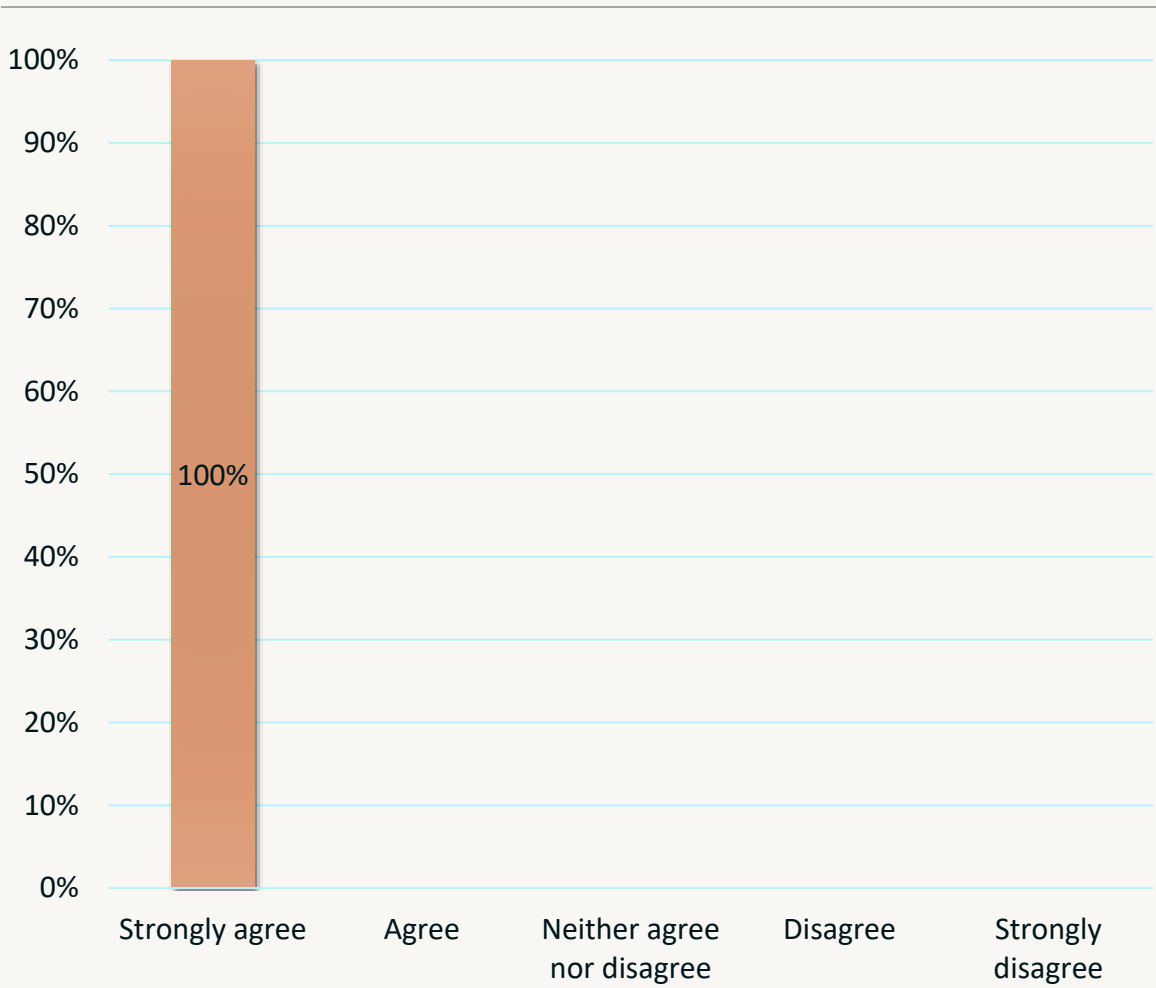


The number of surveys completed and returned by Belong at Home Customers, by location were:



**I am happy with the quality of service that I receive.**

**100% strongly agree**

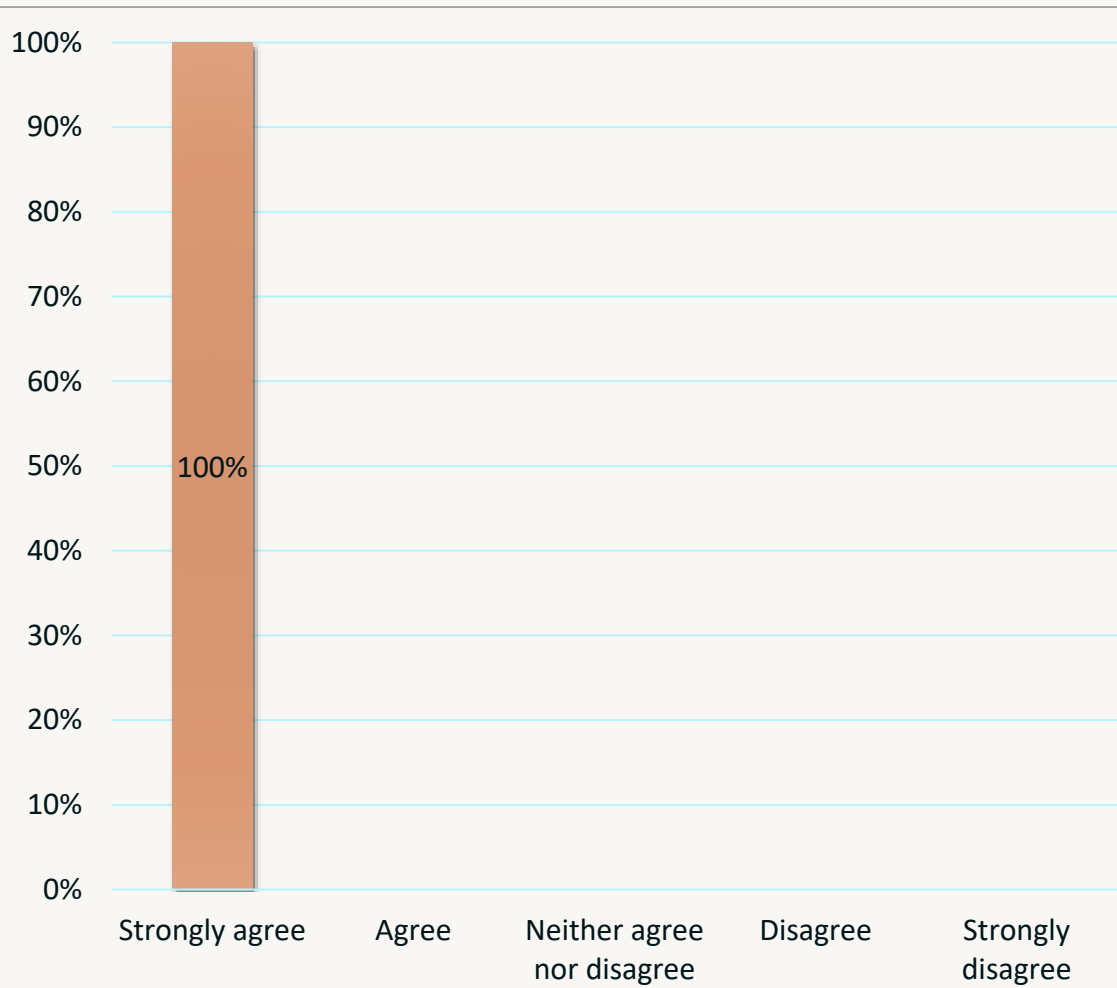


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

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 agree**



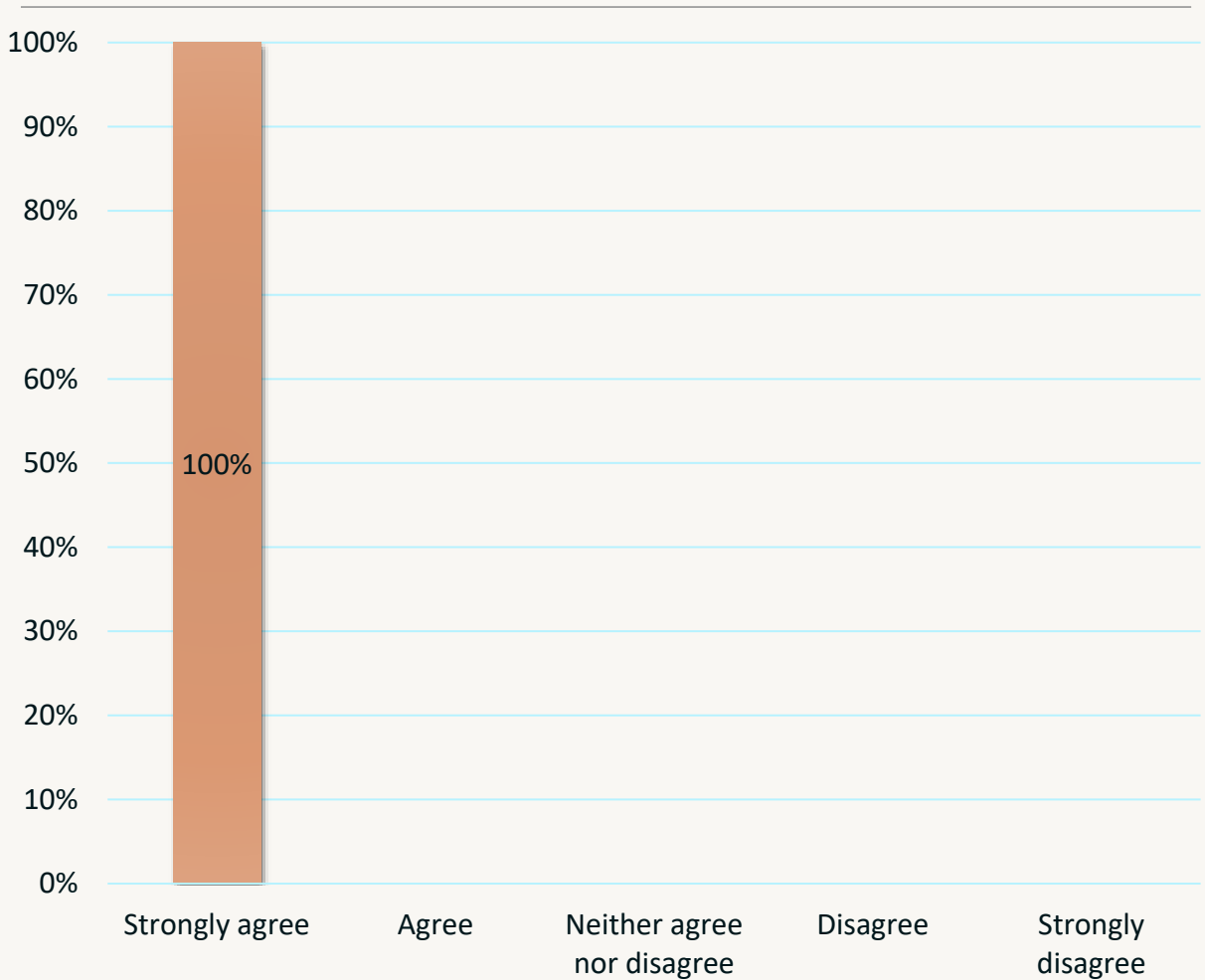
We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

**Comments**

No comments were received.

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

**100% strongly agree**

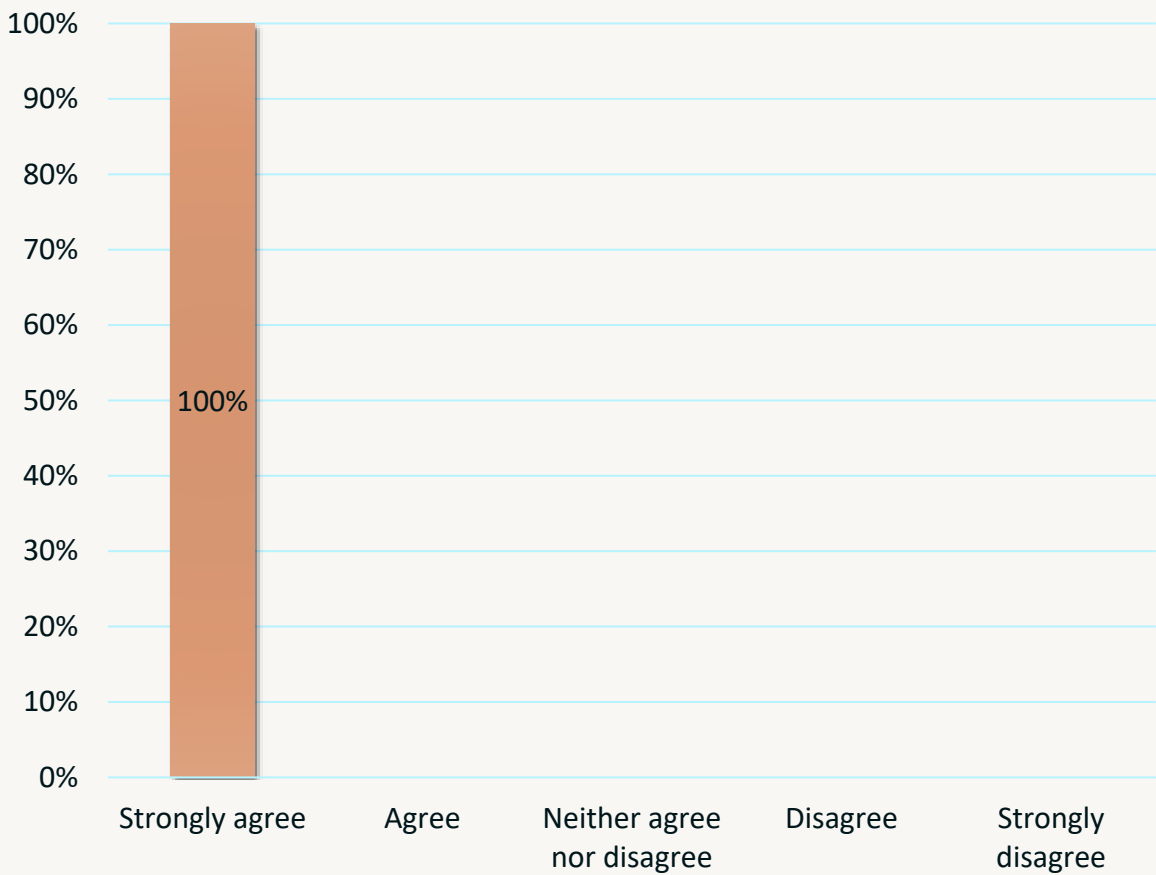


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

**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.**

**100% strongly agree**



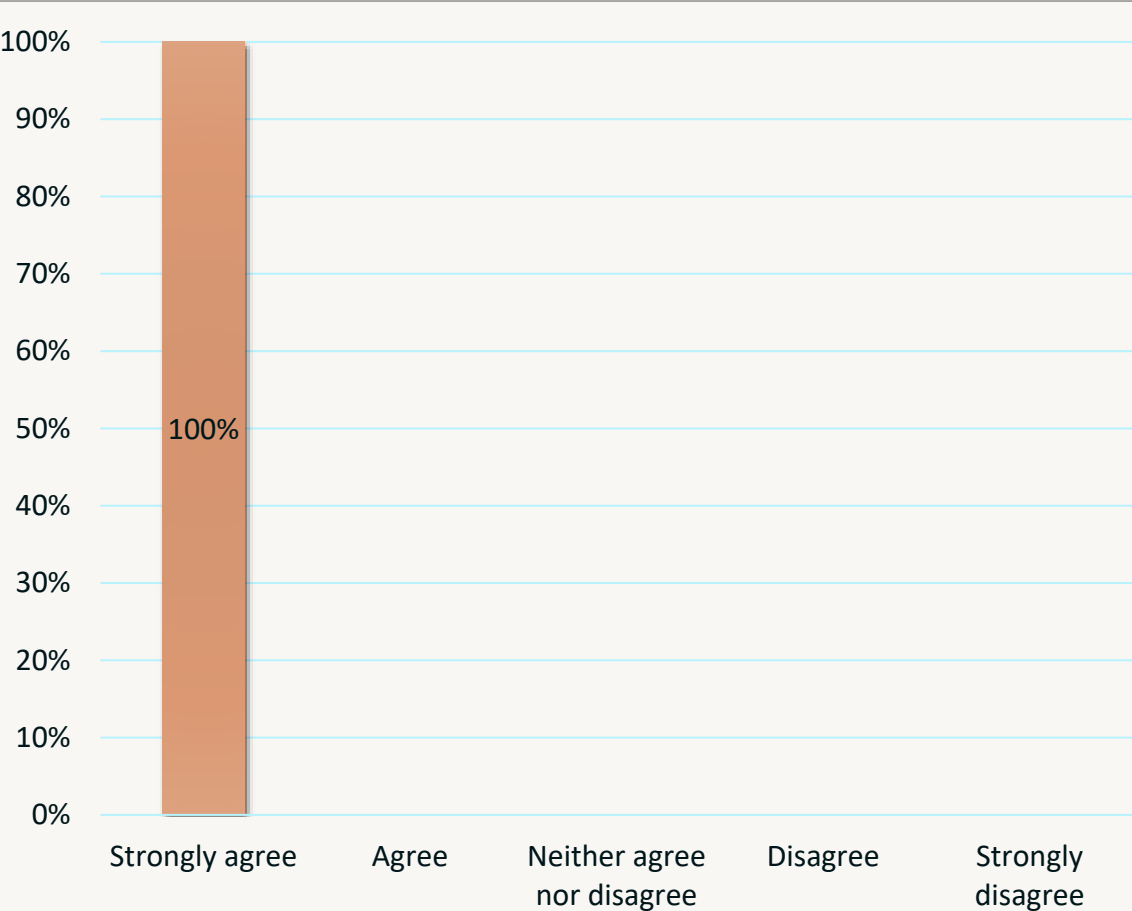
We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

**Comments**

No comments were received.

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

100% strongly agree



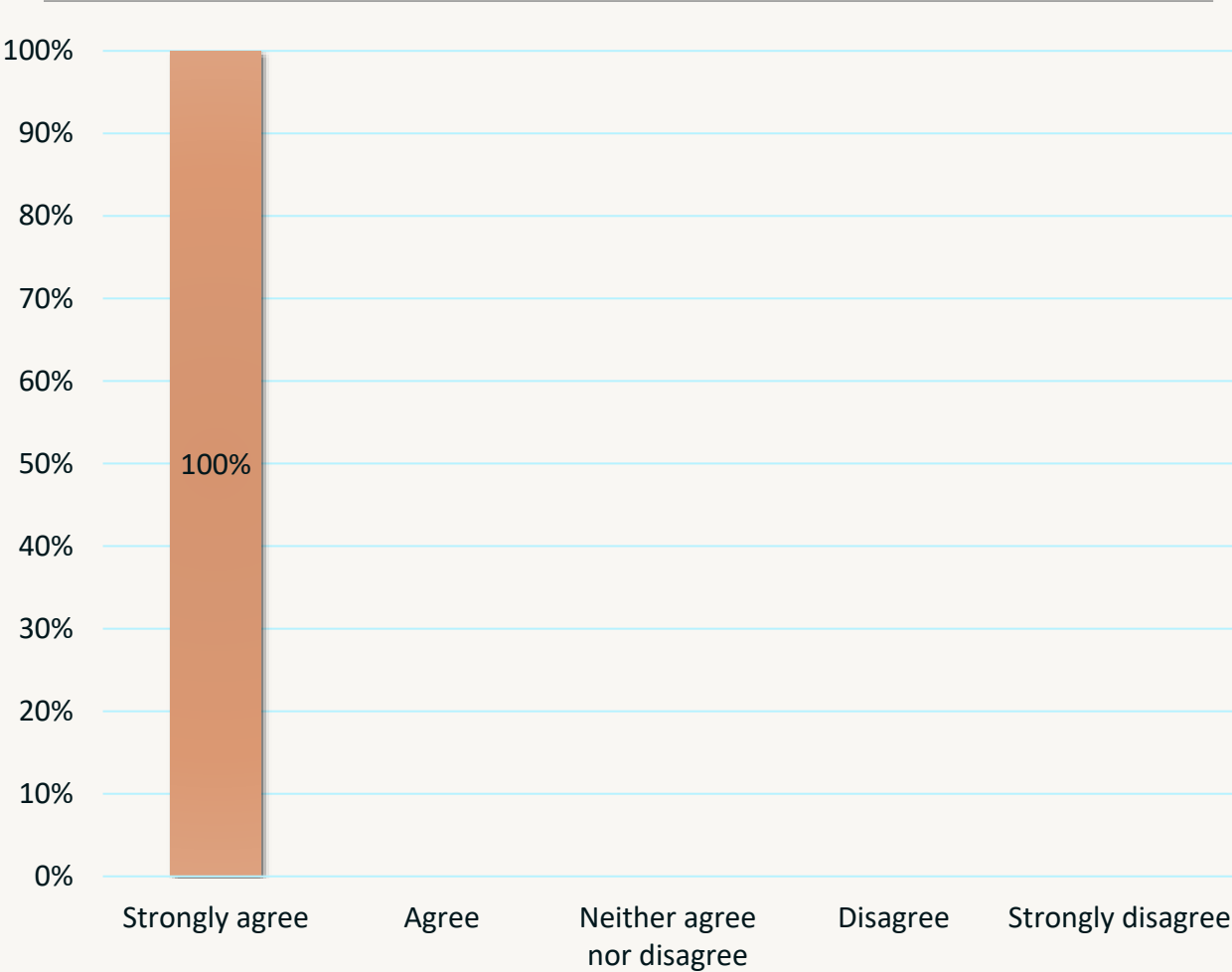
We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

**Comments**

No comments were received.

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

**100% strongly agree**



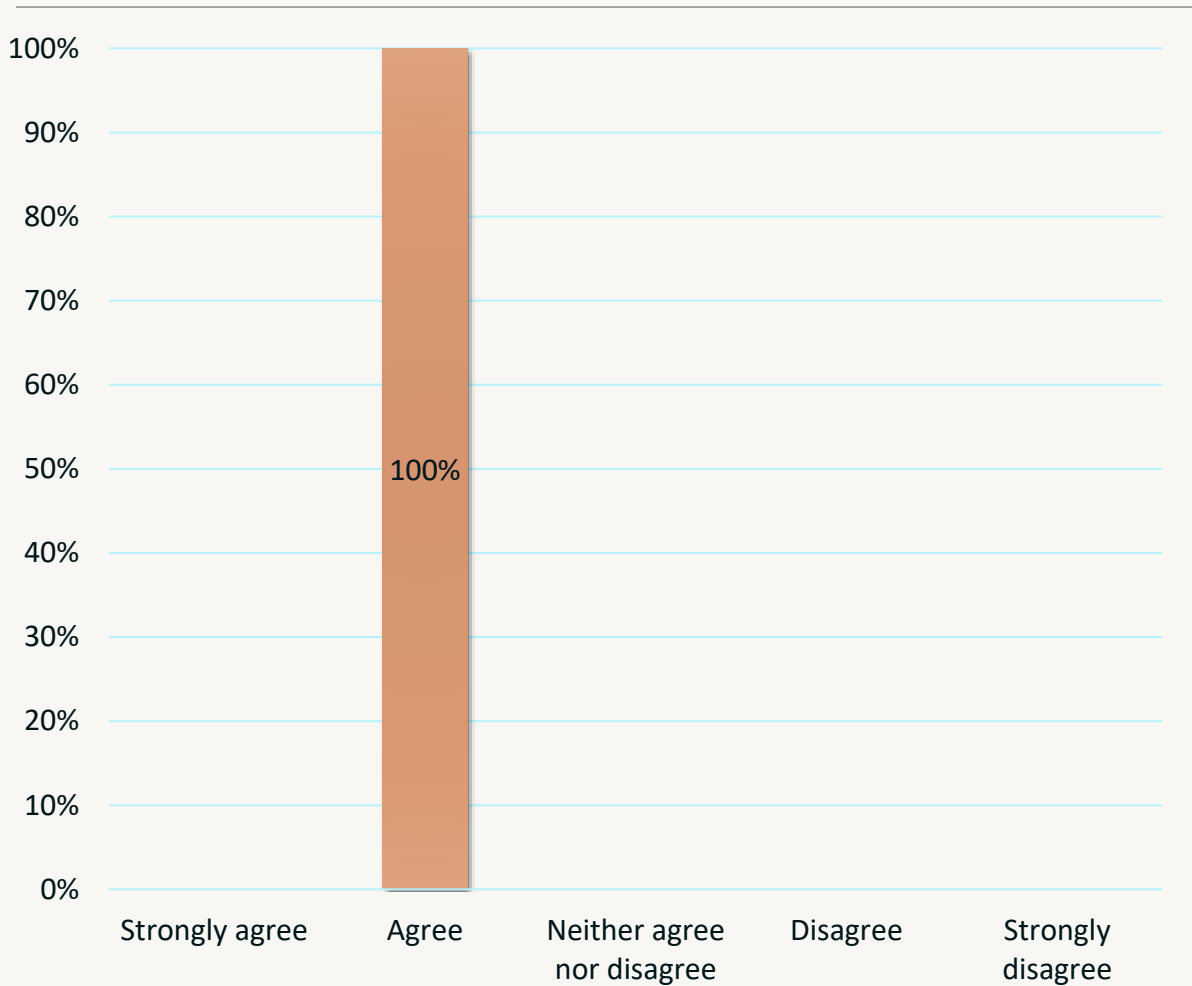
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Not applicable now as I receive care at home but Belong took me to Didsbury activities until recently.



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

**100% agree**

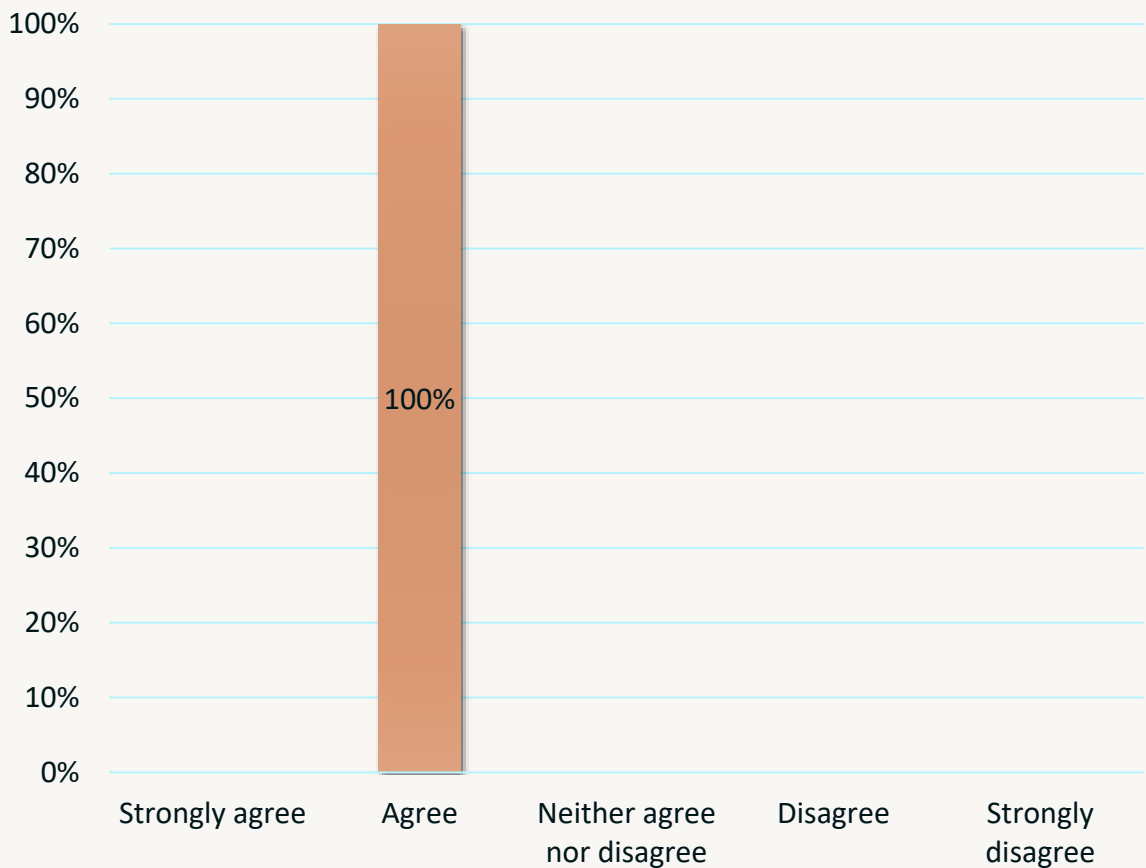


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

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

**100% agree**



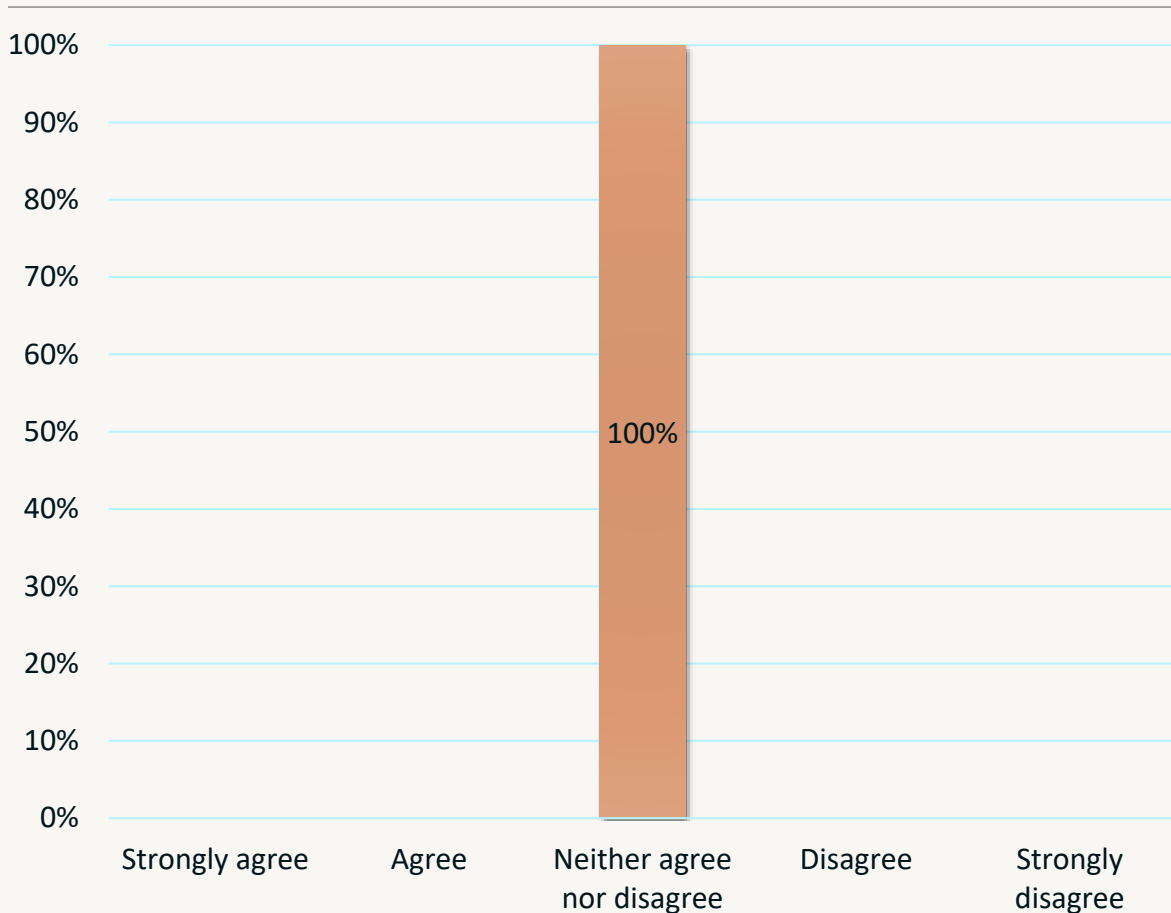
We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

**Comments**

No comments were received.

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

**100% of customers neither agreed nor disagreed with this statement.**

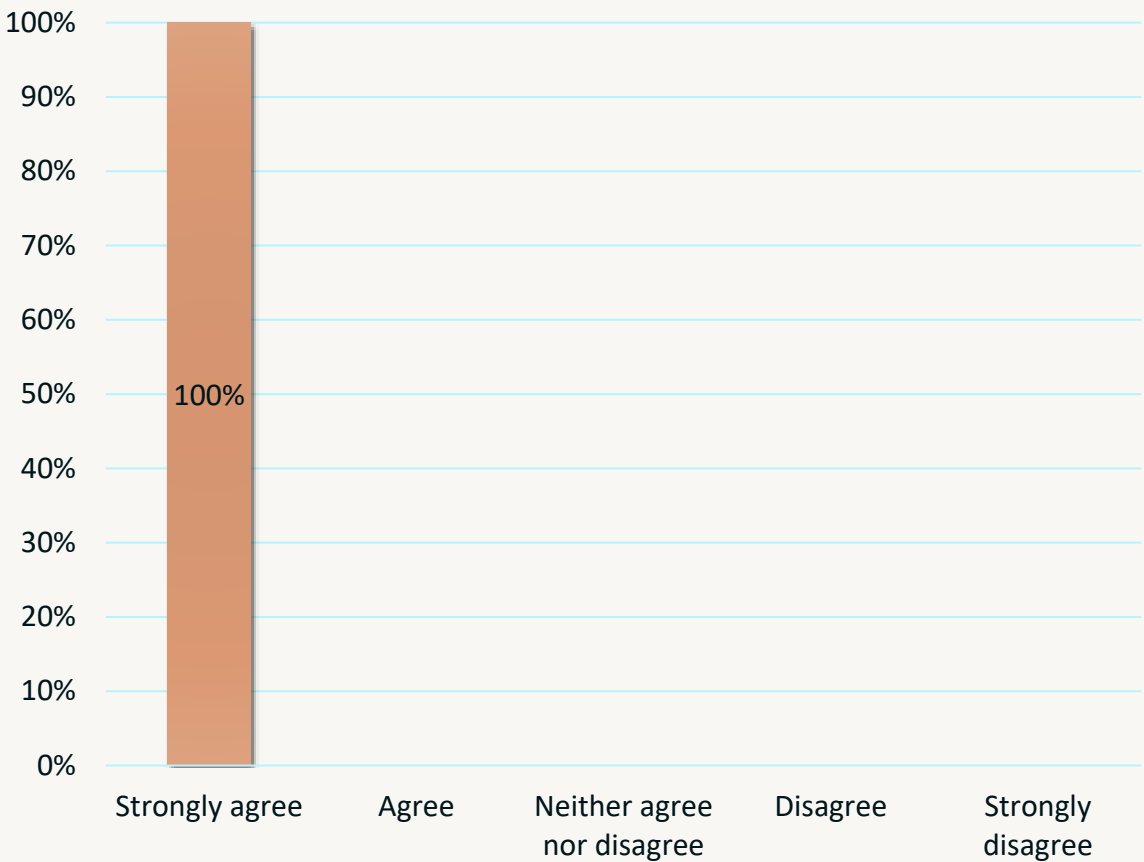


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Not applicable.

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

**100% strongly agree**



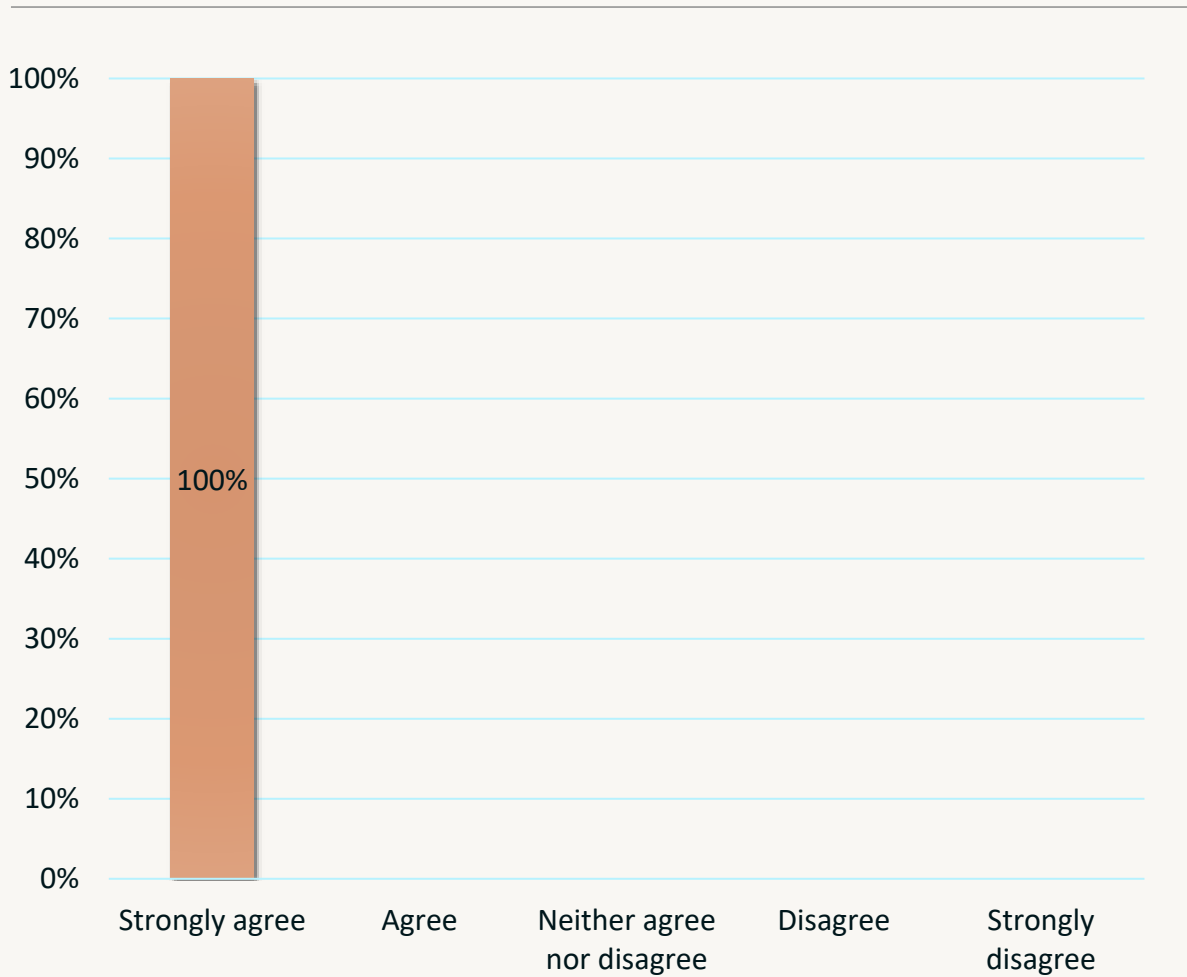
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

**Comments**

No comments were received.

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

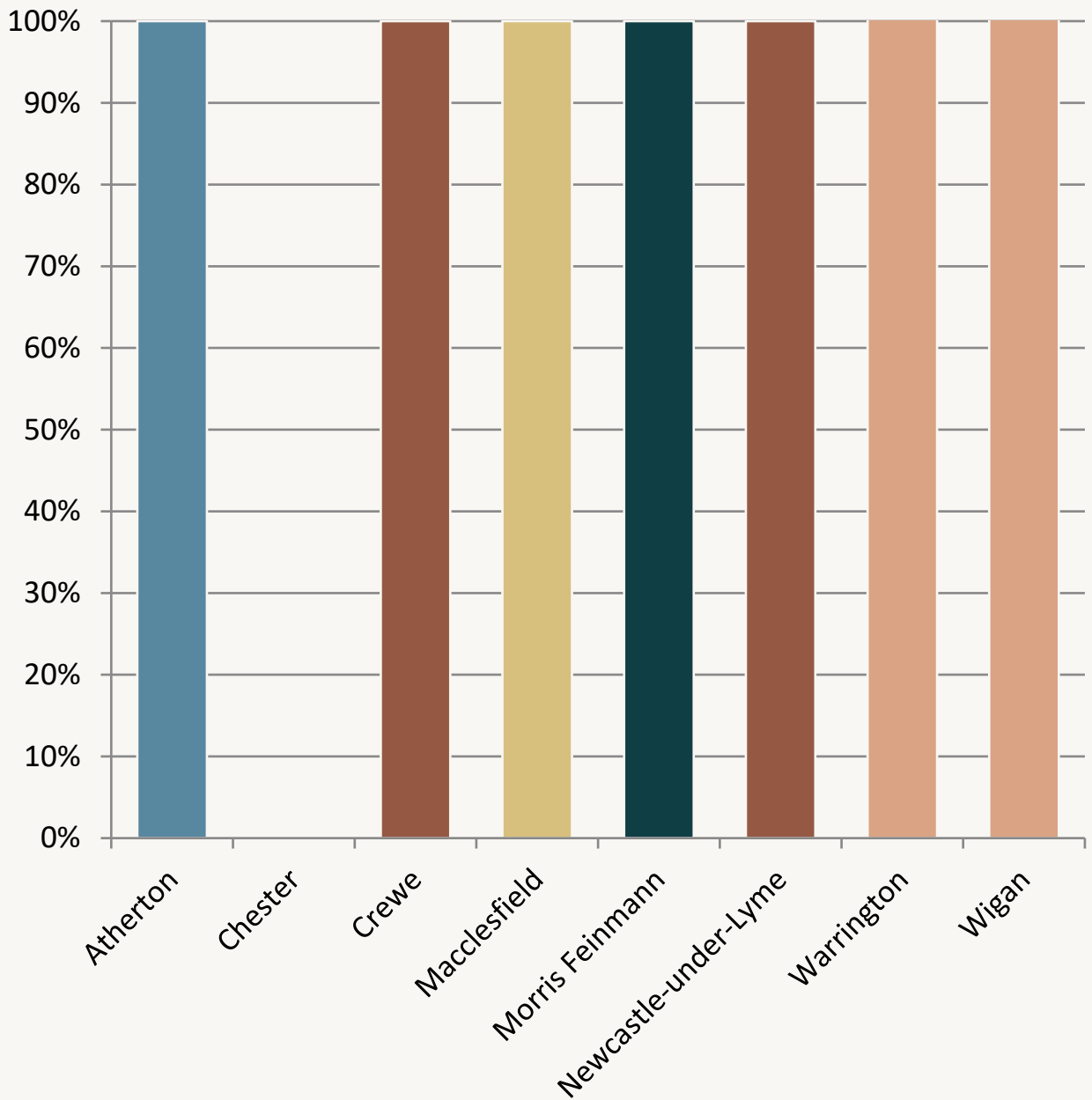
100% strongly agree



We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

**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):

<b>Feedback category</b>	<b>Feedback received</b>
Staff	Managers are very clear on company values and are genuinely kind and caring.

### **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):

<b>Feedback category</b>	<b>Feedback received</b>
Staffing levels	Have more carers available to meet my needs.

### **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):

<b>Feedback category</b>	<b>Feedback received</b>
Staff	Nicola, Emma and Julie are all amazing ambassadors for Belong's values and Emma in particular goes out of her way to support my needs. Jayne always offers to do extra things for me and is on top of all of my physical needs which can be complex.

## Manager's comments:

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Thank you to those who took the time to complete this year's survey and provide their feedback.

We are delighted with the very positive ratings and comments, which are a credit to the Belong at Home team. In other positive recognition, Belong at Home was once again listed in the Top 20 UK home care groups, taking the number one spot, based on independently verified customer reviews.

In the coming year, we will be aiming to grow the service in Didsbury, and have recruited a Team Leader to focus on this expansion and provide a local presence of the Belong at Home team in the village.

The Didsbury service has therefore now been registered with the Care Quality Commission as a new branch and will no longer operate out of Warrington.

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

**Andrew Shield**

Belong at Home Business 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.

