

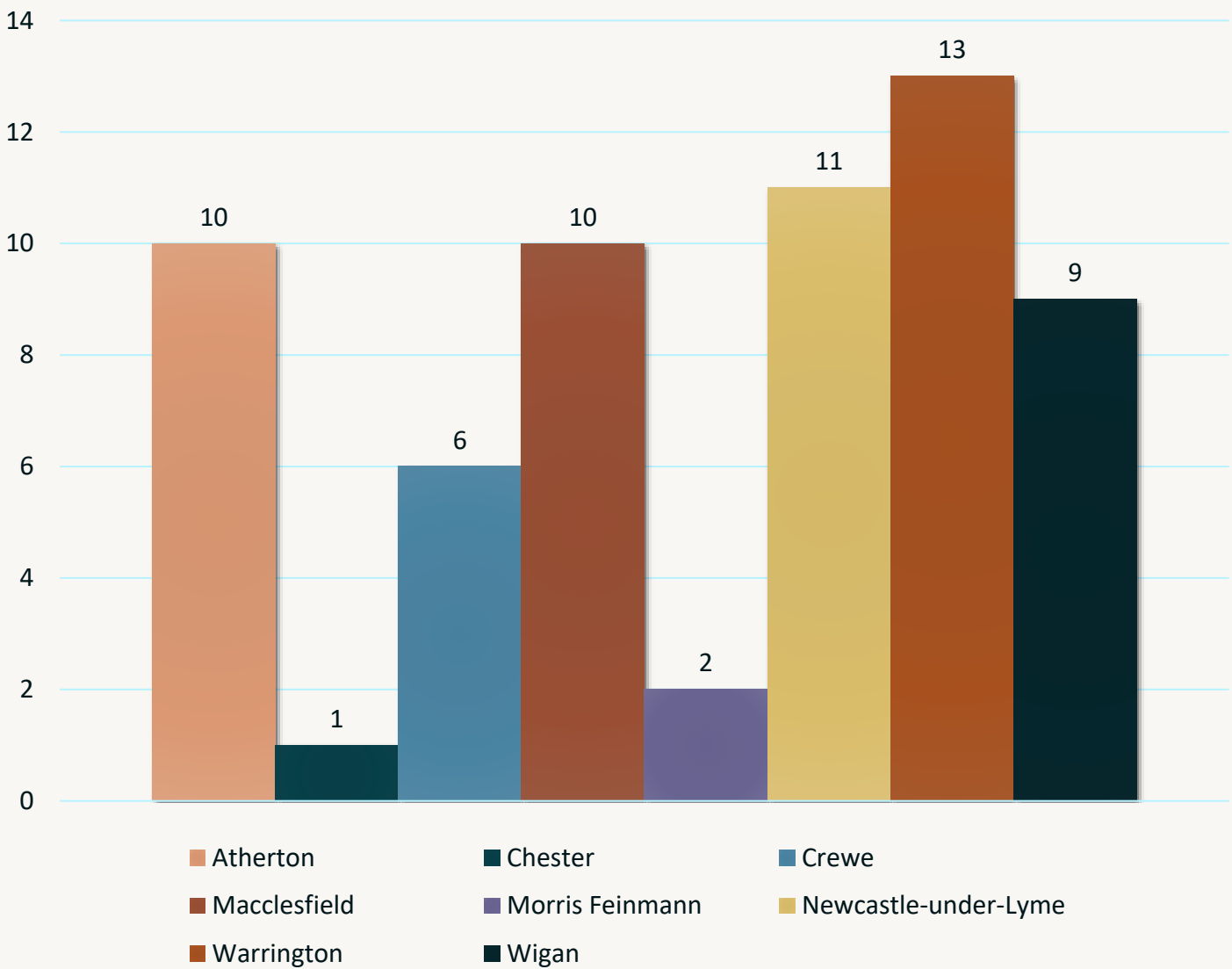
Belong at Home Newcastle-under- Lyme

Customer Satisfaction
Results

2023

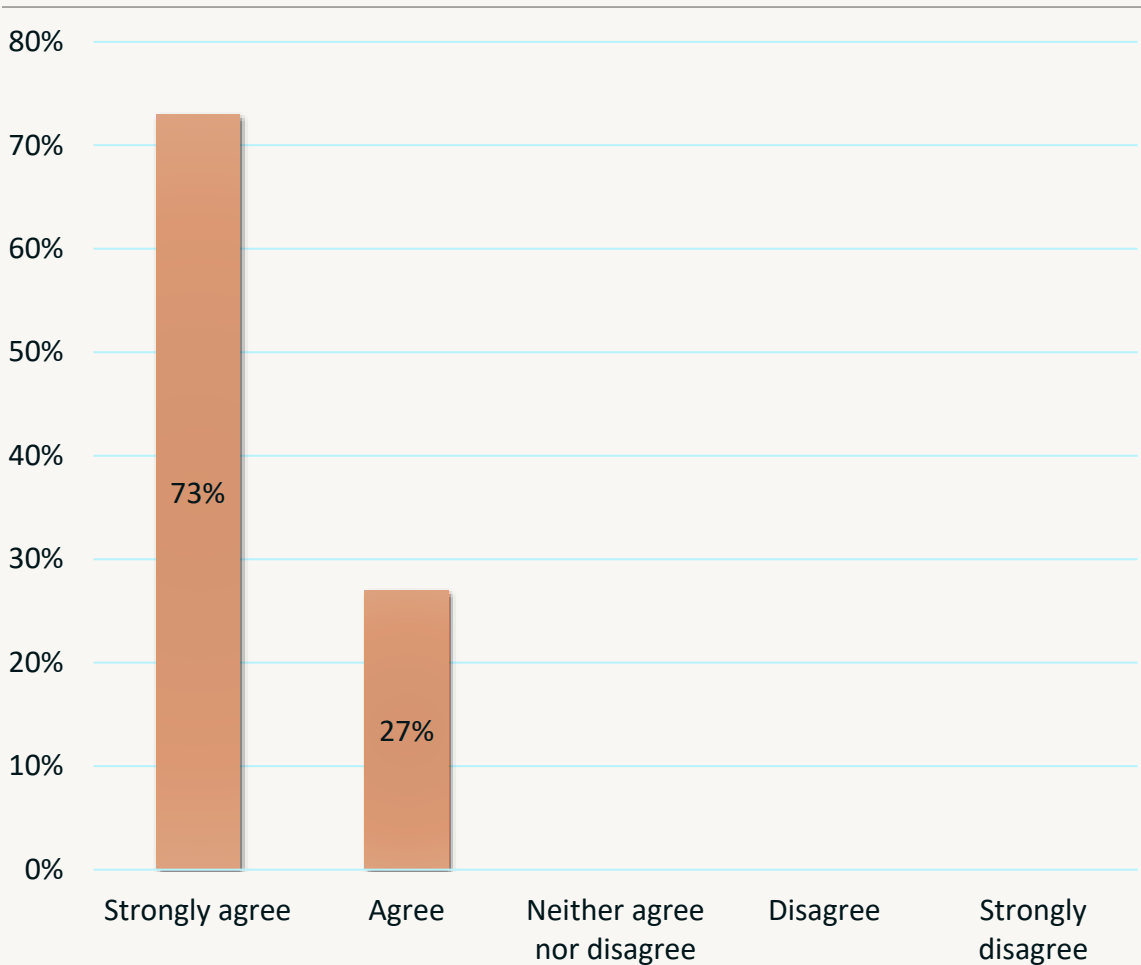


The number of surveys completed and returned by Belong at Home Customers, by location were:



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

73% strongly agreed rising to 100% if 'agree' responses are included.

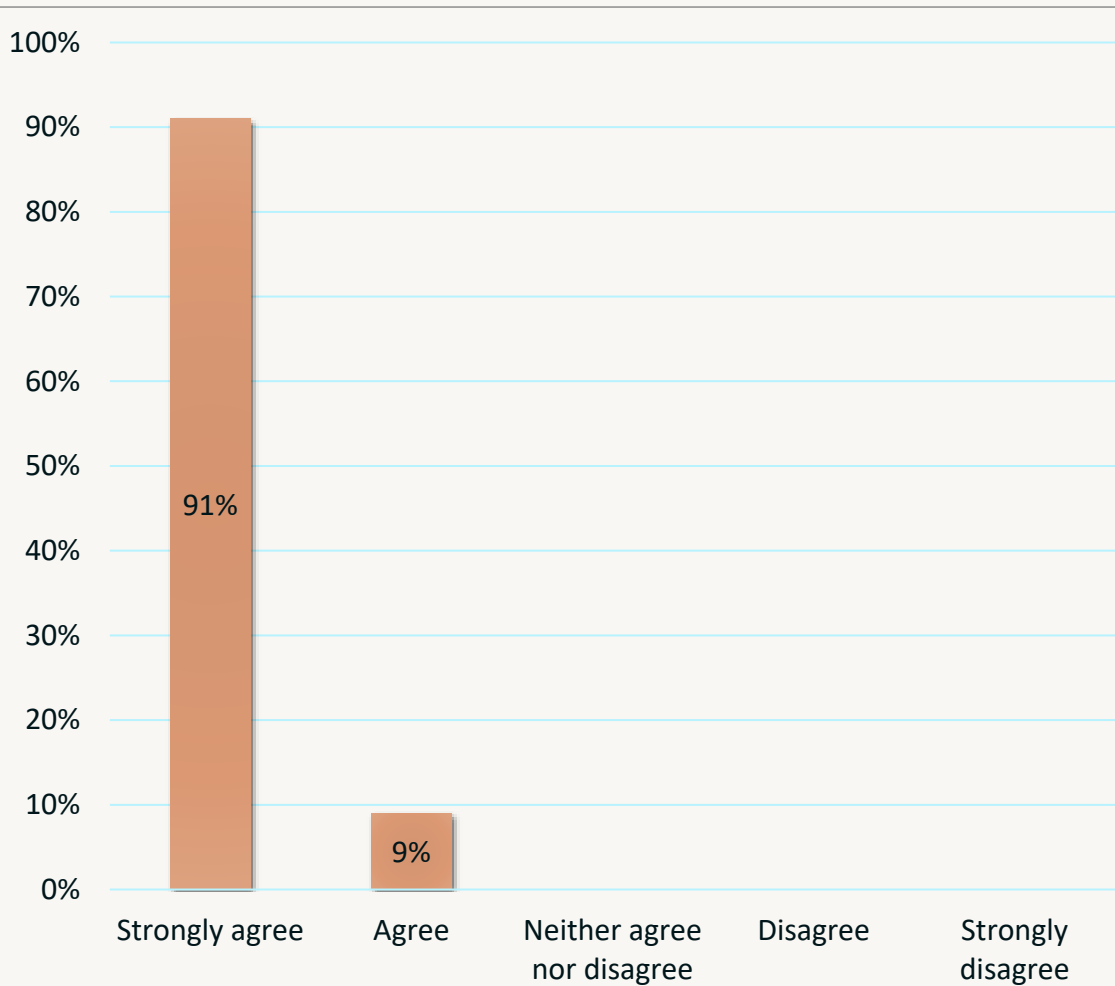


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
More than happy.
We are all as a family pleased with the quality my husband received.

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

91% strongly agreed rising to 100% if 'agree' responses are included.



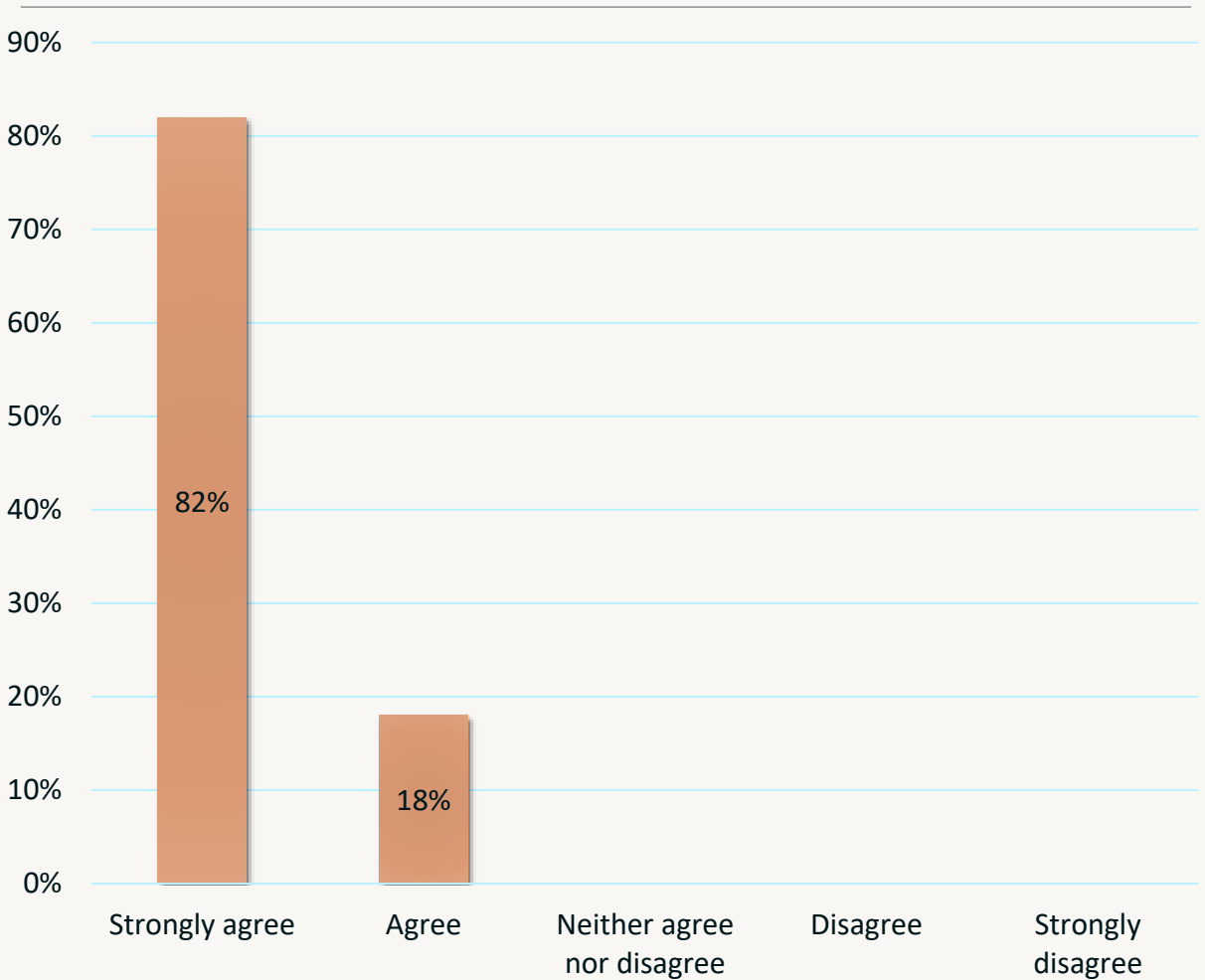
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

Certainly. The Polish Carer enjoyed making conversation with R in her native language.

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

82% strongly agreed rising to 100% if 'agree' responses are included.

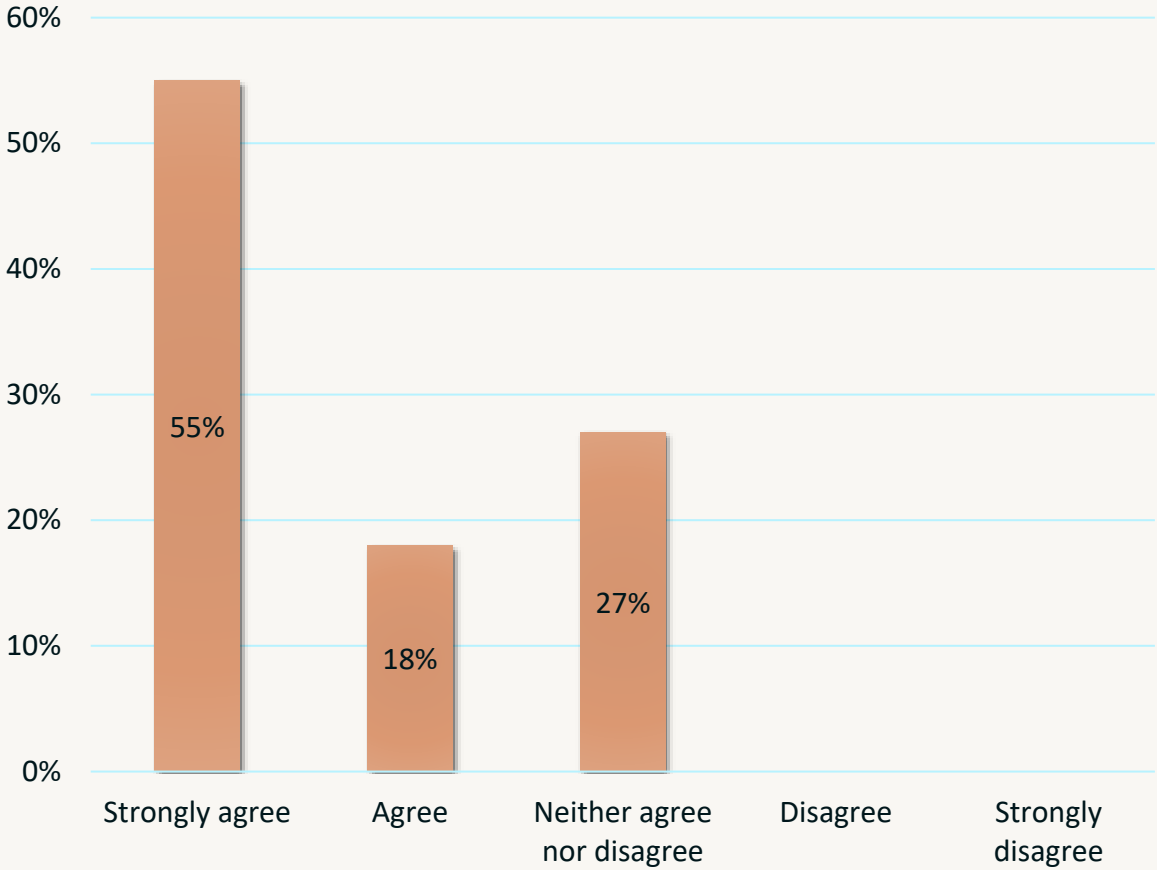


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
Yes, certainly.

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.

55% strongly agree rising to 73% if 'agree' responses are included.



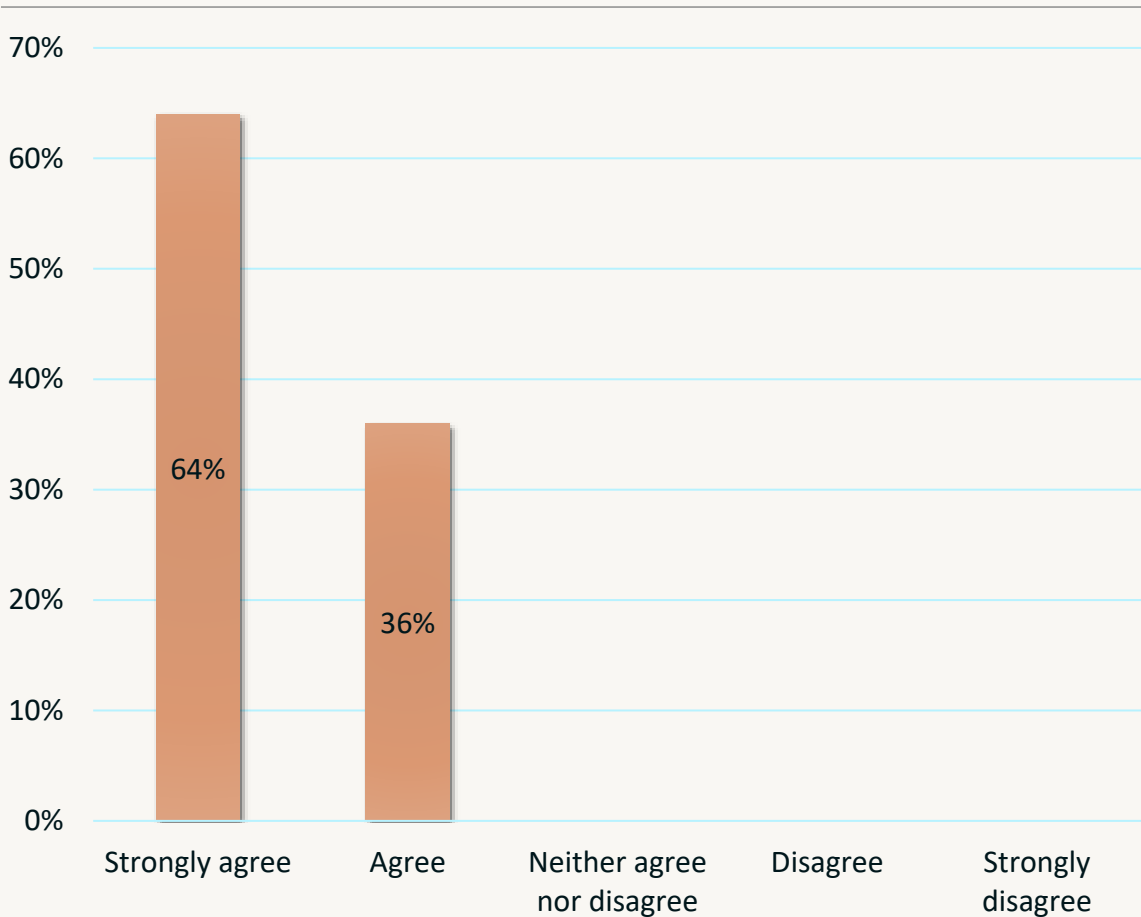
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Family come to see me and call me; no support needed.

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

64% strongly agree rising to 100% if 'agree' responses are included.



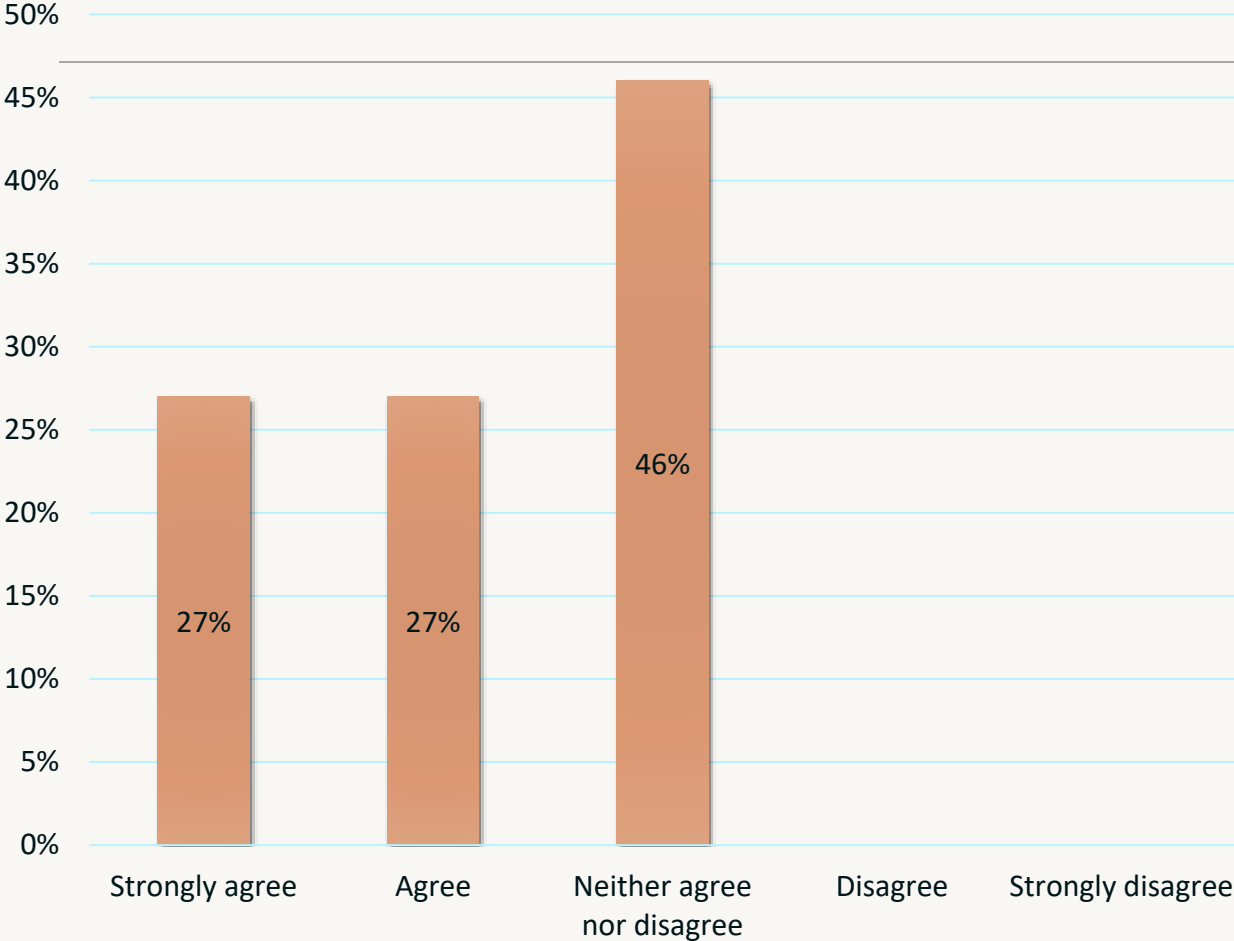
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

Without a doubt: all the girls were on time.

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

27% strongly agree rising to 54% if 'agree' responses are included.

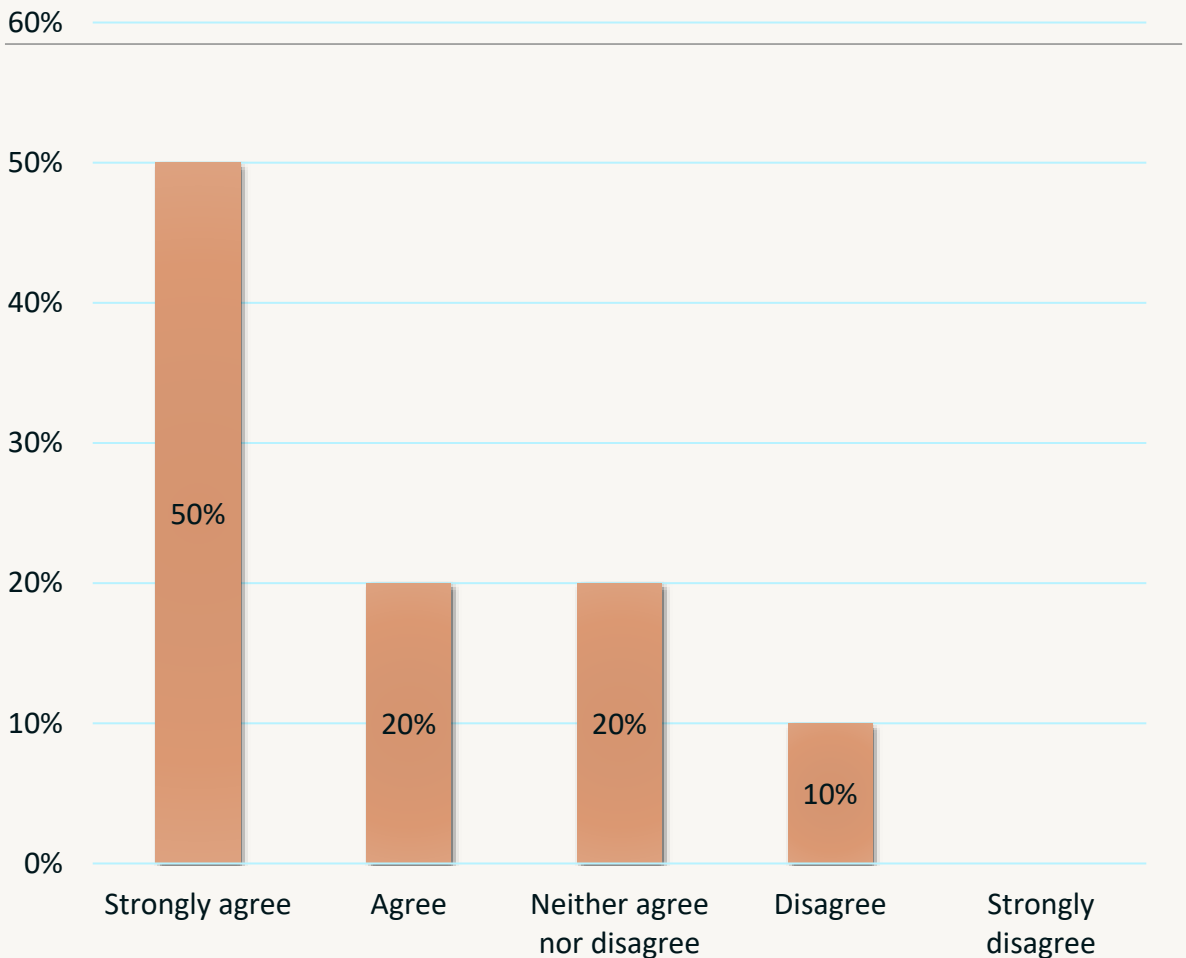


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Experience Day team support me. Love my exercise class with Experience Day staff.
Belong at Home are always encouraging and enthusiastic about the events/activities which take place in the village and keep me informed regularly.

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

50% strongly agree rising to 70% if 'agree' responses are included.

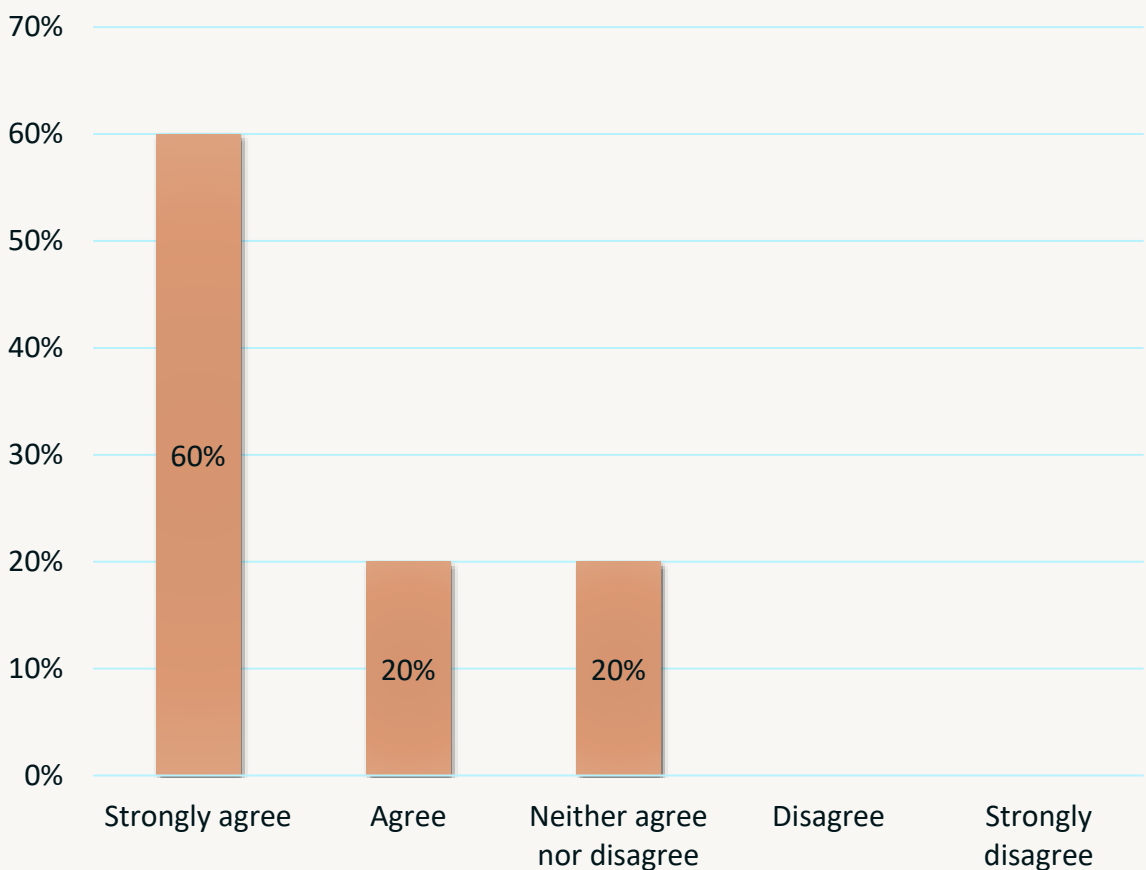


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
My father is encouraged to use his Zimmer frames and support aids.
Inform me when my 11am class is on and use my whiteboard.
If I wished to attend, Belong at Home would assist.

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

60% strongly agree rising to 80% if 'agree' responses are included.



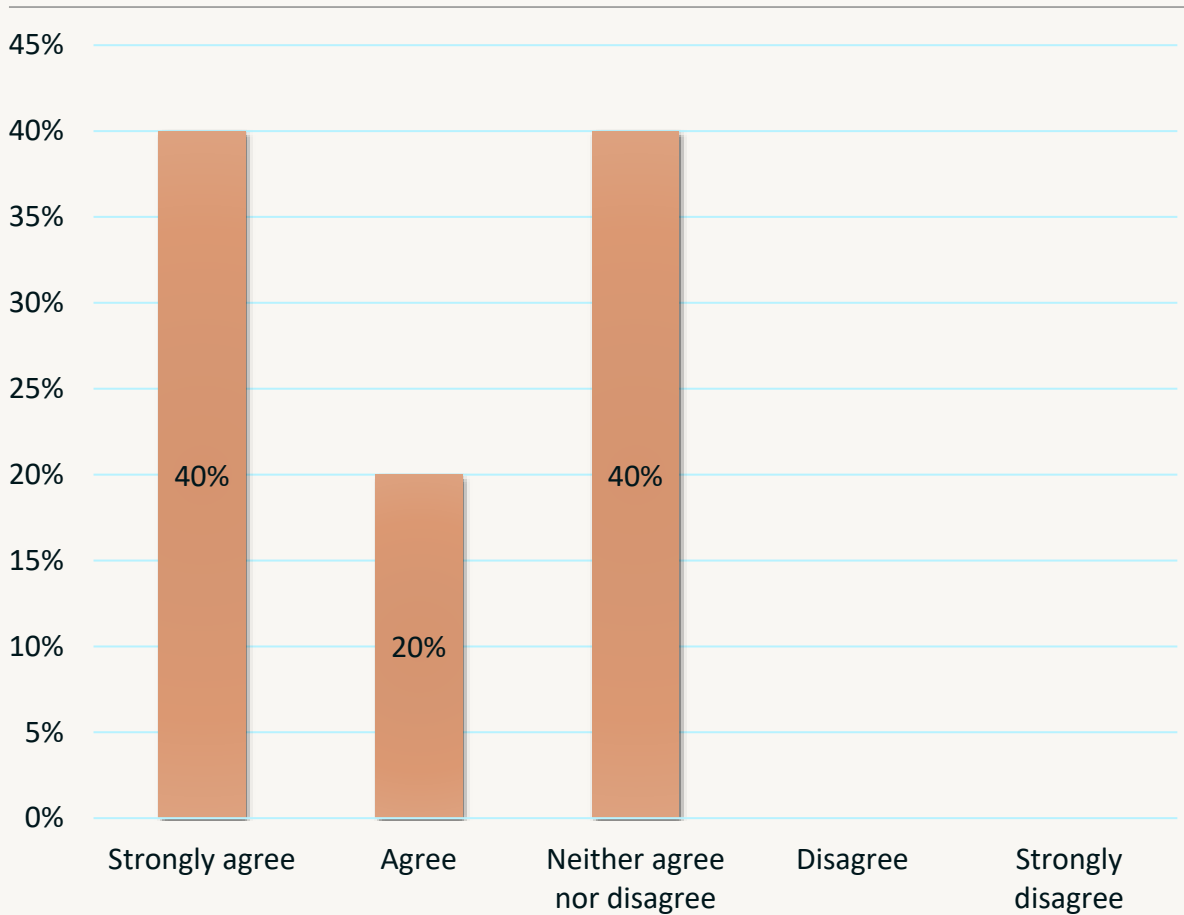
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

No comments were received.

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

40% strongly agree rising to 60% if 'agree' responses are included.

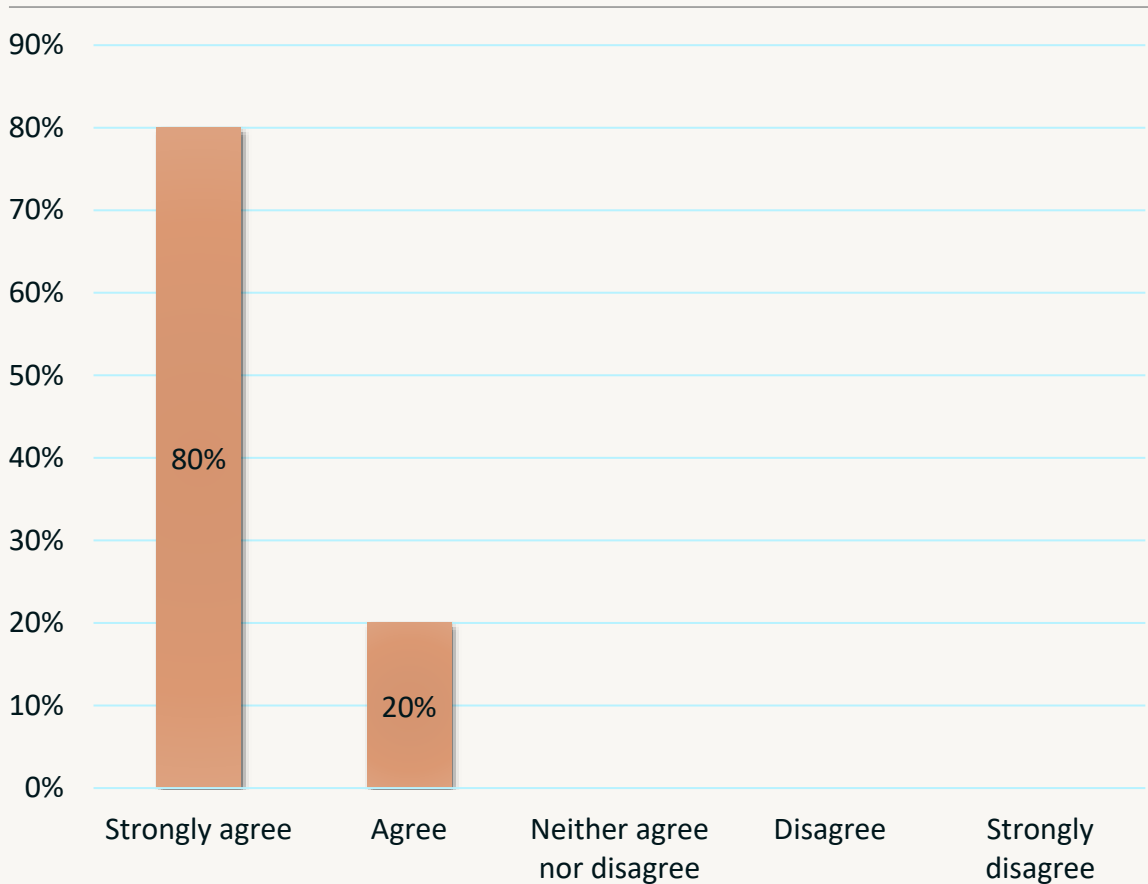


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
My father has the occasional visit from his local priest.
Attends church 1st Tuesday of every month.

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

80% 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):

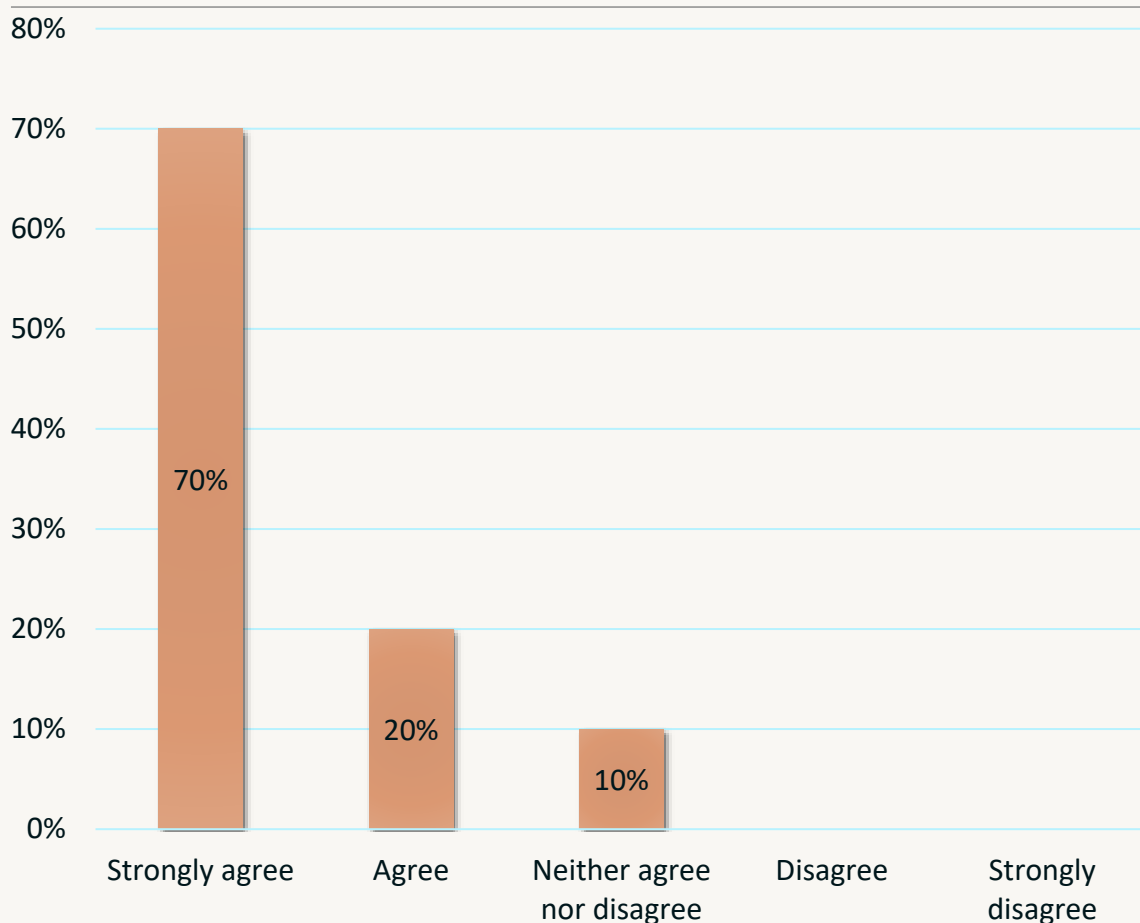
Comments

The carers from Belong at Home chat to dad a lot during their visits. He enjoys their company, and it helps prevent loneliness and keeps his spirits up. Relatives Gateway online keeps myself well informed.

Excellent set up for us, everything explained in such a caring way. Well done all of you.

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

70% strongly agree rising to 90% 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):

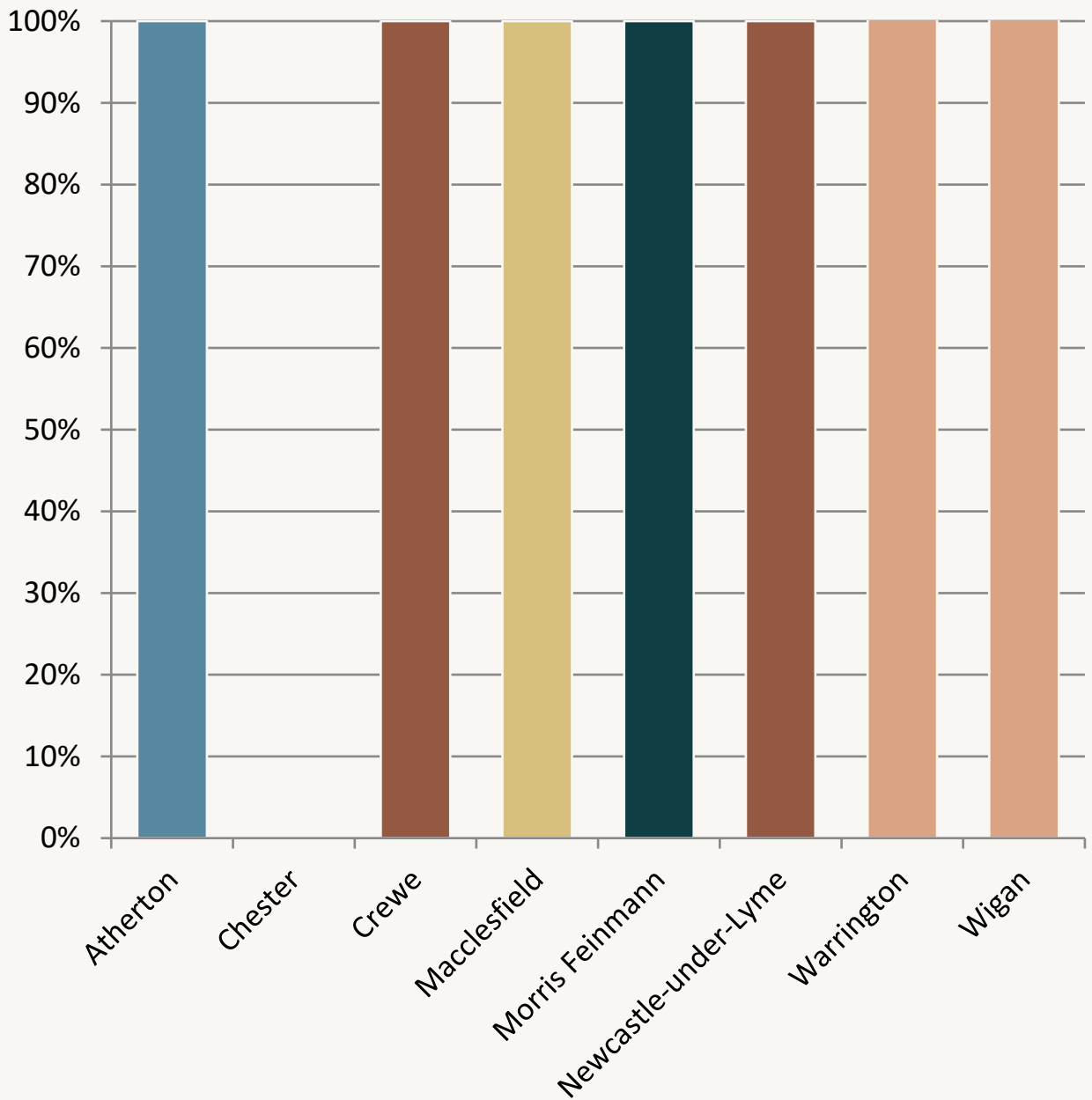
Comments

As daughter responsible for the organisation of my father's care, I communicate as required, with Belong's senior carer. I am always supported in any request to improve care given.

I know where to go for assistance.

No complaints at all.

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
Communication / Service	Excellent communication. Respond well to changing needs. Encourage and motivate the elderly customer. Patient and professional. Friendly, warm and positive.
Staff	I feel that Belong at Home works hard to select and get carers to give a high standard of care and consideration which it achieves. But individual carers bring their own friendliness and comfort which has been very much appreciated by my late husband Charles and now myself over the past 4 years. Belong is a lifeline when life gets tricky.

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
Relative's Gateway	Enter time arrived on the Relatives Gateway. Name of carer each day.
Service	It's very good we are very pleased with everything.

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	Belong at Home is a great service for my family as they are not always available to see me on a daily basis, so it's a reassurance.
Service	Really pleased with the service provided; would highly recommend Belong and wouldn't hesitate to have this service again.

Manager's comments:

Thank you to everyone who provided feedback in this year's survey. We are delighted that 100% of our Belong at Home customers would recommend this service, and with the overwhelmingly positive feedback.

We have noted the feedback regarding the Relative's Gateway and are reviewing our use of this portal to ensure that the information available to family is as relevant and clearly presented as possible.

Your feedback is extremely important to us, and we aim to build on this to ensure we continue to deliver an outstanding service. Thank you once again for choosing Belong at Home and it is our privilege to support all our customers in the community.

Jane Furze

Team Leader, Belong at Home Newcastle-under-Lyme

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.

