

# Belong at Home Wigan

## Customer Satisfaction Results

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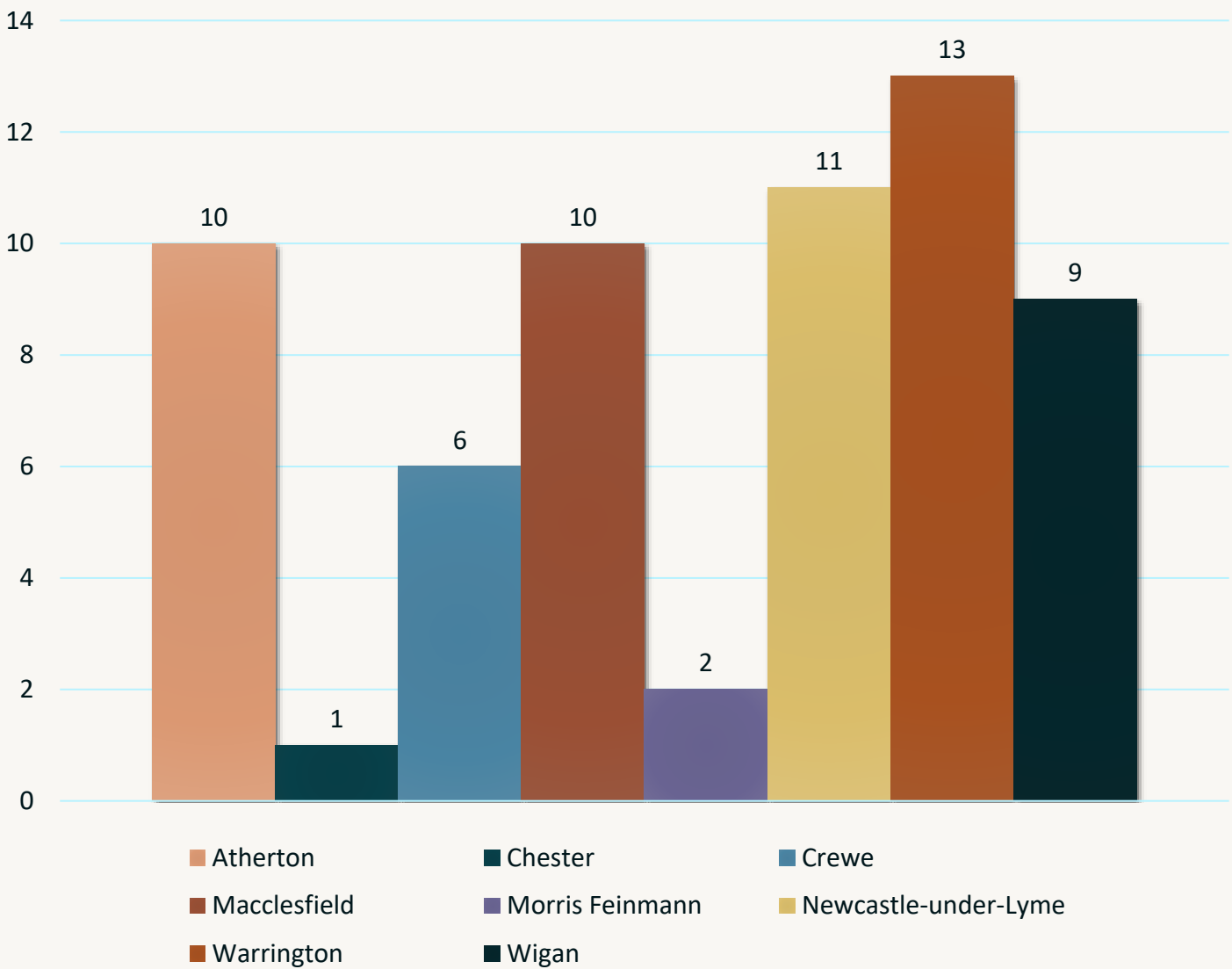
**2023**



**BELONG**

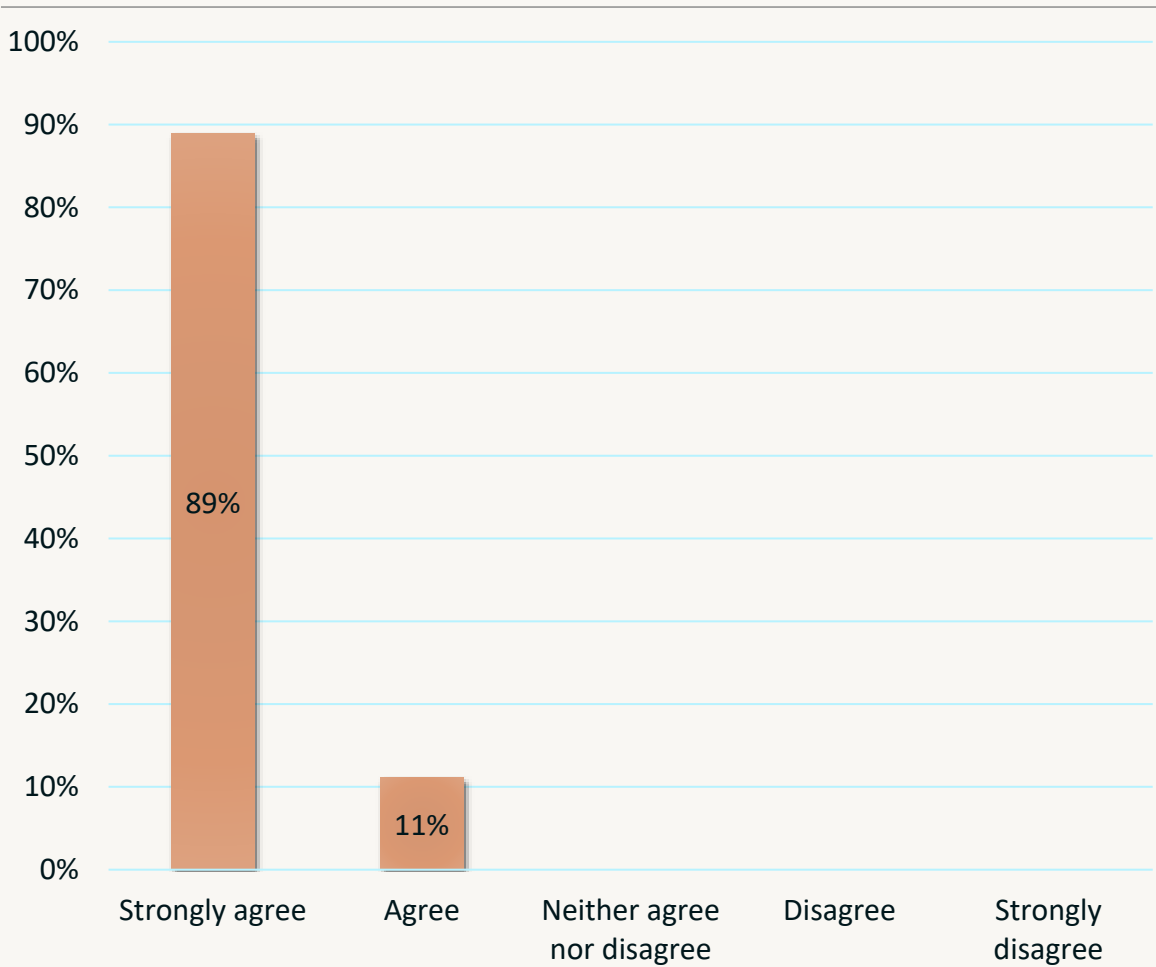
AT HOME

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.**

**89% strongly agree, rising to 100% if agree responses are included.**

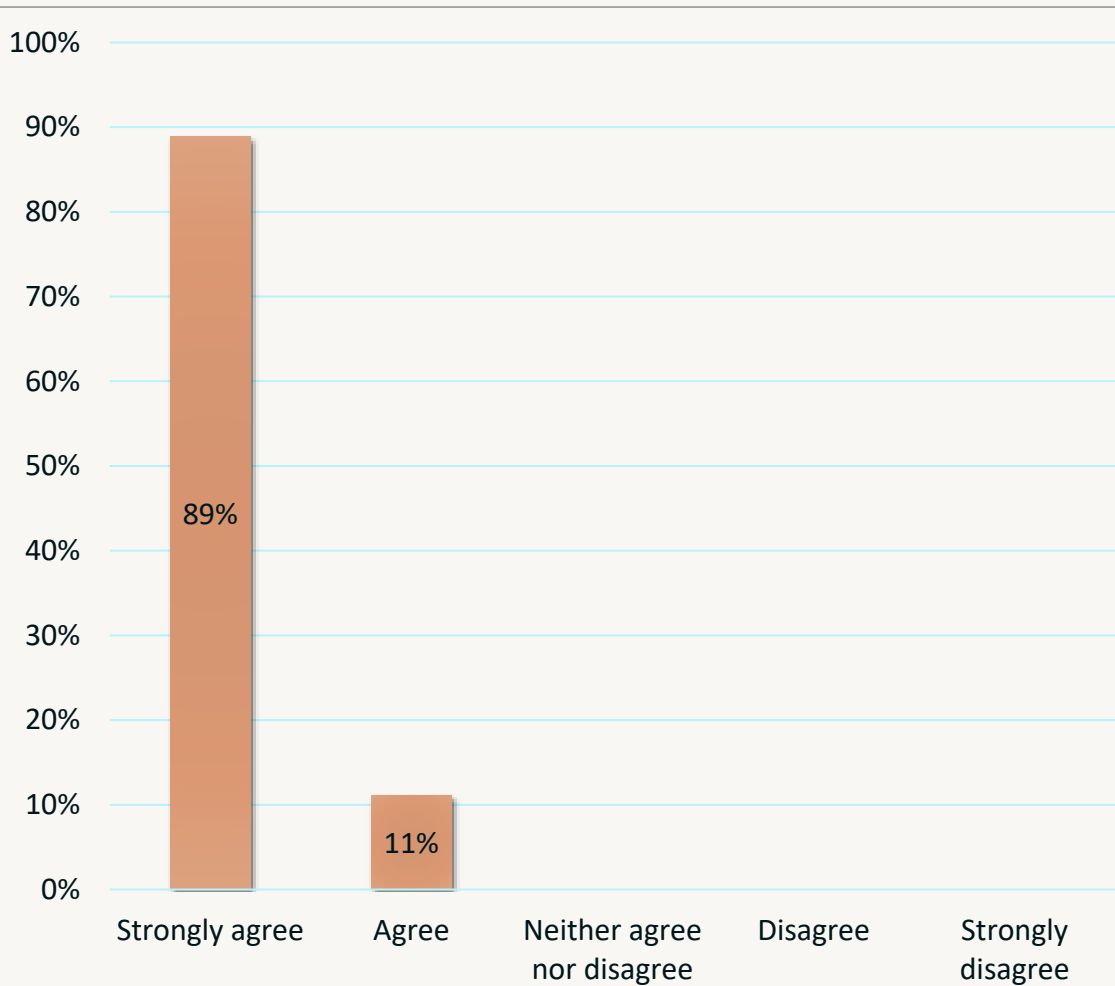


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
No comments were received.

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

**89% strongly agree, rising to 100% if agree responses are included.**



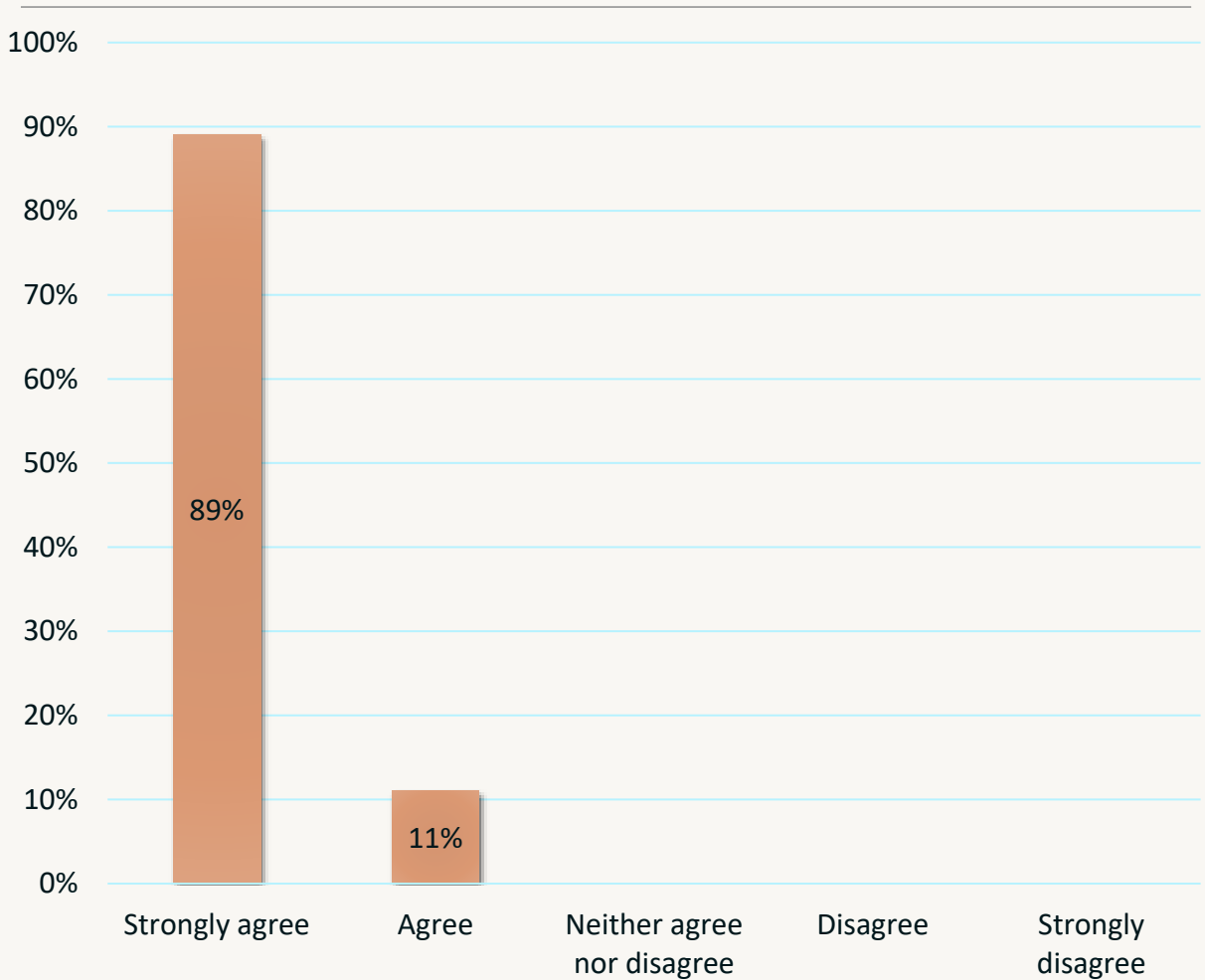
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

**Comments**

No comments were received.

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

**89% strongly agreed, rising to 100% if agree responses are included.**

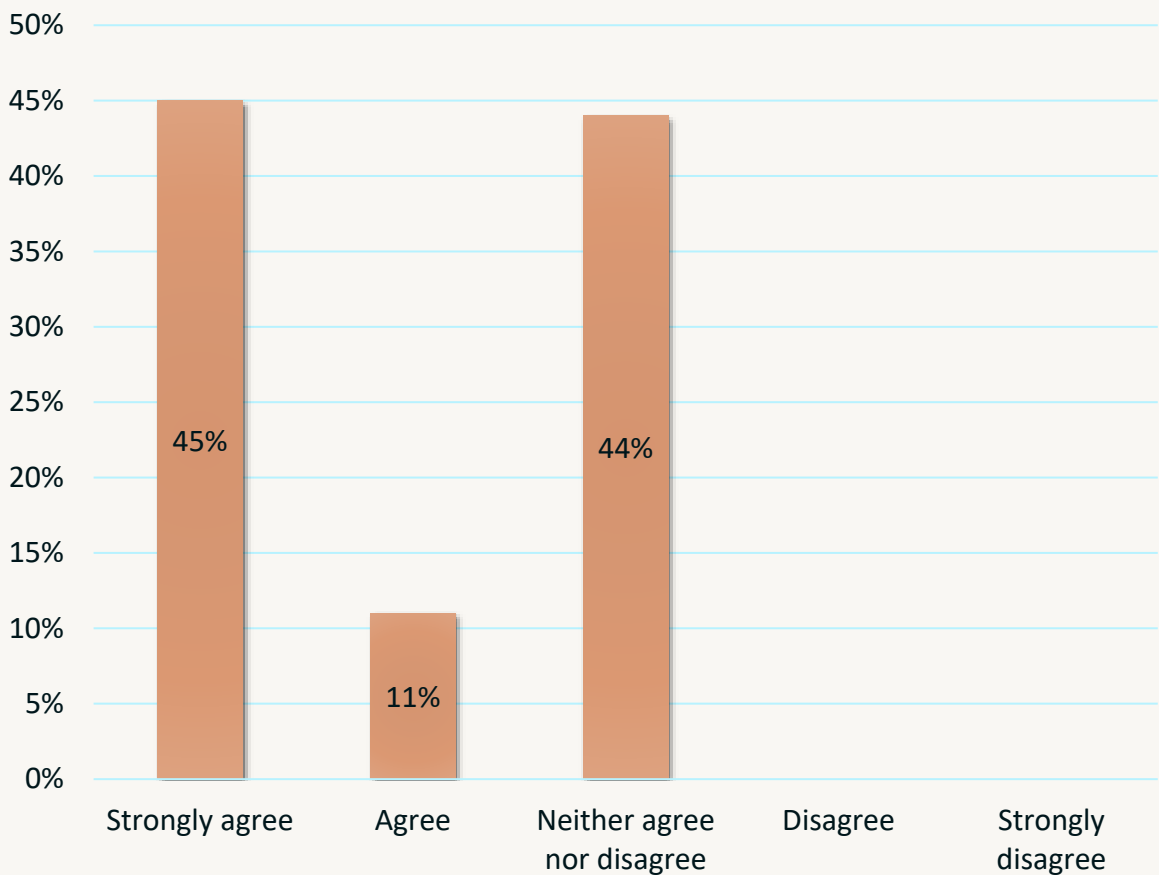


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
My family feel mum is safe and secure.

**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.**

**45% strongly agree, rising to 56% if agree responses are included. 44% neither agree nor disagree.**



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):

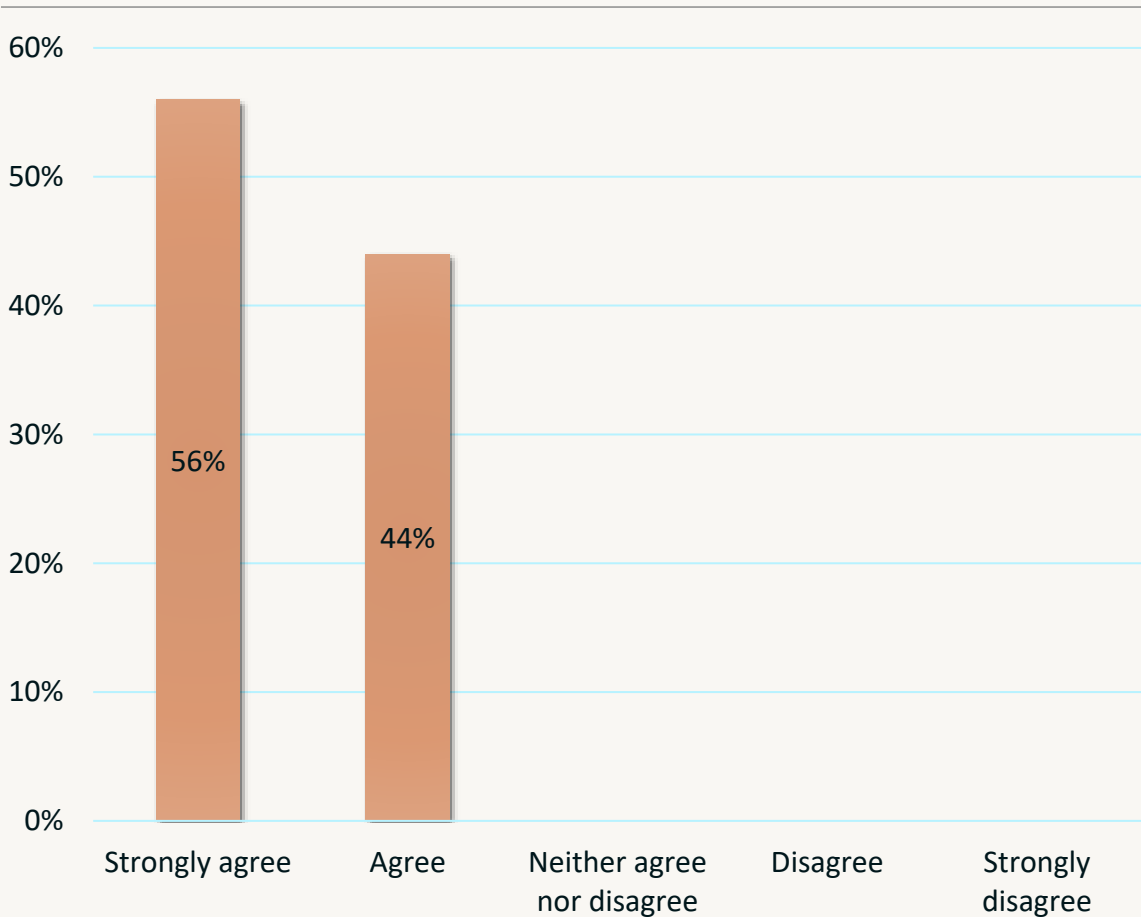
#### Comments

This isn't applicable. If there are concerns, then the team contact my family.

Staff can if needs be put mum on the phone to family.

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.



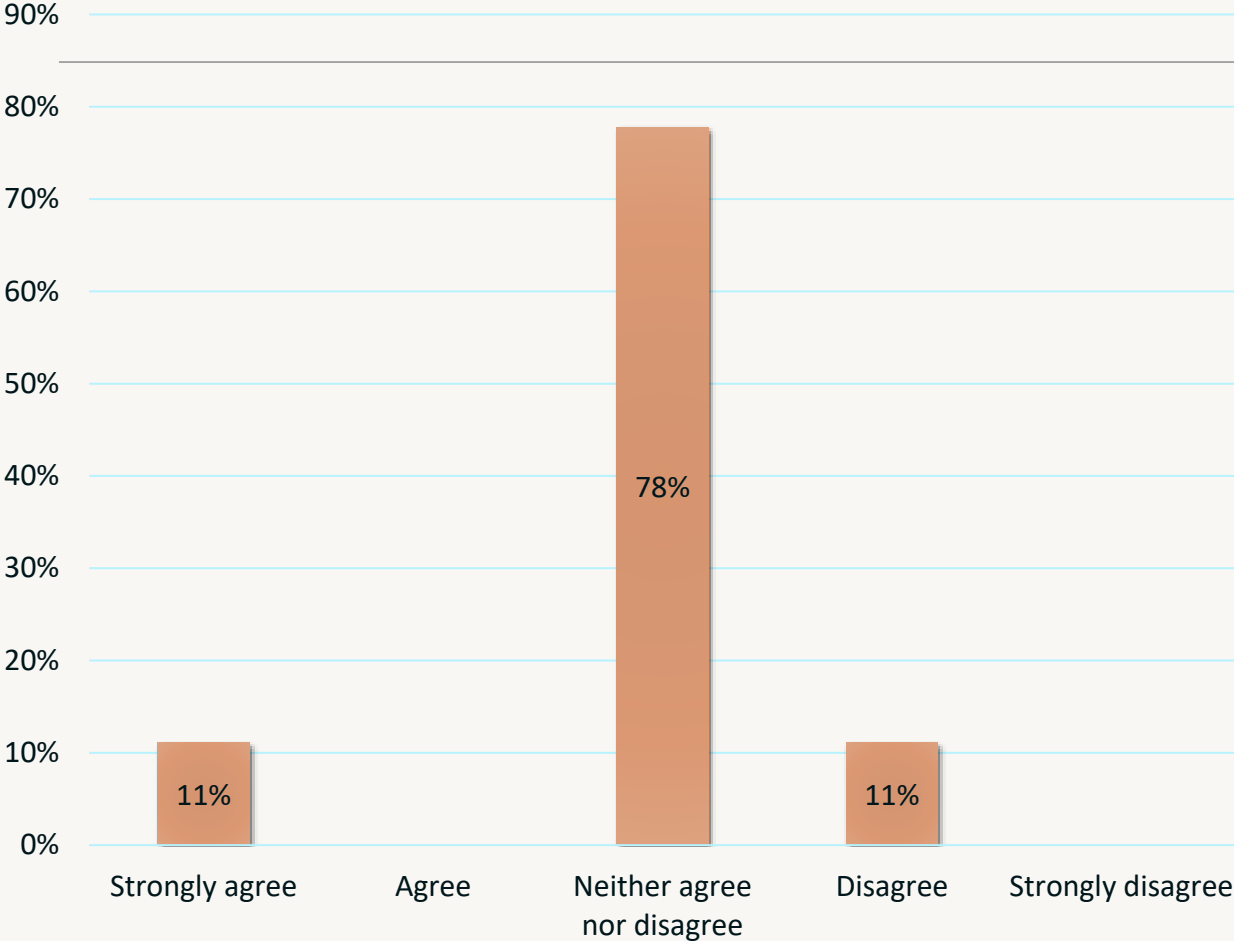
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

**Comments**

Staff keep to timings set on rota, but there can be last minute changes. Not caused any problems so far.

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

**11% strongly agree however, 78% neither agree nor disagree.**



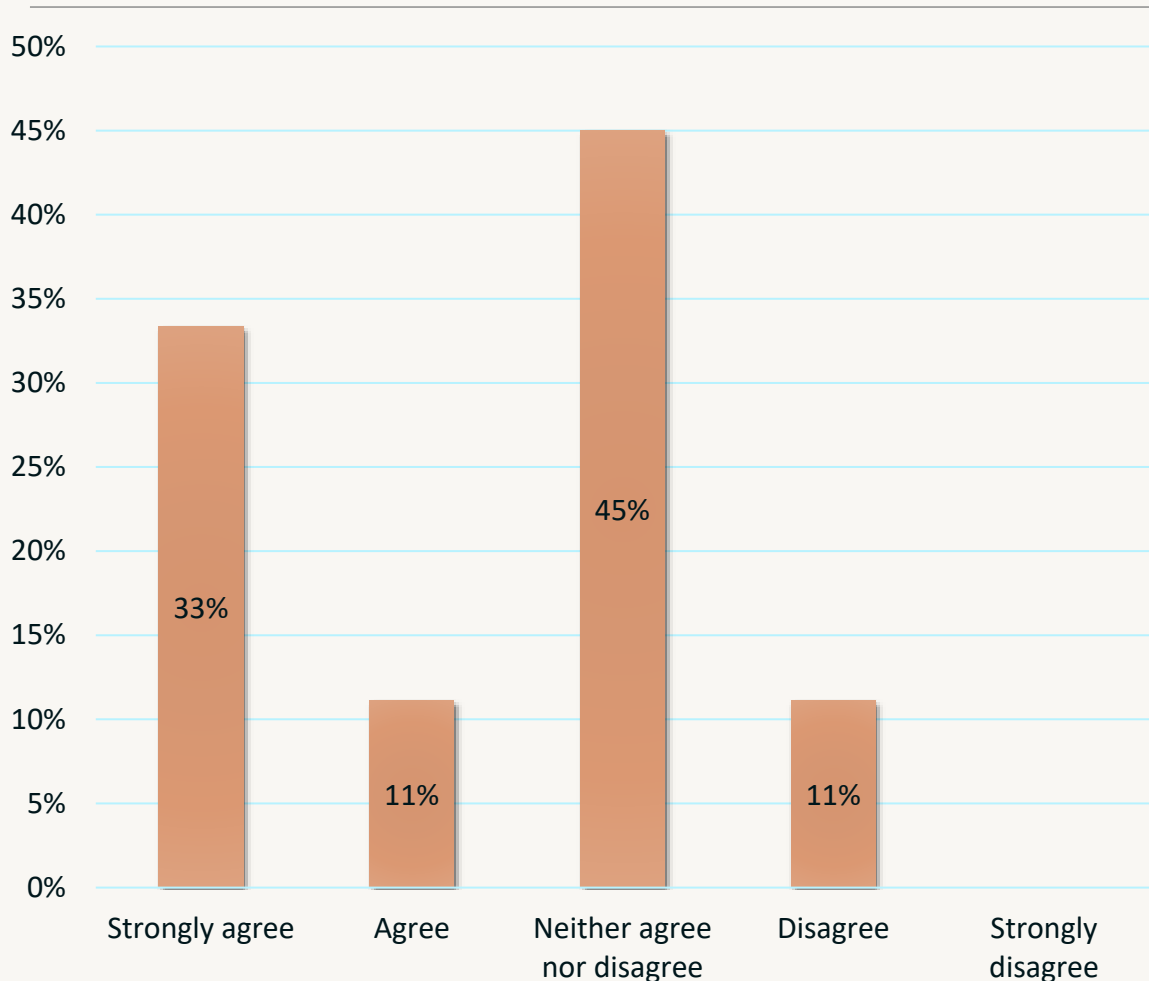
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Do not attend activities. This is my choice.
I don't think mum is in a position to take advantage of this
My father lives in his own home and doesn't visit the village.



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

**33% strongly agree, rising to 44% if agree responses are included. 45% neither agree nor disagree.**

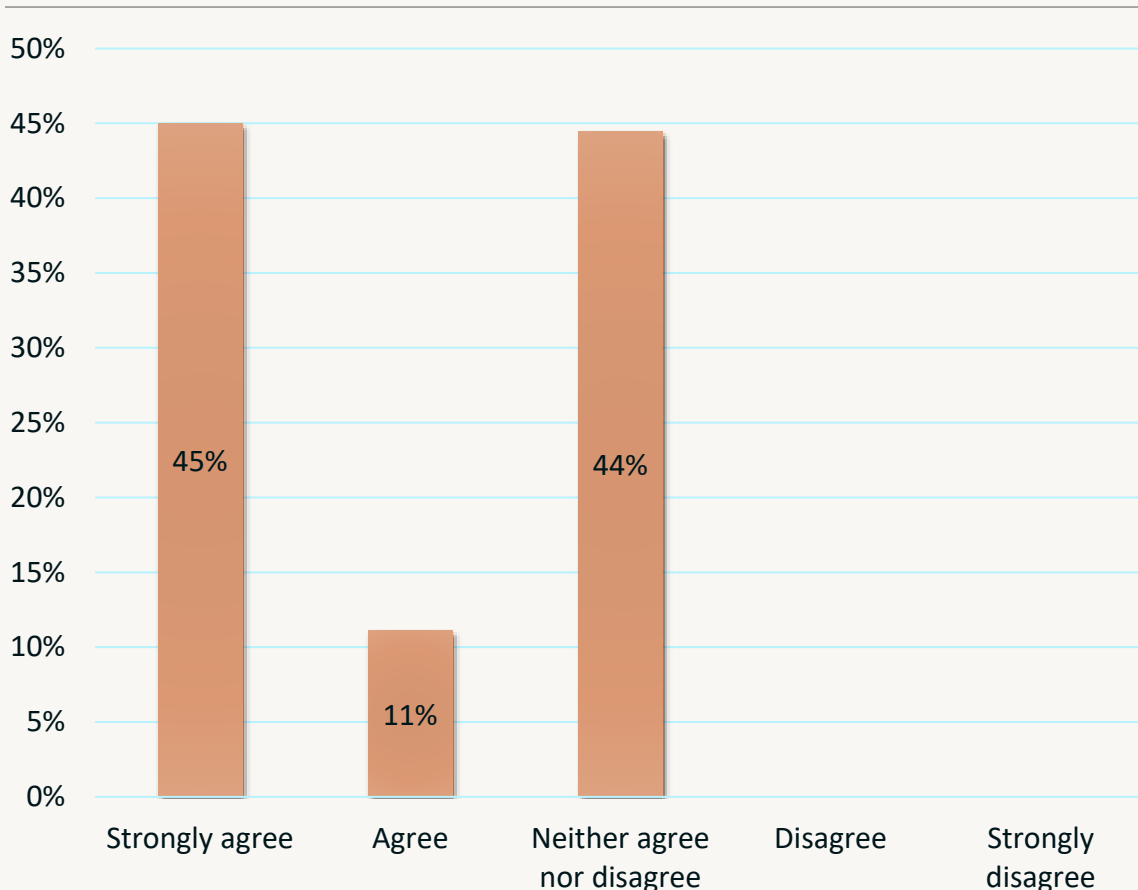


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
I try to go for a walk on my own.
Willing to take me to physio or medical appointments. Very helpful.
Staff do take mum out for walk or drive for social benefit.

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

**45% strongly agree, rising to 56% if agree responses are included. 44% neither agree nor disagree.**

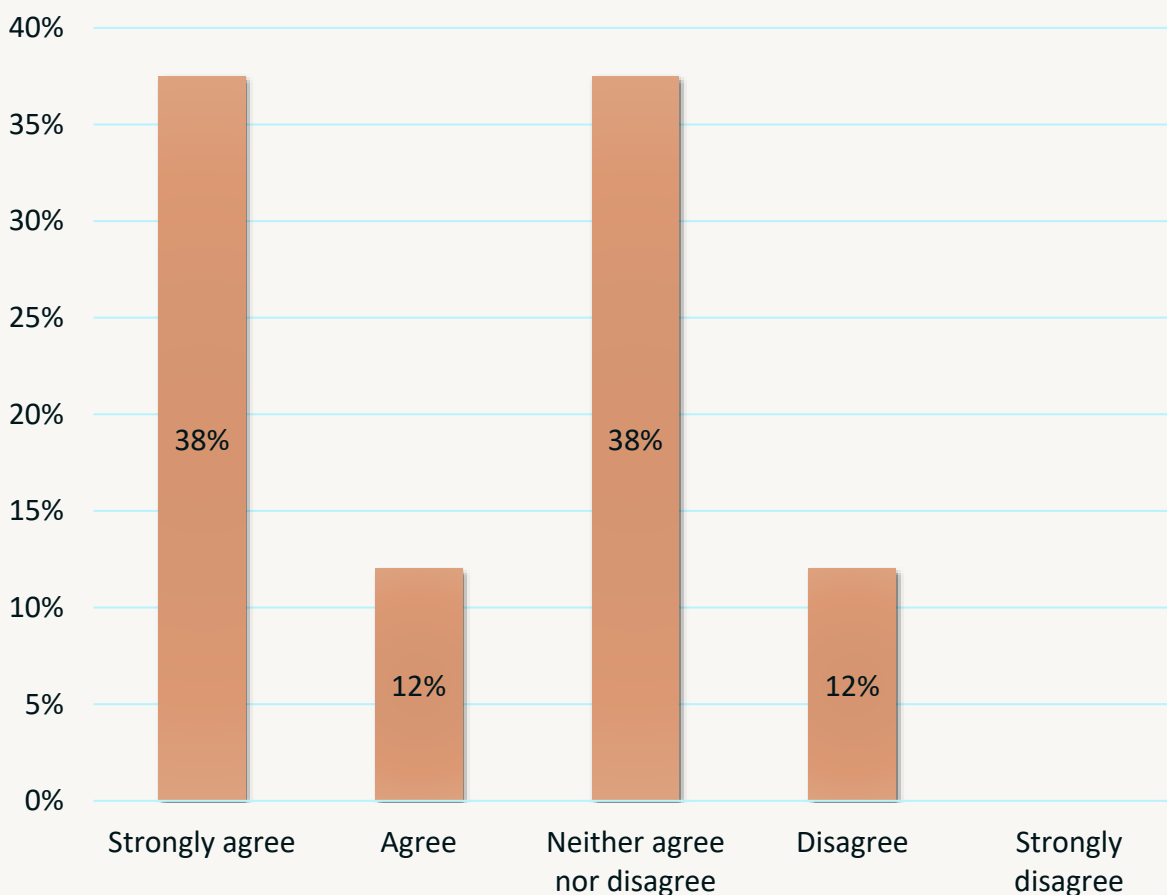


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Always support when necessary or required.
Mum is physically able to go out into her own garden of her home.
If my father was more mobile, I am confident they would take him outside.

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

**38% strongly agree, rising to 50% if agree responses are included. 38% neither agree nor disagree.**



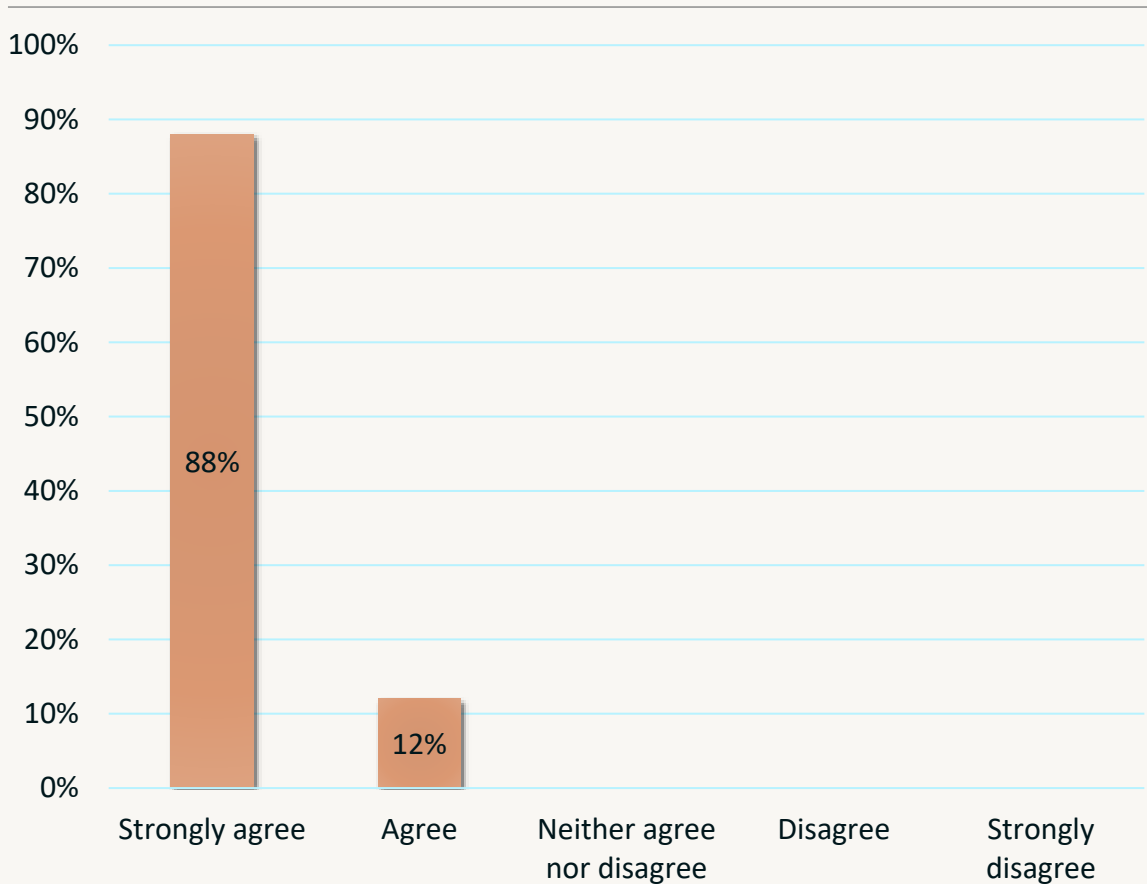
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

**Comments**

No comments were received.

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

**88% strongly agree, rising to 100% if agree responses are included.**



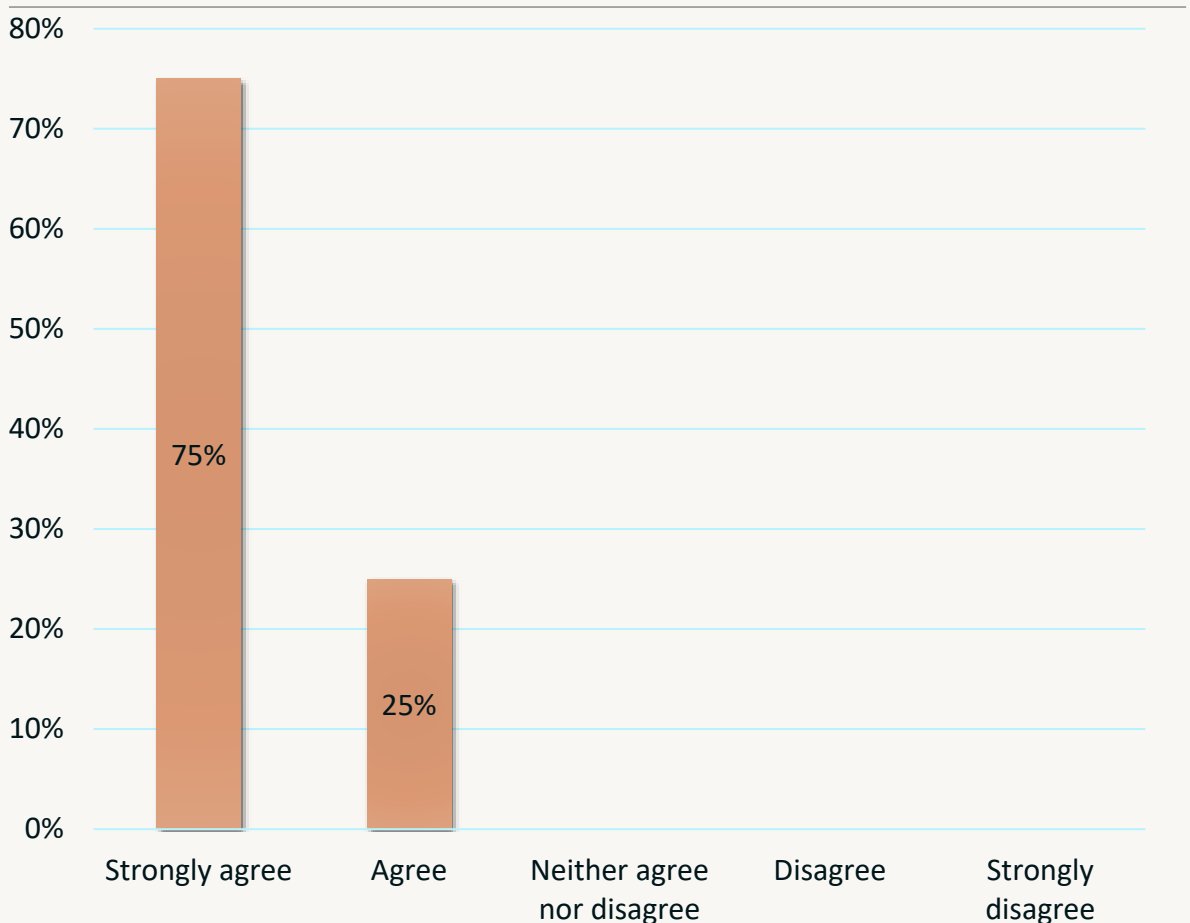
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

### Comments

Staff are very good with medication. I find the daily care notes on relatives' gateway are difficult to fathom. Old information confuses new information. I think the system should be reviewed and made more current and relevant. Also, only one relative can access. As my brother lives near to mum and sees her more regularly it would be beneficial if he could access them for himself.

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

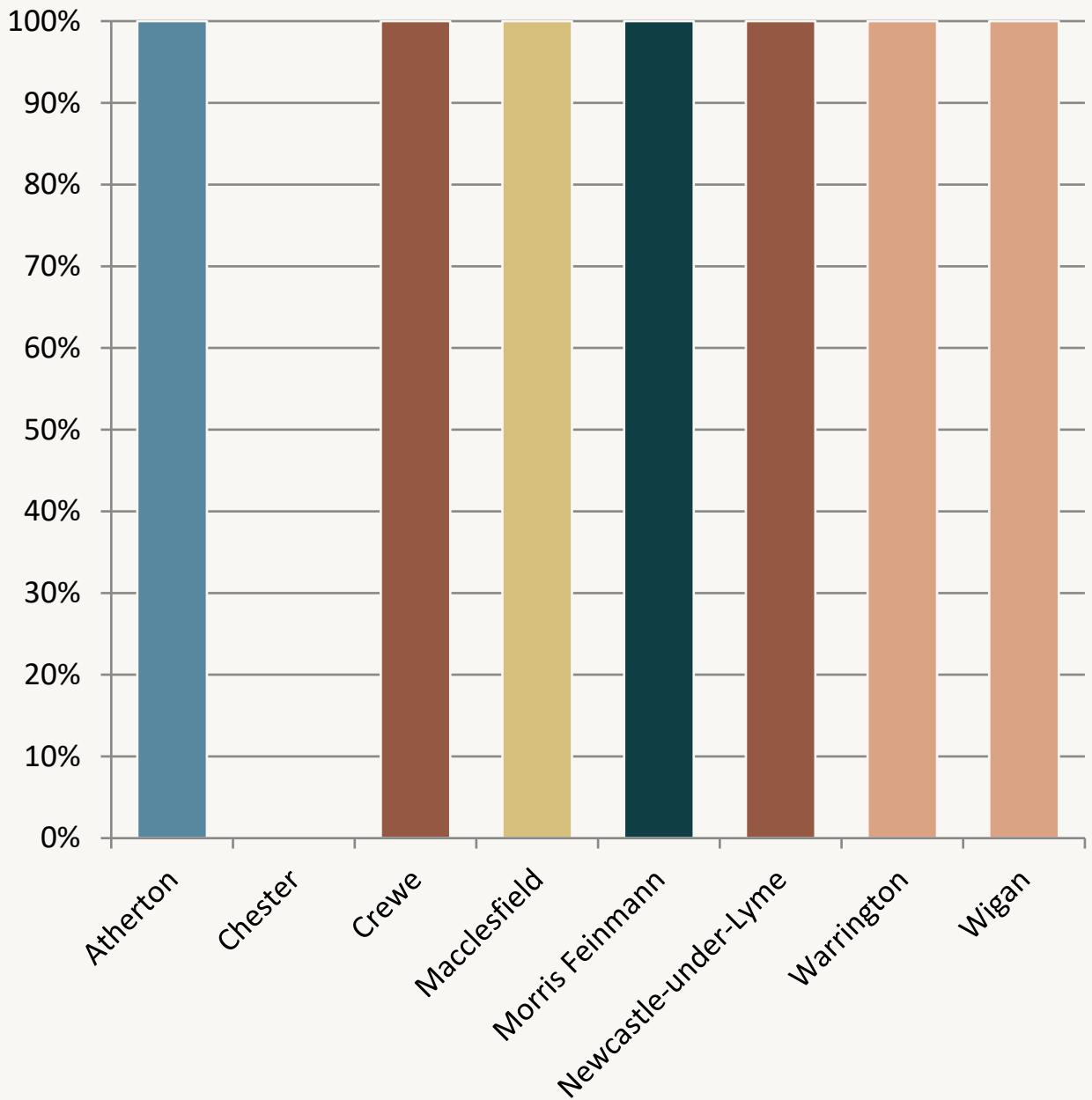
75% strongly agree, rising to 100% if agree responses are included.



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
Staff are responsive and helpful in problem-solving.
Never had any complaints.

**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
Caring / Supportive	<p>Caring, and supporting me. Belong at Home look after my welfare and I have confidence in all the carers that come and support me.</p> <p>I know I'm in safe hands and the carers are professional at all times.</p>
Caring	<p>Staff use a variety of tactics to help mum. She can be quite resistant to receiving help. You are very patient and respectful with mum. We are very happy with your level of care for mum. Thank you.</p>
Personal care	<p>All aspects of personal care are excellent. Also, there is genuine regard and consideration in the emotional care given.</p>
Staff	<p>All the team are amazing. My father has really taken to having the team help him. They talk to him, make him snacks and keep him clean and tidy. He likes the weekly plan, so he knows who's coming.</p> <p>I cannot fault Belong at Home, they are all amazing.</p>
Comms / Service / Staff	<p>Always someone available to speak to as needs arise. Good communication with family. Reliable, trustworthy and excellent quality of staff, many with exceptional personal skills.</p>
Staff / Service	<p>Staff are amazing! So accommodating if any additional care visits are needed or when personal circumstances change.</p> <p>So caring when husband passed away. So kind and helpful to mum and then for the family as a result.</p>

### **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>
Administration	I know you have had IT issues, but it would be great if I could have my weekly rota emailed.
Administration	The daily care log system-as I mentioned before.
Administration	I have no complaints in the work the carers do. Sometimes the admin fails.
Service	I have to say, in my opinion, there is nothing you can do better.
Service	Hard to comment on this, as generally when things don't quite go as they should, they are quickly rectified.

### **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>
Administration	Sort out your admin. Signing in and out wastes a lot of the carers time they have enough to do.
Staff / Salaries	Think the carers are probably underpaid for the work they do and the skills they have.
Service	Thank you from all of the family and from mum.



## **Manager's comments:**

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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.

The main areas highlighted as needing attention relate to our IT systems. We are currently in the process of procuring a new system to manage shifts and will review the use of the Relative's Gateway to address the points raised. Good communication with our customers and their families is key to the success of our service and we will work to continue to drive improvements in all aspects relating to this.

Your feedback is extremely important to us, and we aim to build on this to ensure we continue to deliver an outstanding service.

**Sophie Walls**

Belong at Home Wigan Area 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.

