

Belong at Home Crewe

Customer Satisfaction Results

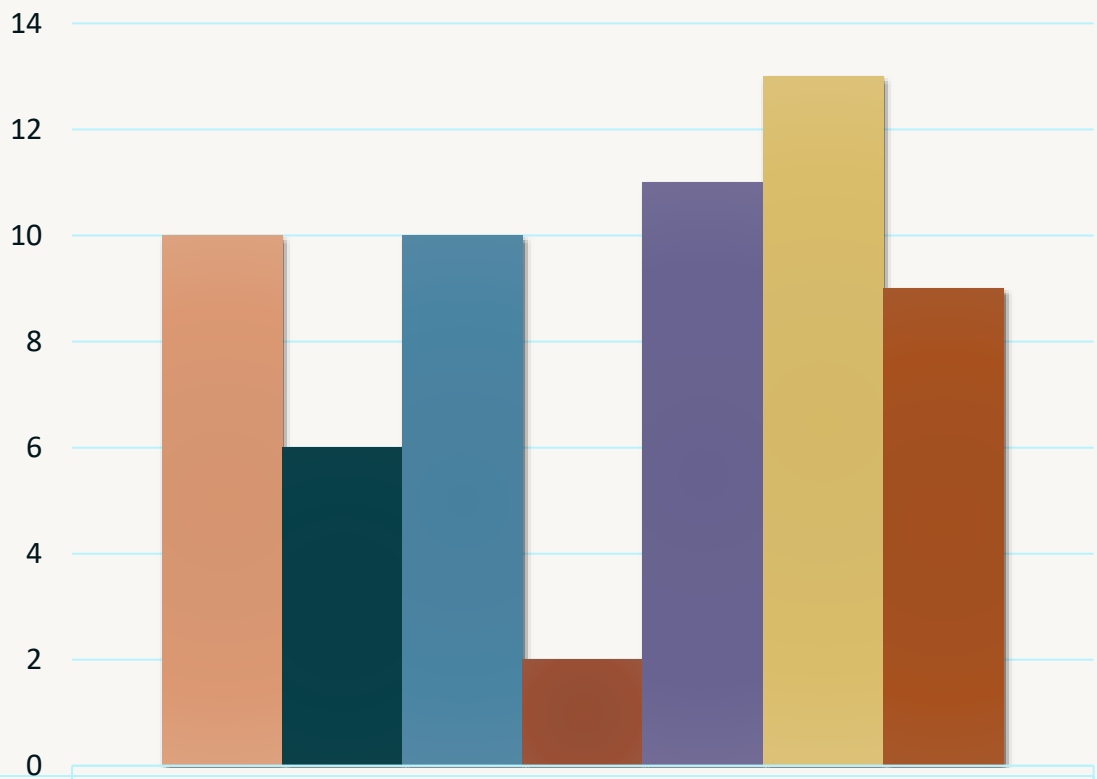
2023



BELONG

AT HOME

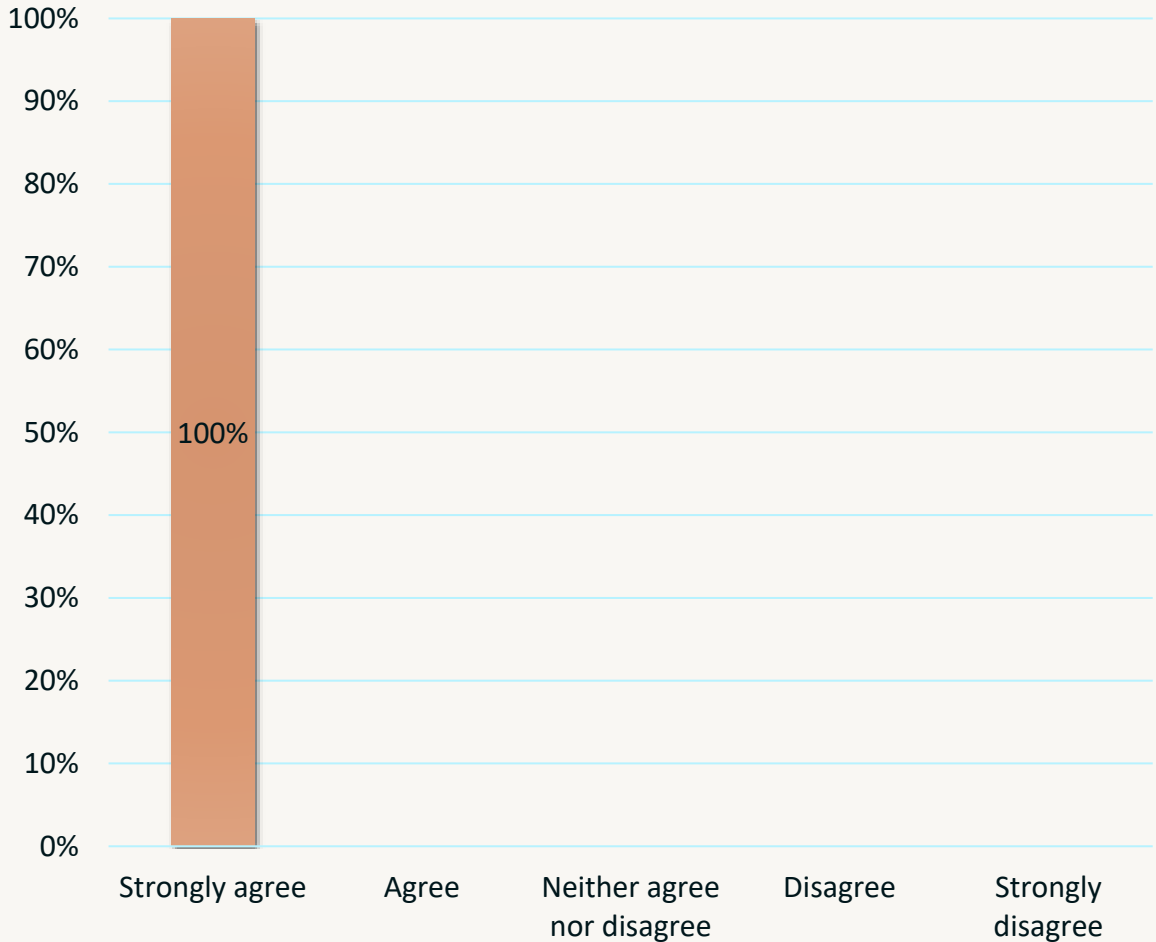
The number of surveys completed and returned by Belong at Home Customers, by location were:



■ Atherton	10
■ Crewe	6
■ Macclesfield	10
■ Morris Feinmann	2
■ Newcastle-under-Lyme	11
■ Warrington	13
■ Wigan	9

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

100% strongly agreed



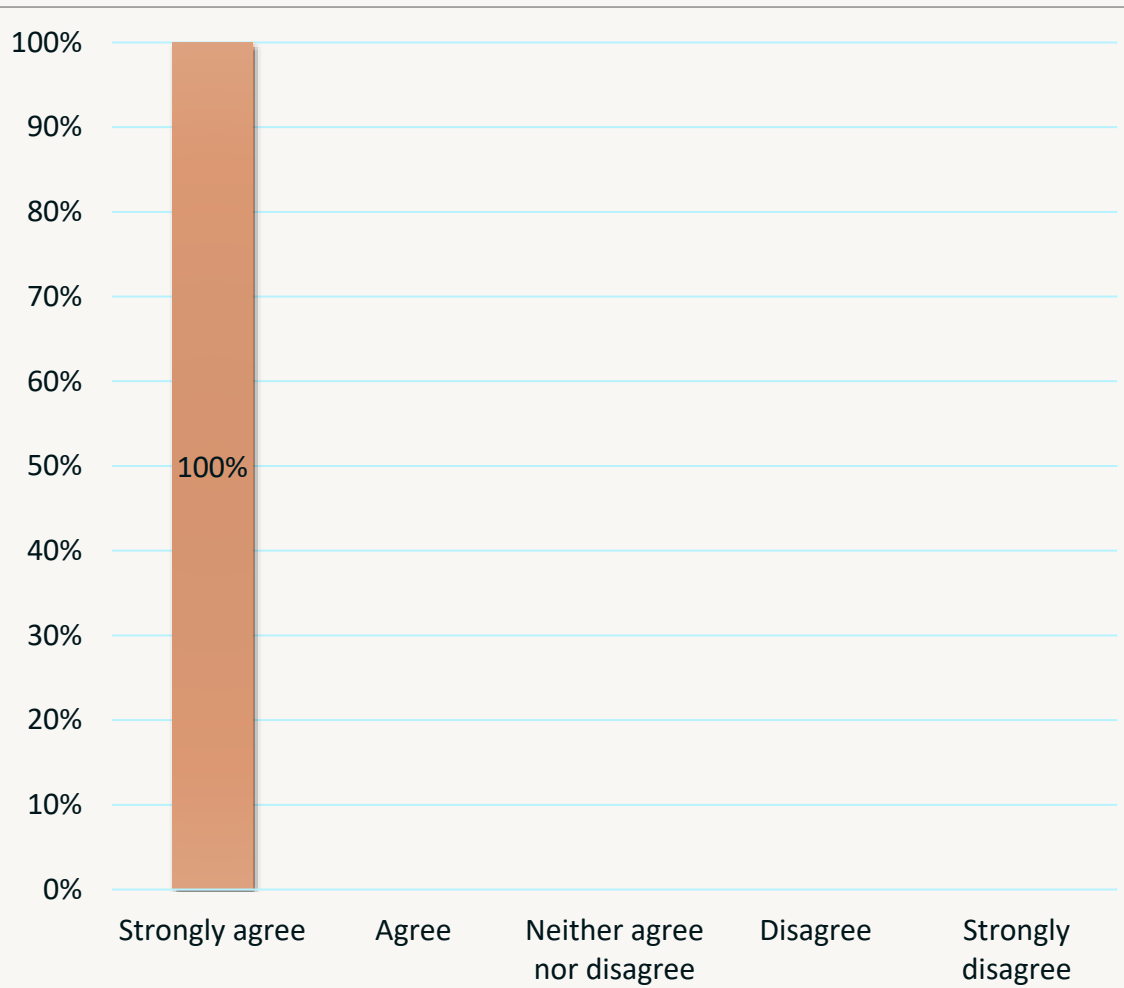
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

They are all very good.

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

100% strongly agreed

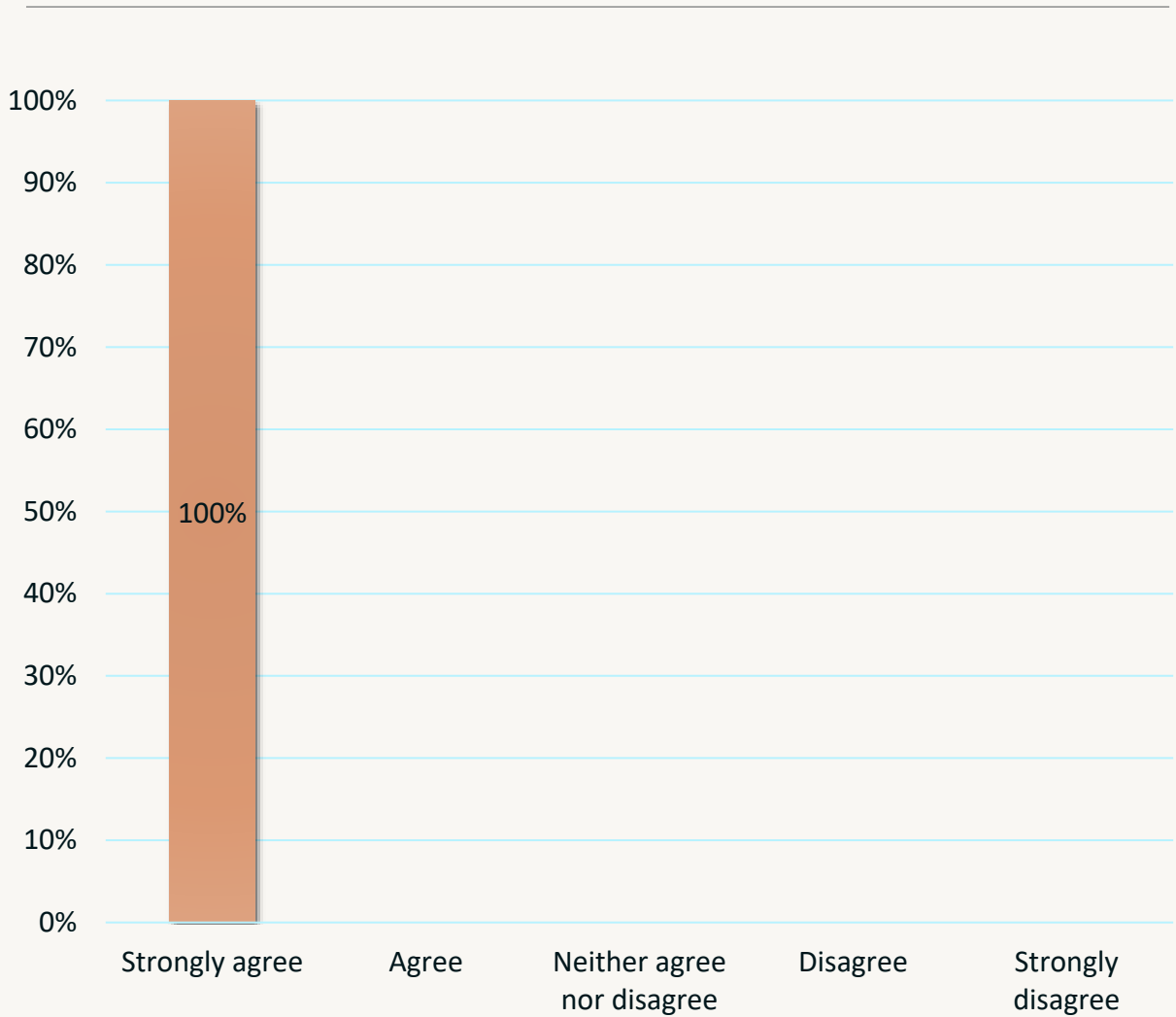


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
They are all excellent

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

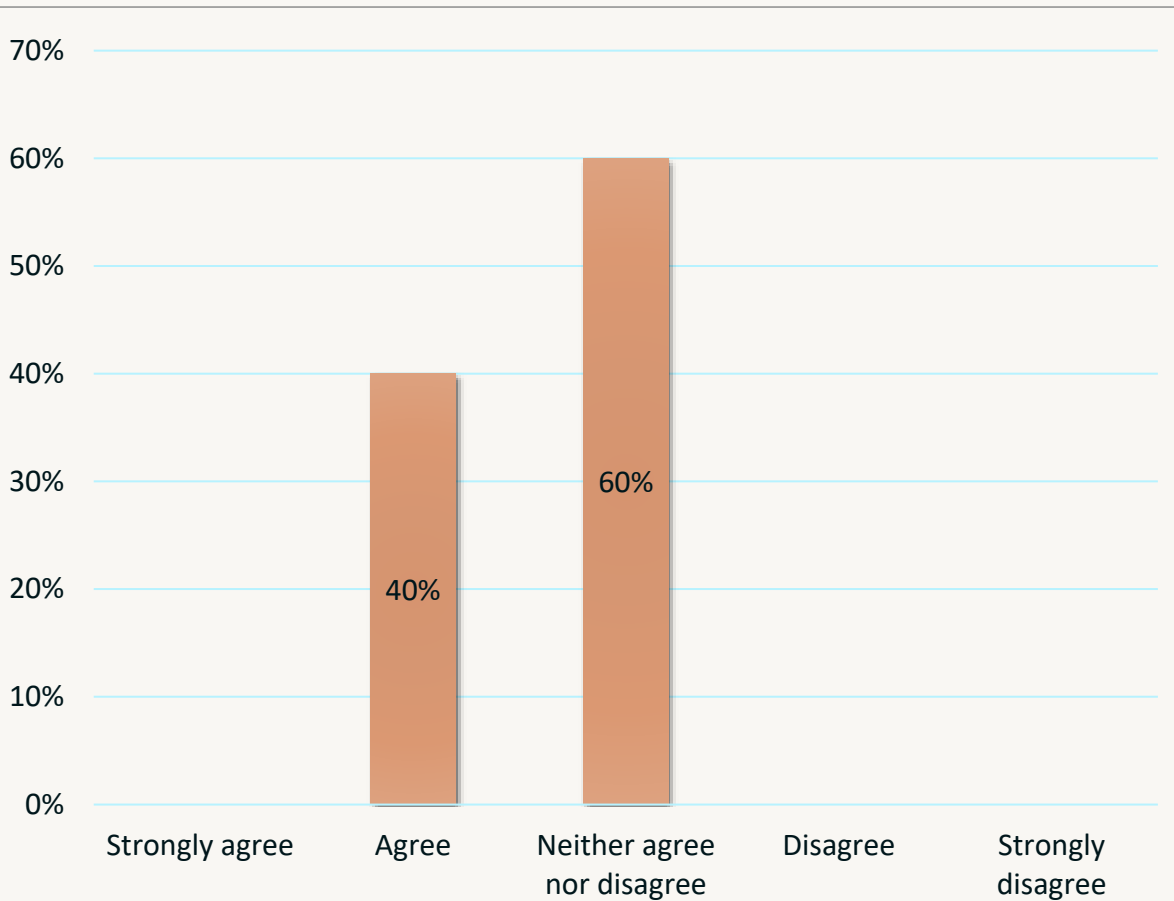
100% strongly agreed



We asked respondents if there was anything else they'd like to tell us in relation to the above; 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.

40% agree



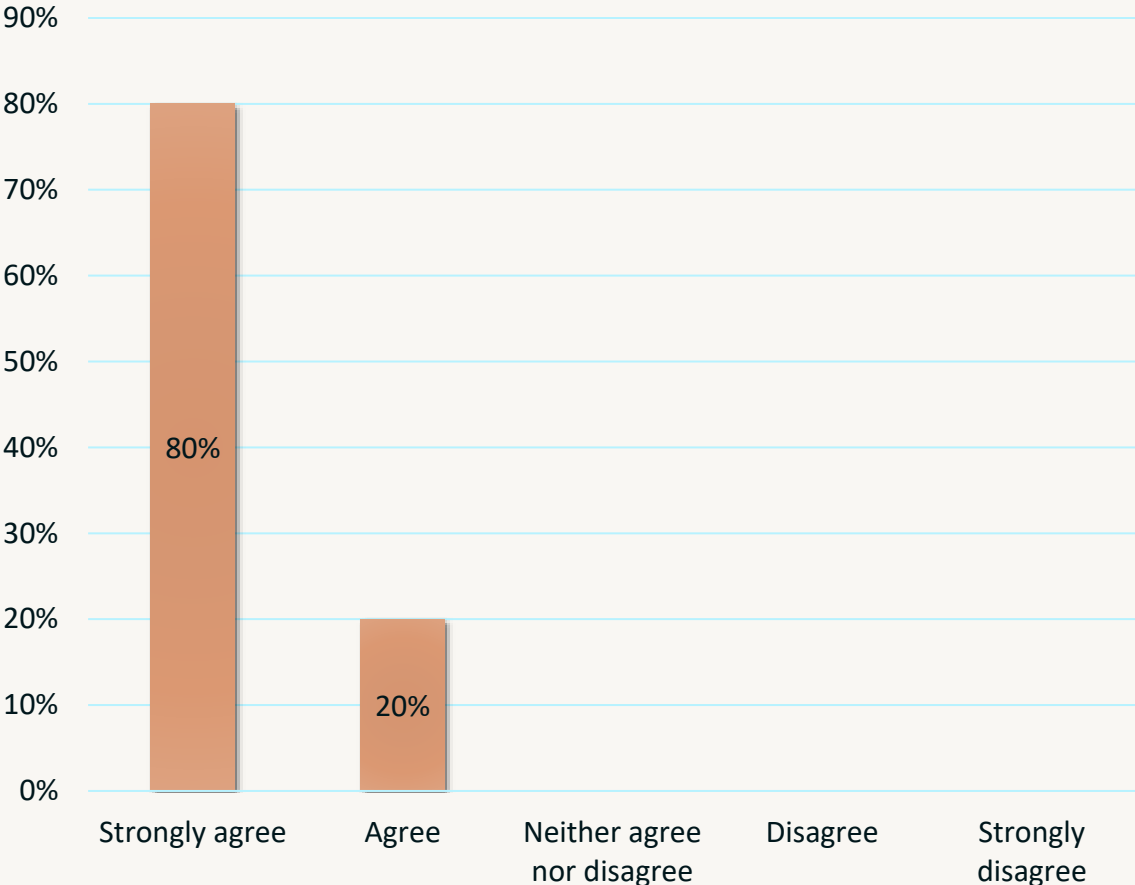
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Belong at Home help me keep safe and well so I have quality time for friends and family.

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

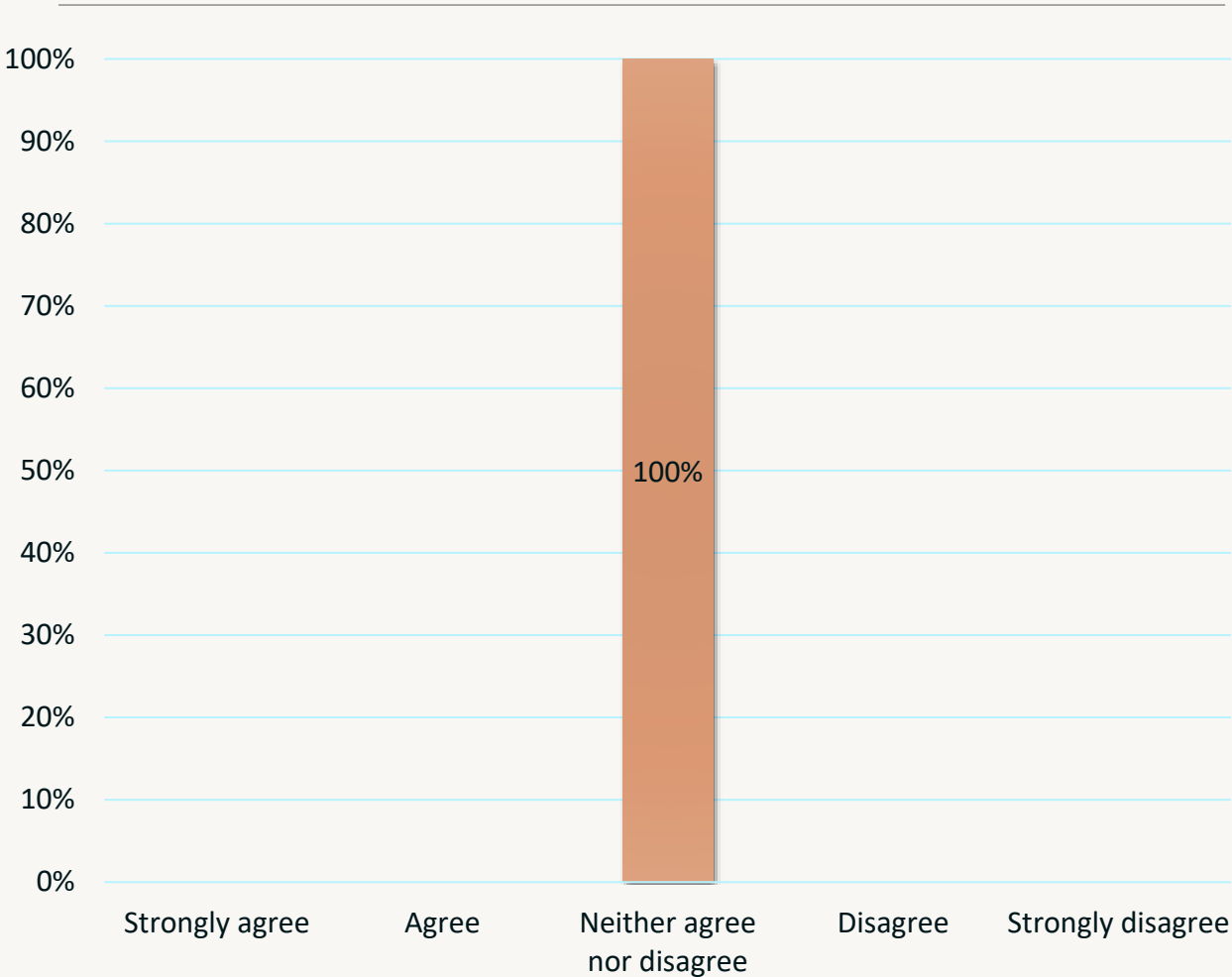
80% strongly agree rising to 100% if 'agree' responses are included.



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

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

100% neither agreed nor disagreed.

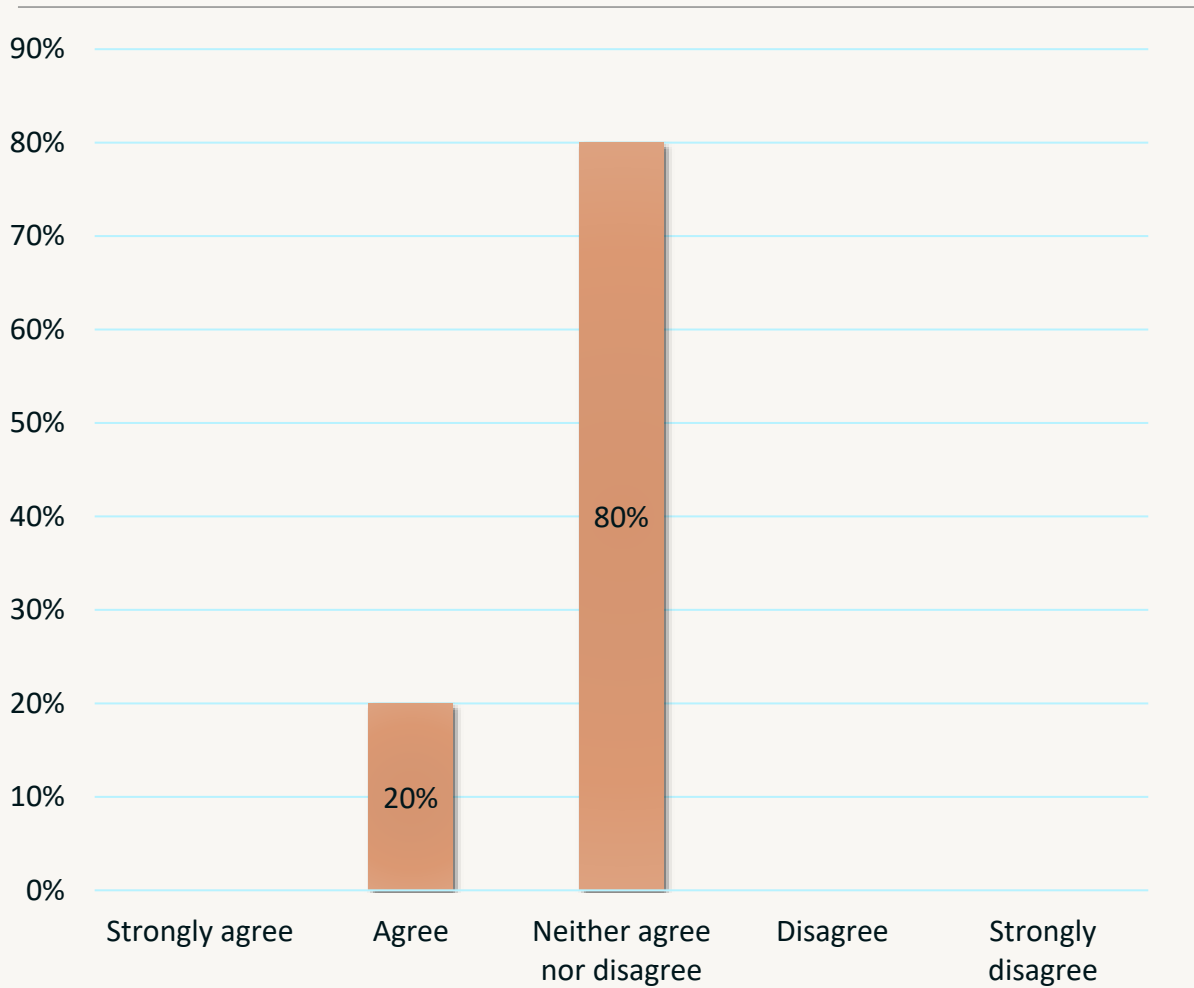


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Not been to any yet.

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

20% agree

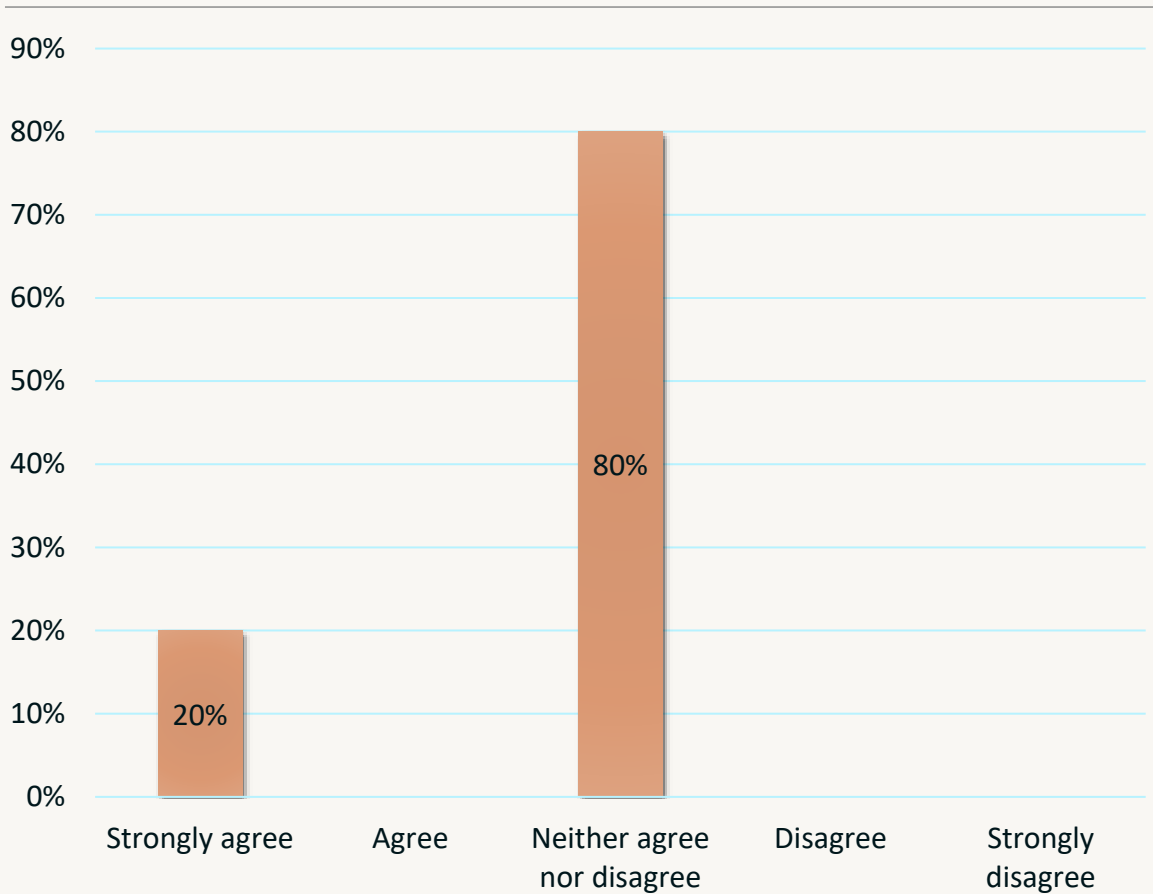


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Not required at present.

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

20% strongly agree



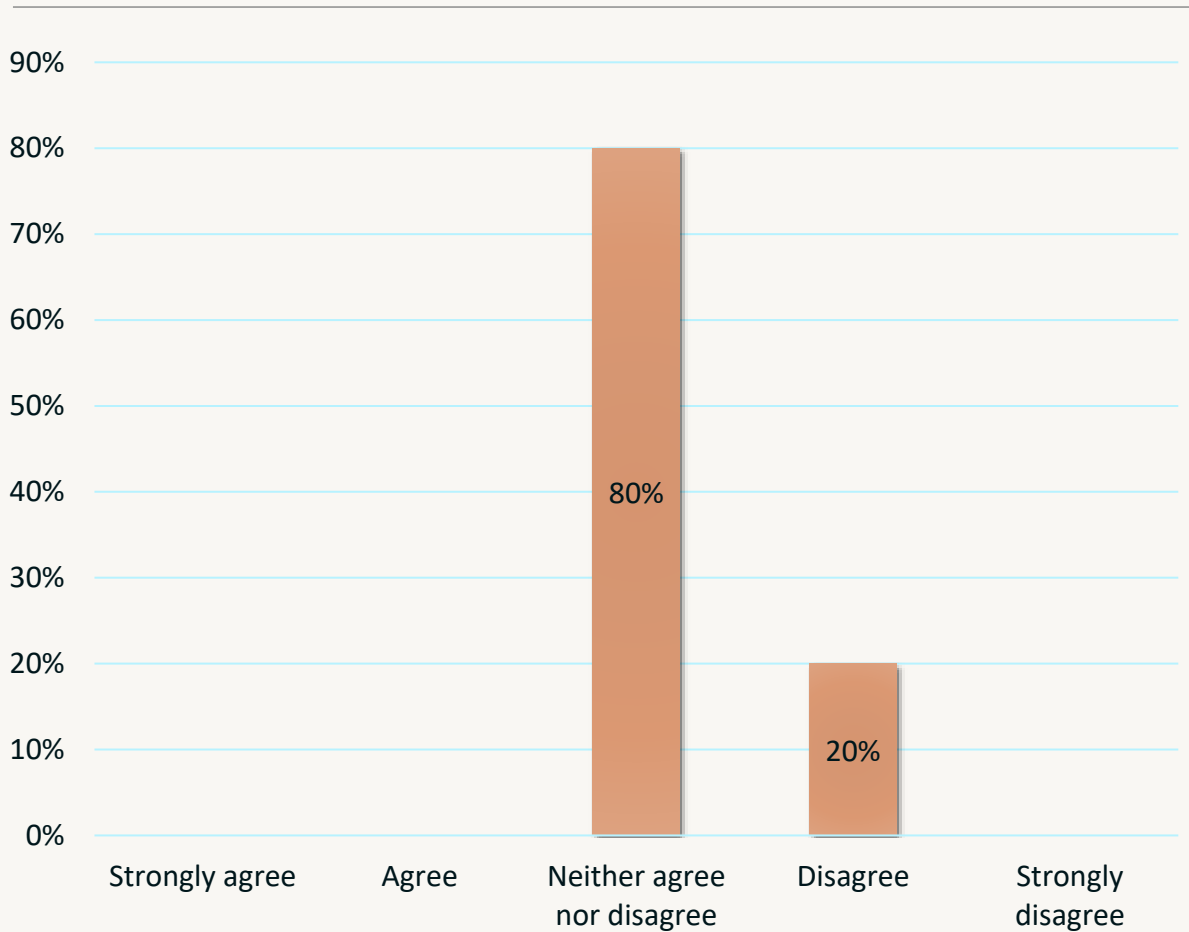
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

Awaiting the fitting of grab rails to access outside.

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

80% of customers neither agree or disagree with this statement.

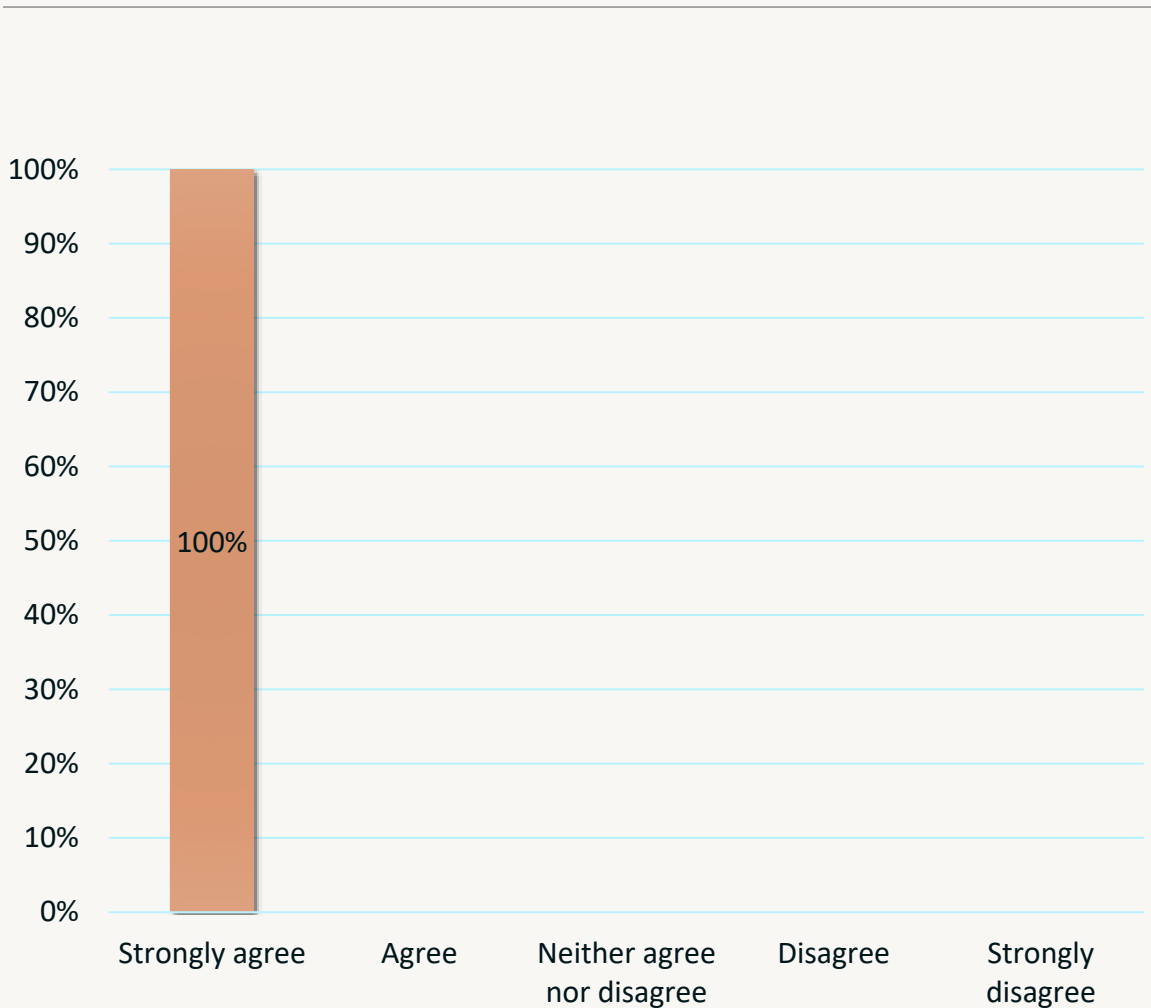


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
Not required at present.

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

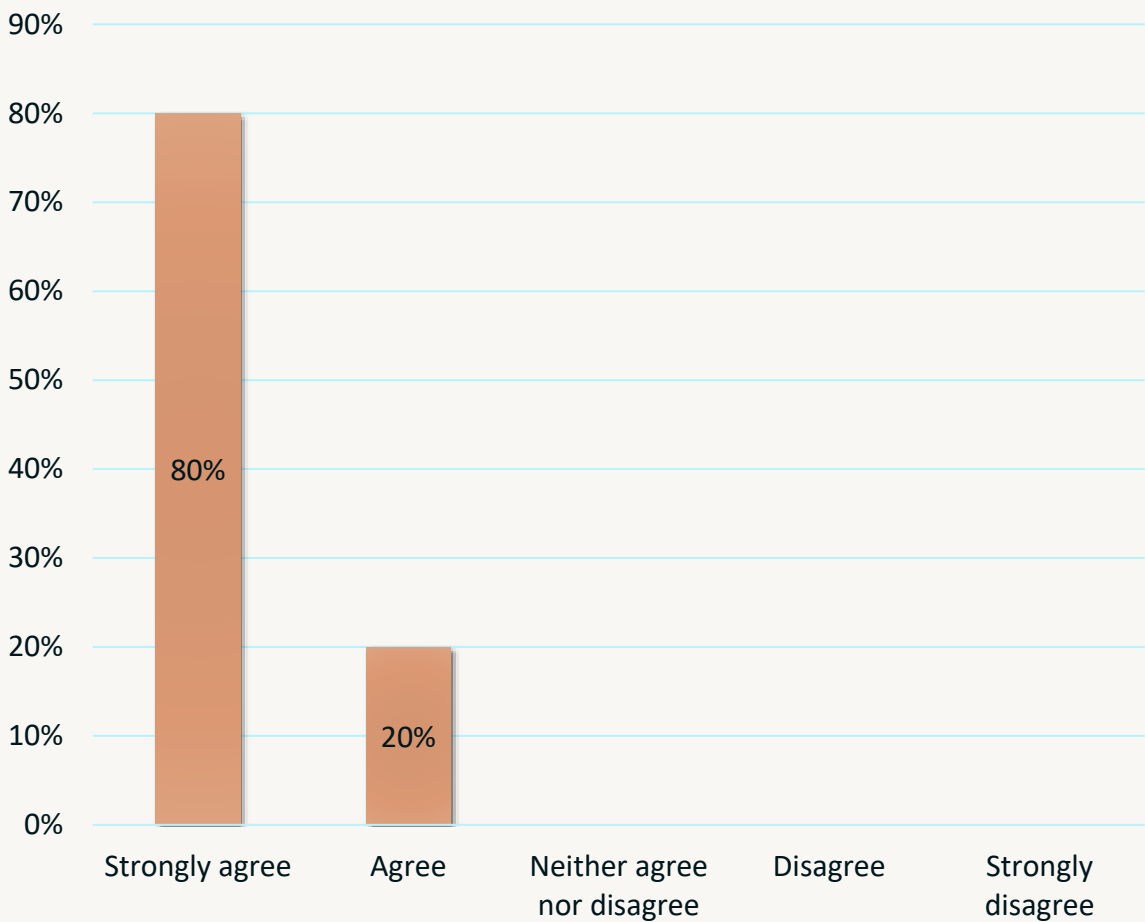
100% strongly agree



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

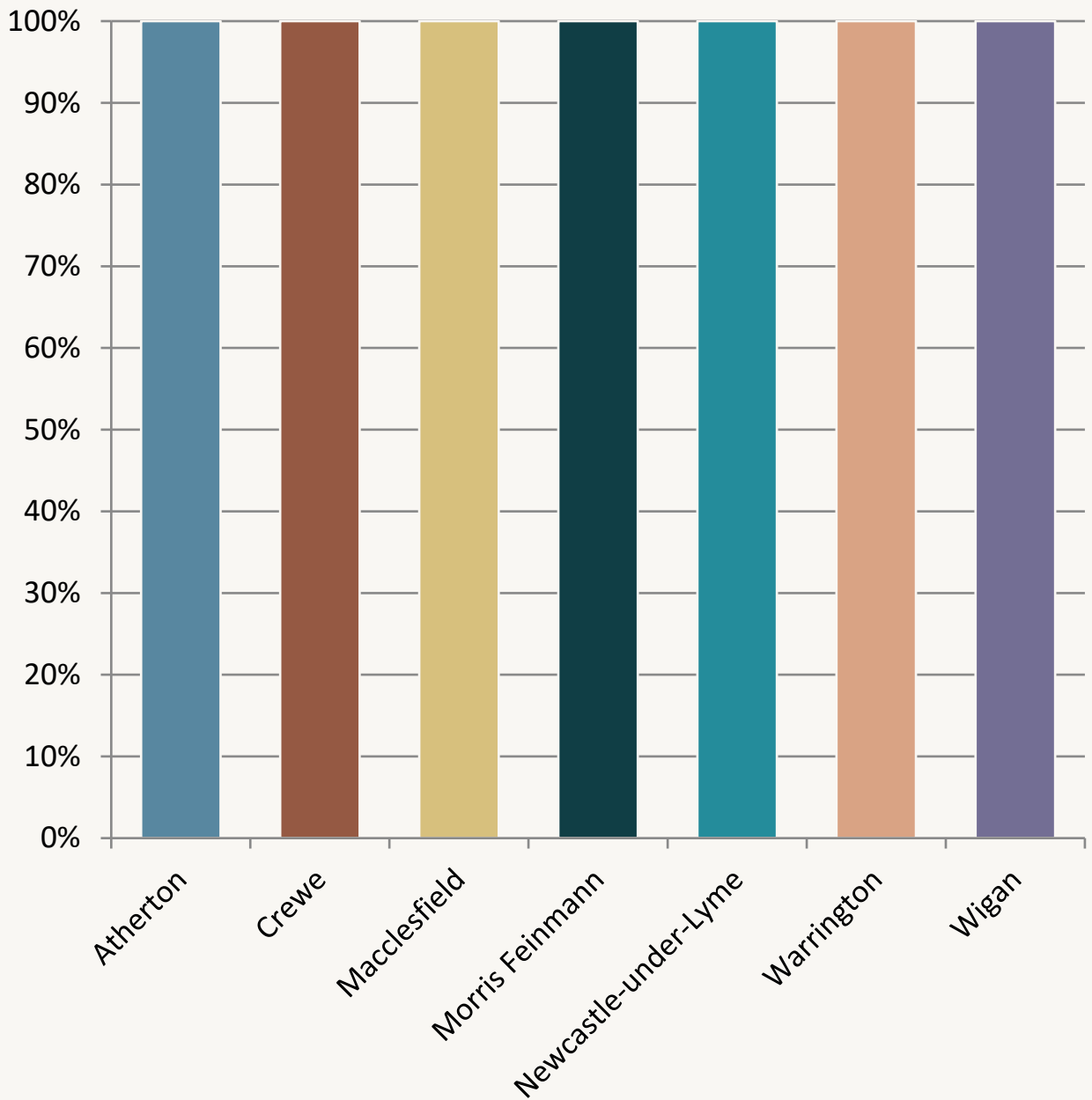
The Belong at Home team are responsive and effective in dealing with any problems or complaints that I raise.

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; 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):

Feedback category	Feedback received
Service / staff	Respectful, caring, attentive.
Service / staff	Punctual and very good at looking after me.
Staff	Helpful, friendly, thoughtful - the staff are very kind.
Service / staff	The carers are all lovely and always ask if I need them to do anything as well as their normal tasks. They are very chatty which helps me cope with the day and look after me well. They ask what I would like to eat and are willing to prepare any meal.

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
Service	I can't think of anything.

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	I'm very happy with the help I get from Belong at Home. It helps me be independent.
Service / staff	The carers have given me independence and I am getting stronger with their help.

Manager's comments:

Thank you to everyone who completed this survey, and we are delighted with the very positive feedback received and with the finding that 100% of respondents would recommend Belong.

It is a privilege to support our customers in the community as we continue to work to make a positive difference to people's lives.

Over the year ahead, we will continue to collaborate with our customers to identify further improvements we can make to the running of our service.

Once again, we are grateful for the feedback received, which helps us to continue to enhance and develop our service.

Jane Gabbert

Belong at Home Crewe Area 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.

