

Belong at Home Warrington

Customer Satisfaction Results

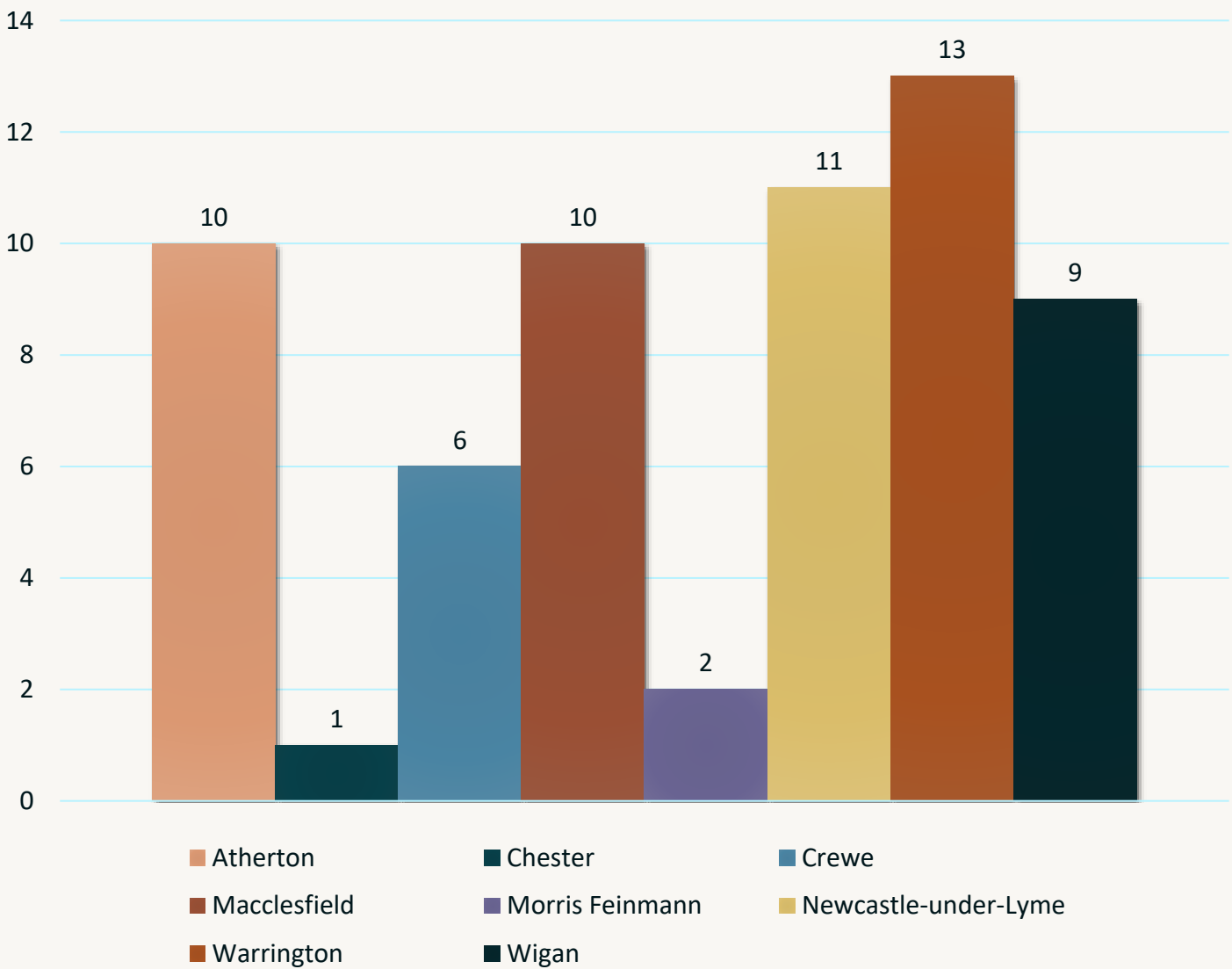
2023



BELONG

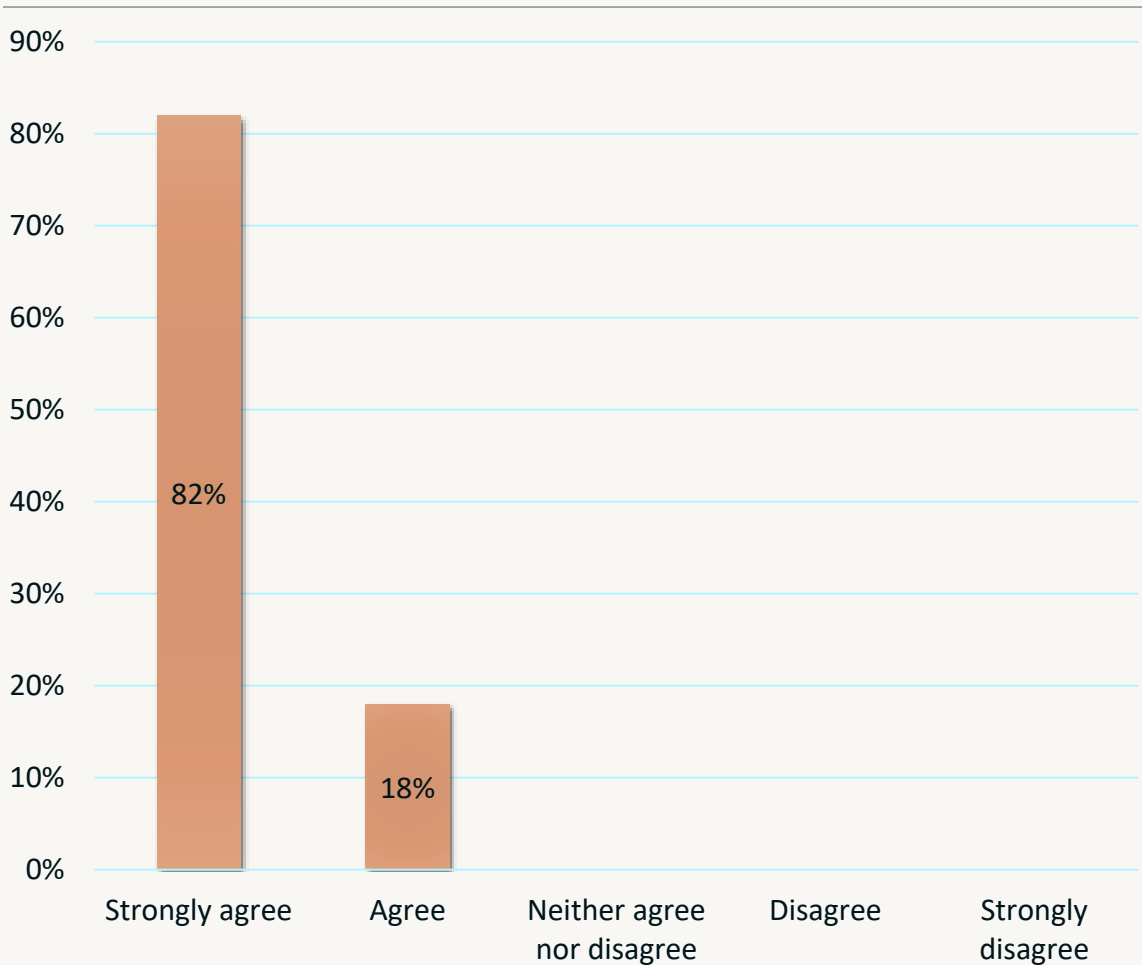
AT HOME

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.

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



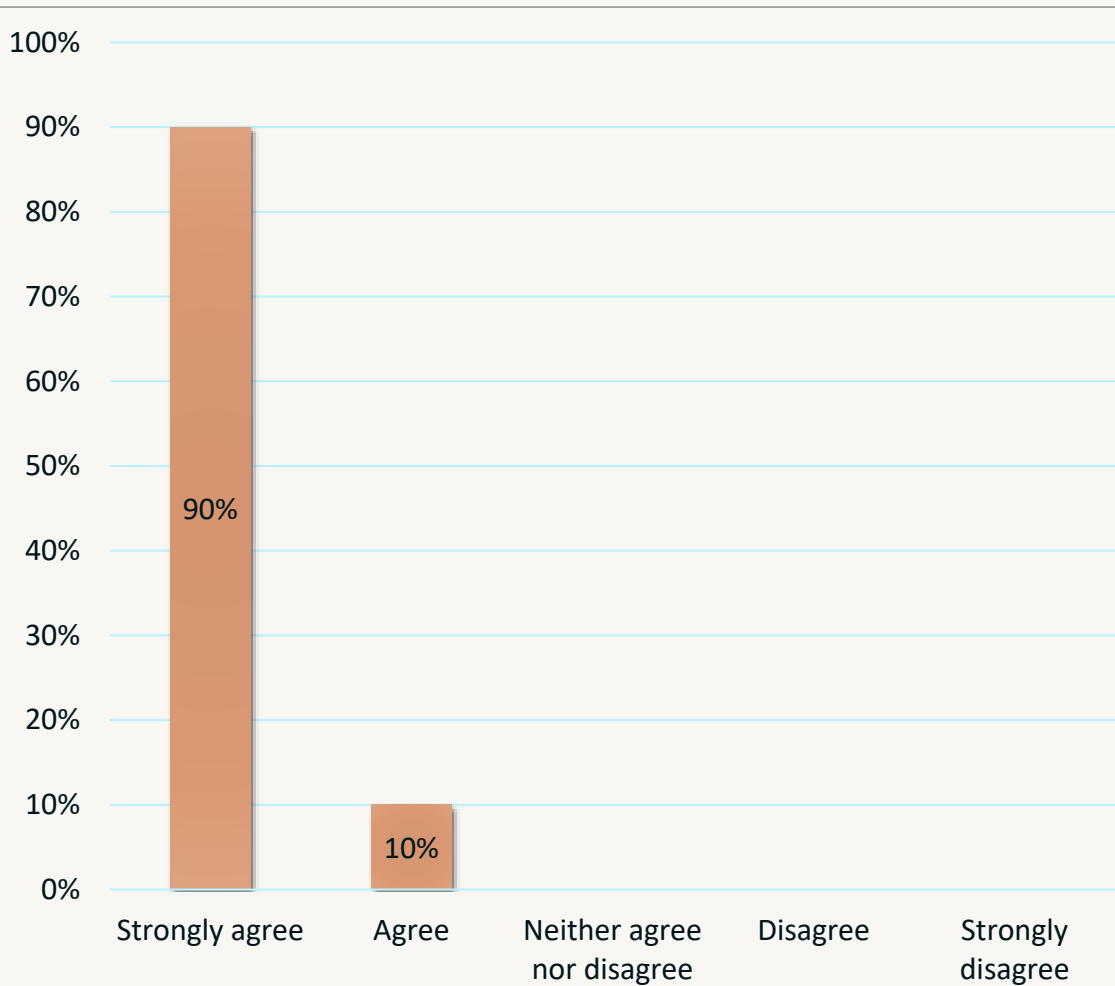
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

No comments were received.

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

90% strongly agreed rising to 100% if 'agree' responses are included.



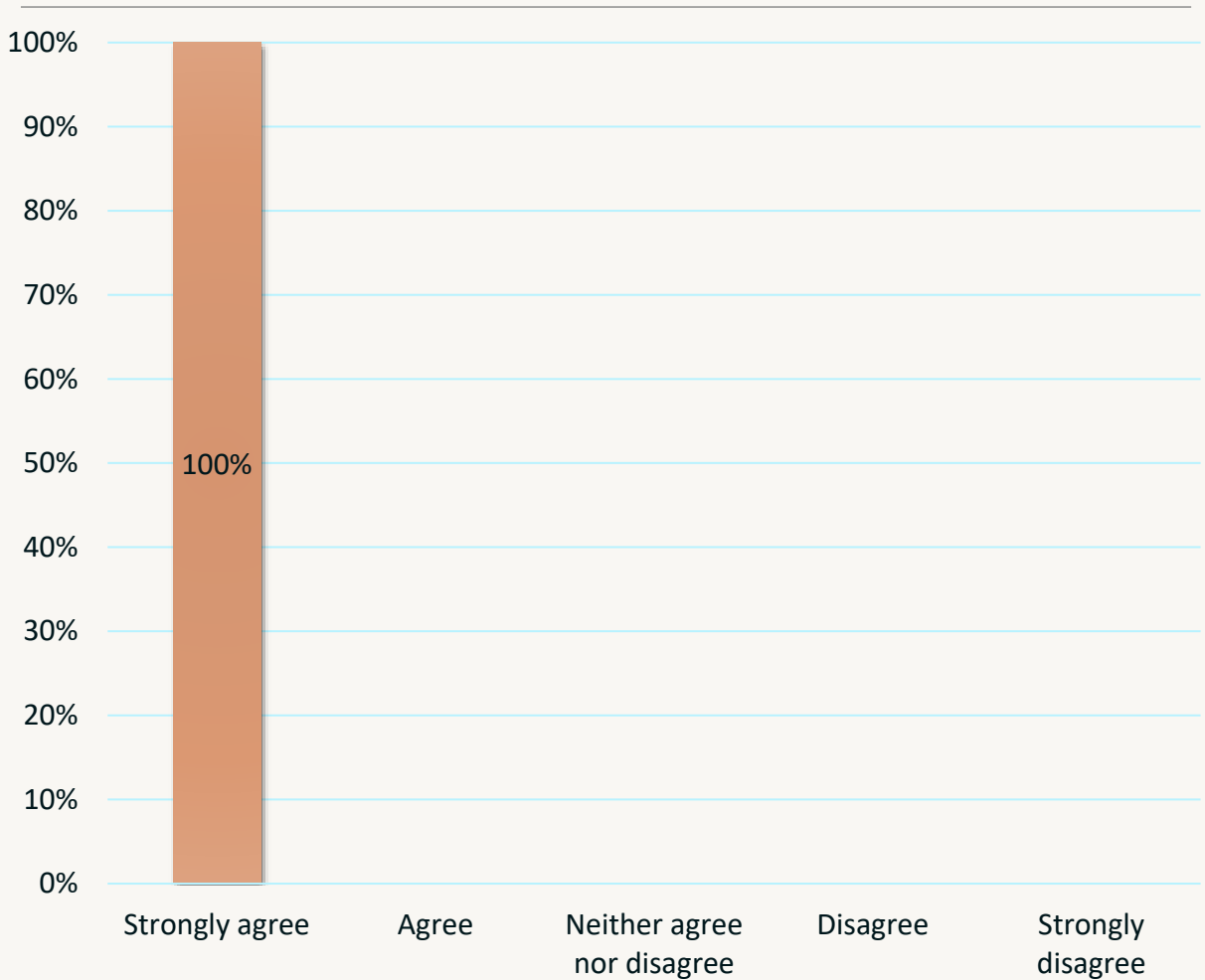
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

Answering as remote supporter, I can only go on the few times I've been present.

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

100% strongly agreed

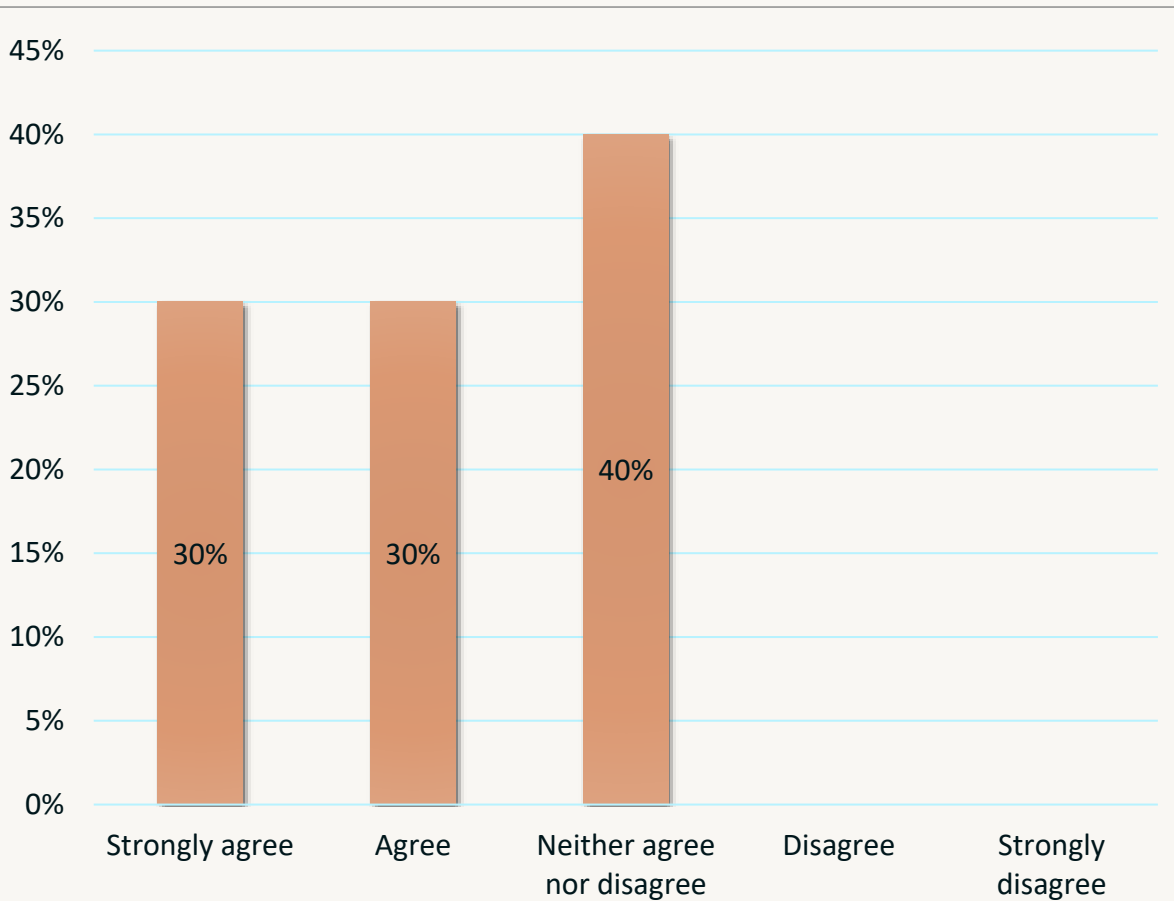


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

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.

30% strongly agree rising to 60% if 'agree' responses are included.

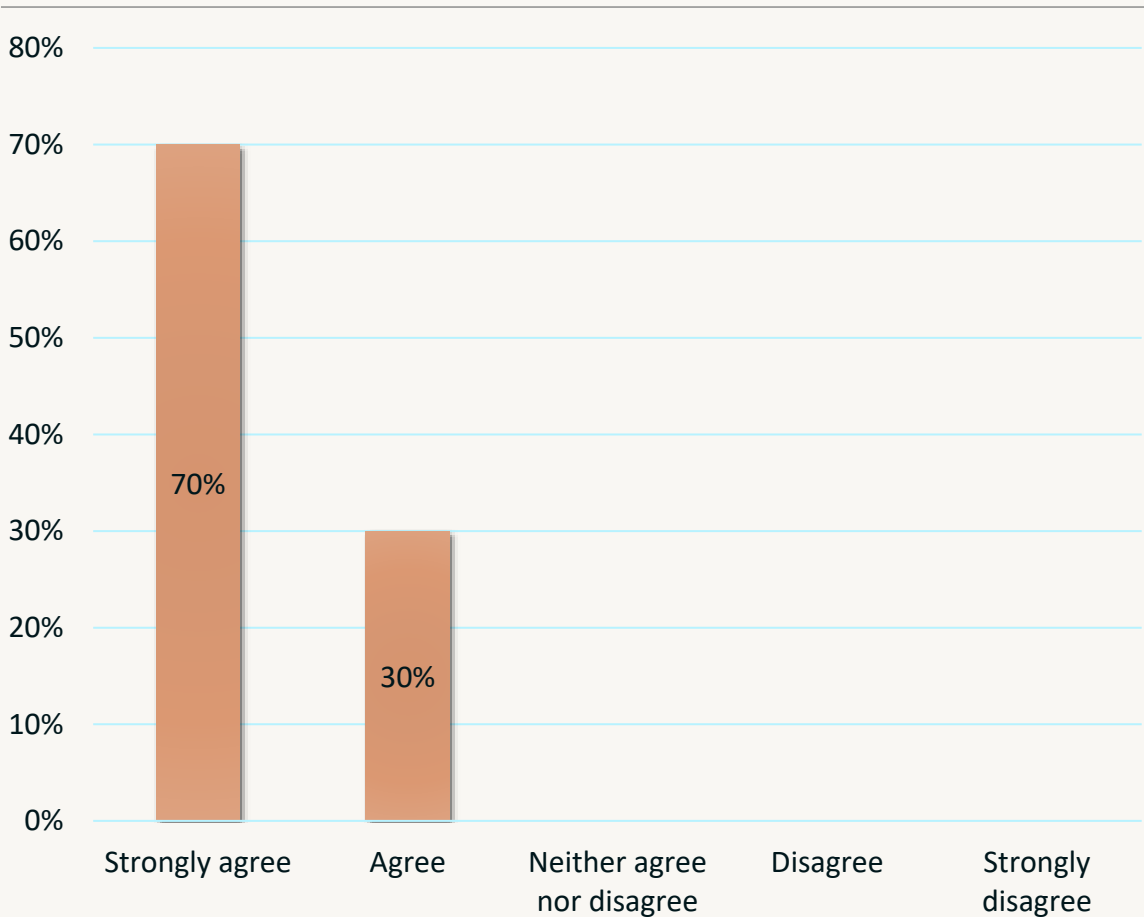


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I communicate with family and friends independently.
Really impressed with the Relatives Gateway. The notes and photos are brilliant.

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

70% strongly agree rising to 100% if 'agree' responses are included.



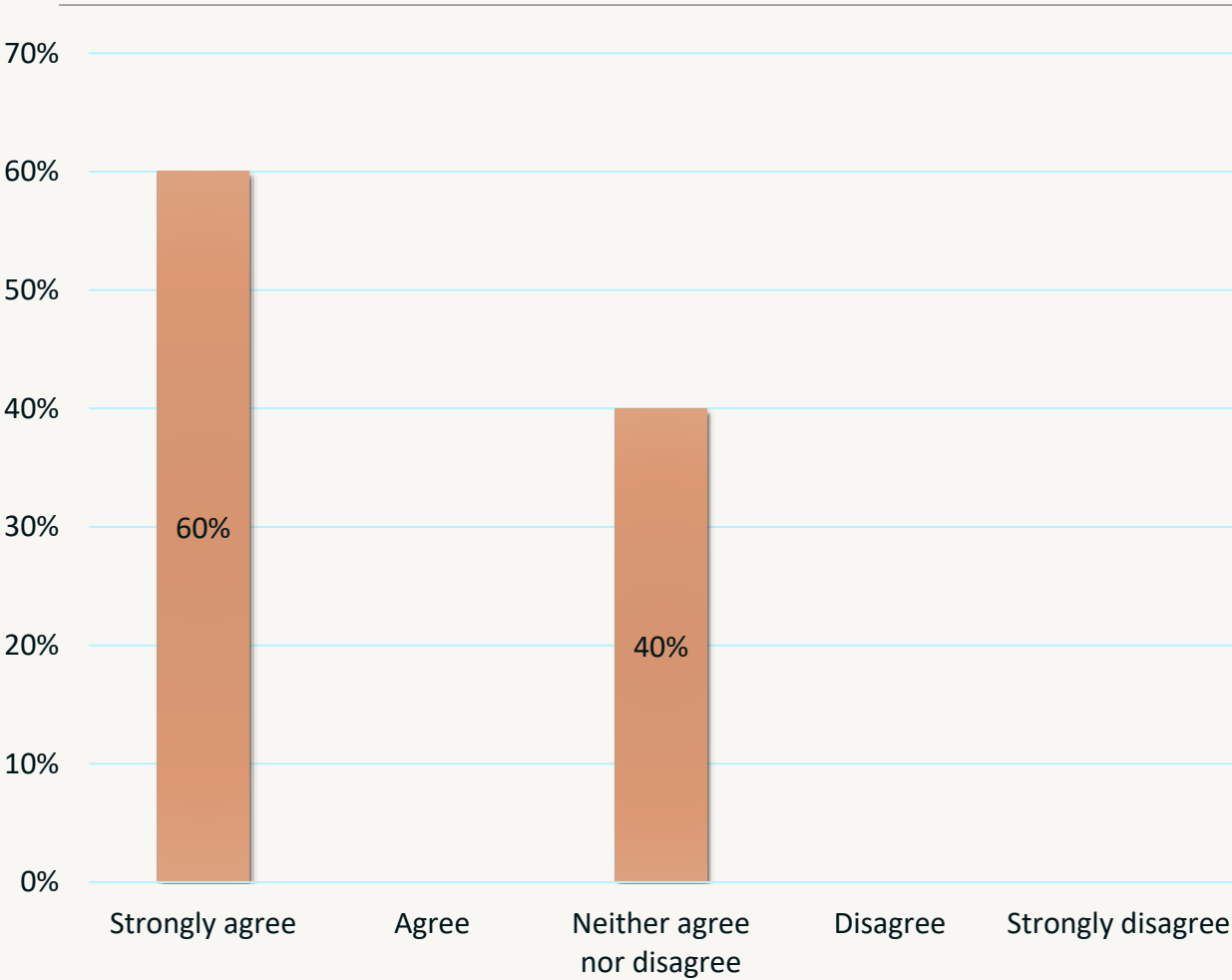
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

No comments were received.

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

60% strongly agree however, 40% neither agree nor disagree with this statement.

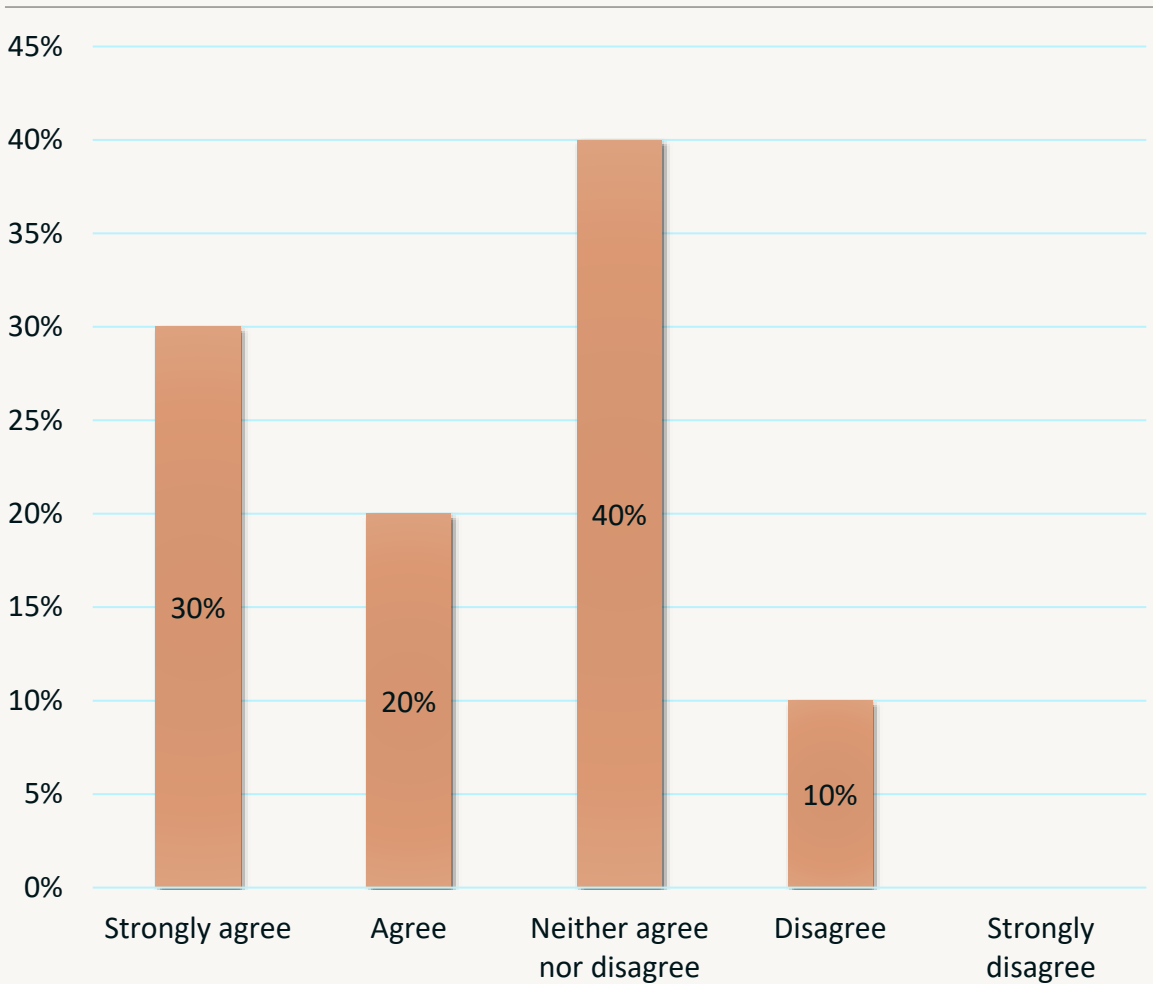


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
I attend the activities within the village independently.
Julie and Jane are amazing at encouraging and engaging clients.
They are so helpful in taking me to appointments, even sometimes rearranging my visits to accommodate them.

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

30% strongly agree rising to 50% if 'agree' responses are included.

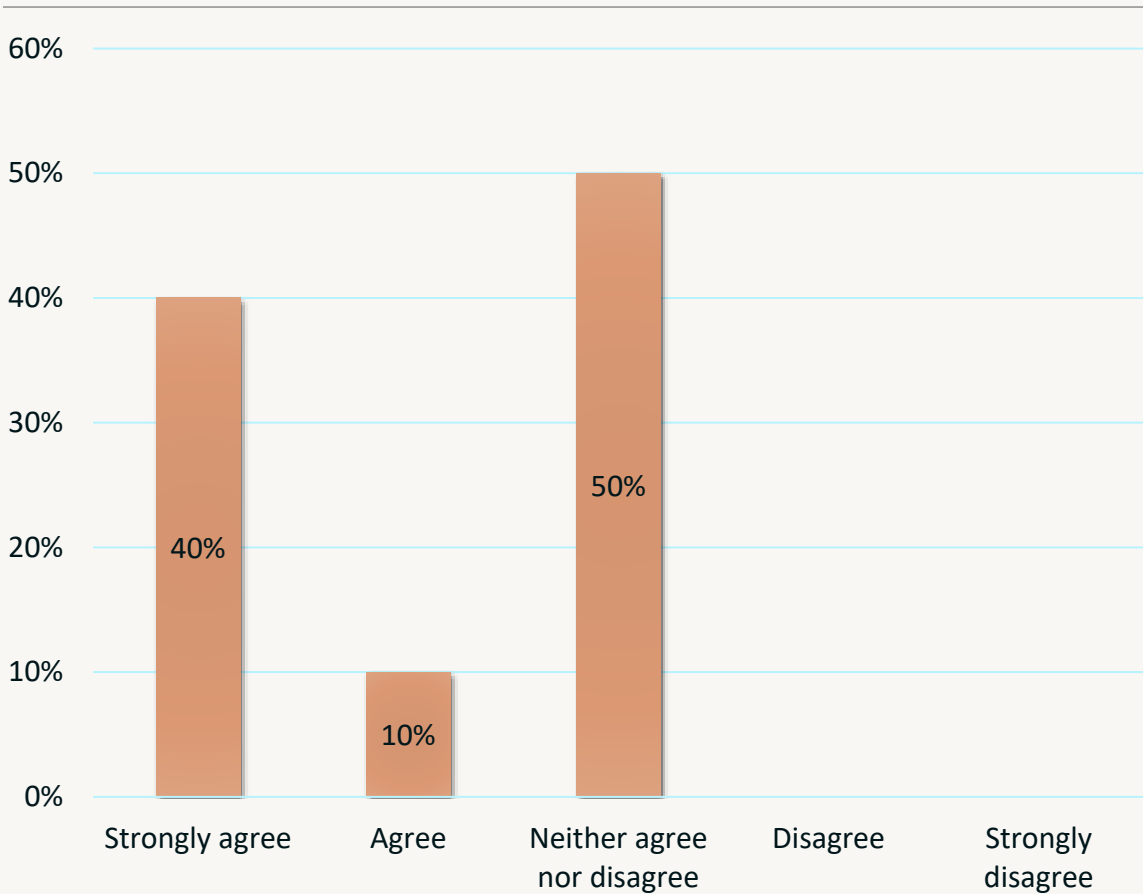


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
I attend exercise activities independently.
Have been taken on walks from home or a park. I hadn't thought of them leading other exercise activities - that could be suggested to customers, if it's something offered.

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

40% strongly agree rising to 50% if 'agree' responses are included.



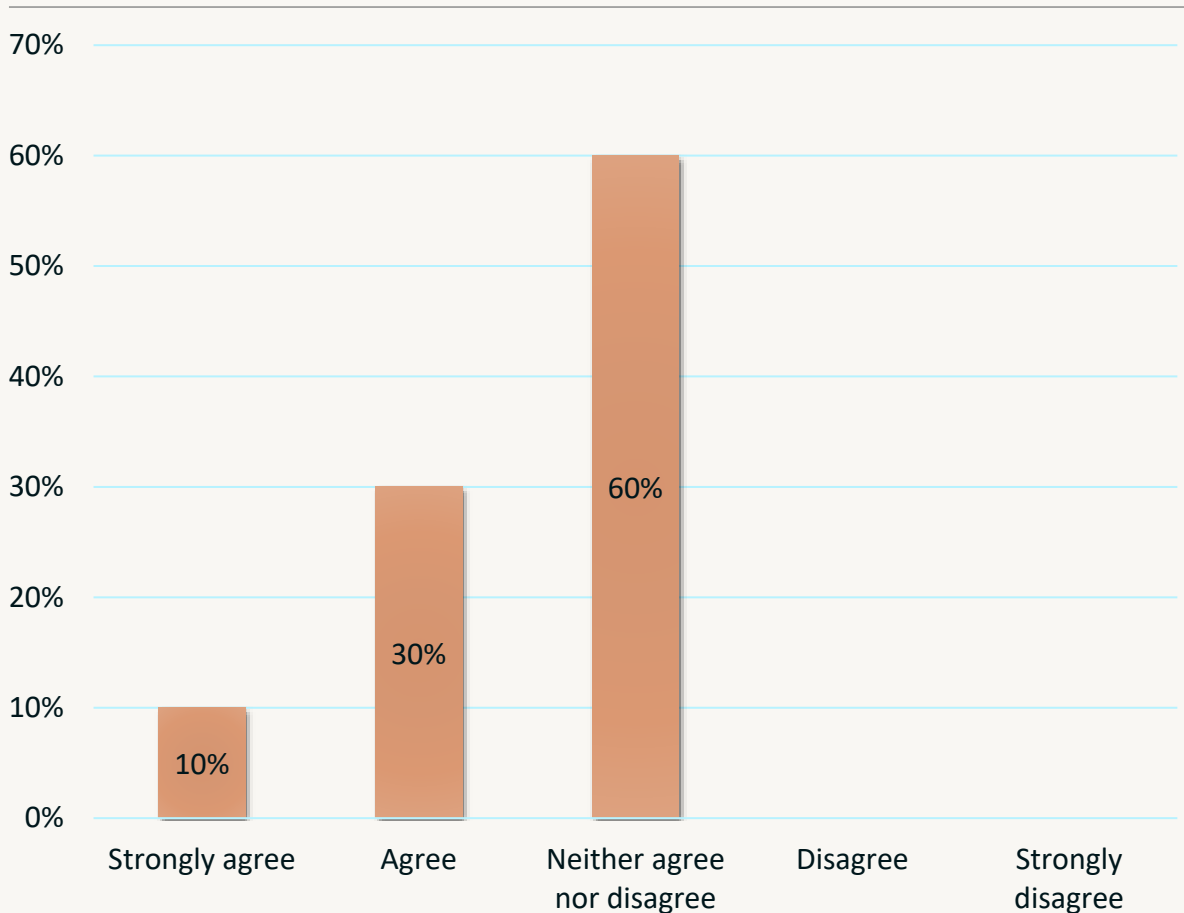
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

No comments were received.

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

10% strongly agree rising to 40% if 'agree' responses are included.

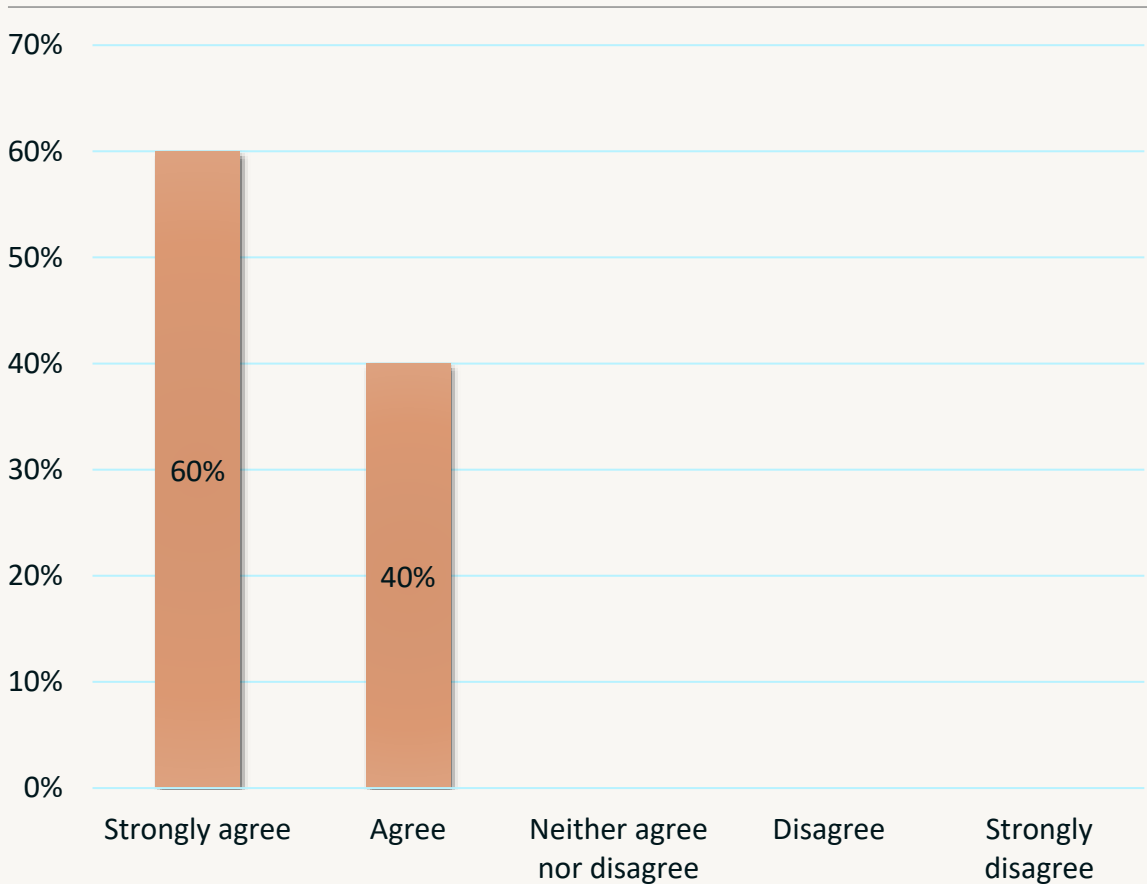


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments
No spiritual needs.
This is managed independently. Do not feel that this is relevant to the care he receives.

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

60% strongly agreed rising to 100% if 'agree' responses are included.



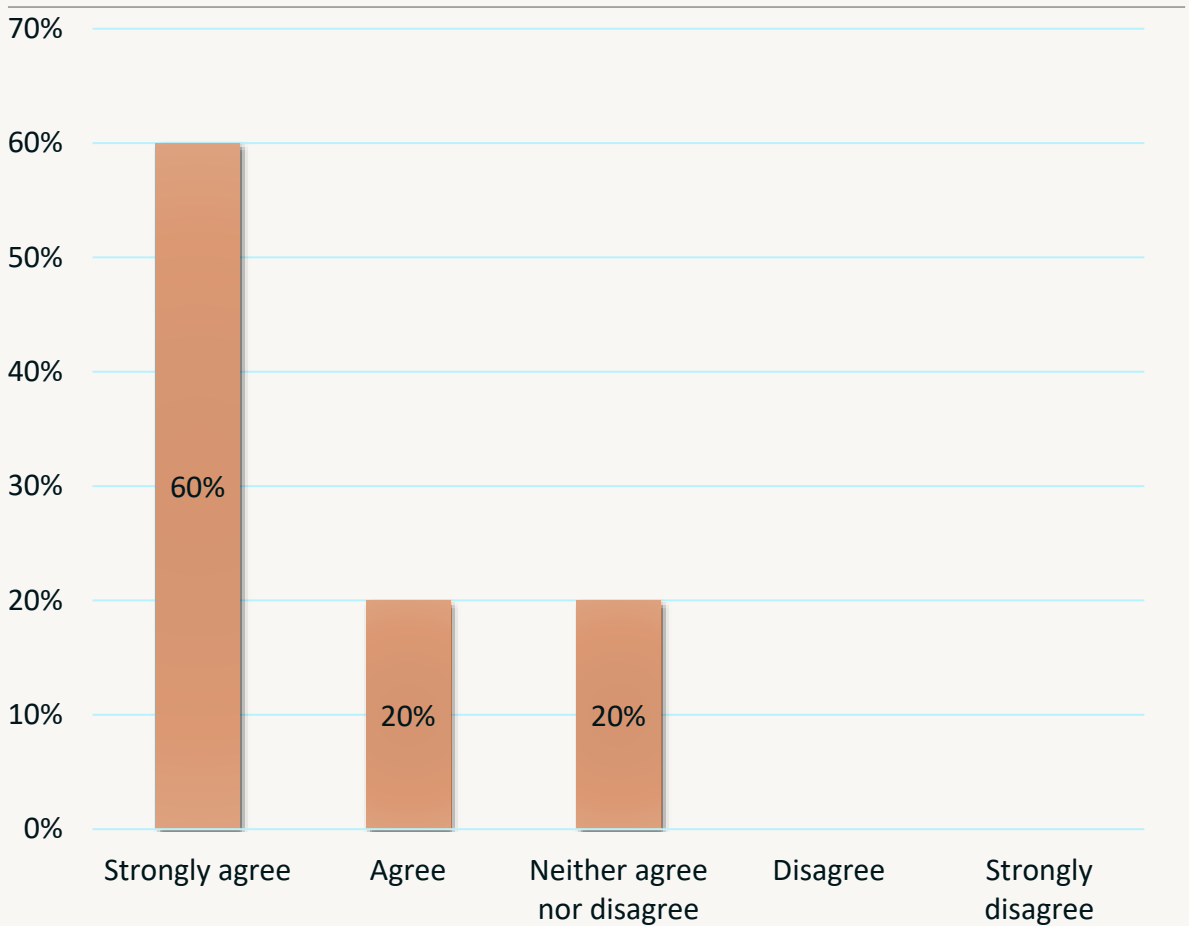
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

Questions always answered in a timely and professional way, and discussions around changes to care always done really well. It would be good to know which carer is visiting each day and who has written the comments in the gateway. This would make my conversations with the customer about their day more meaningful. Also, would allow me to pick up themes that particular carers bring out. The gateway care notes seem to include pre-scripted phrases, which make for stilted reading and I'm never sure they're quite accurate, or simply a convenient approximate fit to what happened / was done.

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

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

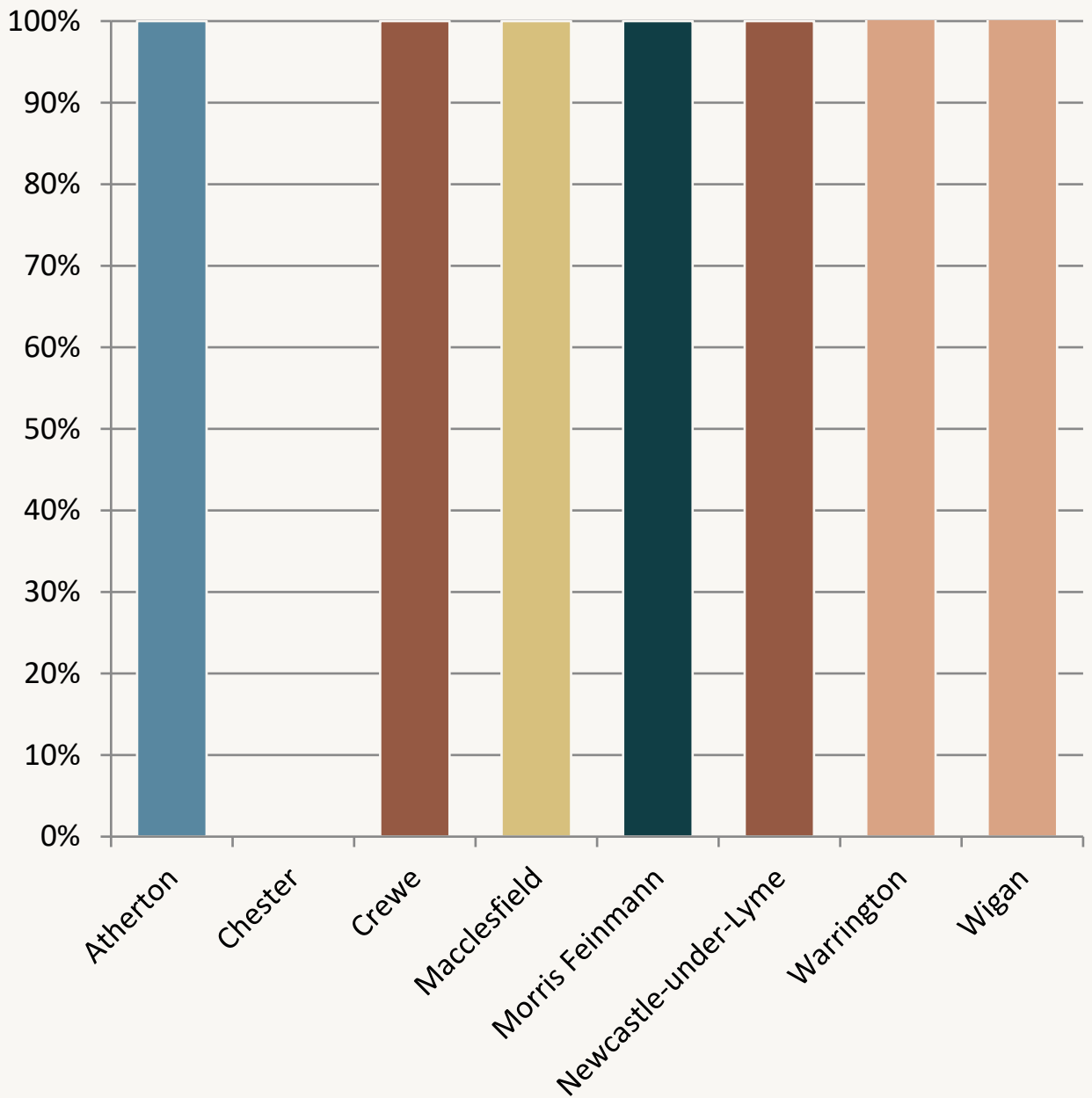


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example of the comments received (full data is available on request):

Comments

Never had cause for complaint. The team have always been responsive to any short-notice request

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 / Carers	They are fantastic with mum, helping her to live her life in her own home which she might not be able to do without them. They engage with her in a positive way which helps her to be a bit more cheerful.
Carers	All the Belong staff are very kind and caring. Nothing is too much trouble and their communication to the family is very good.
Support	Supporting to attend health appointments has been really helpful and necessary to relieve family.

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
Support / exercise	Encourage mum to be a bit more positive and to do a little bit more exercise.
Visits / Communication	Providing times of visits so I know when to expect my carers and who to expect so I can plan my day. I used to rely on the schedules that were sent out weekly and have struggled without this. I have also requested a list of carers who attend my visits and photographs to help me recognise who is coming.
Carers	Over the week, there can be a lot of different carers, maybe keep this to a minimum. I realise this can be difficult due to staff shortages.

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
Care / Support	Mum says how happy she is with your service and my sister, and I, are very happy with the support you provide for mum as we live so far away. Thank you to the whole team.
Companionship / Carers	The thing I value most about my visits from Belong at Home is the companionship that they bring, I have built up relationships with my regular carers that brightens my day when I otherwise may be sat at home lonely.
Care	It is very difficult to get respite care because only two weeks' notice . So, this makes it impossible to book a holiday.
Service	We feel very lucky to have found Belong. Thank you for all that everyone does to make Belong Warrington mum's happy place.

Manager's comments:

Thank you to everyone who responded to this year's survey and for the very positive feedback provided. We are delighted that, unanimously, our customers would recommend Belong at Home.

Notwithstanding this, we take extremely seriously the areas for improvement highlighted. We regret that IT issues impacted our ability to issue customers with their weekly schedules last year. We are now well on the way to replacing our IT system, having evaluated home care systems on the market to ensure we are equipped with the very best technology going forward.

We have also continued to recruit proactively, as we are absolutely committed to ensuring continuity of carers and we do not use any agency in Belong at Home.

Thank you for choosing Belong at Home Warrington, and we look forward to continuing to support you as we go from strength to strength in the year ahead.

Nicola Hewitt

Team Leader, Belong at Home Warrington

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.

