

Belong Chester

Households and Relatives

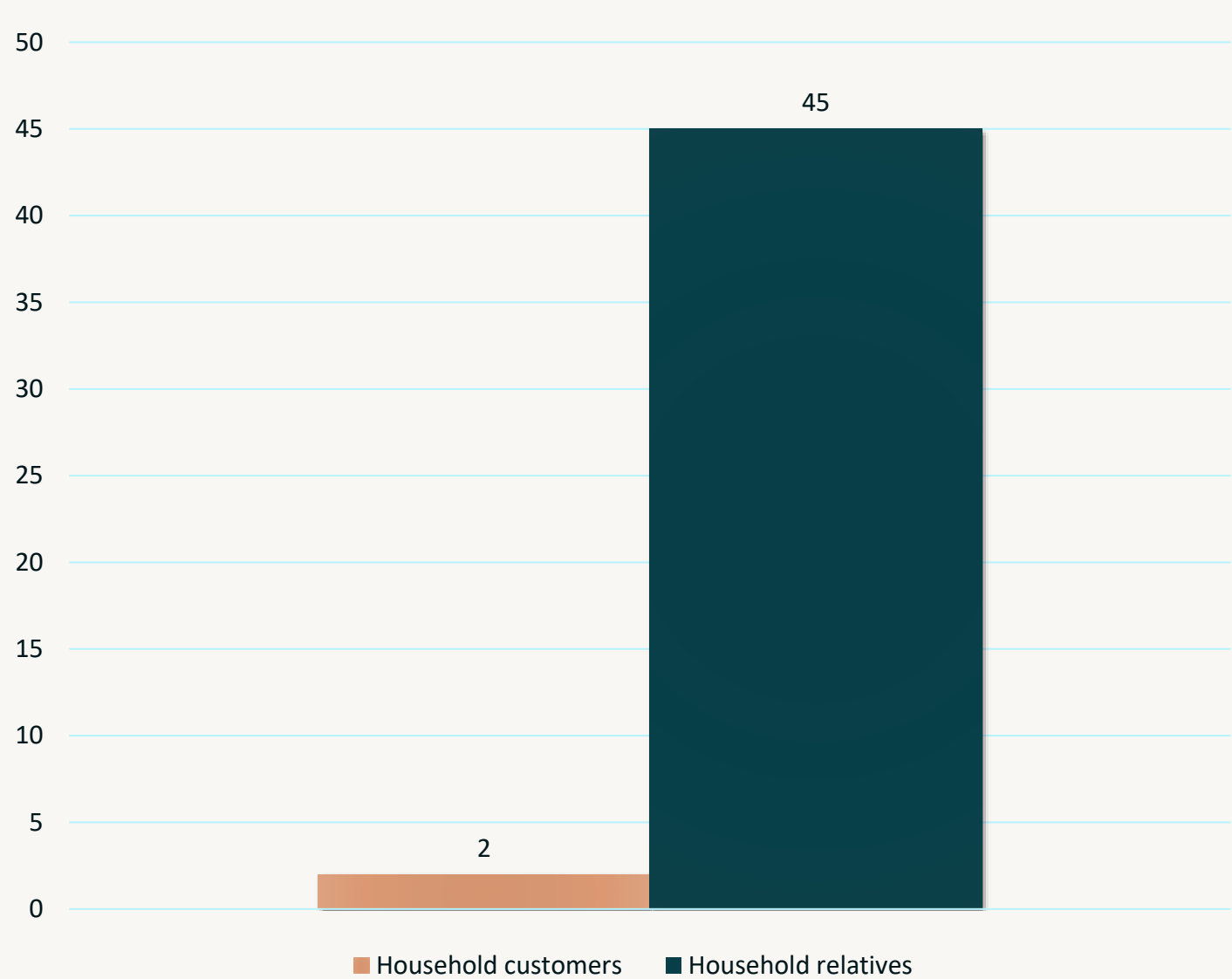
Customer Satisfaction

Results

2023

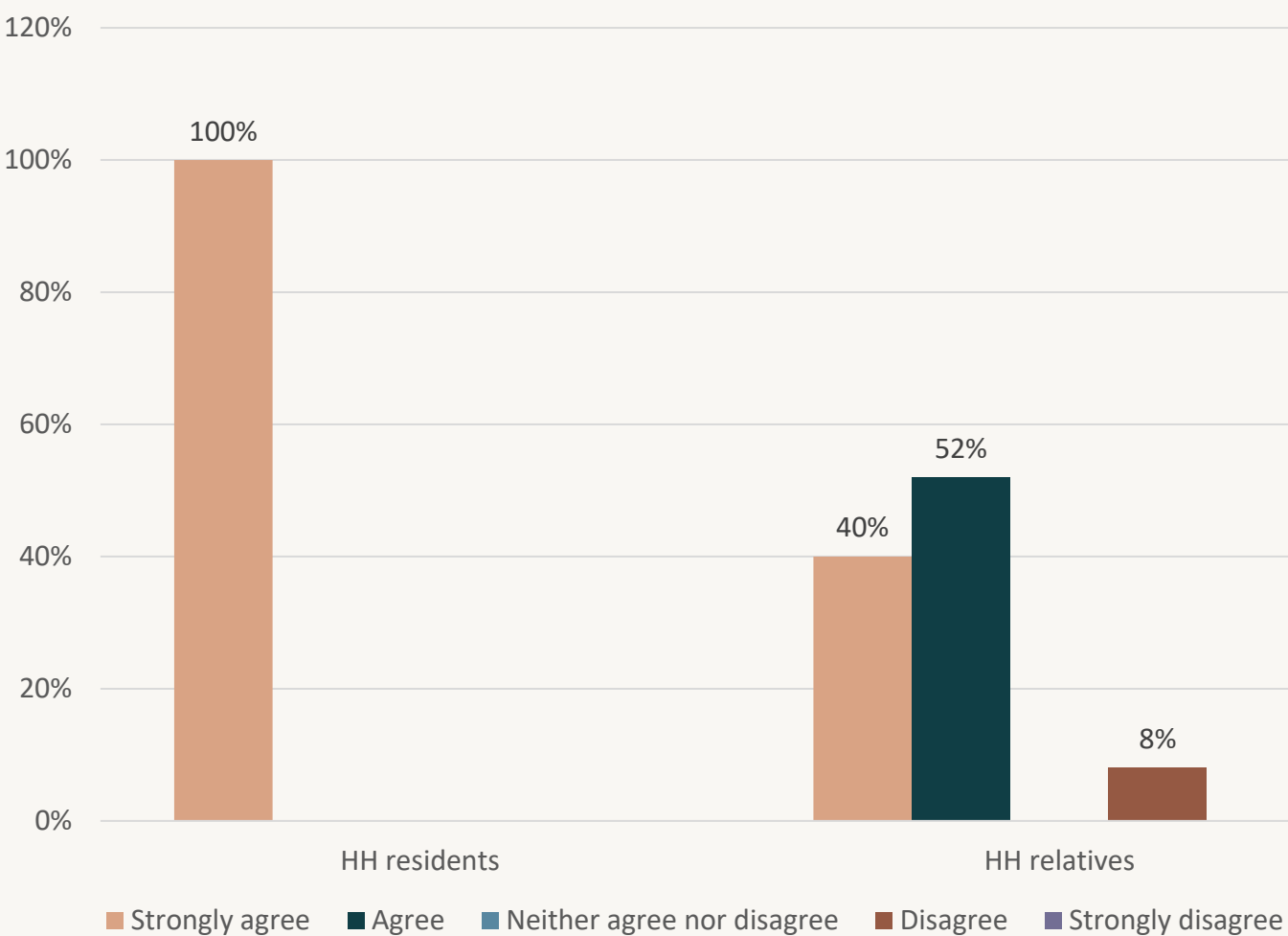


The number of surveys completed and returned by customer type were:



I am happy with the quality of care that I / my relative receives.

100% of residents strongly agree and 40% of relatives strongly agree, rising to 92% if 'agree' responses are included.



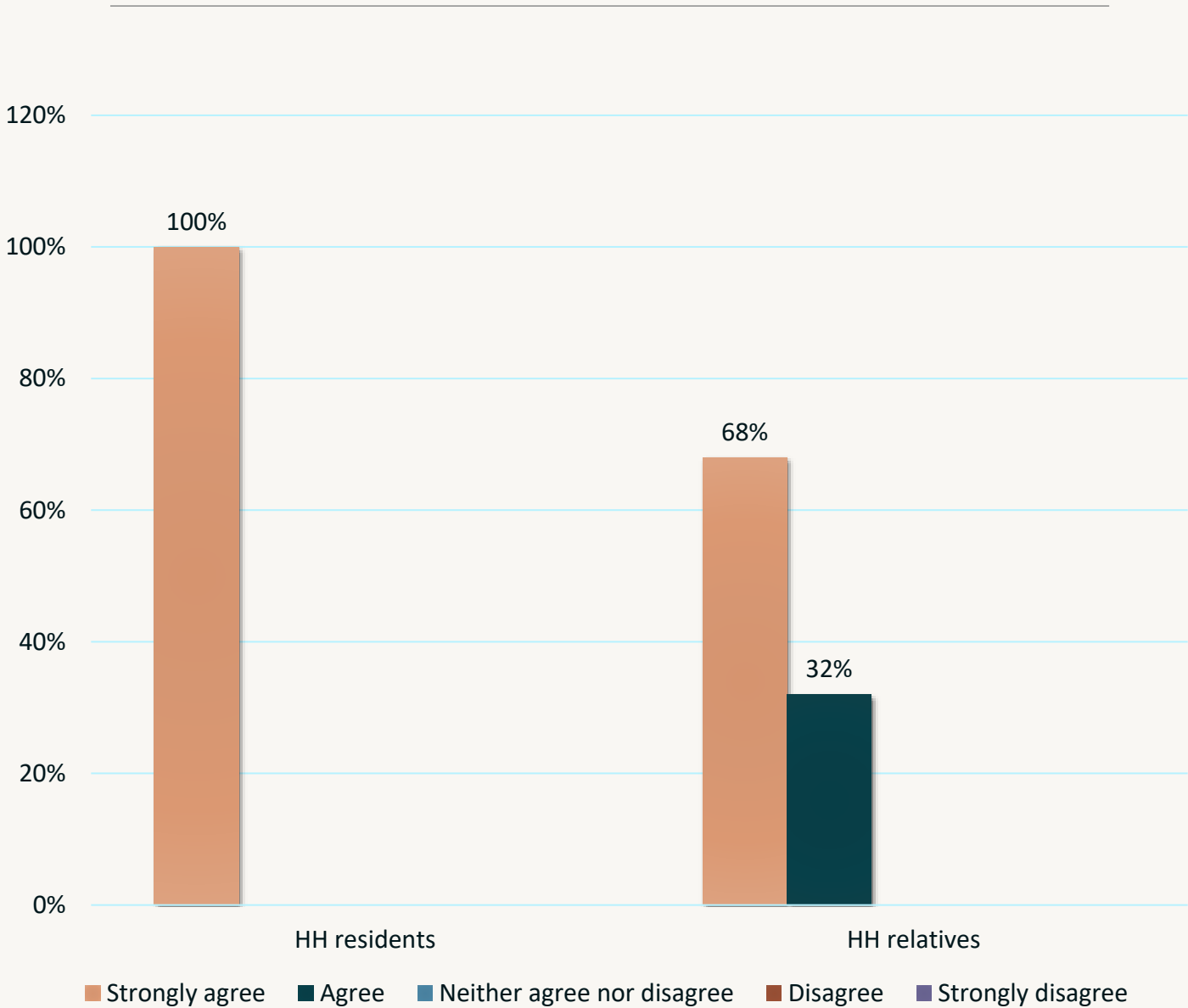
I am happy with the quality of care that I / my relative receives.

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):

Respondent	Comments
Relatives	The staff go above and beyond.
	Exceptional support throughout my father's transfer to Belong Chester, making it as smooth as possible.
	Very good level of care and much improved with more regular staff as opposed to agency, ensuring the same faces and better relationships for the residents.

My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.

100% of residents strongly agree, and 68% of relatives strongly agree, rising to 100% if 'agree' responses are included.



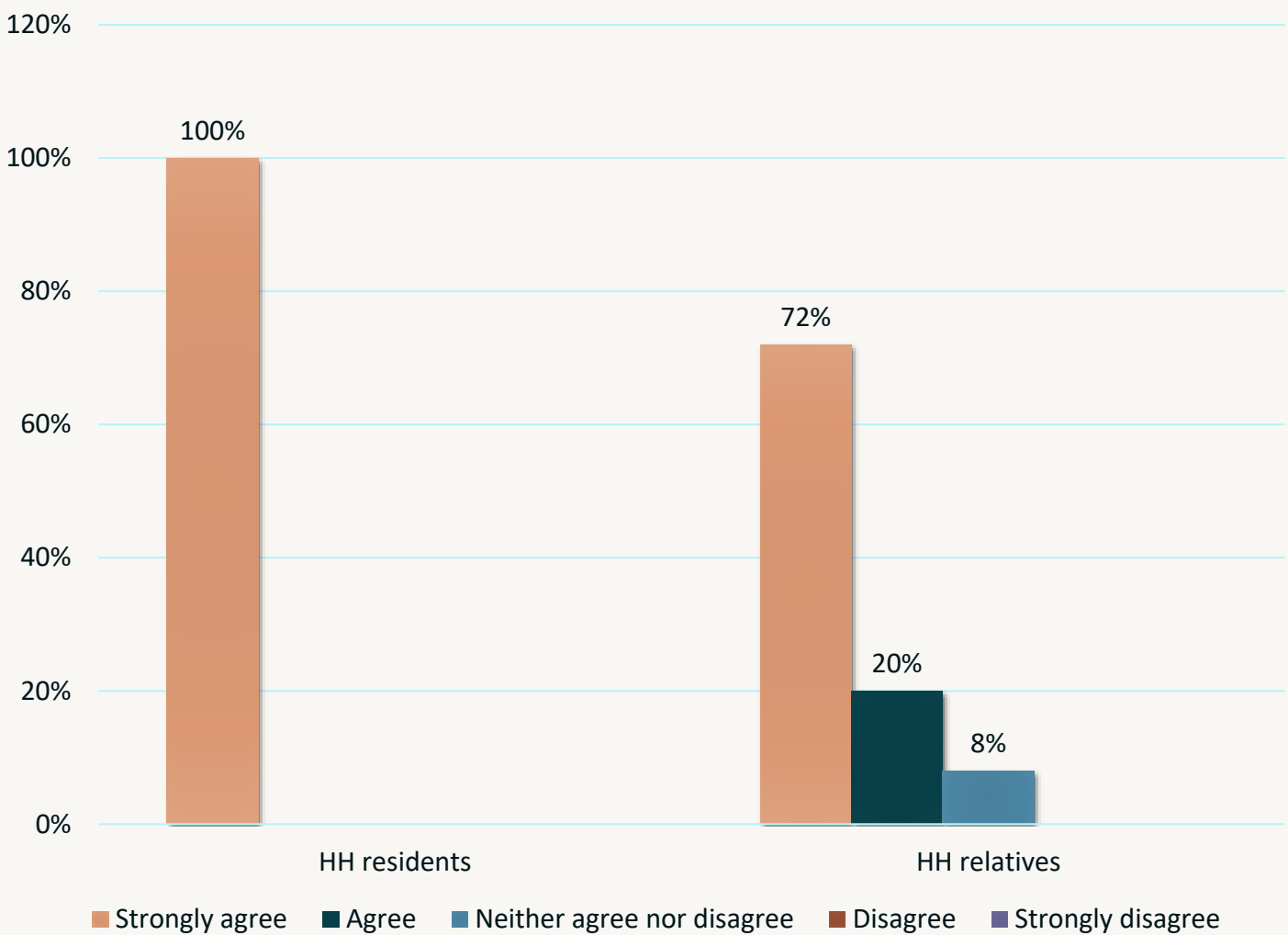
My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.

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):

Customer	Comments
Relatives	Staff are on hand to provide reassurance to mum when she needs it.

I feel that I / my relative is safe living in a Belong village.

100% of residents strongly agree, and 72% of relatives strongly agree, rising to 92% if 'agree' responses are included.



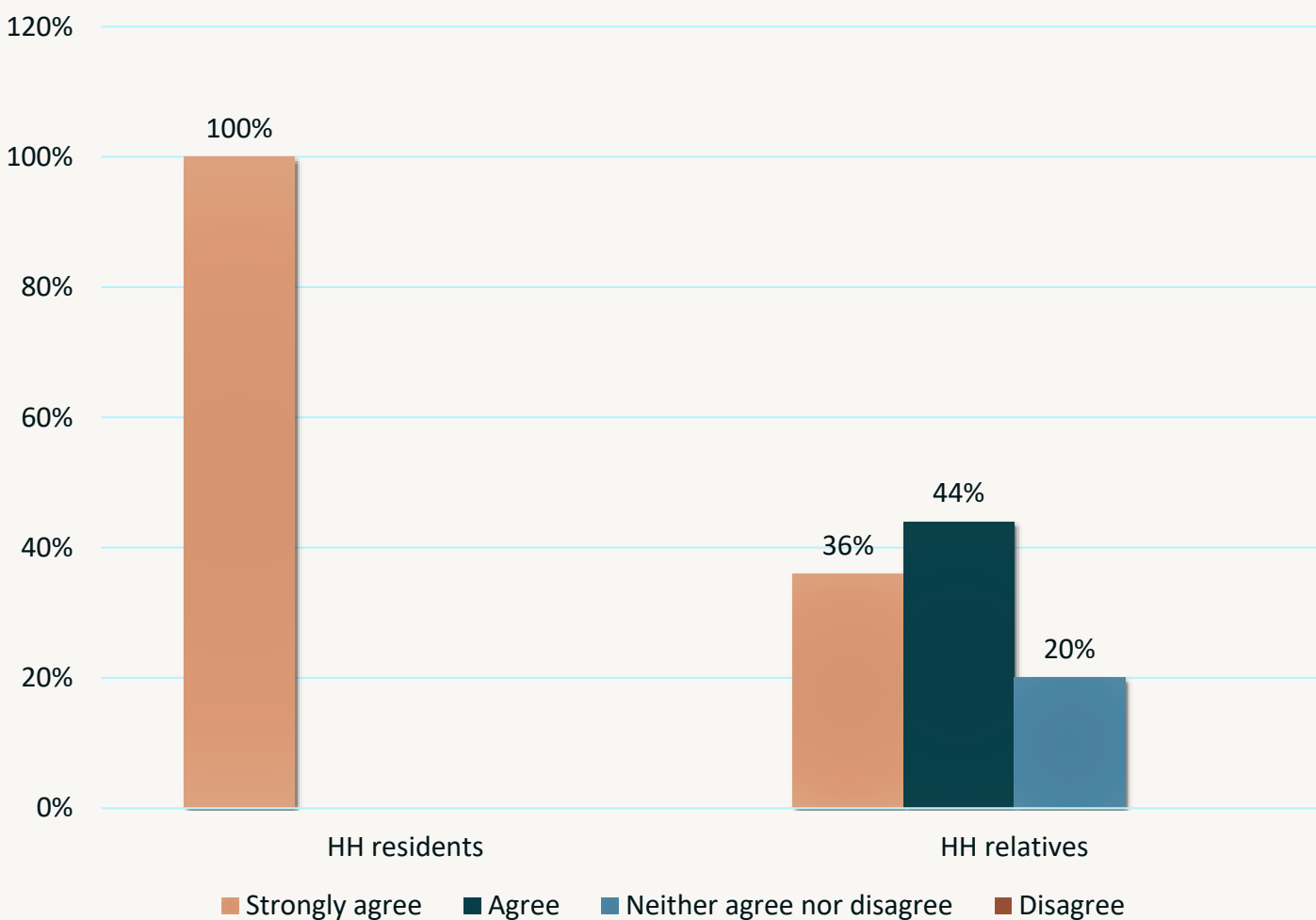
I feel that I / my relative is safe living in a Belong village.

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):

Customer	Comments
Relatives	Good physical security in terms of the door locks and fire safety, also staff keep an eye on residents when, for example, they are downstairs and may wander out.

The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

100% of residents strongly agree, and 36% of relatives strongly agree, rising to 80% if 'agree' responses are included.



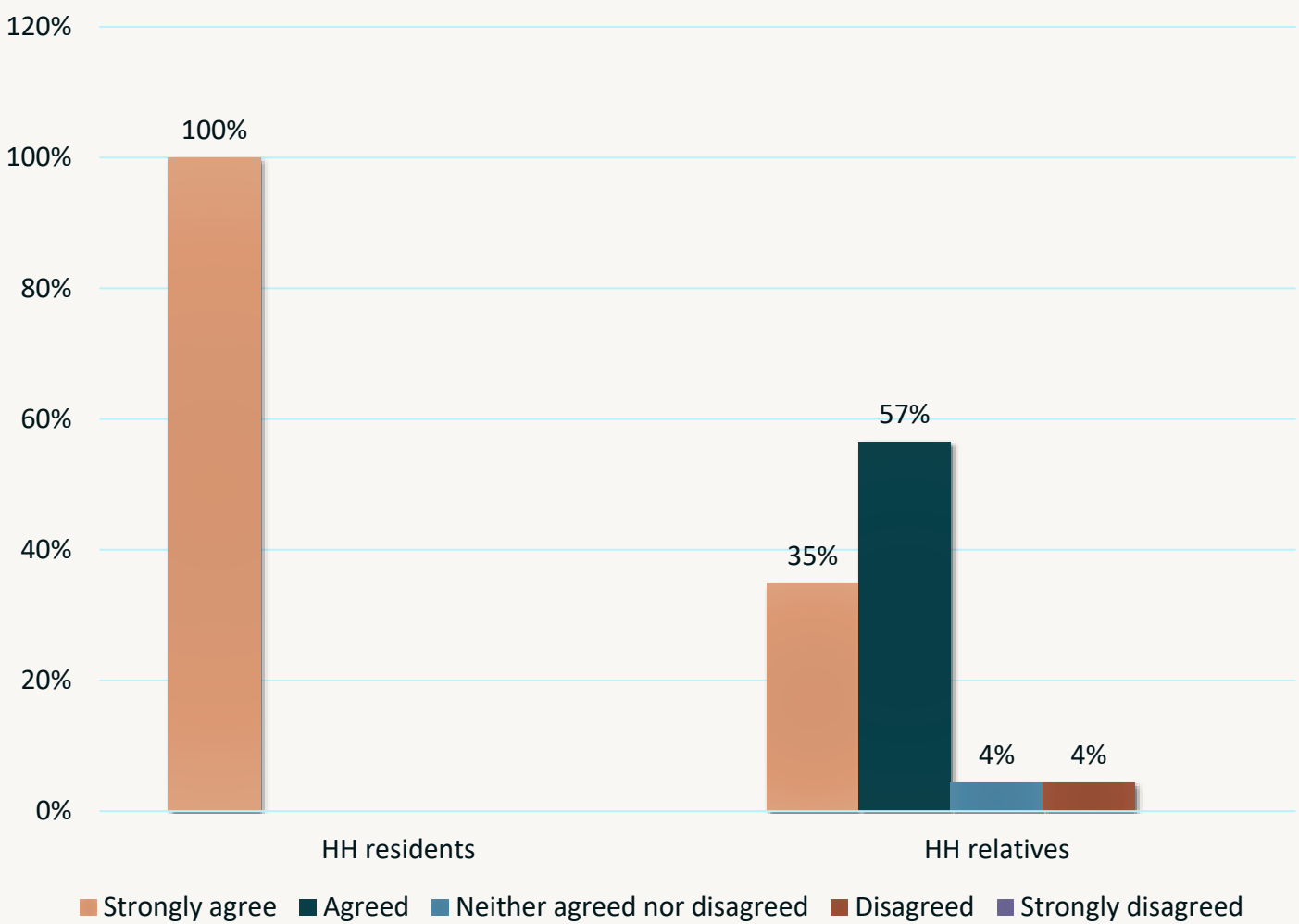
The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

We asked respondents if there was anything else they'd like to tell us in relation to the above; here are a few examples of the comments received:

Customer	Comments
Relatives	We, as a family, keep in contact with my mum by phone and email and weekly visits. Once mum didn't feel well and Belong staff suggested she ring me, and I visited.
	Staff are good at keeping contact through the residents Gateway message system, and are usually quick to answer the household phone if I call in. I do sometimes feel that I'm not sure who to contact or which numbers to call.

I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

100% of residents strongly agree and 35% of relatives strongly agree, rising to 92% if 'agree' responses are included.



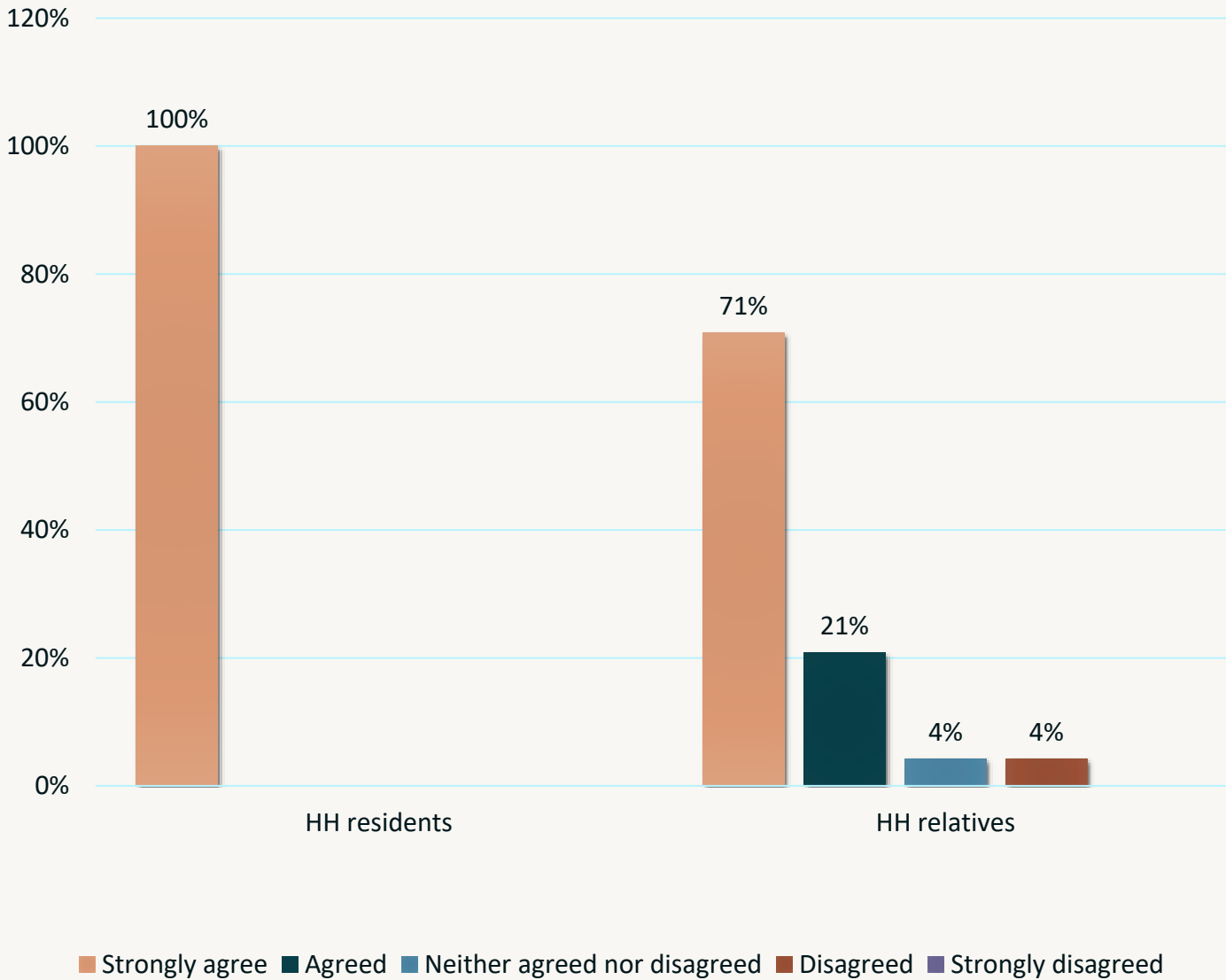
I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

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):

Customers	Comments
Relatives	Variable mealtimes can be difficult when planning visiting.
	I think more encouragement is needed to help my dad order from The Bistro.
	Meals should include more vegetables and have a lower sugar content in desserts.
	Food choice and variety are excellent, and it always seems like there is plenty of kitchen activity on the household when I visit.

I enjoy using The Bistro.

100% of residents strongly agree, and 71% of relatives strongly agree, rising to 92% if 'agree' responses are included.



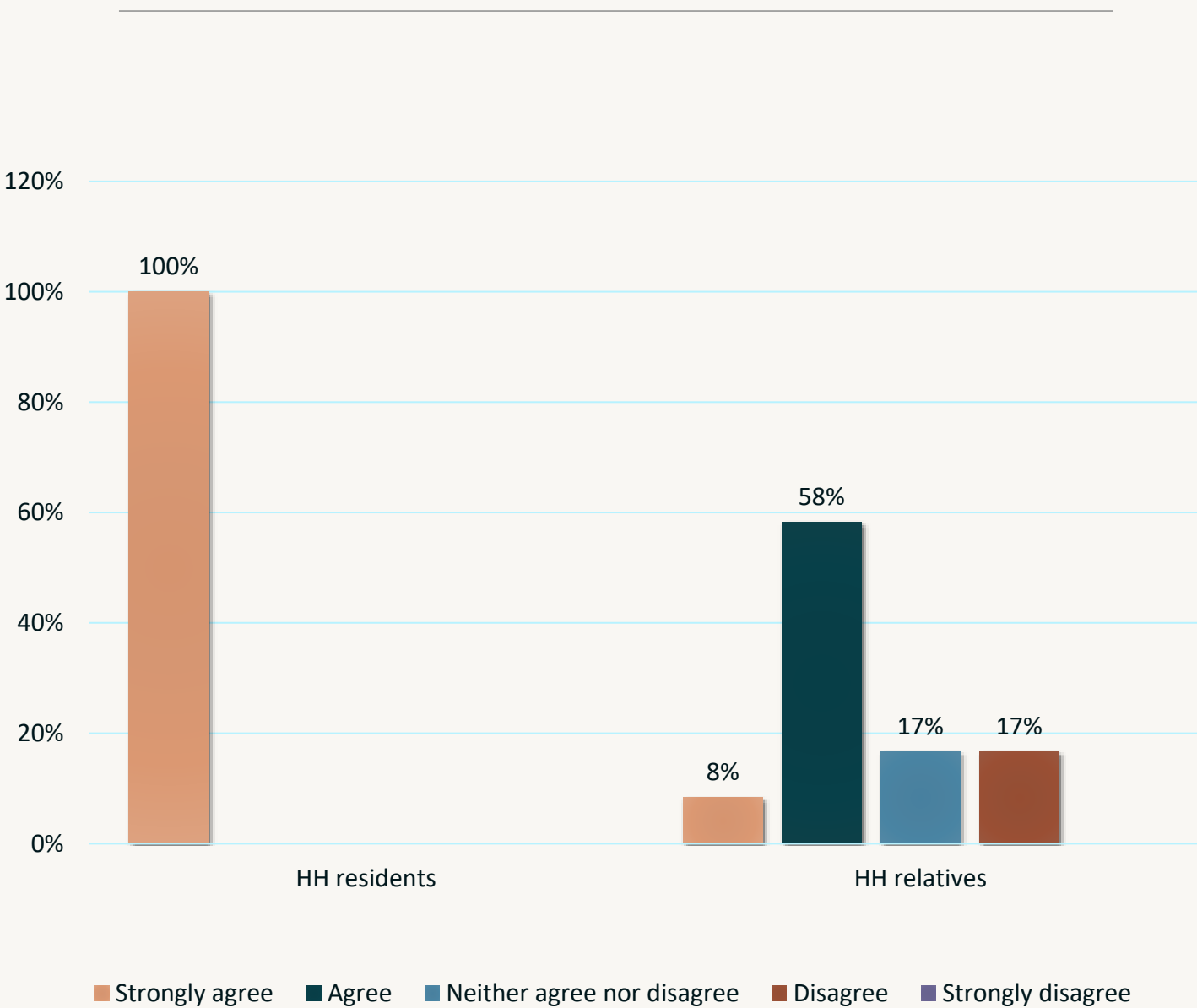
I enjoy using The Bistro.

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):

Customer	Comments
Relatives	Missed opportunity to sell decent cakes, scones etc.
	It would be better if opening times were extended; particularly lunch finishes early.
	Lovely food, just occasionally under-staffed.

I am happy with the range and number of activities available in the village.

100% of residents strongly agree, and 8% of relatives strongly agree, rising to 66% if 'agree' responses are included.



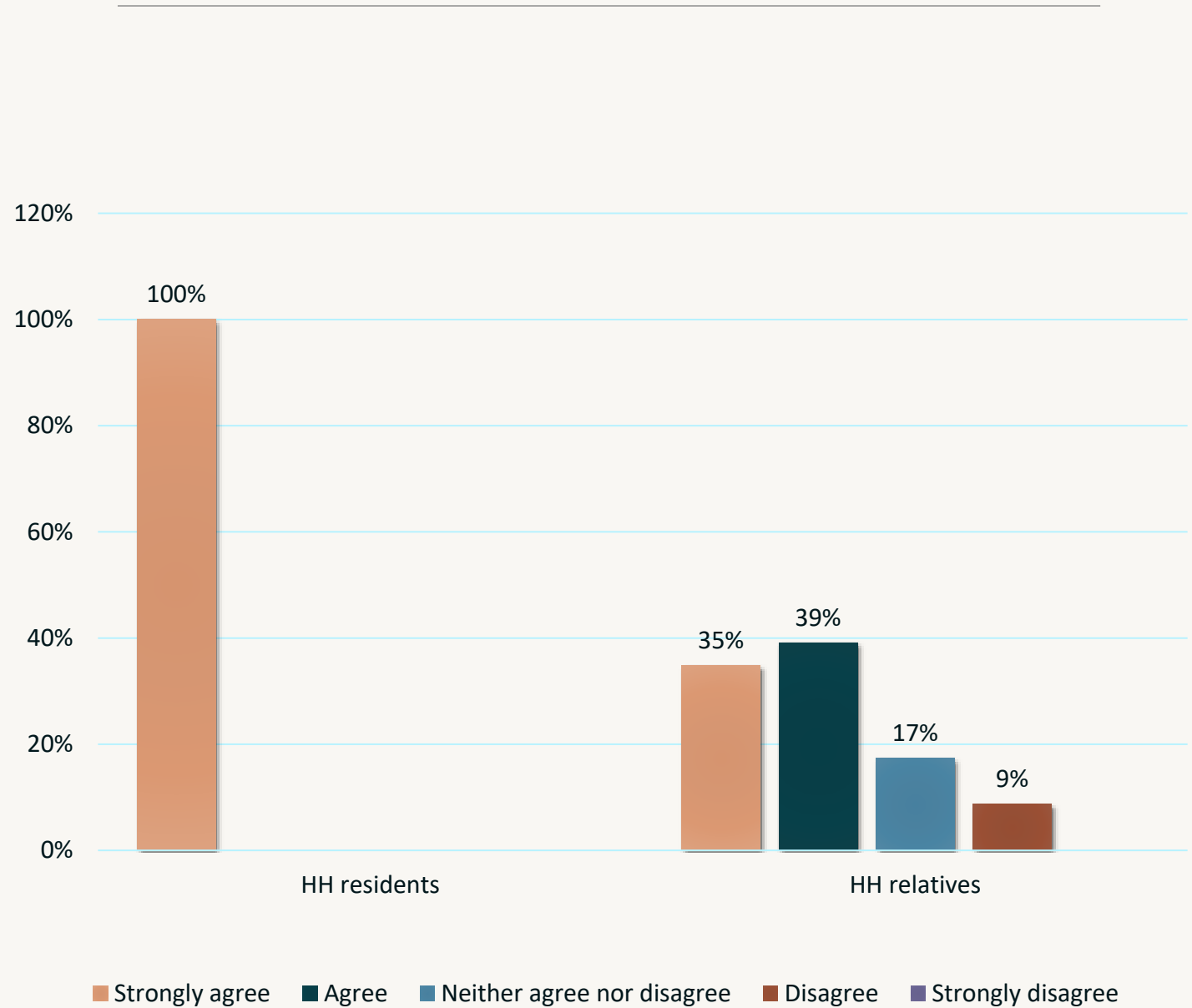
I am happy with the range and number of activities available in the village.

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):

Customer	Comments
Relatives	I think there could be more activities that my relative enjoys doing.
	Perhaps more activities at weekend.
	Mum would like more talks suitable for tenants such as places to visit, history, art etc.
	There seems to be a lot going on but there could maybe be a bit more variety in some of the things to do in the household.

I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.

100% of residents strongly agree, and 35% of relatives strongly agree, rising to 74% if 'agree' responses are included.



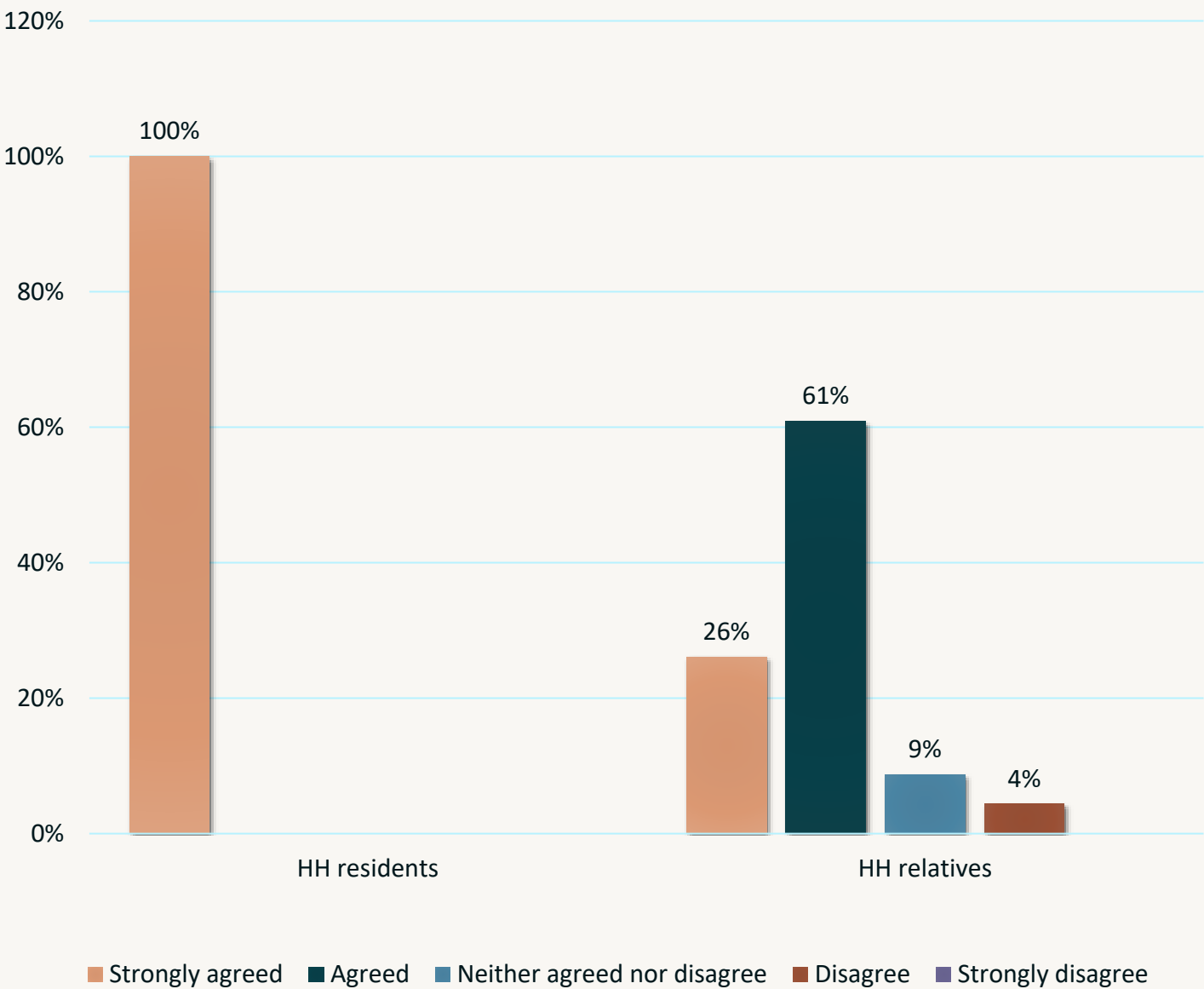
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We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Customer	Comments
Relatives	Agree, but more walks would be welcome.
	I'm not sure she gets any other than walking around and when she is taken out by relatives. There could be more to do here.
	Someone with fairly advanced dementia cannot follow exercise instructions or copy actions.

I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.

100% of residents strongly agree, and 26% of relatives strongly agree, rising to 87% if 'agree' responses are included.



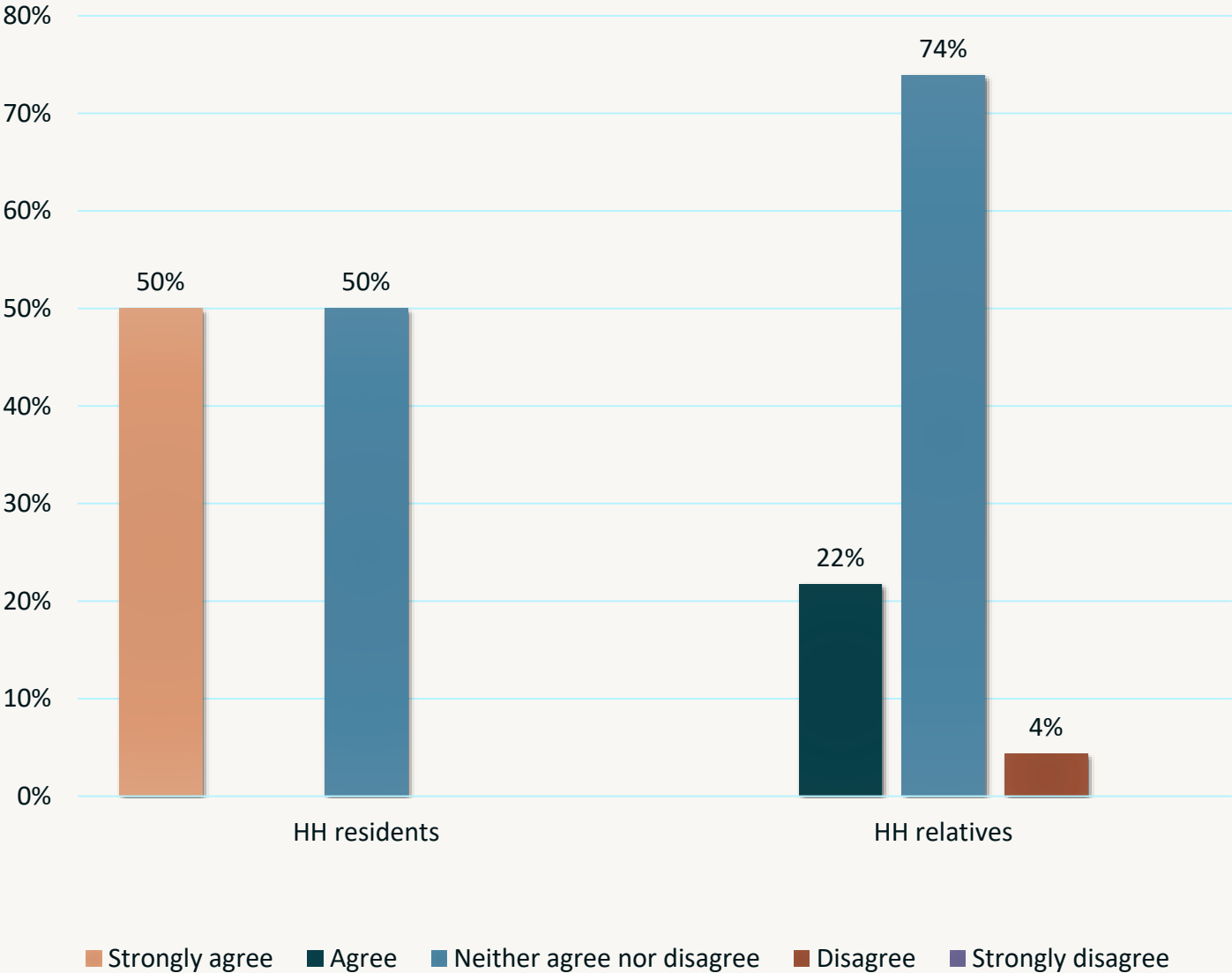
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We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Customer	Comments
Relatives	More time in the garden would be appreciated.
	Would be nice if there was a little more green space but I recognise that is hard in a city centre.
	Mum has a balcony and we have used the lovely garden for picnics, and we walk along the canal. Need bridge and lift access to Waitrose!
	Would like more outdoor activities.

My spiritual needs are supported in Belong.

50% of residents strongly agree, and 22% of relatives agree



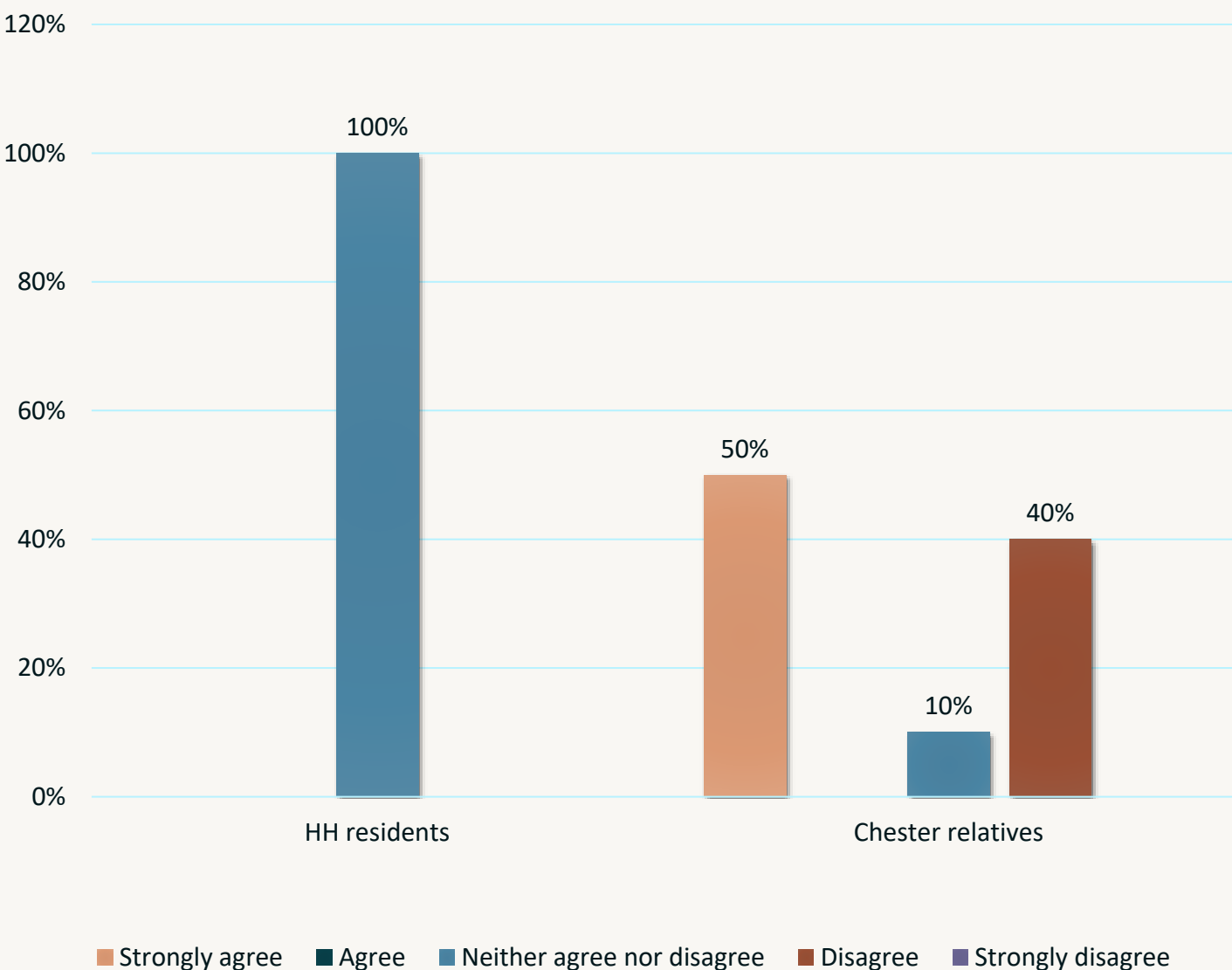
My spiritual needs are supported in Belong.

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):

Customer	Comments
Relatives	Early days as yet. Certainly, the helpers have been supportive in ensuring my father's cross is close to hand.

The presence of The Nursery in Belong influenced my / my relative's decision to move to Belong.

100% of residents neither agree nor disagree; 50% of relatives strongly agree, while for 40% of relatives the nursery was not a factor.



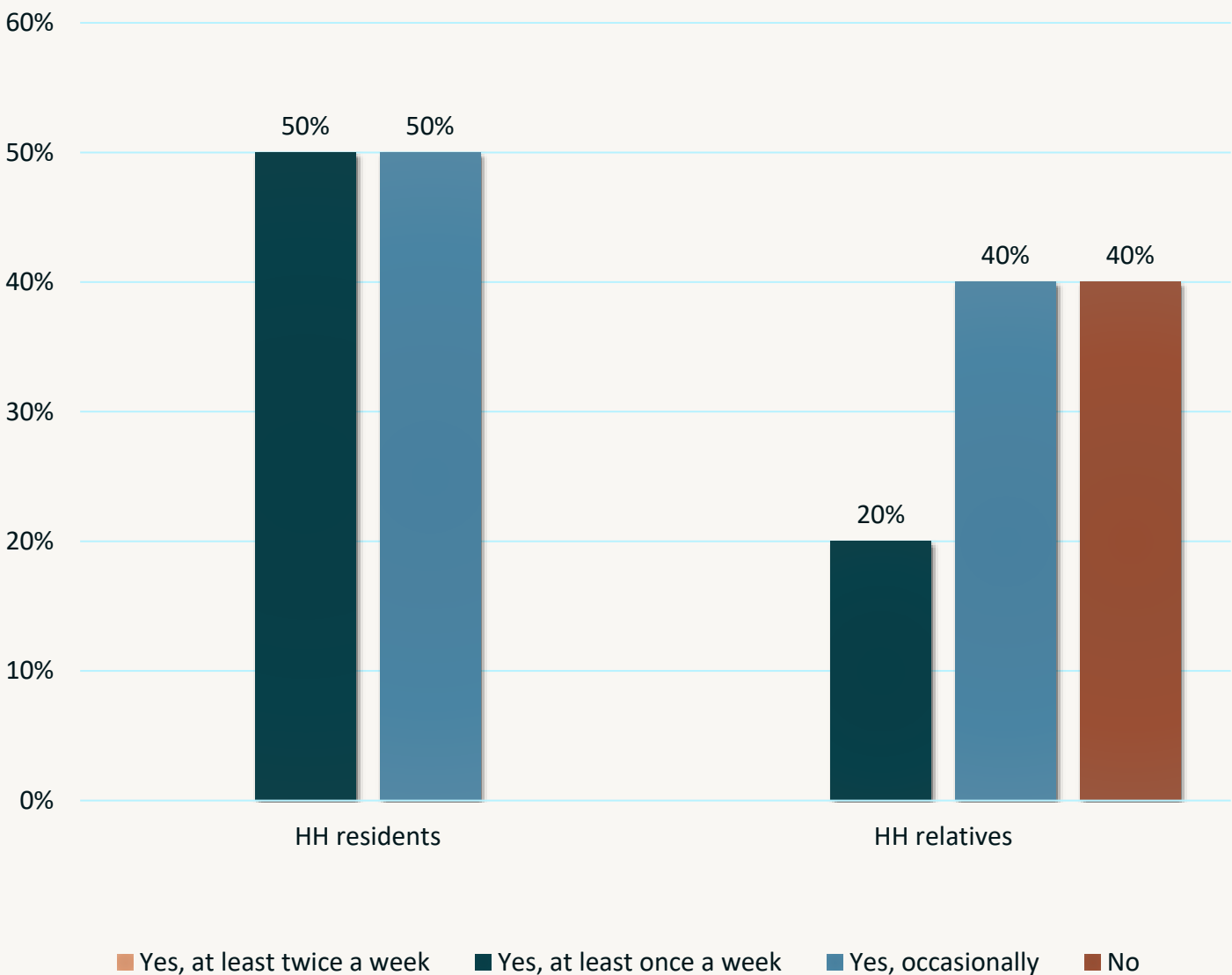
The presence of The Nursery in Belong influenced my / my relative's decision to move to Belong.

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):

Customer	Comments
Relatives	Although dad doesn't really get involved in intergenerational activity, I've seen how valuable it is for other residents and having it on the same site gives a real sense of life to the Belong village.
	The Nursery very often provides mum with a lot of joy, though more recently she doesn't seem to join in as much as she used to (more often watching than participating).

I join in intergenerational experiences with the nursery children in the village?

60% of relatives report their family member joins in intergenerational activity (20% weekly and 40% occasionally), while 40% do not take part.



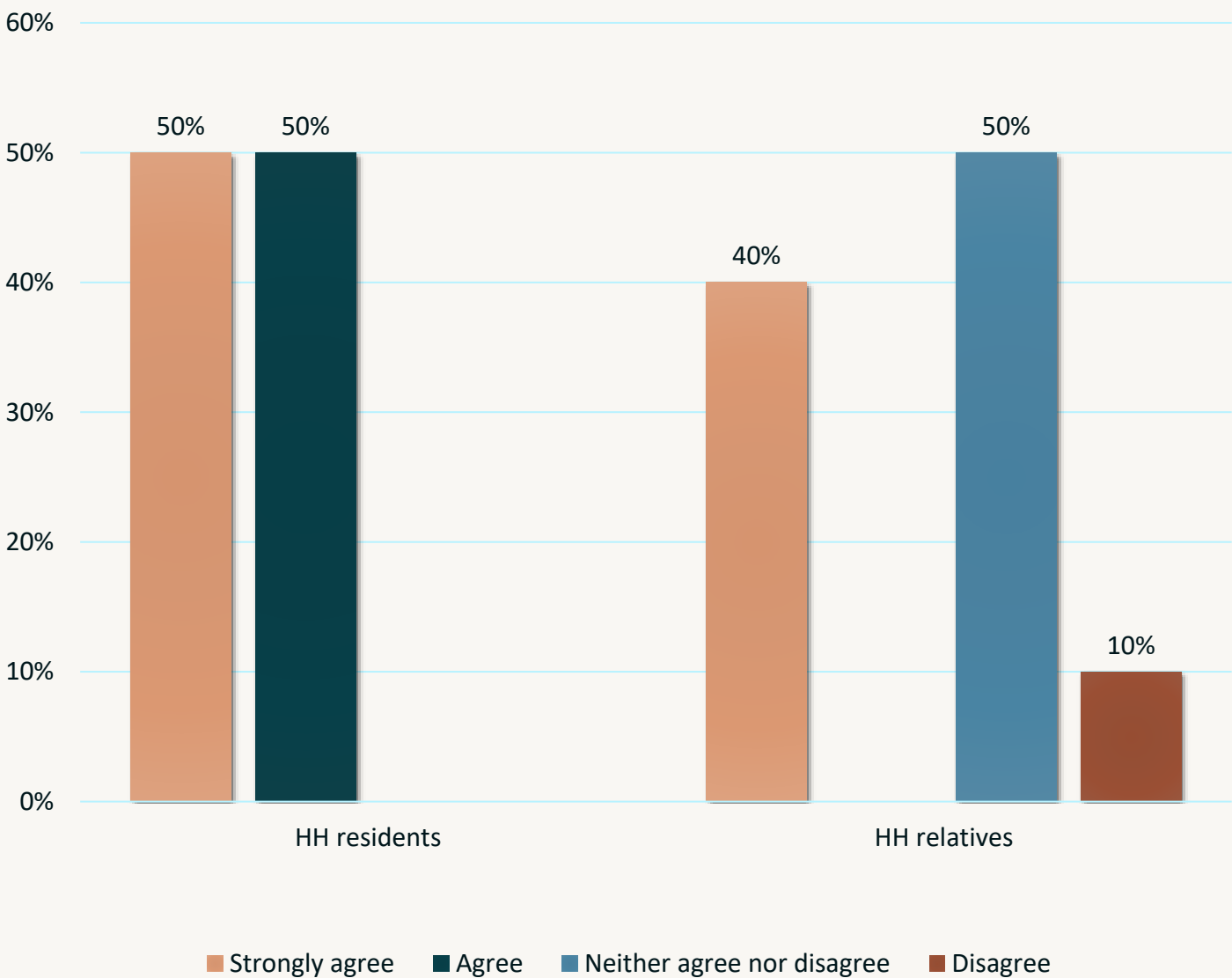
I join in intergenerational experiences with the nursery children in the village?

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):

Customer	Comments
Relatives	My relative is sometimes not taken down to join in if I'm not there, which is disappointing. The nursery staff notice her absence.

Joining in experiences with the children improves my / my relative's quality of life.

50% of residents strongly agree rising to 100% if 'agree' responses are included, and 40% of relatives strongly agree.



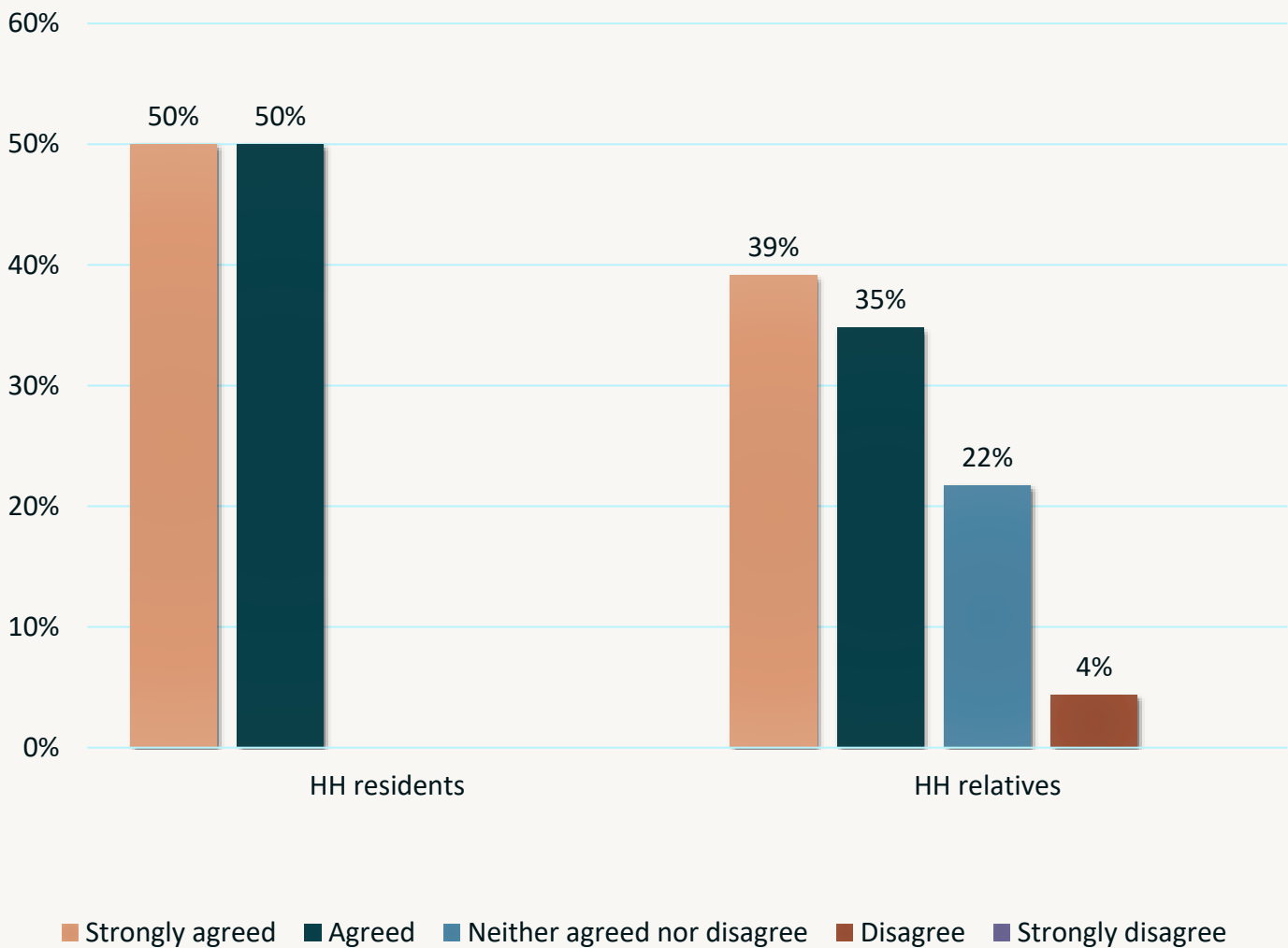
Joining in experiences with the children improves my / my relative's quality of life.

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):

Customer	Comments
Residents	The children bring the family atmosphere into the household.
	S attends the stay and play with the nursery children every week and she loves her time with the children.
Relatives	Mum likes watching the children and saying hello but chooses not to join in with activities.
	Sense of life around the village and connection to the wider community.
	The children spread happiness.

I feel that **Belong communicates well with me about what is happening in the village and/or in relation to my care.**

50% of residents strongly agree, rising to 100% if ‘agree’ responses are included, and 39% of relatives strongly agree, rising to 74% if ‘agree’ responses are included.



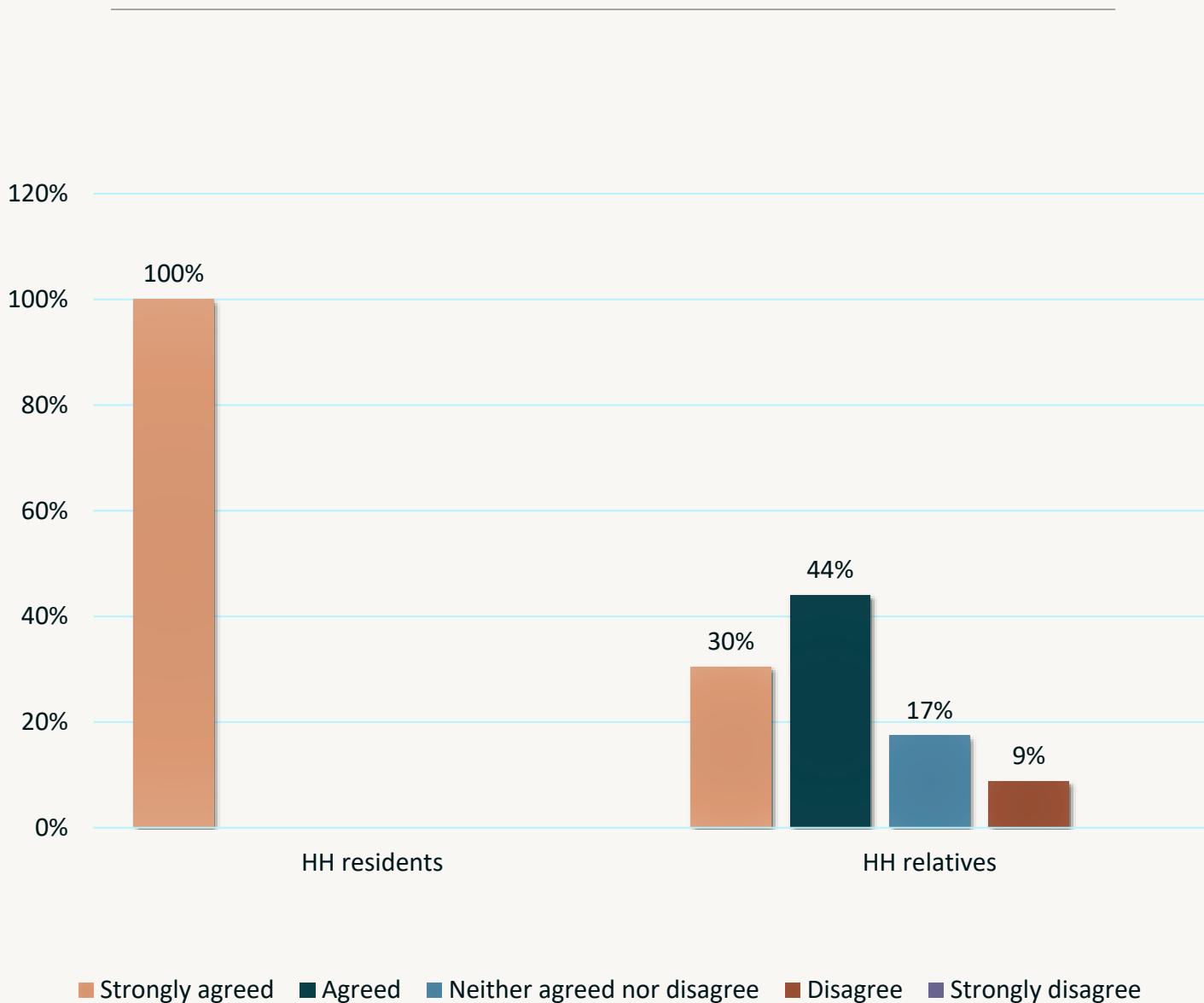
I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.

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):

Customer	Comments
	Staff always communicate effectively, cheerfully and are informative.
Relatives	Generally agree but the content of the gateway could be clearer, less repetitive and avoid confusing residents.
	Sometimes could be more contact / information. The gateway information is often “muddled” and sometimes completely wrong.

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

100% of residents strongly agree, and 30% of relatives strongly agree, rising to 74% if 'agree' responses are included.

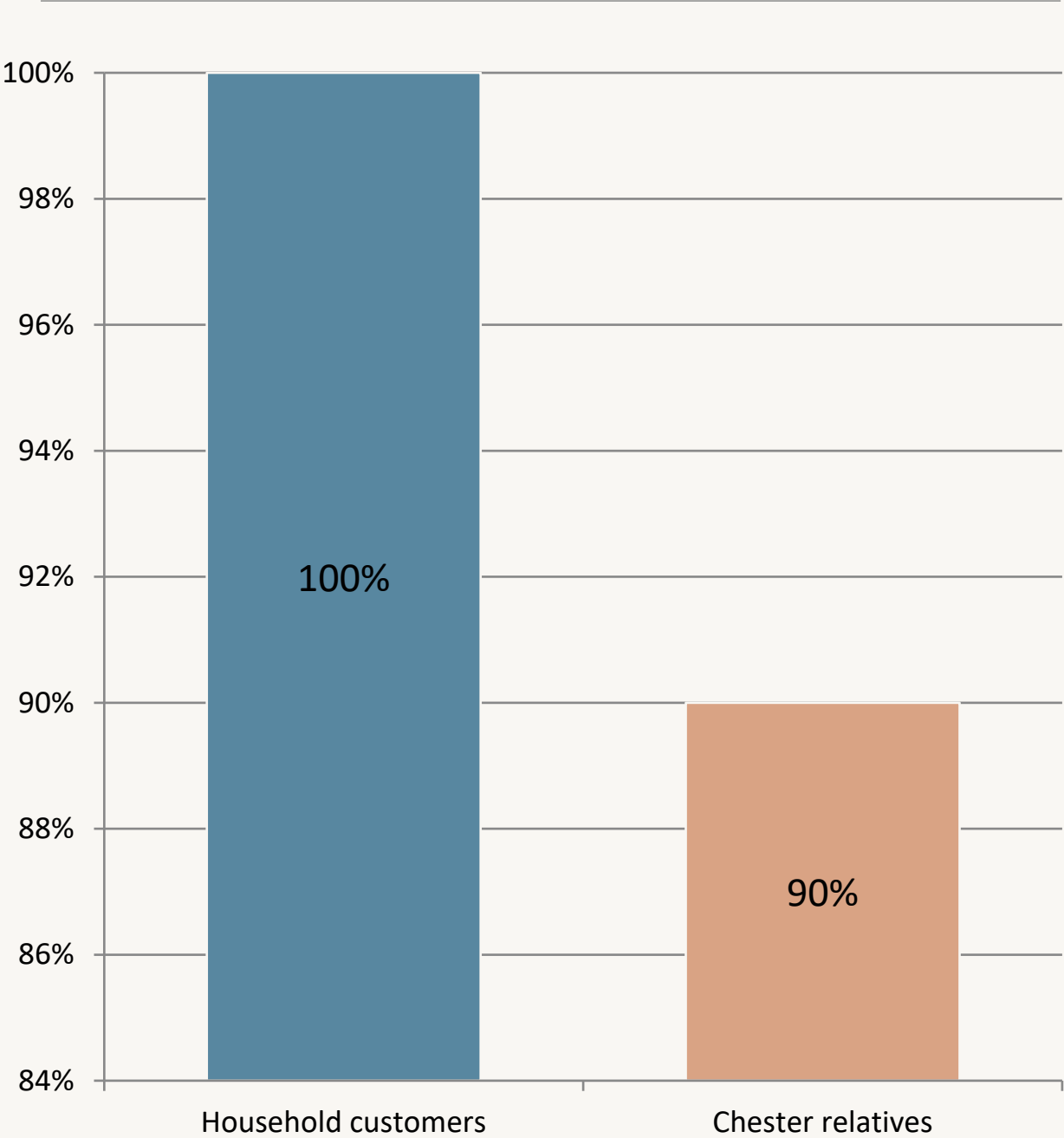


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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):

Customer	Comments
Relatives	Regular household team are responsive. Senior team operate an open-door policy and are very visible. Household relative meetings are held.
	Respond well but issues not always resolved.
	I consider myself a part of the caring team and we work together not in opposition.

**100% percent of residents and 90% of relatives would recommend
Belong Chester to family and friends.**



We asked customers and their relatives what they feel we do well.

The below comments are representative examples of the comments received (full data is available on request):

Customer type	Feedback category	Feedback received
Residents	Care	They treat me with courtesy and dignity. They listen to me. They help whenever help is needed. They understand my problems, both physical and mental.
	Care	You would be daft not to when asked if you would recommend living here to friends.
Relatives	Dementia support	Provide Admiral Nurse care.
	Care	Lovely caring atmosphere, friendly staff, exemplary cleanliness never a smell. Staff work hard to solve problems and the atmosphere on the household is always calm and relaxed most times I visit. Your cleaners are brilliant.
	Staff / care	Treat all with a lot of respect. Staff are welcoming and caring. Very responsive to any medical needs when they arise, especially when mum gets depressed. The household system generates a family environment.
	Environment / care	The home is welcoming and safe, and we are kept well informed of what is occurring.
	Care	The general care level is very good. The village is well designed and laid out and very much more homely than other homes we have seen.

We asked customers and their relatives what they felt we could do better.

The below comments are representative examples of the comments received (full data is available on request):

Customer type	Feedback category	Feedback received
Residents	Care	I can't think of anything.
Relatives	Staff	Retain and employ more staff.
	Food	Mealtimes need a more structured timeframe.
	Laundry	Laundry, bedding changed without prompting.
	Facilities	Venue and bistro could be made better use of in the early evening.
	Activities and exercise	More activities and exercise.
	Staff	Name badges: it is very confusing for everyone, especially with constantly changing staff/rotas. My brother struggles to know who is who and what their names might be. As a visitor it is confusing.
	Services	I appreciate this is difficult or perhaps even impossible but why is there no provision for dentistry, chiropody, optical and audiometry services. I know, as an organisation you do call on GP services so why not the other health areas?
	Landry services	Laundry. Training is needed in looking at labels, so things don't get ruined by being washed too hot, care needs to be taken to make sure clothing actually gets back to the correct person.
	Communication / services	Communication between staff members, and also between staff and relatives. Record keeping. Cleanliness in bedrooms. Keeping track of laundry items.

We asked customers and their relatives 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):

Customer type	Feedback category	Feedback received
Relatives	Care	Belong is an excellent facility and I would (and do) strongly recommend to others.
	Staff	A huge thank you to all the staff who make Belong a fabulous place to live.
	Care	My relative is happy and safe at Belong and I would, and have, recommended Belong to others.
	Care	Really appreciate all that you do for dad. I feel as though he's settled and is looked after and safe. Whilst his illness is difficult and heartbreaking at times the care, activities and social atmosphere at Belong make it feel manageable. I know there are still a few niggles but would definitely recommend Thank you
	Food / activities	Not all residents need high calorie diet. It would be nice to see lower sugar options in the cake tray. What about the diabetics? The choir is excellent - we need as much music as possible. Poetry also works really well to evoke memories.

Summary and action plan in response to this survey.

Residents and relatives

Category	Customer type	Feedback	Agreed action
Spiritual activity	Resident	Insufficient spiritual support	Management team to continue to develop links with local churches
Food quality	Relative	Not enough veg, too much meat, too many sugary items	Menu choices are being reviewed with the aim of extending healthy options available and awareness of these.
Quality of activities	Relative	More local trips, more encouragement to attend, more on the HH	Experience team to plan more outings and work with household team to promote attendance of activities, as well as extending activities taking place on households. We are also exploring the provision at weekends and early evenings in line with feedback, as well as looking at the suggestions received regarding specific activities people would like to see.

Summary and action plan in response to this survey.

Residents and relatives

Category	Customer type	Feedback	Agreed action
Access to outdoor space	Relative	More access to outdoor space, walks etc	Experience, exercise and household teams will work together to facilitate more frequent access to the outdoors as well as more walks
Communication	Relative	Sometimes communication is lacking	Regular relative and resident meetings have been planned throughout the year and more training will be provided around communication. We are also looking to improve the use of the Relatives Gateway to make it as effective and accurate as possible.
What we could do better	Relative	Most items covered above but chiropody, dentist, ophthalmic	Village management team to explore relationships with local professionals who are able to provide relevant services in the villages

Summary and action plan in response to this survey.

Residents and relatives

Category	Customer type	Feedback	Agreed action
Laundry	Relatives	Some comments that tracking and care with laundry could be improved.	Feedback has been raised with the housekeeping team to ensure we drive improvements in this area.
Communication	Relatives	Name badges have been suggested to aid relationship building with the Chester team.	Name badges are being ordered and will be in the village imminently.
The Bistro		Although overwhelmingly positive in the main, there was some feedback around extending the choice of freshly baked cakes and extending the hours of the lunch service.	The feedback has been passed to the Bistro and Catering team and is being reviewed.

Manager's comments:

Thank you for taking the time to provide us with your feedback, which is key to helping us improve our service.

This was our first survey at Belong Chester, and we are delighted to have received such positive feedback, including the very high percentage of customers who would recommend Belong.

At the same time, we are determined to address the areas of improvement highlighted and have already begun to implement changes to this end.

We trust that you will continue to enjoy your experience in Belong Chester, and we look forward to continuing to support you to achieve even higher levels of satisfaction in the year ahead.

Peter Norman

Acting General 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.

