

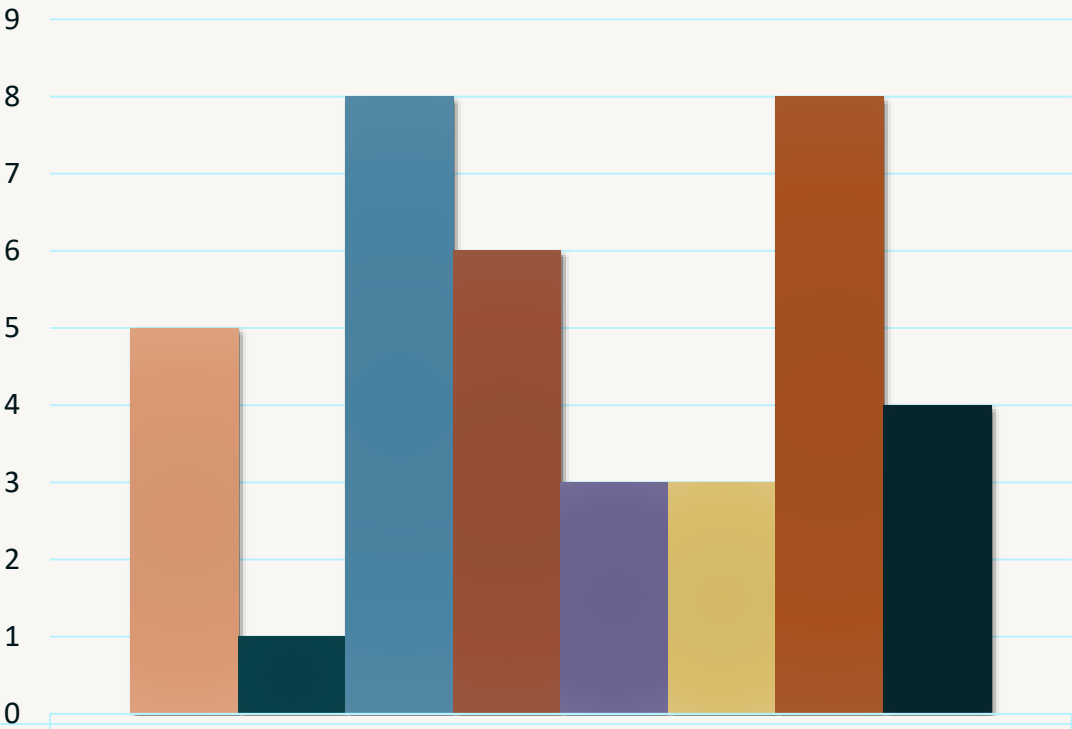
Belong Crewe Experience Days

Customer Satisfaction Results

2023



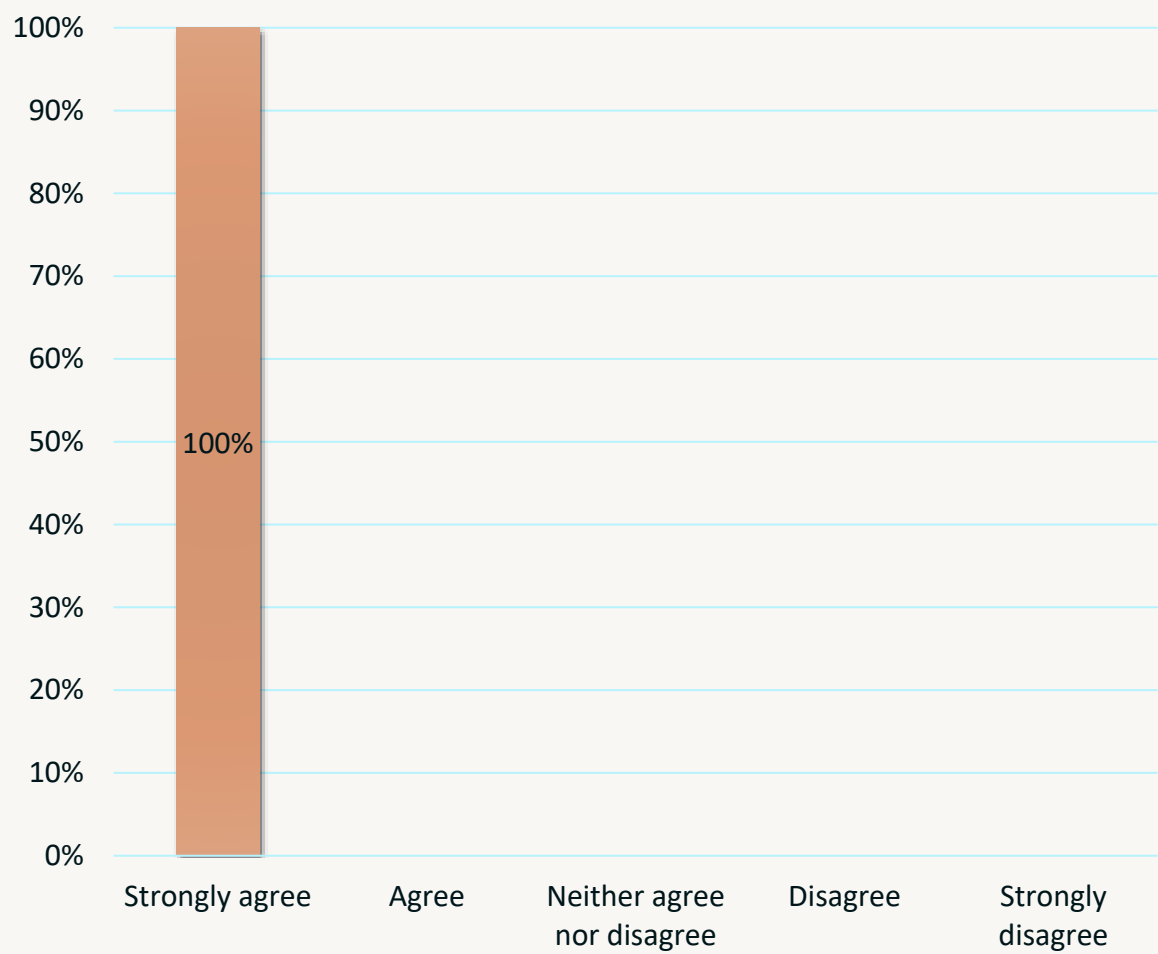
The number of surveys completed and returned by Experience Day Customers, by location were:



Atherton	5
Chester	1
Crewe	8
Macclesfield	6
Morris Feinmann	3
Newcastle-under-Lyme	3
Warrington	8
Wigan	4

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

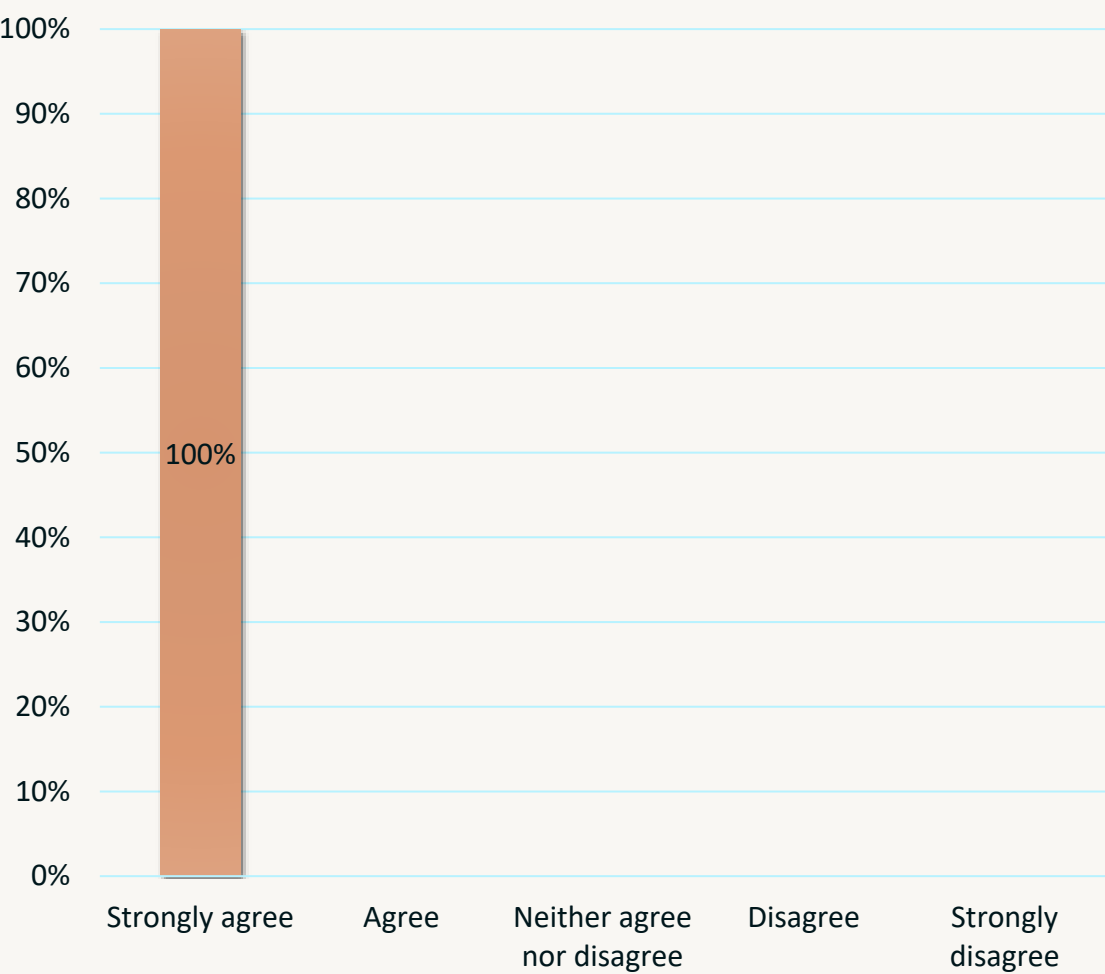
100% strongly agreed



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

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

100% strongly agreed



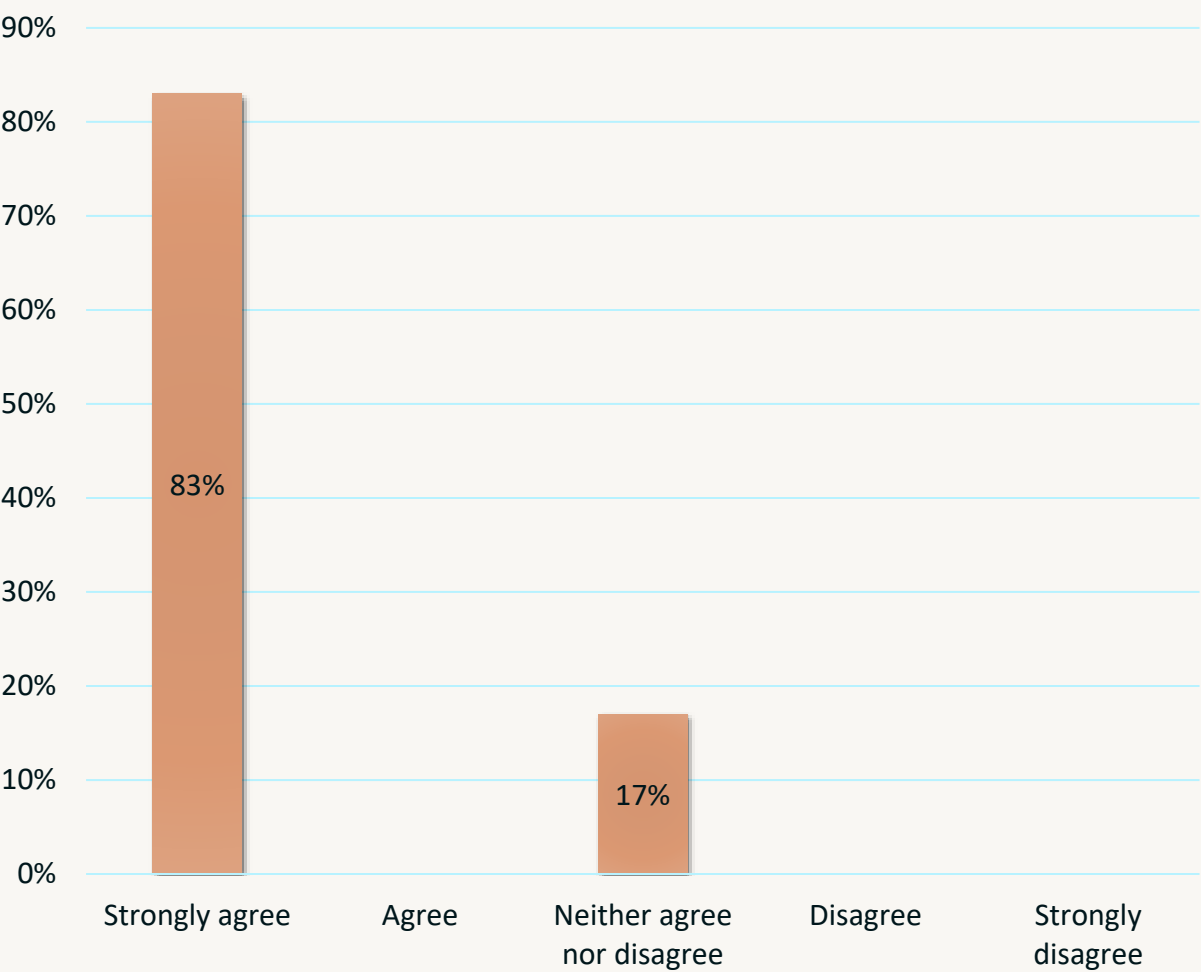
We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

Extremely helpful and caring in every way.

I feel safe whilst at a Belong village.

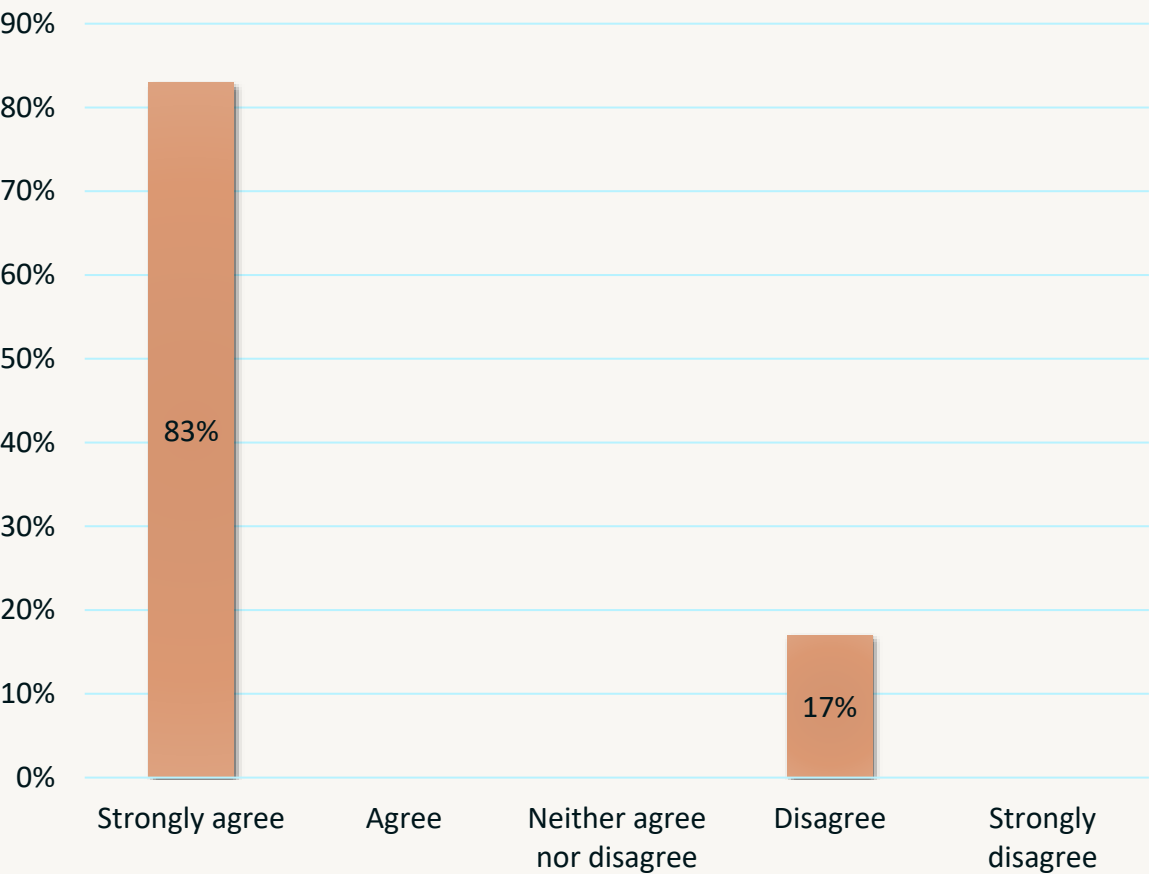
83% strongly agreed



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 team supports me to maintain my hobbies and interests.

83% strongly agree

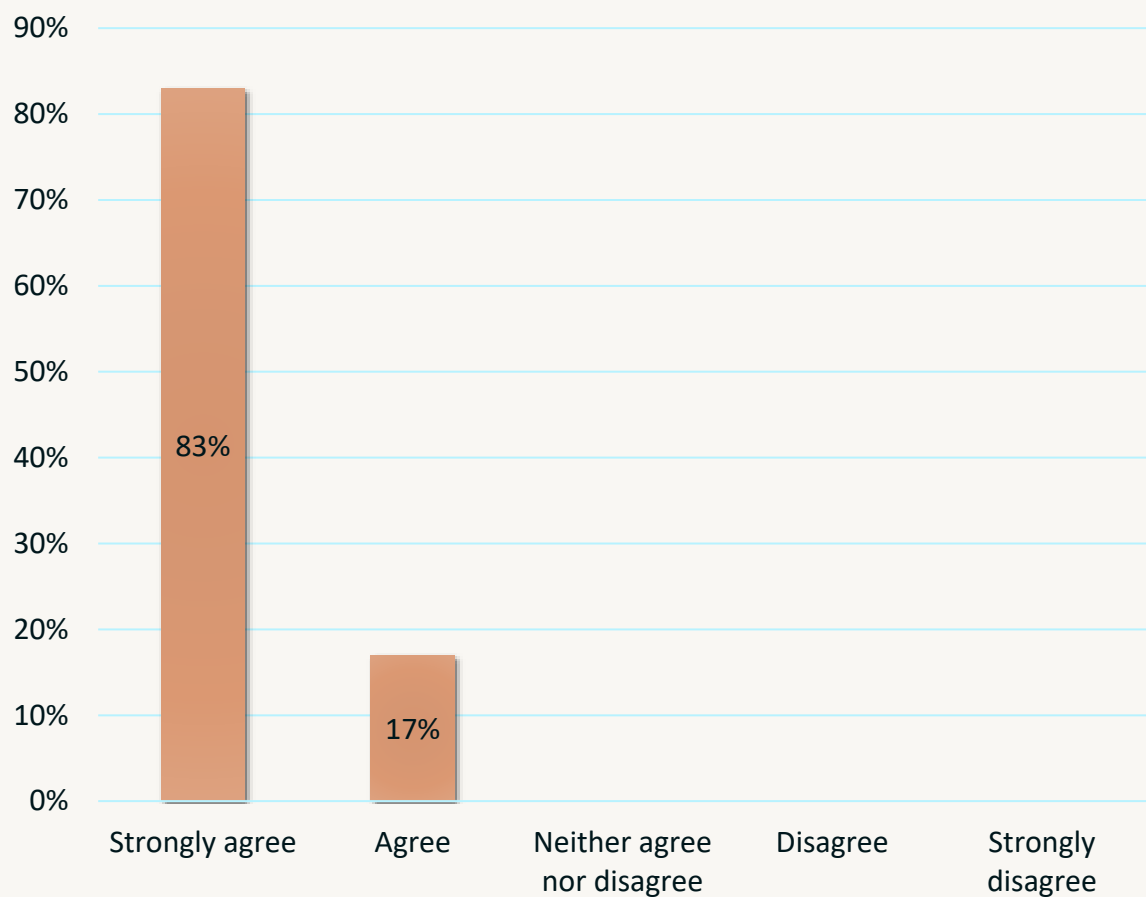


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I always have a lot of updates with technology and visits.

I enjoy using The Bistro.

83% strongly agree rising to 100% if 'agree' responses are included.



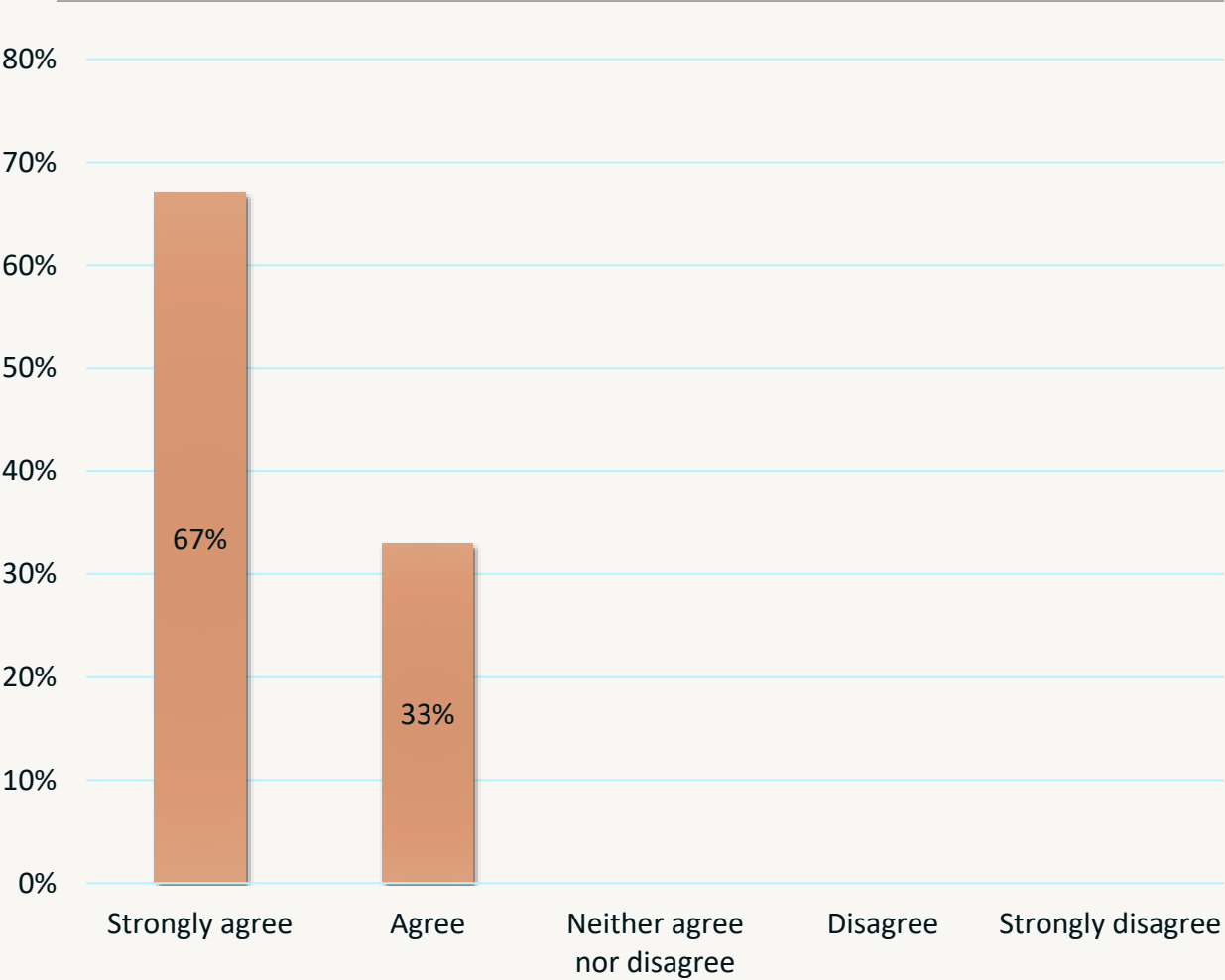
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Far better than cooking at home.

I am happy with the quality and quantity of food and drink received during my Experience Day.

67% strongly agree rising to 100% if ‘agree’ responses are included.

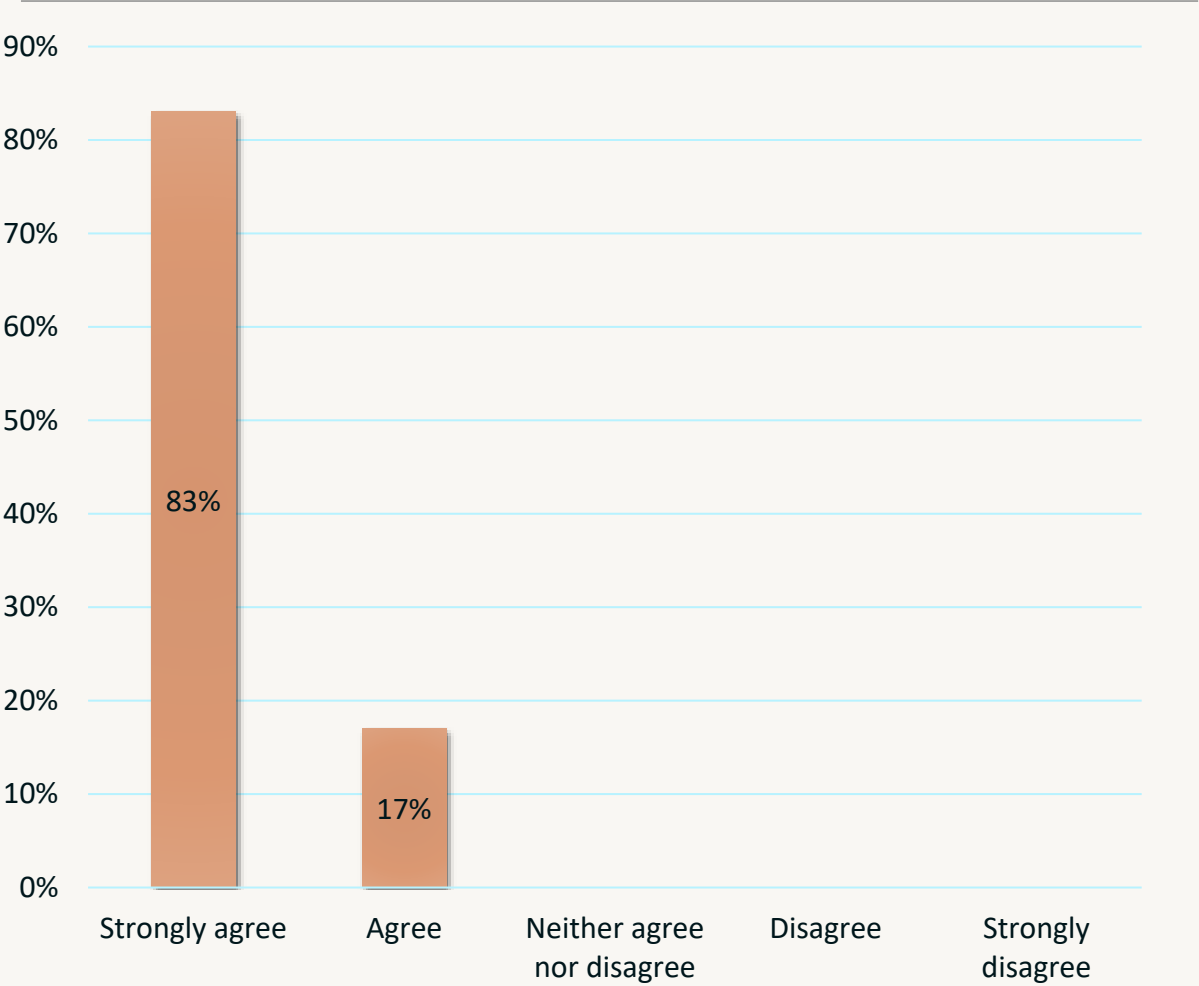


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
More healthy options such as fruit and fibre.
If I was here all the time I would definitely put on weight.

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

83% strongly agree rising to 100% if 'agree' responses are included.



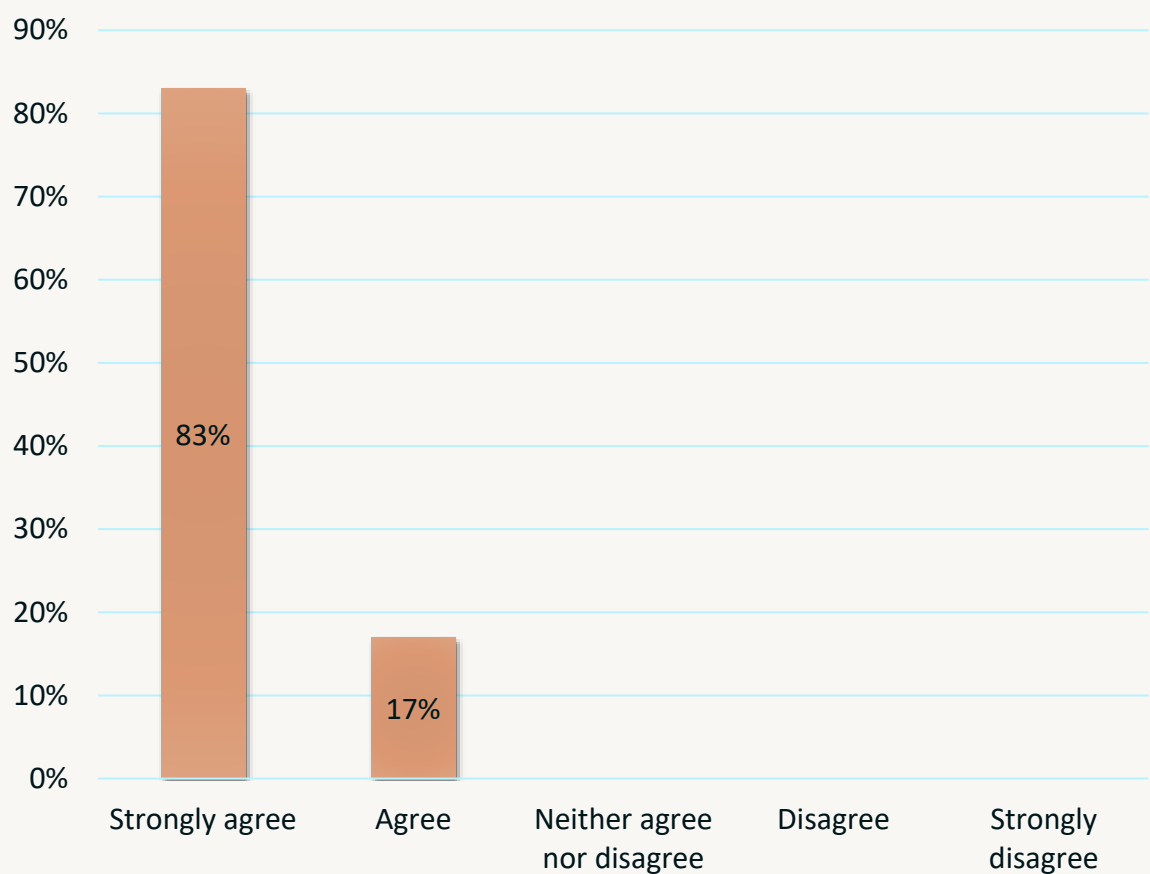
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Very happy with all activities. Varied and well thought out.

I am able to participate in exercise as I would like.

83% strongly agree rising to 100% if ‘agree’ responses are included.

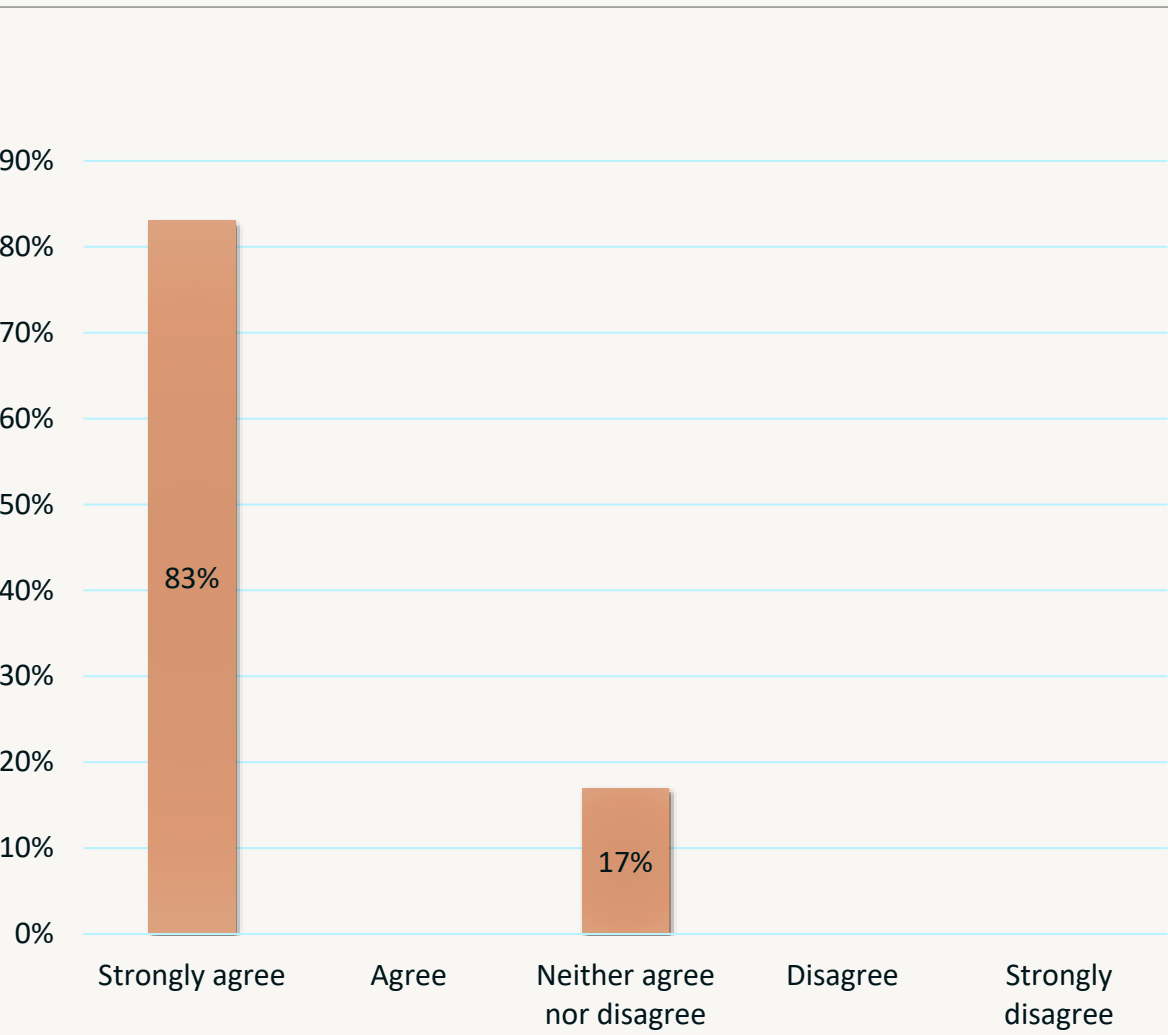


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I visit Max twice a week.
Walks out when weather is more suitable.

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

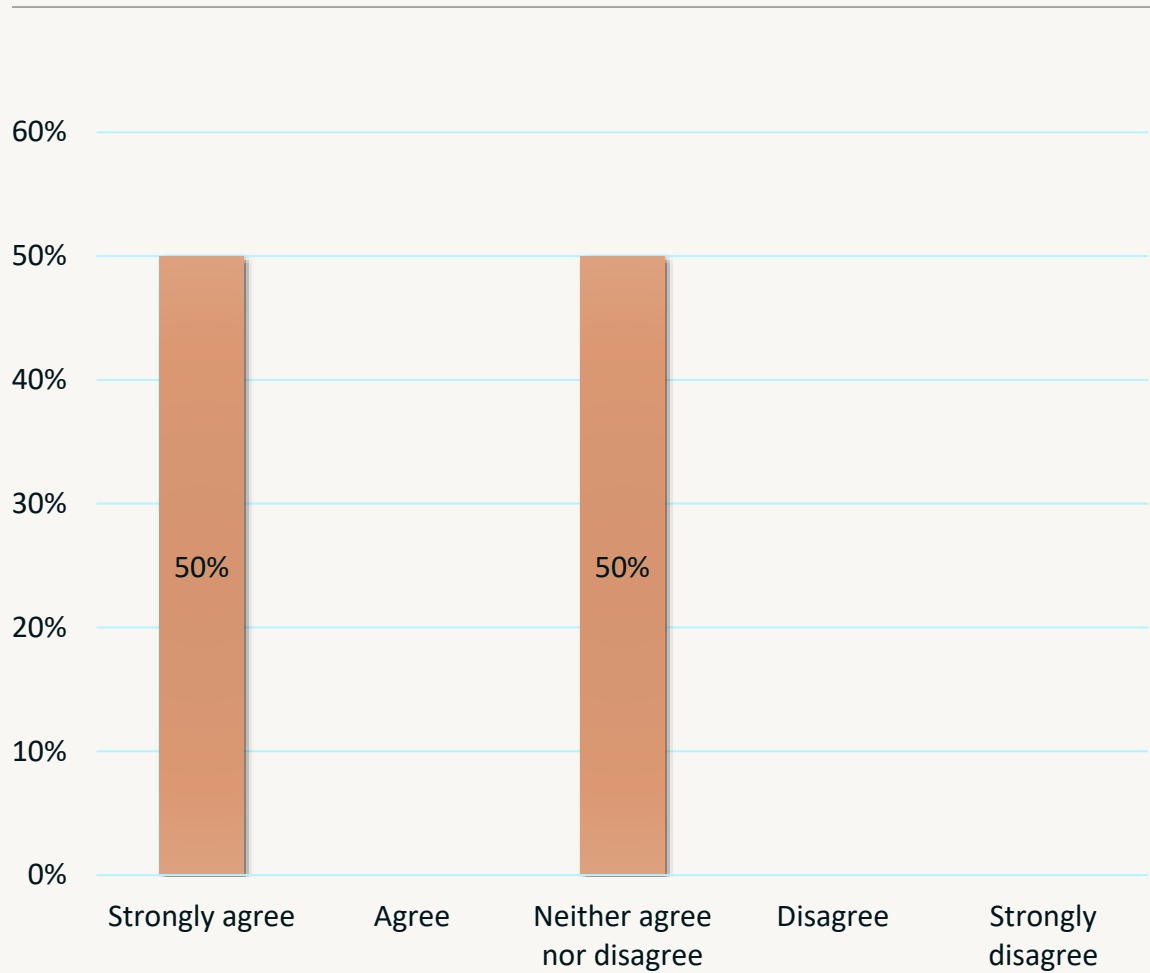
83% strongly agree



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

My spiritual needs are supported in Belong.

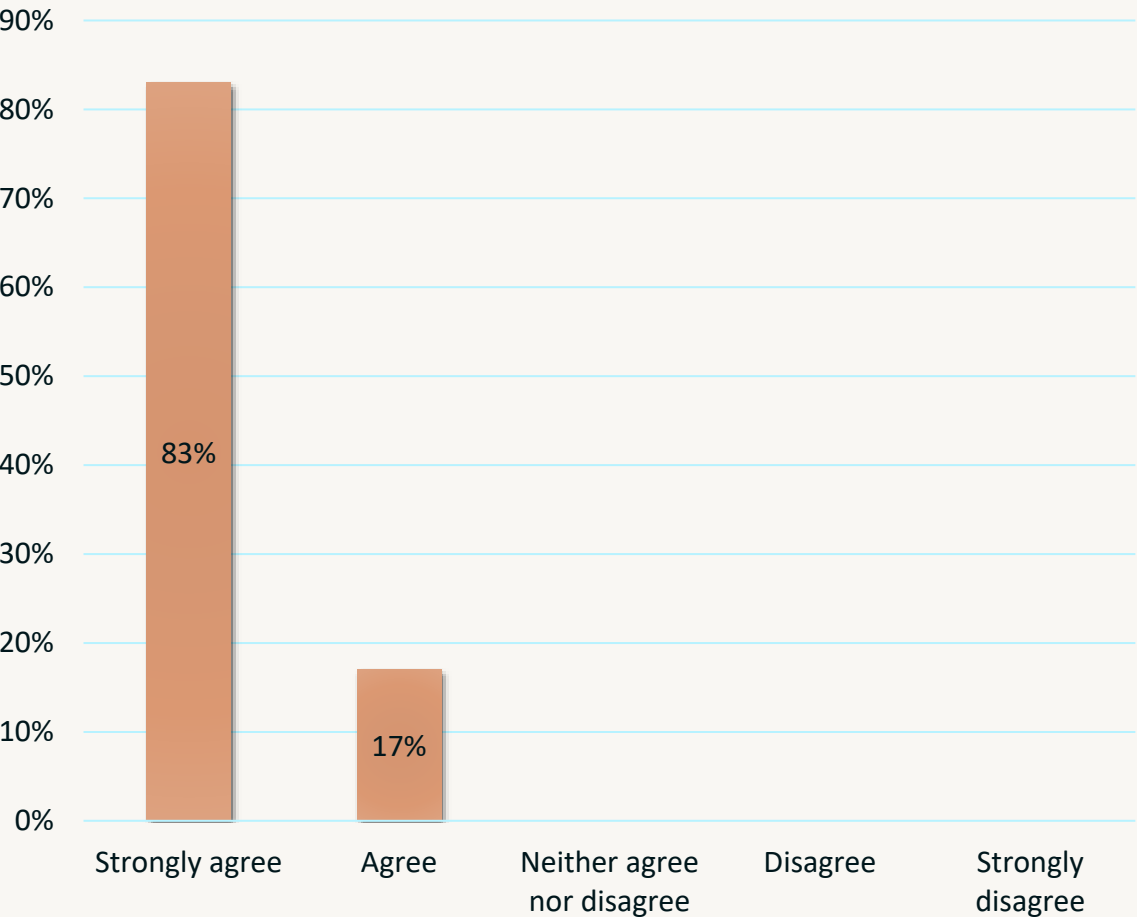
50% strongly agreed



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

I feel Belong communicates well with me about what is happening in the village.

83% strongly agree rising to 100% if ‘agree’ responses are included.

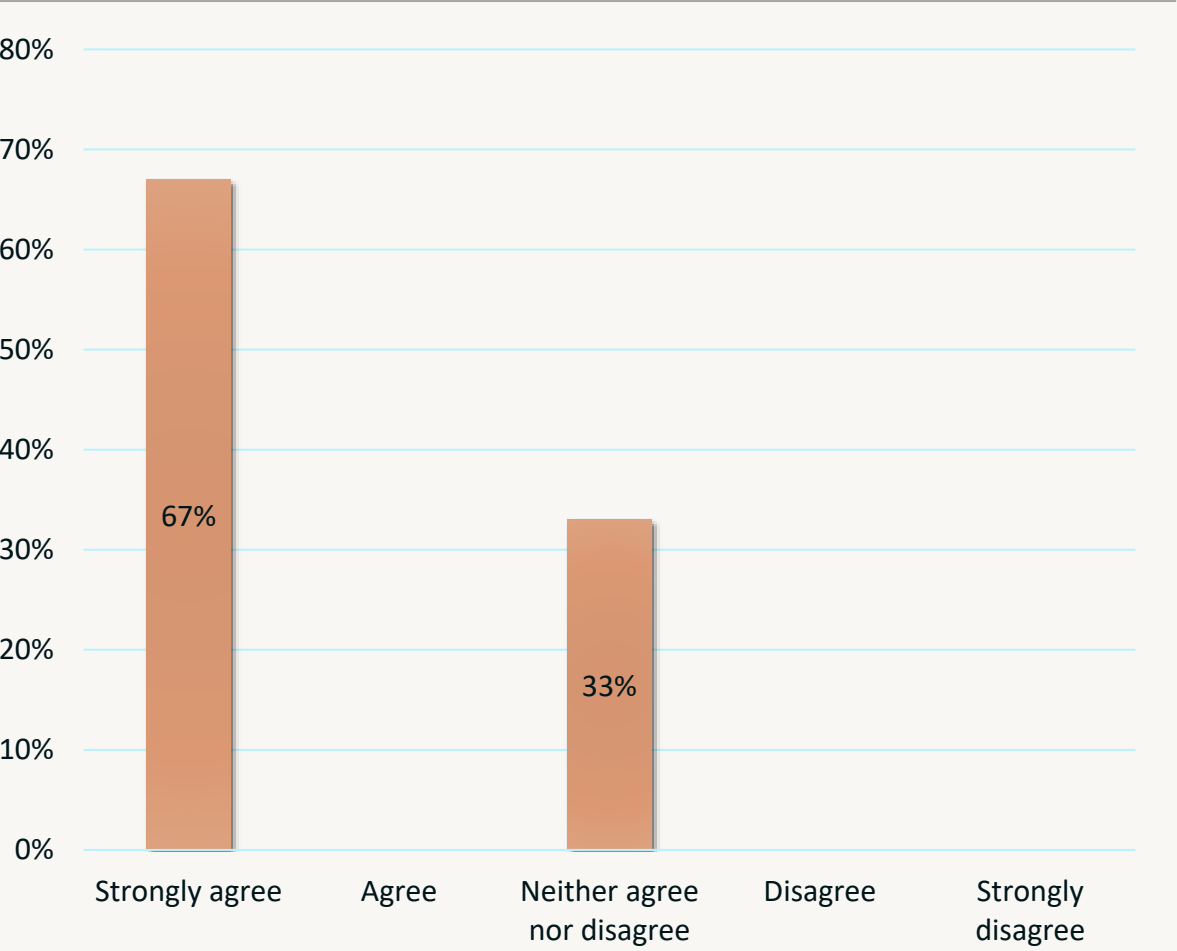


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The Experience team keep myself and my sister very well up to date with all mum does every day, could not be better. Thoughtful, caring and always helpful.

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

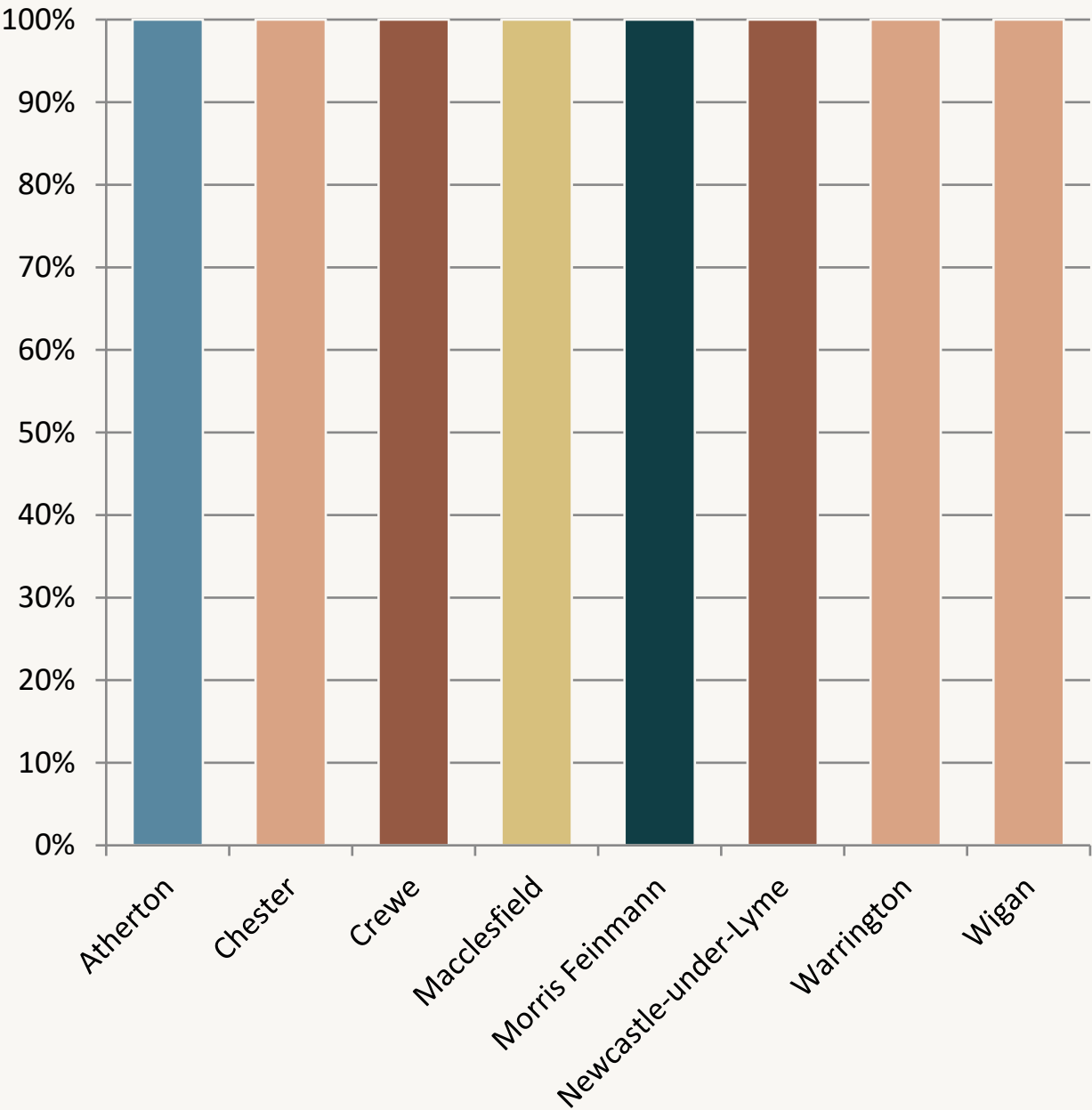
67% strongly agree



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
Could not be happier with mum’s care on Experience Days.
Not had any problems or complaints but all the staff are extremely approachable, friendly and professional.

100% percent of Belong Experience Day customers, across all locations, would recommend Belong to family and friends.



We asked Experience Day 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
Staff	The girls are very good treat us with respect and dignity - keep us active throughout the day.
Service / staff	The experience team are amazing in what they do, the support they provide means everything; they call me and check in on me. I live alone and I come to the village for friendship, and I have received that coming here.
Activities	Provide a variety of stimulation and companionship.
Communication	Communicating and listening to people's needs and wants.
Service / staff	Extremely friendly and helpful staff. Very professional and caring.
Staff	They listen to you, reassure you and respect you. I don't have anyone around me at home and they give me a listening ear and conversation throughout the day.

We asked Experience Day 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
Transport	Coach to take us places.
Exercise	I don't like when Max has to cancel to support other villages as this was one of my main reasons of coming to Belong, so this is very disappointing.
Activities	Try to push the clients to the limit of their mental and physical capabilities.
Transport	Offer a transport service as I cannot always count on the local taxi to arrive on time.

We asked Experience Day 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
Staff	Could staff have name tags please.
Service	Just to say that we're glad we found you. The Experience Days have really helped both my husband and myself in that I know he is safe and being well cared for.

Manager's comments:

Thank you to everyone who took the time to complete this survey and we were delighted with the overwhelmingly positive feedback on the Experience Days service.

We have noted areas we can work on, including identifying providers to assist with transport and we will plan outings as the weather improves.

We regret any disappointment caused where gym sessions have needed to be cancelled and we continue to work to ensure alternative cover options.

All areas of feedback have been noted and discussed within teams so we can continue to make improvements. Thank you once again for providing your feedback and for choosing Belong.

Cheryl Davies

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.

