

Belong Macclesfield Apartments

Customer Satisfaction Results

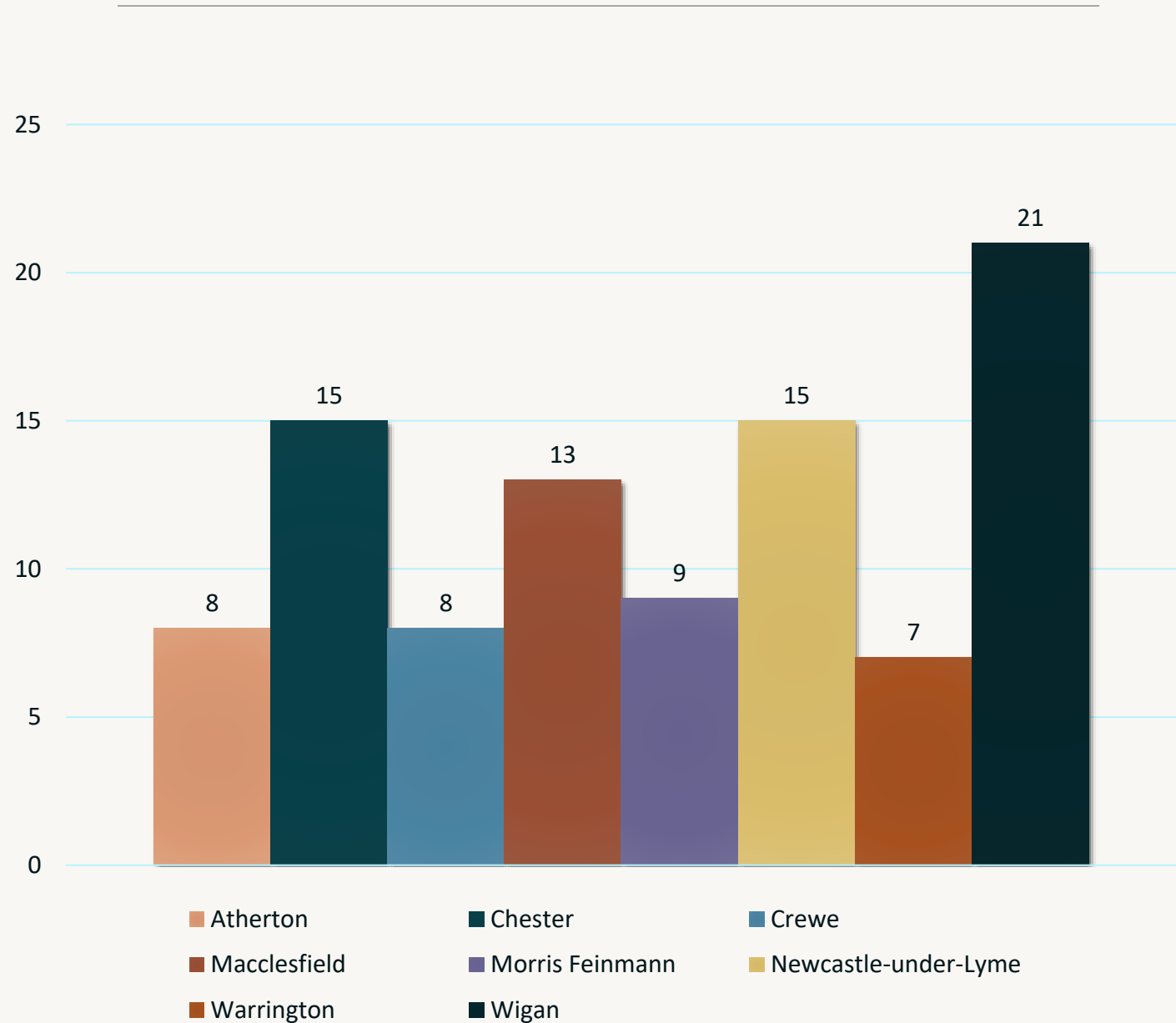
2023



BELONG

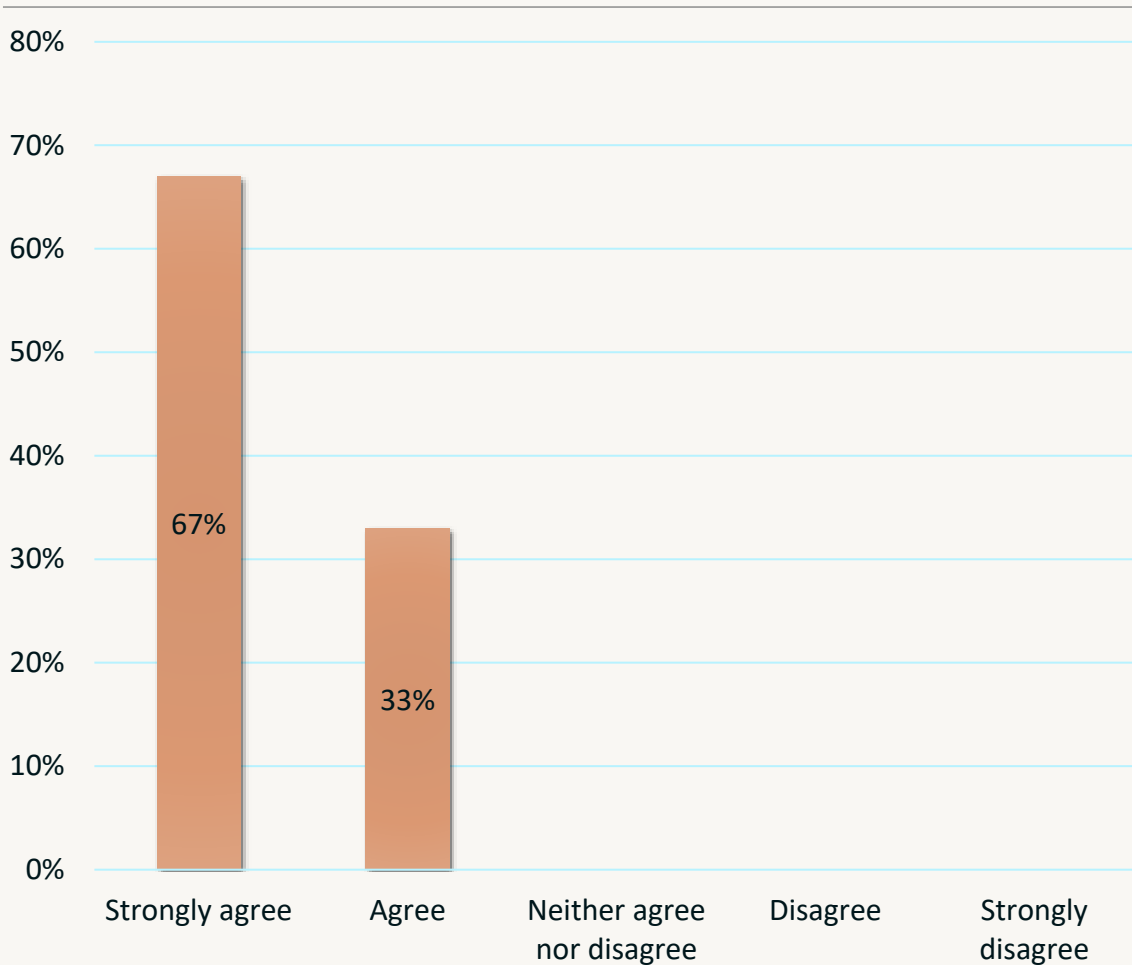
MACCLESFIELD

The number of surveys completed and returned by apartment customers, by location, are shown below. For Macclesfield, this accounts for 76% of our apartments.



My experience of the Belong team is that they are respectful, caring and compassionate.

67% strongly agreed rising to 100% if 'agree' responses are included.

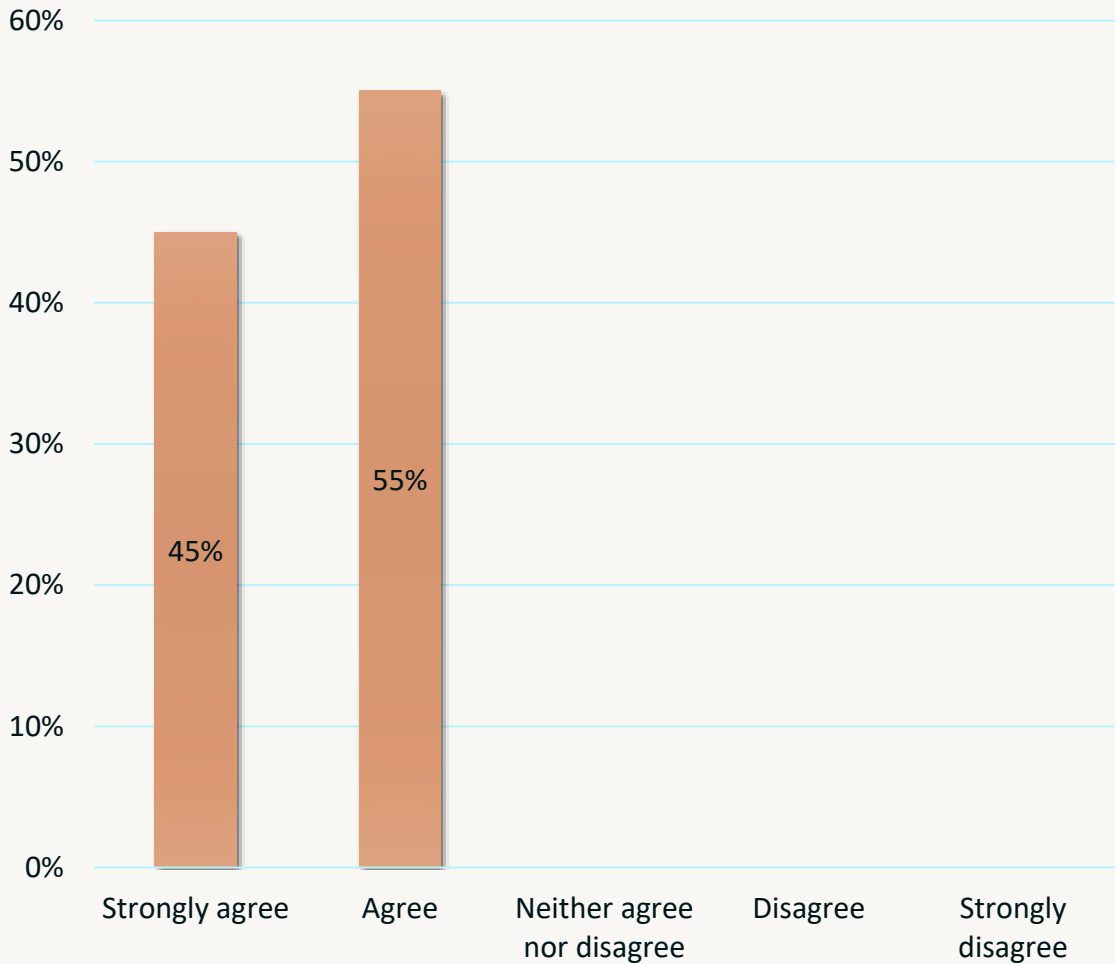


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Such kind, welcoming and happy staff and residents. It feels like a caring family.

I feel secure living in a Belong apartment.

45% strongly agree rising to 100% if 'agree' responses are included.



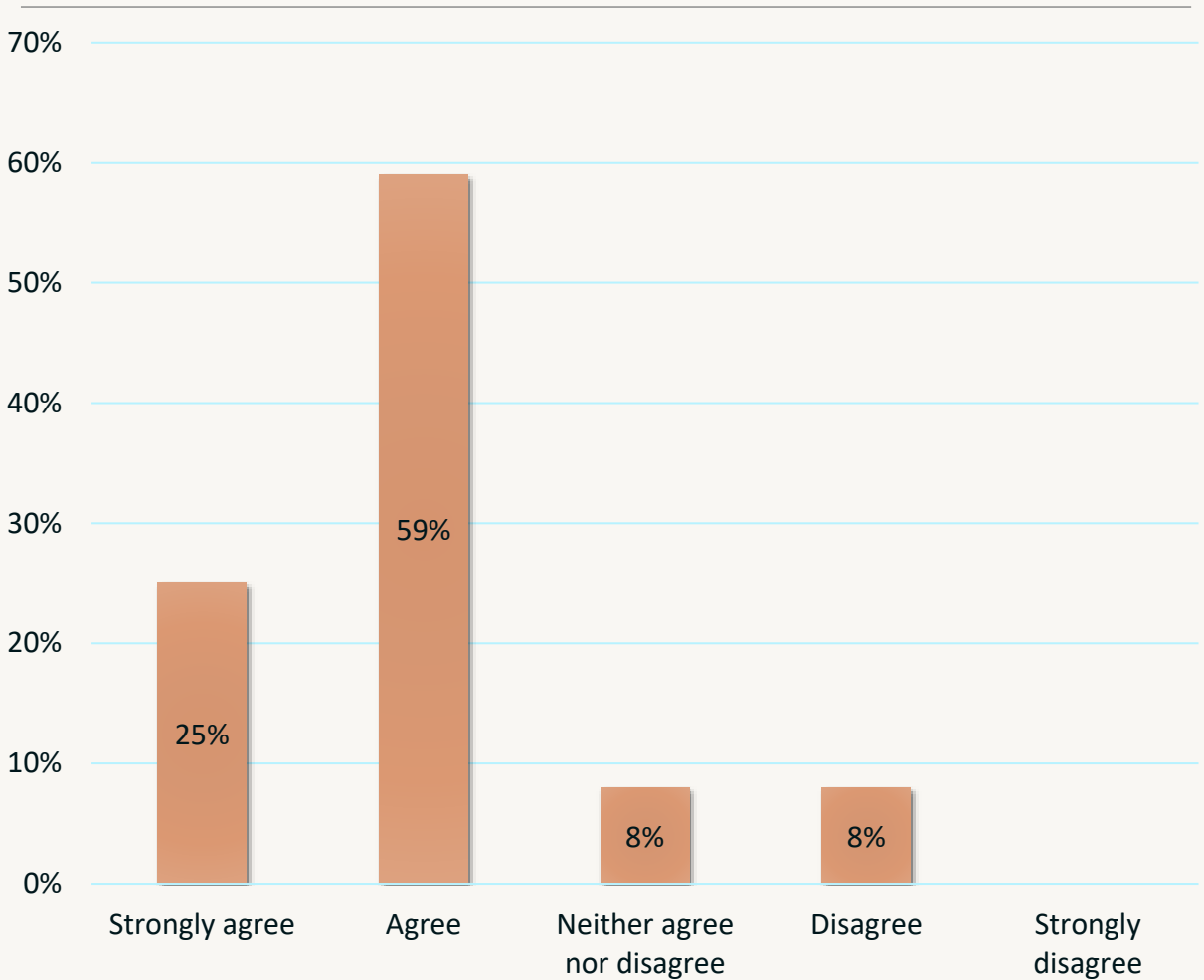
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

I enjoy using The Bistro.

25% strongly agree rising to 84% if 'agree' responses are included.

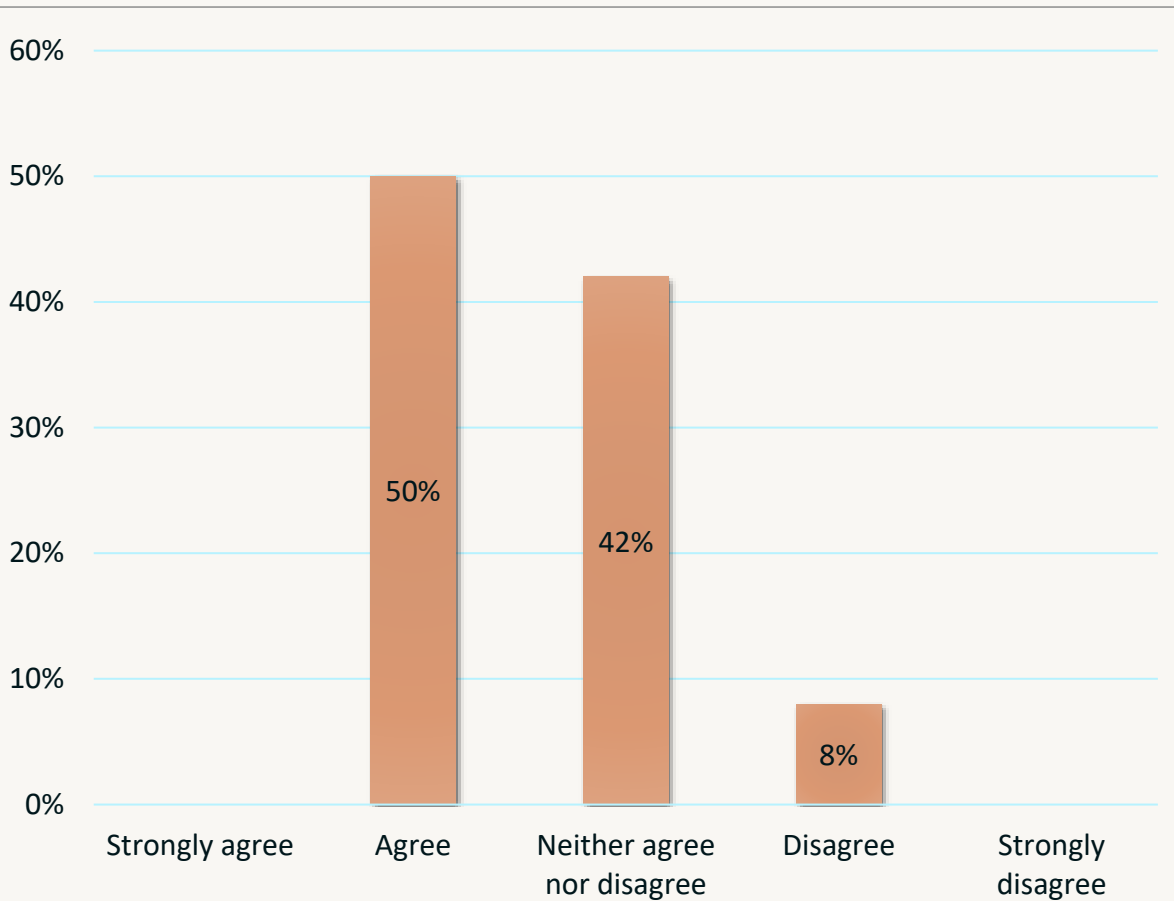


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I cannot go there unless someone takes me.
Though I don't often use it except for the occasional meal and provision of milk sometimes. It's good and the staff are so kind. Excellent food.

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

50% 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):

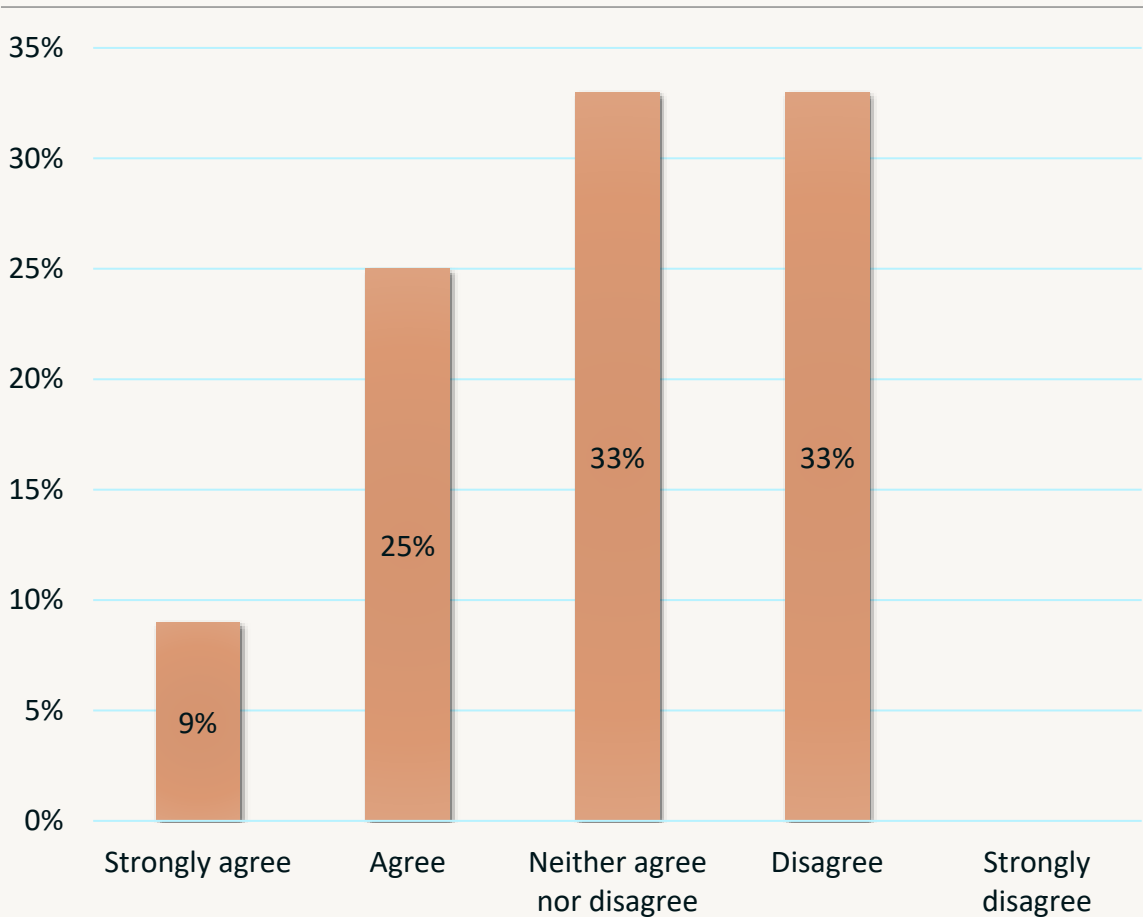
Comments

It would be helpful if the weekly activity guide could be a little more explanatory. I sometimes don't really understand what an event is, so find it difficult to decide if I would like to attend.

Although daytime activities are good, it would be nice to have some evening activities e.g. a film night.

I like to use the Belong gym.

9% strongly agree rising to 34% if 'agree' responses are included.



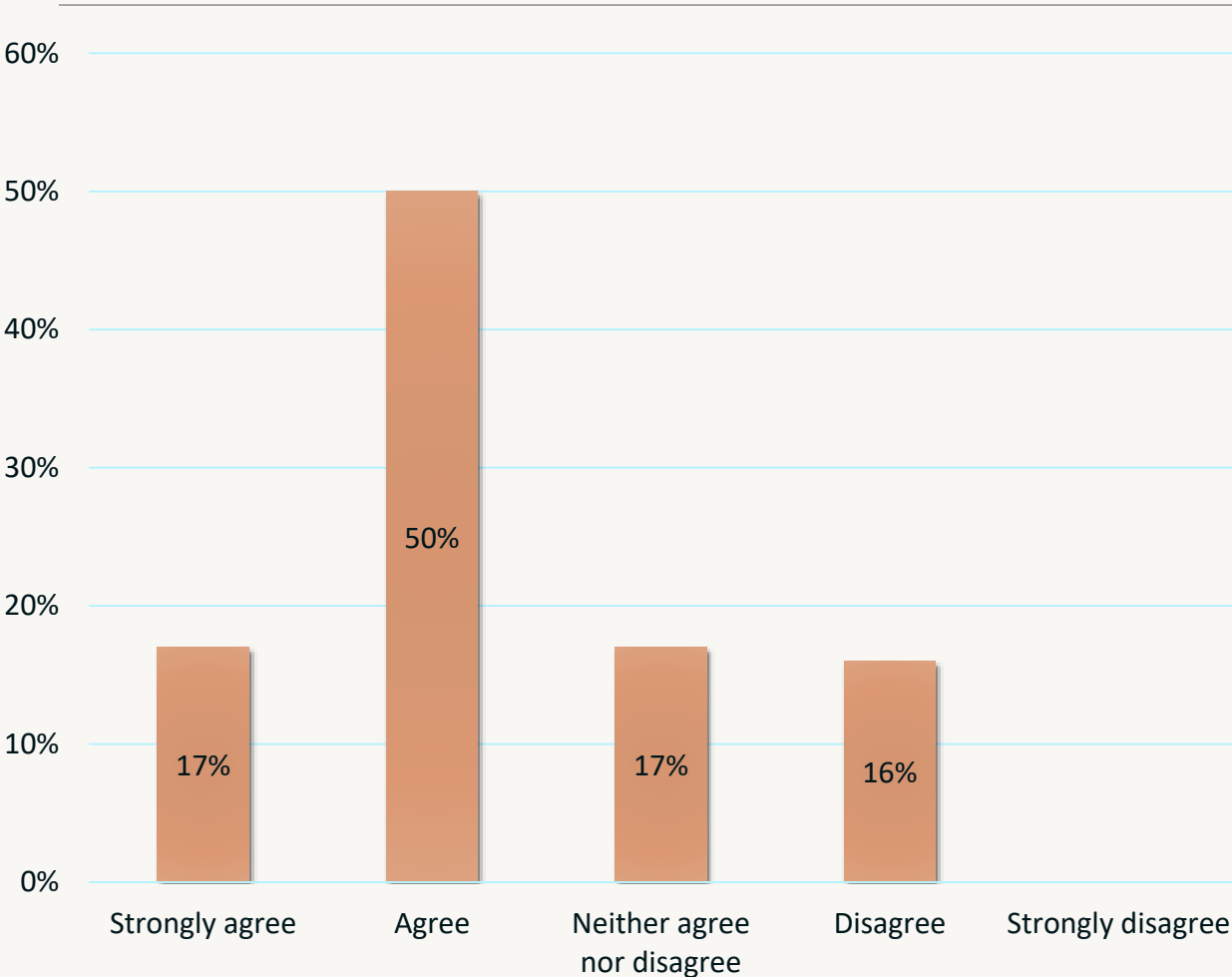
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

I never used it. I keep active on local walks each day.

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

17% strongly agree rising to 67% if 'agree' responses are included.

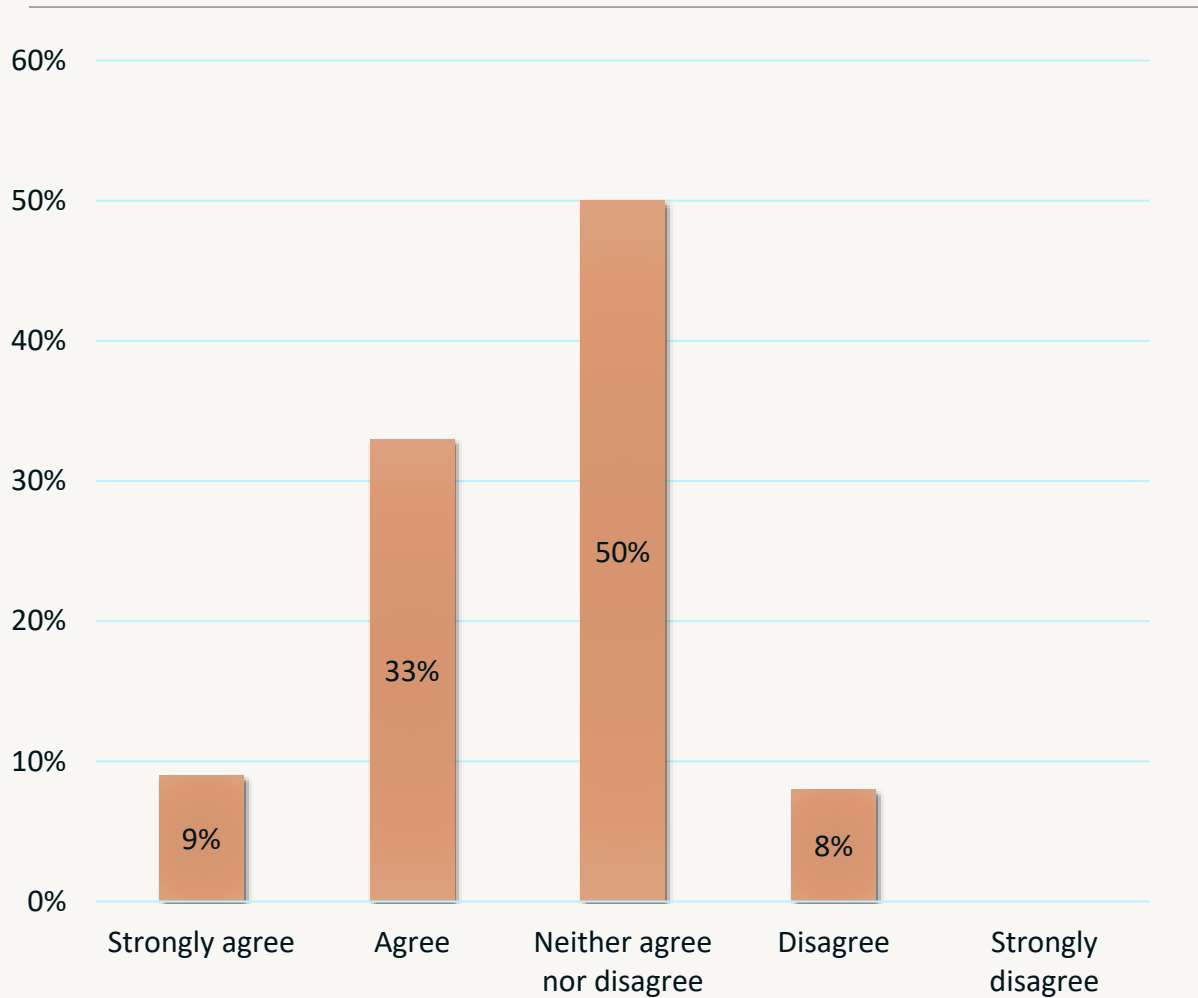


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
It would be nice to see more flowers in the planters on the driveway.
I am unable to access the outdoors, but parts of the gardens are restricted because they are reached via the households. We are still awaiting promised and planned refurbishment.

My spiritual needs are supported in Belong.

9% strongly agree rising to 42% if 'agree' responses are included.

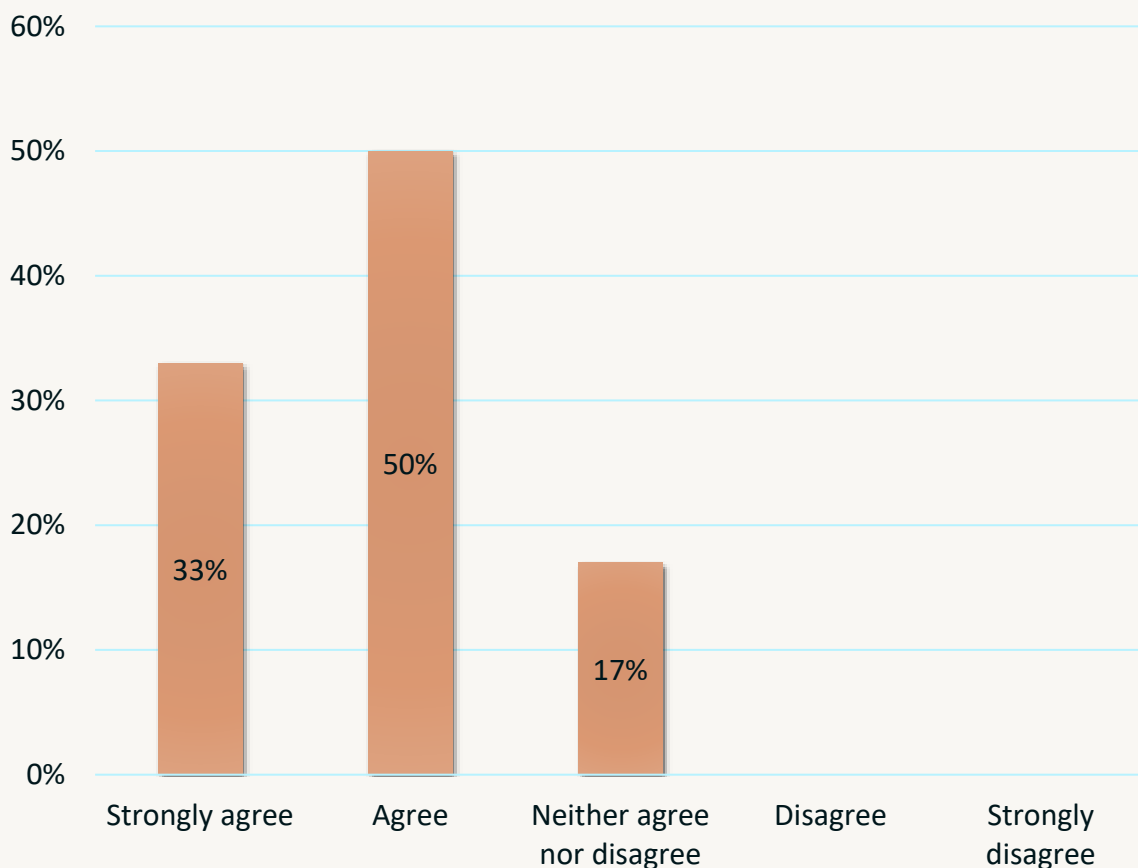


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The services taken by Rev. Lynn Bowden are much appreciated.

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

33% strongly agree rising to 83% if 'agree' responses are included.



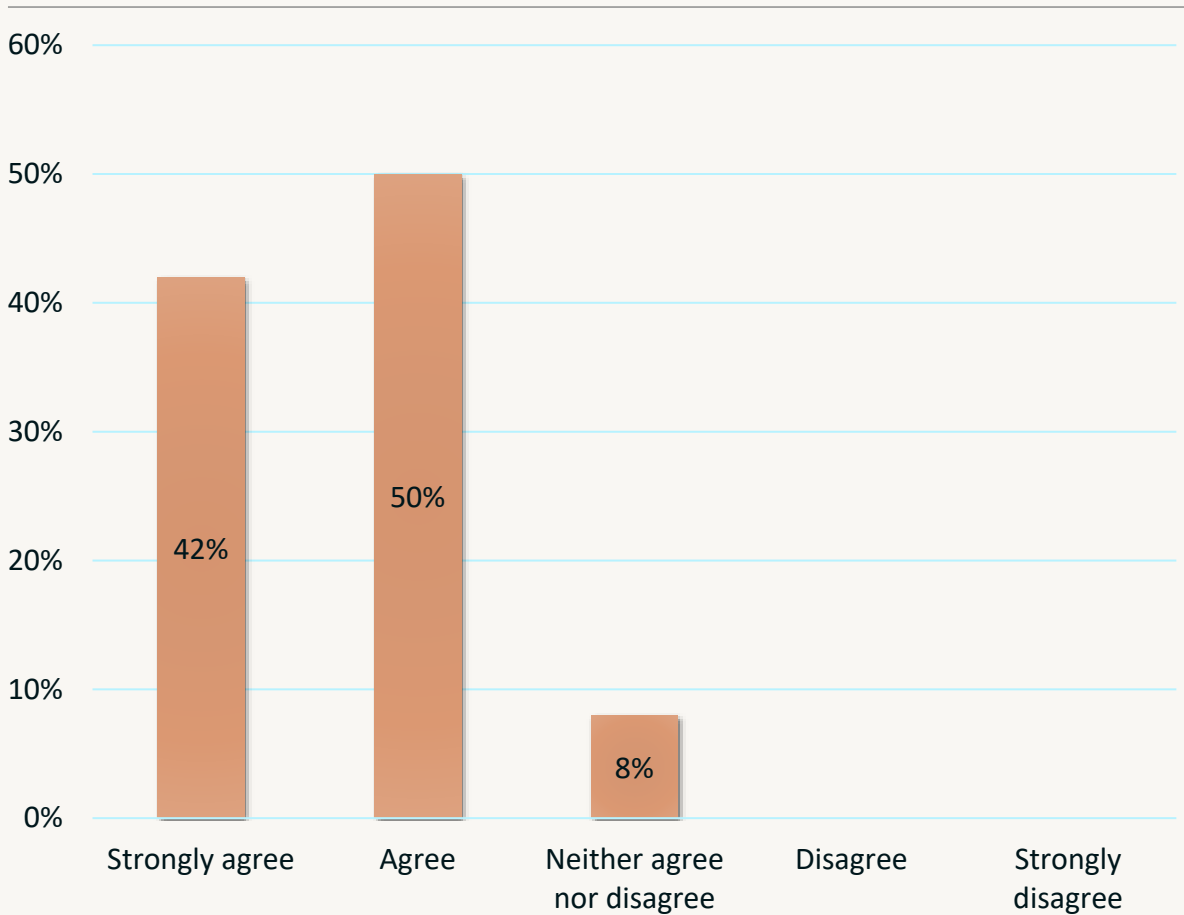
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Reception staff pass the weekly leaflets of activities to me.

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

42% strongly agree rising to 92% if 'agree' responses are included.

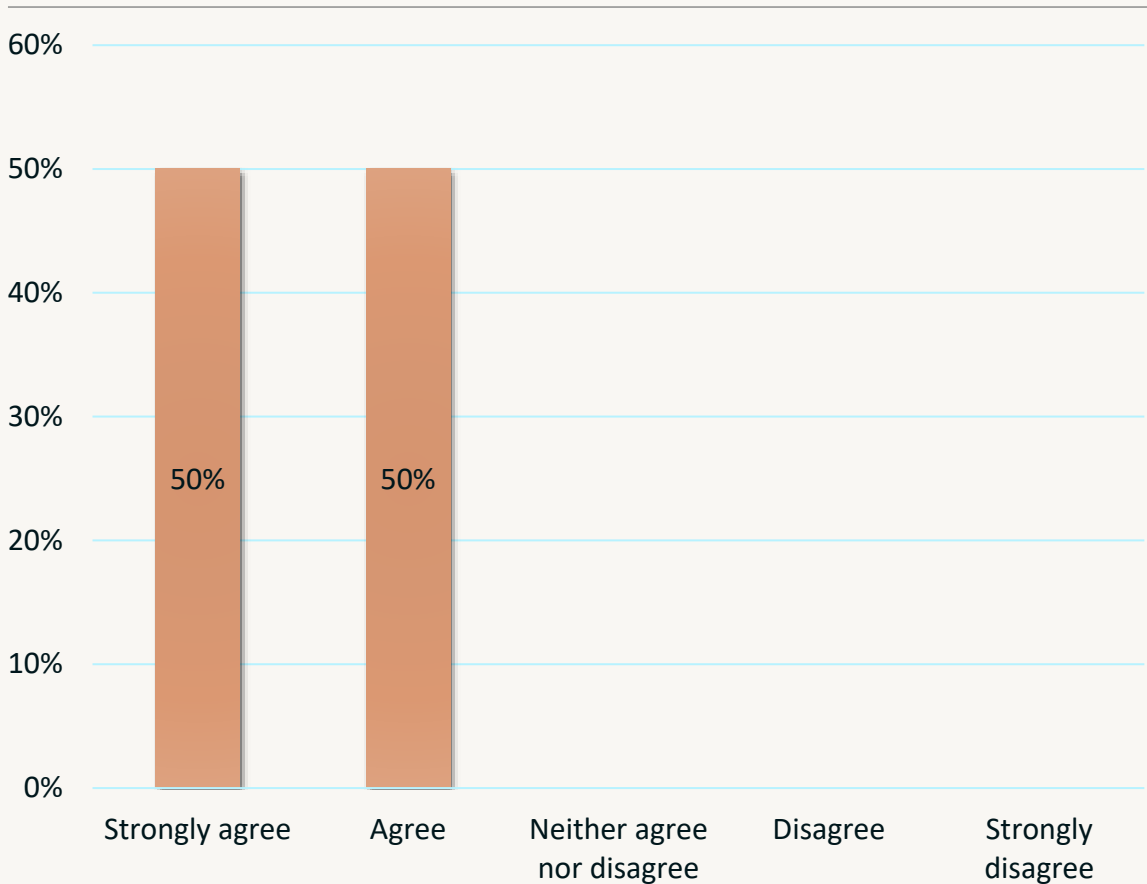


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Anything which needs fixing is attended to quickly and efficiently.

The indoor environment and building are well maintained.

50% strongly agree rising to 100% if 'agree' responses are included.

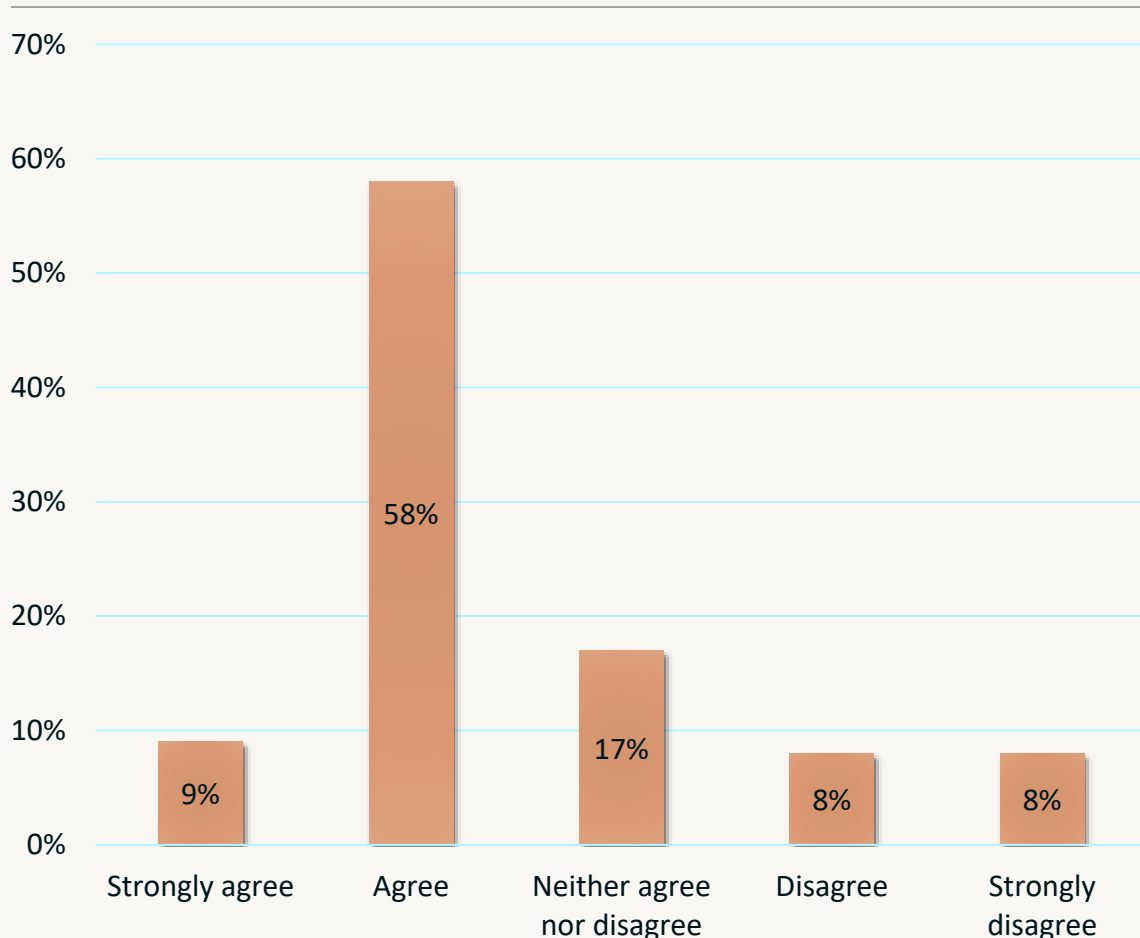


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Everything is spic and span.
I am concerned that refuse is not able to be sorted into recyclable non-recyclable apart from cardboard. I would be willing to put my rubbish into appropriate bins.

The gardens and grounds in my village are well maintained.

9% strongly agree rising to 67% if 'agree' responses are included.



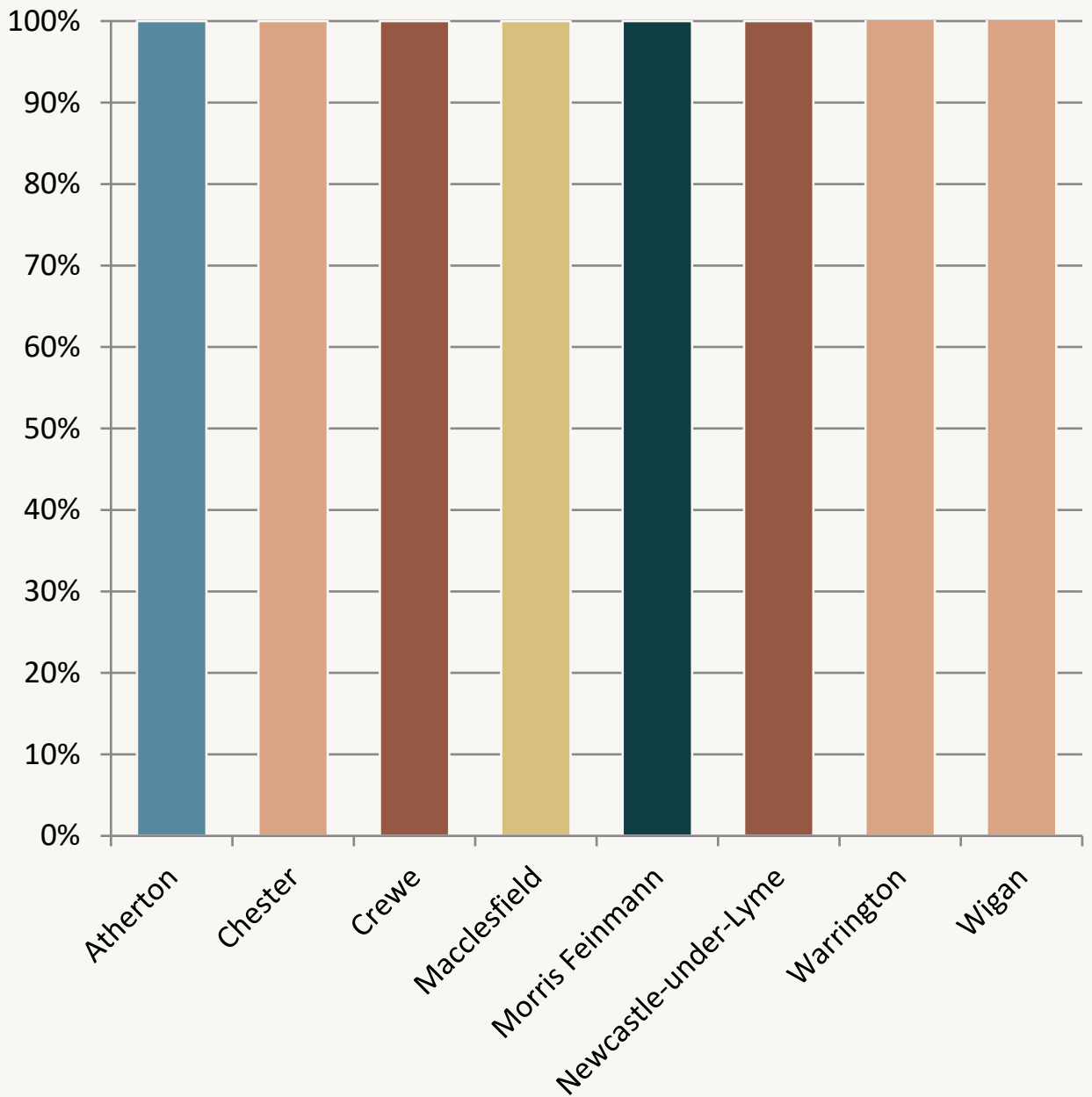
We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

Needs more regular attention. No plants in some pots it would be nice to see more flowers.

The lawns, shrubs and trees and flower beds are kept trim and pleasant.

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



We asked apartment 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 staff are very helpful and friendly.
Support / environment	This is a home of all-round excellence. It is a privilege to be able to stay here.
Support / staff	Personal contact and willingness to help and make occupants feel at home. Questions and problems quickly and pleasantly dealt with by reception and around the establishment.

We asked apartment 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
Activities	Help independent residents to join in more. Offers to collect from room would be appreciated as I cannot walk easily.
Staff	I would like a photo of all the carers with names, so I know who they are.
Building maintenance	Gutters and eaves of the building need cleaning.
Activities	Supply after hours activities occasionally by using The Venue. Film show, speakers or some local history information.

We asked apartment 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
Support / Staff	My mother says she is extremely happy with her care, and I echo her views. I have worked in many care homes, and this is certainly the most professional and caring. We consider ourselves fortunate and very grateful to everyone.
Support / staff	A very big thank you everyone.

Summary and action plan in response to this survey.

Feedback area	Comments	Action agreed
Activities	Better explanation of the activity content.	Anna will include an explanation in the activity list.
Activities	Can it be produced earlier to allow better planning.	Anna will make sure the list is at reception in plenty of time before the start of the month.
Activities	Shared space for tenants to use and activities provided outside of office hours and at weekends.	General Manager has discussed with tenants, and they will use The Venue. Access to activities will be provided.
Outside space and shared garden	Various points raised regarding poor garden maintenance and lack of plants around the front and side of the building.	We regret the delays to the garden refurbishment, which is now planned to begin this spring 2024.

Manager's comments:

Thank you to everyone who took the time to complete this survey and for your positive feedback on the experience of living in a Belong apartment.

We have already had discussions to address the feedback to extend the activities provision to evenings and weekends so we trust that this is improving. Other areas of feedback specific to personal needs have been addressed on an individual basis.

A key priority for 2024 based on the themes emerging from this survey is to ensure the garden refurbishment is completed and that everyone can enjoy the outdoor spaces throughout the spring and summer.

We will keep everyone informed regarding progress and continue listening to all feedback to ensure that we continue to provide an excellent service to all our apartment customers.

Caroline Ray

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.

