

# **Belong Newcastle- under-Lyme Experience Days**

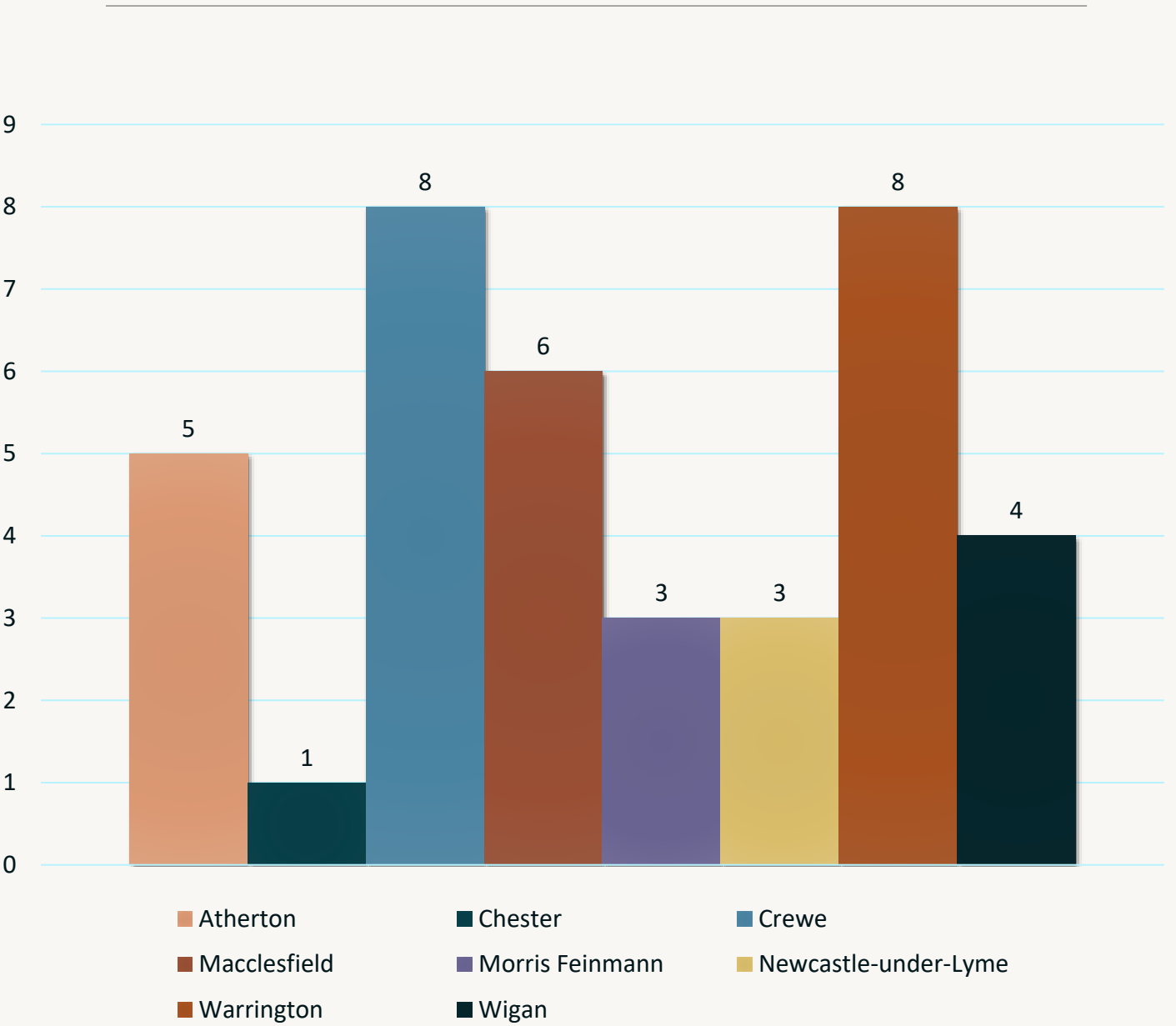
## Customer Satisfaction Results

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**2023**

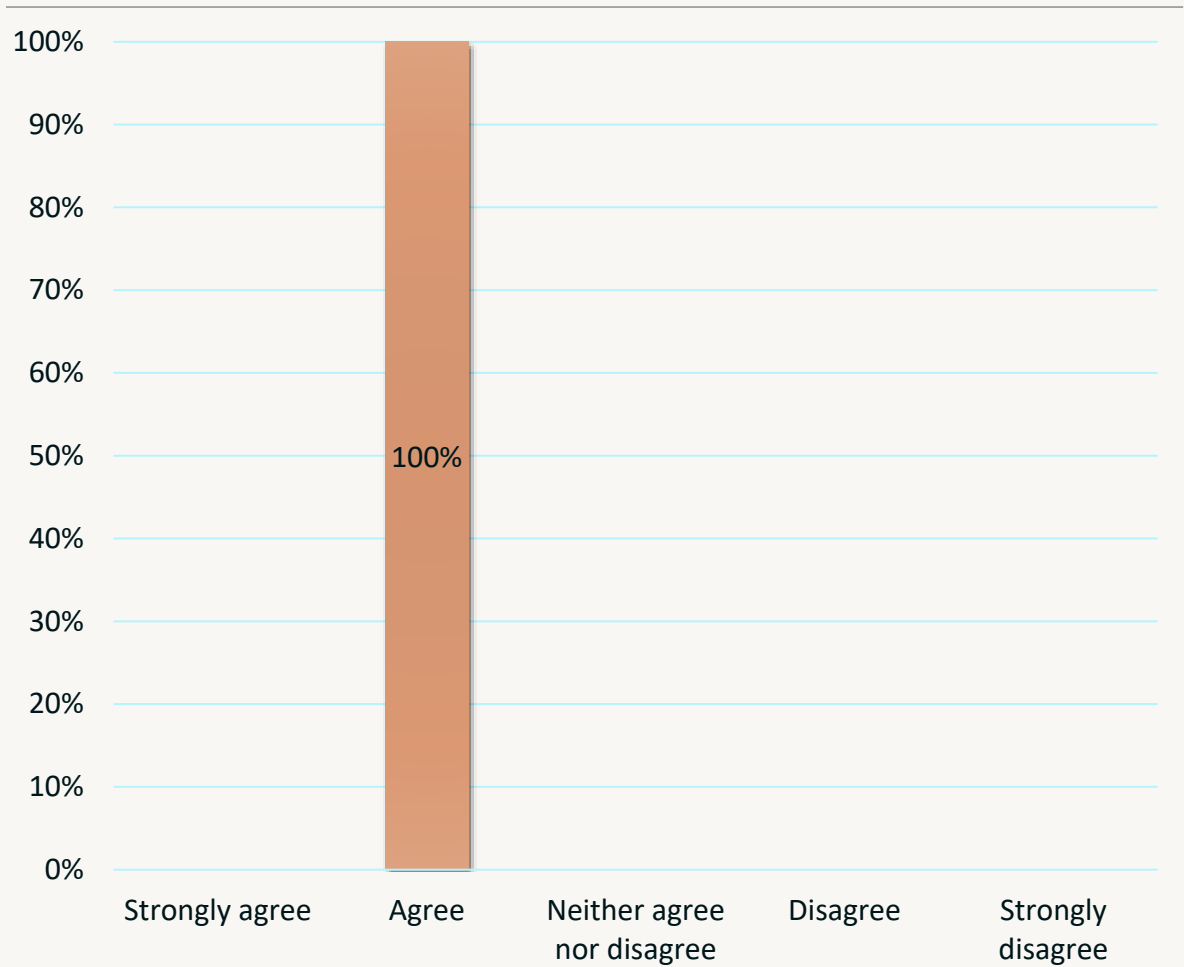


The number of surveys completed and returned by Experience Day Customers, by location were:



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

100% agree

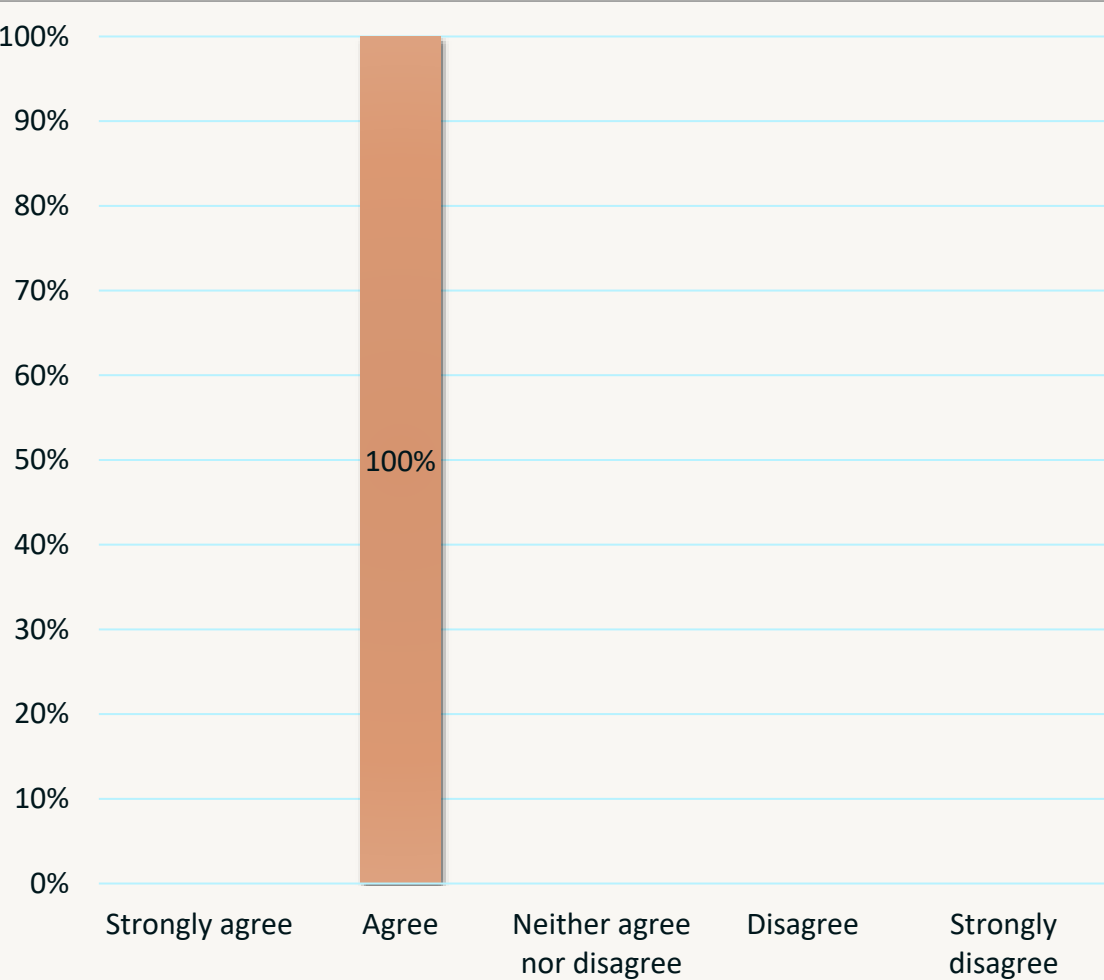


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
No comments were received.

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

100% agree



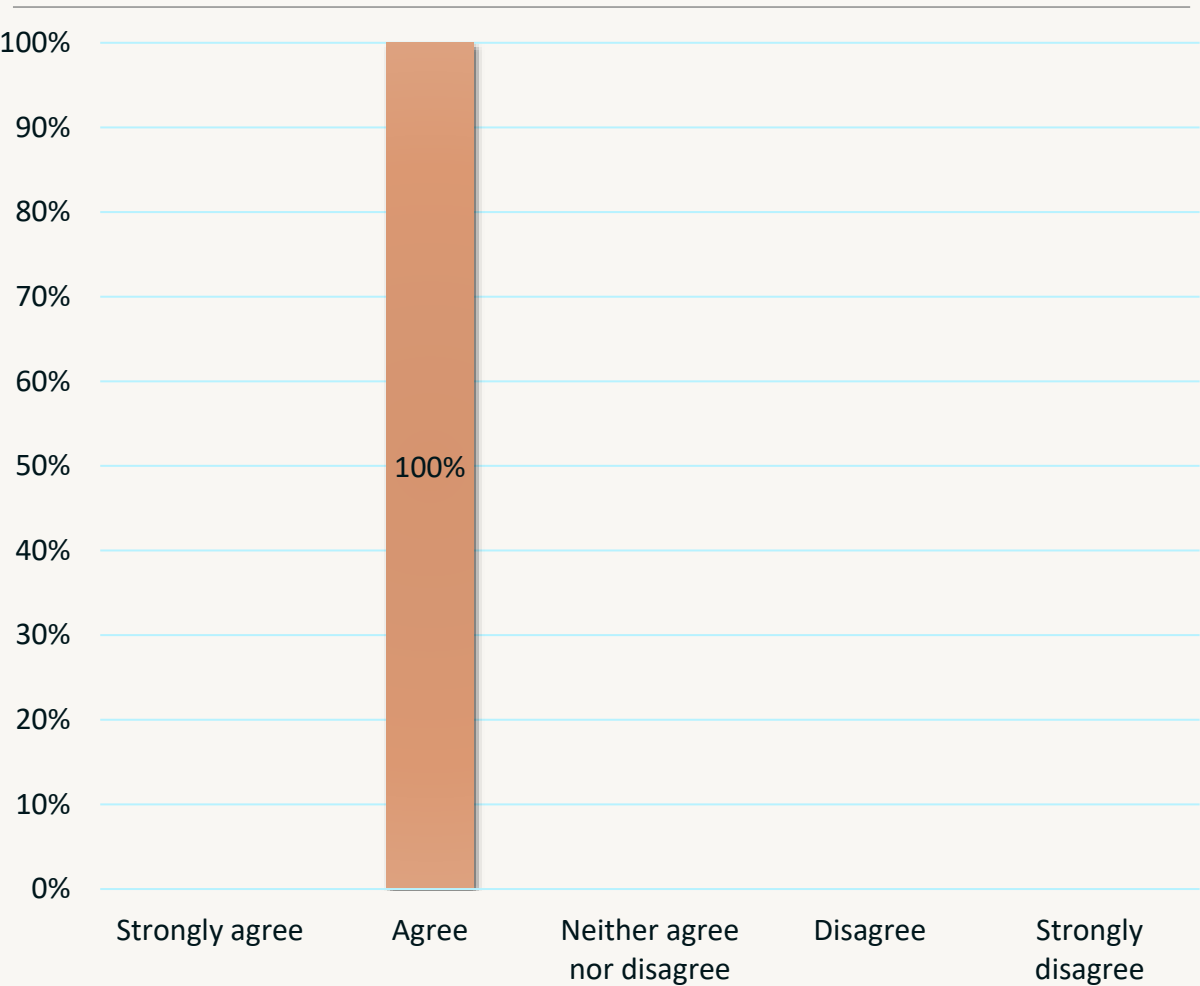
We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

No comments were received.

I feel safe whilst at a Belong village.

100% agree

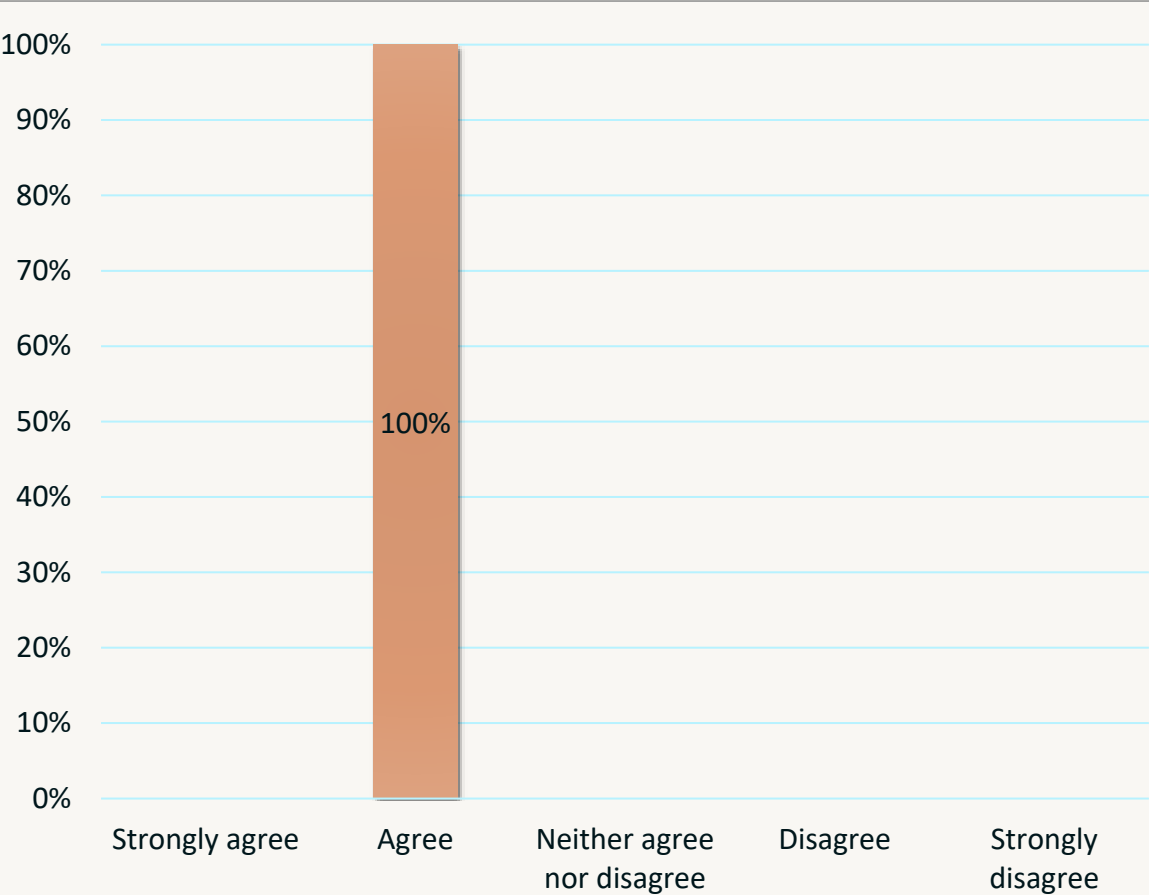


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

The Belong team supports me to maintain my hobbies and interests.

100% agree

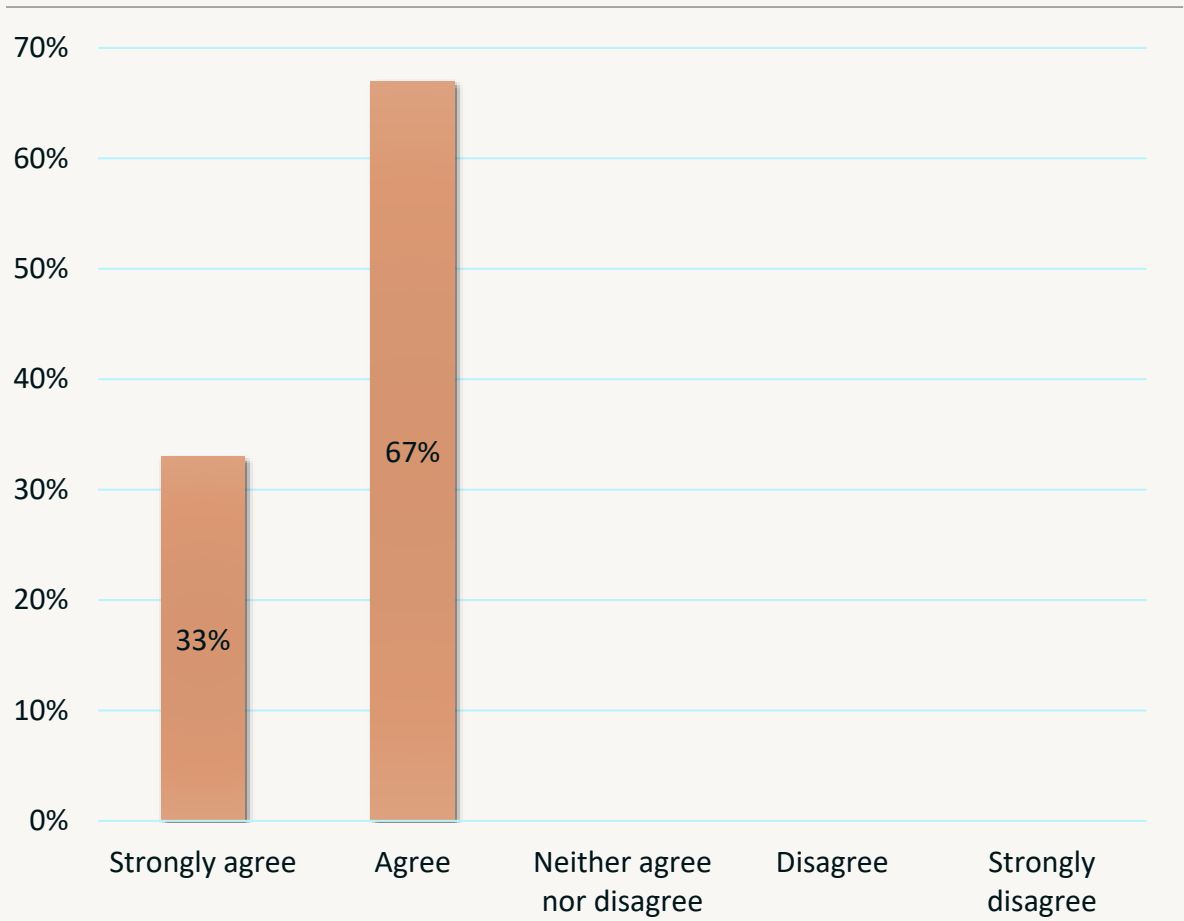


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Love dancing to the music in the pub.
Enjoy playing pool in the pub and painting in the craft room.
Like to chat, sing along to Evita and Bonnie Tyler.

I enjoy using The Bistro.

33% strongly agree rising to 100% if 'agree' responses are included.

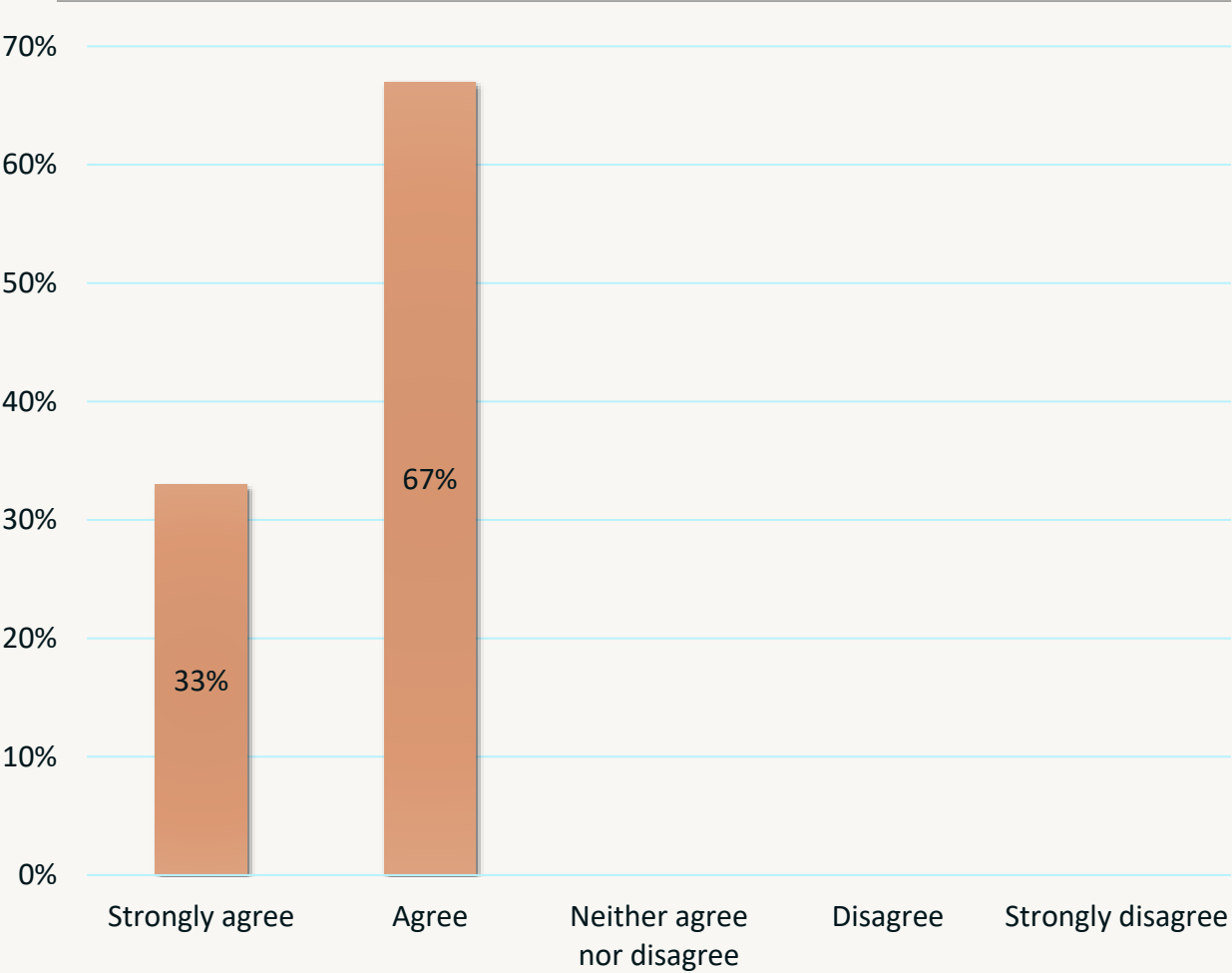


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The food is very nice, especially the puddings and the staff are so nice.
I enjoy the beef and the fish and chips.
The food is lovely.

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

33% strongly agreed rising to 100% if ‘agree’ responses are included.

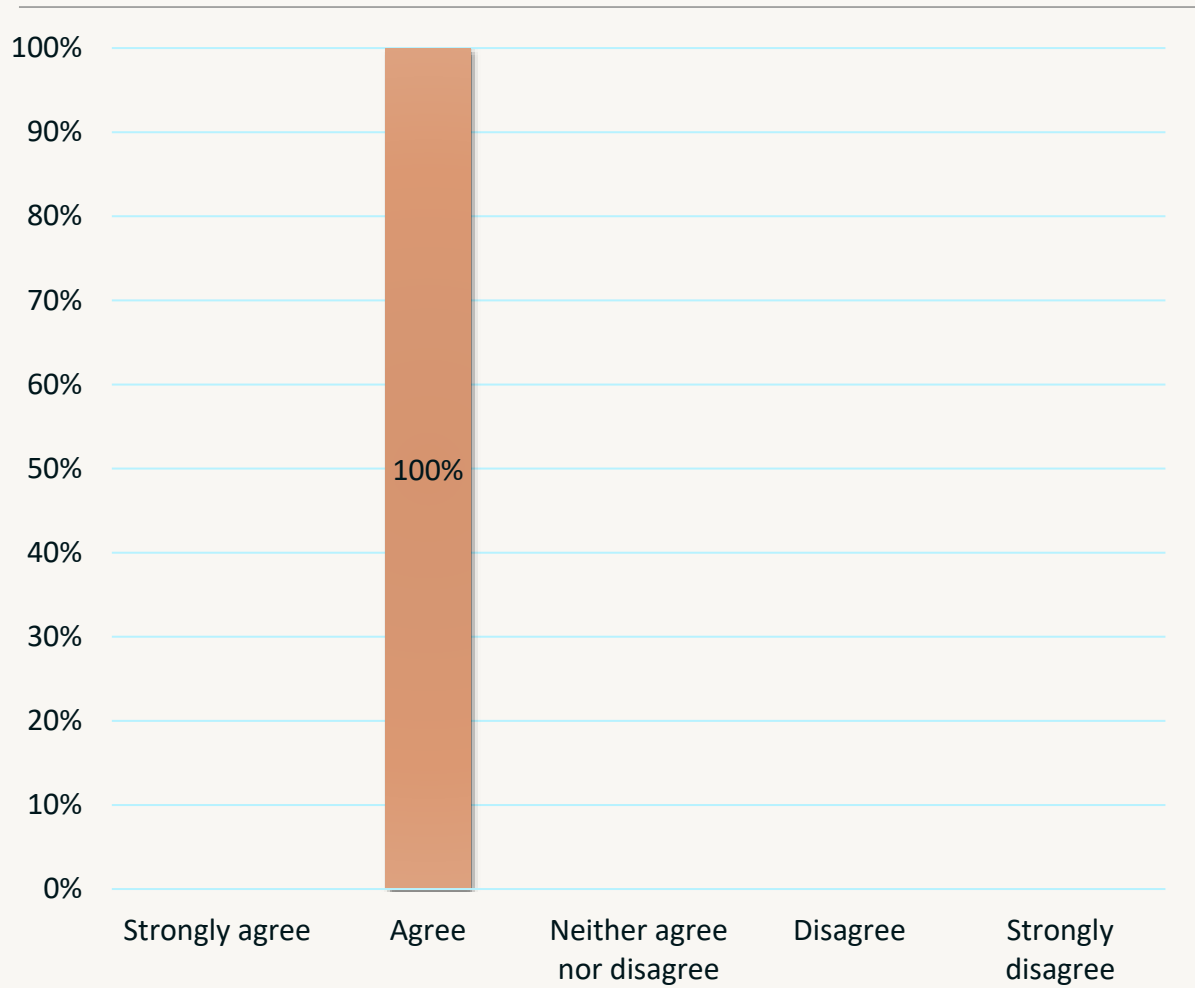


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Excellent food, drinks and service.
The food is nice and it's good quality.
Very good.

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

100% agree



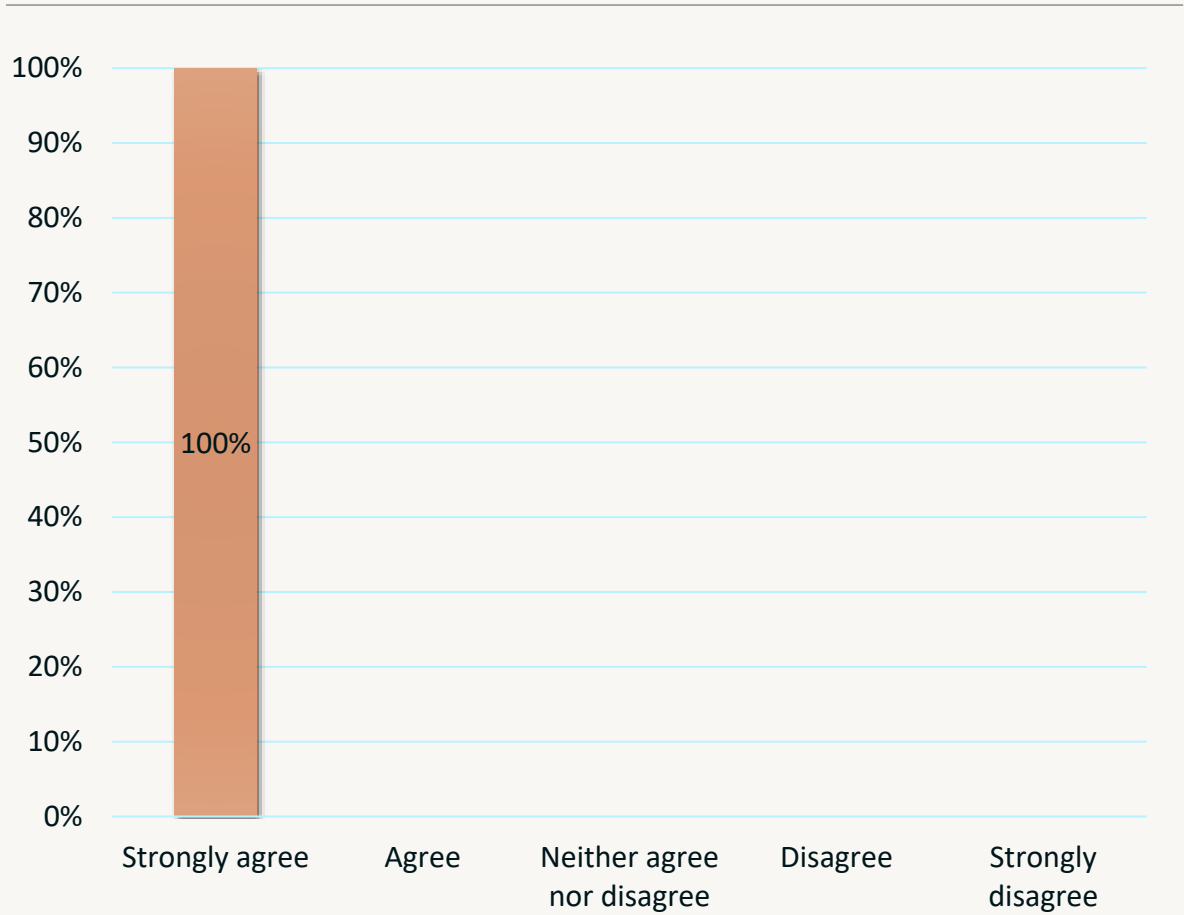
We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

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

100% strongly agree

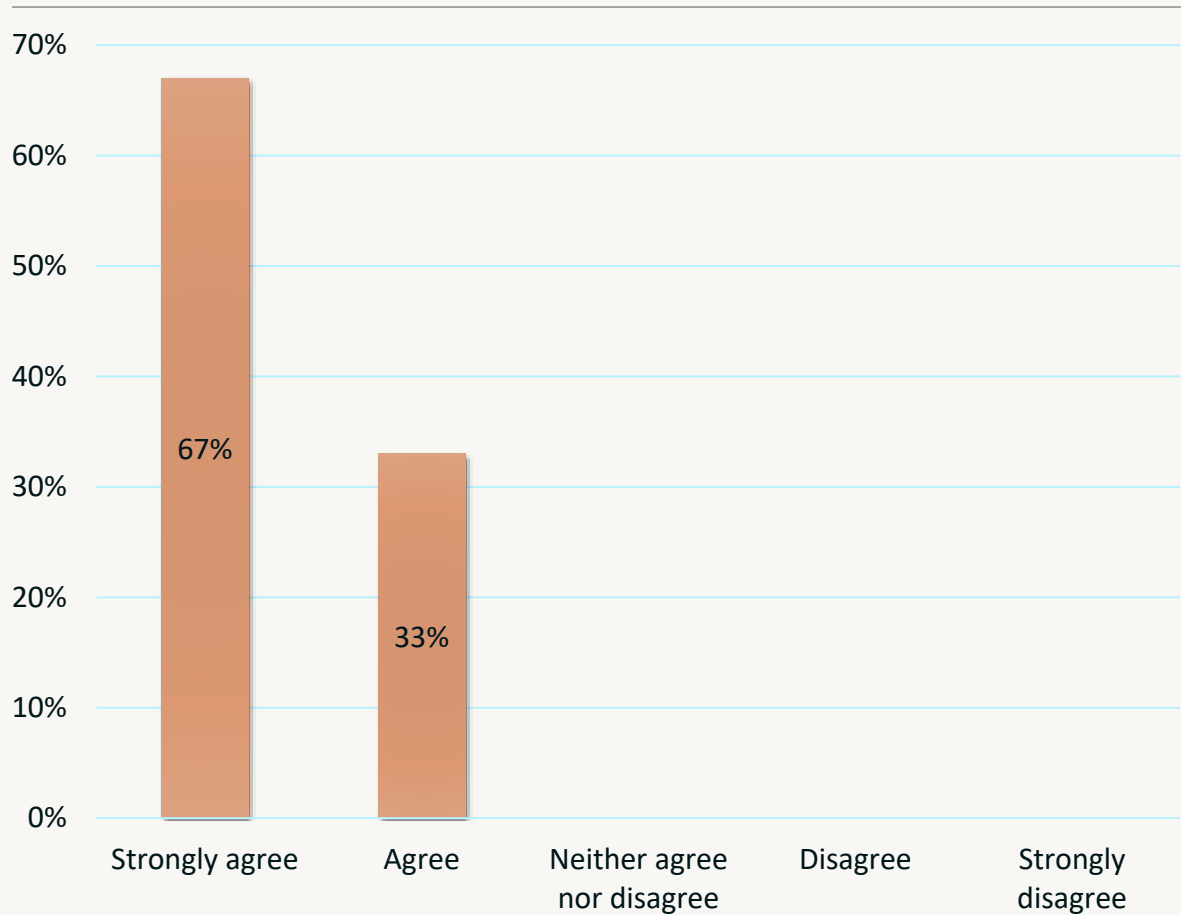


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I join in the exercises to music, It is very good, and we sing along too.
The chair exercises are very good fun.
I enjoy the chair-based exercise.

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

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

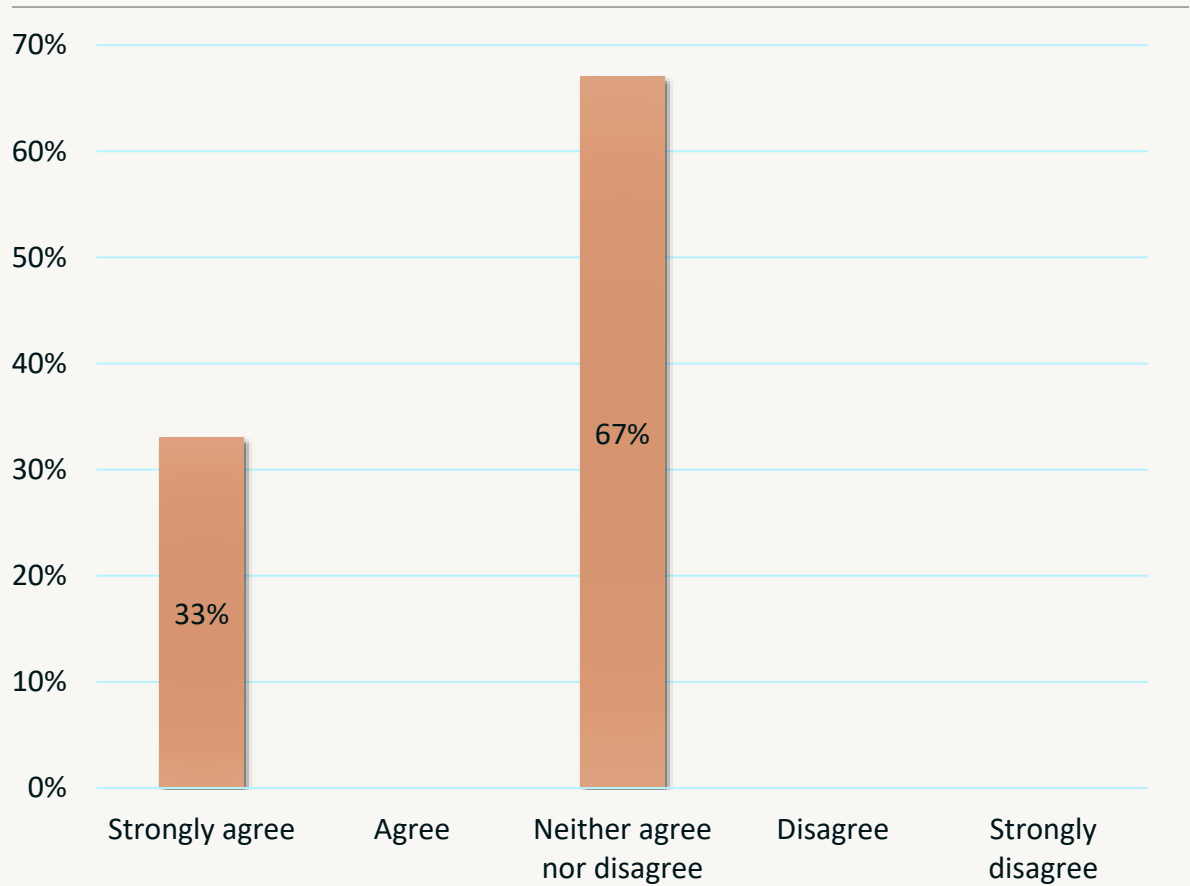


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I go into the garden after lunch if the weather is good and we have been out up to the town on a couple of occasions.
We go into the garden sometimes.
Yes, I go into the gardens with others and staff when the weather is nice.

**My spiritual needs are supported in Belong.**

**33% strongly agreed however, 67% neither agreed nor disagreed with this statement.**

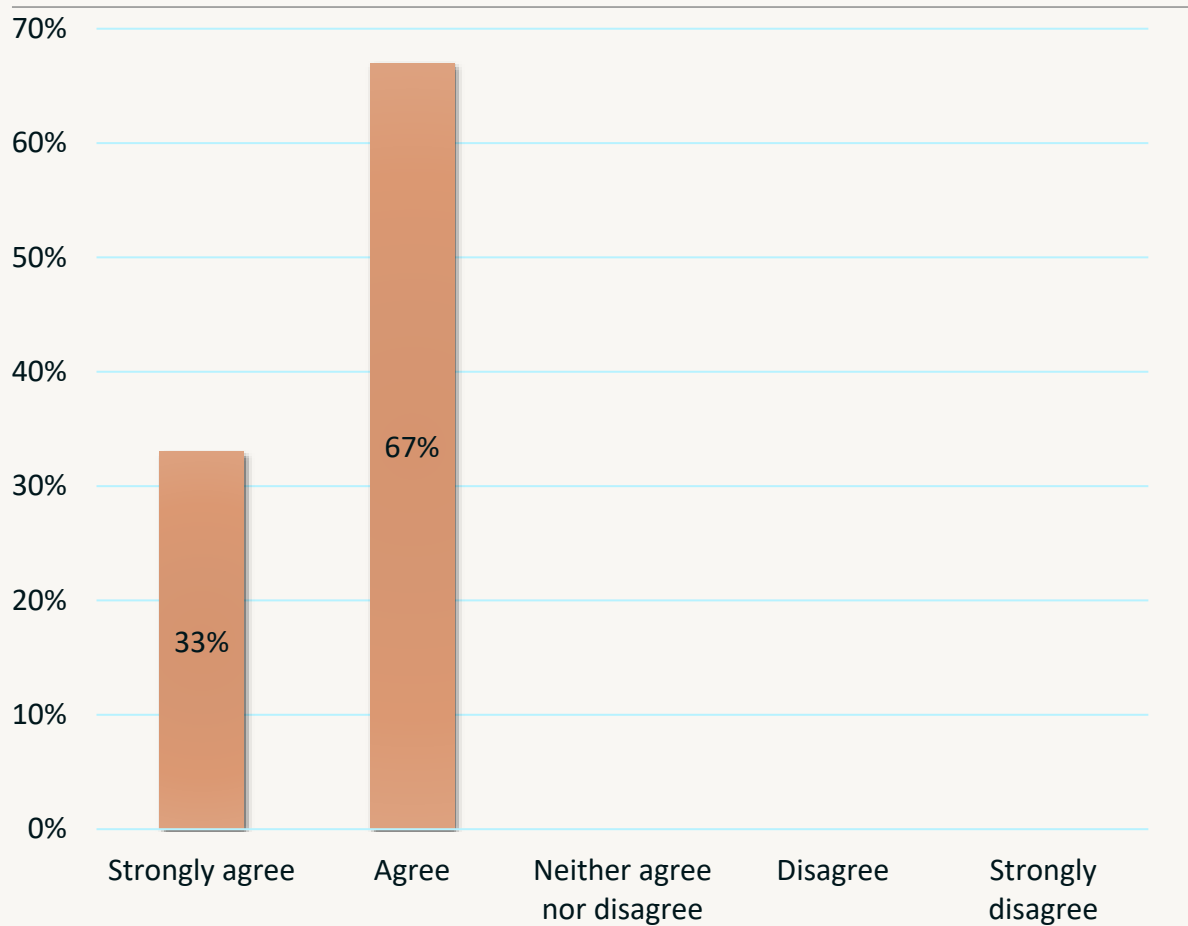


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The girls are good and talk with me about my beliefs - we listen to some church music.

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

33% strongly agree rising to 100% if ‘agree’ responses are included.

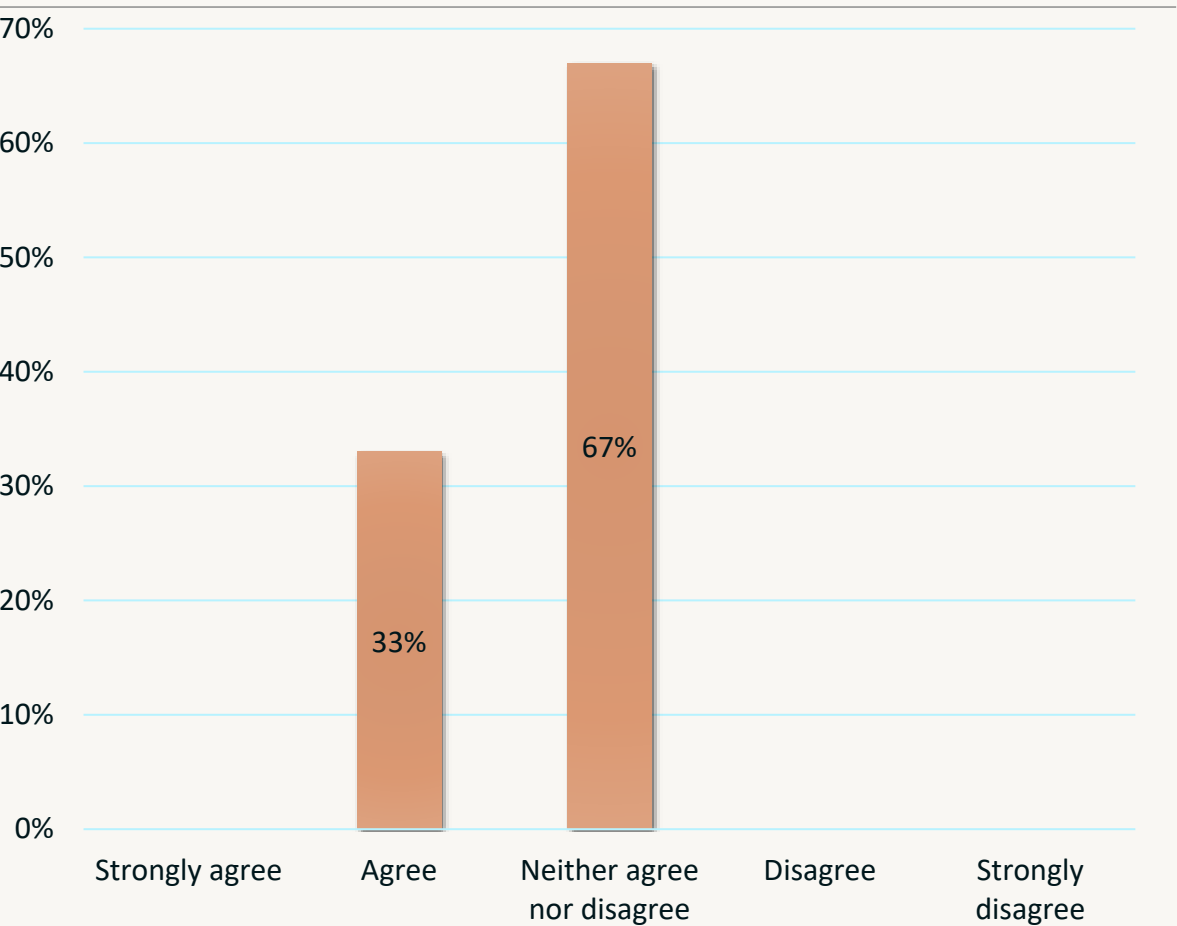


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
We are spoken to all the time and asked what we want to do and if we like things.
The staff talk to me and ask me what I would like to do.

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

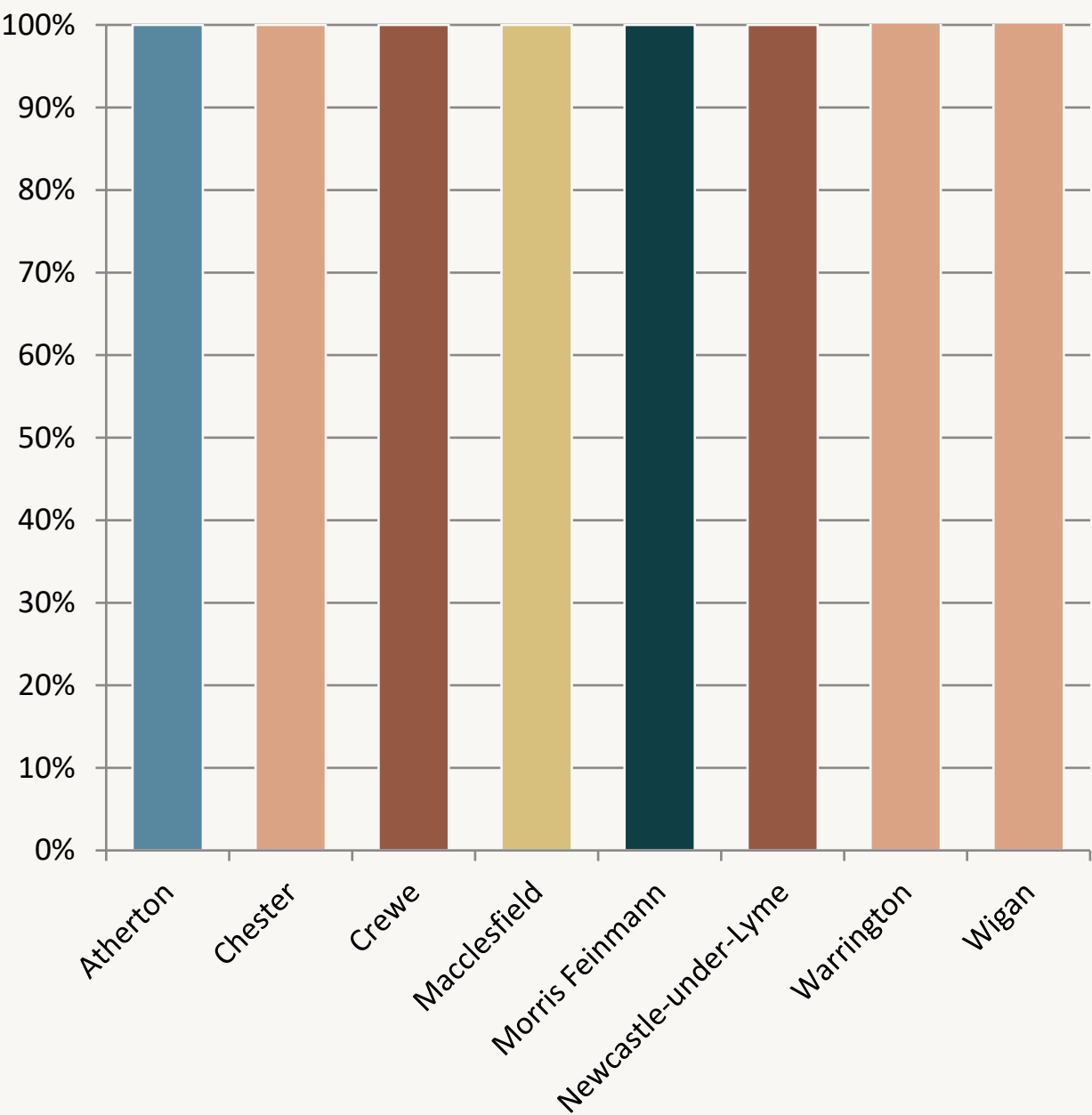
33% agree however, 67% neither agreed nor disagreed with this statement.



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
There's no reason to complain it's great.

**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
Activities	Lots of things, playing pool, chair exercises, talking and making it happy.
Staff	Very friendly and happy staff.

**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
Activities	Football and table tennis.

**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	It's a very nice place to be, the staff and everyone are very happy and kind and will do anything for you.

Summary and action plan in response to this survey.

Experience Days

Feedback area	Comments	Planned action
Activities	Football and table tennis mentioned as activities of interest	We have discussed these activities with residents to identify how we can incorporate them into our programme.

## Manager's comments:

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Thank you for taking the time to complete this year's survey.

We are delighted that our Experience Days team continues to provide an excellent service, providing meaningful experiences for people who wish to access village life on a day basis.

The team work hard to ensure a wide range of activities, reflecting the interests of our customers and providing opportunities to enjoy music, the arts, exercise and the outdoors.

We also noted the very positive feedback on The Bistro and food quality, and it was heartening to read that 100% of customers would recommend Belong Experience Days. We will continue to invest in the service and drive improvements in all that we do.

**Josephine Mollison**

General Manager

## What do we do with your feedback?

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- 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.

