

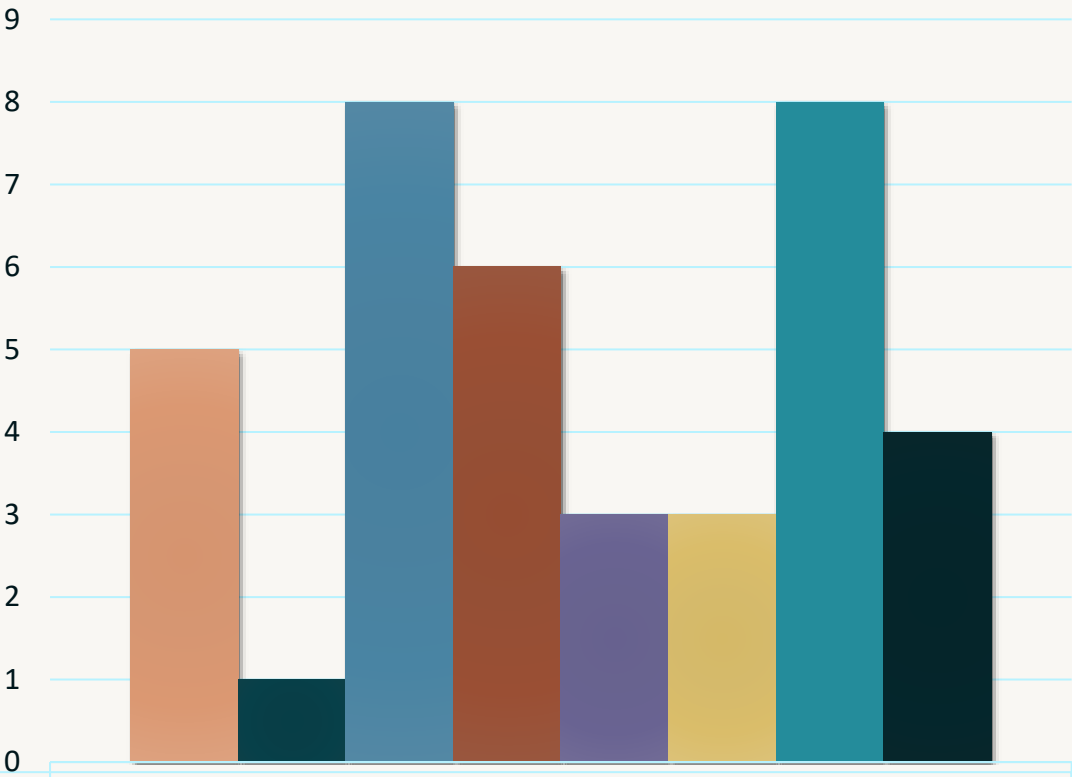
Belong Atherton Experience Days

Customer Satisfaction
Results

2023



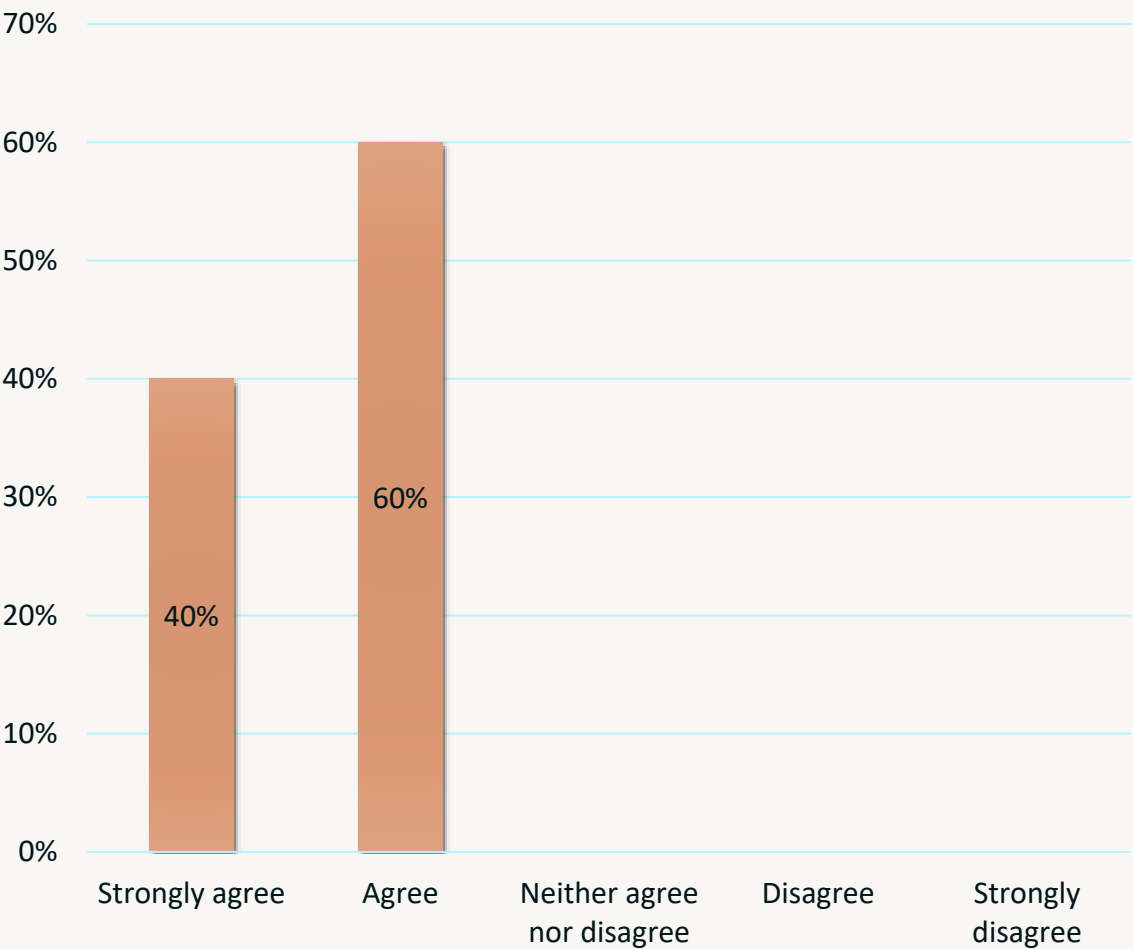
The number of surveys completed and returned by Experience Day Customers, by location were:



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.

40% strongly agreed rising to 100% if ‘agree’ responses are included.

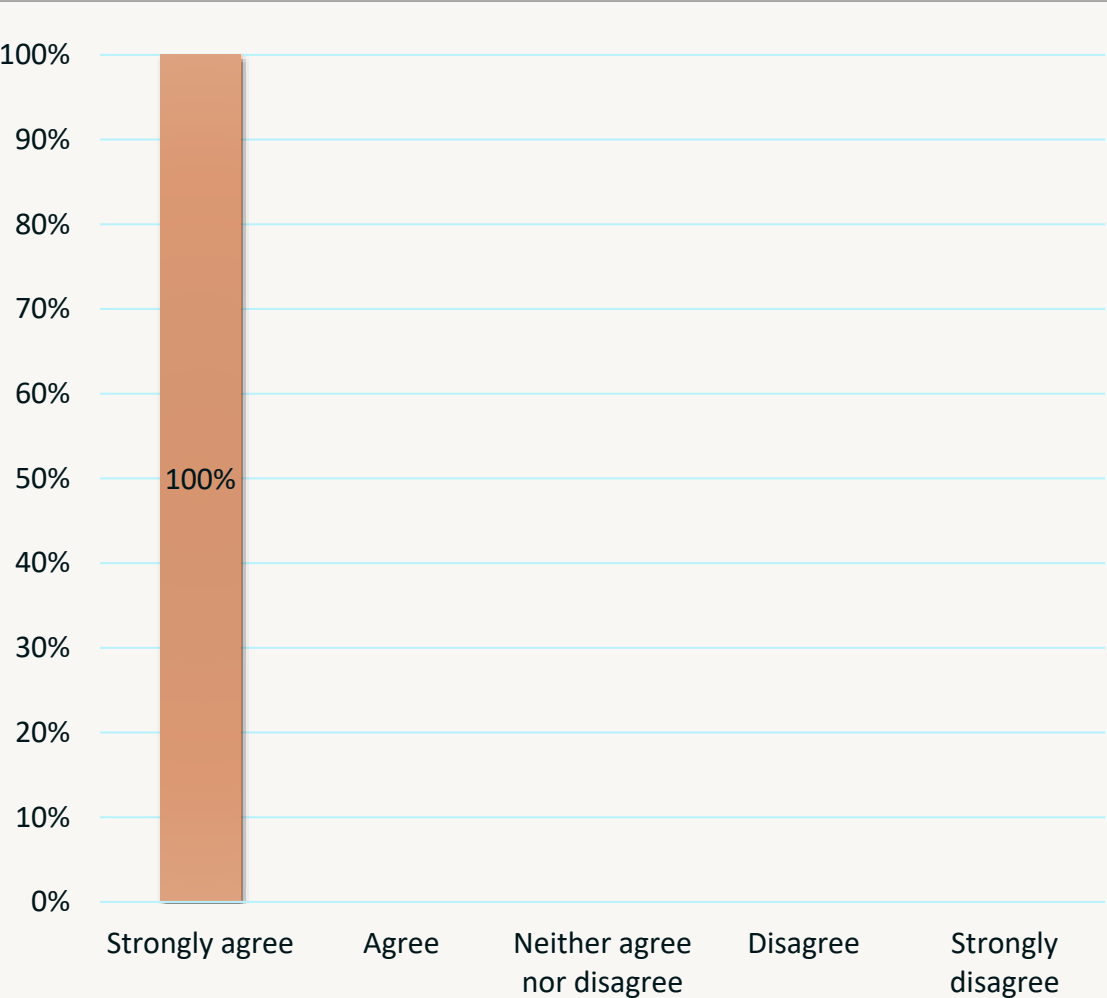


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
The girls are friendly, always listen to your requests, and support me.

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

100% strongly agreed



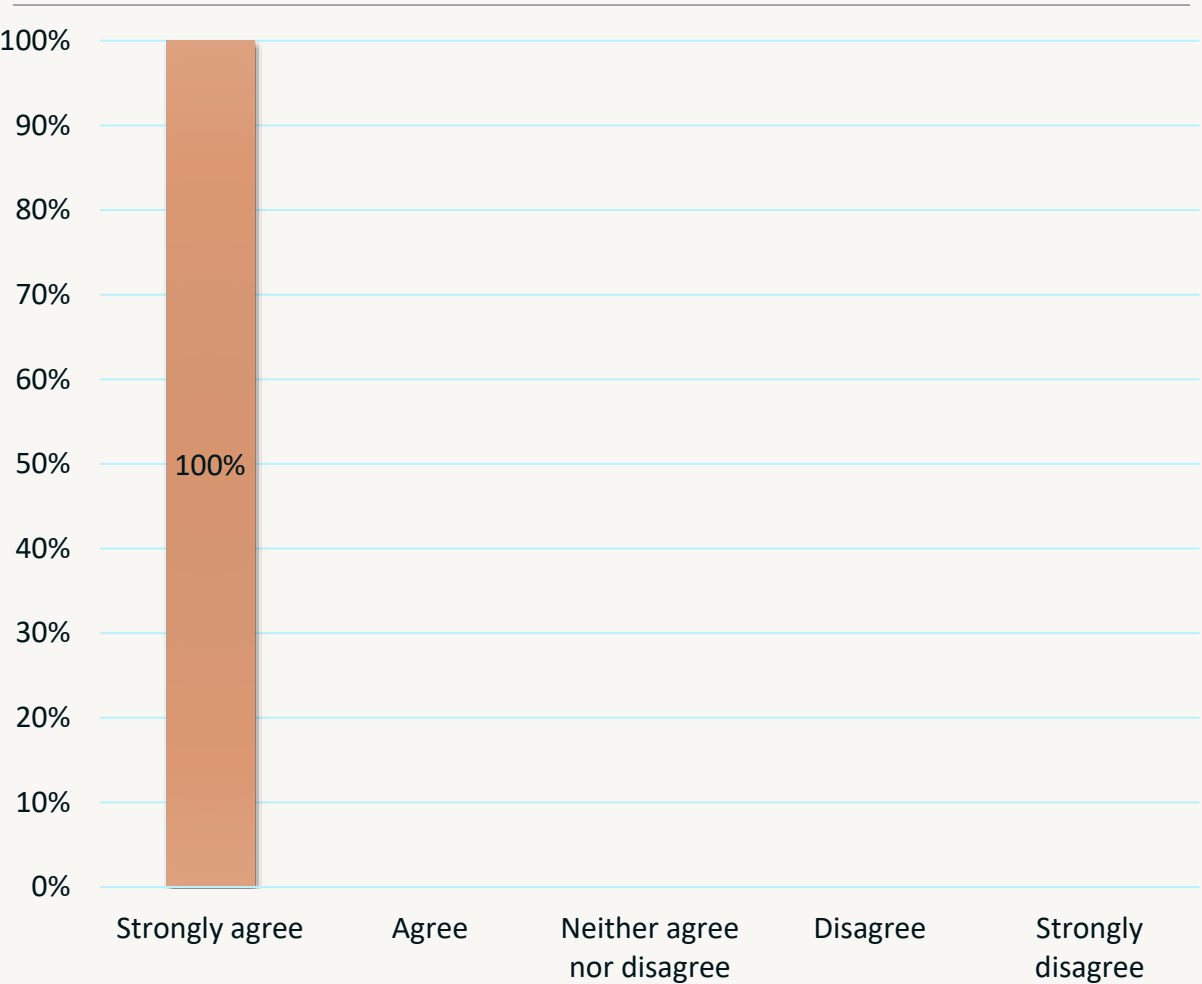
We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

I couldn’t be treated any better by the ladies on Experience Days.

I feel safe whilst at a Belong village.

100% strongly agreed

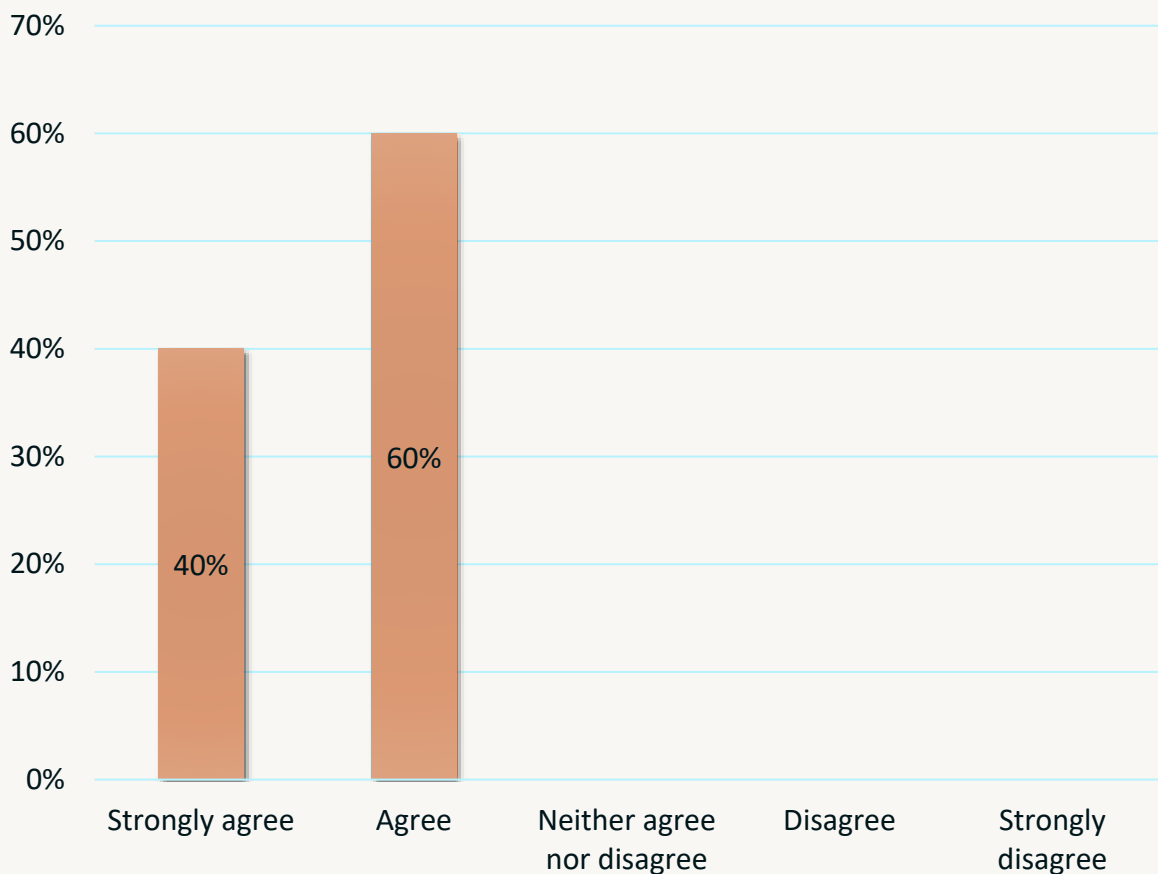


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

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

40% strongly agree rising to 100% if ‘agree’ responses are included.

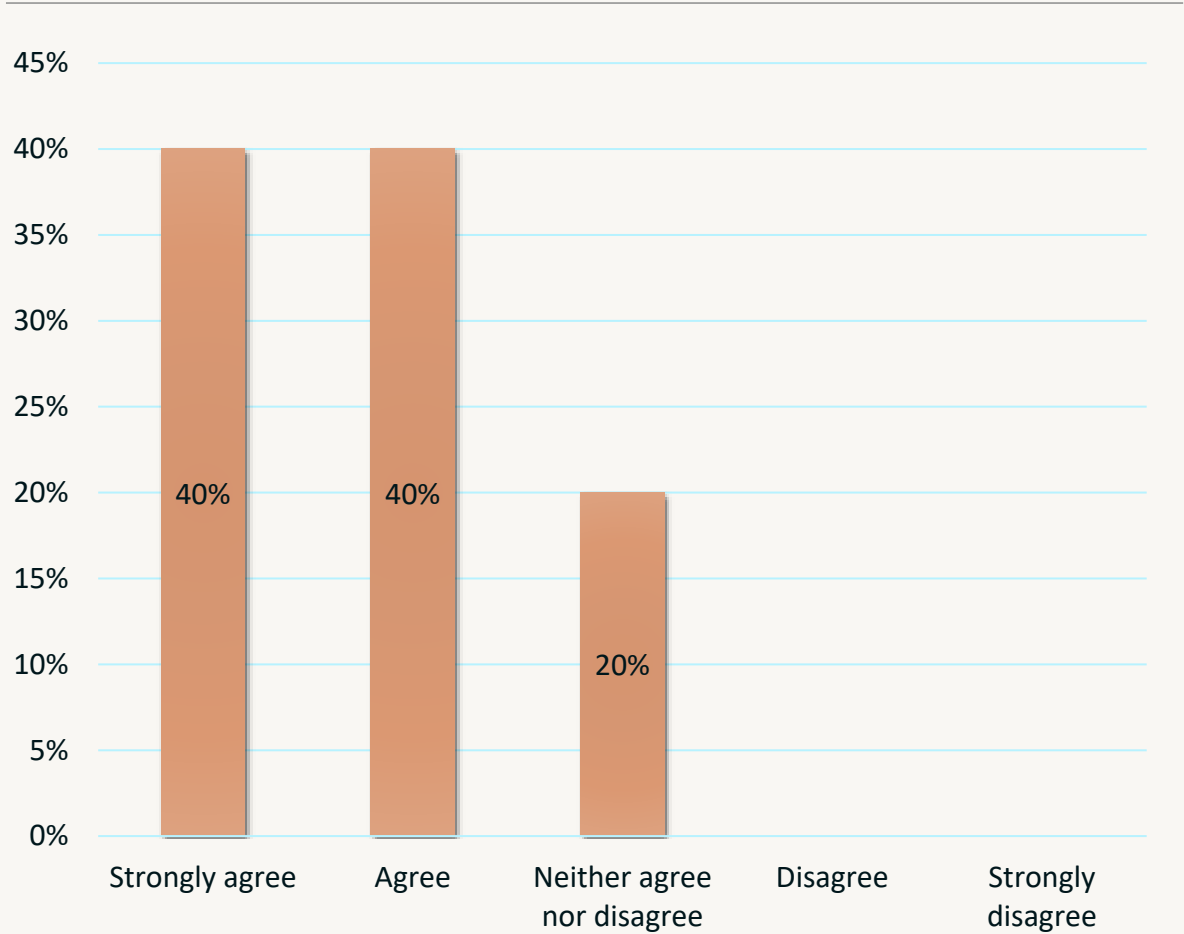


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I’m not very good at reading, it confuses me, but I like looking at pictures and keeping busy.
They make me feel young again!

I enjoy using The Bistro.

40% strongly agree rising to 80% if ‘agree’ responses are included.

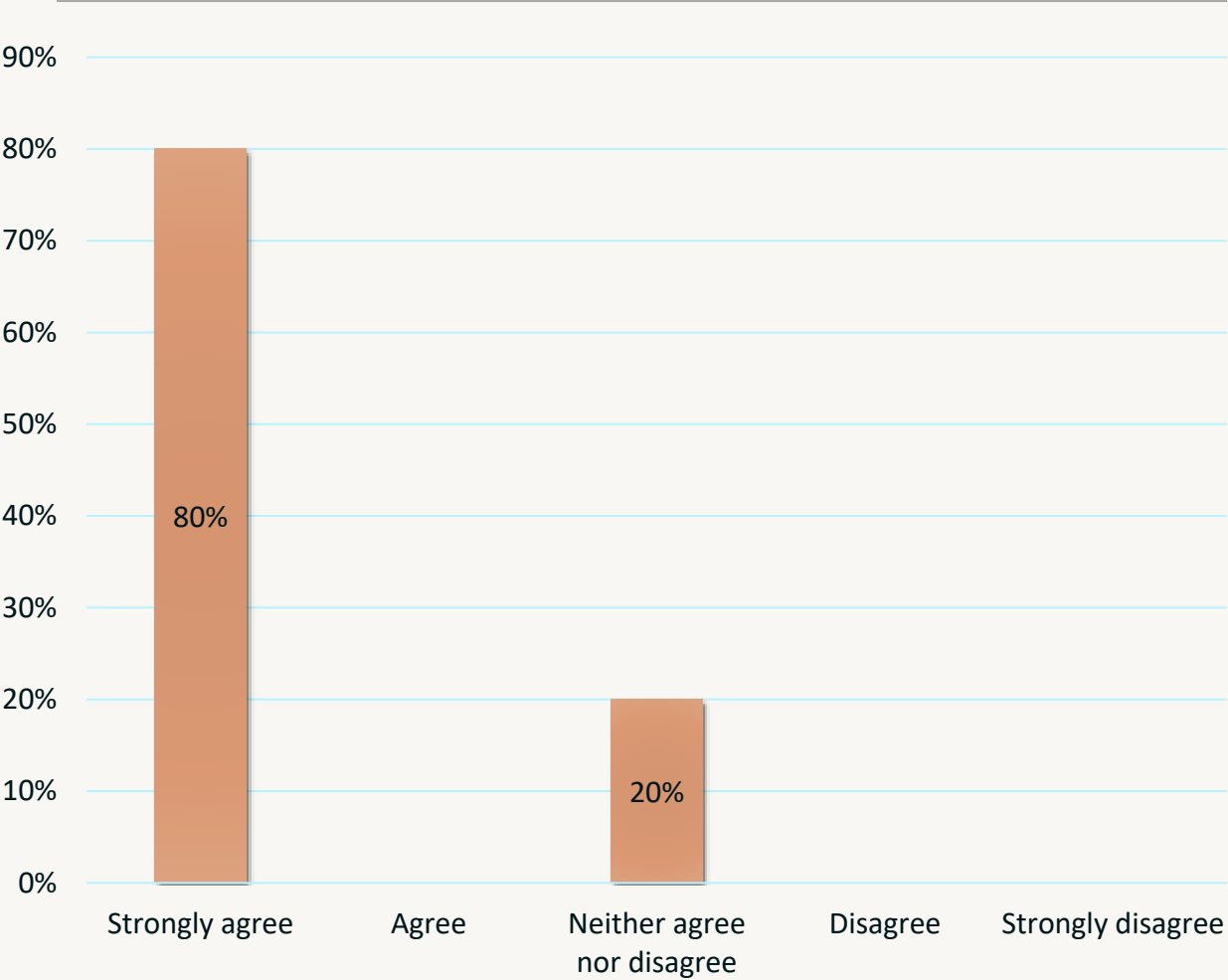


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Every meal I have had, I can’t complain, it’s lovely food and service.
Not as good as I thought it would be. The sweets are good but sometimes the main dish is missing something.

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

80% strongly agreed

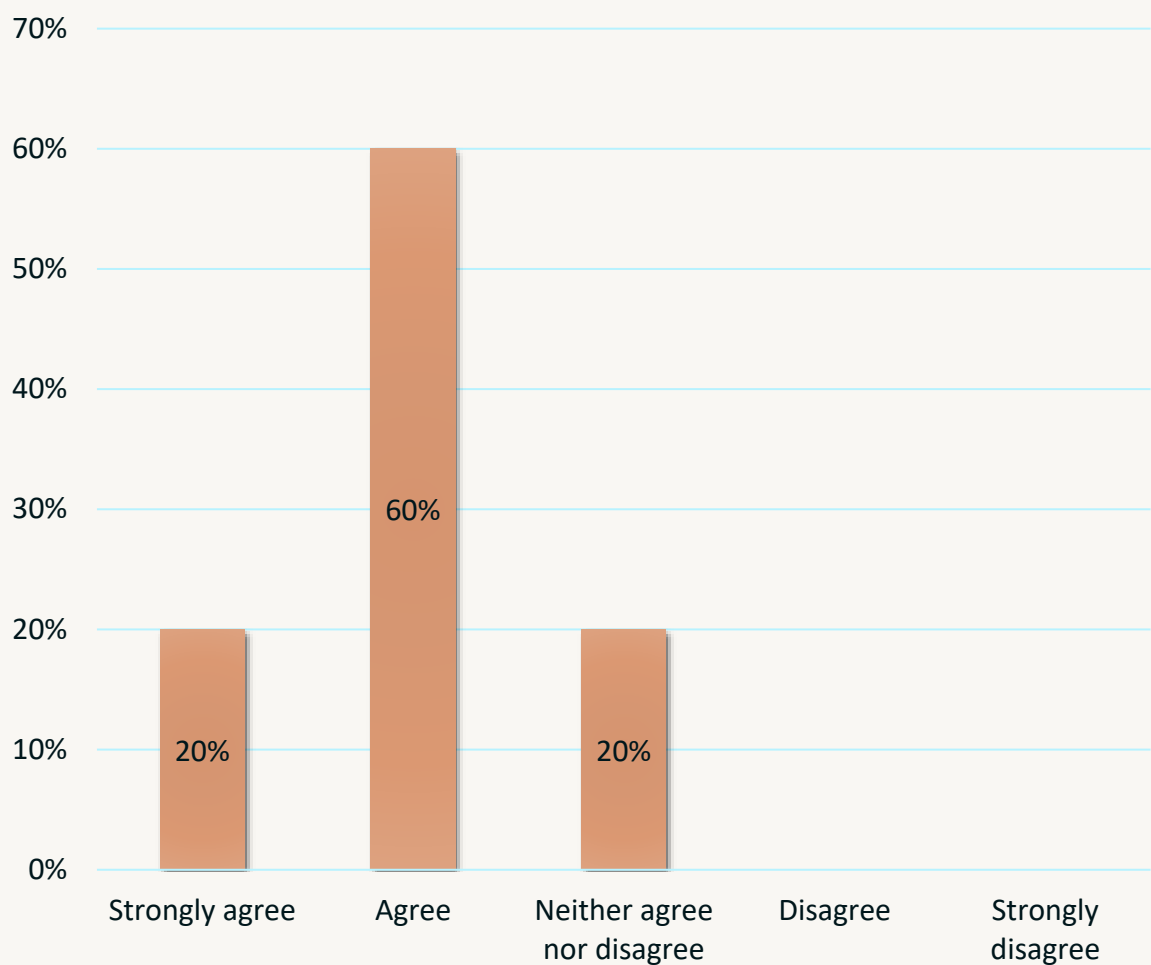


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Most definitely generous portions.
There are always some refreshments available if I would like some.

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

20% strongly agree rising to 80% if ‘agree’ responses are included.

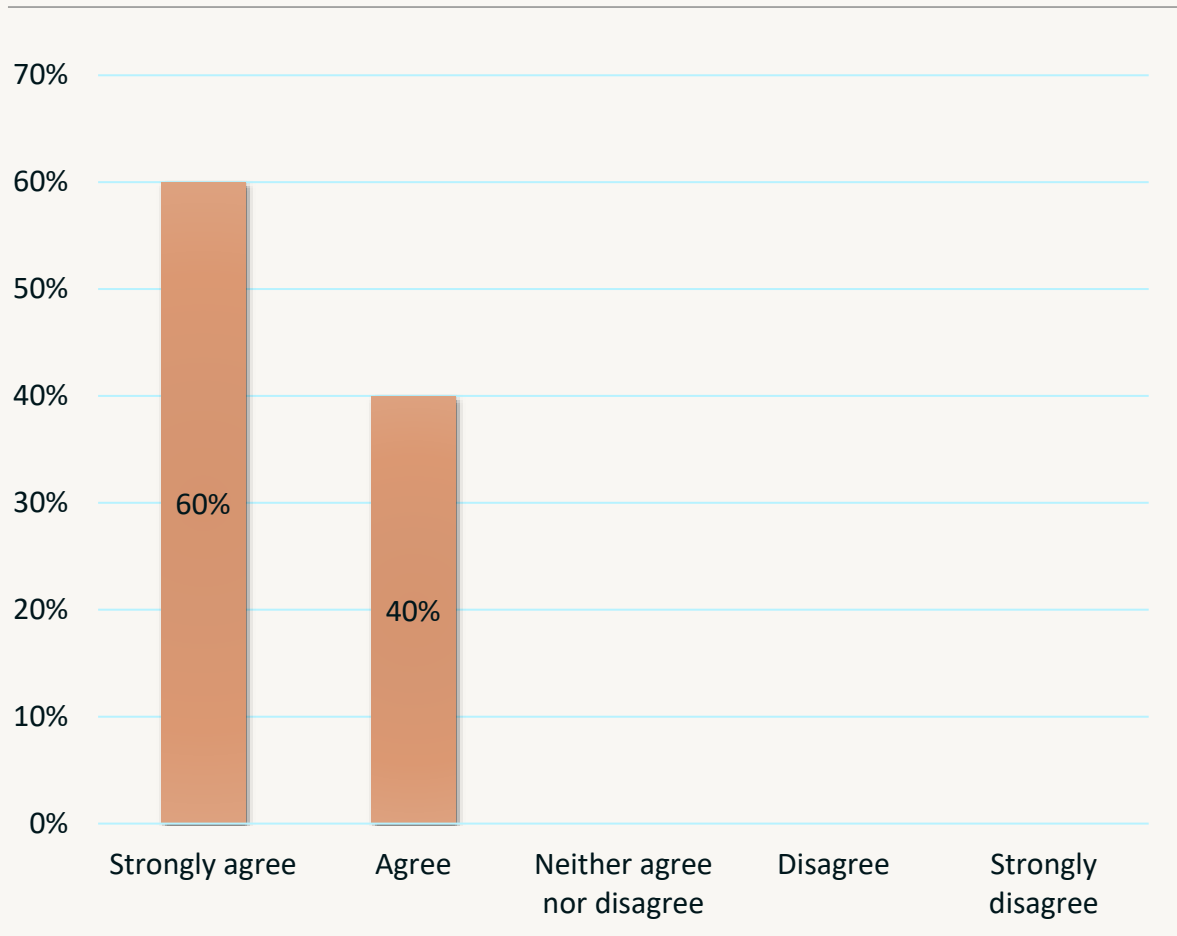


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I like to be kept busy and stimulated for all the hours I am here.
Sometimes it’s the same day almost, needs mixing up a bit.

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

60% strongly agree rising to 100% if ‘agree’ responses are included.

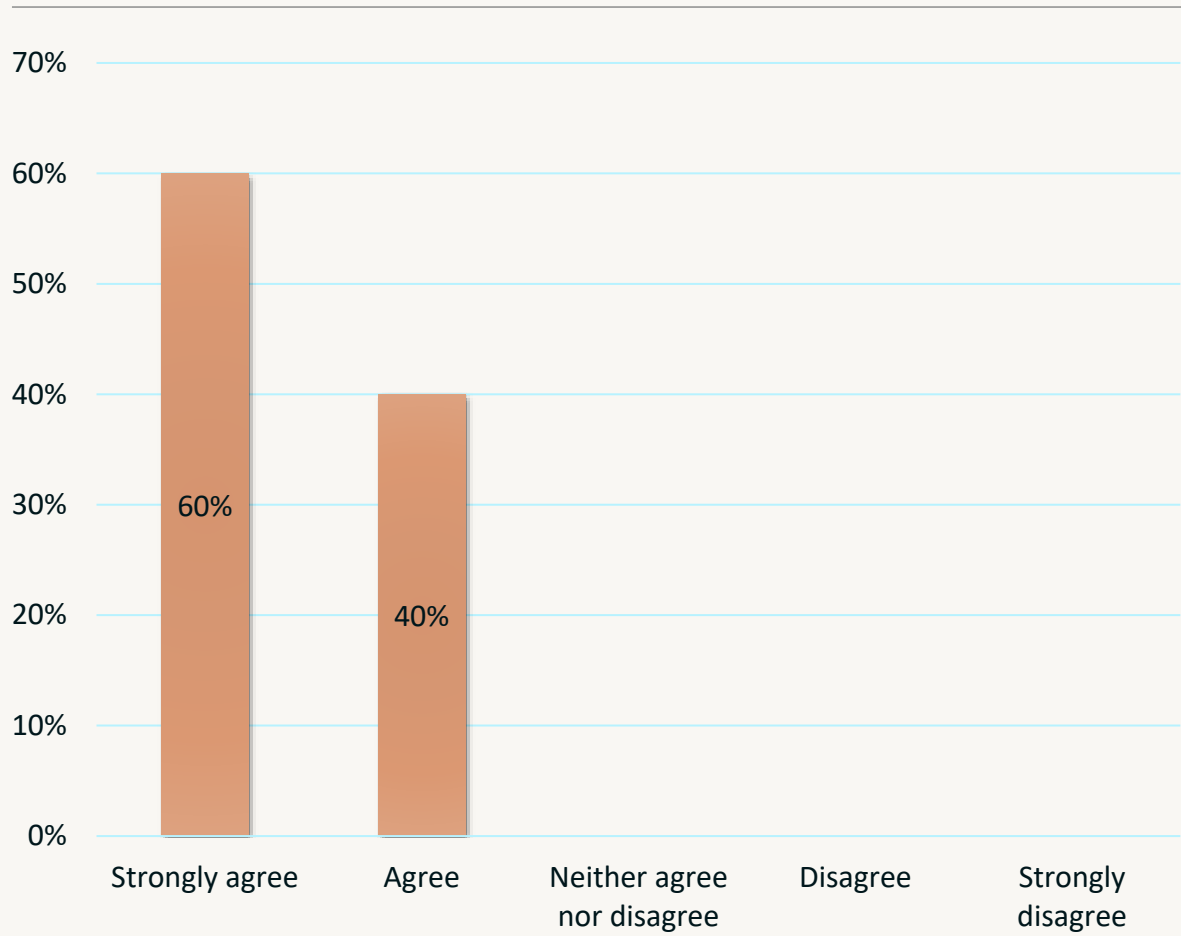


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I love to dance, and I am very active. I need exercise to help my back ache, on the advice of my physiotherapist.
I enjoy my classes on a Friday.

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

60% strongly agree rising to 100% if ‘agree’ responses are included.

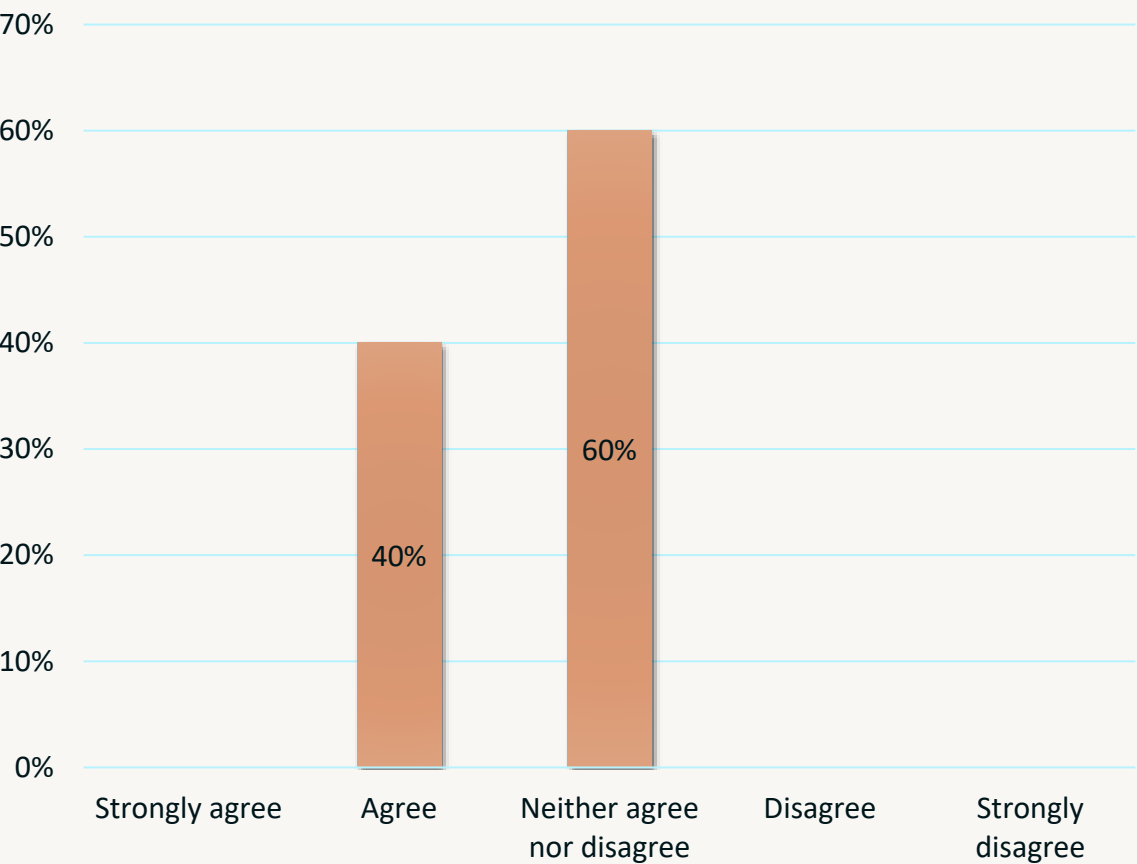


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Not as much as I would like but I know it’s available throughout the day.
I enjoy our walks around the parks and gardens very much as well as going to cafes.

My spiritual needs are supported in Belong.

40% agreed

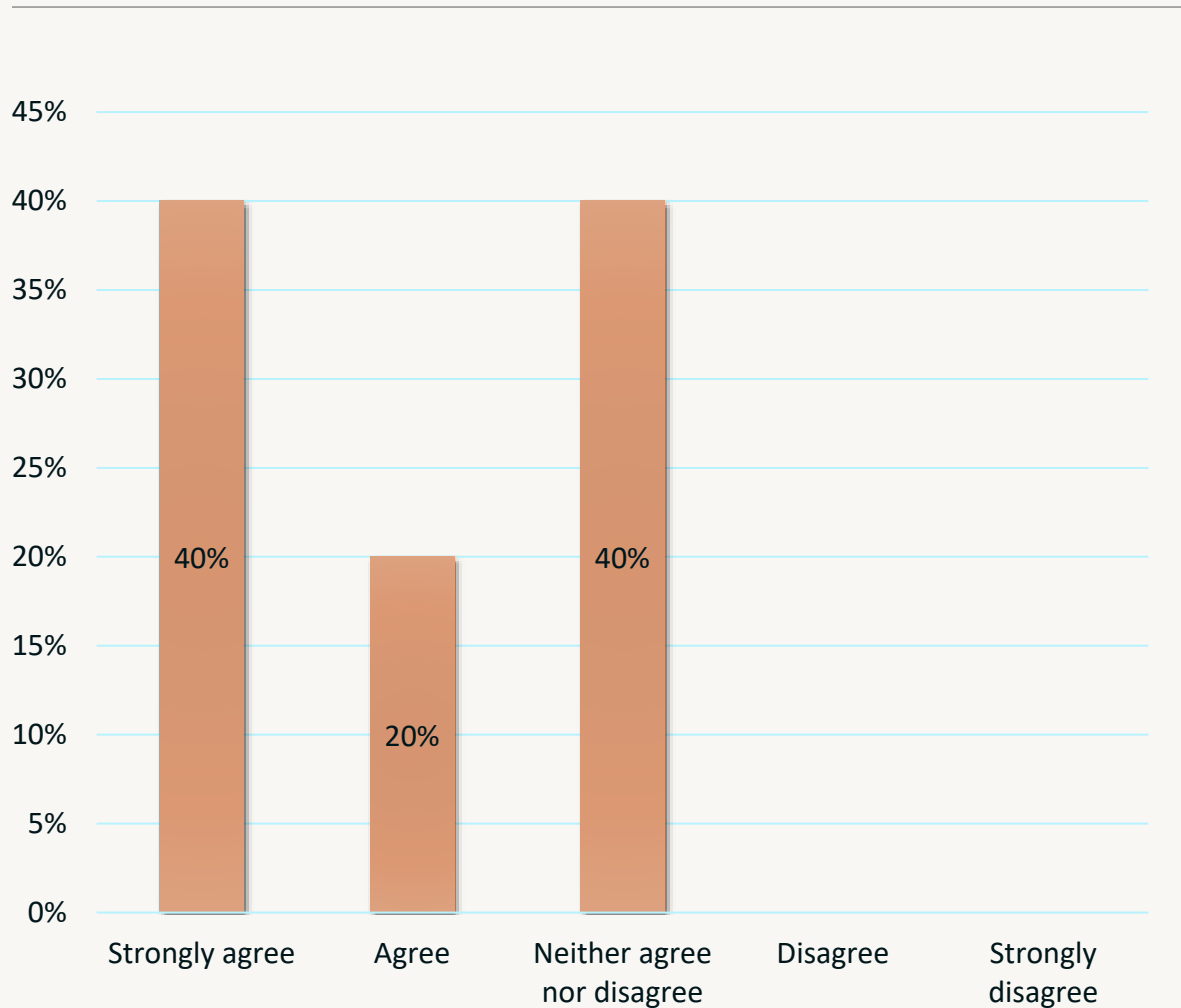


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I don’t have any but I’m sure if I did, they would be.
It hasn’t come up yet but believe it would be supported if needed.

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

40% strongly agree rising to 60% if ‘agree’ responses are included.

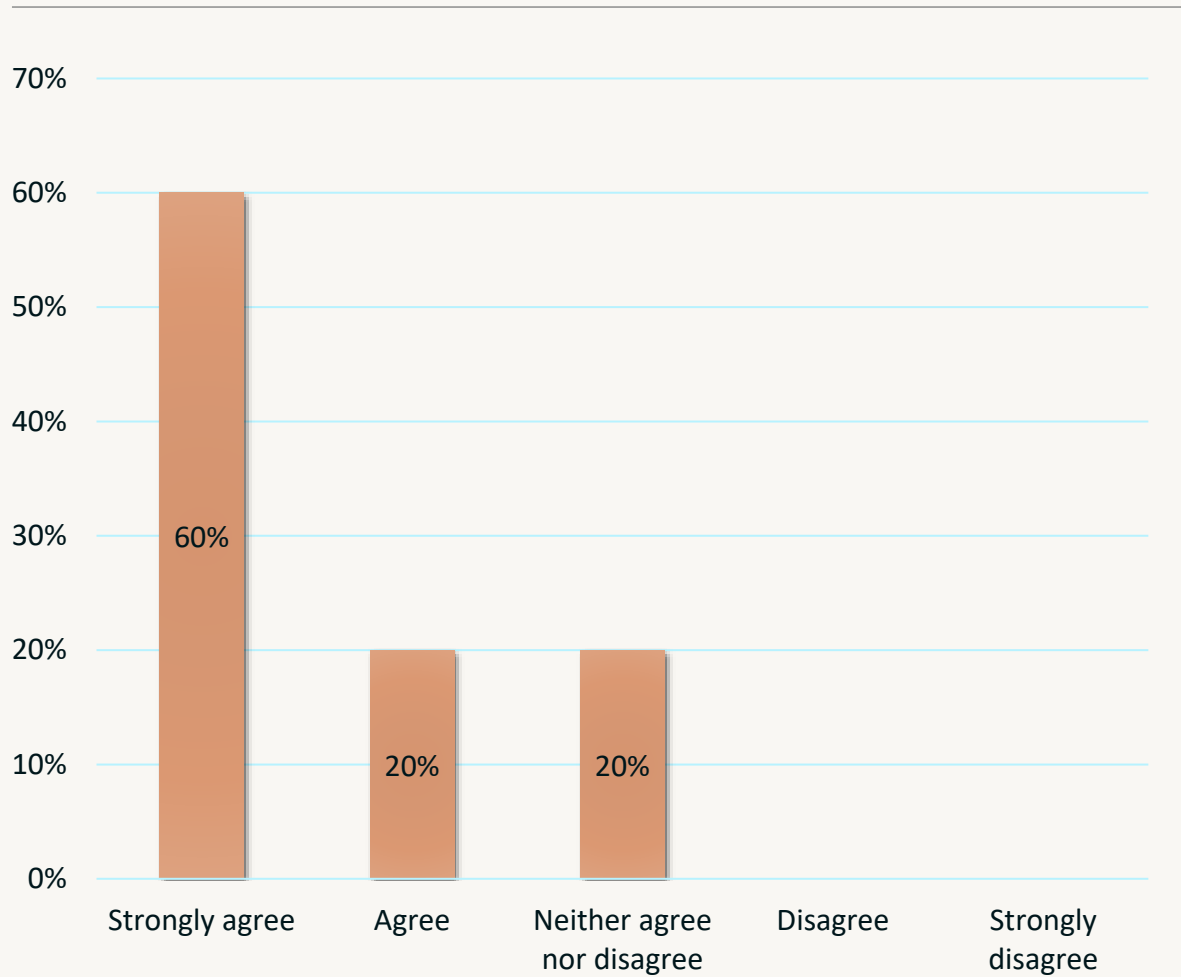


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No question at all. I can always be assured of what’s happening.

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

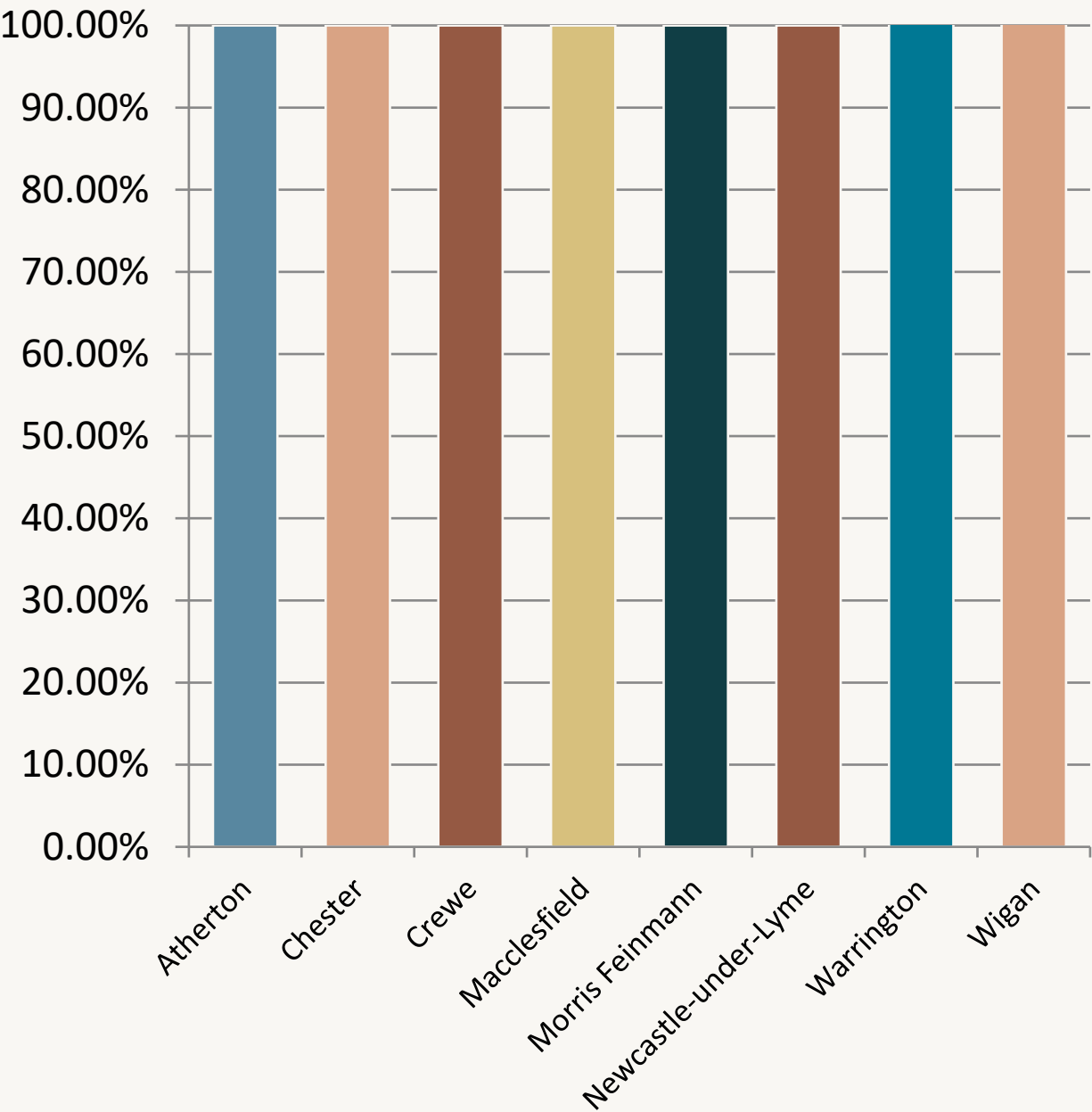
60% strongly agree rising to 80% if ‘agree’ responses are included.



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
I have no complaints.

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	Everyone is very polite and pleasant, always smiling and very approachable.
Activities	There is a lot of activities going on and everyone is so caring and compassionate. Everyone is always smiling.

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
Service	Make sure someone is there to greet me. It has, on occasion, been after 10am and the customer’s group always seem to be ready early. Experience Days are 10-am – 4pm and are expensive.
Service	I don’t think so. If I compare with other places, I do believe this to be a lot better.

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
Environment / training	On the whole, a lovely clean, safe environment but maybe a little more training in dementia care for the experience carers.
Service	Just a big thank you to everyone for making me feel so safe and not lonely. I would recommend Belong to everyone, it’s a wonderful place.

Summary and action plan in response to this survey.

Experience Days

Feedback area	Comments	Action agreed	Planned action
Quality of service	Scope to improve dementia training in the experience team.	All team members scheduled to attend tier two dementia training. Reviewed care plans to reflect changes in customer needs.	No further action.
The Bistro	One customer stated the choice was limited.	Share the menu options when an enquiry is made to demonstrate choices available within the service.	Feedback to be passed onto Bistro and Catering team to assist with future menu planning.
Activities	A small percentage stated that the activities are similar.	What's On newsletter sent to every relative alongside a monthly newsletter.	Further consultation to take place with Experience Day customers on what activities they would like to see.
Could do better?	One customer stated that not always greeted on arrival if activity is underway.	Reception advised to ensure they are on standby to assist with welcoming customers if the day has already begun.	No further action.

Manager's comments:

Thank you for taking the time to complete our customer satisfaction survey, which is just one way we seek feedback from customers.

We were delighted to see that all respondents would recommend Belong Atherton Experience Days and particularly with the comment that we make our customers feel young again!

We will continue to consult with our customers on their preferences to ensure we extend the range of activities on offer in line with your interests. Similarly, our Bistro and Catering team have noted the feedback regarding variety of menu options available and continue to work on this. Overall, we felt heartened by the overwhelmingly positive feedback and are grateful for your continued support in enabling us to further develop and improve our services.

Nicola Johnstone

General Manager, Belong Atherton

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.

