

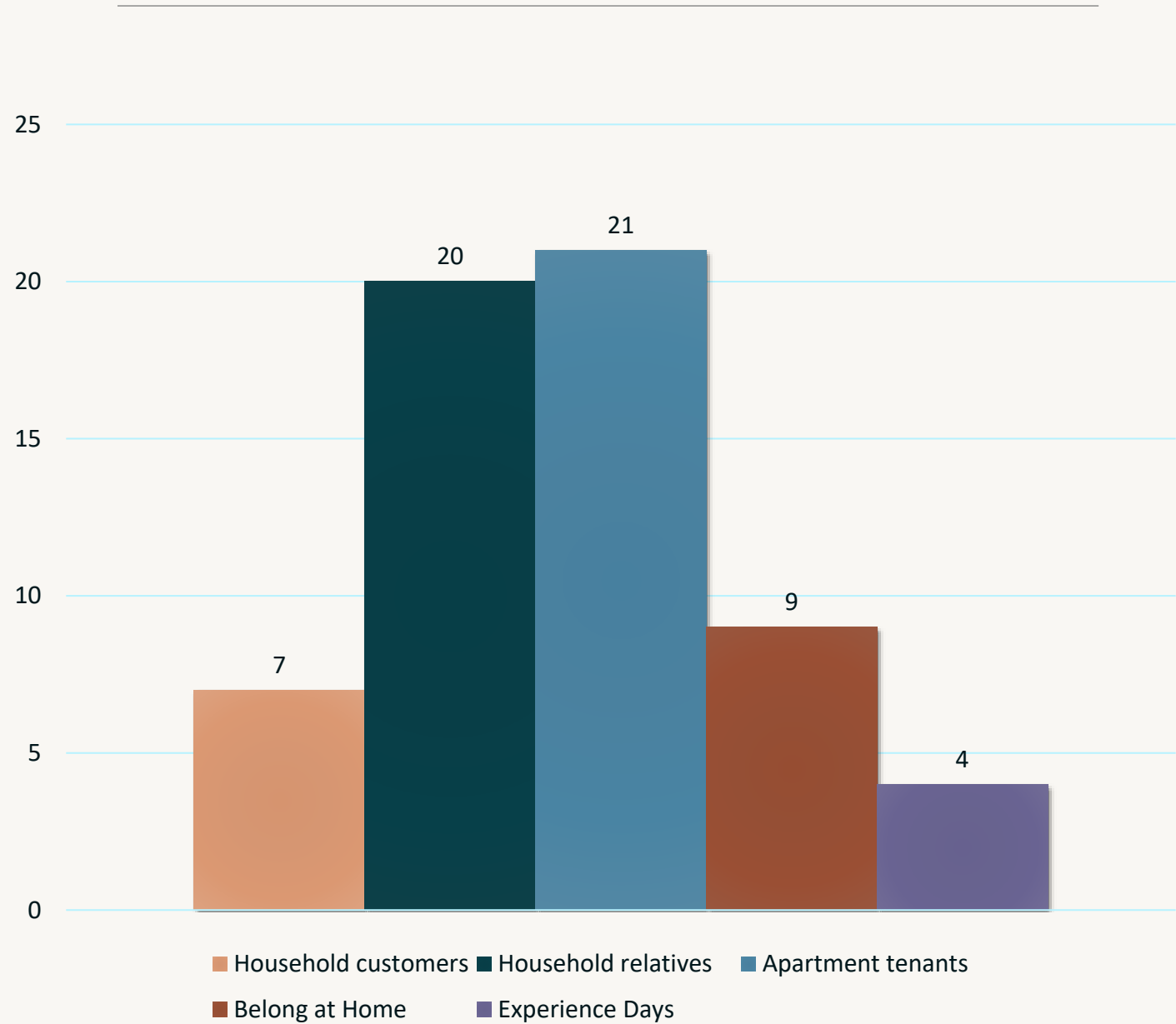
Belong Wigan **Households and** **Relatives**

Customer Satisfaction **Results**

2023

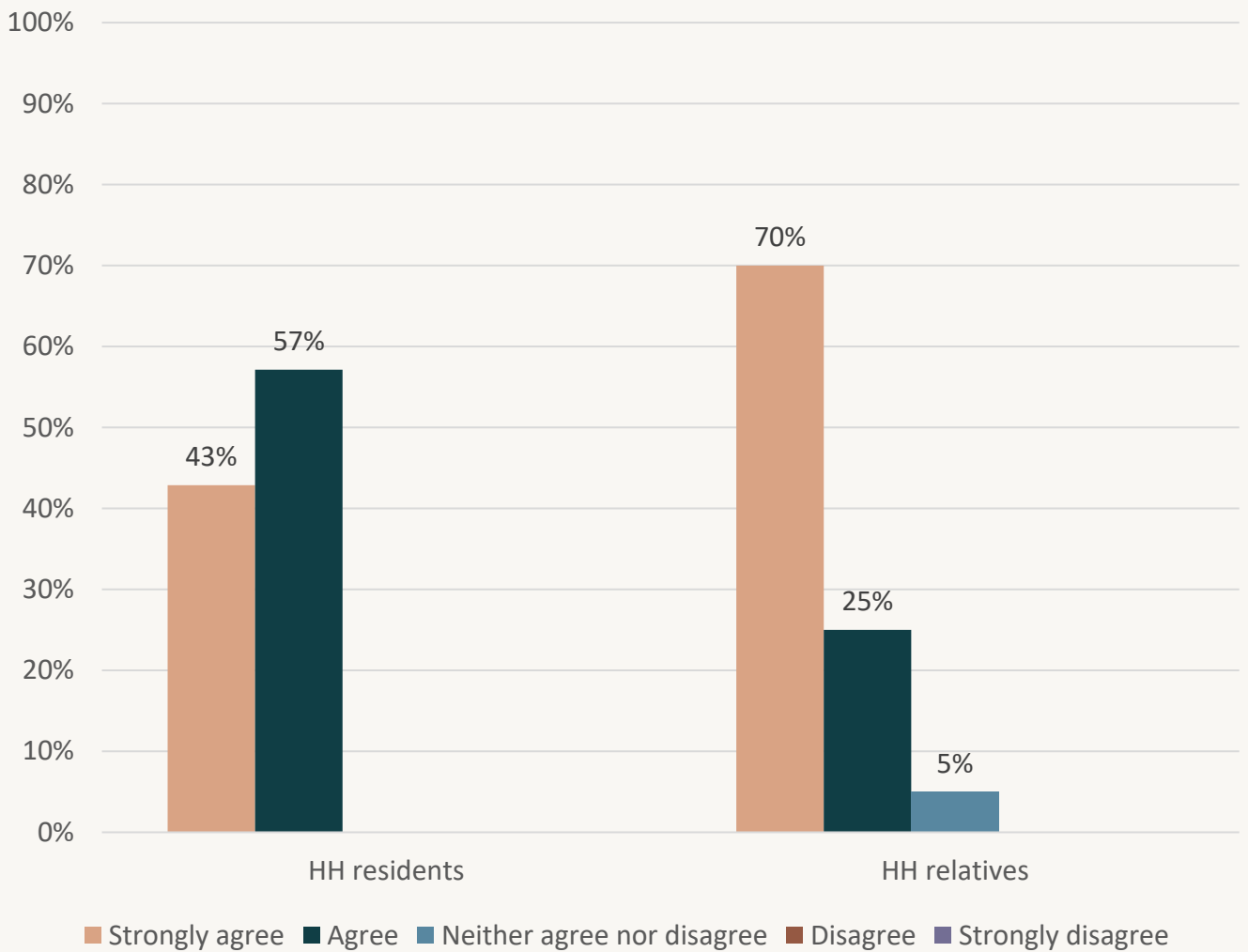


The number of surveys completed and returned by customer type were:



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

56% of residents and their relatives strongly agree, rising to 97% if agree responses are included.



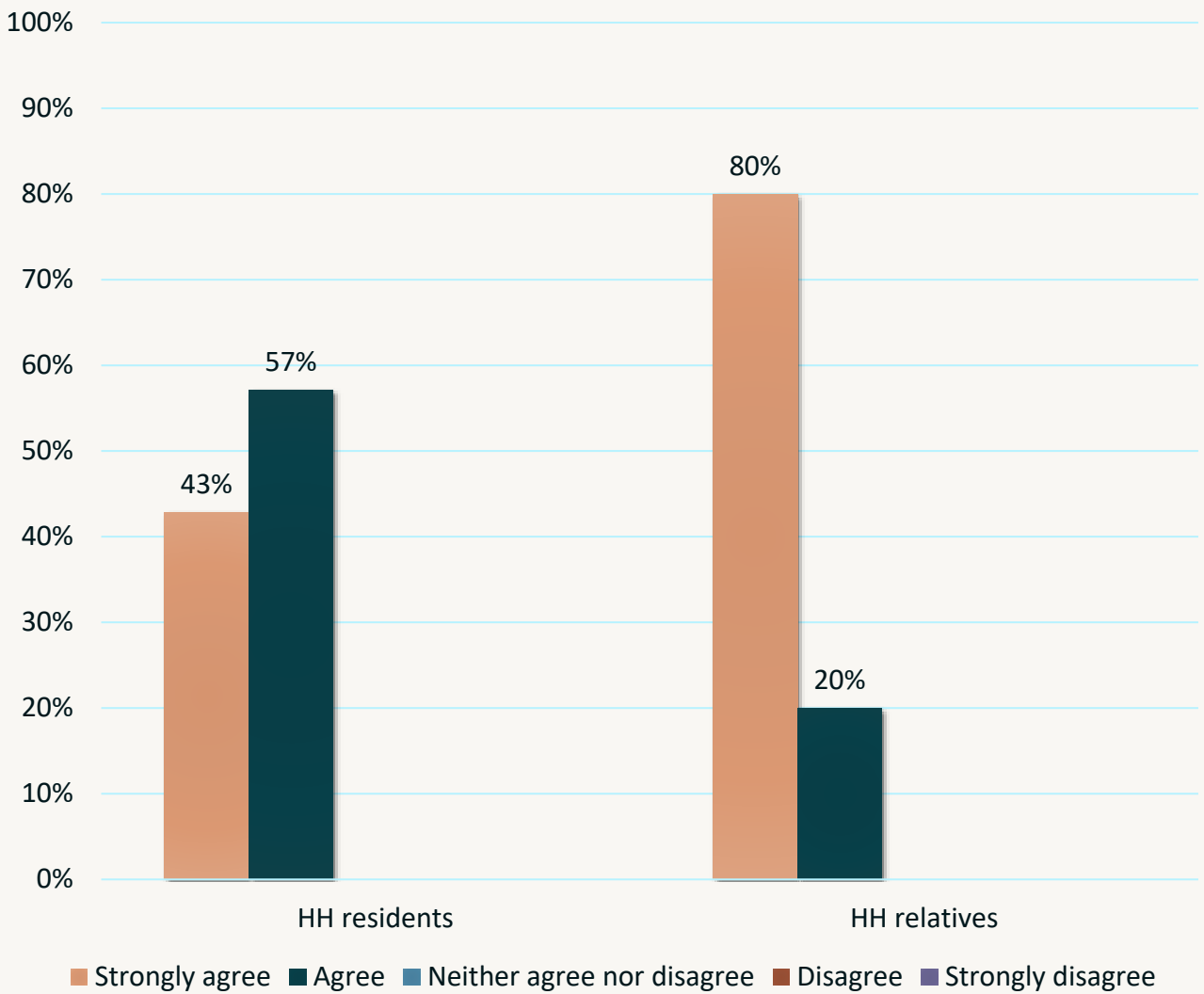
I am happy with the quality of care that I / my relative receives.

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):

Customer	Comments
Relatives	The girls that care for my mother-in-law are so caring and supportive.
	Amazing service - staff are amazing.
	The staff are very caring, patient and spend time making each resident feel comfortable.
	I am sad that my mother requires care, but I believe that she is in the best place for her from the point of view of her best interests, socialisation, care received and personal safety.

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

61% of residents and their relatives strongly agree, rising to 100% if agree responses are included.



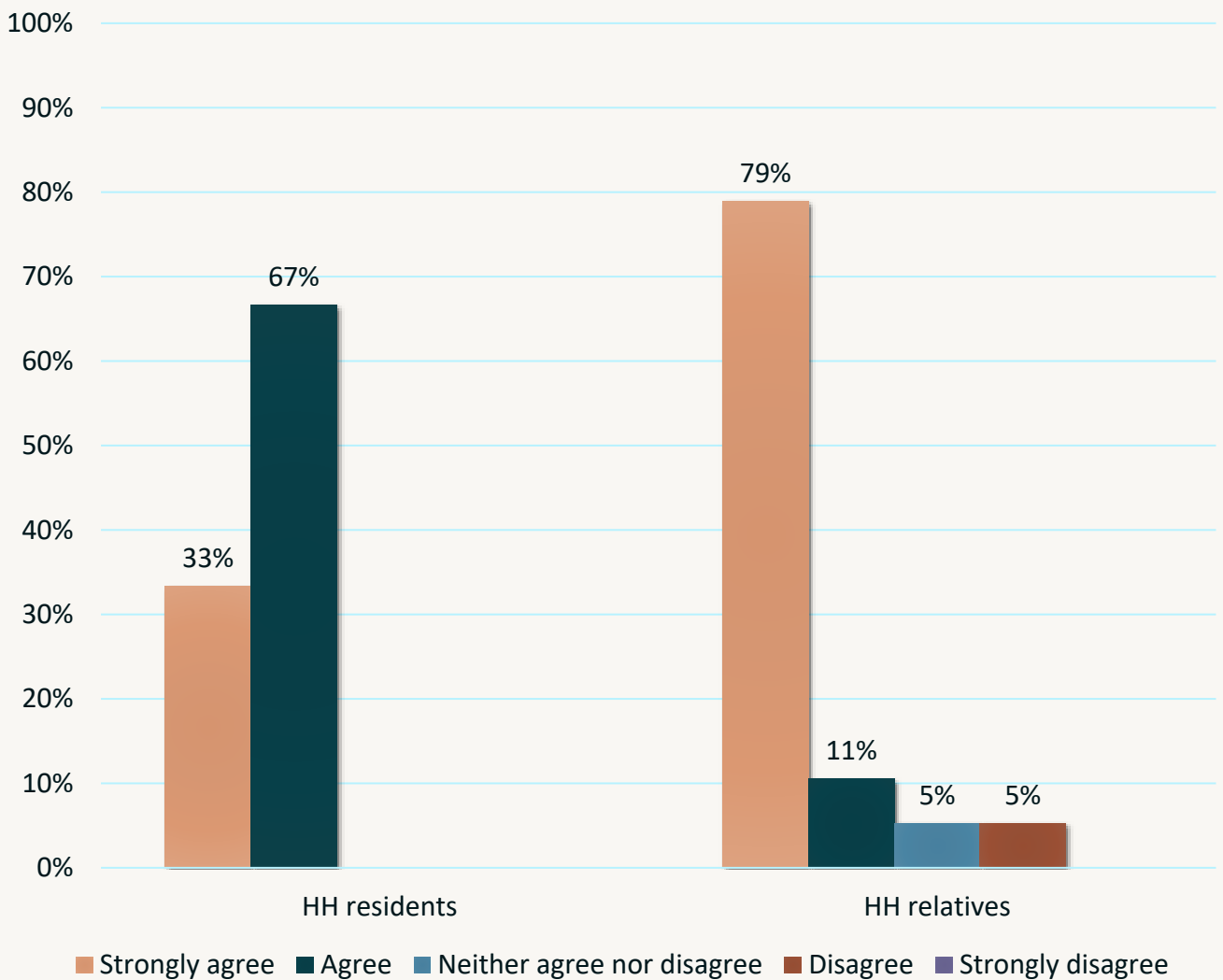
My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.

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	The ladies that care for my mother-in-law are so good and they never rush her. They chat to her and have built a lovely relationship with her.
	As a family, we always feel welcome and very happy knowing Nan is in the best place with the best care team.
	The staff always make me feel welcome and keep me to up to date with dad's care.
	My mother can be difficult sometimes, but she has always been treated in a very respectful and caring manner, even (or especially) when she is not being respectful to others.

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

56% of residents and their relatives strongly agree, rising to 95% if agree responses are included.



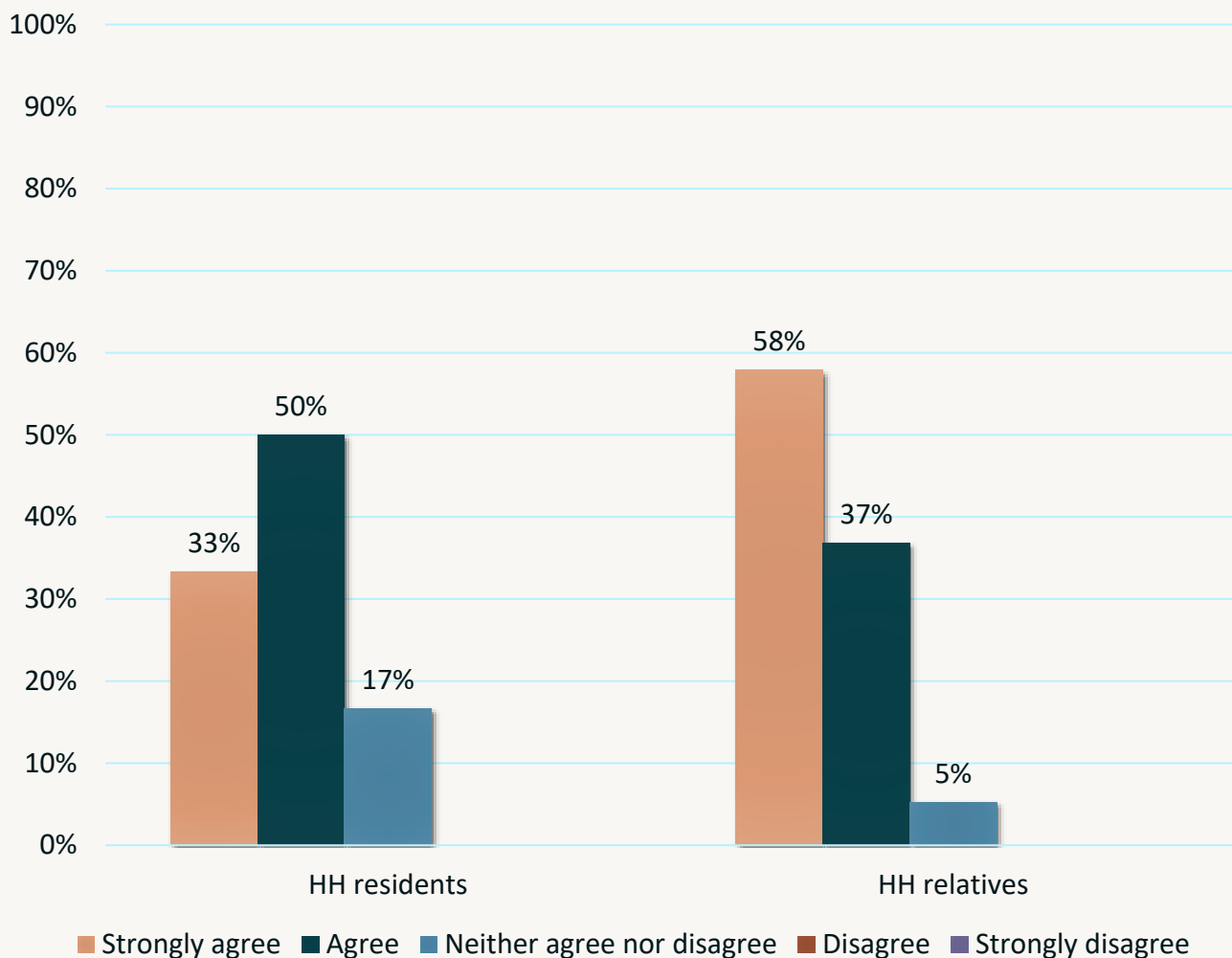
I feel that I / my relative is safe living in a Belong village / I feel safe and secure within a Belong apartment / with the Belong at Home team.

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 generally feel she is safe although she has had two falls and there sometimes doesn't seem to be enough staff to keep an eye on her.
	My mother is in a far safer environment at Belong than we could provide in her own home.

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.

46% of residents and their relatives strongly agree, rising to 89% if agree responses are included.



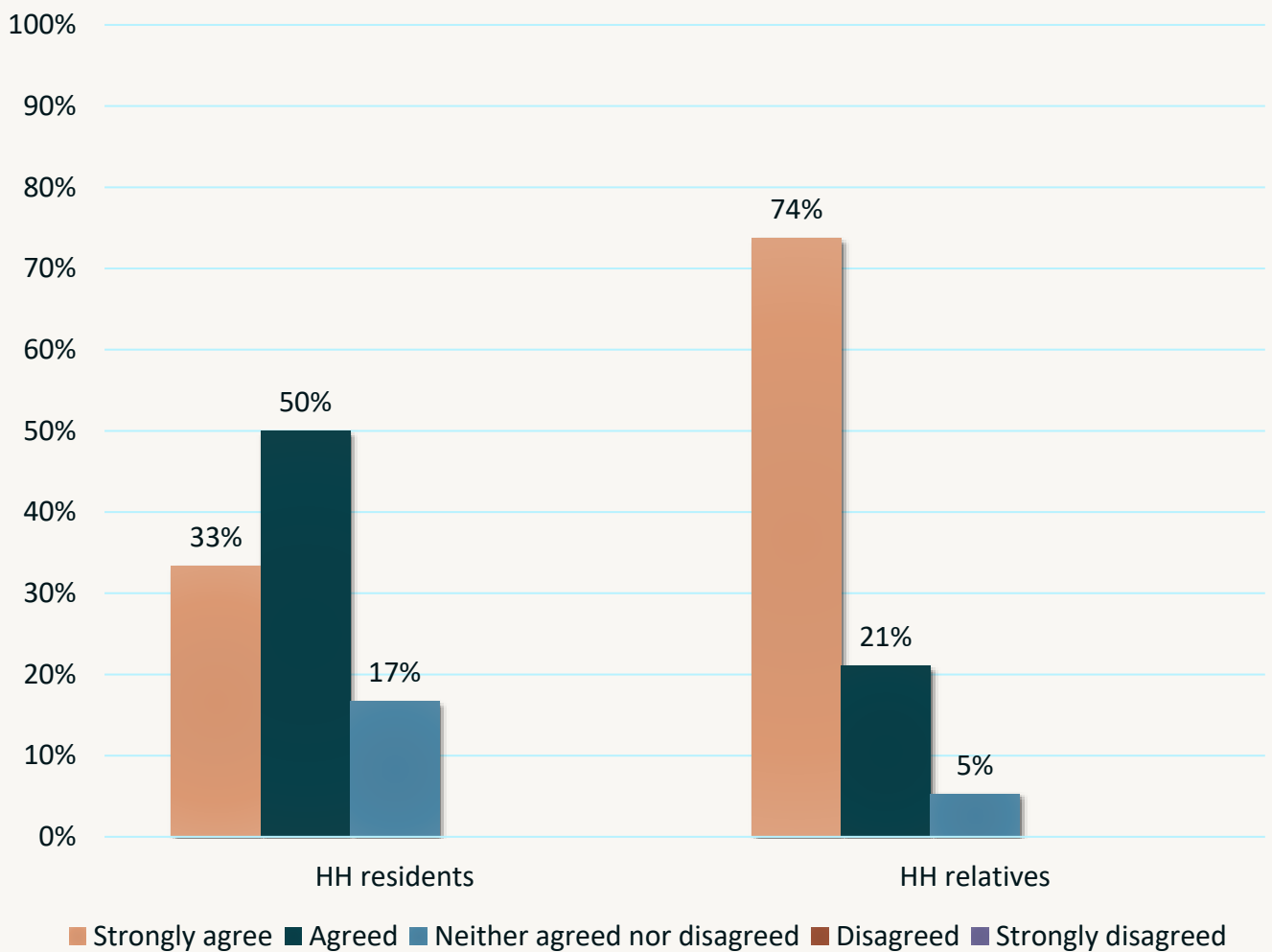
The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

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	The team always keep me up to date and will text or call me when they need to update me or let me know something.
	Always happy for us to visit, but due to dad's severe dementia it is very difficult to use other technologies.
	The staff have always been very willing to help to facilitate visits or calls.

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.

54% of residents and their relatives strongly agree, rising to 90% if agree responses are included.



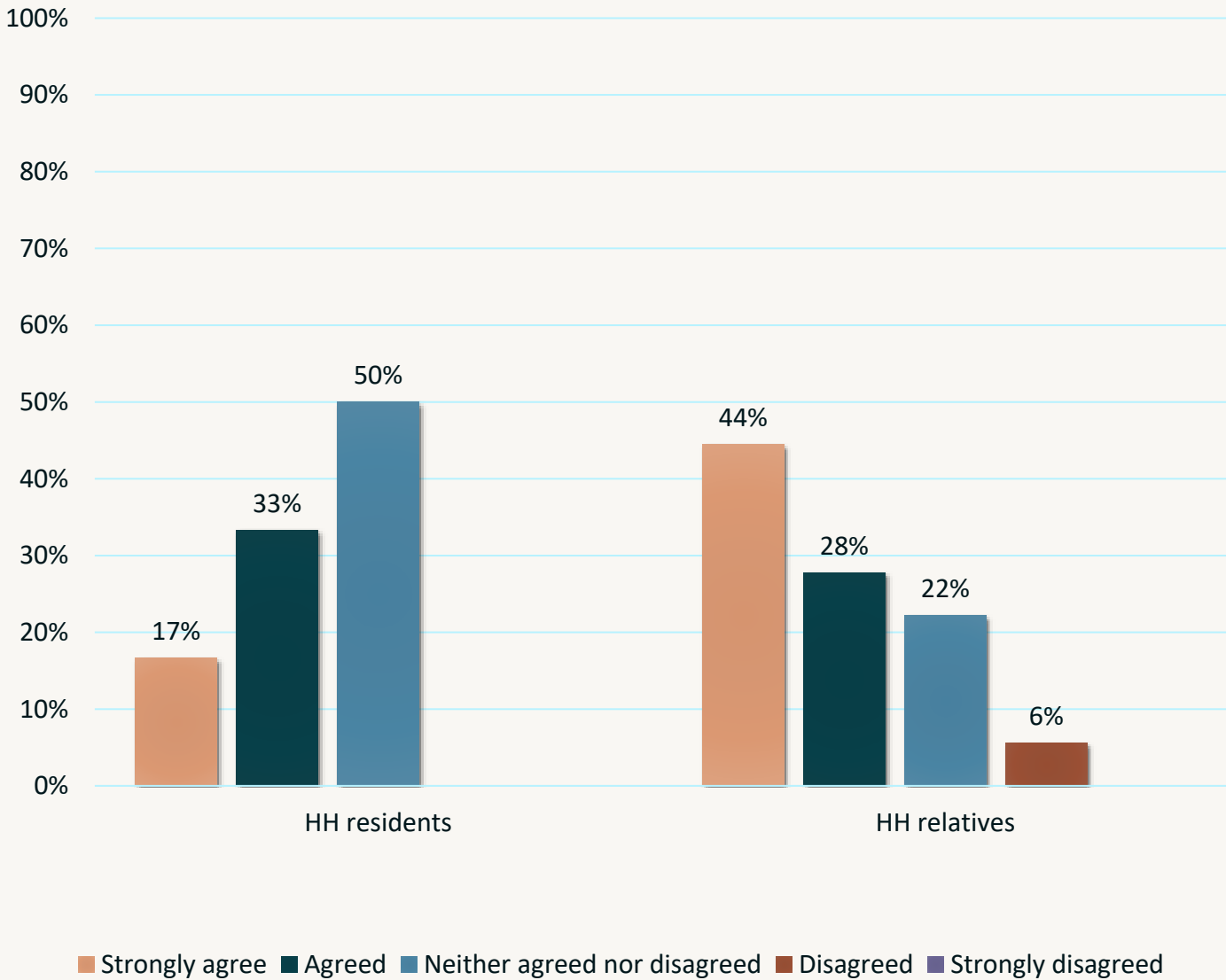
I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

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	I agree, but my mother doesn't!
	Most of the food is cooked by staff in Cedar which he really enjoys - prefers it to the food cooked by the bistro and brought into Cedar.
	The diet seems good, varied and appropriate.

I enjoy using The Bistro.

31% of residents and their relatives strongly agree, rising to 62% if agree responses are included.



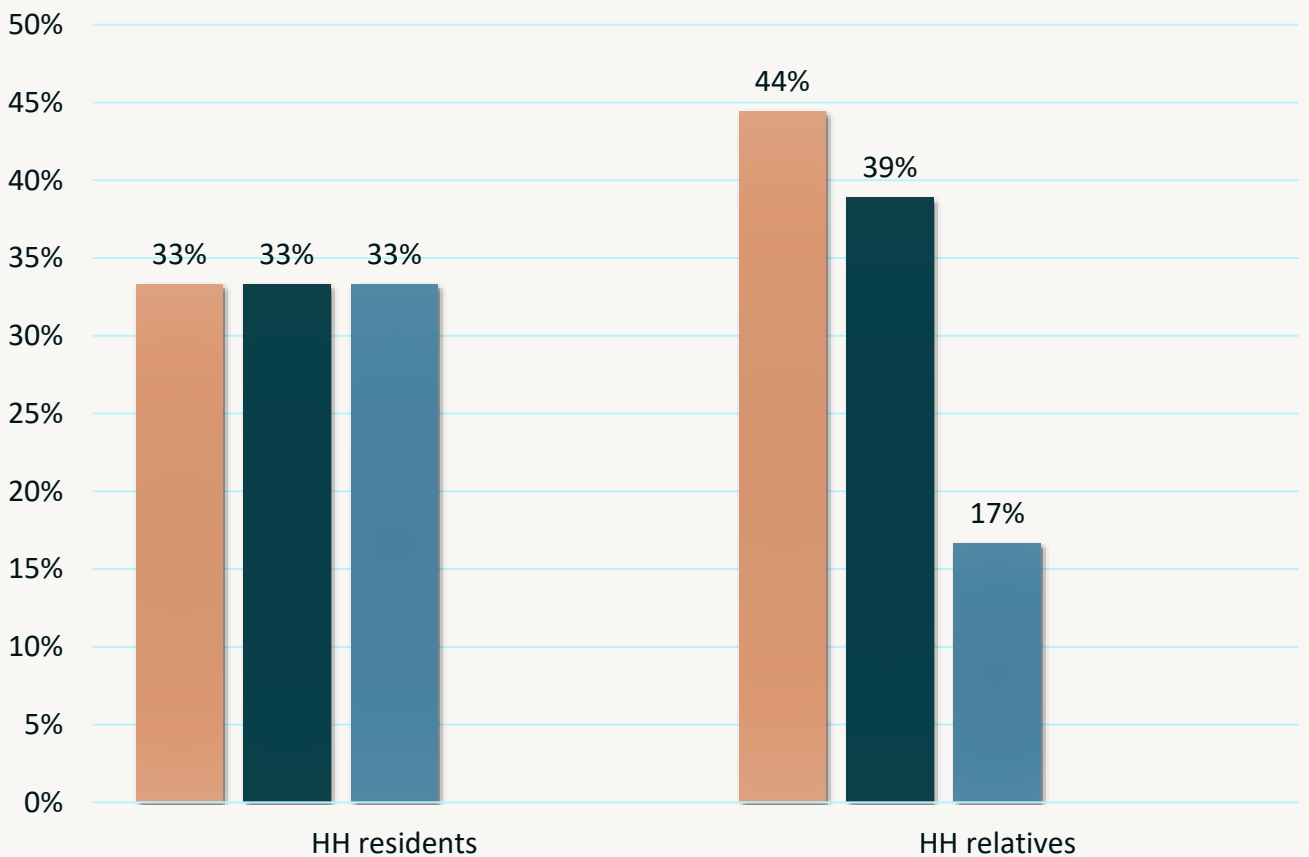
I enjoy using The Bistro.

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	Bistro team are lovely.
	I would like more vegetarian options.
	The Bistro is a good asset for the residents and visitors. There's a good atmosphere and ambiance.

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

39% of residents and their relatives strongly agree, rising to 75% if agree responses are included.



■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

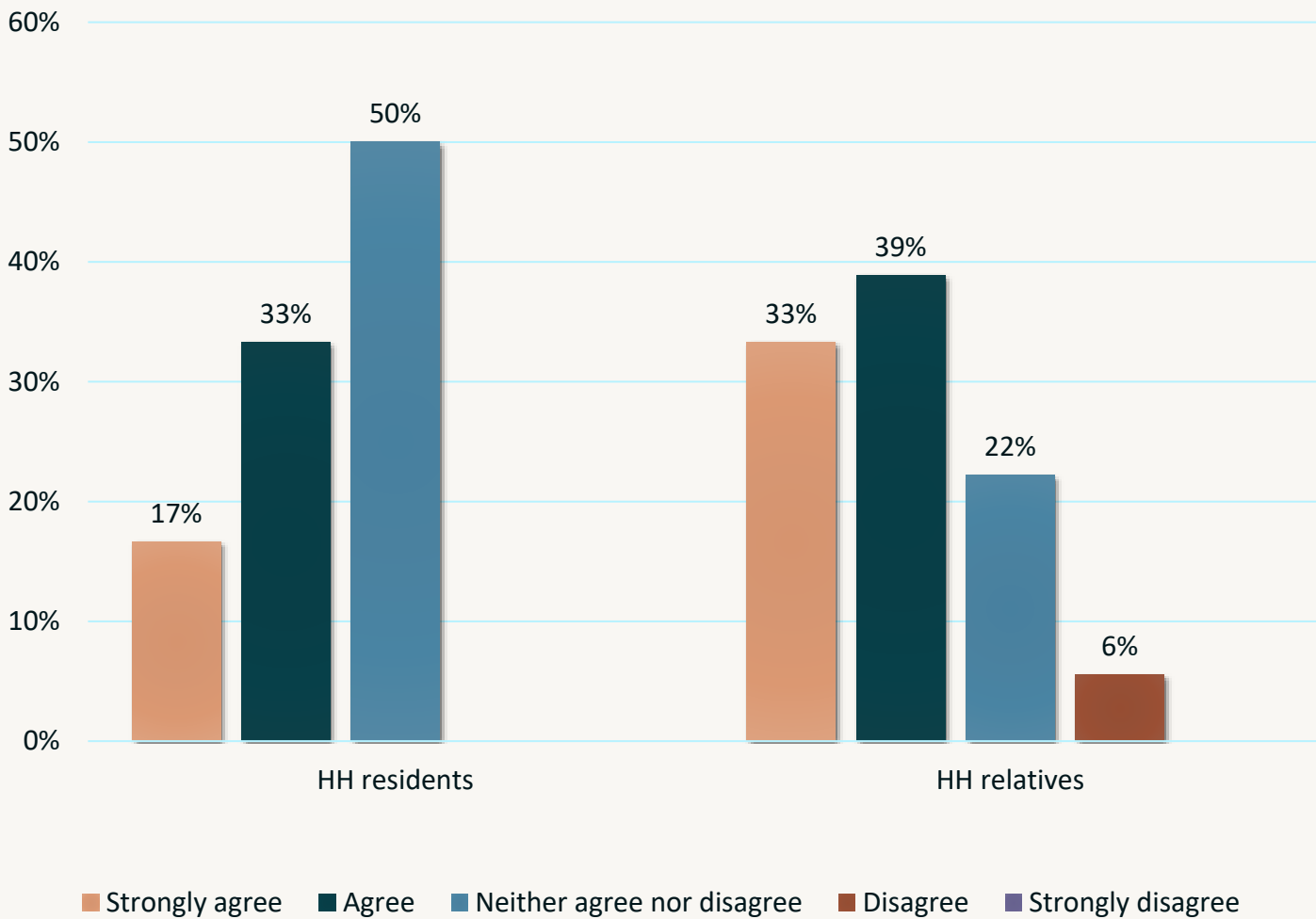
I am happy with the range and number of activities available in the village.

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
Residents	Enjoys going to the bingo with friends and to The Bistro.
Relatives	My nan goes to every activity and trip out. The team are amazing. Karen and Charlene go above and beyond their roles. My nan loves them to bits. Keep up the amazing work ladies.
	I would like more activities within the household itself to provide a more stimulating environment. I also think access to a therapist would be good eg massage, reiki, reflexology
	Before coming to Belong, my mother had given up attending the various activities that she used to enjoy and wouldn't allow us to set things up for her. At Belong she has quite clearly taken part in many activities and enjoyed them. They are an important distraction for her, even though she quickly forgets what she has been doing.

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.

25% of residents and their relatives strongly agree, rising to 60% if agree responses are included.



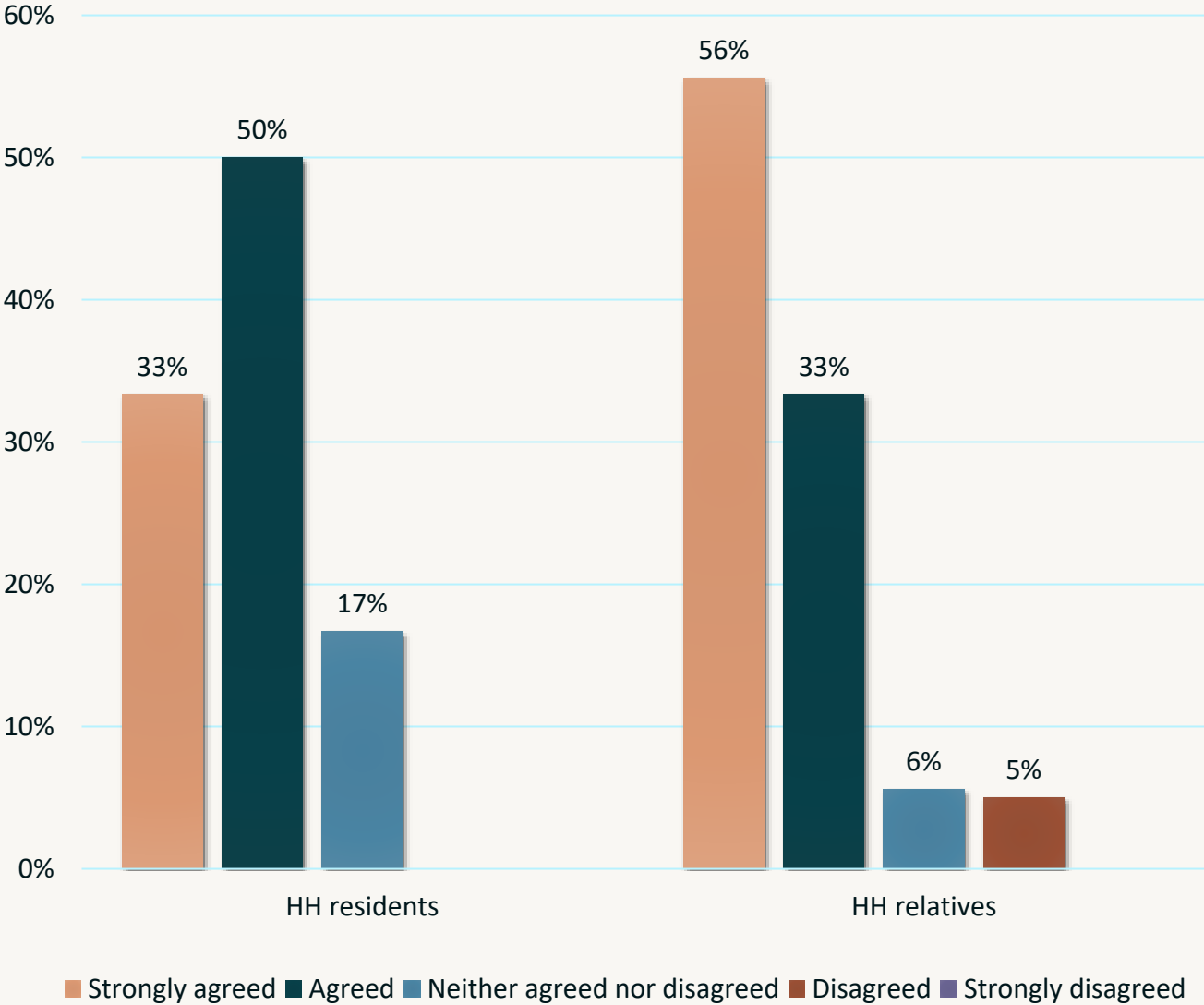
I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.

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	Lee is wonderful, my nan loves the group classes.
	Tried to get dad into the gym but needs to have me present so quite difficult to arrange as I work.
	I want my mother to attend exercise sessions and believe that she needs them. My mother doesn't always want to go when offered, which is not your fault.
	My mum now enjoys a daily exercise session, but I only found out about this by chance.
	Her dementia and age limits her desire for exercise.

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

44% of residents and their relatives strongly agree, rising to 86% if agree responses are included.



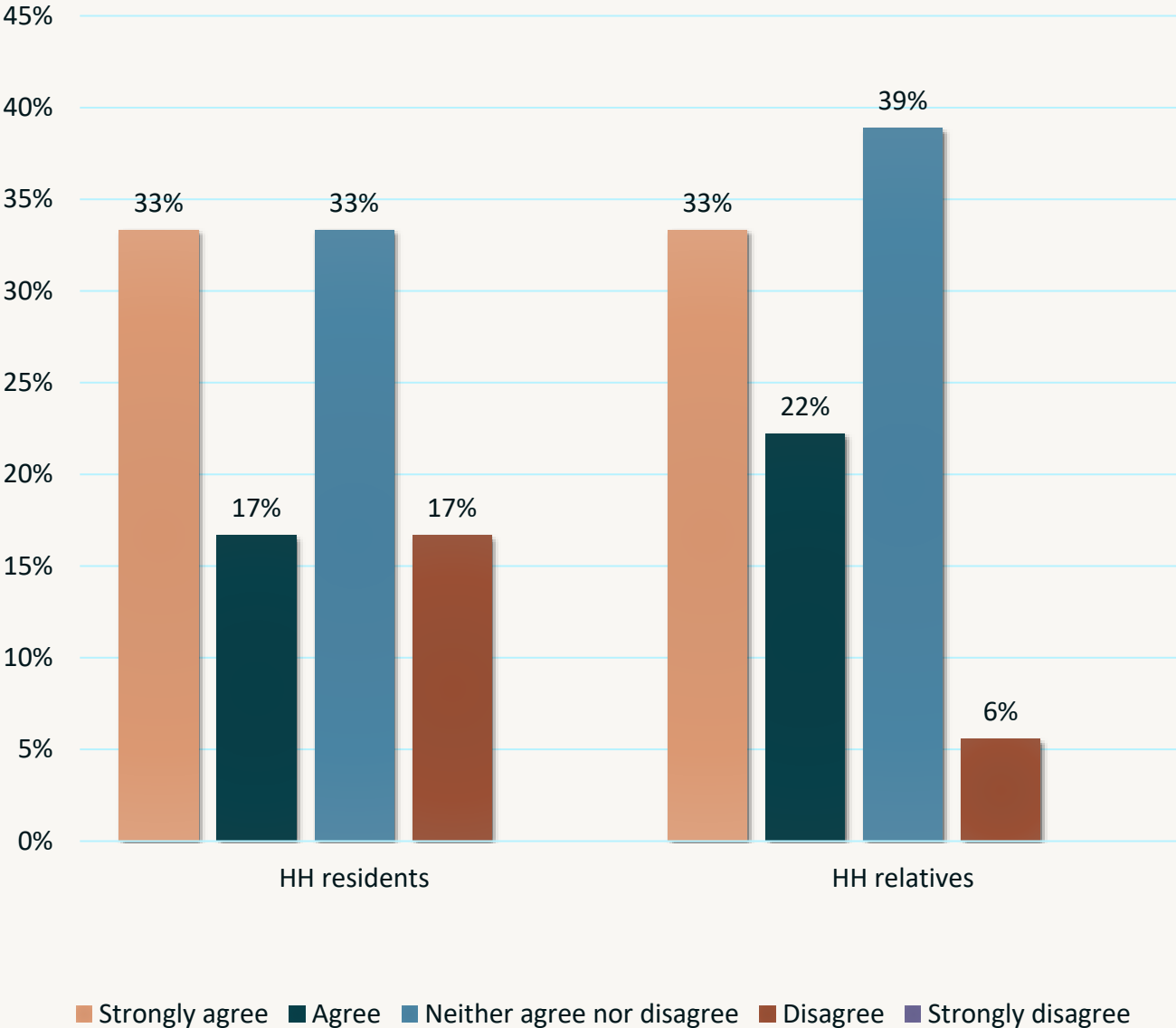
I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.

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	Nan loves the weekly gardening group and helping out.
	I don't think my mum is taken outside except when I visit .
	My mother has in the past occasionally tried to use access to the outside spaces as a means of trying to follow her compulsion to "escape" but I feel that the staff have managed the situation very well.

My spiritual needs are supported in Belong.

33% of residents and their relatives strongly agree, rising to 52% if agree responses are included.



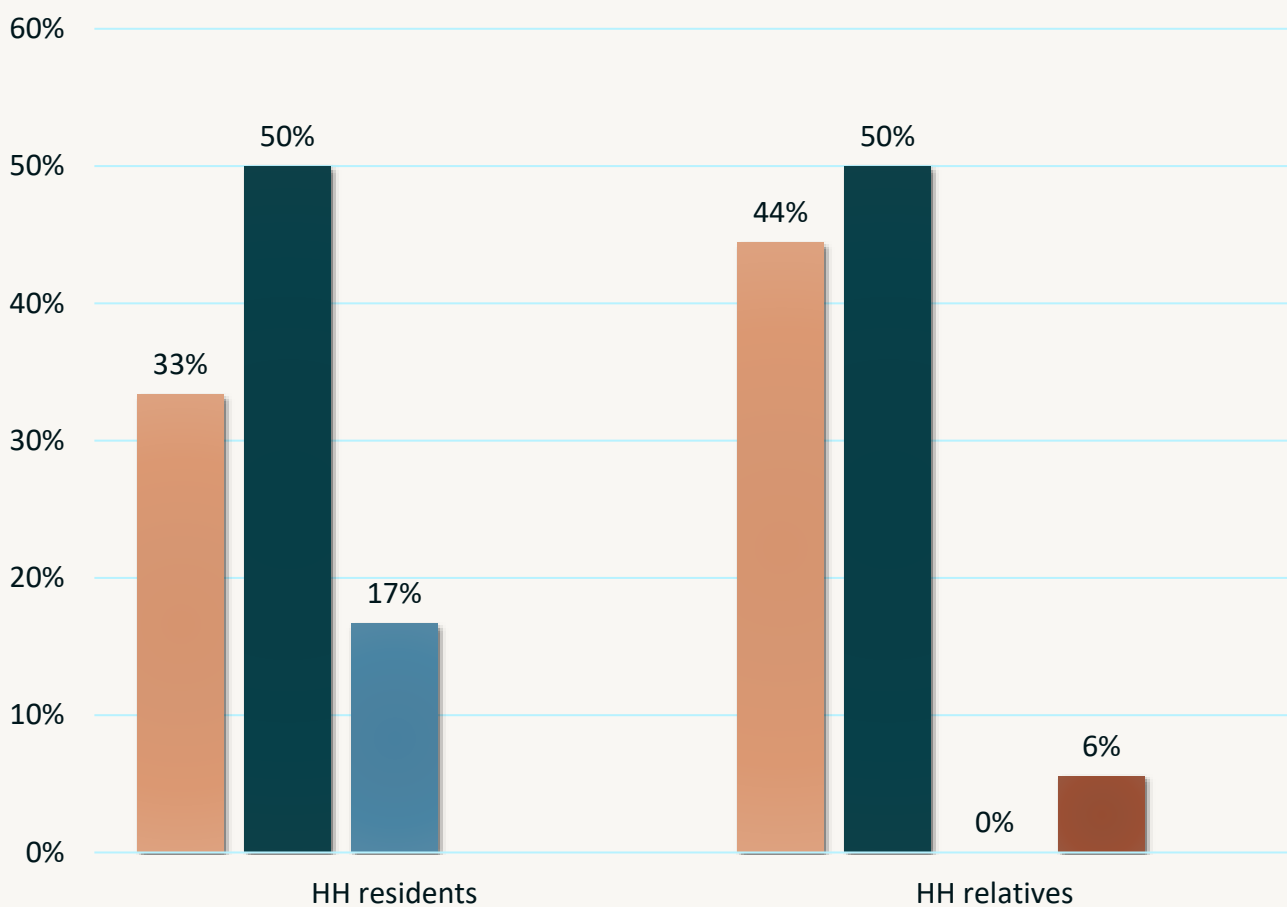
My spiritual needs are supported in Belong.

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	Nan goes to church every week.
	Church attended weekly.
	Has no spiritual needs

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

39% of residents and their relatives strongly agree, rising to 89% if agree responses are included.



Strongly agreed Agreed Neither agreed nor disagreed Disagree Strongly disagreed

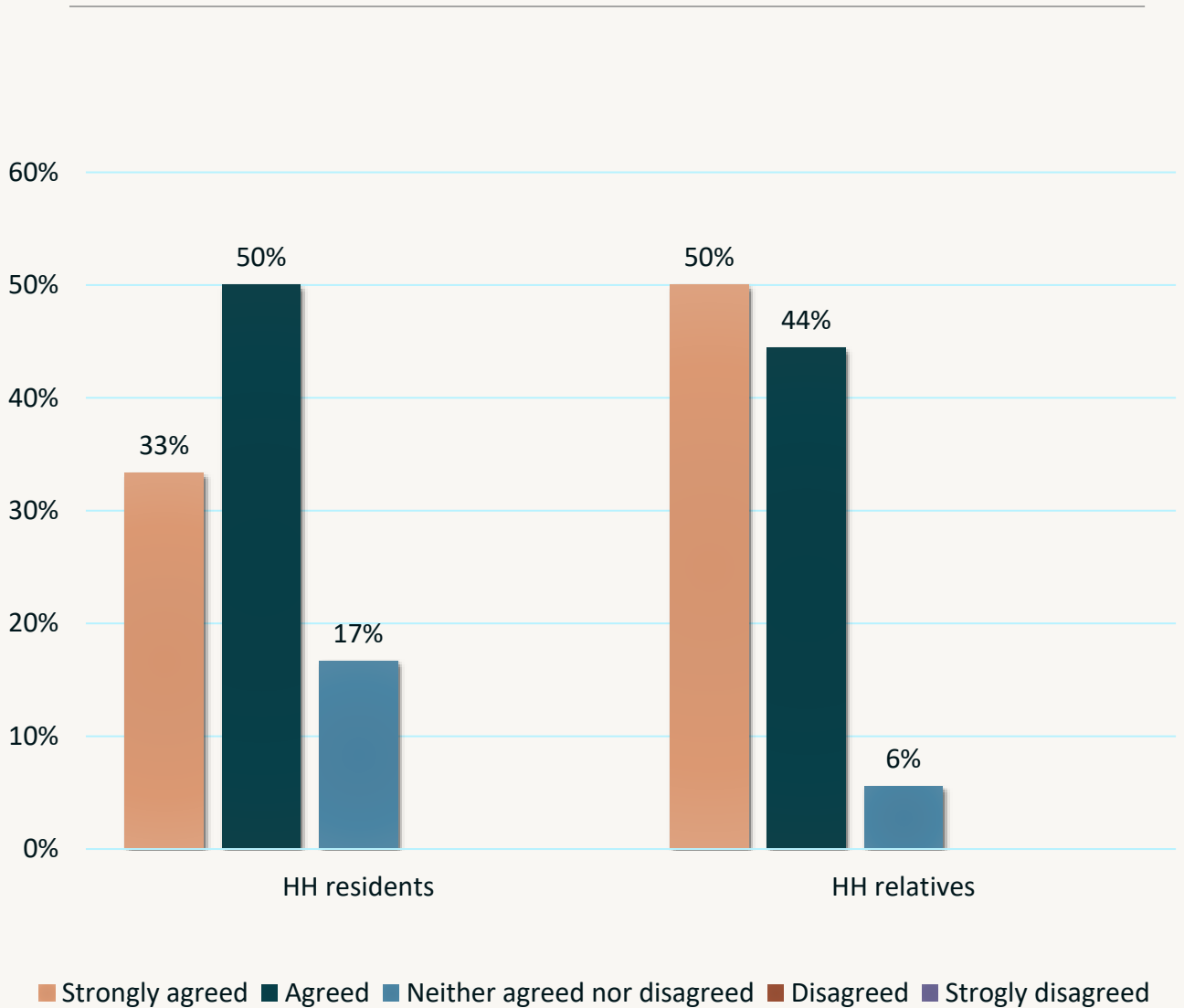
I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.

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
Relatives	Via email and PCS Gateway.
	Will always communicate any care needs.
	I would appreciate regular meetings to discuss any issues relating to my mum's care e.g. staff changes, how she is progressing, future plans etc.
	Questions on the Gateway don't get a response from staff.
	The staff have been extremely good at proactively getting in touch when necessary, and the Relatives' Gateway is a very good means of keeping up to date with how my mother is doing. The frequent updates to the Gateway keep it relevant and very useful.

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

42% of residents and their relatives strongly agree, rising to 89% if agree responses are included.

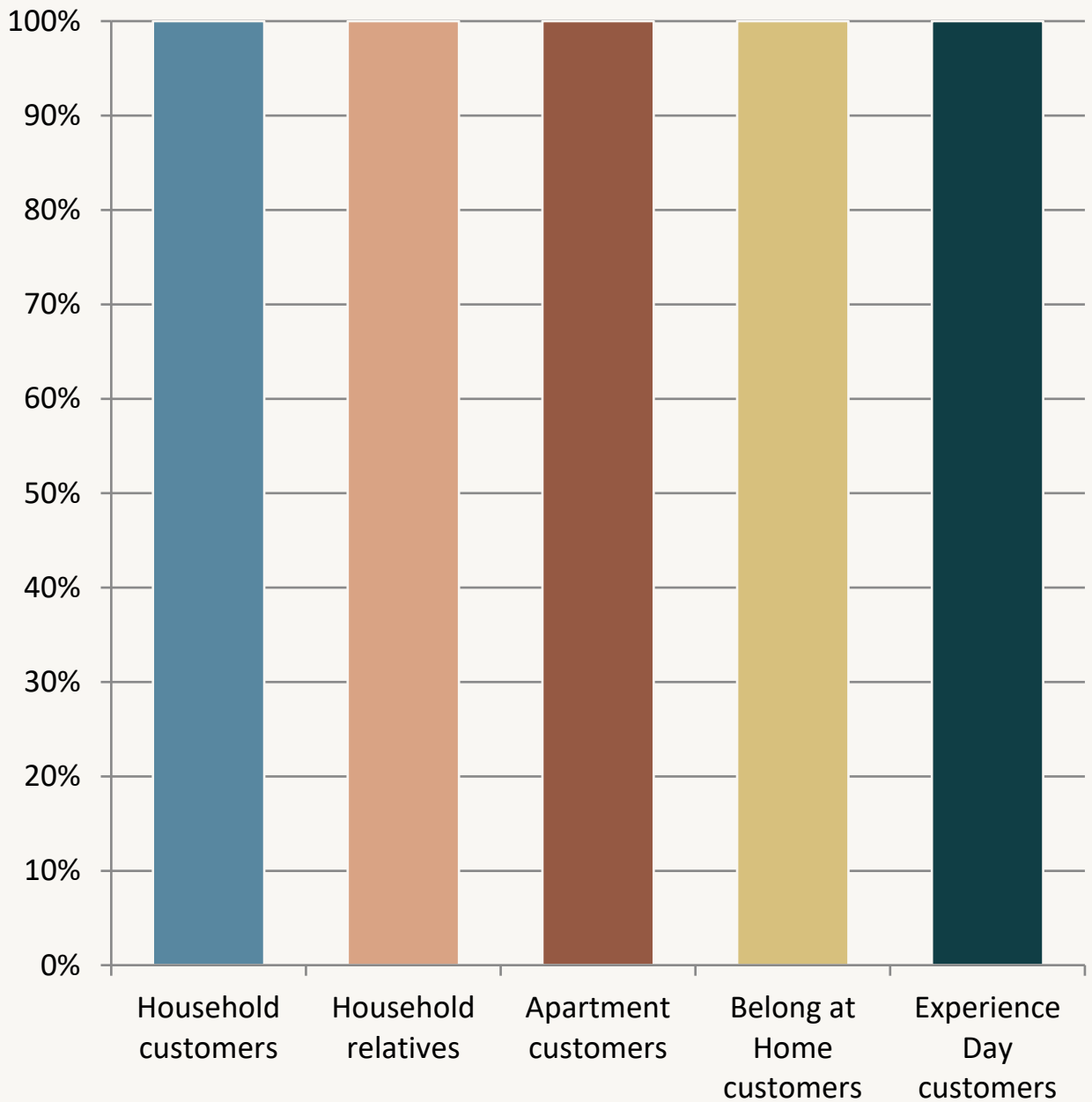


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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	The team always keep me up-to-date and communicate any of my relative's needs. I have never had to make any complaints; the team are fab.
	Although we rarely have any complaints.
	I am unhappy at the number of my mum's clothes which have gone missing and nothing is ever done about this.
	The staff have usually already noticed any issues that we have raised and either already taken action or else noted them for others to take action (e.g. nurse/doctor attendance). We haven't needed to complain.
	Questions on the Gateway don't get a response from staff.

100% percent of customers would recommend Belong Wigan 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
Resident	Care / Staff	Treat me with respect and make sure I look presentable.
	Care / Staff	You're caring people.
	Staff	I think all the staff are a credit and do what is probably the hardest job out there, with a smile on their faces. I couldn't thank you all enough especially Natalie in the early stages; she was excellent with us.
Relatives	Comms / Service	Communication between the care team and family is really good. The services at the Belong village are very inclusive.
	Care / Staff / Activities	Belong are as caring and compassionate as possible always having things going on, to help entertain residents.
	Care / Staff	The atmosphere at Belong is consistently friendly and caring. Staff are always kind, helpful and patient. I love that staff always seem to have time for residents and that all staff know mum. The rooms and public areas are kept very clean. The Bistro is a great place to lunch together.
	Care	I feel that my mother is treated as an individual and that one size doesn't fit all.
	Comms / Care	Communication and care is second to none. Very happy home environment, cater to everyday needs.

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	Activities	A change of scenery or something different.
	Care	No, you do everything very well.
Relatives	Bistro / Mealtimes	Bistro meals repeated every few days. More options needed. All day breakfast would be good.
	Furniture	Bedroom furniture needs updating although I am told this is happening soon.
	Activities / Outdoors	Take those who cannot participate in activities perhaps outside for a walk/ or in a wheelchair round the gardens or for a drink in the bistro
	Finances	Admin: funding arrangements. The odd invoice has been missed. Alternative funding was sought without consultation with me (I'm deputy for financial affairs)
	House-keeping / Laundry / Staffing	Take better care of residents' clothes. Increase number of staff for safety purposes and to allow them to spend more time interacting with residents.
	Name badges	Perhaps some form of staff identification.
	Activities	Given unlimited funding, my mother is probably one of those that could benefit from even more activities/more frequent activities. But funding (and staffing) isn't unlimited.

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
Residents	Staff	No, just that I think you are all lovely staff and make my mum's life much better now I can't look after her myself.
Relatives	Care	Very happy my wife is here. She is happy and settled.
	Care / Activities	Mum moved to Belong Wigan a year ago. I am very happy that we chose Belong. Mum seems very happy and relaxed. She enjoys the activities on offer and spends very little time in her own room, preferring to sit in the lounge area chatting to staff and other residents.
	Care	Belong is not cheap, but you get what you pay for. When looking at other care homes a few years ago, some charged the same but did not offer what you do.
	Bistro	The Bistro is a very good facility when visiting, especially after a long journey! The food is very good.
	Care / Staff	When my mother had to go into a care home, we were obviously worried about all sorts of things to do with her care and living arrangements etc. Although she's one of those who may never fully settle, we have been delighted with the way that the staff have cared for her. They have also been very supportive of us as family members, and we are also indebted to the senior on-site management for helping us to deal with aspects of the social services administration.
	Pets	Disappointed that Lilly, the resident cat, isn't being replaced. That seemed to be a nice homely touch (Beech house).

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Action / response
Quality of care	<p>We have received some very reassuring comments; it's great to know over 70% of relatives strongly agree and 25% agree that they are happy with their care. I am very pleased with not only the results, but the feedback noted in this survey and via carehome.co.uk. Our staff work extremely hard to provide the highest quality of care.</p>	<p>It is pleasing to see that our scores in this indicator have increased from 2022.</p> <p>We continue to train and support all colleagues to provide high quality care.</p>
Compassionate caring and respectful	<p>80% strongly agree that Belong colleagues are compassionate, caring and respectful and 20% agree.</p> <p>I am amazed with these results, and we will continue to train and induct colleagues in a way that promotes customers are at the heart of everything we do.</p>	<p>Communication and feedback are the key to the open and honest ethos within the village and we will continue to nurture this.</p>

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Action / response
Feeling safe	<p>100% of residents feel safe in Belong and 90% of relatives are confident that their relative is safe living within our households. However, 5% disagree, with 5% ambivalent.</p> <p>We are open to suggestions on how we can improve, we endeavour to make sure everyone is safe, but we also promote independence which can then result in occasional falls.</p>	<p>We have introduced a suggestion box to make it easy for people to propose new ideas and promote improvements.</p> <p>We will revisit communications about this, including using PCS, to ensure all relatives are aware of the new suggestion box.</p> <p>We will make safety a standing agenda item at all meetings to gather any feedback on this theme.</p>

Summary and action plan in response to this survey.

Category	Feedback	Action / response
Contact and technology	<p>The results were very positive, with 95% of relatives happy with the support provided to enable remote communication. Since the pandemic in particular, Belong has a number of channels used to maintain communication with residents and relatives, including Microsoft Teams, PCS and email.</p>	<p>We continue to communicate with relatives that supports the customers to discuss best interest and wellbeing.</p> <p>Weekly photos will be shared via the Gateway.</p> <p>Weekly gateway communication.</p> <p>Managers must monitor that communication is improving for our customers.</p>
Food / Bistro	<p>At the time this survey went out, we were trialling The Bistro team taking on much of the initial prep and early stages of cooking of the main meals for the household. This has proven to be a success, giving staff more time to support customers during marvellous mealtimes.</p> <p>The Bistro is more popular than ever and the monthly theme nights have been a great success. I am very pleased with the results.</p>	<p>We continue to ask for feedback to ensure ongoing improvements to the service, and we act upon this feedback to improve our service.</p> <p>In addition to the main annual survey, we encourage feedback throughout the year, during resident and relative meetings, customer reviews and other ad hoc discussions.</p>

Summary and action plan in response to this survey.

Category	Feedback	Action / response
Activities	<p>These are great results, thanks to the excellent range of activities offered by the team.</p> <p>The theme night has proven to be very popular and our bingo night remains a favourite.</p> <p>Households have started to take customers out into the local community which is extremely encouraging and meaningful to all.</p>	<p>We are reviewing household activity plans and supporting the teams to implement some new ideas. We are planning to have an area within each household, which will be set up with ideas and activities items.</p> <p>The Venue opens to one household at a time.</p>
Exercise	<p>We have seen a great improvement in our score since 2022, and we have also seen a reduction in falls, which is magnificent!</p> <p>Our Exercise Specialist, Lee, encourages everyone in a positive yet meaningful way, and runs an excellent falls prevention programme.</p>	<p>We will ensure there is a daily household exercise plan, in addition to opportunities in the gym. We record this on the electronic care record and also produce photographic images as supporting evidence. We continue to promote and encourage exercise within the village.</p>

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Action / response
Access to the outdoors	<p>I am pleased with the feedback, and I am encouraged to see lots of customers using the outside areas.</p> <p>We are in the process of upgrading the balconies and household gardens.</p>	<p>We will Introduce a walking club with 1-1 support in the spring and continue to support weekly walks.</p> <p>We are upgrading balconies to ensure they are welcoming and customer friendly.</p> <p>Internal checks and updated to all relatives.</p>
Communication/ Complaints	<p>It's great to know we communicate well and deal with all complaints. However, it's disappointing that the laundry services need to improve.</p>	<p>All clothes must be labelled clearly before the customer moves in and we are reviewing our moving in processes to ensure this is clearly communicated and regularly checked.</p>

Manager's comments:

Thank you to everyone who took the time to complete this year's survey and provide their feedback. We were absolutely delighted that 100% of respondents would recommend Belong and also that 100% agree or strongly agree that our colleagues are compassionate, caring and respectful. Indeed, the feedback overall is overwhelmingly positive and we are hugely grateful for the trust and relationships that we have with all stakeholders.

We are absolutely committed to continuing to improve, innovate and ensure excellence in all of our services and support. We are making changes all the time in line with feedback and I hope this dialogue will be maintained through resident and relative meetings, ad hoc discussions and future surveys and reviews. Please be assured that we aim to learn from all feedback received and use this so that we can continue to go from strength to strength.

Gill Menguy

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.

