

Belong at Home

Customer Satisfaction Results

2021 - 2022



Your life, your pace, your way.

About this survey

The customer satisfaction survey is just one of the many ways we seek feedback from customers as a measure of their satisfaction with the quality of our services and the standard of accommodation available.

This feedback is shared with all members of the team and positive comments received will help to reinforce good practice, while any concerns raised will assist the team at Belong to identify actions that are needed to improve our services.

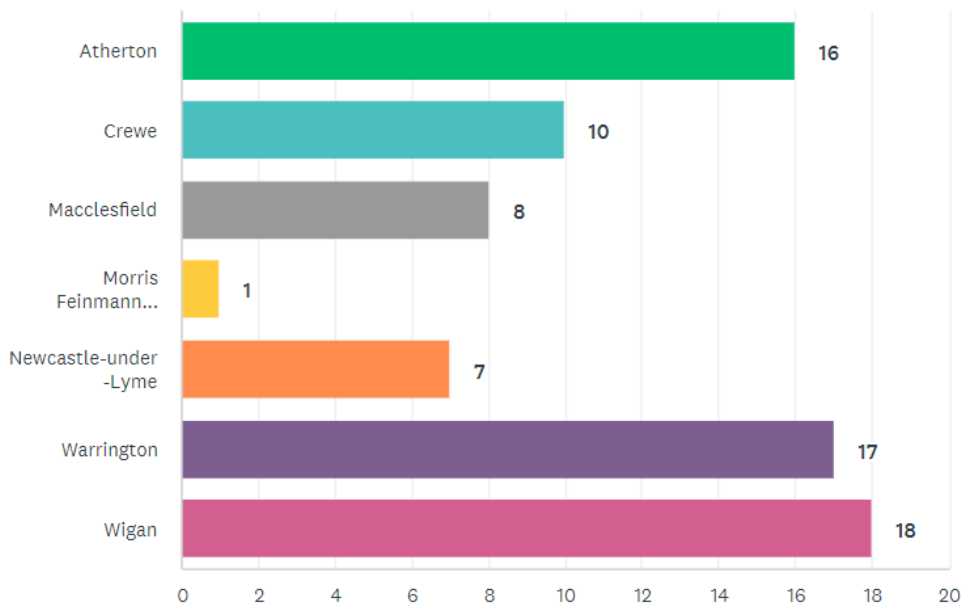
We'd like to thank everyone who has taken the time to participate in this year's survey and for your continued support in enabling us to further develop and improve our services.



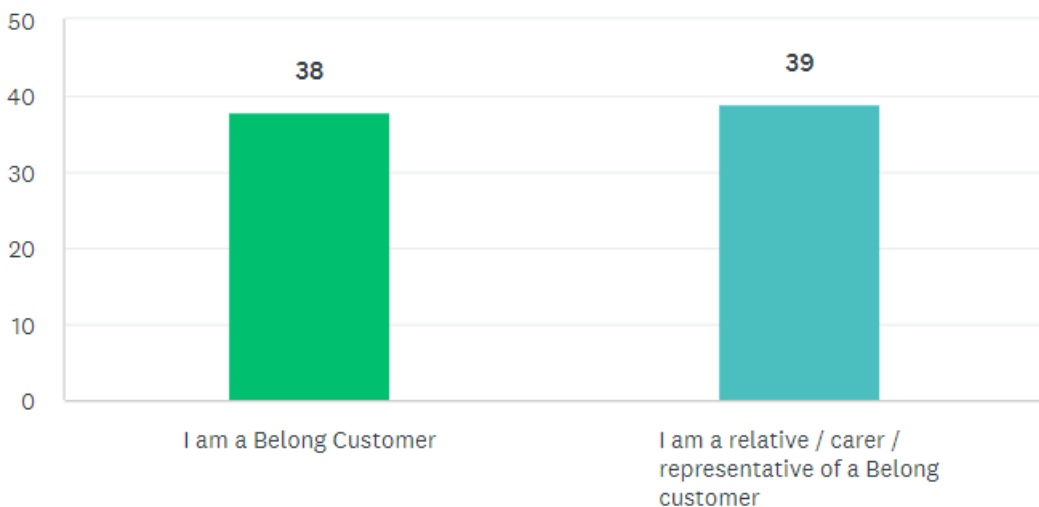
Andrew Shield

Operations Manager

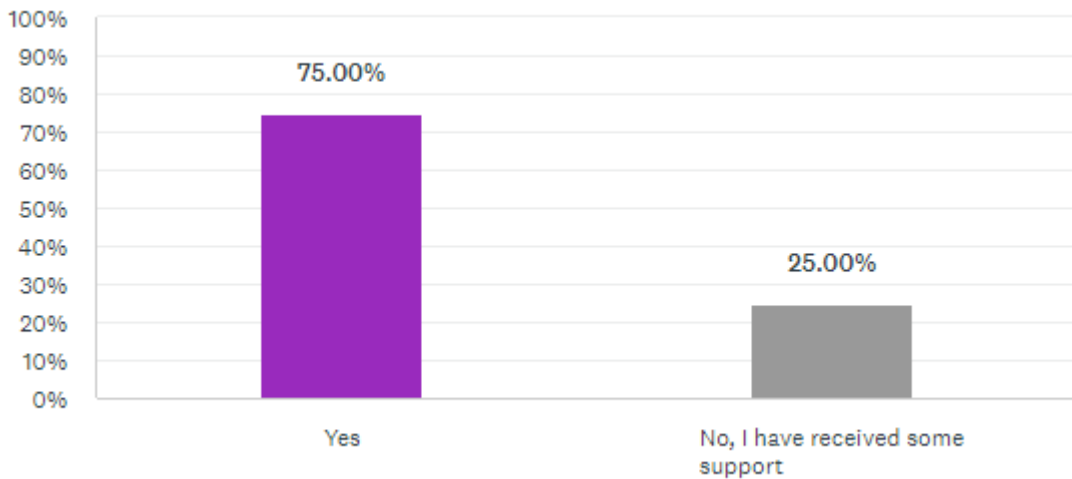
The number of surveys completed and returned by location were:



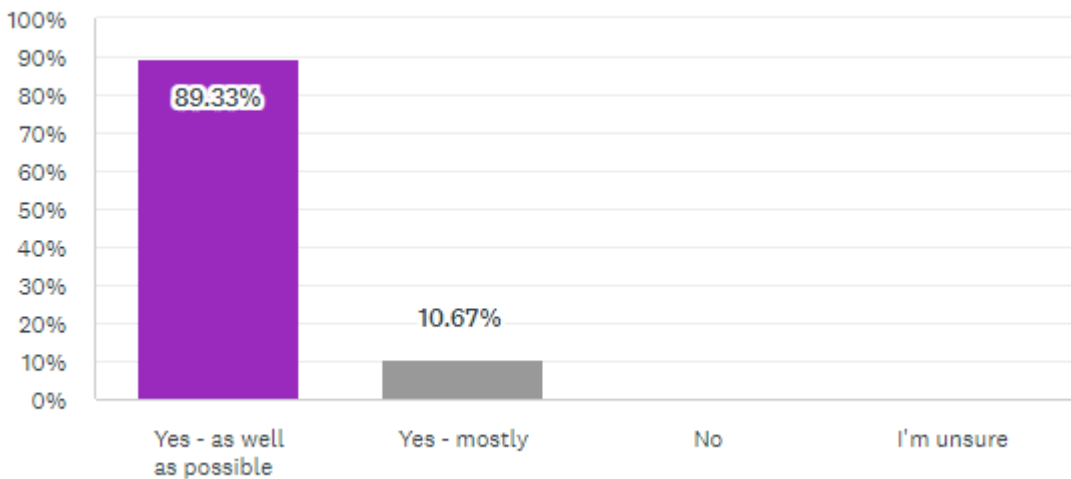
The number of surveys completed and returned by customer type were:



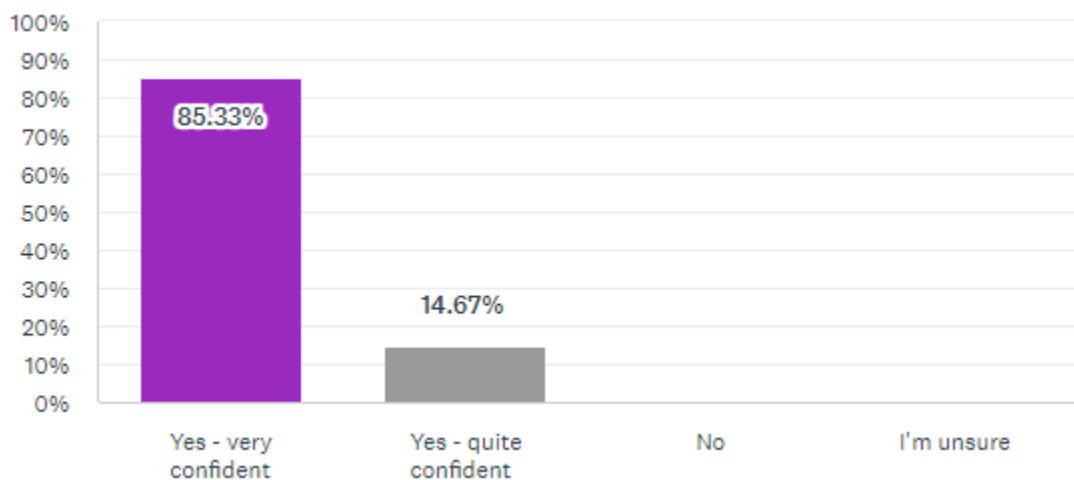
The percentage of customers who completed the survey independently or required support.



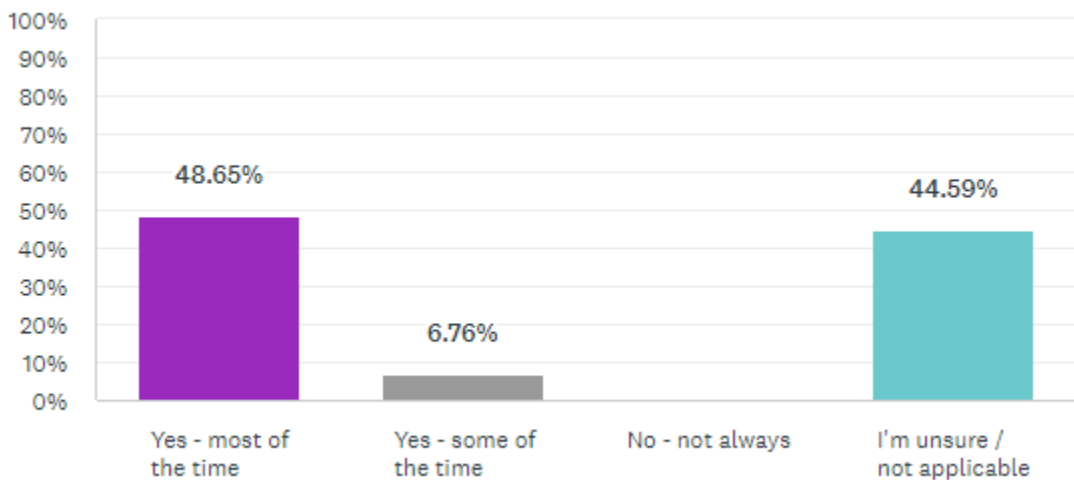
100% of customers and their relatives / carers, felt that Belong supported them / their relative to stay safe (as well as possible or mostly).



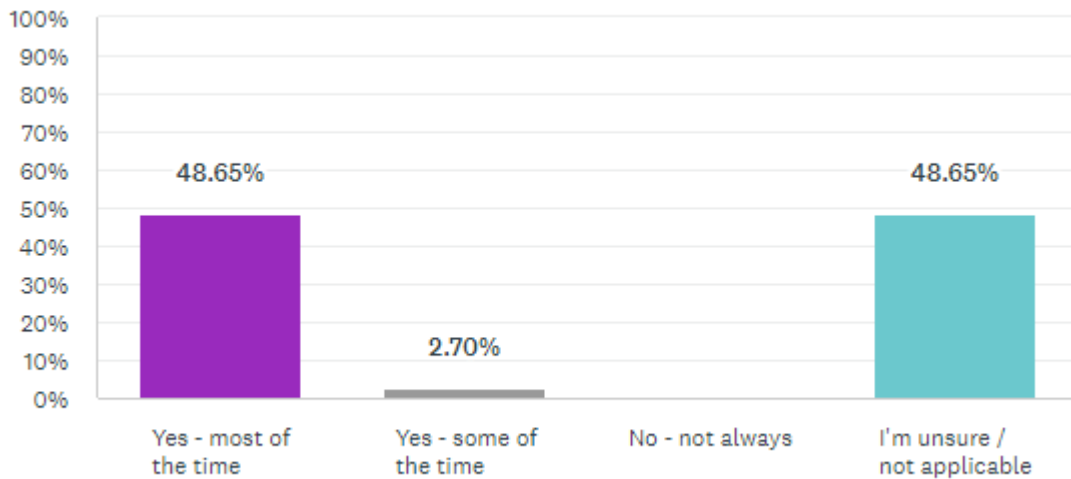
100% of customers and their relatives / carers, felt very or quite confident with the infection control measures and levels of Personal Protective Equipment (PPE) in place.



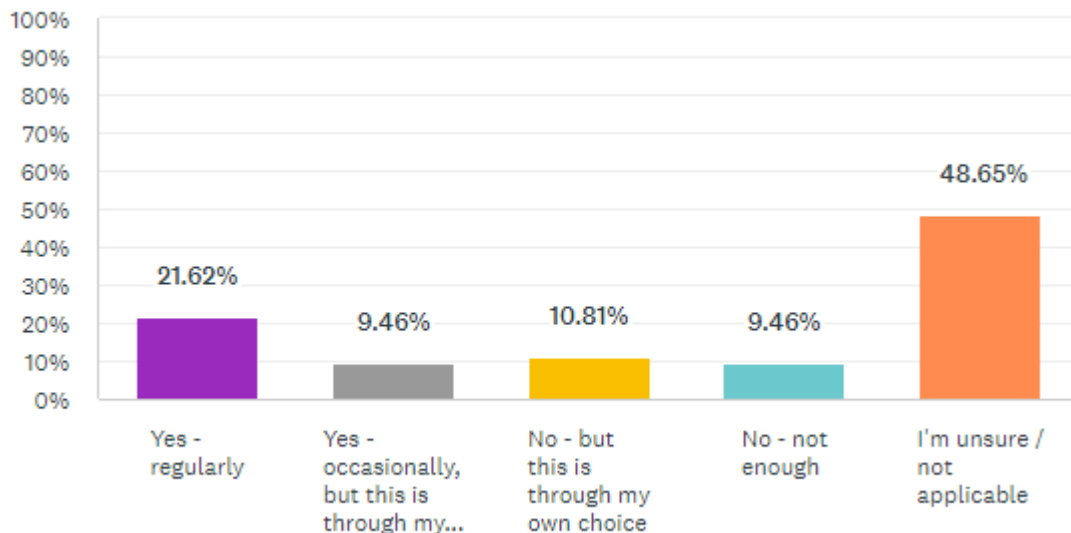
50% of customers and their relatives / carers, felt we had mostly supported them / their relative to keep in regular contact with relatives / friends using technology or the telephone. 45% said they were unsure or this was not applicable.



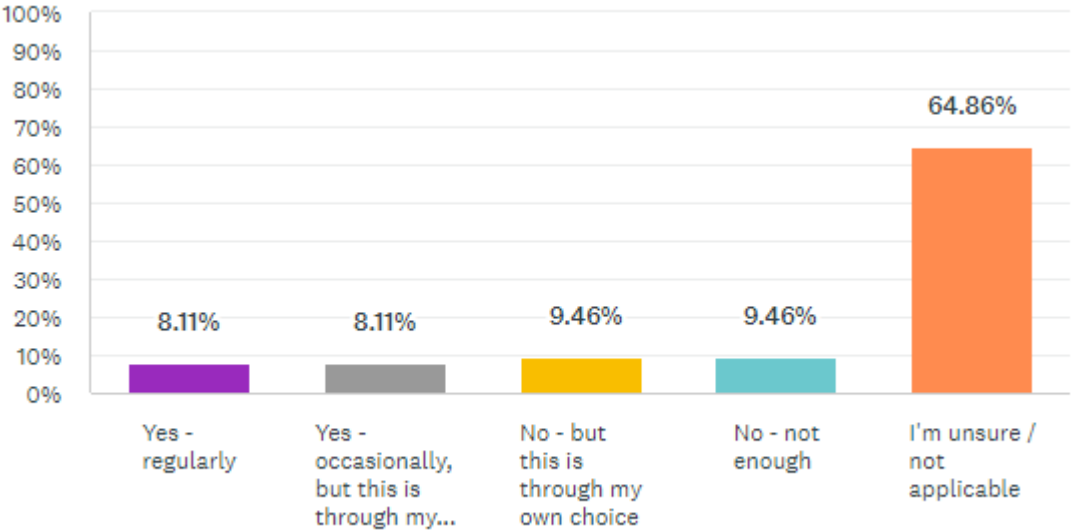
49% of customers and their relatives / carers are mostly happy with the arrangements for visiting for friends and family, while 49% said they were unsure or it was not applicable.



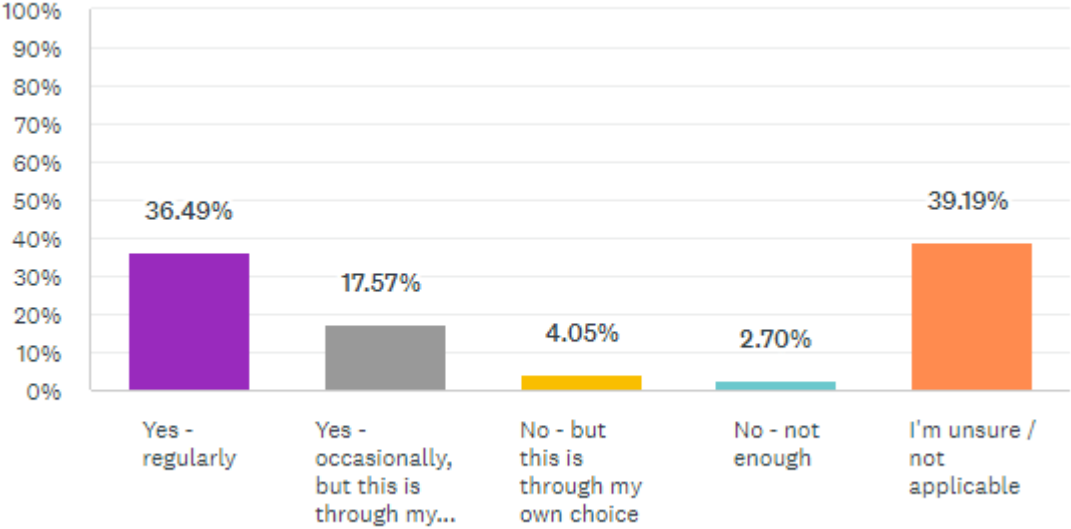
31% of customers and their relatives / carers, said they / their relative have been able to take part in activities with others (regularly or occasionally) and 49% said they were unsure or this was not applicable.



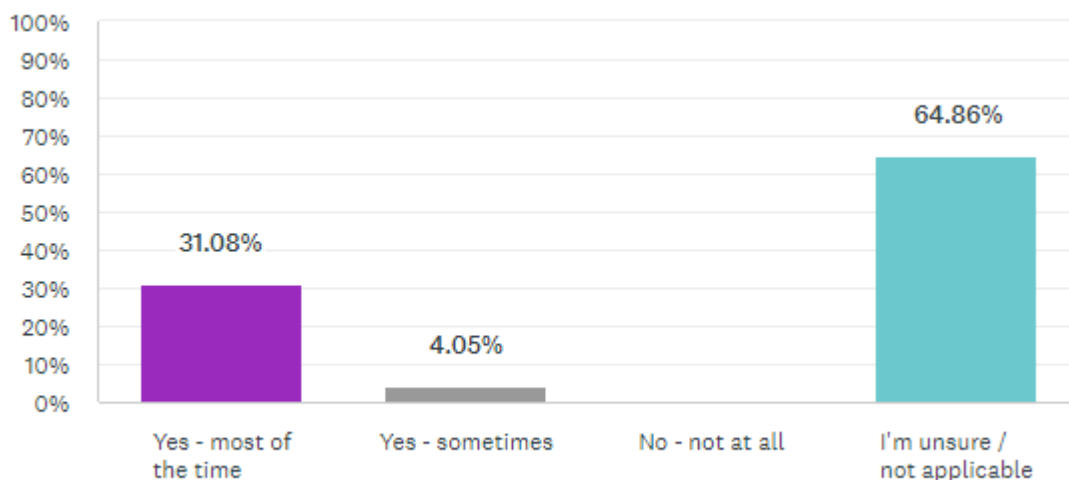
16% of customers and their relatives / carers said they / their relative have been able to participate in exercise in Belong as they would like. 65% said this was not applicable to them.



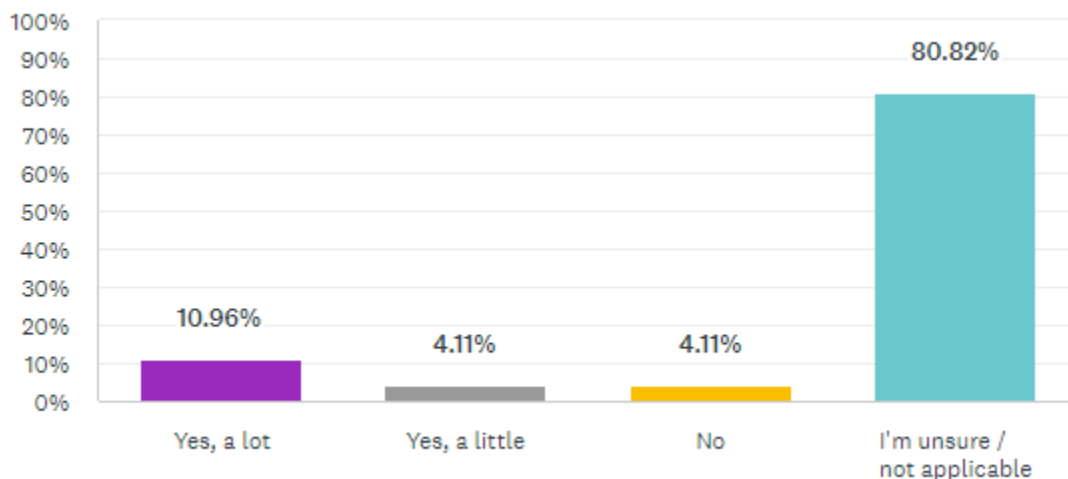
54% of customers and their relatives / carers said they / their relative had the access they would like to outdoor space, fresh air, gardens, and/or balconies. 39% said they were unsure or this was not applicable.



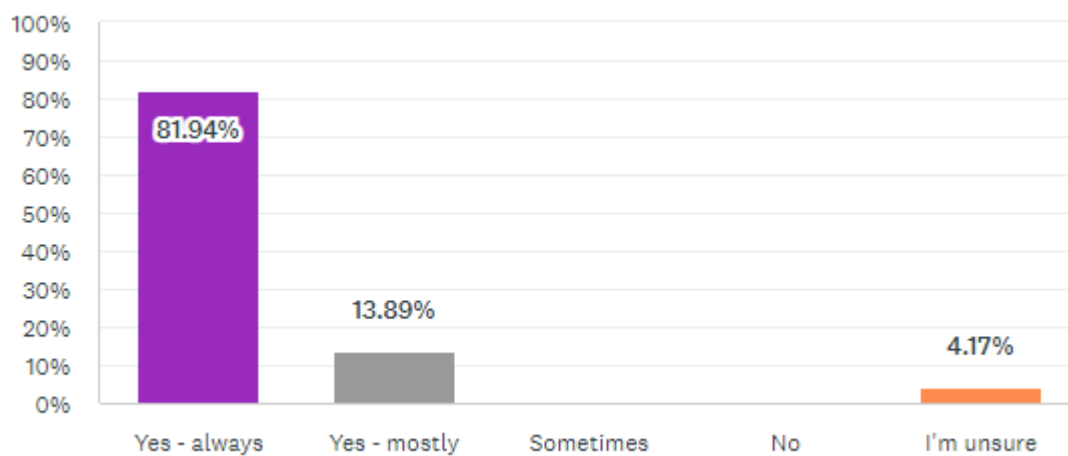
31% of customers and their relatives / carers said they / their relative were satisfied with the quality and choice of food. 65% said they were unsure or this was not applicable.



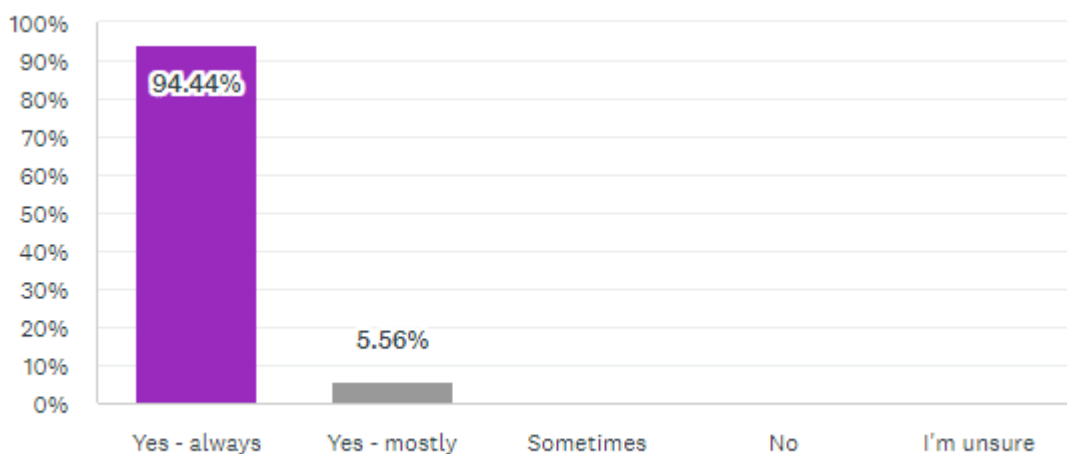
15% of customers and their relatives / carers, said they enjoyed being able to use The Bistro again (a little or a lot). 81% were unsure or said this was not applicable.



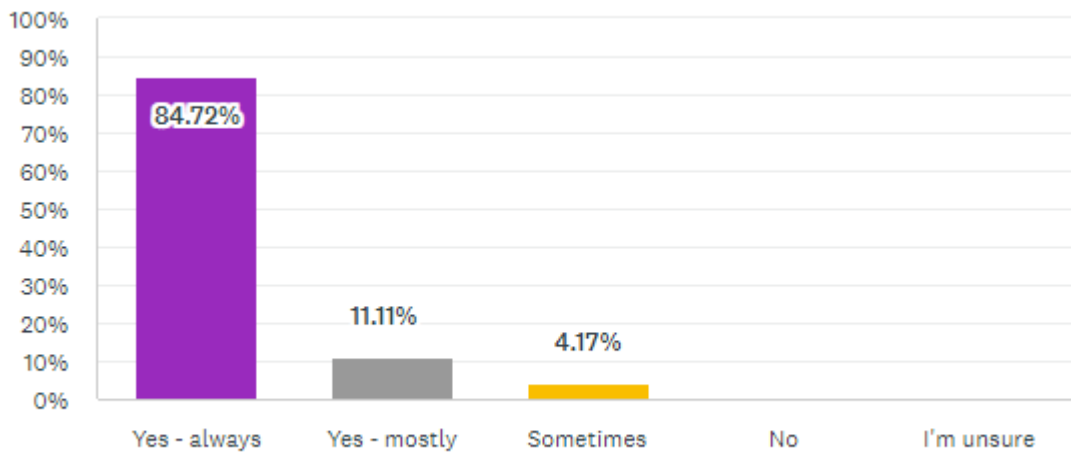
96% of customers and their relatives / carers said they are always or mostly happy with the quality of care and involvement with them / their relative, including 82% who are always happy.



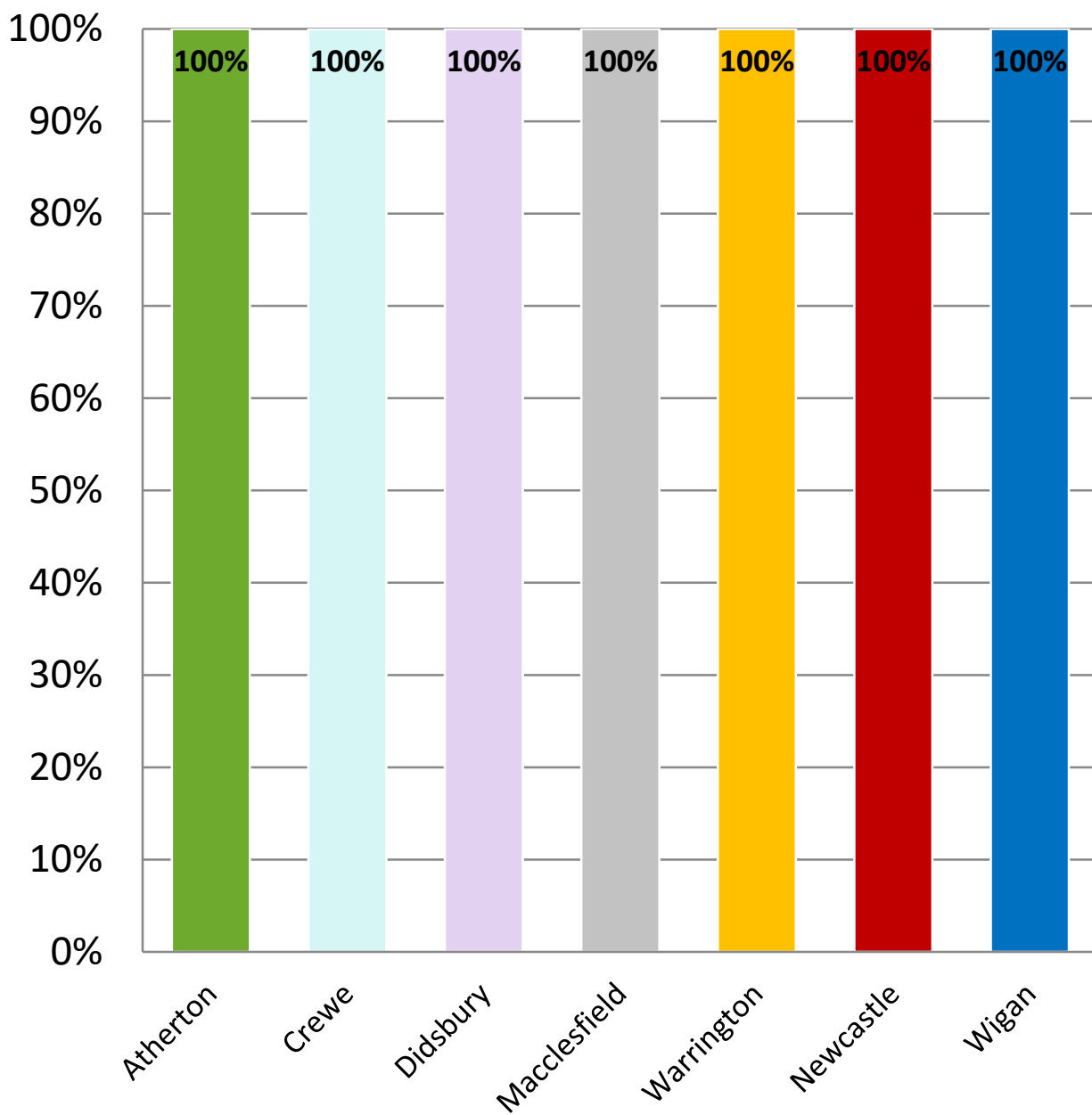
100% of customers and their relatives / carers, said they feel the Belong team always or mostly support them / their relative in a compassionate, caring and respectful way, including 94% who feel this is always true.



96% of customers and their relatives / carers, said they felt we always or mostly communicate well with them (including 85% who feel this is always the case).



100% of customers that would recommend Belong at Home to family and friends.



We asked customers and their relatives what they felt we had done well.

Here are a few examples:

Location	Customer type	Feedback category	Feedback
Atherton	Customer	Staff	Staff are always cheerful and helpful.
Atherton	Relative / Carer	Staff / Service	All the staff are caring and compassionate to the needs of my dad. They all provide excellent standards of care on every occasion
Crewe	Customer	Service / Staff	Company, talking, listening and shopping for me.
Crewe	Relative / Carer	Staff / Care	Most of the carers are excellent and go above and beyond in their care. To them it is far more than just a job.
Macclesfield	Customer	Staff / Service	Spending time with us and sharing helpful items. Socks and slippers.
Macclesfield	Relative / Carer	Staff / Service	Provide very reliable home support without which our mother would not be able to stay in her own home. Staff lovely.
Didsbury	Customer	Service	Make our family feel loved and cared for.
Newcastle	Customer	Staff / Care	We feel lucky to have the same carer each week. Our carer gives enormously valuable help which is appreciated by us all.
Newcastle	Relative / Carer	Communication	Great communication.
Warrington	Customer	Visits / Service / Staff	Always on time, polite, cheerful and smiling, respectful lovely and positive.
Warrington	Relative / Carer	Support / Service	Support and empathy for my mother. Also reassurance the medication is taken completely and in a timely way.
Wigan	Customer	Staff / Care	My carers are always very good. They do their best to look after all my needs and go that extra mile. The personal touch is most important as it gives me the confidence in my carers to always do their best for me.
Wigan	Relative / Carer	Service / Communication	Reliable, approachable and always responsive. Client centred. Great to always be able to speak to someone in person and prompt replies to email enquiries.

We asked customers and their relatives what they felt we could have done better or that they found particularly difficult or challenging.

Here are a few examples:

Location	Customer type	Area	Feedback
Atherton	Relative / Carer	Communication	I find the Relatives Gateway on the system extremely frustrating – visits / tasks are often shown out of order and the titles used don't always make sense.
Crewe	Customer	Activities	More activities and a chance to socialise.
Crewe	Relative / Carer	Communication	The reporting system has a number of errors and despite raising my concerns (to educate and support) I find they are dismissed and I feel I am looked upon as a nuisance.
Macclesfield	Customer	Staff / Service	Your carers all do a splendid job, always pleasant and cheerful. There seems to be no standard training like bed making for example.
Macclesfield	Relative / Carer	Service	We are extremely happy with the service.
Newcastle	Customer	Service	We would like more carers hours. However, Belong at Home is flexible and has been able to accommodate our needs at short notice, taking to appointments etc.
Newcastle	Customer	Service	Have never been given a list as to what can be done for me. Not every carer who comes asks if there is anything else they can do for me.
Warrington	Customer	Service	Happy with the visits.
Warrington	Relatives	Activities	Entertainment pack for use at home visits.
Wigan	Customer	Outdoors	When it's sunny I wouldn't mind going out in the car with a member of staff or sitting in the garden.
Wigan	Relative	Staff / Care	I would like to have regular carers that are most suited to my mum's personality. All are good but some relate better to her needs. On occasions too many different people in a week.

We asked customers and their relatives what they felt Belong could do to make their life more enjoyable.

Here are a few examples:

Location	Customer type	Area	Feedback
Macclesfield	Customer	Services	Mobile hairdressing service. I no longer have a car and I'm on elbow crutches.
Didsbury	Relative / Carer	Activities	Again the pandemic has proved difficult to be able to suggest things like more stimulation and socialisation.
Newcastle	Relative / Carer	Night service	In an ideal world, the option of Belong at Home providing overnight care would be beneficial.
Newcastle	Relative / Carer	Activities	Open up the activities to in home service users.
Warrington	Customer	Service / Staff	You always do everything for me. There is one thing I would like. Could I have the same carer each time?
Wigan	Customer	Support	Would like more help with the housework. I'm told a lot of things they are not allowed to do, a clear guideline would have helped.
Wigan	Relative	Social	We are working on increasing my mum's social interactions.

We asked customers and their relatives if there was anything else they would like to tell us.

Here are a few examples:

Location	Customer type	Area	Feedback
Atherton	Relative / Carer	Service / communication	I recommend Belong at Home to many people. The whole team are very caring and I always feel my dad is in safe hands. Standards of care are excellent. Communication and information from the office is always excellent. Well done to all and thank you for your care.
Macclesfield	Customer	Staff / Service	I enjoy carers visiting.
Macclesfield	Relative / Carer	Staff / Service	The care workers at Belong go above and beyond in their roles, adapting to dad's changing needs, often at short notice. Their record for keeping both my mum (before she passed away) and dad now safe from Covid has been impeccable.
Newcastle	Customer	Staff / Care	Our carer is a superb carer and not only does she help with all aspects of care and household duties, but she helps with our emails, internet shopping, medical appointments and anything else we ask her to do.
Newcastle	Relative / Carer	Staff / Care	I think all the carers who visit my mother deserve a medal.
Warrington	Customer	Staff / Service	The care team will always go the extra mile to ensure I am happy and satisfied with the support they provide.
Wigan	Customer	Support	Happy with all the support from Belong at Home and I'm grateful.
Wigan	Relative	Staff	I can't thank the staff enough - they are truly wonderful

Manager's summary and action plan in response to this survey.

Area	Feedback	Actions taken / to be agreed
Social stimulation / activities	Some customers commented that they would like more social support	Regular production of activities packs to resume in order to help stimulate social interaction with customers during visits
Communication	Some confusion around use of PCS and some lack knowledge of range of services available from Belong at Home	<p>Area Manager to ensure a copy of 'Your Guide to Belong at Home' is provided and discussed at the initial assessment.</p> <p>Community support workers to discuss with those customers who have raised this the range of services available. Customer reviews will be used to reinforce this and ensure there is greater clarity going forward.</p> <p>Training for home care teams in use of PCS will be refreshed. Weekly audits of PCS use have been put in place to ensure all safety checks are completed and recorded.</p> <p>Some of the feedback requires functionality review by PCS and this has been fed back and is being followed through by Belong's IT team.</p>
Consistency of staff team	Most customers are pleased with the staff team but some would prefer fewer people in the team supporting them	<p>Area Managers are reviewing with the rota management team to identify where improvements can be made for the customers who have raised this.</p> <p>Recruitment campaigns are being boosted to increase capacity, which will help in being able to accommodate customer requests.</p>

Manager's summary and action plan in response to this survey.

Area	Feedback	Actions taken / to be agreed
Skills	Some support workers seem to lack training in more specialist areas of support, for example where customer is in a period of rehabilitation following a hospital stay	Skills are being assessed and further training provided where needed.

Manager's comments:

We are grateful to everyone who took the time to respond to this survey and feel privileged that 100% of our customers and their relatives would recommend Belong at Home.

We have listened closely to your responses, as well as taking into account feedback received through other channels. While we were delighted that the majority of feedback was extremely positive, we recognise there is room for improvement in some areas. This is something we take extremely seriously, and we will be monitoring local action plans to ensure these are followed through.

As we emerge from the pandemic, we anticipate there will be greater opportunities to support customers who need support to enjoy more social activities in the year ahead.

We are also continuing to prioritise recruitment organisation-wide to ensure that we attract and retain high calibre individuals to our teams and are able provide positive wellbeing outcomes for our customers into the future.

Andrew Shield
Operations 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.



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