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# **Belong Chester Experience Days**

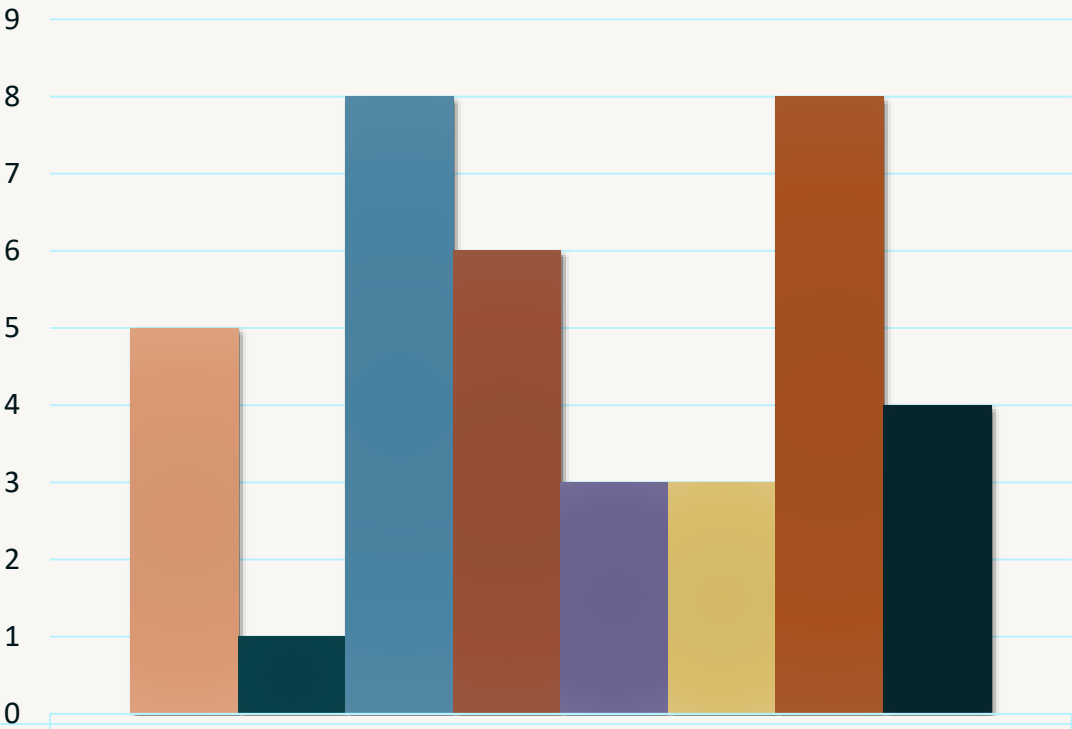
## **Customer Satisfaction Results**

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**2023**



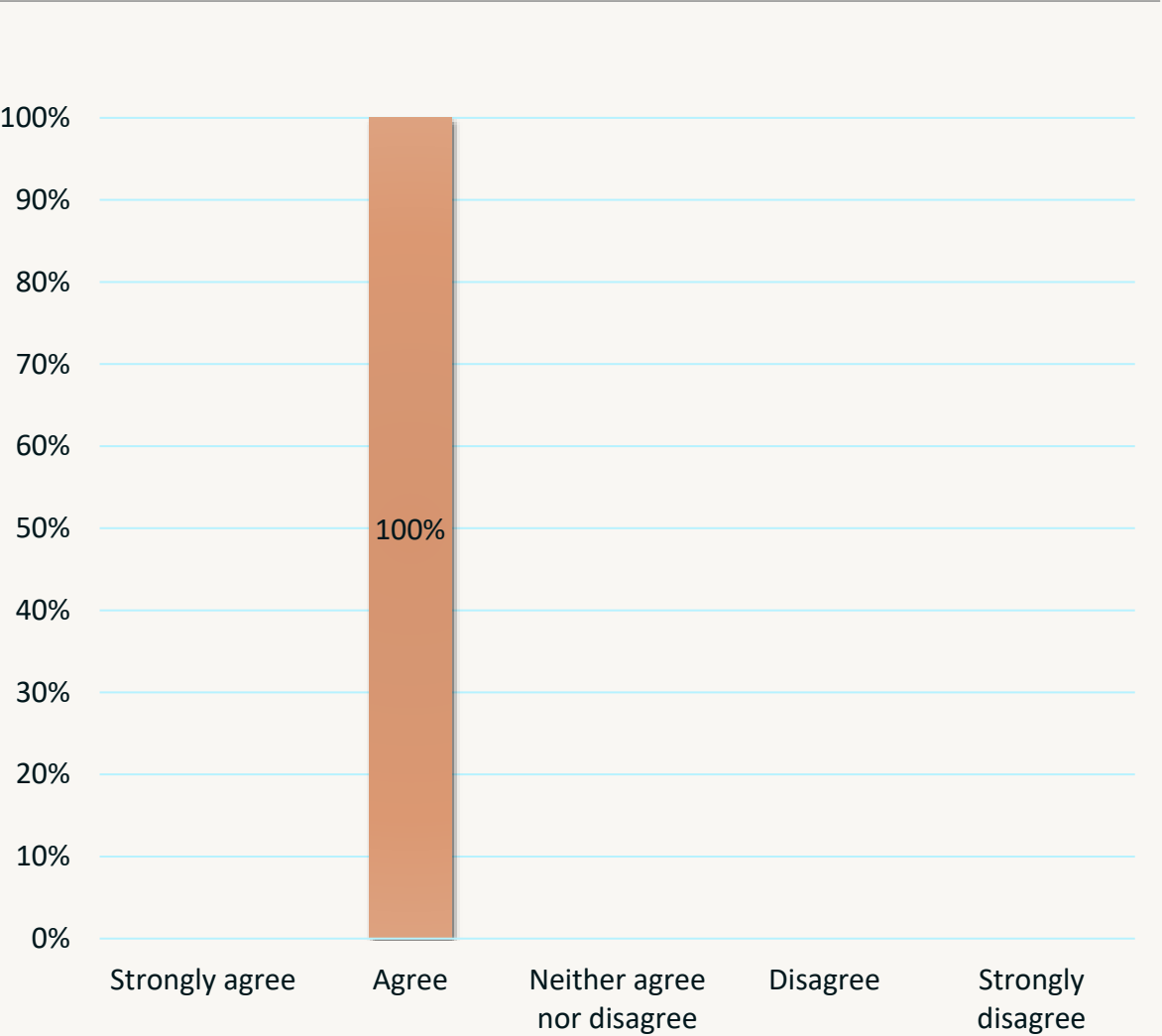
The number of surveys completed and returned by Experience Day Customers, by location were:



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.

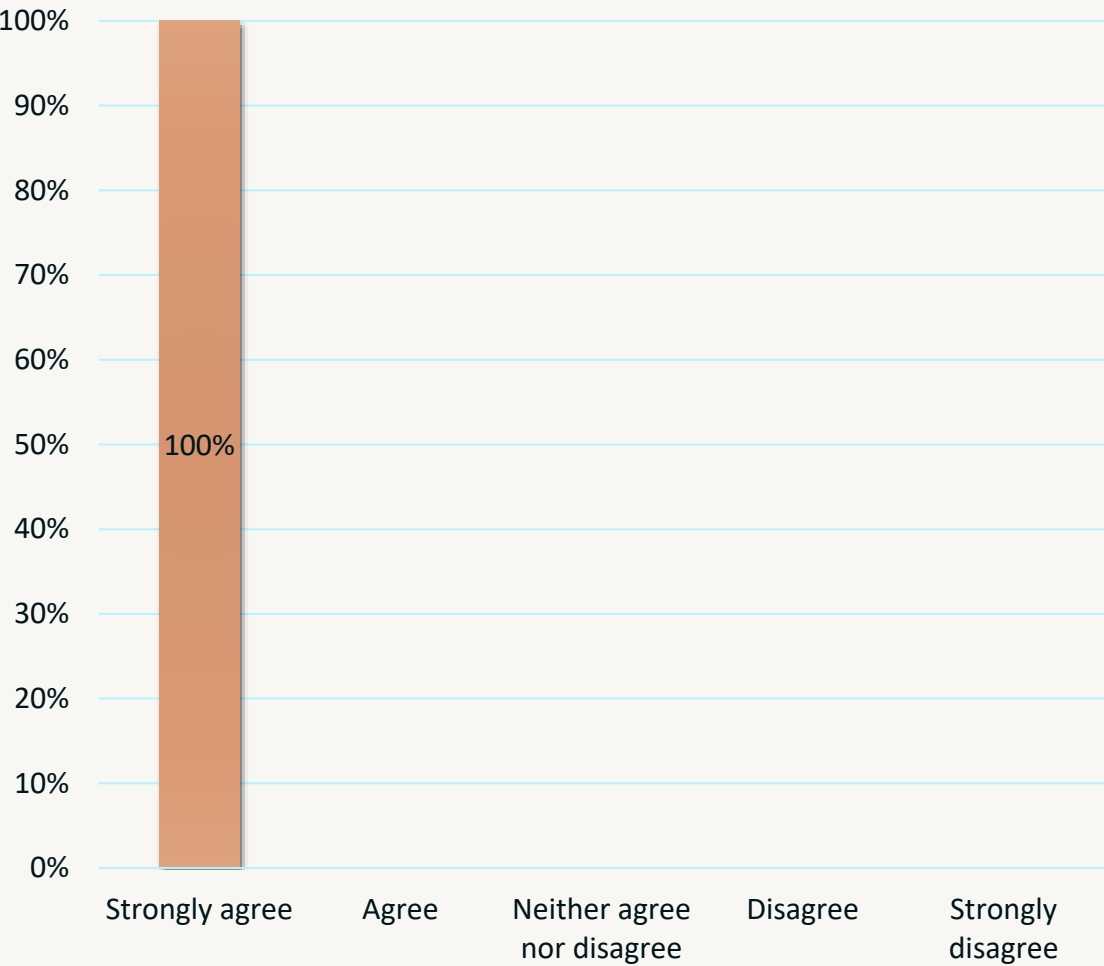
100% agree



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

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

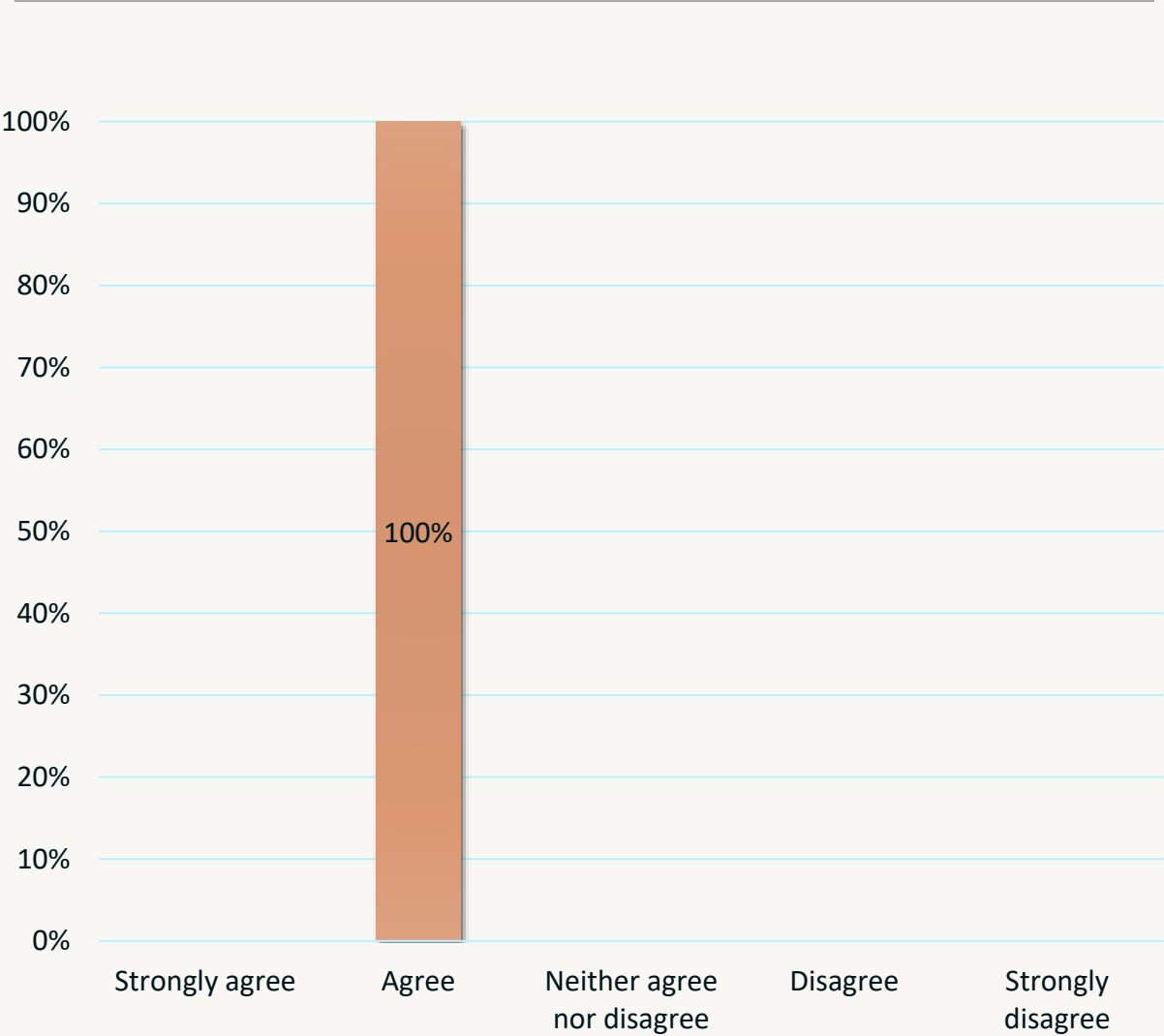
100% strongly agree



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

I feel safe whilst at a Belong village.

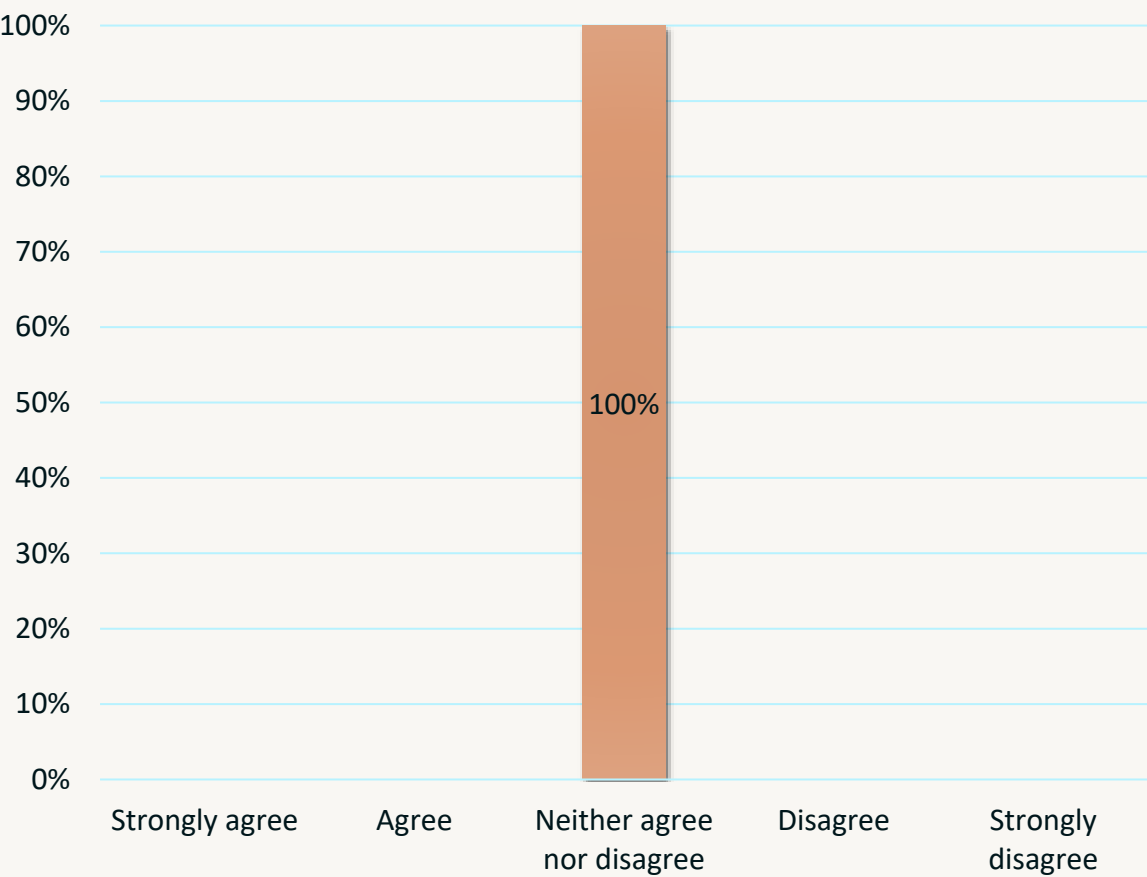
100% strongly agree



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

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

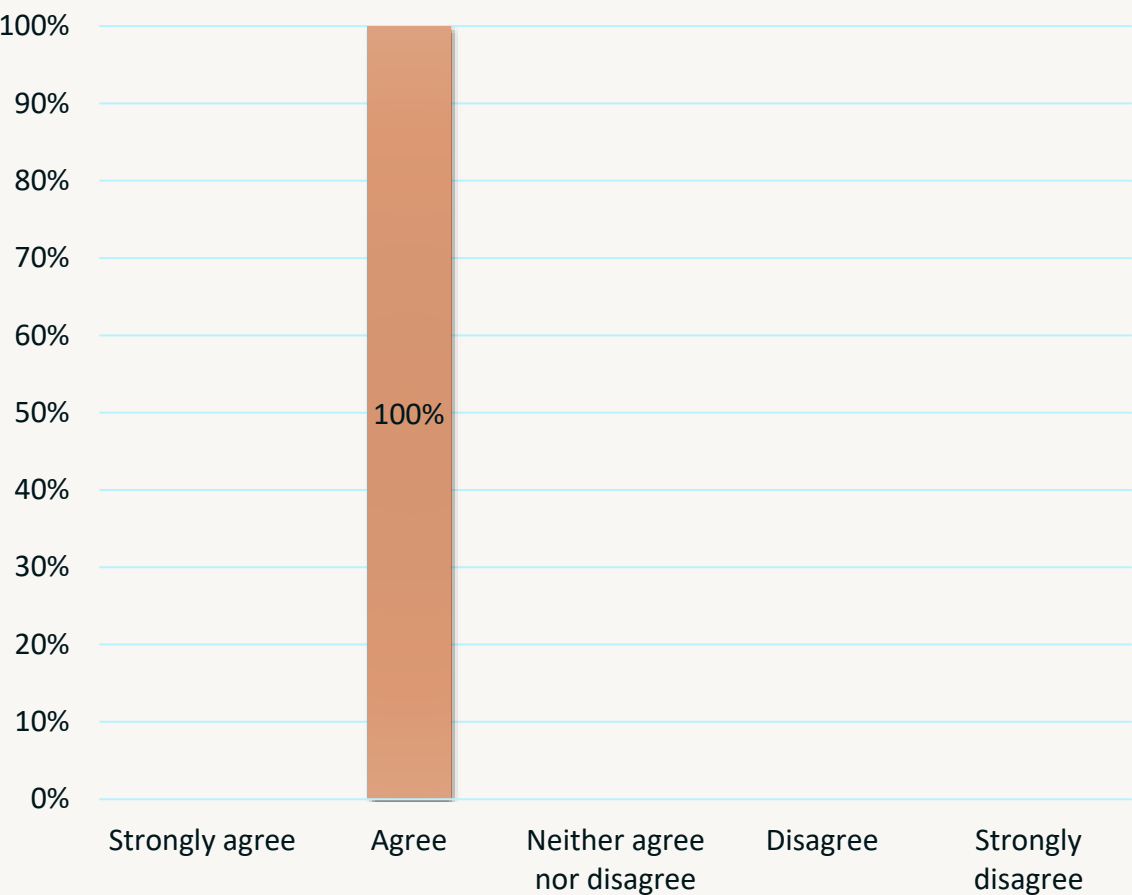
100% neither agree nor disagree.



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

I enjoy using The Bistro.

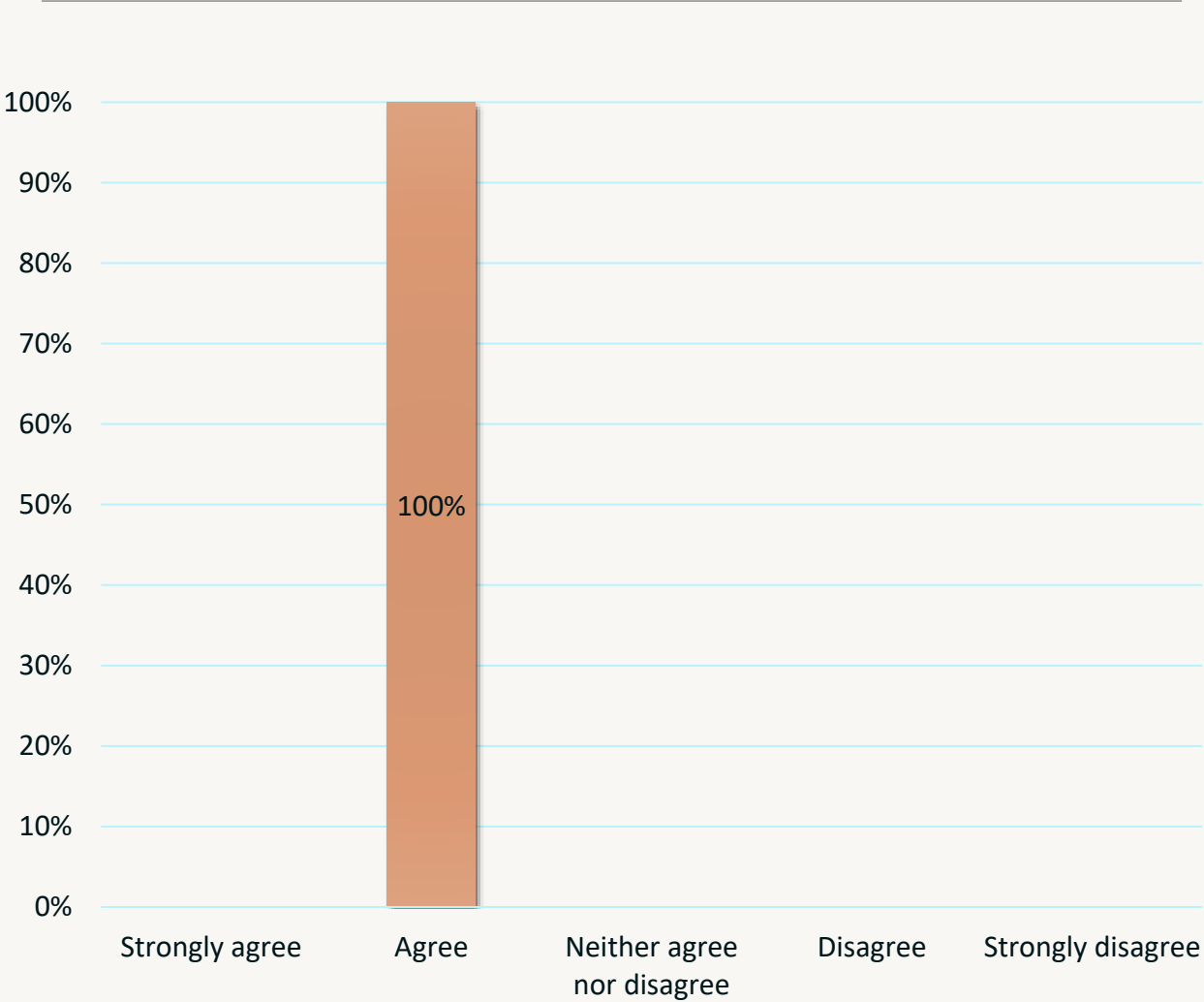
100% agree



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

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

100% agree

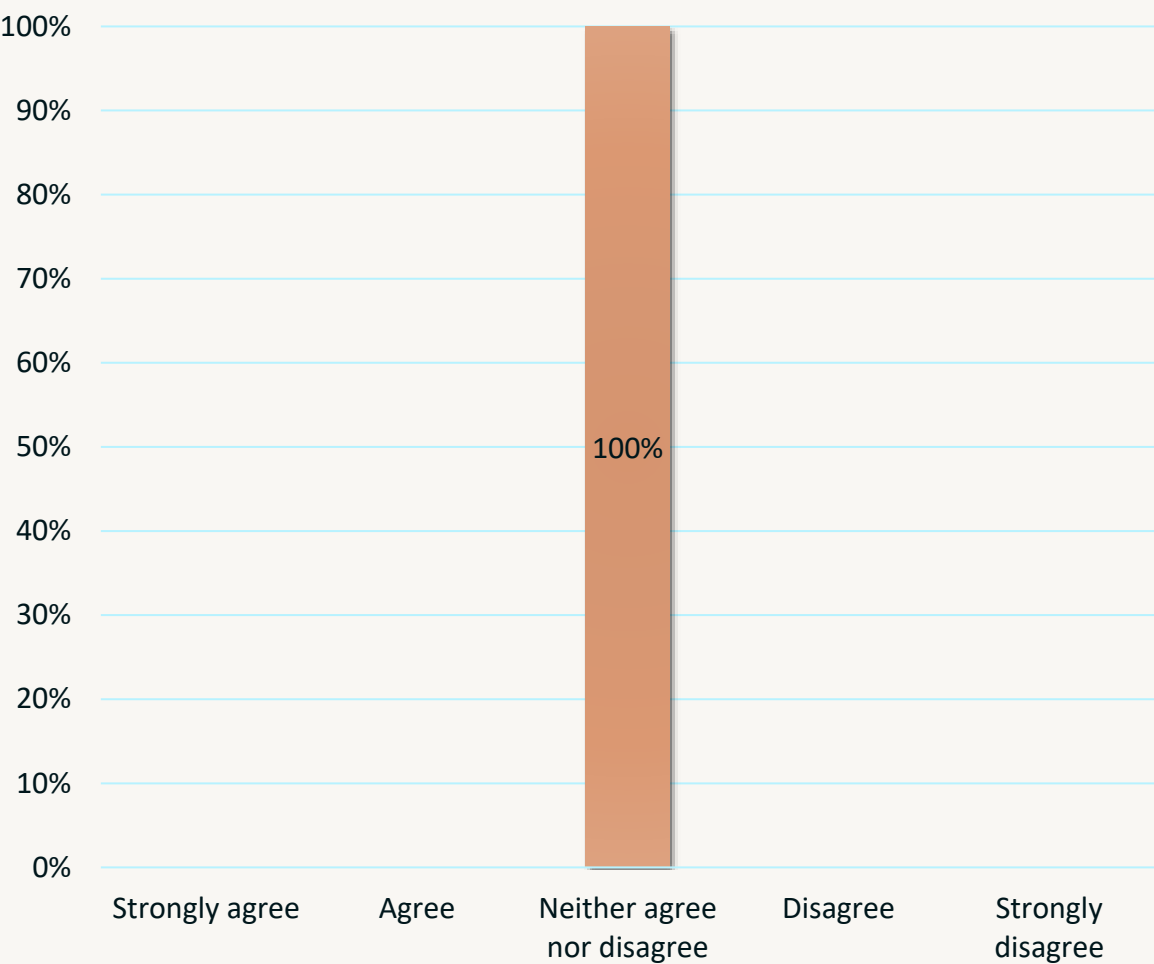


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.



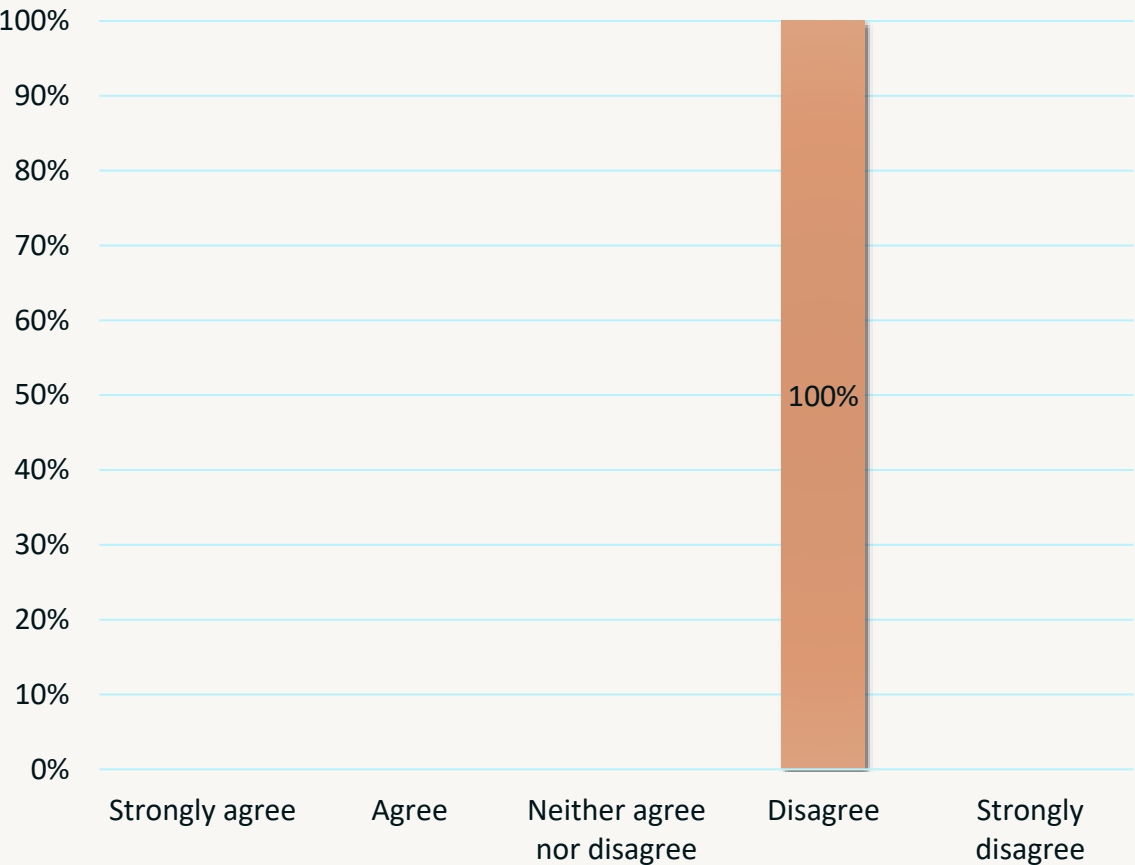
I am happy with the range and number of activities available in the village.

100% neither agree nor disagree.



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

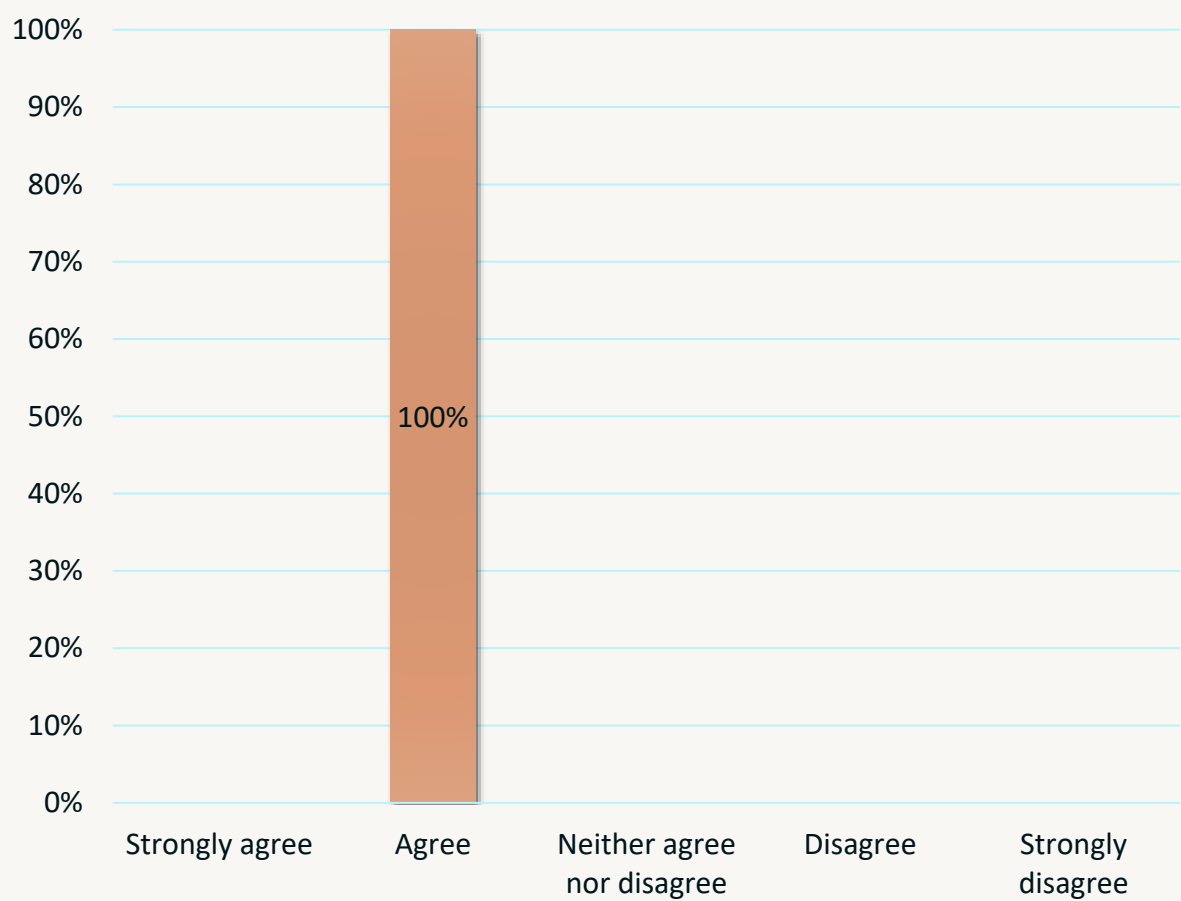
I am able to participate in exercise as I would like.



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

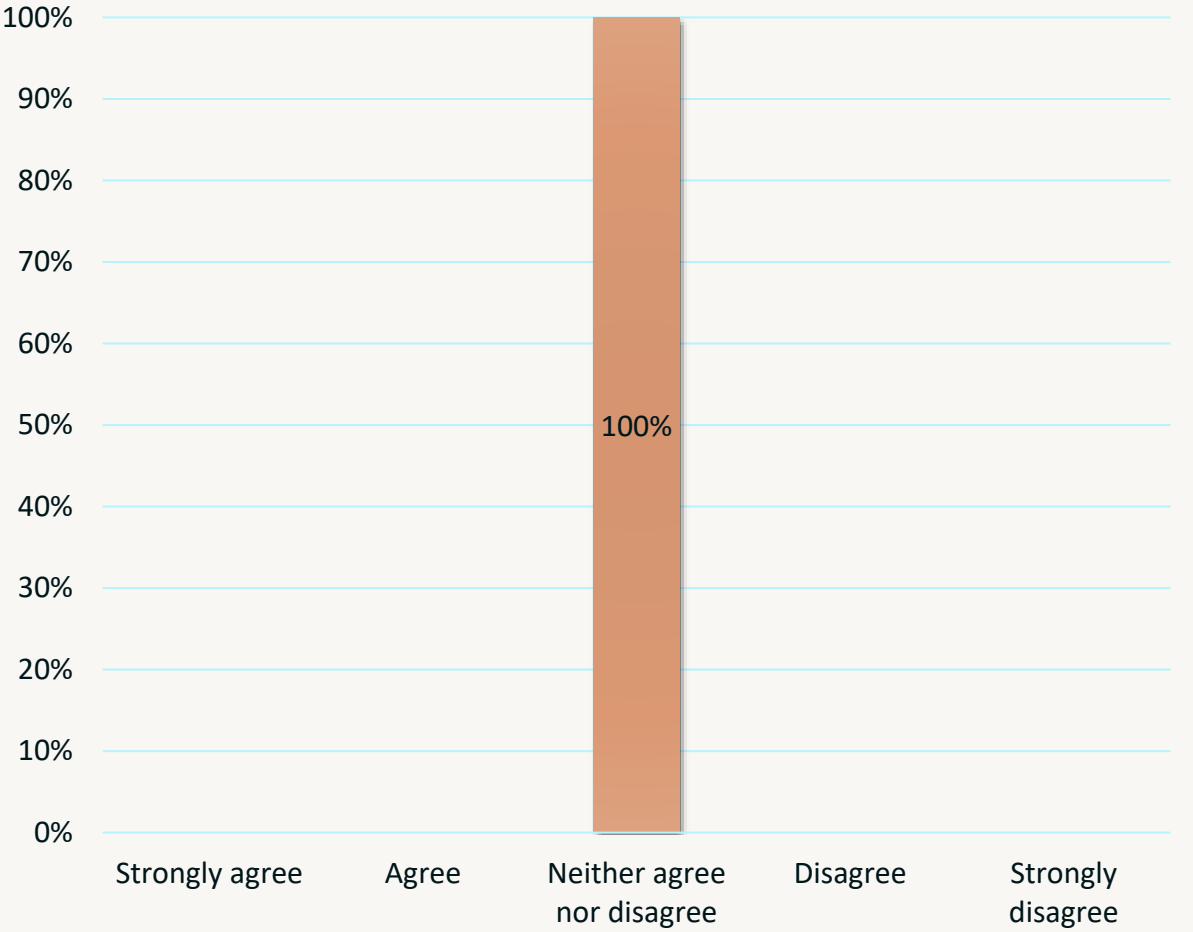
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

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.

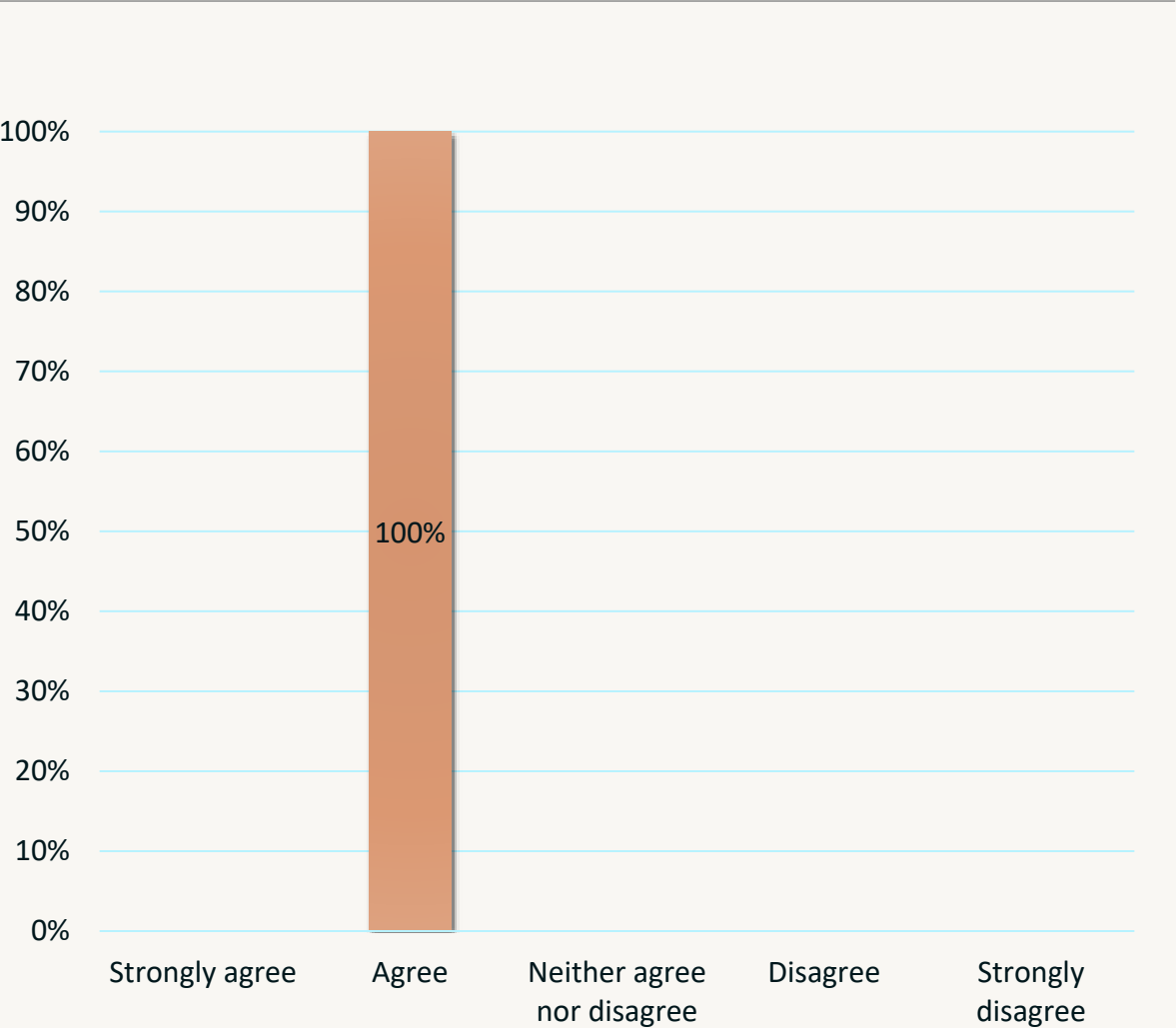
**My spiritual needs are supported in Belong.**



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

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

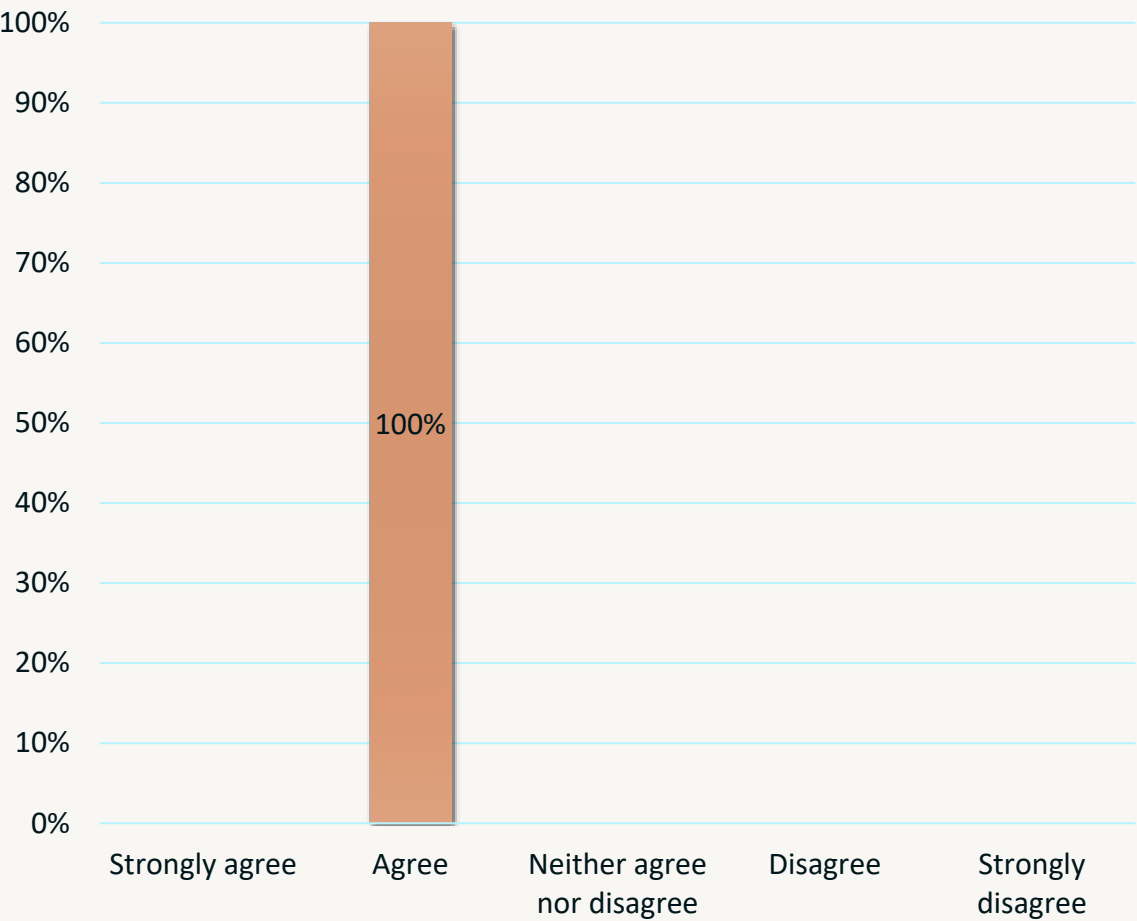
100% agree



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

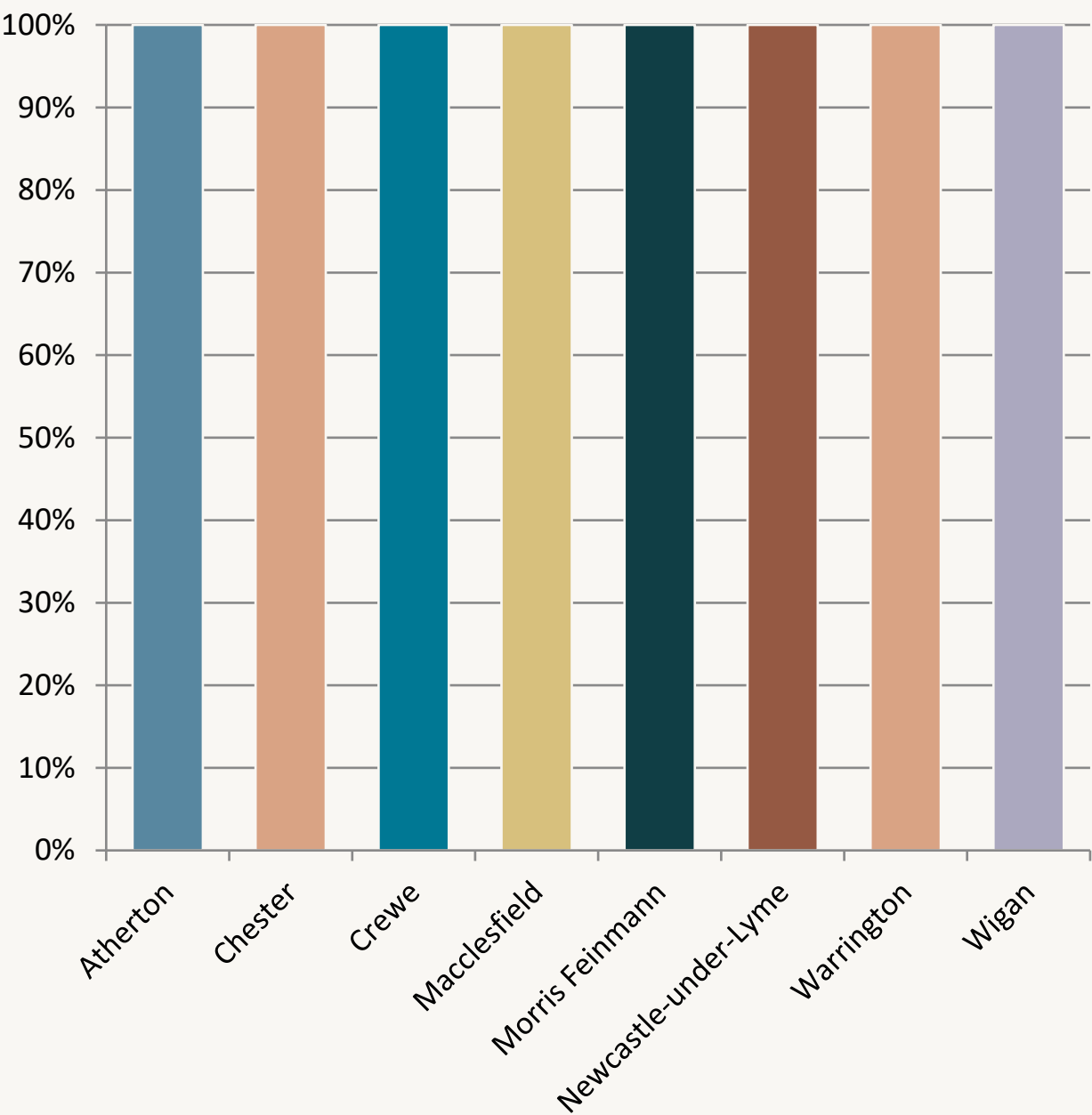
The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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.

**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
Service	My husband is well supported and looked after at Belong. The staff are friendly and welcoming. Interaction with the children is good and provides interest. It is a pleasant environment.

**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	Stimulation and a wider range of activities was provided by the Bluecoat artists, but this has stopped. The monthly programme appears to be aimed at residents. Activities happen on the same day each week. For example, my husband’s days are Wednesday and Friday and sessions in the gym have only happened on occasion. The Bistro gets very noisy at times. A quiet area for people with dementia would be appreciated.

**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
Activities and exercise	Stimulation and exercise were the main reasons for choosing Experience Days at Belong. I would like to express my gratitude to the staff who look after my husband and look forward to Belong continuing to provide the routine and continuity he now requires.



## 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.

