

Belong Warrington

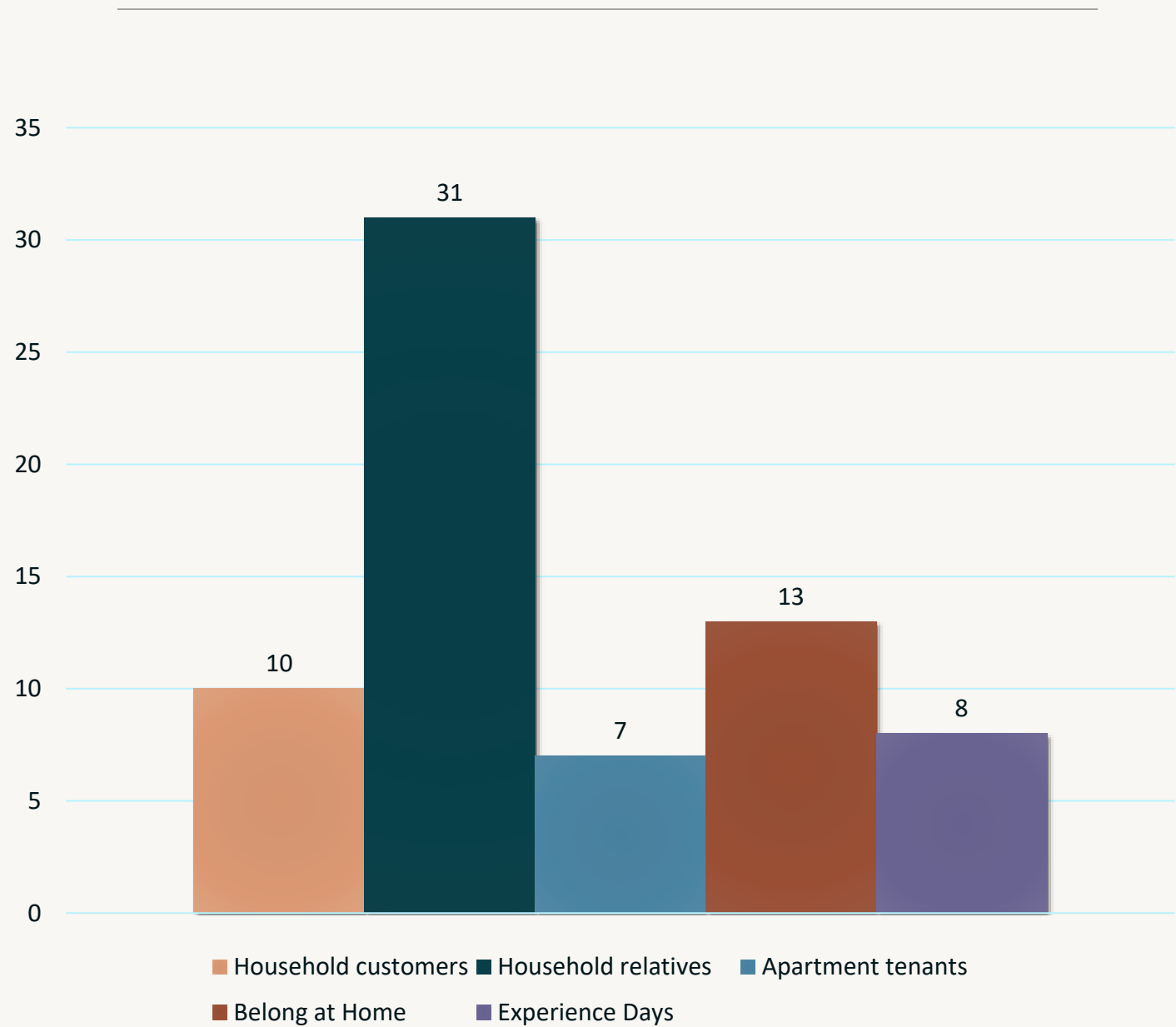
Households and Relatives

Customer Satisfaction Results

2023

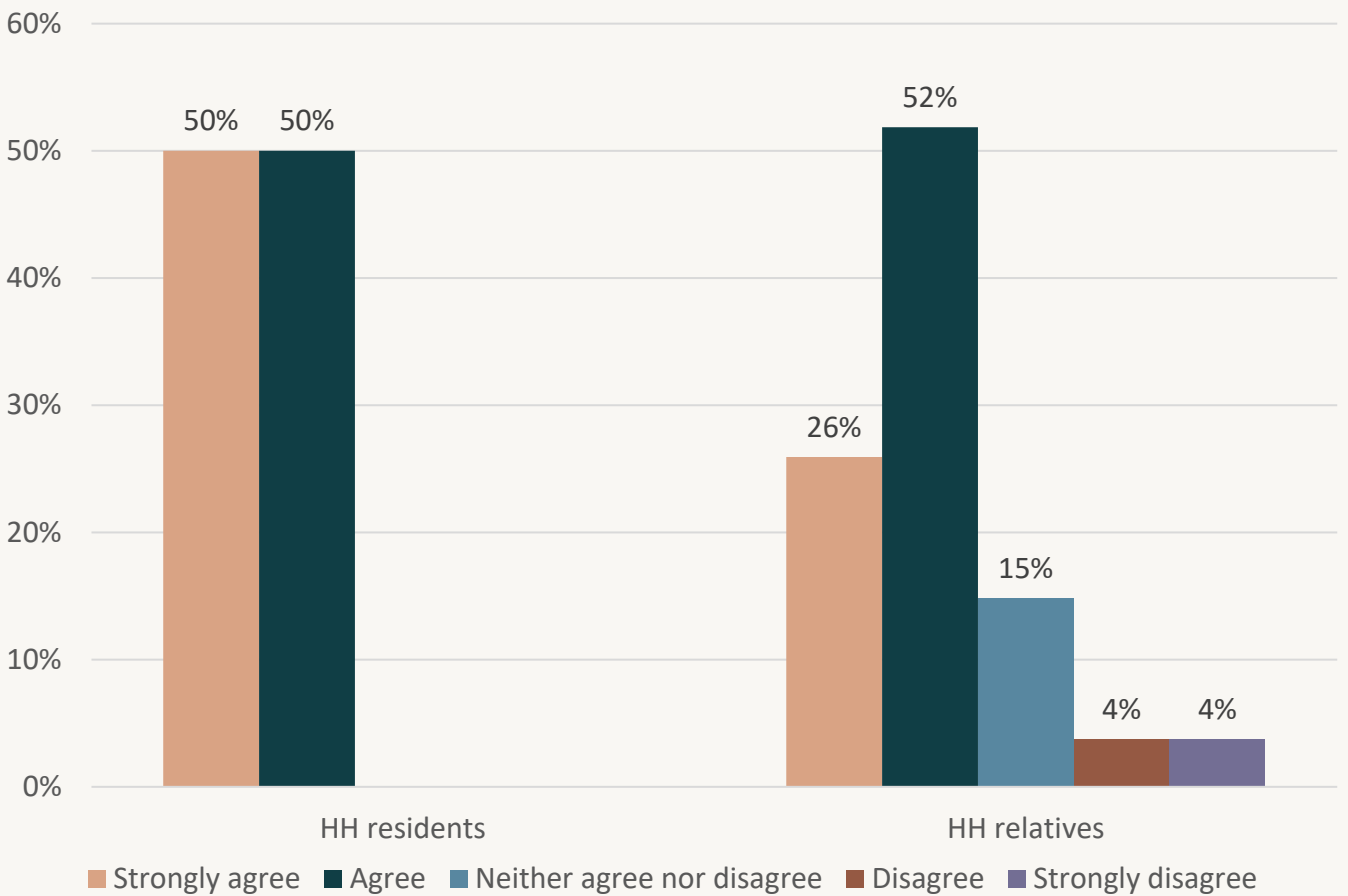


The number of surveys completed and returned by customer type were:



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

38% of residents and their relatives strongly agree, rising to 89% if agree responses are included.



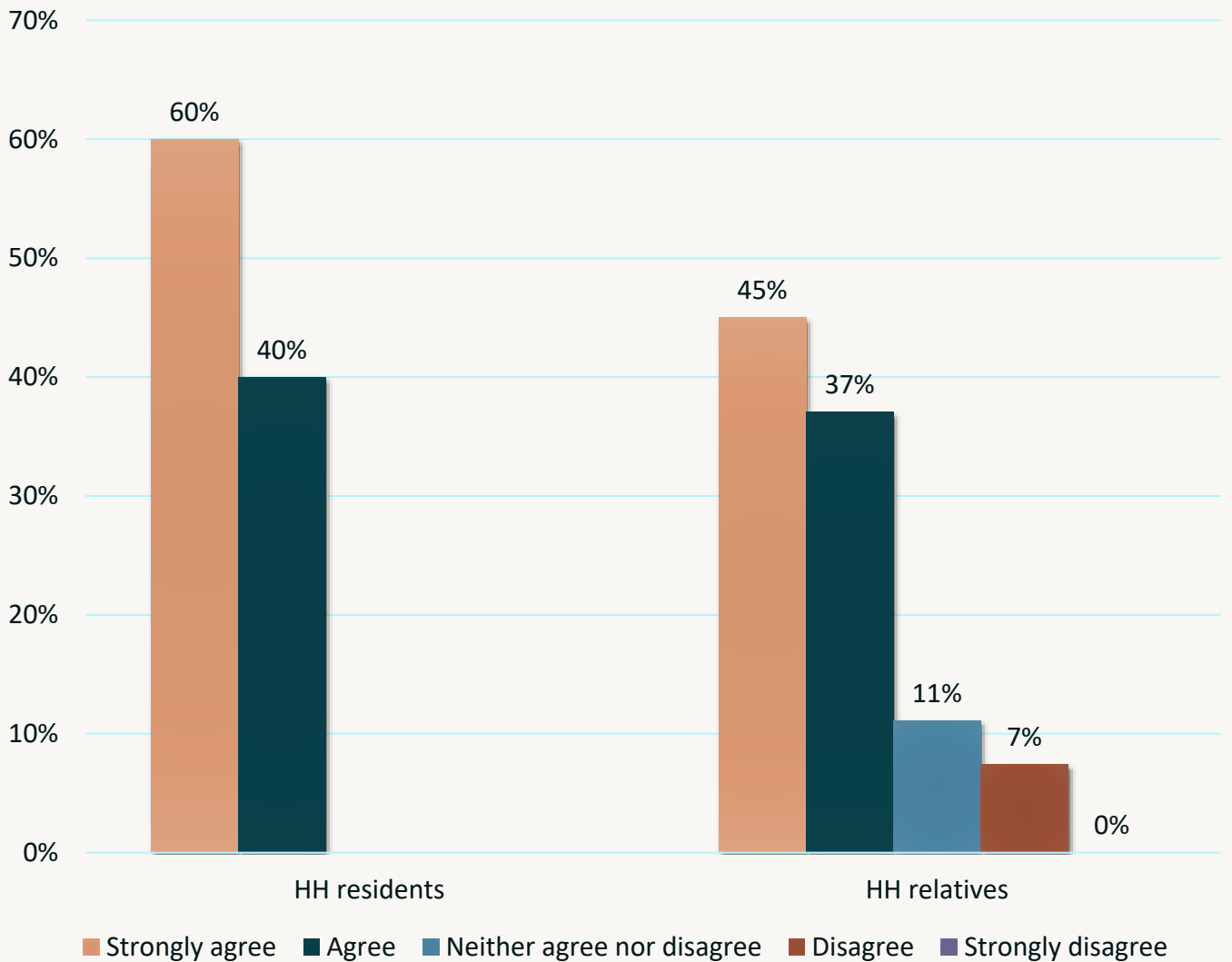
I am happy with the quality of care that I / my relative receives.

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
Residents	T said she's very happy when discussed with staff.
	Yes, apart from night staff.
Relatives	We have always been very happy with the quality of care though after the many staff changes over the last 12-18 months, we feel disconnected and whilst mum still appears to be well cared for, we have little or no relationship with the staff themselves, which is something we miss. We used to get updates and photos and now have to rely on the gateway, which we don't really trust (for example, our visits are never recorded there, so we wonder if there are many other inaccuracies).
	The level of care needs to be better.
	There are wonderful staff, but sometimes senior staff are not present, especially at weekends.
	Household sometimes appears to be short-staffed and staffed with agency staff rather than continued regular team.

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

53% of residents and their relatives strongly agree, rising to 92% if agree responses are included.



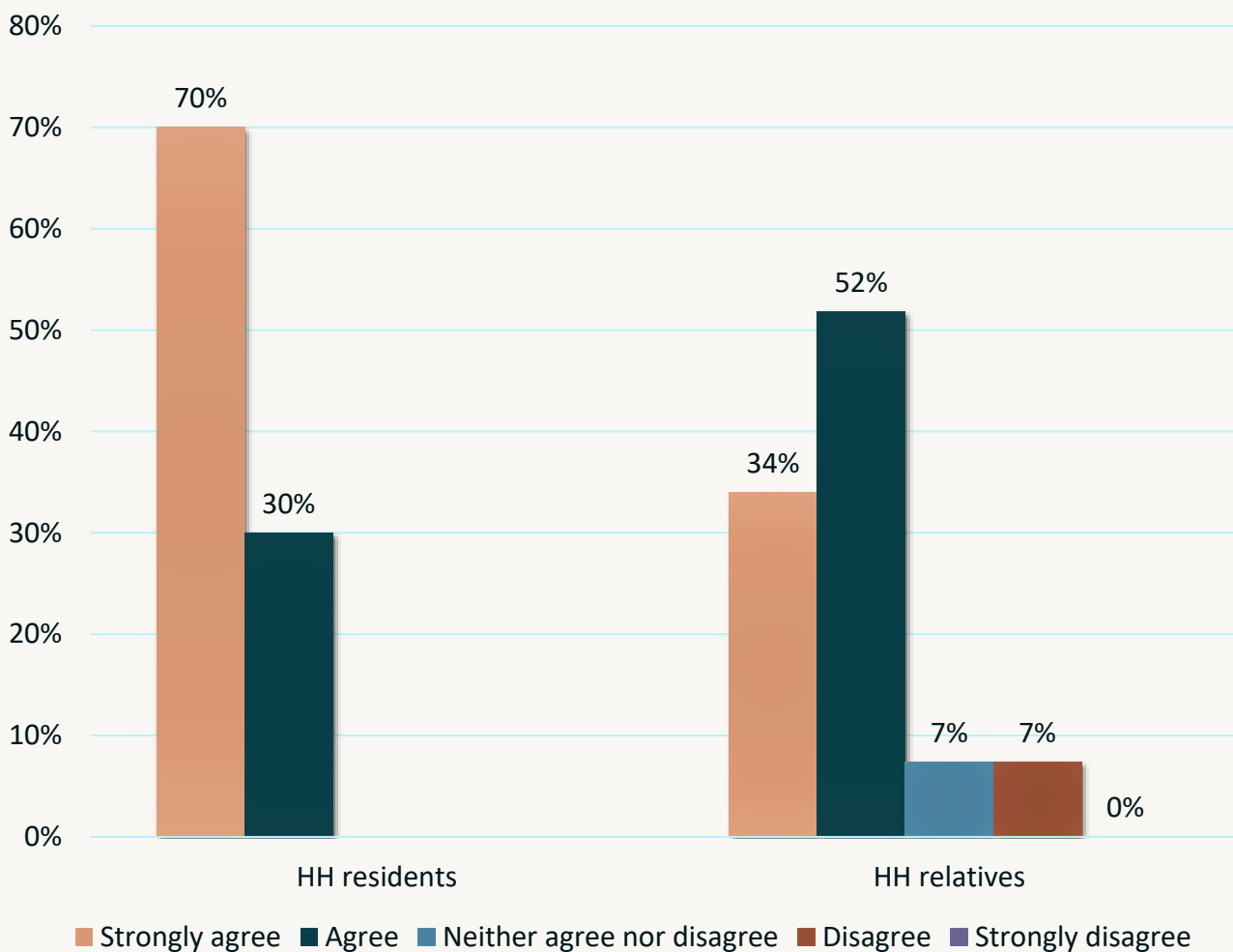
My experience is that the Belong team treat me / my relative in a compassionate, caring and respectful way.

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
Residents	In the day.
Relatives	True for our mother, less true for us, the relatives.
	Depends who you mean in the team. On the household they are fine, but management aren't good at following things through.
	Core staff do but they are put on too much.

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

52% of residents and their relatives strongly agree, rising to 93% if agree responses are included.



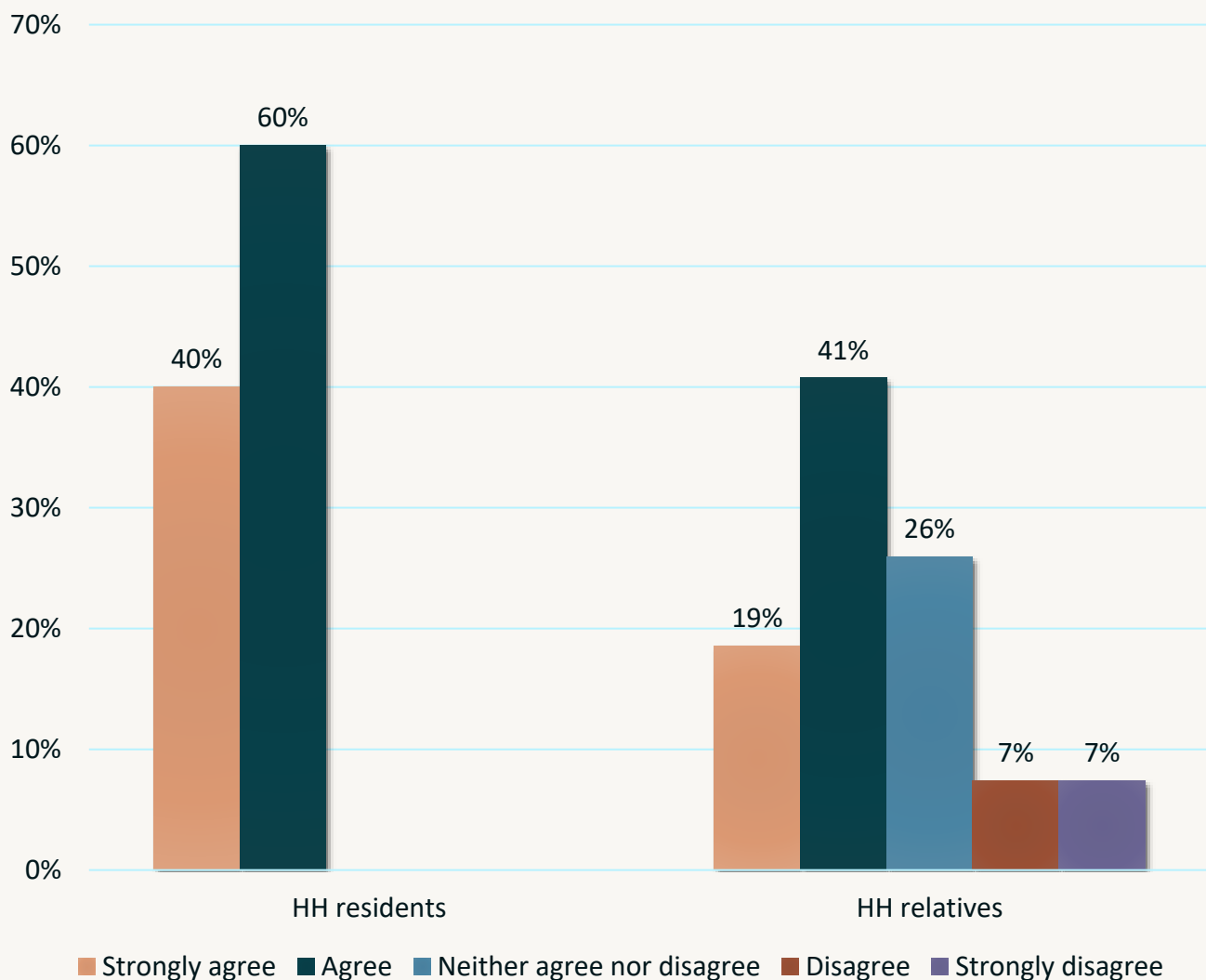
I feel that I / my relative is safe living in a Belong village.

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	No comments were received.
Relatives	Occasionally, due to having too much to do, I feel the staff can't spend the time they need to making sure residents are safe from accidents or being able to get outside of the household when left un-observed.

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.

29% of residents and their relatives strongly agree, rising to 79% if agree responses are included.



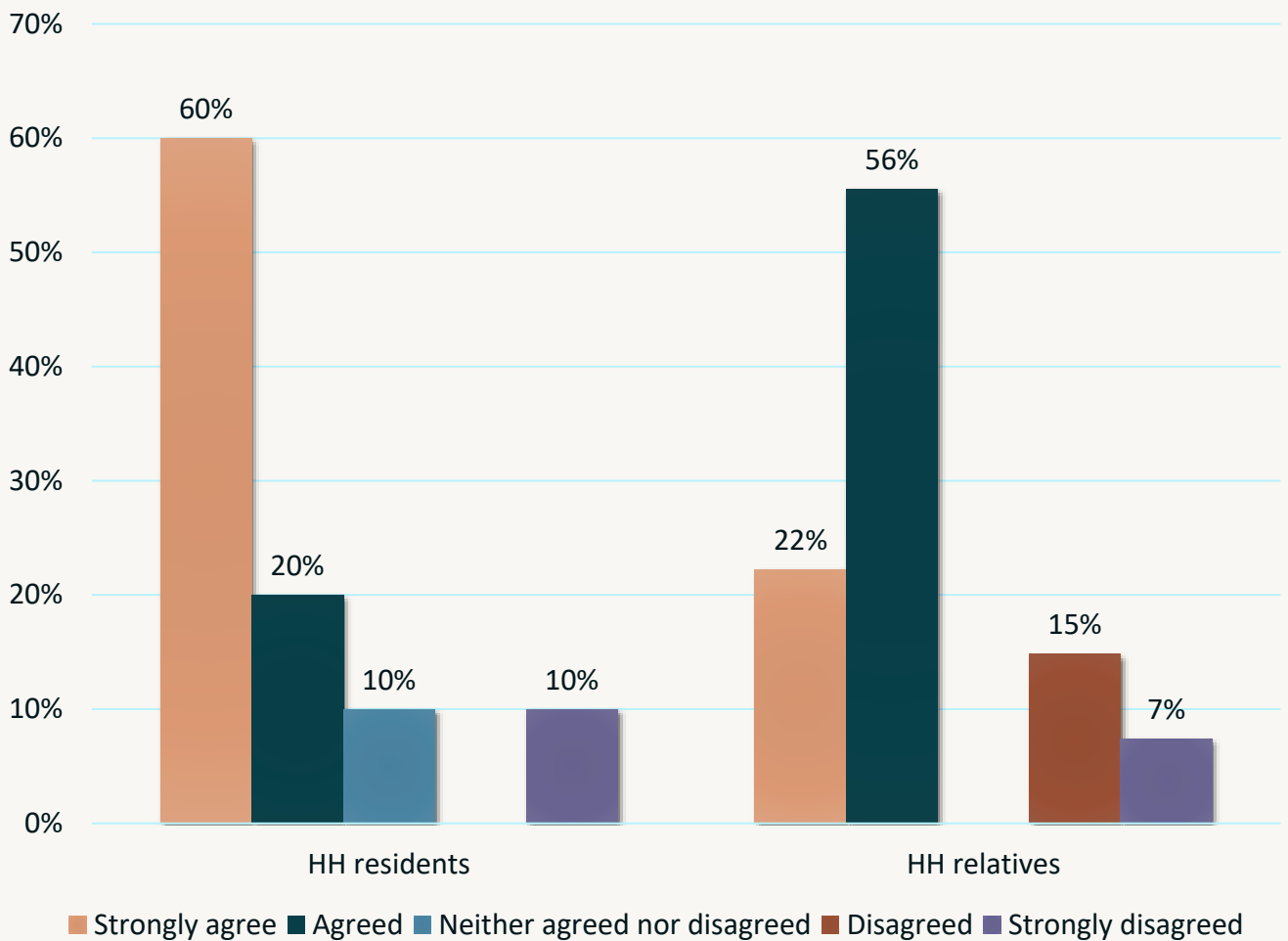
The Belong team support me / my relative to keep in contact with family and friends using different methods, such as technology or in person visits.

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	Huge room for improvement.
	We don't receive any updates anymore and have to rely on the gateway, which we don't trust to be reliable.
	The staff never fail to keep the family informed.

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.

41% of residents and their relatives strongly agree, rising to 79% if agree responses are included.



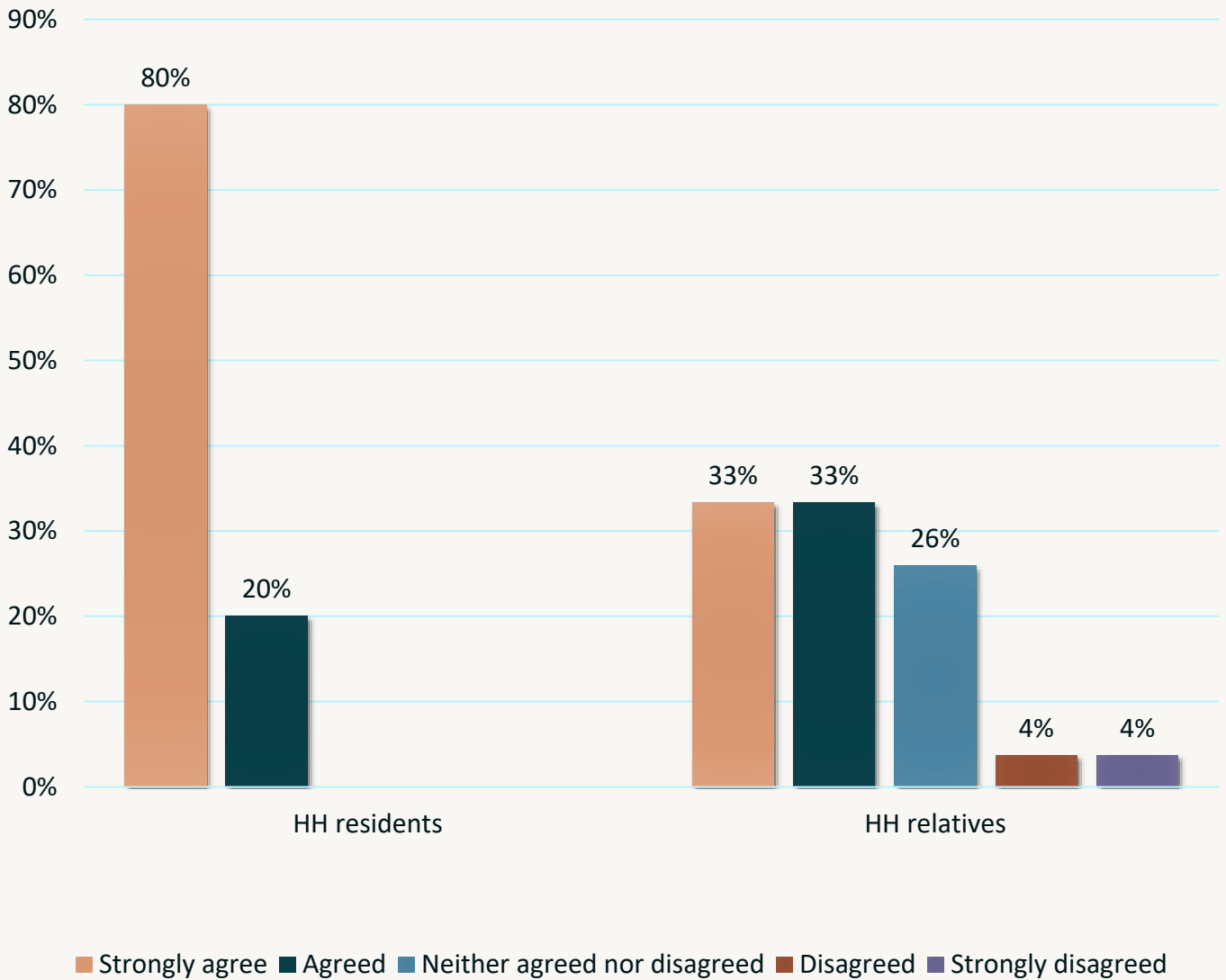
I am happy / I believe my relative is happy with the quality and choice of food prepared on the household and with the overall mealtime experience.

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
Residents	Happy with food, more options would be nice.
	Nice to have the option of The Bistro.
Relatives	Food could be better served.
	For what I pay for my mum and what she now gets, it's totally wrong. She is bed-bound, don't think she's been hoisted out to the main seating area more than five times up to now this year! She has puréed food which looks disgusting. Her mealtimes are erratic too.
	Mum very happy. Dad struggling through loss of appetite.
	Food was largely inedible.

I enjoy using The Bistro.

57% of residents and their relatives strongly agree, rising to 84% if agree responses are included.



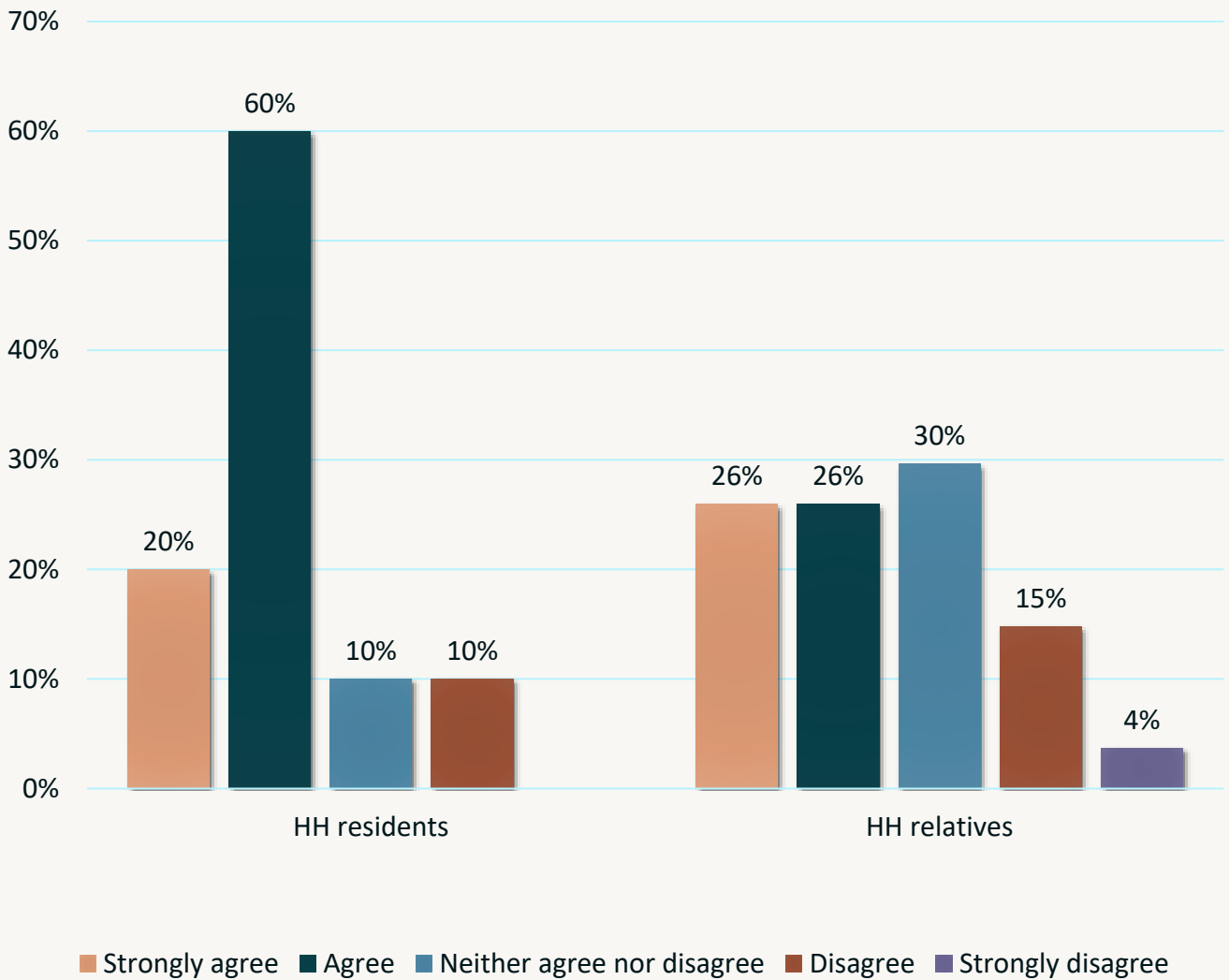
I enjoy using The Bistro.

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
Residents	Enjoy visiting The Bistro for breakfast club, lunch and also fish factory.
	Lovely caring staff always respectful to my needs.
	Really enjoy going to The Bistro for breakfast and lunch.
Relatives	Not really used it that much, always nice though when I have and staff friendly.
	Food used to be better.
	The Bistro is perfect for us as I struggle with my mum's mobility. The staff are very friendly, and the food is always great.

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

23% of residents and their relatives strongly agree, rising to 66% if agree responses are included.



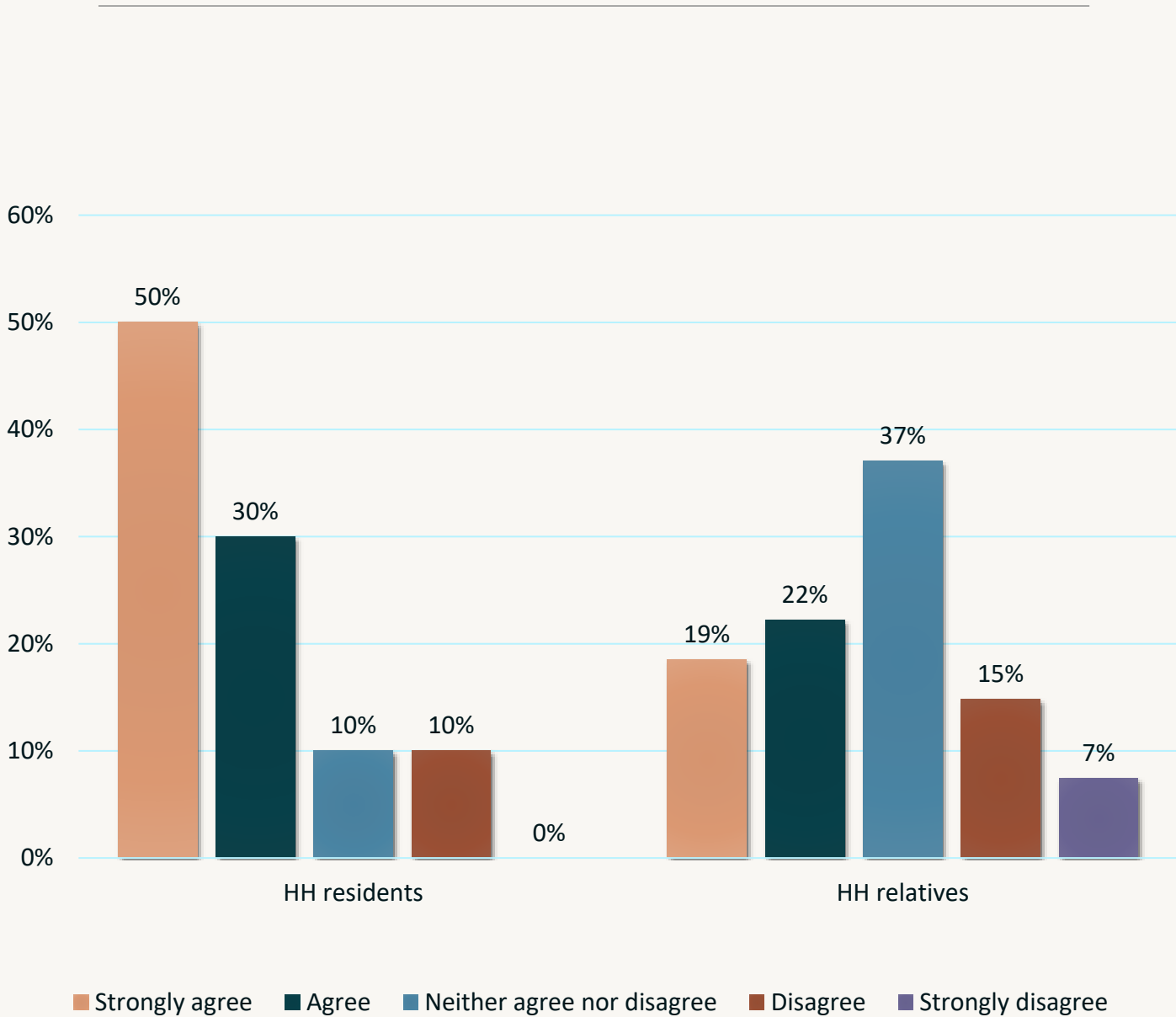
I am happy with the range and number of activities available in the village.

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	Love doing housework with staff support e.g. the laundry and helping clean the kitchen as well as activities.
	More external activities are required. More organised within household as not all residents can make it to the other floors.
Relatives	The range of activities is fine, but the household staff do not support or assist the household residents to attend.
	I feel that my grandmother could be encouraged more to get involved with activities. I rarely see her on the activity day photos, and she is not usually doing anything when I visit the household.
	I feel there could be more activities and residents being encouraged and prompted to attend more.
	Charge a premium for the local area but don't offer day trips.
	There doesn't seem to be the same number of activities available this year so far.

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.

34% of residents and their relatives strongly agree, rising to 60% if agree responses are included.



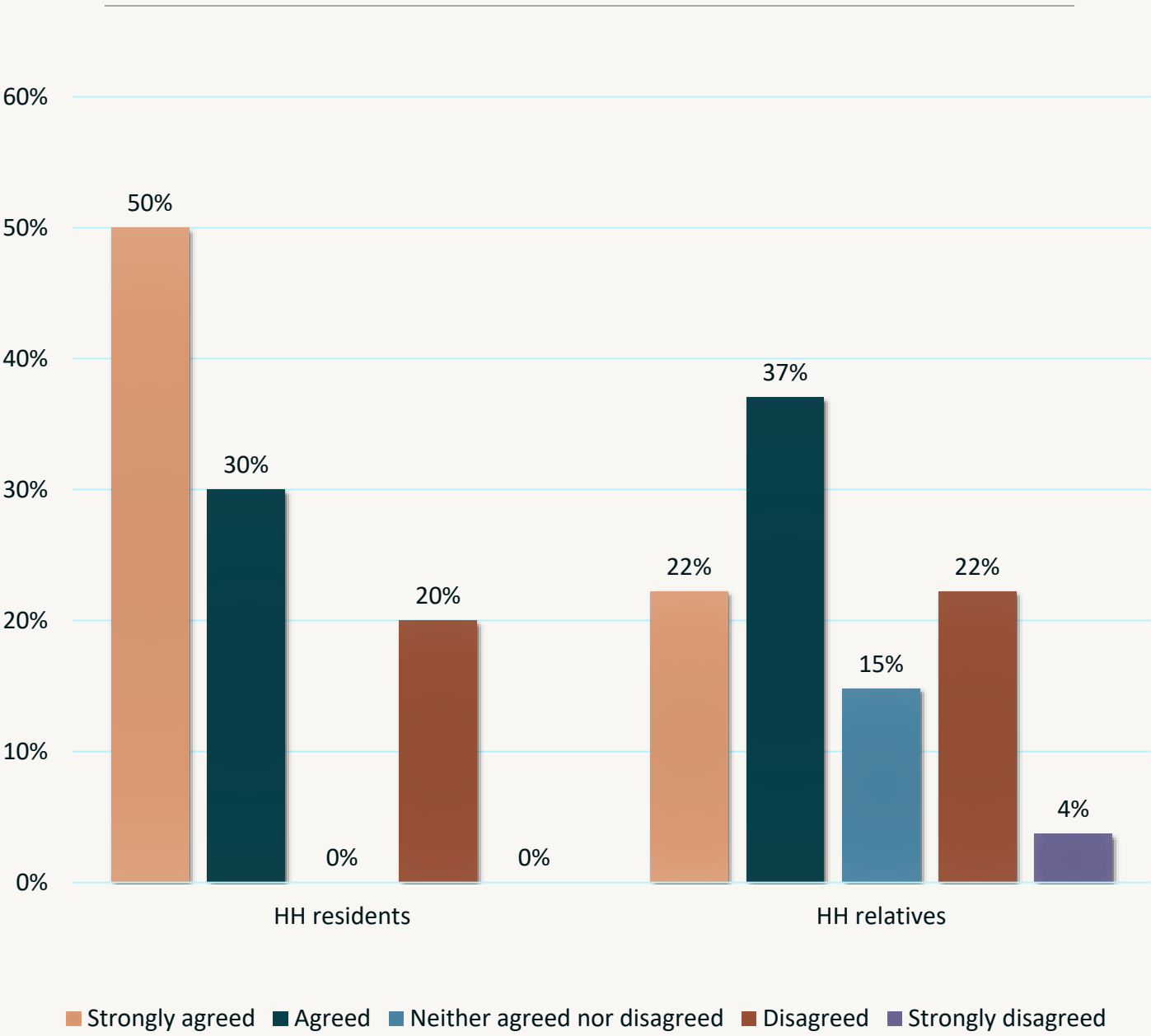
I am able to / my relative is able / I feel supported to participate in exercise as I would like / I like to use the Belong gym.

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
Residents	It's offered to me.
	More people facilitating classes and one-on-one sessions are required.
Relatives	My relative is unable to participate.
	There should be something for her. Hand massages.
	Don't really think my relative is encouraged to exercise enough .

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

36% of residents and their relatives strongly agree, rising to 70% if agree responses are included.



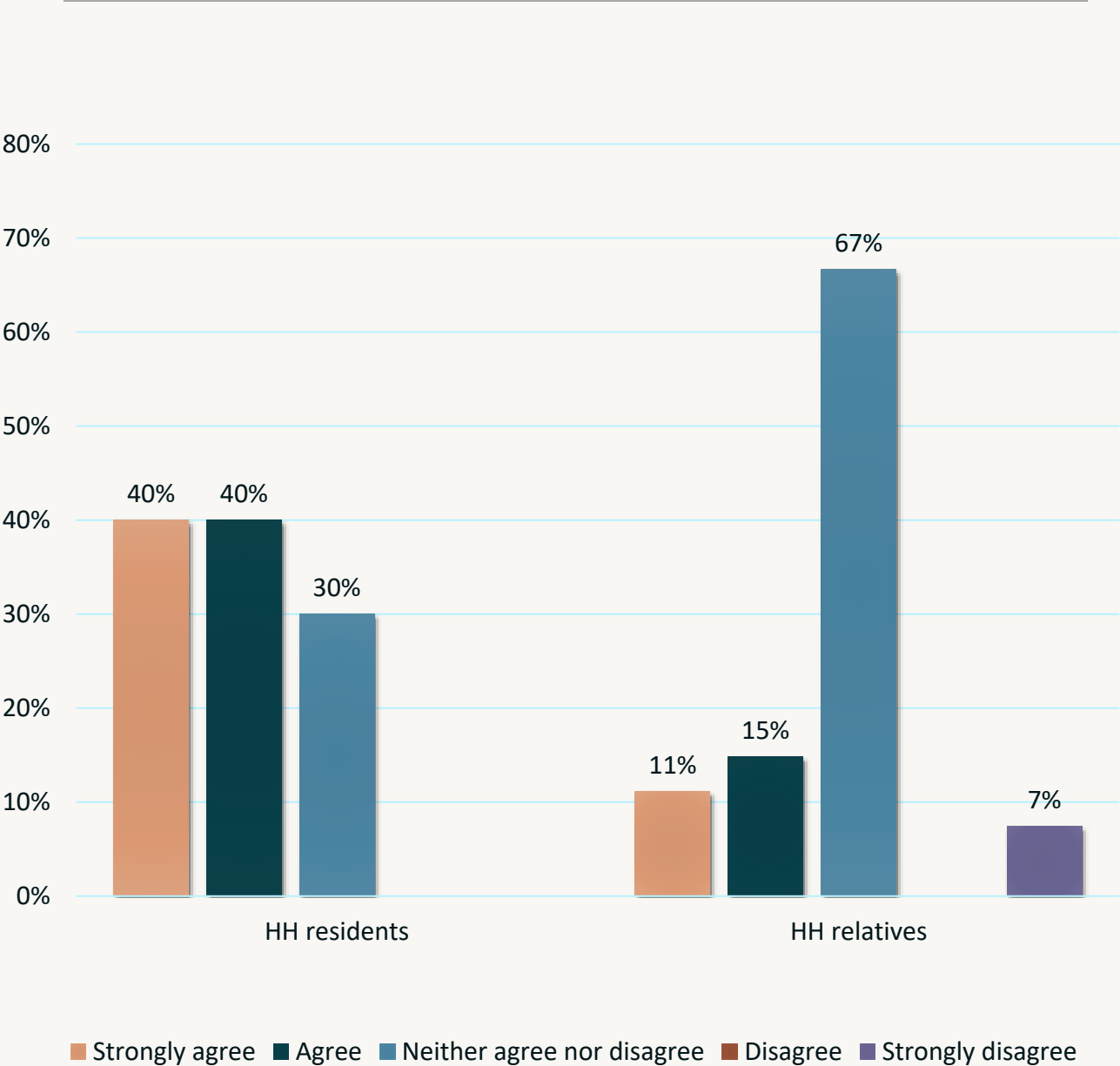
I am able to / I am supported to access outdoor space, fresh air, gardens and /or balconies as I would like.

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
Residents	The outdoor area is a god-send for all the relatives to enjoy some fresh air.
	Our household balcony is not accessible.
	I believe the household staff should encourage balcony, outdoor time outside of relative visits.
Relatives	Balcony needs a lot of care.
	Household staff do not make use of the balcony space.
	My relative is unable to access these.
	On the upper floors the outdoor space is very limited and not that attractive.

My spiritual needs are supported in Belong.

26% of residents and their relatives strongly agree, rising to 53% if agree responses are included.



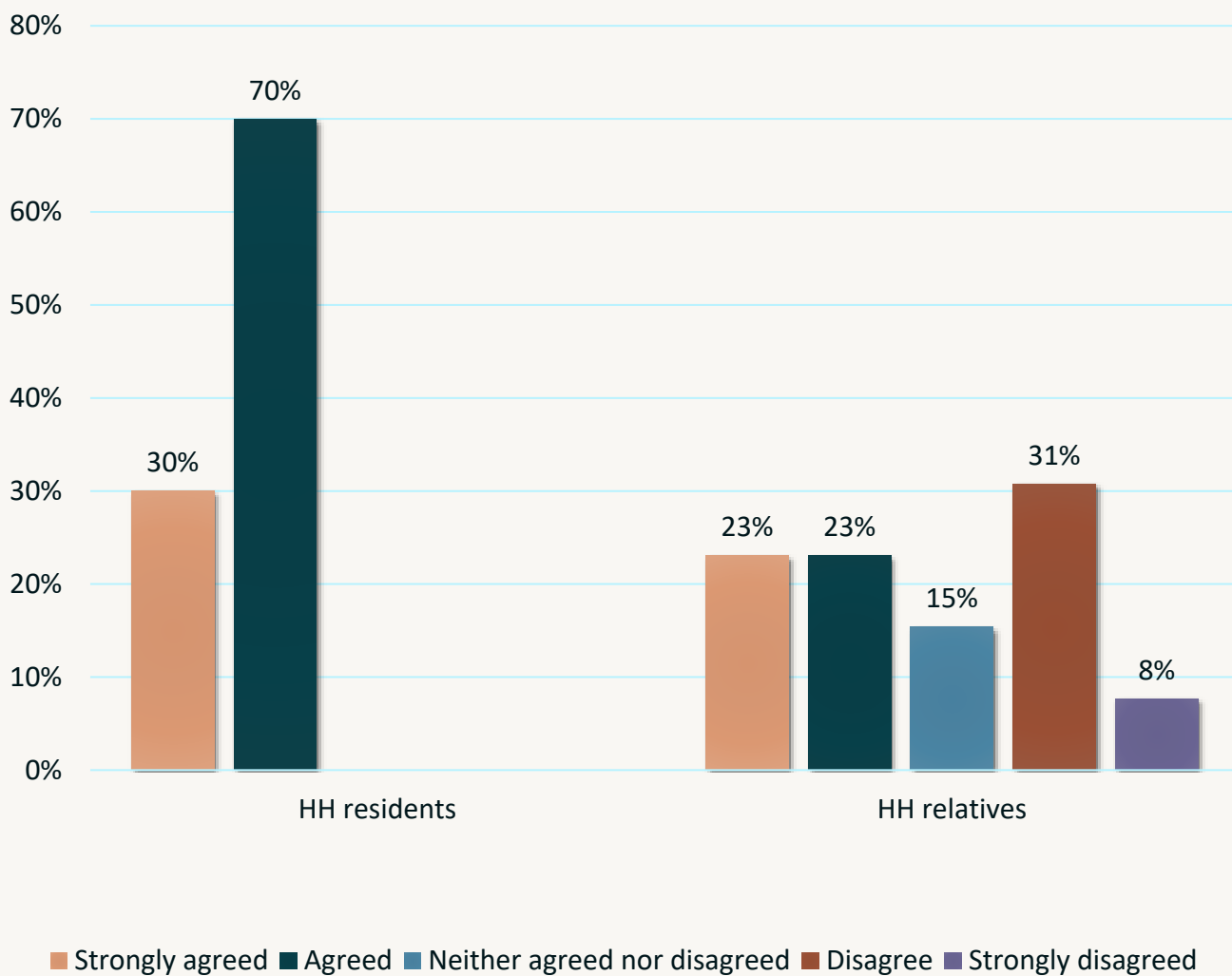
My spiritual needs are supported in Belong.

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
Residents	The experience staff are wonderful.
Relatives	My relative 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.

27% of residents and their relatives strongly agree, rising to 74% if agree responses are included.



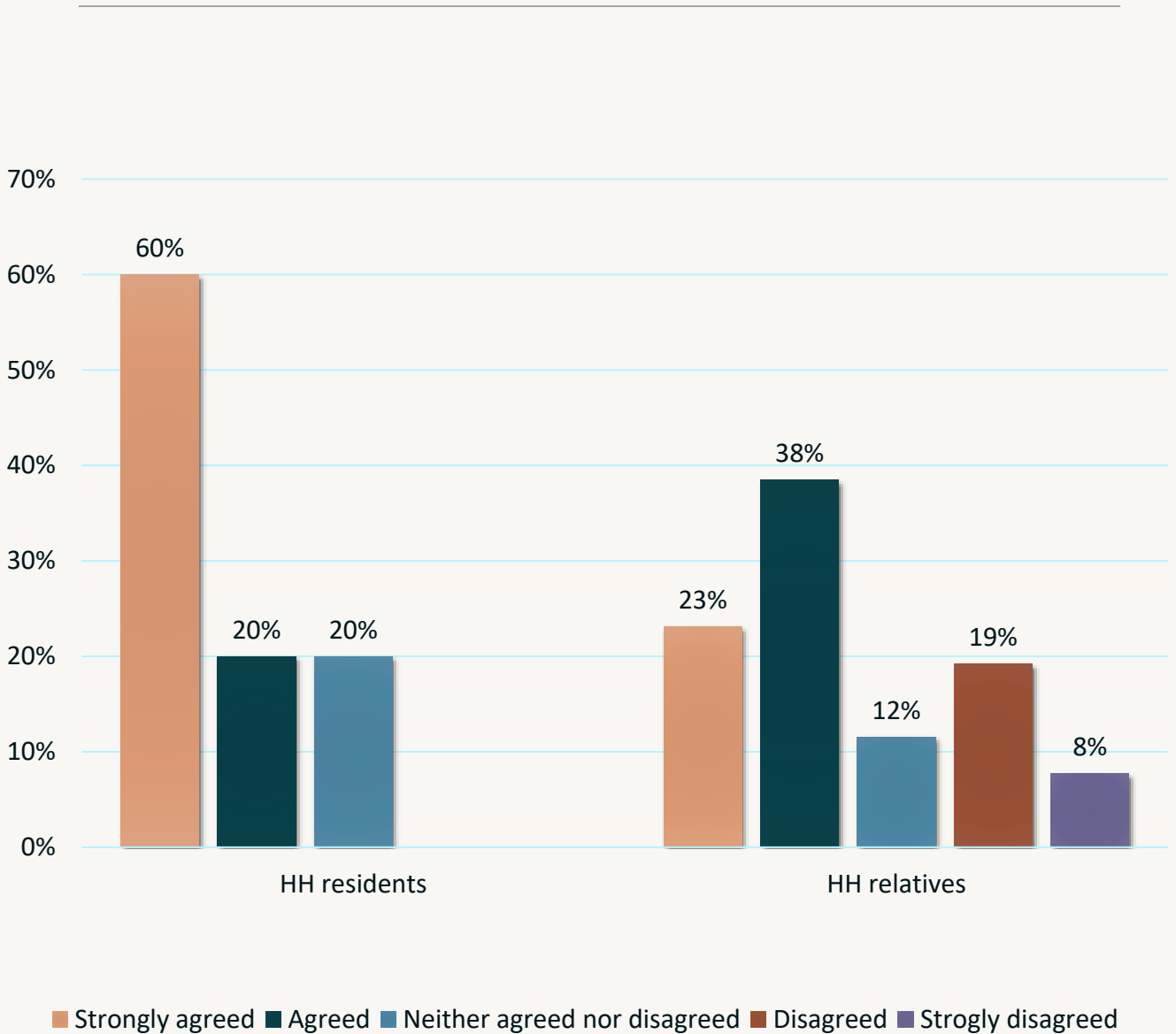
I feel that Belong communicates well with me about what is happening in the village and/or in relation to my care.

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
Residents	Could do with more information.
	People are always very kind.
	Like to know what's on today - activities.
Relatives	Communication has almost ceased entirely over the last 12-18 months
	A number of communications have not been addressed.
	Information about activities and what is happening in the village is often last minute and things get changed and cancelled a lot. In the household communication is good.
	I believe the portal is very restrictive in that it is a tick box exercise which does not allow for individualised input about care and activities etc. Consequently, a lot of the information on there is inaccurate.

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 71% if agree responses are included.

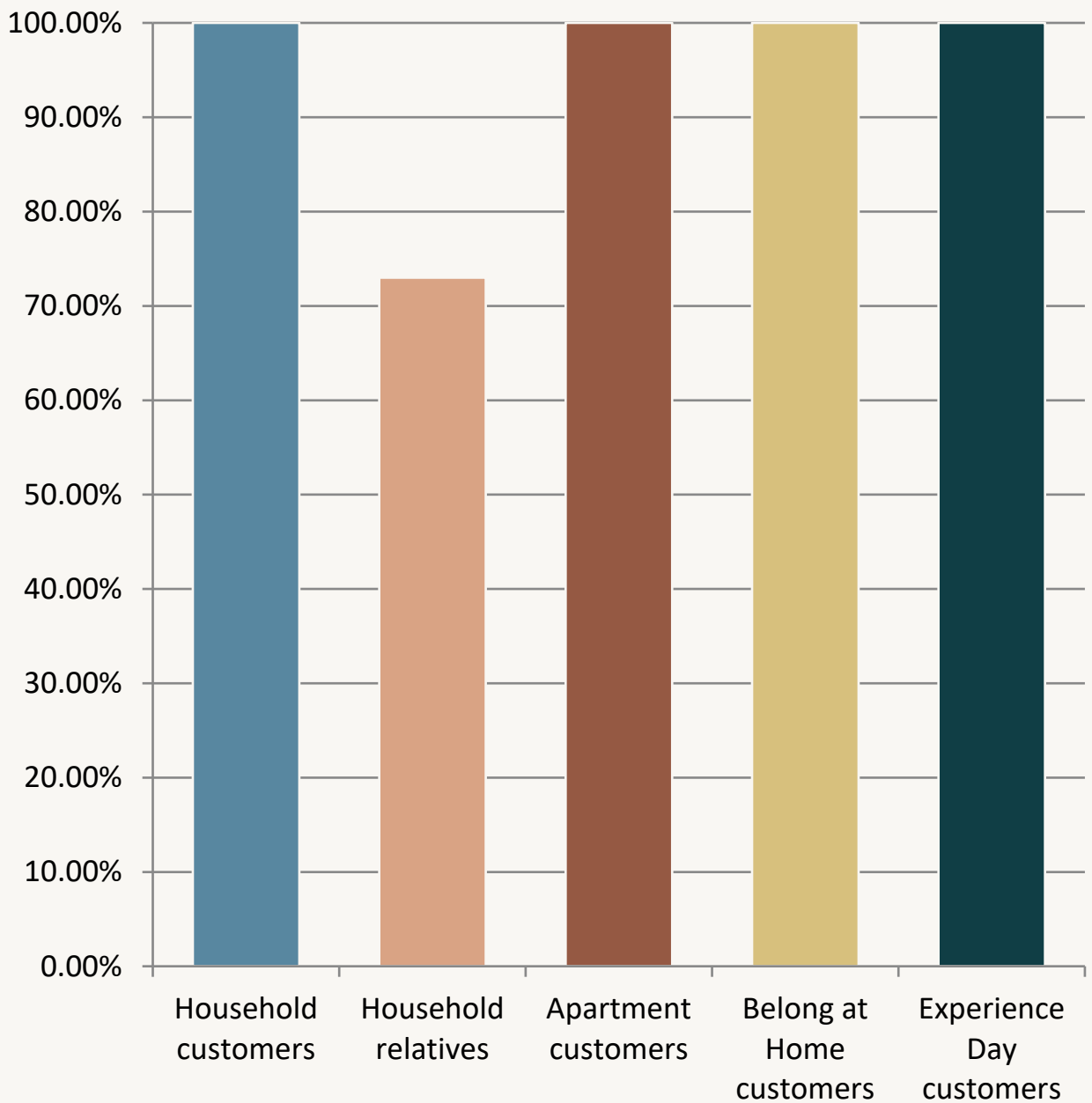


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

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
Residents	Will always have full support with any issues that arise.
	Quality of meats has been flagged multiple times, without resolution.
Relatives	Ongoing complaint still not resolved.
	Don't always answer on the relative gateway or emails.
	Failed in arranging hearing test and dental appointment.

88% percent of customers would recommend Belong Warrington 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
Residents	Activities / Staff	Put on a good party and entertaining the residents. The staff are always cheerful and engage with the residents even on a bad day.
	Care / Staff	Caring, thoughtful staff. Safe, warm and clean.
	Households / Care	I like the ethos around the household type of care.
Relatives	Care / Staff / Activities	The care on the household is fabulous when it is adequately staffed. The activities provided are amazing for client involvement and enjoyment.
	Care / Staff / Bistro	The care and staff on the household are outstanding. They are just like family and are really wonderful. The Bistro staff are wonderful too and very thoughtful. They are all a real credit to Belong. There is a lovely atmosphere, and the village is always clean and smells good.
	Care / Staff	Very caring and nurturing. Staff build good relationships, not just with residents but with their families as well. Great at keeping us updated.
	Households / Activities / Food	The layout of the building and facilities is very good. The social aspect is excellent, and it always smells fresh. Had concerns about the food offered which was addressed.
	Staff	The quality of all colleagues working at Warrington Belong is excellent, they share the same caring, positive mindset.
	Dementia expertise / Staff	Even though my mum has advanced dementia I feel that the team still let her make decisions for herself as much as they can. If she doesn't feel like exercising, she doesn't have to, but they still encourage her.

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	Tell me more about the activities going on.
	Staffing levels / Food wastage	The staffing is always an issue. The household staff should not have to prepare the residents' food and then will have more time engage with the less able. The amount of food waste could be reduced.
Relatives	Recruitment / Staffing levels	Feedback on the recruitment progress as it's been several months since interviews were taking place, but we have not heard about any outcome. This client group need continuity of staff
	Staffing levels / Comms	Consistency of staff in the household - make more contact with relatives of residents.
	Activities for dementia	Perhaps a little more effort to engage with residents with dementia.
	Staffing levels / activities / Housekeeping	Staffing levels and use of agency Time for staff to spend doing activities or encouraging activities with residents instead of being left to own devices sitting around doing nothing and then getting anxious or unsettled. Items going missing such as jewellery, clothing, hearing aids. Laundering of clothes appears to leave holes and loss of colour etc. maybe due to everything being mixed together.
	Days out	Day trips for residents out of the nursing home.
	Personal services	It is so difficult to get a dentist that's accessible for someone like my mum. Could Belong partner with a dentist or at least give more information on accessing a service?

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	Housekeeping	The household should not have to deal with laundry.
		It is very comfortable.
Relatives	Parking	Difficulty in parking is an issue - especially when maintenance is being carried out - contractors should park off site.
	Staffing levels	I do realise that staffing is a national problem and the senior team are trying very hard to resolve. Fundamentally the Belong team work very hard to keep residents safe and happy and I would never want to move my mum as I believe she thrives in the Belong environment.
	Staffing	Despite any (what could be seen as) negative comments, we still feel that Belong is a lovely place for mum to live - it just feels like the Warrington branch has had a couple of difficult years with both senior management and household staff changes.
	Food / Mealtimes	The purée food served to residents needs to be seriously addressed.
	Outdoor space	Outdoor space is wasted and uncared for.
	Care	Belong Warrington is always consistently good. It doesn't matter what time I go, the level of care is always the same. If I turn up unexpectedly, I am welcome. To me it shows confidence in the level of care.

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Actions
Care quality	<p>Some relatives reported feeling disconnected from the staff team at times due to turnover and would like to see more senior colleagues in the village at weekends.</p> <p>Use of agency can be an issue.</p>	<p>We have successfully appointed Team Leaders for each household and have developed the Senior Support Worker team so that continuity is improved and maintained.</p> <p>Colleagues are continuously working to foster positive relationships with relatives and regular relatives meetings have now been scheduled throughout the year.</p> <p>Recruitment has been successful in reducing agency, and we will continue to work on this until it is eliminated.</p>
Food	<p>Some feedback that food quality is not consistently as high as it should be, including the quality and presentation of pureed meals.</p>	<p>We have reviewed the menus, changed suppliers and undertaken additional training for all staff supporting with meal preparation to include reconstituted meals, safe preparation and presentation to encourage a healthy appetite and provide choice. Individual preferences have been taken into account to ensure menus are tailored accordingly. Additional alternative options are now available within the household freezers.</p> <p>Food audits take place regularly to provide quality assurance, and oversight is provided by the Bistro & Catering Manager.</p> <p>All staff responsible for preparation of puree meals have undertaken the Oaks kitchen training session' and significant improvement has been observed.</p>

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Agreed action
Communication with relatives	Some dissatisfaction was noted in relation to communication with relatives and in particular with the Relatives Gateway as a way of keeping relatives informed due to lack of confidence in the quality of information and lack of response to messages.	<p>Additional communication measures have been implemented over the past months including the scheduling of regular relatives meetings.</p> <p>Information on the Relatives Gateway has been reviewed; this has supported the records to be displayed in chronological order rather than summarised in a way that may cause some confusion.</p> <p>A relatives communication email group has been created to ensure that all newsletter or village communications are consistent and received by all that opt to be in the communication group.</p> <p>The Gateway is now checked for messages as part of the handover to ensure prompt response to any communications received.</p> <p>Further training is being rolled out to colleagues to improve the quality of information provided to relatives via the gateway.</p> <p>A daily manager walkabout audit has been put in place to evidence additional communication and oversight on a daily basis.</p>

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Agreed action
Activities	<p>Feedback received that colleagues on the household could provide more encouragement for residents to join activities and that there could be more stimulation on the households.</p> <p>Sometimes changes to the schedule are not communicated in a timely fashion.</p> <p>There was also a request for more trips out and one comment about extending the range of activities.</p>	<p>A detailed plan of activities has been devised per household to ensure that residents are supported to do the things they enjoy. This is regularly reviewed by the experience team to ensure resources are available.</p> <p>Newsletter and posters are readily available, and any communication of changes is now directed via reception to ensure that all have been notified.</p> <p>A member of the experience team attends all household resident / relative meetings. Additional oversight of activity provision is allocated to the daily manager walk around audit and has been included in the 10@10 meeting agenda to ensure regular communication around activities.</p>
Exercise	<p>There could be more encouragement of residents to join in exercise and more people facilitating classes and one on one sessions.</p>	<p>The Exercise Specialist has visited all residents to ensure personalised exercise programmes are offered , in line with what they are able and wish to undertake.</p> <p>Exercise sessions are led by qualified specialists with experience in working with older people and we appreciate this does limit capacity for certain exercise activities.</p>

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Agreed action
Access to the outdoors	Balconies need greater attention to make these spaces more appealing and household staff need to be more mindful to utilise this space.	<p>Work is scheduled for the garden and balconies, including the upgrade of furniture, planters and decoration.</p> <p>Once this is complete and safety measures implemented, use of balconies will be promoted throughout the village.</p>
Staffing	More consistent staff teams needed with lower dependence on agency members.	A number of new starters are joining the village. Staff recognition schemes have been implemented and staff wellbeing sessions have been made available for those that wish to attend.

Summary and action plan in response to this survey.

Residents and relatives

Category	Feedback	Agreed action
Household model	<p>It would be beneficial to separate clients that do not have dementia</p> <p>Some concerns about staff involvement in cooking and laundry as well as care.</p>	<p>Discussions have taken place whereby additional support from the housekeeping team is available for certain periods of the day to remove some of the onus on the household team needing to undertake these duties. This will not eliminate the need for laundry to be supported by the night team on each household. The initial responsibility has been placed on the appropriate team to support this moving forward.</p>
Parking	<p>Parking can be an issue, especially when maintenance is being carried out.</p>	<p>We ask all visitors to park off site and will continue to reinforce this with our central services team and contractors.</p>
WiFi	<p>WiFi does not always work in the village</p>	<p>Belong's IT Department have reviewed the village Wi-Fi and added an upgrade to include additional boosters to resolve this concern.</p>

Manager's comments:

Thank you for to everybody who gave us their feedback; this is really important and valuable to us. People sharing their experiences about what is important to them is vital in helping us grow and improve.

We are delighted that all people living on the households, apartment tenants, Belong at Home customers and Experience Day customers would recommend Belong to others. You can browse further detail about this in the body of our report.

At the same time, we are determined to address people's concerns that have been highlighted to us and have already been working hard to put improvements in place in response to people's feedback.

We love what we do and really want people to enjoy their experience at Belong Warrington. We look forward to working together, building on what we do well and continuing to grow as a team.

Barry Devine

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.

