

# **Belong Morris Feinmann Experience Days**

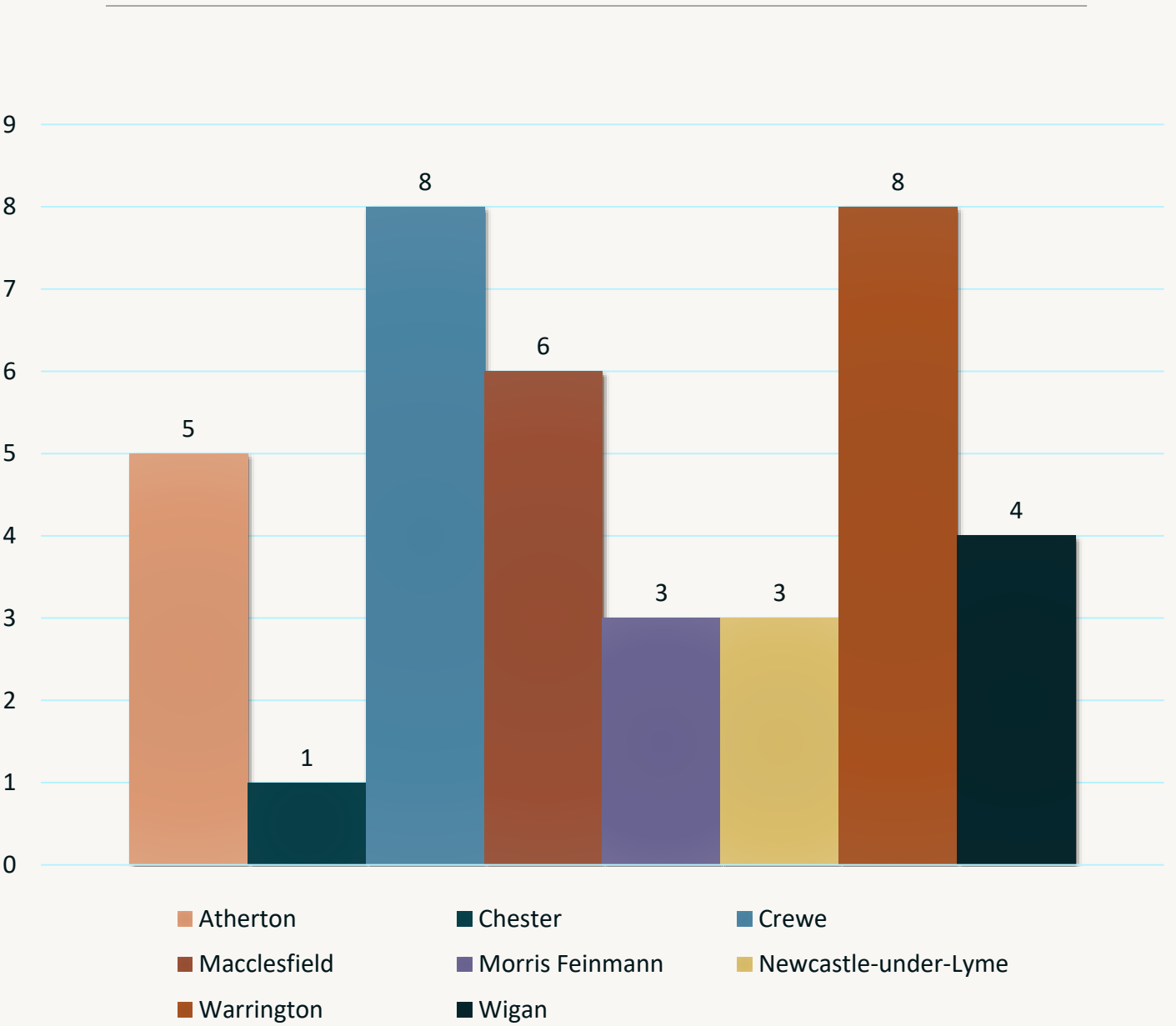
## Customer Satisfaction Results

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**2023**

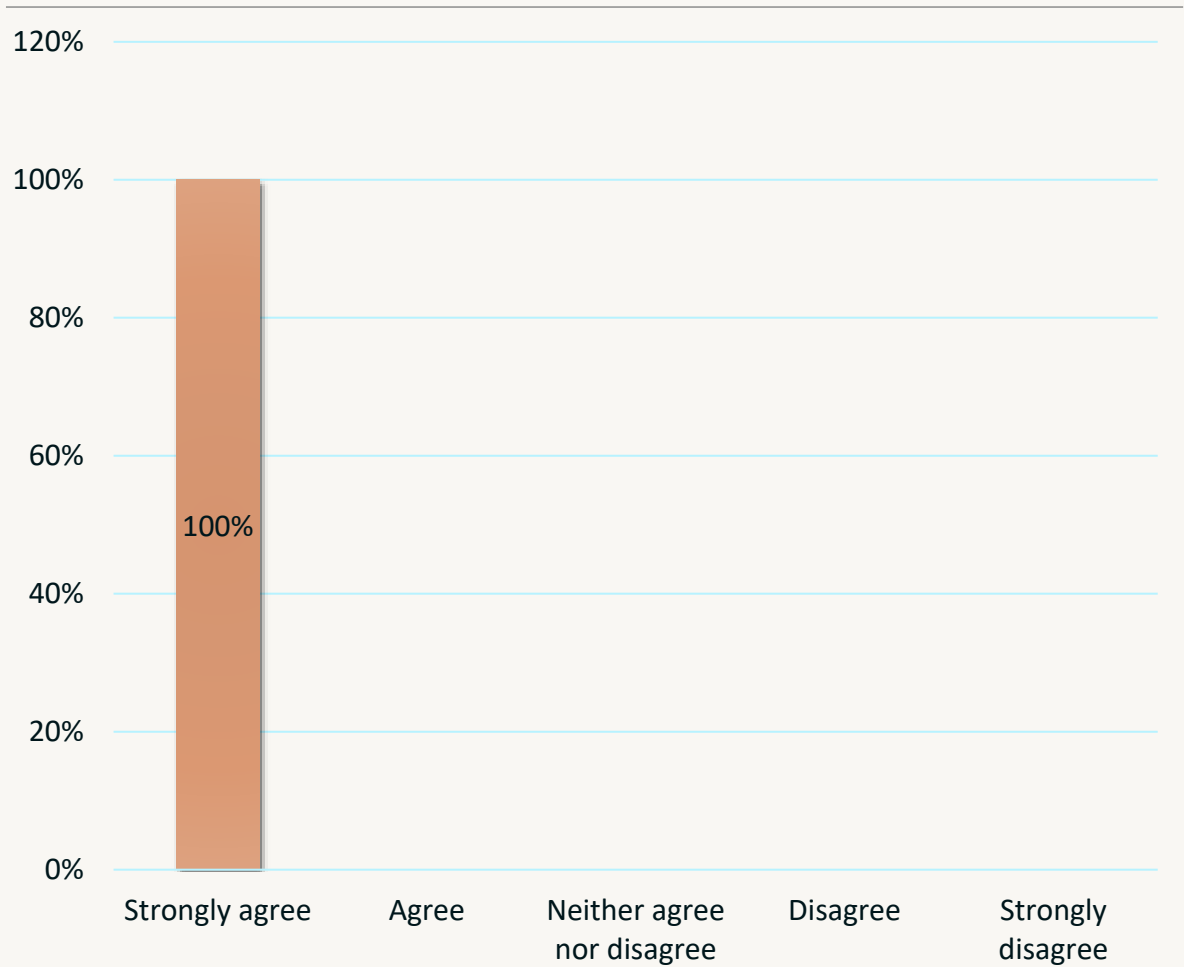


The number of surveys completed and returned by Experience Day Customers, by location were:



I am happy with the quality of service that I receive.

100% strongly agree

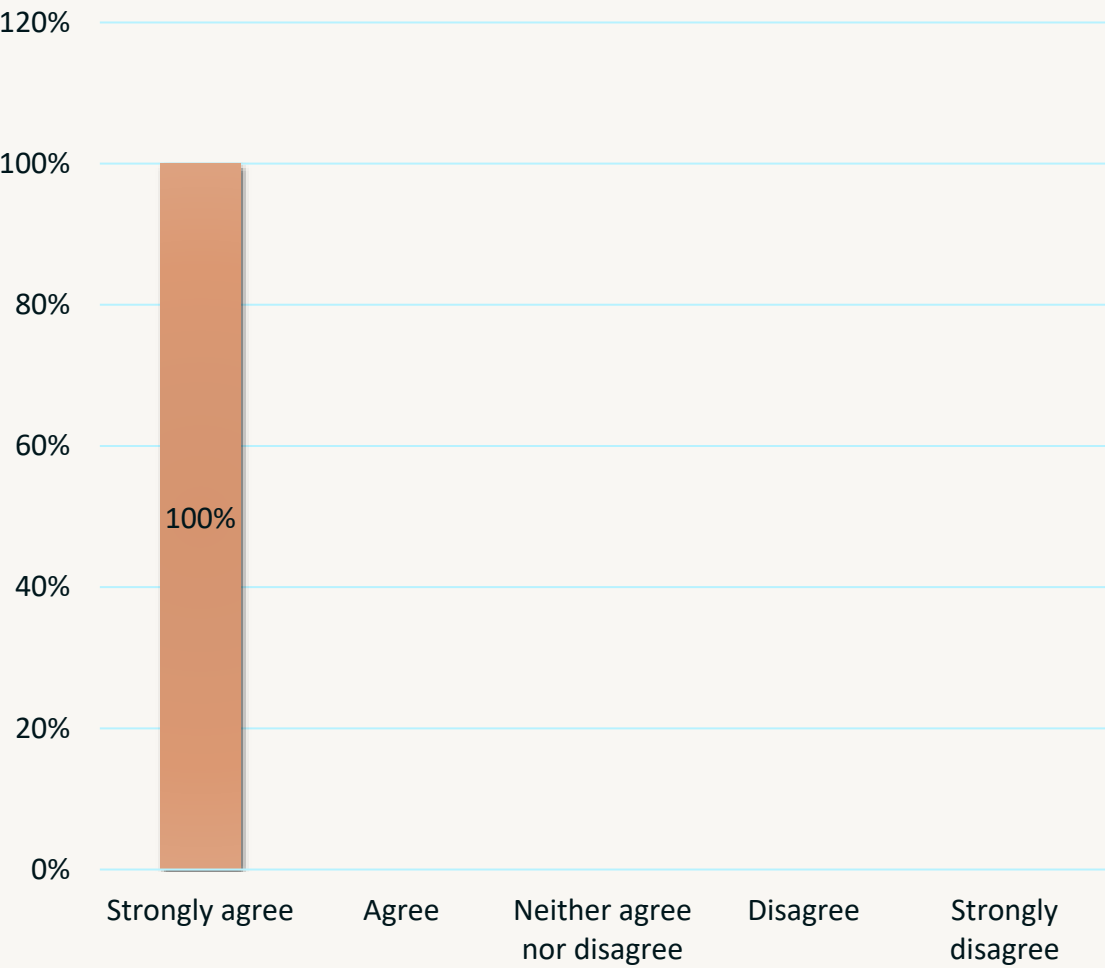


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
No comments were received.

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

100% strongly agreed

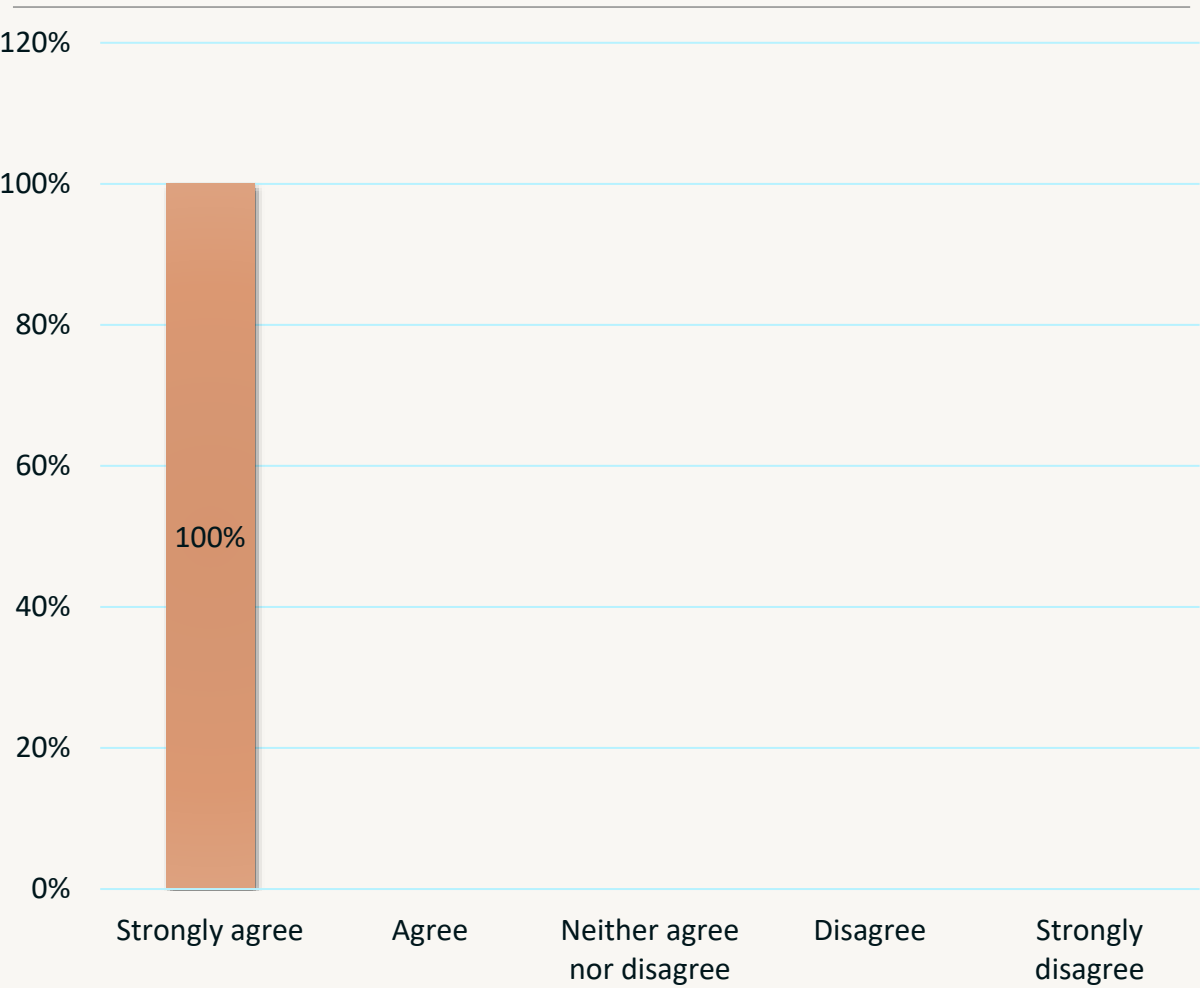


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
No comments were received.

I feel safe whilst at a Belong village.

100% strongly agree

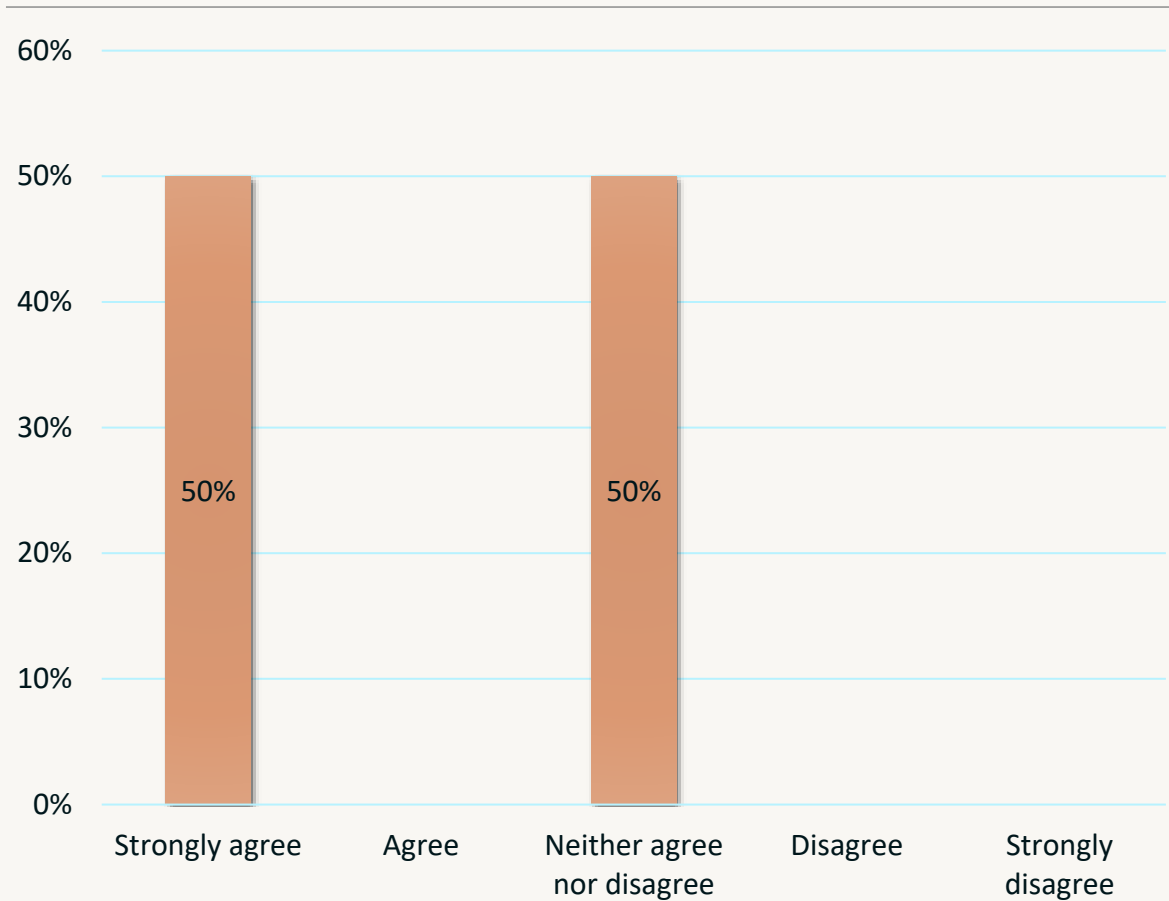


We asked respondents if there was anything else they'd like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

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

50% strongly agree

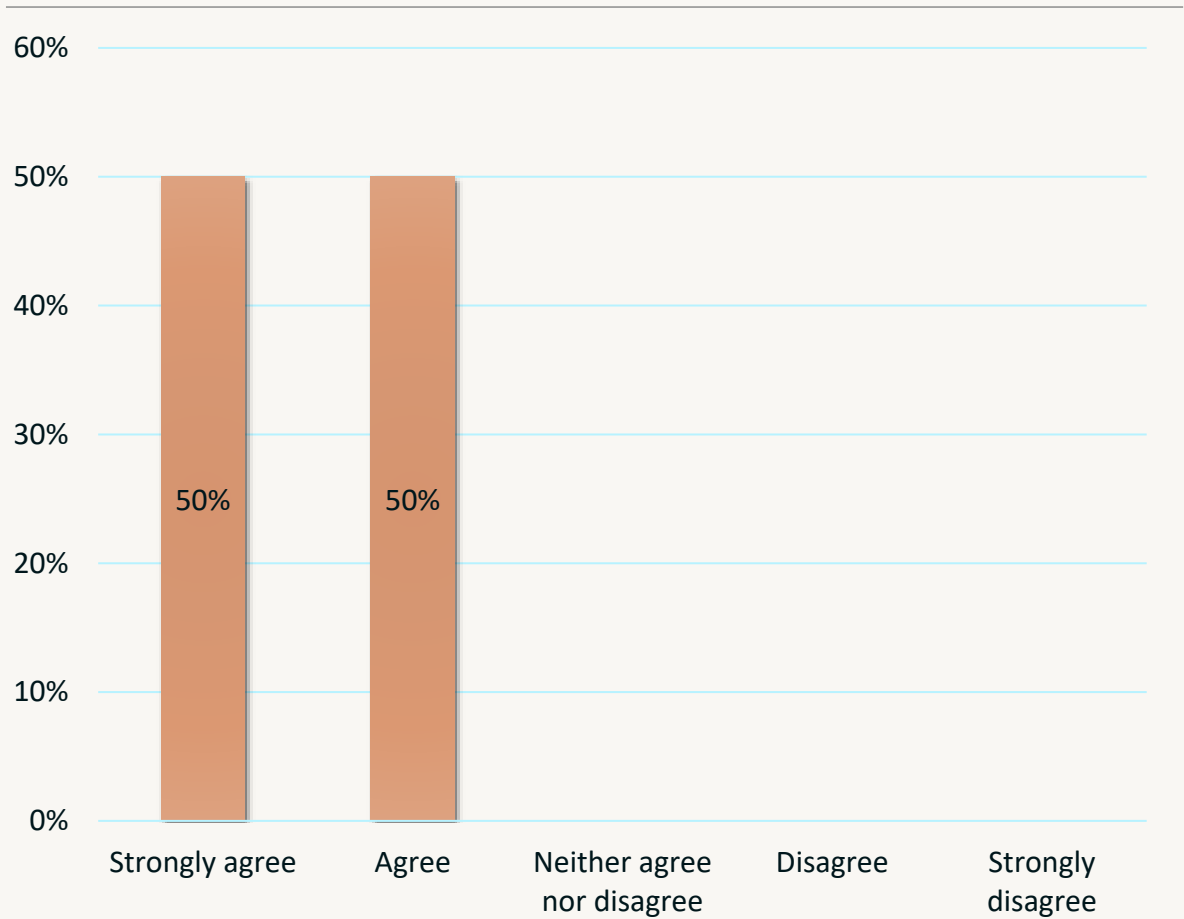


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

I enjoy using The Bistro.

50% strongly agree rising to 100% if ‘agree’ responses are included.

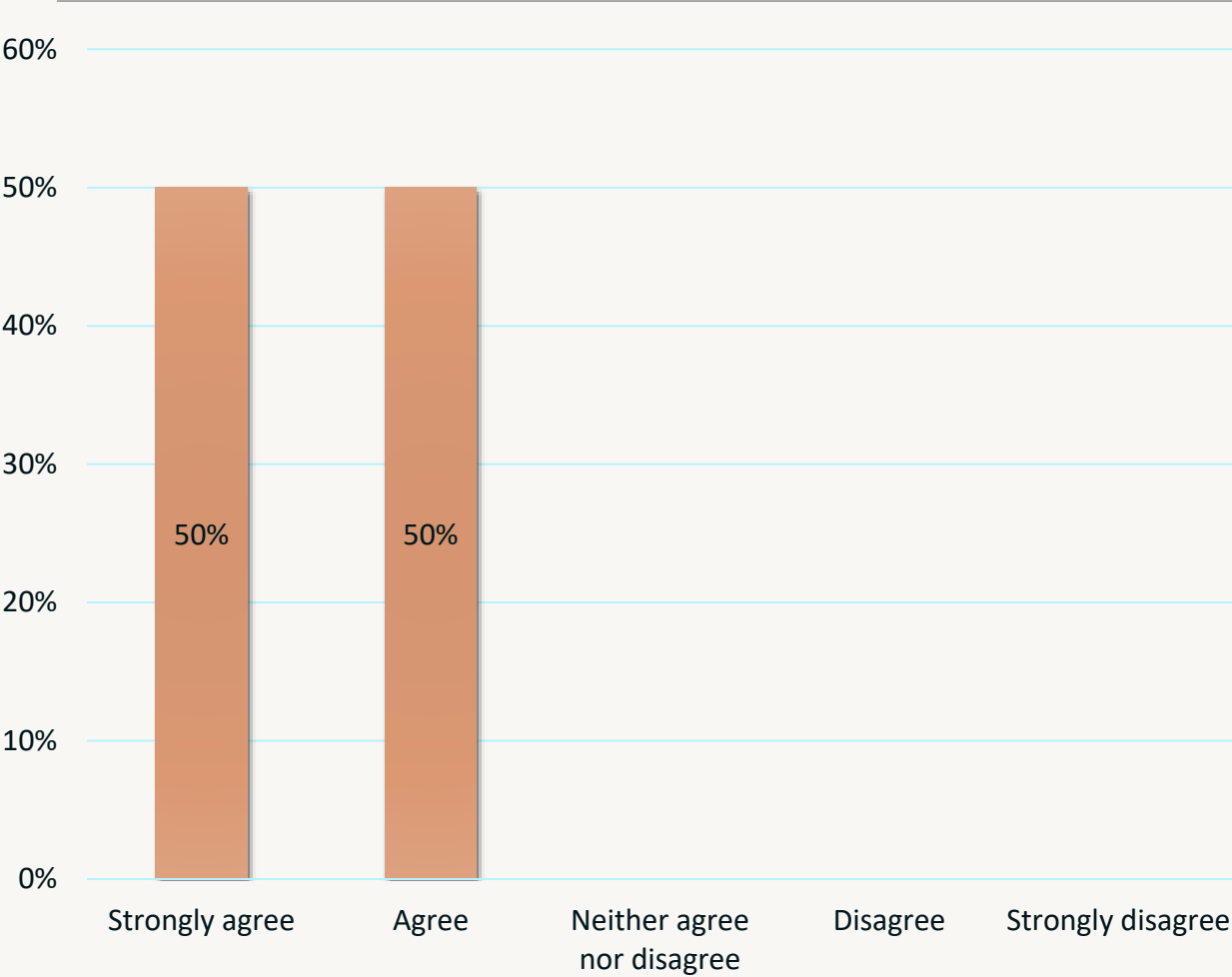


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

50% strongly agree rising to 100% if ‘agree’ responses are included.



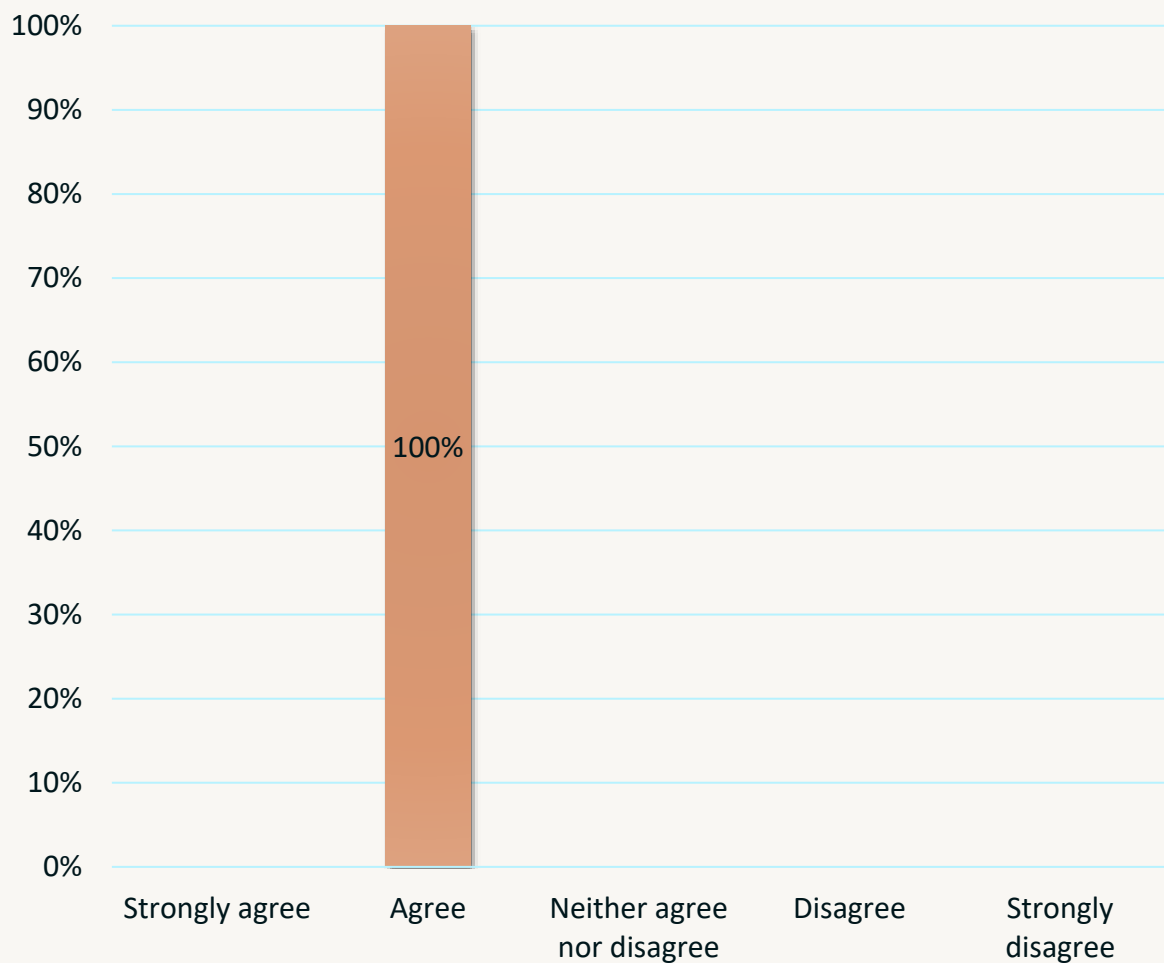
We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.



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

100% agree

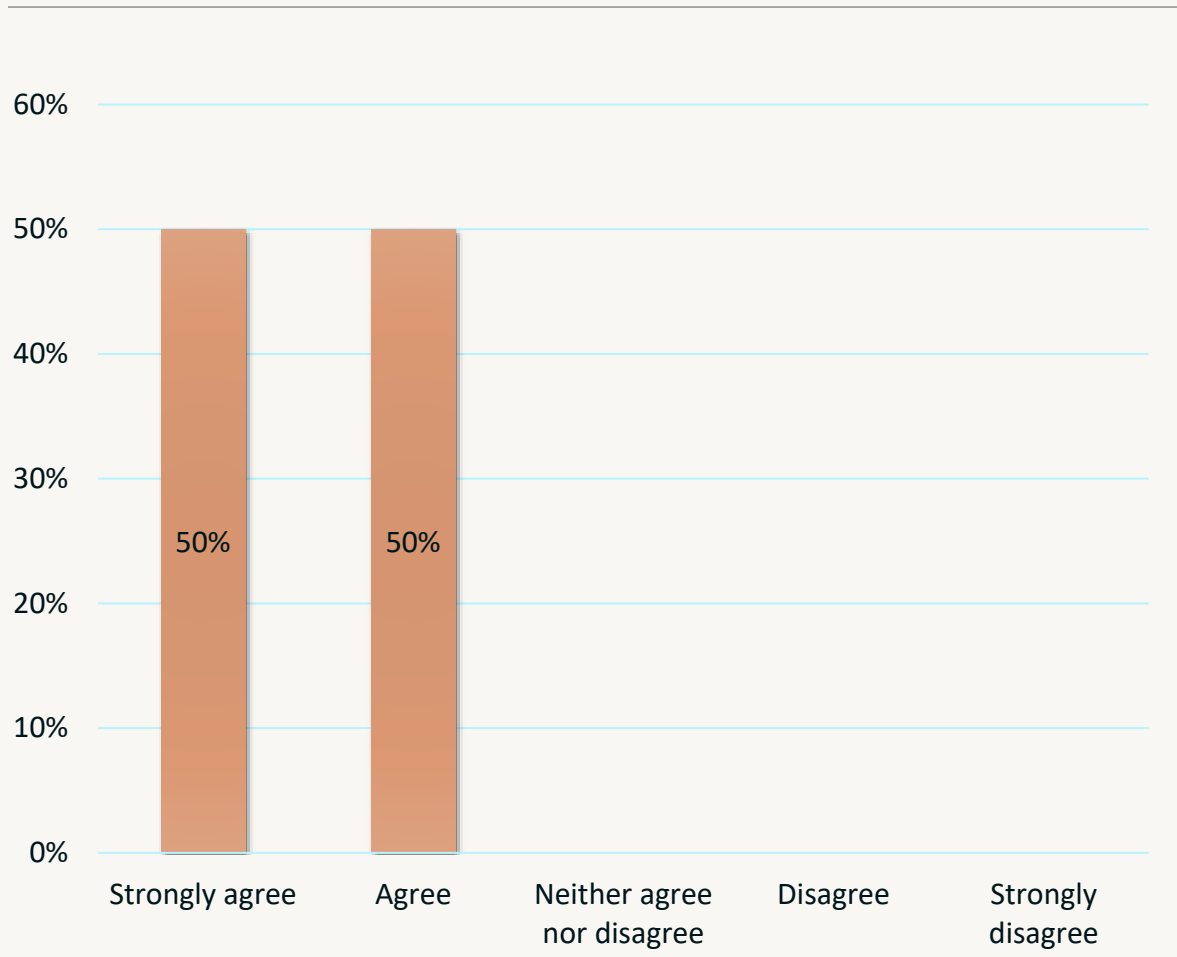


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

50% strongly agree rising to 100% if ‘agree’ responses are included.

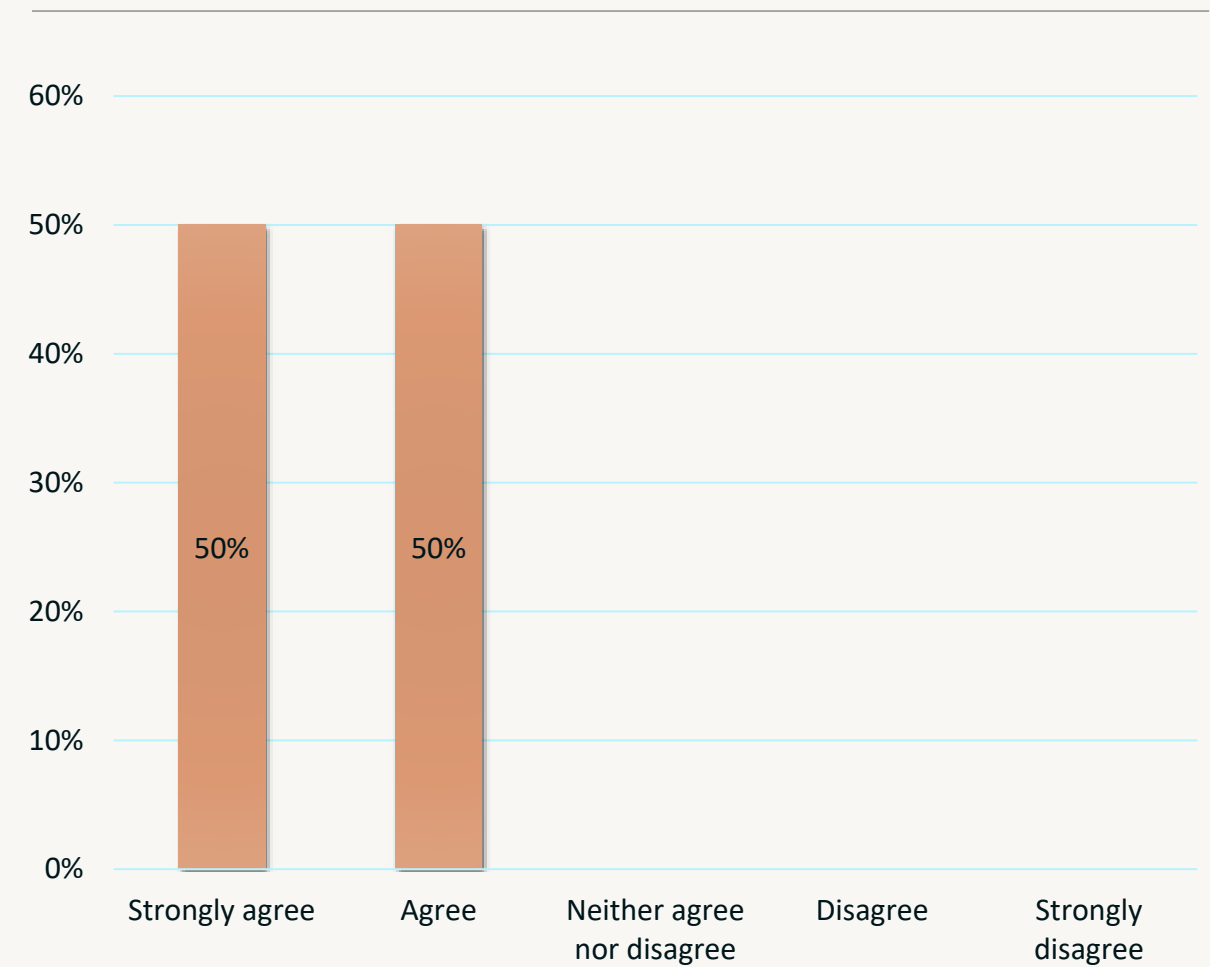


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

50% strongly agree rising to 100% If ‘agree’ responses are included.

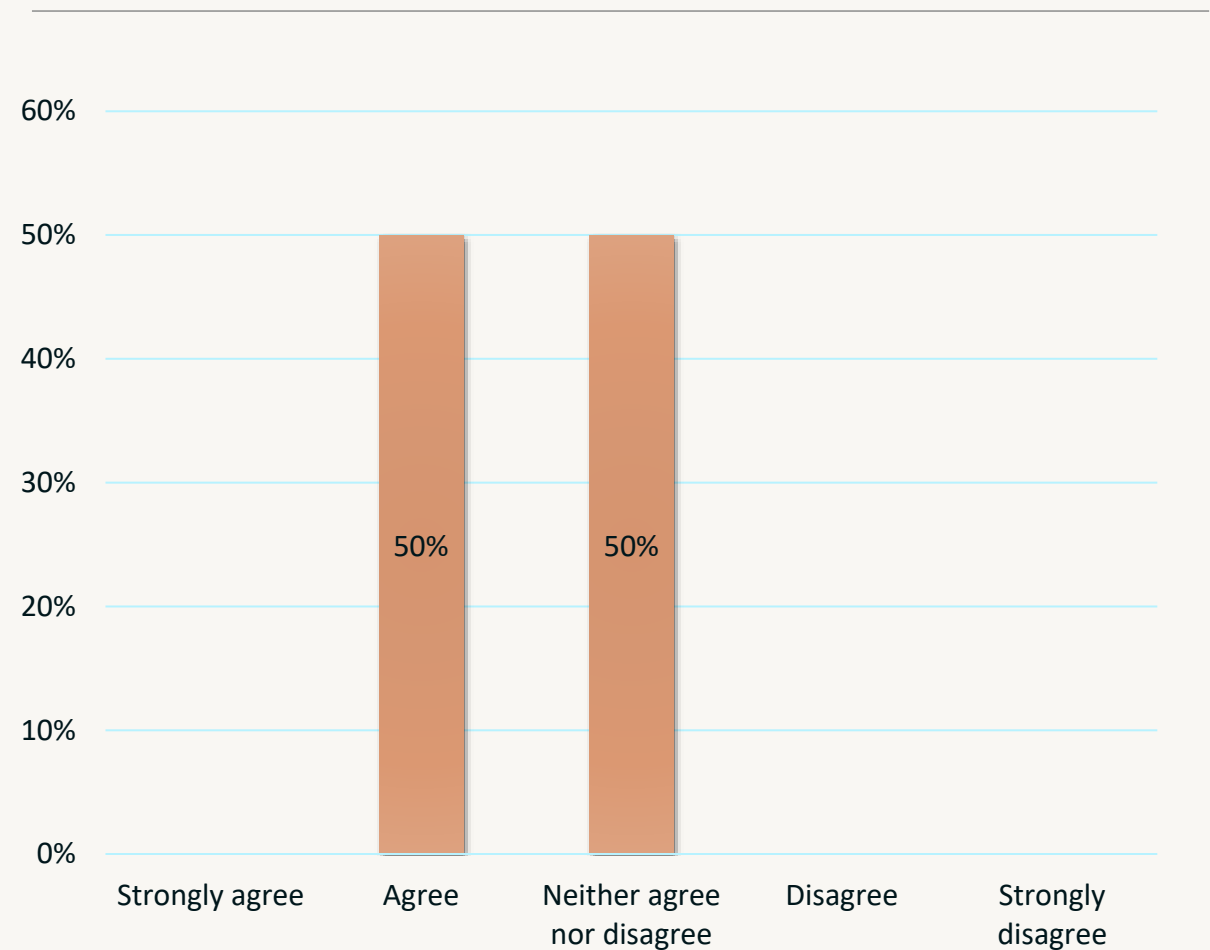


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

**50% agree**

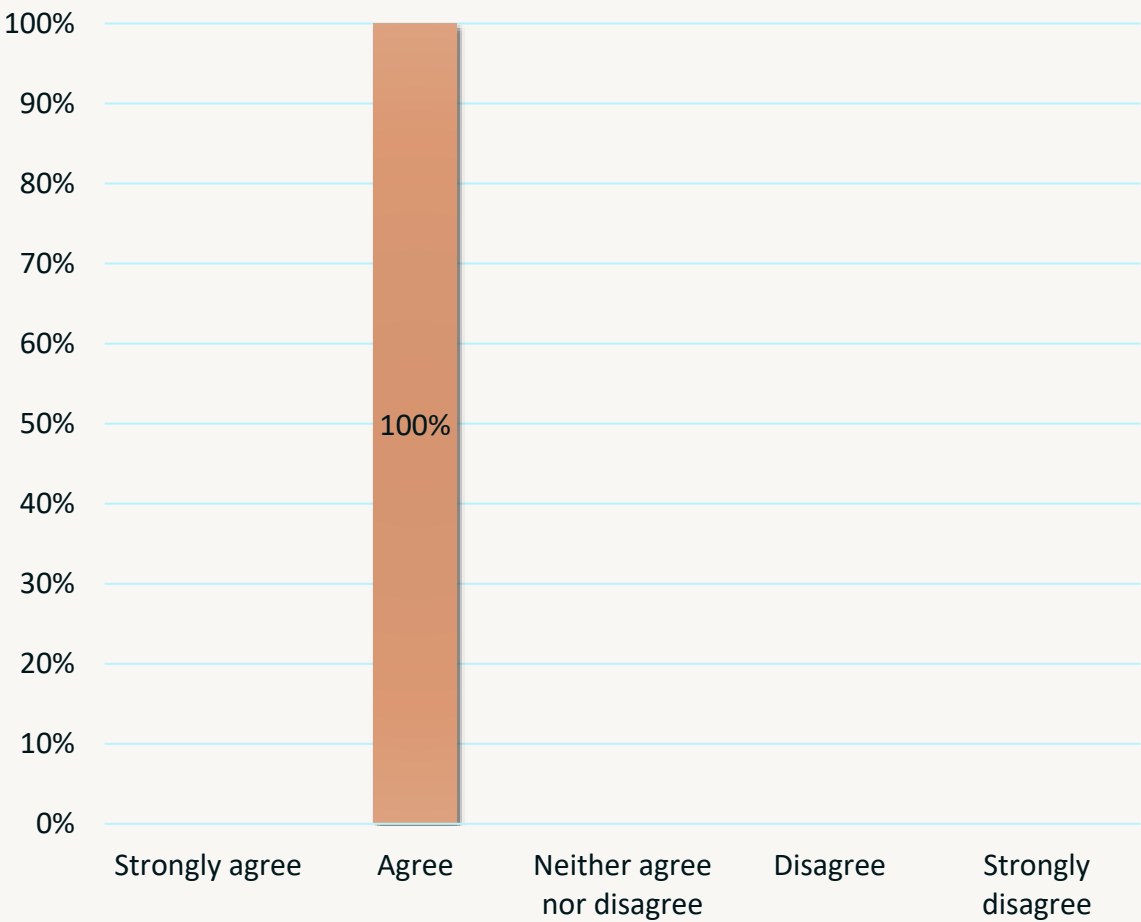


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

100% agree



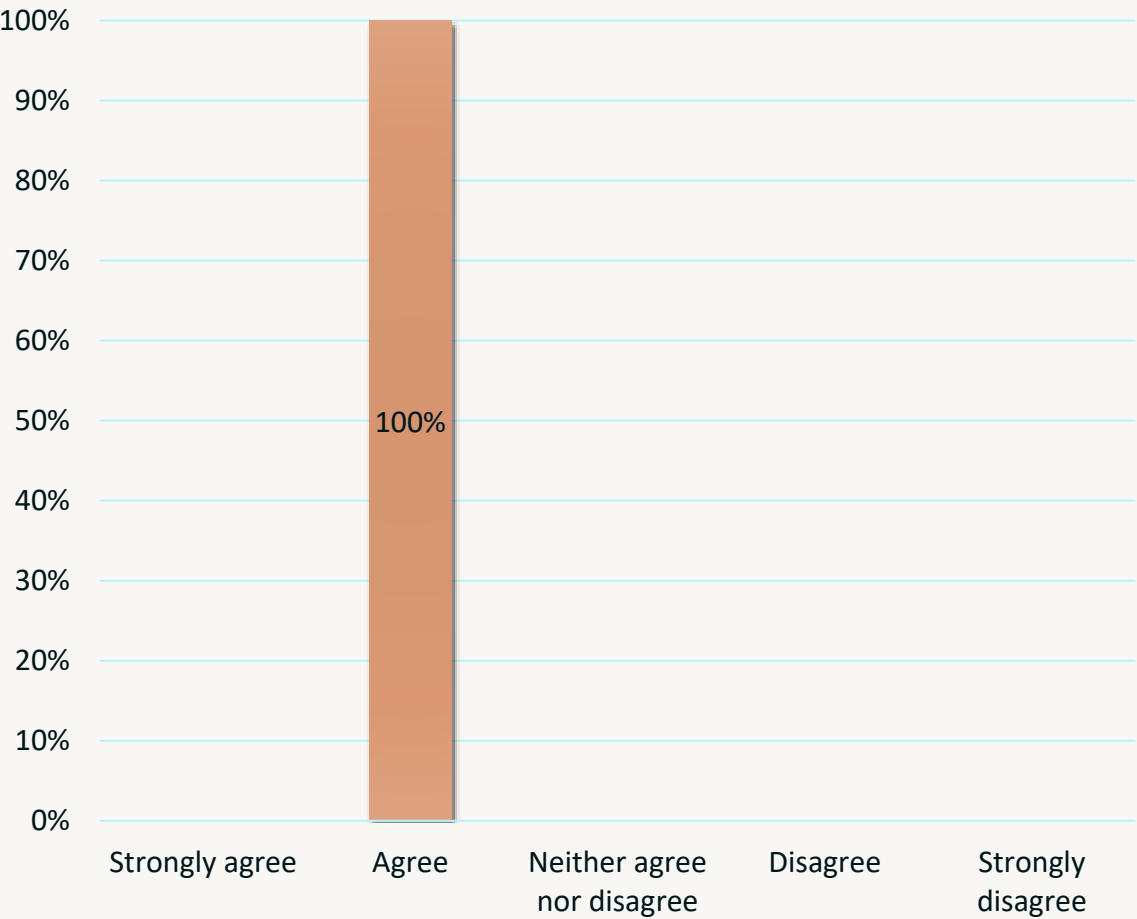
We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

**Comments**

No comments were received.

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

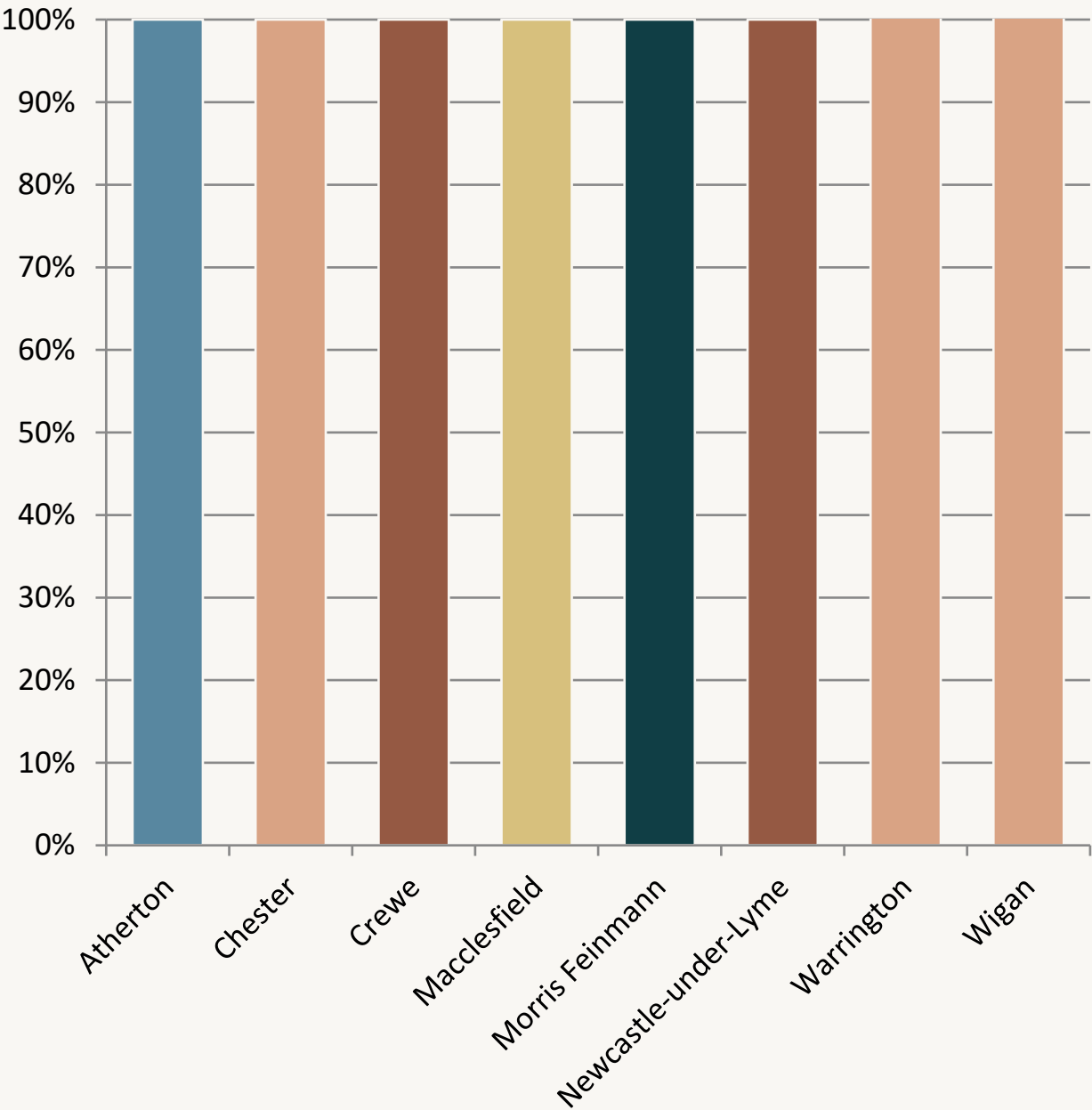
100% agree



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

Comments
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
Staff / Service	Angela and her team are a delight, and very welcoming to my Dad. I don't believe he would be engaging without their warm charming welcome
Staff / Service	Making me feel welcome and secure

**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	All fine at present.

**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
N/A	No further comments were received.



## Manager's comments:

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Thank you for taking the time to complete this year's survey.

We are delighted that our Experience Days team continues to provide an excellent service, providing meaningful experiences for people who wish to access village life on a day basis.

The team work hard to ensure a wide range of activities, reflecting the interests of our customers and providing opportunities to enjoy music, the arts, exercise and the outdoors.

It was heartening to read that 100% of customers would recommend Belong and we will continue to invest in the service and drive improvements in all that we do.

**Carolyn Ball**

General Manager

## 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.

