

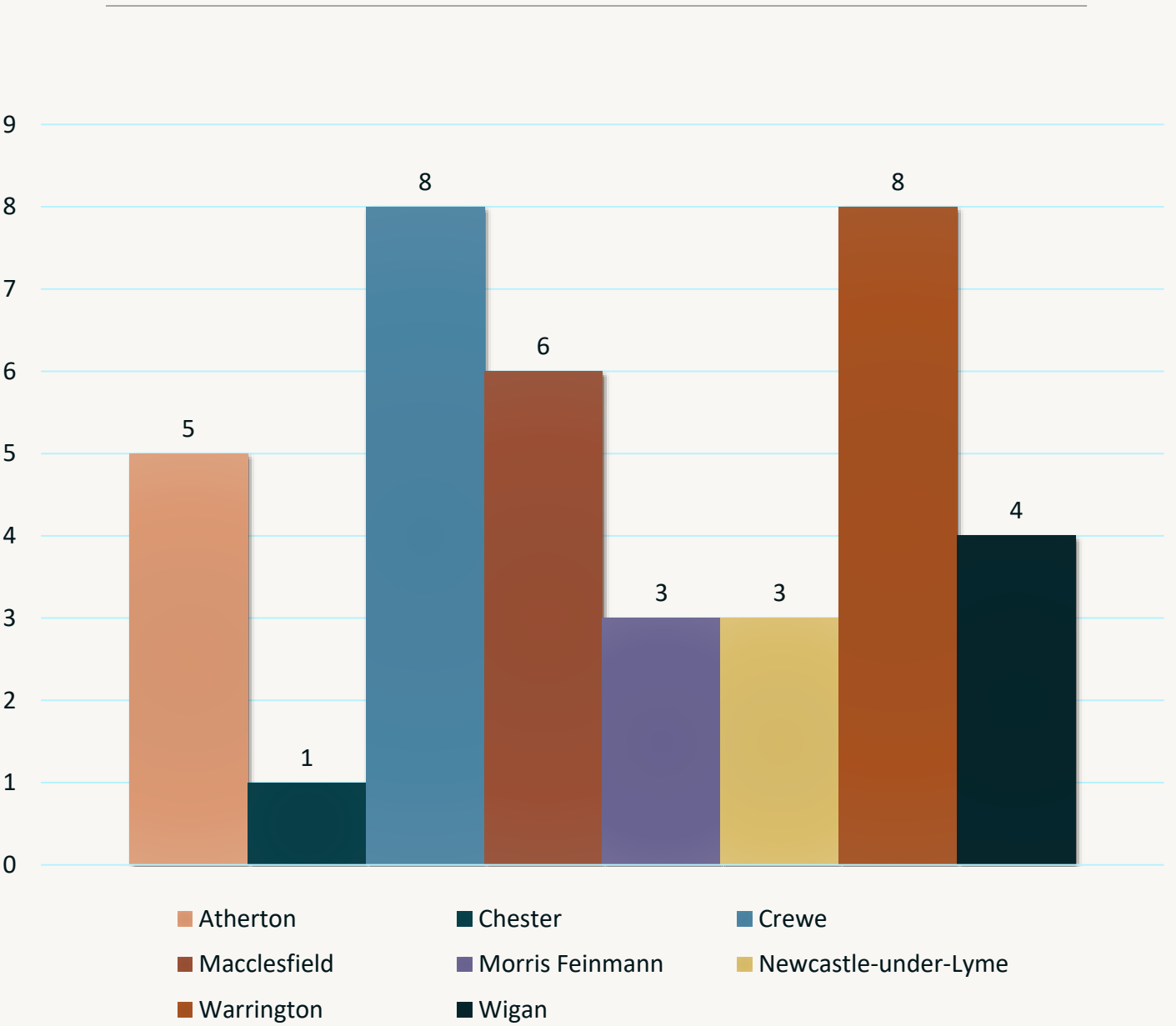
Belong Warrington Experience Days

Customer Satisfaction Results

2023

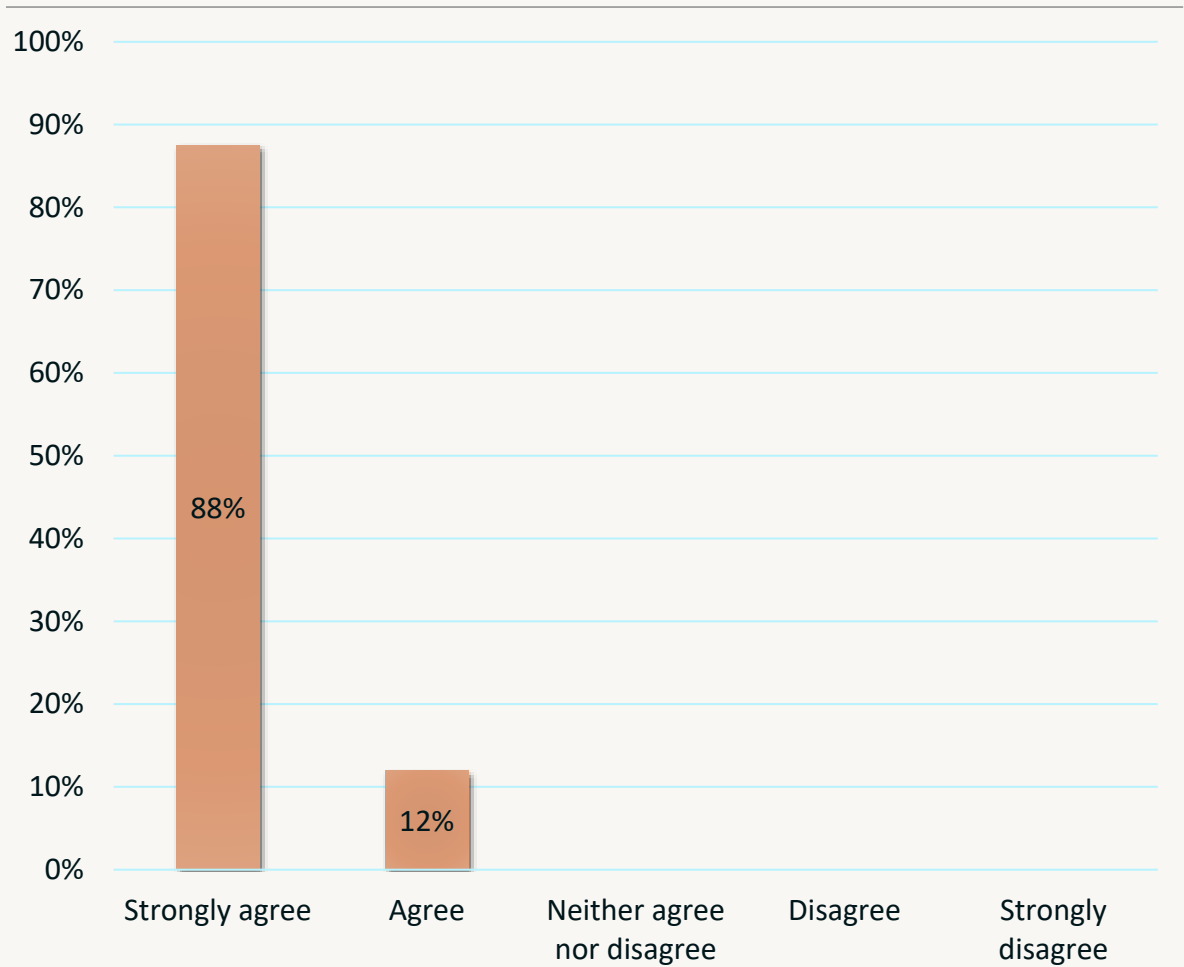


The number of surveys completed and returned by Experience Day Customers, by location were:



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

88% strongly agree rising to 100% if ‘agree’ responses are included.

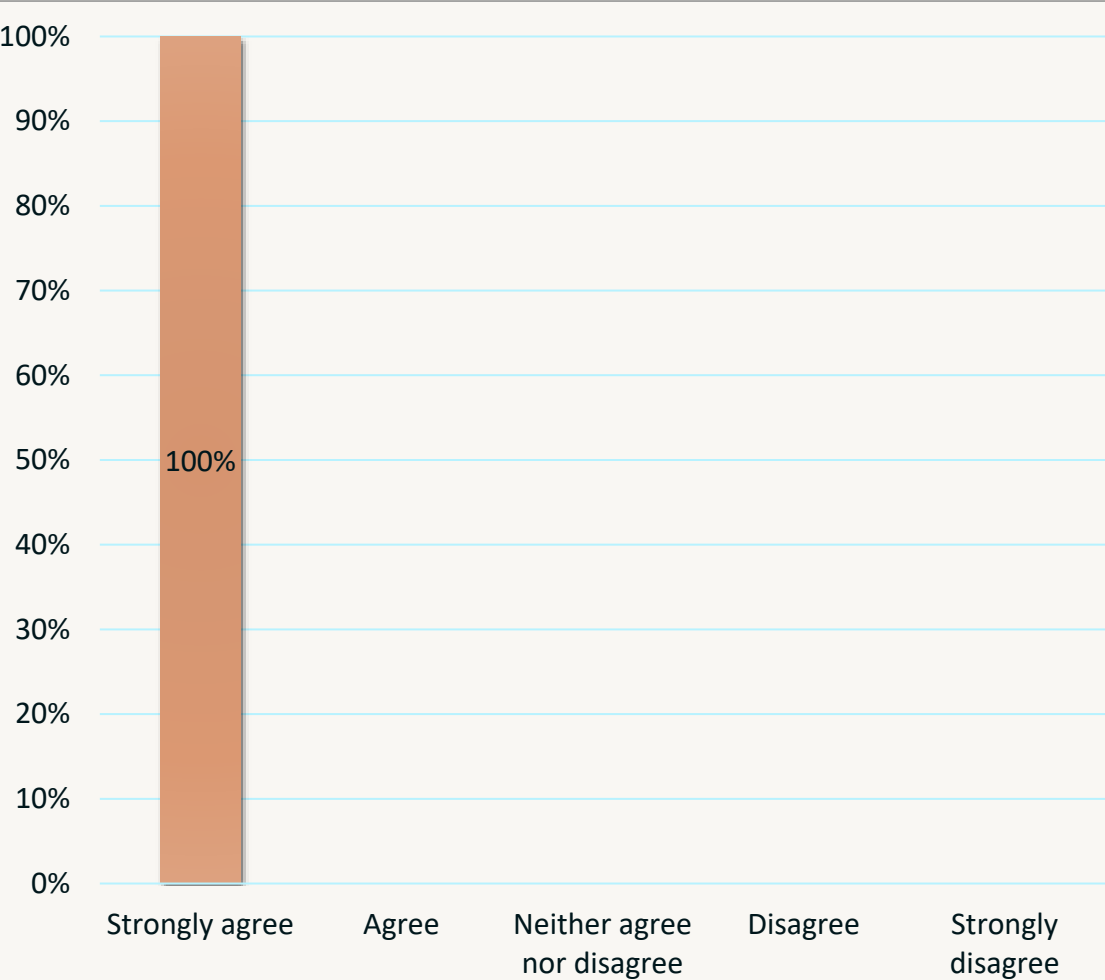


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

| Comments |
|---|
| I think it's wonderful. |
| It's a very friendly place. I enjoy it and I have a good laugh. |
| I love it. |

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

100% strongly agree.



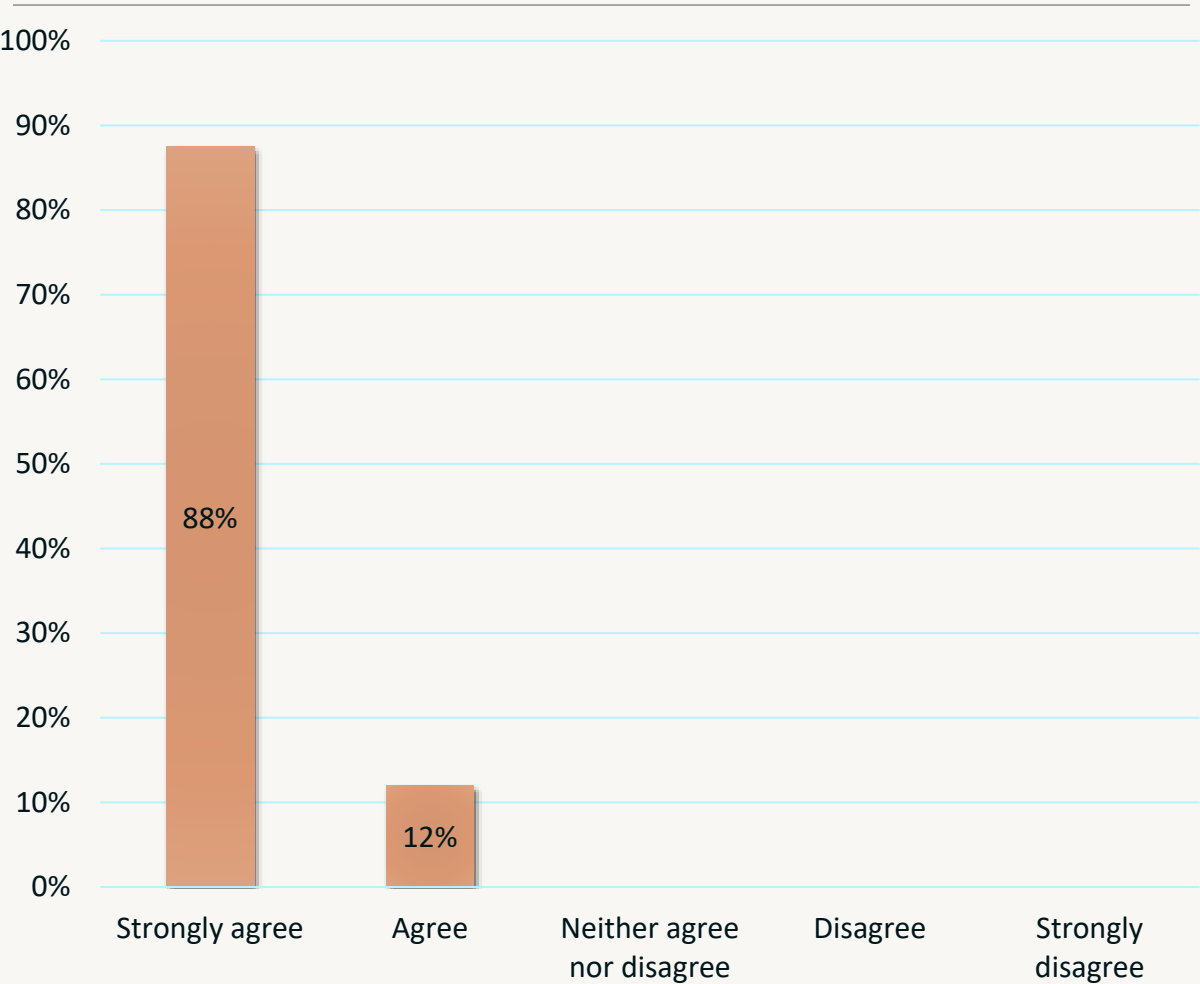
We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments

I think you're all wonderful.

I feel safe whilst at a Belong village.

88% strongly agree rising to 100% if 'agree' responses are included.

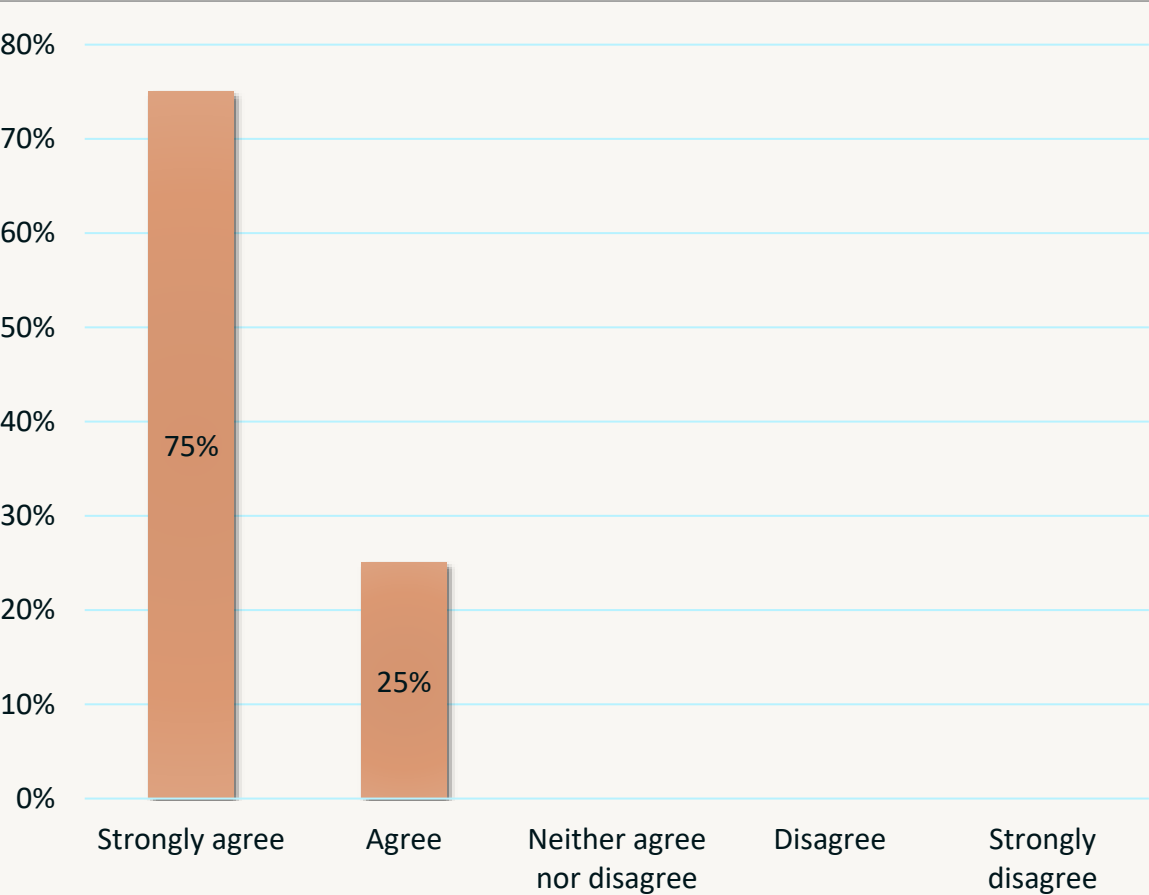


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

| Comments |
|---------------------|
| I feel really safe. |

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

75% strongly agree rising to 100% if ‘agree’ responses are included.

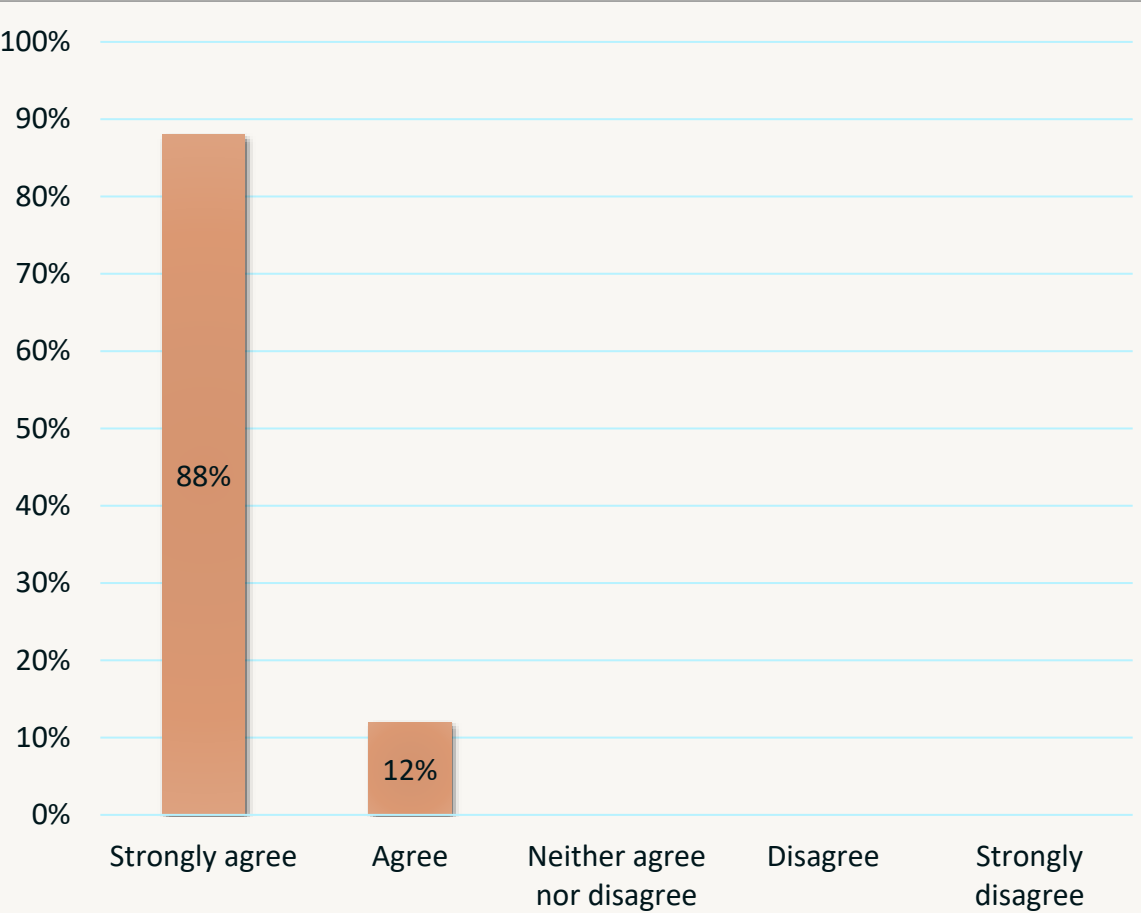


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|-----------------------|
| You stimulate people. |

I enjoy using The Bistro.

88% strongly agree rising to 100% if ‘agree’ responses are included.

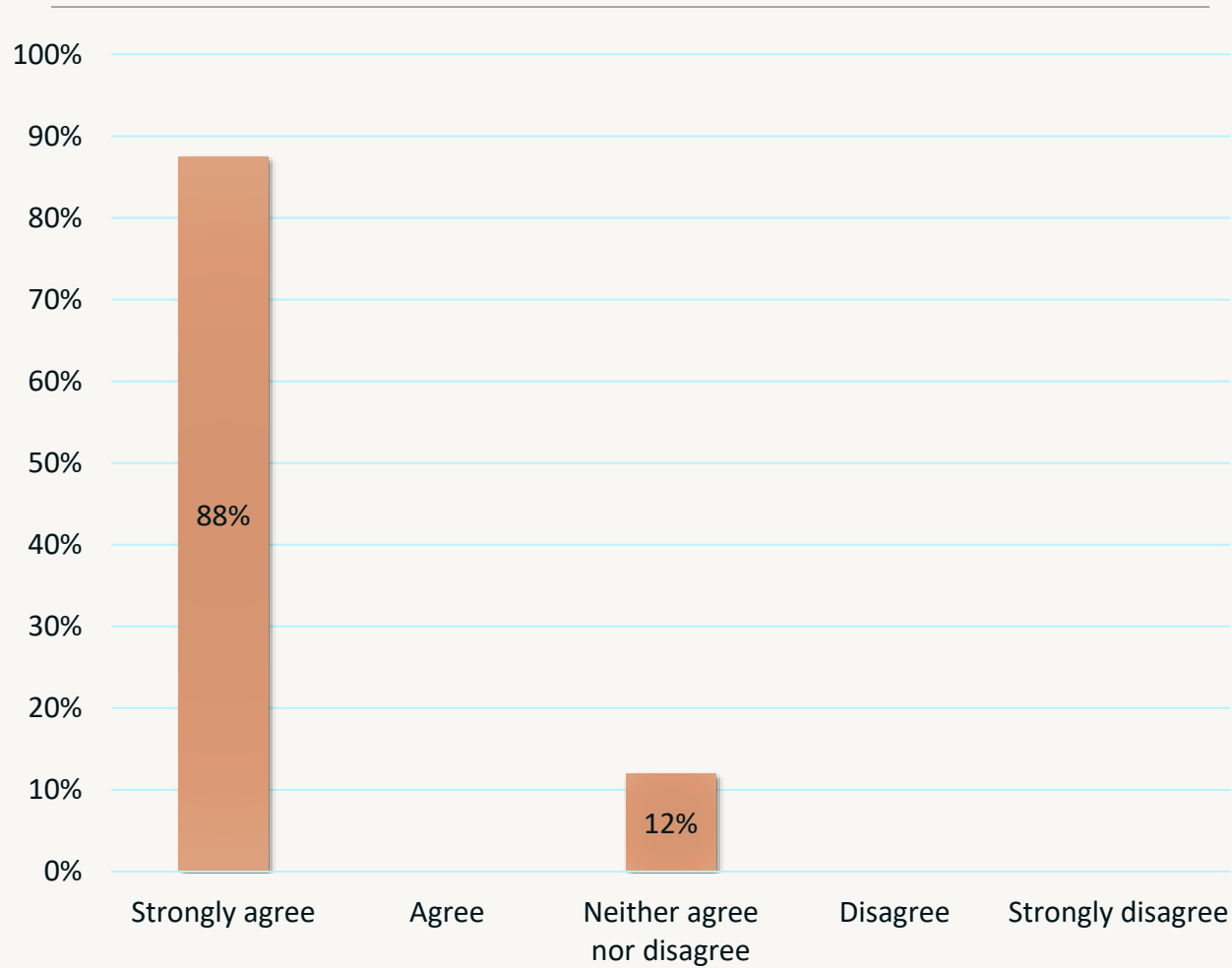


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|--|
| I can't always eat the food due to me having special dietary requirements. It would be nice to see more options. |
| I get good food. |

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

88% strongly agreed however, 12% neither agree nor disagree.

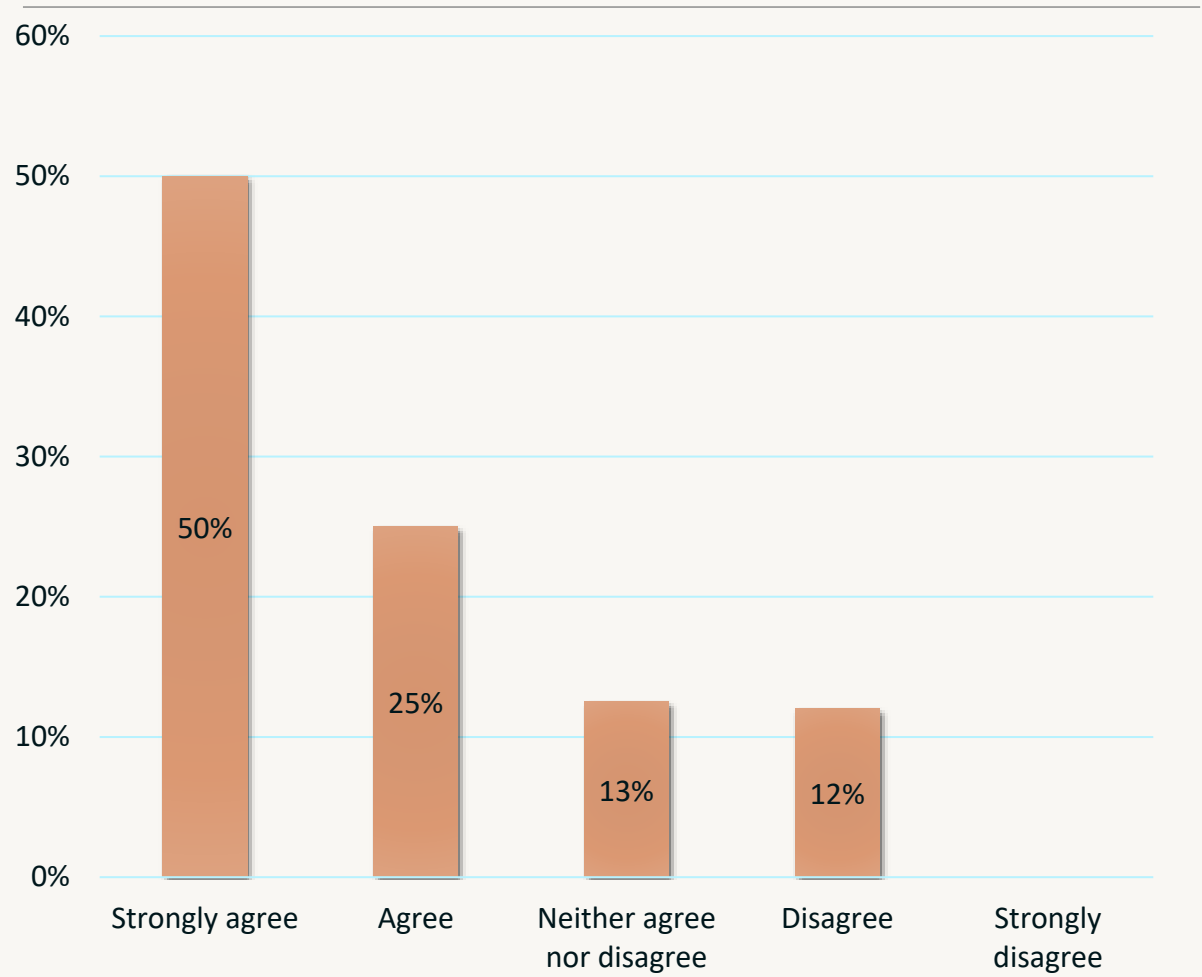


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|-----------------------------------|
| I am happy with the food options. |

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

50% strongly agree rising to 75% if ‘agree’ responses are included.

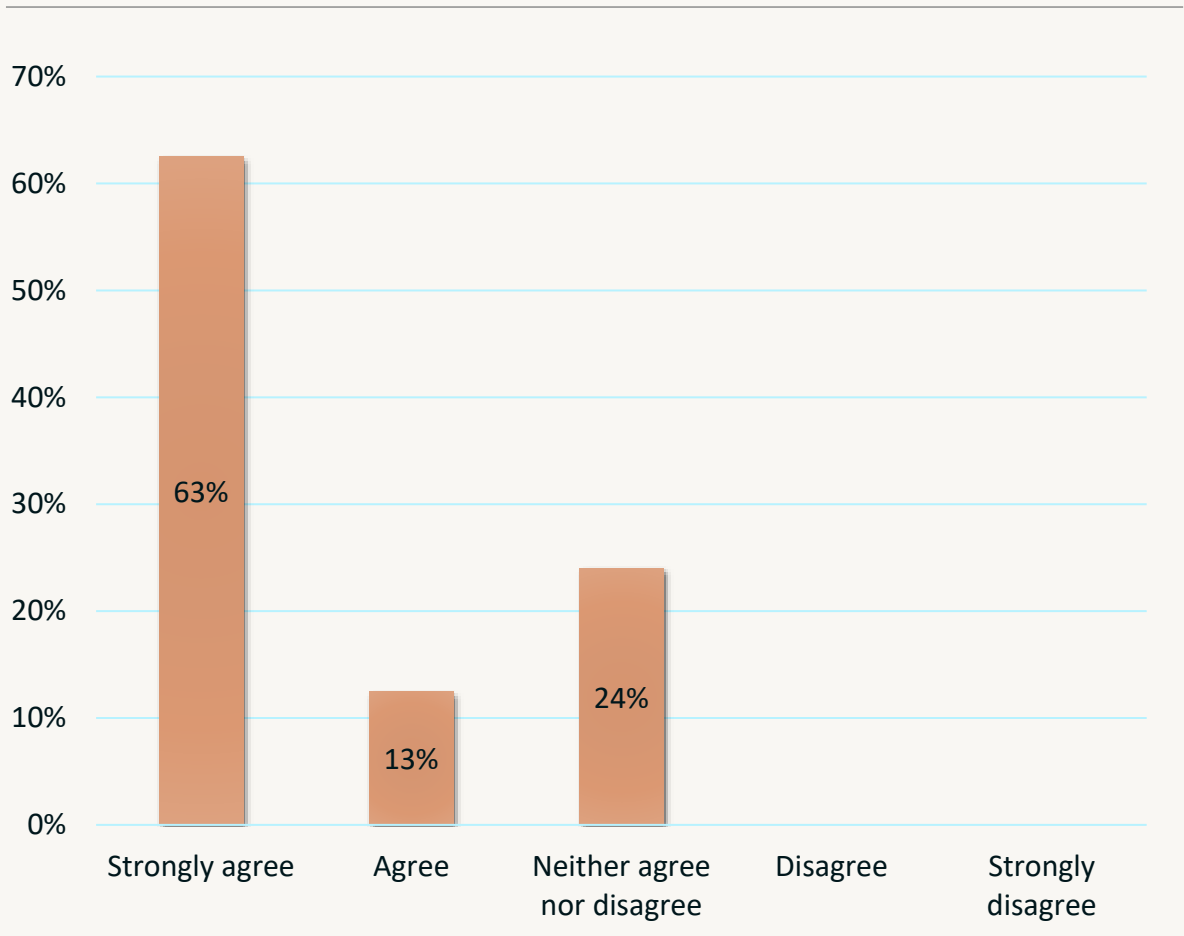


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|---|
| They make more activities all the time. |
| Could have a little bit more. Bit more bingo. |

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

63% strongly agree rising to 76% if 'agree' responses are included.

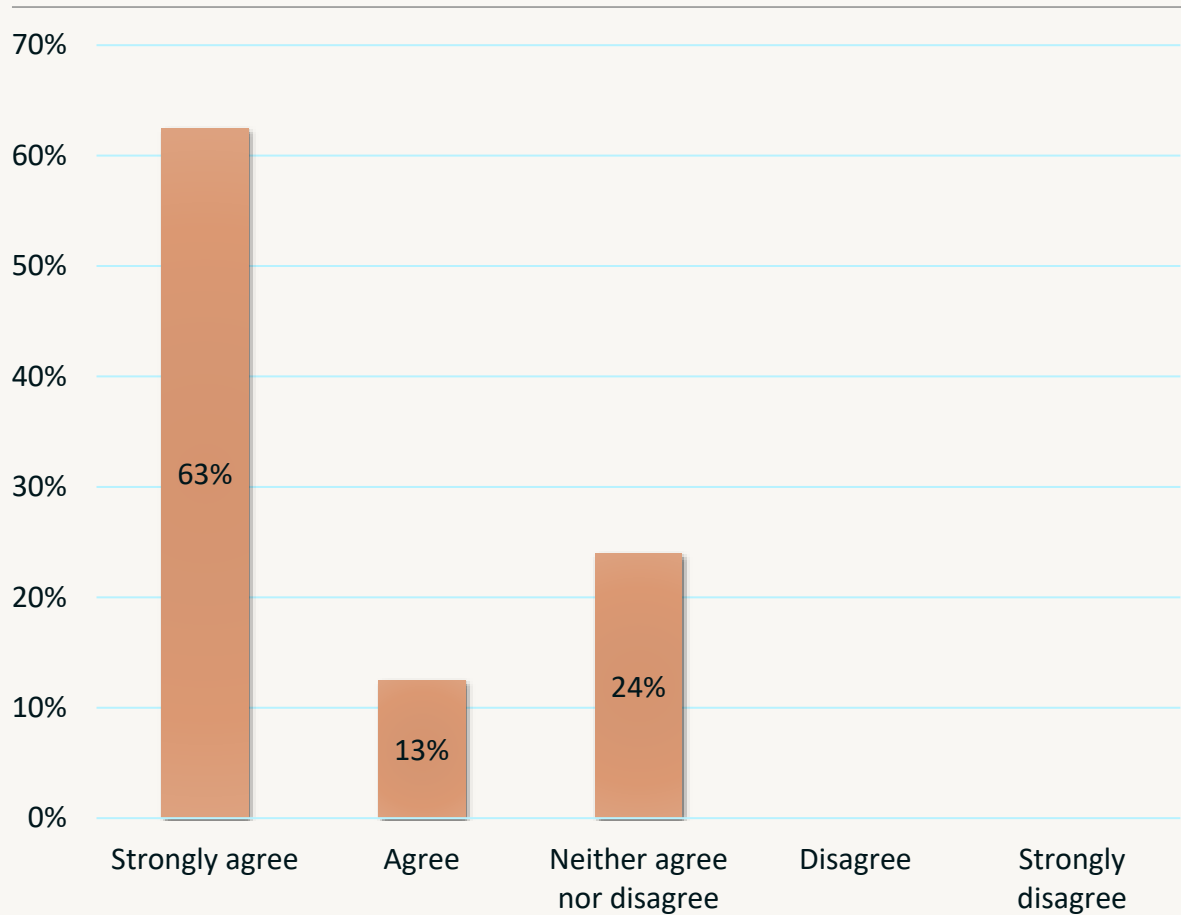


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|-------------------------|
| I think it's very good. |

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

63% strongly agree rising to 76% if ‘agree’ responses are included.

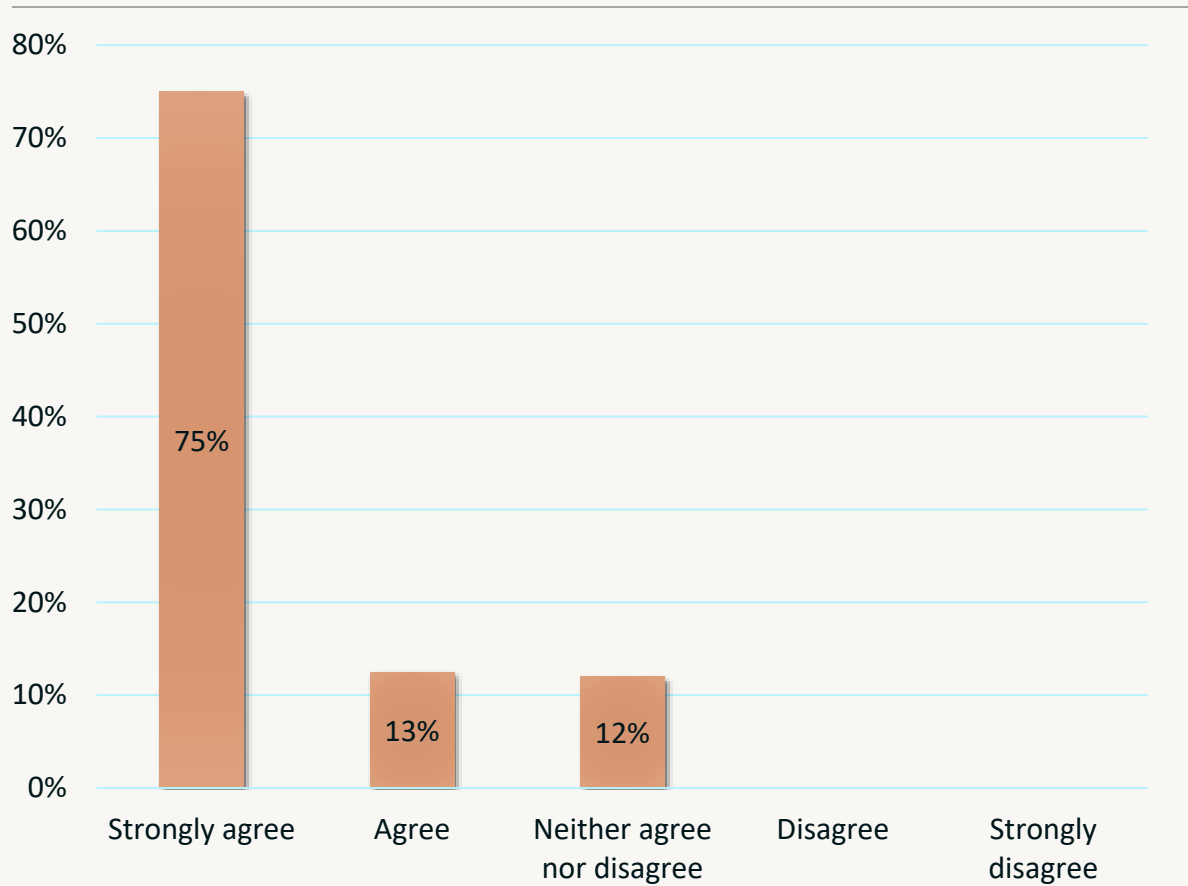


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|-----------------------|
| No comments received. |

My spiritual needs are supported in Belong.

75% strongly agreed rising to 88% if ‘agree’ responses are included.

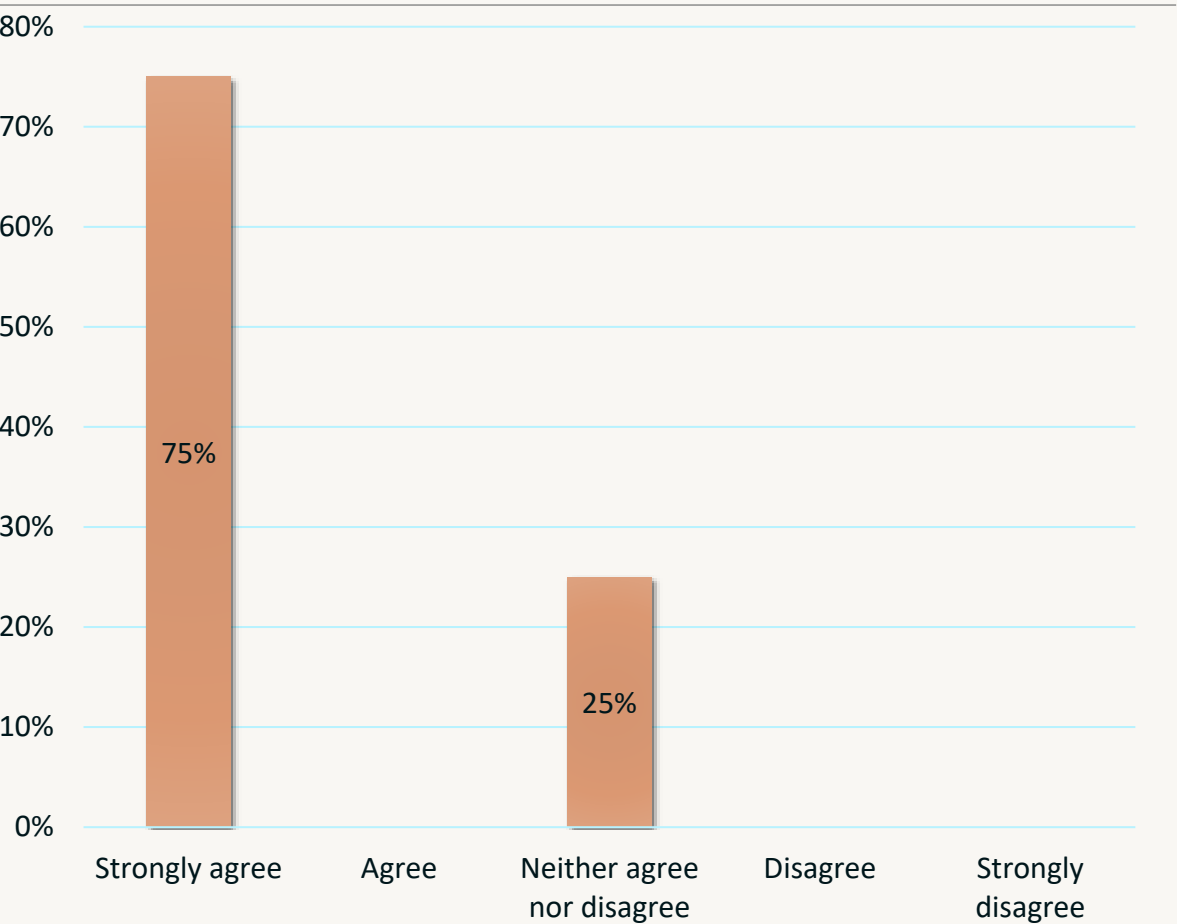


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|------------------------------|
| We have a church service. |
| I attend the church service. |

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

75% strongly agree however, 25% neither agree nor disagree.

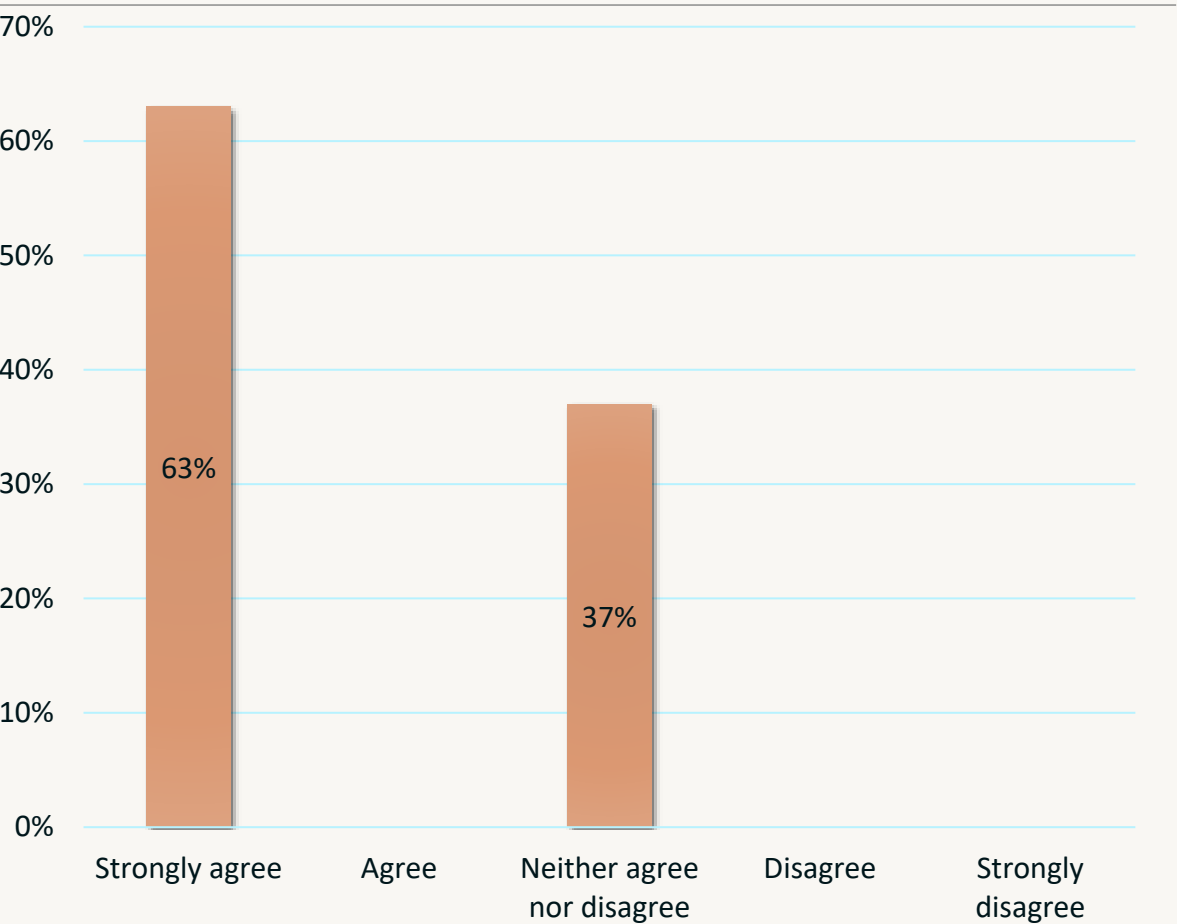


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

| Comments |
|--|
| I get a planner, so I know what is on. |
| I just attend Experience Days once a week. |

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

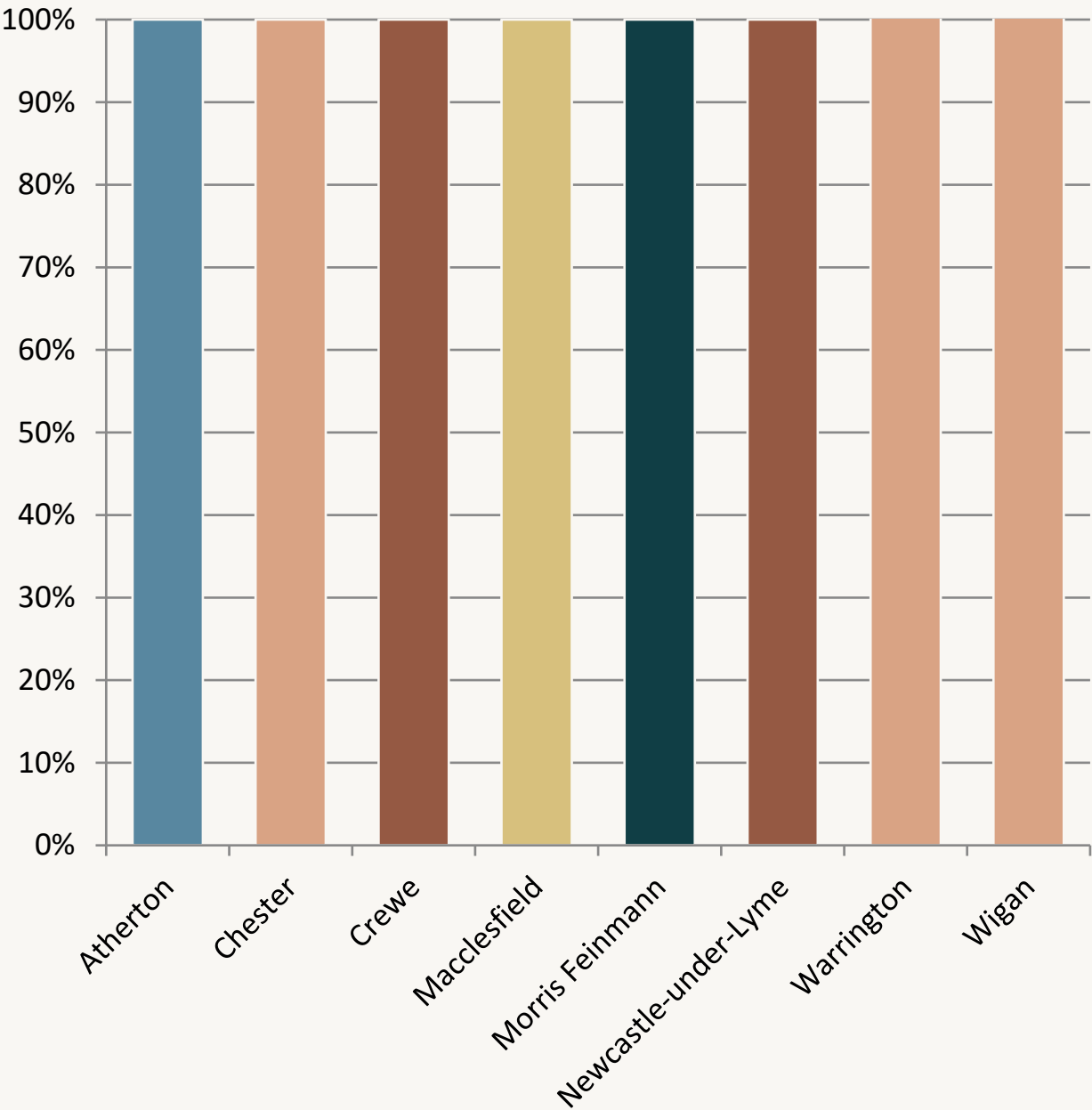
63% strongly agree however, 37% neither agree nor disagree



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 |
|--|
| Change around the tables in The Venue to a square rectangle shape. |
| They are marvellous. |
| I don't have any complaints. |

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 |
|--------------------|--|
| Activities / Staff | You put on good activities and make me feel welcome. |
| Activities | I feel that experience days help me to socialise with others and gives me the opportunity to get involved with activities that are suited to me. |
| Service / Staff | Very caring and personal, treated like own family. |

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 / Outings | I would like to go on more outings. I know transport is expensive. |
| Activities / Food | Try some new activities. More menu options. |

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 |
|-------------------|--|
| Exercise | J loves the gym and has a great relationship with Aaron. Sending appreciation. |
| Service / Staff | I am satisfied with everything that goes on. Everyone in The Venue is kind and caring. |
| Service | I would come every day if I could. |
| Service / Staff | I am so happy with attending Experience Days and staff cannot do enough for me. |
| Staff | Staff are wonderful. |

Manager's comments:

Thank you to everyone who completed this year's survey. Your feedback is vital to helping us continue to improve our service.

We were delighted to read the broadly very positive feedback received for our Experience Day service and in particular that 100% of our customers would recommend Belong.

At the same time, we have noted areas for improvement, particularly around increasing variety in the activities and menu options offered.

We trust that you will continue to enjoy your experience in Belong Warrington, and we look forward to continuing to drive quality in our service in the year ahead.

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.

