

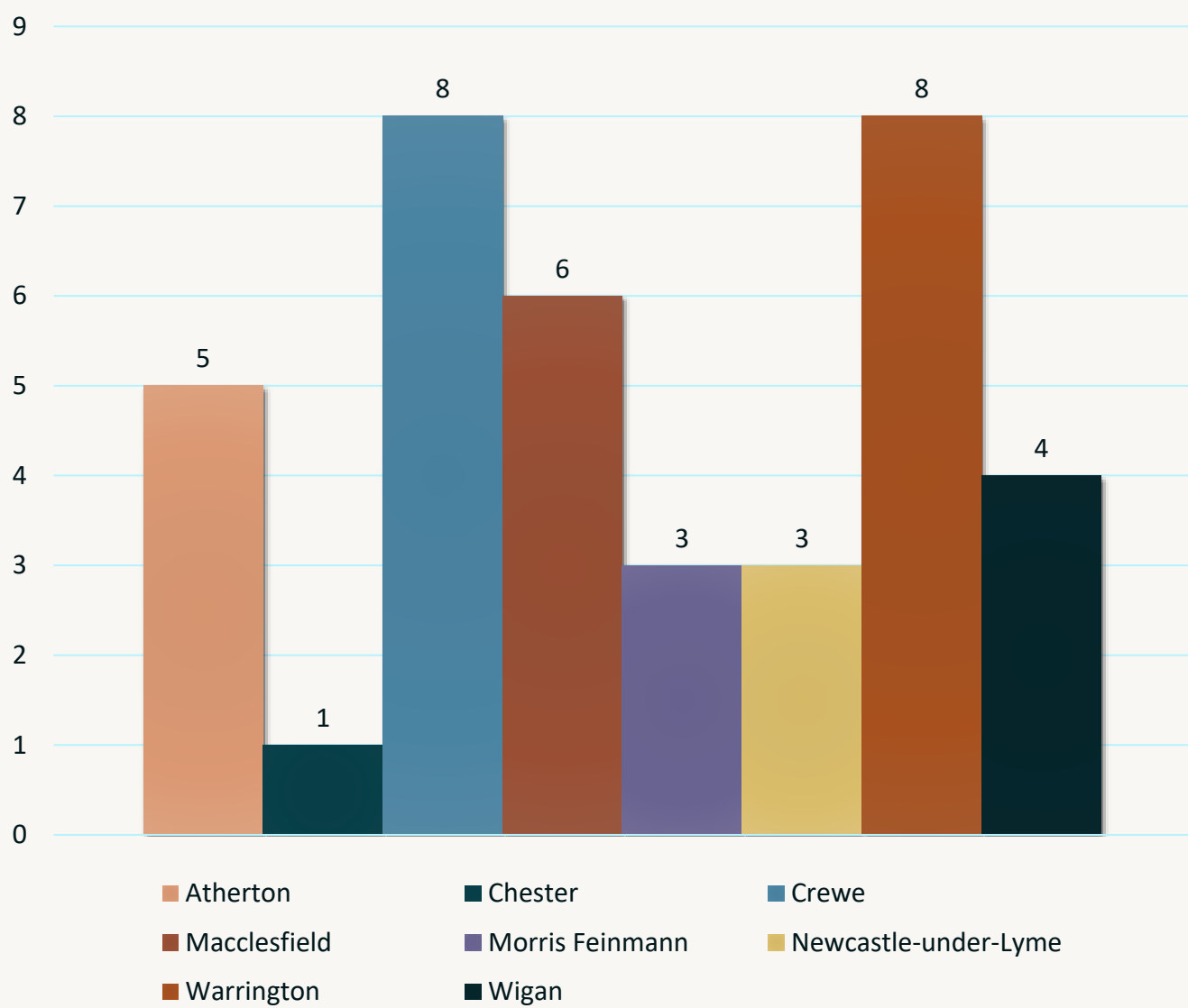
Belong Wigan Experience Days

Customer Satisfaction Results

2023

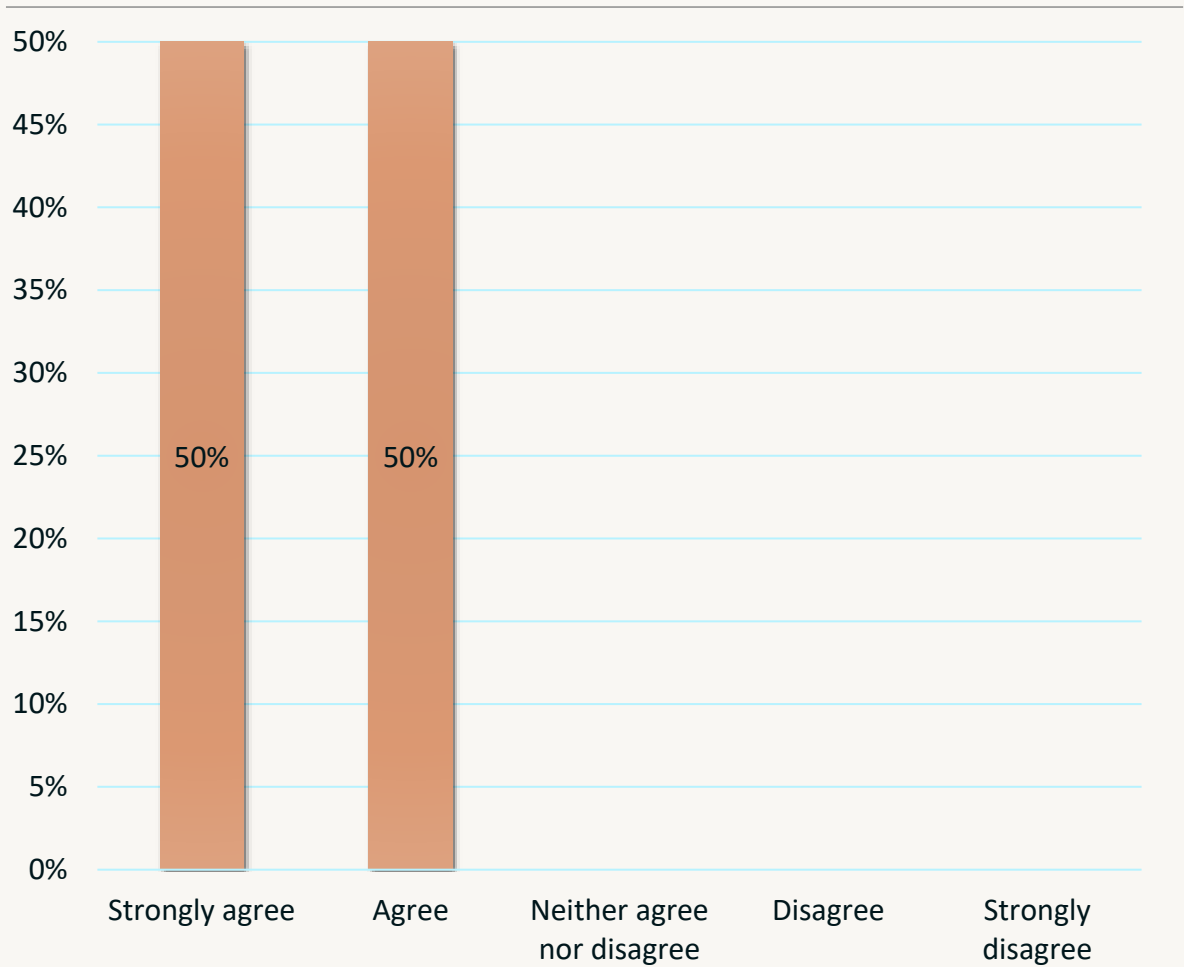


The number of surveys completed and returned by Experience Day Customers, by location were:



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

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

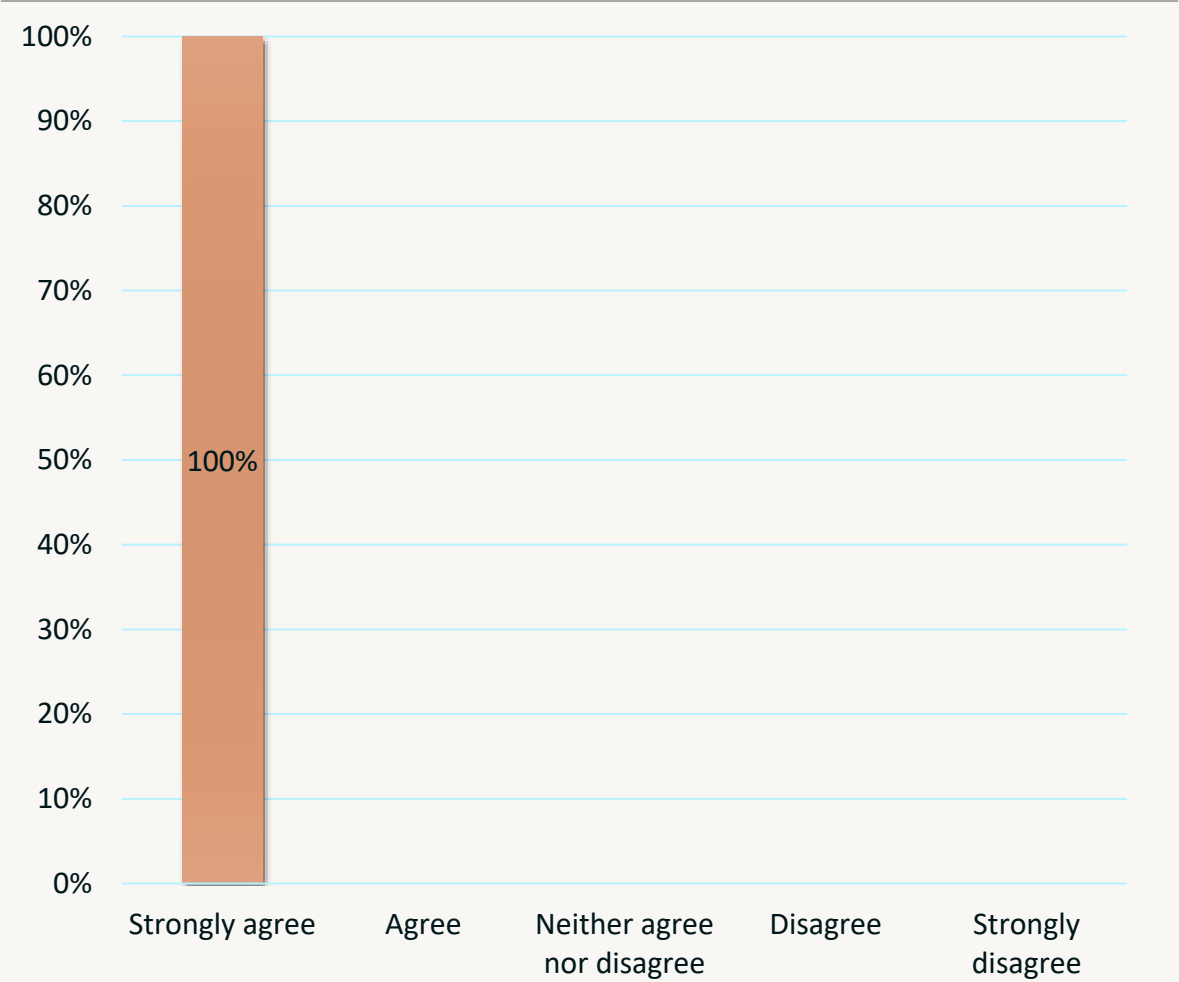


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
The staff are good.
We love to play dominoes.

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

100% strongly agree

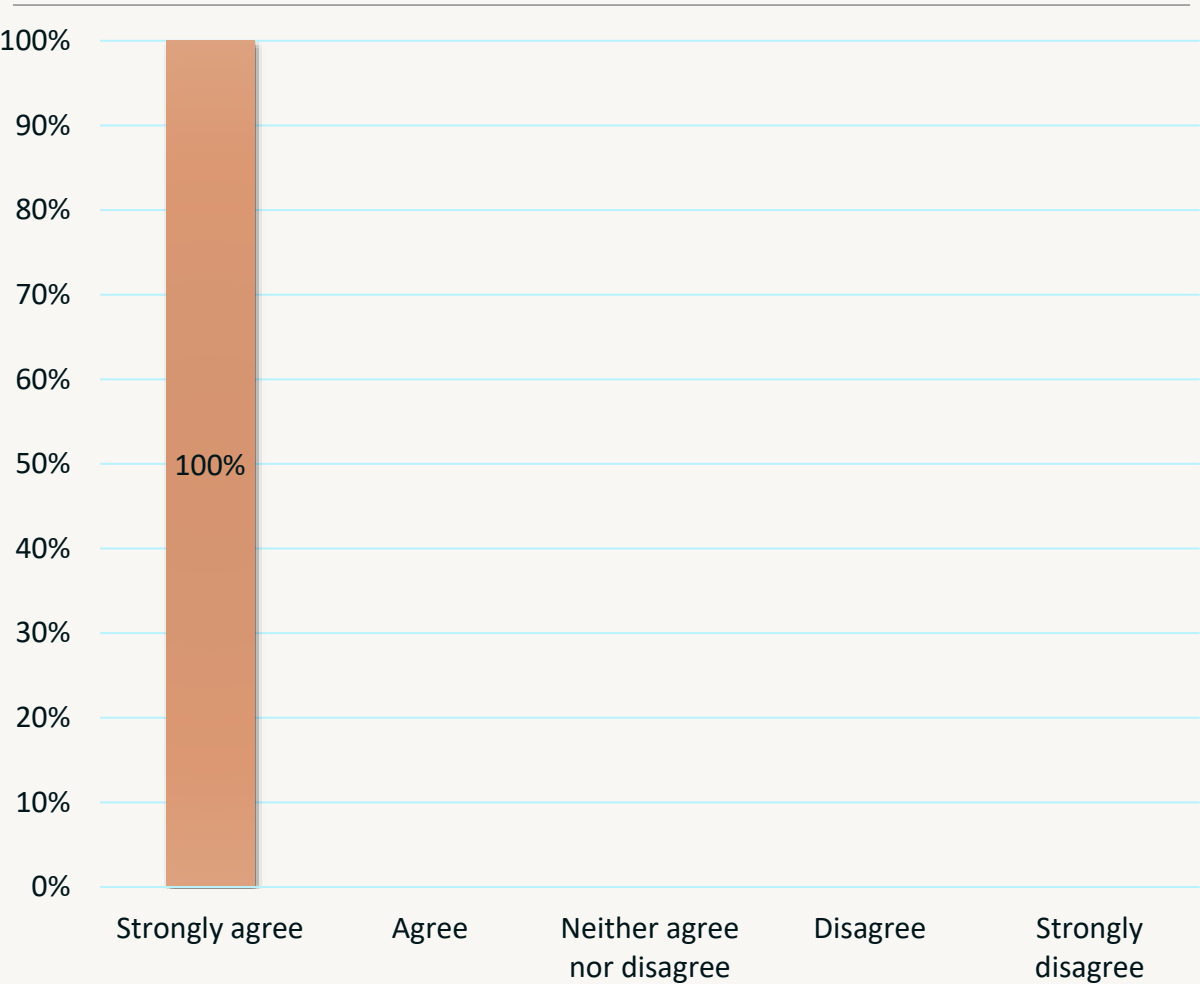


We asked respondents if there was anything else they'd like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
They gave me support when my wife passed away.

I feel safe whilst at a Belong village.

100% strongly agree

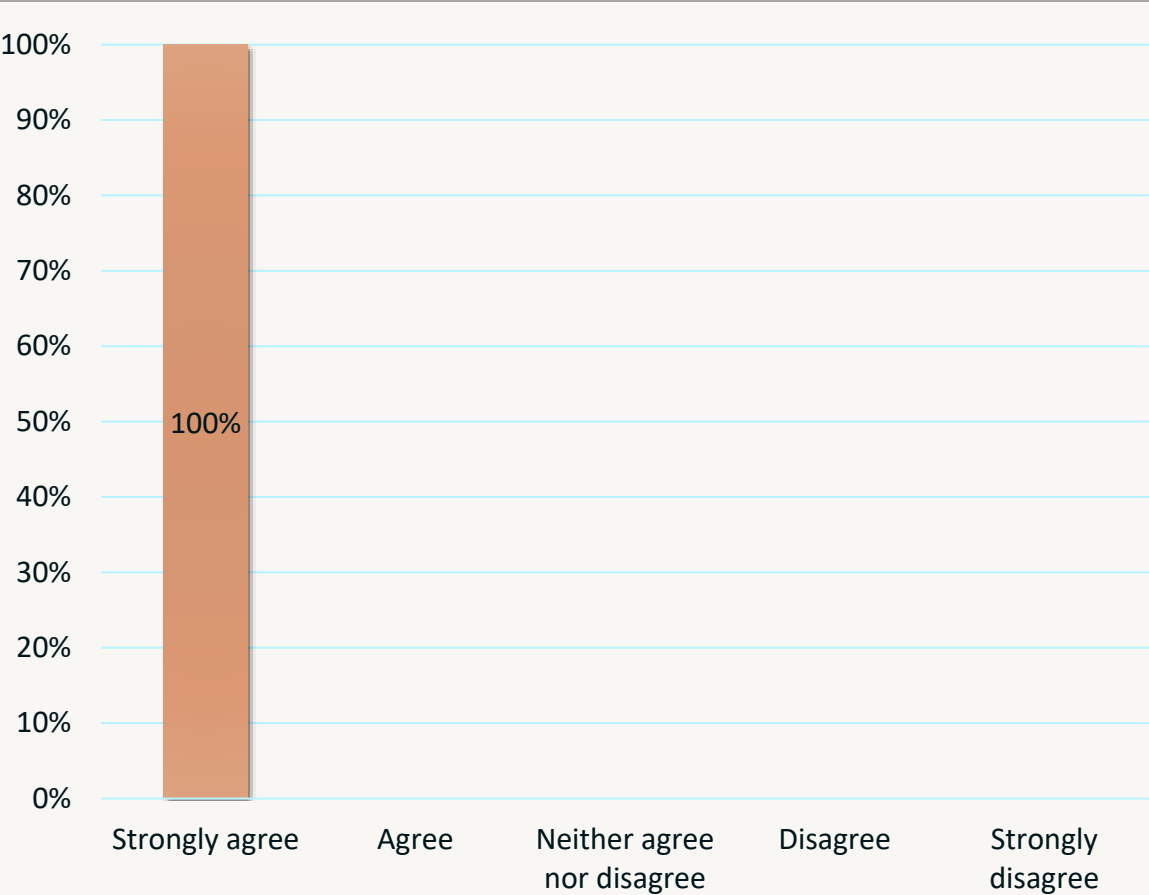


We asked respondents if there was anything else they’d like to tell us in relation to the above; no comments were received.

Comments
No comments were received.

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

100% strongly agree

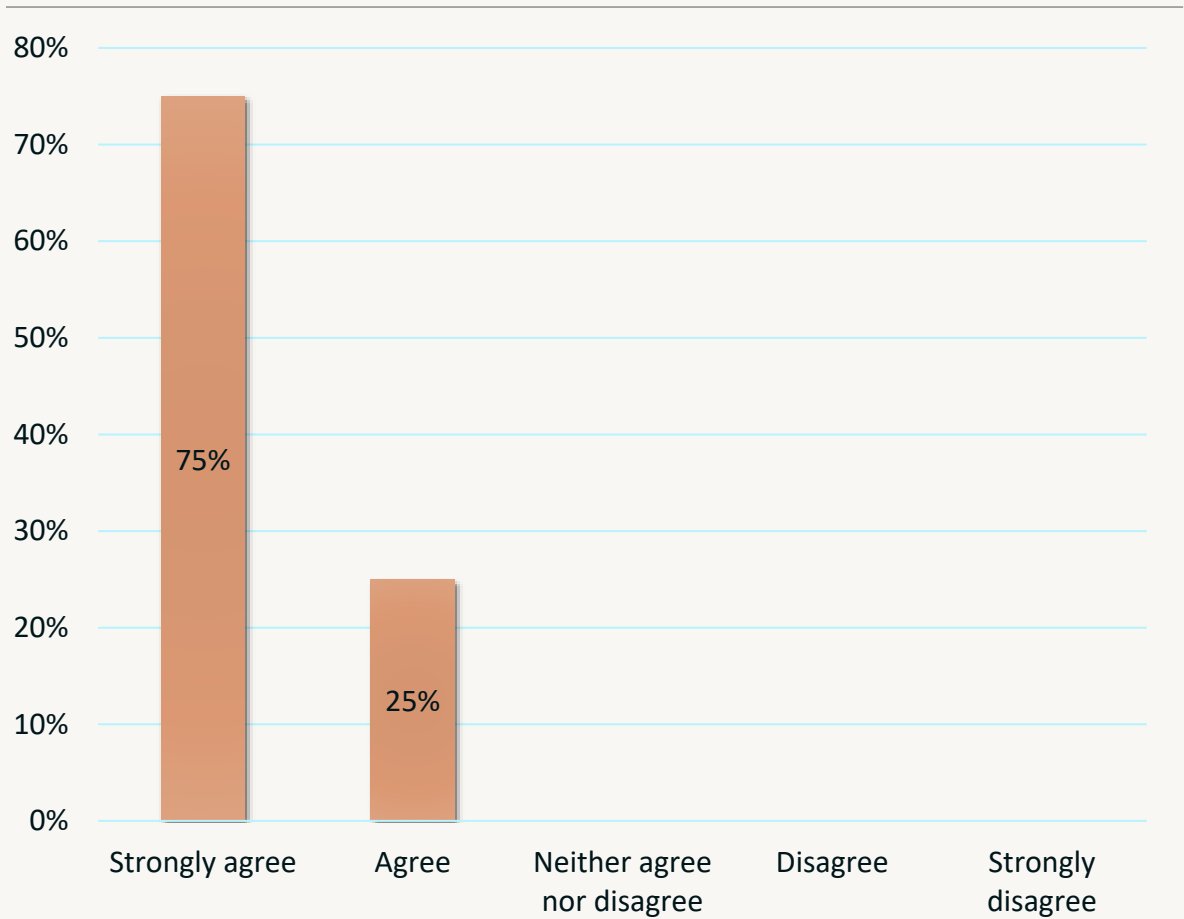


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
The staff organise planning sessions which meets all needs.
Dominoes, cards and all that they do.

I enjoy using The Bistro.

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

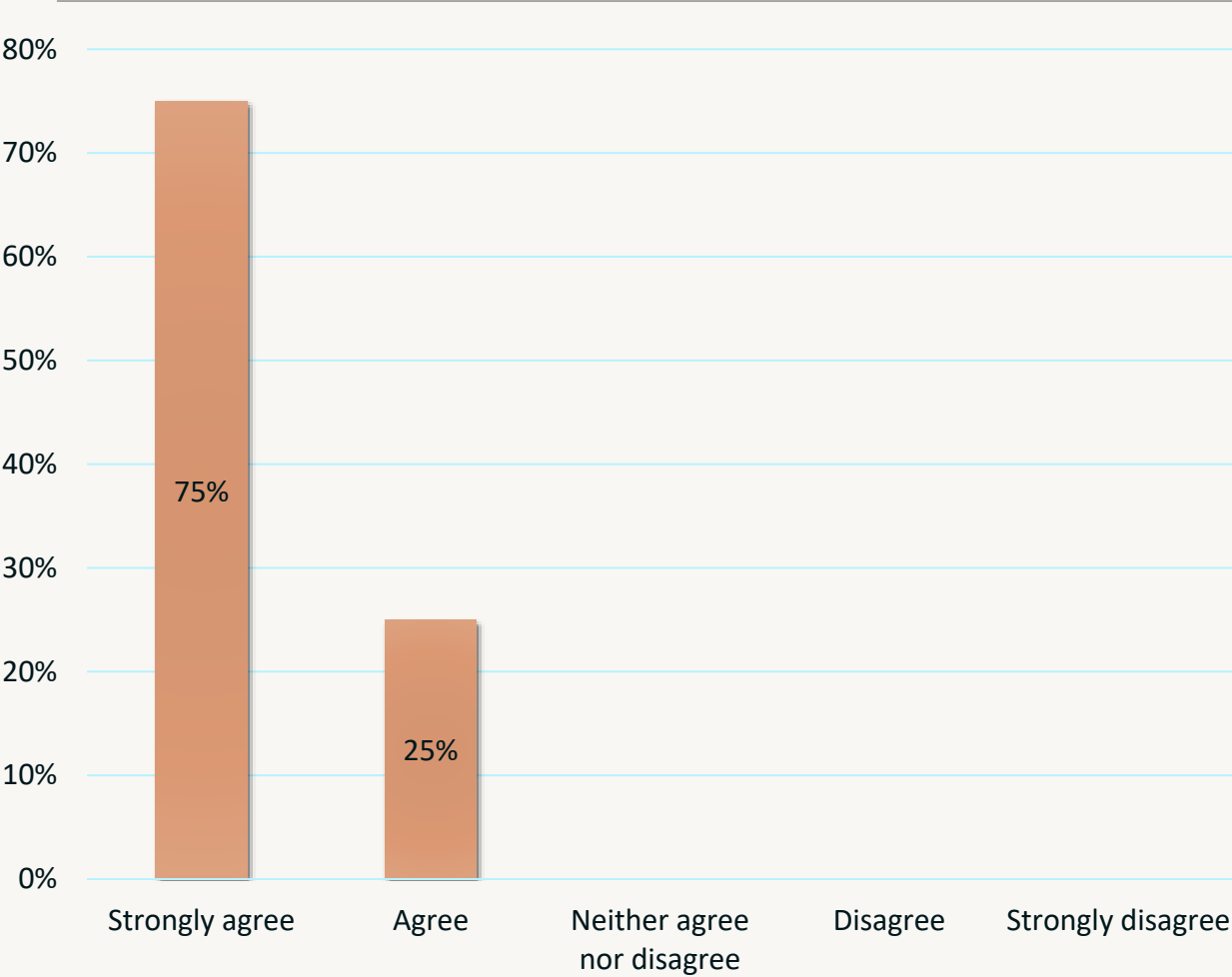


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
We use The Bistro daily - great food every time.
Enjoy meals.

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

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

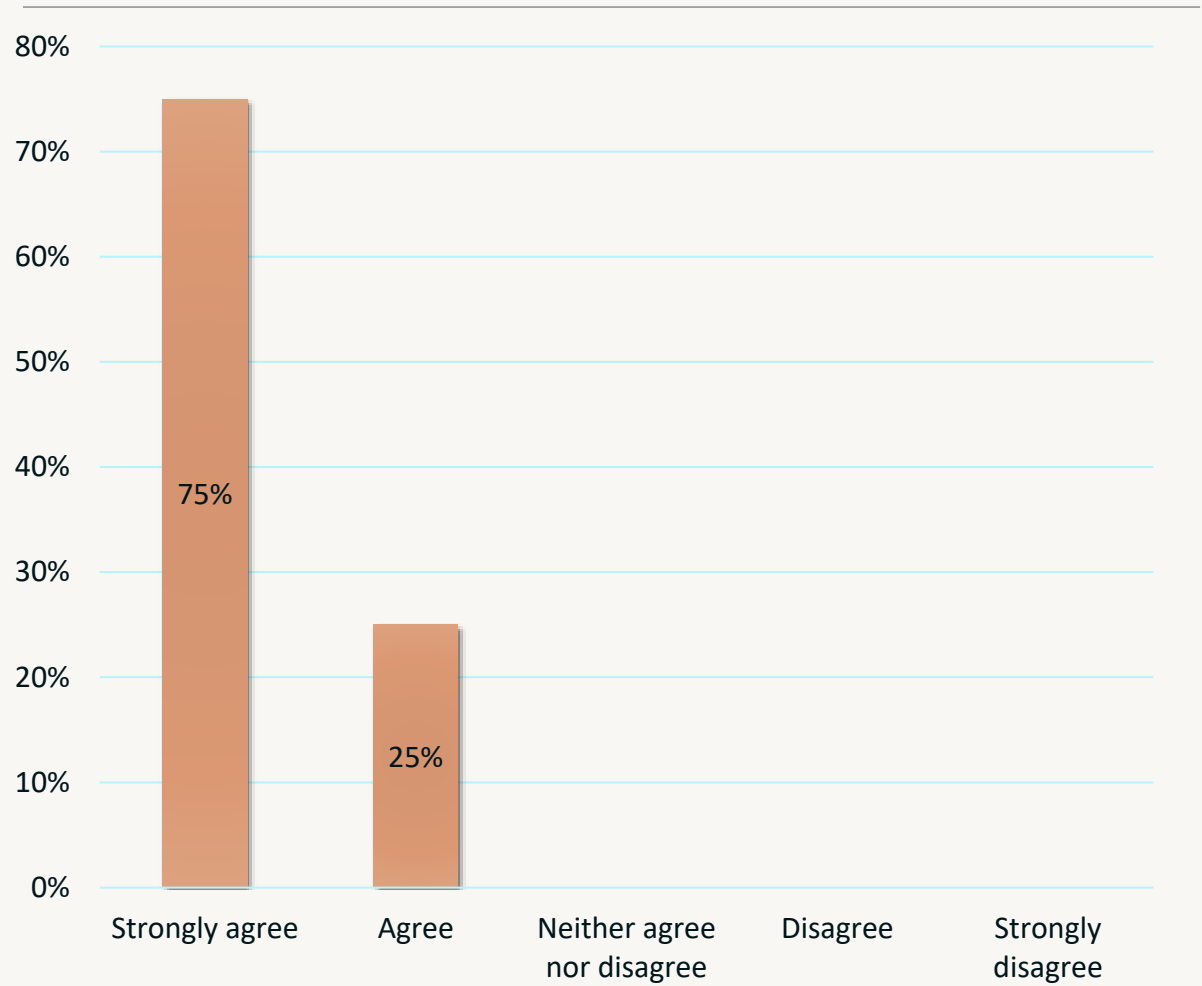


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

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



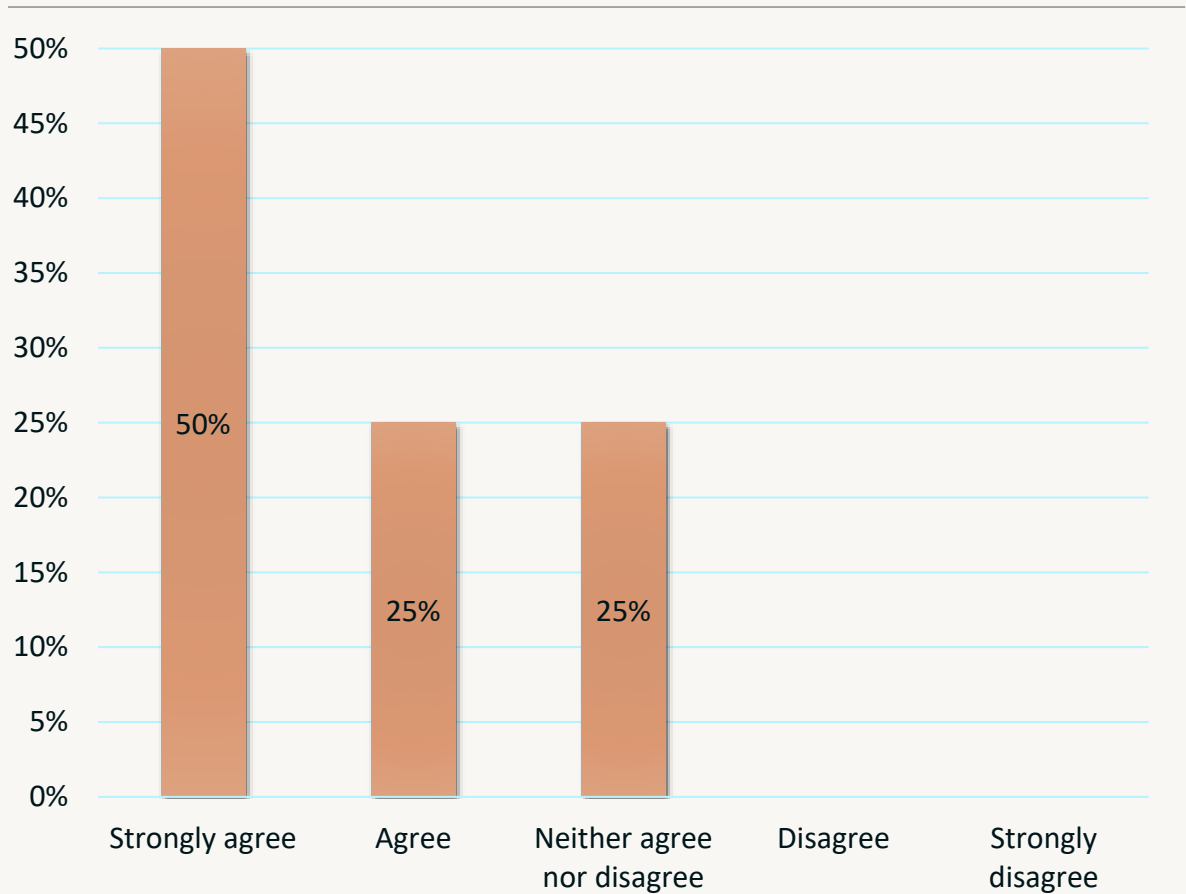
We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments

No comments were received.

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

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

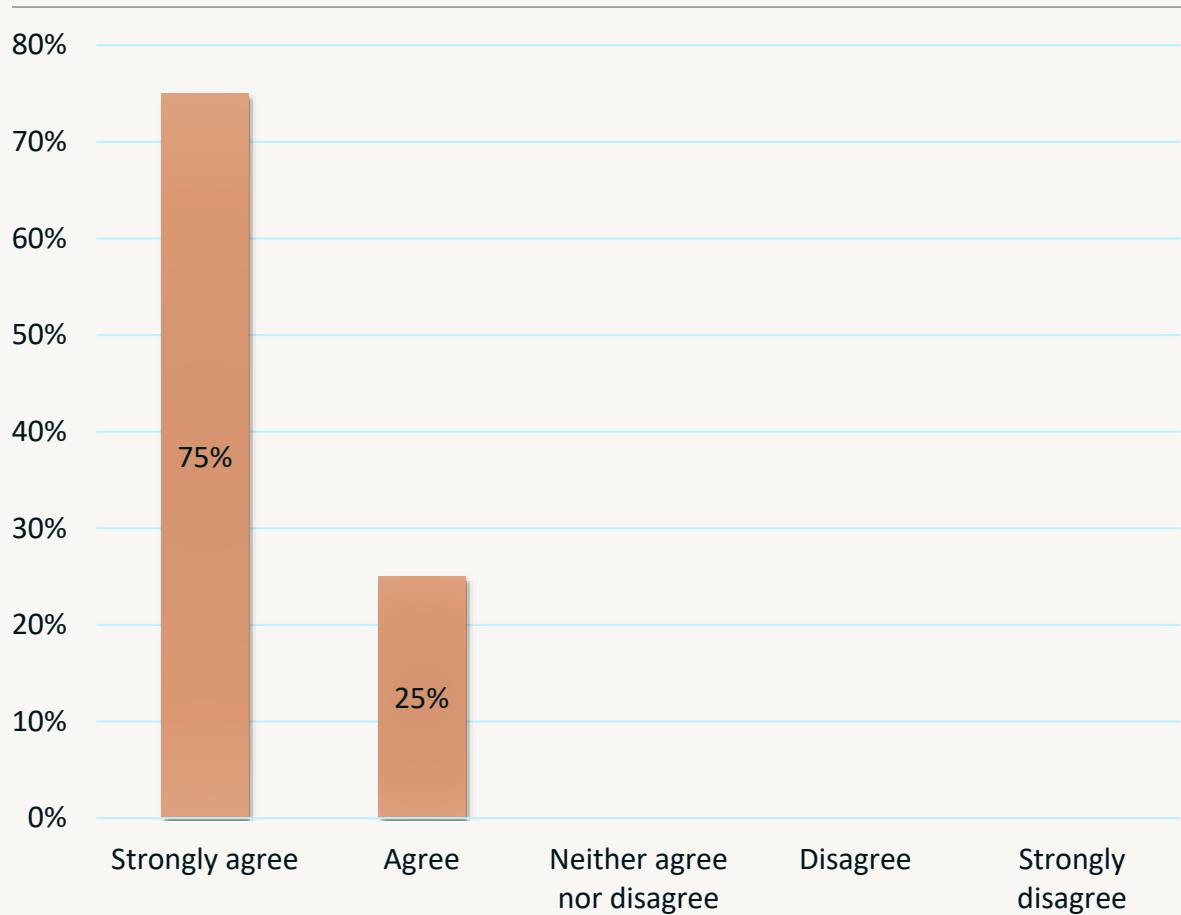


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Lee is great and encourages exercise at my visit to Belong.

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

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

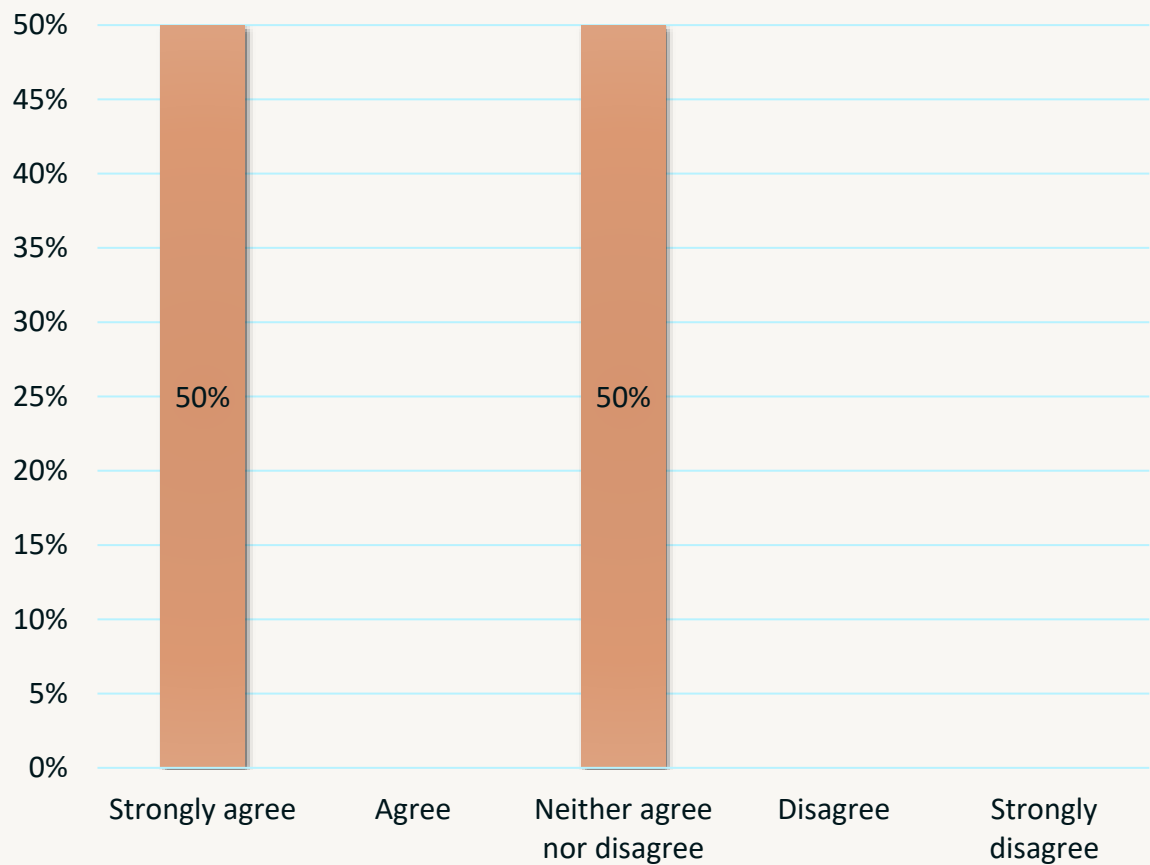


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

My spiritual needs are supported in Belong.

50% strongly agree however, 50% neither agree nor disagree.

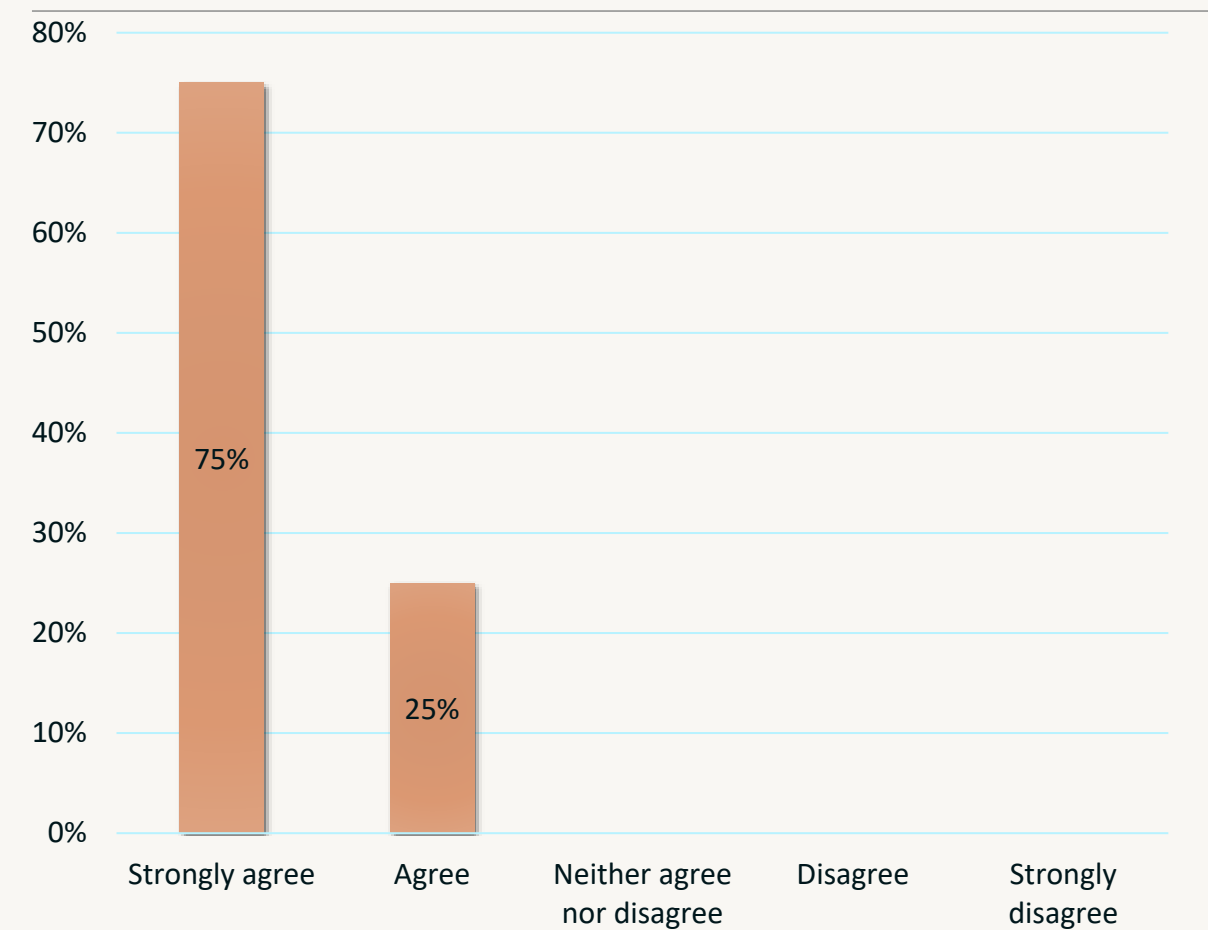


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

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

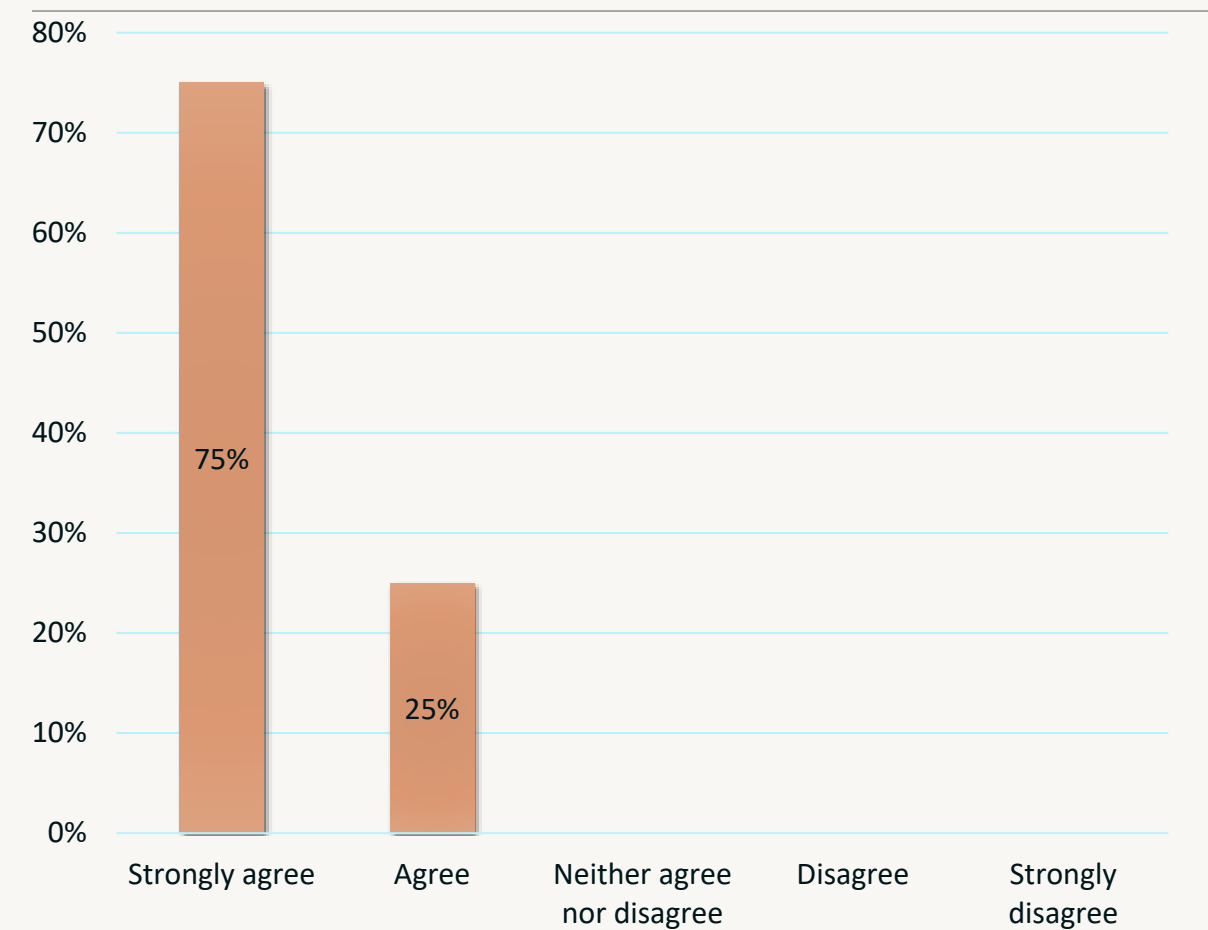


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

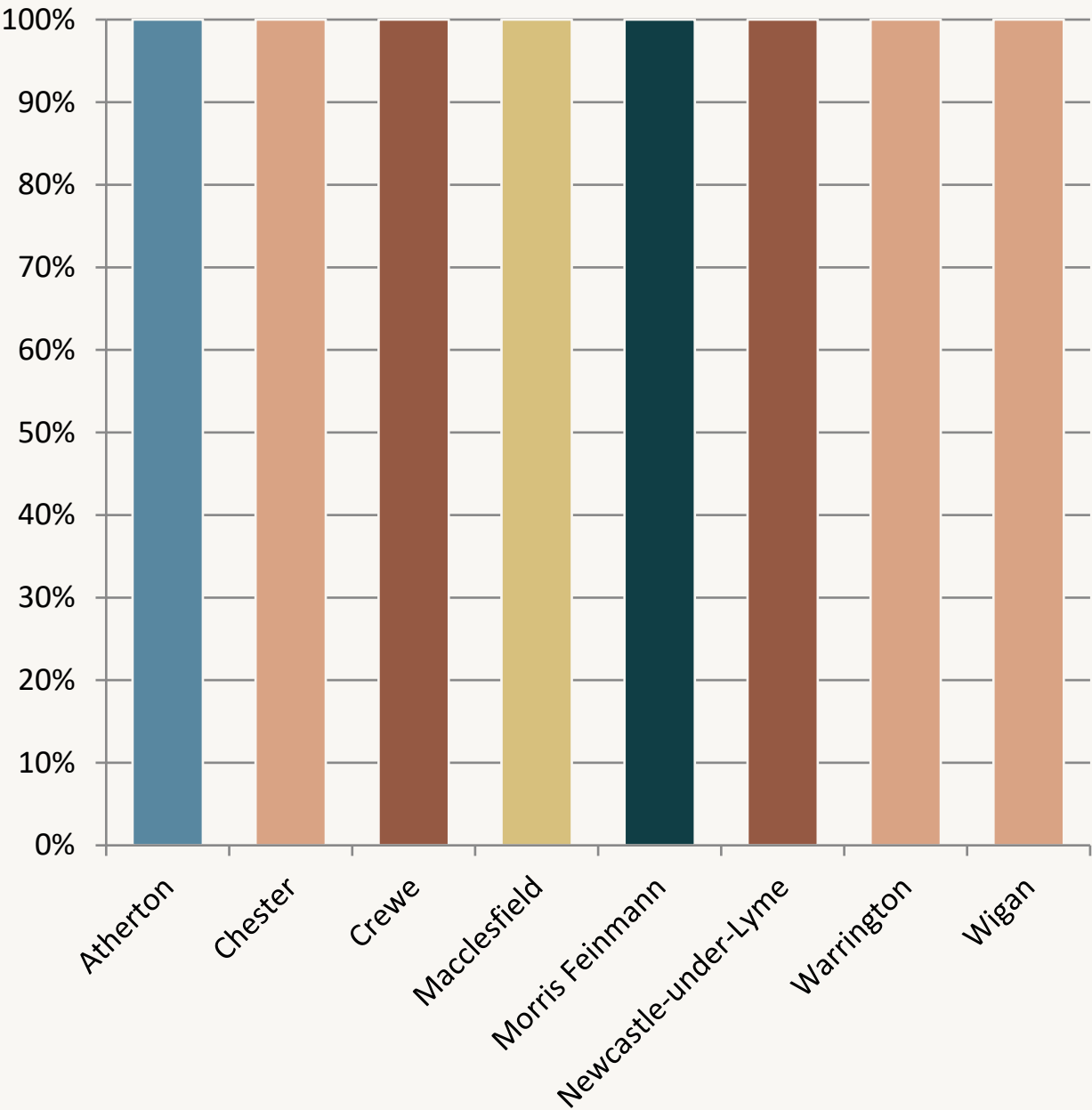
75% strongly agree, rising to 100% if agree responses are included.



We asked respondents if there was anything else they’d like to tell us in relation to the above; here 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
Activities	Keeping people active and occupied.
Activities	Help with the problems. Make me feel welcome.
Activities	Playing dominoes and bingo.

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
N/A	Nothing at the moment.

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
Companionship / Staff	Made very good friends with all the lovely girls.

Manager's comments:

Thank you to everyone who took the time to complete this year's survey and provide their feedback. We were absolutely delighted that 100% of our Experience Days customers would recommend this service, as well as with the overwhelmingly positive feedback across all indicators.

We are absolutely committed to continuing to improve, innovate and ensure excellence in all of our services and support. We are making changes all the time in line with feedback and I hope this dialogue will be maintained through ongoing conversations and future surveys and reviews.

Please be assured that we aim to learn from all feedback received and use this so that we can continue to go from strength to strength.

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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.

