

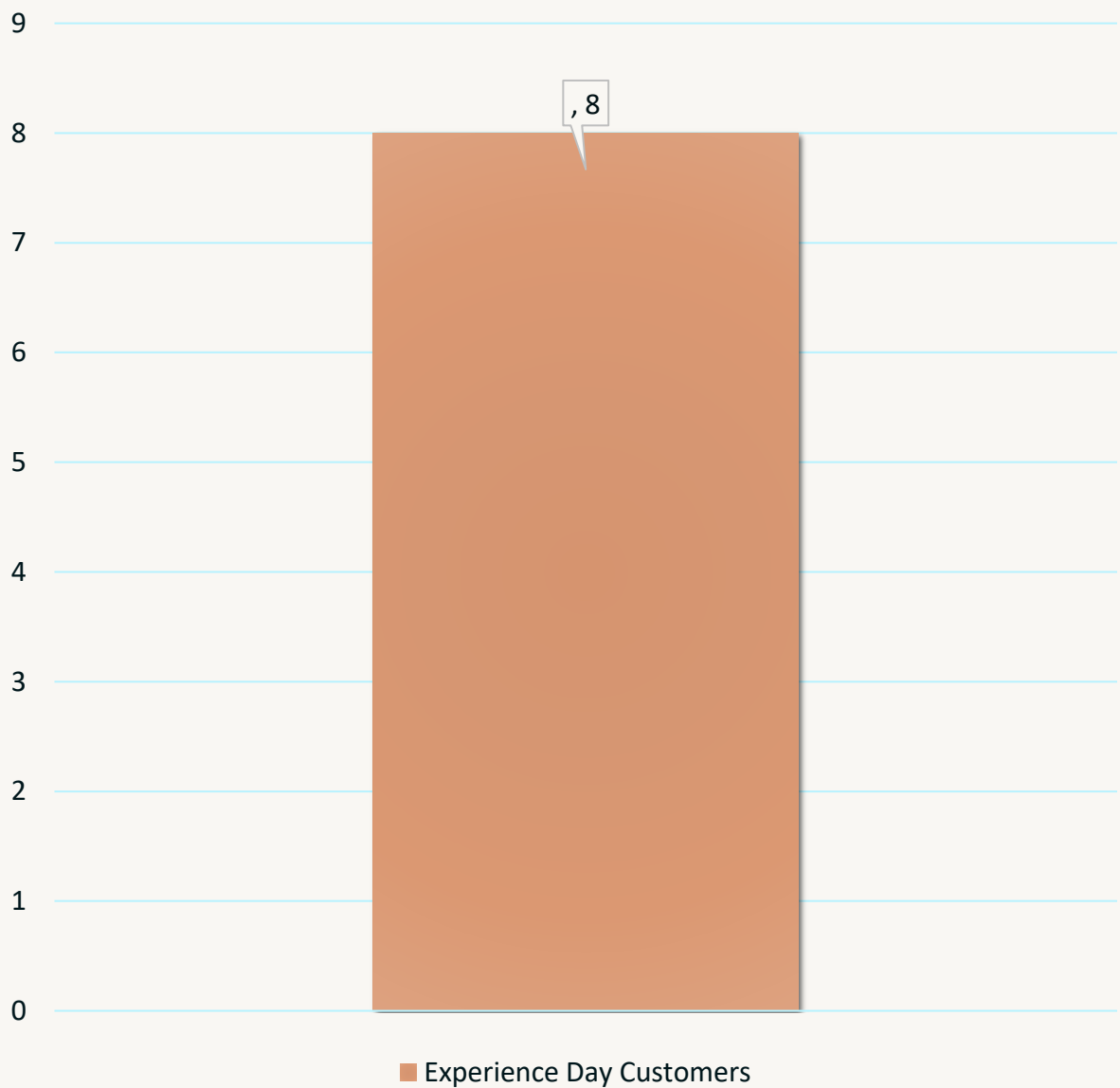
Belong Macclesfield Experience Days

Customer Satisfaction
Results

2025

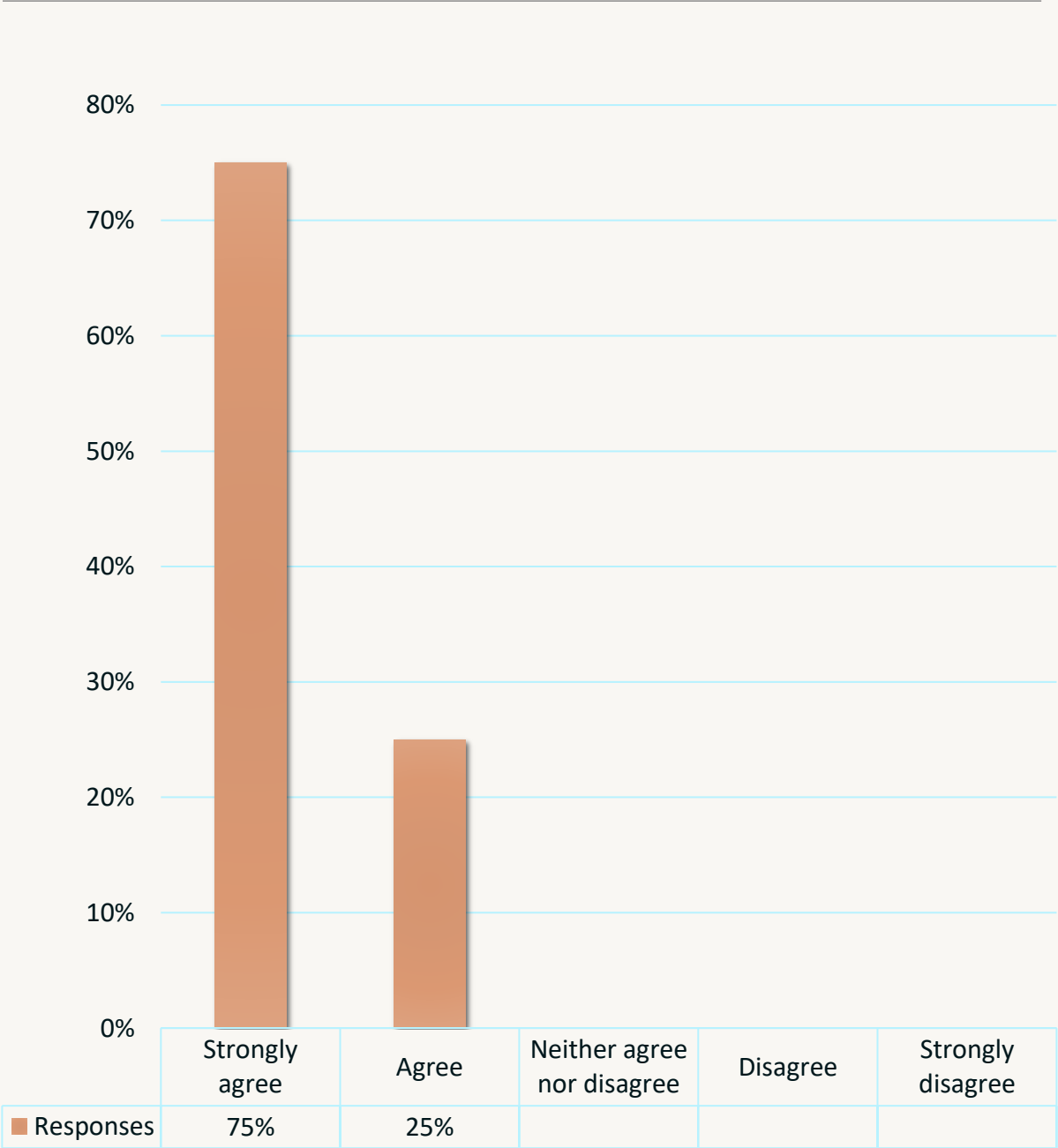


8 surveys were completed and returned by Experience Day Customers, for Belong Macclesfield.



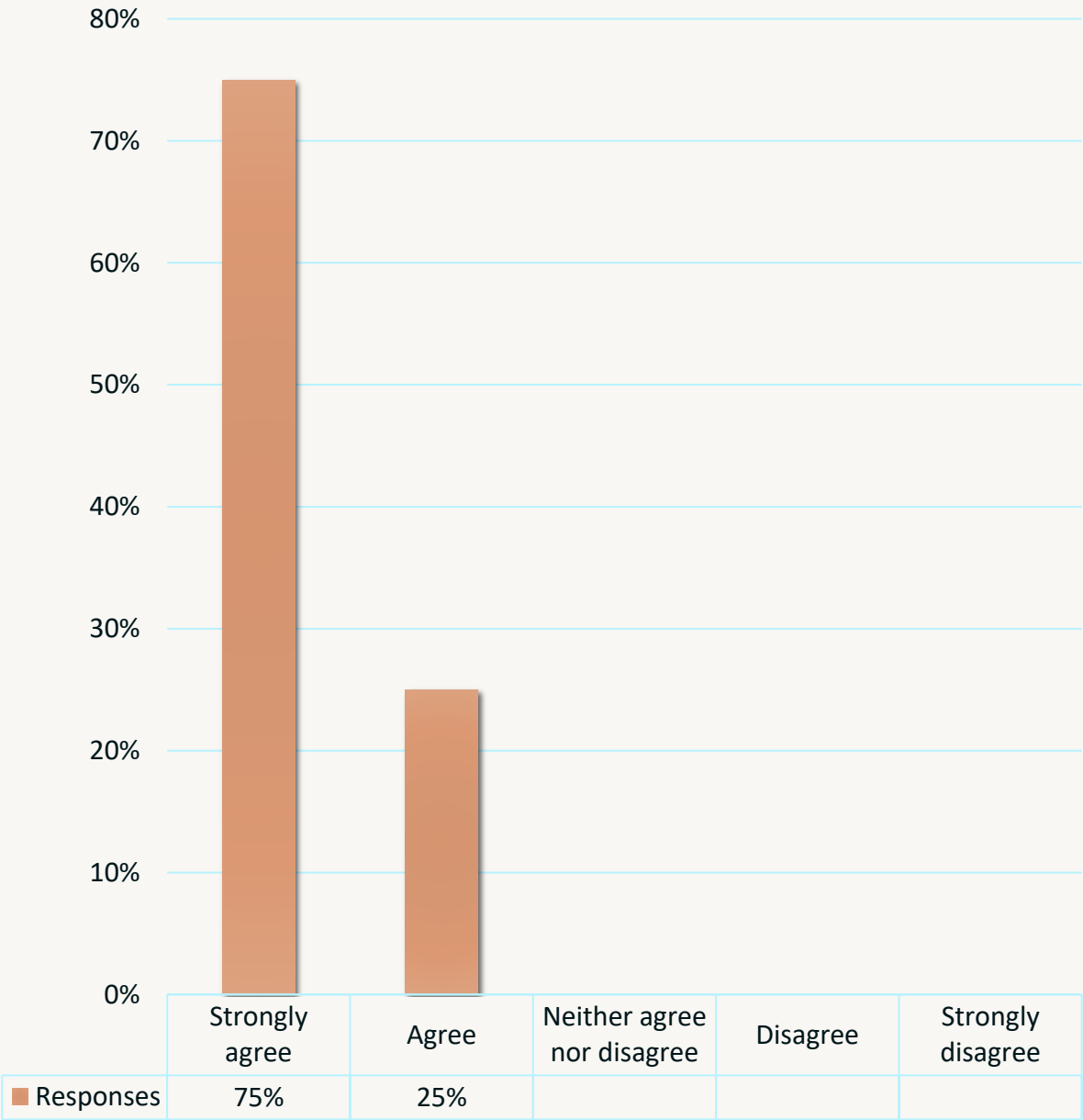
I am happy with the quality of service that I receive.

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



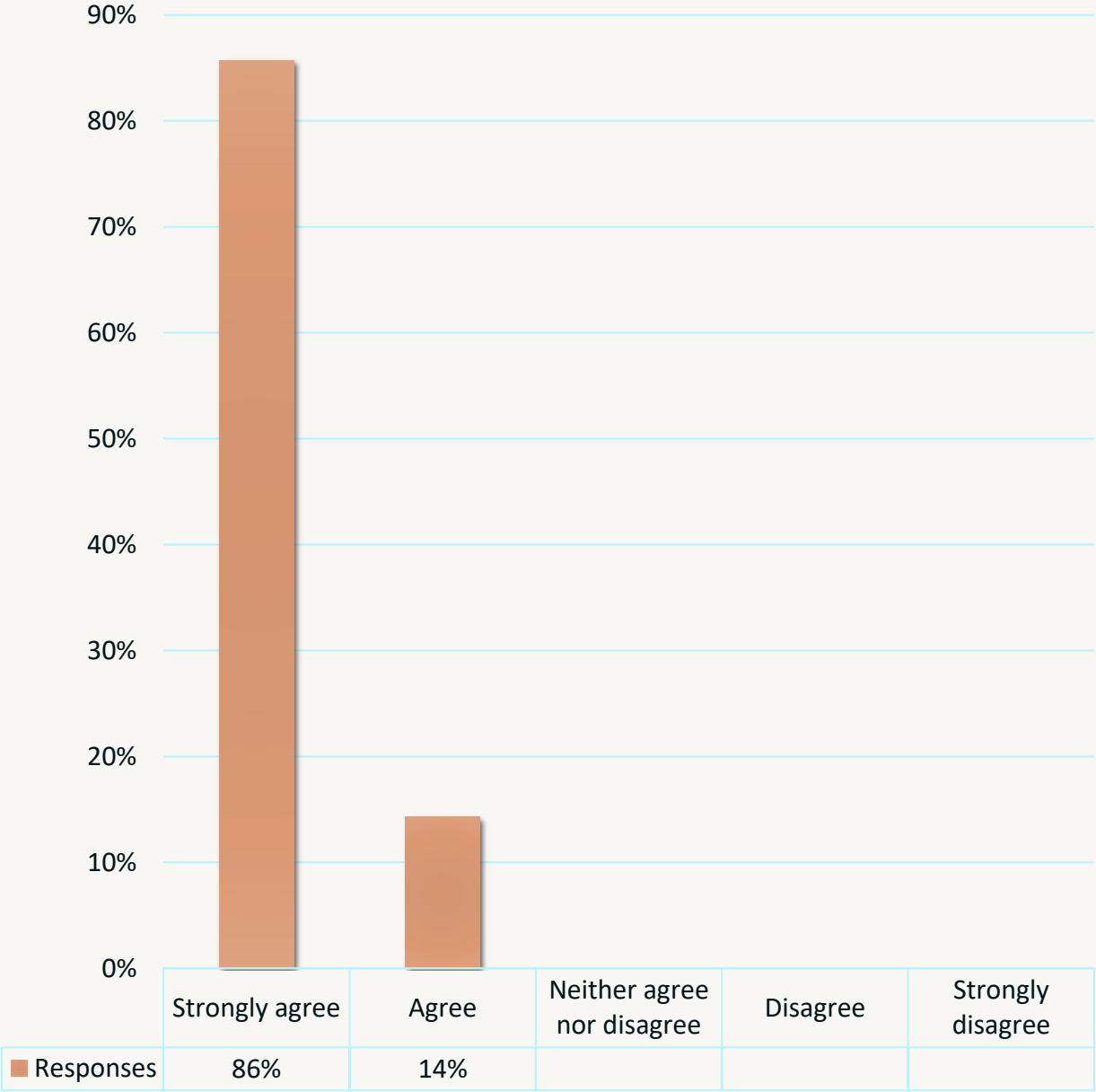
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

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



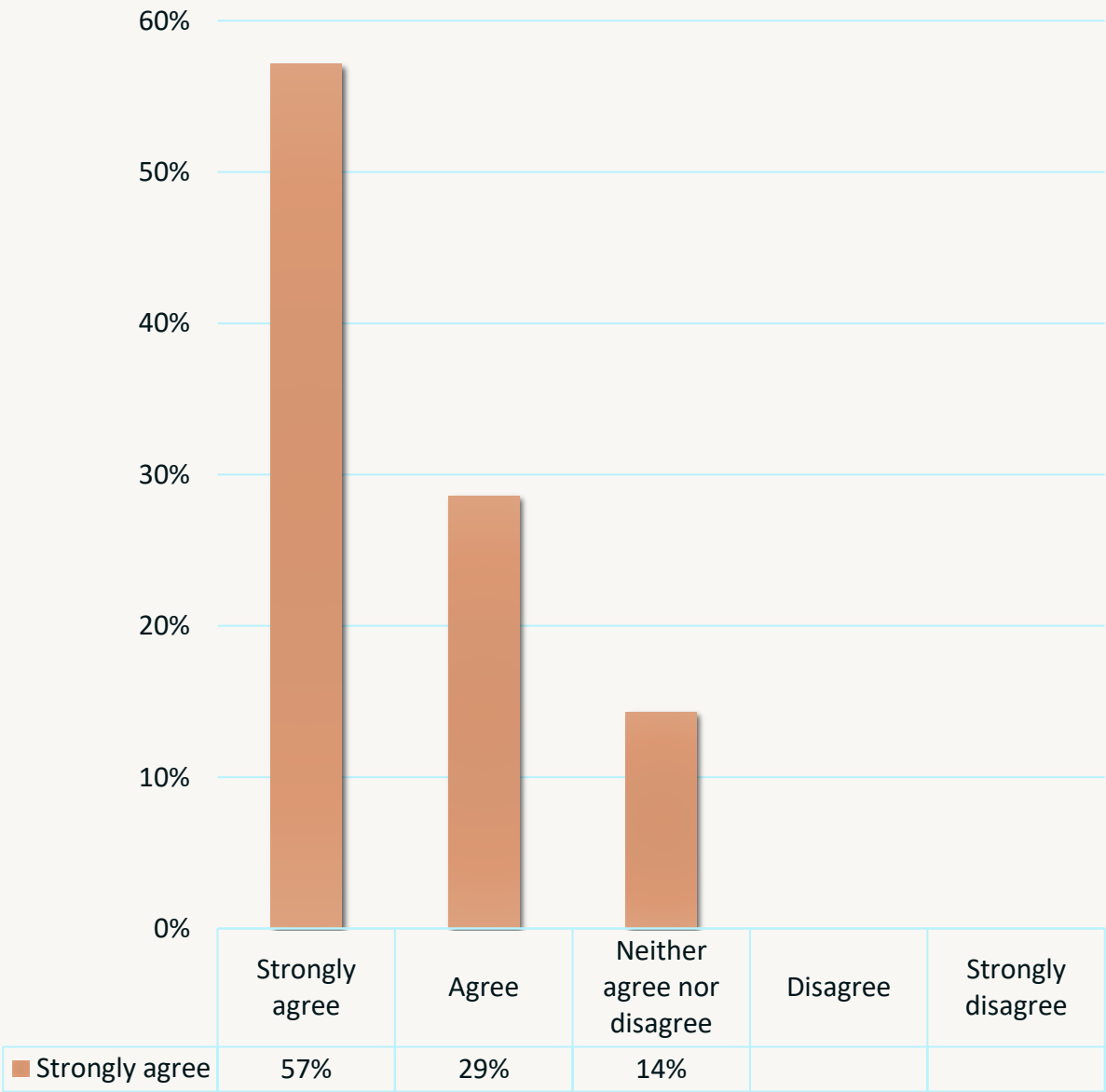
I feel safe whilst at a Belong village.

86% strongly agree, rising to 100% if agree responses are included.



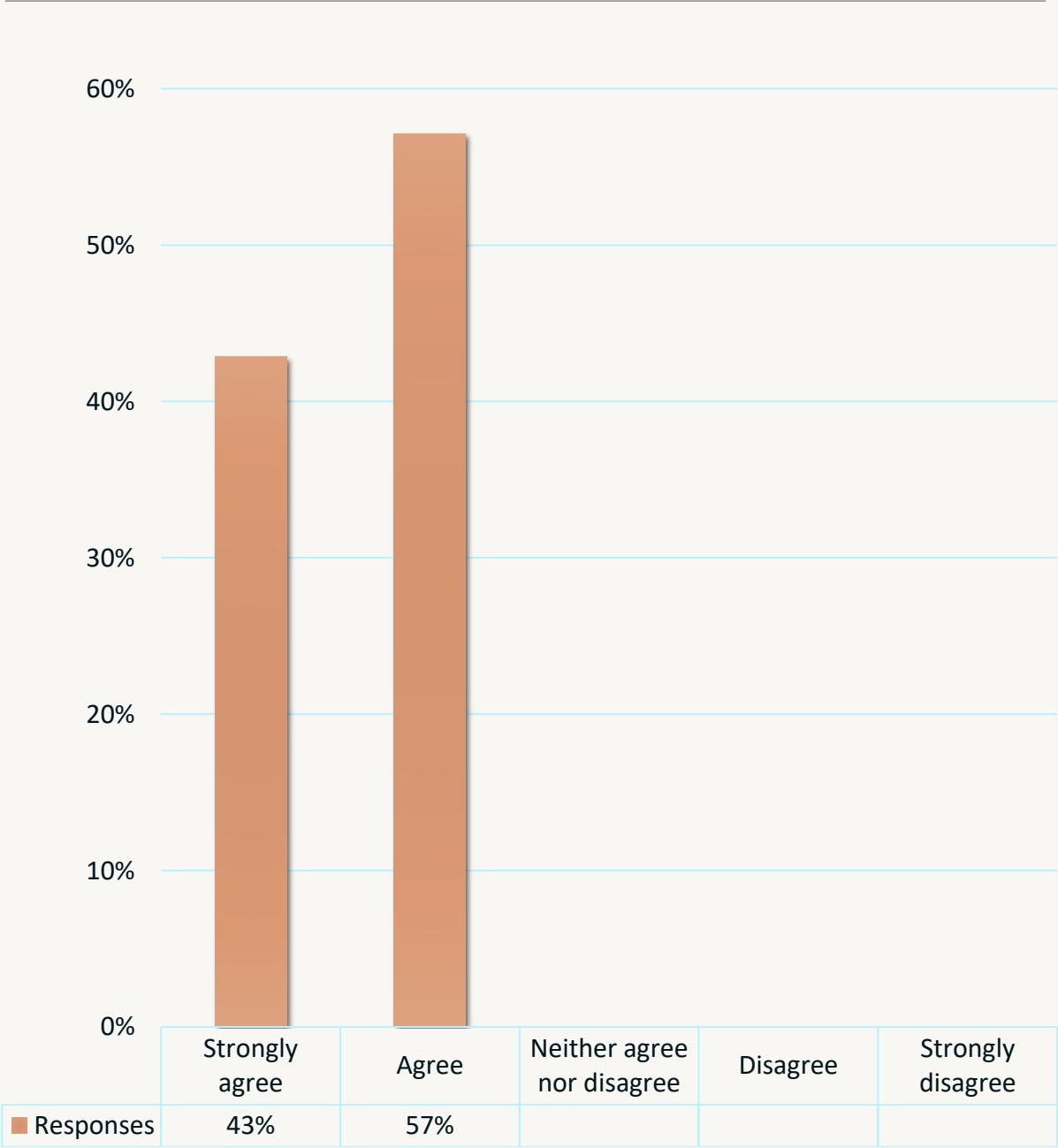
I enjoy using The Bistro and I am happy with the quantity and quality of food and drink received during my Experience Day.

57% strongly agree rising to 86% if agree responses are included.



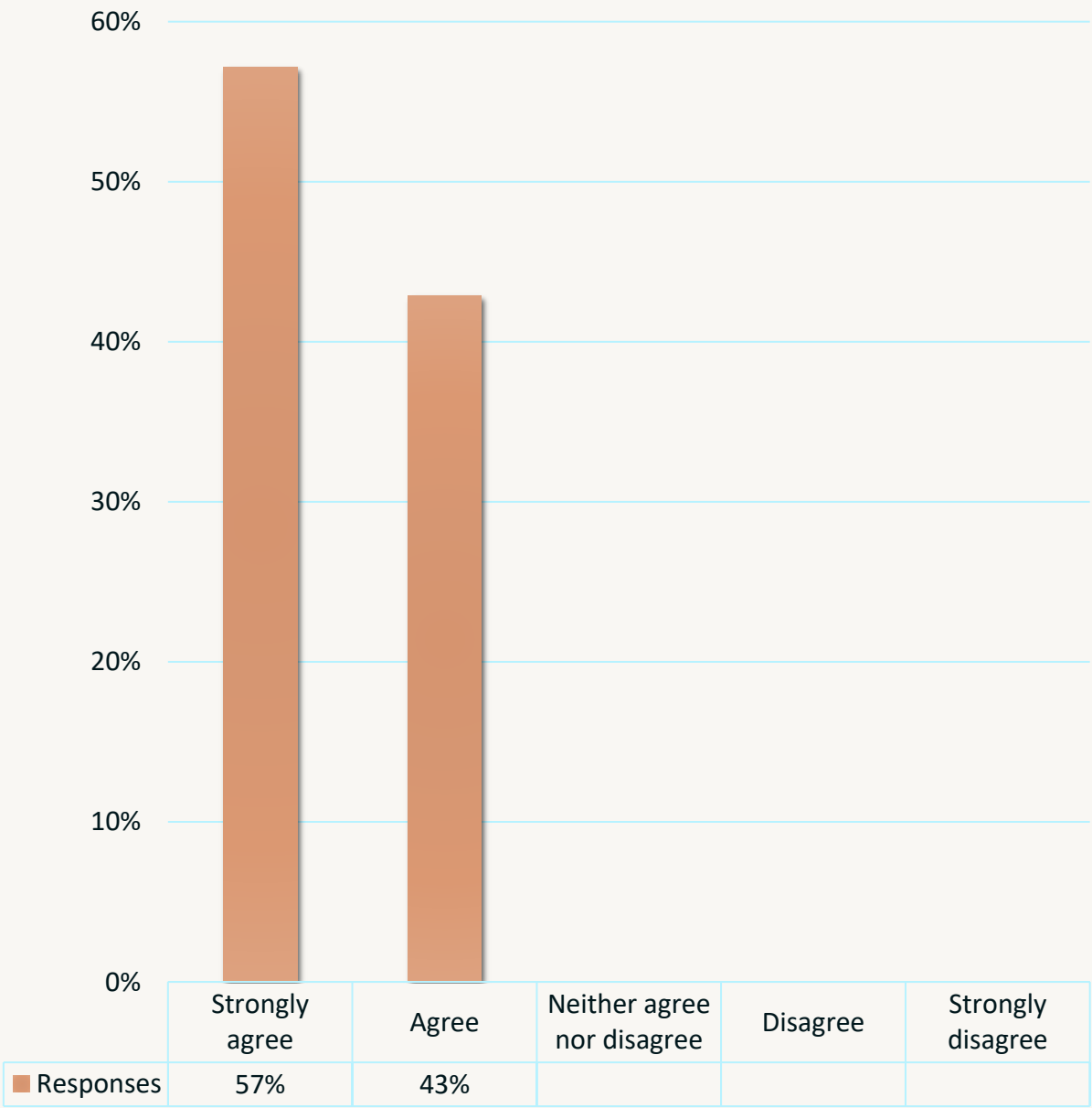
I am happy with the range and number of activities available in the village.

43% strongly agree, rising to 100% if agree responses are included.



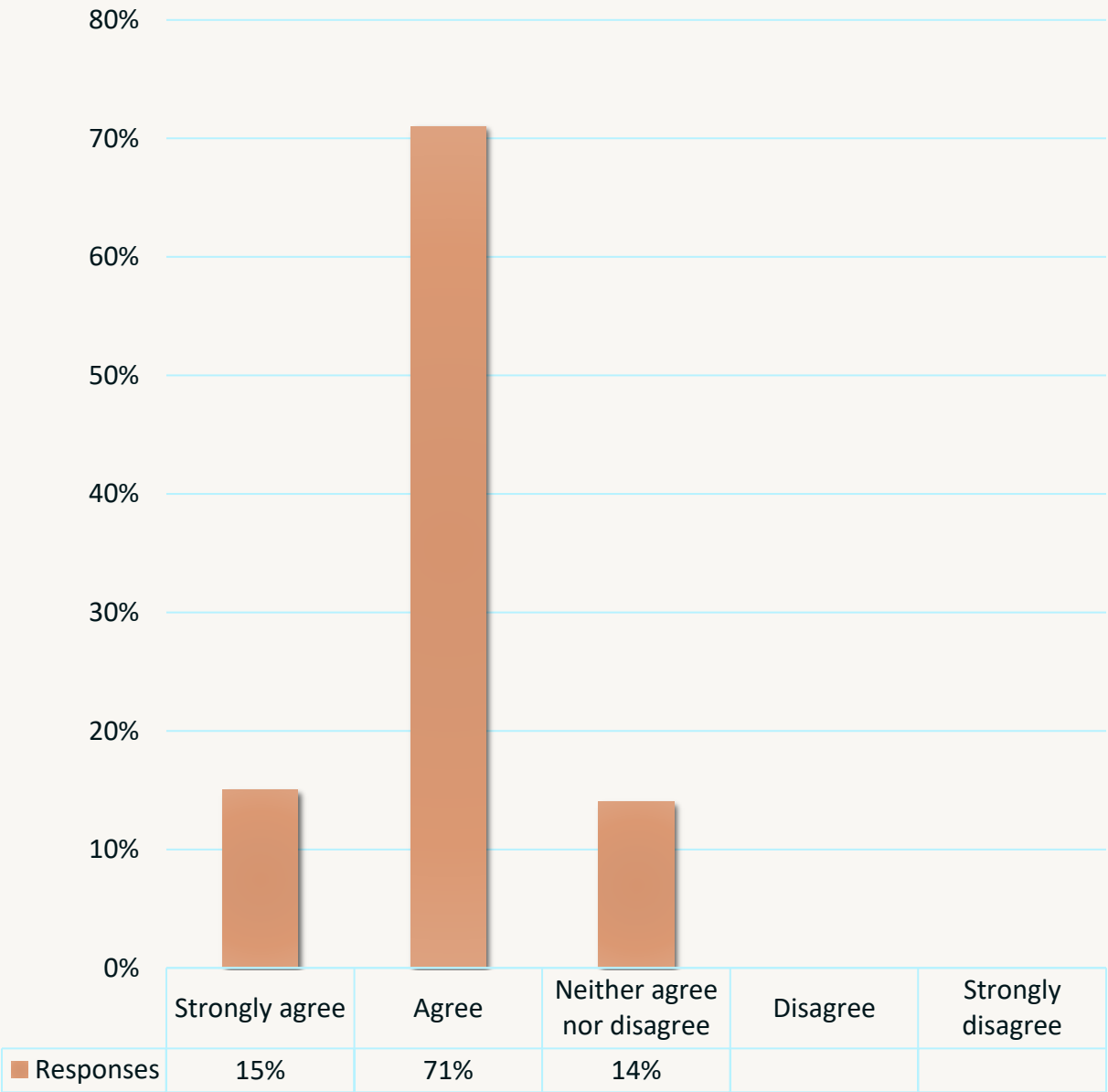
I feel like I am part of the village community.

57% strongly agree, rising to 100% if agree responses are included.



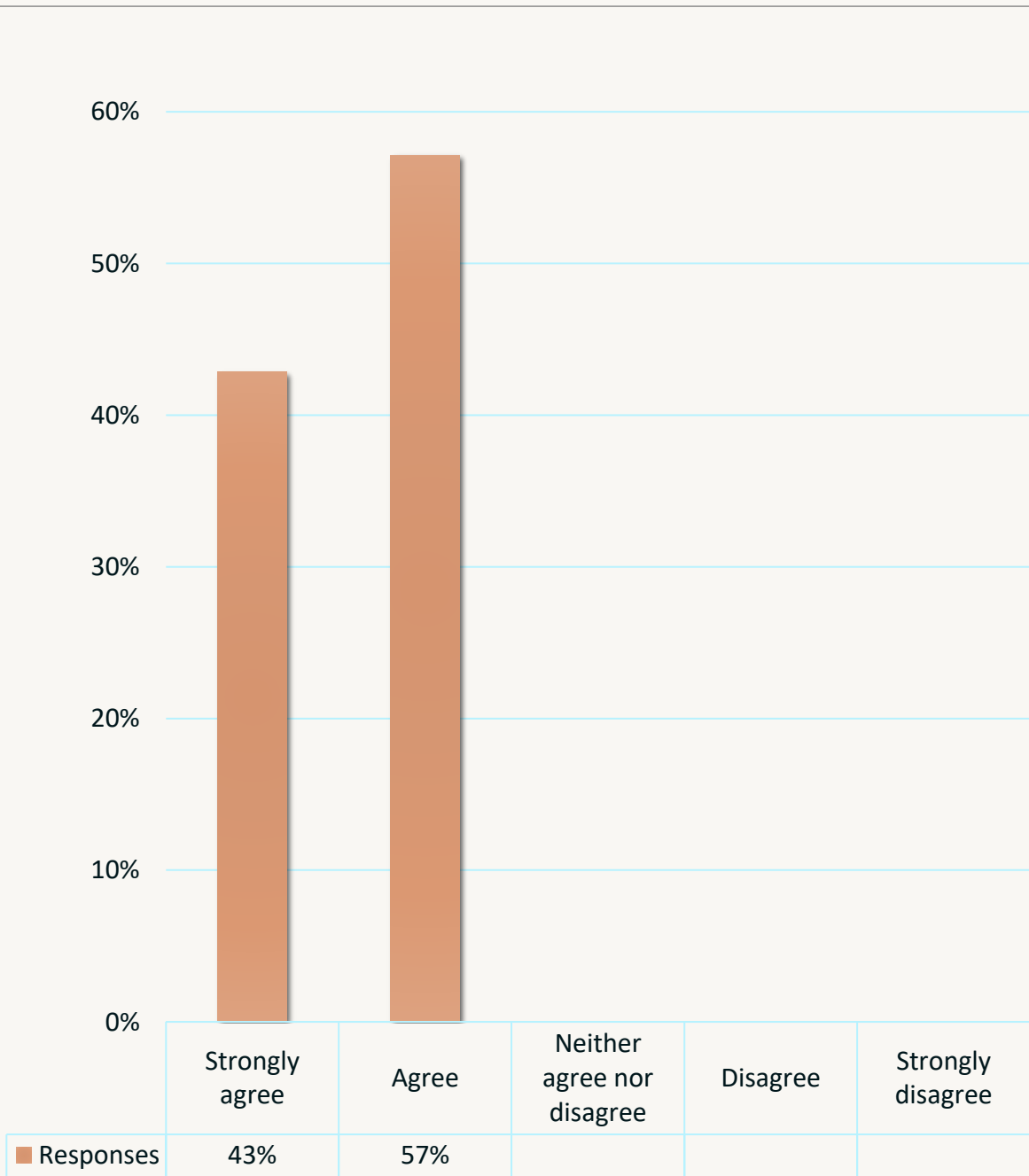
I feel Belong communicates well with me about what is happening in the village.

15% strongly agree, rising to 86% if agree responses are included.



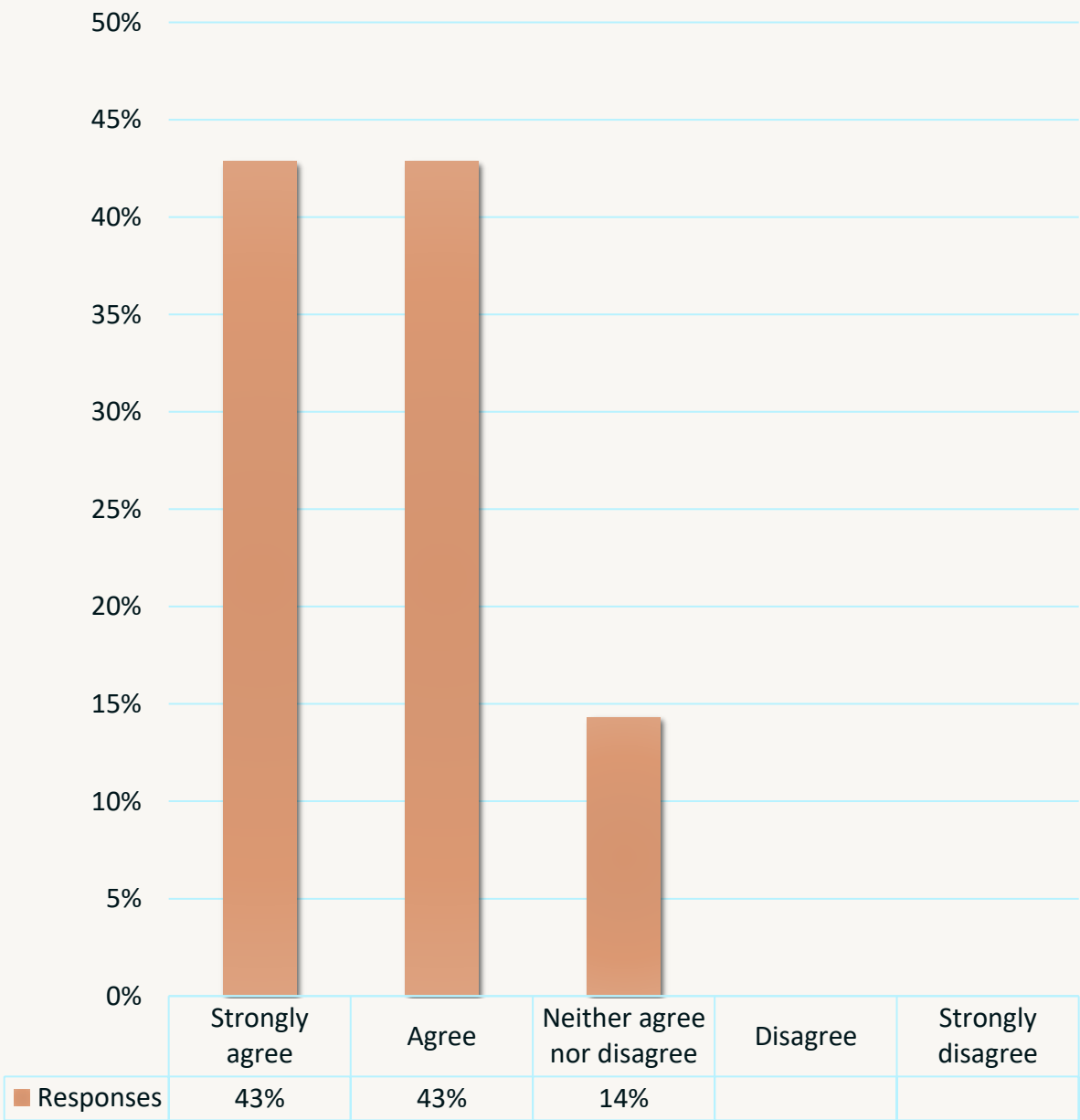
The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

43% strongly agree, rising to 100% if agree responses are included.

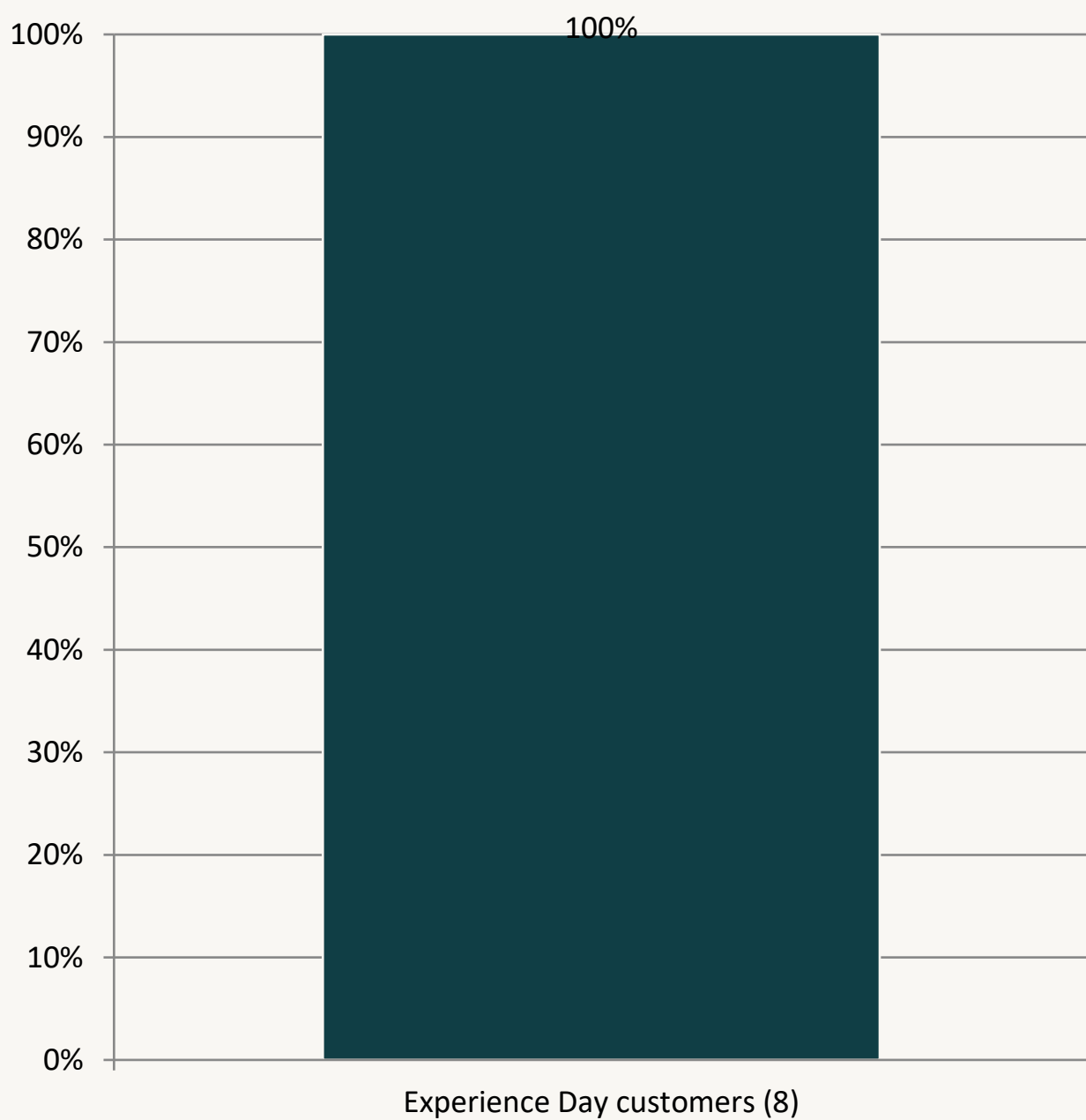


I feel my voice is heard and I am able to provide input that shapes my Experience Day.

43% strongly agree, rising to 86% if agree responses are included.



100% percent of Experience Day customers would recommend Belong Macclesfield to family and friends.



We asked Belong Macclesfield Experience Day Customers what they feel we do well.

Feedback category	Feedback received
Overall satisfaction	Offer a wide variety of interesting activities. Overall, excellent performance in everything undertaken.

We asked Belong Macclesfield Experience Day Customers what they felt we could do better.

Feedback category	Feedback received
Pricing	Consider reviewing pricing, as some feel the cost is high compared to alternatives like live-in care.

Manager's comments

Thank you for taking the time to complete our customer satisfaction survey, which plays an important part in helping us to continuously improve our service.

Our Experience Days service has grown over the past year, and we are delighted with the continuing very high satisfaction ratings with this service, and particularly that 100% of our customers would recommend it to others.

Experience Days take place with a ratio of one colleague to three customers and hence the fees reflect this small group, quality of focus. As a not-for-profit organisation, we aim to maximise access and affordability as far as we can without compromising the quality of our services.

We will continue to consult with our customers on their preferences to ensure we extend the range of activities on offer in line with their interests. Overall, we are encouraged by the overwhelmingly positive feedback and are grateful for your continued support in enabling us to further develop and improve our services.

Cheryl Davies
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.





BELONG

MACCLESFIELD

