

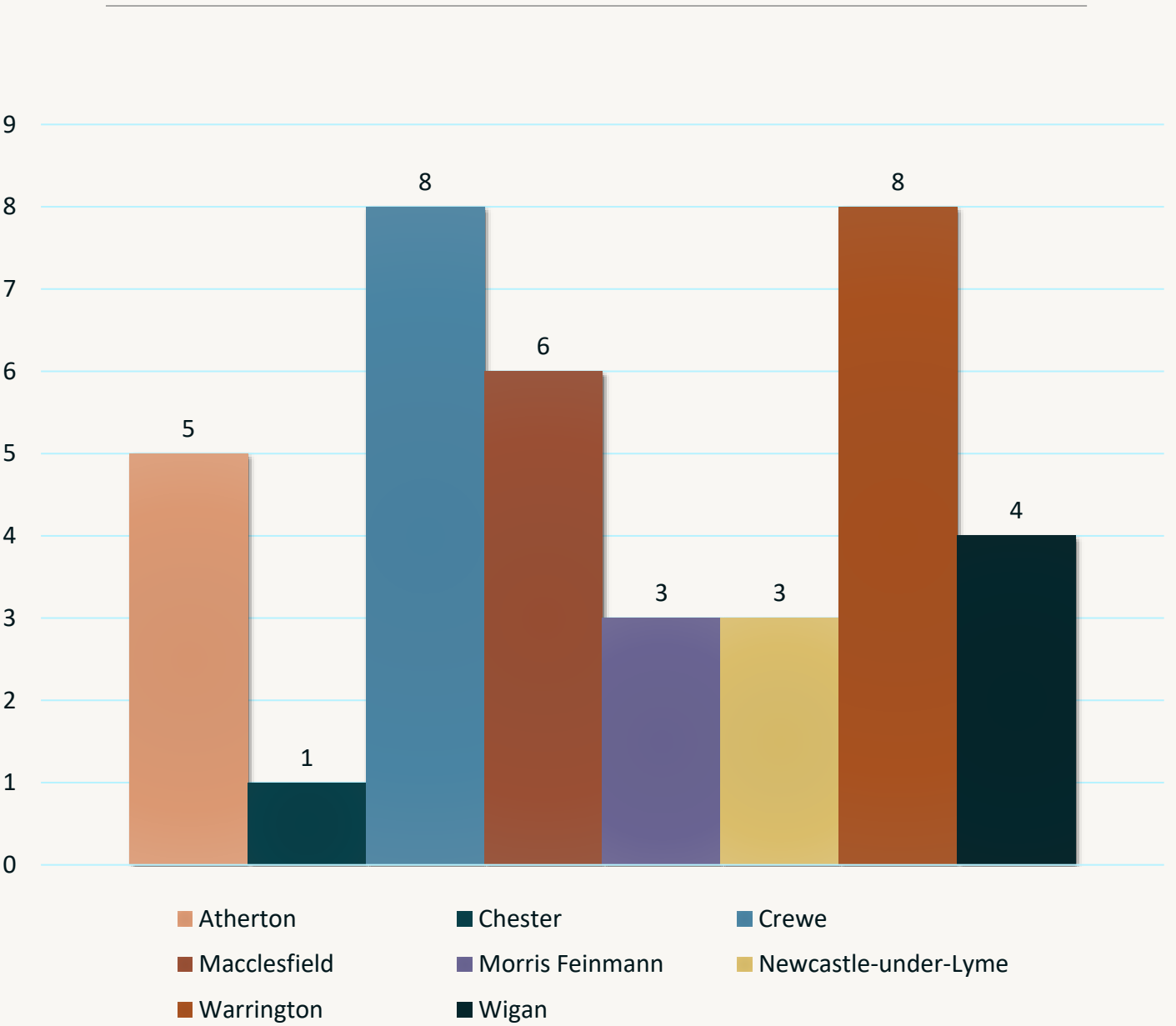
Belong Macclesfield Experience Days

Customer Satisfaction
Results

2023

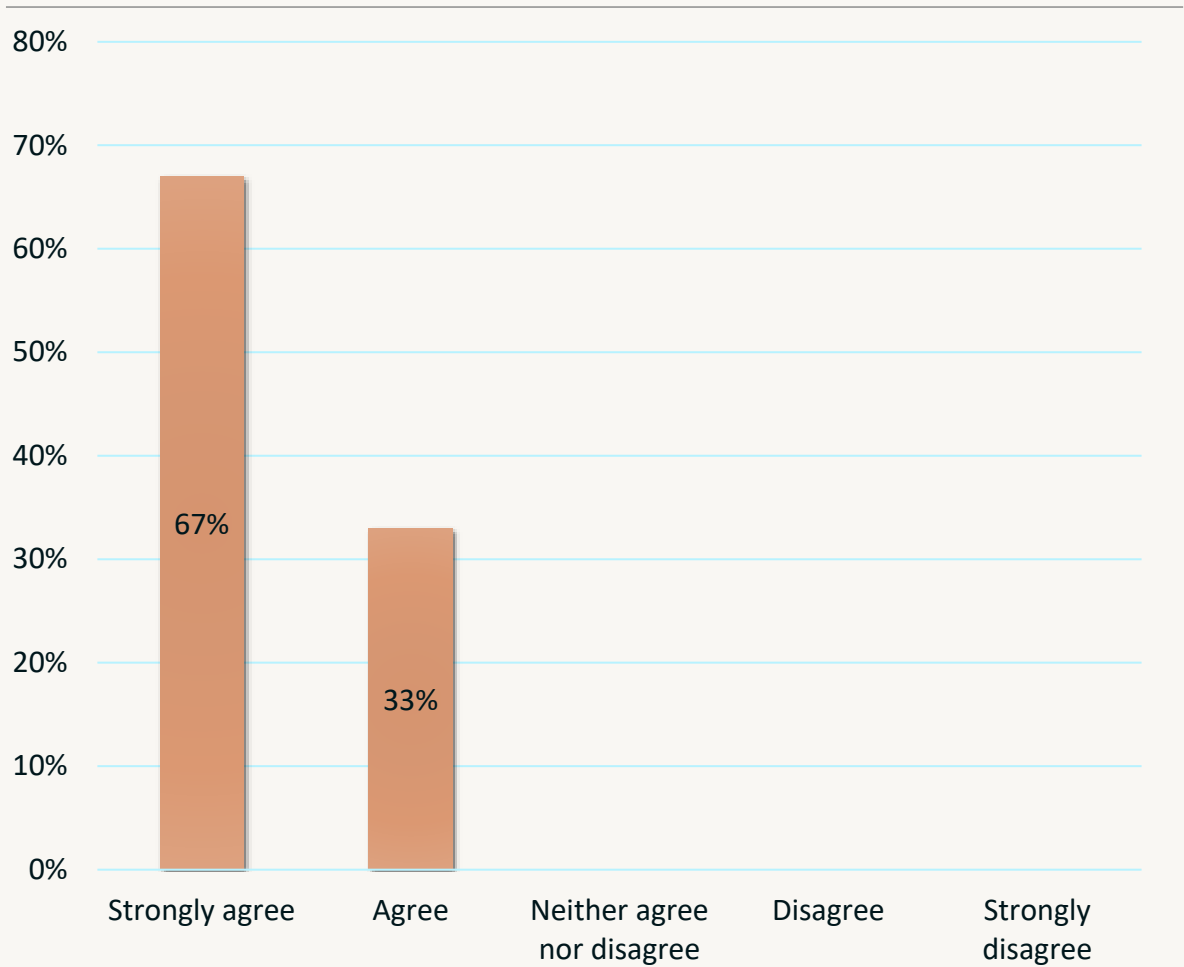


The number of surveys completed and returned by Experience Day Customers, by location were:



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

67% strongly agreed rising to 100% if ‘agree’ responses are included.

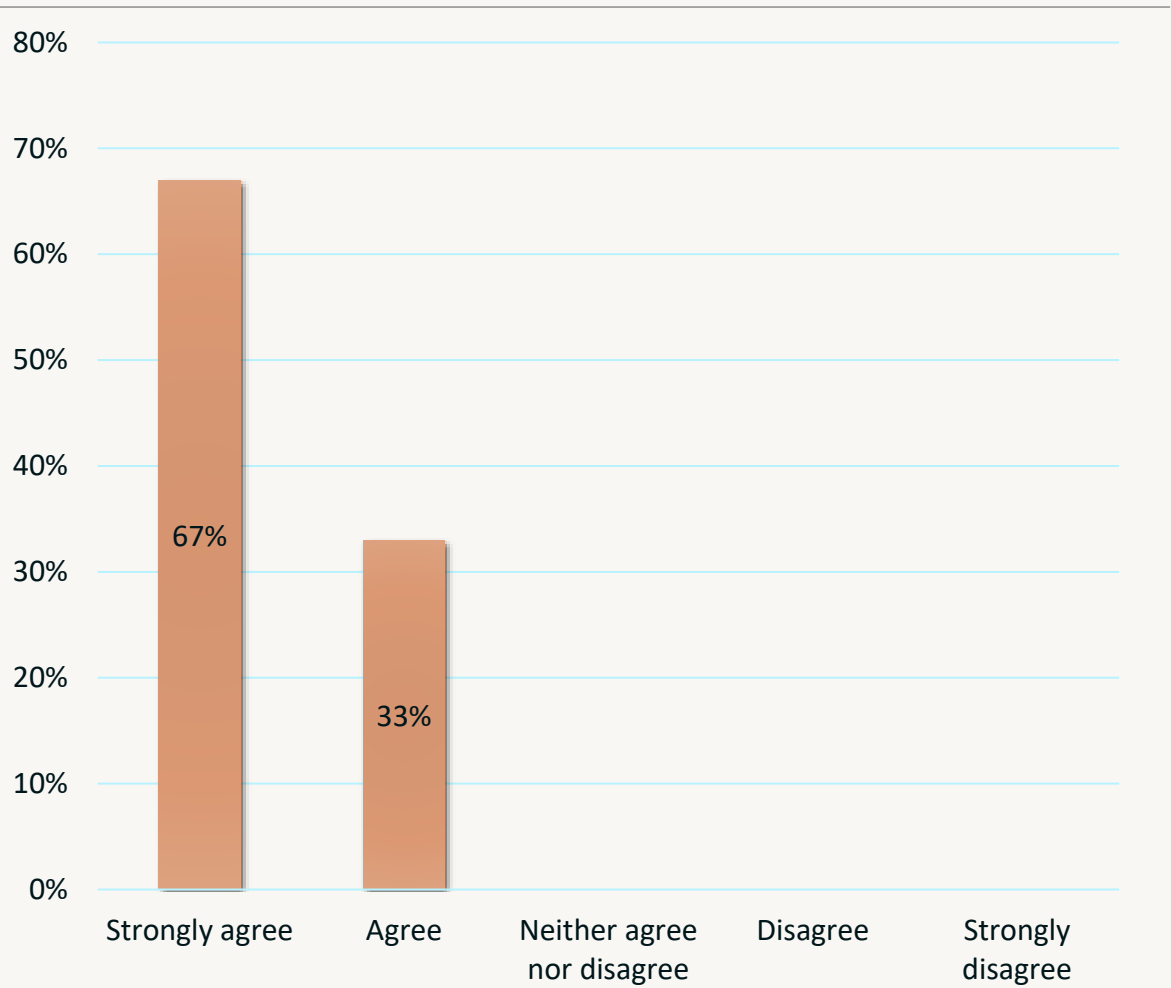


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
No comments were received.

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

67% strongly agreed rising to 100% if ‘agree’ responses are included.

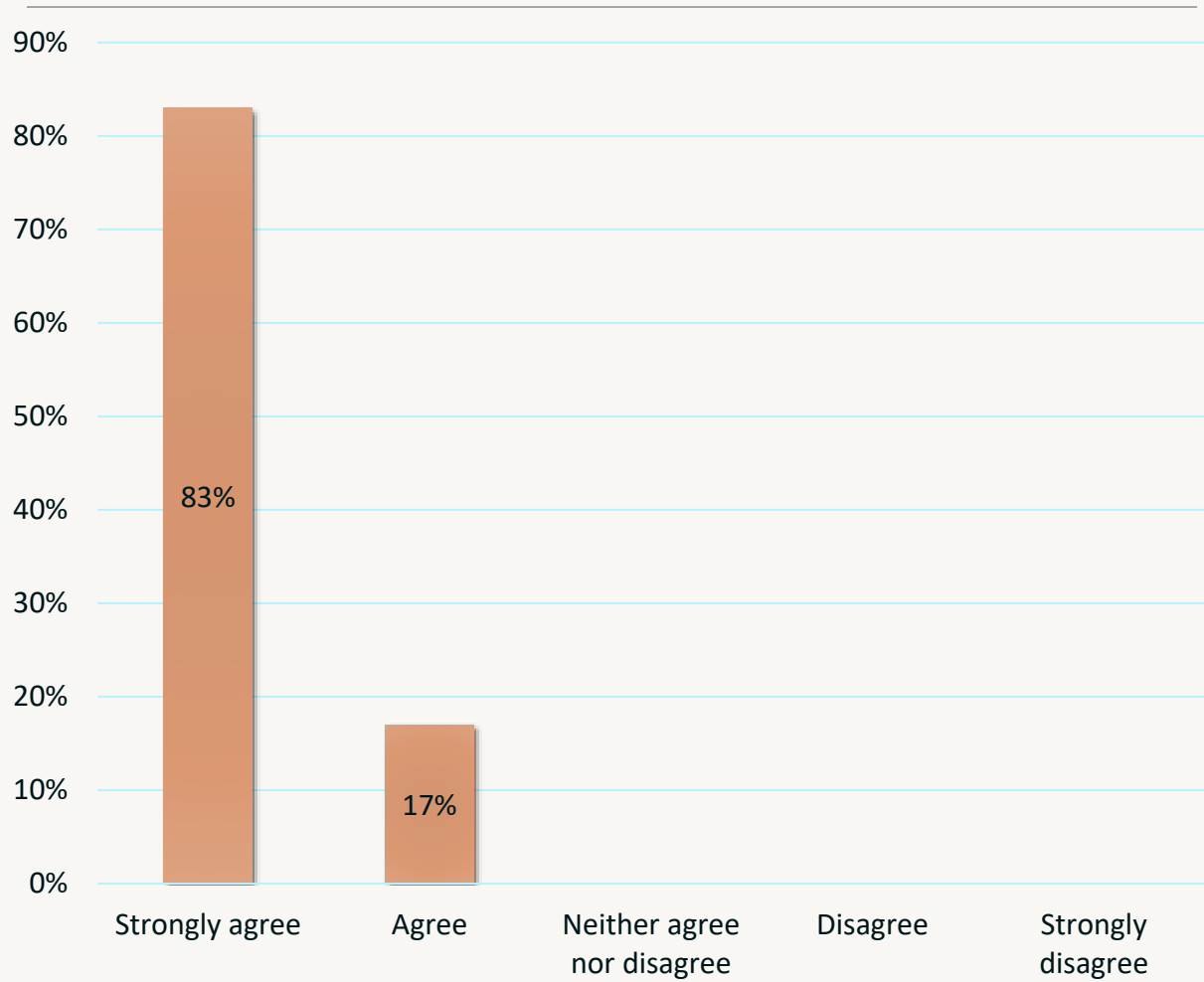


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
No comments were received.

I feel safe whilst at a Belong village.

83% strongly agreed rising to 100% if ‘agree’ responses are included.

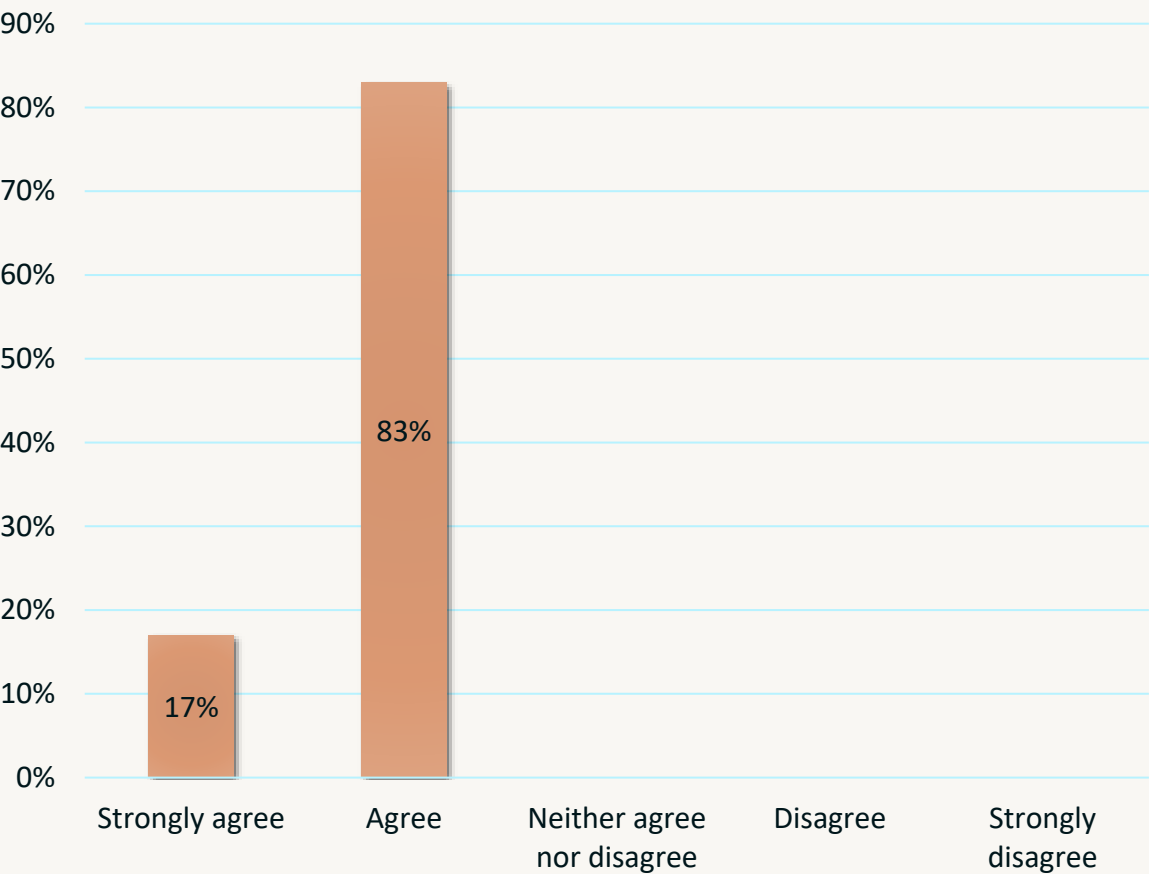


We asked respondents if there was anything else they’d like to tell us in relation to the above; here is a representative example from the comments received (full data is available on request):

Comments
I have responded on behalf of my husband, but I think this is how he feels.

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

17% strongly agree rising to 100% if ‘agree’ responses are included.

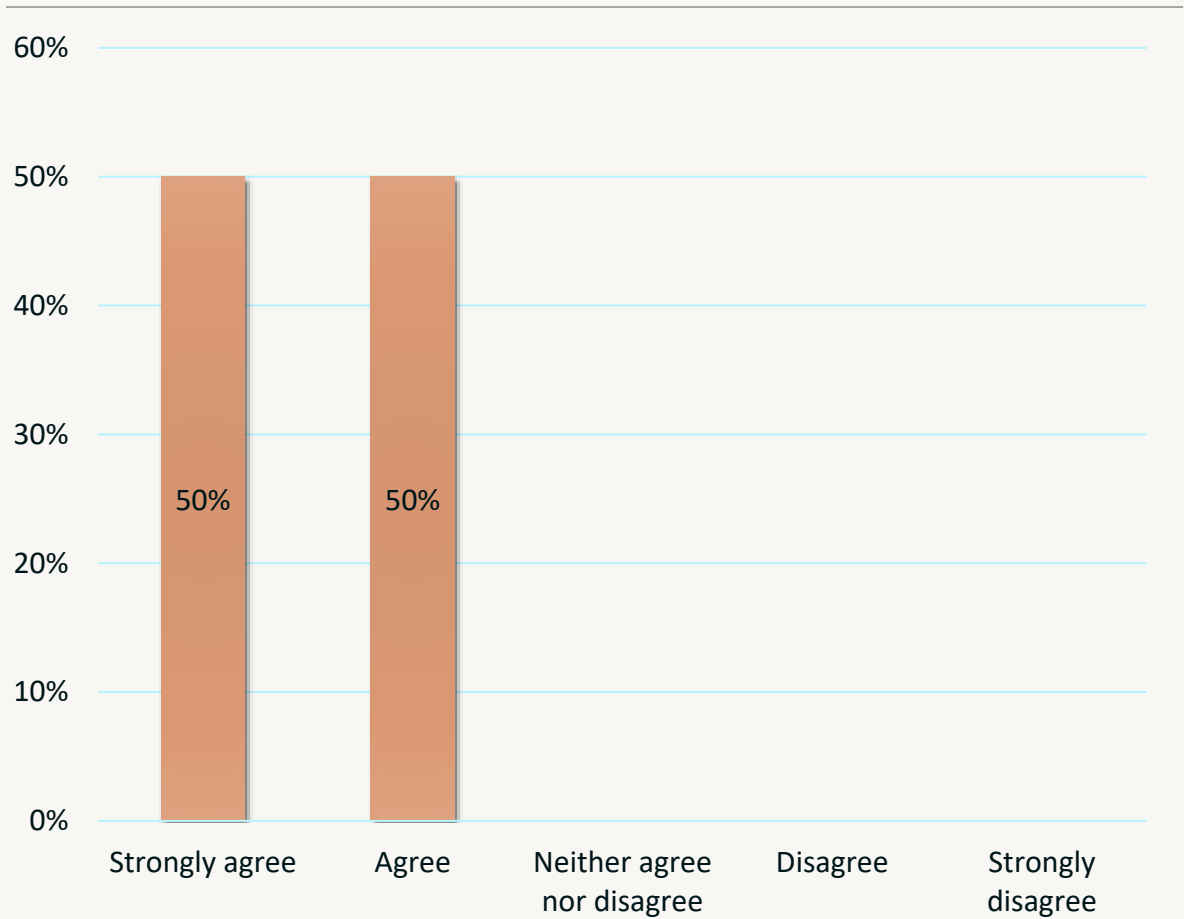


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

I enjoy using The Bistro.

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

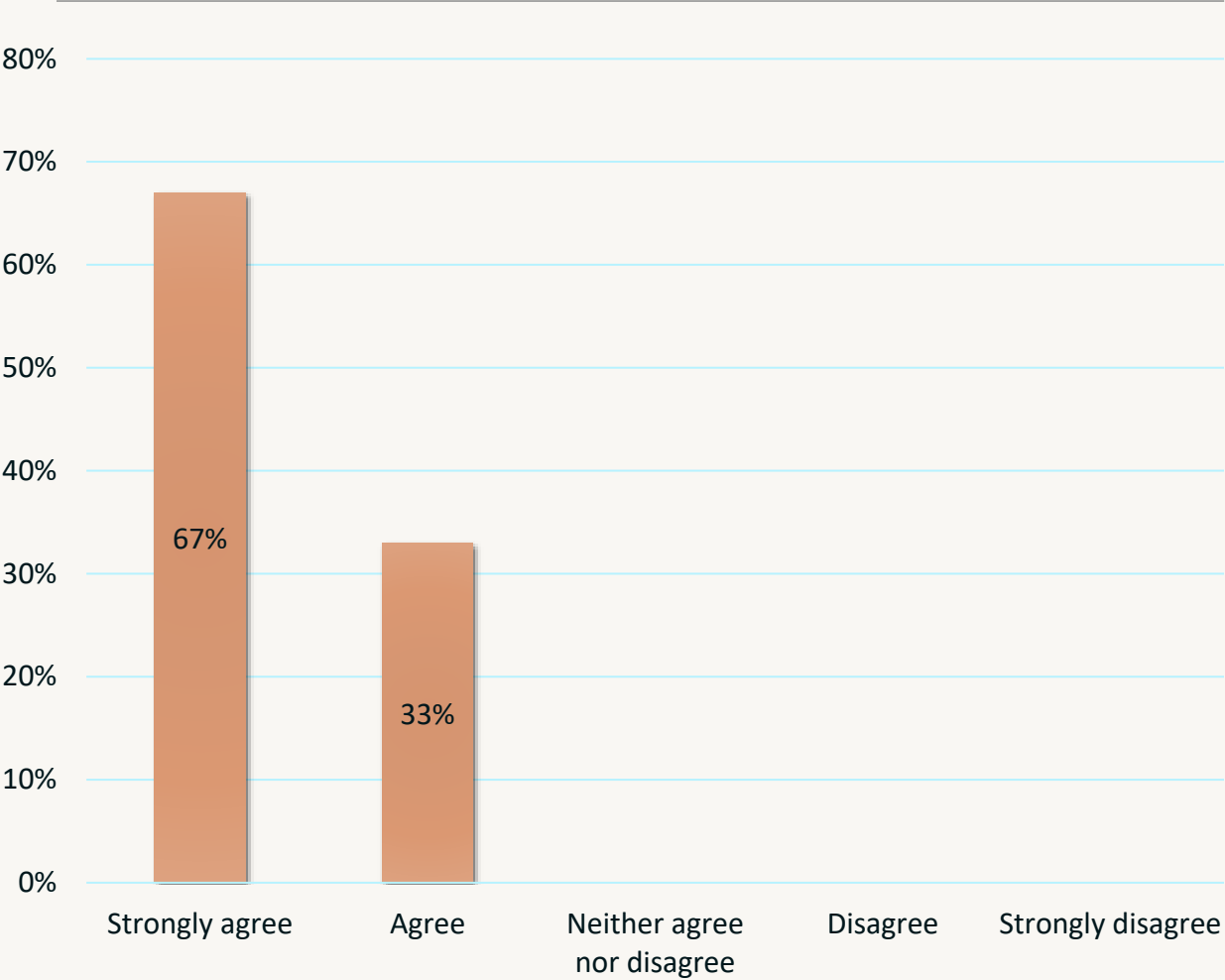


We asked respondents if there was anything else they'd like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

67% strongly agreed rising to 100% if ‘agree’ responses are included.

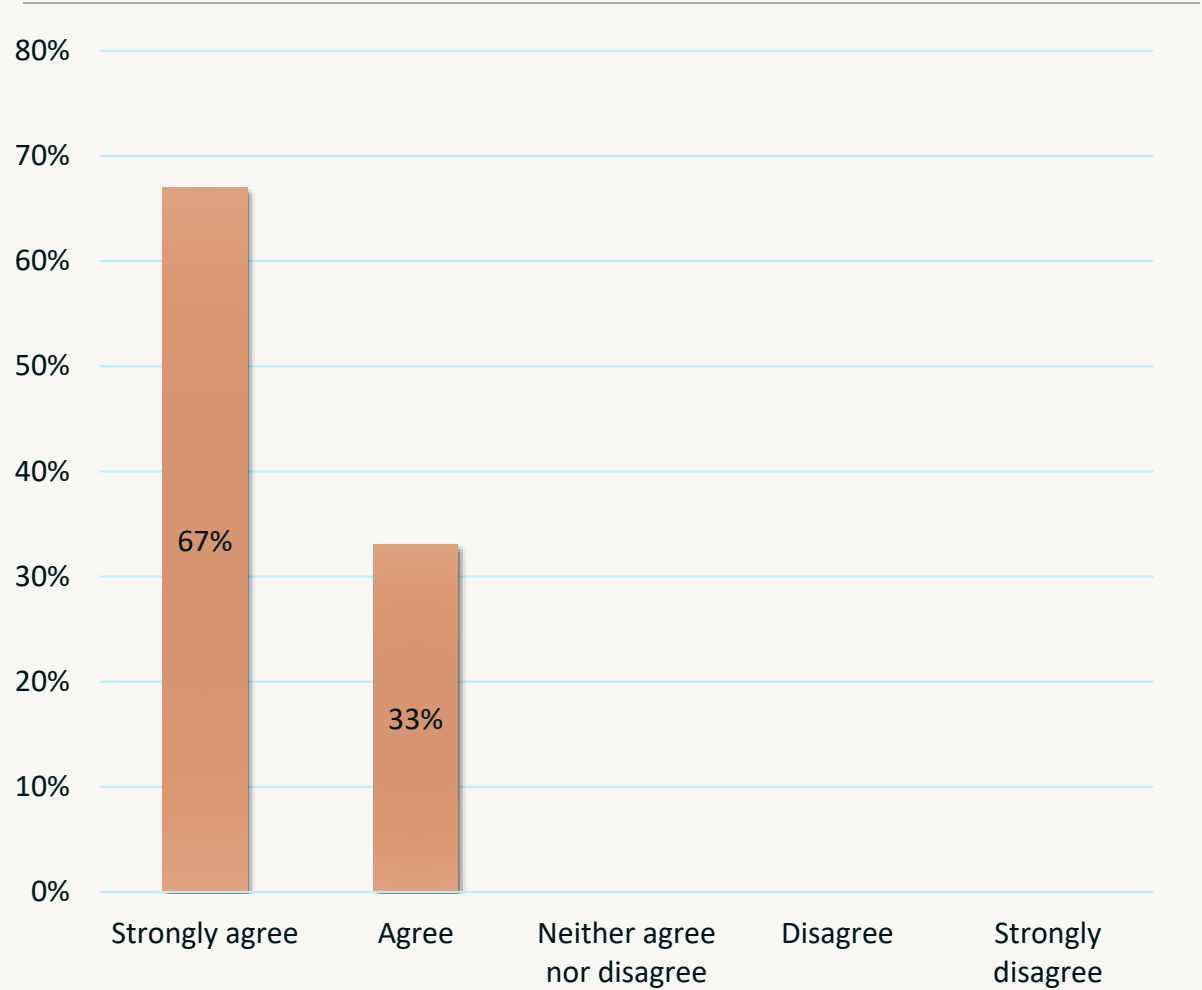


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

67% strongly agree rising to 100% if ‘agree’ responses are included.

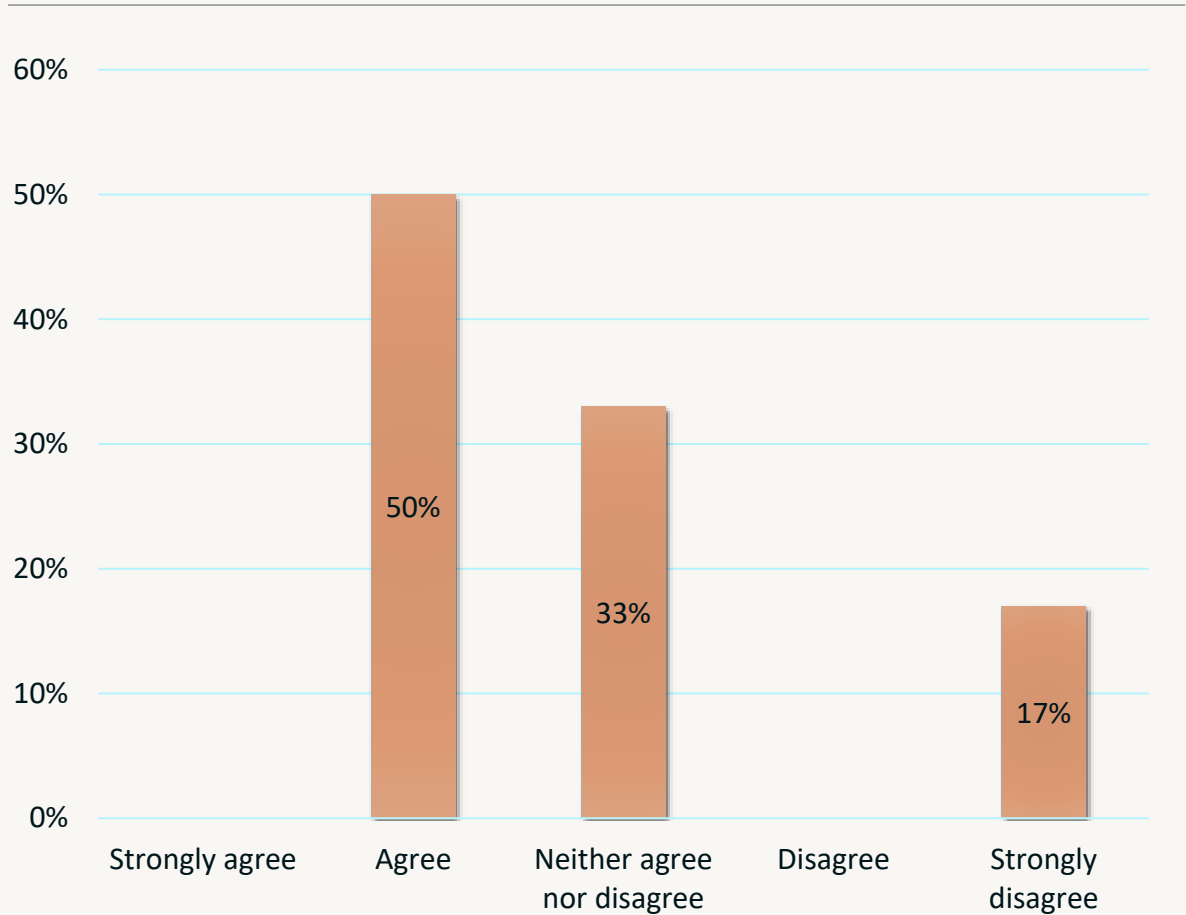


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

50% agree

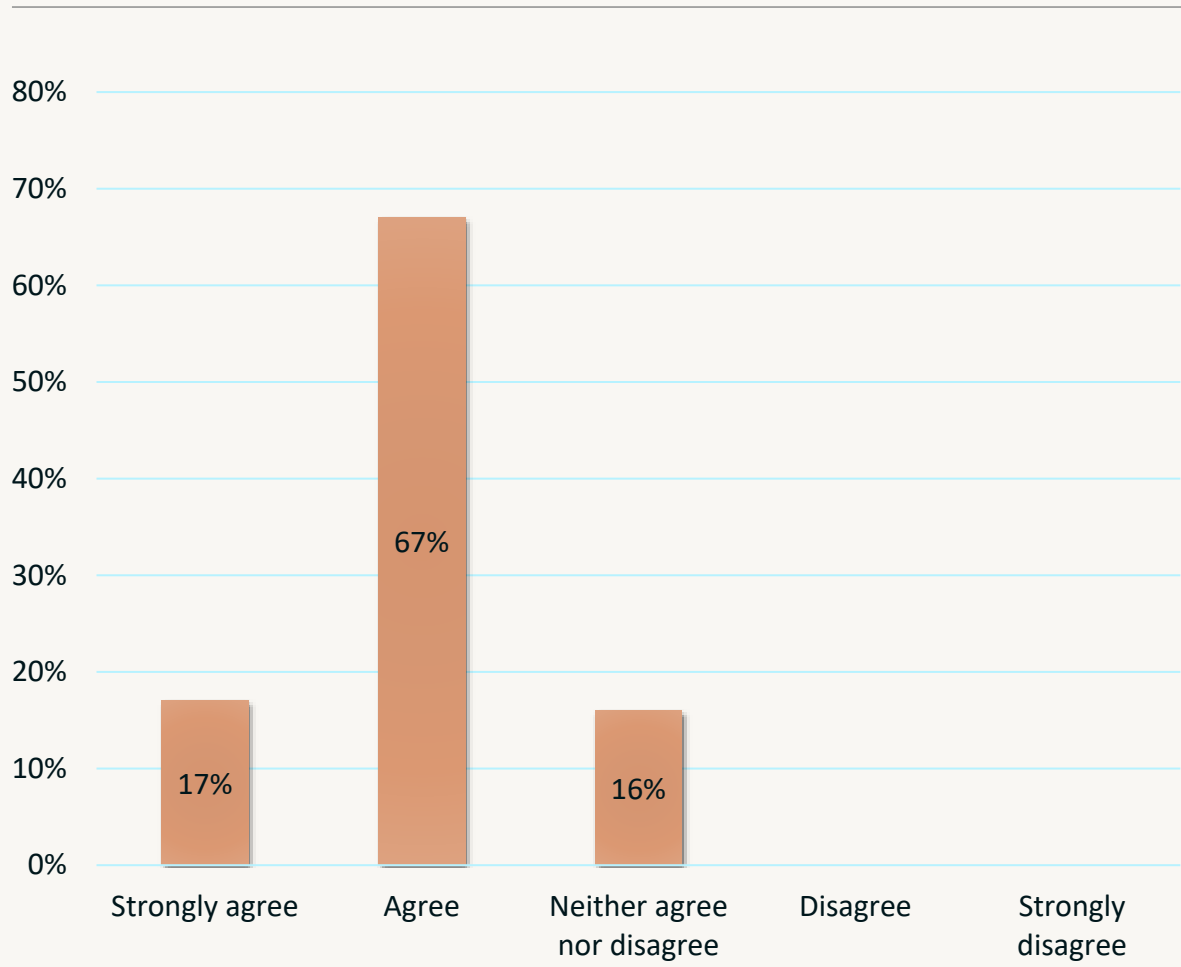


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
I am waiting for a space to come up in the gym.

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

17% strongly agree rising to 84% if ‘agree’ responses are included.

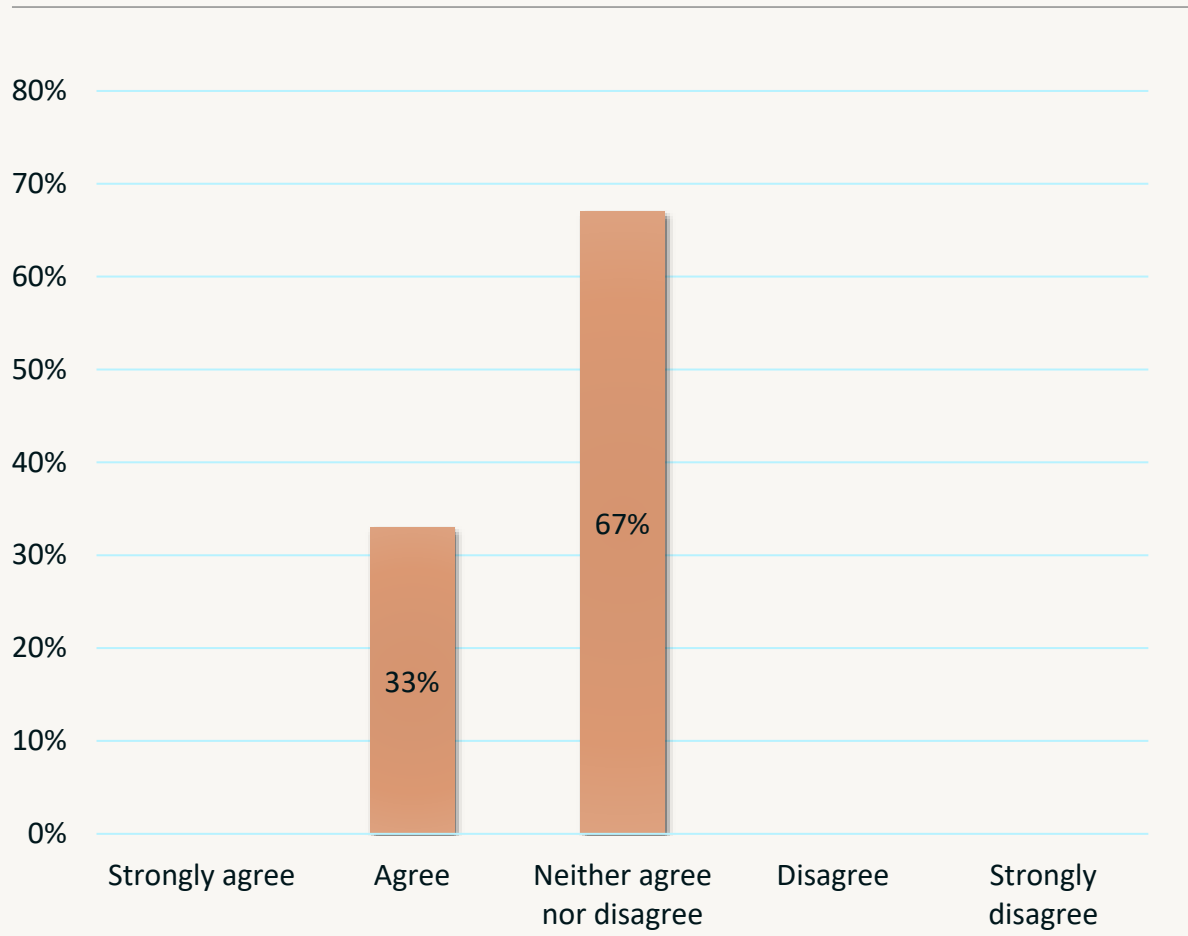


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
Not sure what outside activities take place on day care.

My spiritual needs are supported in Belong.

33% agree

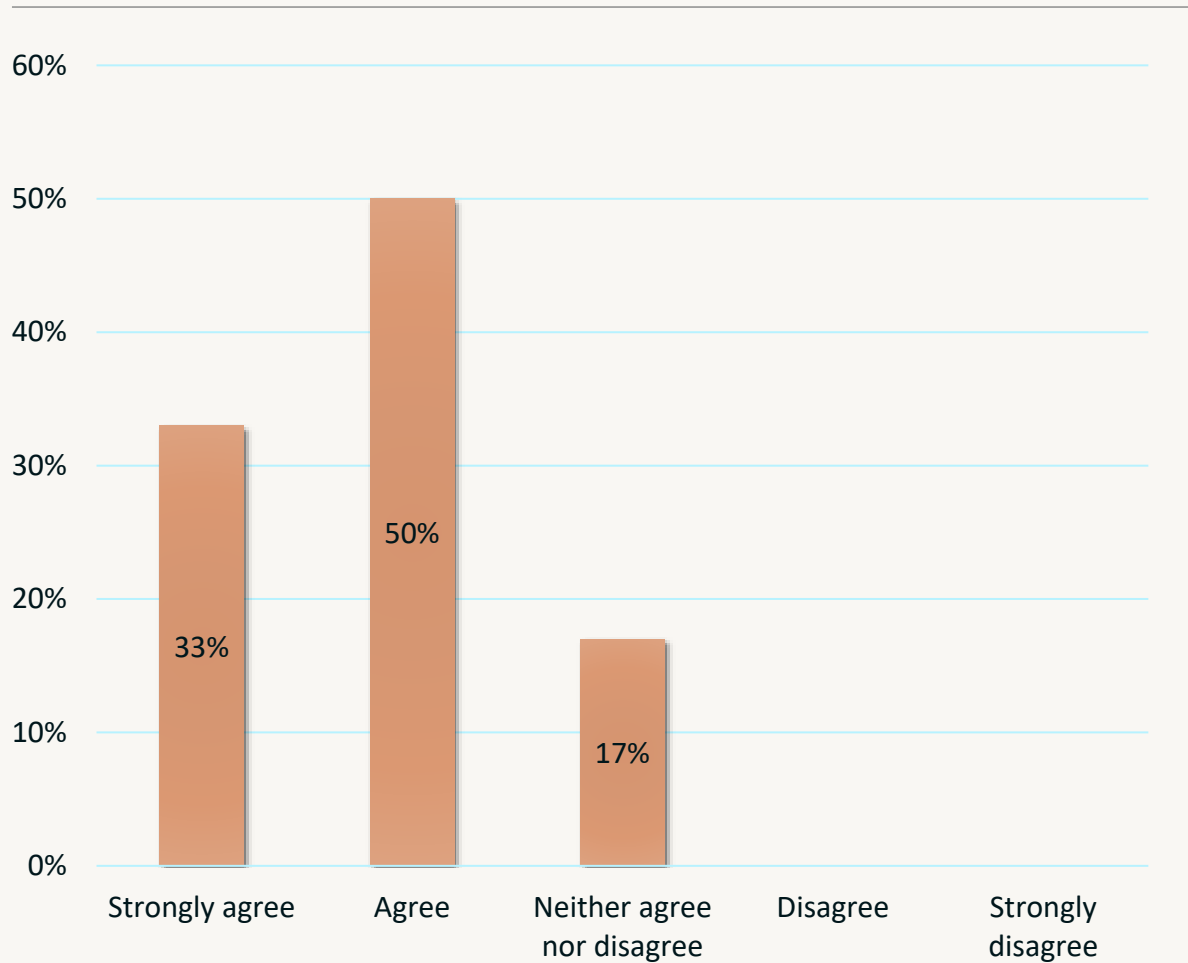


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

33% strongly agree rising to 83% if ‘agree’ responses are included.

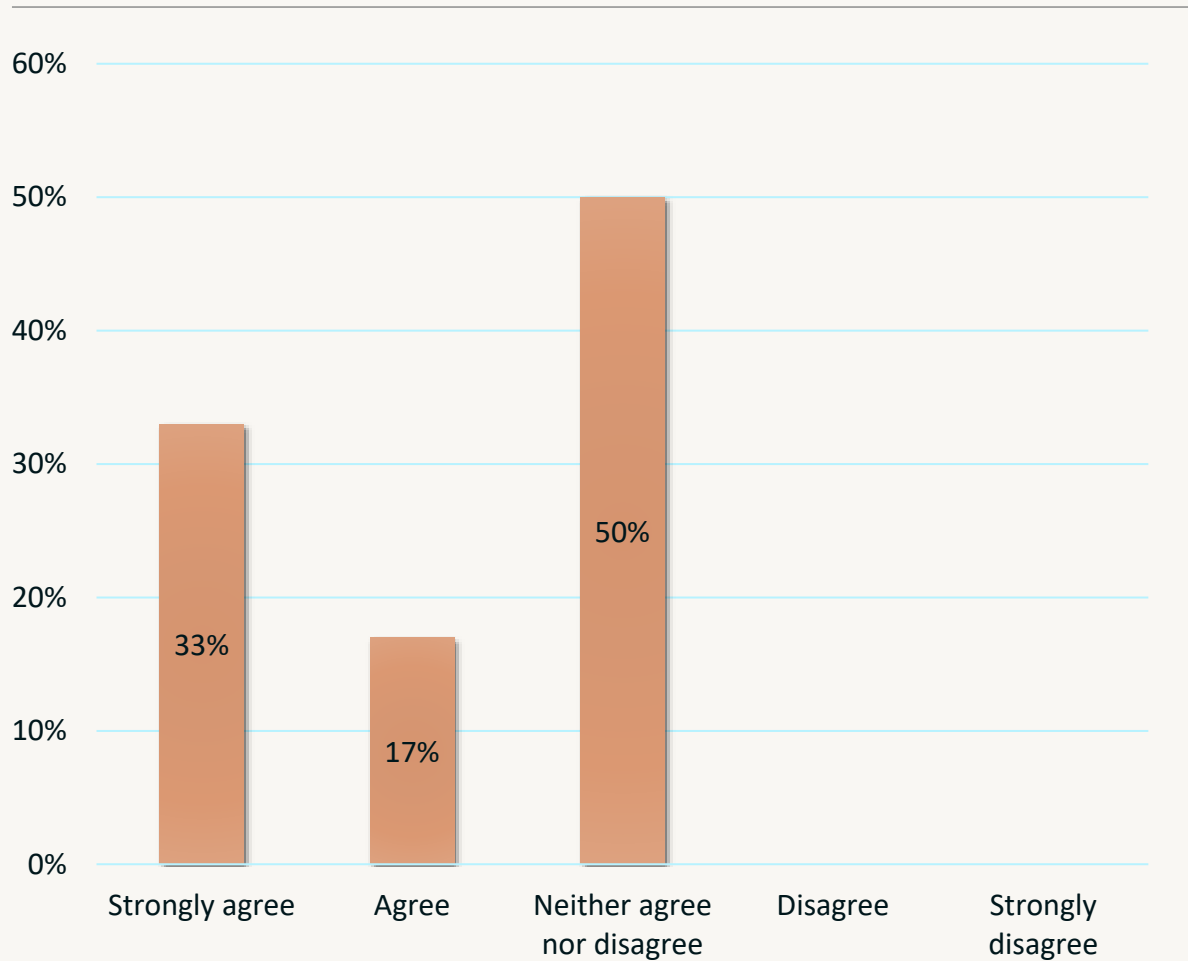


We asked respondents if there was anything else they’d like to tell us in relation to the above; here are representative examples of the comments received (full data is available on request):

Comments
No comments were received.

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

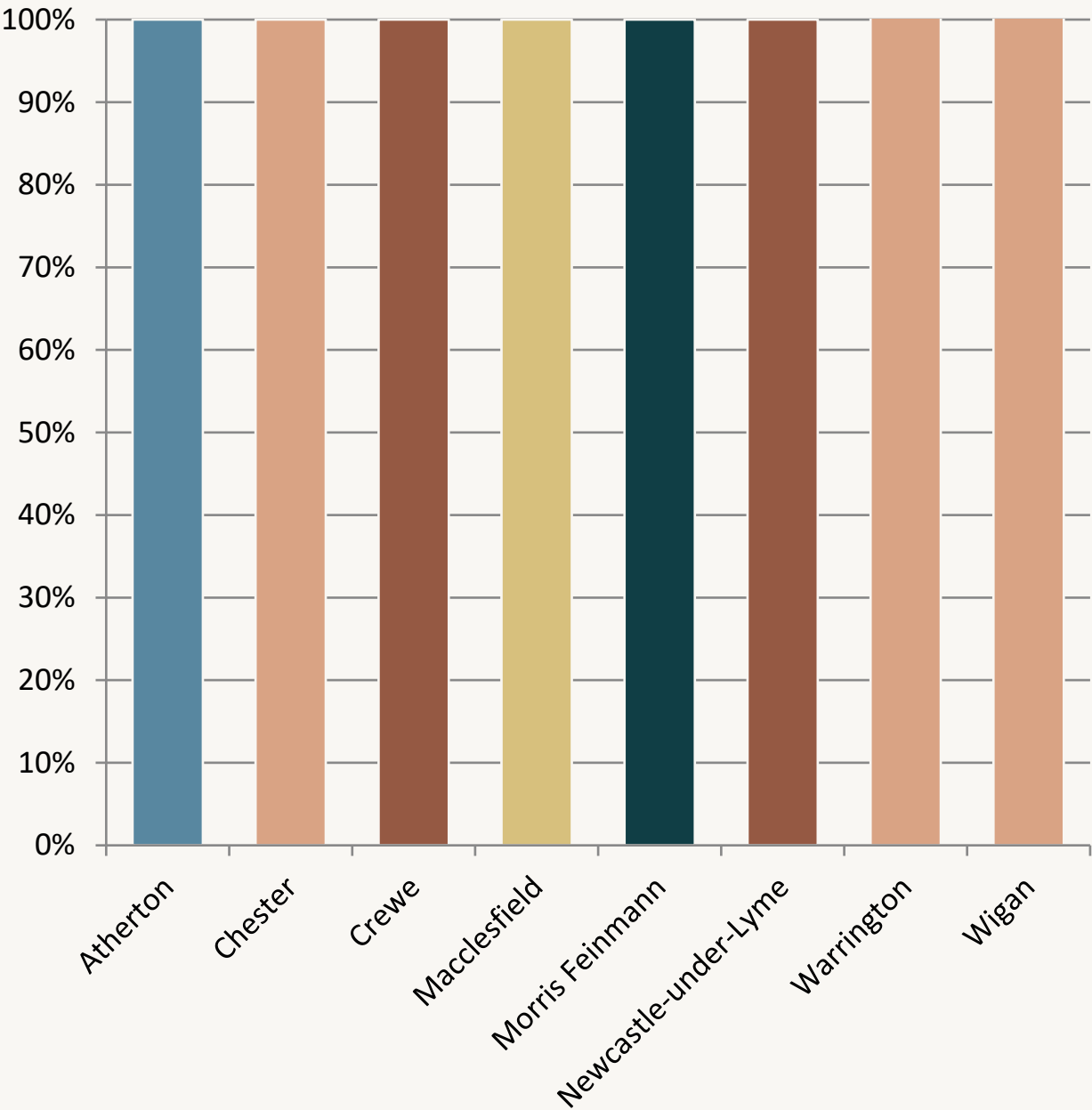
33% strongly agree rising to 50% if ‘agree’ responses are included.



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
Local team very responsive but accounts department less so.

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
Care	They show compassion and care.
Care / communication	Very caring and compassionate. Able to adapt to the needs of each customer. Excellent communication.

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
Finance	Links between local team and billing section could be better.
Flexibility	Possibly give some choice about the hours of the experience days. e.g. 11am - 5pm.

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
Service	I use both the day experience and Belong at home services for my husband and both are excellent. They are both quite expensive in comparison with other local providers but do feel the quality is extremely good.
Care / service	Just how pleased I am with the care they give my husband.

Manager's comments:

Thank you for taking the time to complete this survey and for the generally extremely positive feedback received.

We aim to facilitate access to the gym for all Experience Days customers and we have recruited a second experience specialist to boost the capacity of this service. We will also look to build in some outdoor activity as the weather improves over the spring and summer.

The feedback regarding communication with the accounts department has been noted and we are working on ensuring a seamless interface with our central services function with regard to billing.

We were delighted that 100% of our Experience Days customers would recommend Belong and we will continue to work hard to ensure we maintain an excellent customer experience.

Caroline Ray

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.

