

You said, we did...

Thank you to all who took part in our 2024 Residents' Survey . We have captured the results and have shared some of your feedback about our Home, and what we're doing to improve key areas you identified.



100%

Residents feel they are able to have visitors at any time

97%

Residents say they were treated with **kindness**

90%

Residents say their privacy is respected by staff

90%

Residents say they feel encouraged by staff to live **independently**

You said

"I am not always given sufficient opportunities to comment on the running of the Home."

"On occasions, there are not enough staff to meet my needs."

"The food quality is sometimes poor and lacks variety."

"I don't always feel have a real say in how staff provide care and support to me."

Our response

We continue to hold a quarterly residents forum meeting, which you are welcome to join the meetings if you wish. Additionally the Home Manager now holds a monthly 'Moment with the Manager' which is open to all.

We use a Dependency Tool on a weekly basis to determine our staffing level, taking into consideration the needs of our residents for each area of the Home. We will continue to monitor this and will modify staffing level to better support our residents.

We are working closely with our catering providers to ensure the quality of food and meal preparation remain high on the agenda. The Home Manager and Chef Manager will discuss any concerns or issues raised during weekly meetings, to continually provide high quality meals.

We will ensure all staff take the opportunity to read and understand your care plans. We have introduced a 'This is Me' document to enable residents and their relatives to give as much information as possible about them. If you have any concerns about your care plan, please speak to a senior member of staff.

* These statistics are based on 41 resident surveys returned in November 2024.

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