

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 say they can speak to senior staff at any time

96%

Residents say they are encouraged to **live independently** as much as possible

96%

Residents say they are able to have visitors at any time

96%

Residents say their **privacy** is respected by the staff

You said

"Sometimes it appears there are not enough staff, or it can be difficult to find someone."

"Would it be possible to have a hybrid residents/relatives meetings even online?"

"I would like more access to doctors and nurses."

"Sometimes the food is overcooked, generally poor quality, and at times too sugary."

Our response

We have just recruited more staff for the care teams. We use a dependency tool to assess our residents' needs and the number of staff required to support them.

We have quarterly meetings where all relatives and residents are invited. A copy of the minutes is sent out if they are unable to attend. The managers door is always open, please pop in and have a chat if you have any concerns.

We have a weekly round with Thomas, the Advanced Nurse Practitioner. If you require to see a GP/ANP, please speak to a team member to arrange.

We will work with Claire, our Chef Manager to create a food survey to send out to the residents to get some feedback. We always offer a variety of choice, however if there is something you want to see on the menu, please see Gavin.

* These statistics are based on 27 resident surveys returned in November 2024.

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