

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

93%

Residents say the Home is a **safe and secure** place

93%

Residents say they are treated with **kindness**

93%

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

You said

"Menu is repetitive like boarding school. More variety of vegetables would be great."

"We have expressed concerns about the laundry as dad's jumpers were washed incorrectly, and they had to be replaced."

"Staff takes too long to respond especially during peak hours."

"Knowledge and understanding of care needs required. Seems to vary between members of staff and between different shifts."

Our response

Our menu change every four weeks to provide a variety, and our Management Team are visible during mealtimes, so please feel free to speak to us regarding any issues. We will continue to gather feedback and suggestions through the resident committee meetings, and will conduct a food survey in the first week of May to provide better quality of food.

Some garments are required to be washed at 65 degrees due to infection control and unfortunately not all items are compatible. However if any clothing is reported damaged or missing, we would investigate and if required, we would look to replace or reimburse.

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

The use of agency staff and high numbers of new staff members may have affected the level of care provided. We have recently recruited a number of new staff and have now been fully trained. Currently agency usage is at 4.6%, the lowest it has ever been. Also our permanent staff are covering for sickness and holidays, which allows for consistency and maintaining standards.

* These statistics are based on 32 resident surveys returned in November 2024.

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