

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

96%

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

92%

Residents say the staff are capable to provide care and support

92%

Residents say they are treated with **kindness**

You said

"Not all staff make or have time to talk to me."

"I would like more meetings for opportunities to comment on the running of the Home."

"Staff are very good but it takes a long time for them to come over once I have pressed my button."

"The way staff deal with complaints or concerns could be better."

Our response

Our residents' wellbeing is our top priority and we want everyone to feel seen and heard while living in our Home. We'll be making every effort to make sure our staff are attentive to residents' needs so they feel included, even during the busy times. Residents are welcome at all times to discuss any concerns with the Management Team.

There is a regular resident's meetings in place with a monthly coffee morning with the Management Team. You are welcome to join the meetings if you wish, or if you prefer to speak on a 1-2-1 basis, please come and speak to the Home Manager.

We have a call bell analysis on a monthly basis to review response times, and we are always working to improve them. Staffing levels are reviewed on a regular basis to ensure there are enough staff to meet all of our residents' needs.

We ensure that our staff are fully aware of the complaints policy and procedures. Going forward, we will review and improve the complaints procedures. If you wish to raise any concerns, please speak to a senior member of staff at any time.

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

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