

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 our Home is **safe and secure**

100%

Residents say they are treated with **kindness**

100%

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

100%

Residents say they are able to spend time doing **things they enjoy**

You said

"Since the takeover, the quality and quantity of the food have deteriorated."

"Could do with more staff."

"I feel the senior staff members are not always available."

"Most staff but not all have little or no time to talk to me."

Our response

We have recruited a new chef and a kitchen staff member which have enhanced the skills within the team. We have reintroduced our salad bar and the Management Team is meeting daily with the Kitchen Team.

We reassess our staffing deployment weekly utilising a dependency tool. The Team Leaders constantly reassess the residents to make sure that they are assessed correctly so the right amount carers are available.

We have an Open Door policy at the Home, and residents are always welcome to pop in and have a chat at any time. Senior members from each team have lunch in the restaurant and are available daily to talk to residents. We would like to encourage residents to pop in, particularly if they have a concern they would like to discuss.

We have permanent staff and haven't used any agency staff in seven years which gives us continuity of staff so residents are familiar with them. Going forward, we'll be encouraging all staff to have a greater visual presence around the Home.

* These statistics are based on 30 resident surveys returned in September 2024.

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