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 are able to have **visitors at any time**

100%
Residents say they are treated with **kindness**

100%
Residents say their **privacy** is respected by staff

100%
Residents feel they have a say in how staff provide care and support

You said	Our response
"Sometimes I don't like the food that is offered. I wish we have more variety."	We will conduct a food survey with the residents in the near future, and organise a residents' meeting with Amy Goodall, Caterplus Operations Manager to discuss the feedback.
"Sometimes there are not enough staff."	Our staffing levels are determined using the Dependency tool to meet residents' needs. This is reviewed every Friday. To ensure we're meeting all our residents' needs, we'll be encouraging all staff to have a greater visual presence around the Home.
"I'd rather the staff came and spoke to me more. I get told about my medical appointments at the last minute."	We will address concerns with the Team Leaders and Nurses. We always ensure residents are informed about their medical appointments in advance. If you have any concerns, please speak to a senior member of staff.
"I would like more frequent, shorter forums."	We currently host weekly coffee mornings on a Saturday, and host bi-monthly residents' meeting. The residents are also involved in our newsletter prior to publication, and some are involved with planning and running various activities, alongside the Coordinators.

* These statistics are based on 10 resident surveys returned in November 2024.

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