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 feel they are able to have visitors at any time

100%
Residents are happy with how staff deals with complaints

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

You said	Our response
"The quality of the care is consistent most of the time, but I am often left in the dining room by myself and I would rather be taken up to the lounge."	We use a dependency tool to assess our residents' needs and the number of staff required to support them. We have not used agency staff for the last 18 months so our residents see familiar faces daily. Residents are free to go where they like, in and around the Home, especially to enjoy our beautiful gardens.
"I feel like there should be a residents/relative meeting with management once a month."	After the Home's refurbishments, we have new plans to start up regular coffee mornings and an open invitation for residents and relatives to meet and speak with the managers and staff.
"It is hard getting through to the doctors."	There appears to be a national crisis with the GP's surgeries. We have challenged the local surgery, and have asked for a nominated individual to assist us, and we are waiting for a response. If you are struggling to make an appointment, please speak to a member of staff to assist you.
"Better quality of food is needed and more fish please."	Caterplus provide a varied diet to meet the dietary needs of our residents. If you have any other preferences and would like something different to what is on the menu, the kitchen is more than happy to accommodate. Please speak to a member of staff to assist you.

* These statistics are based on 28 resident surveys returned in November 2024.

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