

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.



96%

Residents feel the Home is **a safe and secure** place to live in

96%

Residents say they are treated with **kindness**

92%

Residents feel they able to have visitors at any time

88%

Residents feel they can speak to senior staff members at any time

You said

"Sometimes at the weekend, there appears to be a shortage of staff."

"They do not have enough resident meetings."

"I feel the care home doesn't provide value for money."

"A lot of the food offered is unsuitable for me."

Our response

We ensure that appropriate levels of staffing are in place at all times including weekends. We are always recruiting new staff members and have recently recruited 10 new staff since January. We'll work closely with the weekend team to have a greater visual presence around the Home.

We will be holding a resident coffee morning on the first Wednesday each month so that you can meet with the Senior Management Team and ask any questions you may have. We also have an open door policy and welcome residents to come and see see a member of the Management Team at any time.

Sadly, due to inflation and a challenging economy, our care fees have had to increase in line with the economic conditions, so we can continue to improve and invest in our utilities, catering services and staffing.

We have food committee meetings every six months in place, however we will make this as a quarterly meeting going forward and ensure that a representative from the Catering Team attends. If you would like to speak to someone in the meantime, please come and see the Home Management Team.

* These statistics are based on 24 resident surveys returned in November 2024.

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