

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.



95%

Residents feel our Home is **safe and secure**

95%

Residents say they are treated with **kindness**

95%

Residents have **confidence and trust** in the staff

95%

Residents feel they are able to have visitors at any time

You said

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

"The food lacks quality and there is no variation or choice with the menu."

"Sometimes I feel there are not enough staff."

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

Our response

There is a regular resident's committee meetings in place every six weeks 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 also encourage regular review meetings with the residents and their relatives. If you would like to book in a meeting, please pop in and speak to one of the Management Team.

We hold regular food forum meetings with the residents and the Chef Manager where we discuss food choice quality. You are welcome to come and join us, and raise any concerns. We work closely with our catering providers to ensure the quality of food and meal preparation remain high on the agenda.

We use a Dependency Tool to determine our staffing level every week, while taking into consideration the needs of our residents. We will continue to monitor this and will modify staffing level to better support our residents. We are always recruiting new staff members and have recently recruited 13 new staff since January.

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. All our managers have an open door policy, please pop in and have a chat if you have any concerns.

* These statistics are based on 21 resident surveys returned in November 2024.

Caring is our way of life | www.rmbi.org.uk

