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 they are able to have visitors at any time

97%
Residents say the Home is a **safe and secure** place

94%
Residents say they are treated with **kindness**

91%
Residents have **confidence and trust** in the staff

You said	Our response
"There seem to be a shortage of staff or carers."	Our staffing level is determined by a Dependency Tool which is updated weekly, taking into consideration the needs of our residents. We will continue to monitor this and will modify this to better support our residents.
"I would like to have more opportunities to comment on the running of of the Home."	We hold monthly residents' meetings for our residents to voice any concerns or give suggestions on all things related to the Home. Recently our residents have expressed how they would like the gardens to look and offered their help.
"When the food is good, it is very good but not consistent - what's on my plate is not necessarily what I ordered."	We have regular communications with Caterplus, and all issues are discussed with the aim to be addressed satisfactorily. Monthly residents' meetings and feedback from our resident representatives gives us the opportunity to listen to the residents and advocate on their behalf. If you have any other meal preferences, please speak to a member of staff to assist you.
"Carers are good but they are very busy and wish they had more time to have a chat with."	We have recently had a successful recruitment drive, and are 97% staffed across the Home. Our Activities Coordinators hold regular groups sessions, such as a Sunday Papers Club, which encourages people to come together and enjoy the company of others.

* These statistics are based on 36 resident surveys returned in November 2024.

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