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

100%
Residents have **confidence and trust** in the staff

100%
Residents feel the staff are capable to provide **care and support**

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

You said	Our response
"Sometimes the staff seem stretched. More staff is needed."	We have recently completed a recruitment drive and we are expecting 10 new staff to join our team.
"Not always but sometimes it is difficult for staff to have time to talk to me and my relatives. "	We use a dependency tool to determine the correct number of staff to support our resident's needs. This can fluctuate, and at times agency staff are used to accommodate this need. If you or your loved ones like to discuss any concerns, please speak to a member of our Management Team.
"The care home is quite expensive."	Sadly the unprecedented cost pressures is due to inflation and a challenging economy. Care fees increase every April to meet economic conditions, so we can continue to improve and invest in our utilities, catering services and staffing.
"Sometimes the food can be bland."	Our Catering Manager holds bi-monthly meetings with residents to discuss the menu and gathers feedback. He will also speak with residents on a one to one basis if they are unhappy and will make adjustments to suit their needs. Residents can inform staff at any time if they aren't happy with their meals so these issues can be rectified straight away.

* These statistics are based on 29 resident surveys returned in November 2024.

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