

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 say they are treated with **kindness**

96%

Residents say they are encouraged to **live independently** as much as possible

96%

Residents say they are able to do things they enjoy

96%

Residents say they can speak to senior staff at any time

You said

"The food is tasteless and not cooked with care and passion."

"The staff do not have time to chat."

"Not enough staff, agency staff lack communication skills, and poor knowledge of the English language."

"Laundry shrank most of my clothes."

Our response

We are working closely with our kitchen caterers to improve this service. We have recently employed a dedicated Chef Manager who is reviewing the menu and the overall provision.

We provide regular interactive activities, and hold a weekly residents community meeting to explore people's feedback and views. If you have any concerns, please speak to a senior member of staff.

Our staffing levels are determined by our levels of dependency and are reviewed regularly. We're always actively recruiting for great people to join our team, and their first language may not be English. All new starters complete an 'experiential learning' session, which involves activities to help staff understand what it might feel like to be a resident, and how to care for them.

We have a comprehensive laundry system with a dedicated Housekeeping Team catering for over 50 residents. If any clothing is reported damaged or missing, we would investigate and if required, we would look to replace or reimburse.

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

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