

## Further changes planned during 2011 in response to this survey.

- The activity facilitator is developing a programme of events and activities that will increase the range of leisure, recreational and educational opportunities for our customers.
- Volunteering at Belong is being actively promoted in order to support the delivery of a comprehensive events and activities programme.
- There are plans to provide a forum for relatives and friends of Belong.
- Belong is also developing a new 'Experience Days at Belong' service which will offer older people living within the community an alternative option to the traditional day care centre. It is hoped that this will enable an increased number of people to benefit from the facilities that the village offers and enable our existing customers to feel part of the wider community.

The year ahead has been both exciting and challenging as we launched our new Belong at Home service and the development of Belong Wigan phase two, which will bring to the Belong village community 54 one and two bedroom independent living apartments.

Inevitably the building work has caused some disturbance, particularly outside the bistro area, and has limited access to the adjacent garden area for safety reasons. As part of this project, the new road from Millers Lane through to Sherwood Way is now complete.

We hope that, with the work almost complete, the upheaval will soon prove its worth as we are able to move forward with an ever more vibrant village community at the heart of Platt Bridge.

May I take this opportunity to thank you for your patience and support during this period and for your feedback and continued support.



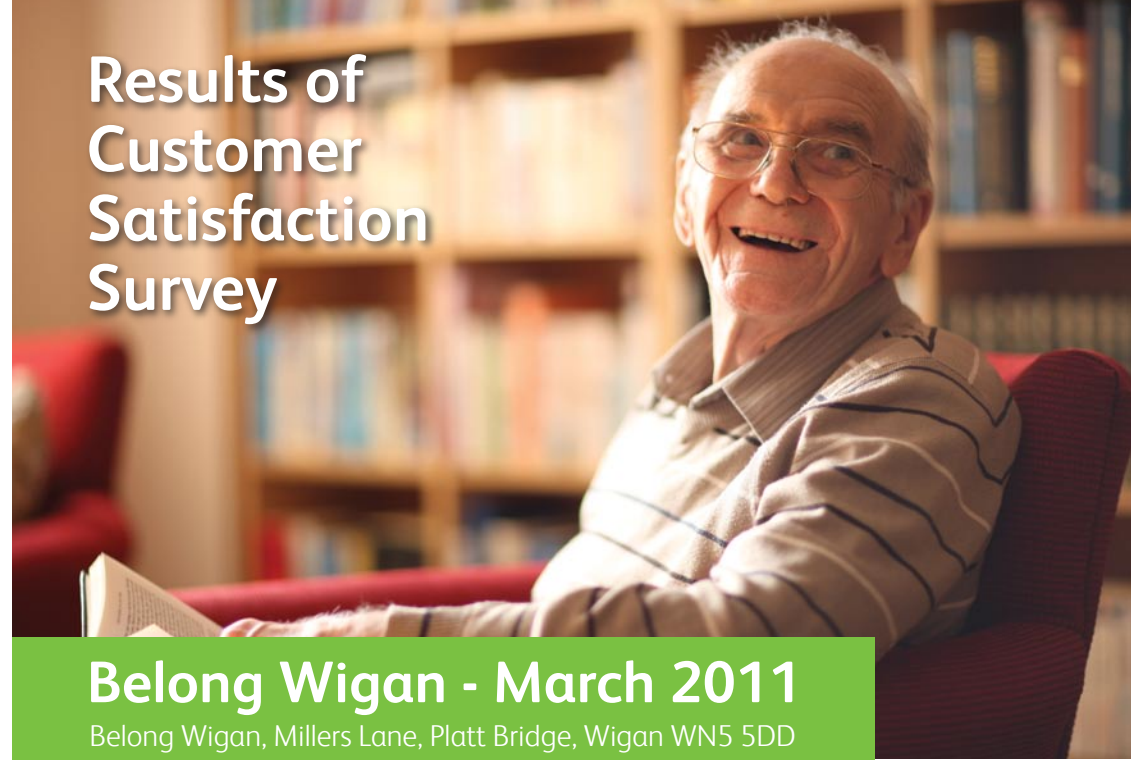
Gill Menguy  
General Manager

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# Listening to the Experts

## Results of Customer Satisfaction Survey



### Belong Wigan - March 2011

Belong Wigan, Millers Lane, Platt Bridge, Wigan WN5 5DD

Belong's objective is to help older people enjoy their lives through the creation of unique village communities. We aim to exceed expectations so that customers will say *"Belong is everything I expected it to be and more."*



Nick Dykes  
Chief Executive



Your life, your pace, your way.

The recent survey conducted is just one of the many ways we seek feedback from customers as a measure of their satisfaction with the quality of our services, the standard of accommodation available and the range of facilities and amenities provided. This feedback is shared with all members of the team and the positive comments received will help to reinforce good practice, while any concerns raised have assisted the team at Belong to identify the actions that we need to take to improve our service.

**100 % of residents living in a Belong household are satisfied overall with their experience of living at Belong Wigan.**

### Results of residents survey...

- 100 % of residents said that they felt safe, secure and happy living within the Belong village.
- 96 % of residents said that they felt able to approach Belong staff with concerns.
- 100 % of residents said that their relatives and friends could visit at any time and were always made to feel welcome by Belong staff.
- 95 % of residents described their life at Belong as fun and commented that the people around them seem happy and content.
- 100 % of residents felt able to participate in activities within the Belong village.
- 81 % of residents commented on how living at Belong had enabled them to continue with previously enjoyed activities and to pursue new hobbies and interests.
- 90 % of residents said that living at Belong had enabled them to make new friends as well as keeping in touch with old ones.
- 100 % of residents described the meals provided as “healthy and wholesome and made to your liking.”
- 95 % of residents remarked on how clean and well looked after the Belong households are.





Residents were asked to comment on what they liked most about living at Belong.

The following are a selection of the comments received ...

- “I like everything about Belong.”
- “There is nothing to improve on in my opinion.”
- “There is everything here I need, love the hair salon.”
- “I think everything is spot on. Staff are friendly and give the best of attention to individuals.”
- “The households are very well run.”
- “Everyone here seems to be happy, they all laugh a lot.”
- “We have as much freedom as we need which is a good thing.”



Residents were asked to comment on what they least liked about living at Belong.

The following are a selection of comments received ...

- “It can be noisy here sometimes.”
- “The staff cleaning and cooking; they should be free to care for us.”
- “Not enough opportunity to get out and about.”
- “The quality of food in the house could be better.”
- “There could be more entertainment in the evening.”
- “There could be more staff.”



Residents were invited to make suggestions for improvements to the services and / or facilities at Belong.

The following are a selection of suggestions received ...

- “I would like to go out more on trips.”
- “I would like to see less TV and hear more music.”
- “I would like more things to do in The Venue.”
- “I would like to be able to visit the bistro more for meals out.”

**91 % of relatives expressed satisfaction with their overall experience of the services and facilities provided at Belong and 95 % said that they would recommend Belong Wigan to others.**

Results of relatives survey ...

- 96 % said that they felt reassured knowing that their relative is safe, secure and happy living at Belong.
- 91 % said that they felt involved in their relative’s care and were consulted on all matters concerning their relative’s health and well-being.
- 100 % said that they felt able to visit their relative at any time and were always made to feel welcome.
- 82 % expressed satisfaction with the way in which their concerns or queries had been dealt with.
- 77 % said that they felt that their relative was given the support they need to enable them to pursue the activities and interests they enjoy.
- 87 % said that they felt their relative was offered sufficient choice of meals and that these were healthy and wholesome.
- 83 % said that they would recommend Belong villages to others.



## Relatives were asked to comment on what they liked most about Belong Wigan.

### The following are a selection of the comments received ...

- “I like everything about Belong.”
- “Lovely building and rooms, the staff are very friendly, nothing is too much trouble.”
- “Staff are very helpful when my mum needs to go to the hospital.”
- “Christmas Day was very special loved it thank you.”
- “The facilities are good for children.”
- “The staff are brilliant, wonderful facilities, happy relaxed atmosphere, like a 5 star hotel.”
- “It’s perfect as it is, thanks for everything.”
- “The bistro is an excellent facility and provides good food and service at affordable prices.”
- “The safety and security features.”



## Relatives were asked to comment on what they least liked about the Belong Wigan and make suggestions for improvement of services and facilities.

### The following are a selection of the comments received ...

- “The car parking facilities are inadequate.”
- “There is a lack of direct access to the garden for residents living on the upper floors.”
- “There could be more activities both within the households and The Venue.”
- “The menus are poor, there is too much ‘stodge’ food.”
- “Mum lives downstairs and I feel that the house would benefit from a full time cleaner.”
- “Cleaners should work on the houses just cleaning as the care staff need to be free to care. I understand that residents may want to be involved but that should be the activity not the daily cleaning requirement.”

- “There is not enough menu choice with regard to likes and dislikes, always pies when I visit.”
- “Privacy nets or blinds are required downstairs now the road is very close to my mum’s room.”
- “Staffing levels could be higher, the staff always seem very busy with tasks such as cooking and cleaning, I do however see residents involved.”

## The changes made as a result of feedback from staff and customers.

- New nets have been ordered to provide privacy to our customers living on the ground floor.
- Additional support from the housekeeping team has been allocated each week to provide assistance with deep cleaning.
- The hospitality & catering manager for the Belong villages is working along-side our head chef to review menus and to develop recipe books, to increase choice and to improve the consistency and quality of the food prepared in the households.

