

# **Belong Crewe Experience Days**

## Customer Satisfaction Results

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**2024**



The number of surveys completed and returned by  
Belong Crewe Experience Day Customers were: 17

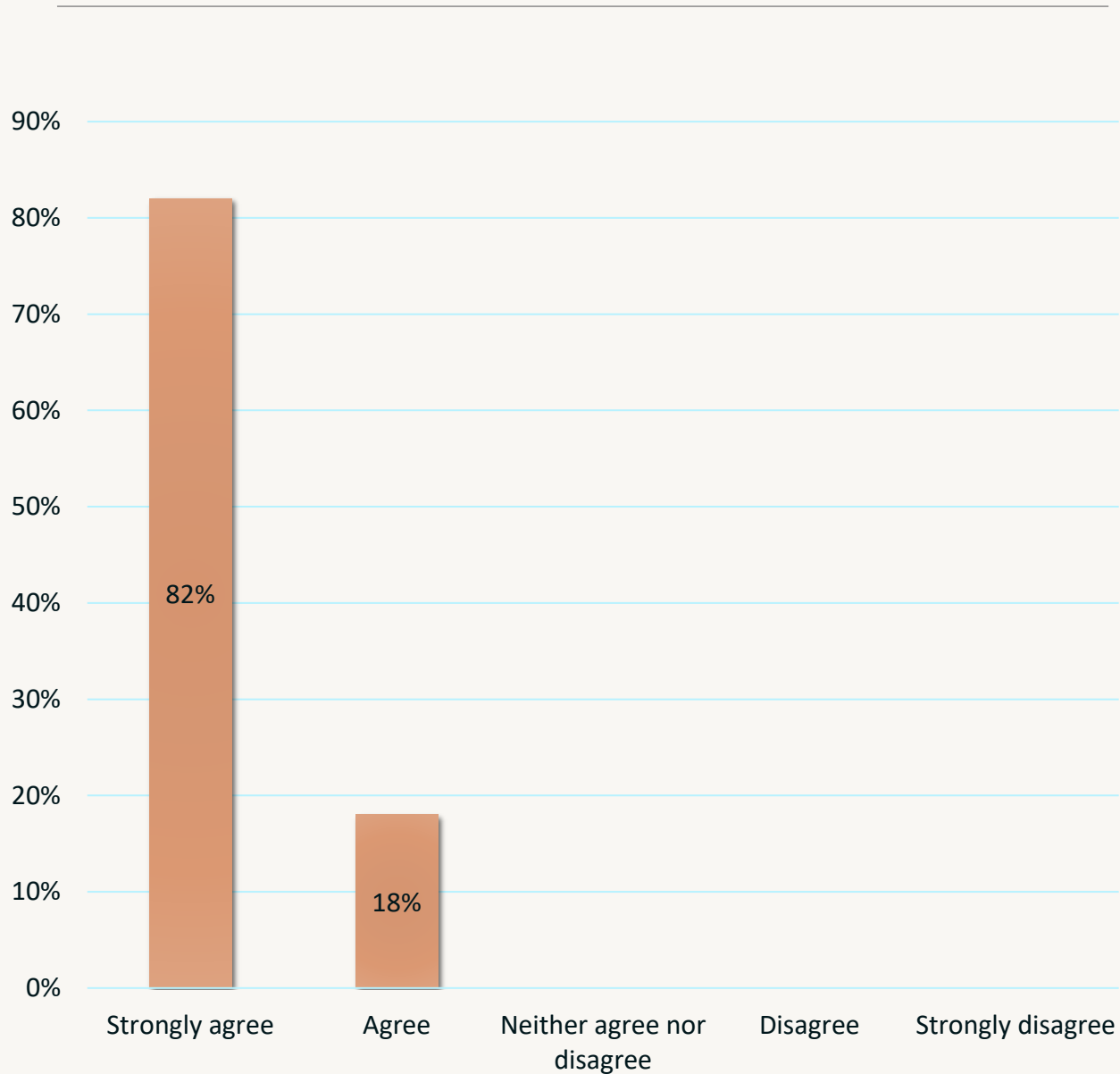
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We also surveyed the other customer groups.  
Separate reports are available on request for those services.

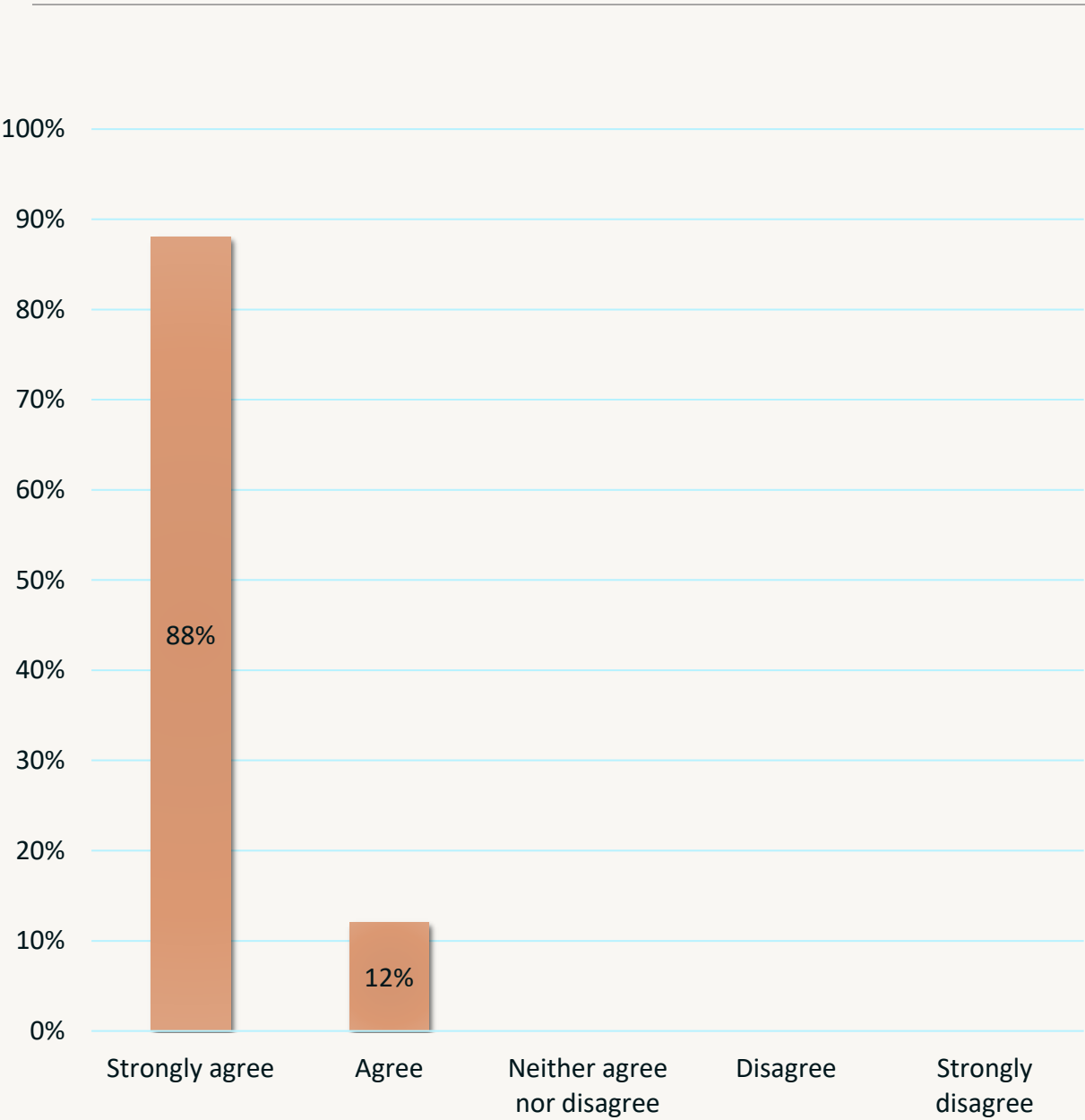
I am happy with the quality of service that I receive.

**82%** strongly agree, rising to **100%** if agree responses are included.



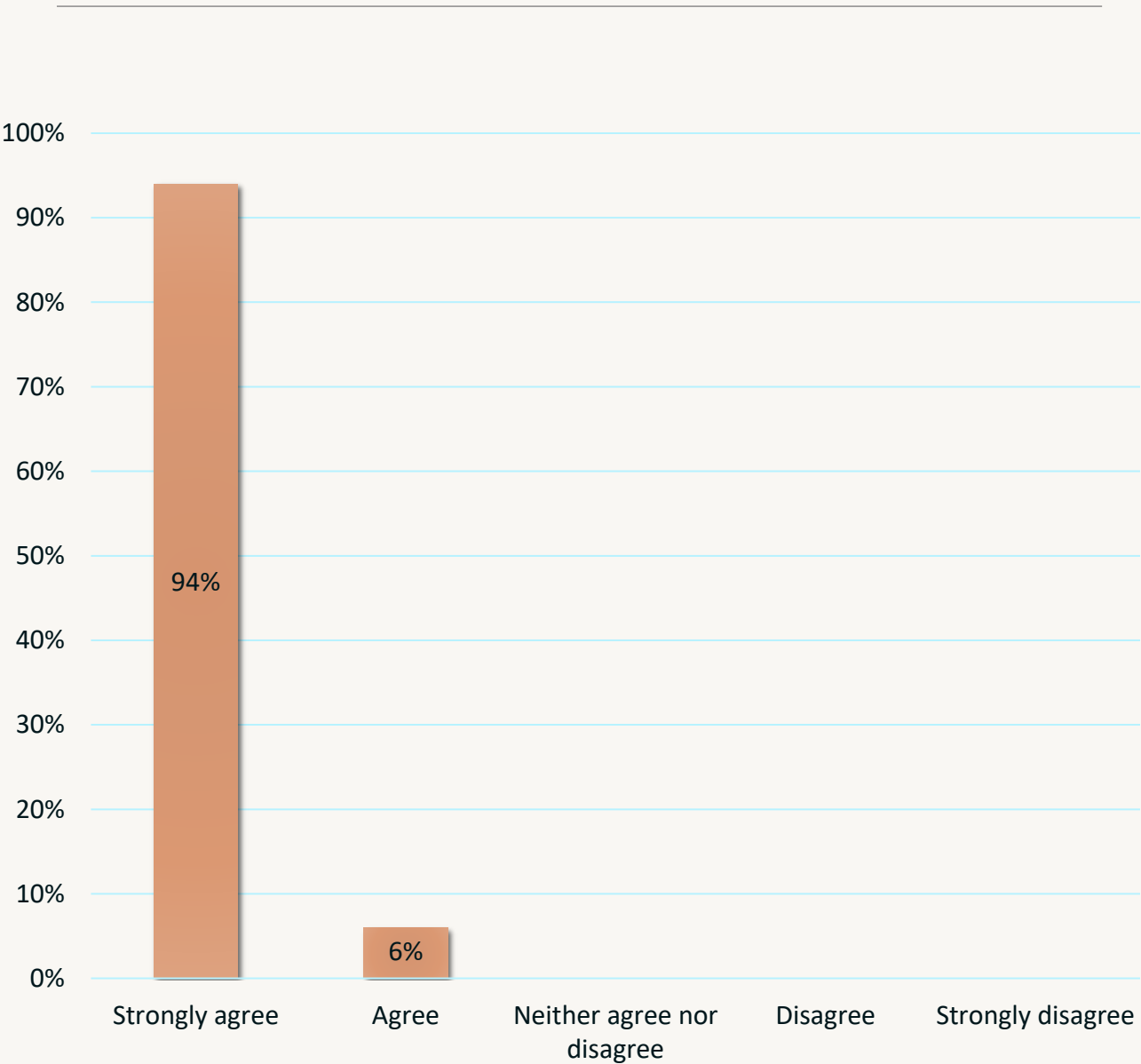
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

**88%** strongly agreed, rising to **100%** if agree responses are included.



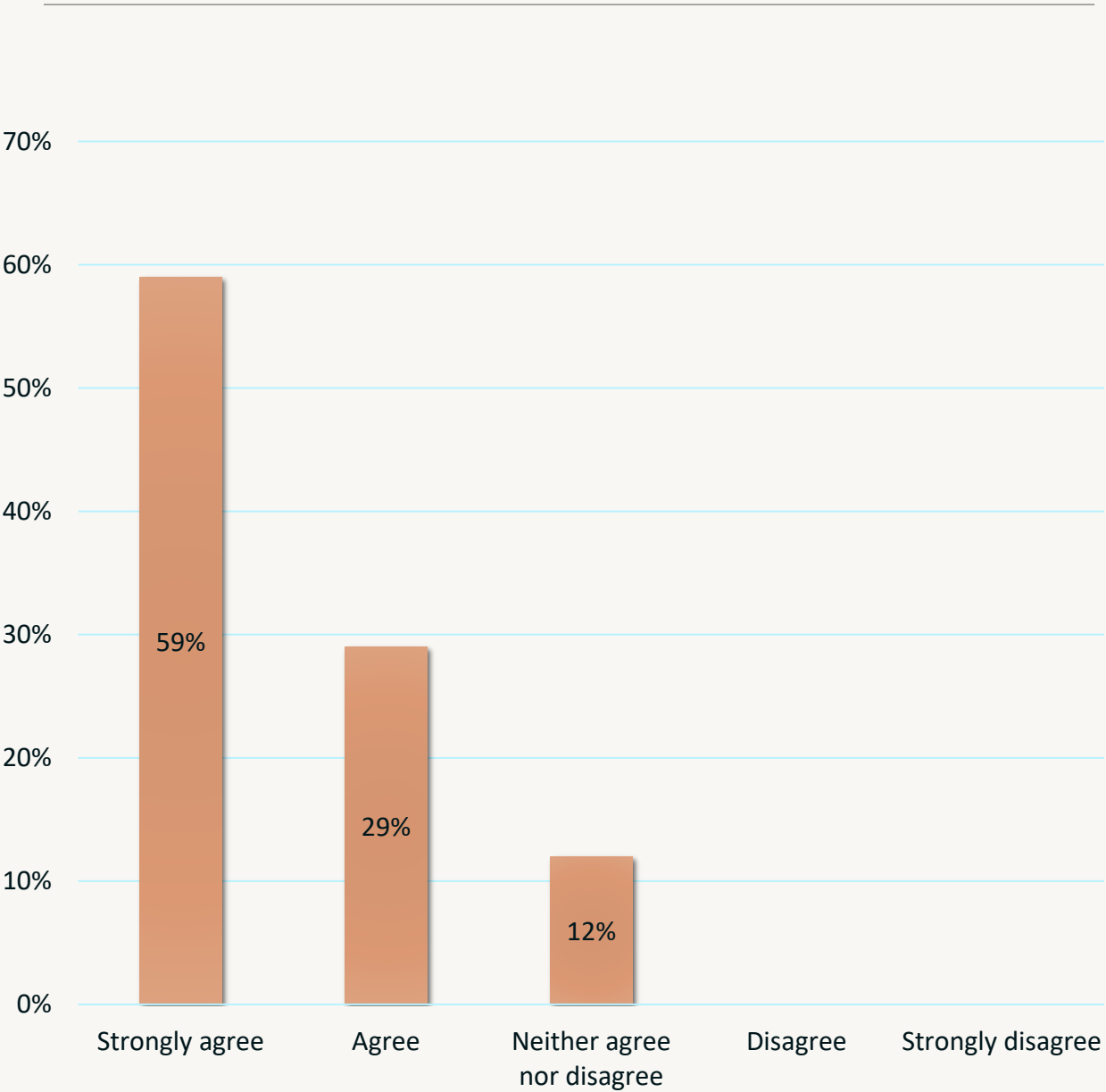
I feel safe whilst at a Belong village.

**94%** strongly agree, rising to **100%** if agree responses are included.



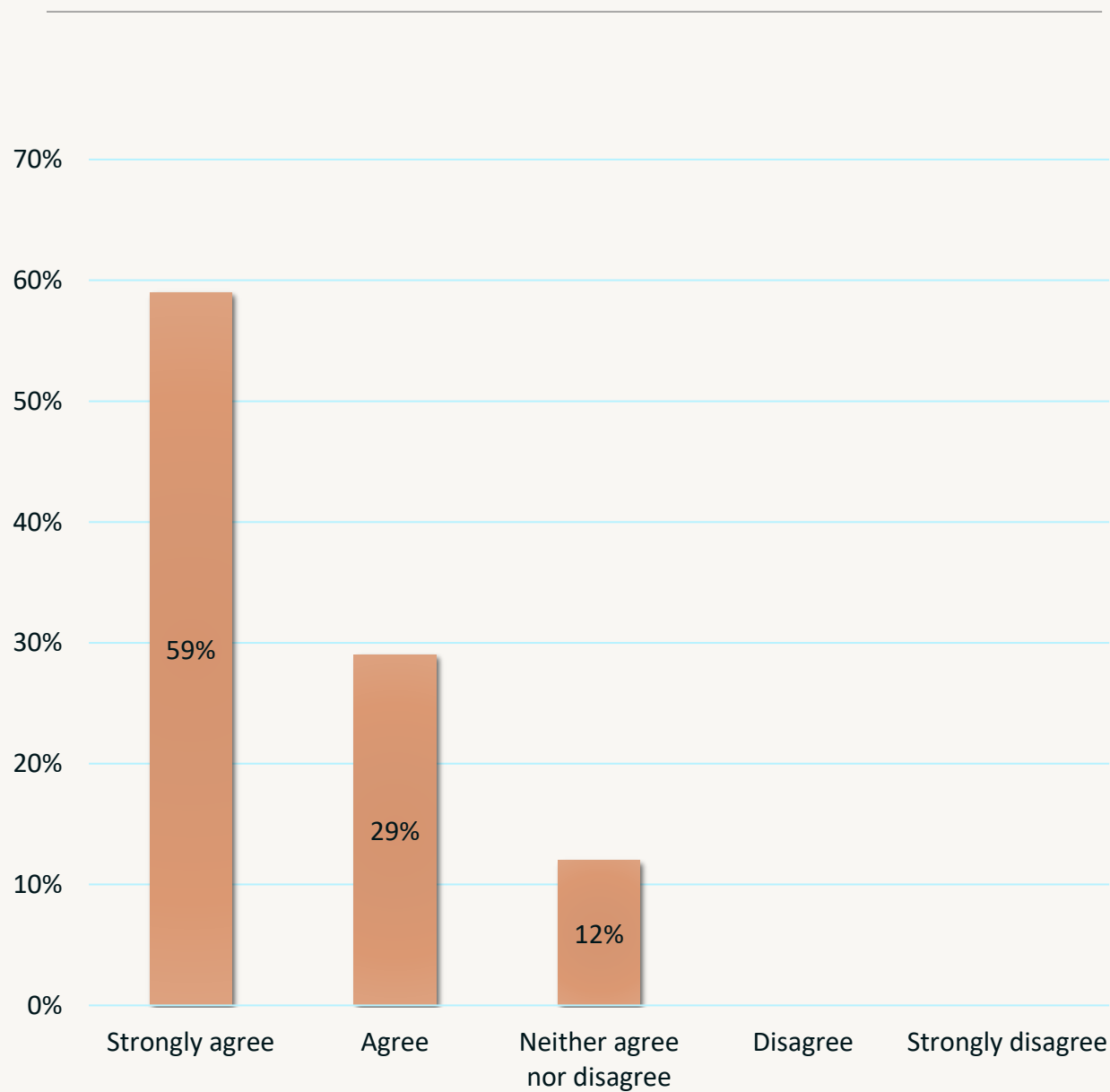
The Belong team supports me to maintain my hobbies and interests.

**59%** strongly agree, rising to **88%** if agree responses are included.



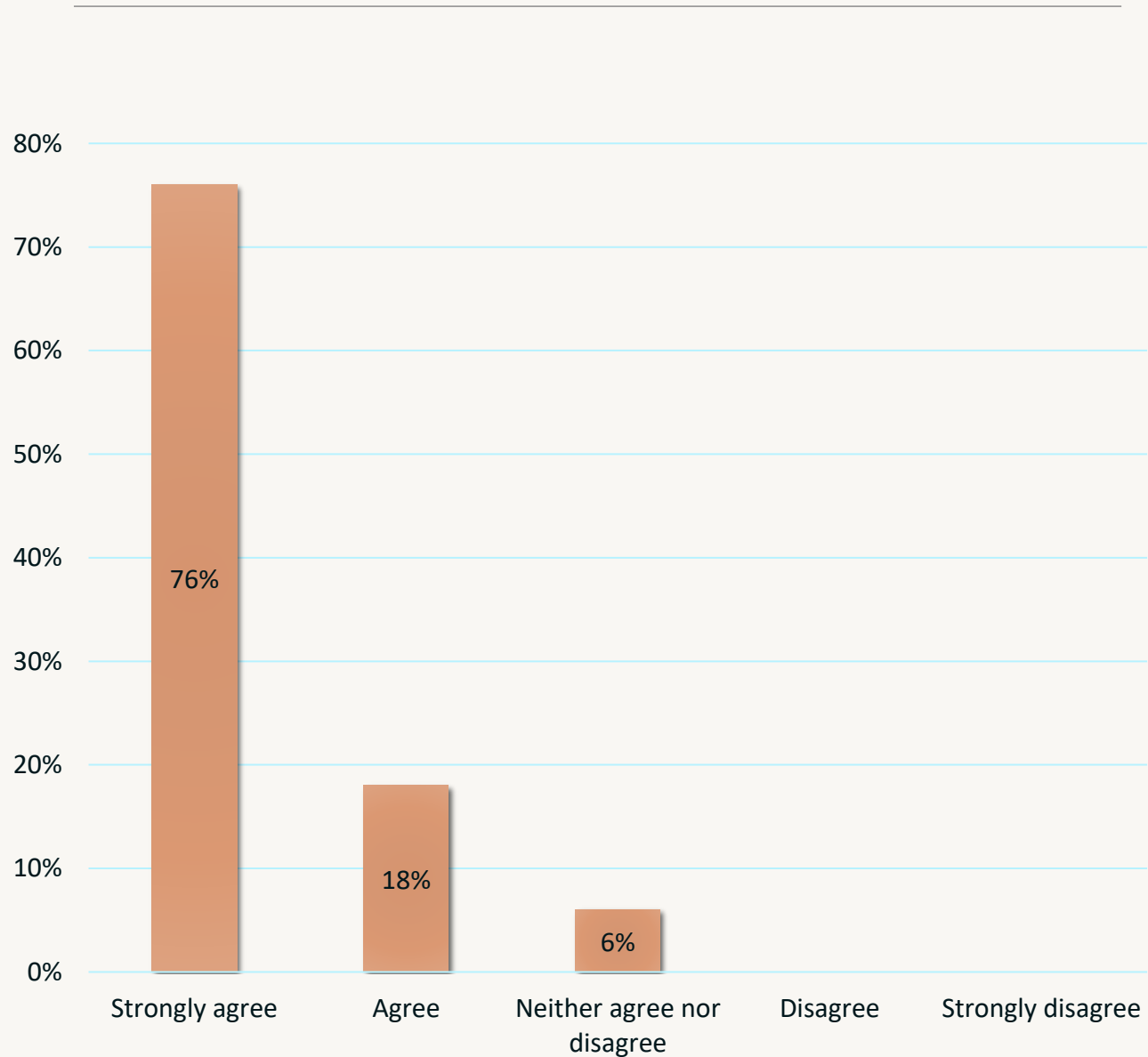
I enjoy using The Bistro.

**59%** strongly agree rising to **88%** if agree responses are included.



I am happy with the quality and quantity of food and drink received during my Experience Day.

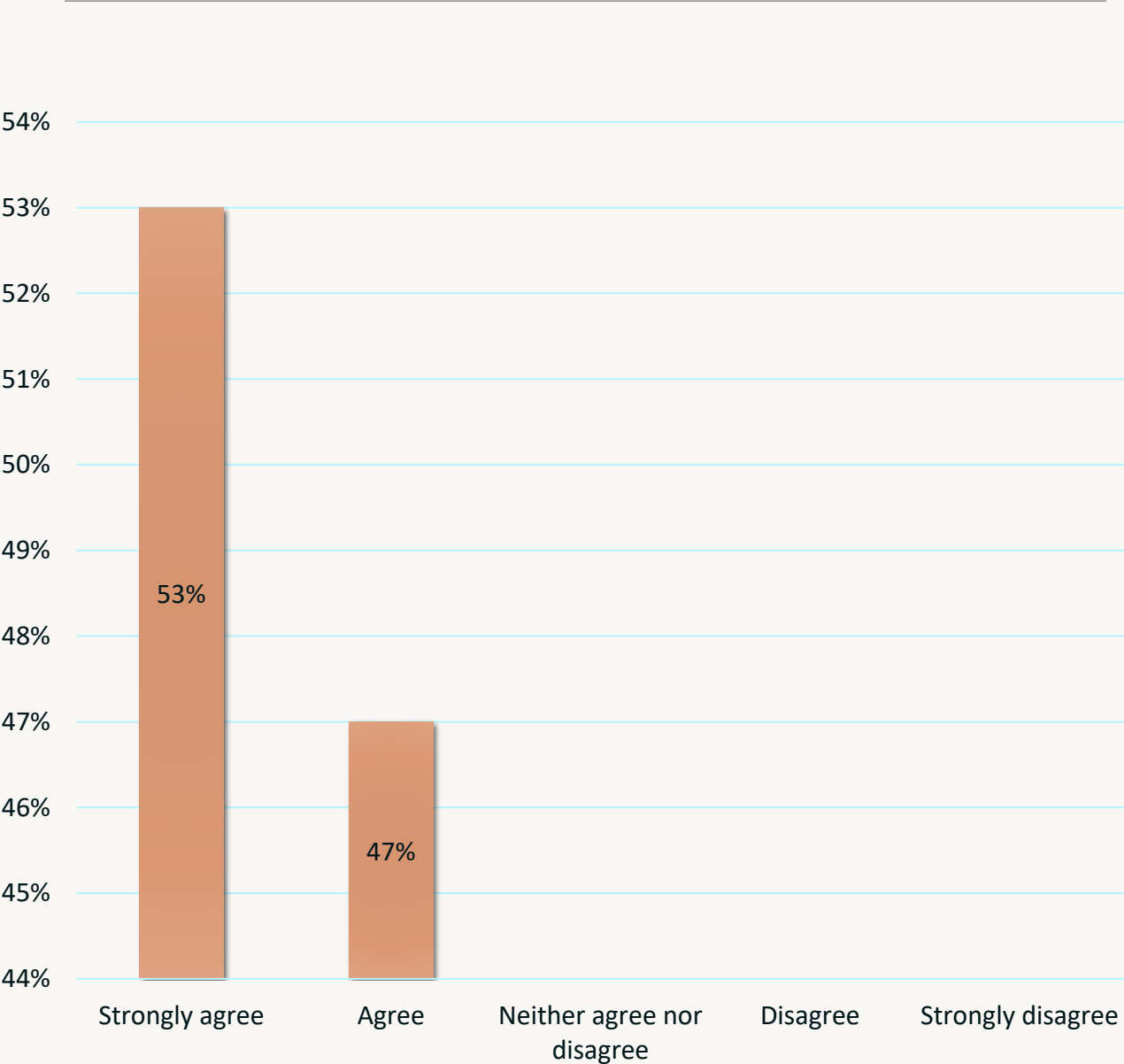
**76%** strongly agree rising to **94%** if agree responses are included.





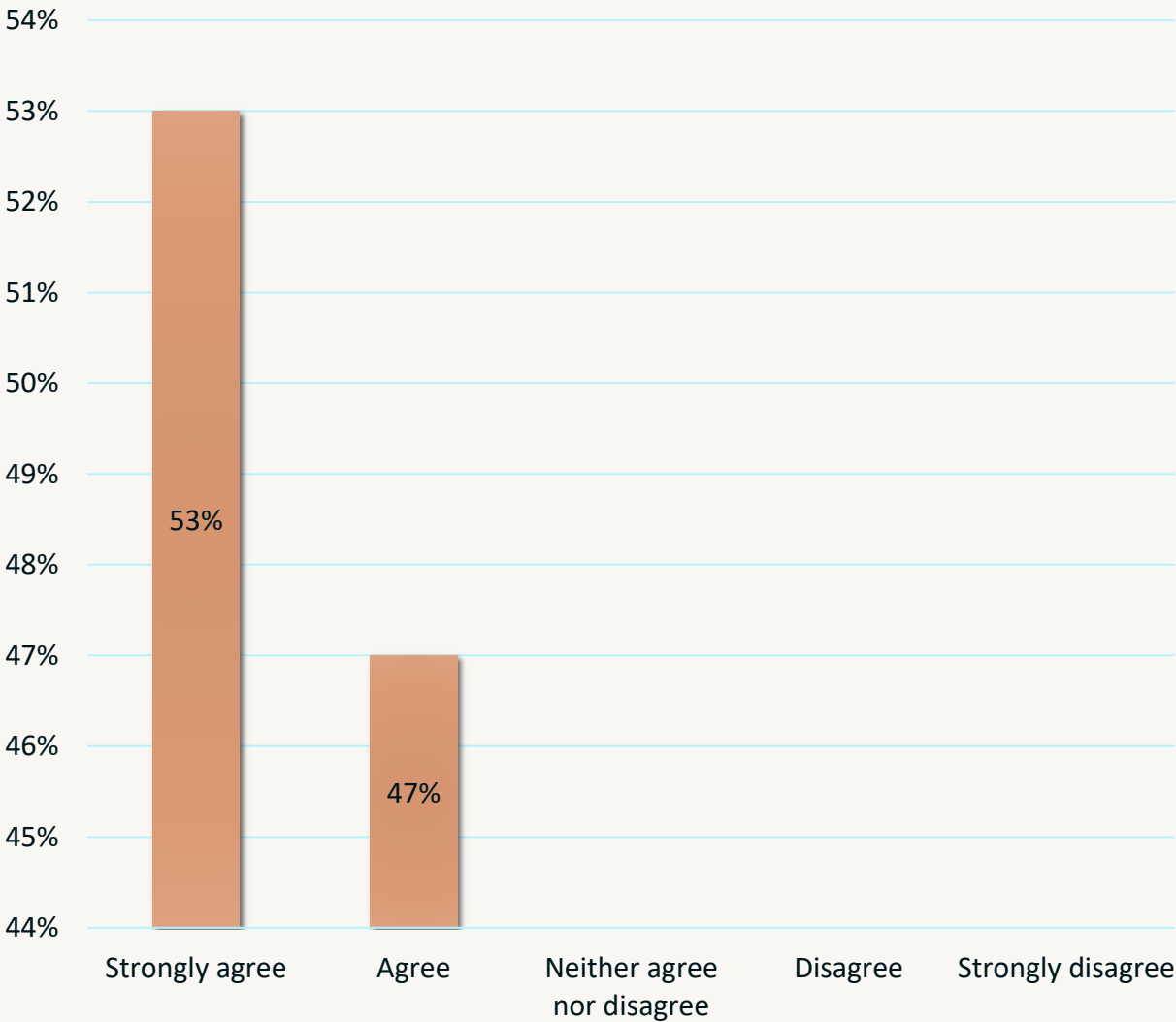
I am happy with the range and number of activities available in the village.

**53%** strongly agree, rising to **100%** if agree responses are included.



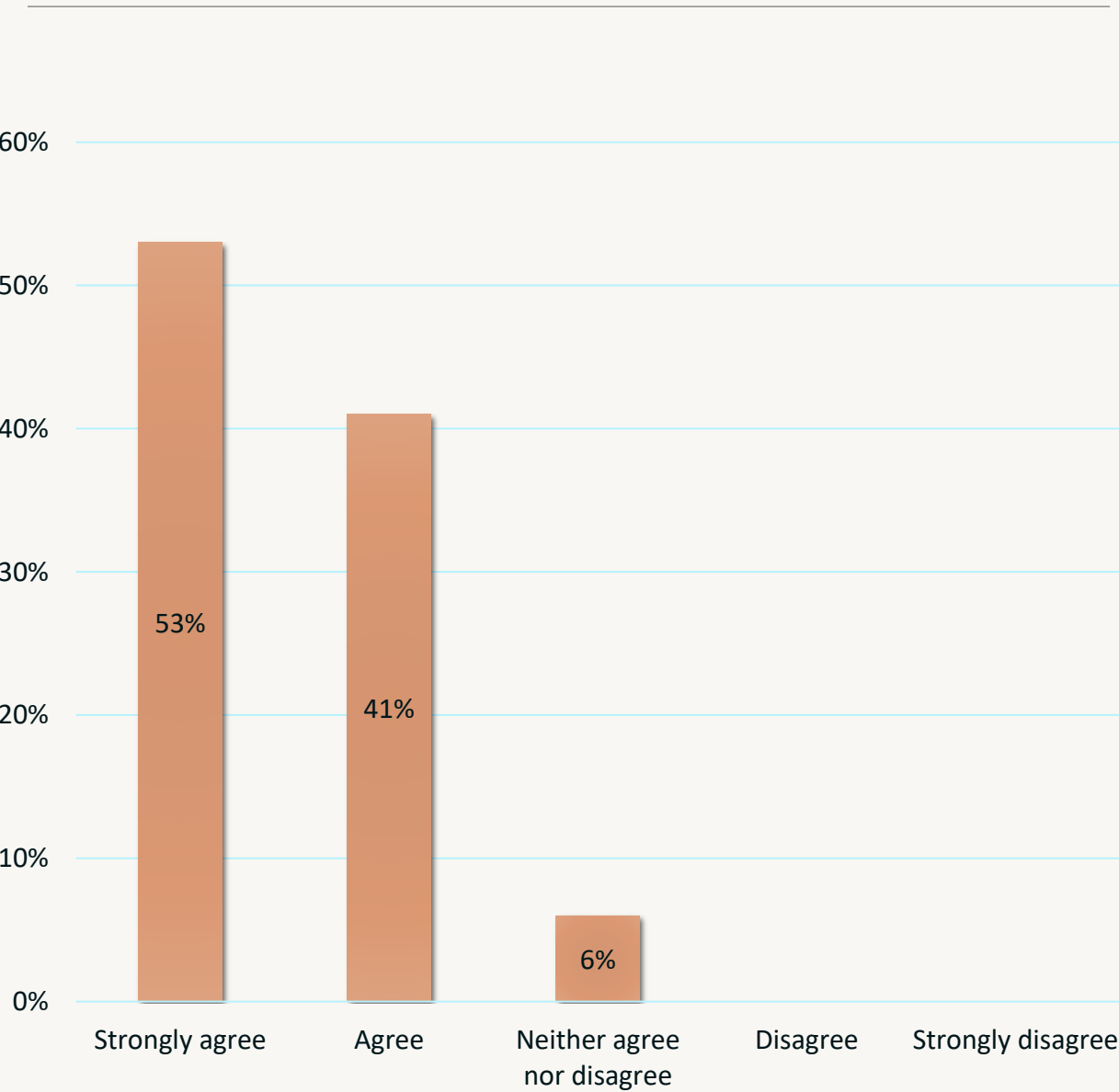
I am able to participate in exercise as I would like.

**53%** strongly agree rising to **100%** if agree responses are included.



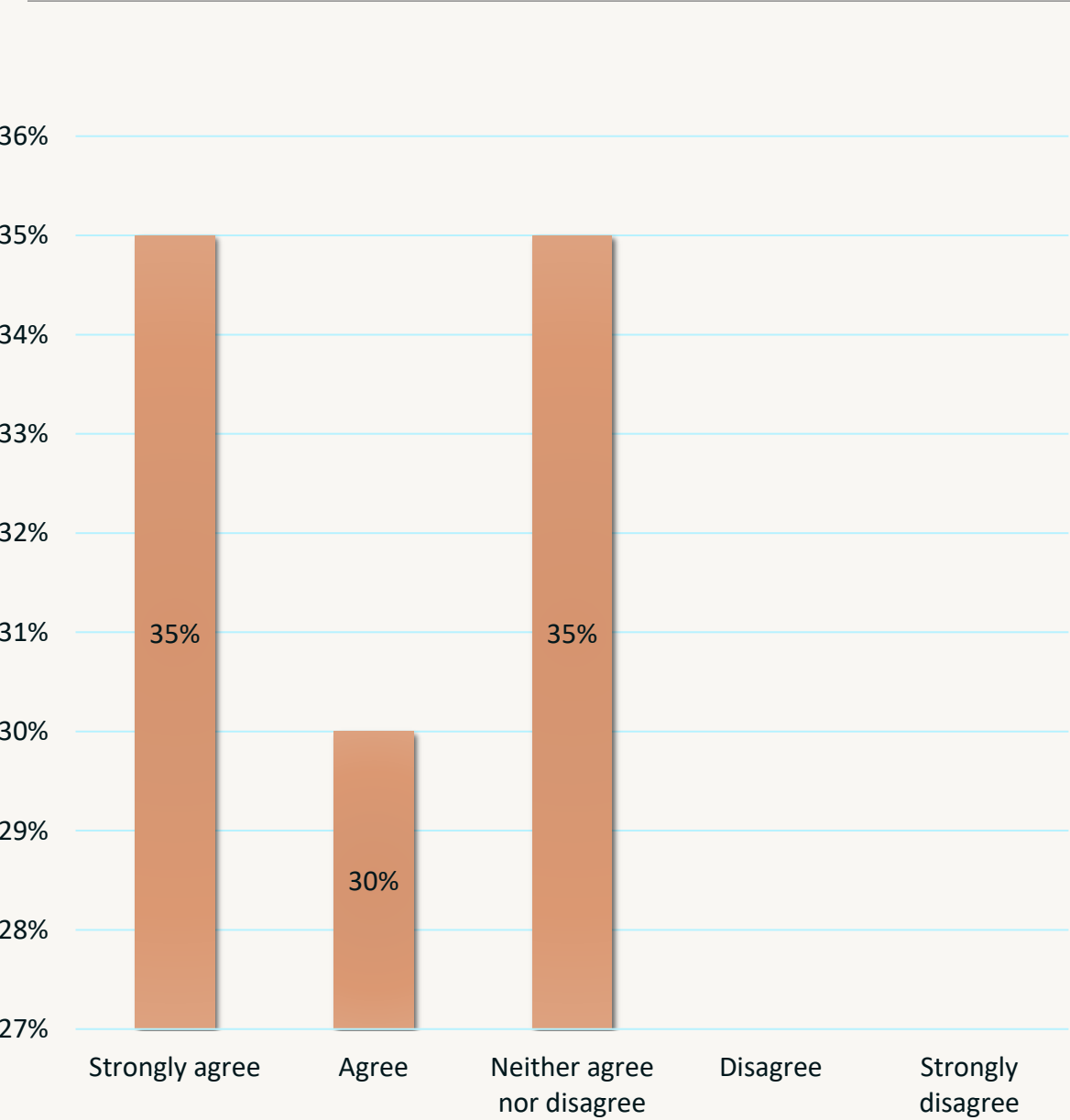
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

**53%** strongly agree rising to **94%** If agree responses are included.



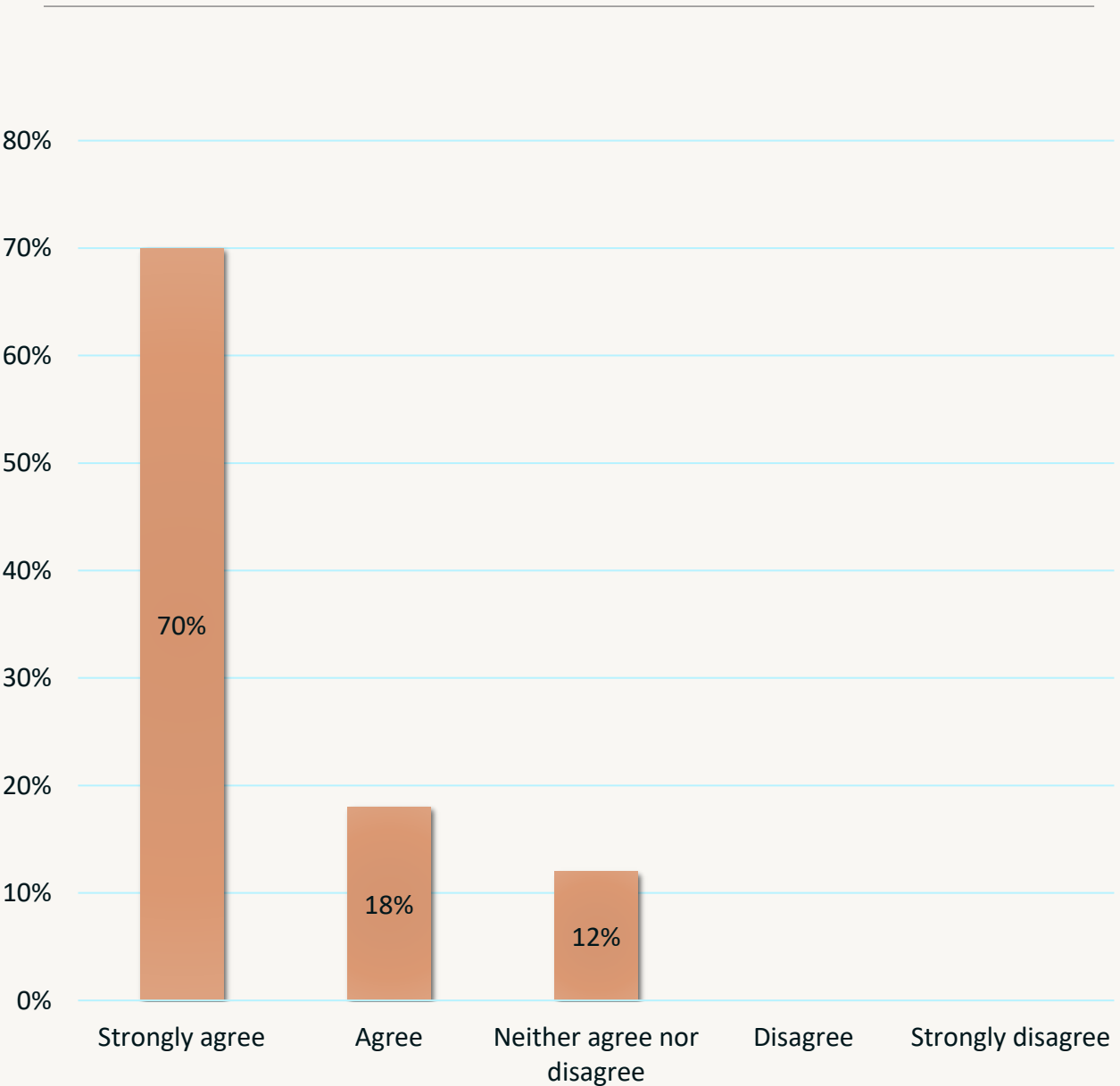
My spiritual needs are supported in Belong.

**35%** strongly agree, rising to **65%** if agree responses are included.



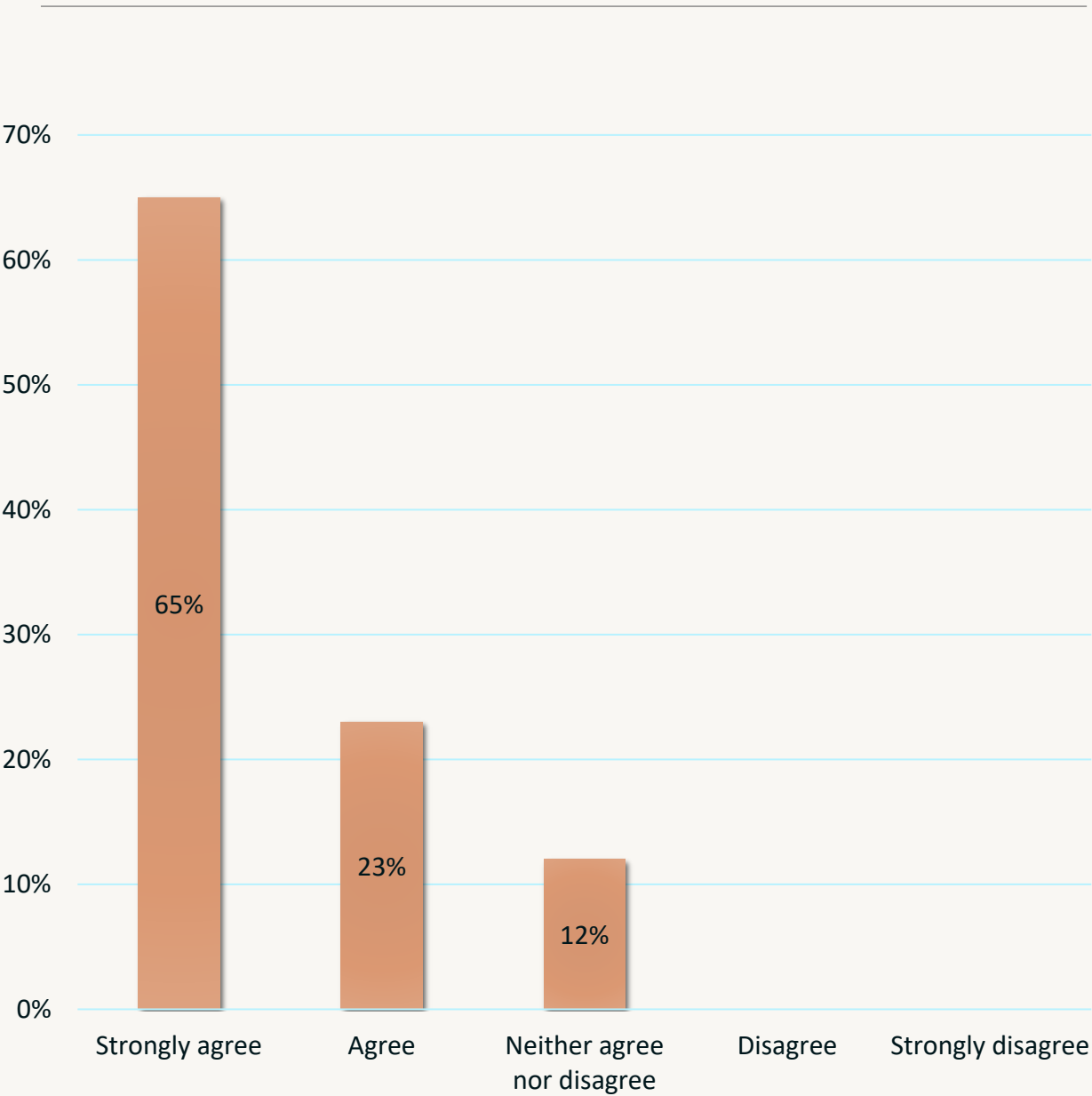
I feel Belong communicates well with me about what is happening in the village.

**70%** strongly agree, rising to **88%** if agree responses are included.

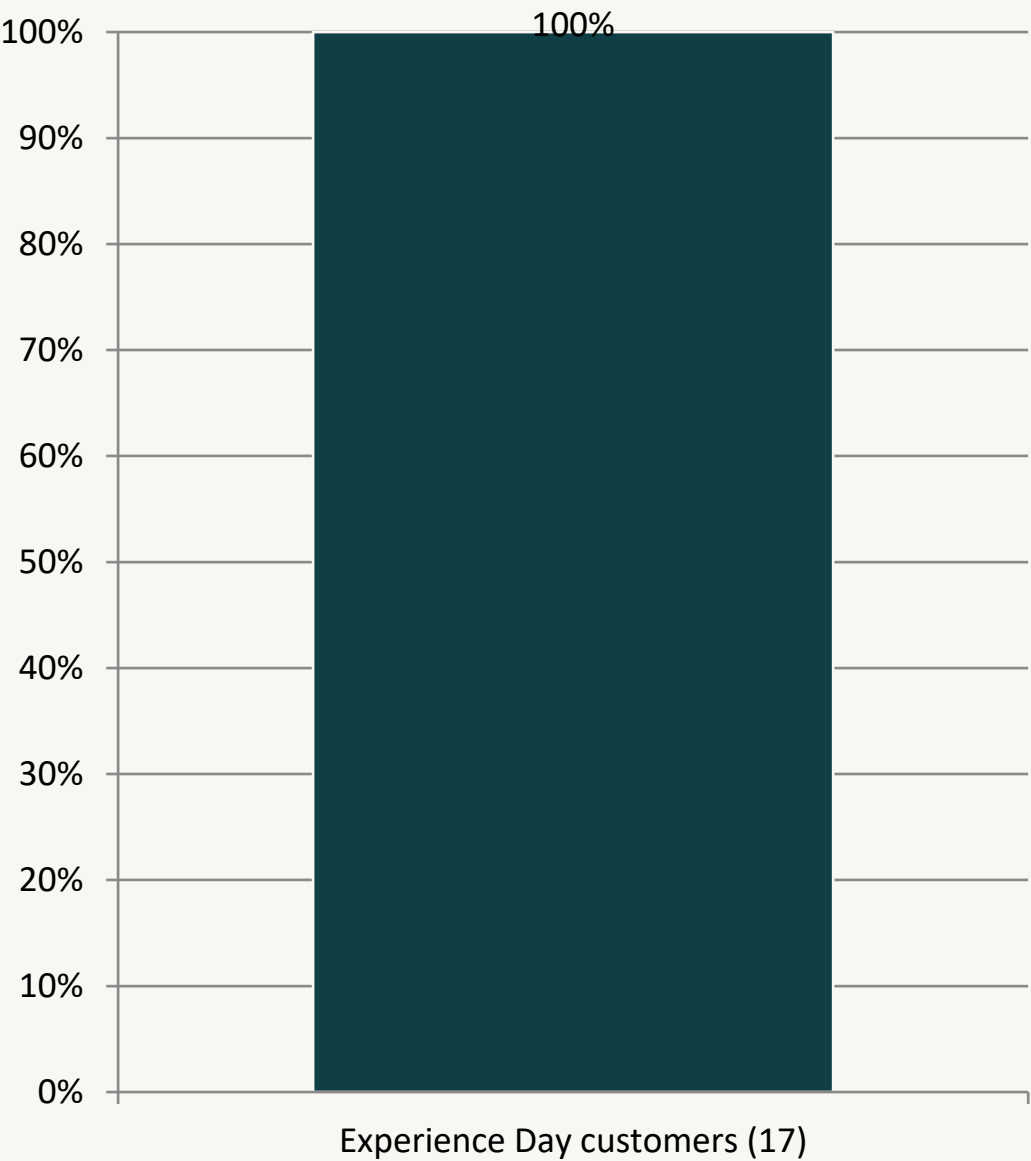


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

**65%** strongly agree, rising to **88%** if agree responses are included.



**100%** percent of Experience Day Customers would recommend Belong Crewe to family and friends.



# We asked customers what they feel we do well.

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Feedback category	Feedback received
Companionship	Emphasis on social interaction and community
Activities	Reference to the diverse range of activities to engage participants, and there was positive feedback around the availability of group activities.
Staff	<p>Strong connections between staff and customers. The team are described as polite, very friendly, welcoming, caring and helpful.</p> <p>Staff were also recognised for being attentive to individual needs and interests, and there is a sense that the service is professionally managed.</p>



# We asked customers what they felt we could do better.

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Feedback category	Feedback received
Building / Environment	<p>There appears to be difficulty with parking for some customers at times.</p> <p>Concern about poor ventilation leading to overheating, with a suggestion to address comfort levels for customers.</p> <p>A request to reconfigure the second-floor toilet into a more accessible or welcoming space.</p>
Communication	<p>Mention of languages, implying a need for language-related services or support.</p>
Service	<p>It was felt that the service could be a little more organised and respite stays would be nice.</p>

# We asked customers if there was anything else they would like to tell us.

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Feedback category	Feedback received
Service	<p>Overall enjoyment and satisfaction with the service and village atmosphere.</p> <p>Experience Days are highlighted as the weekly highlight, providing stimulation and relaxation for carers.</p>
Staff	<p>Positive remarks about staff being friendly and efficient, and high appreciation for the efforts they make to ensure positive experiences for customers.</p>
Activities	<p>A suggestion to include dancing classes, especially on Saturday mornings.</p>

# You said, we did

Here are some of the changes we've implemented since the last customer satisfaction survey.

Area	Action
Staff could have name tags	All our staff now have name badges.
Activities	Walks out: we now have a walking club every week, and we have held garden events in the summer, visited local towns, and are enjoying canal boat trips.
Bistro options	We have many options to suit all varied diets including a wider healthy option.

# Areas being addressed

Actions already taken in response to your feedback from this year’s survey.

Area	Action	Status
The Bistro	Choice of healthier options and temperature of the food.  This year has seen a new menu introduced full of new food choices offering new and healthier ranges.	Complete
Service	Respite stays are a service we offer.	Complete
Gardens and outdoors	This year we have held a number of events in our main garden including barbecues, planting and designing, and our caretaker hosts gardening clubs once a week.	Complete.

## Manager's comments

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Thank you to everyone who took the time to complete this survey. We were delighted with the overwhelmingly positive feedback on the Experience Days service and in particular that 100% of customers would recommend our service.

Action, in response to any voiced concerns could seem slow at times, but please rest assured that this is entirely because we want to make the right changes, in effective ways, enabling our experience day team to maintain the outstanding service I truly believe they provide.

I, and the wider village management team, are committed to supporting the team in their work, and we've received fantastic, direct feedback that our Experience Day service is a great service that provides excellent support and a day full of activities and vibrancy.

Thank you.

**Caroline Anthony**  
**General Manager**



## What do we do with your feedback?

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- Produce these annual reports with action plans by the manager for public information
- Managers use feedback to inform their business plans
- Share the reports and audits with the teams
- Dementia skills assessments and observations used to inform individuals PDRs
- Update policies, procedures and standards where required
- Increase audits as needed
- Share with regulators, commissioners and banks
- Use it to better understand and improve our services

### **Getting better all of the time**

Making a conscious effort to find out what life is like for people who live in our villages helps us to see what needs to be improved.

Thank you for taking the time to take part in this year's survey.