

# **Belong Newcastle- under-Lyme Experience Days**

Customer Satisfaction  
Results

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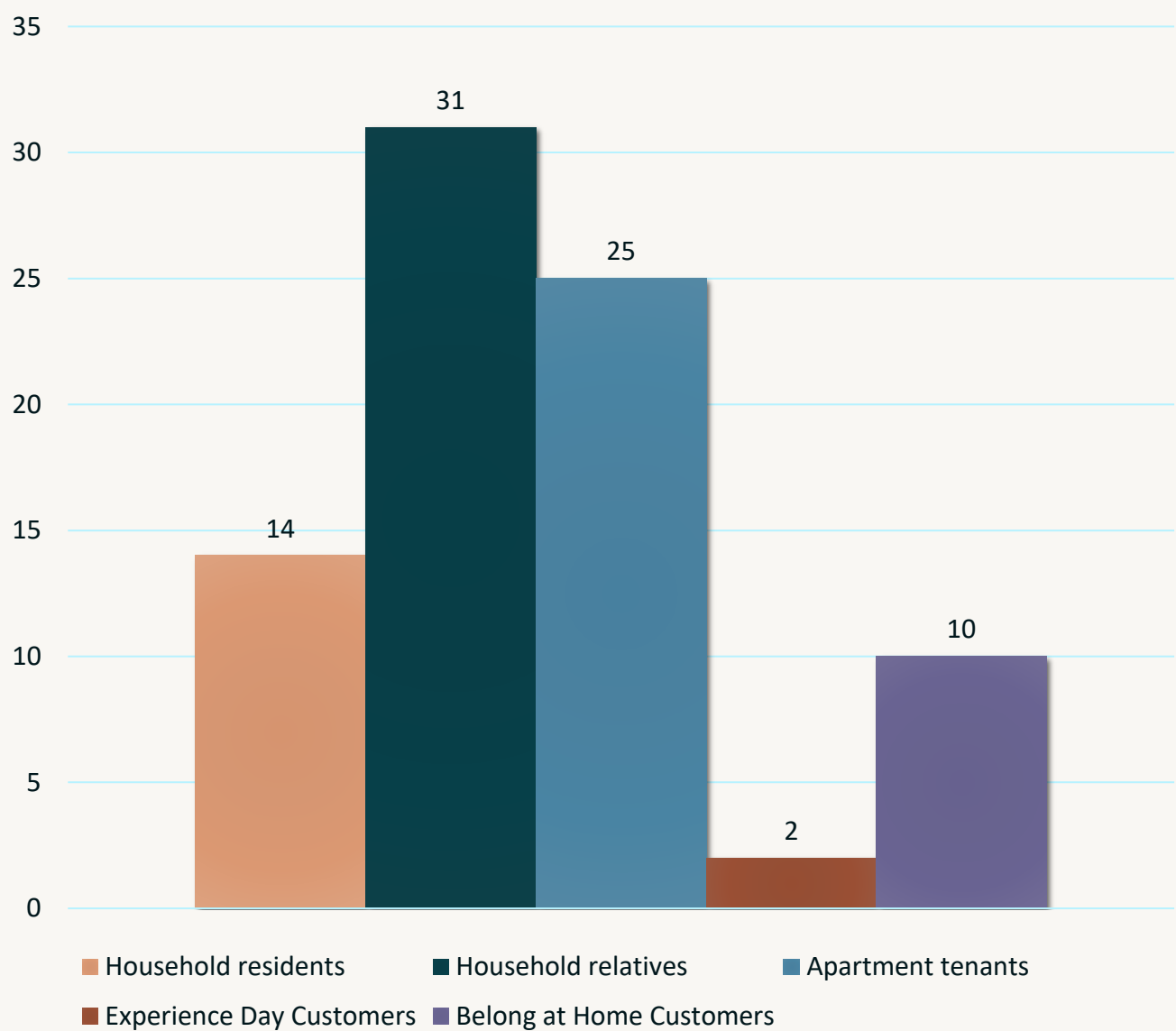
**2024**



**BELONG**

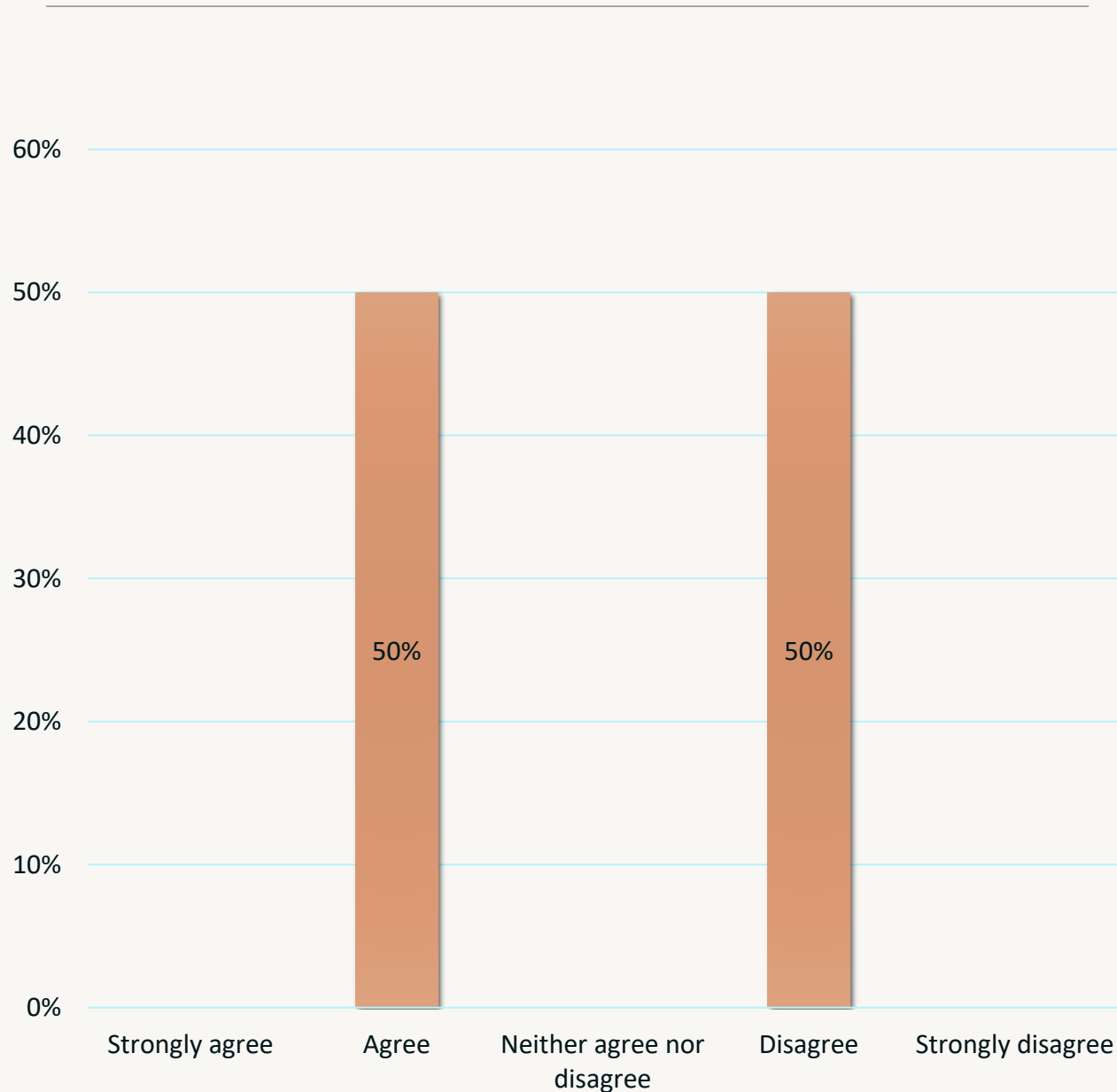
NEWCASTLE-UNDER-LYME

72 surveys were completed and returned for Belong Newcastle-under-Lyme, shown by customer type below. Two responses were received from Experience Day customers, reported on in this document. See separate reports for other services.



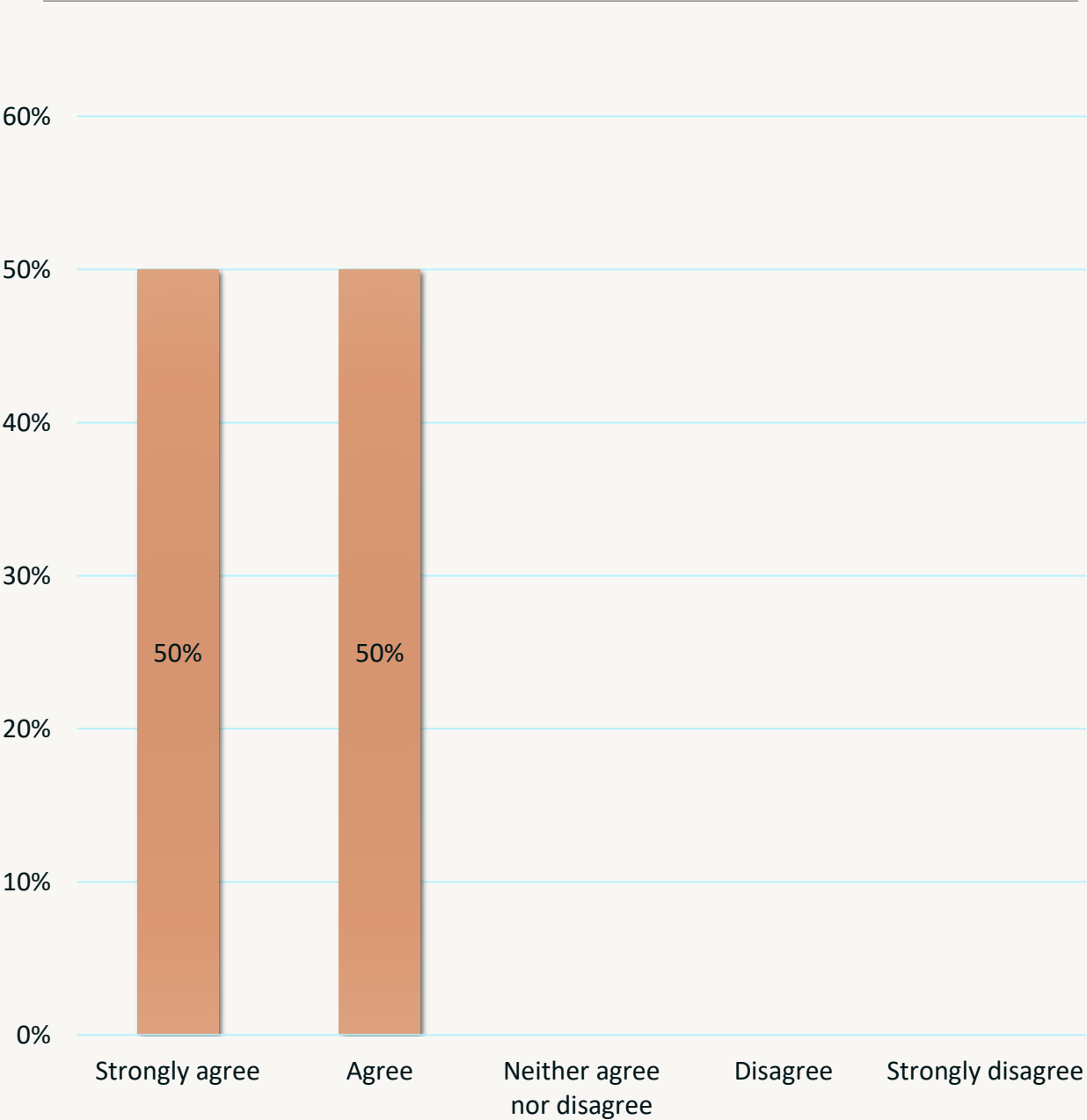
I am happy with the quality of service that I receive.

50% agree.



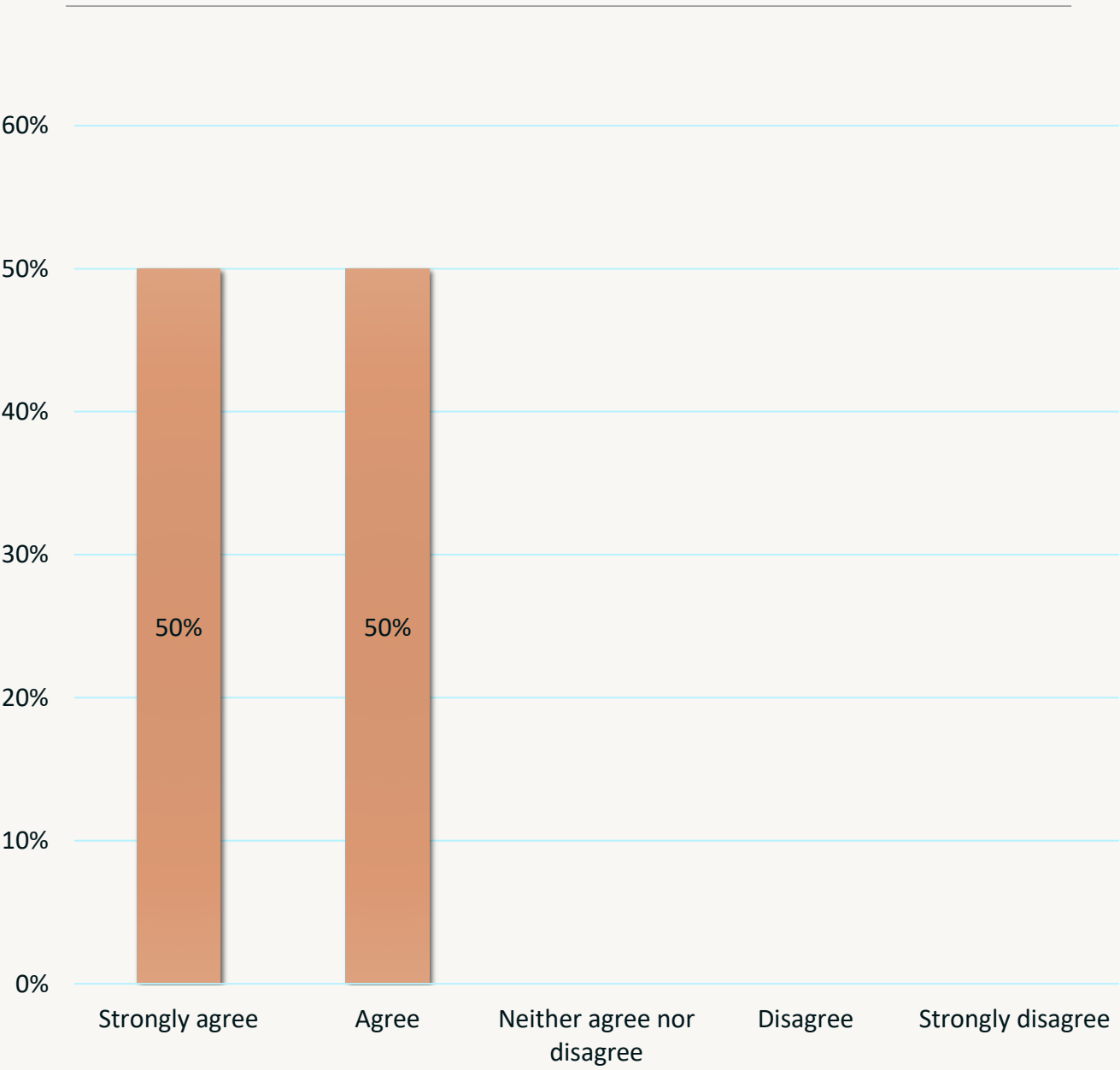
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

**50%** strongly agree, rising to **100%** if agree responses are included.



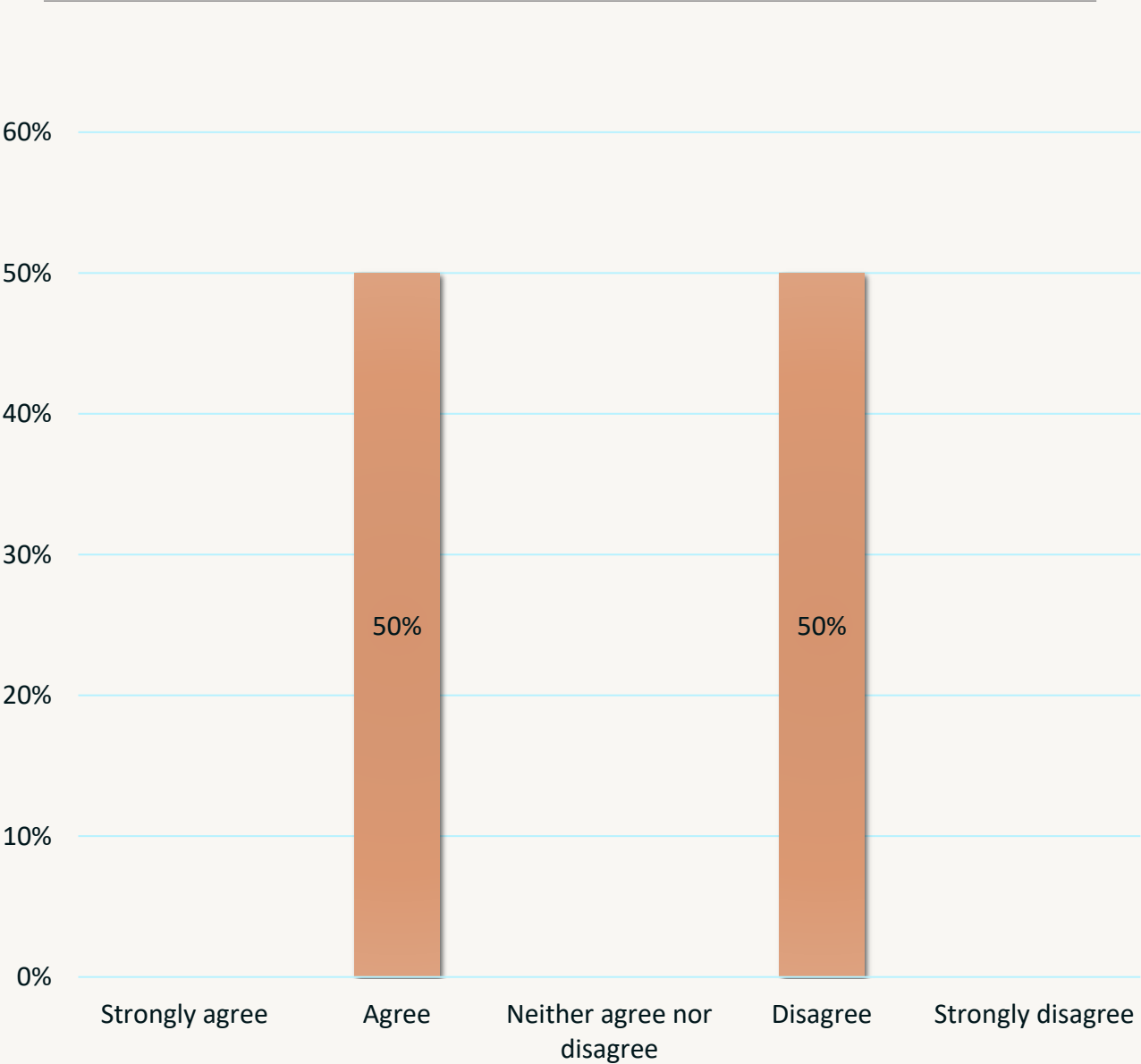
I feel safe whilst at a Belong village.

**50%** strongly agree, rising to **100%** if agree responses are included.



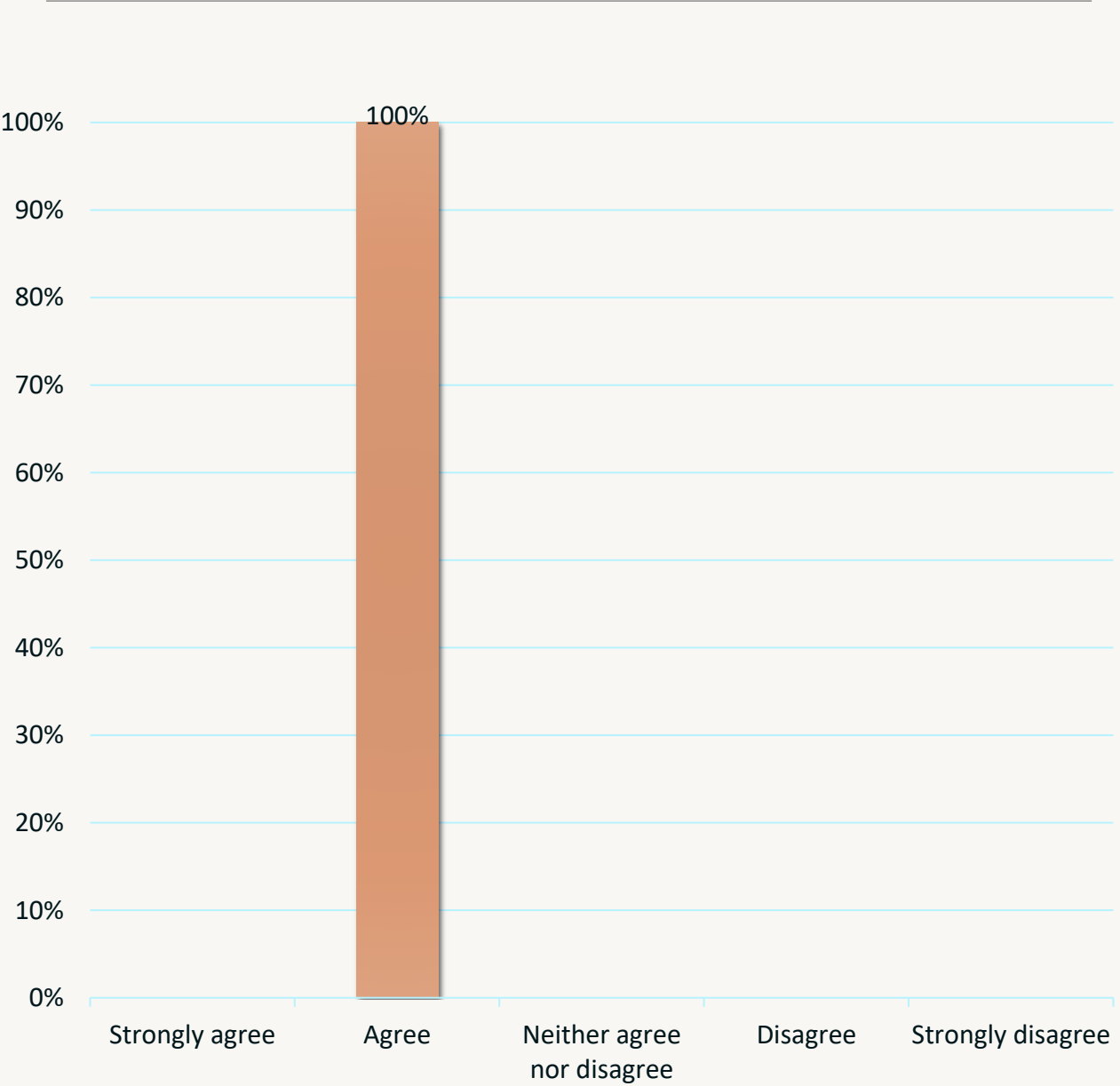
The Belong team supports me to maintain my hobbies and interests.

50% agree.



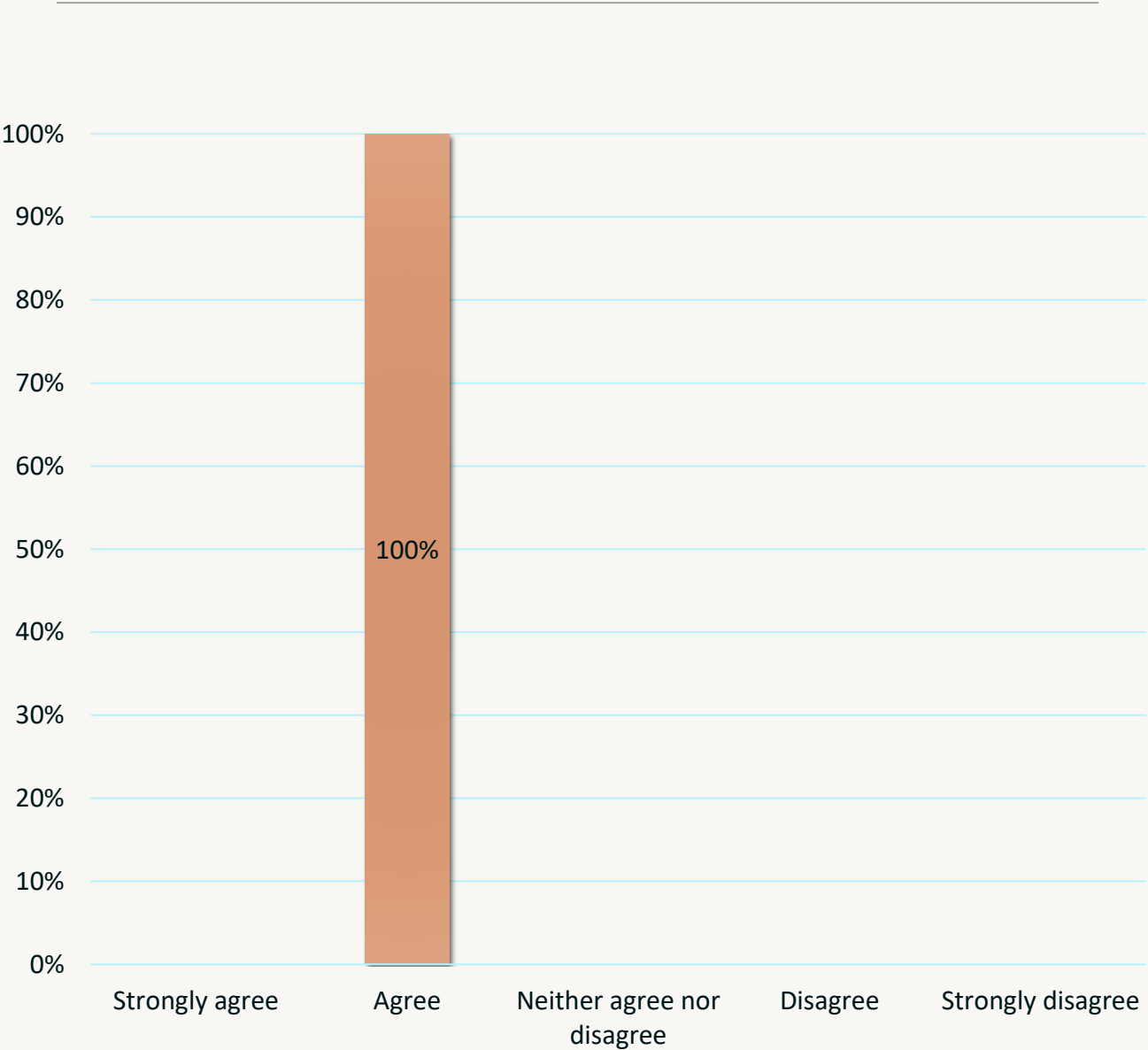
I enjoy using The Bistro.

100% agree.



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

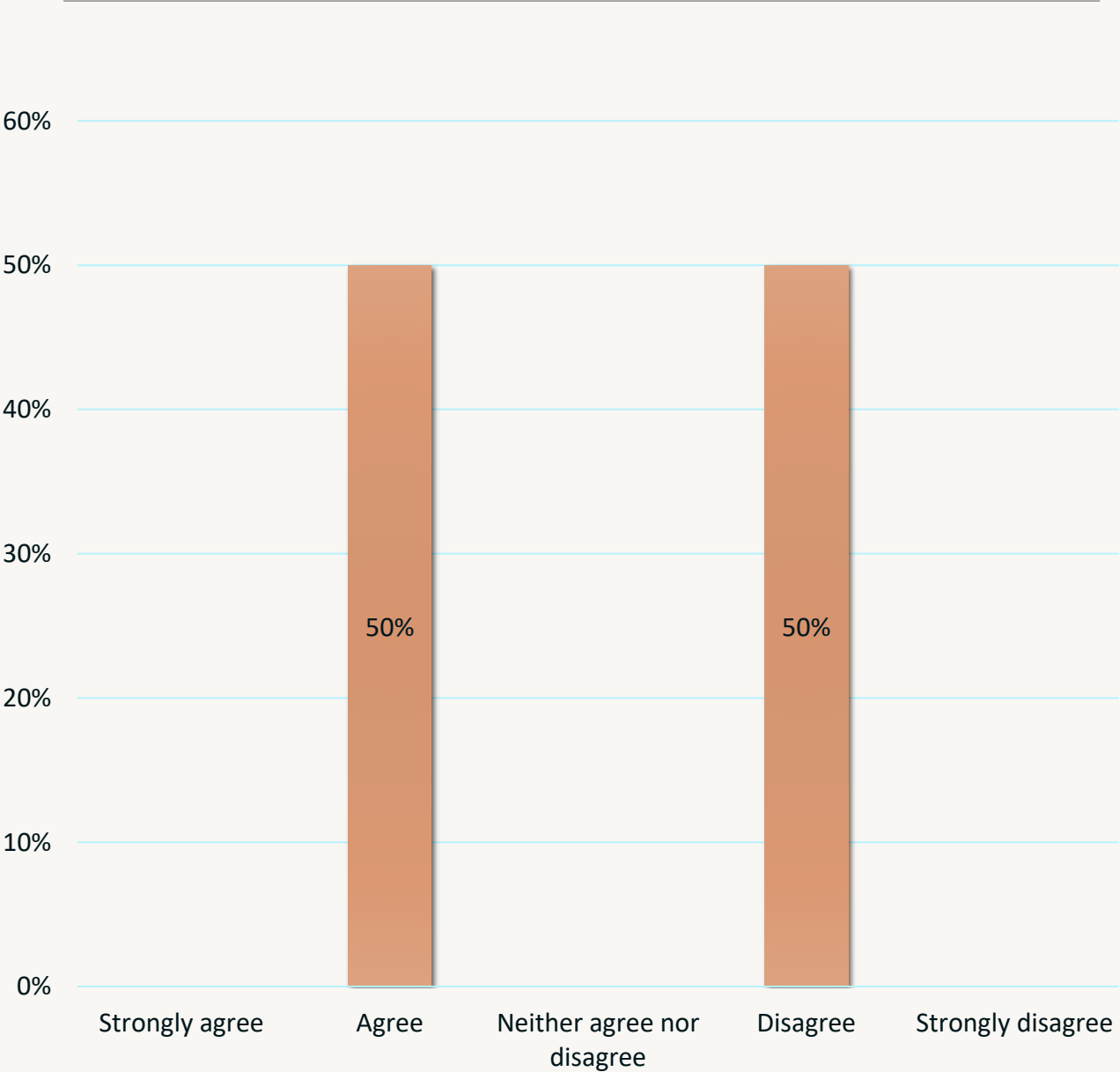
100% agree.





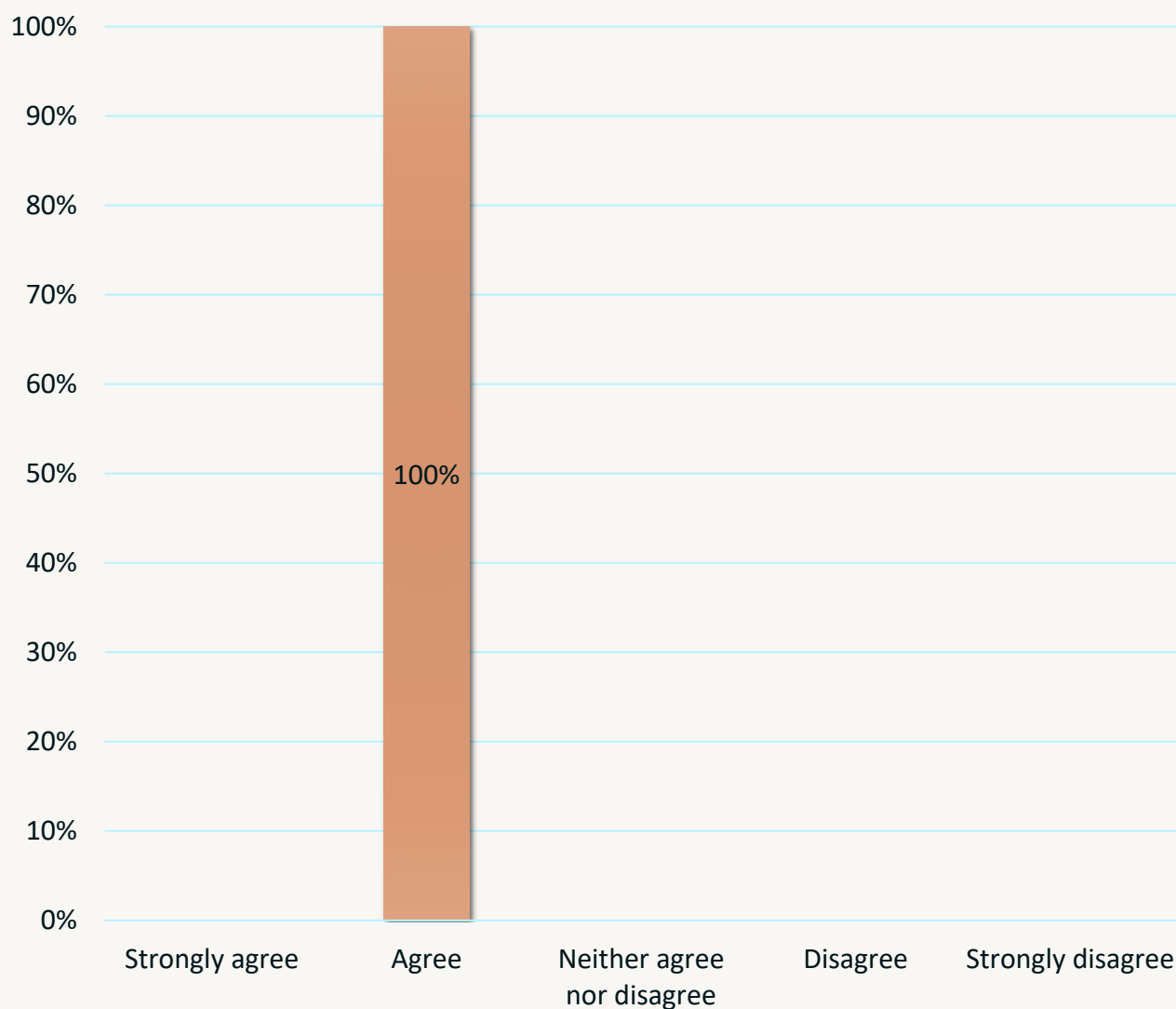
I am happy with the range and number of activities available in the village.

50% agree.



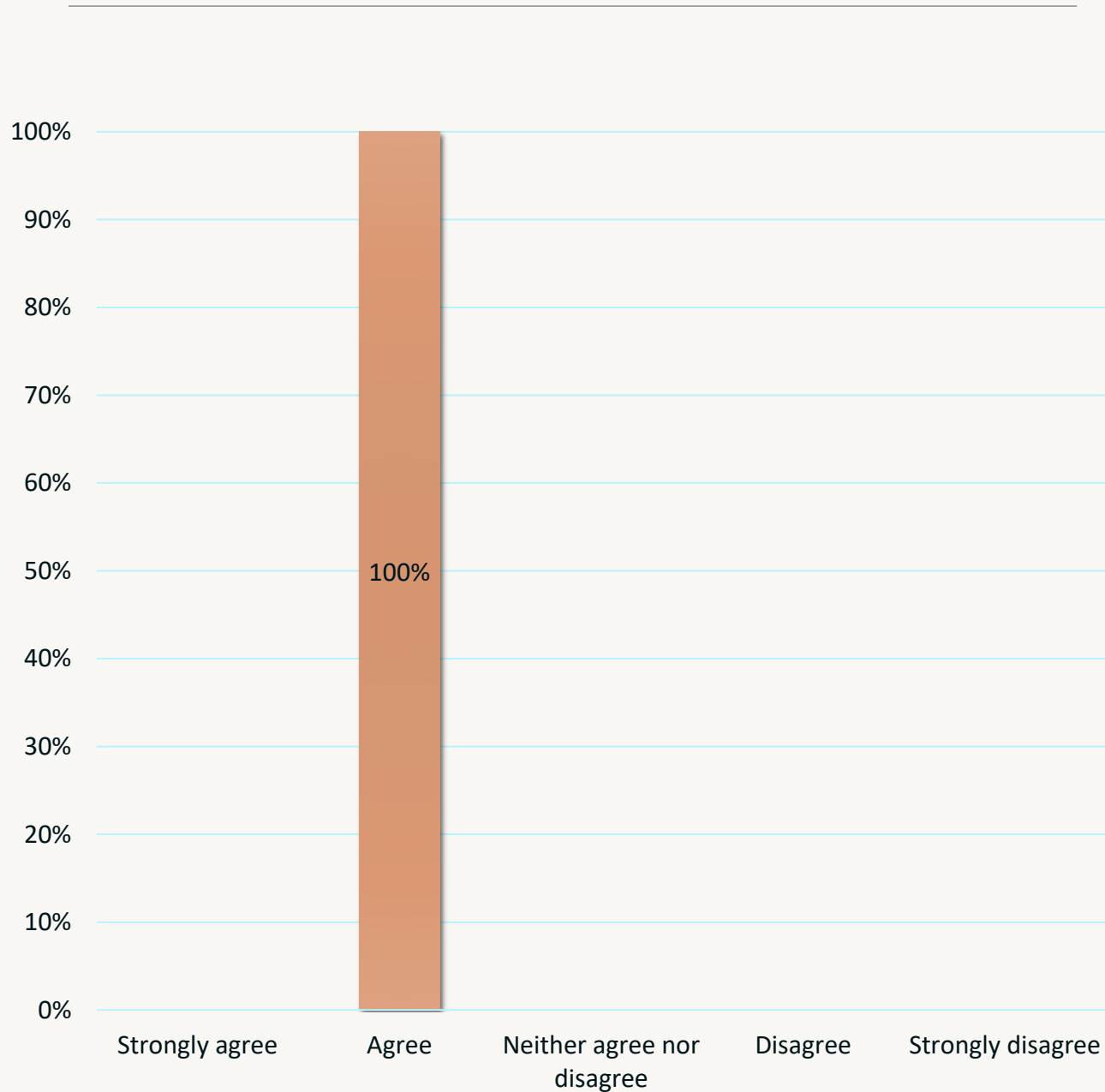
I am able to participate in exercise as I would like.

100% agree.



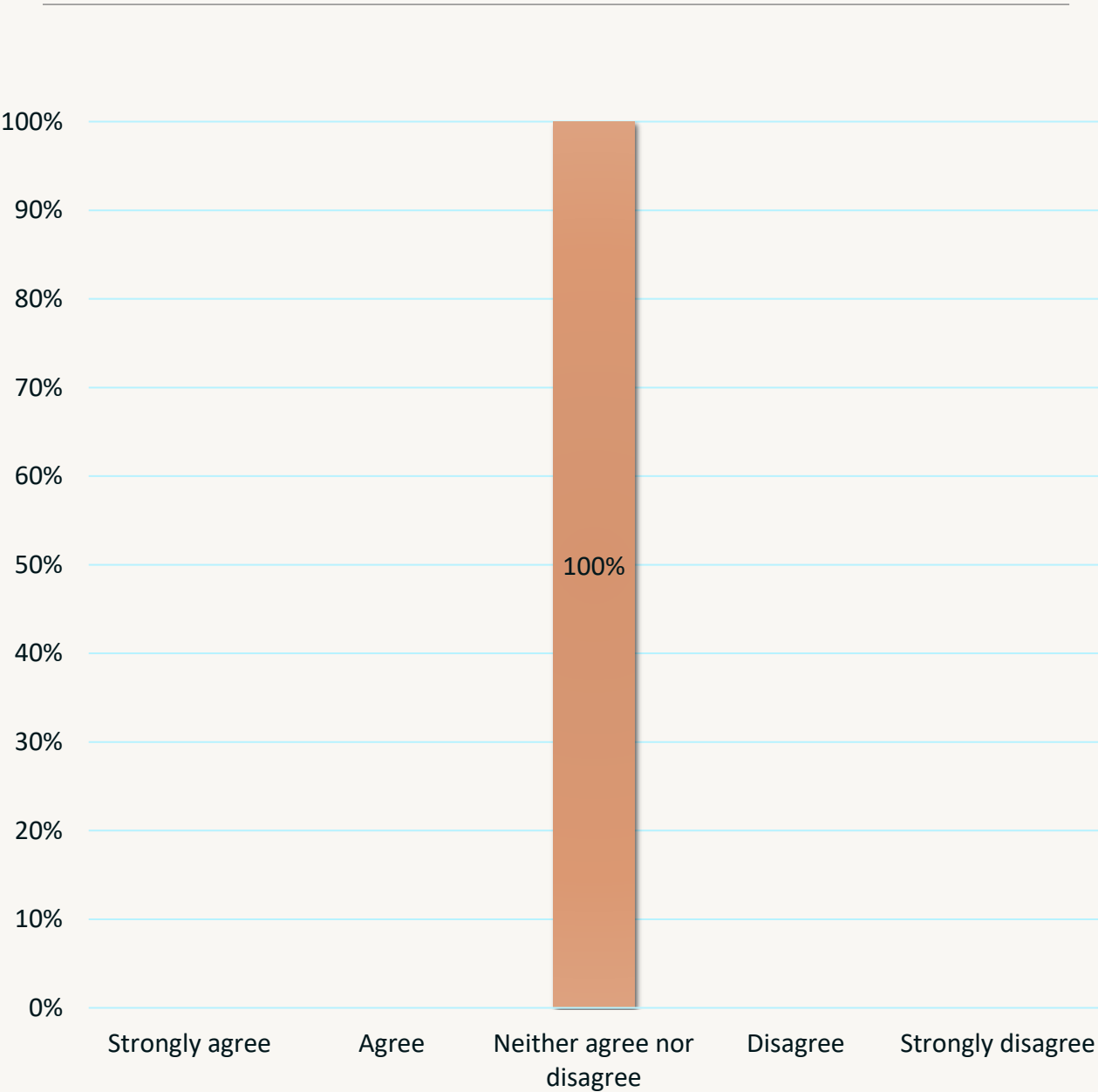
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

100% agree.



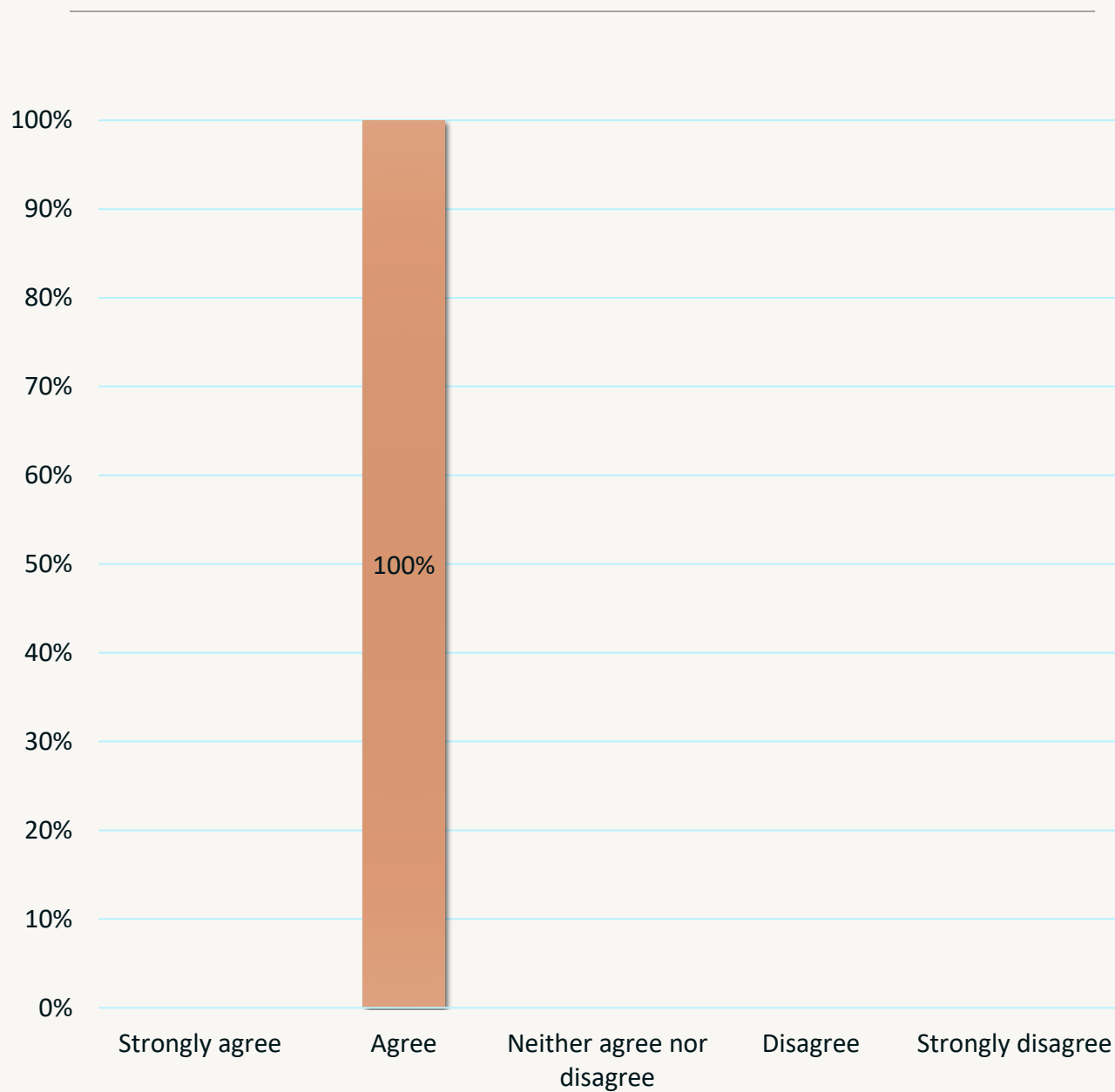
My spiritual needs are supported in Belong.

100% neither agreed nor disagreed.



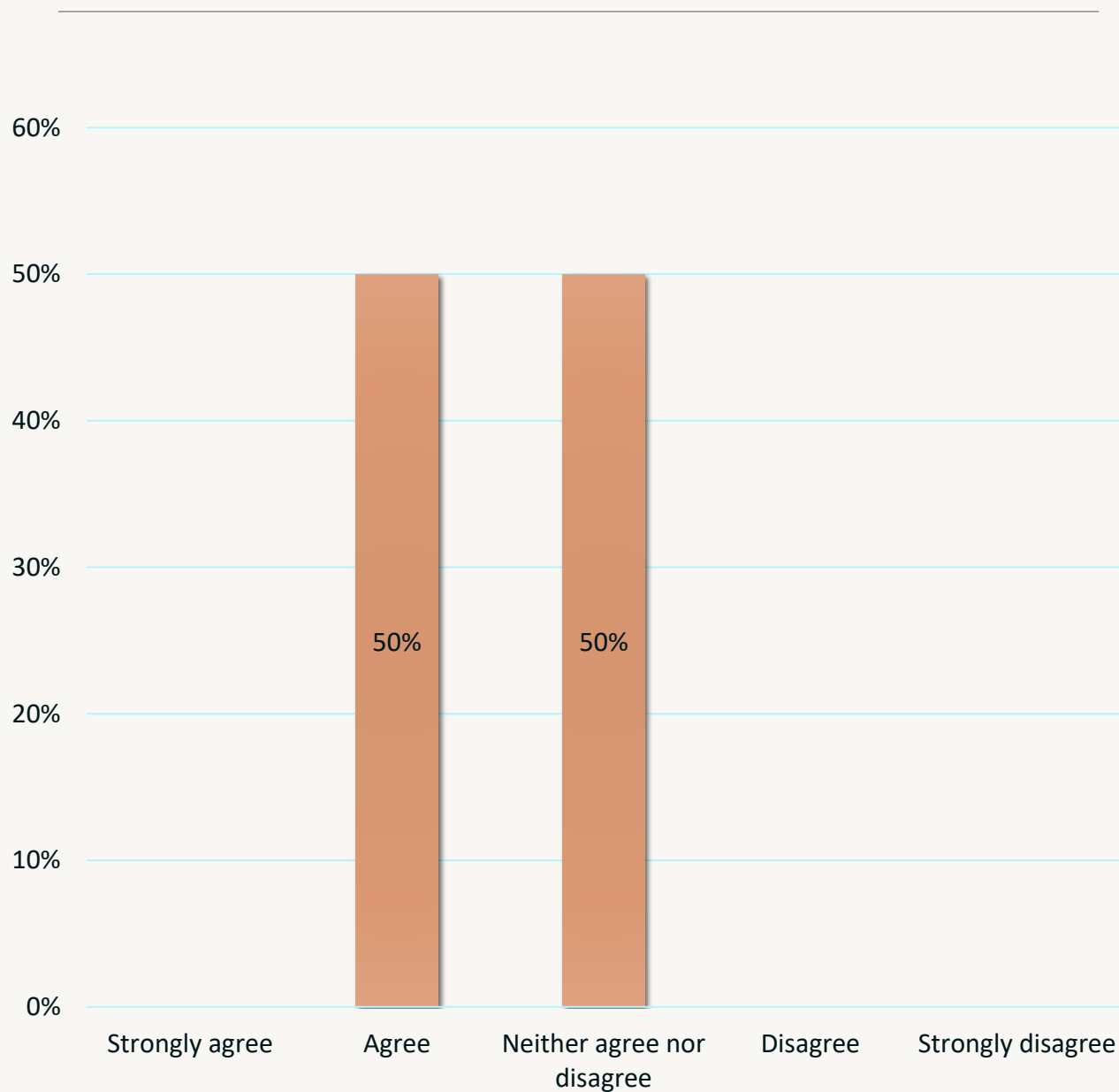
I feel Belong communicates well with me about what is happening in the village.

100% agree.

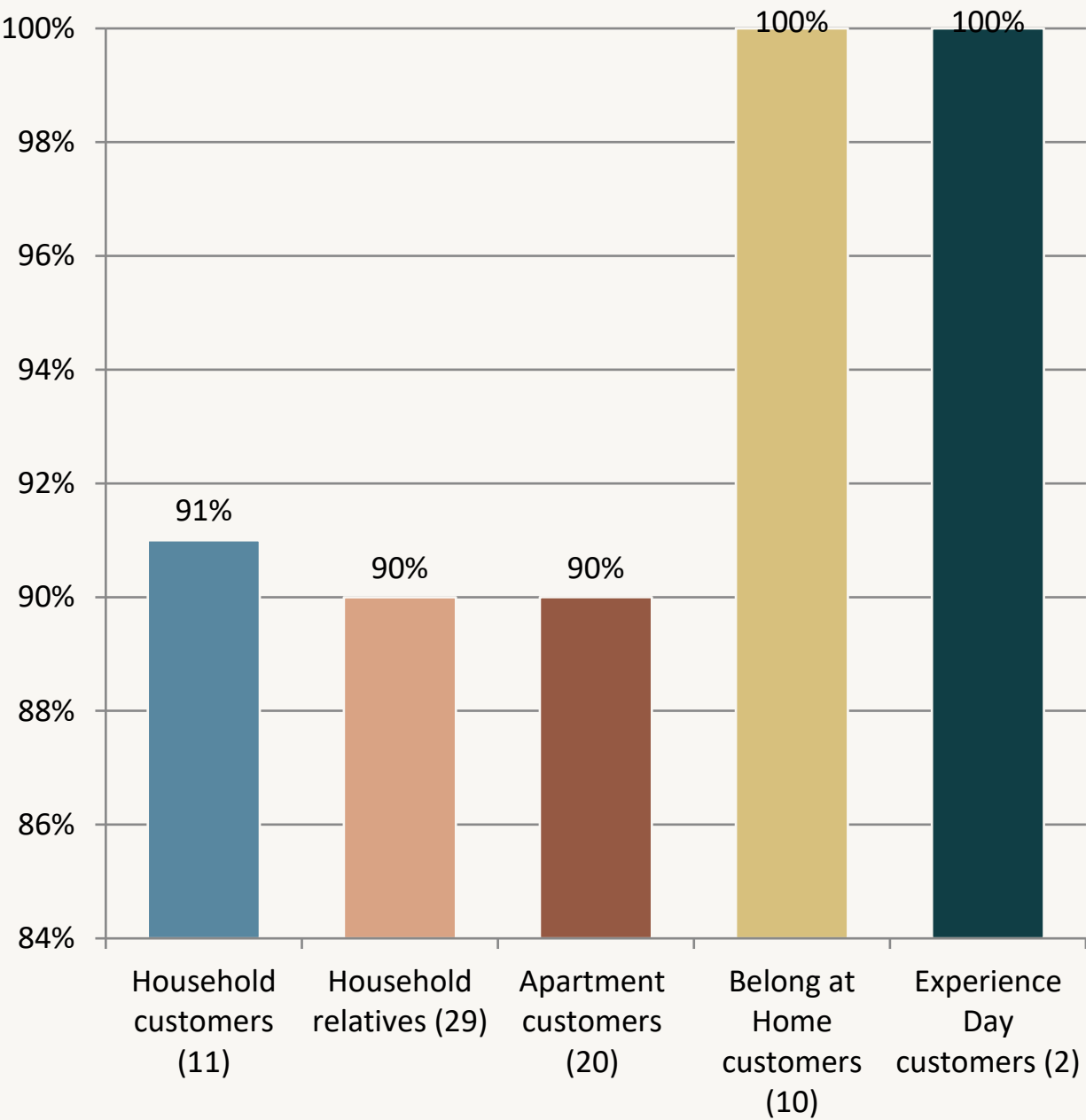


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

50% agree.



**94%** percent of customers would recommend  
Belong Newcastle-under-Lyme to family and friends.



## We asked customers what they feel we do well.

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Feedback category	Feedback received
Staff	Staff are friendly.
Support	Offer one to one support and take on board my specific care needs. Try to keep me focused and busy.

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

Feedback category	Feedback received
Activities	More choice of activities during the day.  Chance to go out of the village even just a walk to the park would be lovely.
Costs	We received a comment that the service is too expensive for what is provided.
Admiral Nurse Service	I would value opportunity to see an Admiral Nurse, but it has not been possible unfortunately.



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

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Feedback category	Feedback received
Service / Environment	<p>“It is a much-needed support for myself and/or my care giver.”</p> <p>“All staff are friendly, and my carer is very sensitive to my needs and helpful.”</p> <p>“We are grateful for the lovely surroundings and facilities.”</p>

# Areas being addressed

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

Area	Action	Status
Activities	Our Experience Co-ordinator is consulting with all customers to review assessments and preferences and aim to ensure our activities reflect these. We will look to incorporate walks into the programme, weather permitting.	Completed
Costs	A customer felt that the service was too expensive for what it is, and another felt that it was a much-needed support and that all staff are friendly and sensitive to specific needs whilst being grateful for the lovely surroundings and facilities. As a not-for-profit organisation, we aim to try and keep the cost to a minimum without compromising quality and staffing ratios.	Completed
Access to the admiral nurse	All our customers are able to access the admiral nurse free of charge. We are communicating this again to customers and making appointments where helpful.	Ongoing

## Manager's comments

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Thank you for taking the time to complete this year's survey.

We are delighted that our Experience Days team continues to provide an excellent service, providing meaningful experiences for people who wish to access village life on a day basis.

The team work hard to ensure a wide range of activities, reflecting the interests of our customers and providing opportunities to enjoy music, the arts, exercise and the outdoors.

We also noted the very positive feedback on The Bistro and food quality, and it was heartening to read that 100% of customers would recommend Belong Experience Days. We will continue to invest in the service and drive improvements in all that we do.

We will now continue to build our Experience Day service and welcome any feedback moving forward.

**Josephine Mollison**  
**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.

