

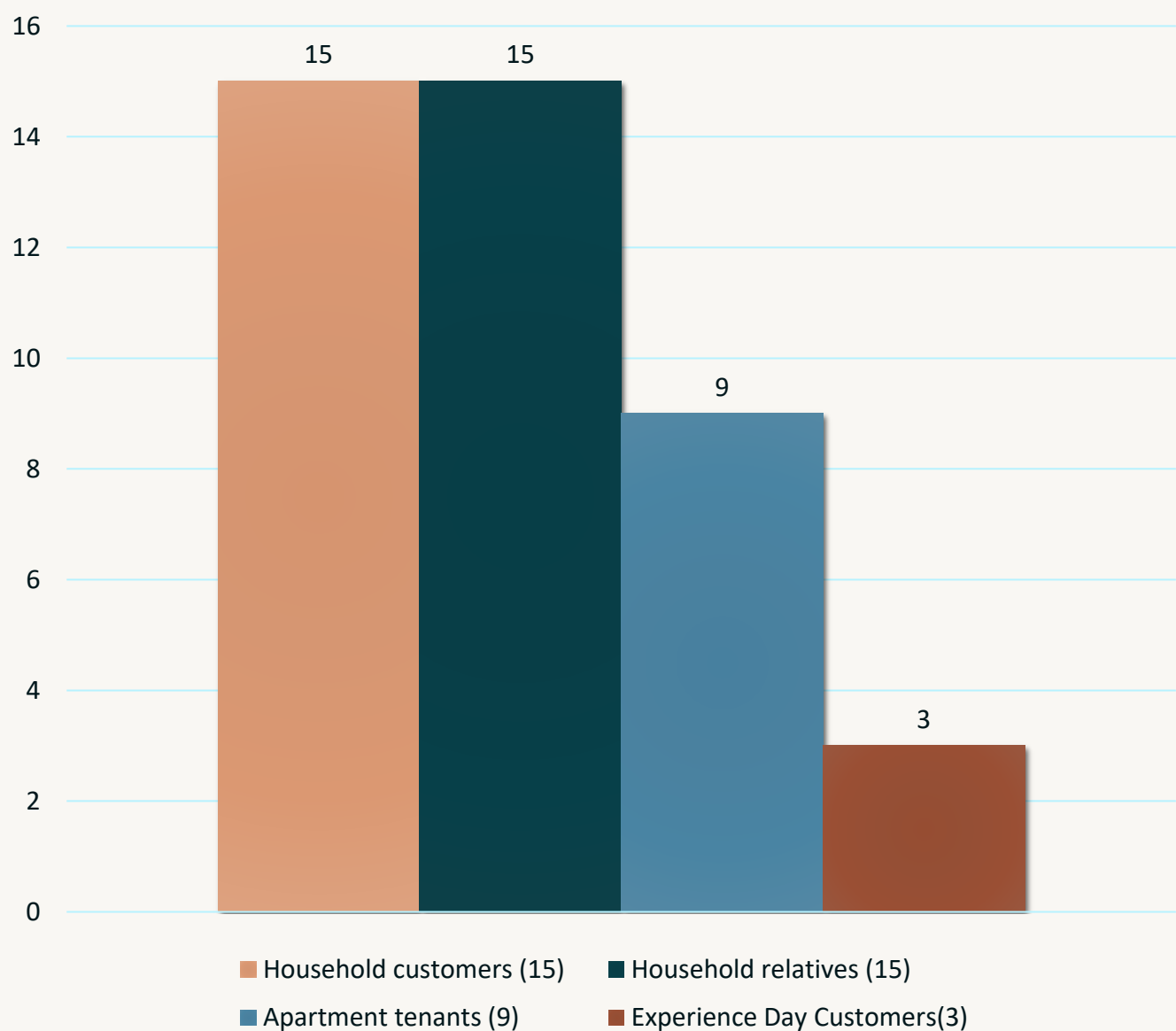
Belong Chester Experience Days

Customer Satisfaction Results

2024

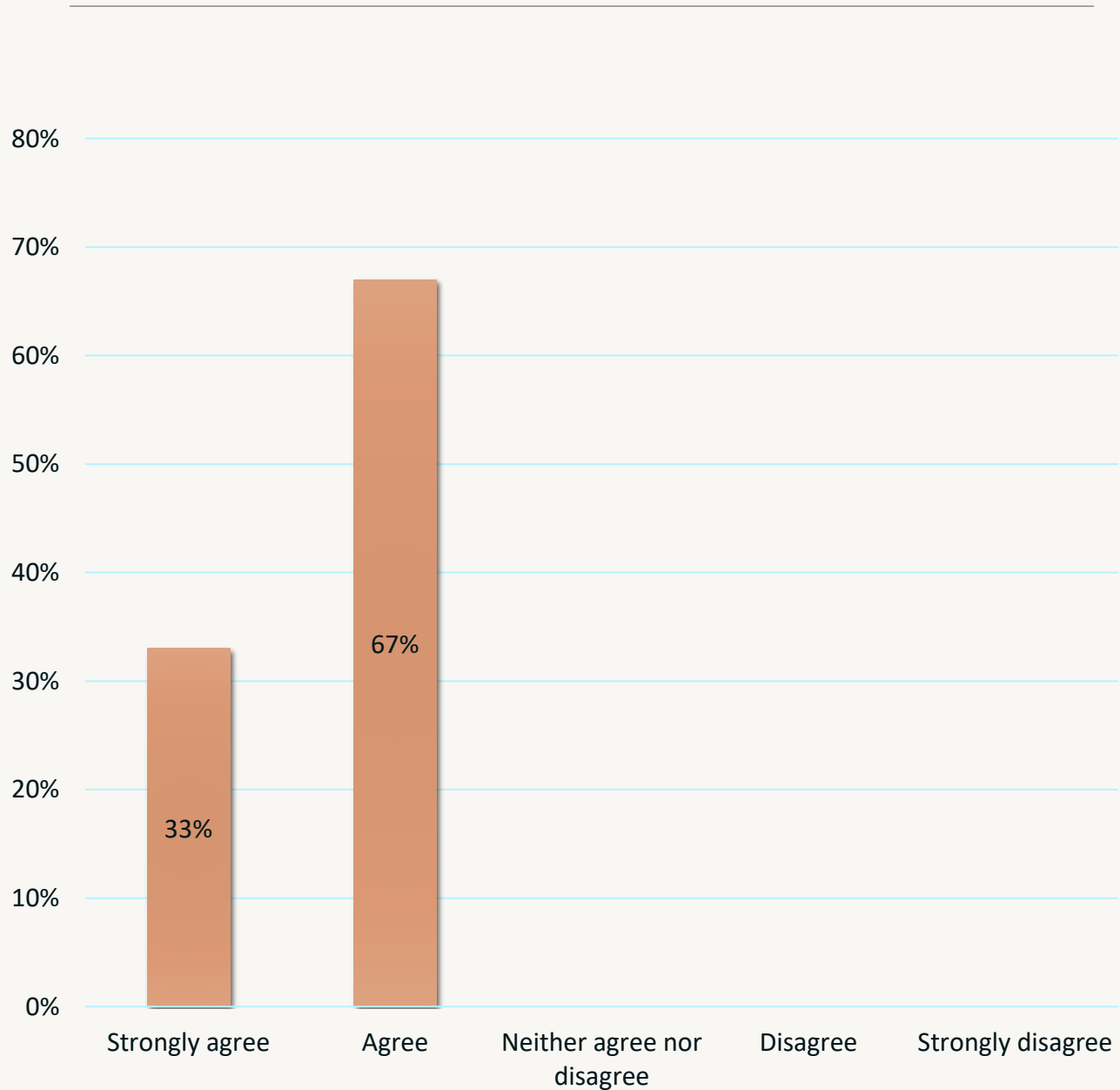


42 surveys were returned in total, including 3 for Experience Days. These are reported on in this document. See separate reports for other services.



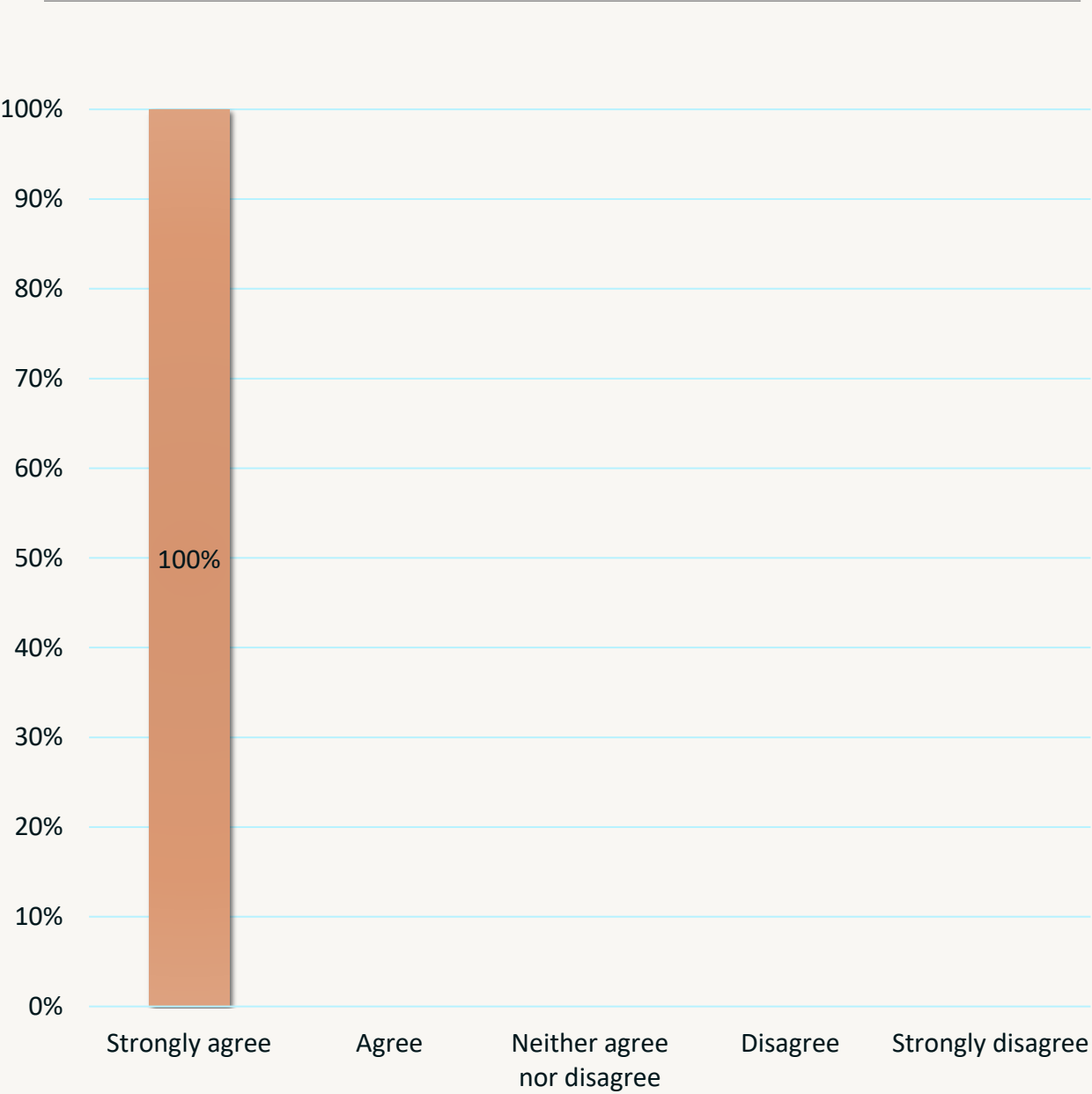
I am happy with the quality of service that I receive.

33% strongly agree, rising to **100%** if agree responses are included.



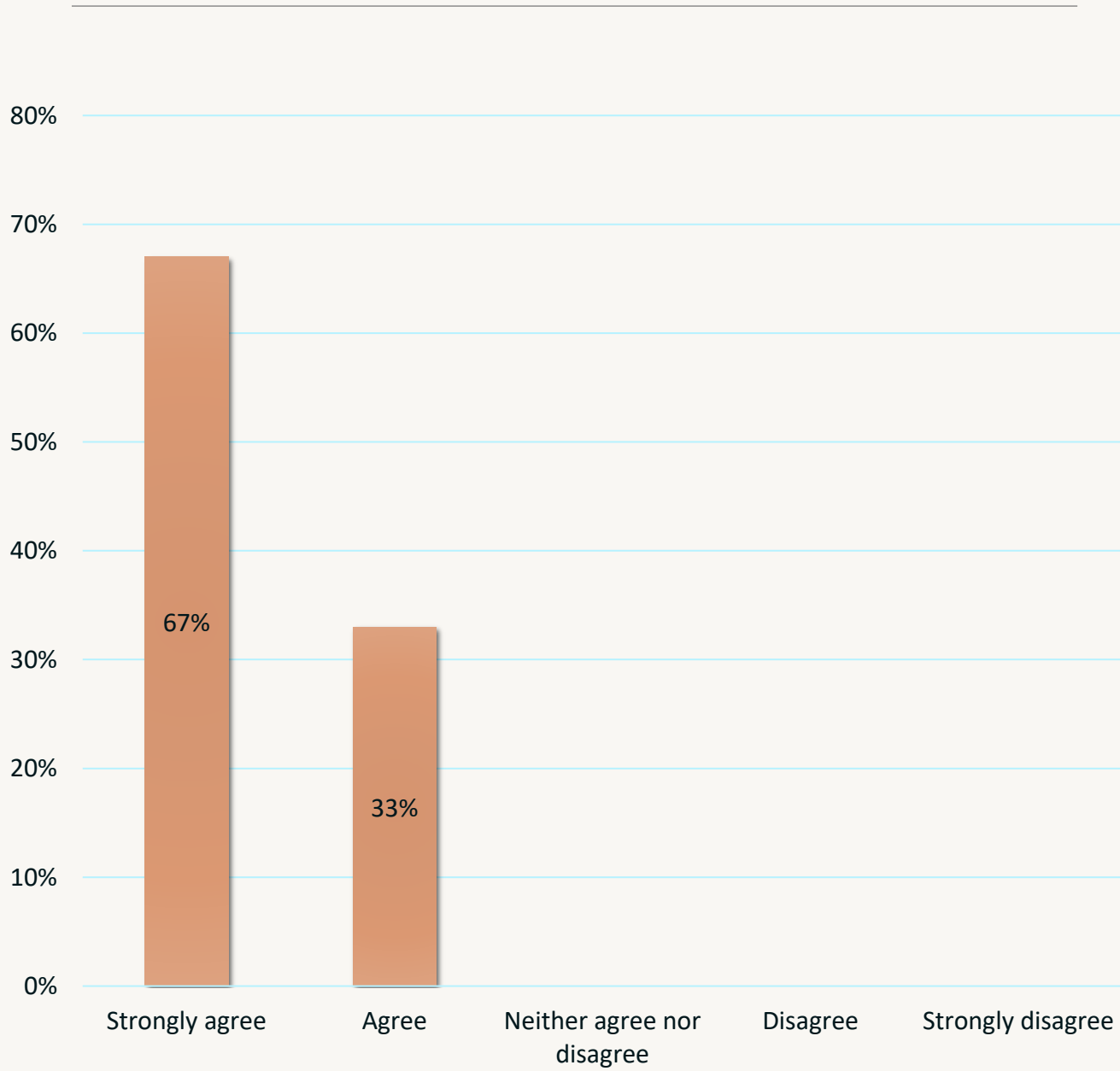
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

100% strongly agree.



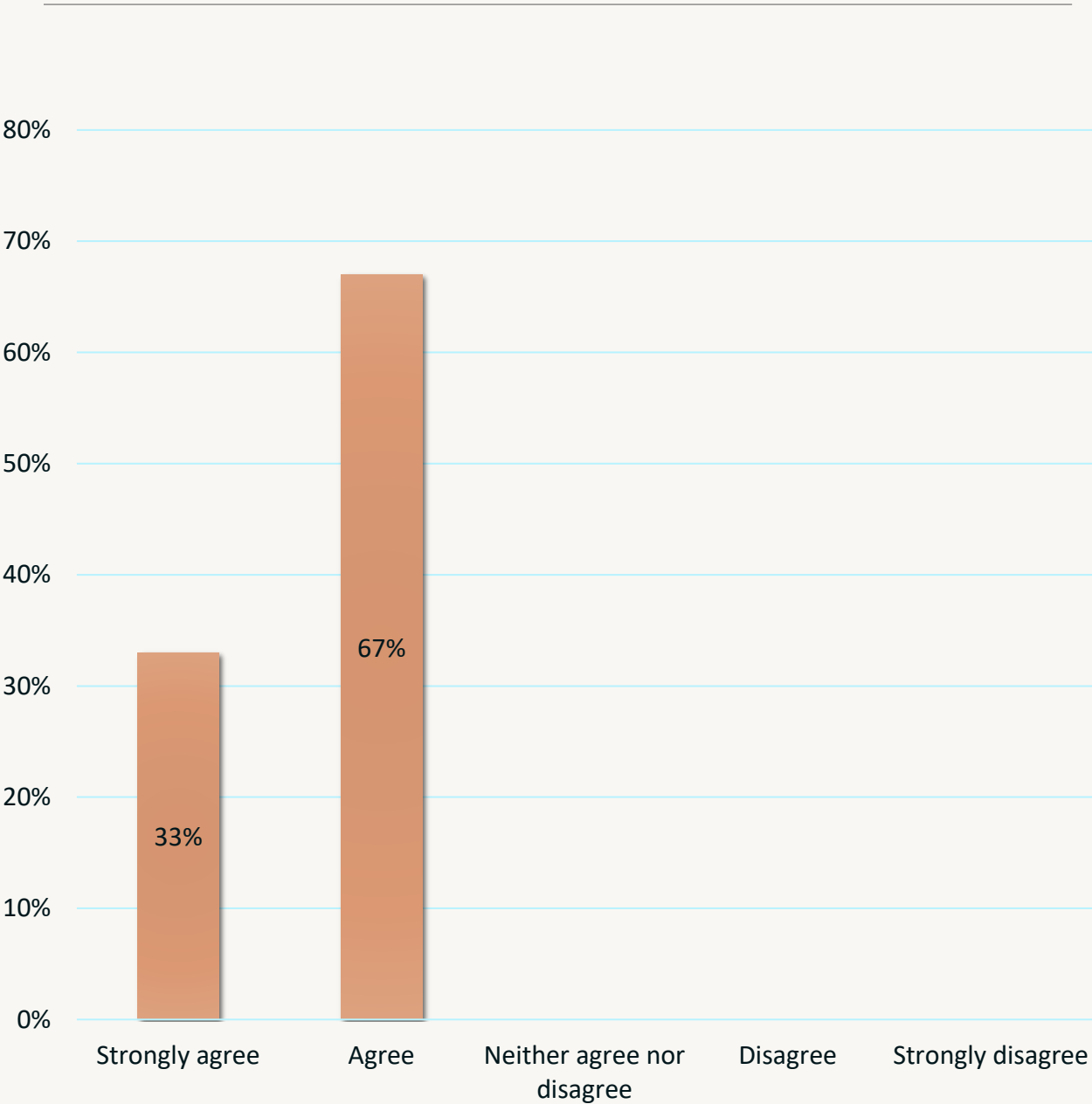
I feel safe whilst at a Belong village.

67% strongly agree, rising to **100%** if agree responses are included.



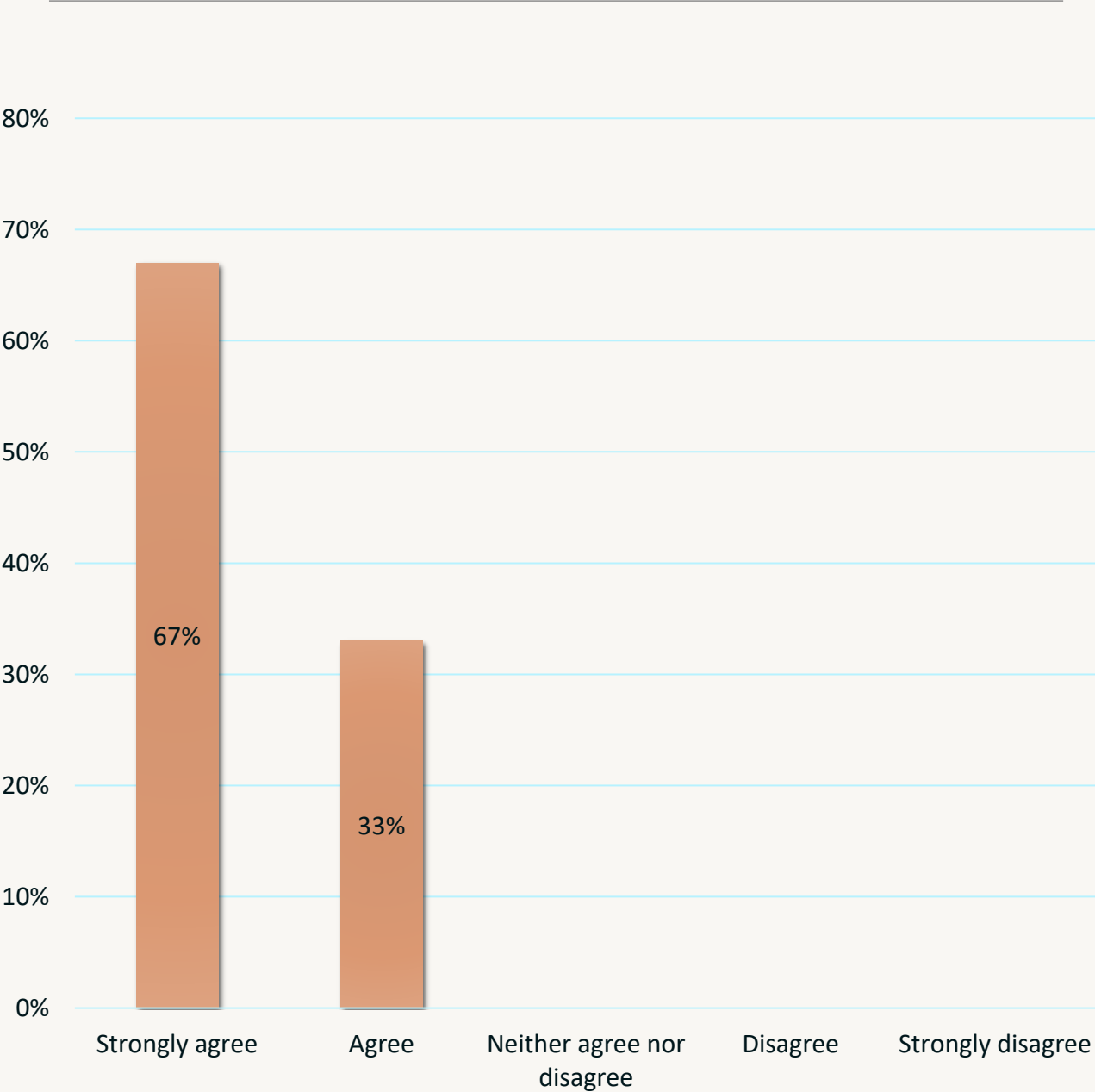
The Belong team supports me to maintain my hobbies and interests.

33% strongly agree, rising to **100%** if agree responses are included.



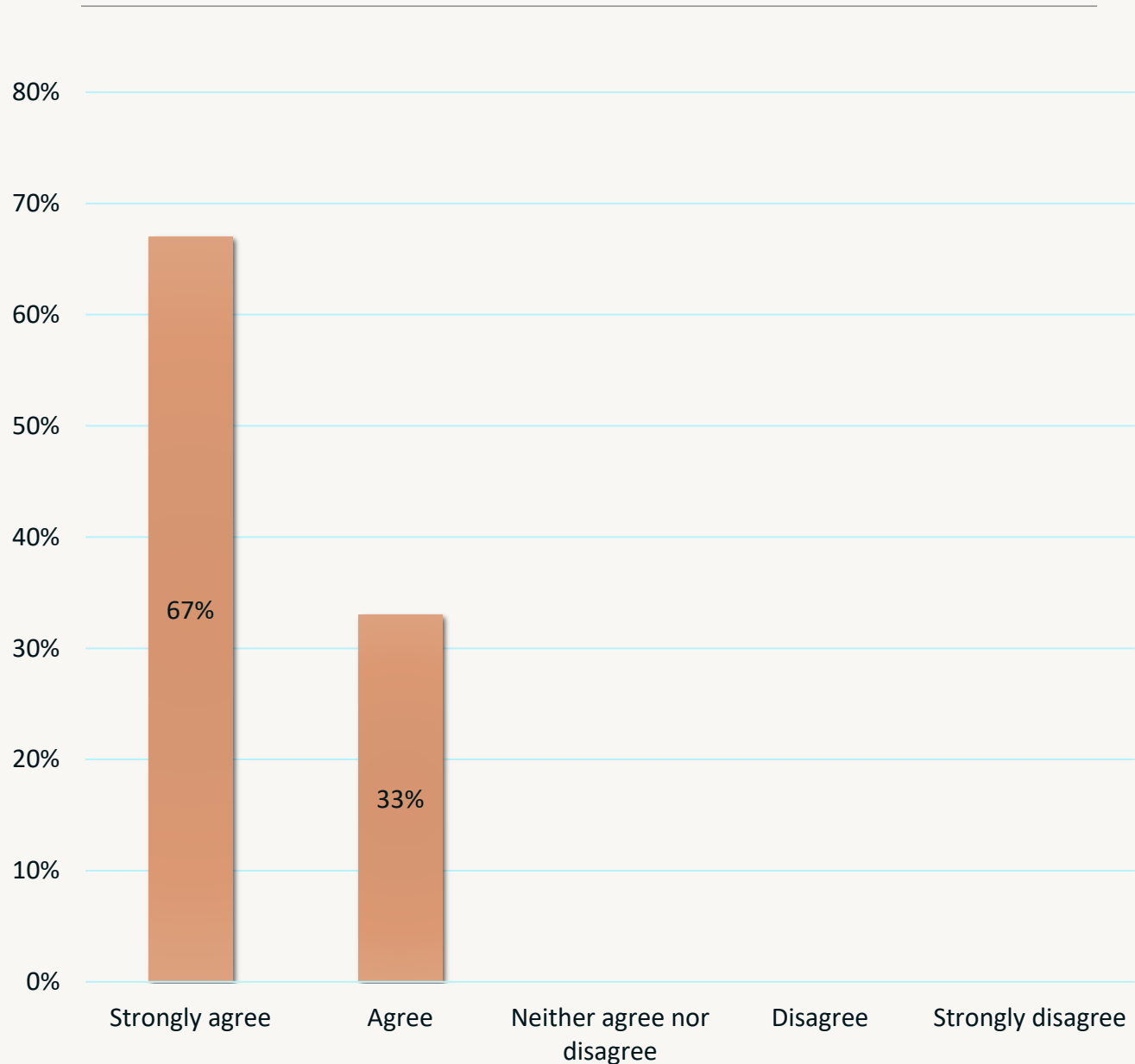
I enjoy using The Bistro.

67% strongly agree, rising to **100%** if agree responses are included.



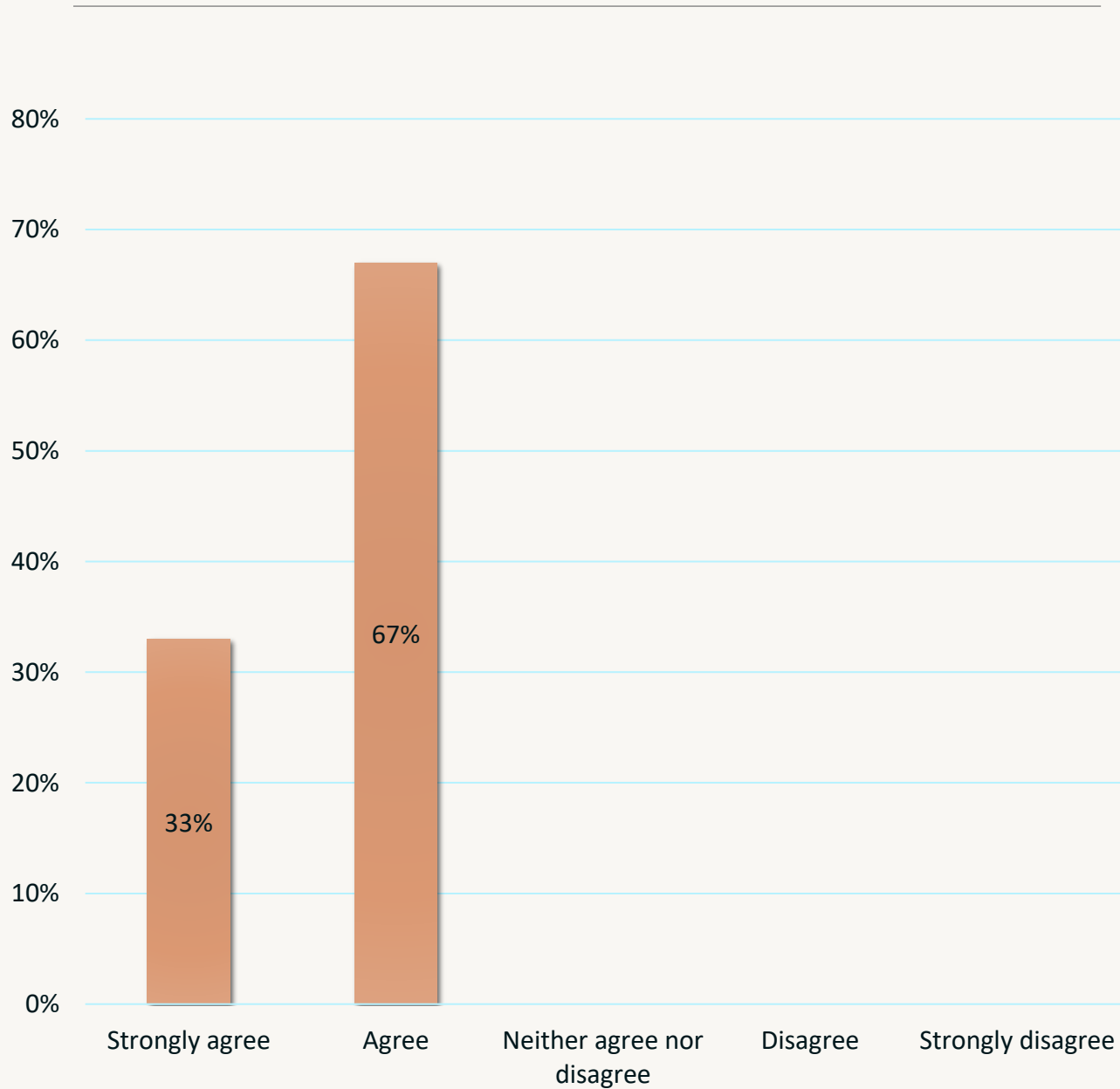
I am happy with the quality and quantity of food and drink received during my Experience Day.

67% strongly agree, rising to **100%** if agree responses are included.



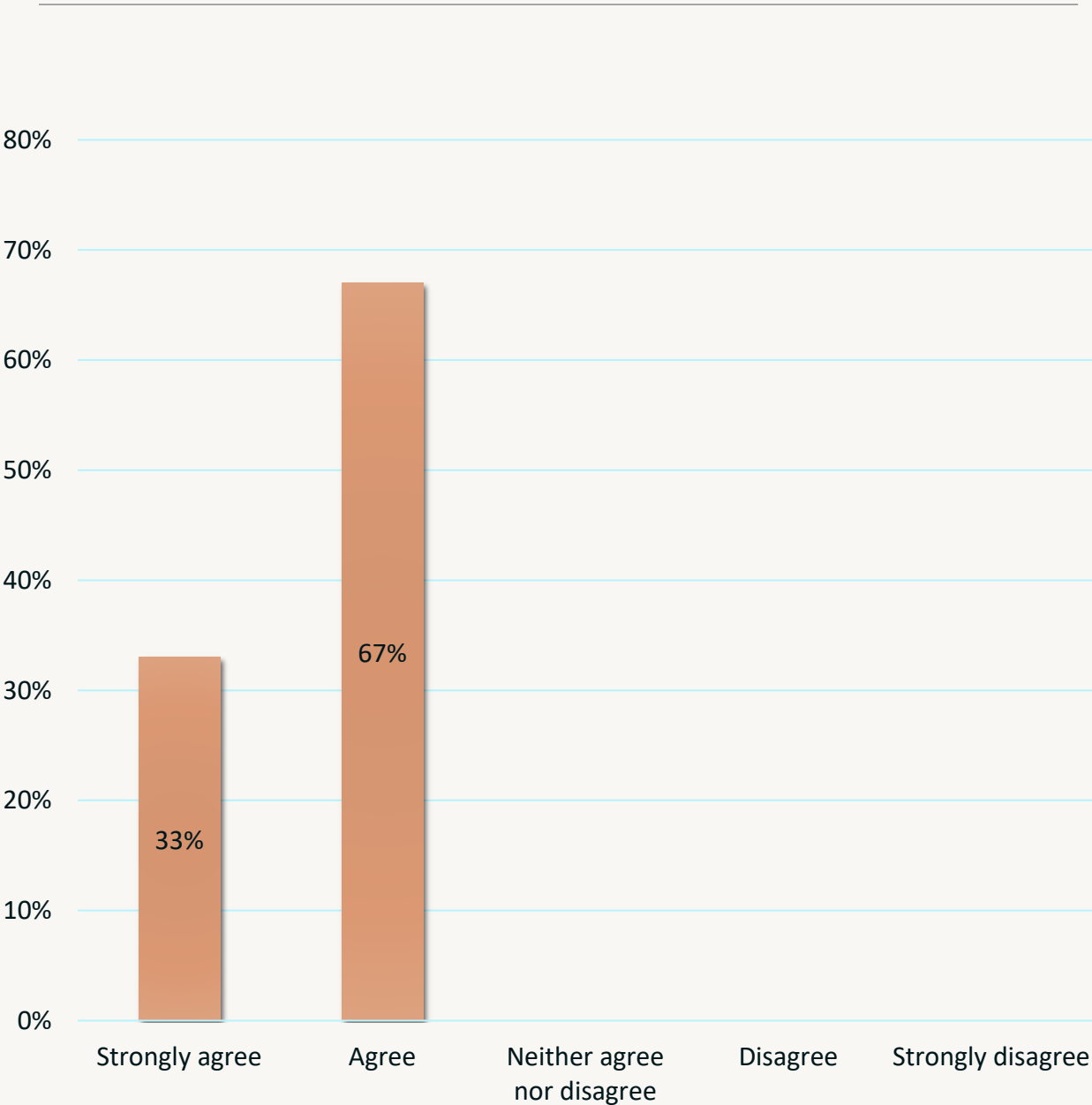
I am happy with the range and number of activities available in the village.

33% strongly agree, rising to **100%** if agree responses are included.



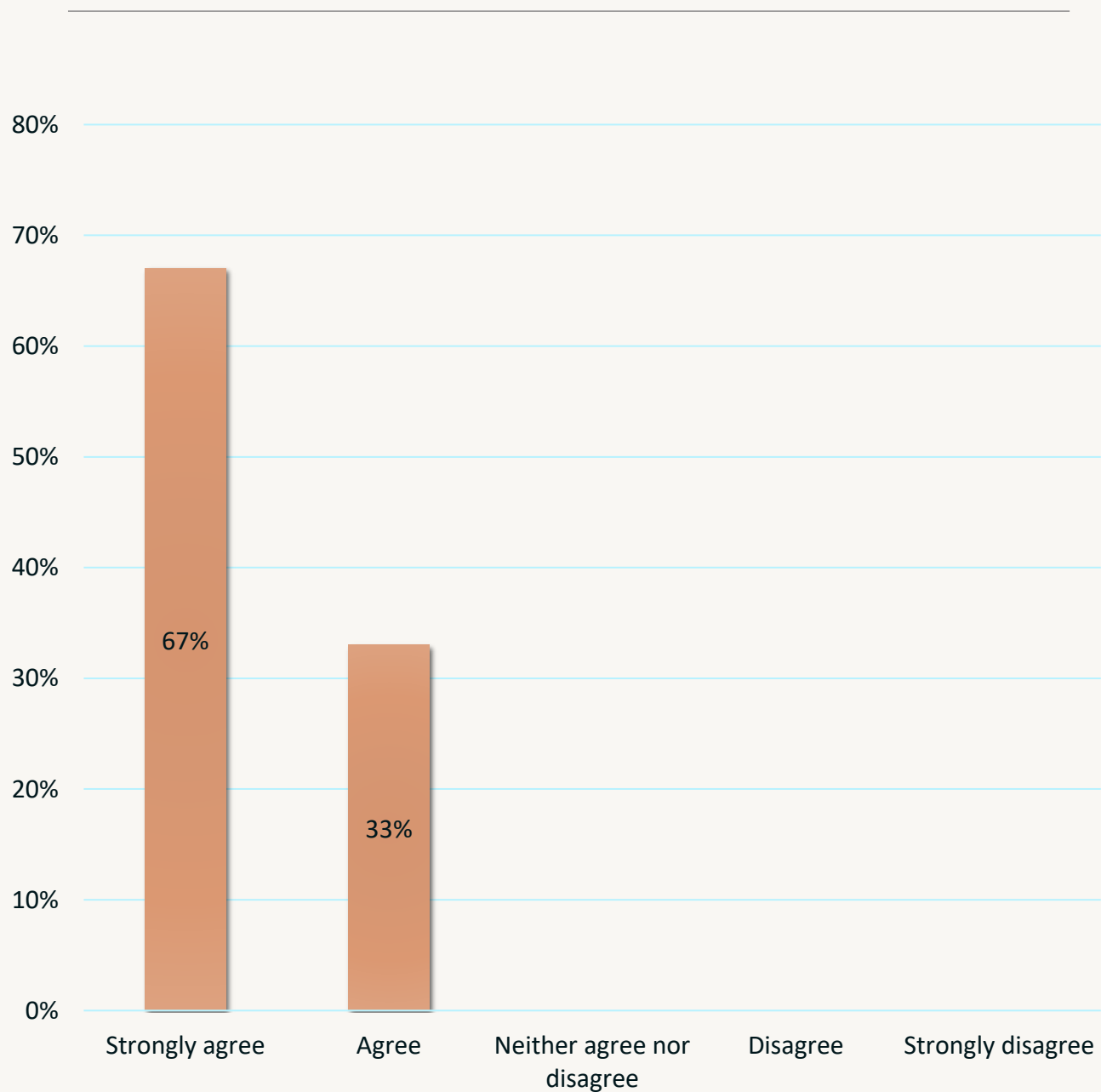
I am able to participate in exercise as I would like.

33% strongly agree, rising to **100%** if agree responses are included.



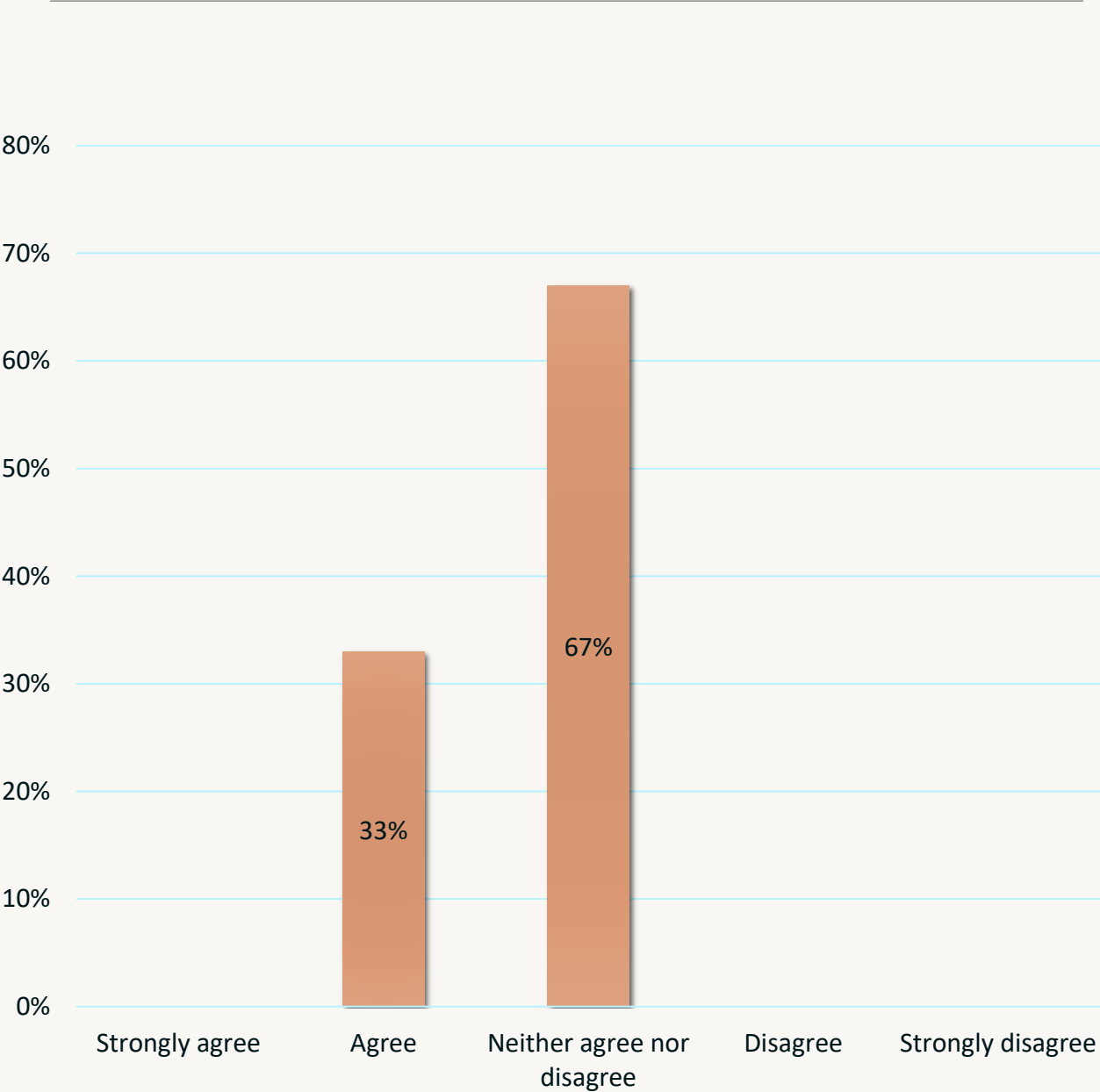
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

67% strongly agree, rising to **100%** if agree responses are included.



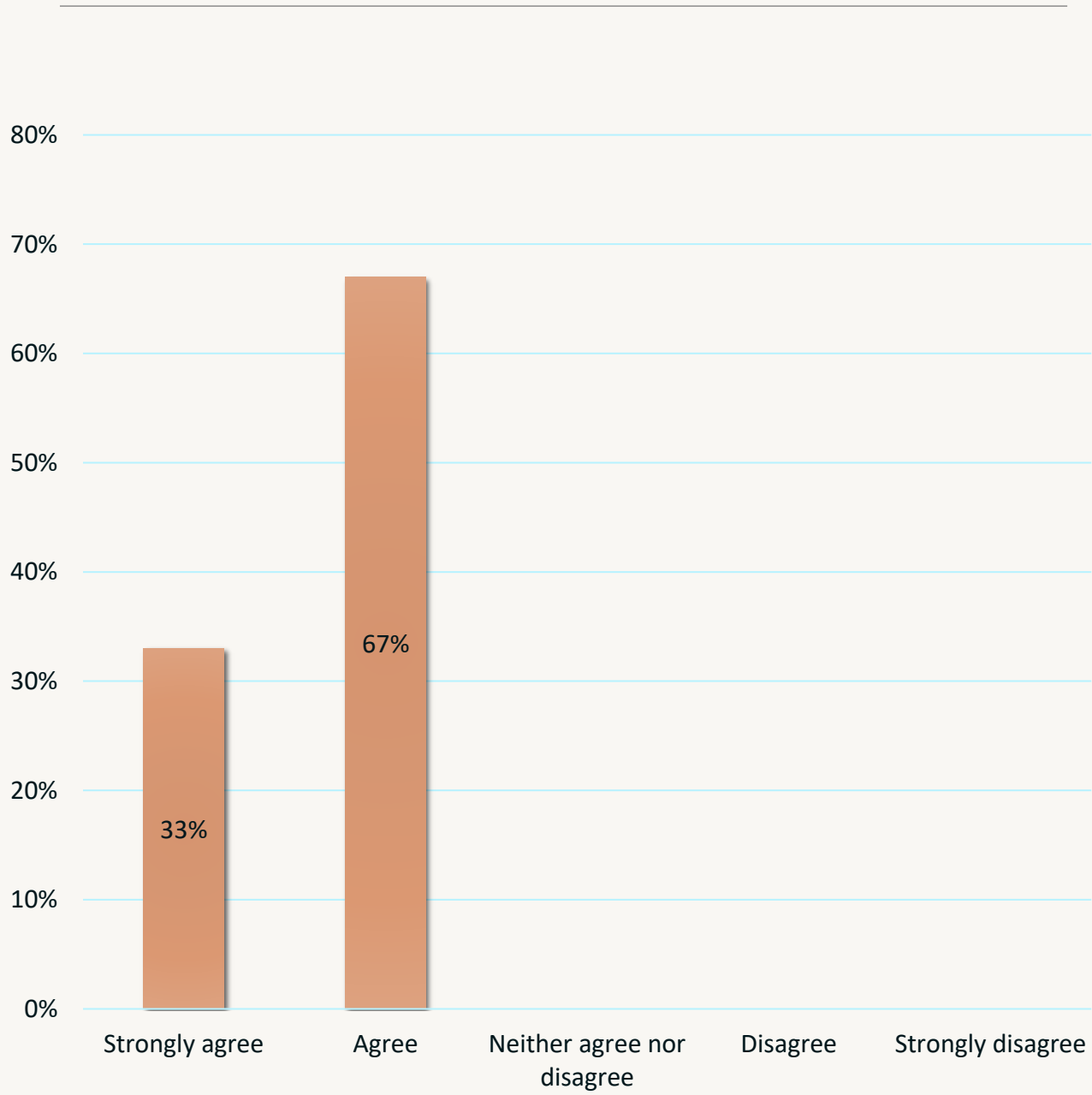
My spiritual needs are supported in Belong.

33% agree.



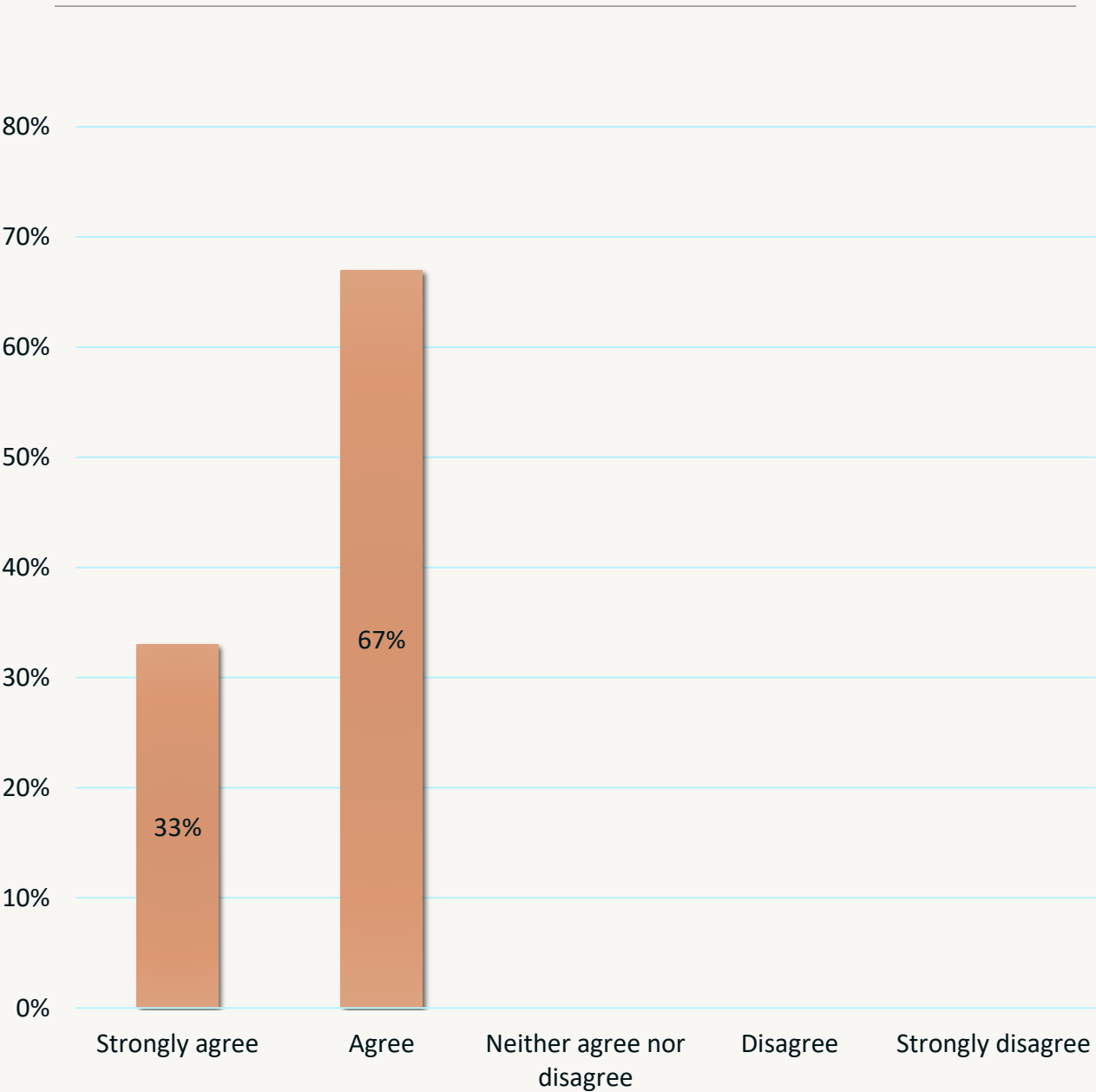
I feel Belong communicates well with me about what is happening in the village.

33% strongly agree, rising to **100%** if agree responses are included.

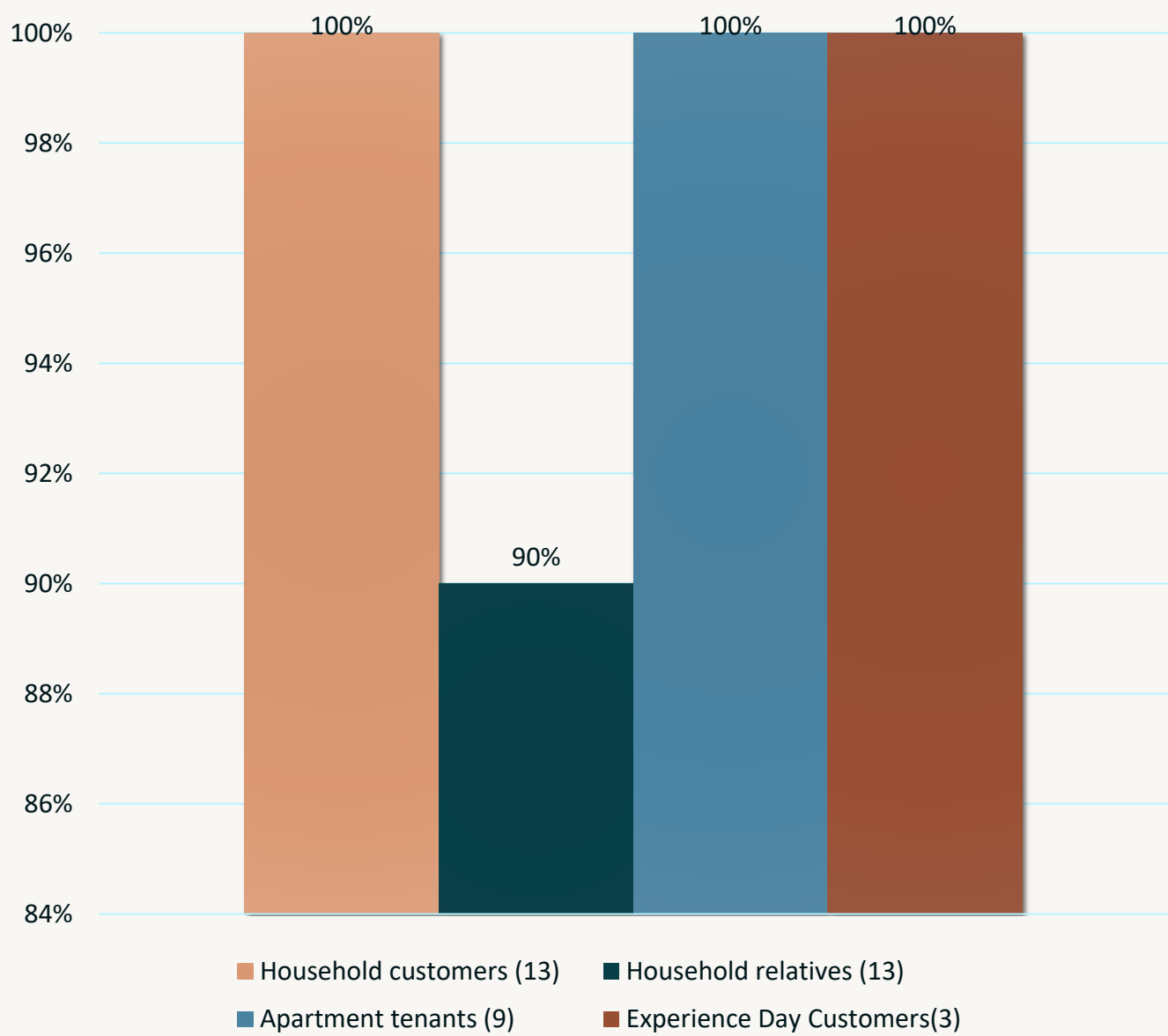


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

33% strongly agree, rising to **100%** if agree responses are included.



96.6% percent of Belong Chester customers, across all services, would recommend Belong to family and friends. **100%** of Experience Day customers would recommend this service.



We asked customers what they feel we do well, what we could do better and if there was anything else they wished to tell us.

Feedback category	Feedback received
Staff / The Bistro	<p>Customer feel that contact with the team is good and that the village is a nice, friendly place to be.</p> <p>They'd also like to see more apple pie in The Bistro.</p>

You said, we did

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

Area	Action
Activities: More creative activities following the Bluestone project	Art projects and artist exhibitions have been ongoing throughout the year.
Exercise: More opportunities to access the gym	We have recruited a full-time exercise specialist who is exploring ways to increase her ability to offer more participation for all customers, for example, through group sessions.

Areas being addressed

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

Area	Action	Status
Response to feedback: Regular reviews of the programme of experience offered to customers	The Experience Day Coordinator will provide regular feedback opportunities throughout the year to enhance our responsiveness to customers.	Ongoing

Manager's comments

Thank you for your response to this year's survey which is overwhelmingly positive.

I am delighted that our Experience Day Customers enjoy their time at the village so much.

Please continue to provide any feedback to the team, or to me directly, to help us continue to improve the service.

Caroline Ray

General Manager

What do we do with your feedback?

- 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.

