

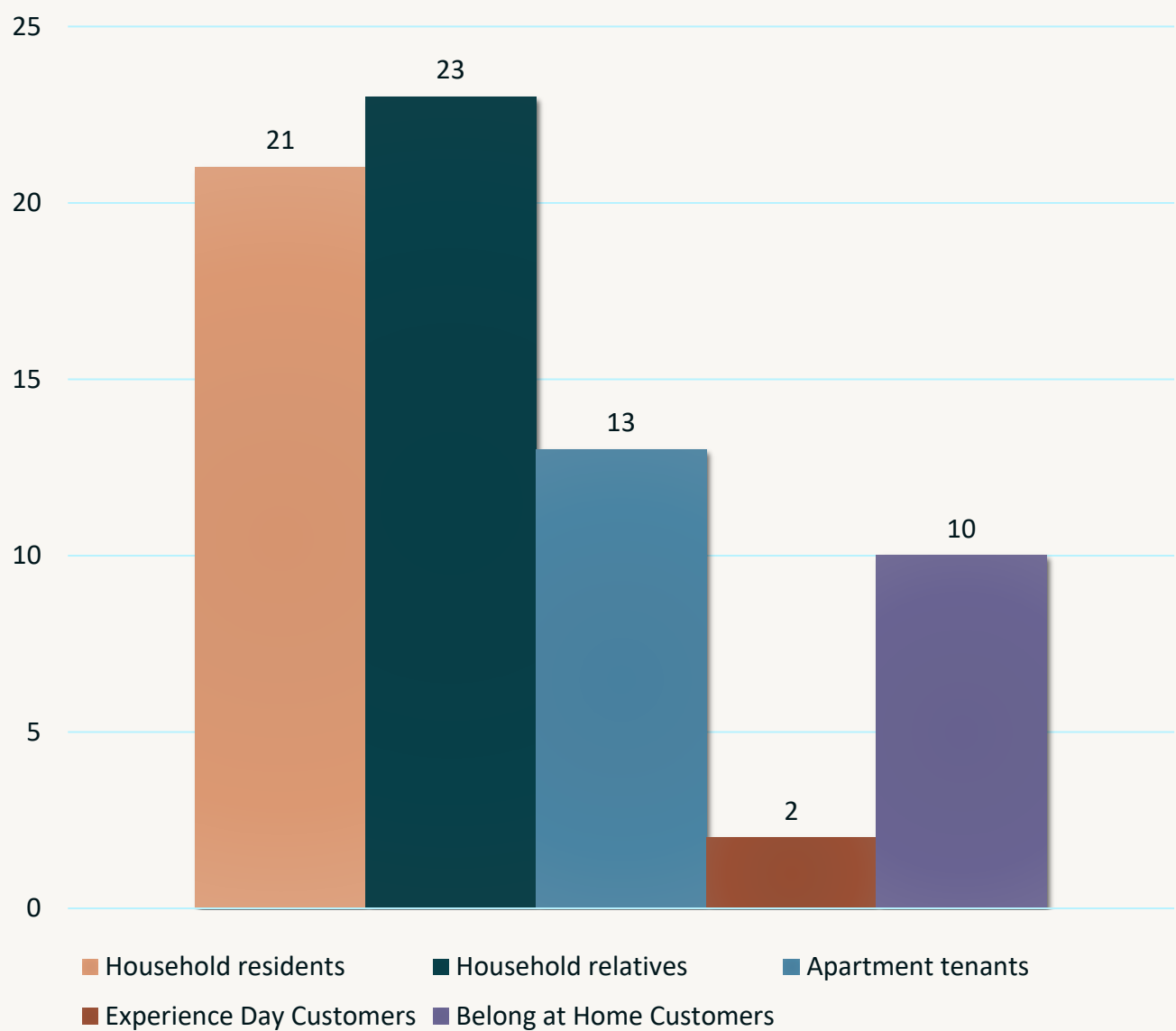
Belong Macclesfield Experience Days

Customer Satisfaction
Results

2024

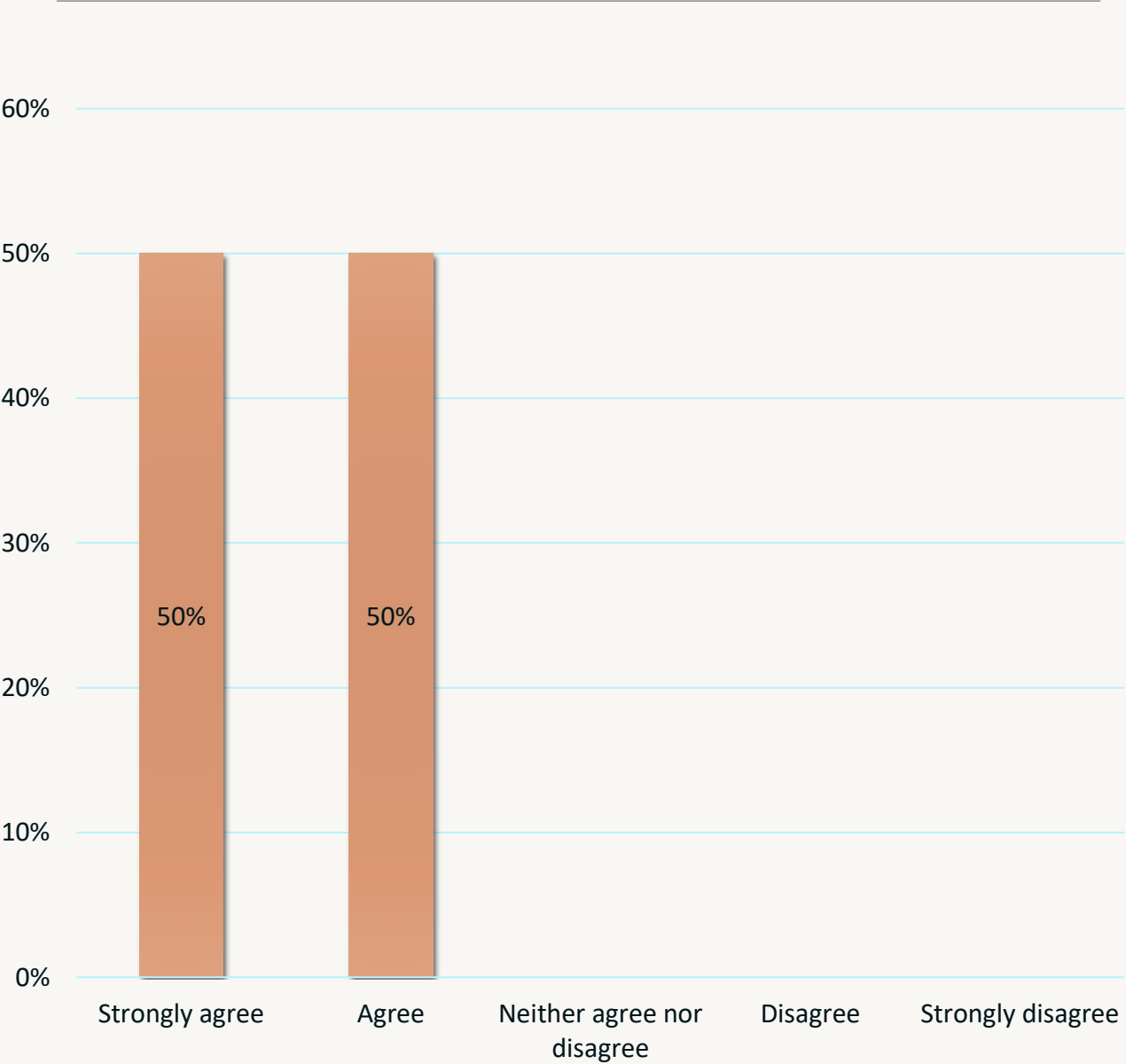


69 surveys were completed and for Belong Macclesfield, including two from Experience Day customers, which are reported on in this document. See separate reports for other services.



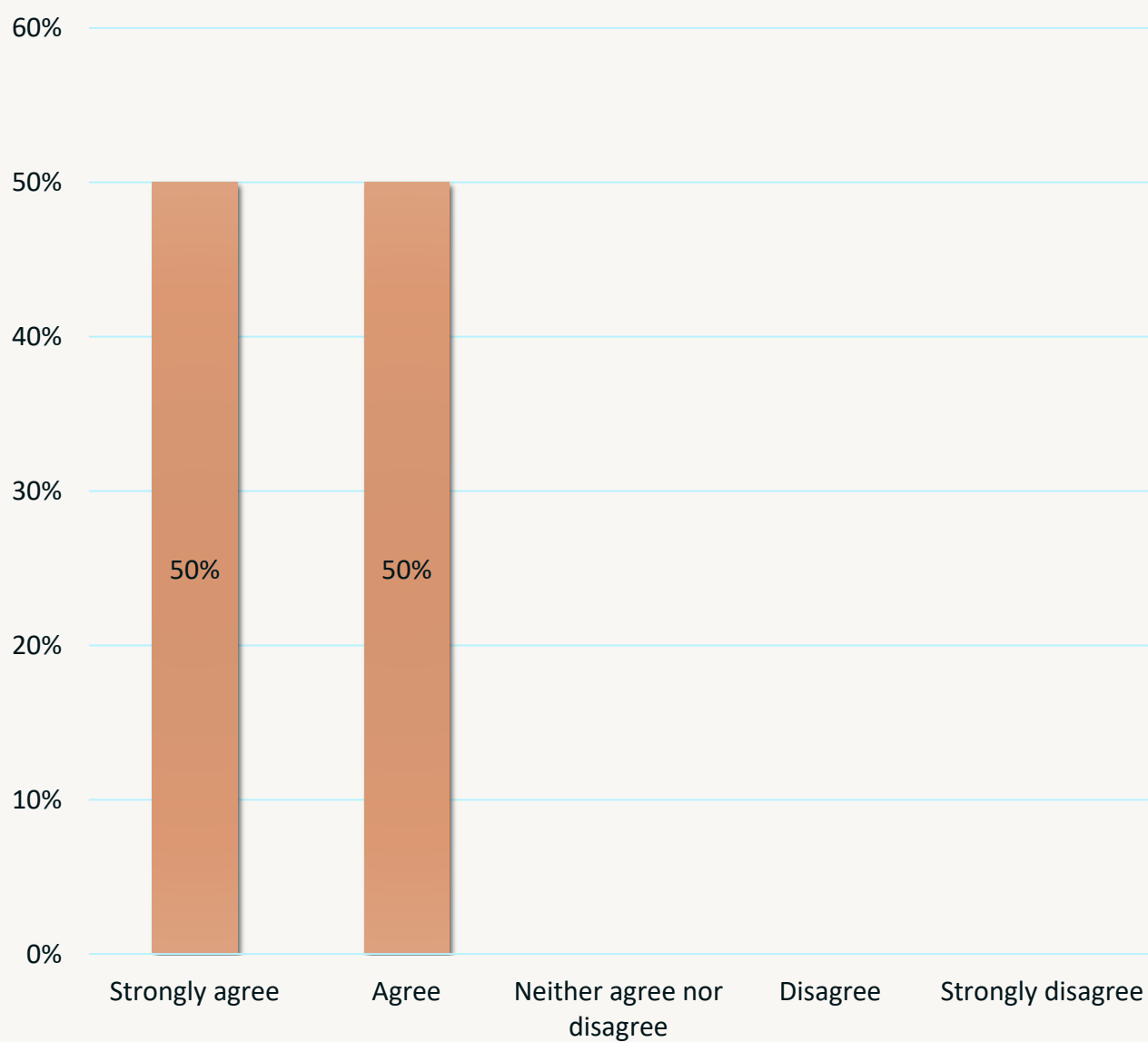
I am happy with the quality of service that I receive.

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



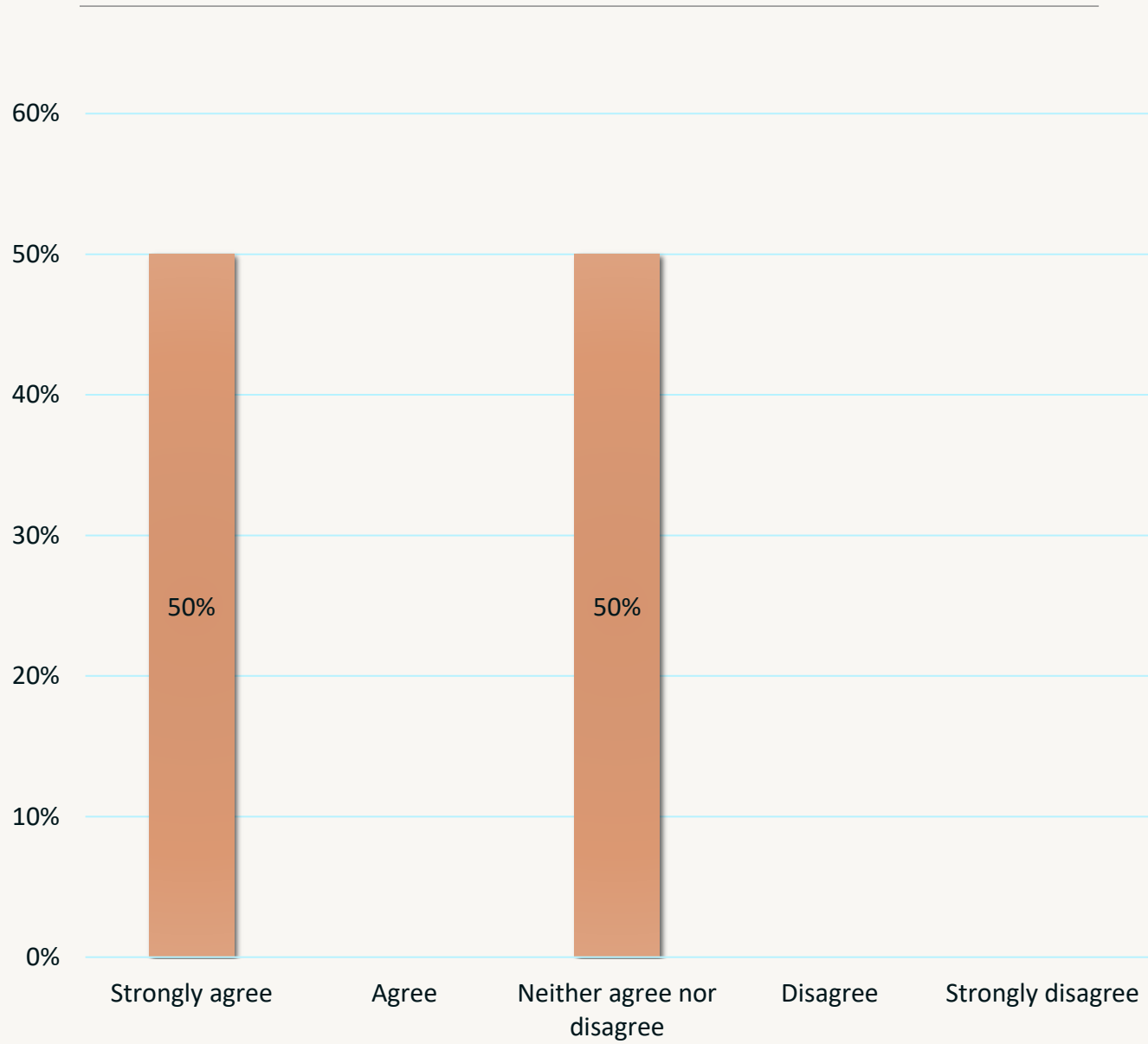
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

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



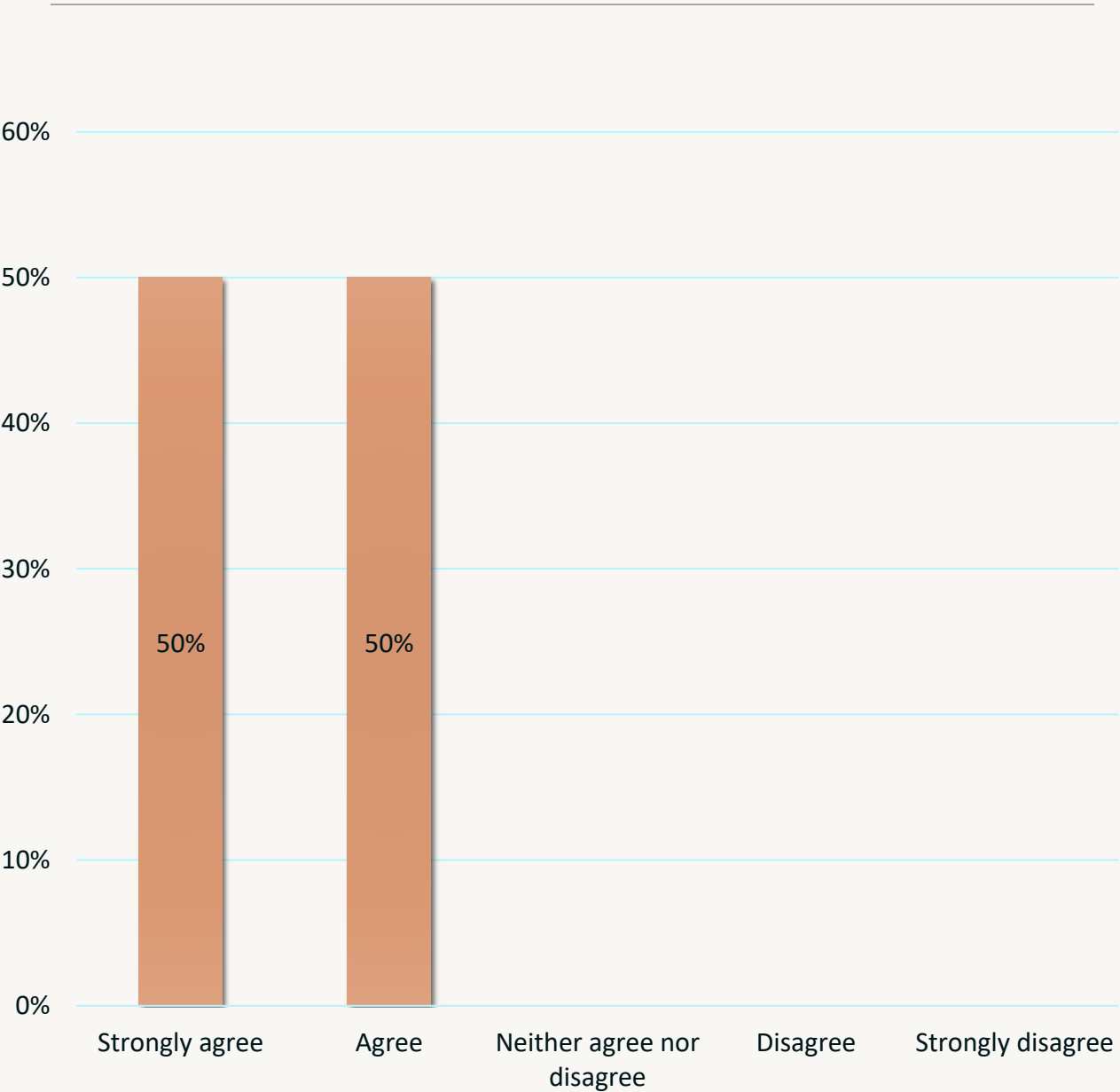
I feel safe whilst at a Belong village.

50% strongly agree.



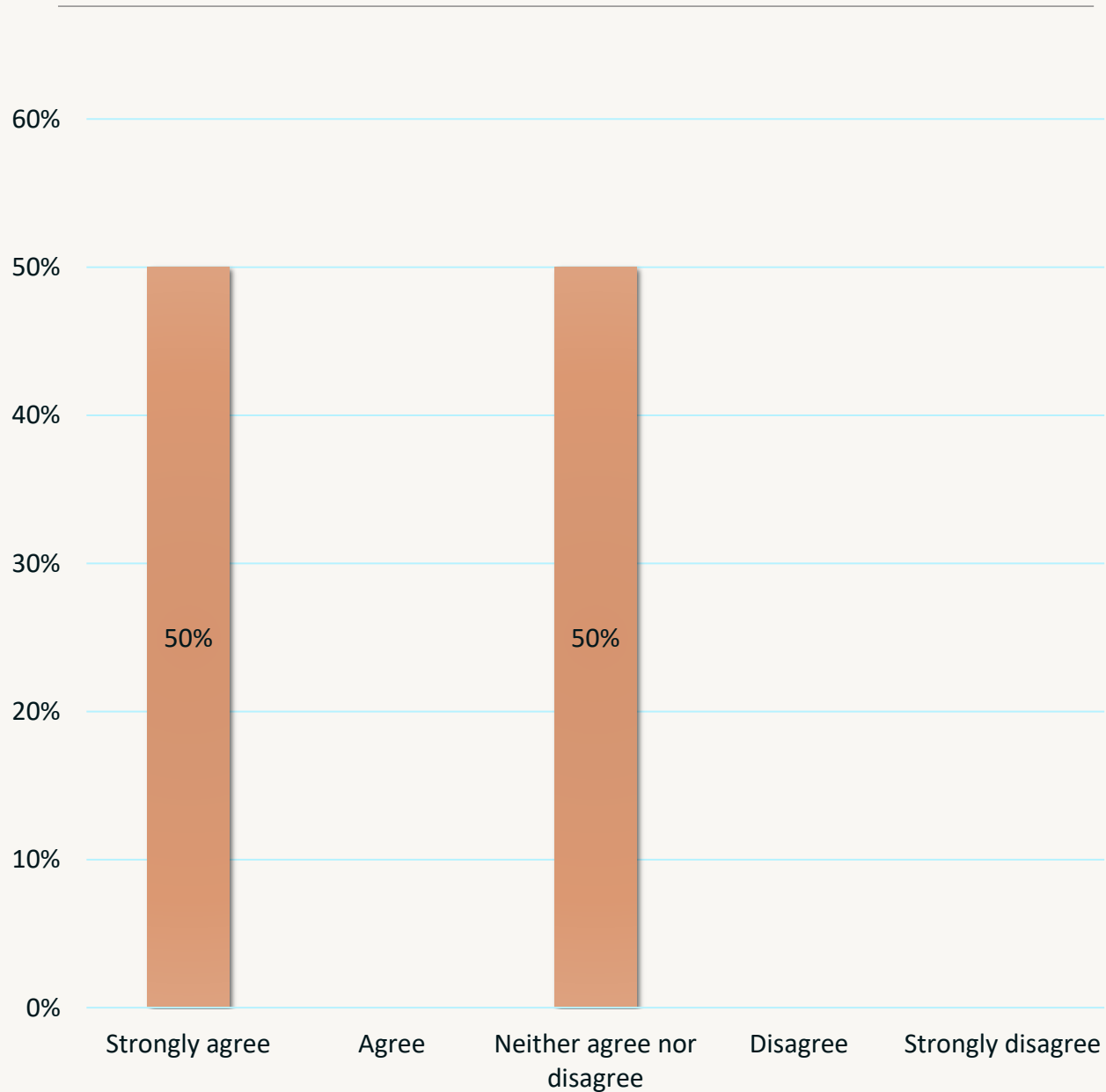
The Belong team supports me to maintain my hobbies and interests.

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



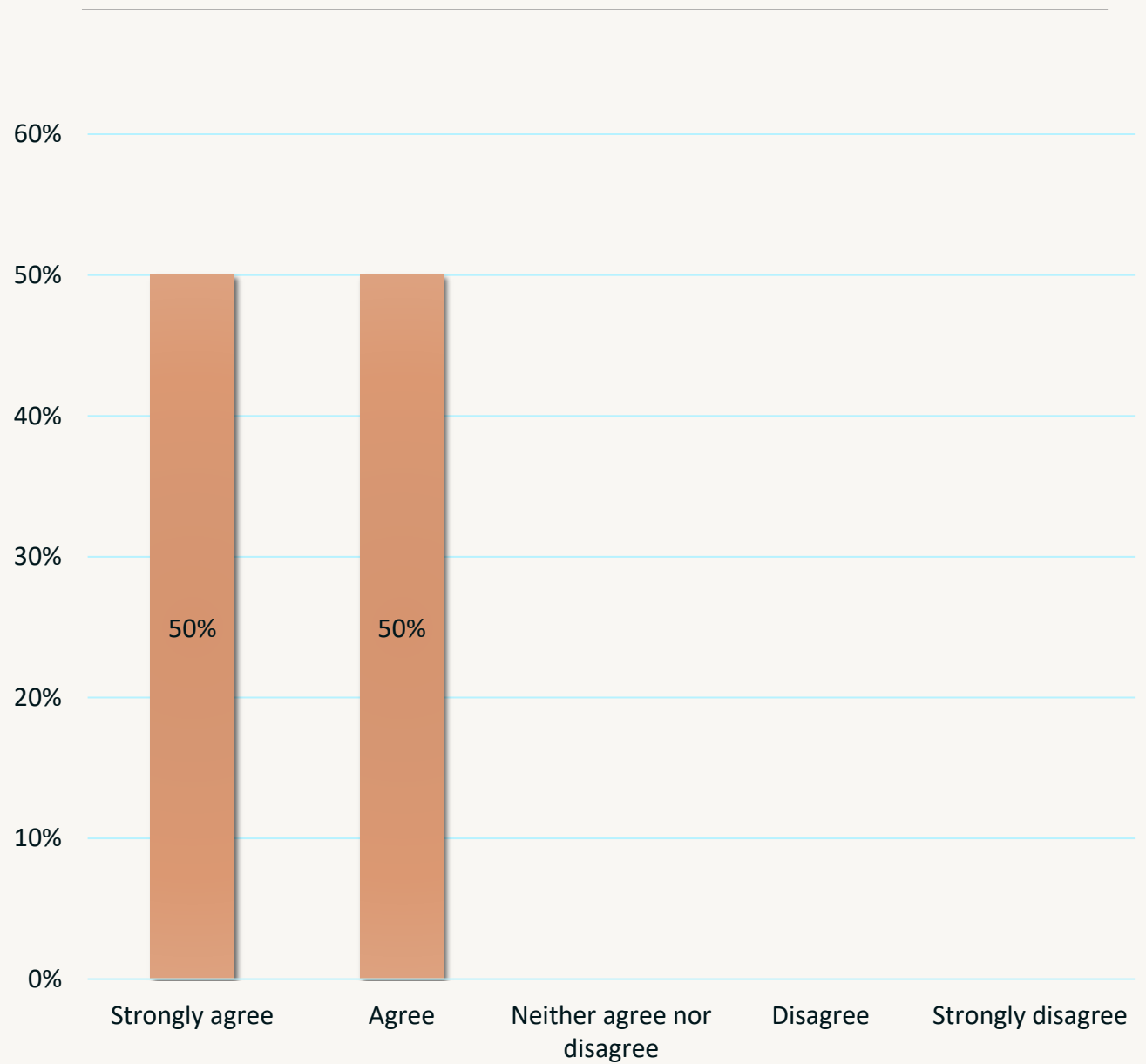
I enjoy using The Bistro.

50% strongly agree.



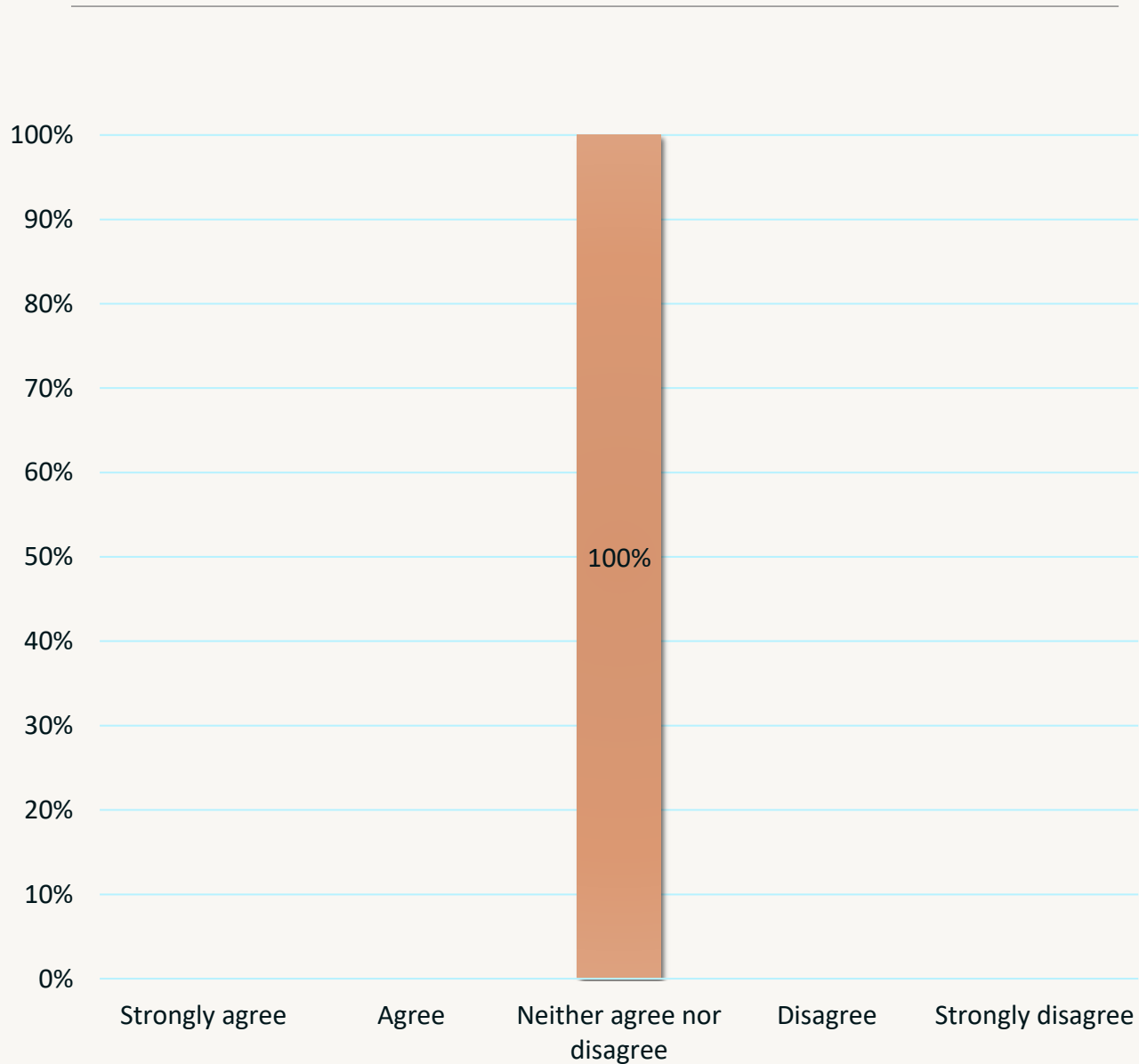
I am happy with the quality and quantity of food and drink received during my Experience Day.

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



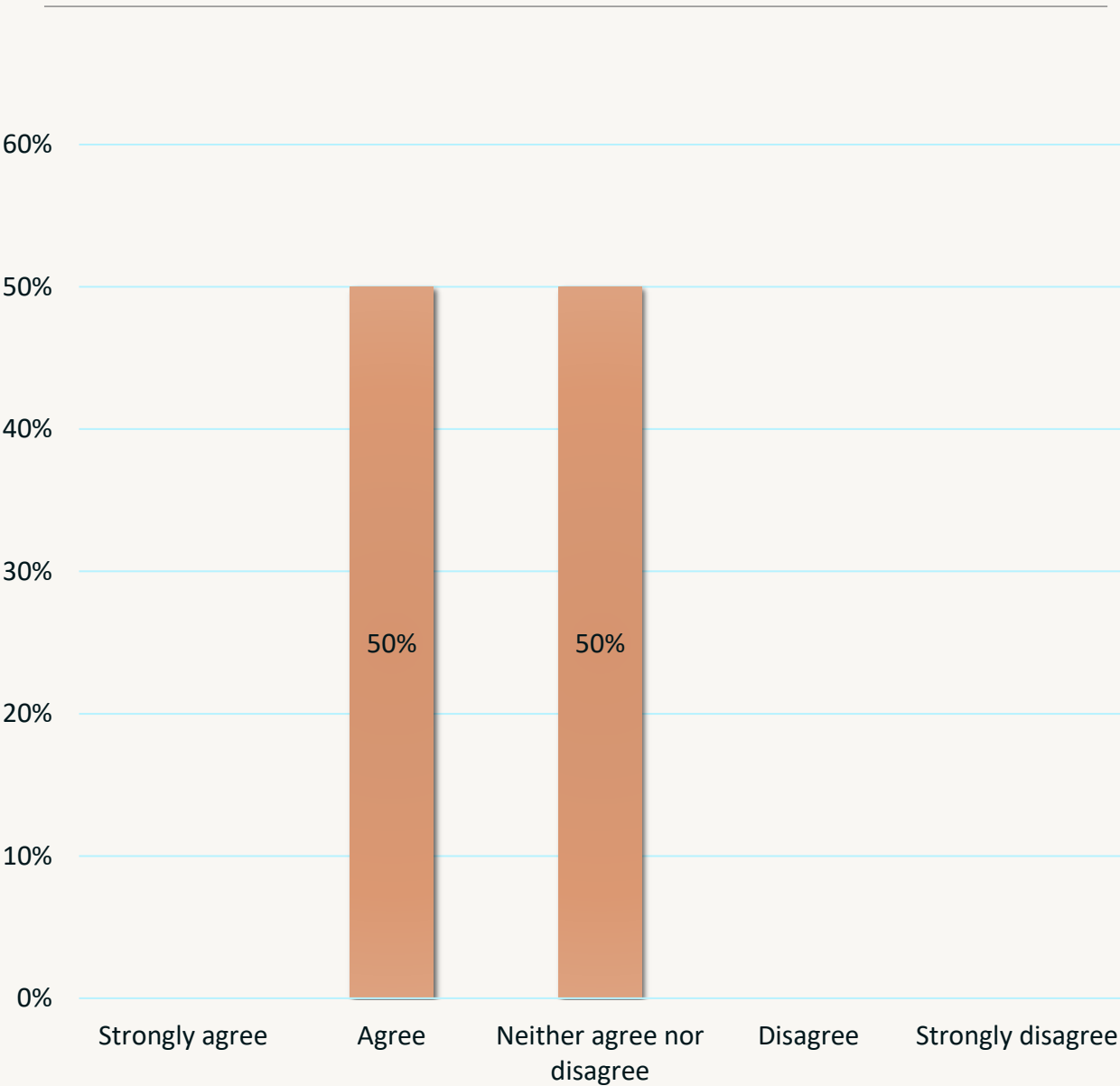
I am happy with the range and number of activities available in the village.

100% neither agree nor disagree.



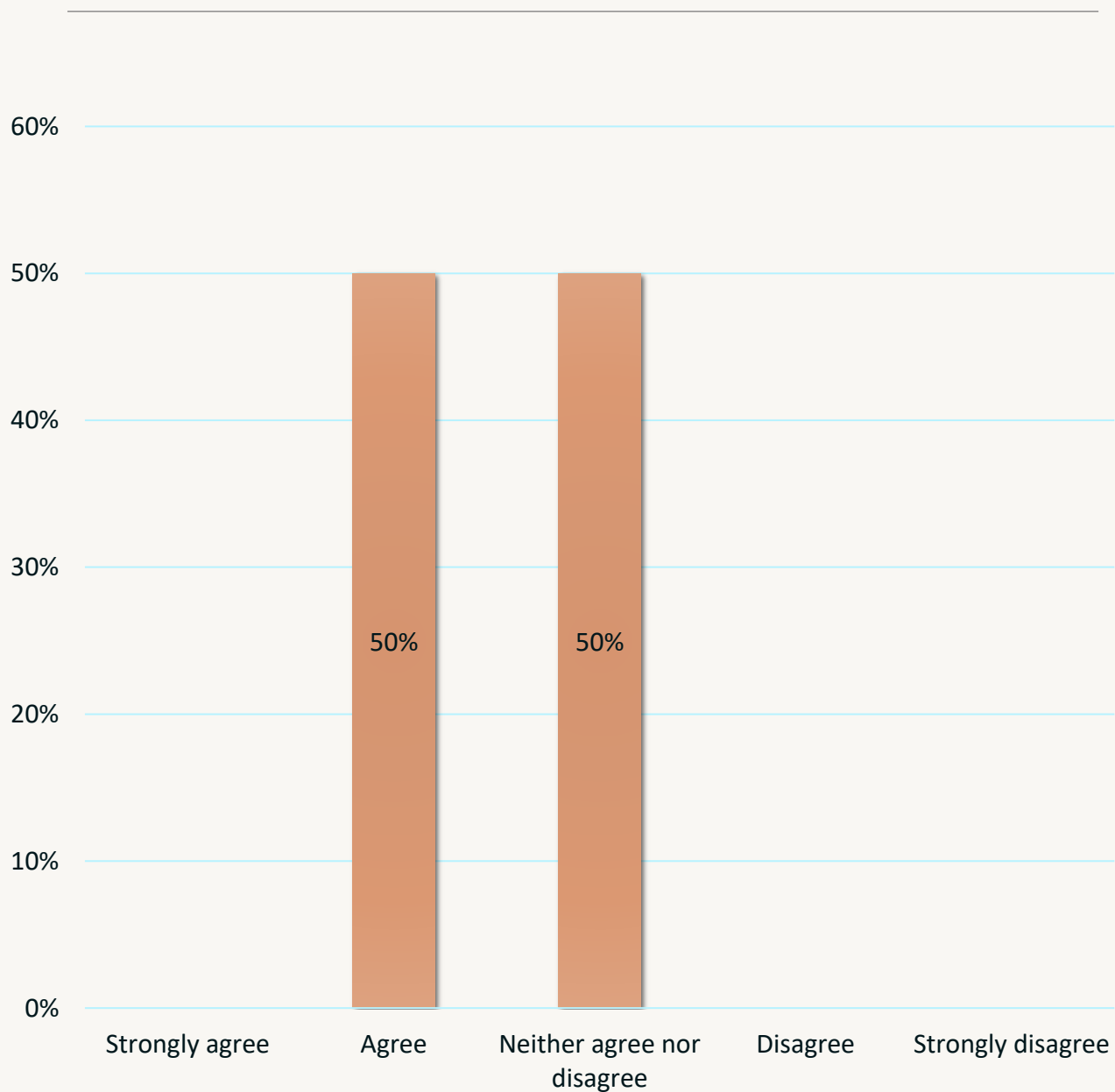
I am able to participate in exercise as I would like.

50% agree.



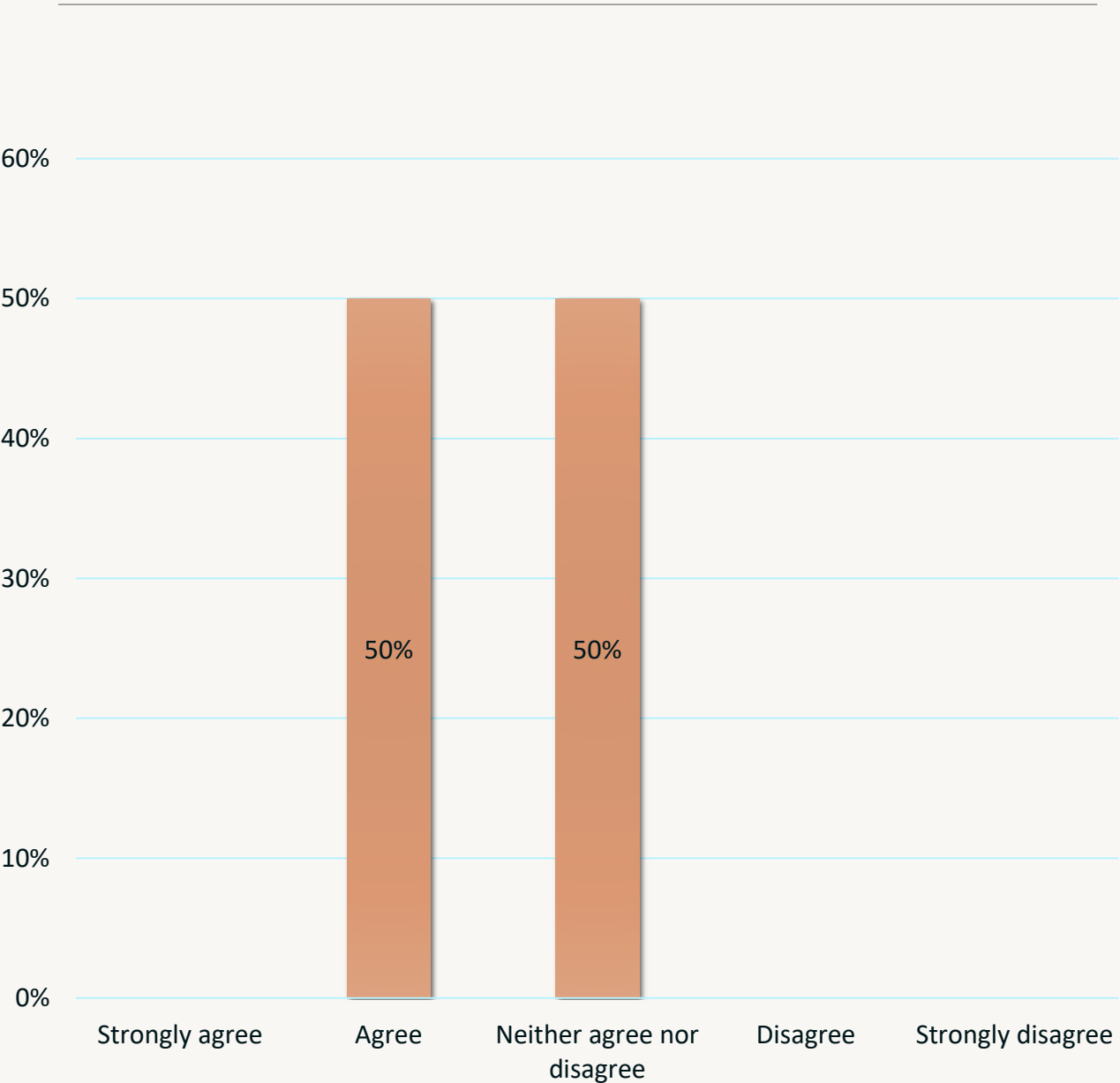
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

50% agree.

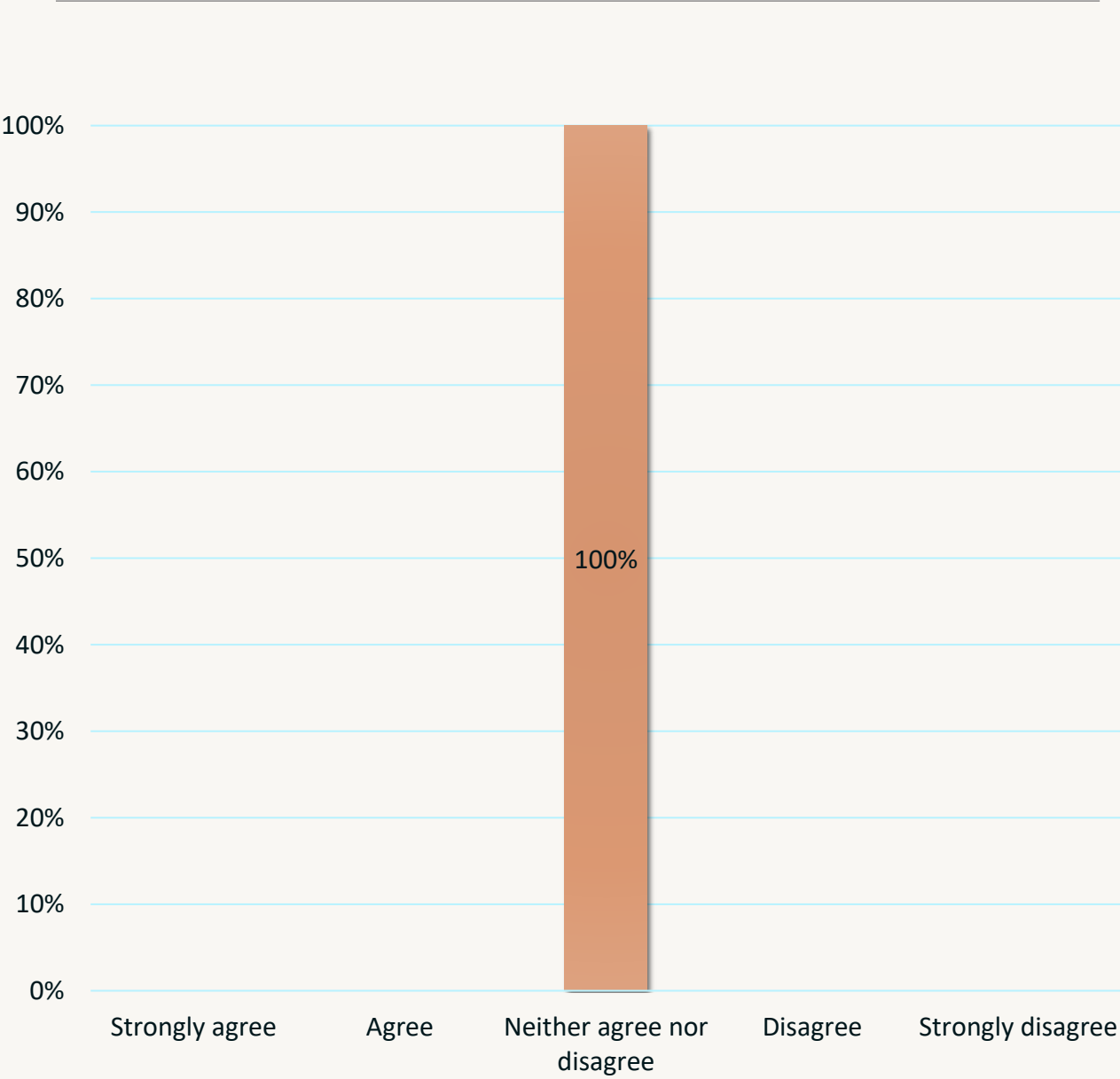


My spiritual needs are supported in Belong.

50% agree

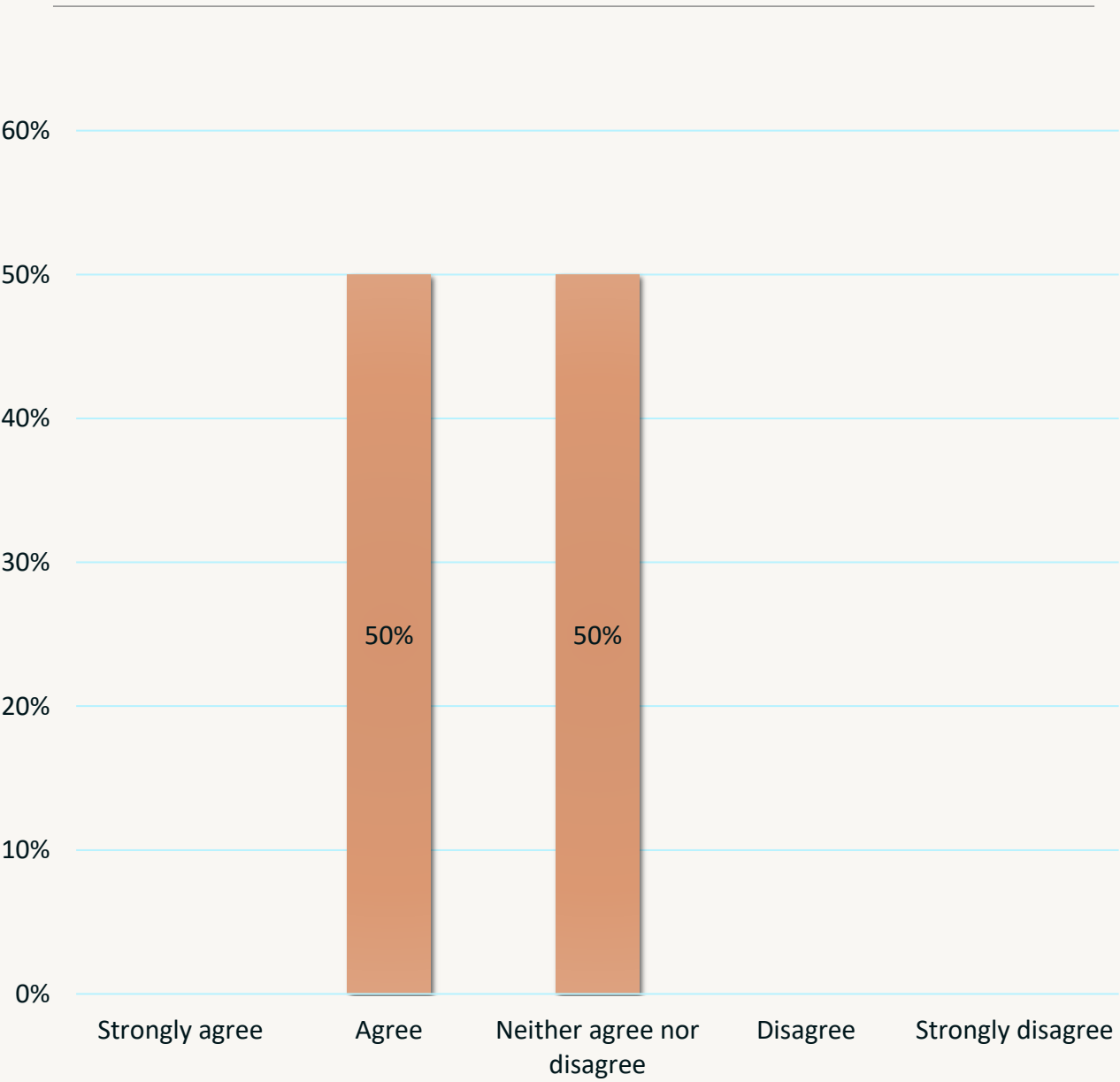


I feel Belong communicates well with me about what is happening in the village.

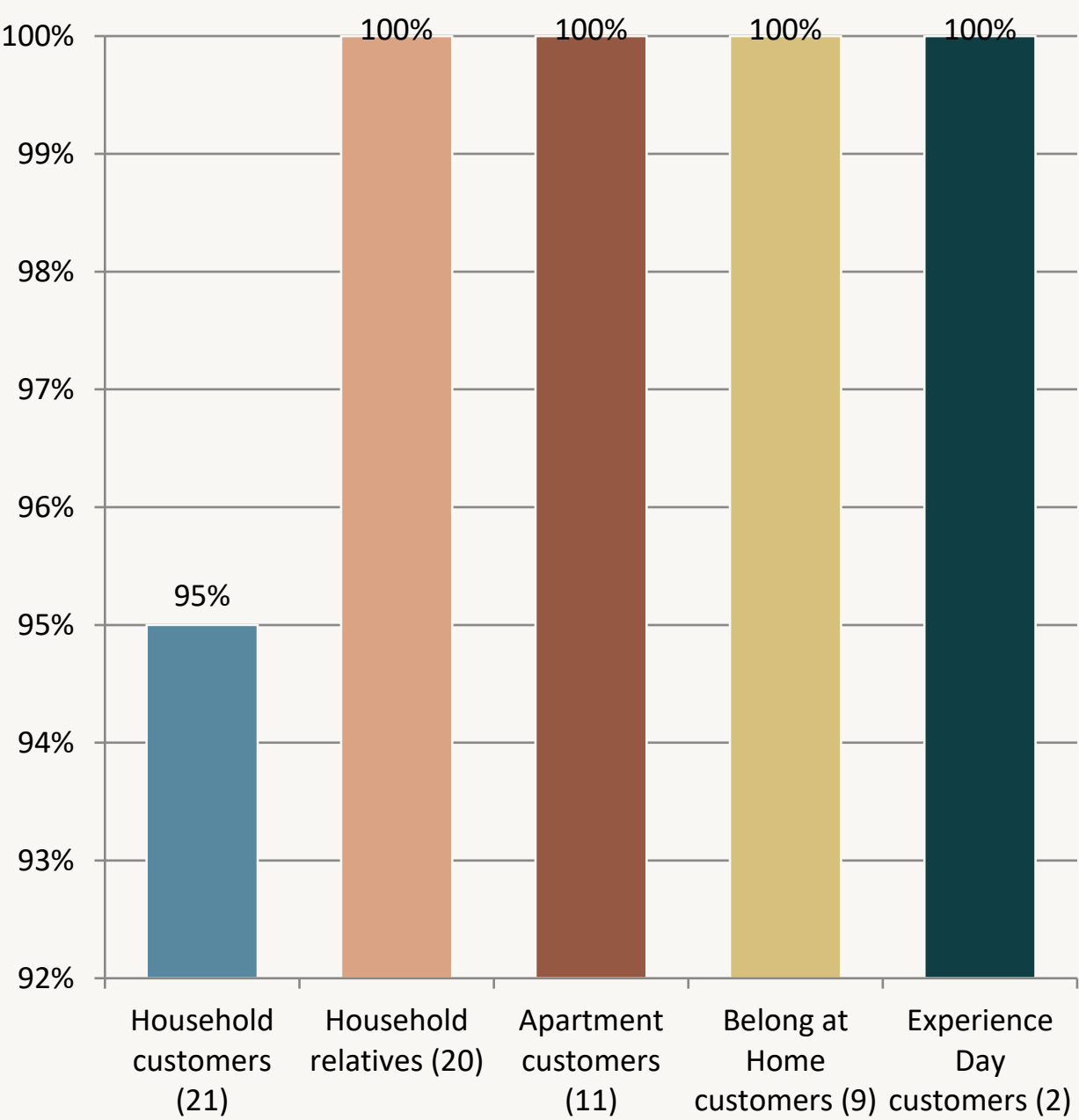


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

50% agree.



98.3% percent of customers would recommend
Belong Macclesfield to family and friends, including
100% of Experience Day respondents.



We asked customers what they feel we do well.

Feedback category	Feedback received
Staff	<p>It was felt that the Belong Experience Day team are compassionate, understanding, patient and very friendly.</p> <p>It was also stated that the team make customers feel comfortable in the group and have a lovely approach toward customers' needs.</p>

We asked customers what they felt we could do better, or if there was anything else they would like to tell us.

Feedback category	Feedback received
N/A	There was no additional feedback received in response to these questions.

You said, we did

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

Area	Action
Service	Competitive rates for the service.

Manager's comments

Thank you to those who took the time to complete this year's survey, and for the lovely positive feedback for the service we provide.

Your feedback is invaluable to us, and supports us to drive the service forward, ensuring we are delivering an outstanding service. Comments are noted, and actions put in place should they be required.

It was lovely to see 100% of Experience Day customers are happy with the quality of the service we provide and would recommend the service to others, and feel the team are patient and compassionate, while also supporting your hobbies and interests.

We look forward to continuing to build on our service and support to community customers in the year ahead.

Cheryl Davies

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.

