

# **Belong Warrington Experience Days**

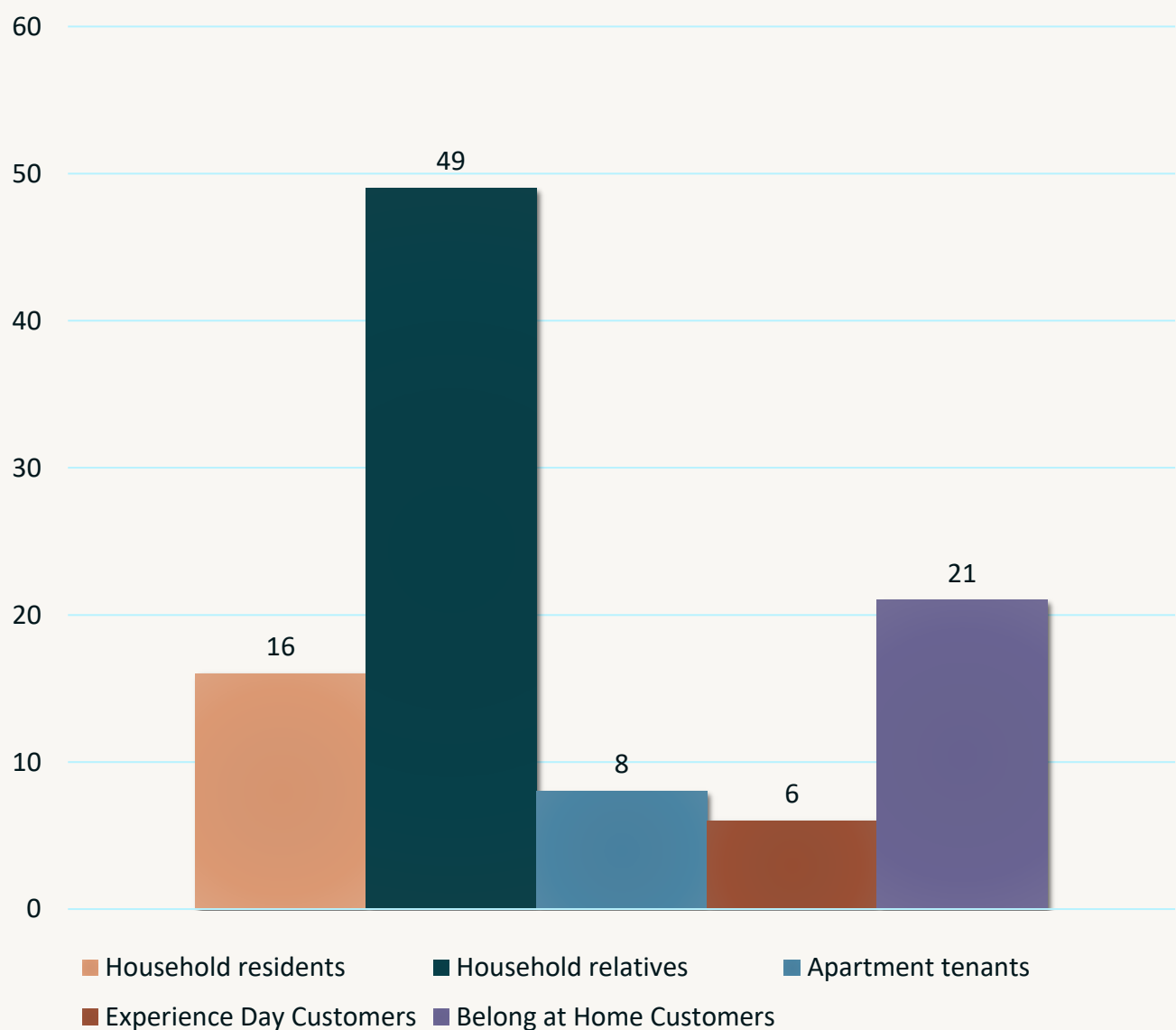
## Customer Satisfaction Results

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**2024**

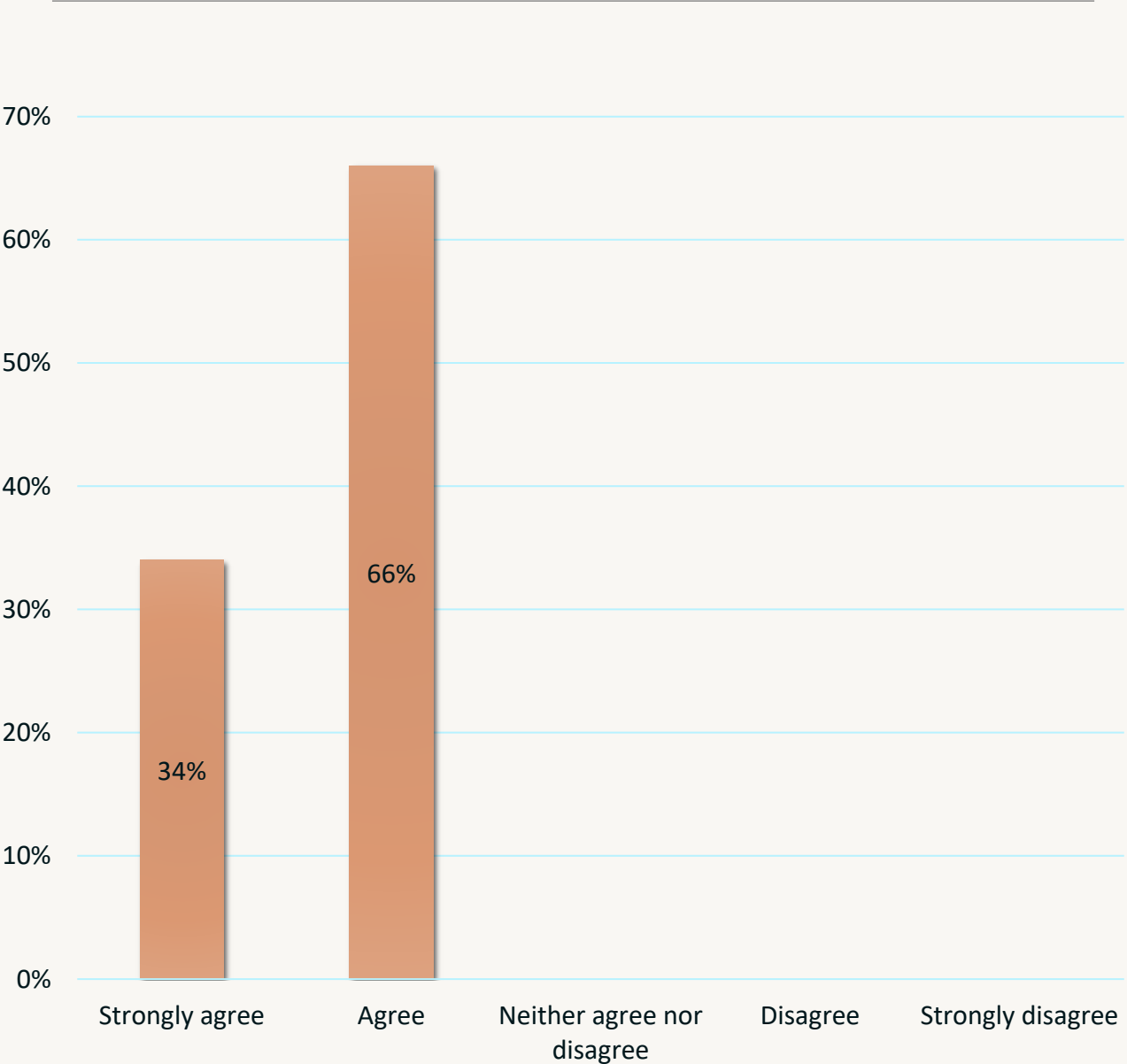


100 surveys were completed and returned for Belong Warrington. Six were from Experience Day customers and their feedback is reflected in this document. For other services, see separate reports.



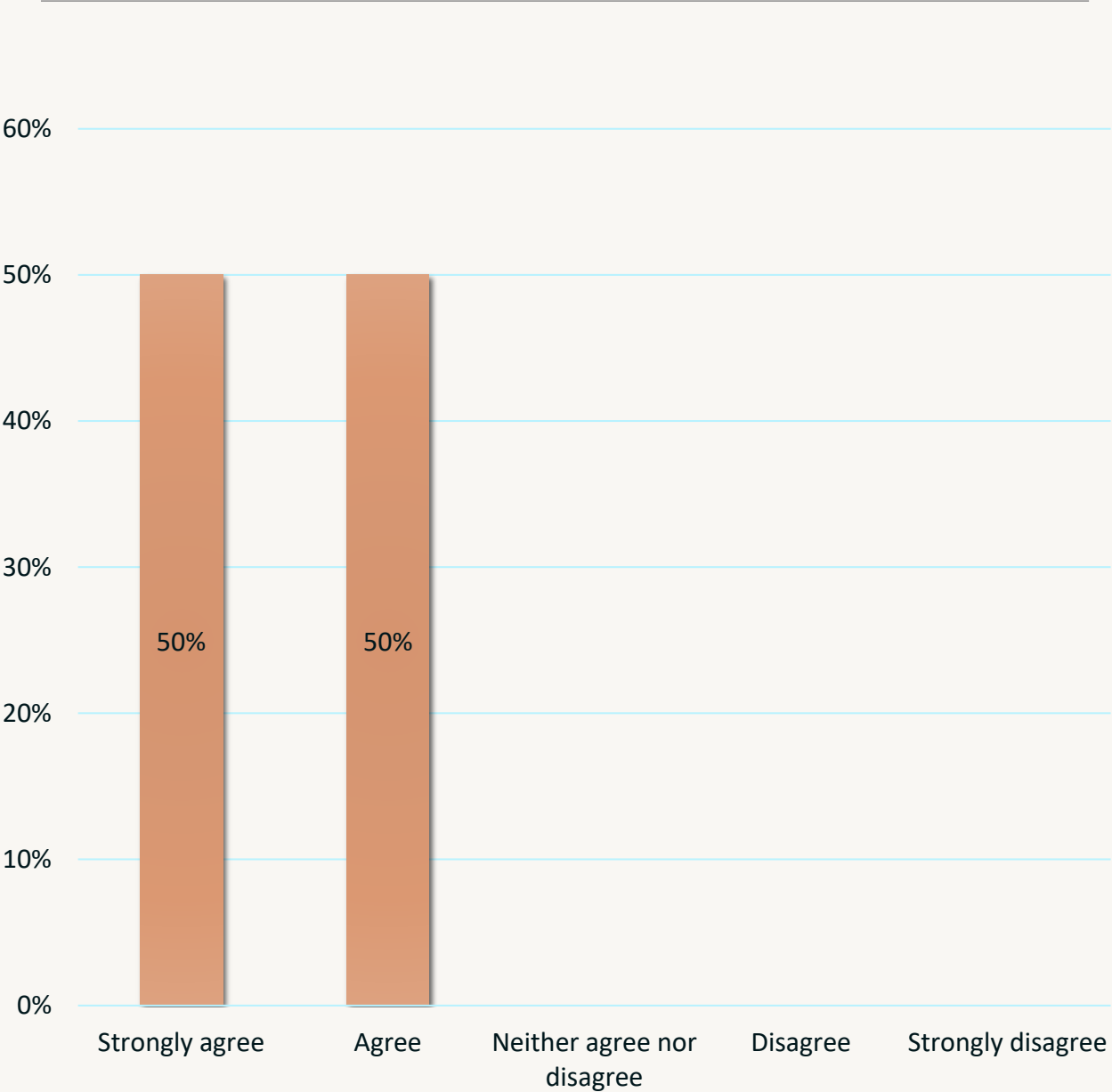
I am happy with the quality of service that I receive.

**34%** strongly agree, rising to **100%** if agree responses are included.



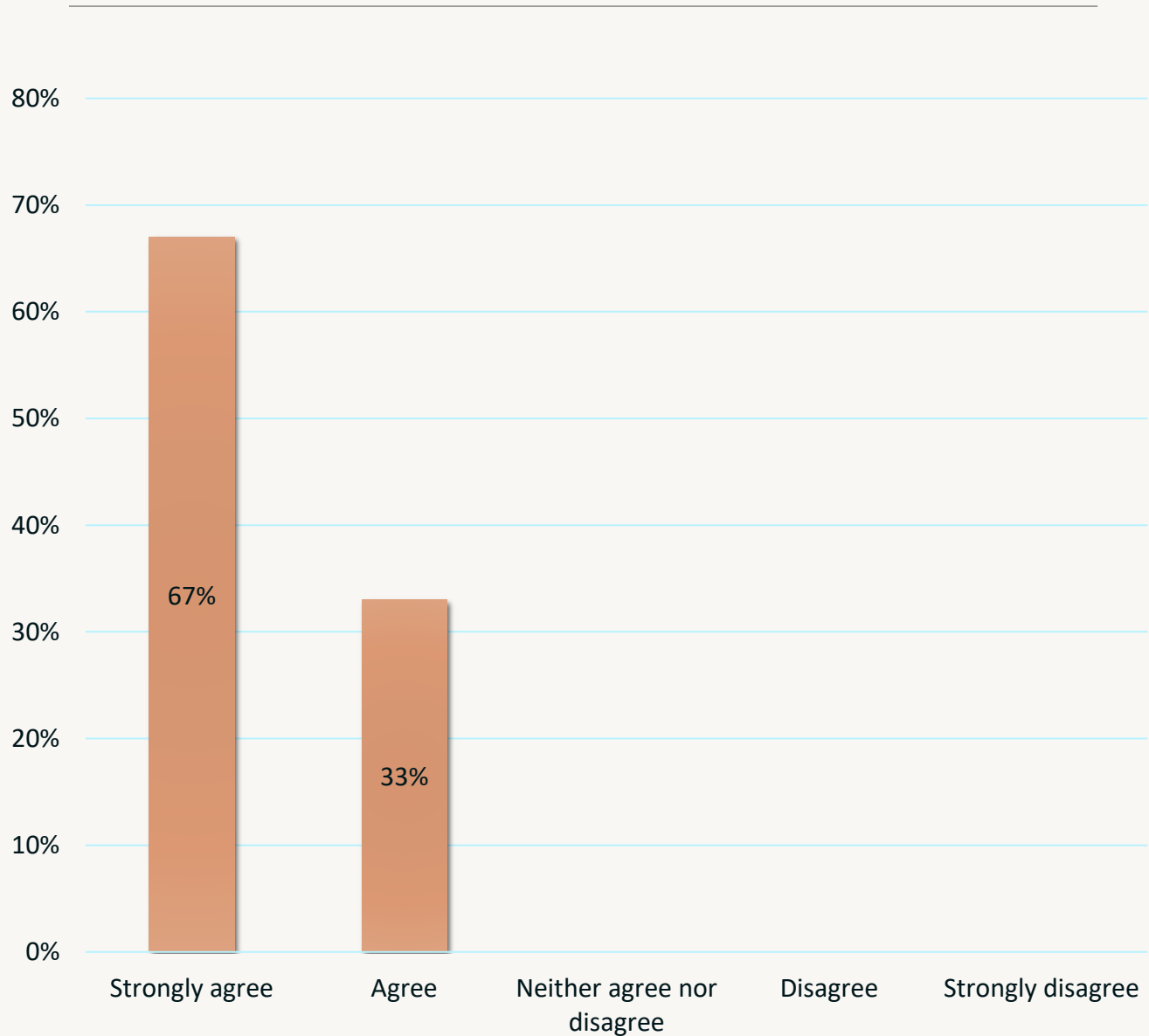
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

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



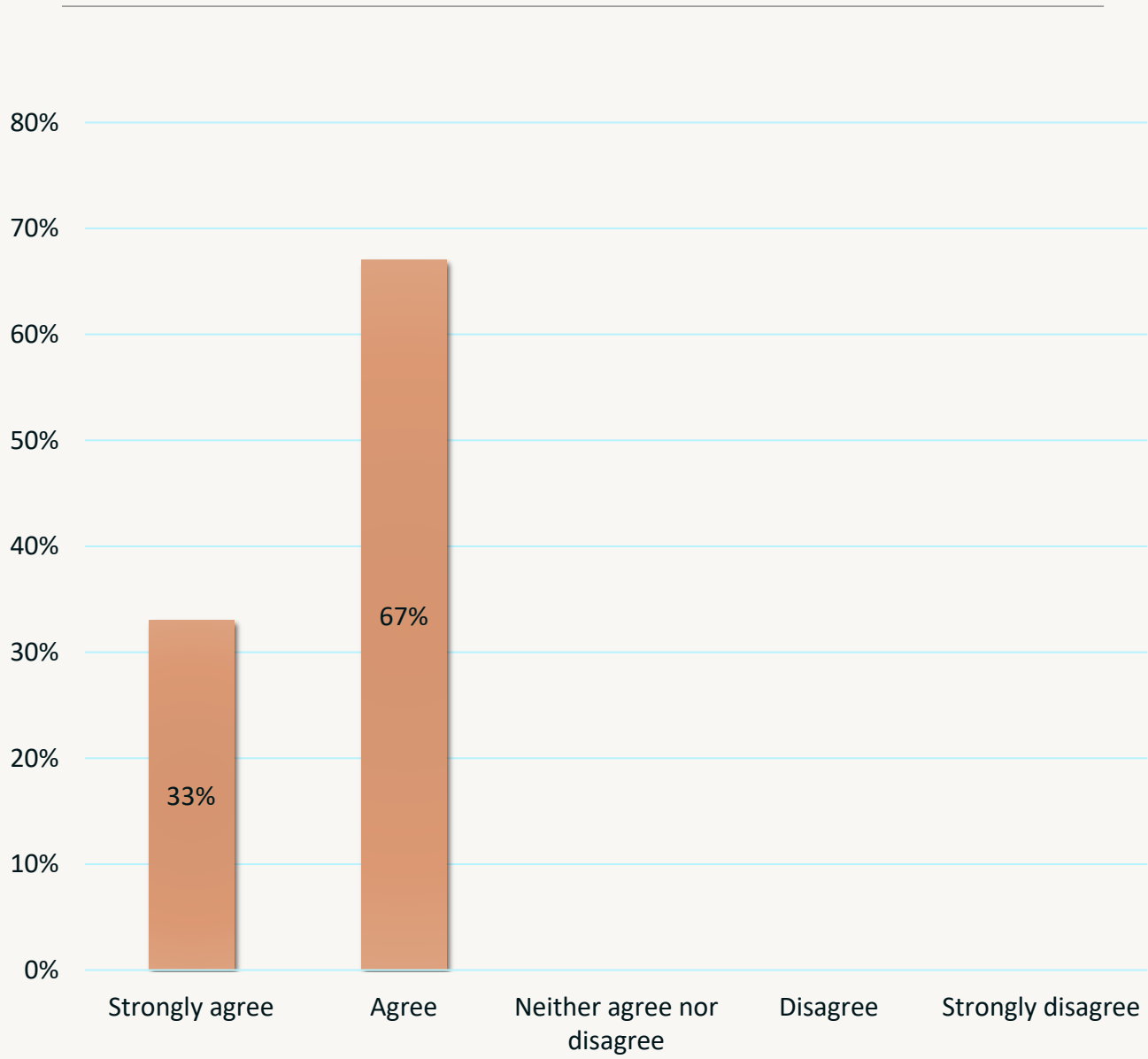
I feel safe whilst at a Belong village.

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



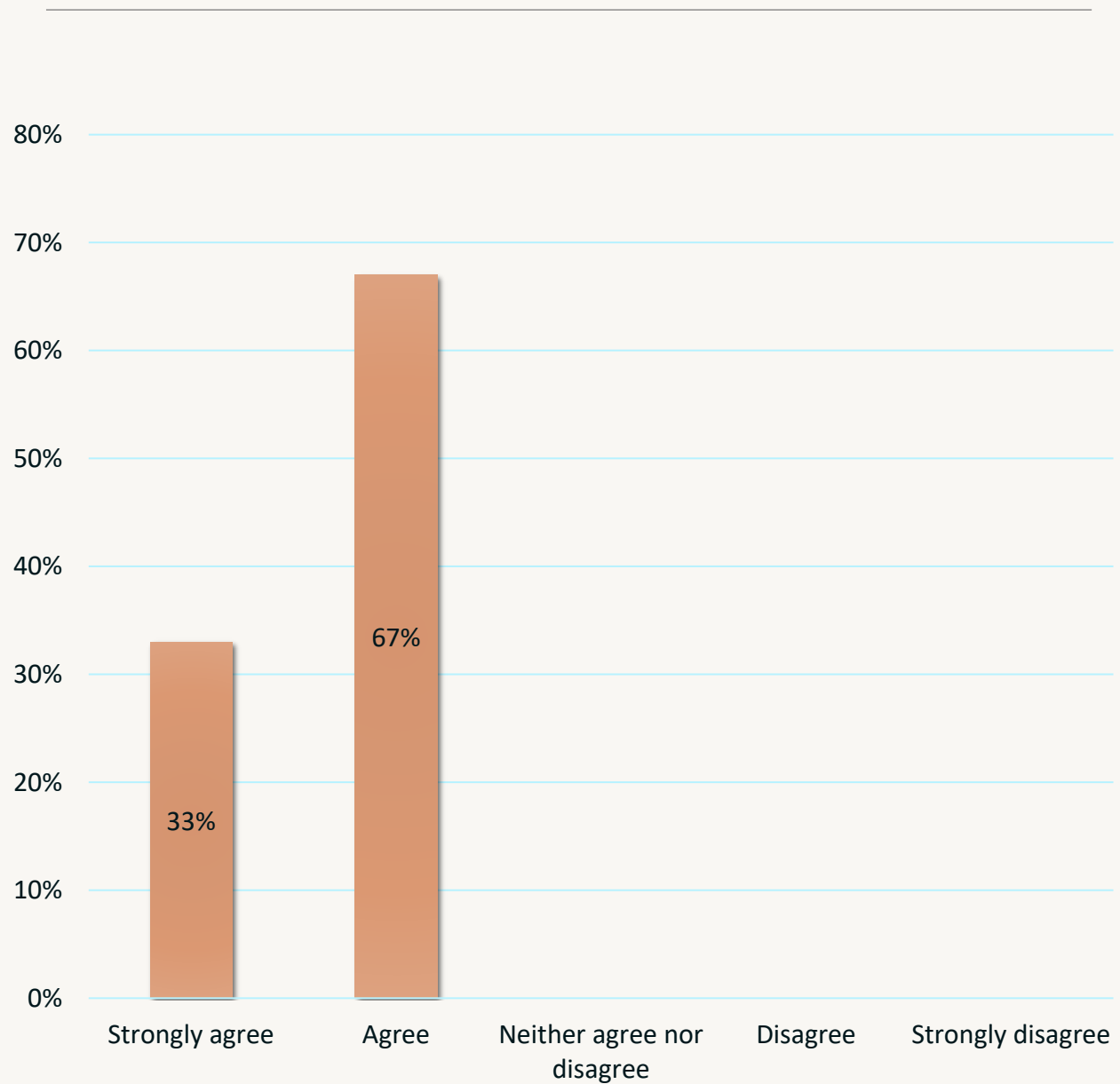
The Belong team supports me to maintain my hobbies and interests.

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



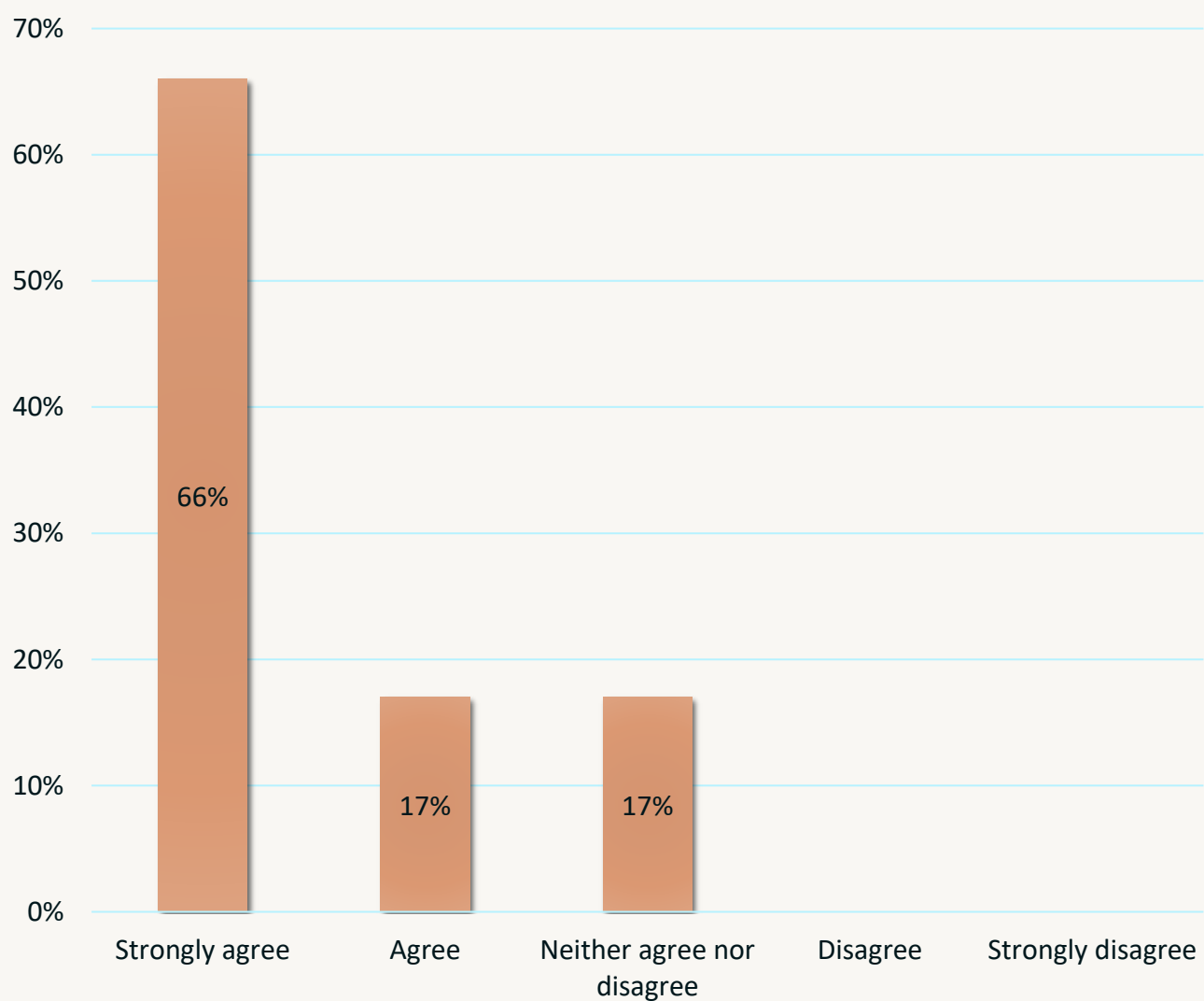
I enjoy using The Bistro.

**33%** 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.

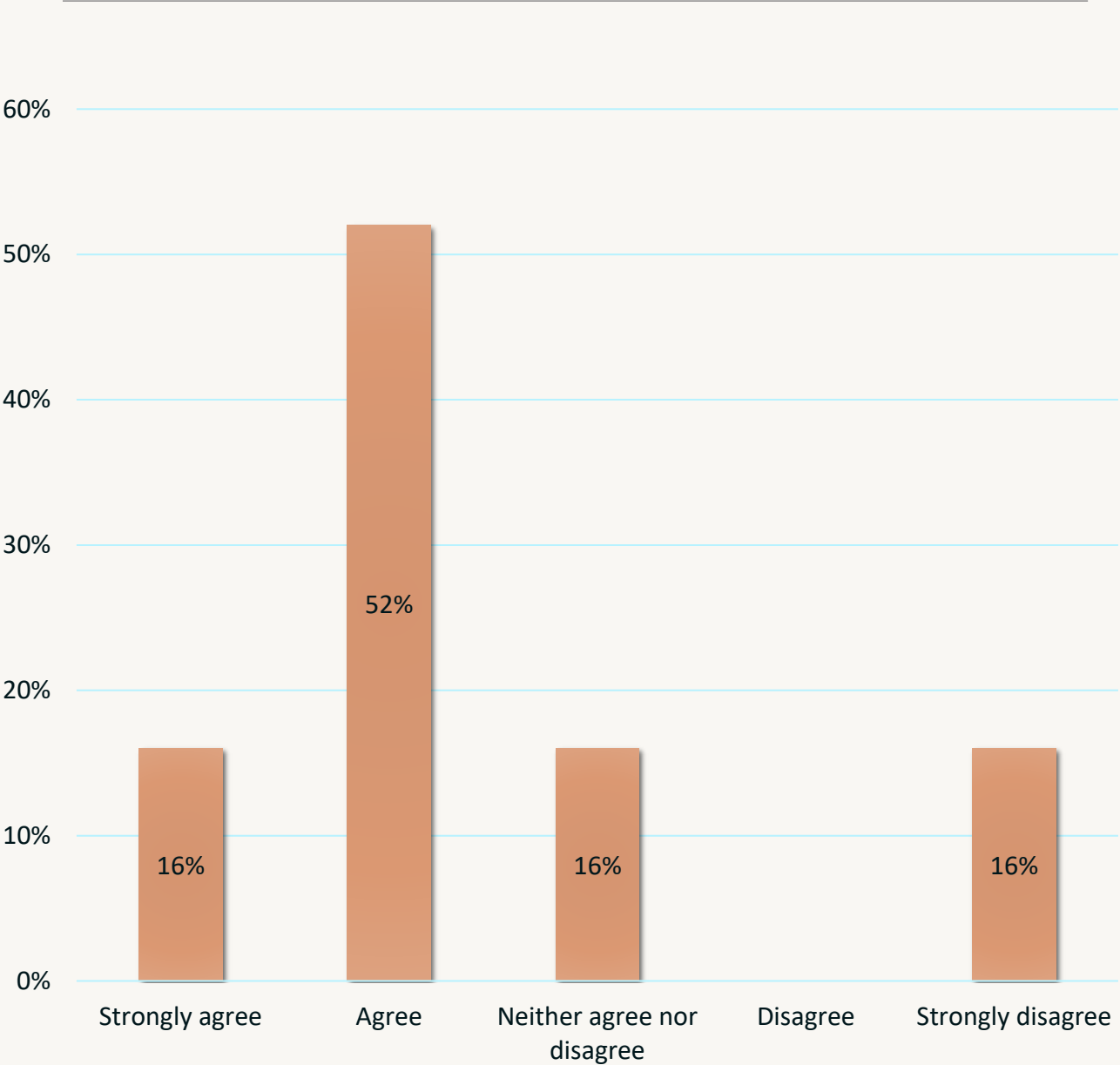
66% strongly agree, rising to 83% if agree responses are included.





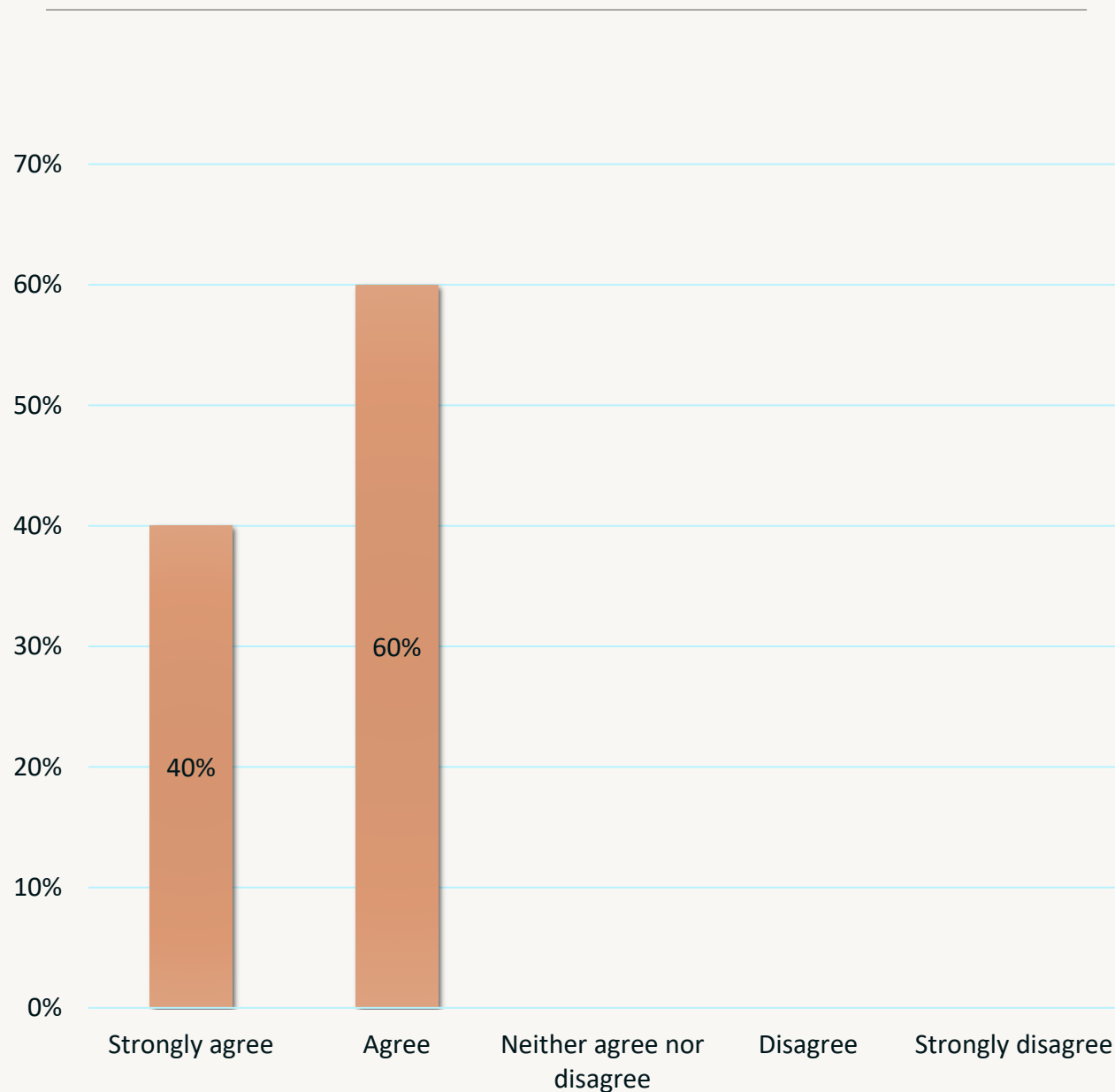
I am happy with the range and number of activities available in the village.

**16%** strongly agree, rising to **68%** if agree responses are included.



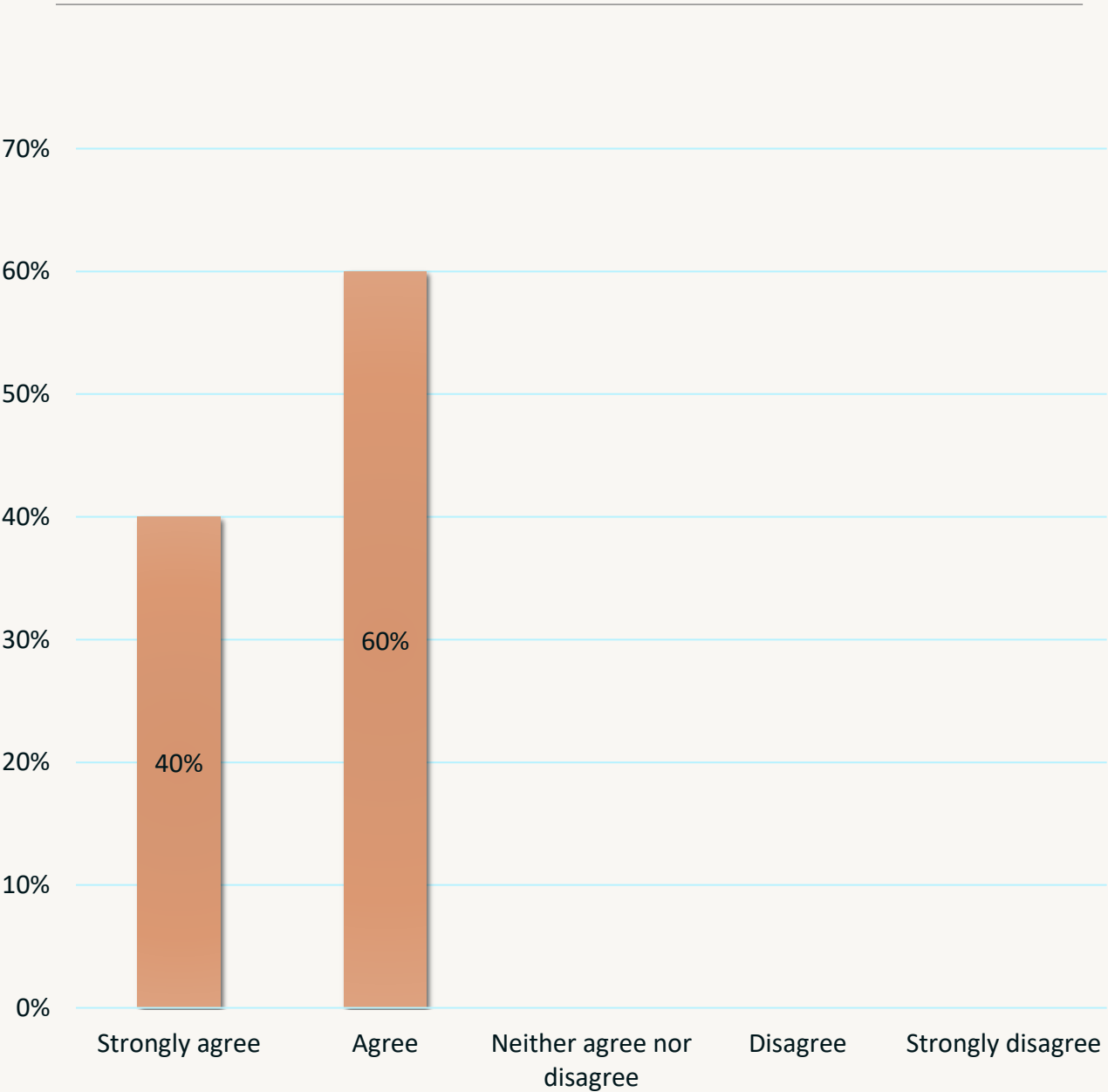
I am able to participate in exercise as I would like.

**40%** strongly agree, rising to **100%** if agree responses are included.



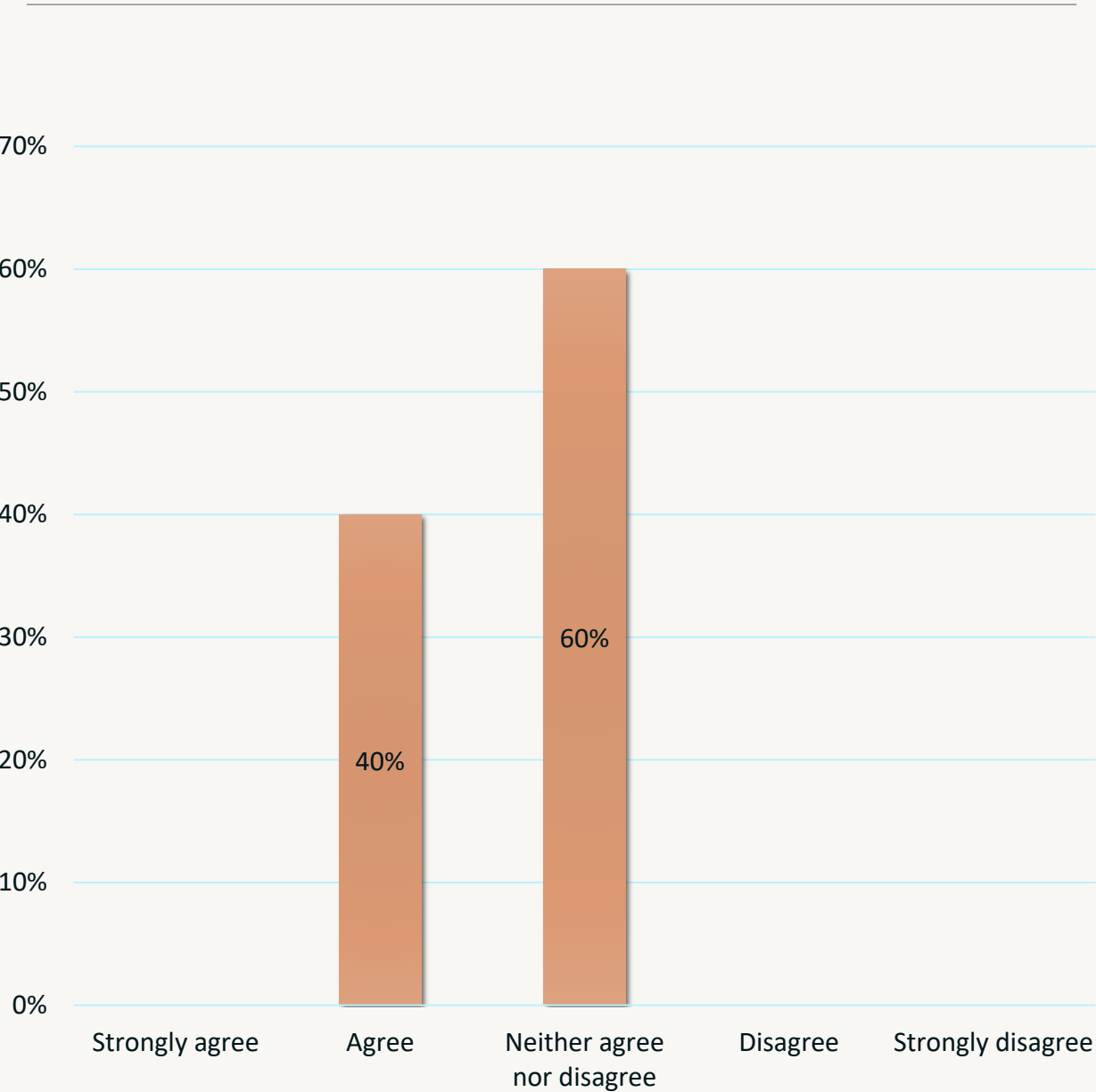
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

**40%** strongly agree, rising to **100%** if agree responses are included.



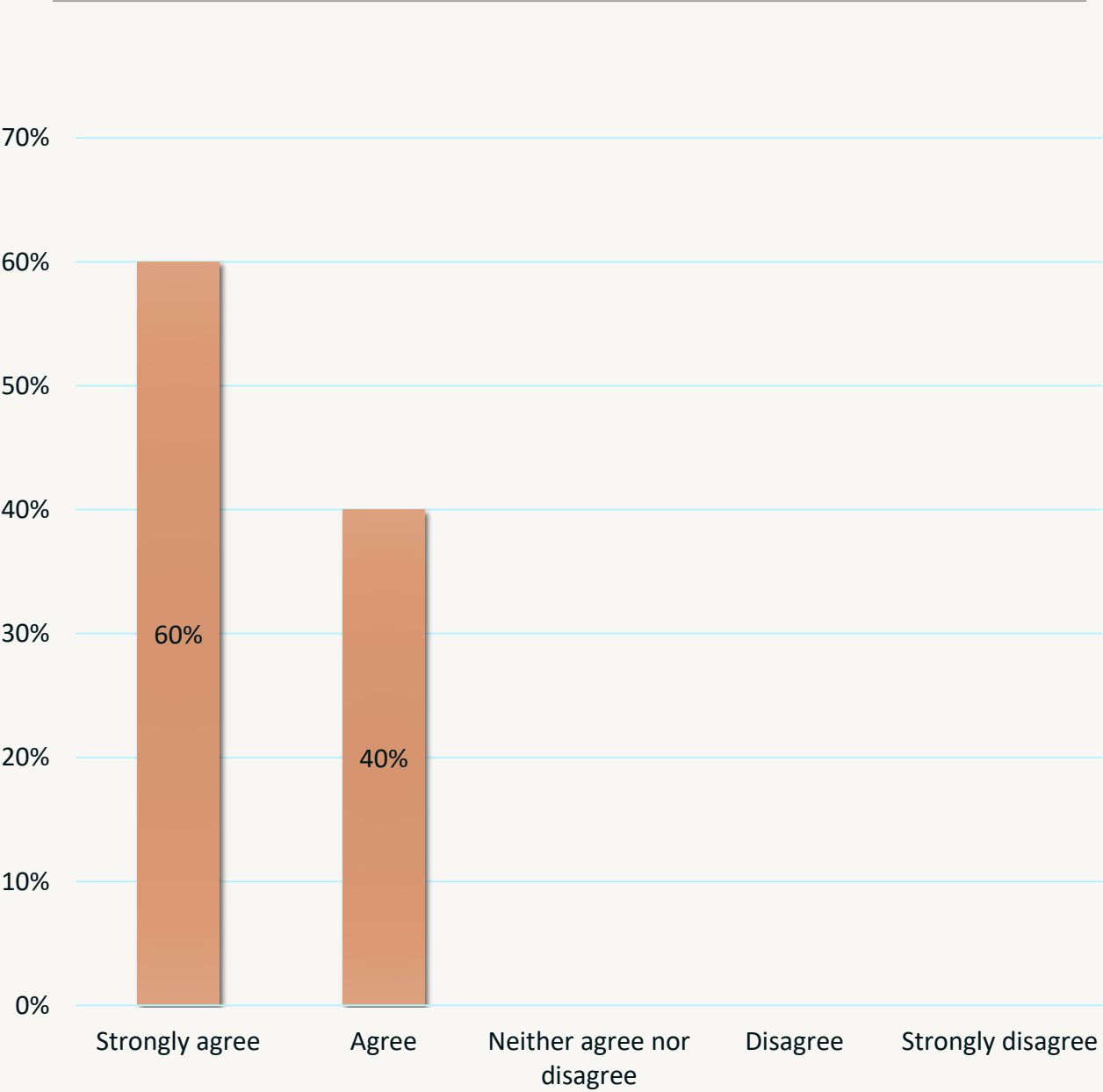
My spiritual needs are supported in Belong.

40% agree.



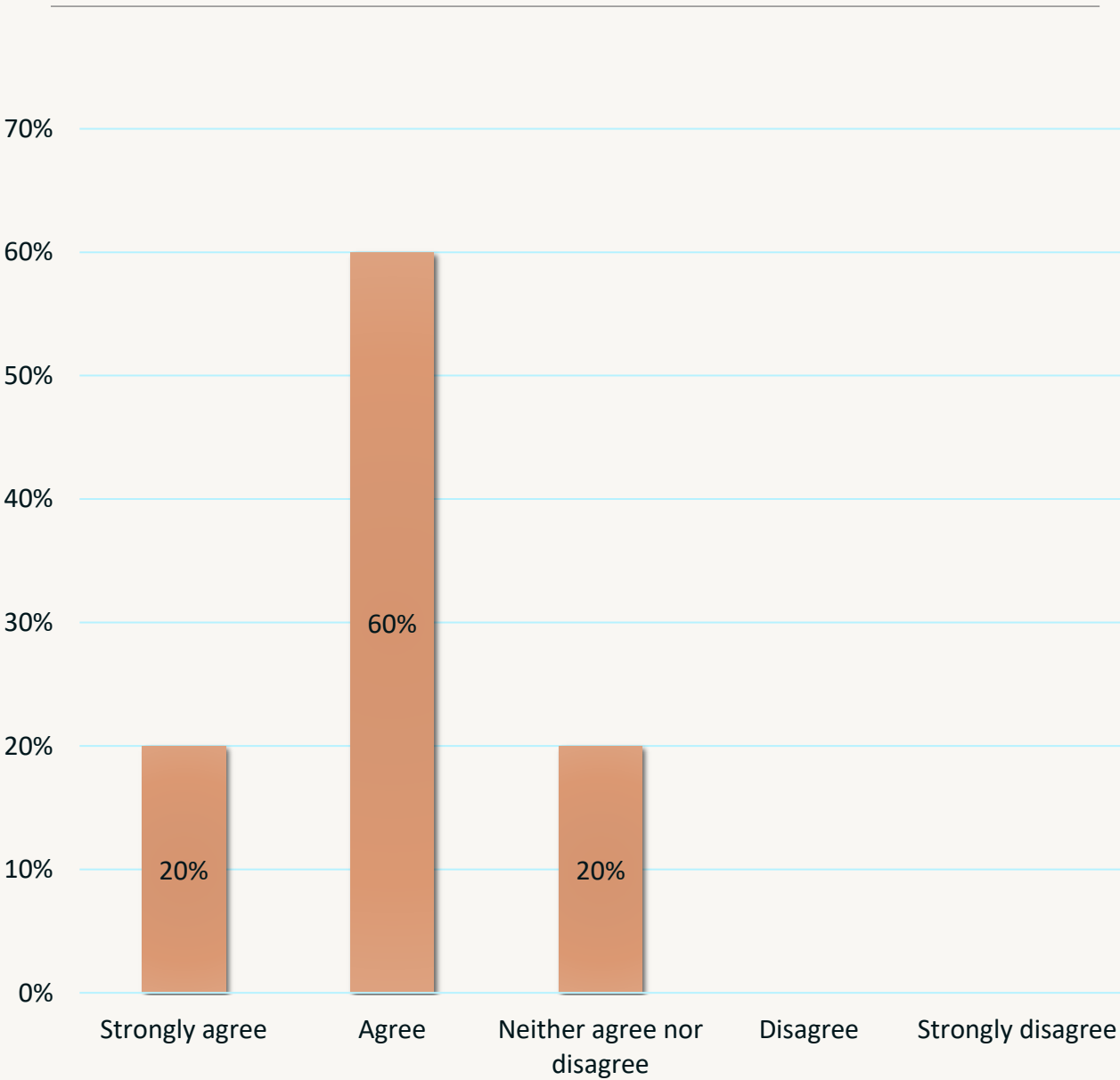
I feel Belong communicates well with me about what is happening in the village.

**60%** strongly agree, rising to **100%** if agree responses are included.

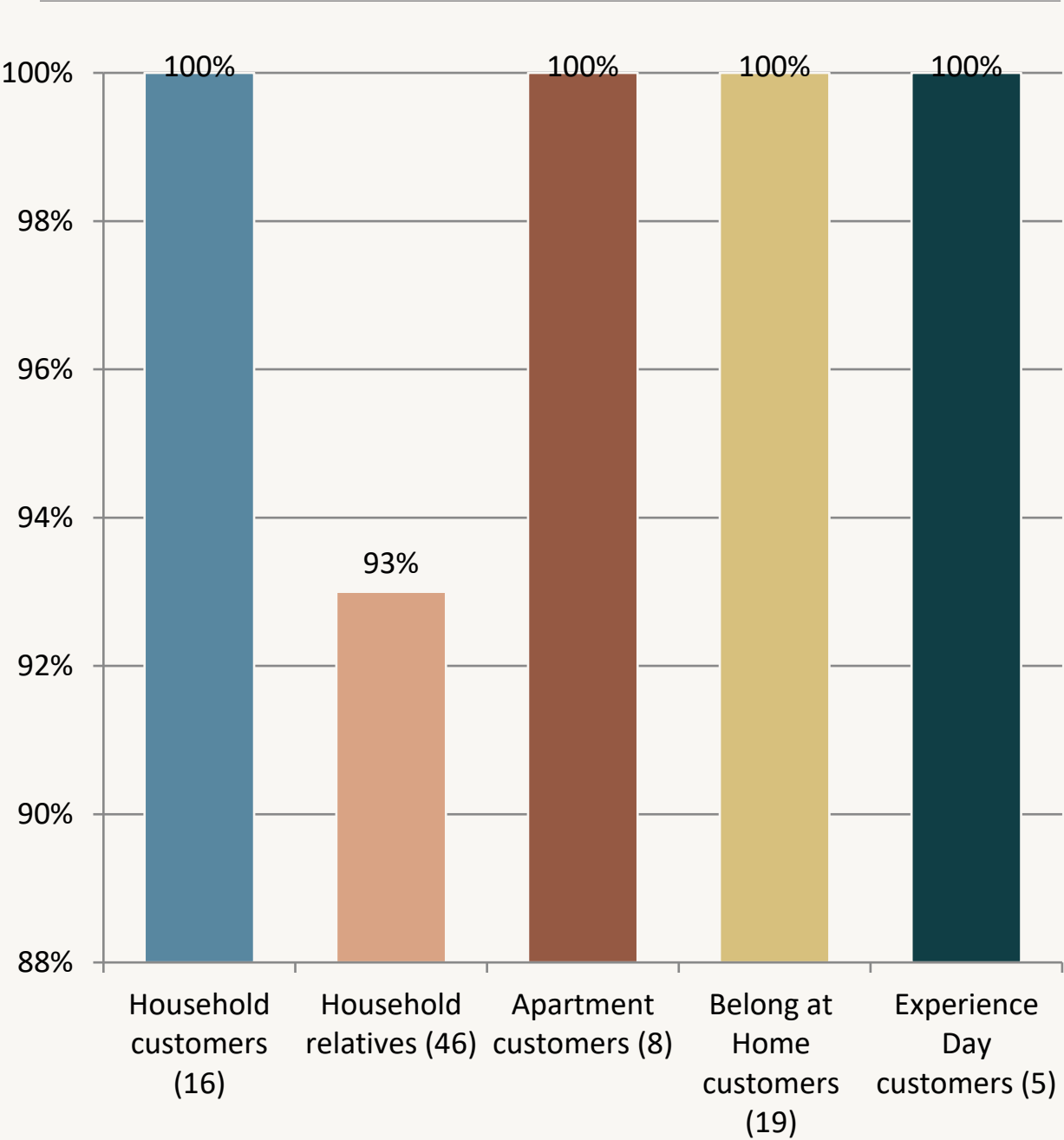


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

**20%** strongly agree, rising to **80%** if agree responses are included.



**96.6%** percent of customers would recommend  
Belong Warrington to family and friends.



# We asked customers what they feel we do well.

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Feedback category	Feedback received
Communication	<p>Respondents feels well-informed about everything happening in and around the village.</p> <p>Belong staff are praised for being good listeners and communicating well.</p>
Staff	<p>No Complaints: They can't fault anything and feel the staff give 100%.</p>
Engagement	<p>The respondents feel included and involved in everything.</p>



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

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Feedback category	Feedback received
Overall satisfaction	Customers said they really like attending Experience Days and especially like helping out in the gardens. They are happy to continue to attend and think the team are doing well. No improvements were suggested.

# Areas being addressed

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

Area	Action
Activities	We are consulting with customers to ensure that the activities reflect individual preferences and extend the range of experiences on offer. We are also exploring ways to offer more outings for those who have expressed a wish for this opportunity.
Food	We regularly review our meal choices and again will be consulting further with customers to ensure the menu options are varied, nutritional and tasty, allowing for dietary needs as well as preferences.
Exercise	Opportunities for group exercise are built into our Experience Days for those who wish to participate. Taking into account feedback on how much this is valued, we will continue to consult with customers on their exercise preferences and aim to build this into our programmes.

## Manager's comments

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Thank you to all those who completed this year's survey. We really value your input in helping us shape and improve our services.

We recognise that Experience Days offer valuable respite for those living in the community and a way to access the vibrant community in the village. We were delighted to see the very positive feedback received for our Experience Day service and in particular that 100% of our customers would recommend Belong.

At the same time, we are far from complacent and will seek to identify how we can expand the range of activities on offer to reflect customer preferences.

We trust that you will continue to enjoy your experience in Belong Warrington. It has been a privilege to support all of our customers over the past year and we look forward to promoting greater wellbeing in the year ahead.

**Barry Devine**

**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 individual professional development reviews
- 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.**

