

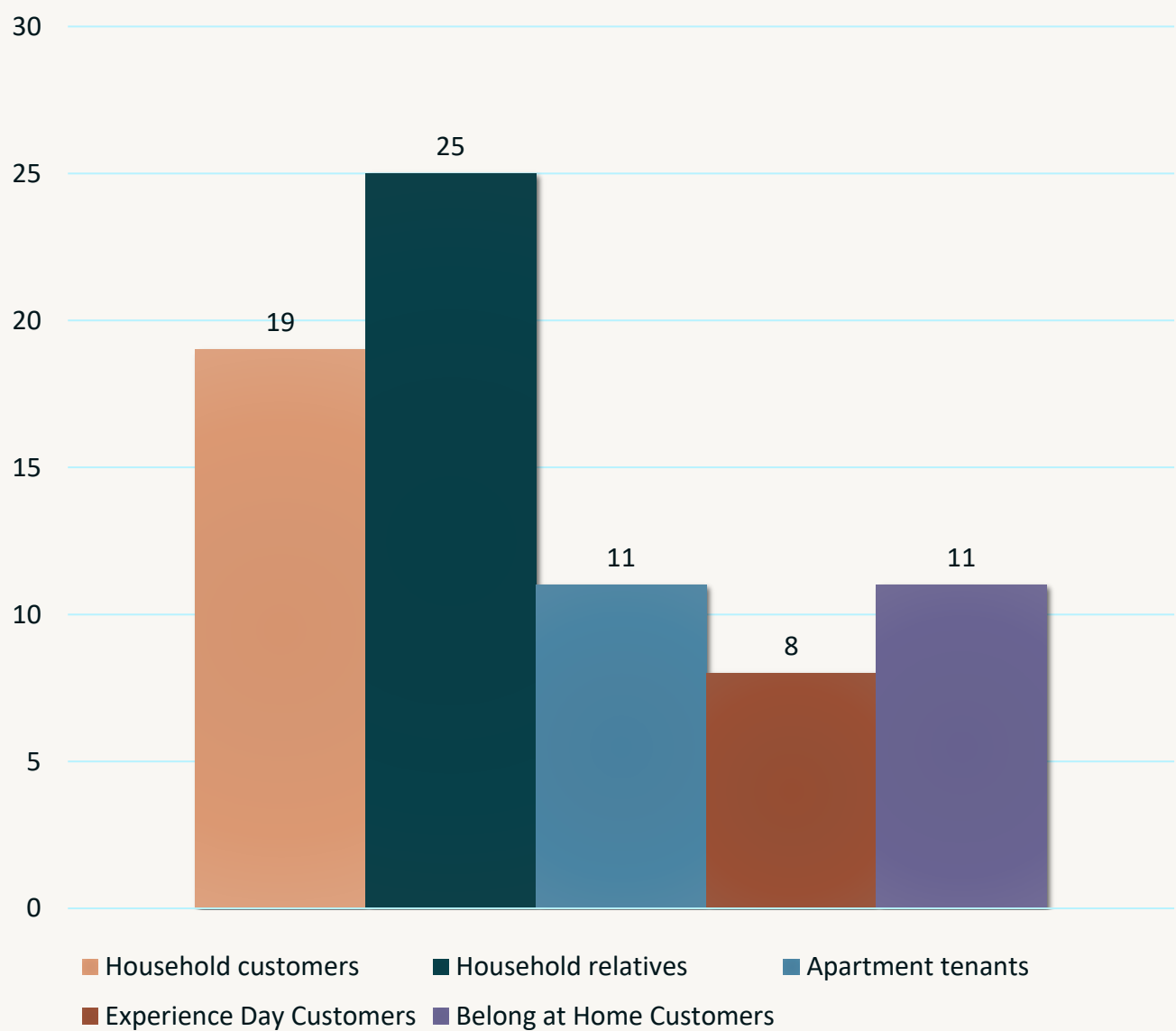
Belong Atherton Experience Days

Customer Satisfaction Results

2024

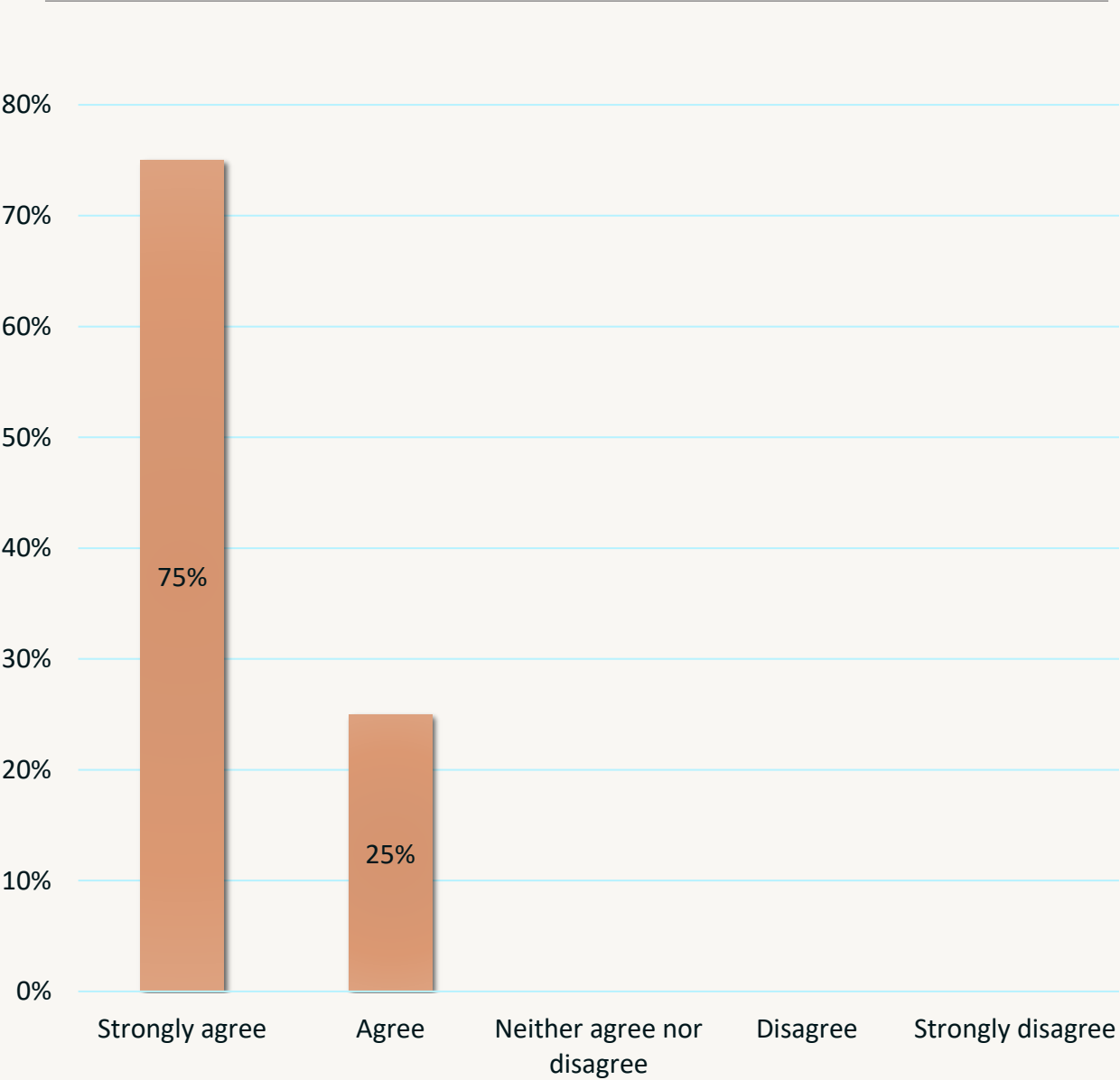


74 surveys were completed for Belong Atherton.
The breakdown by customer type is shown below.
This document report on the Experience Day
responses only. See separate reports for other
services.



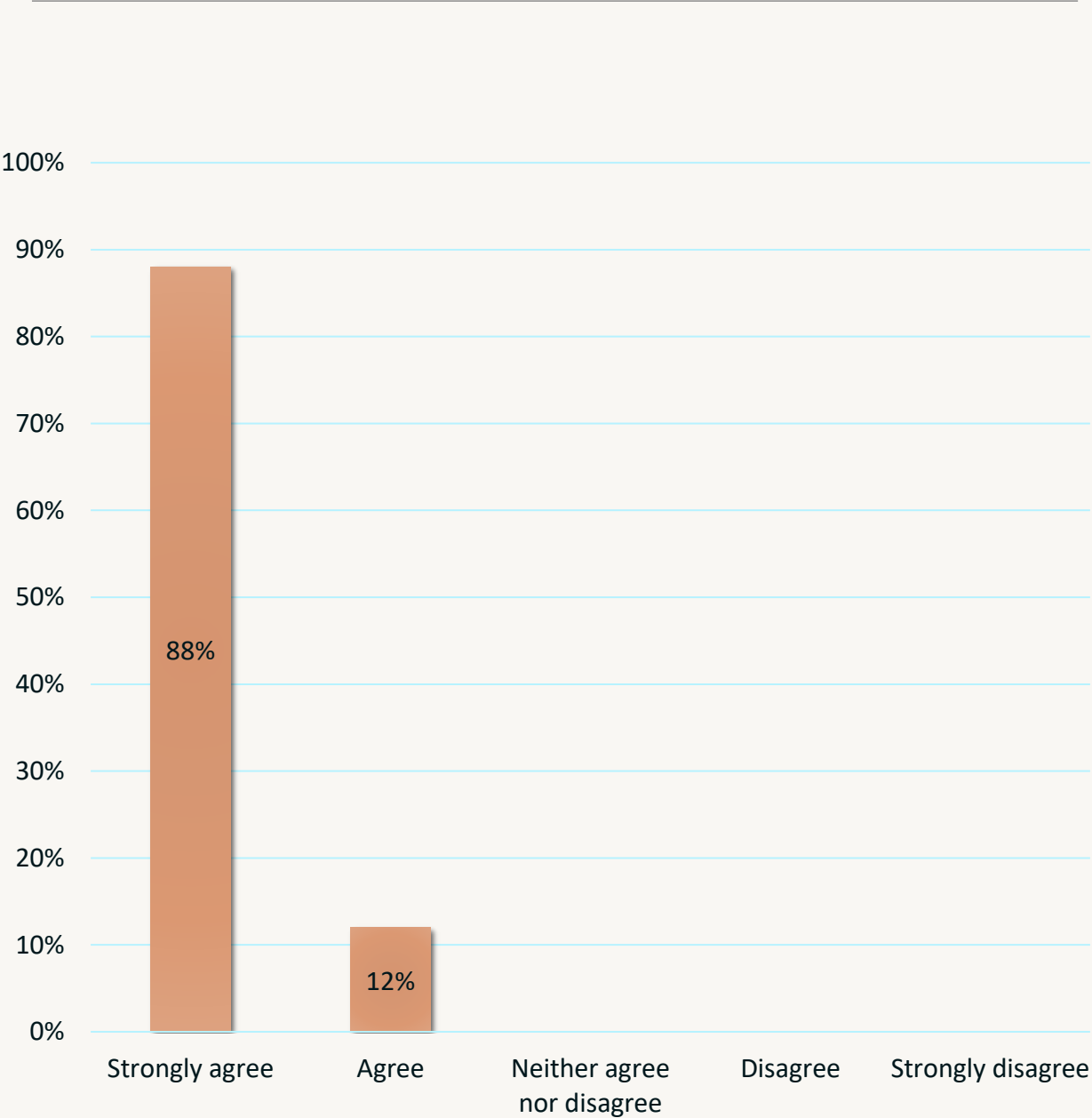
I am happy with the quality of service that I receive.

75% strongly agree, rising to **100%** if agree responses are included.



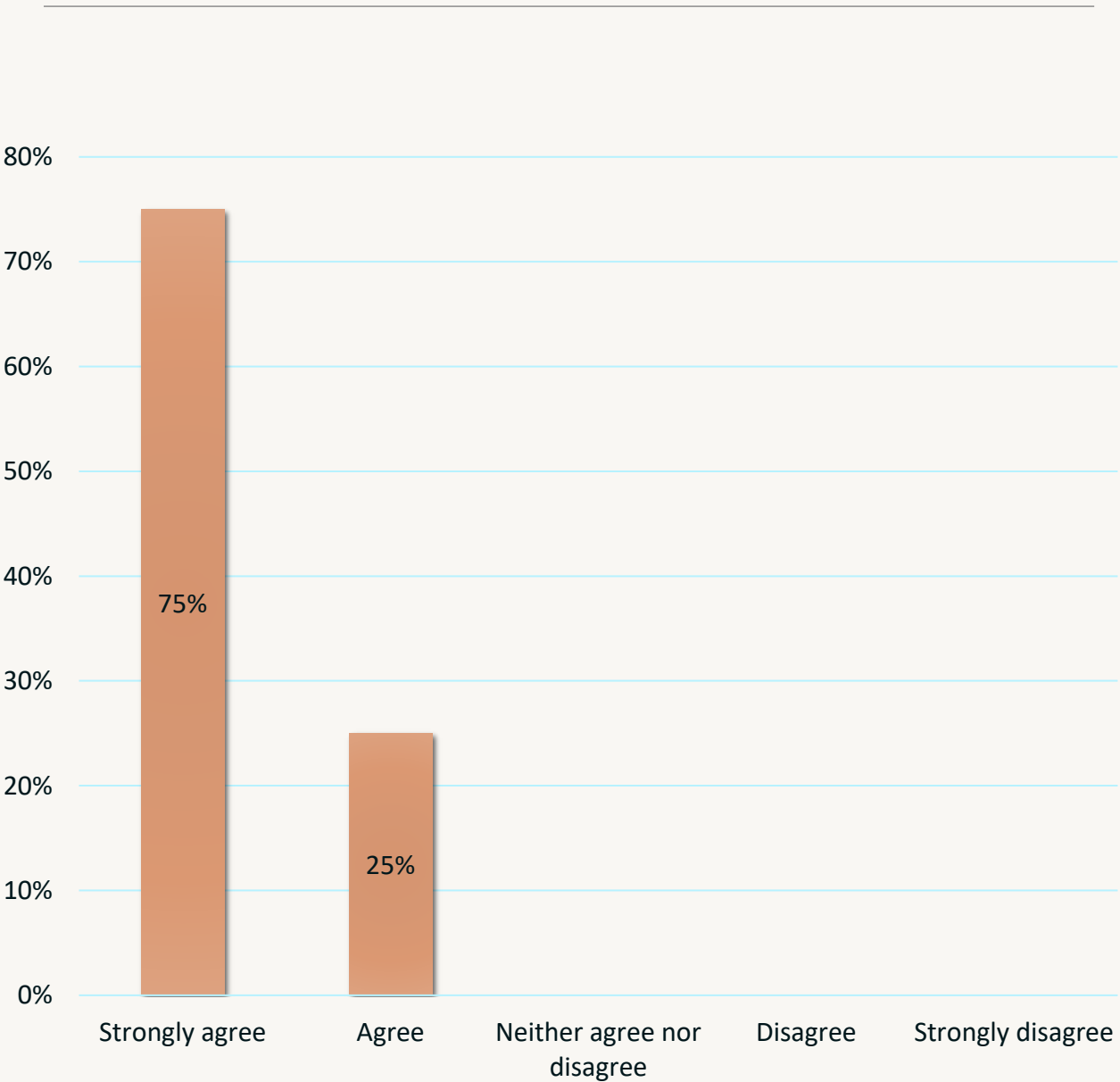
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

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



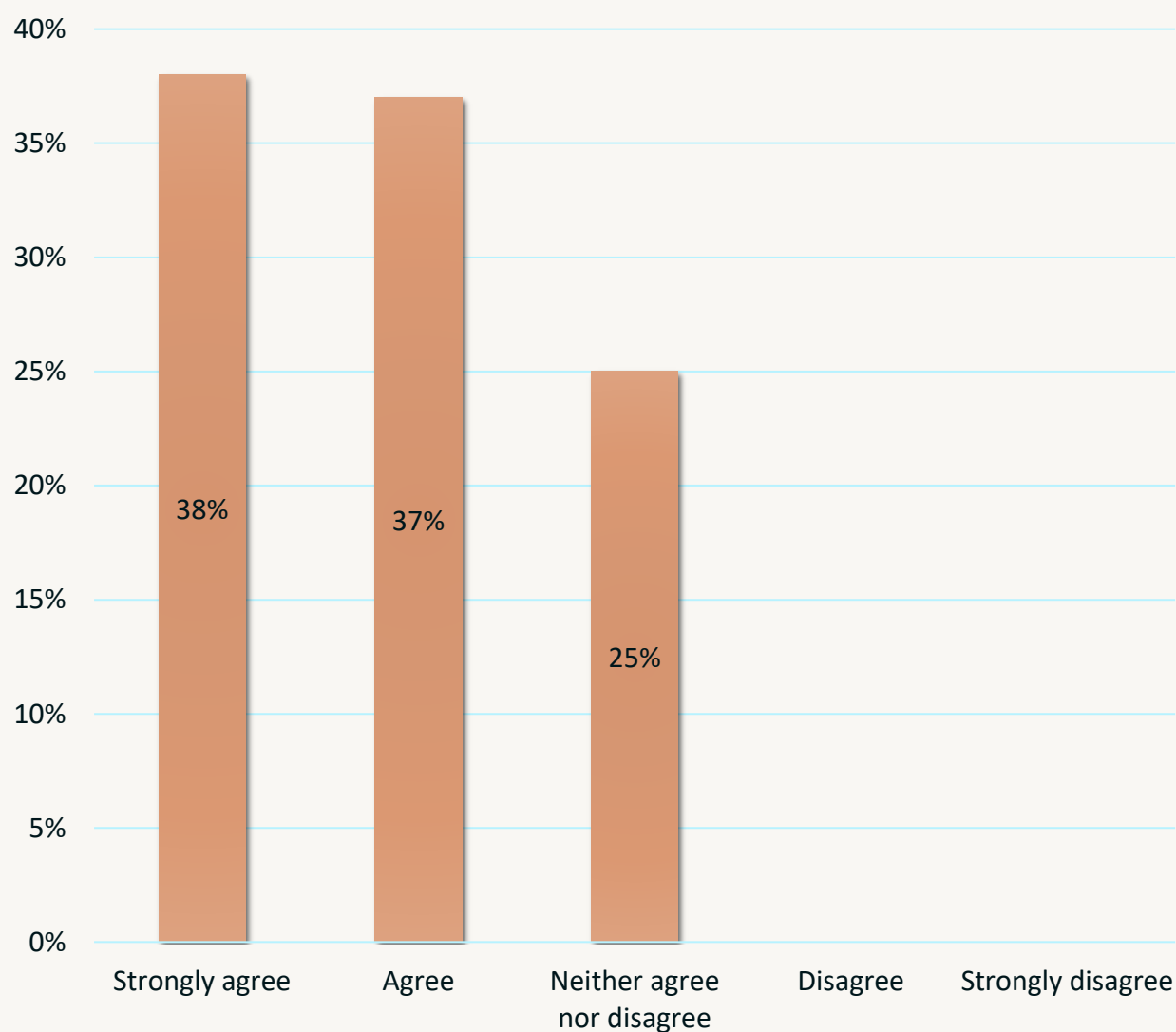
I feel safe whilst at a Belong village.

75% strongly agree, rising to **100%** if agree responses are included.



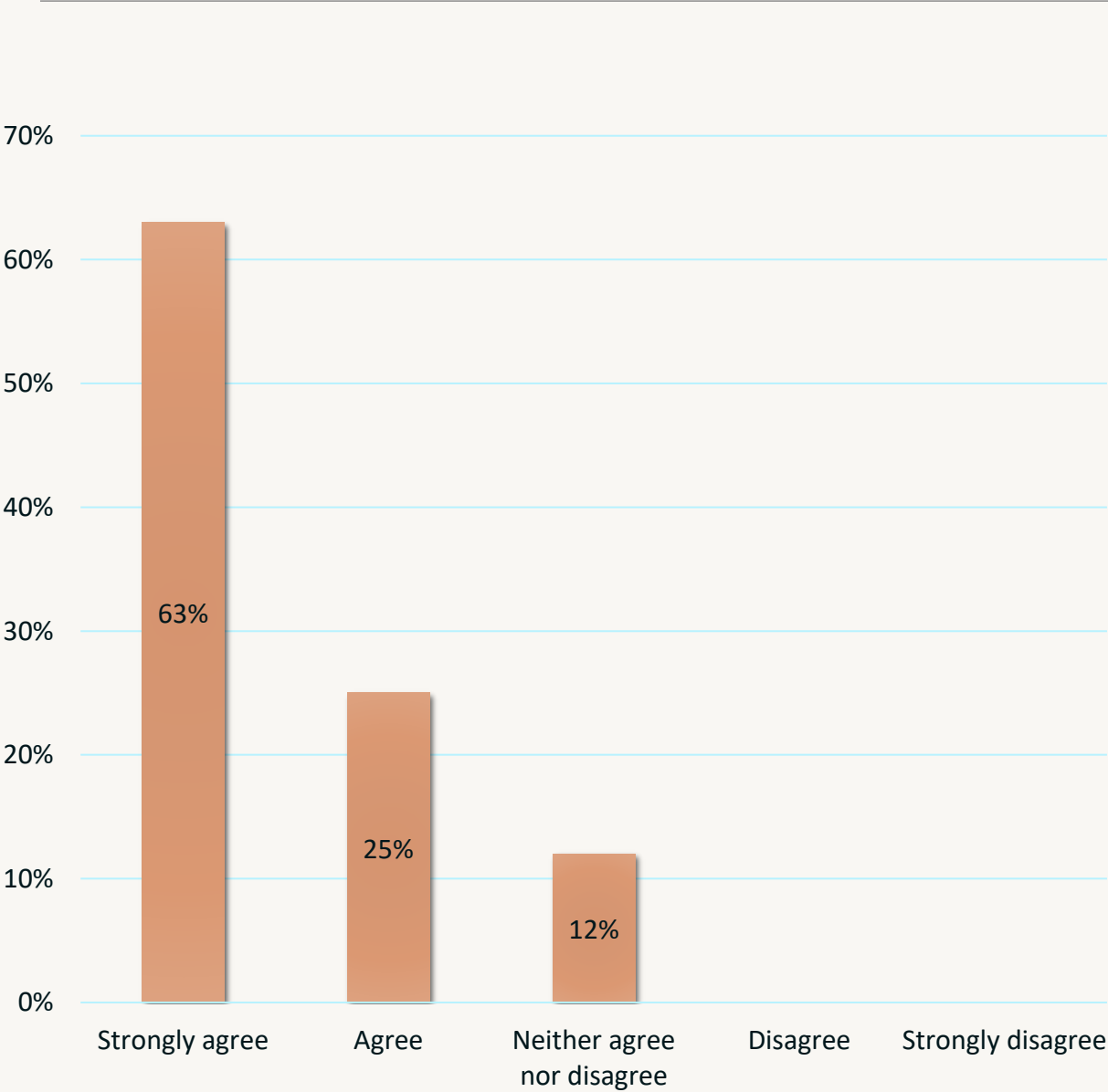
The Belong team supports me to maintain my hobbies and interests.

38% strongly agree, rising to **75%** if agree responses are included.



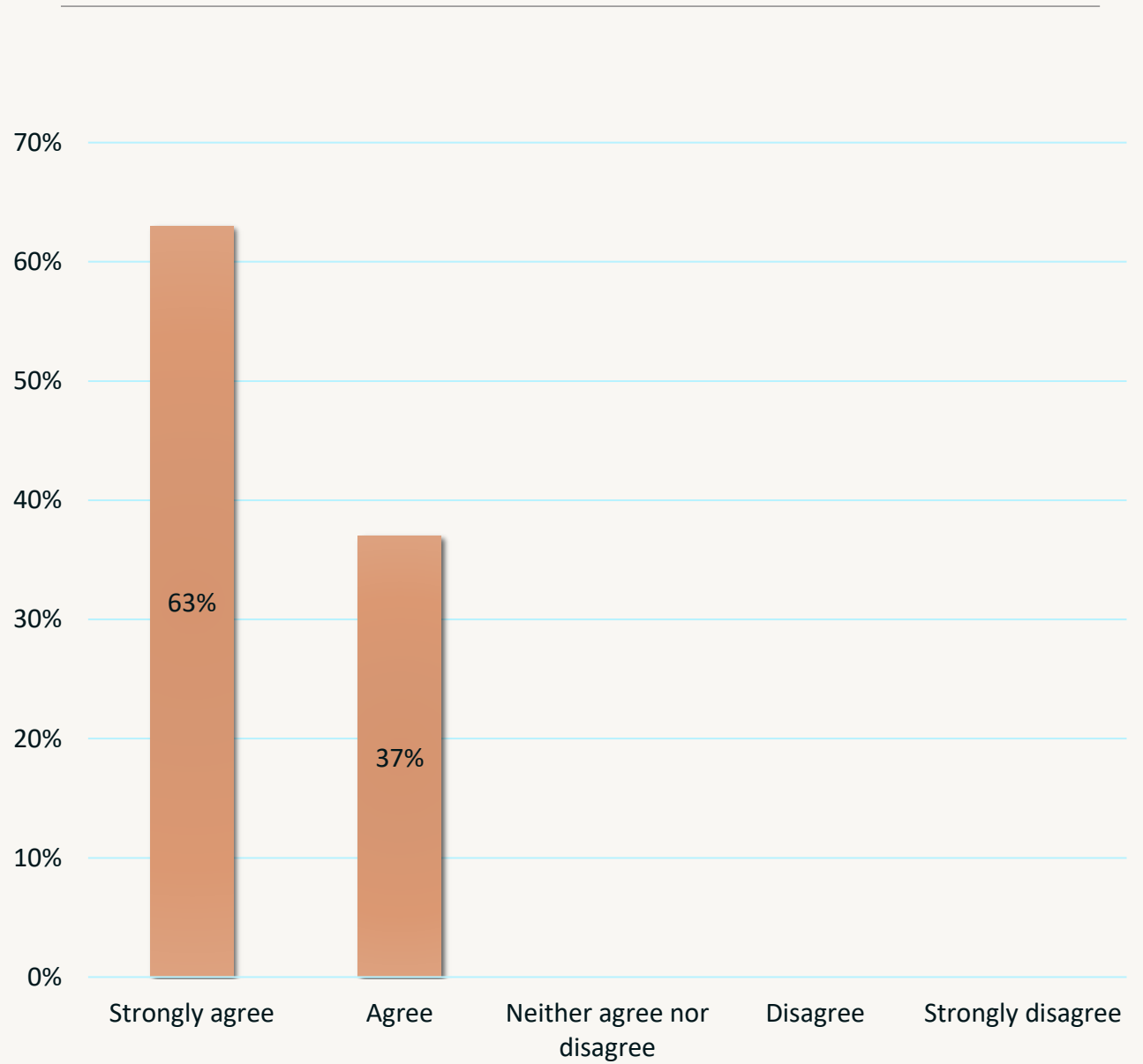
I enjoy using The Bistro.

63% strongly agree, rising to **88%** if agree responses are included.



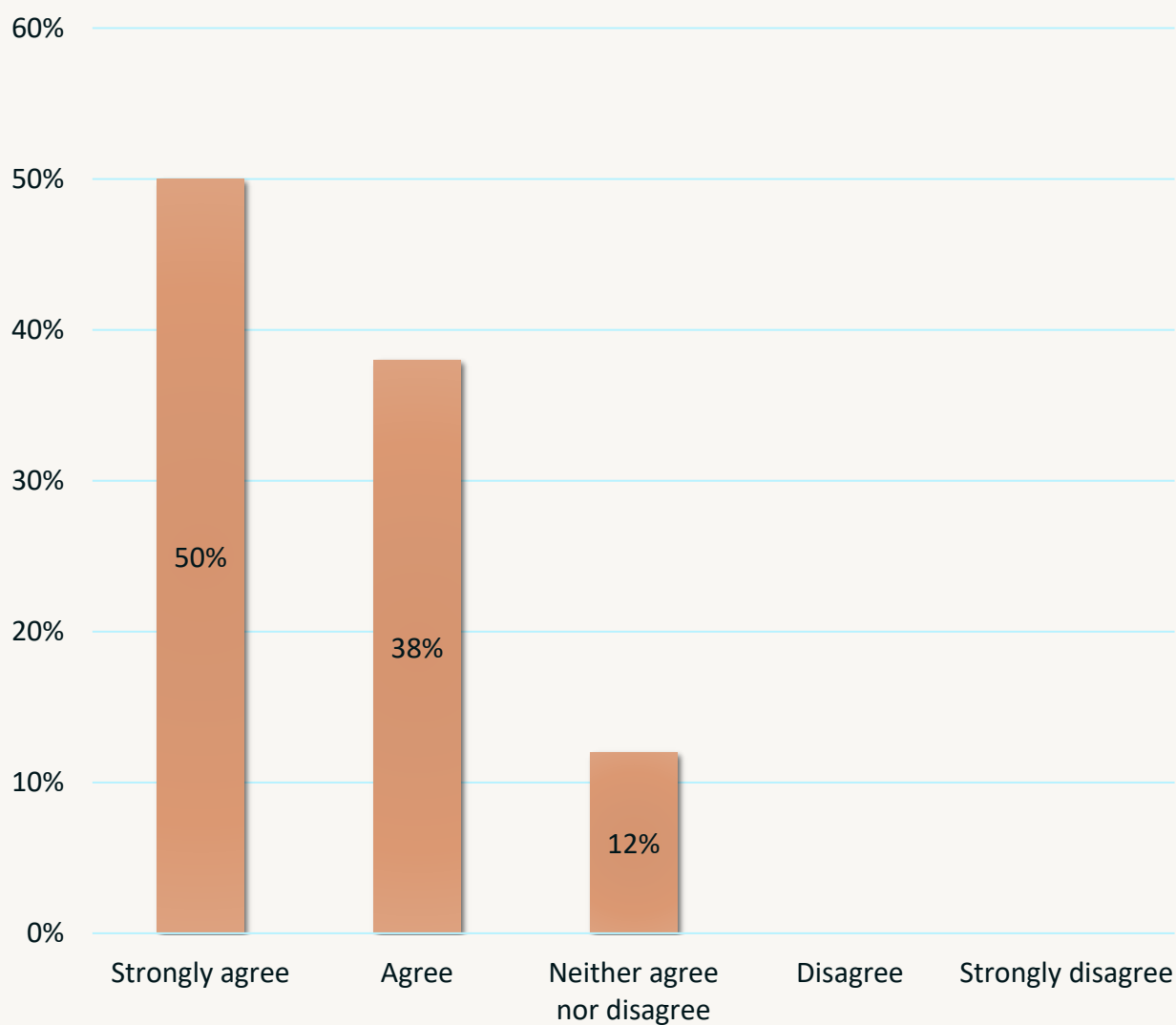
I am happy with the quality and quantity of food and drink received during my Experience Day.

63% strongly agree, rising to **100%** if agree responses are included.



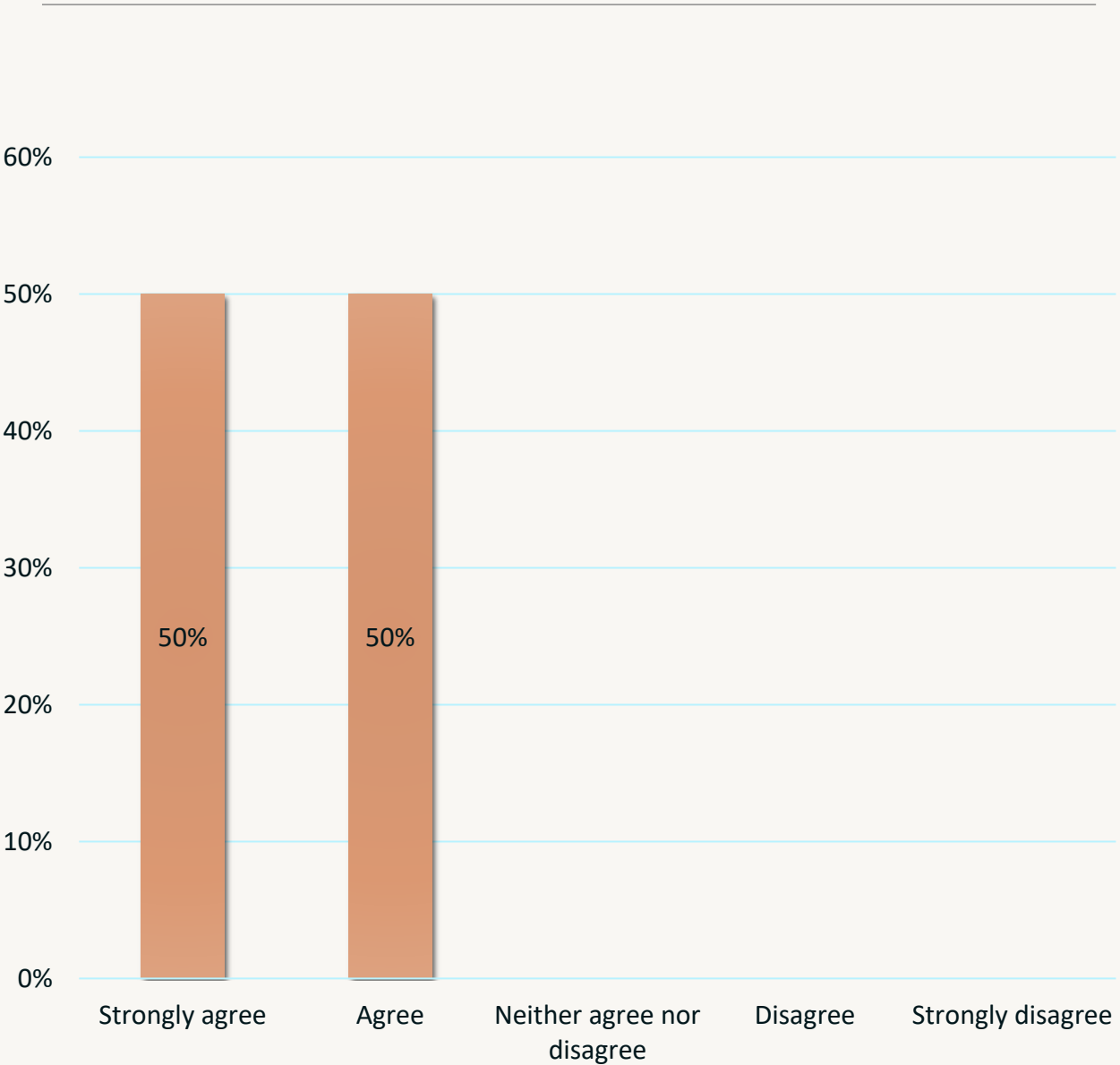
I am happy with the range and number of activities available in the village.

50% strongly agree, rising to **88%** if agree responses are included.



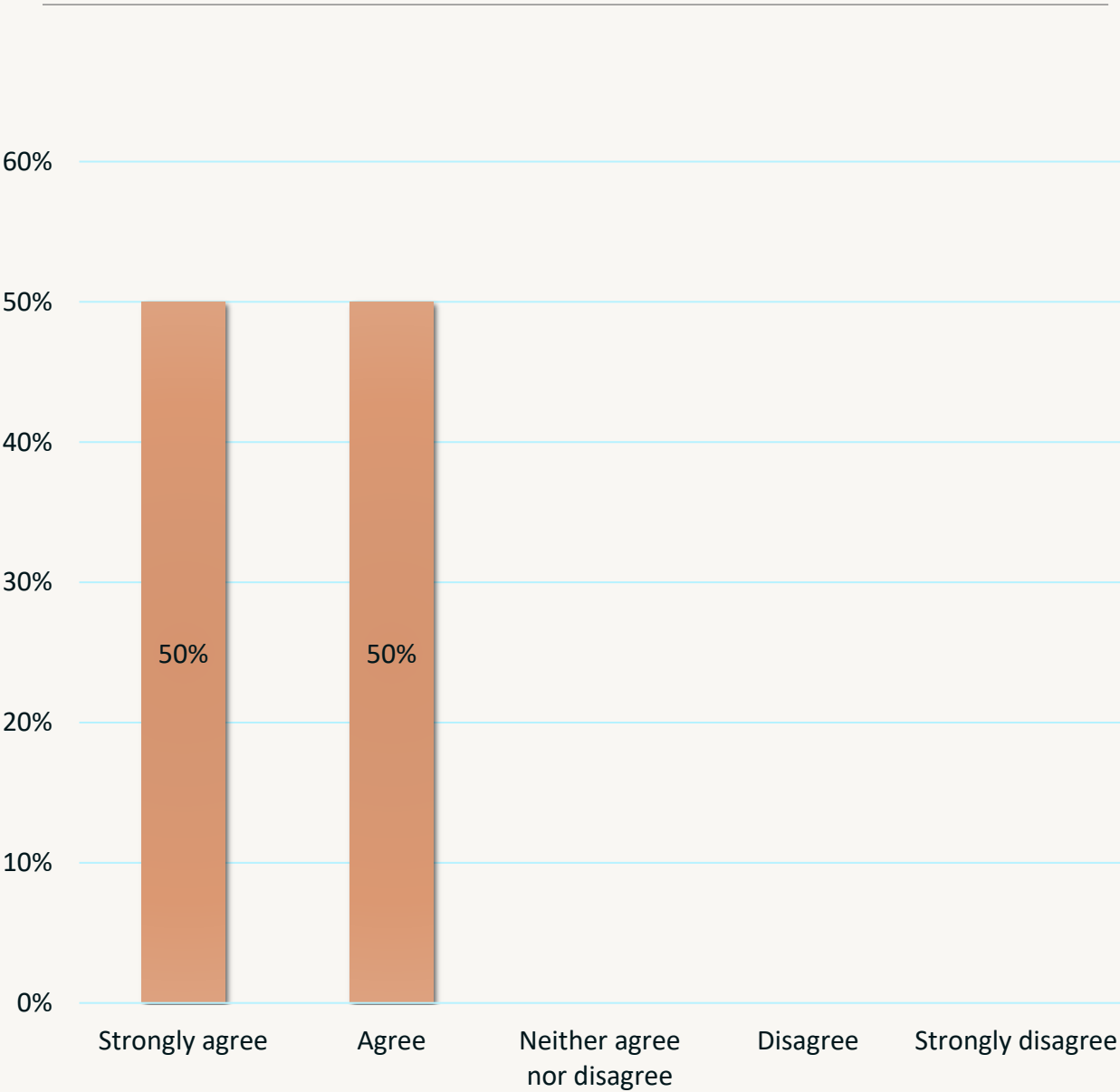
I am able to participate in exercise as I would like.

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



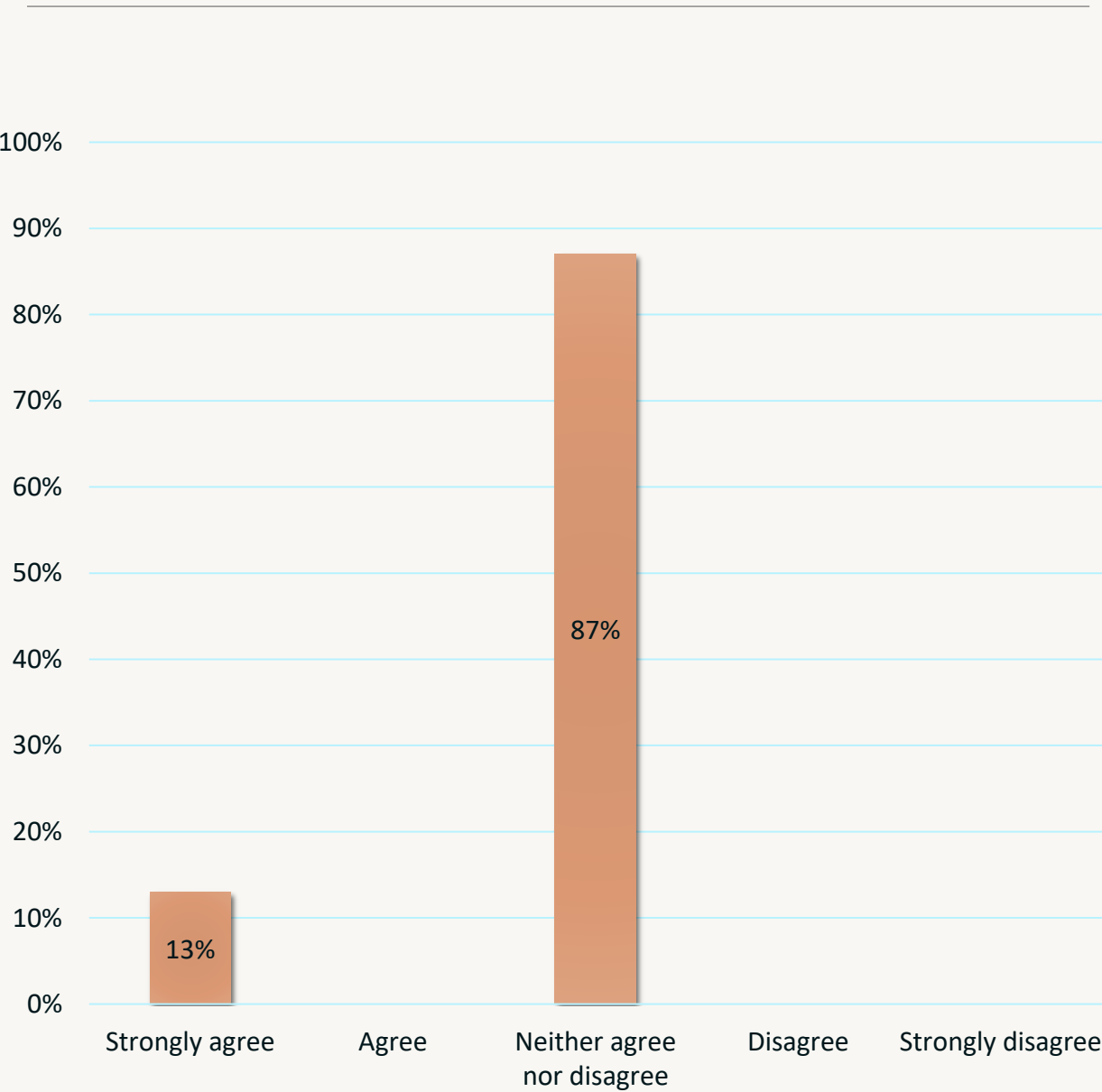
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

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



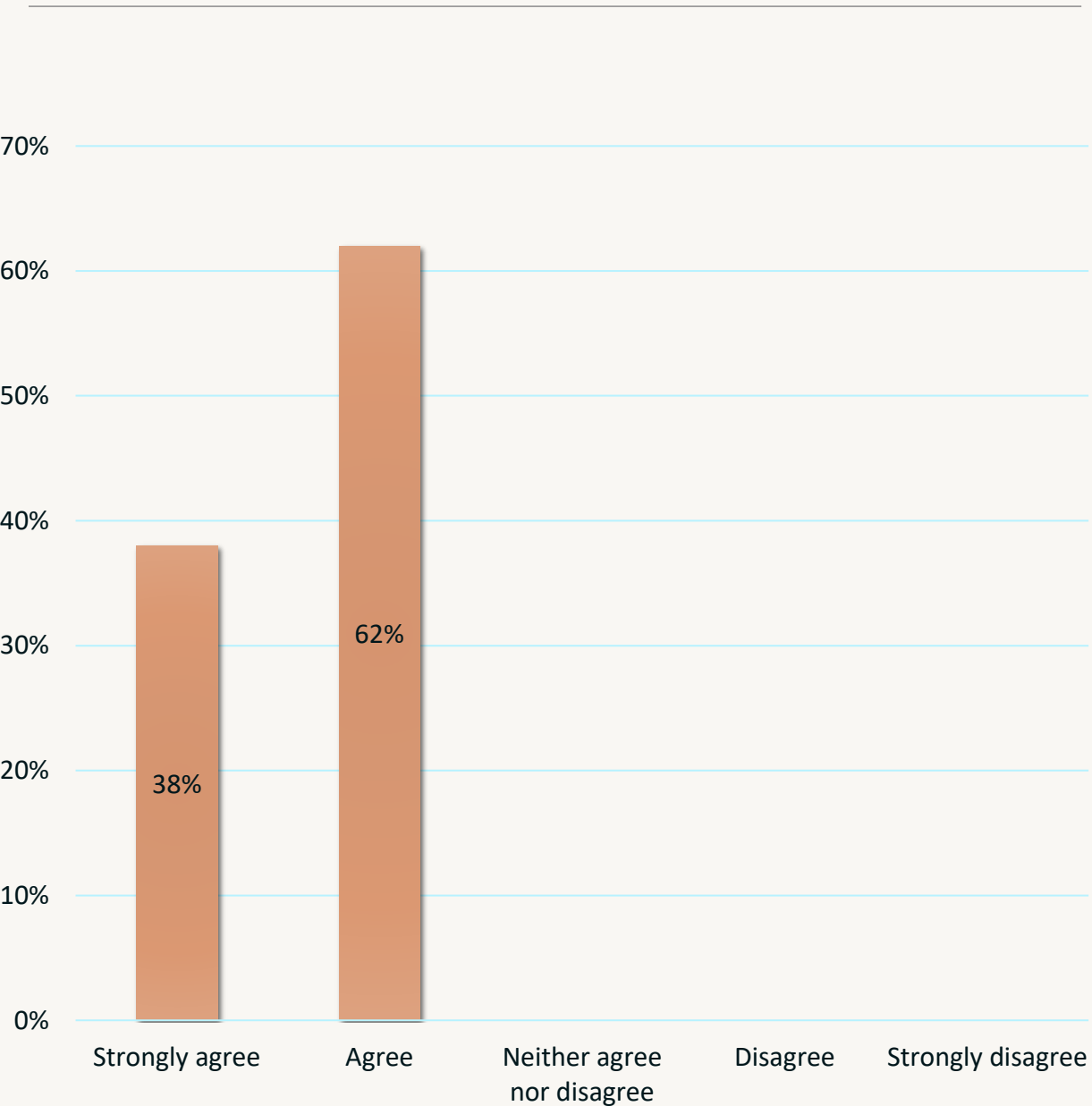
My spiritual needs are supported in Belong.

13% strongly agree, rising to **100%** if neither agree nor disagree responses are included.



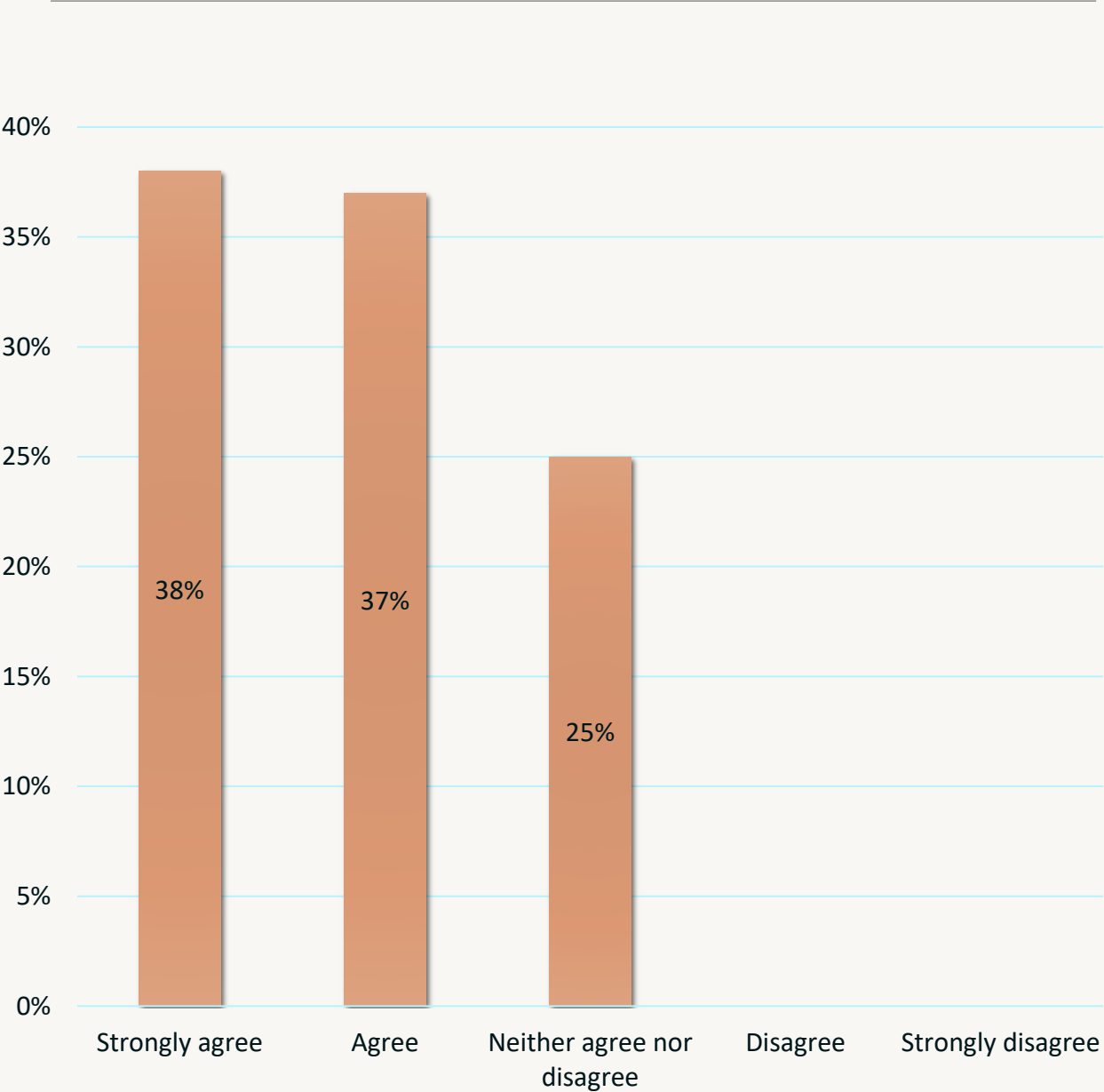
I feel Belong communicates well with me about what is happening in the village.

38% strongly agree, rising to **100%** if agree responses are included.

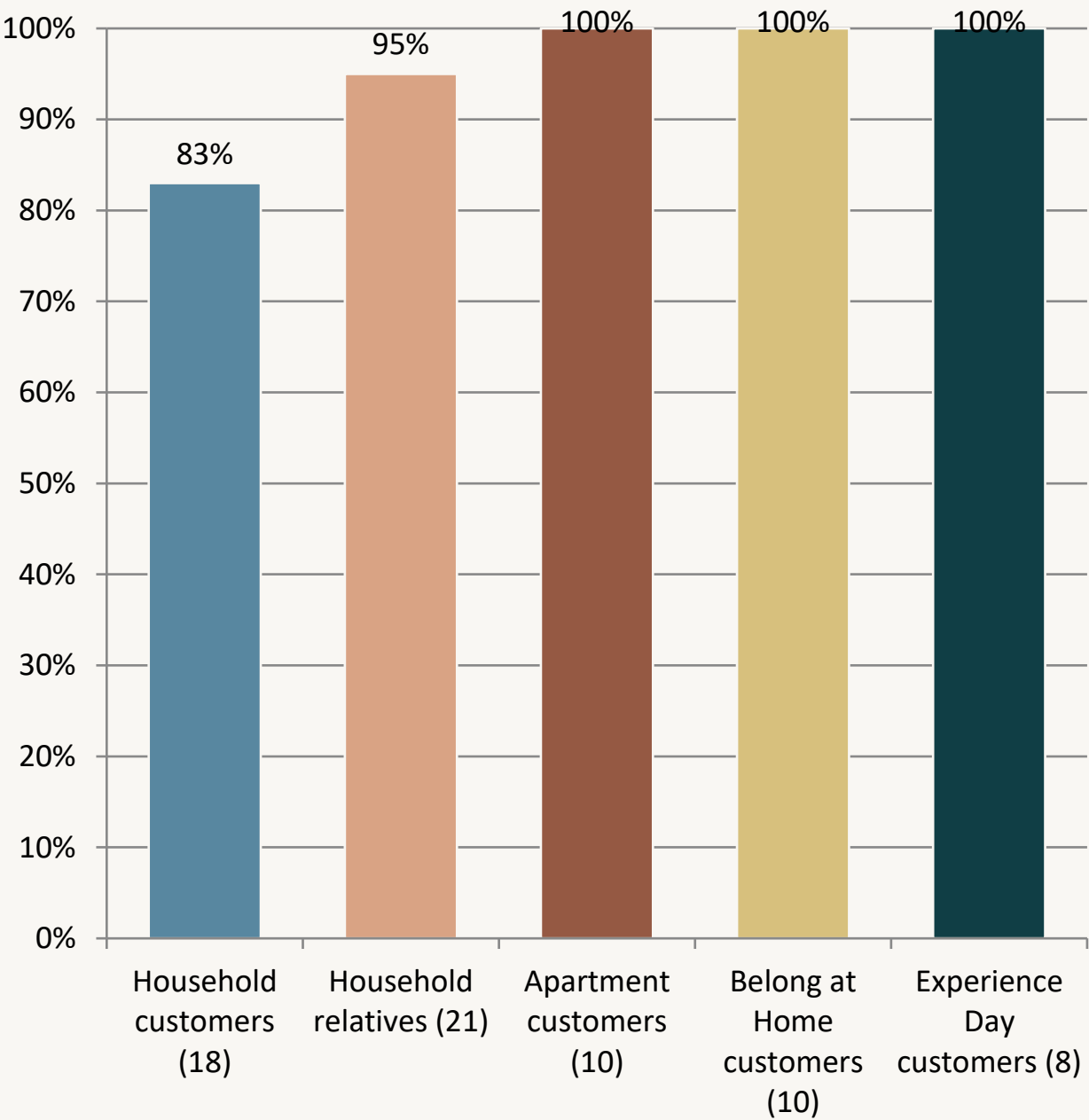


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

38% strongly agree, rising to **75%** if agree responses are included.



94% percent of customers would recommend
Belong Atherton to family and friends.



We asked customers what they feel we do well.

Feedback category	Feedback received
The team	<p>The team are very welcoming, friendly and respectful.</p> <p>“Caring, empathetic, and go the extra mile. Compassionate and always give support to customers and family.”</p> <p>“Very approachable people that are all amazing individuals.”</p>
Activities	<p>Activities are varied and customers are encouraged to try new experiences.</p>

We asked customers what they felt we could do better.

Feedback category	Feedback received
Service / Team	There were no suggestions for what we could do better.

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

Feedback category	Feedback received
The team	“Everybody that comes in they are always smiling. It's lovely to see everyone always friendly. I can't really say that there is anything wrong with it. It's perfect and I love it.”
	“Staff are exceptional and always friendly.”
	“I want to say a big thank you because I have never experienced anything like this. My family think you are all amazing. You have made me feel supported in every way and I love coming here. I enjoy every minute of it.”

You said, we did

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

Area	Action
Activities	<p>We have worked collaboratively to bring a varied activity calendar with the introduction of virtual reality sessions, history talks and our recent care home Olympics.</p> <p>We have pushed the boundaries of activity and will strive to bring new and exciting experiences.</p>
Bistro menus	<p>We continue to offer variety with our seasonal menu and our specials are always a firm favourite with customers.</p> <p>In addition, we have now introduced a lighter bites menu after 3pm.</p>

Manager's comments

Thank you for taking the time to complete our customer satisfaction survey, which is just one way we seek feedback from customers.

We were delighted to see that all respondents would recommend Belong Atherton Experience Days and particularly with the comment that we bring people together and help forge new friendships.

We will continue to consult with our customers on their preferences to ensure we extend the range of activities on offer, in line with your interests.

Similarly, our Bistro and Catering team have noted the feedback regarding the variety of menu options available and continue to work on this. Overall, we felt heartened by the overwhelmingly positive feedback and are grateful for your continued support in enabling us to further develop and improve our services.

Nicola Johnstone
General Manager, Belong Atherton

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.

