

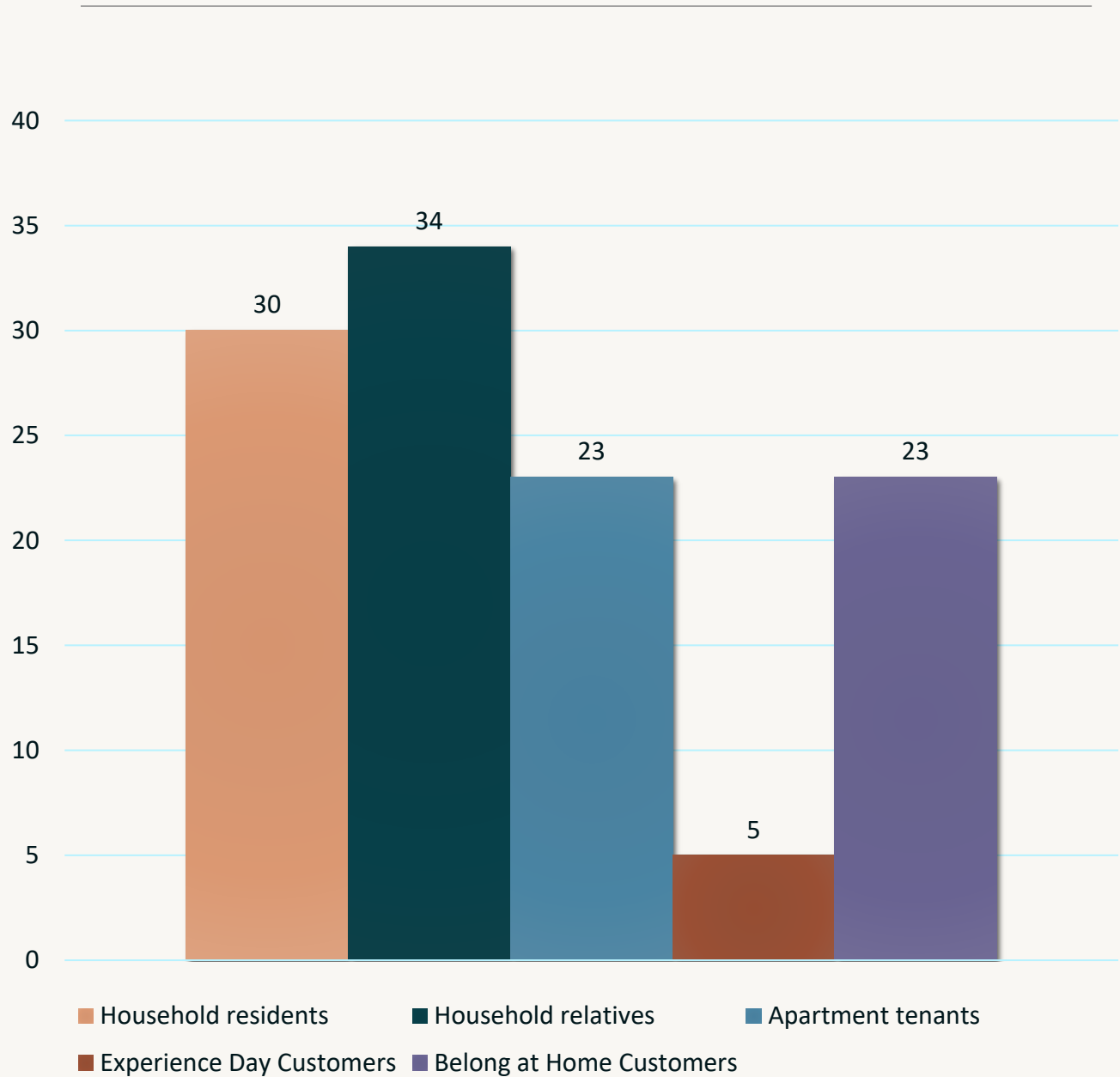
Belong Wigan Experience Days

Customer Satisfaction Results

2024

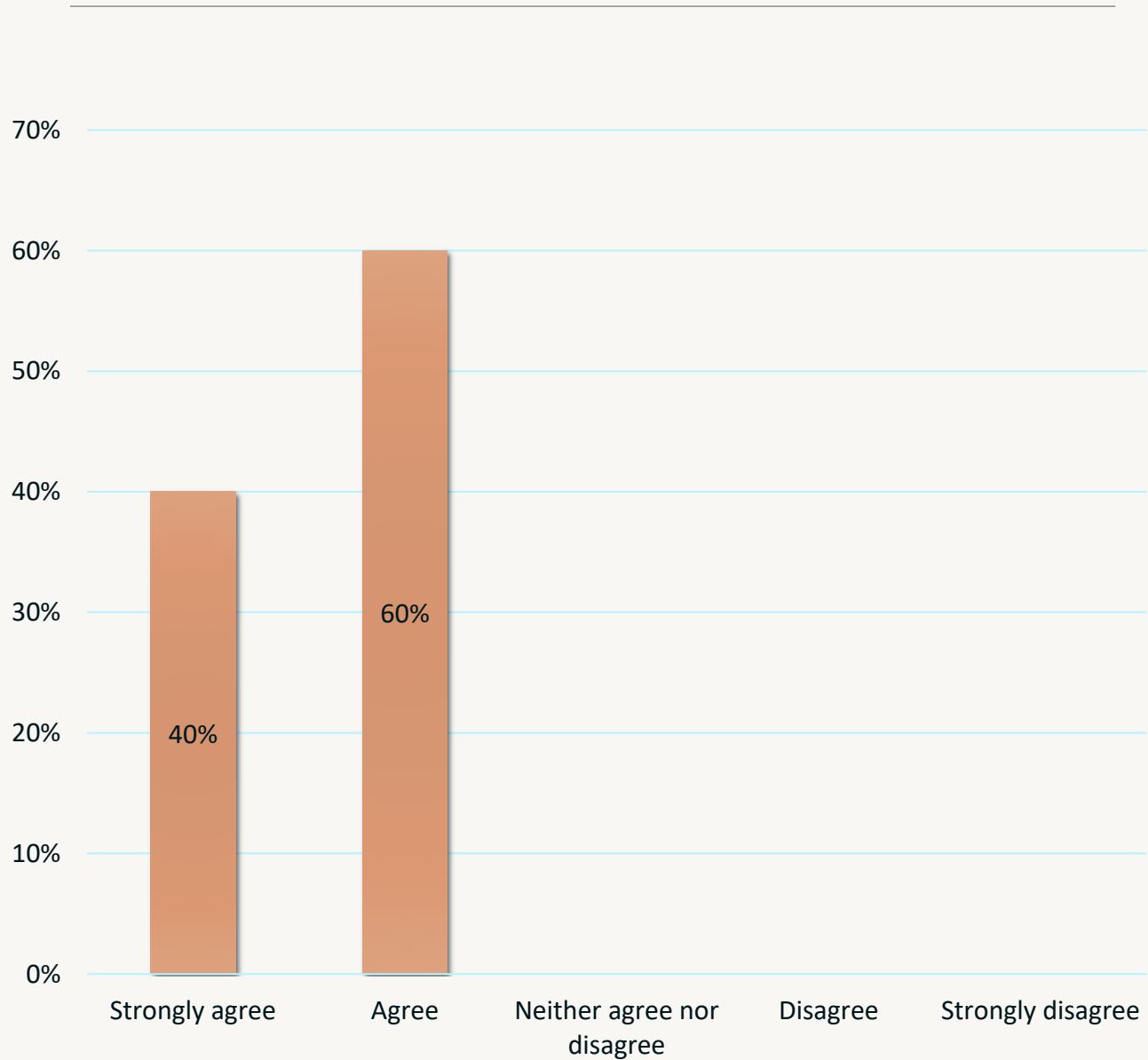


The number of surveys completed and returned by customer type, for Belong Wigan were.



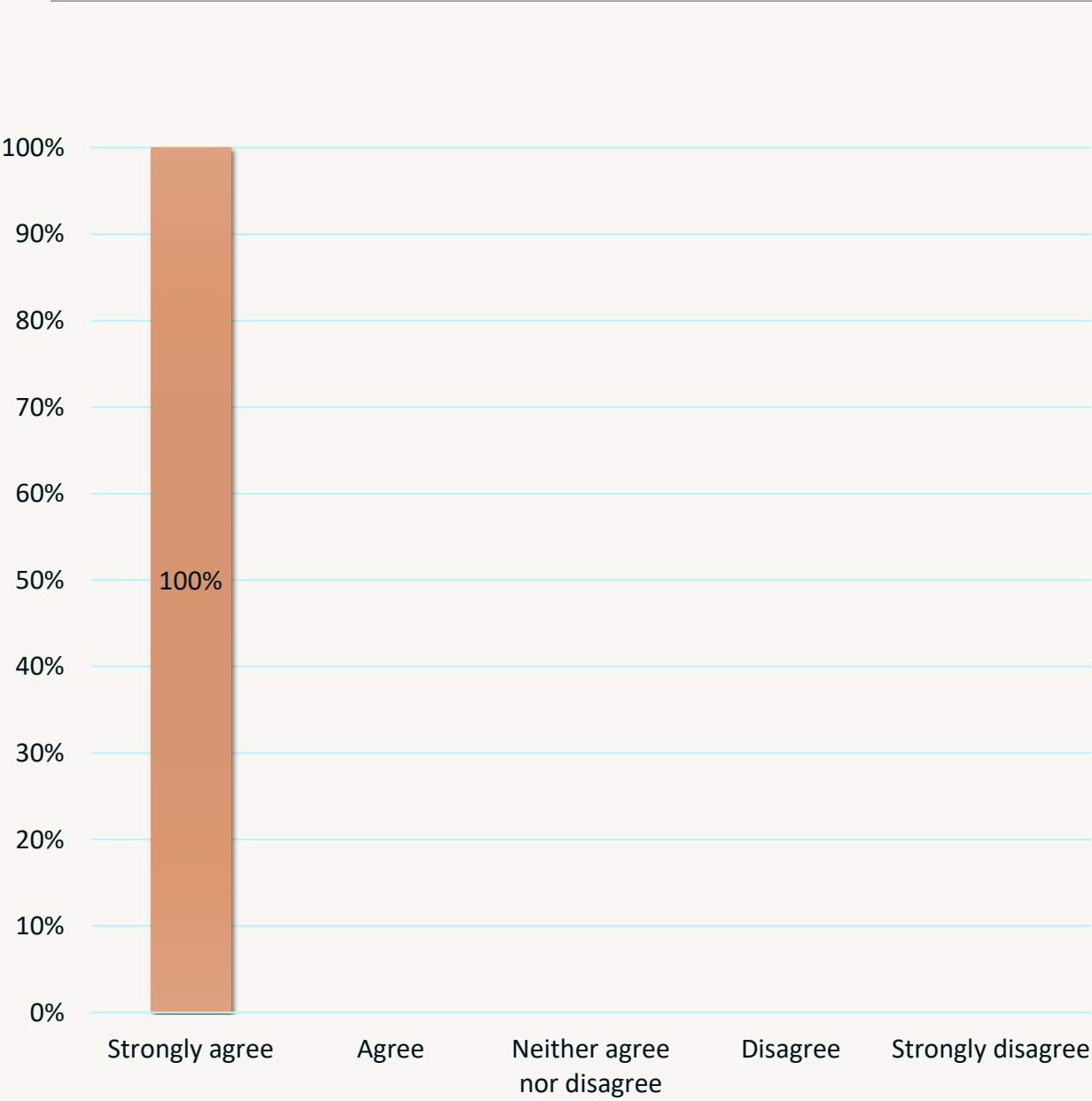
I am happy with the quality of service that I receive.

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



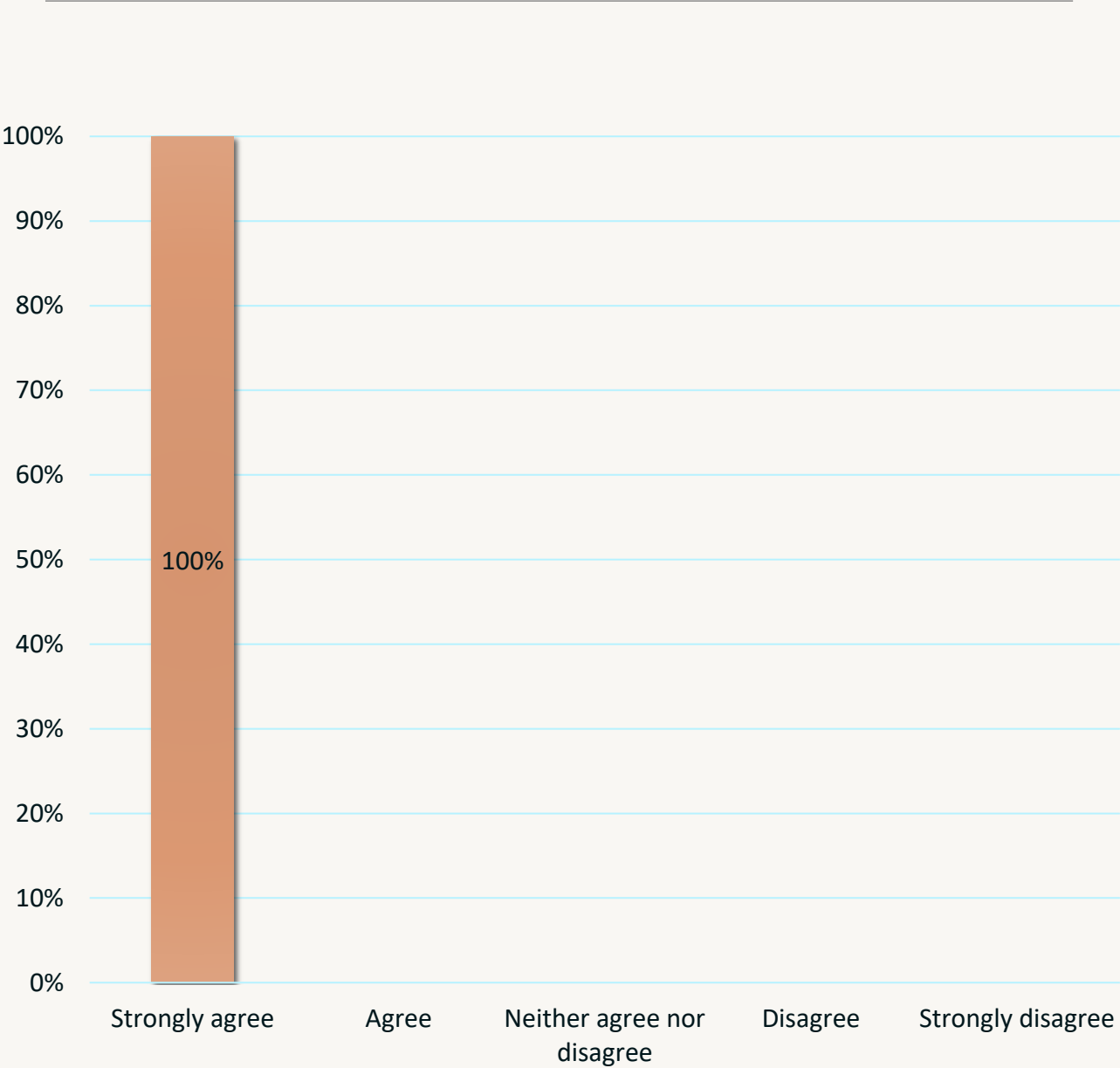
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

100% strongly agree.



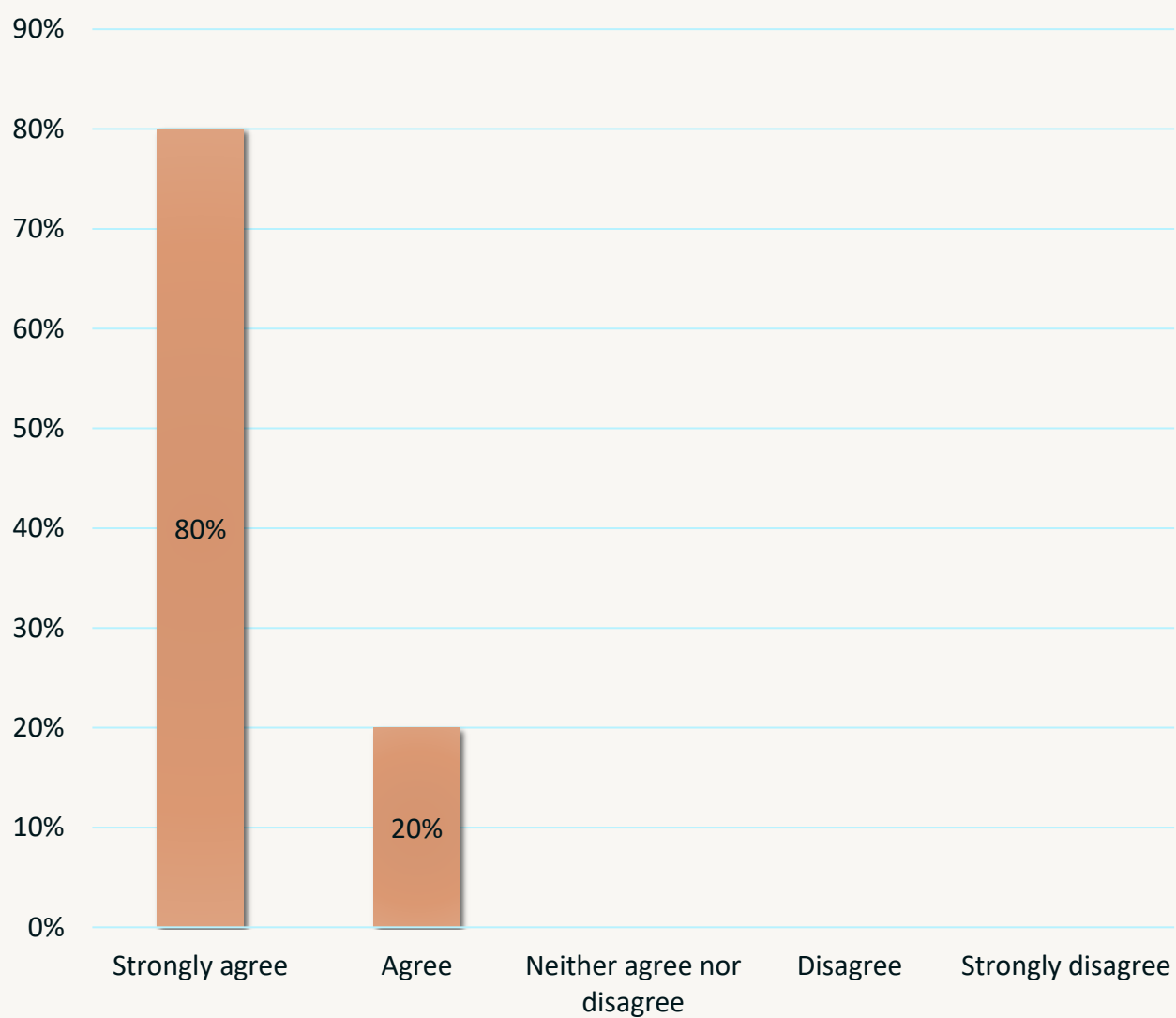
I feel safe whilst at a Belong village.

100% strongly agree.



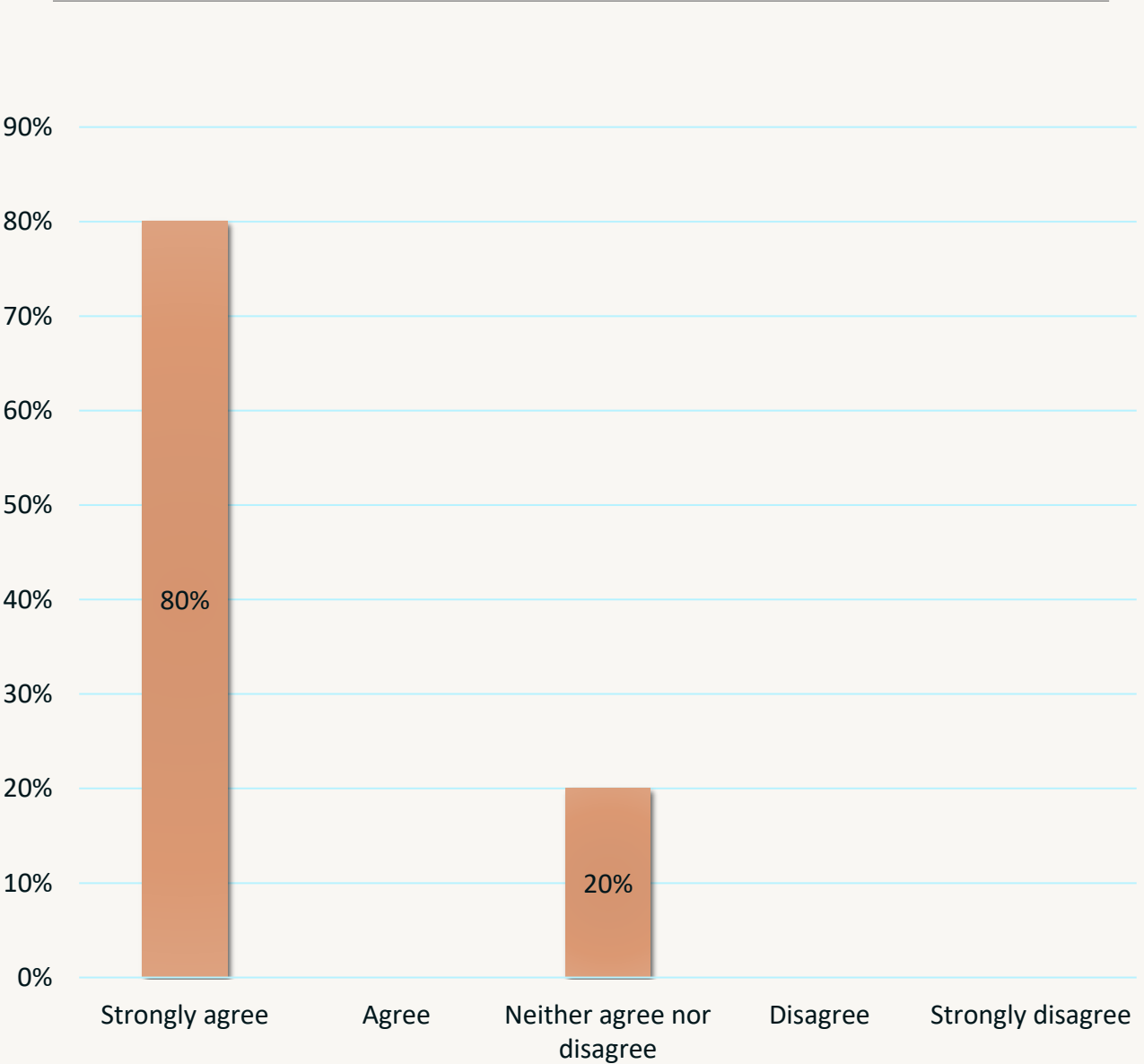
The Belong team supports me to maintain my hobbies and interests.

80% strongly agree, rising to **100%** if agree responses are included.



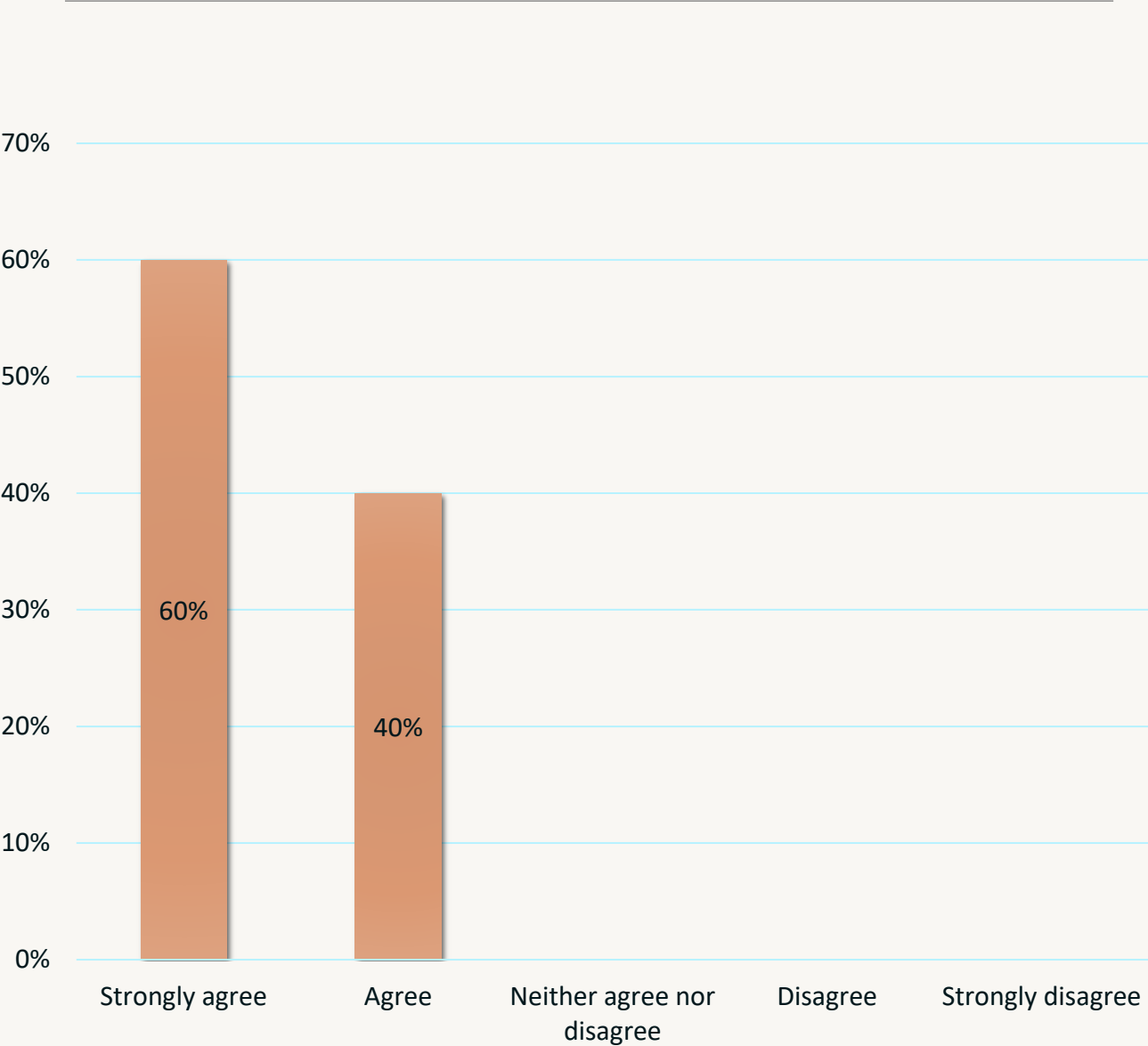
I enjoy using The Bistro.

80% strongly agree.



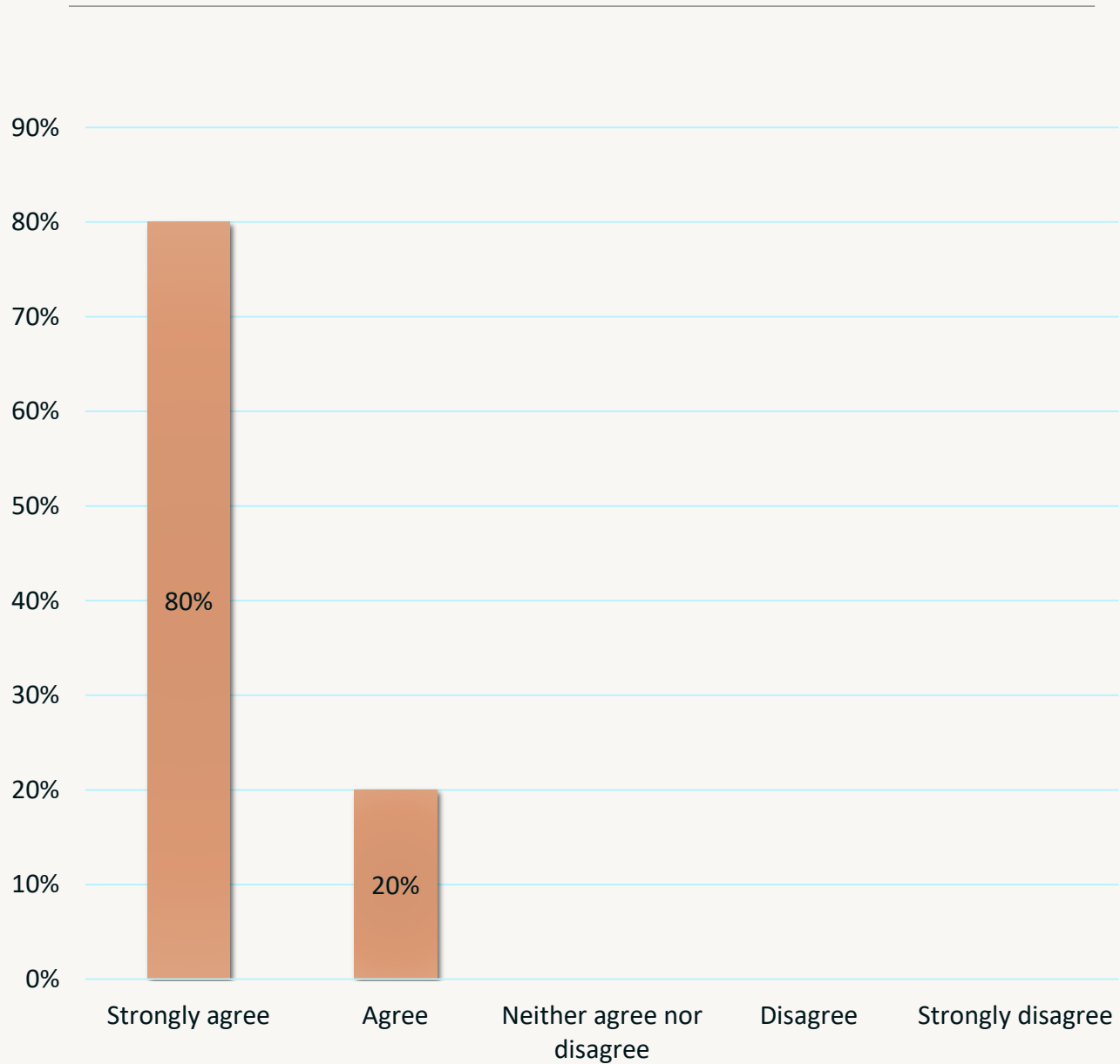
I am happy with the quality and quantity of food and drink received during my Experience Day.

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



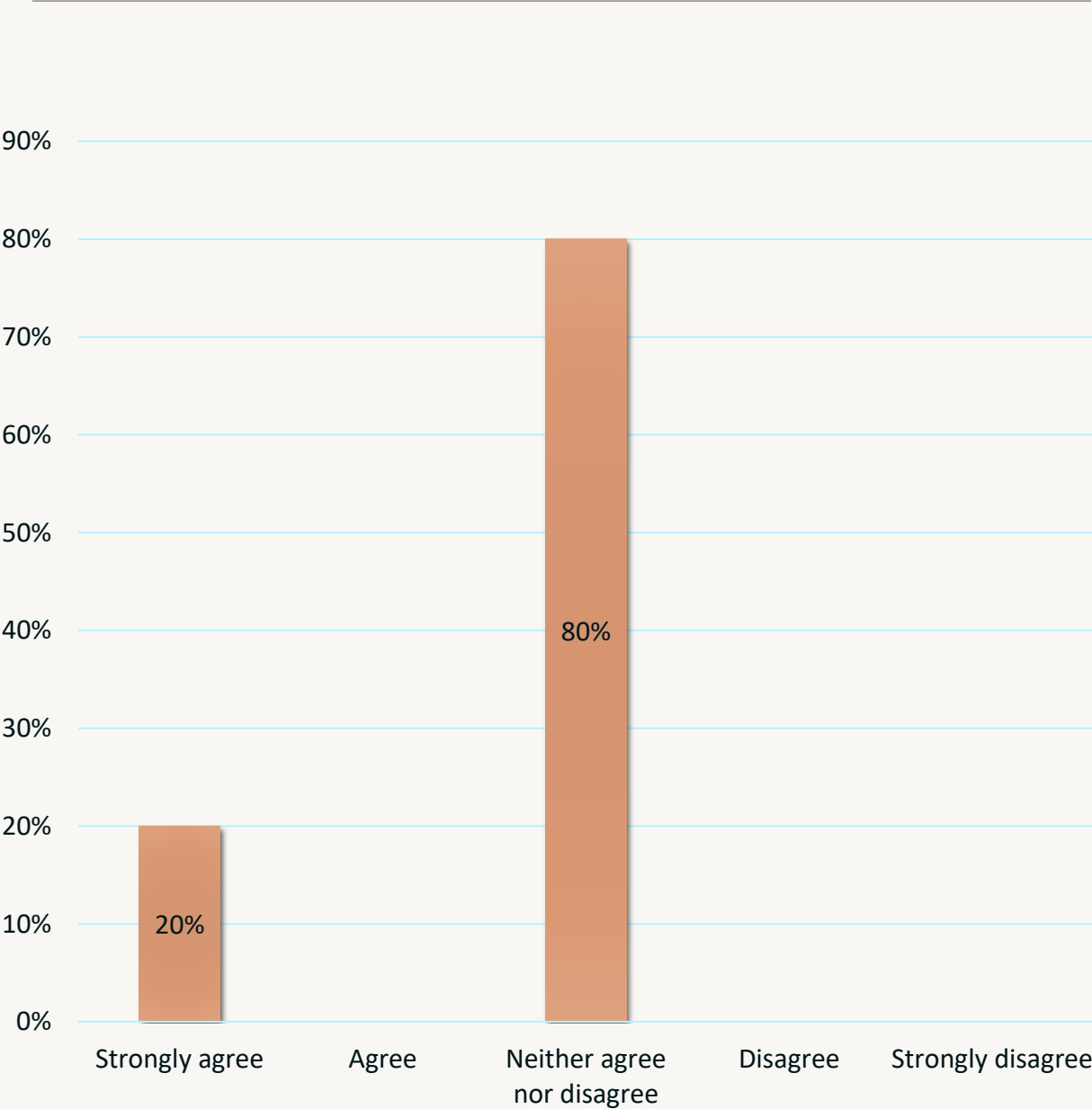
I am happy with the range and number of activities available in the village.

80% strongly agree, rising to **100%** if agree responses are included.



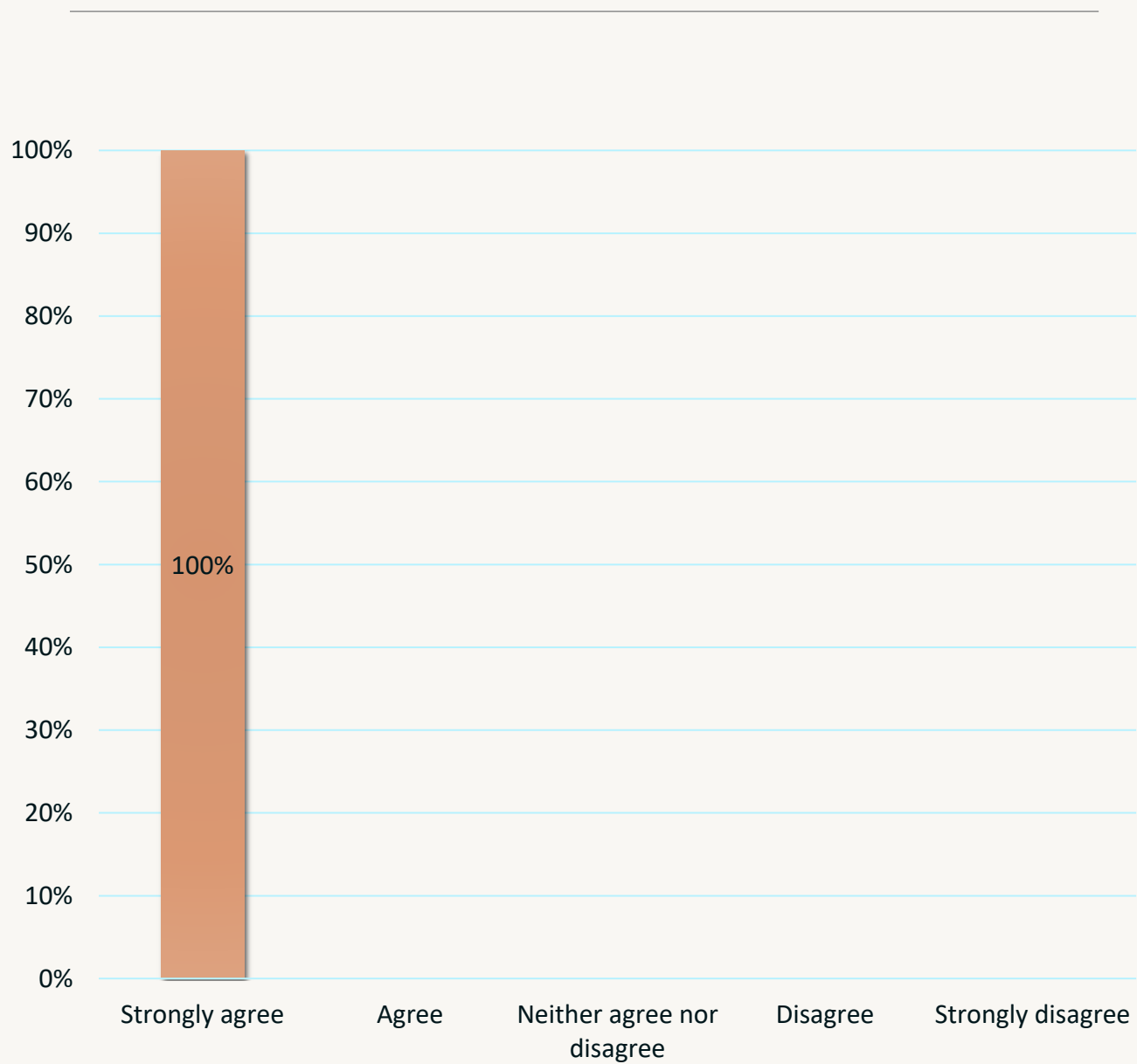
I am able to participate in exercise as I would like.

20% strongly agree.



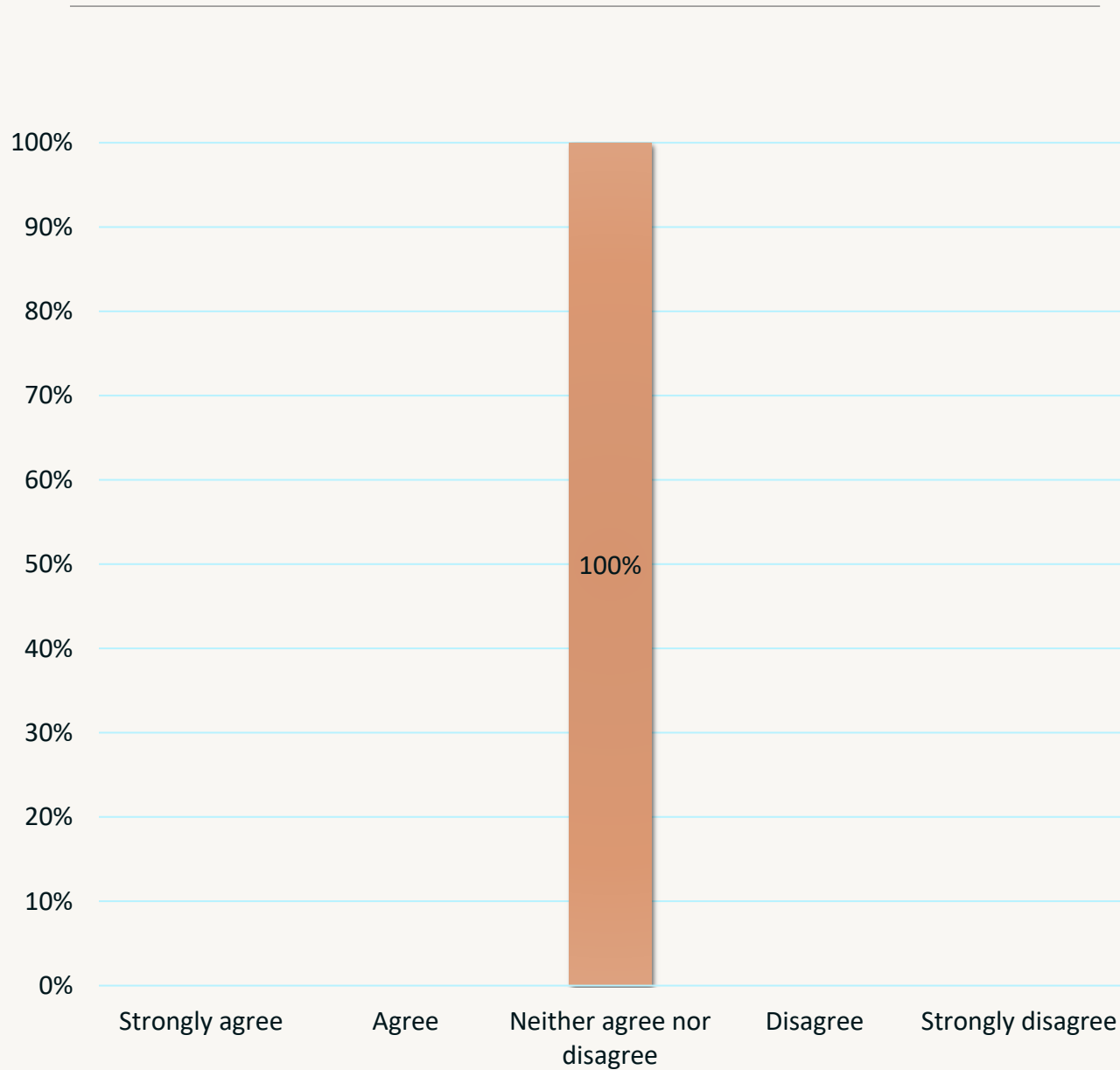
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

100% strongly agree.



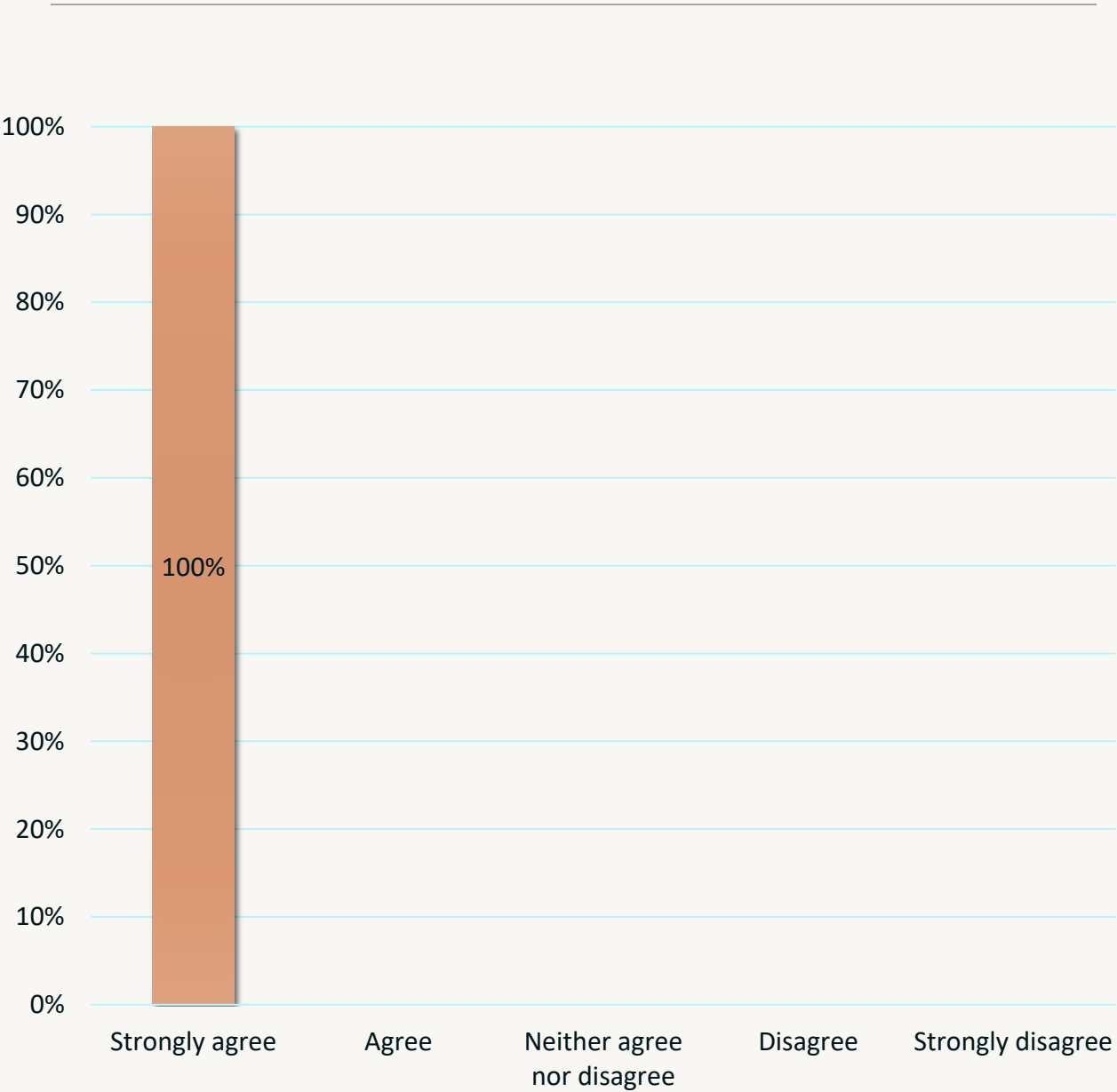
My spiritual needs are supported in Belong.

100% neither agree nor disagree.



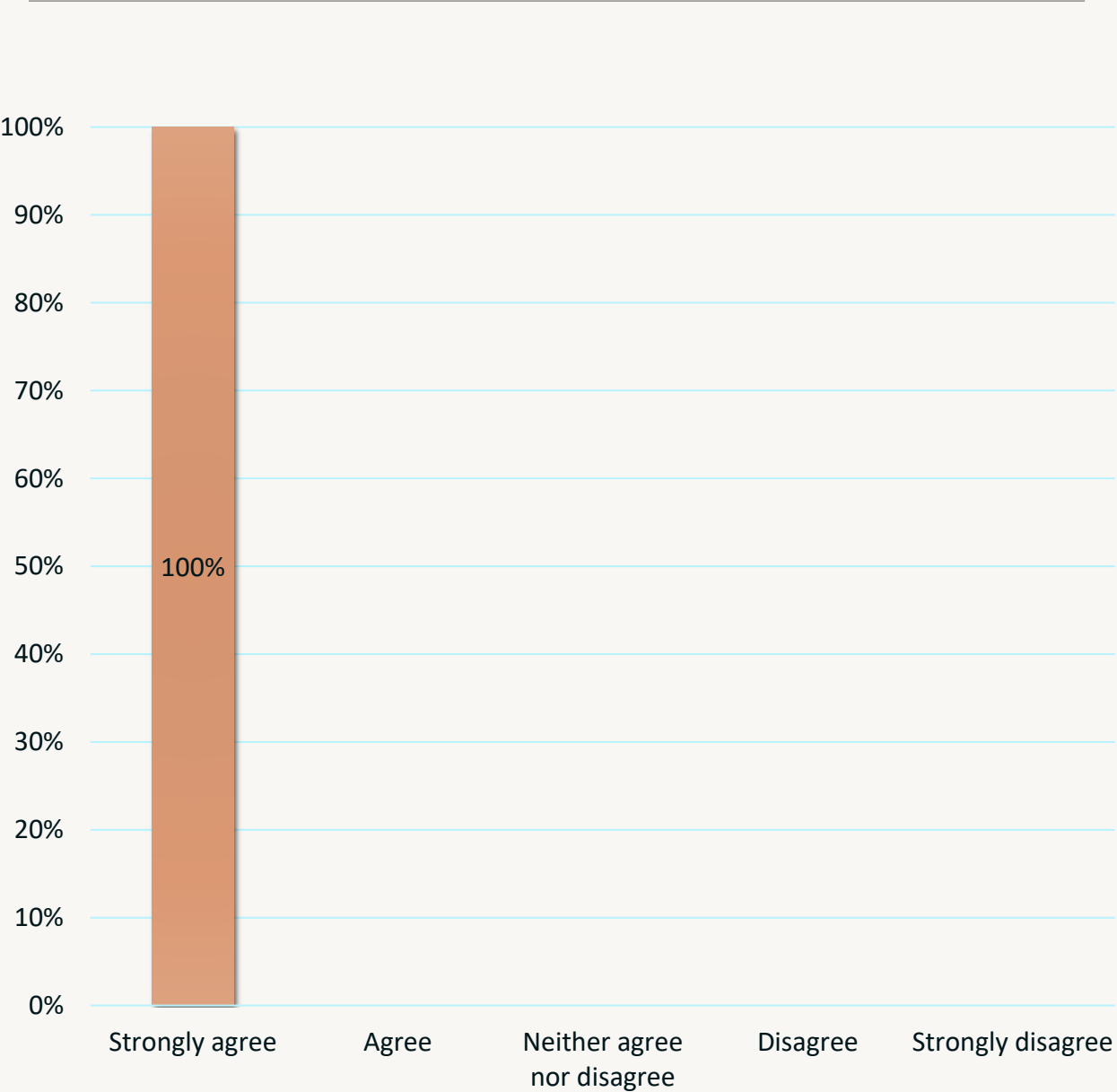
I feel Belong communicates well with me about what is happening in the village.

100% strongly agree.

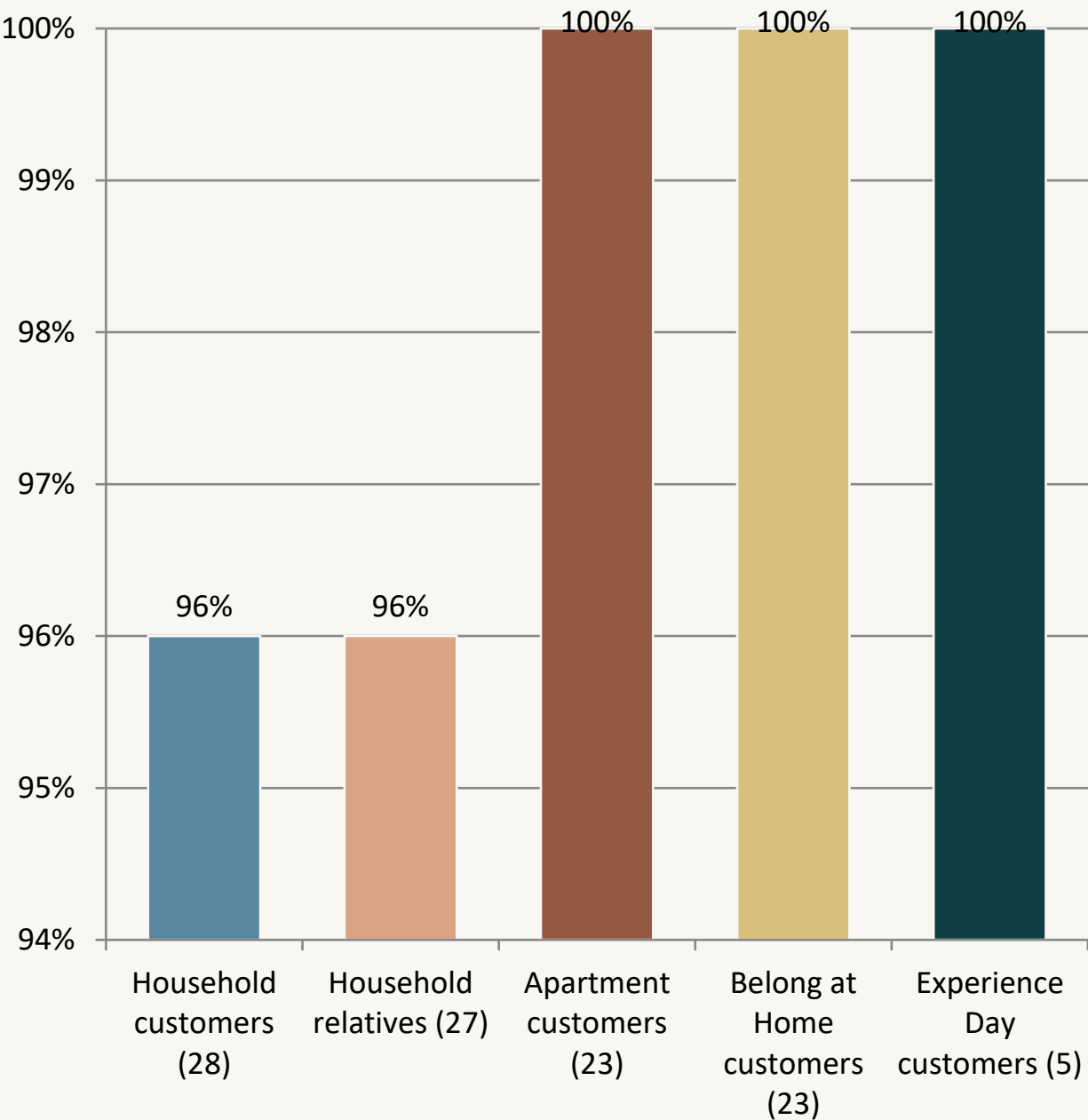


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

100% strongly agree.



98% percent of customers would recommend
Belong Wigan to family and friends.



We asked customers what they feel we do well.

Feedback category	Feedback received
Service / Activities / Staff	Customers say they like coming to the village and joining in with the activities. They feel it's a nice place with lots of friendly staff.

We asked customers what they felt we could do better.

Feedback category	Feedback received
Artistic activities	Customers would like to participate in more artistic activities, such as calligraphy and would like us to make the ice creams bigger!

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

No additional feedback was received.

You said, we did

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

Area	Action
Activities	We meet monthly to discuss, what customers what type of activities customers want for the following month.
	Customers meet and choose the ACE award winners.
	Trips out have increased.
	Theme nights are supported by activities
	Monthly Bingo to support the comforts fund.

Areas being addressed

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

Area	Action	Status
Activities	Review monthly and introduce more Art classes. Advertise for an artistic volunteer.	Ongoing / Planned
	We will continue to review the activity planner to ensure we offer a choice of days to support customer’s hobbies and interests.	In progress
	We are planning to add more art classes and calligraphy to the activity planner.	Planned
Food	We will continue to offer meal choices each day for customers.	Complete

Manager's comments

Thank you to everyone who took the time to complete this year's survey and provide their feedback.

Our Experience Days team will be overwhelmed with the positive feedback across all indicators.

We are absolutely committed to continuing to improve, innovate and ensure excellence in all of our services and support. We are making changes all the time in line with feedback and I hope this dialogue will be maintained through ongoing conversations and future surveys and reviews.

Please be assured that we aim to learn from all feedback received and use this so that we can continue to go from strength to strength.

Gill Menguy
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.