

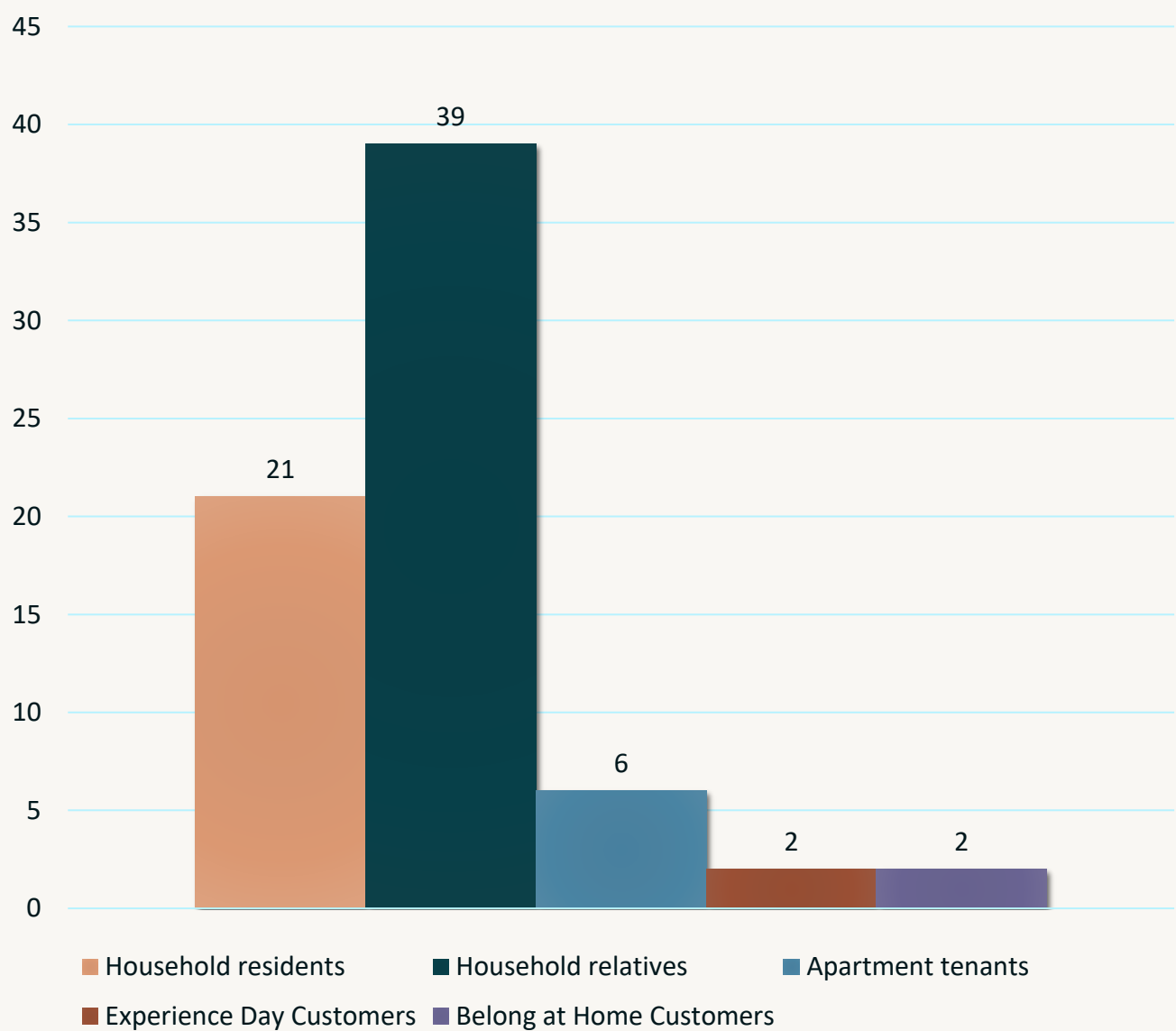
Belong Morris Feinmann Experience Days

Customer Satisfaction Results

2024

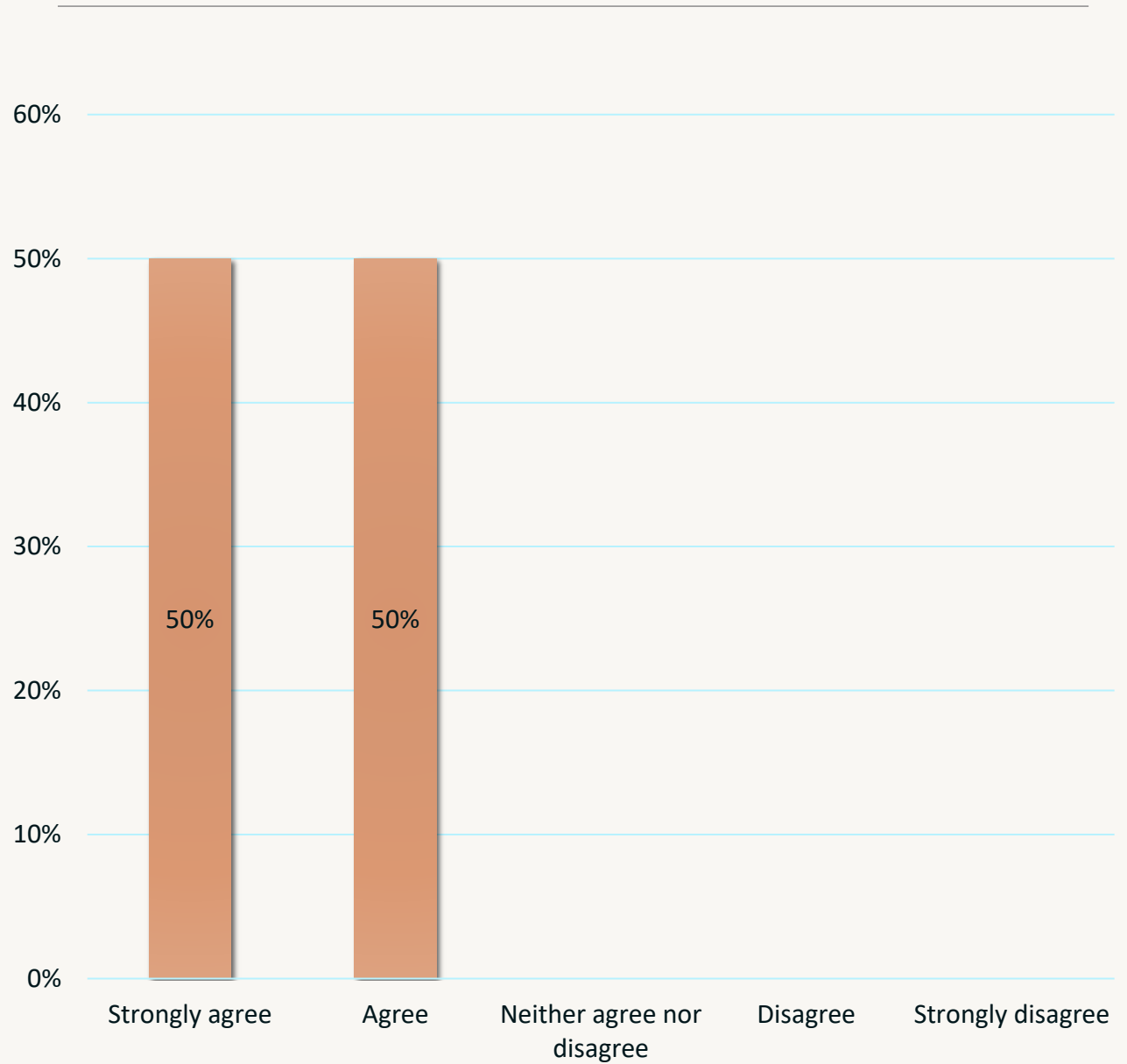


70 surveys were completed and returned for Belong Morris Feinmann. Two of these were from Experience Day customers and this document reflects their views. See separate reports for other services.



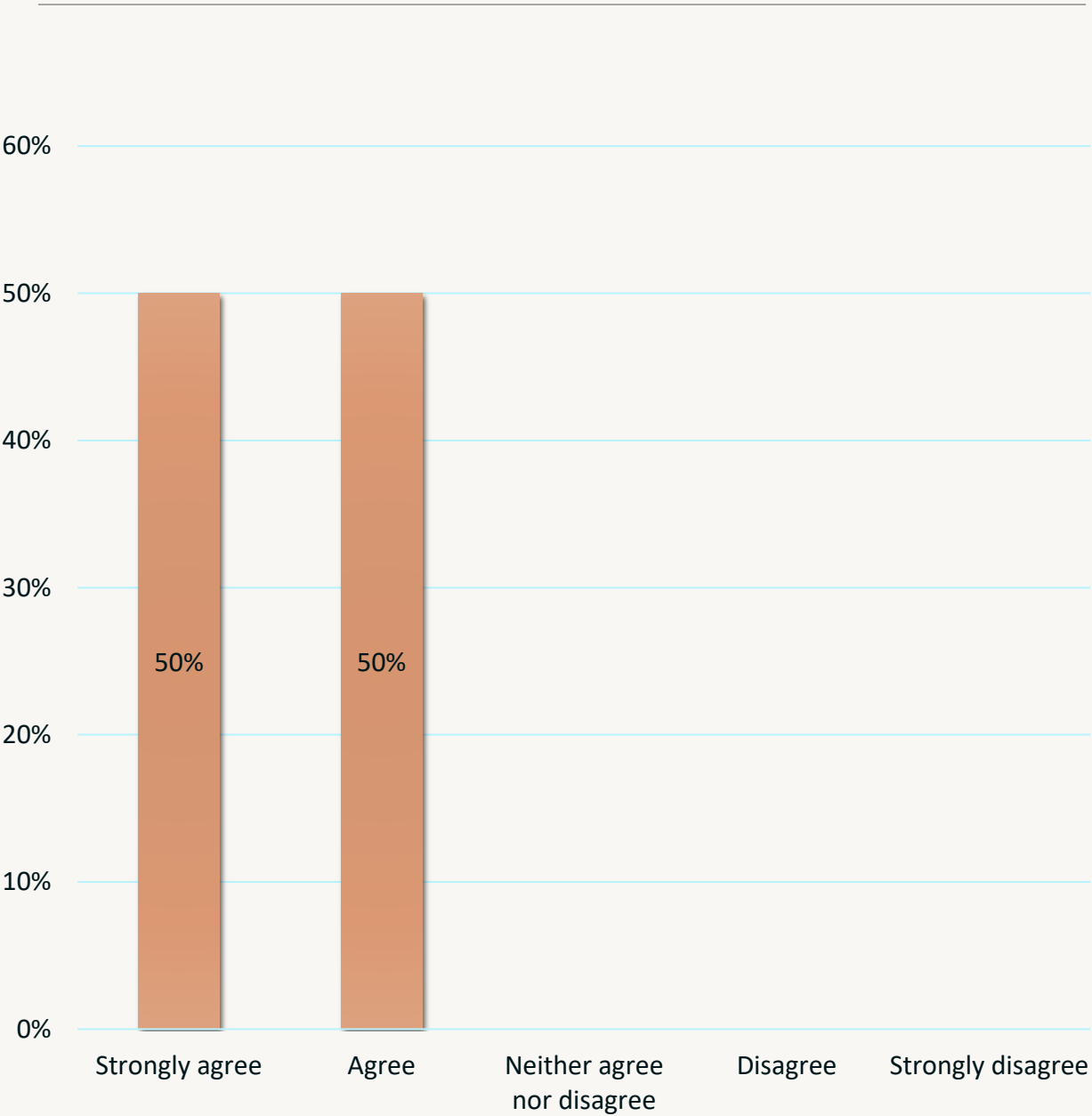
I am happy with the quality of service that I receive.

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



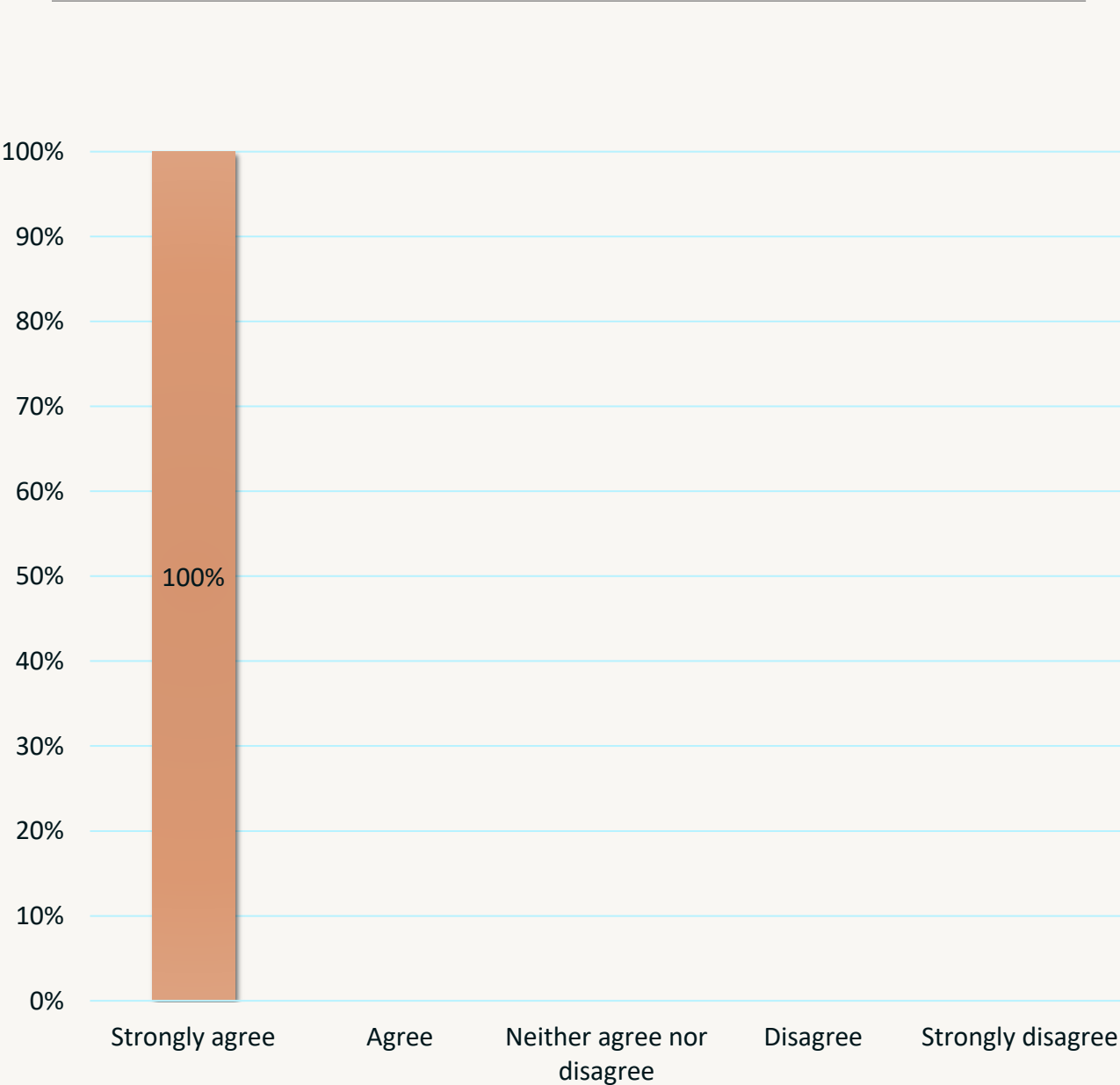
My experience is that the Belong team treat me in a compassionate, caring and respectful way.

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



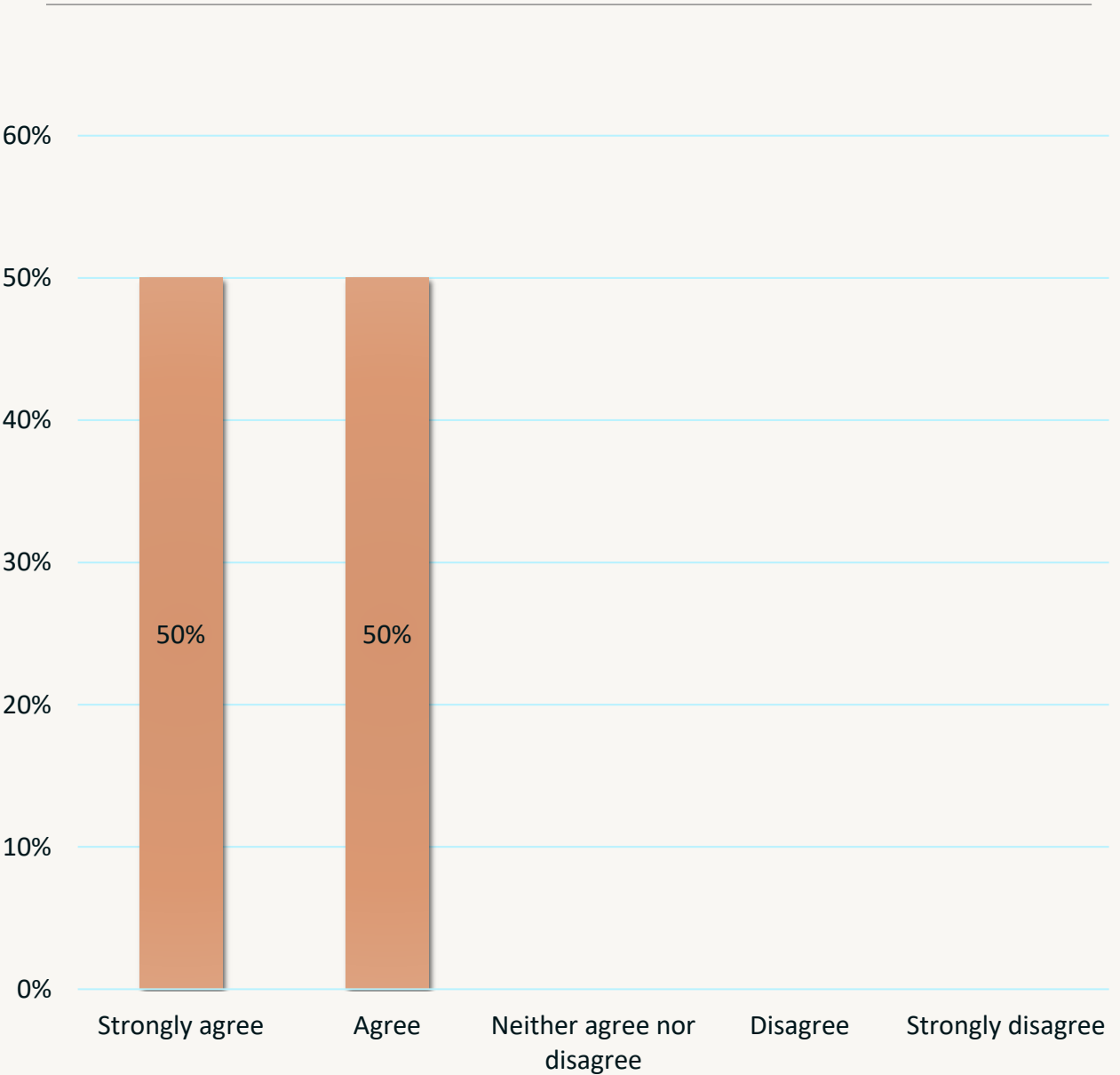
I feel safe whilst at a Belong village.

100% strongly agree



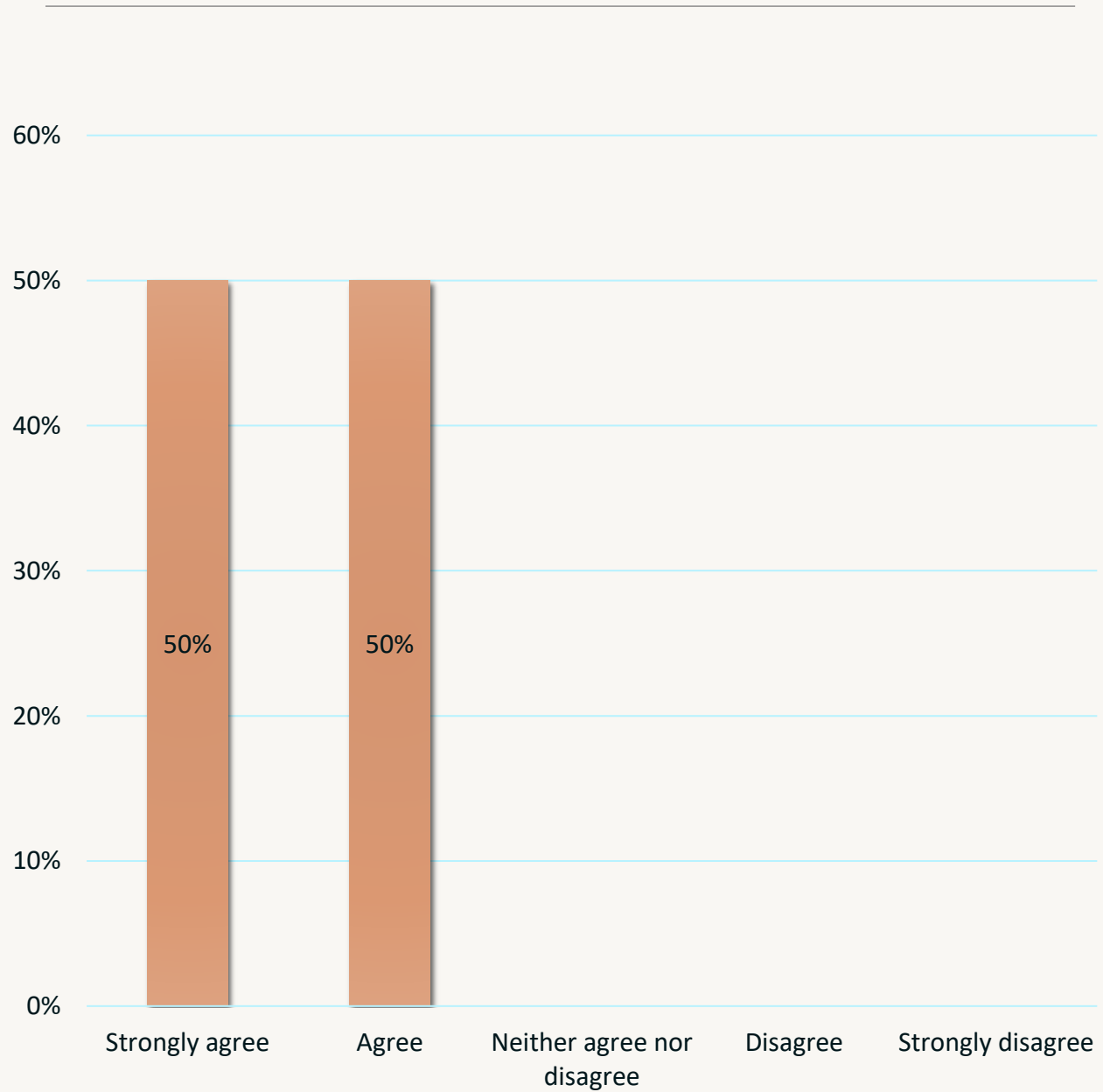
The Belong team supports me to maintain my hobbies and interests.

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



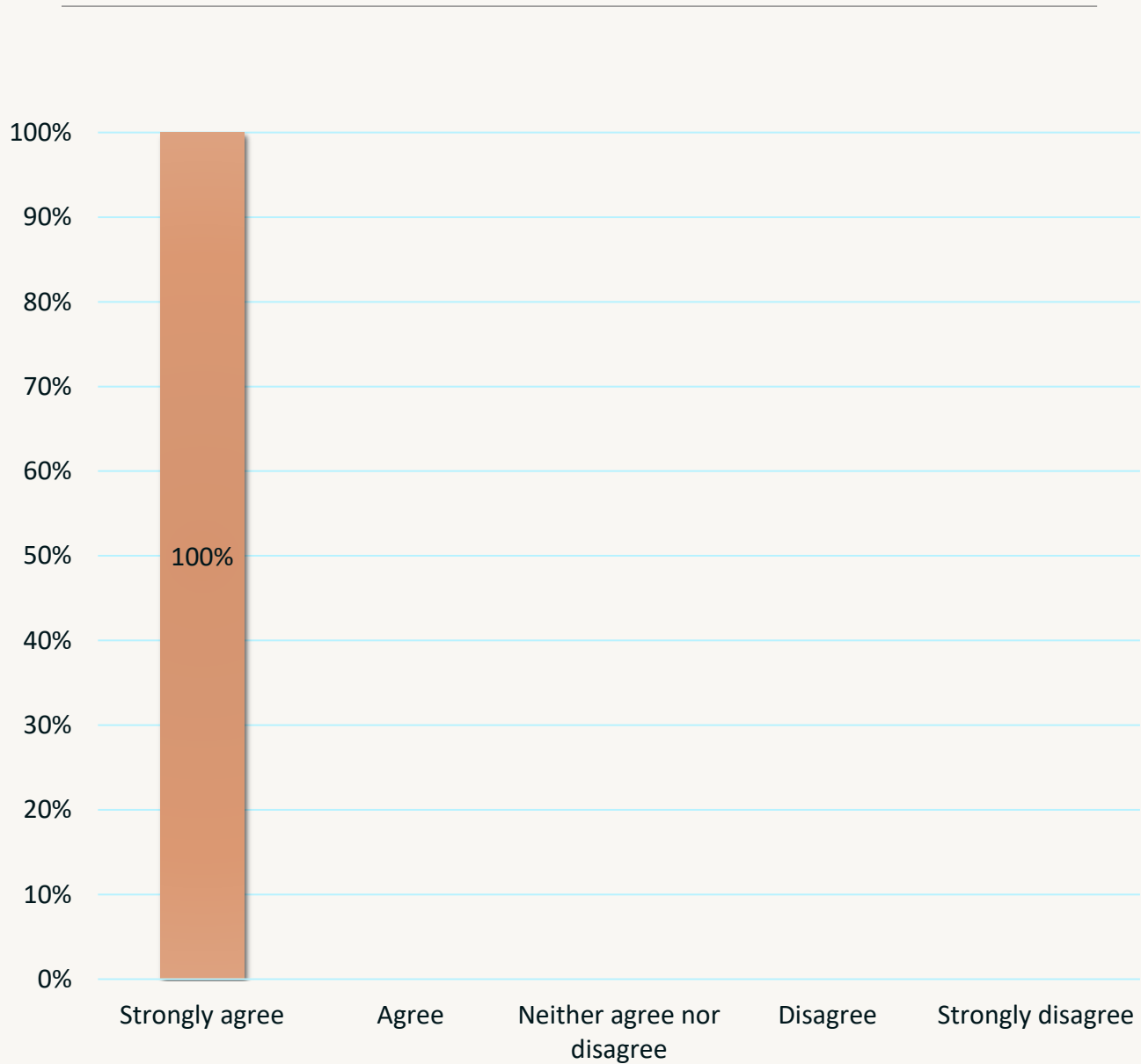
I enjoy using The Bistro.

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



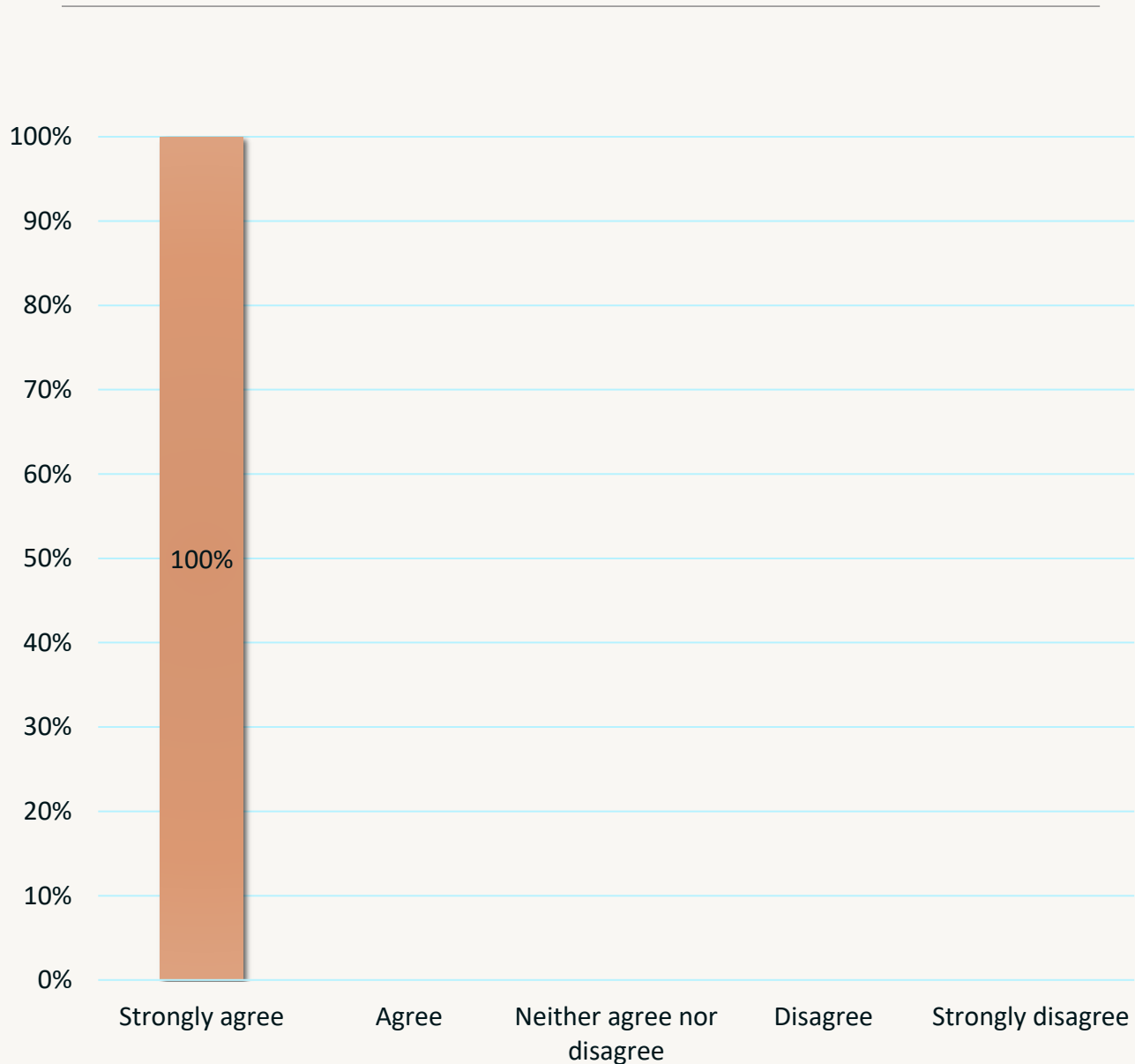
I am happy with the quality and quantity of food and drink received during my Experience Day.

100% strongly agree.



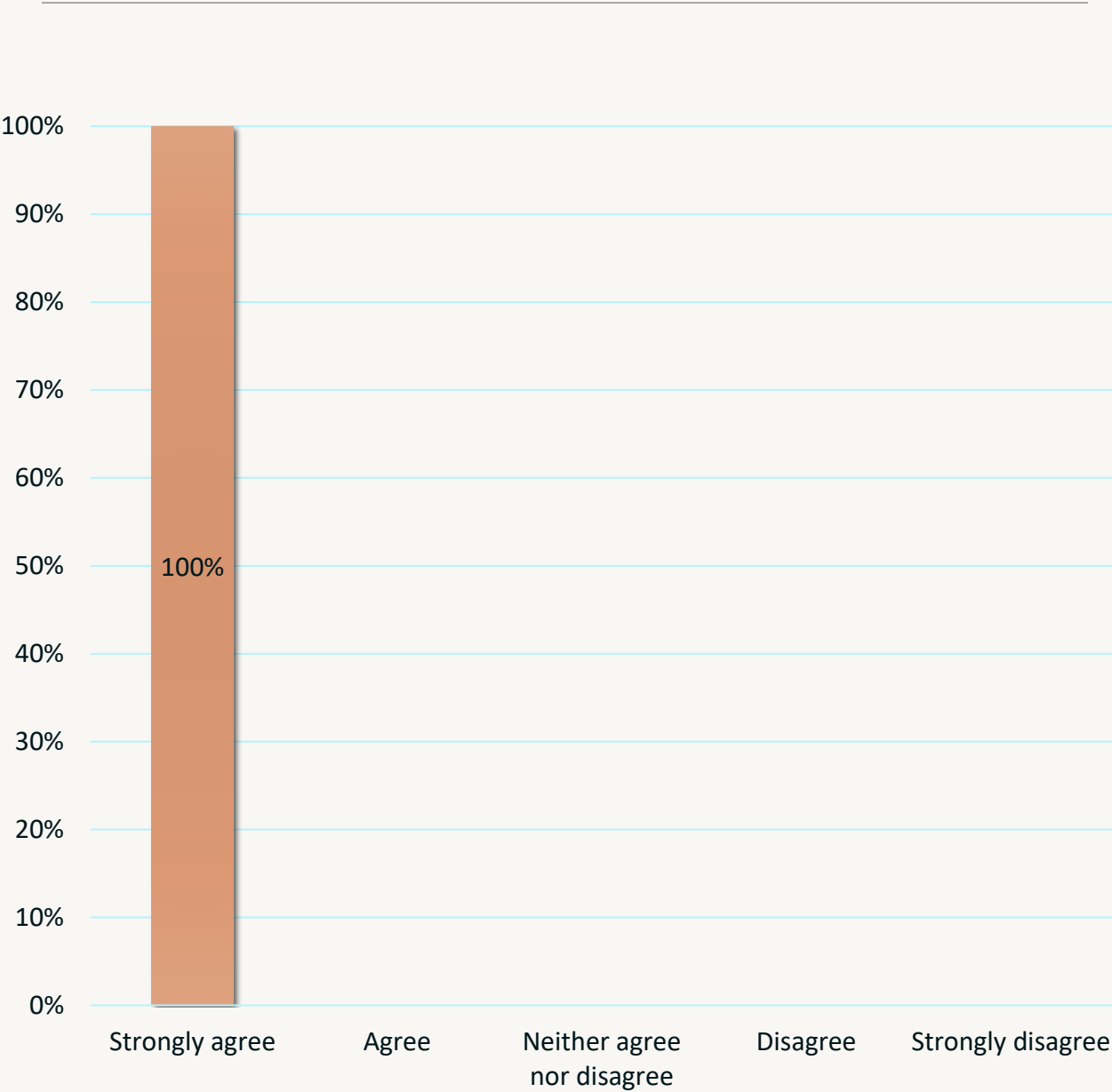
I am happy with the range and number of activities available in the village.

100% strongly agree.



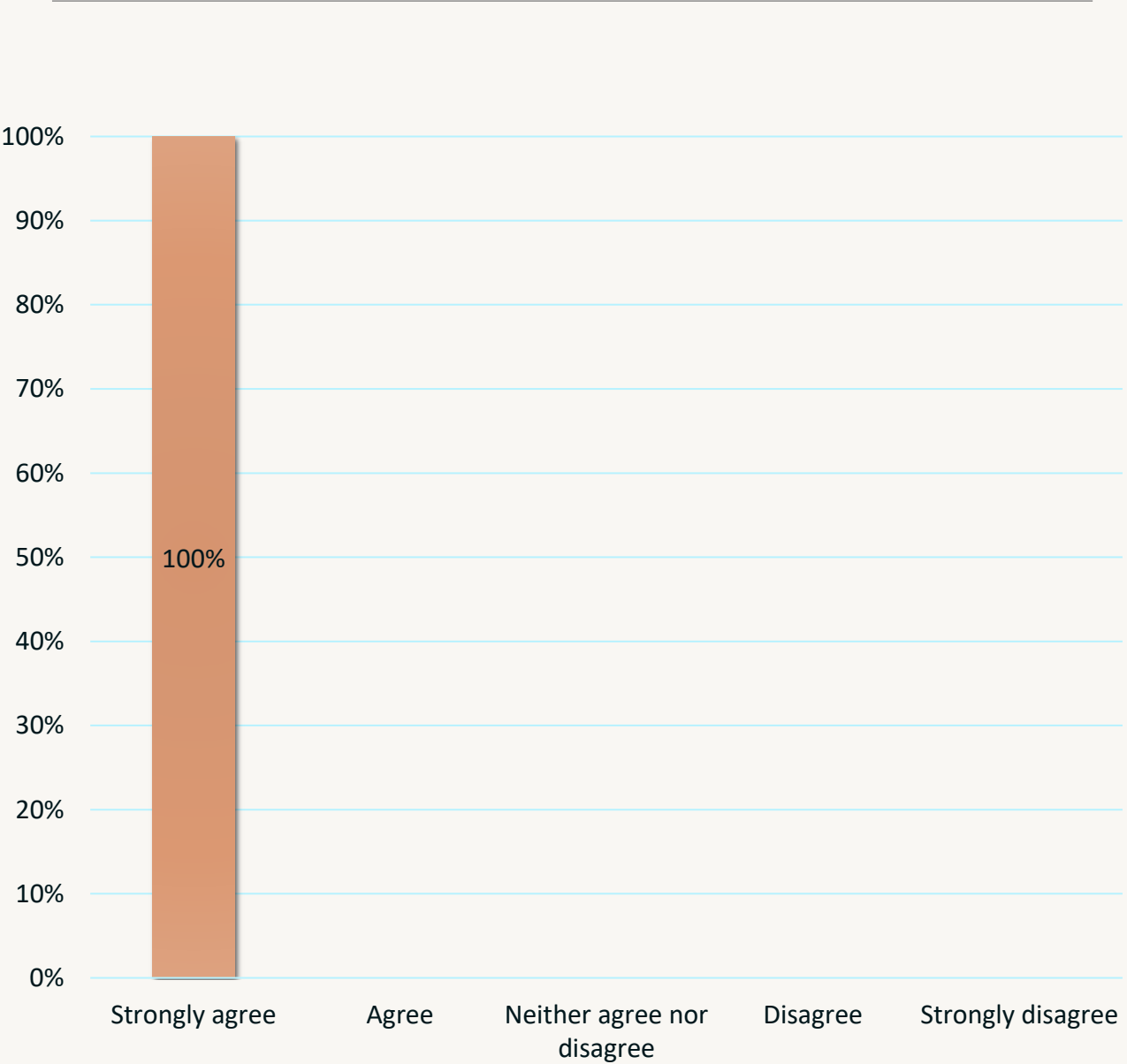
I am able to participate in exercise as I would like.

100% strongly agree.



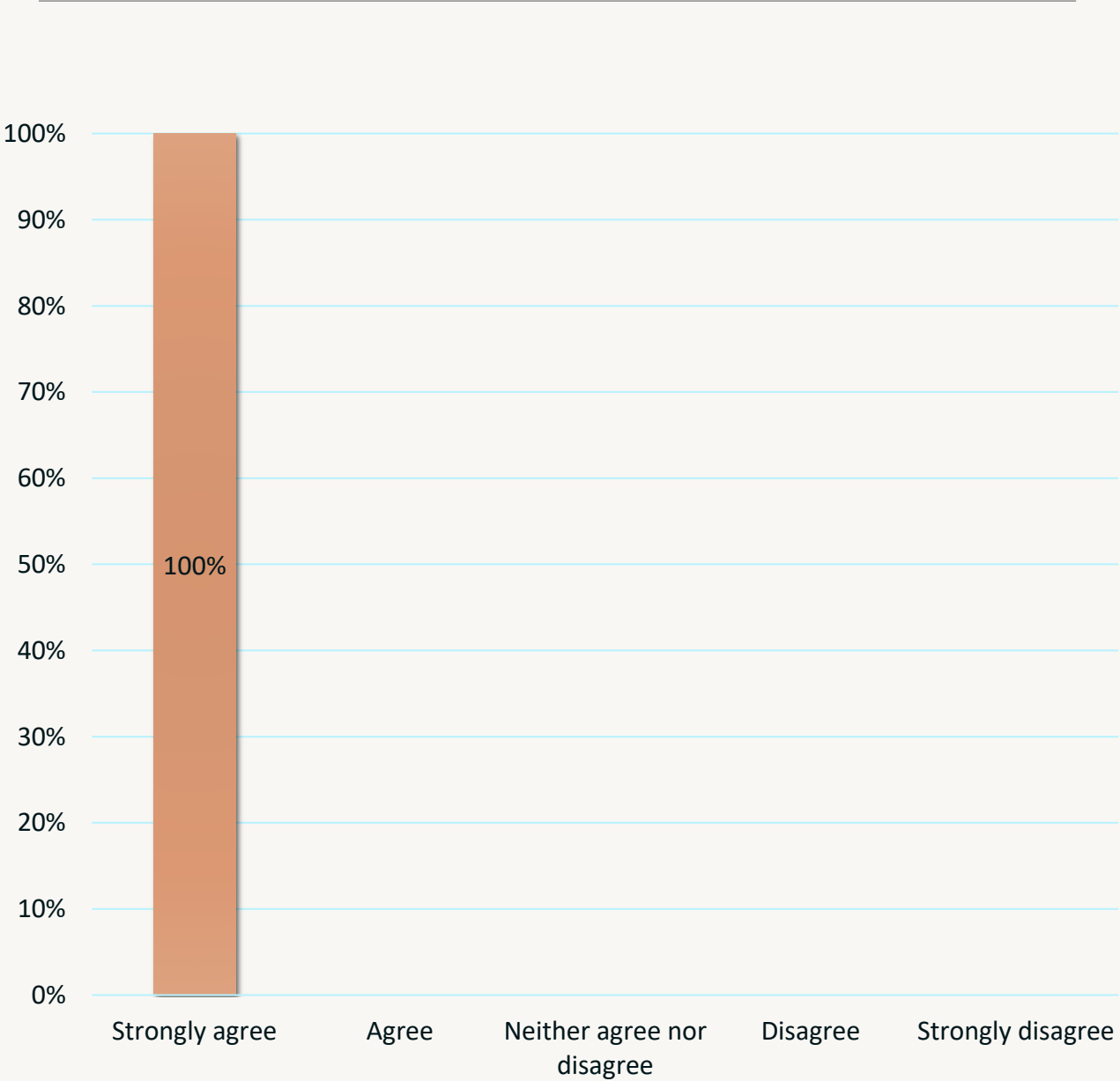
I am able to access outdoor space, fresh air, gardens and/or balconies as I would like.

100% strongly agree.



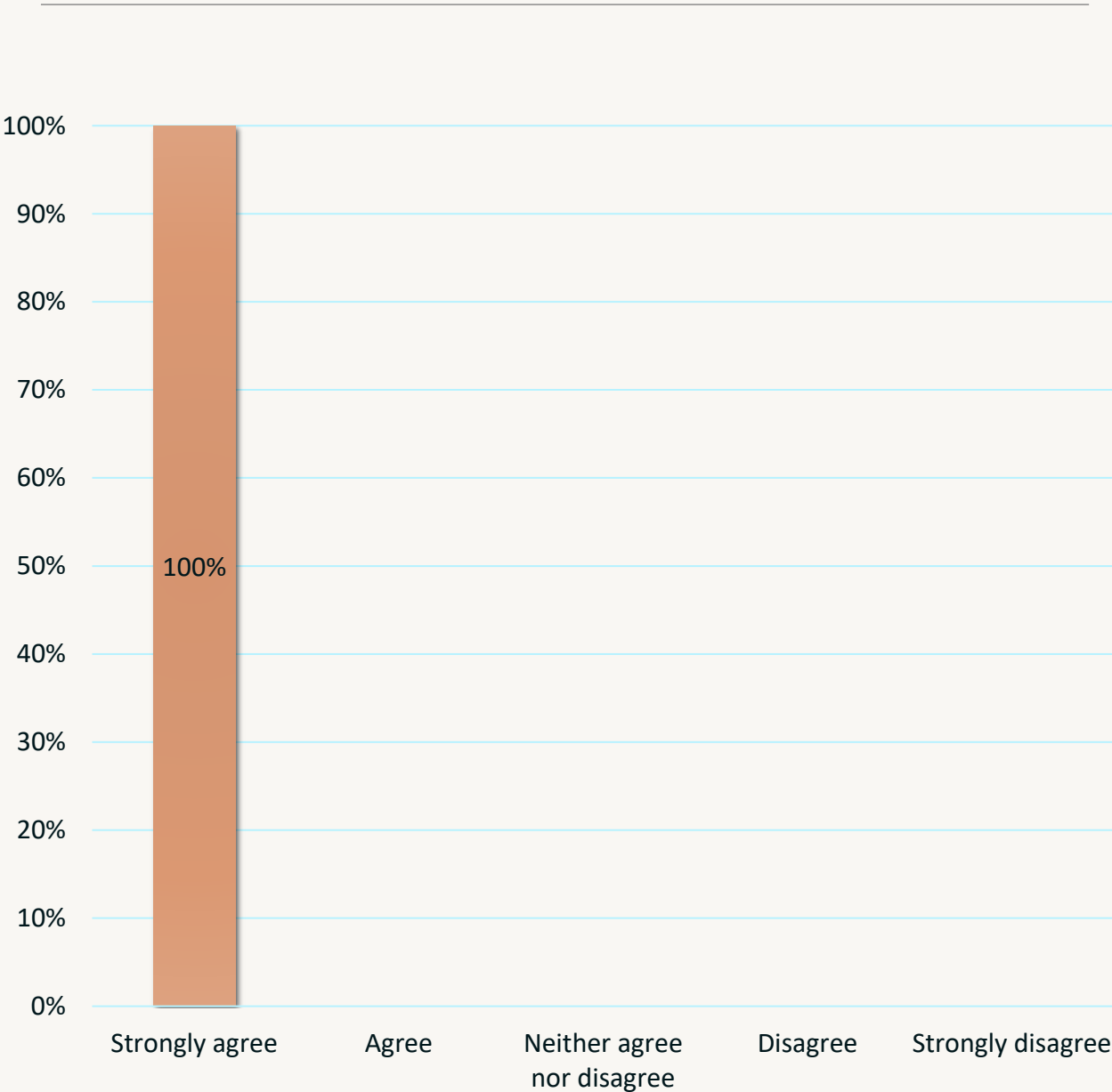
My spiritual needs are supported in Belong.

100% strongly agree.



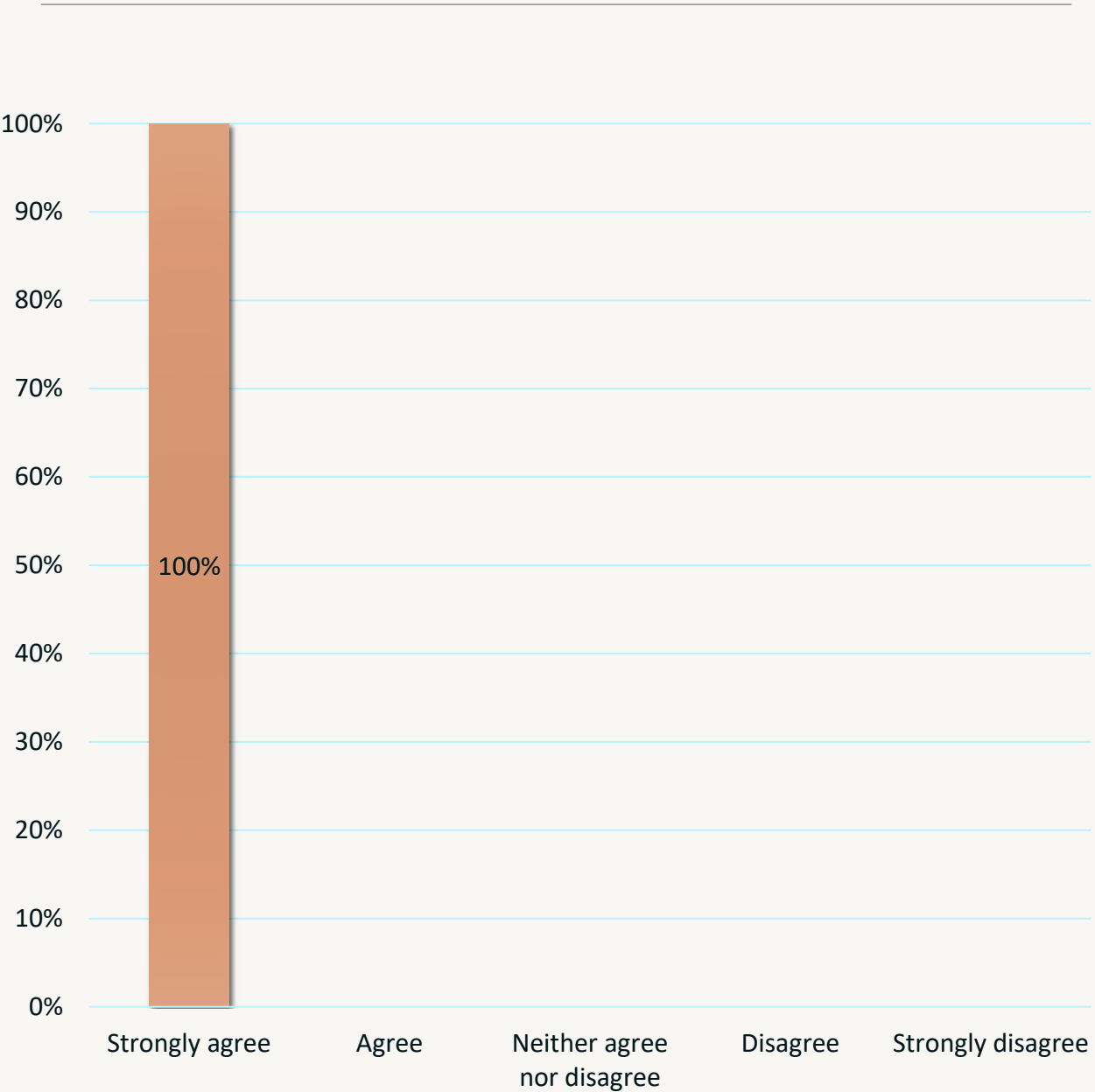
I feel Belong communicates well with me about what is happening in the village.

100% strongly agree.

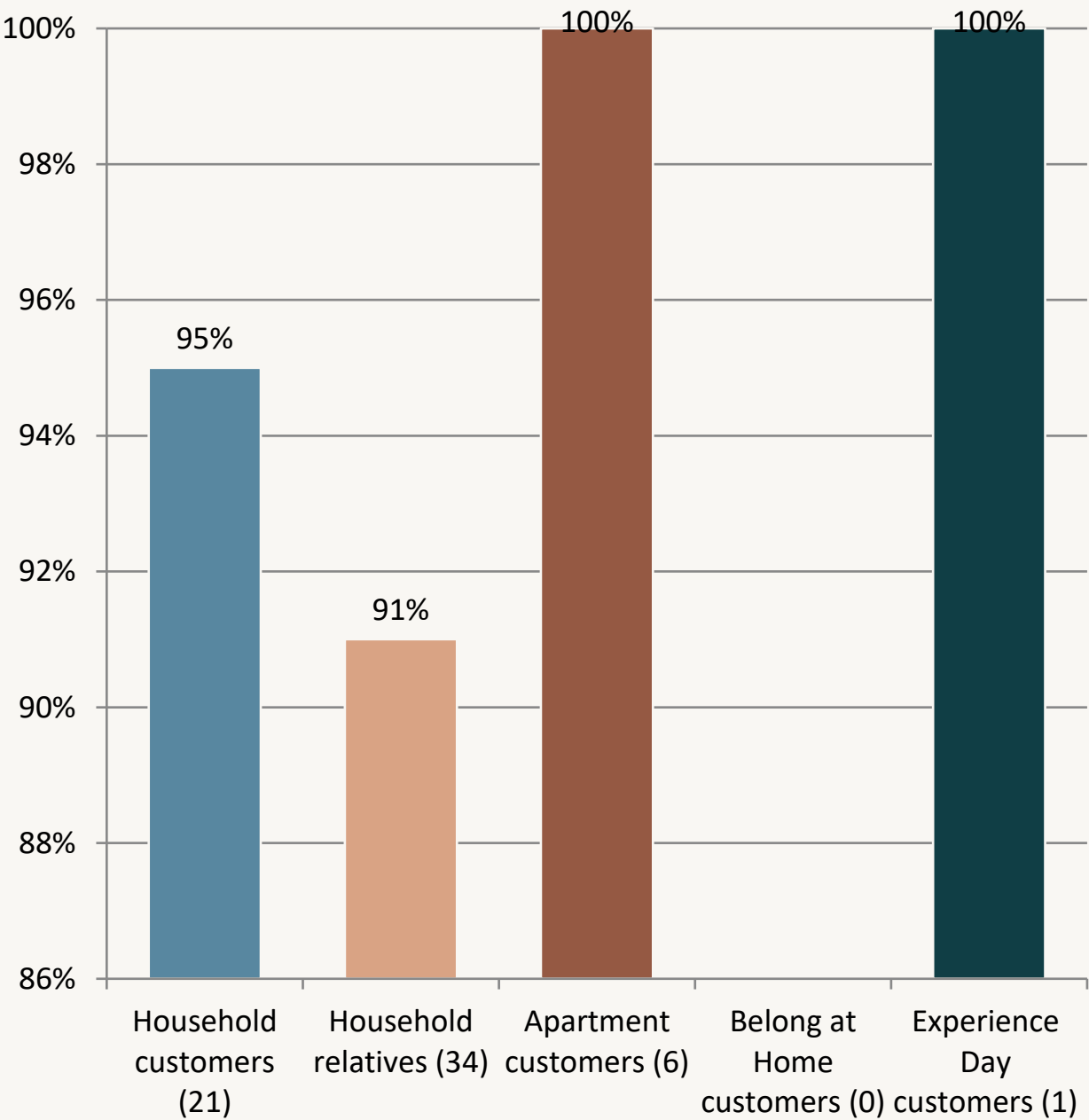


The Belong team are responsive and effective in dealing with any problems or complaints that I raise.

100% strongly agree.



93.4% percent of customers would recommend
Belong Morris Feinmann to family and friends.



We asked customers what they feel we do well.

Feedback category	Feedback received
Staff / team	Experience Day customers feel the team are “very friendly, lovely kind people and they are impressed with Belong”, and that “Angela and her team are excellent.”

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

No further feedback was received.

Manager's comments

We are delighted that once again, Experience Day customers are happy with the service and 100% would recommend the service to friends and family.

Feedback is that the team are amazing and this is lovely to hear and will mean a lot to everyone.

Thank you for taking the time to complete this year's survey and for sharing your feedback with us.

Carolyn Ball

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 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.

