

Annual friends & family satisfaction survey feedback

What we do well

Staff from all departments are friendly, happy, and caring.
Visitors are always made to feel welcome.
Residents are well looked after, care is great
Buzzers are answered quickly and there is always someone around.
The atmosphere of the home is warm, feels like a family.
Wide range of activities that residents enjoy.
Good variety of outside entertainers
Great cake!

What we could improve on

Communication with the nursing team could sometimes be better, some people felt they weren't always kept in the loop.
Sometimes it seems that the same group of residents are featured in social media posts
Vegetables can be a bit hard sometimes.

Family and friends' events

The majority of people said they would be interested in attending larger events eg fashion shows but timing and amount of notice needed is an issue
In general people liked the idea of attending blue band events which are especially for family and friends but again logistics was the problem, coming out at night and lack of transport were some of the issues raised
There was interest in information sessions for relatives on a variety of medical conditions for example Dementia and Diabetes

Action Plan

We are going to review how we communicate information to families and work with nurses through role play and supervision to support them to communicate more effectively in line with preferences identified in the care plan.
Family Liaison will between May and mid-June be contacting families to update communication preferences, so we always get it right.
Posts on social media are subject to consent to share but where this has been obtained activity staff will endeavour to make sure everyone is featured fairly.
The chefs will try and make sure that veg is cooked until it is not hard they have said this is difficult for eg with green beans as they go black if cooked too long
We will be arranging some information sessions for families and will probably start with Dementia in June
Where we arrange larger activities/ blue band events we will vary days and times to see what suits everyone best

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