How your home has done in 2018

Castle Brook

Louise Goode, Home Manager

Introduction

It's been a busy year at Castle Brook as we continue to create a lovely home.

Highlights include recruiting more permanent staff to improve continuity of care, unveiling our personalised household corridors and new decor in our main concourse, opening our rooftop bowling green and, most importantly, having the opportunity to be part of your daily life.

In November 2018, we asked for your thoughts about living here - here's what you told us overall.

Catering and food (out of 10) **7.6**

Care and support (out of 10) **7.6**

Daily living (out of 10) **7.1**

Premises (out of 10) **8.0**

Management (out of 10) **6.7**

Overall average (out of 10) **7.3**

Want to find out more? You can read more about the responses to our 2018 Annual Quality Survey in this booklet and find out what our plans are at **Castle Brook** in 2019. Thank you for your continued support.

Annual Quality Survey results - 2018

The results are in...

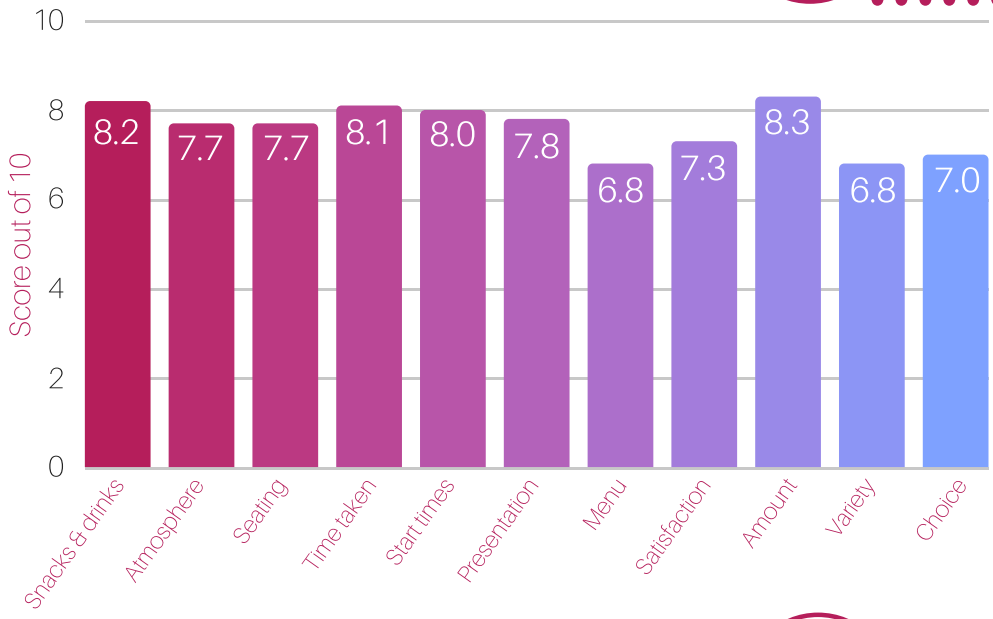
In November 2018, we asked for your thoughts about your experience of five key areas at Castle Brook: catering and food, personal care and support, daily living, premises, and management.

You'll find the results of the 2018 Annual Quality Survey over the next few pages including the percentage change compared to the previous survey in brackets.

Catering and food

Average score (out of 10)

7.6 (+9% compared to May 2018)



What you like

Generally, you're pleased with mealtimes, particularly the amount of food offered, as well as with snacks and drinks available.

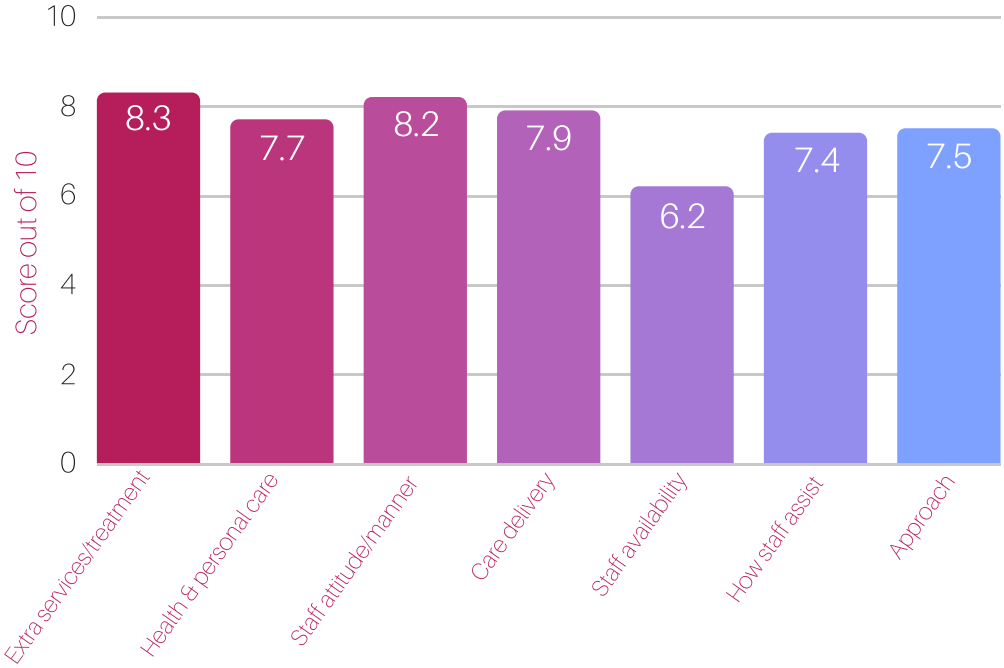
What you'd like us to focus on

You've suggested that we review our menu and variety of food at times, according to the survey.

Care and support

Average score (out of 10)

7.6 (+9% compared to May 2018)



What you like

You're pleased with the care and support overall, particularly with the 'friendliness', and 'kindness' shown by staff, as well as the extra services/treatment on offer.

What you'd like us to focus on

You've suggested that we review staff availability and continue to reduce agency use, particularly at weekends.

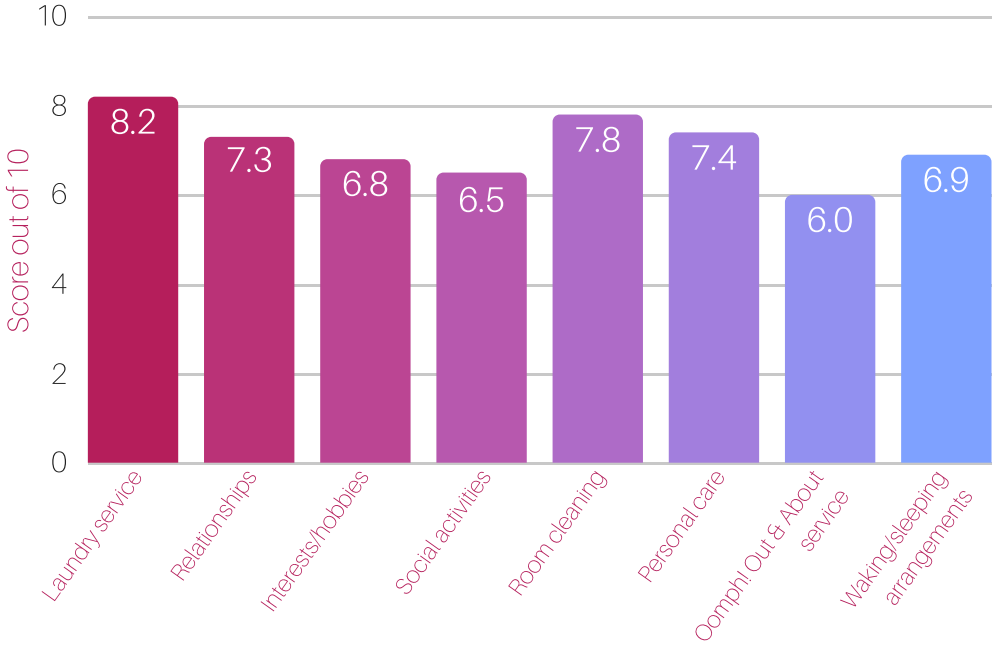
Annual Quality Survey results - 2018

Daily living

Average score (out of 10)

7.1

(+12% compared to May 2018)



What you like

Cleanliness and laundry scored well at Castle Brook, followed by the quality of personal care and relationships.

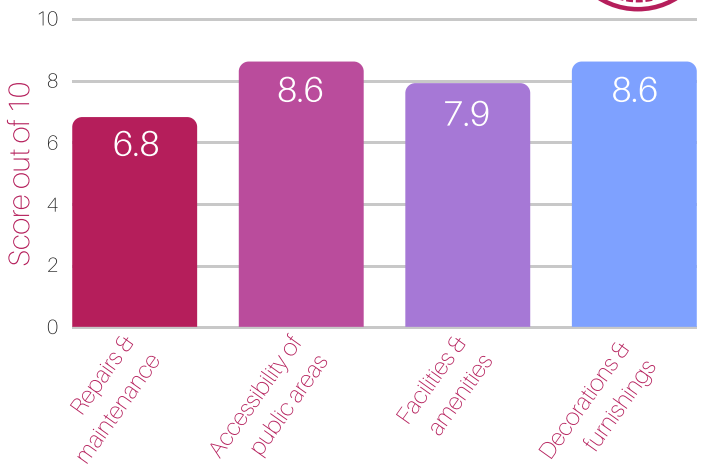
What you'd like us to focus on

You've told us there could be more stimulating activities at times and that we should look at developing our Oomph! Out & About Service.

Premises

Average score (out of 10)

8.0



(+3% compared to May 2018)

What you like

You like the modern facilities, decor and furniture at Castle Brook and the accessibility of public areas.

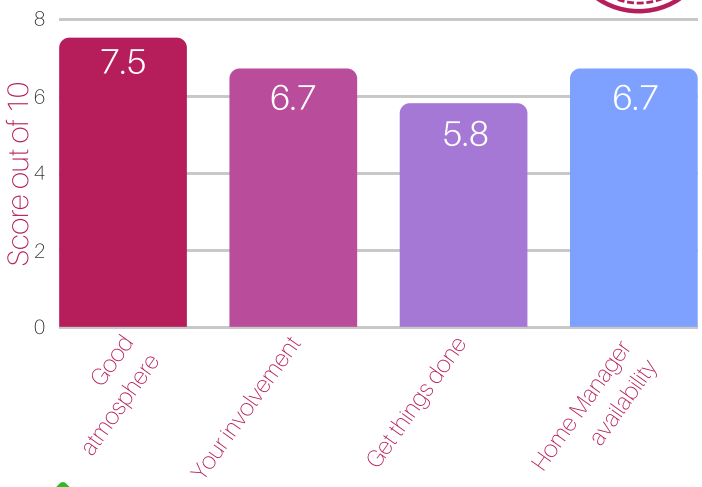
What you'd like us to focus on

You've suggested that we review the speed at which we carry out repairs and maintenance at times.

Management

Average score (out of 10)

6.7



(+9% compared to May 2018)

What you like

You've noticed positive changes in this area, particularly with the home's atmosphere and your involvement.

What you'd like us to focus on

You've asked us to look at the availability of the management team at times and how they get things done.

Annual Quality Survey results - 2018

Response rate at Castle Brook

Around 50% of residents/relatives responded to our survey

At a glance

Top rated areas

- **Environment** e.g. impressive appearance of the home
- **Staff attitude** e.g. going the extra mile
- **Cleanliness** e.g. clean and tidy

Lowest rated areas

- **Care** e.g. continuity of care
- **Staff levels** e.g. reduce agency use at weekends
- **Communication** e.g. passing messages on

Suggested improvements

- **Staffing levels** e.g. reduce agency use at weekends
- **Activities** e.g. more activities and outings
- **Care** e.g. continuity of care

What's next

Louise

Your feedback is invaluable and we are using what you've told us to inform our plans for the next 12 months, which include:

- launching a weekly dementia cafe and attending more local events to build links with the Kenilworth community
- increasing the number of clubs so residents have more opportunities to enjoy what they've always done
- encouraging relationship-building and more engagement by welcoming volunteers to visit residents regularly
- enhancing signage to make households more identifiable
- developing activities with two Lifestyle Coaches

I'd like to thank you for taking the time to talk to us and look forward to your continued support in 2019.

Produced in-house by WCS Care

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