

How your home has done in 2020

Attleborough Grange



Introduction from Melissa Davies, Home Manager

In a year like no other, we focused on keeping everyone as safe as possible, while ensuring people continued to live their life with purpose and enjoyment - and this remains the case for 2021 and beyond.

During 2020, we created our **visiting room** to ensure loved ones could continue to meet safely, introduced **spray gates** as part of our enhanced infection control measures and **supported our care heroes** so they could keep doing what they do best.



Last autumn, we asked for your thoughts about living here during the global pandemic - here's what you told us about **meals**, **personal care**, **daily life**, **premises**, **management** and our **approach to Covid-19**.

Key % = the percentage of people who rated their experience as 'good' or 'excellent' at **Attleborough Grange**



Meals



46%



Personal care



68%



Daily life



46%



Premises



57%



Management



79%



Covid approach



79%

Response rate at Attleborough Grange

Around 87% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'helpful' and 'friendly' staff
- Care and activities e.g. 'excellent' care & 'entertainment'
- Meals e.g. 'quality of food'

Lowest rated areas

- Environment e.g. updated decor & garden access
- Care e.g. restrictions in place due to Covid
- Activities e.g. not able to go out and about

Suggested improvements

- Activities e.g. enhanced activities provision
- Environment e.g. new furniture
- Meals e.g. more snacks



89% of people are 'likely' or 'very likely' to recommend this home to others

What's next

Your feedback is invaluable and we are using what you told us in this survey to inform our plans for the next 12 months, which includes:

- reviewing menu choices and the overall experience to enhance mealtimes
- re-visiting values training for staff and continuing to monitor care standards
- reviewing activities provision for residents and enhancing support for our Lifestyle Coaches with a dedicated group-wide Social Activities Manager
- refreshing decor in communal areas and introducing themed household corridors
- continuing to support safe visiting and communication with loved ones

I'd like to thank you for taking the time to talk to us and look forward to your continued support throughout the rest of 2021.

Melissa Davies
Home Manager



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