

How your home has done in 2020

Castle Brook



Introduction from Jo Bullingham, General 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 rooms** 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'



Meals



52%



Personal care



86%



Daily life



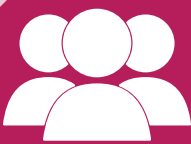
52%



Premises



81%



Management



76%



Covid approach



52%

Response rate at Castle Brook

Around 25% of residents/relatives responded to our survey

At a glance

Top rated areas

- Environment e.g. 'modern layout' and facilities
- Care e.g. understanding everyone's individuality
- Staff attitude e.g. 'attentive' staff

Lowest rated areas

- Activities e.g. more clubs
- Care e.g. more time for one-to-one contact
- Meals and communication e.g. increased communication in the home

Suggested improvements

- Activities e.g. more activities such as bingo and choirs
- Meals, communication and approach to Covid e.g. more home-cooked meals



80% 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 include:

- **Reviewing and enhance mealtimes** including menus and overall experience
- **Developing activities provision in the home** including recruiting an additional Lifestyle Coach and increasing group activities
- **Increasing frequency of residents meetings** to further develop communication within the home
- **Enhance housekeeping schedules** to continue maintaining high levels of cleanliness
- **Creating more living accommodation to meet local demand** including the introduction of The Kenilworth Suite

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.

Jo Bullingham
General Manager

