

How your home has done in 2020

Dewar Close



Introduction from Tara Hutchinson, 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** in the Buddies Bungalow 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



59%



Personal care



72%



Daily life



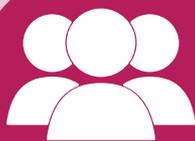
48%



Premises



57%



Management



47%



Covid approach



79%

Response rate at Dewar Close

Around 97% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'friendly' and 'polite' staff
- Environment e.g. 'garden' and 'lovely spacious rooms'
- Atmosphere e.g. feeling of 'freedom' and 'independence'

Lowest rated areas

- Meals e.g. time and variety of meals
- Environment e.g. warm temperature of some rooms
- Care e.g. response to call bells, particularly at busy times

Suggested improvements

- Activities e.g. more trips out-of-the-home
- Environment e.g. updated decor
- Staff attitude, approach to Covid and meals e.g. more mealtime variety



83% 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 mealtimes** to enhance the overall dining experience
- **Enhancing activities provision** with the introduction of a group-wide Social Activities Manager to support our Lifestyle Coaches
- **Assessing the home's decor** and updating where required
- **Reviewing management availability in the home** e.g. outside core hours

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.

Tara Hutchinson
Home Manager



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