

How your home has done in 2020

Drayton Court



Introduction from Shirley Randle, 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 conservatory 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



72%



Personal care



85%



Daily life



72%



Premises



72%



Management



69%



Covid approach



75%

Response rate at Drayton Court

Around 71% of residents/relatives responded to our survey

At a glance

Top rated areas

- Care e.g. 'level of care'
- Staff attitude e.g. 'dedication' and 'friendliness' of staff
- Atmosphere e.g. 'hospitality and feeling of 'safety'

Lowest rated areas

- Care e.g. noise from call bells at busy times
- Environment e.g. more ensuite facilities
- Communication e.g. notes not always clear on Relatives' Gateway

Suggested improvements

- Activities e.g. more trips out
- Environment and approach to Covid e.g. redecoration of areas
- Care and communication e.g. more facetime calls



72% 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
- **Increasing activities provision in the home** following recruitment of an additional Lifestyle Coach with more focus on residents' hobbies and interests
- **Re-decoration of Cedars household corridors** with kitchenettes installed on Cedars and Lodge households

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.

Shirley Randle
Home Manager



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