

# How your home has done in 2020

## Drovers House




### Introduction from Stephanie Sinclair, 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** and **pod** 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



42%



Personal care



67%



Daily life



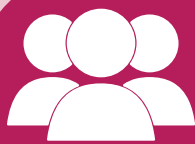
41%



Premises



67%



Management



50%



Covid approach



50%

# Response rate at Drovers House

Around 16% of residents/relatives responded to our survey

## At a glance

### Top rated areas

- Staff attitude e.g. 'caring' and 'friendly' staff
- Environment e.g. facilities and garden
- Care and meals e.g. 'inclusive approach' and 'nice food'

### Lowest rated areas

- Staff level e.g. staffing levels at busy times
- Activity and atmosphere e.g. more entertainment
- Care and environment e.g. noisy at times

### Suggested improvements

- Activities e.g. more entertainment
- Staff level e.g. enhance staff levels at busy times
- Atmosphere and communication e.g. more communication with relatives



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** including menus and variety to enhance the overall experience
- **Enhancing activities provision in the home** including regular dance sessions and the introduction of a group-wide Social Activities Manager
- **Increasing the frequency of residents meetings** particularly as guidance changes
- **Enhancing garden areas** to maximise use of outdoor space

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.

*Steph Sinclair*  
Home Manager



[www.wcs-care.co.uk/drovers-house](http://www.wcs-care.co.uk/drovers-house)

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