

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



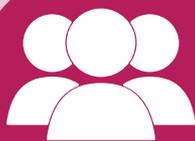
41%



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

Produced in-house by WCS Care