

How your home has done in 2020

Fairfield



Introduction from Maryann Walker, 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 cottage 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' at **Fairfield**



Response rate at Fairfield

Around 16% of residents/relatives responded to our survey

At a glance

Top rated areas

- Care and staff level e.g. care received and staff availability
- Meals e.g. 'food on time'
- Activities e.g. going out

Lowest rated areas

- No lowest rated areas to report

Suggested improvements

- Environment e.g. enhance communal areas
- Activities e.g. virtual outings
- Staff level e.g. increase staffing levels



100% 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 menu choices and the overall experience to enhance mealtimes
- reviewing activities provision for residents and enhancing support for our Lifestyle Coaches with a dedicated group-wide Social Activities Manager
- refreshing decor in communal areas including new furniture where required
- continuing to support safe visiting and communication with loved ones

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.

Maryann Walker

Home Manager



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