

How your home has done in 2020

Four Ways



Introduction from Louise Spann, 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 pod** in the garden 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'



Response rate at Four Ways

Around 53% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'kind' and 'dedicated' staff
- Environment e.g. garden area and coffee shop
- Care e.g. 'excellent' care

Lowest rated areas

- Environment and meals e.g. more teatime variety
- Care and communications e.g. response at busy times
- Activities e.g. more trips out of the home

Suggested improvements

- Environment, meals and approach to Covid e.g. enhanced decor and furnishings and more meals out



88% 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** with a focus on lifestyles and hobbies, as well as introducing a group-wide Social Activities Manager
- **Re-decorating ground floor communal areas**, as well as bedrooms where required
- **Improving our outdoor space** with new fencing, wildlife area and planting

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.

Louise Spann
Home Manager



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