

How your home has done in 2020

The Limes



Introduction from Karen Hall, 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'



Meals



72%



Personal care



86%



Daily life



86%



Premises



57%



Management



71%



Covid approach



86%

Response rate at The Limes

Around 23% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'staff work very hard' and 'kindness'
- Care e.g. 'excellent care'
- Environment and atmosphere e.g. gardens and 'happy atmosphere'

Lowest rated areas

- Environment e.g. new furniture in some areas
- Atmosphere e.g. sometimes noisy at busy times
- Care, activities and management e.g. more organised activities

Suggested improvements

- No suggested improvements to report



86% 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
- **Enhancing activities provision in the home** with the recruitment of an additional Lifestyle Coach, as well as introducing a group-wide Social Activities Manager
- **Redecorating communal areas** including reception and Rose Webb dining room
- **Enhancing outdoor space** including paving in the garden

I'd like to thank you for taking the time to talk to us and look forward to your continued support in 2021.

Karen Hall
Home Manager



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