

# How your home has done in 2020

## Mill Green



### Introduction from Lynn Randall, 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** 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



100%



Personal care



100%



Daily life



100%



Premises



40%



Management



100%



Covid approach



100%

# Response rate at Mill Green

Around 33% of residents/relatives responded to our survey

## At a glance

### Top rated areas

- Staff attitude e.g. 'wonderful staff'
- Environment and meals e.g. 'good choice at mealtimes'
- Approach to Covid e.g. ability to see loved ones safely

### Lowest rated areas

- Staff level and environment e.g. staffing levels at busy times
- Approach to Covid e.g. national lockdown restrictions
- Laundry e.g. size of residents' laundry room

### Suggested improvements

- Activities e.g. wider range of activities and days out
- Staff level e.g. increase staffing levels at busy times



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 menus, snacks and mealtimes** to enhance the overall dining experience
- **Maintaining good staffing levels** and involving residents in the recruitment process
- **Enhancing activities provision in the home** with an additional Lifestyle Coach
- **Updating decor in communal areas and bedrooms**, developing a sensory area and enhancing outdoor areas such as the garden

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.

*Lynn Randall*  
Home Manager



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