

How your home has done in 2020

Newlands



Introduction from Bonnie Burbury, 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



94%



Personal care



88%



Daily life



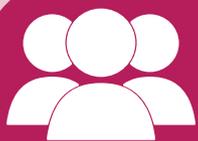
82%



Premises



70%



Management



94%



Covid approach



100%

Response rate at Newlands

Around 65% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'friendly' and 'compassionate' staff
- Meals e.g. 'good food'
- Care e.g. 'inclusive' care

Lowest rated areas

- Activities e.g. more organised activities
- Environment e.g. decor needs updating
- Staff level e.g. staffing levels at busy times

Suggested improvements

- Activities e.g. more organised activities
- Environment e.g. updated decor in some areas
- Staff level e.g. more staff 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:

- **Enhancing decor in communal areas** and developing more quiet spaces in the home
- **Introducing new equipment to support rehabilitation** such as a Motomed which helps maintain music/core strength for residents
- **Updating the home's outdoor space** by improving entrances and exits to the main garden and improving access to some areas of the home
- **Reviewing the home's activities provision** and expanding opportunities for trips out of the home e.g. to local amenities or further afield

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.

Bonnie Burbury
Home Manager



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