

How your home has done in 2020

Sycamores



Introduction from Rachel Guest, 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



55%



Personal care



82%



Daily life



91%



Premises



82%



Management



100%



Covid approach



100%

Response rate at Sycamores

Around 30% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'attentive' staff
- Care and cleanliness e.g. 'kindness and cleanliness'
- Environment e.g. repairs

Lowest rated areas

- Care e.g. arrangements for some personal care
- Staff attitude e.g. approach to night time noise
- Management e.g. staff organisation

Suggested improvements

- Care e.g. greater assistance with finances
- Staff level e.g. more staff at busy times
- Activities e.g. wider range of activities



82% 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** such as regular dance sessions
- **Landscaping garden areas** including at the front and rear of the home
- **Enhancing decor inside and outside the home** including trialling a new wet room and replacing exterior cladding
- **Increasing staffing levels**, particularly at busier times

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.

Rachel Guest
Home Manager



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