

How your home has done in 2020

Woodside Care Village



Introduction from Samantha Stuart, General 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



63%



Personal care



96%



Daily life



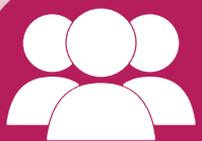
79%



Premises



83%



Management



87%



Covid approach



75%

Response rate at Woodside Care Village

Around 47% of residents/relatives responded to our survey

At a glance

Top rated areas

- Environment e.g. cafe and decor
- Staff attitude e.g. 'fantastic' and 'friendly' staff
- Atmosphere e.g. 'feels like home'

Lowest rated areas

- Environment e.g. size of household kitchen
- Activities e.g. more organised activities
- Approach to Covid e.g. early lockdown restrictions

Suggested improvements

- Activities e.g. more visual entertainment
- Environment e.g. bigger household kitchens
- Meals e.g. wider food choice



71% 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:

- **Developing mealtimes and menu variety** including more meals from scratch and food-related theme nights
- **Building on clubs and other activities in the home** such as the introduction of music workshops and a Care Home Community Musician, as well as other areas linked to residents' interests, hobbies and lifestyles
- **Enhancing communication with residents and staff** to help us focus on areas they'd like us to develop in the village moving forward

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

Samantha Stuart

General Manager



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