

How your home has done in 2020

Westlands



Introduction from Clive Mackreth, 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



93%



Daily life



80%



Premises



80%



Management



93%



Covid approach



87%

Response rate at Westlands

Around 36% of residents/relatives responded to our survey

At a glance

Top rated areas

- Staff attitude e.g. 'great staff'
- Atmosphere e.g. 'homely feel'
- Environment and cleanliness e.g. 'good home' and 'clean'

Lowest rated areas

- Activities e.g. more activities
- Approach to Covid e.g. early lockdown restrictions
- Environment and laundry e.g. garden areas

Suggested improvements

- Activities e.g. more activities
- Approach to Covid e.g. ability to go out more
- Staff level, environment and communication e.g. increased staffing 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 mealtimes and menus** to ensure overall experience and quality remains high
- **Reviewing staffing levels** including additional housekeeping and laundry staff
- **Enhancing activity provision** with the introduction of a new Lifestyle Coach
- **Enhancing household communal areas** including new kitchenettes on the lower ground, ground floor and top floor
- **Building on existing communication channels** within the home and externally

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

Clive Mackreth
Home Manager



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