

How your home performed in 2021

Woodside Care Village



Introduction from Samantha Stuart, General Manager



As care homes are beginning to return to normal in 2022, we are focusing on ensuring that life in our homes is as fun and fulfilling as possible. We are once again able to plan day trips and activities that our residents can look forward to, and through our community musicians, have filled our homes with laughter and song.

We have worked hard over the last two years to keep visiting options open and would like to take this opportunity to thank you for all you have done. By following the rules, you have protected yourself and your loved ones in our homes.

Last Winter we asked for your thoughts about living at WCS; here's a summary of what you told us about **meals, personal care, daily life, premises, management and our approach to Covid-19.**

Key



= the rating out of ten is calculated from the percentage of people who ranked their experience as "satisfactory", 'good' or 'excellent'



Meals



9



Personal care



9.5



Daily life



9



Premises



9



Management



7.5



Covid approach



8.5

Response rate at Woodside Care Village

We are grateful that around 63% of residents/relatives responded

At a glance

Top rated areas

- Environment e.g. 'going to café - very social'
- Care e.g. 'always available to answer questions/concerns'
- Activities e.g. 'happy with what going on like activities'

Lowest rated areas

- Environment e.g. 'sofas are too low'
- Meals e.g. 'food times'
- Care e.g. 'inconsistency of standards'

Suggested improvements

- Staffing levels e.g. more staff
- Activities e.g. 'trips out on a bus and other days out'
- Environment, care and meals e.g. 'better food choice'



97% of respondents are satisfied with or would recommend our 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 the mealtime experience** ensuring that residents better understand the wide choice of daily food options, and have a pleasant environment to enjoy their meals
- **Ongoing staff training** to ensure the highest standards of care
- **Planning a decorating schedule** to ensure that rooms and communal areas are refreshed
- **Introducing a new WCS minibus** for outings

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

Samantha Stuart
General Manager



<https://www.wcs-care.co.uk/warwick>