

How your home performed in 2021

Dewar Close



Introduction from Tara Locke, Home 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

7


Personal care

10


Daily life

9


Premises

8.5


Management

10


Covid approach

10

Response rate at Dewar Close

We are grateful that around 42% of residents/relatives responded



At a glance

Top rated areas

- Care e.g. 'people know you and care'
- Activities e.g. 'day trips'
- Environment and meals e.g. 'the homes have lovely gardens'

Lowest rated areas

- Care and meals e.g. 'food requires improvement'
- Environment e.g. 'décor needs updating'

Suggested improvements

- Environment e.g. 'update furniture and décor'
- Activities and meals e.g. 'more activities and more often'
- Staffing levels e.g. more staff



100% 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 have a good choice of food options and a pleasant environment to enjoy their meals
- **Encouraging residents** to participate in activities and interests
- **Improving the home environment** with a planned refurbishment programme
- **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.

Tara Locke

Home Manager



www.wcs-care.co.uk/dewar-close

Produced in-house by WCS Care