

How your home performed in 2021

Mill Green



Introduction from Lynn Randall, 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



9



Personal care



10



Daily life



9



Premises



7.5



Management



10



Covid approach



10

Response rate at Mill Green

We are grateful that around 53% of residents/relatives responded

At a glance

Top rated areas

- Care e.g. 'quality of care'
- Environment e.g. 'room is set up nicely'
- Staff attitude, activities and meals e.g. 'staff are very nice and helpful'

Lowest rated areas

- Environment and activities e.g. 'would like day trips out of the home'
- Meals e.g. 'more choice of food and puddings'

Suggested improvements

- Activities e.g. more activities planned in the evenings



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 choice of meal and dessert options
- **Recruitment of a well-being coordinator** to lead activities based on individuals' needs
- **Improving the home environment** with a planned schedule of works and regular monitoring of minor repairs

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

Lynn Randall
Home Manager



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Produced in-house by WCS Care