



Castle Brook

Dear residents and relatives

The journey of providing our residents with a positive experience starts from the moment you move in and continues throughout your life at WCS. Without question, delighting residents and their families is a never-ending commitment for us.

Our work has special meaning: this is not "just a job". Listening to your opinions is important to us and our resident and relative surveys are one way of better understanding what matters most to you.

This year we asked just three main questions, giving you the opportunity to explain your opinions at your own pace and in your own words:

- *What should we start doing?*
- *What should we stop doing?*
- *What should we keep doing?*

Thank you to everyone who completed the survey. Your responses have given us really rich information, and we have learned so much from your comments.

Kind regards

A handwritten signature in black ink, appearing to be 'Ed Russell'.



**Residents and relatives
gave Castle Brook a review score out of ten of**



Rating out of ten calculated from the percentage of people who responded 'Very likely', 'Likely' or 'Neither likely nor unlikely' to the question, 'how likely are you to recommend your care home as a good place to live?'

Response rate at Castle Brook, from a total of 88 places

We are grateful for the 25 responses received

Themes from responses

● Everyday life and activities

Start: please include more activities such as crafts and days out, taking residents outside more often when weather permits, being more proactive with simple exercises for residents and providing better reading material in the café. **Keep:** the hairdresser, choir, live music and employing people that care.

Comments included, "My mother is perfectly happy with living at Castle Brook and if she is happy then I'm happy", "don't think I can be anywhere much better", "Keep allowing residents to be themselves" and "it's the little things the residents and visitors notice...like brushing my mum's hair or cutting and painting her nails"

● Communication and leadership

Start: to reduce the repetition of the daily care notes on the Relatives' Gateway, listening to relatives and acting on feedback, increase the visibility of management, make finance procedures more efficient and hold more residents' meetings.

Keep: approachable managers and updating relatives

Comments included, "I'd love to get updates on how my nan is doing", "sometimes I don't get information I want"

● Care and safety

Start: improve family attendance in care plan reviews. Improve communication about changes to residents' care for all staff.

Comments included, "the personal care and attention my nan receives is second to none", "keep everything!" and "I'd never been into a home before but had preconceived ideas. They were all smashed. I'm delighted."

● Staffing

Start: please ensure staff engage better, spend less time on phones and are aware of activities they can do with residents, particularly in the evening. **Keep:** employing kind, polite, attentive staff, providing the good training that your staff obviously have and investing in those who have potential.

Comments included, "the staff are wonderful", "Reception staff are really welcoming", "love the staff think they are lovely people", "Keep paying carers at least the living wage - they deserve it."

● Mealtimes

Start: providing more healthy foods with less carbohydrates, and a greater choice of sandwich fillings. **Stop:** providing cups that don't fit the coffee machine.

● Building, gardens and sustainability

Start: being more environmentally friendly, switching lights off, recycling more and also increasing maintenance checks in bedrooms. **Keep:** the beautiful environment, it's a lovely place.

Comments included, "love the garden", "the amenities are great"

● Cleanliness and laundry

Start: improving processes to ensure clothes always go back to the rightful owner and ensure that rooms are always cleaned to the highest standards. **Keep:** the clean environment.

Comments included, "the home is kept very clean" and "beautiful and clean"

● Healthcare professionals

Start: please consider providing transport to and from hospital appointments. Please provide feedback to healthcare professionals where appropriate from this survey to improve the experience of residents receiving a service from them.

Updates on the past year...

● **Everyday life and activities**

Our new Memory Maker minibus service has started to make 3 or 4 trips a month in each home taking residents (and relatives) out to local attractions, and where requested, homes have arranged longer daytrips to the coast. After a trial, our team of Community Musicians has expanded this year to now provide one-to-one and group music activities across all homes. Music helps those with and without dementia unlock the brain and associated memories and emotions.

● **Communication and leadership**

WCS Care provides the Relatives' Gateway service which can be accessed via the link at the top of the WCS Care website for relatives with consent. This is an innovation that picks up most things in real time, creating text from icons selected by staff so relatives can keep themselves up-to-date. If information is inaccurate, please contact the home manager.

● **Care and safety**

Having reduced external agency in our homes with our own staff, we're experiencing a decrease in complaints, increase in residents participating in leisure activities and a increase in positive customer ratings. Our infection prevention work has continued throughout the year with all homes benefiting from new sluices and sluice machines.

● **Staffing**

Introducing our staff rostering app, BookJane, at the beginning of 2023, and expanding our new Mobile Carer role to cover staff absences, has helped prevent external agency usage in our homes. With over 150,000 vacancies in social care, WCS Care is elevating the role of carers, paying above the national living wage, and with additional enhancements for medicators and qualifications we continue to invest in the development of our team.

● **Mealtimes**

We're building a partnership with apetito (the care home brand of Wiltshire Farm Foods), the leading experts in providing nutritious, delicious meals for residents. We provide texture modified dishes which means every resident can look forward to a great meal and are committed to providing consistently appetising, delicious and nutritious food.

● **Building, gardens and sustainability**

Our ongoing refurbishment programme continues with Fairfield, Four Ways, Newlands, Mill Green and Drovers House completed and we'd like to thank all customers for their patience. Work is underway at Dewar Close, with planning permission for a porch extension and café area, soon to be followed by Westlands in early 2024. Staff, residents and volunteers have embraced our garden competition improving outdoor areas.

● **Cleanliness and laundry**

Following a successful trial using Procter and Gamble's professional product range, residents saw improvements in wash quality, stain removal, softness of clothes and fragrance. The new system is being rolled out across the homes and also contributes to our sustainability work through fewer washes, lower temperatures and reduced plastic waste. We're also trialling a new clothes labelling system in two of our homes to help limit items getting misplaced.

● **Healthcare professionals**

This year has seen a move to Integrated Care Boards - statutory, regional NHS organisations responsible for developing a plan to meet the local population's health needs. WCS Care care does not have a seat at the table, however, this does not stop WCS from working closely with our NHS and other healthcare colleagues to provide joined-up, effective services for our residents.

Kate's feedback

Dear Residents and Relatives

Thank you for your responses to the survey. Your feedback is really important and you'll have been able to read a summary of the comments we received and all that we're working on at WCS Care on the previous pages.

Taking over from Jo Bullingham as General Manager, I'm really pleased with the progress we've made so far. One of our biggest initiatives has been the introduction and embedding of our BookJane staff rostering app which has already reduced agency and subsequent pressure on staff to do overtime on their days off. It has also improved staff cover for evenings, weekends and medicator shifts. Feedback from staff has been very positive as they've got greater control over when they work and how much they earn.

We have successfully introduced more Mobile Care Workers as our in-house alternative to external agency staff, and reinvested money saved in staff wages. Pay is something that has been mentioned by staff who are currently paid a month in arrears, and having earlier access, for example, to overtime worked, is something we are working on for the future.

I'm proud that the introduction of our new Memory Maker minibus last year is now creating even more activities and days out for residents. Our residents love their local trips such as a recent one to the garden centre in Stratford where they enjoyed a bit of shopping and a stop off at the coffee shop and we're hoping more and more relatives will join us on trips out to share new memories themselves.

Quite rightly, residents or their representatives expect to be listened to and experience high standards of professionalism and communication from my management team. I recognise that we need to improve your experience of the Relatives' Gateway and the impact previous high levels of agency have had on teamwork and am looking forward to the year ahead with a settled staff team.

I will continue to value the incredible work staff do here and do all I can to support them where they need it whilst challenging us to be even better for our residents.

Kind regards

Kate.



Kate Bradshaw
General Manager