

Resident and relative survey results 2023



Woodside Care Village

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 read 'Ed Russell'.



**Residents and relatives
gave Woodside Care Village a review score out of ten of**

9.2

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 Woodside Care Village, from a total of 59 places

We are grateful for the 40 responses received

Themes from responses

● Everyday life and activities

Start: please provide opportunities for more trips, improving links between home and external community and organising dog visits. **Keep:** holding activities in small groups, the minibus for day trips and encouraging the use of activity equipment provided e.g. chess, gym equipment, table tennis, putting area, board games.

Comments included, "there's always activities I like joining in and I have friends" and "music sessions are really entertaining and interactive and even if not joining in is beneficial"

● Staffing

Start: please look at allocations of male and female carers on individual households. Please check that all updates are cascaded to all team members for consistency of care. Please ensure staff engage better, spend less time on 'personal phones' and are aware of activities they can do with residents. **Keep:** friendly staff and helpful staff.

Comments included, "keep on smiling, laughing, working hard to make the residents feel wanted, cared for and making them feel they still have a reason to feel alive. Bring them sunshine, bring them laughter"

● Care and safety

Start: please can you share fire evacuation procedures with relatives, so everyone is aware of what to do in case of fire?
Keep: meeting the needs of residents.

Comments included, "We believe your care is excellent and see the effort staff are making to maintain the high standards" and "I come across many very good staff, people who care deeply about the residents and do an excellent job in so many ways, both carers and management."

● Communication and leadership

Start: please use the Gateway to share images of residents doing activities and their everyday. Improve acknowledgment of emails and response times and systems for updating staff. Wearing name badges is really important for residents and relatives - please pay attention to this. Managers finding time to work alongside frontline staff is also important for appropriate oversight.

Comments included, "all managers are polite, friendly and willing to listen and rectify issues."

● Mealtimes

Start: please consider the use of picture menus, and maybe start up a fish and chip Friday and offering cream cakes. Also offer wider variety of culturally relevant food. **Keep:** the wide variety of food.

Comments included, "good choice, always something different and nicely made."

● Cleanliness and laundry

Start: improve the tagging of laundry so clothes don't get misplaced.

Comments included, "the village is very clean, wholesome with all modern facilities" and "continue with quick turnaround [of laundry]"

● Building, gardens and sustainability

Start: please review the lighting above the TV as there is a glare on the screen. **Keep:** maintaining the high standard of the home. *Comments included, "garden is amazing...a wonderful environment" and "the gardens are outstanding. Well done to the gardeners."*

● Healthcare professionals

No responses recorded in this category

Updates on the past year...

● **Everyday life and activities**

We now have our own dedicated Memory Maker Minibus, thanks to a grant from The Charity of Thomas Oken and Nicholas Eyffler, and residents are creating wish-lists of places they'd like to visit. 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 an 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.

Samantha'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.

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, though I am aware we need to improve the wearing of badges for residents and relatives, and review the staff use of personal phones. 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 WCS's Memory Maker minibus last year led to the village receiving a grant from The Charity of Thomas Oken and Nicholas Eyffler, who support citizens of Warwick, for the village's own dedicated minibus. Having our own bus means residents can enjoy daily trips to local destinations of their choice, such as a recent trip to the bowling alley and also to Warwick International School of Riding. We're hoping more and more relatives will join us on trips out to share new memories themselves.

Residents have enjoyed the WCS garden competitions and next year, we're aiming to continue our winning streak.

I'll seek to improve our communication with relatives, and 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

Samantha.



Samantha Stuart
General Manager