

Resident and relative survey results 2025



Attleborough Grange

Dear residents and relatives

At WCS, providing a positive experience for our residents and their loved ones is a priority from day one and throughout their time with us. This work is more than just a job - it's about making a meaningful difference every day.

To do this effectively, it's essential that we listen to your feedback. Our satisfaction surveys are an important way for us to understand what's working, what isn't, and what matters most to you. This year, we asked three straightforward questions:

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

We also included key questions that reflect the new CQC approach to assessments, focusing on what really matters to people living in our homes - like feeling safe, being treated with dignity and respect, staying informed, and being involved in decisions about their care and support.

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, likely belonging to Ed Russell.



**Residents and relatives
gave Attleborough Grange a review score out of ten of**



*** There were no 'Unlikely
or 'Very unlikely'
responses to the question
about recommending
Attleborough Grange**

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 Attleborough Grange, from a total of 32 places

We are grateful for the 25 responses received

Themes from responses

● Everyday life and activities

Start: organising more outdoor activities and spend more time outside. Consider having visits from a petting zoo, booking singers, organising a regular dance class with 40s and 50s music and a day of pampering and make-up/nails for the ladies. It would be good to have a therapy dog or animal.

Stop: it's important to always consider the age of residents when choosing TV and radio programmes.

Keep: organising trips out of the home and fun things to do in the home as it helps with interaction. The singer Warren and the hairdresser are great.

● Communication and leadership

Start: it would be good if you can include visitors' details, whether residents have taken part in activities and more photos on Relatives' Gateway. Improve handovers so information is not missed.

Stop: repeating information on Relatives' Gateway.

Keep: ensuring that charts and care notes are available to view.

● Care and safety

Start: doing even more checks on ears and finger nails and items such as hearing aids.

Stop: it's important to encourage residents to spend more time out of their room.

Keep: caring for residents as well as you do in a clean and safe home.

Comments included, *"Thank you for everything that you do for our loved ones."*

● Staff and training

Start: considering staff wearing aprons when serving food.

Stop: it's important that staff work with the same residents as people living with dementia need that continuity.

Keep: the staff as they are doing a marvellous job.

Comments included, *"Your carers and other staff make my mum feel safe and comfortable and spend time engaging with her, which she values and really benefits from."*

● Mealtimes

Start: consider offering fruit as a dessert at tea time, even tinned fruit with ice cream would go down well to encourage residents to eat more fruit.

Keep: the food is amazing and has a good selection.

● Building, gardens and sustainability

Start: consider adding circadian lighting around the home as it will benefit dementia residents.

Stop: letting everyone park in the disabled bays at the front area, bigger, better signage to stop this.

● Cleanliness and laundry

No responses recorded in this category.

Updates on the past year...

● **Everyday life and activities**

The Memory Maker minibuses now offer regular trips across all our homes taking residents and their families to local favourites like garden centres, bingo halls, museums and zoos. Our five Community Musicians deliver group and one-to-one sessions across all homes, along with popular music-themed tours in summer and winter. Research shows that listening to music benefits us individually and collectively, improving physical, mental and emotional health.

● **Communication and leadership**

The provider of our care planning software has ended support and development of the relatives' gateway. Whilst we have retained access for current users, it is becoming increasingly unreliable and we're now exploring alternative options. This year, we achieved Investors in People Platinum, putting WCS Care in the top 5% of accredited organisations, a testimony to our hardworking staff. And our Chief Executive, Ed Russell, was recognised in the King's Birthday Honours for Services to Care Home Residents, marking an over 30-year career in care.

● **Care and safety**

We're proud to have achieved a 9.8 out of 10 rating on carehome.co.uk, based on customer reviews. In February 2025, WCS Care was named a Top 20 Mid-size Care Home Group — our third time in four years. Across our homes, both residents and relatives have also rated us 9.8 on average. We've recently introduced our new Peace of Mind service, offering carers direct access to a dementia consultant who can provide advice to support with changing behaviour linked to dementia.

● **Staff and training**

Strong word-of-mouth recruitment and salaries above the National Living Wage help us continue to buck national trends. Staff turnover remains low at 14.7% (compared to a national average of over 25%), and agency use below 1% for the last three years as our team of Mobile Carers cover 15% of shifts. Our Management College is developing future leaders and at the end of 2024 we celebrated 109 colleagues with a combined 1,030 years of dedicated service.

● **Mealtimes**

We're focusing on giving residents more choice at mealtimes. With our apetito partnership, we'll offer greater variety, catering safely for dietary needs, allergies and cultural preferences. We're also expanding our popular breakfast clubs, helping residents to start the day well with good food and time together.

● **Building, gardens and sustainability**

We've completed a three-year refurbishment programme and added new entrances and cafés at The Limes and Dewar Close. We've also installed circadian lighting at Sycamores, helping to reduce the symptoms of dementia and improve sleep. And Fairfield's new care cottage development will add an additional 10 ensuite wetroom bedrooms to the home. Our WCS in Bloom competitions continue to brighten gardens, and following success at Woodside Care Village, we plan to install solar panels at a further two homes each year.

● **Cleanliness and laundry**

We know from feedback that lost clothing is an issue in some of our homes. We are continuing to look for solutions that are practical, easy to use and are comfortable for residents.

Anne's feedback

Dear residents and relatives

This is my first survey as Home Manager and I'd like to say thank you to everyone who took the time to complete the survey. Your feedback is really valuable and helps us understand what's working well and where we can do better. You'll have seen a summary of the overall results and the actions we're taking across WCS Care on the previous pages.

This year, we also asked residents and their relatives if they felt safe in the home and whether we manage risks appropriately, as well as questions about dignity, respect, communication, and involvement in care.

I'm pleased that 9.6 out of 10 residents said they feel safe and 9 out of 10 feel that risks are managed effectively. It was also good to note that all other ratings for this group of questions came in at 9 out of 10 or above.

I have noted from the comments we received that activities are incredibly important to our residents and relatives. I'm pleased that we now have additional lifestyle and activities capacity on the team, however spending time with residents on the fun things in life is something we all need to make time for, and it's something I'm passionate about supporting carers to do.

It's encouraging to see so many positive comments about our staff and their care, and recognition for our Community Musician, Warren. We know trips out are very popular and we're always happy to get suggestions for new places we can visit.

We'll keep building on our progress by supporting each other, sharing ideas, and looking for ways to keep improving life for the people who live at Attleborough Grange. And I will continue to recognise the wonderful work the team do every day, whilst constantly challenging us to be even better.

Anne

