

Resident and relative survey results 2025



Dewar Close

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, appearing to be 'Ed Russell'.



**Residents and relatives
gave Dewar Close a review score out of ten of**



*** There were no 'Unlikely
or 'Very unlikely'
responses to the question
about recommending
Dewar Close**

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 Dewar Close, from a total of 43 places

We are grateful for the 12 responses received

Themes from responses

● Everyday life and activities

Start: consider employing more Lifestyle Coaches to organise more activities (including exercise) and more trips out to places such as local parks or garden centres with cafés.

● Communication and leadership

Start: it's so important to see the things discussed in relative meetings followed through. Give information in advance about when there are infections in the home so informed decisions about visiting can be made.

Keep: the Relatives' Gateway - *"it's essential as it helps manage the anxiety and loss felt when a loved one is under someone else's care."*

● Care and safety

Start: ensuring staff have even more time to spend with residents.

Stop: it's important to control noise levels in the home.

Keep: supporting staff in all they do to make Dewar such a kind, inclusive, welcoming and supportive environment for residents and relatives. *"The patience, kindness/warmth and sheer hard work is outstanding."*

Comments included, *"I think one of the greatest achievements of a care home is to create an environment where residents and relatives feel at home, where relatives feel included and part of the home. Dewar has become an extension of our family home, and we are so grateful to everyone for this."*

● Staff and training

Start: considering employing more night staff to help with supervision of residents.

Keep: *"keep the lovely staff."*

● Mealtimes

Start: adding more extras like garlic bread to the menu, and offer more variety at breakfast.

● Building, gardens and sustainability

No responses recorded in this category.

● Cleanliness and laundry

Stop: it's important to keep track of residents' clothes.

Keep: maintaining the high levels of cleanliness, *"spotless hygiene and cleaning - always pristine."*

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.

Tara's feedback

Dear residents and relatives

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.

8 out of 10 residents said they feel safe and that risks are managed effectively. It was also good to note that other ratings sit between 8 and 9 out of 10, however I can see that there is room for improvement in the perceived co-ordination of work between colleagues in the home. Like many things, I think communication is at the heart of this, and I need to support my team to ensure everyone has the information they need, when they need it, and this extends to our residents and their families too.

We have a welcome booklet that is given to all new residents which will help to answer a lot of initial questions. We'll be making time to go through this with all new residents and their families on arrival, answering any questions that people have and ensuring they know how to ask questions that might come up later.

It's heartwarming to see so many positive comments about our staff and their care. We know activities and trips out are very popular and we're always happy to receive suggestions for new things to do and 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 Dewar Close. And I will continue to recognise the wonderful work the team do every day, whilst constantly challenging us to be even better.

Tara



Tara Locke
Home Manager