

Resident and relative survey results 2025



Drovers House

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 Drovers House a review score out of ten of**



*** There were no 'Unlikely
or 'Very unlikely'
responses to the question
about recommending
Drovers House**

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 Drovers House, from a total of 75 places

We are grateful for the 23 responses received

Themes from responses

● Everyday life and activities

Start: offering even more music sessions as the residents love them. I'd like more pets in the home (fish, birds, rabbits). Organise more activities like making cakes, exercise, movie nights with popcorn and other things tailored to what residents enjoy.

Stop: I think money spent on seasonal decorations could be better spent on other things like televisions, entertainment and therapies

Keep: offering the music sessions, arts and crafts, activities in the garden in warmer weather and trips out on the minibus. Keep the breakfast club.

● Communication and leadership

Start: pulling together a welcome pack for new residents and their relatives to make them more familiar with the home and what's what. Find better ways for relatives who live far away to communicate with their loved ones and find out what's been happening with them; something like a record of communication would help. Ensure records on Relatives' Gateway are more accurate and less subjective.

Stop: please don't assume that families communicate and messages get passed on. It's important that all households are given equal time. I think there are too many managers and you need more carers.

Keep: engaging with families and the regular updates on Relatives' Gateway.

● Care and safety

Start: in my opinion it's important that residents get what they need exactly when they need it. I'd like to see carers sitting and getting to know residents more.

Stop: it's important to review care plans regularly and for them not to repeat things. Any broken equipment should be thrown away.

Keep: the high standards of friendliness and care that already exist.

"The care you give is exceptional and the activities and level of engagement has allowed my loved ones to thrive."

● Staff and training

Start: consider employing more staff as everyone looks so busy. For me, it's important that staff changes and use of agency staff are kept to a minimum for residents' wellbeing as consistent care is important.

Stop: hiring people where English is not their first language.

Keep: employing staff who demonstrate a caring approach and having care plan reviews that involve the family.

"All the staff I have come across have been helpful and very respectful towards the residents."

● Mealtimes

Start: I'd suggest that if a resident has been poorly to give them smaller meals for a while. It would be good to see smaller portions offered and to have more fresh food, such as soup and vegetables on the menu.

● Building, gardens and sustainability

Start: keeping on top of how the building looks both internally and externally.

● Cleanliness and laundry

Start: cleaning carpets regularly, especially when food is consumed in the room. It would be good to see a better system for tagging clothes introduced as items get lost.

Stop: sharing personal belongings, such as cups mugs and blankets.

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.

Joe'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.

I became the General Manager of Drovers House in the summer of 2025, having been Deputy Manager for several years, and I'm incredibly pleased with the progress we've made as a home.

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 out of 10 residents said they feel safe and that risks are managed effectively. Our lowest score showed that 8 out of 10 people know how to get the information they need about their care and treatment. This also reflected a comment that was received about having a welcome pack for the home when people first move in. This tells me that our welcome booklet is not reaching everyone in the way that we would want it to. 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 encouraging to see so many positive comments about our staff, their care and the varied activities they provide for residents. We'll keep building on that by supporting each other, sharing ideas, and looking for ways to keep improving life for the people who live at Drovers House.

I will continue to recognise the wonderful work the team do every day, whilst constantly challenging us to be even better.

Joe

