

Resident and relative survey results 2025



Newlands

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 Newlands a review score out of ten of**



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

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 Newlands, from a total of 26 places

We are grateful for the 12 responses received

Themes from responses

● Everyday life and activities

Start: I'd like more physiotherapy. Consider organising more trips and more activities, not just as a group. I'd like more TV options such as Netflix and Disney.

Keep: supporting me to live how I want to. It's important that we can keep having visitors and going out and doing what we want to do. Continue giving us the chance to go out to see shows. My old care home said I would never walk again, and I stayed in the home all the time.

● Communication and leadership

Start: consider having staff photographs in reception to let relatives know who is who. I'd like to receive a quarterly confidential progress report on a resident at the Newlands care home. Please make sure that WCS News, the newsletter covers every care home.

Stop: advertising the big new homes. The smaller homes are just as important, especially for my brother.

Keep: providing such good support for families, not just the residents. The manager always goes the extra mile to communicate with us as a family - she will often just "check in."

● Care and safety

Keep: I wouldn't change anything, my cousin is very happy and content. Keep looking after us the way you do, it's a great place. Continue the level of care, caring attitude and making the residents feel special. Staff always happy to accommodate any needs that may change. I can't fault the care my cousin receives.

● Staff and training

Stop: using so many mobile carers, they don't know me, and sometimes I can't even understand them - they talk very quickly!

Keep: being great. Staff are good, they make me smile everyday.

● Mealtimes

No responses recorded in this category.

● Building, gardens and sustainability

Start: please finish the gardens, they need colourful plants and tubs. Raised beds would benefit the residents. The car park needs a designated space for minibus and residents' vehicles.

Keep: making improvements to the building and surrounding areas.

● 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.

Bonnie's feedback

Dear residents and relatives

Thank you to everyone who took the time to complete this year's 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.

9.6 out of 10 residents said they feel safe and 9.4 that risks are managed effectively. It was also good to note that all other areas were rated between 9 and 10.

I'm incredibly pleased with the progress we've made to enhance our outdoor spaces this year. We'll be continuing to build on our efforts in the Spring to ensure this year's hard work is maintained and everyone can enjoy our outdoor spaces in the nice weather.

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

