



## Drovers House

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 be 'Ed Russell'.



**Residents and relatives  
gave Drovers House a review score out of ten of**

**9.5**

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:** please consider organising games nights to include families. Can you share activity planners with relatives in advance? Suggest having a once a month shopping trip and having Sky Sports. **Keep:** trips out are important - keep organising trips on the bus. Keep activities like breakfast mornings and bingo as well as regular Community Musician sessions.

*Comments included, "I enjoy the coffee shop with my son"*

### ● **Communication and leadership**

**Start:** please make sure staff always wear name badges. Improve communication so relatives don't have to repeat information to multiple staff and ensure the relatives' gateway information makes sense, as it's useful when it does. **Keep:** regular one-to-one meetings with relatives.

*Comments included, "excellent leadership team" and "need more effective information handover"*

### ● **Care and safety**

**Start:** please improve training to all staff on hearing aid use, changing batteries and charging. Consider making professional shaves available for men. **Stop:** frustration at losing personal items e.g hearing aids, dentures

*Comments included, "Provide guidance support for me as 'the relative'. I have only experience of my mum's dementia. WCS must have experience of 100s of cases", "you have some fantastic carers that do a brilliant job"*

### ● **Staffing**

**Stop:** move away from using agency staff. **Keep:** the BookJane scheduling system works well as there is less reliance on agency staff and it helps with appropriate staffing levels at mealtimes.

*Comments included, "Mum seems to really appreciate having continuity and friendship from permanent staff", "you have some lovely staff that are very caring."*

### ● **Mealtimes**

**Start:** please make sure visual menus are available for residents to select food. Focus on the dining experience and make sure there are enough staff available.

### ● **Building, gardens and sustainability**

**Stop:** please can the maintenance team sort the cracked rendering out.

*Comments included, "the newly decorated Drovers is beautiful a lot of care and attention has been given and has made this a much more pleasurable place for our relatives to live"*

### ● **Cleanliness and laundry**

**Start:** please improve the laundry service, in particular the labelling of clothes. Please improve the cleaning regime, especially the ensuite toilets.

*Comments included, "Look at where the missing clothes go" and "suggest a lost property area for relatives to view."*

### ● **Healthcare professionals**

**Start:** please encourage health professionals to record dates and details of their visits e.g. nurses, physiotherapists, occupational therapists etc.

## Updates on the past year...

### ● **Everyday life and activities**

*Our new Memory Maker minibus service has started to make 3 or 4 trips a month in each home taking residents (and relatives) out to local attractions and where requested, homes have arranged longer daytrips to the coast. 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.*

## Steph'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 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, and reinvested money saved in staff wages. 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 our new Memory Maker minibus last year is now creating even more activities and days out for residents. Our Lifestyle Coaches plan our activities and trips with input from residents and relatives. If there is somewhere that you or your loved one would like to visit (relatives are welcome to go on our Memory Maker minibus trips too), please speak to a member of the team. Our residents loved a recent trip back to one of their favourites, Birdingbury village café, for a cuppa and cake.*

*Name badges are particularly important for residents and visitors, and I feel your frustration when staff aren't wearing them. This will be a particular focus for me and my team.*

*I will 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

*Stephanie*



Stephanie McElhatton  
General Manager