



Westlands

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



Ed Russell
Chief Executive

Residents and relatives gave Westlands a review score out of ten of



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

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 Westlands, from a total of 41 places

We are grateful for the 14 responses received

Themes from responses

● **Everyday life and activities**

Start: please provide more opportunities for residents to get involved in gardening, register for the local talking paper and start a 'knit and natter' group. **Keep:** the activities.

Comments included, "It's a pleasure to walk into a warm welcome and see residents enjoying the café experience."

● **Communication and leadership**

Stop: suggest avoid holding meetings at lunchtimes **Keep:** talking to families when the person is beyond advocating for themselves, and carers remain up-to-date with details of care plans and what is agreed.

Comments included, "Keep being responsive to the way families want to engage with the care of the resident"

● **Care and safety**

Keep: being friendly and loving and a culture where you support one another, meeting the needs of residents.

Comments included, "personal day-to-day care is excellent" and "simply continue giving my mother the care that she is already receiving"

● **Staffing**

Keep: moving away from using agency staff. Rewarding permanent staff and employing cheerful and friendly staff.

Comments included, "keep being friendly and having a team and culture where you support one another in your work" and "the genuine warmth of the staff is a credit to WCS, well done, very well done..."

● **Mealtimes**

Start: please keep kitchenettes tidy, it is disheartening to see unwashed plates, cups etc. **Keep:** the good food.

Comments included, "very good, nutritious and plentiful"

● **Building, gardens and sustainability**

Start: please do more with the gardens so they can be used more often by relatives and residents.

Comments included, "a few simple changes and updates to the furniture, fittings and decoration would make all the difference"

● **Cleanliness and laundry**

Start: please improve the laundry tagging of clothes.

● **Healthcare professionals**

No responses recorded in this category

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.

Tash'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 already 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 residents recently chose to go on a trip to Stratford-Upon-Avon's Butterfly Farm and stopped off at a local garden centre on the way back for tea and cake, and we're hoping more and more relatives will join us on trips out to share new memories themselves.

This year, we undergo our refurbishment and decoration which also improves our kitchenettes, with an additional kitchen upstairs and open plan layouts. We'll then be turning our attention to our garden and hoping to make them more appealing and accessible for residents over the coming year. If you'd like to help us transform our outdoor spaces, we'd love to hear from you.

I'll continue to listen to residents and relatives, and 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

Tash.

