



Dewar Close

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



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: please give more advance notice of where the Memory Maker bus will be going to enable relatives to plan for these trips. Can you email out the activity calendar to relatives? **Keep:** focusing on weekly activities, marking special times and going on trips to the seaside.

Comments included, "activity co-ordinators do a great job" "I love being with my dad when there is singing" and "keep the brilliant work you are doing"

● Communication and leadership

Start: name badges are important for residents and visitors, please make sure staff wear them. **Stop:** Please look at repetition on the Relatives' Gateway. **Keep:** listening to the concerns of residents and where possible resolve them.

Comments included, "superb management/senior staff and admin staff", "the management team are responsive", "I find the Relatives' Gateway invaluable"

● Care and safety

Start: please let new relatives know who their key worker/point of contact is. **Keep:** embracing relatives as part of the family from day one - it's important. Listening and responding quickly is valued. Appreciating kindness and care of staff who work hard.

Comments included, "I never thought I could feel ok about handing over the care of my father to others but Dewar has been amazing", "nothing is too much trouble" and "compassionate, understand our relative's needs and are there for her 24/7"

● Staffing

Start: please be more prompt at answering the front door. Please be aware of noise levels for residents trying to rest e.g. doors closing **Stop:** move away from using agency staff. **Keep:** the lovely warm family atmosphere and continue making sure staff feel valued.

Comments included, "dedicated and compassionate staff", "make sure your staff know how much their work, their care, their love for the residents is appreciated by families"

● Mealtimes

Keep: the good food.

● Building, gardens and sustainability

Keep: carry on maintaining the care home decoration so it looks nice.

Comments included, "Looking forward to the planned refurbishments/re-decoration... new driveway is excellent, as are the two small lounges and conservatory"

● Cleanliness and laundry

No responses recorded in this category

● 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 a 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.

Anne'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.

Taking over as Home Manager from Tara Locke while she's on maternity leave, I'm really pleased with the progress we've made so far. 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 love their local trips such as a recent one to Dobbies Garden Centre and we're also organising days further afield to the coast when the weather improves.

The first stage of our refurbishment was completed at the end of 2023 and has had such a positive impact for residents and staff. I'd like to thank everyone for their patience as we managed these works. Our main focus for this year is the improvements to the reception area, that include the new café and a redesigned hair salon which will enhance the entrance and give residents a new social venue within the home.

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

Anne.

