

Resident and relative survey results 2025



Woodside Care Village

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 Woodside Care Village a review score out of ten of**



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 Woodside Care Village, from a total of 59 places

We are grateful for the 40 responses received

Themes from responses

● Everyday life and activities

Start: organising even more trips out on the minibus. It would be good to see more activities offered such as walking in the gardens, playing games and wheelchair workouts. I'd like to see a little more one-to-one time with residents.

Stop: having both the TV and radio on at the same time, it can really be distracting and stops conversations. **Keep:** providing activities. The music sessions are wonderful and the timetable of regular activities and trips is great. Continue to enable residents to help with household tasks if they are able.

● Communication and leadership

Start: it's important that meetings with residents and relatives are held at 3-month intervals so discussions are timely. I'd like to see the Manager having a formal welcome meeting with new residents and relatives. Ensure that Relatives' Gateway is accurate and messages are answered promptly.

Stop: giving me late notice about appointments. Inform me about appointments earlier before the said date. Stop the use of mobile phones by carers.

Keep: the Relatives' Gateway and ongoing communications with residents and relatives including regular residents' meetings. Continue to develop the good relationships with residents and their families.

"Management are always responsive and open to feedback."

● Care and safety

Start: consider telling residents who is on medication duty each day. I'd suggest having an up-to-date list in the kitchen as to what drinks and snacks each resident has at what time of the day on the household to help new staff understand preferences. Ensure all staff are aware of dementia behaviours.

Keep: focusing on residents' health and wellbeing, especially providing the right equipment/facilities for different needs. Continue to care as you do. Keep the Relatives' Gateway and ongoing communications with residents and relatives. "Mom looks so much better since coming to live at Woodside."

● Staff and training

Start: consider employing more staff, especially at weekends.

Stop: sharing staff with other households as they are not familiar with residents.

Keep: training staff to ensure consistency of service delivery and employing good carers.

"Staff are welcoming, friendly and communicative and work very hard."

● Mealtimes

Start: offering more cooked food choices, especially vegan dishes. I'd like to see the café having different options of cakes to muffins and iced fairy cakes. In my opinion, carers should be taught to cook as food served can be poor.

Keep: the good food and drink service. Continue to cater for gluten free diets.

● Building, gardens and sustainability

Start: putting up shelves in the rooms for belongings. Recycle waste - currently everything goes into one bin, so introduce green recycling bins to make it easy.

● Cleanliness and laundry

Start: I think that the laundry process needs to be improved as things regularly go missing. It would be good to see clothes folded into drawers and hung up in the wardrobe nicely. Make sure all new residents know to label clothes, as I wasn't told.

Updates on the past year...

● **Everyday life and activities**

The Memory Maker minibuses now offers 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 cafes 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.

Lorraine'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.

This is my first survey as General Manager, after being the village's Deputy Home Manager since we opened. I'm incredibly pleased that we're continuing to build on everything that we've created at Woodside Care Village, which provides a unique environment for our residents to carry on living a life that feels familiar.

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. 8 out of 10 people feel in control of planning their care. Whilst some people cannot contribute to their care planning, we know it's important that the people who have been asked to provide oversight of care decisions for loved ones feel able to contribute and be involved in decisions, and we'll continue to ensure reviews are as inclusive as possible so the relevant people have input to care decisions and understand the decisions that are being taken.

It's encouraging to see so many positive comments about our staff and their care, the community musicians and requests for more trips out on the minibus. We know it's a popular facility and we're always happy to get suggestions for new 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 Woodside Care Village. And I will continue to recognise the wonderful work the team do every day, whilst constantly challenging us to be even better.

Lorraine



Lorraine Herbert
General
Manager