

# Customer Survey – Care Homes

January 2022





# About the Survey

Between October 2021 and January 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way Brunelcare delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

Customers were split into 6 groups (Sheltered, Retirement Village, Care Homes, Help When You Need It – Community Support, Community Care and Extra Care) and each group was sent a questionnaire tailored to them.

The survey was carried out by sending a paper questionnaire to all customers.

This report contains key results from the survey in respect of customers' opinions about their homes and the services received.

A total of  
**105**  
customers took  
part out of a  
possible 205.



# Care Home Services



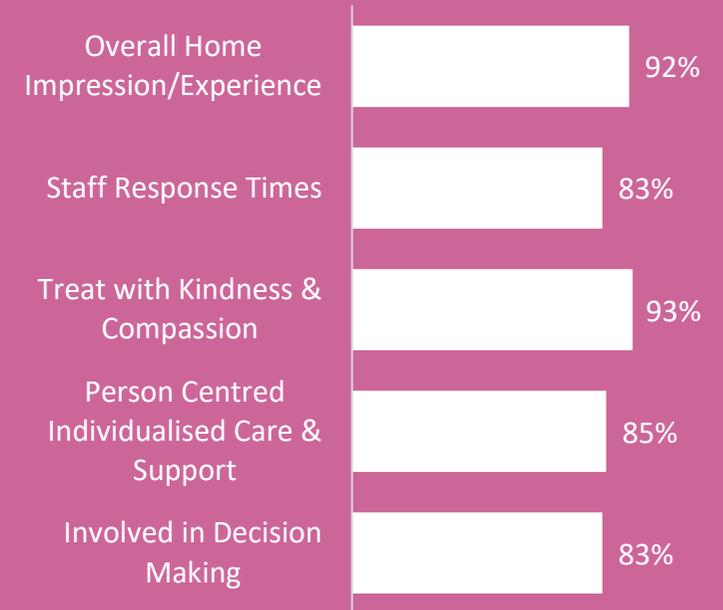
Nearly all customers are satisfied with the overall impression and experience that their home provides (**91%**).



Over four-fifths of customers are satisfied with the staff response times when they need assistance (**83%**) and a greater amount agree that they are treated with kindness and compassion (**93%**).



A further **85%** of customers are satisfied that Brunelcare provides person centered, individualized care and support but less are satisfied that they are involved in decision making regarding their health and support needs (**83%**).

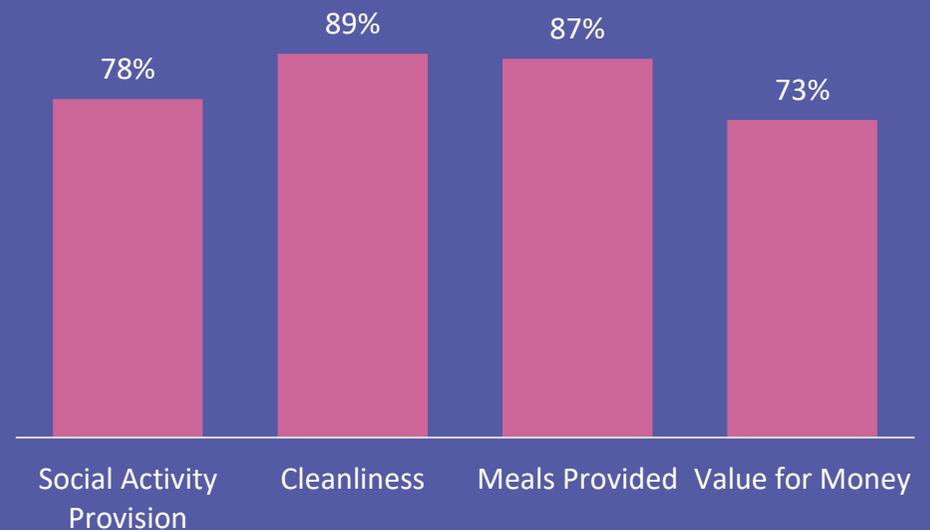




# Care Home Services

More than three-quarters of customers are satisfied with their social activity provision (**78%**) with more satisfied with the cleanliness of their home (**89%**) and the meals provided (**87%**).

Just under three-quarters of customers are satisfied with the value for money that the services that they receive provide (**73%**).



Customers want better value for money for their services.

Customers also want improvements in the quality and cost of their meals.

# Communications & Engagement



Almost all customers feel that Brunelcare has friendly and approachable staff (**95%**). However, slightly less (**89%**) feel that Brunelcare is easy to deal with as a whole.



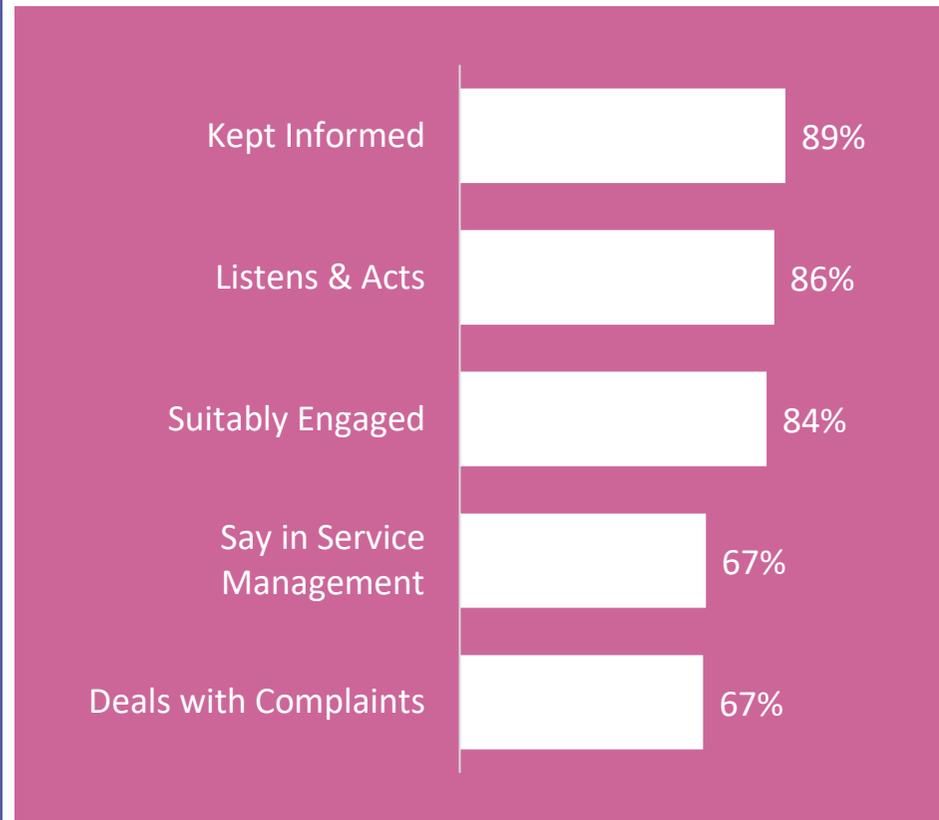
Over four-fifths of customers feel that Brunelcare listens to their views and acts upon them (**86%**) and a further **67%** are satisfied that they have a say in how Brunelcare manages its services.



Nine in ten of customers are satisfied that Brunelcare keeps them informed (**89%**) and over four-fifths feel that they are kept suitably engaged by Brunelcare (**84%**).



Of the customers who have made a complaint to Brunelcare, two-thirds are satisfied with how they deal with complaints (**67%**).



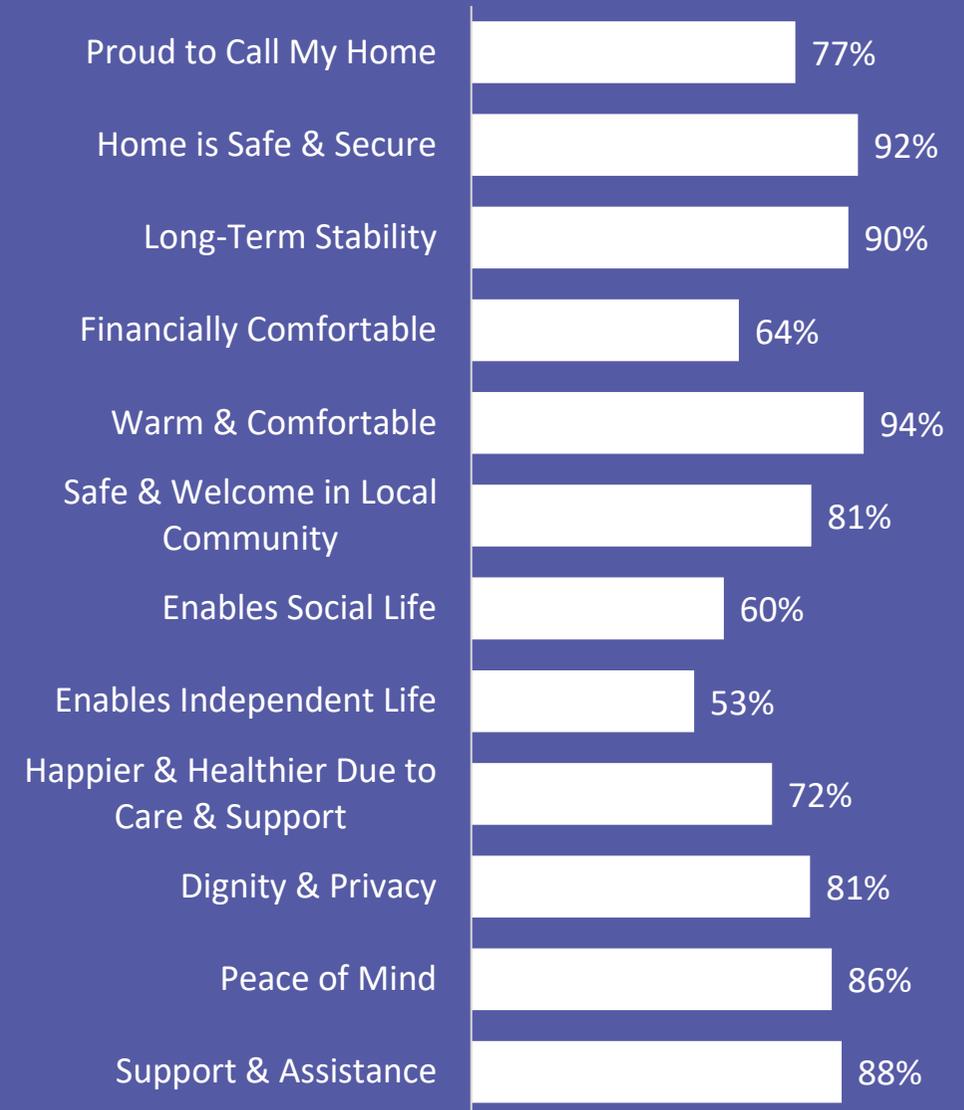


# Customers' Homes & Lives

Over three-quarters of customers agree that they are proud to call where they live their home (**77%**) and more agree that they feel that their home is safe and secure (**92%**).

Two-thirds of customers agree that they are financially comfortable in a Brunelcare property (**64%**) and the majority agree that they are warm and comfortable (**94%**) and that they feel they have long-term stability (**90%**).

Three-fifths of customers agree that living in a Brunelcare property enables them to have the social life they wish to have (**60%**) and fewer feel that it enables them to lead an independent life (**53%**).

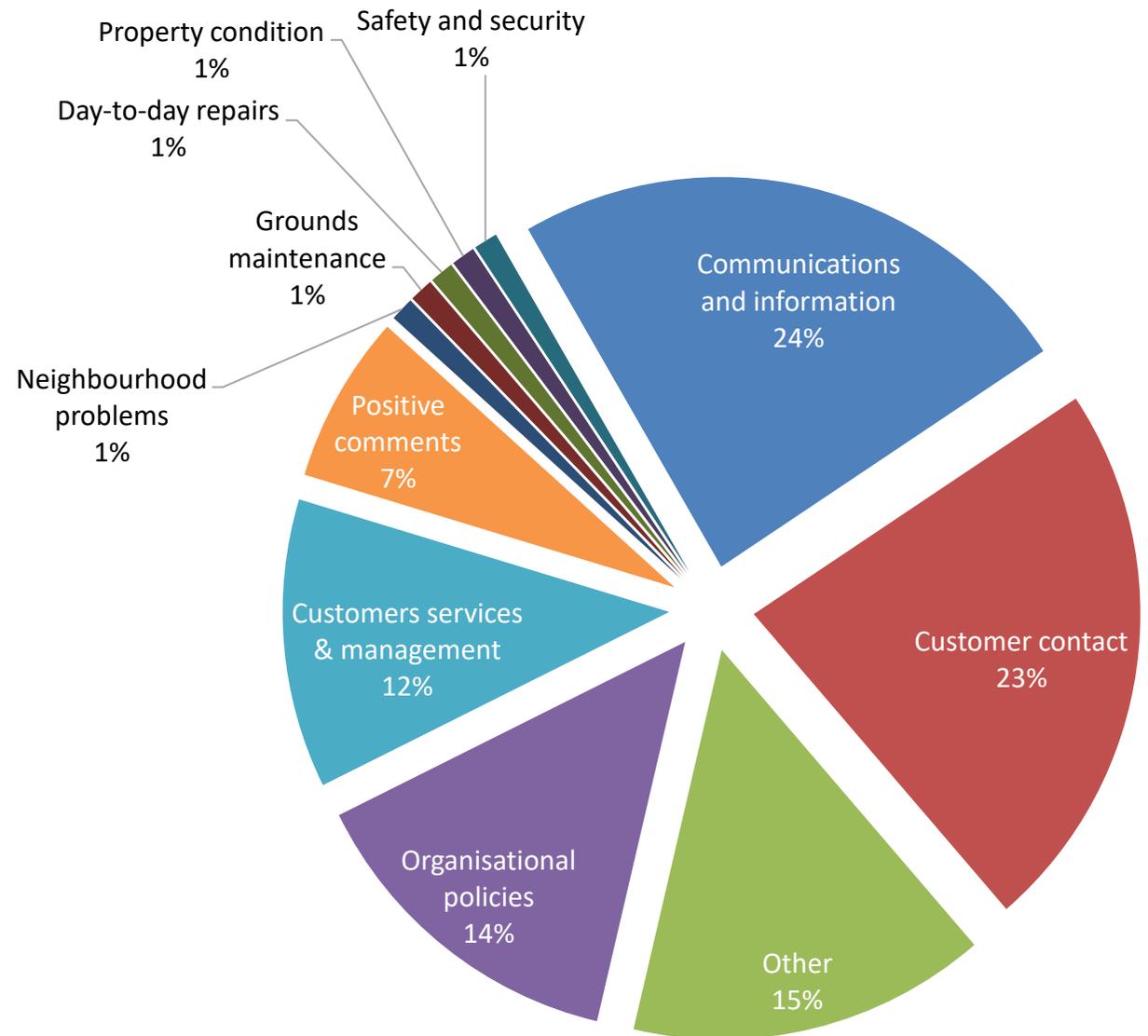




# Improving Services

Customers were asked if there was one thing that Brunelcare could do to improve its services, what would they like it to be. Some **79** comments were received from customers about what could be improved, **7%** gave positive comments and a further **15%** gave 'other' answers and thus it could be construed that they don't feel improvement is necessary.

There were a wide variety of suggestions for improvement and these are summarised in the chart across. Some **24%** of comments concern communications and information, **13%** customer contact, **14%** organisational policies and **12%** tenant services and management.





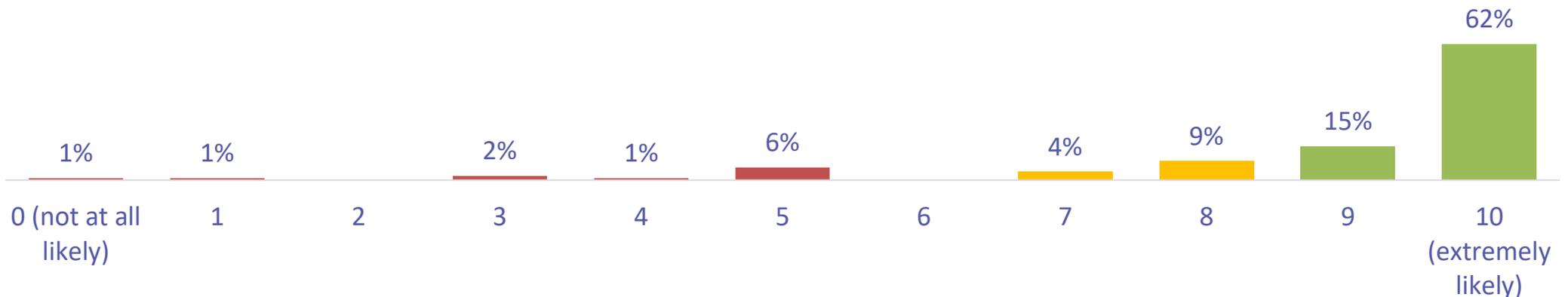
# Recommending Brunelcare



Customers were also asked how likely they would be to recommend **Brunelcare** to other people. This is a **0-10 point rating** those who would recommend the organisation score **9 or 10**, those unsure score **7 or 8** and those who wouldn't recommend them **score 6 or below**.



Over three-quarters of customers are very loyal and happy to recommend Brunelcare (**77%**), some **13%** are unsure and **10%** wouldn't recommend them, feeling rather more negative about the organisation.



# You Say – We Do

Carrying out this survey is just part of the work Brunelcare does to involve you in developing services. As well as publishing the results of the survey, Brunelcare plans to put the findings to good use by working with customers to further improve the services they provide.





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IN PEOPLE

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