



## **Residents' Survey May 2024**

We have recently conducted a Residents' survey including all 38 Residents who live in the Grange and 5 of the Residents from the Wing (Dementia Care Unit). We have been extremely pleased with the feedback, but as always, there is room for improvement.

The vast majority of the Residents', both in the Grange and Wing 'Strongly Agreed' or 'Agreed' with the questions they were asked. The questions ranged from statements about daily living, staff, satisfaction, respect, dignity, safety, spiritual and cultural needs and independence.

### **Below are a few of the comments taken from the survey**

'Thank you for all the care I receive'

'I regard Eckling Grange as my family and home'

'I am very happy here!'

'Eckling Grange offers a unique opportunity for Christian witness and good care'

'I feel complete confidence that I am looked after as well as possible. Thank you'

'Thank you for all you do! May God Bless you richly'

'I am well looked after. It's a very happy place'

'This is 'God's Place' and I am very glad I am here. My family know I am happy here and well looked after'

'I appreciate the entertainment, activities and outings'

'Making a decision to come to Eckling Grange was hard, but one I have never regretted. I now have a far better social life than I have ever had and for that I shall be forever grateful. Thank you, thank you, thank you from the bottom of my heart!'

We particularly like this last comment '*A no problem home would be hard to find*' and our response to that is we will continually strive to improve across all parts of our care complex.

**On behalf of all the Trustees and Staff, thank you to all who took part.**