

Family & Friends Survey 2026

You Said, We Did and We Will Do

Dear Residents, Relatives and Friends,

Thank you to everyone who completed our 2026 Family and Friends Survey. We received 65 responses from across our eight care homes. Your feedback helps us recognise good practice, identify where standards are not consistent and decide where further action or investment is needed.

We reviewed every rating and written comment. Where feedback concerns an individual resident, it is being considered privately by the relevant Registered Manager or Operations Manager. This group-wide letter does not identify any resident, relative or family member.

This outcome distinguishes between action already taken, work now in progress and commitments that will be monitored through our quality-governance arrangements.

Survey Results at a Glance

100%	Agreed that staff are friendly	98%	Agreed that staff are welcoming
94%	Agreed that staff are kind and caring	92%	Agreed that residents are treated with dignity and respect
92%	Had high confidence that daily care needs are met	89%	Had high confidence in Clinical and NHS support
88%	Were happy with the cleaning service	85%	Scored 7-10 when asked if they would recommend the home
95%	Knew who to approach with feedback or a concern		

Families repeatedly described our staff as caring, patient, respectful, supportive and welcoming. Positive comments also recognised support during illness and changing needs, birthday celebrations and special events, cleanliness, meals, communication and the effort made to treat each resident as an individual.

THANK YOU TO OUR TEAMS

These results recognise the compassion and commitment of employees across all eight homes.

1. Laundry and Residents' Clothing

YOU SAID

Some families told us that clothing had been misplaced, mixed up, damaged during laundering or returned too slowly. Concerns were also raised about residents not always appearing as well presented as expected.

WE HAVE DONE

Following a meeting during the week commencing 20 July 2026, PH Care Group agreed to introduce the Fixxon clothing-labelling system in every home. Accounts are being established and training is being arranged for laundry employees.

Fixxon uses a reusable, laser-etched button attached with a handheld applicator. **Labels will show room numbers only, rather than residents' names, to support identification while protecting privacy and dignity.**

Each resident will receive 48 labels at no charge. Families or residents who require more may purchase an additional pack of **24 labels for £22.50.**



Fixxon handheld applicator



Reusable laser-etched clothing labels

Illustrative supplier images. PH Care Group labels will use room numbers only.

Why some Laundry Cycles are demanding

Items contaminated with bodily fluids require a validated thermal or chemical-disinfection process. NHS guidance recognises cycles such as 71 degrees C for at least 3 minutes or 65 degrees C for at least 10 minutes. Commercial washing and tumble drying can be hard on delicate fabrics, and our homes generally cannot air-dry individual garments. Please choose clothing suitable for machine washing and tumble drying and discuss delicate items with the home. We will still follow care labels where practicable and investigate avoidable loss or damage.

WE WILL CONTINUE TO

- Audit labelling, collection, sorting and return arrangements in every home.
- Record and investigate missing or damaged items and identify recurring patterns.
- Check that residents are appropriately dressed and well presented.
- Tell families when clothing is worn, unsuitable for commercial laundering or needs replacing.
- Monitor implementation of Fixxon and provide further training where required.

2. Activities, Meaningful Engagement & Newsletters

YOU SAID

Many families praised celebrations, entertainers, themed events and the work of activities teams. Others asked for greater variety, more one-to-one and small-group opportunities, stronger evening and weekend provision, better use of outdoor spaces and clearer information about upcoming events.

WE HAVE DONE

- Updated and reissued the PH Care Group Activities Programme Policy and Procedure to every home.
- Set a minimum expectation of one **Celebration**, one **Event** and one **Residents' and Family Coffee Morning** each month, alongside the wider daily programme.
- Doubled the centrally funded activities allocation per home per month from September 2026.
- Arranged refresher development with Daily Sparkle for activities coordinators. Daily Sparkle provides planning, reminiscence, quizzes, newspapers and structured resources for group, small-group and one-to-one sessions, including dementia-focused content.
- Introduced monthly Activities Coordinator meetings so teams can collaborate, share ideas and learn from successful work in other homes.
- Required weekly newsletters to include more resident-specific information, a broader representation of residents where consent is in place, and notice of forthcoming activities and events.

We cannot promise continuous dedicated one-to-one activity staffing. However, each home must plan meaningful one-to-one and small-group opportunities according to residents' interests, abilities, communication needs and preferences, including for people who do not wish or are unable to join larger groups.

NOT RECEIVING THE WEEKLY NEWSLETTER?

Please email **Diane Hides** at dianehides@phcaregroup.co.uk. Include your name, preferred email address, the home and the name of your relative. We cannot add family members automatically because contact and information-sharing permissions must first be checked.

WE WILL CONTINUE TO

- Review activity calendars for balance, choice and evidence of resident consultation.
- Monitor weekend, evening, one-to-one and outdoor opportunities.
- Put interim arrangements in place where an Activities Coordinator post is vacant.
- Use newsletters and home displays to promote forthcoming events in good time.
- Seek feedback through coffee mornings, resident meetings and family contact.

3. Communication, Care Planning & Speaking Up

YOU SAID

Most respondents knew who to approach and felt confident that concerns would be addressed. Some families nevertheless reported inconsistent communication about care-plan reviews, changes in health or needs, medical concerns, staffing or service changes, activities and the outcome of concerns.

WE HAVE CLARIFIED

- Residents and appropriate representatives should be involved in care-plan reviews and significant decisions.
- An authorised representative may request access to care plans and care notes through Blyssful, subject to the resident's wishes, mental capacity, confidentiality and the representative's legal authority. The Registered Manager can arrange appropriate access.
- If a Lasting Power of Attorney or other legal authority is granted or changes during a resident's stay, the home must be informed and provided with the relevant document so records can be updated.
- Families should receive timely, proportionate updates when there is a significant change in health, care needs or risk. Concerns about delays should be raised with the Registered Manager promptly.
- **“Have Your Say”** posters and QR codes are displayed in our homes for compliments, general feedback and concerns. Submissions are visible to the Operations team for oversight. A separate **“Safeguarding”** poster and QR code is available for concerns about safety, neglect or abuse.

CONFIDENTIALITY AND ACCESS

Not every relative is automatically entitled to confidential care information. Information sharing depends on the resident's wishes, capacity, best-interests decision-making where applicable and any valid legal authority. The home should explain the position clearly and record agreed communication arrangements.

WE WILL CONTINUE TO

- Review family communication preferences and distribution lists.
- Ensure significant changes are communicated and recorded.
- Acknowledge, investigate and provide an outcome to complaints and concerns.
- Make clear who is leading the home or shift and how they can be contacted.
- Promote the **Have Your Say** and **Safeguarding** reporting routes throughout each home.

4. Meals & Mealtime Support

YOU SAID

Most families rated meals positively and described them as varied, nutritious and enjoyable. Suggestions for improvement included portion size, evening meals and suppers, waiting times, temperature, support for residents who need help to eat, menu choice, fresh fruit, modified-texture meals and resident involvement in menu planning.

OUR SUPPLY APPROACH

PH Care Group uses established regional and care-sector suppliers, while allowing each home to plan menus around residents' preferences and assessed nutritional needs:

- **Pioneer Foodservice** supplies our Cumbria and Lancashire homes and provides regional foodservice alongside a long-established Cumbrian butchery operation.
- **Philip Dennis Foodservice** supplies our Shropshire and Worcestershire homes. It is a family-owned regional wholesaler offering frozen, chilled and ambient products, fresh meat and fish, and specialist butchery and fishmonger services.
- **Creed Foodservice Supplies** a broad range of fresh, frozen and ambient products and provides care-sector resources, including fortified-food ideas and support for dysphagia and IDDSI requirements.

Using reputable suppliers does not replace the need for effective kitchen practice, resident consultation and safe, dignified mealtime support within each home.

WE WILL CONTINUE TO

- Offer appropriate choices and suitable alternatives.
- Review portion sizes against preferences, weight, appetite and nutritional needs.
- Monitor waiting times and the temperature of food and drinks.
- Ensure residents who require assistance receive timely and dignified support.
- Keep menus current and clearly displayed, including suitable modified-texture choices.
- Consult residents regularly and record individual dietary preferences in care plans.
- Improve communication between catering and care teams, particularly where needs change.

5. Staffing, Consistency & Personal Care

YOU SAID

Families gave extensive positive feedback about employees, but some respondents felt that staff occasionally appeared stretched or that standards varied between individuals, shifts or weekends. Concerns included individual attention, locating a senior member of staff, consistency in bathing and grooming, staff turnover and competence when supporting complex needs or transfers.

HOW STAFFING IS REVIEWED

Each home completes a monthly dependency assessment covering key areas of residents' care and support needs. This information informs the home's staffing calculation and deployment. Managers must also respond between formal reviews when a resident's needs change, occupancy changes or risks indicate that additional or differently skilled cover is required.

We seek to minimise agency use because continuity and familiarity are important. Agency cover may still be necessary where it is the safest way to maintain staffing, but it must be appropriately inducted and supervised.

WE WILL CONTINUE TO

- Review staffing levels and skill mix against dependency, occupancy and changing needs.
- Monitor deployment across mornings, afternoons, evenings, nights and weekends.
- Audit personal care, bathing, grooming, oral care, clothing and presentation.
- Record and follow residents' preferences wherever possible.
- Use supervision, competency checks, training and performance management where standards are inconsistent.
- Ensure mobility, transfer, eating and drinking support is delivered by trained and competent staff.
- Make the senior person leading the shift identifiable to residents and visitors.

6. Premises, Equipment & Accessibility

YOU SAID

Many families described our homes as clean, homely and welcoming and praised several gardens and outdoor spaces. Other comments concerned lift reliability, mobility equipment, garden access, parking, tired furnishings or decor, private visiting space, communal-room layout and noise, bedroom presentation, maintenance and the visibility of visitor or activity information.

WE ARE DOING

- Developing home-specific maintenance and refurbishment schedules for 2026/27 so repairs, redecoration, furniture and equipment replacement can be prioritised and tracked.
- Reviewing outdoor areas and accessibility, with the aim of helping more residents use gardens safely.
- Escalating recurring lift and essential-equipment failures. Specialist parts can have extended lead times, but repeated repair will be reviewed against the case for renewal or replacement.
- Reviewing seating, lighting, noise, communal-room layouts and the display of important information.
- Considering privacy when visits are arranged. Building layouts limit the amount of additional private space, but residents' bedrooms are private areas and quieter lounges should be offered where available.
- Managing parking within the physical limits of each property and encouraging employees to car-share or use public transport where practical.

SAFETY COMES FIRST

Any environmental or equipment concern presenting an immediate safety risk will be prioritised. Where a permanent repair cannot be completed immediately, the home must record and communicate suitable interim controls.

7. Individual Care & Clinical Concerns

YOU SAID

A small number of respondents raised concerns about specific aspects of care, including support during illness, eating and drinking, mobility, falls, medication, social isolation and changes in need.

WE WILL DO

Individual cases cannot be answered safely or fairly in a general outcome letter. Where sufficient information was provided, the relevant Registered Manager or Operations Manager will review the matter. This may include care plans and risk assessments, daily records, monitoring information, employee discussions, healthcare-professional advice and a meeting with the resident or authorised representative.

Families can support this process by participating in reviews and, where authorised, requesting Blyssful access. Any immediate concern should be raised directly with the Registered Manager without waiting for a survey or scheduled review.

8. Visitor, Administrative & Financial Arrangements

YOU SAID

Some respondents asked us to review electronic visitor sign-in, residents' personal spending money, visitor internet access, escort and transport arrangements, and refreshments or facilities for visitors.

OUR RESPONSE

- **Custr is not only a visitor register.** It forms part of our emergency and fire-evacuation arrangements by helping the person in charge identify who is in the building and who has been accounted for. We recognise that signing in and out takes time, but this safety function means the process cannot simply be removed. Custr also allows visitors to leave feedback after a visit.
- **Residents should retain choice and control over personal spending wherever possible and, where able, have access to some money for day-to-day purchases.** Where a home holds cash, it must be supported by the resident's financial care plan, capacity and authority information, receipts, transaction records and regular reconciliation. Invoicing a relative for every small purchase does not provide the same day-to-day independence.
- **Our digital care, medication, visitor and business systems depend on reliable internet access.** Multiple systems and personal devices can place pressure on available bandwidth, particularly in rural areas. Connectivity issues will continue to be escalated to providers, but dedicated high-speed services are not available at every location.
- **Escort availability and current charges are explained in the resident guide.** Escorts must be booked in advance because they are provided from the home's staffing establishment and can only be agreed where safe cover remains in the home.
- **Our homes do not currently operate their own resident transport vehicles.** We do not consider the purchase, maintenance and insurance costs proportionate to the likely use across individual homes, but staff can help residents and families consider local transport options.

WE WILL CONTINUE TO

- Keep administrative and financial arrangements proportionate, secure and clearly explained.
- Review financial controls and statements where a practical concern is raised.
- Explain escort availability and limitations before appointments are booked.
- Review visitor refreshments and facilities locally, taking account of the home's layout and staffing.
- Use Custr feedback to identify and address issues following visits.

9. Additional Service Assurance & Feedback Data

The annual survey is one source of information. We also reviewed visitor feedback, call-bell reporting and independent carehome.co.uk reviews to provide a broader picture.

Custr Visitor & Satisfaction Feedback

Group-Wide Custr Position

Since Custr was introduced in September 2024, the system has recorded **111,340 visits** across our eight homes. It has also **captured 20,010 satisfaction ratings**, with the platform reporting an overall average of **4.6 out of 5 - Excellent**.

Home	Very Poor	Poor	Average	Good	Very Good	Total
Abbotsfield Care Home	1	8	84	778	2,929	3,800
Kingsfield Care Home	6	16	75	540	856	1,493
Inglewood Care Home	5	9	48	316	681	1,059
Greenlane Care Home	7	3	110	479	2,219	2,818
Croft Avenue Care Home	2	1	16	561	1,962	2,542

Home	Very Poor	Poor	Average	Good	Very Good	Total
The Knowle Care Home	9	14	165	513	1,881	2,582
The Ferns Care Home	11	17	140	1,010	2,633	3,811
Stanfield House Nursing Home	3	5	152	529	1,216	1,905
Group Total	44	73	790	4,726	14,377	20,010
Percentages	0.22%	0.36%	3.95%	23.62%	71.85%	-
Good & Very Good	-	-	-	-	95.47%	-

These figures are all-time Custr feedback totals for each home. They are separate from the 65 responses to the 2026 Family and Friends Survey.

Call-Bell Response Reporting

82,239 activations - average response 1 minute 3 seconds

During 2026, the three homes using Courtney Thorne systems with detailed reporting recorded **82,239 call-bell activations. The average time from activation to employee response was 1 minute and 3 seconds.** This is an operational average rather than a guaranteed response time; staff must prioritise urgent needs and competing emergencies. Other call-bell systems operate in a similar way but do not provide equivalent group reporting. PH Care Group plans to upgrade systems over time through the refurbishment programme.

Independent Carehome.co.uk Position

The table below records the latest published score and the main theme of the latest available review for each home, checked on 27 July 2026. Reviewer names and resident details have not been reproduced. Scores may change as new reviews are received or older reviews move outside the website's scoring period.

Home	Score / 10	Latest review	Latest published review – key theme
Abbotsfield	9.7	13 May 2026	Staff, activities and meals praised; hotter meals suggested.
Kingsfield	9.2	29 Jun 2026	Care, activities and security praised; presentation and stimulation raised.
Inglewood	9.6	9 Jul 2026	Cleanliness, helpful staff and professional care praised.
Greenlane	9.7	30 Jun 2026	Care and carers praised; room improvements noted.
Croft Avenue	9.8	21 May 2026	Warm welcome and outdoor setting praised.
The Knowle	9.1	18 Jun 2026	Welcoming staff praised; clothing controls and hot-weather comfort raised.
The Ferns	9.7	28 Jan 2026	Care acknowledged; more consistent video-call support requested.
Stanfield House	9.8	25 Nov 2025	Compassionate end-of-life care and dignity praised.

10. What Happens Next?

Each Registered Manager will receive the findings relevant to their home and will be required to maintain an action plan. Progress will be monitored by the Operations Managers and senior management team through audits, quality visits, governance meetings and review of complaints, incidents, feedback and service data.

Our principal priorities are:

- Implementing Fixxon and improving laundry controls.
- Strengthening meaningful activity provision and communication about events.
- Improving family involvement and access to appropriate care information.
- Reviewing meals, waiting times, portion sizes and mealtime assistance.
- Monitoring staffing deployment, personal care and consistency.
- Addressing environmental, accessibility and equipment concerns through local plans.
- Ensuring individual care concerns are reviewed and closed with the appropriate person.
- Updating the next family survey to include spouse or partner relationship options and clearer not-applicable choices.

Some actions can be completed quickly. Others require procurement, training, recruitment, contractor availability, capital expenditure or planned building work. Where an action cannot be completed immediately, the home must record the interim controls, responsible person and next review date.

Continuing To Have Your Say

We are encouraged by the strong positive feedback, particularly about the friendliness, kindness and commitment of our employees. Positive overall results do not, however, reduce the importance of concerns. Where a service has not met the expected standard, we must listen, investigate and take proportionate action.

You do not need to wait for the annual survey. Please speak with the Registered Manager, leave feedback through Custr after a visit, or use the Have Your Say or Safeguarding QR code displayed within the home.

Thank you again for sharing your experience and helping us improve the care and support provided across PH Care Group.

Yours sincerely,



Olav Ommer

Director of Operations
PH Care Group