

Housing@21

Castlestead View Care Survey Report August 2026

Prepared by: Acuity Research & Practice



Acuity 
intelligence. insight. improvement.

90%
Overall satisfaction



Acuity was commissioned to undertake independent satisfaction surveys of Housing 21's care residents to collect data on their opinions of, and attitudes towards, their landlord and the services provided.

A survey questionnaire was sent to all residents. The survey was primarily conducted by post, but residents were also given the opportunity to complete the questionnaire online if they wished.

Responses 9

Key metrics



100%

Safe



80%

Listened to



70%

Independent



70%

Activities and hobbies



100%

Treat with respect



78%

Get the time needed



90%

Get help when needed



89%

Preferences/trained



60%

Care plan meets needs



56%

Involved in changes



40%

Time changes communicated



70%

Communication suits me

Birdie Digital System



67%

Easy to access details (Family)



29%

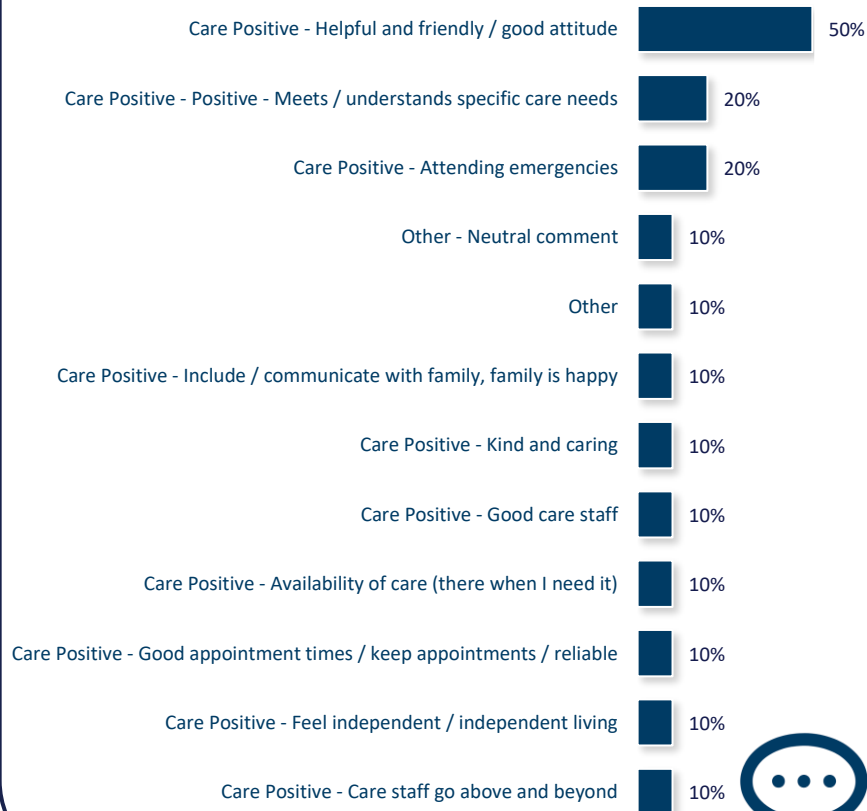
Easy to access details (Resident)



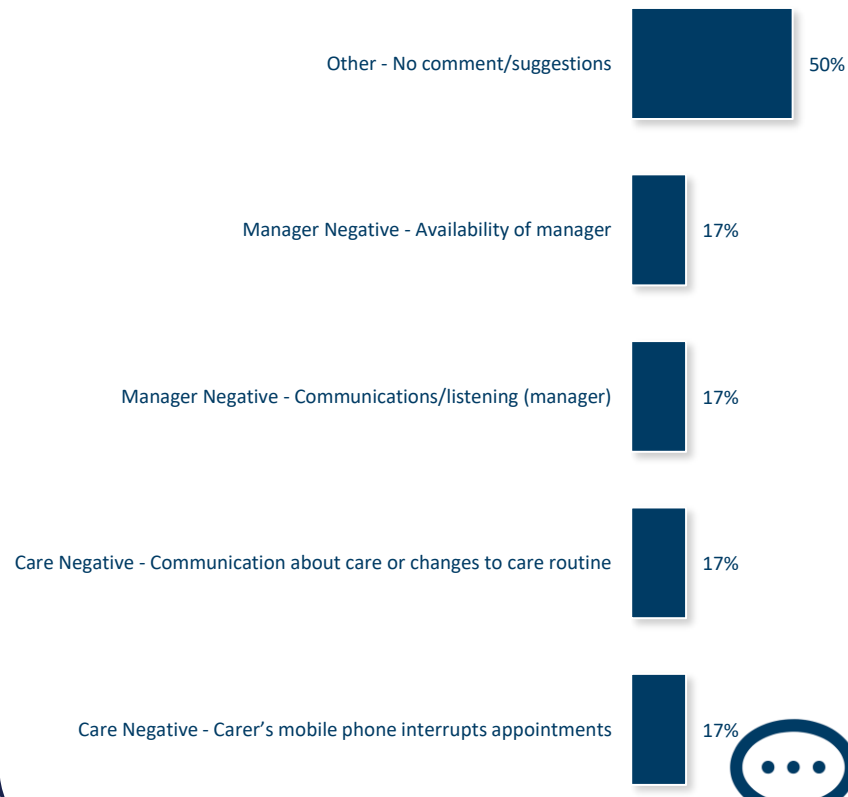
44%

System improved service

What do you like about your care service?



Are there any areas of your care service that could be improved?



Benchmark - Housing 21

The chart to the left shows your scheme in comparison to the overall results for Housing 21, allowing you to benchmark against all other participating schemes combined.

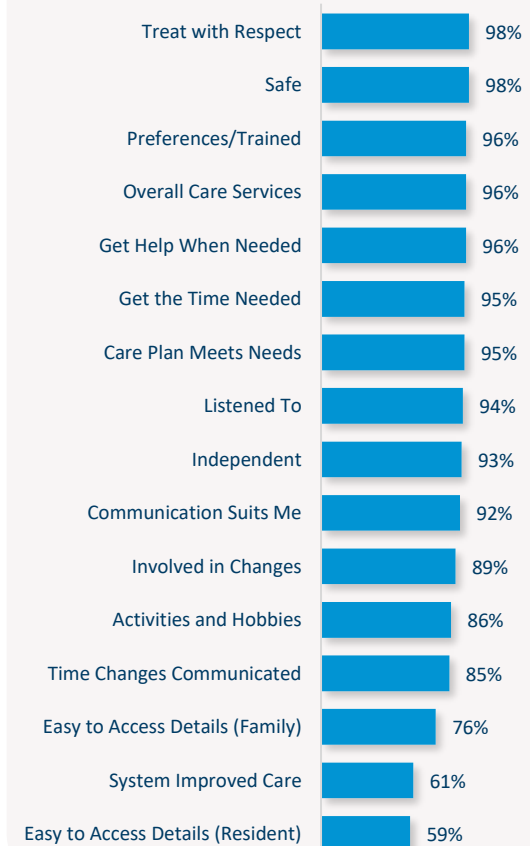
When considering Housing 21's care service as a whole, the chart on the right shows satisfaction for all residents that took part in the survey this year. Satisfaction is high, with 96% satisfied with the overall care services provided.

Overall, the majority of measures scored above 90%, with the exception of being involved in changes (89%), activities and hobbies (86%), communication of time changes (85%), and the three Birdie Digital System questions (easy for family to access details at 76%, the system improved care at 61%, and easy for residents to access details at 59%).

Castlestead View



Housing 21 Extra Care Overall





This research project was carried out to conform with ISO20252:2019 and the MRS Code of Conduct.

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