

Service Users' Quality of Care Survey Results: January 2017

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 67% Very Good 33% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 83% Very Good 17% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 67% Very Good 33% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 78% Very Good 16% Good 6% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 83% Very Good 17% Good 0% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 67% Very Good 33% Good 0% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 57% Very Good 28% Good 16% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 67% Very Good 33% Good 0% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 67% Very Good 27% Good 6% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 56% Very Good 38% Good 6% Not Very Good 0% Poor 0%

Q11 Working with your friends and family where they are involved in care

Excellent 67% Very Good 25% Good 8% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 78% Very Good 22% Good 0% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 72% Very Good 28% Good 0% Not Very Good 0% Poor 0%

Q14 Responding to any queries or complaints you have had about the service

Excellent 72% Very Good 28% Good 0% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 61% Very Good 33% Good 6% Not Very Good 0% Poor 0%

Overall Assessments

Q16 How satisfied are you in general with the agency's services?

Completely satisfactory 78% Satisfied 22%
Unsatisfied 0%

Q17 How would you assess the overall quality of our service?

Excellent 67% Very Good 33%
Good 0% Not Very Good 0%
Poor 0%

Q18 If you had a friend or neighbour needing care would you recommend our agency to them?

Definitely yes 89% Most Probably 11%
Not certain 0% Not at all 0%

Service Users' Quality of Care Survey Results: July 2017

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 88% Very Good 12% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 84% Very Good 16% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 76% Very Good 24% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 76% Very Good 20% Good 4% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 80% Very Good 20% Good 0% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 76% Very Good 24% Good 0% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 60% Very Good 32% Good 8% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 68% Very Good 32% Good 0% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 76% Very Good 20% Good 4% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 52% Very Good 48% Good 0% Not Very Good 0% Poor 0%

Q11 Working with your friends and family where they are involved in care

Excellent 86% Very Good 14% Good 0% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 68% Very Good 32% Good 0% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 68% Very Good 32% Good 0% Not Very Good 0% Poor 0%

Q14 Responding to any queries or complaints you have had about the service

Excellent 60% Very Good 40% Good 0% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 72% Very Good 20% Good 8% Not Very Good 0% Poor 0%

Overall Assessments

Q16 How satisfied are you in general with the agency's services?

Completely satisfactory 92% Satisfied 8%
Unsatisfied 0%





Q17 How would you assess the overall quality of our service?

Excellent 76% Very Good 24%
Good 0% Not Very Good 0%
Poor 0%





Q18 If you had a friend or neighbour needing care would you recommend our agency to them?

Definitely yes 92% Most Probably 8%
Not certain 0% Not at all 0%

Quality Review Survey Results: January 2018 – Part 1





Questions		Never	Rarely	Mostly	Always
					
1	I receive good quality care and support	0%	0%	6%	94%
2	My care worker (s) arrive on time	0%	0%	28%	72%
3	I have the same care workers visit me that I know	0%	0%	28%	72%
4	When new care worker(s) visit they always show me their ID badge and say which company they work for	0%	0%	12%	88%
5	My care worker(s) are neat and presentable	0%	0%	0%	100%
6	My care workers say 'Hello' to me and tell me their name	0%	0%	0%	100%
7	My care worker(s) are reliable	0%	0%	6%	94%
8	My care worker(s) stay the time expected	0%	0%	6%	94%
9	My care worker (s) have enough time to help me	0%	0%	6%	94%
10	My care worker(s) are not rushed and never leave early	0%	0%	6%	94%
11	My care worker(s) talk to me	0%	0%	6%	94%
12	My care worker(s) do everything they can for me	0%	0%	6%	94%
13	My care worker(s) are well trained and knowledgeable	0%	0%	6%	94%
14	My care worker(s) listen to me	0%	0%	0%	100%
15	My care worker(s) make me feel safe	0%	0%	0%	100%
16	My care worker looks after my property and make sure my home is secure	0%	0%	0%	100%
17	My care worker understands my dietary needs	0%	0%	0%	100%
18	I am happy with my care and support plan	0%	0%	0%	100%

Quality Review Survey Results: January 2018 – Part 2





Questions		Never	Rarely	Mostly	Always
					
19	The branch staff are polite and helpful when I contact them	0%	0%	0%	100%
20	If I raise a complaint or concern I know it will be put right	0%	0%	0%	100%
21	If I contact the branch out of office hours I know my call will be answered	0%	0%	0%	100%
22	If I contact the branch and they say they will call me back, they do call me	0%	0%	0%	100%

Would you recommend our services to your friends and family if they needed care and support?	Yes	No
		100%

Quality Review Survey Results: July 2018 – Part 1





Questions		Never	Rarely	Mostly	Always
					
1	I receive good quality care and support	0%	0%	8%	92%
2	My care worker (s) arrive on time	0%	0%	23%	77%
3	I have the same care workers visit me that I know	0%	0%	23%	77%
4	When new care worker(s) visit they always show me their ID badge and say which company they work for	0%	8%	25%	67%
5	My care worker(s) are neat and presentable	0%	0%	8%	92%
6	My care workers say 'Hello' to me and tell me their name	0%	0%	8%	92%
7	My care worker(s) are reliable	0%	0%	8%	92%
8	My care worker(s) stay the time expected	0%	0%	38%	62%
9	My care worker (s) have enough time to help me	0%	0%	23%	77%
10	My care worker(s) are not rushed and never leave early	0%	0%	31%	69%
11	My care worker(s) talk to me	0%	0%	8%	92%
12	My care worker(s) do everything they can for me	0%	0%	0%	100%
13	My care worker(s) are well trained and knowledgeable	0%	0%	23%	77%
14	My care worker(s) listen to me	0%	0%	8%	92%
15	My care worker(s) make me feel safe	0%	0%	0%	100%
16	My care worker looks after my property and make sure my home is secure	0%	0%	0%	100%
17	My care worker understands my dietary needs	0%	0%	0%	100%
18	I am happy with my care and support plan	0%	0%	8%	92%

Quality Review Survey Results: July 2018 – Part 2





Questions		Never	Rarely	Mostly	Always
					
19	The branch staff are polite and helpful when I contact them	0%	0%	0%	100%
20	If I raise a complaint or concern I know it will be put right	0%	0%	9%	91%
21	If I contact the branch out of office hours I know my call will be answered	0%	0%	0%	100%
22	If I contact the branch and they say they will call me back, they do call me	0%	0%	9%	91%

Would you recommend our services to your friends and family if they needed care and support?	Yes	No
		100%

Quality Review Survey Results: January 2019 – Part 1





Questions		Always	Mostly	Rarely	Never
					
1	I receive good quality care and support	100%	0%	0%	0%
2	My care worker (s) arrive on time	87%	13%	0%	0%
3	I have the same care workers visit me that I know	87%	13%	0%	0%
4	When new care worker(s) visit they always show me their ID badge and say which company they work for	79%	21%	0%	0%
5	My care worker(s) are neat and presentable	100%	0%	0%	0%
6	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%
7	My care worker(s) are reliable	100%	0%	0%	0%
8	My care worker(s) stay the time expected	87%	13%	0%	0%
9	My care worker (s) have enough time to help me	93%	7%	0%	0%
10	My care worker(s) are not rushed and never leave early	100%	0%	0%	0%
11	My care worker(s) talk to me	100%	0%	0%	0%
12	My care worker(s) do everything they can for me	100%	0%	0%	0%
13	My care worker(s) are well trained and knowledgeable	100%	0%	0%	0%
14	My care worker(s) listen to me	100%	0%	0%	0%
15	My care worker(s) make me feel safe	100%	0%	0%	0%
16	My care worker looks after my property and make sure my home is secure	100%	0%	0%	0%
17	My care worker understands my dietary needs	85%	15%	0%	0%
18	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: January 2019 – Part 2





Questions		Always	Mostly	Rarely	Never
					
19	The branch staff are polite and helpful when I contact them	100%	0%	0%	0%
20	If I raise a complaint or concern I know it will be put right	100%	0%	0%	0%
21	If I contact the branch out of office hours I know my call will be answered	100%	0%	0%	0%
22	If I contact the branch and they say they will call me back, they do call me	100%	0%	0%	0%

Would you recommend our services to your friends and family if they needed care and support?	Yes	No
		100%

Quality Review Survey Results: July 2019 – Part 1





Questions		Always	Mostly	Rarely	Never
					
1	I receive good quality care and support	75%	25%	0%	0%
2	My care worker (s) arrive on time	67%	33%	0%	0%
3	I have the same care workers visit me that I know	92%	8%	0%	0%
4	When new care worker(s) visit they always show me their ID badge and say which company they work for	79%	21%	0%	0%
5	My care worker(s) are neat and presentable	82%	0%	18%	0%
6	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%
7	My care worker(s) are reliable	83%	17%	0%	0%
8	My care worker(s) stay the time expected	83%	17%	0%	0%
9	My care worker (s) have enough time to help me	83%	17%	0%	0%
10	My care worker(s) are not rushed and never leave early	83%	17%	0%	0%
11	My care worker(s) talk to me	83%	17%	0%	0%
12	My care worker(s) do everything they can for me	100%	0%	0%	0%
13	My care worker(s) are well trained and knowledgeable	75%	25%	0%	0%
14	My care worker(s) listen to me	92%	8%	0%	0%
15	My care worker(s) make me feel safe	92%	8%	0%	0%
16	My care worker looks after my property and make sure my home is secure	82%	18%	0%	0%
17	My care worker understands my dietary needs	87%	13%	0%	0%
18	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: July 2019 – Part 2





Questions		Always	Mostly	Rarely	Never
					
19	The branch staff are polite and helpful when I contact them	100%	0%	0%	0%
20	If I raise a complaint or concern I know it will be put right	100%	0%	0%	0%
21	If I contact the branch out of office hours I know my call will be answered	100%	0%	0%	0%
22	If I contact the branch and they say they will call me back, they do call me	100%	0%	0%	0%

Would you recommend our services to your friends and family if they needed care and support?	Yes	No
		100%

Quality Review Survey Results: January 2020 – Part 1





Questions		Always	Mostly	Rarely	Never
					
1	I receive good quality care and support	92%	8%	0%	0%
2	My care worker (s) arrive at agreed times	77%	23%	0%	0%
3	I mostly have the same care workers visit me that I know	77%	23%	0%	0%
5	My care worker(s) are neat and presentable	100%	0%	0%	0%
6	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%
7	My care worker(s) are reliable	100%	0%	0%	0%
8	My care worker(s) stay the time expected	92%	8%	0%	0%
9	My care worker (s) have enough time to help me	92%	8%	0%	0%
10	My care worker(s) are not rushed	100%	0%	0%	0%
11	My care worker(s) talk to me if I want them to	100%	0%	0%	0%
12	My care worker(s) do everything they can for me	92%	8%	0%	0%
13	My care worker(s) are well trained and knowledgeable	100%	0%	0%	0%
14	My care worker(s) listen to me	85%	15%	0%	0%
15	My care worker(s) make me feel safe	92%	8%	0%	0%
16	My care worker looks after my property and make sure my home is secure	87%	13%	0%	0%
17	My care worker understands my dietary needs if assisting with my food	92%	8%	0%	0%
18	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: January 2020 – Part 2





Questions		Always	Mostly	Rarely	Never
					
19	The branch staff are polite and helpful when I contact them	100%	0%	0%	0%
20	If I raise a complaint or concern I know it will be put right	92%	8%	0%	0%
21	If I contact the branch out of office hours I know my call will be answered	100%	0%	0%	0%
22	If I contact the branch and they say they will call me back, they do call me	100%	0%	0%	0%

Would you recommend our services to your friends and family if they needed care and support?	Yes	No
		100%

Quality Review Survey Results: July 2020 – Part 1

Questions		Always	Mostly	Rarely	Never
					
1	I receive good quality care and support	96%	4%	0%	0%
2	My care worker (s) arrive at agreed times	82%	18%	0%	0%
3	I mostly have the same care workers visit me that I know	77%	23%	0%	0%
5	My care worker(s) are neat and presentable	100%	0%	0%	0%
6	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%
7	My care worker(s) are reliable	100%	0%	0%	0%
8	My care worker(s) stay the time expected	90%	10%	0%	0%
9	My care worker (s) have enough time to help me	90%	10%	0%	0%
10	My care worker(s) are not rushed	100%	0%	0%	0%
11	My care worker(s) talk to me if I want them to	100%	0%	0%	0%
12	My care worker(s) do everything they can for me	92%	8%	0%	0%
13	My care worker(s) are well trained and knowledgeable	100%	0%	0%	0%
14	My care worker(s) listen to me	88%	12%	0%	0%
15	My care worker(s) make me feel safe	90%	10%	0%	0%
16	My care worker looks after my property and make sure my home is secure	87%	13%	0%	0%
17	My care worker understands my dietary needs if assisting with my food	92%	8%	0%	0%
18	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: July 2020 – Part 2

Questions		Always	Mostly	Rarely	Never
					
19	The branch staff are polite and helpful when I contact them	100%	0%	0%	0%
20	If I raise a complaint or concern I know it will be put right	94%	6%	0%	0%
21	If I contact the branch out of office hours I know my call will be answered	100%	0%	0%	0%
22	If I contact the branch and they say they will call me back, they do call me	100%	0%	0%	0%

Would you recommend our services to your friends and family if they needed care and support?	Yes	No
		100%