









Quality Review Survey Results: January 2022 – 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 at agreed times	100%	0%	0%	0%
3	I mostly have the same care workers visit me that I know	100%	0%	0%	0%
4	My care worker(s) are neat and presentable	80%	20%	0%	0%
5	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%
6	My care worker(s) are reliable	100%	0%	0%	0%
7	My care worker(s) stay the time expected	100%	0%	0%	0%
8	My care worker (s) have enough time to help me	100%	0%	0%	0%
9	My care worker(s) are not rushed	100%	0%	0%	0%
10	My care worker(s) talk to me if I want them to	100%	0%	0%	0%
11	My care worker(s) do everything they can for me	100%	0%	0%	0%
12	My care worker(s) are well trained and knowledgeable	100%	0%	0%	0%
13	My care worker(s) listen to me	100%	0%	0%	0%
14	My care worker(s) make me feel safe	100%	0%	0%	0%
15	My care worker looks after my property and make sure my home is secure	100%	0%	0%	0%
16	My care worker understands my dietary needs if assisting with my food	100%	0%	0%	0%
17	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: January 2022 – Part 2

Questions		Always	Mostly	Rarely	Never	N/A
						
18	The branch staff are polite and helpful when I contact them	100%	0%	0%	0%	
19	If I raise a complaint or concern I know it will be put right	0%	0%	0%	0%	100%
20	If I contact the branch out of office hours I know my call will be answered	100%	0%	0%	0%	
21	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%