









Quality Review Survey Results: January 2023

Questions		Always	Mostly	Rarely	Never	N/A
						
1	I receive good quality care and support	100%	0%	0%	0%	0%
2	My care worker (s) arrive at agreed times	100%	0%	0%	0%	0%
3	I mostly have the same care workers visit me that I know	92%	8%	0%	0%	0%
4	When New care worker arrives they show me their ID badge	50%	50%	0%	0%	0%
5	My care worker(s) are neat and presentable	100%	0%	0%	0%	0%
6	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%	0%
7	My care worker(s) are reliable	100%	0%	0%	0%	0%
8	My care worker(s) stay the time expected	100%	0%	0%	0%	0%
9	My care worker (s) have enough time to help me	100%	0%	0%	0%	0%
10	My care worker(s) are not rushed	100%	0%	0%	0%	0%
11	My care worker(s) talk to me if I want them to	100%	0%	0%	0%	0%
12	My care worker(s) do everything they can for me	100%	0%	0%	0%	0%
13	My care worker(s) are well trained and knowledgeable	100%	0%	0%	0%	0%
14	My care worker(s) listen to me	100%	0%	0%	0%	0%
15	My care worker(s) make me feel safe	100%	0%	0%	0%	0%
16	My care worker looks after my property and make sure my home is secure	100%	0%	0%	0%	0%
16	My care worker understands my dietary needs if assisting with my food	100%	0%	0%	0%	0%
18	I am happy with my care and support plan	100%	0%	0%	0%	0%

Quality Review Survey Results: August 2022 – Part 2

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

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

In summary

The company has had good results from this survey. However, there are no place for complacency and the company will continue to strive to achieve even better results in six months' time.

In regards to question (2) my care worker shows ID badge – this is an area we are working on in spot checks and supervisions

Comments for the survey included:

"I wouldn't change anything for my husband's care I am very pleased with the care service"

" I am very satisfied with my care. Lisa helps me a lot and am very grateful."

"The service I receive is second to none and I wouldn't change a single thing"

"I am very satisfied with my care, and wouldn't change it. Since having my carer I have been able to do my exercises on each call which is helping to get my strength back in my good leg so I might get a prosthetic leg."

"All care I receive is good and efficient and I wouldn't change a thing."

"I would not change anything with my care staff I think they are all great especially Chloe who does my cleaning"

"Leigh has been great helping me through my tough time and has given me the confidence to shower on my own again."