









Quality Review Survey Results: July 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	82%	18%	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	100%	0%	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%
18	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: July 2022 – Part 2

Questions		Always	Mostly	Rarely	Never
					
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	100%	0%	0%	0%
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%	0%

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.

The results, we would concede, may be clouded by Service Users' extremely positive responses to how we managed the pandemic.

In regards to question (2) "My care worker (s) arrive at agreed times", 82% always 18% mostly. As this is domiciliary service the company, at times, can be at the mercy of traffic delays. This is always an area we look to improve and we will discuss ways this can be addressed with the Service users' concerned.

Comments for the survey included:

"Very happy"

"Lisa is amazing she really helps me"

"I like the carers - very nice"

"Great staff"

"Tina is a carer and now a friend"