

Service User's Quality of Care Survey Results: January 2007

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 50% Very Good 33% Good 17% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 50% Very Good 33% Good 17% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 66% Very Good 17% Good 17% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 50% Very Good 50% Good 0% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 57% Very Good 43% Good 0% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 70% Very Good 30% Good 0% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 33% Very Good 33% Good 26% Not Very Good 8% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 56% Very Good 33% Good 11% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 58% Very Good 33% Good 9% Not Very Good 0% Poor 0%

Q10 Working together as a team

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

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

Excellent 100% Very Good 0% Good 0% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 60% Very Good 20% Good 20% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 100% Very Good 0% Good 0% Not Very Good 0% Poor 0%

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

Excellent 100% Very Good 0% Good 0% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 66% Very Good 26% Good 8% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 75% Almost completely satisfied 9%

Partly satisfied 16% Unsatisfied 0%

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

Excellent 25% Very Good 67% Quite good 8% 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% Probably 0% Not certain 8% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 16% Slightly improved 8% Remained Constant 76%

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: July 2007

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 44% Very Good 39% Good 17% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 40% Very Good 43% Good 17% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 44% Very Good 47% Good 9% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 35% Very Good 43% Good 22% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 35% Very Good 43% Good 22% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 44% Very Good 52% Good 4% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 9% Very Good 52% Good 35% Not Very Good 4% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 29% Very Good 61% Good 10% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 18% Very Good 65% Good 17% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 25% Very Good 60% Good 15% Not Very Good 0% Poor 0%

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

Excellent 25% Very Good 50% Good 25% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 29% Very Good 57% Good 14% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 13% Very Good 56% Good 31% Not Very Good 0% Poor 0%

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

Excellent 15% Very Good 71% Good 14% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 13% Very Good 60% Good 27% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 70% Almost completely satisfied 26%
Partly satisfied 4% Unsatisfied 0%

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

Excellent 22% Very Good 74% Quite good 4% 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 87% Probably 13% Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 45% Slightly improved 9% Remained Constant 41%
Slightly declined 5% Greatly declined 0%

Service User's Quality of Care Survey Results: January 2008

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 60% Very Good 30% Good 10% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 75% Very Good 15% Good 10% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 85% Very Good 10% Good 5% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 65% Very Good 25% Good 10% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 63% Very Good 32% Good 5% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 90% Very Good 5% Good 5% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 35% Very Good 40% Good 20% Not Very Good 5% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 87% Very Good 13% Good 0% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 70% Very Good 25% Good 5% Not Very Good 0% Poor 0%

Q10 Working together as a team

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

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

Excellent 72% Very Good 14% Good 14% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 65% Very Good 20% Good 10% Not Very Good 5% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 73% Very Good 9% Good 9% Not Very Good 9% Poor 0%

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

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

Q15 Providing you with up to date information about its services

Excellent 65% Very Good 29% Good 6% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 80% Almost satisfied 20% Partly satisfied 0% Unsatisfied 0%

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

Excellent 35% Very Good 55% Quite good 10% 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 95% Probably 0% Not certain 5% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 16% Slightly improved 21% Remained Constant 63%

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: July 2008

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 72% Very Good 22% Good 6% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 70% Very Good 25% Good 5% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 82% Very Good 14% Good 4% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 70% Very Good 25% Good 5% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 74% Very Good 15% Good 11% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 83% Very Good 9% Good 8% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 42% Very Good 32% Good 22% Not Very Good 4% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 84% Very Good 14% Good 2% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 88% Very Good 9% Good 3% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 79% Very Good 21% Good 0% Not Very Good 0% Poor 0%

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

Excellent 74% Very Good 17% Good 9% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 77 % Very Good 12% Good 11% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 68% Very Good 23% Good 5% Not Very Good 4% Poor 0%

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

Excellent 54% Very Good 38% Good 6% Not Very Good 2% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 59% Very Good 24% Good 13% Not Very Good 4% Poor 0%

Overall Assessments

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

Completely satisfactory 82 % Almost completely satisfied 18%

Partly satisfied 0% Unsatisfied 0%

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

Excellent 38% Very Good 54% Quite good 8% 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 93% Probably 5% Not certain 2% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 18% Slightly improved 29% Remained Constant 53 %

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: January 2009

How well do our carers perform in:

Q1	Understanding your care needs?									
	Excellent	38%	Very Good	54%	Good	8%	Not Very Good	0%	Poor	0%
Q2	Providing the services that you want?									
	Excellent	62%	Very Good	31%	Good	7%	Not Very Good	0%	Poor	0%
Q3	Appearing friendly, polite and respecting you as a person									
	Excellent	69%	Very Good	31%	Good	0%	Not Very Good	0%	Poor	0%
Q4	Showing commitment to you									
	Excellent	43%	Very Good	29%	Good	28%	Not Very Good	0%	Poor	0%
Q5	Listening to your concerns and needs and responding to them									
	Excellent	50%	Very Good	42%	Good	8%	Not Very Good	0%	Poor	0%
Q6	Keeping you comfortable and safe									
	Excellent	70%	Very Good	30%	Good	0%	Not Very Good	0%	Poor	0%
Q7	Arriving on time									
	Excellent	38%	Very Good	38%	Good	24%	Not Very Good	0%	Poor	0%
Q8	Following correct procedures eg washing and bathing									
	Excellent	80%	Very Good	20%	Good	0%	Not Very Good	0%	Poor	0%
Q9	Knowing their jobs									
	Excellent	54%	Very Good	46%	Good	0%	Not Very Good	0%	Poor	0%
Q10	Working together as a team									
	Excellent	33%	Very Good	56%	Good	11%	Not Very Good	0%	Poor	0%
Q11	Working with your friends and family where they are involved in care									
	Excellent	100%	Very Good	0%	Good	0%	Not Very Good	0%	Poor	0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 42% Very Good 42% Good 16% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 25% Very Good 50% Good 25% Not Very Good 0% Poor 0%

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

Excellent 56% Very Good 33% Good 11% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 75% Very Good 25% Good 0% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 92% Almost Completely satisfied 8%

Partly satisfied 0% Unsatisfied 0%

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

Excellent 38% Very Good 62% Quite 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 100% Probably 0% Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 13% Slightly improved 25% Remained Constant 62%

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: July 2009

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 53% Very Good 37% Good 10% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 58% Very Good 37% Good 5% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

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

Q4 Showing commitment to you

Excellent 67% Very Good 22% Good 11% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 58% Very Good 32% Good 10% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 61% Very Good 39% Good 0% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 61% Very Good 11% Good 28% Not Very Good 0% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 75% Very Good 19% Good 6% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 47% Very Good 47% Good 6% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 54% Very Good 38% Good 8% Not Very Good 0% Poor 0%

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

Excellent 57% Very Good 29% Good 14% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 56% Very Good 28% Good 11% Not Very Good 5% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

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

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

Excellent 69% Very Good 31% Good 0% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 89% Very Good 0% Good 11% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 95% Almost completely satisfied 5%

Partly satisfied 0% Unsatisfied 0%

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

Excellent 53% Very Good 47% Quite 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 100% Probably 0% Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 5% Slightly improved 21% Remained Constant 74%

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: January 2010

How well do our carers perform in:

Q1	Understanding your care needs?									
	Excellent	58%	Very Good	42%	Good	0%	Not Very Good	0%	Poor	0%
Q2	Providing the services that you want?									
	Excellent	53%	Very Good	47%	Good	0%	Not Very Good	0%	Poor	0%
Q3	Appearing friendly, polite and respecting you as a person									
	Excellent	63%	Very Good	32%	Good	5%	Not Very Good	0%	Poor	0%
Q4	Showing commitment to you									
	Excellent	53%	Very Good	42%	Good	5%	Not Very Good	0%	Poor	0%
Q5	Listening to your concerns and needs and responding to them									
	Excellent	53%	Very Good	42%	Good	5%	Not Very Good	0%	Poor	0%
Q6	Keeping you comfortable and safe									
	Excellent	58%	Very Good	37%	Good	5%	Not Very Good	0%	Poor	0%
Q7	Arriving on time									
	Excellent	54%	Very Good	40%	Good	4%	Not Very Good	2%	Poor	0%
Q8	Following correct procedures eg washing and bathing									
	Excellent	65%	Very Good	24%	Good	11%	Not Very Good	0%	Poor	0%
Q9	Knowing their jobs									
	Excellent	58%	Very Good	37%	Good	5%	Not Very Good	0%	Poor	0%
Q10	Working together as a team									
	Excellent	61%	Very Good	33%	Good	6%	Not Very Good	0%	Poor	0%
Q11	Working with your friends and family where they are involved in care									
	Excellent	50%	Very Good	42%	Good	8%	Not Very Good	0%	Poor	0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 32% Very Good 47% Good 21% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 26% Very Good 58% Good 16% Not Very Good 0% Poor 0%

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

Excellent 31% Very Good 50% Good 19% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 38% Very Good 31% Good 31% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 84% Almost completely satisfied 11%

Partly satisfied 5% Unsatisfied 0%

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

Excellent 47% Very Good 53% Quite 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% Probably 11% Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 21% Slightly improved 21% Remained Constant 58 %

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: July 2010

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 53% Very Good 47% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 56% Very Good 44% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

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

Q4 Showing commitment to you

Excellent 51% Very Good 45% Good 4% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 56% Very Good 42% Good 2% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 62% Very Good 33% Good 5% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 50% Very Good 46% Good 4% Not Very Good 0% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 67% Very Good 26% Good 7% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 56% Very Good 40% Good 4% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 66% Very Good 28% Good 6% Not Very Good 0% Poor 0%

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

Excellent 62% Very Good 32% Good 6% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 46% Very Good 39% Good 15% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 33% Very Good 49% Good 18% Not Very Good 0% Poor 0%

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

Excellent 33% Very Good 47% Good 20% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 35% Very Good 27% Good 38% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 88% Almost completely satisfied 10%

Partly satisfied 2% Unsatisfied 0%

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

Excellent 54% Very Good 46% Quite 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 88 % Probably 12% Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 24% Slightly improved 20% Remained Constant 56%

Slightly declined 0% Greatly declined 0%

Service User's Quality of Care Survey Results: January 2011

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 56% Very Good 44% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 50% Very Good 50% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 61% Very Good 39% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 61% Very Good 39% Good 0% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 61% Very Good 39% Good 0% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

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

Q7 Arriving on time

Excellent 31% Very Good 47% Good 19% Not Very Good 3% Poor 0%

Q8 Following correct procedures eg washing and bathing

Excellent 50% Very Good 44% Good 6% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 50% Very Good 50% Good 0% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 50% Very Good 39% Good 11% Not Very Good 0% Poor 0%

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

Excellent 31% Very Good 69% Good 0% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 53% Very Good 47% Good 0% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 50% Very Good 44% Good 6% Not Very Good 0% Poor 0%

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

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

Q15 Providing you with up to date information about its services

Excellent 24% Very Good 59% Good 17% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 83% Almost completely satisfied 17%

Partly satisfied 0% Unsatisfied 0%

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

Excellent 50% Very Good 50% Quite 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% Probably 11% Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 17% Slightly improved 39% Remained Constant 44 %

Slightly declined 0% Greatly declined 0%

Service Users' Quality of Care Survey Results: July 2011

How well do our carers perform in:

Q1 Understanding your care needs?

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

Q2 Providing the services that you want?

Excellent 75% Very Good 25% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 71% Very Good 29% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

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

Q5 Listening to your concerns and needs and responding to them

Excellent 76% Very Good 18% Good 6% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 75% Very Good 19% Good 6% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 63% Very Good 25% Good 12% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 82% Very Good 12% Good 6% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 71% Very Good 24% Good 5% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 80% Very Good 13% Good 6% Not Very Good 0% Poor 0%

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

Excellent 62% Very Good 38% Good 0% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 64% Very Good 21% Good 16% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 57% Very Good 29% Good 14% Not Very Good 0% Poor 0%

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

Excellent 62% Very Good 23% Good 15% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 50% Very Good 19% Good 31% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 88% Almost completely satisfied 12%

Partly satisfied 0% Unsatisfied 0%

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

Excellent 82% Very Good 12%

Good 6% 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 94% Probably 6%

Not certain 0% Not at all 0%

Q19 In the last 6 months do you feel the service has....

Greatly improved 41% Slightly improved 41%

Remained Constant 18% Slightly declined 0%

Greatly declined 0%