



Service Users' Quality of Care Survey Results: January 2012

How well do our carers perform in:

Q1 Understanding your care needs?

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

Q2 Providing the services that you want?

Excellent 60% Very Good 33% Good 7% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 74% Very Good 13% Good 13% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 74% Very Good 13% Good 13% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 60% Very Good 28% Good 12% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 66% Very Good 14% Good 20% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 56% Very Good 24% Good 18% Not Very Good 2% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 64% Very Good 28% Good 8% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 65% Very Good 14% Good 21% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 80% Very Good 10% Good 10% Not Very Good 0% Poor 0%

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

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

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 53% Very Good 20% Good 27% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 50% Very Good 36% Good 14% Not Very Good 0% Poor 0%

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

Excellent 65% Very Good 35% Good 0% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 58% Very Good 14% Good 28% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 71% Satisfied 29%

Unsatisfied 0%

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

Excellent 76% Very Good 12%

Good 12% 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 91% Probably 9%

Not certain 0% Not at all 0%

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

Greatly improved 22% Slightly improved 31%

Remained Constant 47% Slightly declined 0%

Greatly declined 0%

Service Users' Quality of Care Survey Results: July 2012

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 83% Very Good 13% Good 4% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 78% Very Good 17% Good 5% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 87% Very Good 9% Good 4% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 77% Very Good 18% Good 5% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 83% Very Good 13% Good 4% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 78% Very Good 17% Good 5% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 70% Very Good 13% Good 17% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 81% Very Good 14% Good 5% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 83% Very Good 13% Good 4% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 80% Very Good 15% Good 5% Not Very Good 0% Poor 0%

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Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 81% Very Good 14% Good 0% Not Very Good 5% Poor 0%

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Unsatisfied 0%

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Excellent 74% Very Good 22%

Good 4% Not Very Good 0%

Poor 0%

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Definitely yes 96% Probably 4%

Not certain 0% Not at all 0%

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

Greatly improved 18% Slightly improved 17%

Remained Constant 65% Slightly declined 0%

Greatly declined 0%

Service Users' Quality of Care Survey Results: January 2013

How well do our carers perform in:

Q1 Understanding your care needs?

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

Q2 Providing the services that you want?

Excellent 45% Very Good 37% Good 18% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 64% Very Good 27% Good 9% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

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

Q5 Listening to your concerns and needs and responding to them

Excellent 45% Very Good 36% Good 19% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

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

Q7 Arriving on time

Excellent 37% Very Good 18% Good 45% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 45% Very Good 36% Good 19% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 45% Very Good 19% Good 36% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 60% Very Good 20% Good 20% 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 36% Very Good 36% Good 28% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 36% Very Good 36% Good 28% Not Very Good 0% Poor 0%

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

Excellent 44% Very Good 33% Good 23% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 34% Very Good 22% Good 44% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 55% Satisfied 45%

Unsatisfied 0%

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

Excellent 45% Very Good 45%

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 91% Probably 9%

Not certain 0% Not at all 0%

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

Greatly improved 10% Slightly improved 9%

Remained Constant 81% Slightly declined 0%

Greatly declined 0%

Service Users' Quality of Care Survey Results: July 2013

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 68% Very Good 25% Good 7% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

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

Q3 Appearing friendly, polite and respecting you as a person

Excellent 78% Very Good 13% Good 9% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

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

Q5 Listening to your concerns and needs and responding to them

Excellent 67% Very Good 23% Good 10% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

Excellent 71% Very Good 21% Good 6% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 42% Very Good 28% Good 26% Not Very Good 4% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 60% Very Good 35% Good 5% Not Very Good 0% Poor 0%

Q9 Knowing their jobs

Excellent 67% Very Good 13% Good 20% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 71% Very Good 21% 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 43% Good 0% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 53% Very Good 33% Good 14% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 51% Very Good 33% Good 16% Not Very Good 0% Poor 0%

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

Excellent 47% Very Good 40% Good 13% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 46% Very Good 31% Good 23% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 73% Satisfied 27%

Unsatisfied 0%

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

Excellent 68% Very Good 26%

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 88% Probably 12%

Not certain 0% Not at all 0%

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

Greatly improved 27% Slightly improved 27%

Remained Constant 46% Slightly declined 0%

Greatly declined 0%

Service Users' Quality of Care Survey Results: January 2014

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 54% Very Good 46% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 74% Very Good 19% Good 7% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 80% Very Good 13% Good 7% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 66% Very Good 14% Good 20% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

Excellent 68% Very Good 19% Good 13% Not Very Good 0% Poor 0%

Q6 Keeping you comfortable and safe

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

Q7 Arriving on time

Excellent 48% Very Good 27% Good 25% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

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

Q9 Knowing their jobs

Excellent 53% Very Good 41% Good 6% Not Very Good 0% Poor 0%

Q10 Working together as a team

Excellent 62% Very Good 30% Good 8% Not Very Good 0% Poor 0%

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

Excellent 58% Very Good 17% Good 25% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 61% Very Good 32% Good 7% Not Very Good 0% Poor 0%

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 60% Very Good 22% Good 18% Not Very Good 0% Poor 0%

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

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Q15 Providing you with up to date information about its services

Excellent 69% Very Good 8% Good 23% Not Very Good 0% Poor 0%

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Completely satisfactory 73% Satisfied 27%

Unsatisfied 0%

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

Excellent 61% Very Good 20%

Good 19% 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 80% Probably 20%

Not certain 0% Not at all 0%

Service Users' Quality of Care Survey Results: July 2014

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

Q3 Appearing friendly, polite and respecting you as a person

Excellent 81% Very Good 19% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

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

Q5 Listening to your concerns and needs and responding to them

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

Q6 Keeping you comfortable and safe

Excellent 63% Very Good 31% Good 6% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 50% Very Good 38% Good 13% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

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

Q9 Knowing their jobs

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

Q10 Working together as a team

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

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Q12 Responding to your concerns

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Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 62% Very Good 19% Good 19% Not Very Good 0% Poor 0%

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

Excellent 67% Very Good 27% Good 7% Not Very Good 0% Poor 0%

Q15 Providing you with up to date information about its services

Excellent 70% Very Good 7% Good 21% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 75% Satisfied 25%
Unsatisfied 0%

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

Excellent 63% Very Good 25%
Good 12% 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 81% Most Probably 19%
Not certain 0% Not at all 0%

Service Users' Quality of Care Survey Results: January 2015

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 55% Very Good 45% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 77% Very Good 23% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 82% Very Good 18% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 73% Very Good 23% Good 4% Not Very Good 0% Poor 0%

Q5 Listening to your concerns and needs and responding to them

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

Q6 Keeping you comfortable and safe

Excellent 55% Very Good 45% Good 6% Not Very Good 0% Poor 0%

Q7 Arriving on time

Excellent 45% Very Good 50% Good 0% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

Excellent 55% Very Good 45% Good 0% 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 55% Very Good 45% Good 0% Not Very Good 0% Poor 0%

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

Excellent 36% Very Good 55% Good 9% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

Excellent 59% Very Good 41% Good 0% Not Very Good 0% Poor 0%

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

Completely satisfactory 77% Satisfied 23%
Unsatisfied 0%

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

Excellent 59% Very Good 32%
Good 9% 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 86% Most Probably 14%
Not certain 0% Not at all 0%

Service Users' Quality of Care Survey Results: July 2015

How well do our carers perform in:

Q1 Understanding your care needs?

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

Q2 Providing the services that you want?

Excellent 90% Very Good 10% 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 76% Very Good 24% Good 0% Not Very Good 0% Poor 0%

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Excellent 86% Very Good 14% 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 43% Very Good 52% Good 5% 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 57% Very Good 43% Good 0% Not Very Good 0% Poor 0%

Q10 Working together as a team

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

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

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

How well does the agency perform in:

Q12 Responding to your concerns

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

Q13 Replying to your telephone calls and dealing with your correspondence

Excellent 62% Very Good 29% Good 9% Not Very Good 0% Poor 0%

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

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

Q15 Providing you with up to date information about its services

Excellent 67% Very Good 29% Good 4% Not Very Good 0% Poor 0%

Overall Assessments

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Completely satisfactory 76% Satisfied 24%
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Poor 0%

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

Definitely yes 86% Most Probably 14%
Not certain 0% Not at all 0%

Service Users' Quality of Care Survey Results: January 2016

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 65% Very Good 35% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 85% Very Good 15% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

Excellent 65% Very Good 35% Good 0% Not Very Good 0% Poor 0%

Q4 Showing commitment to you

Excellent 75% Very Good 25% Good 0% 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%

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

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

Definitely yes 85% Most Probably 15%
Not certain 0% Not at all 0%

Service Users' Quality of Care Survey Results: July 2016

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Q1 Understanding your care needs?

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

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