

## Service Users' Quality of Care Survey Results: January 2017

How well do our carers perform in:

**Q1 Understanding your care needs?**

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

**Q2 Providing the services that you want?**

Excellent 83% Very Good 17% 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 78% Very Good 16% Good 6% Not Very Good 0% Poor 0%

**Q5 Listening to your concerns and needs and responding to them**

Excellent 83% Very Good 17% 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 57% Very Good 28% Good 16% 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 67% Very Good 27% Good 6% Not Very Good 0% Poor 0%

**Q10 Working together as a team**

Excellent 56% Very Good 38% Good 6% Not Very Good 0% Poor 0%

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

Excellent 67% Very Good 25% Good 8% Not Very Good 0% Poor 0%

How well does the agency perform in:

**Q12 Responding to your concerns**

Excellent 78% Very Good 22% Good 0% Not Very Good 0% Poor 0%

**Q13 Replying to your telephone calls and dealing with your correspondence**

Excellent 72% Very Good 28% Good 0% Not Very Good 0% Poor 0%

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

Excellent 72% Very Good 28% Good 0% Not Very Good 0% Poor 0%

**Q15 Providing you with up to date information about its services**

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

Overall Assessments

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

Completely satisfactory 78% Satisfied 22%  
Unsatisfied 0%

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

Excellent 67% Very Good 33%  
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% Most Probably 11%  
Not certain 0% Not at all 0%