









## Quality Review Survey Results: January 2018 – Part 1

Questions		Never	Rarely	Mostly	Always
					
1	I receive good quality care and support	0%	0%	6%	94%
2	My care worker (s) arrive on time	0%	0%	28%	72%
3	I have the same care workers visit me that I know	0%	0%	28%	72%
4	When new care worker(s) visit they always show me their ID badge and say which company they work for	0%	0%	12%	88%
5	My care worker(s) are neat and presentable	0%	0%	0%	100%
6	My care workers say 'Hello' to me and tell me their name	0%	0%	0%	100%
7	My care worker(s) are reliable	0%	0%	6%	94%
8	My care worker(s) stay the time expected	0%	0%	6%	94%
9	My care worker (s) have enough time to help me	0%	0%	6%	94%
10	My care worker(s) are not rushed and never leave early	0%	0%	6%	94%
11	My care worker(s) talk to me	0%	0%	6%	94%
12	My care worker(s) do everything they can for me	0%	0%	6%	94%
13	My care worker(s) are well trained and knowledgeable	0%	0%	6%	94%
14	My care worker(s) listen to me	0%	0%	0%	100%
15	My care worker(s) make me feel safe	0%	0%	0%	100%
16	My care worker looks after my property and make sure my home is secure	0%	0%	0%	100%
17	My care worker understands my dietary needs	0%	0%	0%	100%
18	I am happy with my care and support plan	0%	0%	0%	100%

## Quality Review Survey Results: January 2018 – Part 2

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

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