

Service Users' Quality of Care Survey Results: July 2017

How well do our carers perform in:

Q1 Understanding your care needs?

Excellent 88% Very Good 12% Good 0% Not Very Good 0% Poor 0%

Q2 Providing the services that you want?

Excellent 84% Very Good 16% Good 0% Not Very Good 0% Poor 0%

Q3 Appearing friendly, polite and respecting you as a person

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

Q4 Showing commitment to you

Excellent 76% Very Good 20% Good 4% 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%

Q6 Keeping you comfortable and safe

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

Q7 Arriving on time

Excellent 60% Very Good 32% Good 8% Not Very Good 0% Poor 0%

Q8 Following correct procedures e.g. washing and bathing

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

Q9 Knowing their jobs

Excellent 76% Very Good 20% Good 4% Not Very Good 0% Poor 0%

Q10 Working together as a team

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

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

Excellent 86% Very Good 14% Good 0% Not Very Good 0% Poor 0%

How well does the agency perform in:

Q12 Responding to your concerns

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

Q13 Replying to your telephone calls and dealing with your correspondence

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

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

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

Q15 Providing you with up to date information about its services

Excellent 72% Very Good 20% Good 8% Not Very Good 0% Poor 0%

Overall Assessments

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

Completely satisfactory 92% Satisfied 8%
Unsatisfied 0%

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

Excellent 76% Very Good 24%
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 92% Most Probably 8%
Not certain 0% Not at all 0%