









Quality Review Survey Results: July 2019 – Part 1

Questions		Always	Mostly	Rarely	Never
					
1	I receive good quality care and support	75%	25%	0%	0%
2	My care worker (s) arrive on time	67%	33%	0%	0%
3	I have the same care workers visit me that I know	92%	8%	0%	0%
4	When new care worker(s) visit they always show me their ID badge and say which company they work for	79%	21%	0%	0%
5	My care worker(s) are neat and presentable	82%	0%	18%	0%
6	My care workers say 'Hello' to me and tell me their name	100%	0%	0%	0%
7	My care worker(s) are reliable	83%	17%	0%	0%
8	My care worker(s) stay the time expected	83%	17%	0%	0%
9	My care worker (s) have enough time to help me	83%	17%	0%	0%
10	My care worker(s) are not rushed and never leave early	75%	25%	0%	0%
11	My care worker(s) talk to me	83%	17%	0%	0%
12	My care worker(s) do everything they can for me	100%	0%	0%	0%
13	My care worker(s) are well trained and knowledgeable	75%	25%	0%	0%
14	My care worker(s) listen to me	92%	8%	0%	0%
15	My care worker(s) make me feel safe	92%	8%	0%	0%
16	My care worker looks after my property and make sure my home is secure	82%	18%	0%	0%
17	My care worker understands my dietary needs	87%	13%	0%	0%
18	I am happy with my care and support plan	100%	0%	0%	0%

Quality Review Survey Results: July 2019 – Part 2

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

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

In summary

The service users are 100% happy to recommend the service to others

The branch office staff received over 100% positive feedback

However, to keep up to the very high standards this Company prides itself on, extra emphasis will be placed on carers' being neat and tidy in appearance.