



Professional Carers Service User Survey Results

Introduction

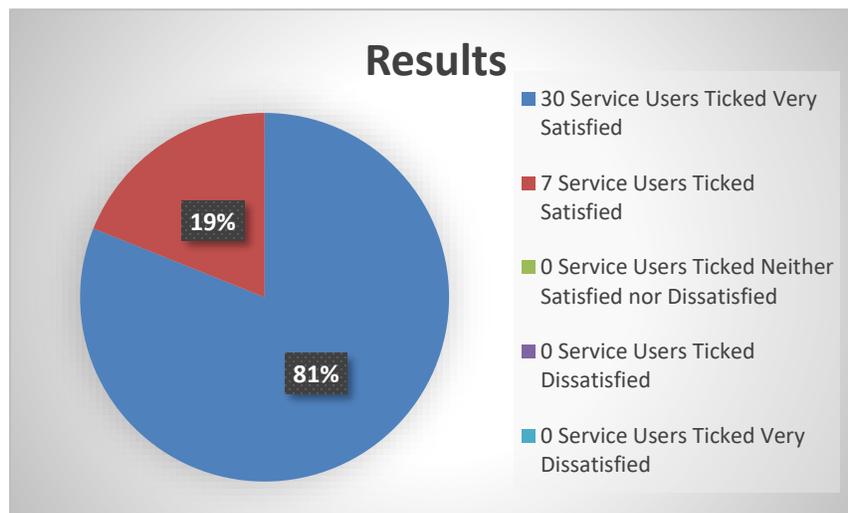
Each year Professional Carers conducts a satisfaction survey of the service users, relatives / representatives of Professional Carers current service users. This document is a summary of the main findings of our most recent survey carried out during June 2017.

We randomly selected one hundred service users out of all our customers who receive care or support. Out of this thirty seven questionnaires were received back, representing a percentage of 37%. Although this was low, the surveys that we received back provided some very positive results. Professional Carers has been established with a quality-orientated approach to the business and our main aim is to provide the highest quality care, taking into account the needs and wishes of each service user.

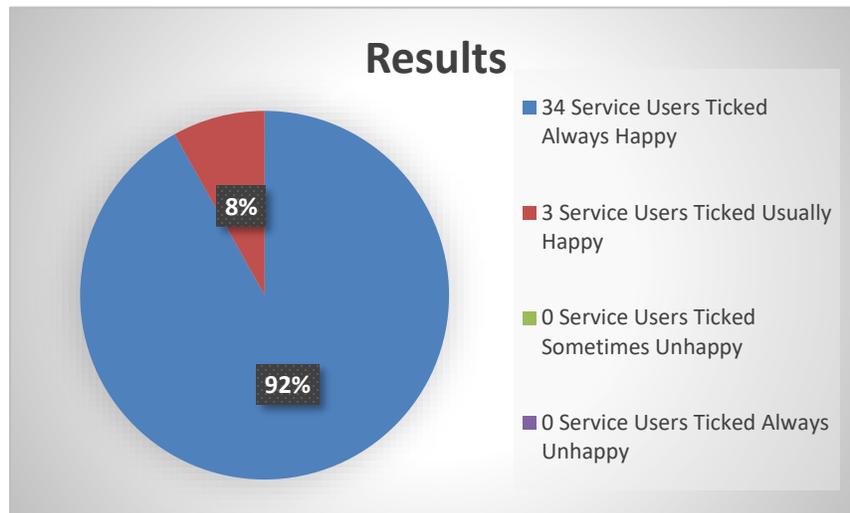
Results

The following questions were asked:-

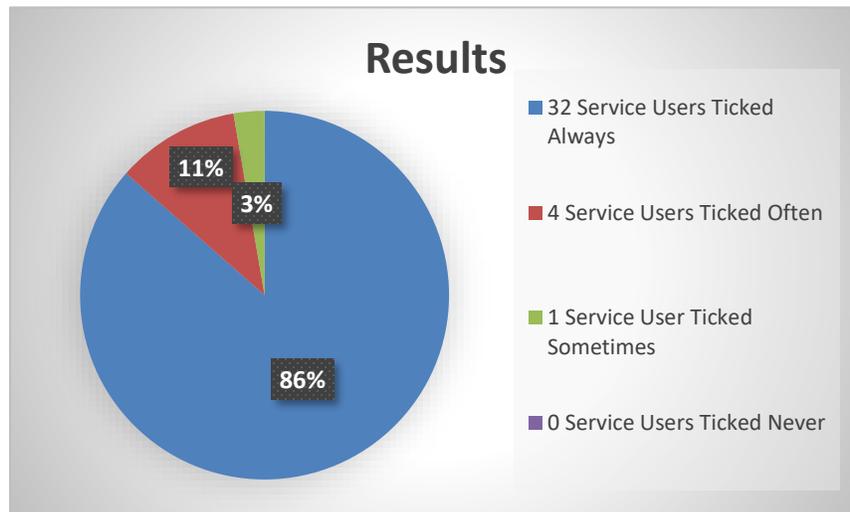
1. **Overall, how satisfied are you with the help from Professional Carers that you receive in your home?**



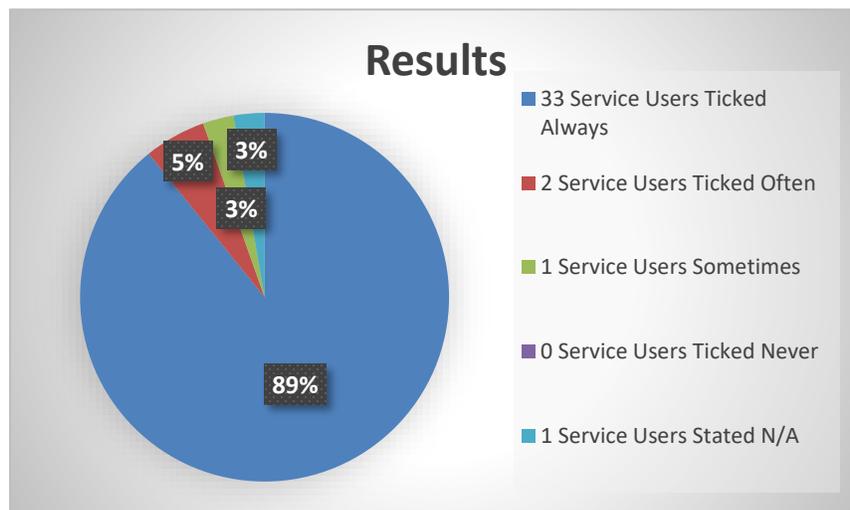
2. **Overall, how do you feel about the way your care workers treat you? (e.g. whether they are understanding and treat you with respect and dignity).**



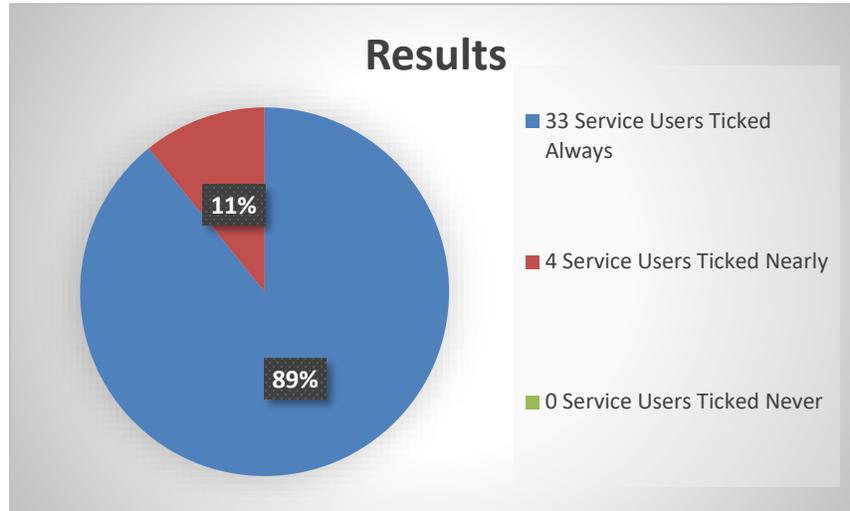
3. Do your care workers encourage you to do things to promote your independence?



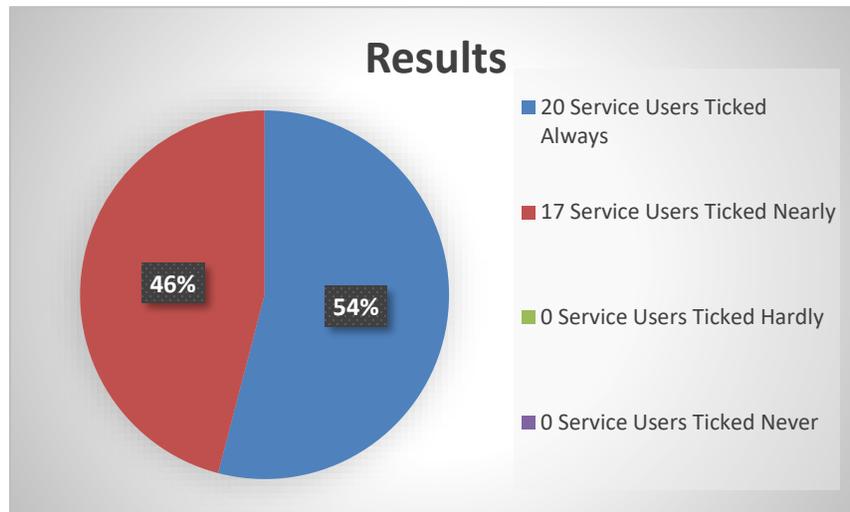
4. Do your care workers let you make choices? (e.g. About what you wear or eat etc.)



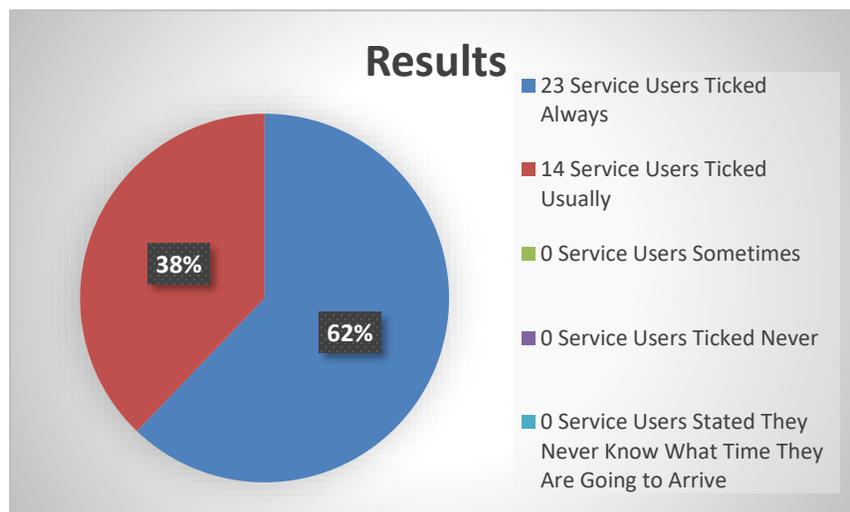
5. Do your care workers carry out the tasks that were agreed at your assessment competently?



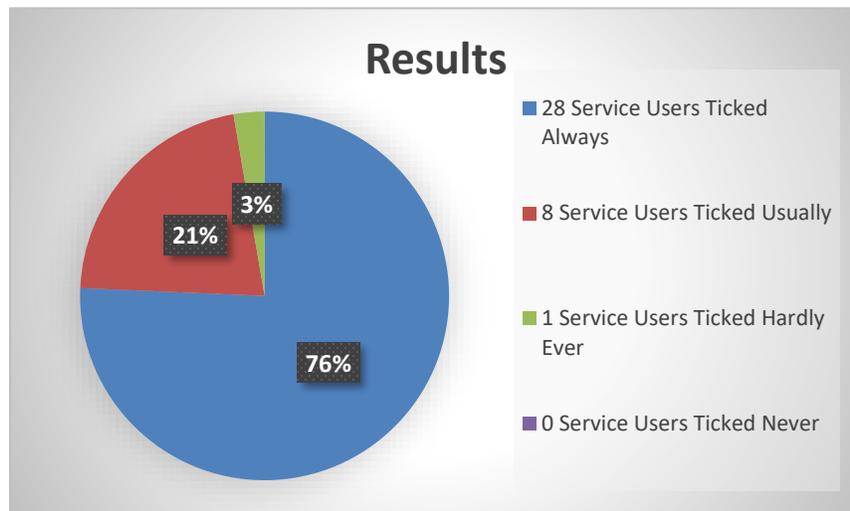
6. Do you see the same care workers?



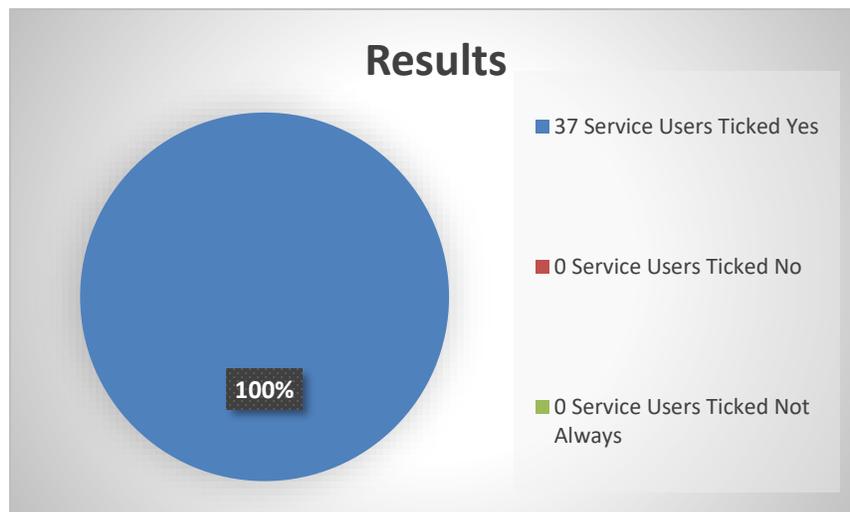
7. Do your care workers arrive on time?



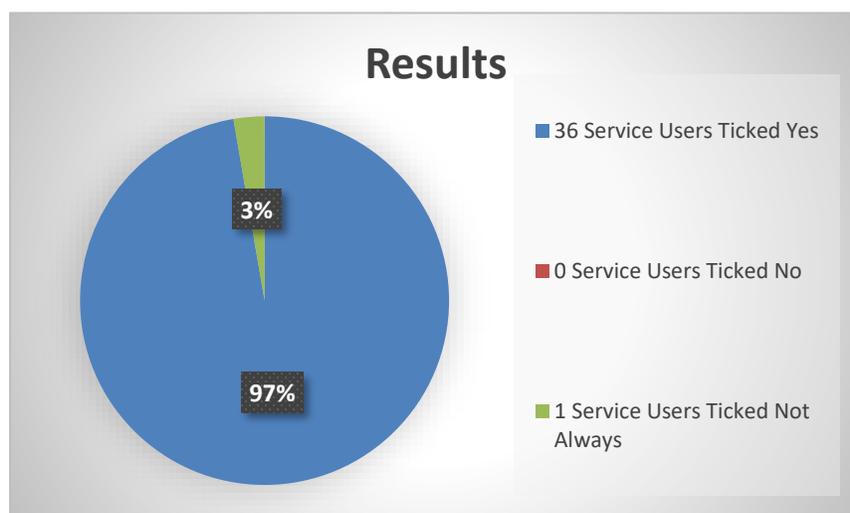
8. Are you kept informed about changes in your care? (e.g. Your visit will be late etc.)



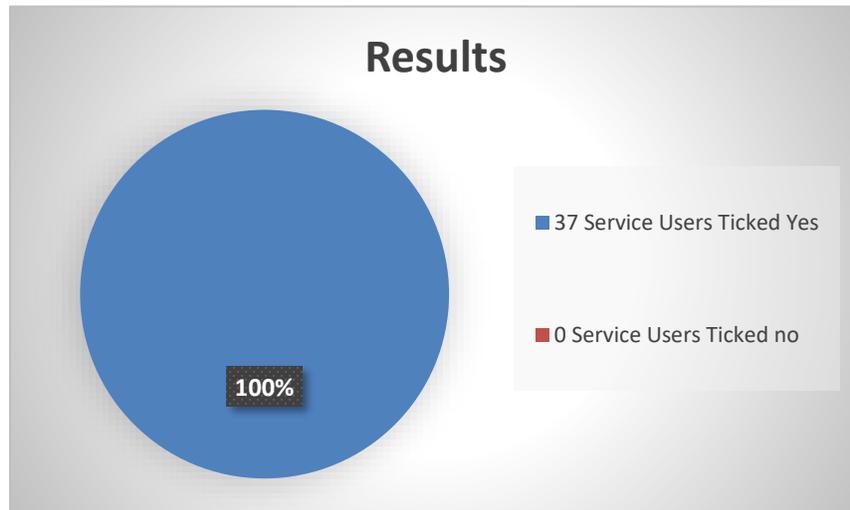
9. Do your carers always wear a uniform and carry an identification badge?



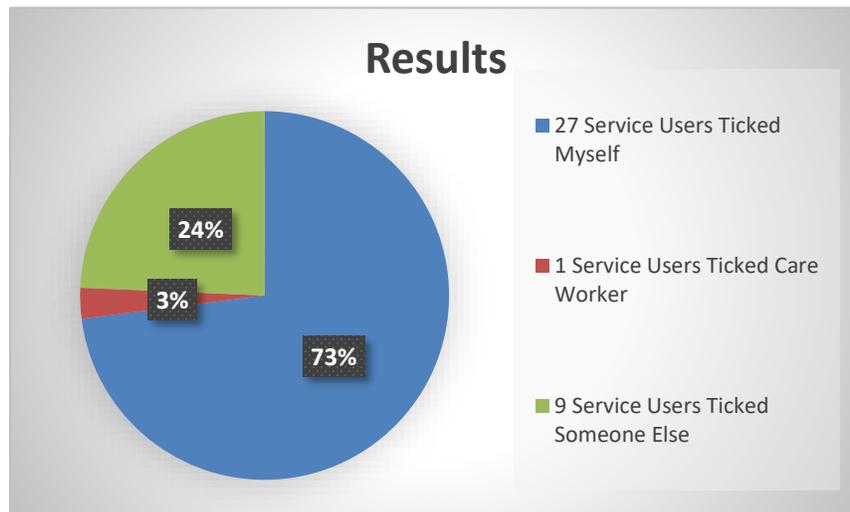
10. Do you feel that you are listened to if you have an issue or concern with your care?



11. Do you know how to make a complaint regarding services you receive from Professional Carers?



12. Did you fill in this survey by yourself or did you have help from someone else?



The following comments were made on the surveys:-

- I could never fault Professional Carers and the difference that they have made to my life.
- I cannot speak highly enough of the carers I have, nothing is ever to much trouble.
- I've always found the carers very good.
- Linda is always excellent and caring, likewise Helen though I don't see her very often these. Cathy and Loki are also very good. They can see what needs to be done without being asked. If the rest of your carers are as good you have nothing to worry about.
- Having Professional Carers was the best decision that I have made.
- I would like to say how much I enjoy Jade, Shannon and Angie coming, I don't see Jade now very often and I miss her she makes me feel special.

- They are all great girls and I hope they regard me as someone other than a client.
- My dad has found all the care workers very nice and respectful, they are always on time.
- Overall, the majority are A*!
- They are all more like friends.
- I would like to say how friendly the office staff are especially Gary. My favourite carer and always has been is Helen, next is Loki. They all try their best to be helpful when there is a new kid on the block which is Melissa – She is lovely.
- Very pleasant lady, who is good at what she does.
- They speak to me like a friend and help me chose my clothes.
- They are all friendly.
- I feel they are friends who care and I enjoy their company.
- The ones I know are excellent, they make me feel someone cares.
- In mine and my families' opinion, Lizzie, Georgia, Cath and Jane are exceptional carers and deserve all the credit they are due.
- Just like to say all carers have been very good and lovely with my dad.
- I have completed this survey on behalf of my sister who has complex needs, the professionalism of the carers and office staff is outstanding, my sister has had other companies in the past and they continually let her down by not turning up, however Professional Carers has regained our trust, as they always arrive. The difference in her appearance and behaviour is all down to the wonderful carers at Professional Carers, we have Helen, Lindsay, Nina and Kirsty.
- Lizzie, Jane, Georgia, Paul and Mel are very good. I do not like carers coming that I do not know, they don't know the way things need doing or how to do them.
- Everything is ok!

Evaluation Overview

Service User Comments

The comments received by service users were once again very positive and we should all be proud of the excellent service we all work hard to achieve as a team. We once again encouraged service users to highlight particular members of the team, if they felt they stood out or were particularly happy with certain individuals. Seventeen staff members were recognized this year and they were:-

- Angela Houghton

- Catherine King
- Elizabeth Rose
- Gary Nagle
- Georgia Gardiner
- Helen Jozefek
- Jade Wing
- Jane Solheim
- Kirsty Walsh
- Linda Greenberg
- Lindsay Stowell-Smith
- Lokeni Thanenthiran
- Melissa Owens
- Melissa Pouncey
- Nina McCarthy
- Paul Brumfitt
- Shannon Mattocks

This was very inspiring and certainly worthy of a note of recognition, as it is nice to be identified as an individual for the hard work, commitment and caring skills that are being shown, especially when a service user has taken time to praise a particular carer. Five of these staff members were also highlighted in last year's survey. Every year every member of staff receives a personalized present that is mentioned, and this year was no different, each member of staff received a personalized box of chocolates as a token of thanks and appreciation.

We feel a number of staff maybe disappointed that their name was not mentioned, there could be a number of reasons for this:-

- The service user failed to return the survey in time.
- Medical conditions that could actually affect the service user's ability to complete the survey for example dementia.

It is therefore vital that any future surveys that are conducted, staff encourage the service user to complete it and return it on time and if they are not able to complete it, ask them would they like help to complete it or is there a family member or friend that could assist.

We would like to say however, we know how hard all staff work to maintain the excellent reputation that we have, the dedication of everyone both carers and office staff is certainly shown in the results whether mentioned or not.

Summary

Last year we sent out 56 surveys and 41% was returned, however this year we sent out 100 and only 37% was returned. Although the response is disappointing this year, roughly the same number of surveys were returned this year, is the same as last year, the only difference being we sent out nearly 50% more surveys this year.

There are a number of factors that could be affecting this, for example medical conditions which limited the service user's ability to complete it. For future surveys, it is important to be aware of who we are sending the surveys out to, for example, could a family member be sent the survey, to assist the service user in completing the survey. We could also alert staff that we are sending the surveys out, and ask them to prompt them to complete it, within the correct time and assist them if necessary, as we have noted only 1 survey returned had help from a carer to complete it.

- Out of 37 returned surveys **100%** of the service users were either very satisfied or satisfied with the help from Professional Carers that they receive in their own home.
- Out of 37 returned surveys **100%** were always / usually happy about the way the care workers treat them.
- Out of 37 returned surveys **97%** agreed that the care workers always / often happy encouraged them to promote their independence.

The remaining 3% was the equivalent of one service user who ticked 'sometimes'. One of the main aims of the company is to be person centered and it is something that we all work tirelessly to achieve. We would therefore aim to achieve 100% in this area in next year's survey. We agree that this question will be repeated.

- Out of 37 returned surveys **94%** agreed that their care workers always / often let them make choices.

3% wrote in the comment box that this question was not applicable, which is the equivalent of one service user. The remaining 3% (equivalent of one service user) ticked 'sometimes', however wrote in the comment box '...Family leave clothes out and she only drinks complan...'

It is very important that service users feel empowered and all carers must ensure that the service user they are scheduled to attend are given the choice in relation to what they want for example what they would like to wear, what they would like to eat etc.

- Out of 37 returned surveys **100%** agreed that the care workers always / nearly always carry out the tasks agreed at the assessment competently.
- Out of 37 returned surveys **100%** of the service users always / nearly see the same care workers.
- Out of the 37 returned surveys **100%** of the service users agreed that the care workers always / usually arrive on time.
- Out of 37 returned surveys **97%** of the service users always / usually are kept informed about changes in their care.

It is important to remind both care staff and administration staff that if there are any changes to the service users package of care that they are informed at all times. However, it is encouraging to see that 97% of service users are happy with how Professional Carers communicates with them and informs them of changes.

- Out of the 37 returned surveys **100%** of the service users said that the care workers always wear their uniform and identification badge.
- Out of the 37 returned surveys **97%** of the service users felt listened to if they had an issue or concern with their care.

The remaining 3% was the equivalent of one service user who ticked 'Not Always', no comment was left.

- Out of the 37 returned surveys **100%** of the service users said that they know how to make a complaint.
- Out of 37 surveys 20 service users identified their name.

No service user was contacted in relation to any issues or concerns that were noted in this year's survey. The survey will continue to be anonymous, with the option for the service user to include their name.

- Once again, this year the survey included a comments box after each question, giving the service user an opportunity to explain their views or add any additional comments. This proved successful and a number of service users did comment to explain the reason why they had put that response.
- It was agreed last year that we would change the questions, several different questions were asked this year including what service do we provide, this gave us a good mix of service users and the answers that were given on how they view the different services we provide.

Conclusion

This exercise demonstrated and re-enforced that Professional Carers is providing a quality service to service users in the community, the comments received by service users was very encouraging and our aim will be to continue to maintain the high standards of care acknowledged by the service users.

A copy of this survey is to be given to all members of staff and any questions to be addressed in individual supervision sessions.

And finally, well done to everyone both carers, management and administration staff!

Completed by and Signed on Behalf of the Company
MRS CARLY PECKHAM – Registered Manager of Professional Carers

7th August 2017