



Professional Carers Service User Survey Analysis

Introduction and Overview

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 between June and July 2025.

We randomly selected 300 service users out of all our service users who receive care or support, across a sector of services that we provide including:-

- Domiciliary – Day Care
- Mobile Nights
- Extra Care Accommodation

A total of 106 surveys were returned, representing a response rate of 35%. Compared to last year, this is a 1% increase, the same number of surveys were distributed over both years. Looking ahead to next year, we plan to explore alternative methods for distributing the survey, such as digital methods. Currently, it is sent by post, but we are considering transitioning to an electronic format in order to potentially increase participation. This change could help us reach not only service users but also their family members and representatives, which may lead to a higher response rate and more comprehensive feedback. This will be trialled in 2026.

Why We Did This

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. This survey certainly proved on the whole that we are meeting the aims and objectives of the company and was pleasing to review.

Any negative feedback we received, if the service user left their details, was contacted, to address the concerns and we have documented the outcome in this survey.



We are committed to delivering safe, effective, caring, responsive, and well-led services in line with the CQC's new Single Assessment Framework. We strive to meet the 34 quality statements by continuously assessing and improving our services and demonstrating outcomes that reflect high-quality, person-centred care. Our approach is guided by six evidence categories:

- People's experience of health and care services
- Feedback from staff and leaders
- Feedback from partners
- Observation
- Processes
- Outcomes

We embrace transparency and accountability through ongoing monitoring, evidence-based practices, and active engagement with the CQC to ensure consistent improvement and excellent care standards.

These values are also imbedded into everything that we do, and form part of the company aims and objectives.

The following POSTIVE comments were made on the surveys about the service:-

When asked, under the following question:-

We welcome any further comments you would like to add regarding your experience of having a care service from Professional Carers. (e.g. Particular members of staff that you feel should be highlighted, or how the help enables you to live in the community etc).

- I couldn't be more pleased with the care provided by Erika and Yasemin.
- The service provided from Professional Carers has been excellent. I feel at home and trust the staff which makes it easier for myself as I don't mix with others. I look forward to staff coming as it is company for me.
- Tanya, Laura and Tammy are fabulous.
- I am happy with carers as they are excellent.
- I am treated well by all the carers.
- Its always a pleasure to have the girls call and help me, especially Ashleigh, Gaynor, Erika and Marigold.
- Always had good experience with the team from carers to office staff. Only met Cath and Tracey and they always treat XXX with respect and friendliness. Any problems always get sorted straight away and quickly.
- I am very happy with my care team and the care received. We always have a laugh during the call and good chats.
- Cant fault the team and staff, daily needs are made simple – Good, friendly team.
- All staff are excellent and I have no problems or complaints.

- Since mum has been cared for by Professional Carers of a night, she is very happy with the service and support she receives. All staff are very professional and treat mum with dignity and respect to which we the family and mum are very happy and grateful for, thank you.
- I would like to highlight the caring and empathetic care I receive from Leslie, Kim, Becky, Grace and Julian.
- Very happy with the service Professional Carers provides.
- I am 95 years old and severely vision impaired all your carers treat me with dignity and respect.
- My independence is always encouraged by the carers.
- Jane, Lisa, Kesley, John and Marie, all work with compassion while caring for me.
- I love my chats with my carers, Nadine, Christine, Susan, Tanya and Emma, they always get involved in my hobbies.
- John and Kat get 5 stars from me.
- Your staff are brilliant.
- All carers are pleasant and good at their job.
- Well done to all the carers, I have no complaints, thank you.
- I have to single out Liz and Jane, they are excellent in every respect. Grace is another who deserves mention. Everyone is very kind to me and I appreciate their efforts on my behalf.
- All the carers are very kind and understanding.
- I can depend on seniors, I will go to staff if I need any support with anything. They are very helpful even the care staff are very helpful and always show me respect.
- I am more than happy with the service.
- Any time something needs sorting Cath and Tracy have been brilliant.
- I find the carers very pleasant.
- I am very happy with all my carers, especially Les and Kim.
- In the two months that I have been here I have been impressed and touched by the kindness and willingness of care staff to do anything they can to help. Their cheerful presence alone, makes me so happy. They are clearly well trained and disciplined, making good use of the equipment, signing in and out, writing up their notes. Nothing is ever too much trouble, they do everything to make me comfortable. I feel grateful and honoured that I have them.

- Essential and appreciated service – Thank you.
- **Emma** gets 5 stars. **Janine**, **Sam**, **Nadine**, **Tanya** and **Tammy** are also excellent.
- XXX is very happy here. The staff are all lovely. He has a great rapport with everyone, which makes us happy.
- All the carers I have met have been lovely and understanding.
- Excellent service as far as I am concerned.
- Thanks to **Lyndsey** and **Mick** for all their help when I had a fall. Thanks to **Donna** and **Karen** for all the laughs.
- I am more than satisfied with my care from all the helpers. Particularly from **Fay** who is very excellent.
- All staff that have come to my flat have been friendly, professional and helpful. I especially would like to highlight **Erika**, **Jasmin**, **Karen**, **Ashleigh** and **Yasemin**.
- All the carers are very good, I have no complaints.
- XXX Loves the staff who attend her and show concern for her wellbeing with kindness.
- The carers are lovely, mum is happy and content.
- Everything is fine, I'm very happy with the service!
- The carers are really good!
- I feel the carers in my team are excellent.
- Professional Carers help me to live in my home so that I am independent.
- **Jane** and **Liz** go the extra mile looking after me. They always make me laugh and listen, most of all we are friends.
- The staff are very nice and thoughtful, and they look after me well.
- My carers always listen to me.
- All members of staff are very welcoming, caring and make me laugh.
- I have had the same care team for 7 years and as always its very much appreciated.
- I have no complaints with the night care that my mum receives, the service and staff are very good.
- All carers are fantastic.

- All the carers are very pleasant, I enjoy their company, and we all get along very well.
- I can't find any fault; the carers are really good.
- Its very reassuring seeing familiar faces all the time.
- Mum has regular carers with is very much appreciated.
- The girls I have are all lovely and helpful.



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 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. 34 members of staff were recognized this year who enter our hall of fame! And they were [drum roll please]: -



Ashleigh Milne

Job Role – Domiciliary Carer (Extra Care)



Cat Shackleton

Job Role – Domiciliary Carer (Day)



Cathy King

Job Role – Domiciliary Carer (Mobile Nights)



Christine Pringle

Job Role – Domiciliary Carer (Extra Care)



Donna Houssein

Job Role – Domiciliary Carer (Extra Care)



Elizabeth Rose

Job Role – Domiciliary Carer (Mobile Nights)



Emma Pugh

Job Role – Senior Carer (Extra Care)



Erika Seville

Job Role – Domiciliary Carer (Extra Care)



Fay Nourse-Grant

Job Role – Domiciliary Carer (Extra Care)



Gaynor Edwards

Job Role – Domiciliary Carer (Extra Care)



Grace Boden

Job Role – Domiciliary Carer (Mobile Nights)



Jane Ainslie

Job Role – Domiciliary Carer (Day)



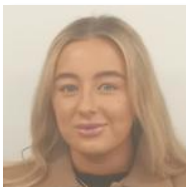
Jane Solheim

Job Role – Domiciliary Carer (Mobile Nights)



Janine Lea

Job Role – Domiciliary Carer (Extra Care)



Jasmin Smith

Job Role – Domiciliary Carer (Extra Care)



John Fowles

Job Role – Domiciliary Carer (Community)



Julian Worthington

Job Role – Supervisor (Mobile Nights)



Karren Rogers

Job Role – Domiciliary Carer (Extra Care)



Kimberley Cooper

Job Role – Domiciliary Carer (Mobile Nights)



Laura Caine

Job Role – Domiciliary Carer (Extra Care)



Lesley King

Job Role – Domiciliary Carer (Mobile Nights)



Lisa Mountford-Jones

Job Role – Domiciliary Carer (Community)



Lyndsey Wall

Job Role – Senior Carer (Extra Care)



Maria Quirk

Job Role – Domiciliary Carer (Community)



Mariegold Sombrio

Job Role – Domiciliary Carer (Extra Care)



Mick Burnett

Job Role – Trusted Assessor



Nadine Cloy

Job Role – Domiciliary Carer (Extra Care)



Rebekah Roberts

Job Role – Domiciliary Carer (Mobile Nights)



Samantha Ash

Job Role – Domiciliary Carer (Extra Care)



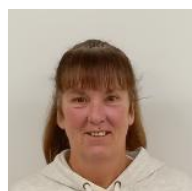
Susan Tikbiyik

Job Role – Domiciliary Carer (Mobile Nights)



Tammy Byrne

Job Role – Domiciliary Carer (Extra Care)



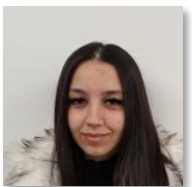
Tanya Parry

Job Role – Senior Carer (Extra Care)



Tracy Veste

Job Role – Domiciliary Carer (Mobile Nights)



Yasemin Vural

Job Role – Domiciliary Carer (Extra Care)

This was very inspiring and certainly worthy of a note of recognition! 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 or member of the office team.

We have continued to include a picture of the members of staff that were highlighted, as we understand that many of the staff work across different roles, shifts and areas and may not always remember a member of staffs face by name. Adding the picture is also helpful for service users, family and stakeholders.

We do however recognise that it is equally as important to note that not all staff have been highlighted, and this could be due number of reasoning :-

- 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 and memory loss or confusion of names.
- The fact that the service users find ALL of their carers equally as competent and amazing! Afterall, it is common and human nature for people to complain before leaving a review.

WHO RECEIVED A MENTION LAST YEAR AND THIS YEAR?

From the survey last year, we have seen 11 of them names being mentioned again. They are:-

- Cathy King
- Cat Shackleton
- Elizabeth Rose
- Jane Ainslie
- Jane Solheim
- Laura Caine
- Lyndsey Wall
- Mick Burnett
- Tammy Byrne
- Tanya Parry
- Tracy Veste

Well done to those mentioned, they are clearly doing an outstanding job to receive a second mention!

Our mission for next year, is to grow this list, and see how many people receive another mention in 2026's survey. As noted next year, we plan to explore alternative methods for distributing the survey.

IN SUMMARY

We fully recognise the exceptional efforts of all our staff in maintaining the high standards and strong reputation of our organisation. The dedication demonstrated by both our care professionals and office personnel is evident in the quality of service we deliver, whether explicitly acknowledged or not.

As a reflection of our appreciation, the company implements a number of incentive programmes throughout the year to formally recognise outstanding contributions. These include initiatives such as Carer of the Month, formal presentations, gift vouchers, tokens of appreciation, and various other forms of recognition.

It is our sincere hope that these initiatives convey how highly we value your continued commitment and that all members of our team feel genuinely appreciated for the vital work they do.



DETAILED ANALYSIS OF RESULTS

We will now provide a breakdown of the answers supplied by our survey returns.

Service Users were asked 16 individual questions on this survey. The response required respondents to rate their feelings using a tick box system and each respondent was encouraged to leave written feedback in the survey about ideas, suggestions or improvements.

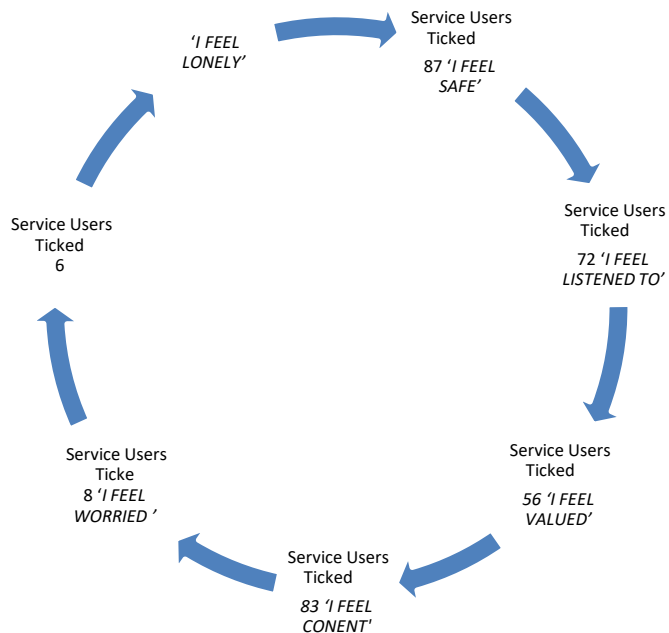
Question 1

Tell us about you:

64 Service Users Ticked	<i>'I USE THE SERVICE'</i>
26 Service Users Ticked	<i>'I AM A RELATIVE / FRIEND / ADVOCATE AND I AM COMPLETING THIS ON BEHALF OF SOMEONE WHO USES THE SERVICE'</i>
16 Service Users Ticked	<i>'I AM A CARER WHO WORKS FOR THE SERVICE AND I AM HELPING THE PERSON COMPLETE THE SURVEY'</i>

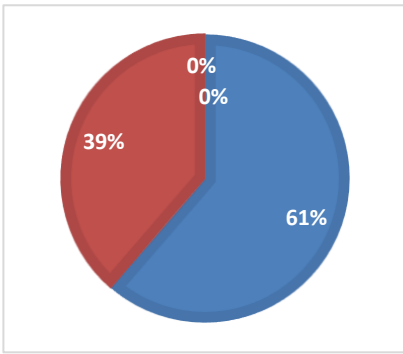
Question 2

Your wellbeing is important to us, tell us how you are feeling right now.



Question 3

Overall, I am happy with the care and support that I received from Professional Carers.



65 Service Users Ticked	Strongly Agree
41 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

The following comments were made in relation to this question:-

Positive

- ⇒ I have no problem with them.
- ⇒ I wished they could stay longer as I love their company.
- ⇒ I am happy with the service.
- ⇒ I am very happy with my carers.
- ⇒ XXX Loves the staff who attend her and show concern for her wellbeing with kindness.
- ⇒ Carers are lovely, mum is happy and content.
- ⇒ I am happy with carers as they are excellent.

Developmental

- ⇒ The carers are overworked, they haven't got enough time.

Managers Comments

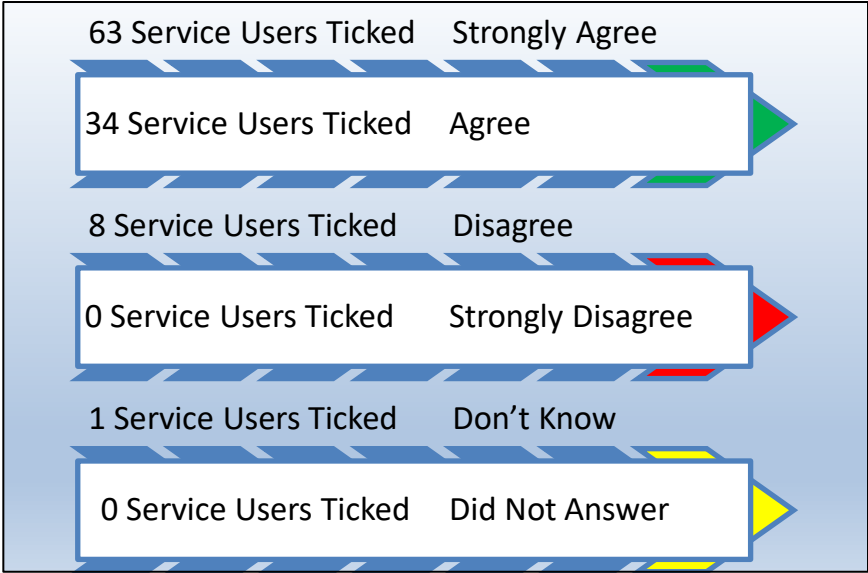
I have reviewed the feedback received regarding this question and I am satisfied there is no common theme and we received some excellent feedback. In relation to the developmental comment, the wellbeing of our carers is extremely important to us, and we are actively reviewing scheduling practices and workload distribution to ensure our teams are supported and able to provide the highest standard of care without undue pressure.



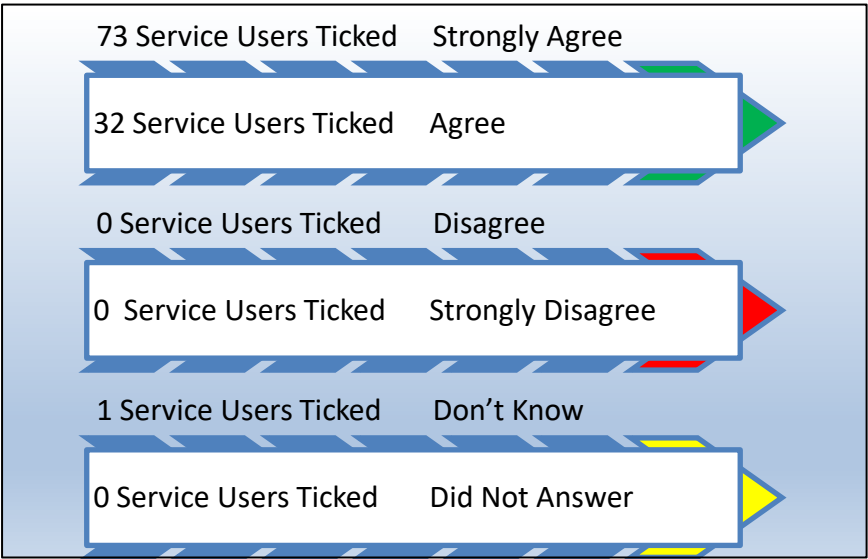
Question 4

My Care and Support

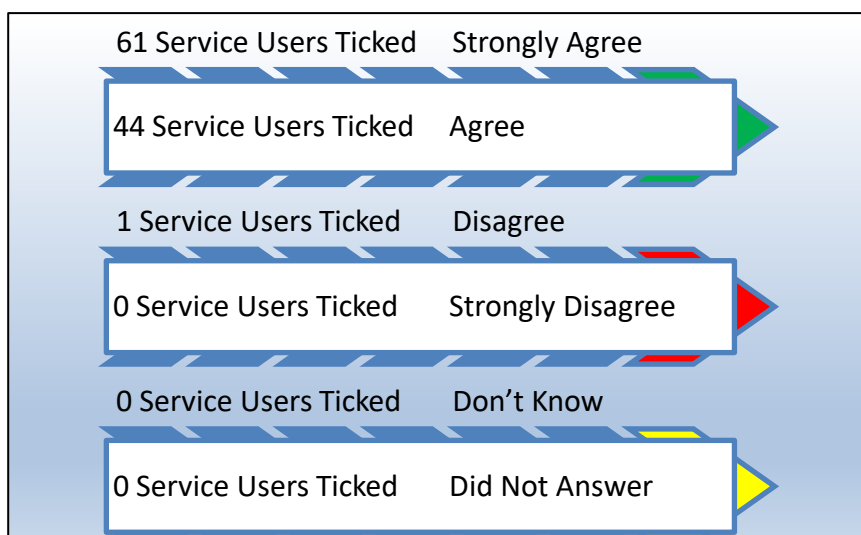
- I am involved in decisions about my care and support



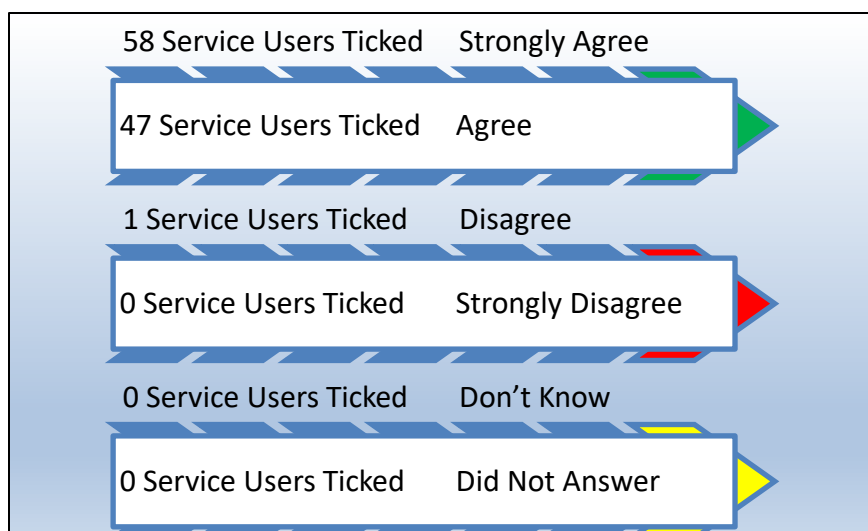
- I can chose who else (family, friends) can be involved in my care and support



- My independence is encouraged



- I feel listened to



The following comments were made in relation to this question:-

Positive

- ⇒ I feel very listened to – The poor girls have to put up with me whittering at them every morning about all sorts of nonsense.
- ⇒ The carers always encourage my independence.

Developmental

- ⇒ Unannounced new carers are always a bit unnerving.

Managers Comments

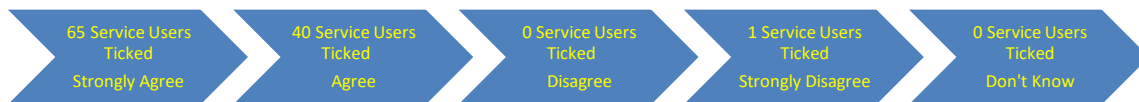
I have reviewed the feedback received regarding this question, the feedback regarding unannounced new carers is an important consideration. It's recognised that the arrival of unfamiliar carers without prior notice can be unsettling for both service users and their families. To improve this experience, efforts are being made to strengthen communication protocols, ensuring that individuals are informed in advance when there are changes in staffing. Wherever possible, we will make contact to provide this information.

Overall, the responses to this question were very encouraging and will be taken into account as we continue to develop and improve our services, it's great to see that people are feeling listened to, involved and that their independence is encouraged.

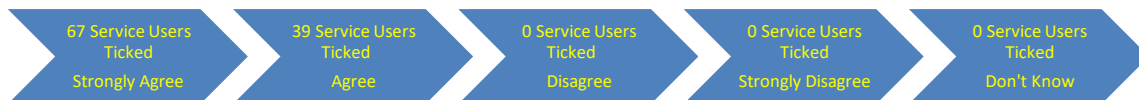
Question 5

I am treated

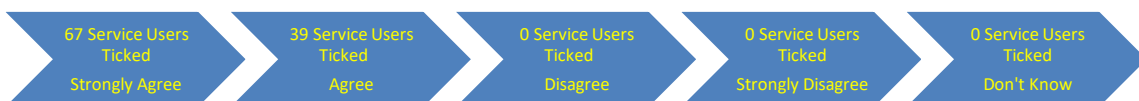
- Kindly



- With Dignity and Respect



- Compassionately



The following comments were made in relation to this question:-

Positive

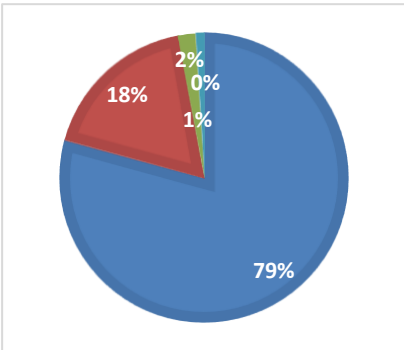
- ⇒ I am happy with the carers I have.
- ⇒ In this respect your staff are brilliant.
- ⇒ I love the way **Jane** and **Lizzie** call me Pasty and try and guess what I'm trying to say, we always get there in the end.
- ⇒ I am treated well from all carers.

Developmental

No developmental comments received in relation to this question.

Question 6

My care team carry out the tasks in my assessment and care plan competently



84 Service Users Ticked	Strongly Agree
19 Service Users Ticked	Agree
2 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
1 Service Users Ticked	Don't Know

The following comments were made in relation to this question:-

Positive

⇒ **Jane** and **Lizzie** go the extra mile looking after me.

Developmental

⇒ Some carers don't refill water or empty bins.

⇒ Some do and some don't.

Managers Comments

Professional Carers has in place an electronic care planning system called PASS. This enables real time updates for our care teams, so they can view tasks and requirements prior to attending each call. Without this, we would not be able to operate in such an efficient manner. PASS also helps us to track that tasks are completed correctly and not missed, safeguarding our service users.

One of the main aims of the company is to be person centred and it is something that we all work tirelessly to achieve. And the results from this question was very promising. We pride ourselves on having detailed and comprehensive assessments which allows us to develop detailed care plans.

Based within our office team, we also have a team of 3 x dedicated Trusted Assessors. Mick Burnett, Sally Martin's, and Dominic Turner, who is new to the team, joining us in whose main focus is to concentrate on re-assessments and reviewing of care plans. Known more commonly as 'Trusted Assessment', this ensures that care needs are current and meeting individual's requirements. Trusted Assessment focuses on ensuring we give people as much choice and control over their lives as possible, taking into account the service users personal preferences, dignity, privacy. This role is very successful and we have had excellent feedback from Adult Social Services Provider Lead

Team regarding our partnership work. We are proud of our ability to provide a ‘wrap around service’, striving to achieve the best outcomes for people on the Wirral.



Helen Jozefek, our Company Trainer, has been an integral part of our team for over 13 years. Her vast experience and expertise make her a highly skilled and valuable asset to the company. Helen is responsible for ensuring that all of our Care Teams receive a thorough induction process, followed by ongoing refresher training. These training sessions cover a wide range of essential topics, including quality standards, health and safety protocols, and the critical importance of delivering care in a person-centred manner. This approach helps foster an environment where every team member is equipped with the knowledge and confidence to perform their role with efficiency and professionalism.

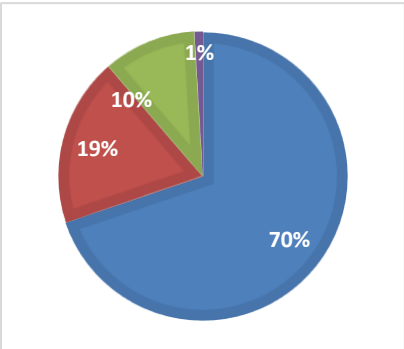
Moreover, Helen’s training emphasizes the importance of empathy, communication, and understanding the unique needs of each service user, ensuring that care is not only effective but also compassionate. In addition to the training, we conduct regular supervision sessions for our teams to maintain high standards and ensure that they are consistently meeting the goals set out in the service user assessments. This ongoing support helps our Care Teams remain aligned with the objectives of the organization and continue to deliver the best possible care. We are committed to providing an environment where staff can grow, develop, and deliver care with confidence and excellence.



I have reviewed the negative comments received regarding this question and I am satisfied the two concerns could be directly resolved with the service users.

Question 7

I regularly see the same care team



74 Service Users Ticked	Strongly Agree
20 Service Users Ticked	Agree
11 Service Users Ticked	Disagree
1 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

The following comments were made in relation to this question:-

Positive

⇒ My team are great.

⇒ I always see the same carers, they are great.

Developmental

⇒ Recently I have been seeing different carers, I don't like it.

⇒ I was unfortunately unable to get the slot I wanted and I seem to be allocated whoever is available.

⇒ I have different carers all the time, I get used to my regular ones and then it gets changed.

Managers Comments

Overall this was a positive result in the main. One of the hardest tasks we face is to coordinate staffing rotas with service users, and this is usually the one area that we see a few niggles about. Caring for such a large number of people naturally presents challenges, as do the employment of staff, who have their own personal issues to deal with (i.e. illness, family commitments etc). This can, on occasions, impact schedules and result in a change of carer. We do however always try to send a familiar face.

This area is a clear focus of ours, and we also work hard to meet the KPI Guidelines as set by Adult Social Services. Continuity of care is also regularly reviewed and monitored by Lisa Kenny our Deputy Manager.

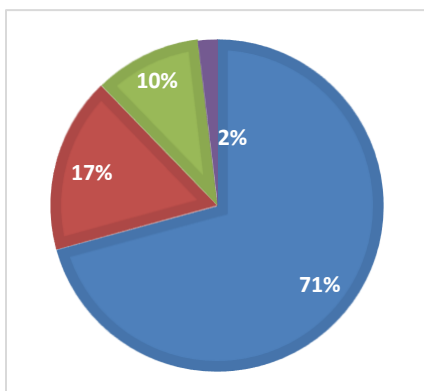
With regards to the feedback which was less positive, it's important that we make clear at the initial assessment that our staff do work shifts and must have days off. For example, a number of staff work on a 4 day rolling rota, so this is why the team can change. They may also have holidays, or studying commitments for us to permit.

We will however work over the next 12 months to ensure this message is cascaded through to our staff who complete assessments with Service Users, so we can be honest and transparent about our ability to provide consistent carers.

This year, Spinnaker House Extra Care Scheme officially opened, marking it as the largest of its kind on Wirral, with 102 self-contained flats. Over the past 12 months, as the flats have gradually been occupied, the staff team has had to expand to meet the increasing demand. Consequently, there have been adjustments to individuals' schedules and care teams. However, we expect things to settle into a more consistent routine within the next 12 weeks.

Question 8

My care team arrive more or less on time.



75 Service Users Ticked	Strongly Agree
18 Service Users Ticked	Agree
11 Service Users Ticked	Disagree
2 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

The following comments were made in relation to this question:-

Positive

- ⇒ They are very punctual.
- ⇒ They always arrive on time to give me my midnight snacks.
- ⇒ If they are late, I know its because someone else's need is of greater importance.
- ⇒ I am always told if they are going to be a little bit late.
- ⇒ They come more or less the same time each day.

Developmental

- ⇒ At times all over the place.
- ⇒ Visits erratic.
- ⇒ Call times vary.

Managers Comments

As you can see the highest proportion of respondents answered this question in a positive manner, suggesting in the whole that service users do receive their calls on time, or at least within the time frame provided (including the 30 minute either way ruling due to exigencies of the service).



Call times can be a very challenging issue to manage, something that is often impacted by factors out of our control.

Care workers can be delayed in their previous call, or when in the community get stuck in traffic travelling to their next call, ultimately causing a delay. Sometimes accidents and emergencies also happen and some of our services users require complex support which can cause them to run later than planned. This explanation would therefore justify some of the developmental feedback.

Our company policy is that if a call is scheduled at 9am, the call can be scheduled 30 minutes either way outside of this time. The rostering software system that we use, known as 'Care Planner' has a setting that the call cannot be physically moved any time beyond the 30-minute ruling.

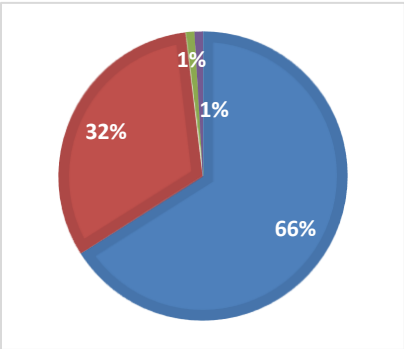
To help support punctuality of call times and built into robust governance, our managers, coordinators, supervisors and seniors regularly review service user call times, to ensure that they are set within the 30-minute policy. It is

important that this policy is cascaded through to service users when the initial assessment is completed so we will remind our teams conducting assessments of the importance of this.

Furthermore, this year, Spinnaker House Extra Care Scheme officially opened, marking it as the largest of its kind on Wirral, with 102 self-contained flats. Over the past 12 months, as the flats have gradually been occupied, the staff team has had to expand to meet the increasing demand. Consequently, there have been adjustments to individuals' schedules to accommodate this increase, this was expected and planned, but we understand that people do not like change and settle into a routine very quickly. However, since the completion of this survey, the building is now fully occupied, and call times have now stabilized.

Question 9

The communication between myself and Professional Carers is good.



70 Service Users Ticked	Strongly Agree
34 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
1 Service Users Ticked	Strongly Disagree
1 Service Users Ticked	Don't Know

The following comments were made in relation to this question:-

Positive

- ⇒ I can speak to any of my carers.
- ⇒ Things were hard at first as I wasn't used to having carers, everything is great now I am used to them.

Developmental

- ⇒ I had a meeting regarding my call times, it was very confusing conversation.

Managers Comments

In the whole the results showed a positive response. It is important to note as a team that any changes must be discussed and agreed with the service users on every occasion, this promotes good communication. We will therefore continue to address this with our operations team in supervisions and team meetings.

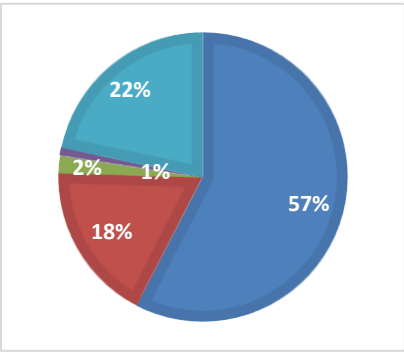
All Service Users and their nominated representatives have access to our software programme named 'open pass', providing an app which allows them to see future call times and carers attending in advance. This is actively used by 85% of service users and was introduced to keep our service users more informed about their planned care calls. It was therefore good to read positive feedback about the usefulness of this app.

In addition, Service Users receive a Service Guide, which includes a wealth of information about our services, including contact details. They are also sent regular newsletters aimed at keeping them informed about important updates and ongoing developments within Professional Carers. These newsletters highlight opportunities for them to engage with the service and provide details on how to contact us. We also ensure our social media, website, and blogs are regularly updated and digitally shared with service users, their families, and nominated representatives, helping to keep everyone informed and engaged.



Question 10

If I have had reason to contact the office, the call was answered promptly and with courtesy.



- | | |
|-------------------------|-------------------|
| 61 Service Users Ticked | Strongly Agree |
| 19 Service Users Ticked | Agree |
| 2 Service Users Ticked | Disagree |
| 0 Service Users Ticked | Strongly Disagree |
| 1 Service Users Ticked | Don't Know |
| 23 Service Users Ticked | Not Applicable |

The following comments were made in relation to this question:-

Positive

⇒ Very kind and understanding.

Developmental

⇒ Problem with hearing.

⇒ Not with courtesy sometimes.

Managers Comments

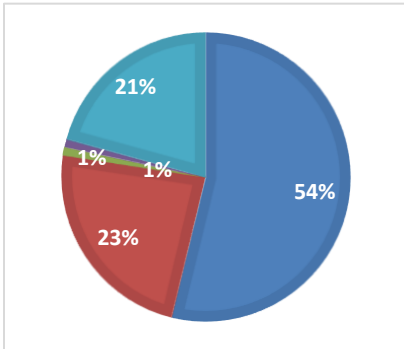
It was encouraging to see that the vast majority of service users either strongly agreed or agreed with the statement, confirming that their calls to the office are answered promptly and courteously. Our office team is well-staffed, allowing for quick responses to incoming calls. Additionally, we regularly offer refresher training on customer service and complaints handling. Many members of our office team also hold relevant qualifications in customer service and business administration, ensuring effective management of calls and complaints.

We received feedback as noted suggesting that, on occasion, calls to the office were not answered with the expected level of courtesy. We take this feedback seriously and will reassess our customer service procedures to ensure all interactions are handled with the highest level of respect and professionalism. We are dedicated to enhancing the experience for our service users and will take the necessary steps to address this issue. This response acknowledges the concern and demonstrates our commitment to resolving it proactively.



Question 11

When I have contacted the emergency service line, the call was handled efficiently.



57 Service Users Ticked	Strongly Agree
25 Service Users Ticked	Agree
1 Service Users Ticked	Disagree
1 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know
22 Service Users Ticked	Not Applicable

The following comments were made in relation to this question:-

Positive

⇒ Has fall they came quickly.

⇒ So efficient.

⇒ Very pleasant.

Developmental

⇒ I have had to call the emergency line a few times and had to wait a while, once had to wait 20 minutes.

⇒ Couldn't help XXX up when she fell, left her alone on floor for 7.5 hours waiting for the ambulance to get her up.

Managers Comments

Overall, the results indicated a positive response, confirming that our out-of-hours and office calls are managed appropriately. This reassures service users that they can access help or support 24/7. There may be instances when the team is handling emergencies, which could result in a delay in addressing certain contacts. It's important to remember that we are not emergency services, and in the event of a true emergency, we always advise contacting 999.

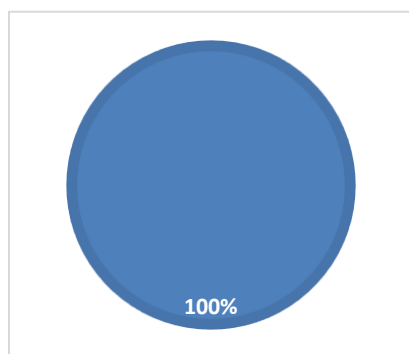
Well done to the on-call team who often face high demand and challenging calls!

In addition to our on-call service, we can also be contacted for non emergencies via email, openpass, email or social media. This enables us to be responsive to the needs of our service users offering many communication methods.

After reviewing the developmental feedback, a service user will be assessed, and if they are unable to be safely lifted after a fall using our in-house equipment or through Mediequip, emergency services will be contacted. We will follow guidance from clinicians, and if it is agreed that we can leave, we will proceed accordingly, as per our policy, which is exactly what we followed in this case based on the feedback received.

Question 12

My care team always wear a uniform and carry an identification badge.



106 Service Users Ticked	Yes
0 Service Users Ticked	No

The following comments were made in relation to this question:-

Positive

⇒ They always look very smart and professional.

⇒ Always dressed in full uniform with badge showing.

⇒ I am registered blind, but reassured that they wear them.

⇒ **Jane** and **Lizzie** always look smart and clean.

⇒ Always

Developmental

⇒ No development comments recorded.

Managers Comments

This feedback is excellent, and it's truly rewarding to see our staff being recognized for presenting themselves in a smart, professional manner and consistently wearing their uniform and ID badges while on duty. It's a reflection of their dedication to upholding the high standards we set for our team.

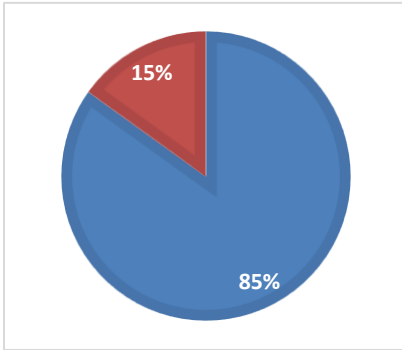
In line with our Supervision Policy, we carry out regular spot checks to monitor compliance with uniform and ID badge requirements. Staff are actively encouraged to challenge any individual who fails to adhere to these standards, ensuring consistency across the team. This proactive approach not only promotes professionalism but also reinforces the trust and confidence service users place in us.

The positive feedback we've received is a clear indication that these efforts are paying off, and it's encouraging to hear that our commitment to good governance is being reflected in our daily operations. Maintaining these standards is essential to ensuring we deliver the best possible care, and it's great to see that compliance is being consistently upheld across the board.



Question 13

My care team always wear personal protective equipment, if applicable i.e for personal care.



90 Service Users Ticked	Strongly Agree
16 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

The following comments were made in relation to this question:-

Positive

- ⇒ All the staff that come to me wear PPE.
- ⇒ All of my care team wear this.
- ⇒ Always!
- ⇒ I am blind, but they tell me that they wear it and I can always hear them putting it on.
- ⇒ Always got gloves and aprons on.

Developmental

- ⇒ No development comments recorded.

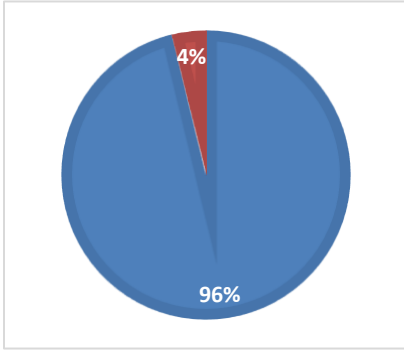
Managers Comments

Again a great response with all respondents answering a 'strongly agree' or 'agree' response.

Post Covid-19 we do still continue to provide carers with face masks. Although guidance states this is now not mandatory unless certain terms are met, we encourage service users to let their carers know if they their care team to wear a mask. If a service user has Covid-19 or an infectious disease, face masks will always be worn. As part of regular supervision by our seniors and care supervisors, we also routinely check and test the knowledge of our carers to check compliance. Care staff also regularly undergo Infection Control training.

Question 14

I know how to make a complaint or compliment regarding services you receive from Professional Carers?



102 Service Users Ticked Yes

4 Service Users Ticked No

The following comments were made in relation to this question:-

Positive

- ⇒ I don't need to complain about anything.
- ⇒ If I have any problems they are always dealt with straight away.
- ⇒ Very happy – No complaints.
- ⇒ I know to just call the office and they will help me.

Developmental

- ⇒ Unsure.

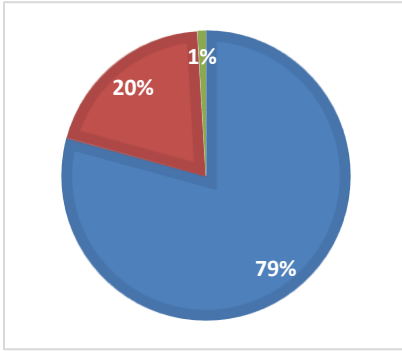
Managers Comments

I am confident that the vast majority of service users feel assured in their ability to raise a complaint if needed. When service users first join us, they are provided with a Service Guide that contains extensive information about our services, including clear instructions on how to make a complaint.

4 out of the 106 service users who stated that they did not know how to make a complaint disclosed their details, we were therefore able to follow this up with this particular individuals, to ensure that they are aware of how to contact this.

Question 15

If you have made a complaint, were you happy with the way in which your complaint was dealt with and resolved?



21 Service Users Ticked	Yes
1 Service Users Ticked	No
84 Service Users Ticked	Not Applicable

The following comments were made in relation to this question:-

Positive

- ⇒ I've never had to make a complaint.
- ⇒ I don't have any complaints.
- ⇒ Never had any complaints.
- ⇒ Never needed to make a complaint.

Development

- ⇒ Not happy as I am being told that as my cleaning call ended, I wanted a social call to help me get out and about.
Comment – Professional Carers are not responsible for allocation of Packages of Care, this responsibility lies with Adult Social Services, whom will assess the individual's needs.

Managers Comments

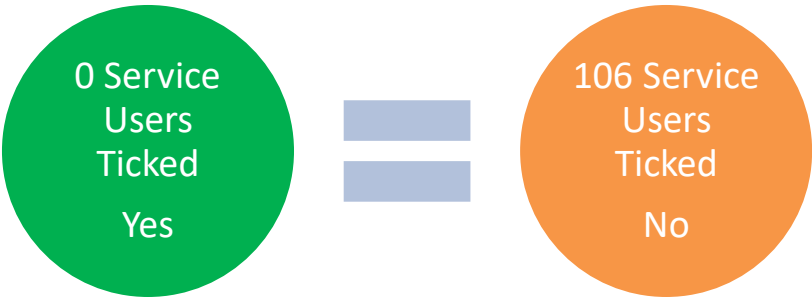
The positive comments received were very encouraging, indicating that people are happy with the service that they are receiving, simply because they have not had to raise a complaint. The Complaints Audit has also been reviewed as part of this analysis and we are able to confirm everyone that has made an official complaint was satisfied with the outcome and how it was dealt with.

In addition to this, it is also worth noting that we regularly receive positive feedback in the form of thank you cards, verbal feedback and letters, all of which are stored and on Care Planner. We encourage the sharing of such feedback amongst our workforce, and learn when things go wrong.

Furthermore, we have a 'Duty of Candor' policy in place, which outlines our responsibilities in ensuring transparency and accountability.

Question 16

Would you be interested in joining our staff recruitment panel?



Management Comments

We believe it is essential to involve our service users in the process of selecting the individuals who will provide their care. This aligns with our company values, which are based on the acronym C.A.R.E. While we understand that not everyone may want to participate, we are committed to exploring innovative ways to engage service users in the company and ensure their voices are heard.

			
Compassion	Accountability	Respect	Excellence
Everything that we do, every single day, in every interaction we have with each other, our service users, their families and our partners - we commit to providing compassionate care .	We will take accountability and take responsibility, act with integrity and speak with honesty. We are prepared to get involved in making improvements and we will encourage feedback from service users and colleagues, to shape how we deliver our service.	We will show respect by listening, valuing, trusting and empowering people. We will recognise people as individuals and offer choice and opportunity to enable them to live safely, fulfilled and as independently as much as possible. We will value individuals and work in partnership with relatives, regular carers and other agencies to help enable people to take as much control over their lives as possible, helping them to retain dignity and lifestyle choice.	Our people, our passion, which is why we will acknowledge efforts and successes. We are not afraid to recognise hard work and say 'thank you' to those that go the extra mile. We will deliver excellence because we are professional, we will aim high, value challenge and never stop learning or innovating

Vicki Halligan is our 'Recruitment Coordinator'. Having a dedicated individual trained in values based recruitment really has made a difference, enabling us to maintain safer recruitment standards as we grow and expand. The presence of this role offers reassurance to service users and their loved ones that the people we recruit, and properly vetted and checked being offered a position within the company.



Pictured: Vicki our internal Recruitment Coordinator

A year in pictures



We Take Pride In Going Above And Beyond...

Each year we like to take the time to share some examples of how we have supported and enriched the lives of our service users, over and above their scheduled package of care. These photographs evidence just a few examples of some of the wonderful events held and memories made between carers and service users! It's always nice to reflect on the wonderful work completed by our team, something that highlights the differences we really are making.

Just a few of our favourite examples include:

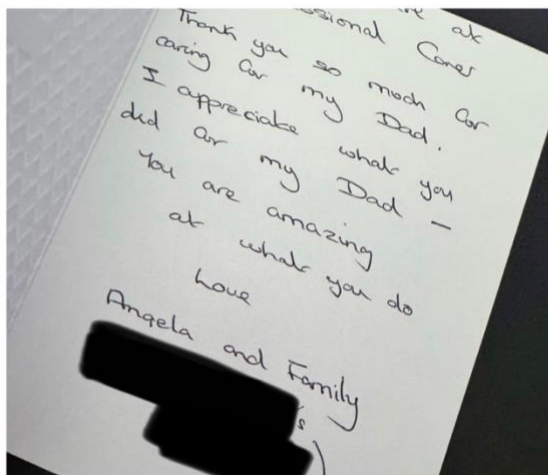
- Reuniting long lost friends.
- Making a fuss of those special 'milestone birthdays'
- Holding a regular 'Fish Friday', and 'Pizza Nights', inviting community clients to join us for lunch
- Bingo and social events such as crafting, to help building relationships between those who may be isolated.
- Christmas Parties – Including a special visit from Santa.
- Fancy dress events, such as at Halloween.
- Celebration of VE day.
- Encouraging and supporting service users with hobbies and social engagement events.
- Sponsored events, including night walks.
- Plus much more!

Our service model is one that we consider to be "one big family". No matter what your role is or the service you receive within Professional Carers, we align this with our core values!

Our motto is 'Our People, Our Passion' and when we say this, we don't just mean our staff, we also mean the fantastic people that we feel privileged to care for!

Thank You For Your Kind Gifts And Signs Of Appreciation...

Here is just a small selection of some of the wonderful thank you letters, gifts and cards that we have received this year in our Head Office. How lovely is that! In case you didn't know, we produce and hold a file and an electronic file at our Head Office that contains 100's of examples of ongoing compliments, all which can be viewed upon request. We also share these cards and messages with our staff, on our website, blogs and other social media sites.

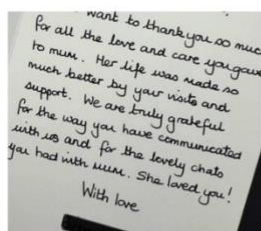


Professional Carers SERVICE USER FEEDBACK

"I have met the night staff I have always found them to be helpful, caring and respectful. They provide a good service which is very much appreciated. Thank you!"

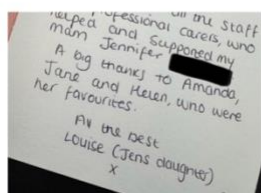
Professional Carers SERVICE USER FEEDBACK

All the carers that look after my mum do so with total professionalism and most of all they show compassion to her condition.



Professional Carers SERVICE USER FEEDBACK

"Nan loves the contact with all the carers in the team & gets on really well. She enjoys their company when they arrive."



Conclusion

We are confident that our annual survey not only demonstrates but also reinforces Professional Carers' unwavering commitment to actively seeking feedback and finding ways to enhance our services. When we don't get things right, we take it seriously and are dedicated to listening and addressing any concerns. We firmly believe that accountability and transparency are key to maintaining trust. Likewise, when we do achieve success, it's only right that the individuals who contribute to that success are properly recognized and praised for their hard work and dedication.

The feedback we've received from our service users, as well as their family members and carers, has been incredibly encouraging and provides us with valuable insights into our strengths and areas for improvement. This kind of feedback is essential in helping us grow and continuously deliver the highest quality of care. We hope that you have found this report informative and reflective of the progress we've made. We greatly appreciate the time and effort

taken to review the information and look forward to continuing our journey of improvement with the support and involvement of everyone who contributes to our service.

Don't forget, if you have a suggestion, compliment or complaint feel free to get in touch with us using any of the below methods at any time:-

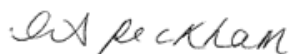
Contact Head Office: **0151 638 4500**

Email: **info@professional-carers.co.uk**

Chat to us on any of our social media sites or send us a message via our website.

A copy of this survey will be circulated online via our website, blogs and social media sites for all to see.

Finally, well done to everyone, both carers, management, and the back office administration staff for their continued hard work during another challenging yet rewarding year!



Completed by and Signed on Behalf of the Company

MRS CARLY PECKHAM – Managing Director and Registered Manager of Professional Carers

27th August 2025