



Professional Carers Employee Feedback Survey: Edinburgh

May 2021

Introduction

Each year Professional Carers conducts a satisfaction survey of its Service Users and their relatives / representatives who receive care from us. This document is a summary of the main findings of our most recent survey carried out during May 2021, by our Edinburgh branch.

We sent out 55 surveys to Service Users who receive care or support. Out of this, 24 surveys were received back, representing a percentage of 44%. In comparison to previous years the return percentage is lower, however the return rate is higher and that is because we sent out more surveys this year.

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, and this survey certainly proved on the whole that we are meeting the aims and objectives of the company.

We based the survey on the Health and Social Care Standards below:-

- *Dignity and respect*
- *Compassion*
- *Be included*
- *Responsive care and support*
- *Wellbeing*

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

Number of Surveys sent	55	Number of questionnaires returned	24
Percentage	100%	Percentage	44%

The following POSITIVE comments were made on the surveys about the service 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).

Comments made by Service Users' and their families in the Survey.

- “When **** first started with carers there were a few teething problems. You can’t expect anything else. **Jolanta Szachogluchowicz, Dillon McCartney and Moira Macmillan** have been excellent with ****. We are very happy with the level of care and respect shown.
- “ I think the carers all deserve a bigger pay rise, they look after me really well”, “ I don’t have any bad things to say about them at all” – Service User Alexander Paterson.
- “ They are all lovely ladies who do a great job in difficult circumstances. They are supportive to me giving suggestions to help with Mum’s problems” – daughter of Service User Elizabeth Kholer.
- “The team of carers I have are very kind and sensitive to my needs. The office staff have been very supportive of my daughter concerning my needs” – Service User Annie (Nan) McCombie
- “ I appreciate everything that they do for me. If it wasn’t for the care that they all give me, I don’t think I would be here today” Service User Barbara Warrander.
- “All of the girls give me assistance in every way. They are capable in helping me, kind, considerate and gentle. I am lucky to have such good attention” Service User Helen McLean.
- “Mother very happy with staff. Looks forward every day to see them” – son of Service User Agnes Ramsay.
- “Everyone has their own unique ways that bring smiles and light into my life. Without this care I would not be able to stay at home independently, I’d be lost without them. I appreciate their kindness and always making me laugh and feel comfortable. They all give me my dignity and I never feel embarrassed with any of them”. – Service User Irene Paterson.
- “Fantastic service provided by ‘aptly’ named – Professional Carers”. – son of Service User Thelma Wright
- “Professional Carers have been a godsend to allow me to stay at home. Family also happy with support too – give peace of mind knowing that I am having help at home”. Service User Marion Shearer.
- “ I am very happy satisfied with all the carers. They are very attentive and helpful, especially with regaining my mobility and confidence.” Service use Ann McDonald.

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. The following staff members were named:

Care Staff

- Moira MacMillan
- Dillon McCartney
- Christine Crossan
- Louise York
- Sandy Thomson
- Brodie Meikle
- Jenna Snoer
- Debbie McCall
- Denni Allan
- Lisa Miller
- Suzie Miller
- Ulrike Currie
- Lauren Murphy
- Kirkliston Team – Pamela Wilson, Lesley Hunter, Suzie Miller, Lauren Murphy, Ulrike Currie, Lisa Miller, Peggy Botha, Christine Crossan

Office Staff

- Leanne Miller
- Jolanta Szachogluchowicz

- Diane Miller

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 or member of the office team. Seven of these staff members were also highlighted in last survey.

It's important to note that staff that haven't been highlighted, it could be due to a number of reasons including:-

- 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.
- Family members that would usually complete the survey not visiting services users due to Covid-19 restrictions.

We would like to add, 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. This is why as a company we run several incentives throughout the year to recognize hard work, including carer of the month, presentations, badges, vouchers, praise via social media and much, much more. The incentives this year however has been difficult due to Covid-19 and restrictions that have been in place.



Our Survey Results - Question 1

Please indicate any of the care services listed below, which you receive from Professional Carers. (Please tick all the services you received).

- Showering / Bathing
- Washing
- Dressing
- Getting Up / Going to Bed

- Assistance with Medication
- Meals
- Sitting Service
- Shopping
- Cleaning
- Other

After analysis of this question, a board range of people completed and returned the survey covering all the above services.

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

Positive

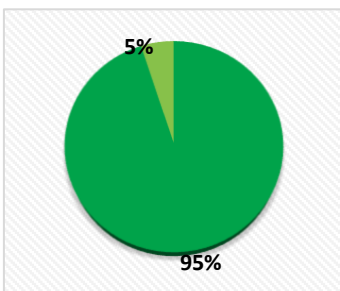
- ⇒ I am very grateful they take the time to hang the washing up daily
- ⇒ My carers make sure I get a cup of tea every morning
- ⇒ Bed bound 24/7, catheterised, so bed changes when needed and laundry put on and dried.
- ⇒ Nothing is ever a big ask.

Negative

- ⇒ *No negative comments.*

Question 2

Overall, how satisfied are you with the help from Professional Carers that you received in your own home?



23 Service Users Ticked	😊
1 Service Users Ticked	🙂
0 Service Users Ticked	😐
0 Service Users Ticked	😞
0 Service Users Ticked	😡

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

Positive

- ⇒ **** has built up a great relationship with **Jolanta, Dillon and Moira.**
- ⇒ I find my carers very helpful and if I don't feel good, they make sure that I am comfortable before they leave
- ⇒ Very good, Mother very happy
- ⇒ Very happy
- ⇒ Excellent service from your staff

- ⇒ Excellent care service provided
- ⇒ Happy with staff that come just now
- ⇒ Best high standards of care given, all carers go above and beyond to give quality care
- ⇒ The carers are all very good

Negative

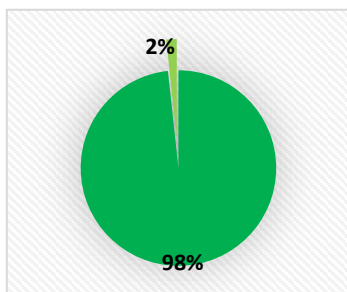
- ⇒ No negative comments






Managers Comments

Comments received in this question, were very encouraging and reinforce the policies of Professional Carers.

Question 3

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



- 22 Service Users Ticked 
- 1 Service Users Ticked 
- 0 Service Users Ticked 
- 0 Service Users Ticked 
- 0 Service Users Ticked 

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

Positive

- ⇒ **** is very happy with the level of respect he is shown.
- ⇒ All the carers treat me with respect and dignity and are very caring and helpful
- ⇒ Very happy overall
- ⇒ Very friendly and courteous
- ⇒ All carers are very efficient, professional and friendly
- ⇒ Everything is fine
- ⇒ Carers are considerate, understanding and respectful. Always very happy to be doing what they do. Full of kindness
- ⇒ They treat me nicely, very friendly
- ⇒

Negative

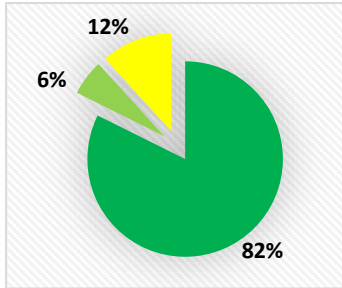
- ⇒ No negative comments

Managers Comments

Encouraging to note that 100% of Service Users ticked either 😊 or 😊 confirming that are very satisfied with how the carers treat them. This is what we aspire to achieve with our standards of values and behaviour.

Question 4

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



14 Service Users Ticked	😊
1 Service Users Ticked	😊
2 Service Users Ticked	😐
0 Service Users Ticked	😞
0 Service Users Ticked	😡

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

Positive

- ⇒ Yes, **** is cooking most of his food
- ⇒ Most of them, feel rushed on occasion so don't always try.
- ⇒ Yes, as much as possible
- ⇒ Ok, with how they help me
- ⇒ Carers give me independence, so I still feel I can do things myself, for example medication, washing and mealtimes.
- ⇒ Yes
- ⇒ I think so

Negative

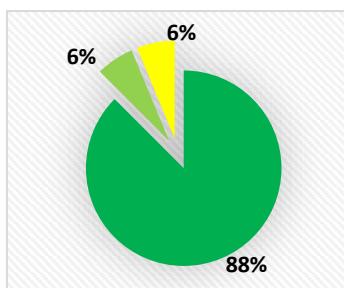
- ⇒ No negative comments

Managers Comments

We try to give as much independence as possible and our main aim of the company is to be person centred, this is a very promising result.

Question 5

Do your care workers let you make choices? (eg About what you wear or eat).



14 Service Users Ticked	😊
1 Service Users Ticked	😊

1 Service Users Ticked 😊

0 Service Users Ticked 😞

0 Service Users Ticked 😡

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

Positive

- ⇒ **** is allowed to eat whatever is available to him - **** has a huge appetite
- ⇒ Yes, I get asked every morning what I want to eat.
- ⇒ Most of them
- ⇒ Yes they help with breakfast and dinner
- ⇒ Always
- ⇒ Always asking me what I want to have at meal times and they give me options with my outfits daily
- ⇒ Yes, I choose

Negative

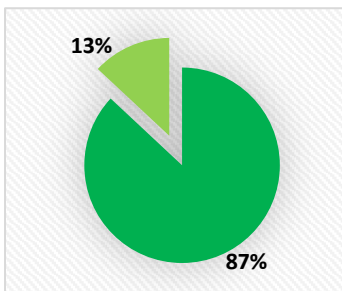
- ⇒ No negative comments

Managers Comments

Encouraging to note that 94% Service Users ticked either 😊 or 😊 confirming that are satisfied that they are given options of choice. The 6% (1 person) remaining indicates a neither satisfied or dissatisfied response, which was also anonymous. We did not receive any negative comments specifically addressing why this choice was made.

Question 6

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



20 Service Users Ticked 😊

3 Service Users Ticked 😊

0 Service Users Ticked 😊

0 Service Users Ticked 😞

0 Service Users Ticked 😡

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

Positive

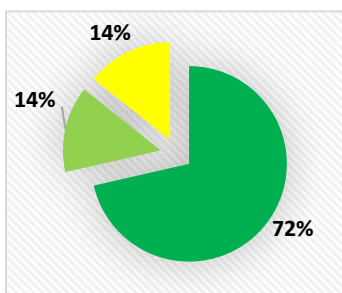
- ⇒ They carry out everything to a very high standard.
- ⇒ Yes, they carry out tasks
- ⇒ Carers complete all tasks and pick up after me, they all know me so well and never make me feel a burden

Negative

- ⇒ No negative comments

Question 7

Do you see the same care workers?



15 Service Users Ticked	😊
3 Service Users Ticked	😊
3 Service Users Ticked	😐
0 Service Users Ticked	😞
0 Service Users Ticked	😡

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

Positive

- ⇒ He sees the same carers everyday **Dillon, Moira and Jolanta**
- ⇒ No, I get a different one every day. Yes, I see the same carers.
- ⇒ The same team
- ⇒ Like that I know the carers now
- ⇒ I have 2 carers attending between them 7 days a week, each taking individual days alone

Negative

- ⇒ 4 visits a day, so many different faces

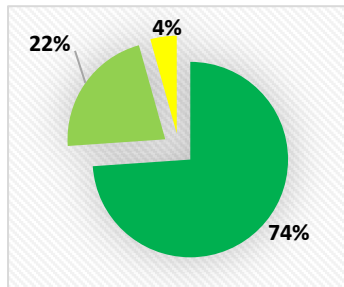
Managers Comments

The above negative comment is for a double up call – receiving 28 calls each week – on average there is a small team of 6 or 7 carers who attend this call which is below average number of carers required for number of calls – the Service User has dementia which may cause confusion, we therefore feel that this is not a true reflection of the continuity of carers we provide.

During the last 12-18 months we have had to deal with the impacts of COVID19, we have tried to keep changes to a minimum and to send a member of the team who knows the Service User. To be able to manage this so well, is something we are equally proud of.

Question 8

Do your care workers arrive on time?



17 Service Users Ticked	😊
5 Service Users Ticked	🙂
1 Service Users Ticked	😞
0 Service Users Ticked	😓
0 Service Users Ticked	😡

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

Positive

- ⇒ Very happy with time keeping
- ⇒ Yes, they do
- ⇒ Times can vary slightly but that is understandable
- ⇒ Yes
- ⇒ Ok
- ⇒ Depends on how busy they are with other clients
- ⇒ Always
- ⇒ Yes

Negative

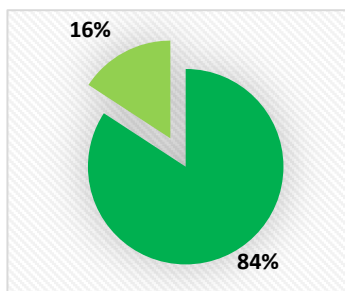
- ⇒ Evening visit they often arrive early and I am always rushed to get mums dinner ready in time.

Managers Comments

As you can see the highest proportion of respondents, answered this question in a positive manner, suggesting in the whole that clients do receive their calls on time. This is a very difficult matter to manage, as care workers can be delayed in their previous call, or get i.e. stuck in traffic when travelling to their next call, ultimately causing a delay. This is often out of our control. The negative comment has been checked and the time we go is what was agreed on the ANR contract – we try to accommodate as much as we can and will look at changing the time when the roster is able to.

Question 9

Are you kept informed about changes in your care?



16 Service Users Ticked	😊
3 Service Users Ticked	😊
0 Service Users Ticked	😐
0 Service Users Ticked	😞
0 Service Users Ticked	😡

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

Positive

- ⇒ Messages are left to inform me of any changes
- ⇒ Yes, I am
- ⇒ As in holidays
- ⇒ Carers are very good about telling me about changes that will affect me
- ⇒ We are happy with that
- ⇒ Always
- ⇒ Yes

Negative

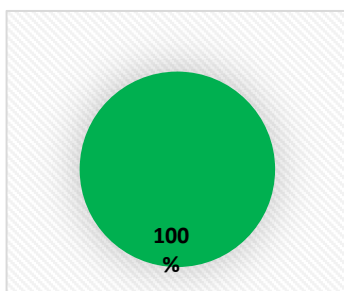
- ⇒ No negative comments

Managers Comments

We aim to let everyone know of any changes to care arrangements as soon as possible and with the Service User's agreement. With 84% very satisfied it shows a positive response.

Question 10

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



22 Service Users Ticked	😊
0 Service Users Ticked	😊
0 Service Users Ticked	😐

0 Service Users Ticked 😞

0 Service Users Ticked 😡

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

Positive

- ⇒ **** feels very confident with the carers he has. He has no issues or concerns
- ⇒ Yes
- ⇒ Carers are wonderful listeners, never any concerns but I know if I did, I could talk to them
- ⇒ Yes

Negative

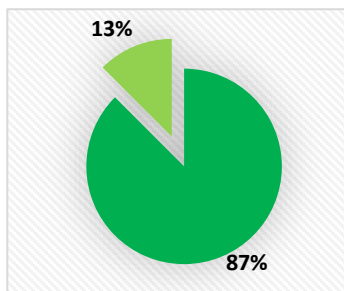
- ⇒ Except for timing of evening visit.

Managers Comments

Encouraging to note that 100% of Service Users ticked 😊 confirming that they feel listened to. Except for timing of evening visit was addressed in Question 8 – this is the time agreed on the ANR.

Question 11

If you contact the office is your call answered promptly and with courtesy?



14 Service Users Ticked 😊

2 Service Users Ticked 😊

0 Service Users Ticked 😐

0 Service Users Ticked 😞

0 Service Users Ticked 😡

2 Service Users Stated This Question was Not Applicable

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

Positive

- ⇒ Yes, it is answered promptly and with courtesy
- ⇒ Don't have to contact office
- ⇒ Always
- ⇒ Have not had to contact office
- ⇒ Haven't had to contact office, we have the number
- ⇒ Yes, Diane and Leanne are so helpful

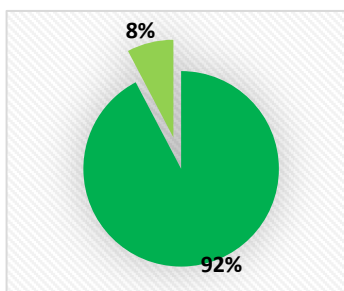
- ⇒ Yes
- ⇒ Always both Diane and Leanne are fantastic, they have so much empathy and passion.
- ⇒ Yes, if I speak to Leanne about something it gets sorted.

Managers Comments

Encouraging to note that 100% of Service Users ticked either 😊 or 😄 confirming that if they contact the office the call is answered promptly and with courtesy.

Question 12

If you are told we will ring you back, do we?



- 12 Service Users Ticked 😊
- 1 Service Users Ticked 😄
- 0 Service Users Ticked 😐
- 0 Service Users Ticked 😞
- 0 Service Users Ticked 😡

5 Service Users Stated This Question was Not Applicable

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

Positive

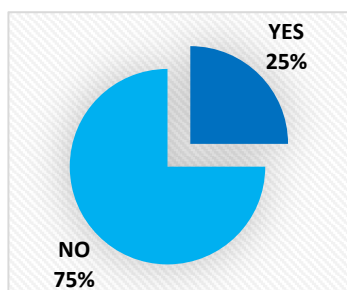
- ⇒ Yes
- ⇒ This has never been required
- ⇒ Yes, office staff brilliant, very helpful and supportive
- ⇒ No experience of this
- ⇒ Always
- ⇒ I don't think I've ever asked

Negative

- ⇒ No negative comments

Question 13

Have you had reason to contact the on call emergency service line?



6 Service Users Ticked YES

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

Positive

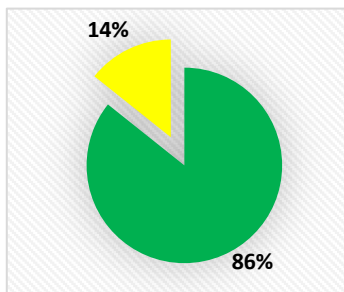
- ⇒ No reason to call them out
- ⇒ No, I have not had to call on-call emergency
- ⇒ None required, but confident we will be able to do so if needed
- ⇒ When I was taken into hospital carers were able to meet my needs for returning so I could get home promptly

Negative

- ⇒ No negative comments.

Question 14

Was the call handled efficiently?



6 Service Users Ticked	😊
0 Service Users Ticked	😐
1 Service Users Ticked	😞
0 Service Users Ticked	😡
0 Service Users Ticked	😡

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

Positive

- ⇒ Always very efficient
- ⇒ Always

Negative

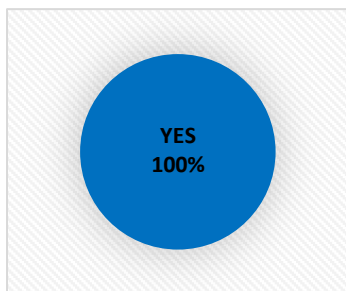
- ⇒ No negative comments

Managers Comments

Questions 13 and 14 show that we have a high level of satisfaction when dealing with on call emergencies with Service Users who have required to use this. Confirming that out of hours/office calls are handled efficiently.

Question 15

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



24 Service Users Ticked YES

0 Service Users Ticked NO

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

Positive

⇒ Yes.

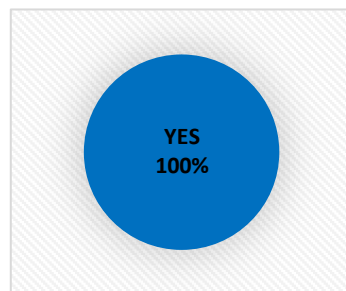
Negative

⇒ No negative comments

This was an excellent response, identifying that our staff present themselves in a smart and professional manner, wearing their ID badge. Regularly spot checks are undertaken and staff are encouraged to challenge individuals who do not wear the correct uniform or display their ID badge. This is evidence of good governance.

Question 16

In line with Covid-19 Infection Control Guidance, do your carers wear personal protective equipment?



24 Service Users Ticked YES

0 Service Users Ticked NO

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

Positive

- ⇒ Always
- ⇒ Yes they all wear protective equipment
- ⇒ Very professional, really good.
- ⇒ Mask, apron and gloves
- ⇒ Yes, always
- ⇒ Yes

Negative

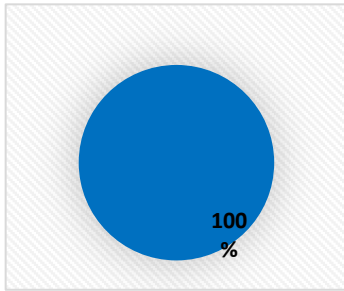
⇒ No negative comments

Managers Comments

This was a new question that we introduced to the survey. We were keen to get feedback from Service Users regarding this, given the importance of everyone protecting themselves and the Service User's from Covid-19. It was very encouraging to note that 100% of Service Users confirmed that the carers wear personal protective equipment – So well done to everyone for achieving this outcome!

Question 17

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



19 Service Users Ticked YES

0 Service Users Ticked NO

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

Positive

- ⇒ There has been no reason to do this, but I would call the office if needed
- ⇒ Yes, I do know how to make a complaint
- ⇒ Yes she does, but doesn't need to, no complaints
- ⇒ Yes
- ⇒ Issue has never arisen so far
- ⇒ Yes, no reason to

Negative

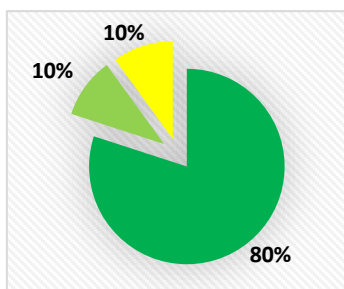
- ⇒ No negative comments

Managers Comments

When we do assessments to new Service Users, we show them the Service Users Guide which is given to every Service User and this explains how to do this. There are also details of how to make a complaint on our website.

Question 18

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



8 Service Users Ticked



1 Service Users Ticked



1 Service Users Ticked



0 Service Users Ticked 😞

0 Service Users Ticked 😡

Service Users Stated This Question was Not Applicable

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

Positive

- ⇒ Never made one
- ⇒ Does not apply
- ⇒ Very sympathetic, listened to what was said and resolved to my satisfaction
- ⇒ Haven't made a complaint
- ⇒ Have no complaints continually compliments carers
- ⇒ Not applicable
- ⇒ No complaints

Negative

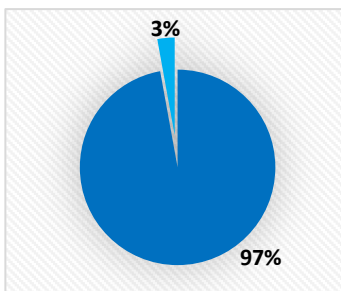
- ⇒ No negative comments.

Managers Comments

The positive comments received were very encouraging, indicating that people are happy with the service that they are receiving as they have not had to raise a complaint. If any issues were raised, they were listened to and dealt to their satisfaction.

Question 19

Would you be interested in joining our staff recruitment panel?



22 Service Users Ticked NO/ left blank

2 Service Users Ticked YES

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

Positive

- ⇒ I wish I could join but suffering from COPD is out of the question
- ⇒ No thank you
- ⇒ Not applicable
- ⇒ I am 87 years old and not particularly mobile
- ⇒ No

Negative

⇒ No negative comments

Management Comments

Two Service Users said 'Yes' to being on Staff recruitment panel – One was filled out anonymously and the other gentleman is housebound at present – This is something we will look at in the future and try to arrange for him to be present.

Question 20.

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

9 Service Users Ticked '*I FILLED IT IN MYSELF*'

1 Service Users Ticked '*I HAD HELP FROM A CARE WORKER*'

14 Service Users Ticked '*I HAD HELP FROM SOMEONE ELSE*'

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

- ⇒ His nephew helped with survey.
- ⇒ Completed by husband as Service User has dementia.
- ⇒ My daughter filled this in with input from me.
- ⇒ My mum has dementia so had to fill in answers to the best of my knowledge
- ⇒ Son filled this in on behalf of his mum
- ⇒ My wife filled this in
- ⇒ My granddaughter asked me questions and she wrote what I said
- ⇒ Helped by Queensferry Care (QCCC)

Evaluation Overview

This is Professional Carers Fifth annual survey since the business was registered with the Care Inspectorate in July 2015. This is our first Service User survey since 2019 as it was decided to postpone last years' 2020 survey due to restrictions in place due to coronavirus pandemic. With almost half our surveys completed the overall feedback was very positive.

- Comments were very positive with many grateful for the service we provided to the Service User or family member. Special mentions were made to our carers who have been dedicated over the past year and a half to care for our Service Users, which has been very challenging and stressful due to restrictions in place due to coronavirus pandemic.
- Out of 24 returned surveys, 23 of the Service Users were very satisfied with the help from Professional Carers that they receive in their own home and 1 were satisfied. This is excellent feedback along with some of the lovely comments from Service User's and their families.
- Out of 24 returned surveys, 15 people commented that their care workers always promote their independence. Although 9 Service Users did not tick any of the boxes. Many were very appreciative of the support from carers as noted in Service User's comments. Promoting independence is something we strive to do, and with this survey results we are heading in the right direction – but there is always room for improvement.
- Do I always see the same Care Workers? - Very positive feedback which is excellent considering the challenges we have had over the past year and half. With mainly thanks to our dedicated care staff who aim to keep the same team of carers visiting the Service User, this has been challenging due to COVID-19, with at times carers

or families isolating. This is only achievable due to carers going above and beyond and keeping everyone as safe as they can with excellent continuity of care.

Additional Information

This year we changed the way we obtained our service users responses. We created a Traffic Light answer system for each question. We developed this new way of rating, believing that the visual options would make the questions easier to answer, especial for those with Dementia, Parkinson's, Mental Health Needs etc. We also felt that those with poor eyesight and that struggle with small words would manage this better. It also meant at a glance when evaluating the surveys we could see immediately if any areas required immediate attention. Having reviewed this new answering system, I feel that it has been a success and intend to use it in future surveys.



In comparison to previous years the return survey percentage is lower, however the return rate is higher and that is because we sent out more surveys this year, as we have a larger service group. We felt this was necessary to obtain a higher level of response from the people we deliver care to.

Future Service User Survey's

The next Service User survey is planned for May 2022.

SUMMARY

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 were very good.

This has been especially rewarding due to the challenges of COVID-19 and all the changes in restrictions that have happened, at times on a regular basis while it was worked how to deal with the pandemic. This has shown our teams have been adaptable and attentive to our Service User's requirements.

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

And a big 'thank you and 'well done' to everyone both carers, management and administration staff!



Completed by Diane Miller – Registered Manger
23 August 2021