



## **Professional Carers Service User Survey Analysis**

### **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 May 2021.

We randomly selected 150 service users out of all our service users who receive care or support. Out of this, 70 surveys were received back, representing a percentage of 47%. 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. Any negative feedback we received, if the service user left their details, we contacted them to address the concerns and have documented the outcome in the survey. Any other negative comments and the action we have taken is also documented in this document.

We have used the following five key questions used by the care quality commission for this survey.

- Safe
- Effective
- Caring
- Responsive to people's needs
- Well- led

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:-**

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).

- My husband has had care since August 2020. We have been extremely happy with all the carers we have had. Our main carer **Daniel Harris** who is wonderful, so calm, polite and professional. My husband has dementia and can be awkward, Daniel has a calming influence on him and nearly always calms him down and gets him ready. Thank you so much.
- Me and **John Fowles** have a great routine. After being in hospital for most of this year, John has helped me get my independence back. I don't know where I would be without his help.
- Fabulous team, fabulous company. All very reliable and patient with my wife.
- Very lovely staff, they are attentive and caring. They have been helpful to have around.
- You all do a wonderful job!
- I am very happy with the services of Professional Carers. My staff are fabulous, and nothing is too much trouble. I feel safe and well looked after.
- I would to highlight and say the following carers are excellent, **Natalie Smyth, Joanne Carver, Kelsey Griffiths** and **Helen Jozefek**.
- We are very happy with the service you all give to my mum. The staff are very caring and do their caring to the highest of their ability. Thank you.
- Thank you to everyone at Professional Carers, you are all so kind. Always have a smile on their faces especially **John Fowles**, they are all like my friends and I look forward to seeing them every day.
- Thank you for caring for me so well. Thank you to the office team for listening to me moan I don't mean to – You all do a great job.
- Without this help, I could not live on my own as my husband died last year and he looked after me. So thank you to Professional Carers for looking after me as well as my husband did – God rest his soul.
- I am very satisfied with my carers, they should be all recommended: **Holly Gorman, Jasmine Jones, Tracy Lowe, Julie Wylde** and **Dylan Molyneux**.
- \*\*\* experience with all your members of staff has been very positive.
- My dad said that he is very grateful for all the help he gets, as a family we are also thankful as its very reassuring knowing someone is looking after my dad when we can't be there for example because of work – No complaints – Fab team!
- I am very happy living at St Oswalds Court. The carers are always friendly and helpful.
- I am quite satisfied with the service you provide and hope I will be able to be independent in the near future.
- Most carers are very good. **Julie Wylde** is excellent.
- Only just got started – Very satisfied so far.
- I would like to highlight **Michaela Jones, Melissa Owens** and **Paige Rogan** – They are excellent.
- All green smiley faces from me! :-)
- Written on dads behalf (he dictated). My first package of continued care has been easy as all the staff have been very good, but especially **Daniel Harris** who has an amazingly kind and patient way. He feels like a friend in my company. I cannot thank him enough.
- Badges all round for: **Janet Newton, Daniel Harris, Harriett Jones, Kaleigh Cassidy, Sally Martin** and **Pauline West** – They are brilliant!
- **Kelsey Griffiths** has been very vigilant towards dads care and has kept me informed when she feels there may be a problem eh asked me to arrange a urine test as dad very confused and wanted to rule out a UTI.
- Thank you too all.
- **Aimee Lawrence** is always on point, bed perfectly made up, smile on her face always cheers me up. **Helen Jozefek** is always on point she looks after me so well. **Yvonne Barriero**, quick, efficient and always smiling.
- I have no concerns. My care package is great. Nothing is too much trouble.
- I have no complaints about the carers.

## 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. Twenty-six staff members were recognized this year and they were: -

### Care Staff

- Betteridge, Kara
- Cameron, Sally
- Carver, Joanne
- Cassidy, Kaleigh
- Fowles, John
- Gorman, Holly
- Greenberg, Linda
- Griffiths, Kelsey
- Harris, Daniel
- Jones, Harriet
- Jones, Jasmine
- Jones, Michaela
- King, Cathy
- Lawrence, Aimee
- Lowe, Tracy
- Molyneux, Dylan
- Newton, Janet
- Owens, Melissa
- Rogan, Paige
- Smyth, Natalie
- Watson, Sharon
- Wylde, Julie

### Office Staff

- Barrierio, Yvonne
- Jozefek, Helen
- Martin, Sally
- West, Pauline

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 year's survey. And several were mentioned several times throughout the survey.

It's important to note that staff that haven't been highlighted, it could be due to a number of reasoning 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, vouchers and much, much more. The incentives this year however has been difficult due to Covid-19 and restrictions that have been in place. But the below pictures demonstrate that we found a way round this and was able to show our appreciation in the most testing of times.



### 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

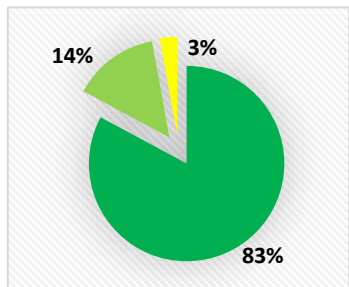
⇒ Mum is bedridden, the carers are very good with her.






## Negative

⇒ Girls are so good with my mum, but seem to not be happy with weekend staff. *This negative comment is addressed in the overall Negative Comments Section – See Below.*

## Question 2

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



58 Service Users Ticked   
10 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

- ⇒ Everyone is very, very kind.
- ⇒ Very happy.
- ⇒ Very satisfied.
- ⇒ We are very happy with the service.
- ⇒ I find all my carers really helpful.
- ⇒ Staff are very pleasant, allow me to do as much as I am able and then assist me to do the rest.
- ⇒ 10/10 – The girls are like my family.
- ⇒ \*\*\* said very satisfied.
- ⇒ Carers very caring and positive.
- ⇒ **Janet Newton** and **Harriet Jones** are excellent.
- ⇒ They are very considerate of my needs.
- ⇒ Quite happy.

### Negative

- ⇒ Would be better if same carer came each day.
- ⇒ New one's don't understand PICKS.

## Managers Comments

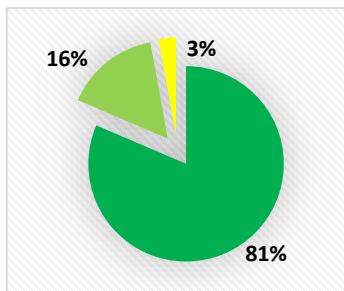
Comments received in this question, were very encouraging and reinforce the policies of Professional Carers.

The negative comment regarding the service user wanting the same carer each day this is not possible as staff have allocated days off. The comment is also addressed in Q7.

The negative comment regarding PICKS is dealt with later in this survey.

### **Question 3**

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



57 Service Users Ticked	😊
11 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

- ⇒ I have no complaints about the carers!
- ⇒ **Dan Harris, Sally Martin and Sharon Watson** are fantastic.
- ⇒ They encourage me to do as much for myself.
- ⇒ All really nice.
- ⇒ So kind and thoughtful.
- ⇒ Quite happy.
- ⇒ Regular care workers are lovely and helpful.

#### Negative

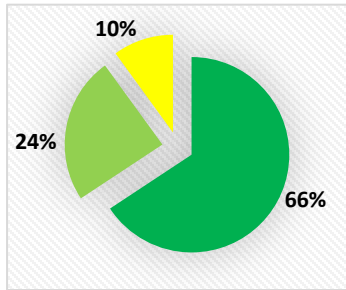
- ⇒ Only ever had to complain over one worker who was ignorant, very rude and was always late when it was her day.

### **Managers Comments**

Encouraging to note that 97% of service users ticked either 😊 or 🙂 confirming that are satisfied with how the carers treat them. The negative comment received seems to be isolated and unfortunately we did not receive a name of the carer concerned. We will ensure our team are made aware of this comment to reflect on standards of values and behaviour.

## Question 4

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



46 Service Users Ticked	😊
17 Service Users Ticked	😊
7 Service Users Ticked	😐
0 Service Users Ticked	😞
0 Service Users Ticked	😡

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

Positive

- ⇒ Yes, but I can't do much.
- ⇒ Yes since having them I am now a lot more independent and that's thanks to all the carers help.
- ⇒ The carers have a lot of patience with my husband.
- ⇒ Quite happy.

## Managers Comments

One of the main aims of the company is to be person centered and it is something that we all work tirelessly to achieve. And the results from this question was very promising.

Based within our office team, we have Trusted Assessors Pauline West and Sally Martin. Recognising the importance and crucial role Trusted Assessment can bring to the service, the team was increased to two in 2020. Pauline and Sally's main focus is to concentrate on re-assessments and reviewing of care plans, ensuring that they are current and meeting individual's needs. They focus 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 and retention of independence. This role has proved very successful and we have had excellent feedback from Social Services regarding our partnership work to provide a 'wrap around services' achieving best outcomes for people.



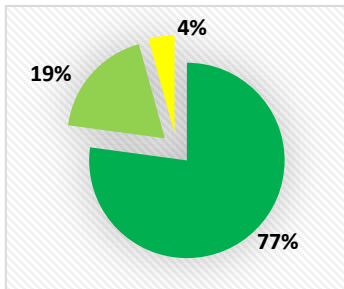
Pauline West



Sally Martin

## Question 5

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



54 Service Users Ticked	😊
13 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

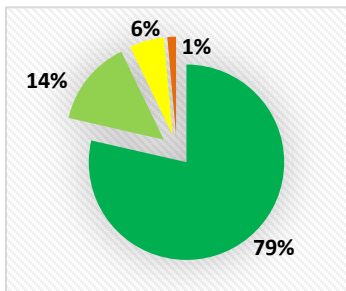
- ⇒ They always ask what I would like for my breakfast and get it ready while I wash as much as I can.
- ⇒ Everything is put out for \*\*\*, as he does not understand no more (PICKS).
- ⇒ I make my own choices.
- ⇒ Yes – I always wear what I want and eat what I like.

## Managers Comments

Encouraging to note that 96% service users ticked either 😊 or 🙂 confirming that are satisfied that they are given options of choice. The 4% remaining indicates a neither satisfied or dissatisfied response. 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?



55 Service Users Ticked	😊
10 Service Users Ticked	🙂
4 Service Users Ticked	😐
1 Service Users Ticked	😞
0 Service Users Ticked	😡

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

### Positive

- ⇒ Everything is carried out professionally.
- ⇒ I can see my care plan on my computer – This is great!



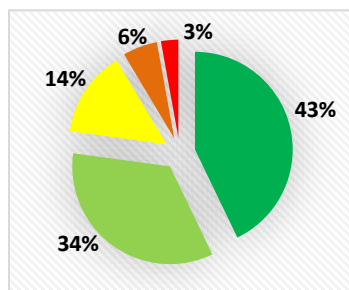
⇒ Yes they do.






## Negative

⇒ Have to remind them at weekends – Girls through week are really good with mum. *This negative comment is addressed in the overall Negative Comments Section – See Below.*

## Question 7

Do you see the same care workers?



30 Service Users Ticked   
24 Service Users Ticked   
10 Service Users Ticked   
4 Service Users Ticked   
2 Service Users Ticked 

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

### Positive

- ⇒ I always see **Linda Greenberg, Cath King, Kara Betteridge** and **Sally Cameron**, they are a gift from heaven as they are so kind.
- ⇒ I love my team.
- ⇒ Most of the time.
- ⇒ Sometimes other carers come but they give me notice before hand.
- ⇒ I have **John Fowles** most days, when he is off the other carers are just as good.
- ⇒ Most of the time – Occasionally has someone new.
- ⇒ Mainly we have **Daniel Harris**, but obviously he has time off, we get regular other ladies though.
- ⇒ I see the same carers, they work 4 on 4 off on a rota.
- ⇒ I have had a few changes but on the whole they are very efficient and understanding.
- ⇒ More or less, I have **Holly Gorman, Jasmine Jones** and **Tracy Lowe**, they are lovely girls.
- ⇒ We seem to have the same group of regulars, \*\*\* appreciates this – She feels more confident with carers who know her routine.
- ⇒ It's nice to see the same care workers as it can be confusing otherwise.
- ⇒ I have a great team that look after me so well.
- ⇒ More or less.
- ⇒ Mostly.
- ⇒ Mostly the same group of carers but with the occasional new faces.
- ⇒ I haven't seen the same one but that's because I am not there, I'm in work, but my nan is very happy.
- ⇒ I regularly get the same care workers; I realise though it's not always possible.
- ⇒ Seems to be the same team, rather than an individual worker.

### Negative

- ⇒ No.
- ⇒ No.
- ⇒ Wearing masks makes identification difficult sometimes.
- ⇒ Sometimes a strange person appears and assume I know who they are.
- ⇒ No.
- ⇒ No and I prefer to have the same two carers everyday to help.

## Managers Comments

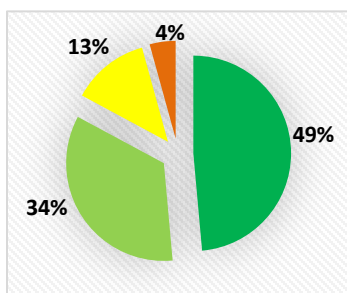
During the last 12-16 months we have had to deal with the impacts of COVID19. This has disrupted our service in many ways, with the requirements of staff to isolate at the sign of symptoms or positive test results. Staff isolation means that rosters have been rescheduled last minute, something that has been totally out of our control.

Although there was a mixed response to this question, the comments in the whole were very positive. Lisa Kenny – Senior Co-Ordinator has recently been tasked to review every service user care roster, to ensure that the allocation of the team is in line with the numbers set by The Department of Adult Social Services [KPI Guidelines] as follows:-

VISITS PER WEEK	NUMBER OF CARERS REQUIRED
1 – 3 (SINGLE CARER)	1
4 – 5 (SINGLE CARER)	2
6 – 7 (SINGLE CARER)	3
8 – 11 (SINGLE CARER)	4
12 – 14 (SINGLE CARER)	5
15 – 18 (SINGLE CARER)	6
19 – 21 (SINGLE CARER)	7
22+ (SINGLE CARER)	8
1 – 5 (DOUBLE UP)	4
6 – 11 (DOUBLE UP)	6
12 – 21 (DOUBLE UP)	8
22+ (DOUBLE UP)	10

### Question 8

Do your care workers arrive on time?



- 34 Service Users Ticked 😊
- 24 Service Users Ticked 😊
- 9 Service Users Ticked 😐
- 3 Service Users Ticked 😞
- 0 Service Users Ticked 😡

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

Positive

- ⇒ We always have the same time each day.
- ⇒ **John Fowles** is very punctual.

- ⇒ We have had an occasional wait for a carer but we accept that delays will occur for a variety of reasons, but the carers are always apologetic if they are later than normal.
- ⇒ Yes they are always on time.

Negative

- ⇒ ‘Sometimes’ - \*\*\* feels he sometimes doesn’t have enough time to make his teatime meals in the oven. *This comment is addressed in the overall Negative Comments – See below.*
- ⇒ Sometimes can be early in the morning, which clashes with my son using the only bathroom before he goes to work.
- ⇒ Sometimes 10 minutes late.
- ⇒ Times can vary a lot from too early to very late.
- ⇒ Sometimes late of an evening.
- ⇒ Not always, I’ve got 7pm they arrive 6.30pm – Always ½ hour early.
- ⇒ Yes the regulars do, stand ins turn up after one o’clock which is far too late for me.
- ⇒ I would like the same carers ALL THE TIME evening and morning.

### Managers Comments

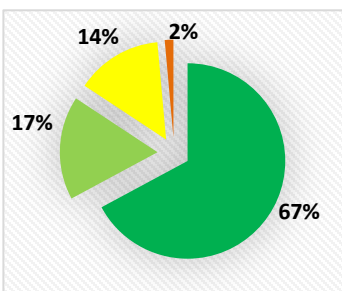
As you can see the highest proportion of respondents, answered this question in a positive manner, suggesting in the whole that clients do receive their calls on time. This is a very difficult matter to manager, as care workers can be delayed in their previous call, or get i.e. stuck in traffic when travelling to their next call, ultimately causing a delay. This is often out of our control.

As you can see 17% of service users marked this as 😊 and 😞 we feel that this response may have been given due to ‘changes in call times’ as opposed to punctuality.

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 software system that we use ‘Care Planner’, allows us to set the time, but you were able to move it forward or back for whatever time you required. Therefore Lisa Kenny – Senior Co-Ordinator has now changed the default settings for time, meaning that only herself and managers have permission to move a call time outside of the 30-minute policy. We hope that this will improve this matter and is something we will continue to monitor.

### Question 9

Are you kept informed about changes in your care?



- 47 Service Users Ticked 😊
- 12 Service Users Ticked 😊
- 10 Service Users Ticked 😊
- 1 Service Users Ticked 😞
- 0 Service Users Ticked 😞

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

### Positive

- ⇒ So far we haven't had any changes.
- ⇒ No major changes have happened.
- ⇒ I cannot understand the changes but my daughter is well informed.
- ⇒ Can't think of any change other than the move from the initial care package to the new contract, but I was well informed about this.
- ⇒ Mostly.
- ⇒ Never had to ask for a change, I'm happy with what I've got.

### Negative

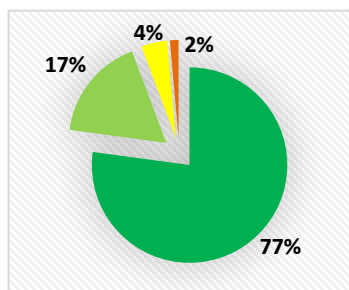
- ⇒ Care time changed without discussion.
- ⇒ No.

## Managers Comments

In the whole the results showed a positive response. The negative comment regarding care time changed without discussion, was received anonymously, so we are unable to address this with the particular service user. However, it is important to note as a team that any changes in call times must be discussed and agreed with the service users on every occasion. We will therefore complete a refresher briefing of our coordination team to inform them of this. Following the introduction of PASS, we are also promoting the use of OPENPASS, a system which allows service users and their loved ones to see care times and carers attending in advance.

### Question 10

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



54 Service Users Ticked	😊
12 Service Users Ticked	😊
3 Service Users Ticked	😐
1 Service Users Ticked	😞
0 Service Users Ticked	😡

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

### Positive

- ⇒ Yes they always listen.
- ⇒ I am keen to do as much as I can, but my hip prevents me from bending down to wash my legs and feet and to put cream on them but I do my best.
- ⇒ Been no issues.
- ⇒ Yes when I phone they are really good.

- ⇒ Never had a concern.
- ⇒ Never had an issue.
- ⇒ Can't think of any occasions when we have needed to raise any issues.

Negative

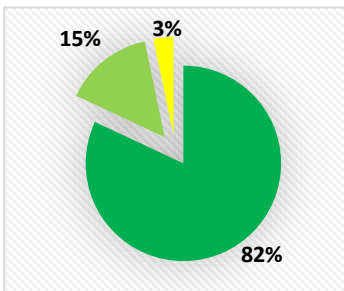
- ⇒ 'Sometimes'.

## Managers Comments

Encouraging to note that 94% of service users ticked either 😊 or 😐 confirming that they feel listened to. A low proportion neither agreed or disagreed, with one respondent noting an unsatisfactory response.

### Question 11

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



- 50 Service Users Ticked 😊
- 9 Service Users Ticked 😐
- 2 Service Users Ticked 😞
- 0 Service Users Ticked 😡
- 0 Service Users Ticked 😠
- 9 Service Users Stated This Question was Not Applicable

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

Positive

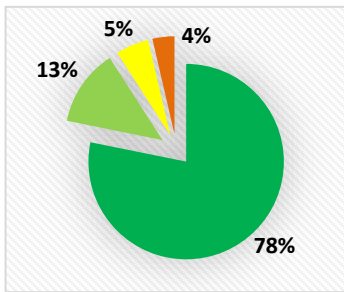
- ⇒ Ladies are very nice in the office.
- ⇒ I have had no occasion to contact.
- ⇒ When my daughter rings yes.
- ⇒ Yes very quick.

## Managers Comments

Encouraging to note that 97% of service users ticked either 😊 or 😐 confirming that if they contact the office the call is answered promptly and with courtesy. Our office team is adequately staffed to enable a speedy response to calls made to the office and we regularly provide refresher training on customer service and complaints handling. Many of our office team also hold relevant qualifications on customer service and business administration.

### Question 12

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



43 Service Users Ticked



7 Service Users Ticked



3 Service Users Ticked



2 Service Users Ticked



0 Service Users Ticked



15 Service Users Stated This Question was Not Applicable

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

Positive

⇒ You always ring my daughter back.

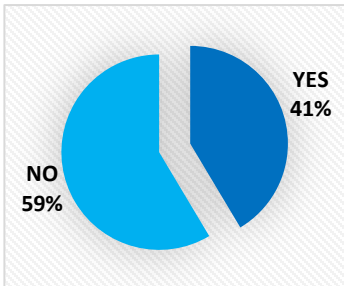
Negative

⇒ No.

⇒ 'Sometimes they ring back'.

### Question 13

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



29 Service Users Ticked YES

41 Service Users Ticked NO

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

Negative

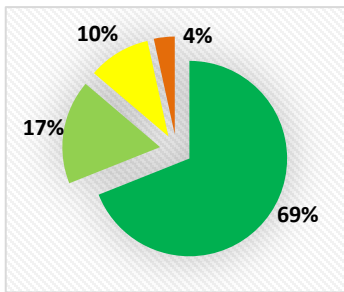
⇒ Husband rang up in an emergency and office said they could not help.

### **Managers Comments**

The negative comment received here was anonymously, and therefore we were unable to establish the full details. There could be a number of factors as to what is meant by this comment, such as the call being a non urgent enquiry, which could have been dealt with in office hours. I feel this is an isolated incident.

### Question 14

Was the call handled efficiently?



20 Service Users Ticked



5 Service Users Ticked



3 Service Users Ticked



1 Service Users Ticked



3 Service Users Ticked



41 Service Users Stated This Question was Not Applicable

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

Negative

⇒ Sometimes they do not understand PICKS when new ones come.

### **Managers Comments**

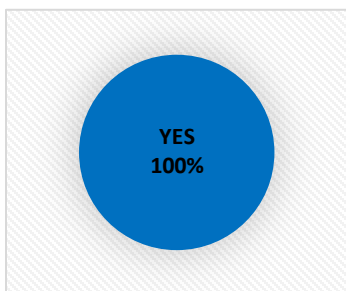
In the whole the results showed a positive response, confirming that out of hours / office calls are handled appropriately. The negative comment refers to a client with a very rare form of Dementia; symptoms include:-

- Abrupt mood changes, compulsive or inappropriate behaviour.
- Depression-like symptoms, such as disinterest in daily activities and withdrawal from social interaction.
- Difficulty keeping a job.
- Poor social skills.
- Poor personal hygiene.
- Repetitive behaviour.

To ensure we can manage individuals of this diagnosis, staff complete Dementia training, which is conducted by our Field Supervisor Helen Jozefek, who is the company's Dementia Champion Lead. Helen, has been tasked to look at the team that attends this service user and complete refresher training. Ongoing training around Dementia will continue as per our Training Policy.

### Question 15

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



70 Service Users Ticked YES

0 Service Users Ticked NO

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

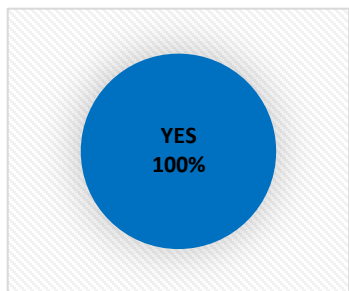
Positive

- ⇒ All the time.
- ⇒ **John Fowles** and all other carers look very smart and professional.
- ⇒ They always look very smart.
- ⇒ They always look lovely.
- ⇒ They are very smart.
- ⇒ Yes always.

This was an excellent response and it is lovely to see our staff are being highlighted as presenting themselves in a smart and professional manner, wearing their ID badge. Regularly spot checks are undertaken weekly 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?



70 Service Users Ticked YES

0 Service Users Ticked NO

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

Positive

- ⇒ All the time.
- ⇒ Yes all the time.
- ⇒ They always wear gloves, aprons and masks.
- ⇒ Yes every time.

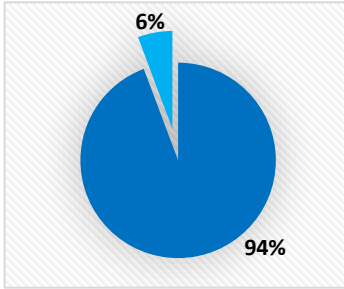
### **Managers Comments**

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?



66 Service Users Ticked YES

4 Service Users Ticked NO

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

Positive

- ⇒ Have no complaint.
- ⇒ To date have not needed to complain.

Negative

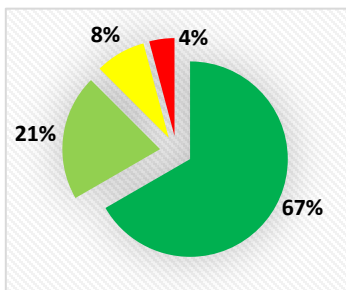
- ⇒ No.

### **Managers Comments**

Sally Martin and Pauline West the company's Trusted Assessors have been tasked to remind all service users when completing a review how they can access the Compliments and Complaints Policy. Noted for this survey, the Compliments and Complaints Policy can be found in the Service User Guide, which is given to every service user in addition to this. Details of how to make a complaint are also available on our website [a new feature added in 2021 to increase visibility of this].

### Question 18

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



16 Service Users Ticked



5 Service Users Ticked



2 Service Users Ticked



0 Service Users Ticked



1 Service Users Ticked



46 Service Users Stated This Question was Not Applicable

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

Positive

- ⇒ Never made a complaint, \*\*\* said she's never had to.

- ⇒ \*\*\* has never made a complaint.
- ⇒ Never had to complain.
- ⇒ I have never made a complaint.
- ⇒ Never made a complaint.
- ⇒ Haven't had to make a complaint.
- ⇒ No complaints.
- ⇒ I have not had to make a complaint.
- ⇒ Never had to make a complaint.
- ⇒ Never had a complaint.
- ⇒ No complaints.

Negative

- ⇒ No, I wasn't listened to, had to insist a carer was blocked, months after she was booked, so caused flash backs and anxiety.

### Managers Comments

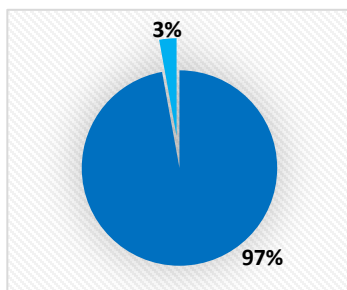
The positive comments received were very encouraging, indicating that people are happy with the service that they are receiving as they have not had to raise a complaint.

I have looked into the negative comment and noted that the carer being referred to was blocked on the system, she left and returned to the company several months later and therefore was no longer blocked as a result as she was a new starter. The situation was quickly resolved; the carer did not attend and was reblocked on the system. This appears to be an isolated incident.

Carer preference is something we always focus on and we understand personalities or wants will differ. We also understand complaints may warrant the removal of a staff member. Our care planner system allows us to 'bar' or 'block' care workers to prevent future attendance. This sadly was an isolated incident and we learnt from this error moving forward.

#### Question 19

Would you be interested in joining our staff recruitment panel?



68 Service Users Ticked NO  
2 Service Users Ticked YES

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

- ⇒ I'd love to.
- ⇒ No I'm too old.

- ⇒ If I could work, I would not need care.
- ⇒ No thank you.
- ⇒ No thank you.
- ⇒ No thank you.
- ⇒ No thank you.

## **Management Comments**

The two service users that ticked YES, have been contacted and informed that they will be invited onto the interviewing panel when we run a recruitment drive through Indeed. We currently envision that the next one will be September 2021. We are also holding a recruitment Campaign in July 2021 for 2 x positions of Senior Carer within our Extra Care scheme, we will therefore be involving the service users in this process.

### **Question 20.**

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

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

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

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

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

- ⇒ My carer helped me to fill this out.
- ⇒ Completed by granddaughter.
- ⇒ My daughter filled this in with input from me.
- ⇒ This form was completed by my husband after speaking to me.

## **ADDITIONAL COMMENTS**

### **The following NEGATIVE comments were made on the surveys about the service at the end of the document:-**

- \*\*\* is happy here but he feels sometimes he needs longer during his tea call, so he can eat a proper oven meal, as he doesn't enjoy microwave meals much.

## **Manager Comment**

This particular service user made reference to not having long enough for his meals several times throughout the survey. Unfortunately, The Department of Adult Social Services allocate times after an assessment of need. On average only 30 minutes is allocated, usually this will be to prepare a snack or light meal e.g. Microwave meal. Microwave meals can be just as healthy as cooked meals, as essentially it steams food from the inside out, keeping in more vitamins and minerals than almost any other cooking method. However, this comment is about disliking microwave meals. As this service user left their details, I have asked the Manager – Sophie Daniels at St Oswalds Court to discuss this particular service users diet and choice of food items that he may enjoy [which can

be prepared in the allocated time]. I have also suggested to the manager that if he wants more time to prepare home cooked meals, he is able to purchase additional time privately. This comment suggests this is more of a commissioning issue than a service delivery issue.

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- Someone in the office has too much time to send out these silly forms.

### **Manager Comment**

As this service user has left their details, I have asked the Manager – Sophie Daniels at St Oswalds Court to discuss this comment with him; to explain the importance of feedback, so that we can improve as a company, and that it is also an ideal time for people to make any comments or suggestions about the service that they are receiving. I have also asked Sophie to remind this service users that the completion of surveys is not compulsory, and not completing one will not bear any consequence on the care that they received. I do feel that this comment is more contentious, than a reflection of the service we provide something that was the purpose of this exercise.

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- We've had a few ups and downs, I know mum gets up and sees to herself, she's so stubborn. Have asked her to stay in bed but that's her doing. Also she is so happy with the two girls through the week, just need them to try get mum washed but I know it's hard for them. If mum gets up, can they just check bed as she can wet it – thanks. Not too happy at the weekend, think they can do a bit more, like the girls do through the week.

### **Manager Comment**

As this service user has left their details (daughter of service user) Lisa Kenny – Senior Co-Ordinator made contact with her, to discuss how we could improve things moving forward. It was understood that she was referring to a one particular carer, but this has since been resolved since completing the survey.

Lisa Kenny also checked the service users PASS assessment to ensure that it reflected those requests from the daughter to ensure that the service user scheduled, matched that of the assessment.

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- It makes sense to put all carers close to one another, than different carers coming from elsewhere, when some carer is close by.

### **Manager Comments**

This comment was anonymous. I can understand why this service user may have come to this conclusion however, there maybe a number of reasons why including:-

- ⇒ Service User has time specific calls, and the calls times are not available on that particular run.
  - ⇒ Staff sickness in the area, so runs have had to be broken down.
  - ⇒ Staff holidays in the area, so runs have had to be broken down.
-

- This survey was completed with \*\*\* to a private carer. \*\*\* is happy with the care provided overall but I feel it necessary to add that she does complain to me that the carers are not always on time.

## Manager Comments

This service user had ticked 😊 in relation to the question does your carer worker arrive on time. I therefore did not feel it appropriate to contact the service user to confirm the private carers comment. This service user has capacity and I checked the Electronic Call Monitoring over the last 6 weeks and all times were scheduled within the 30 minute policy as agreed at assessment.

## Covid-19 and Professional Carers

Each year I have included in our survey examples of what as a company we have done for services users, over and above their scheduled package of care, because as a family run business, we want everyone to feel and be included. This year however has been difficult due to Covid-19 and restrictions that have been in place, enforced by the government. The below pictures however demonstrate that we found ways round this and was able to make as many people feel included in the service, even at the most testing of times.



**Professional Carers Wirral**  
 Posted by Gary Nagle  
 8 January · 🌐

Everyone loves fish and chips 🐟🍷 - today our residents at St Oswalds Court enjoyed a Friday afternoon treat. It was a shame they couldn't have all enjoyed it socially in the lounge, however we are making the best of a bad situation and remaining positive whilst in lockdown.

A special thanks to 'The Avenue' Chip shop in Notorum for organising over 30 meals for residents & staff 🍷 it was thoroughly enjoyed!





We were also given two opportunities to work with the community, which was a great way to bring people together in the most usual times, yet still adhering to Covid-19 rules.

**Professional Carers Wirral**  
 Posted by Gary Nagle  
 1 March · 🌐

A huge 'thank you' to the Beechwood Community Centre in Birkenhead who has recently donated 12 x food hampers to St Oswalds Court for the residents at our scheme. What a lovely gesture - our residents were absolutely over the moon. Thanks again ❤️❤️



**Professional Carers Wirral**  
 Posted by Gary Nagle  
 19 March · 🌐

A huge thank you to Jo from our St Oswalds Care team who recently arranged for pack lunches (lentil soup and cake 🍷🍰) to be supplied to our residents, donated and kindly prepared by the local Community Centre in Beechwood. What a lovely treat ❤️👍



Other examples of good practice have included:

- Promoting support available by Age UK and the Local Authority concerning COVID19 to our service users in a variety of communication methods.
- Regularly sharing of information concerning COVID19 rules, restrictions, help and advice.
- Signing up as COVID19 Community Champions to promote the vaccine.
- The sharing of information via newsletters, website blogs, social media and post to showcase ways to prevent social isolation.



- Supporting our service users in receiving the vaccine bring in a GP to our Extra Care Scheme to avoid those shielding from leaving the premises.
- Promoting the use of a pen pal writing service with other services across the country.
- Making best use of available services such as a e-library and talking books, liaising closely with the local library services.
- Making available an IPAD at our extra care scheme, to enable residents the opportunity to connect with loved ones via face time.

## 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.

## 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 for their continued hard work during the fight against COVID19!



*Carly Peckham*

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

**28<sup>th</sup> June 2021**