



Professional Carers Employee Feedback Survey: Edinburgh

September 2022

Introduction

Each year Professional Carers conducts a satisfaction survey of its Service Users and their relatives / representatives who receive care from us. This document summarises the main findings of our most recent survey that was carried out in June 2022, by our Edinburgh branch.

We sent out 30 surveys to Service Users who receive care or support. Out of this, 20 surveys were received back, representing a percentage of 66.67%.

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	30	Number of questionnaires returned	15
Percentage	100%	Percentage	50%

Compared to previous years, a lower number of surveys were submitted on this occasion, however this was due to a higher number of service users receiving care and support from us. The return rate on this occasion, was also lower.

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).

Service User Comments

- I have a good batch of carers, all friendly and helpful. I find **Lauren** and **Jemma** always extra able and willing to help me.
- The carers are all lovely and are very supportive to mum and other family members in what has recently been a very difficult time.
- **Pam** especially has to be singled out as a marvelous asset to your company she treats people with respect and care and can really understand the complex needs that I have, she listens and is so genuine and caring. To also mention all the team who have been tremendous throughout the pandemic. **Diane** in the office also (she just gets it). The professional team really are just a joy and they live up to the name 100%. Thanks again for all your hard work and dedication.
- Carers all first class 100% and some even more.



- I am very happy with all the carers I get they are great and good at their job and they care. If I was to nominate a carer for the month, **Jemma** has been here so many hours lately and she has such a good memory but as I said they are all great. There is no way I could be at home without the care and I am so grateful that I get it.
- Fantastic care team – prompt and always happy to go the extra mile.
- Overall very satisfied.



- Couldn't do without the caring team. Happy with the care and attention mum receives. New system working great, can check how mum is on days I don't visit. Thanks for all you do to support mum, my brother and I.

- All carers are amazing and see to mums needs and medication as required. Although mum sees herself as independent, we know the carers are there to help. We as a family really appreciate you all, gives us peace of mind when we are not around knowing carers visit regularly. On two occasions carers have had to call me when mum was poorly and had to go into hospital, the carers were amazing waiting with mum and calling ambulance. So appreciate the care and commitment to their roles.



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

- **Lauren Murphy**
- **Jemma Drummond**
- **Pamela Wilson**

Office Staff

- **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.
- A number of comments made indicate satisfaction for the whole care team, resulting in now specific individuals being highlighted. This is common as service users do not always want to single any one person out.

Our Survey Results - Question 1

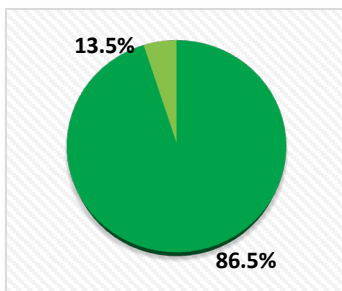
Please indicate any of the care services listed below, which you receive from Professional Carers. (Please tick all the services you received).

- 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.

Question 2

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



13 Service Users Ticked	😊
2 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

- Very satisfied
- 100% perfection always
- Daughter is satisfied

Negative

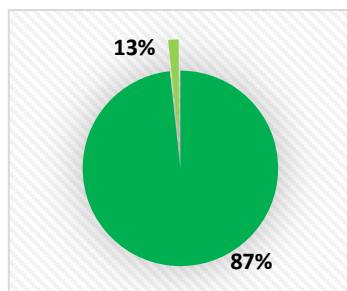
- No negative comments

Managers Comments

It was fantastic to read such encouraging comments and to note that all responses were positive to this question. As a team providing high quality care services that are personalised for each individual, that is our main priority. As you can see from the general feedback listed on page 2 and 3, we have received some fantastic feedback about how our carers deliver the care and support to our clients – so well done to the team as a whole. Our team on a daily basis go above and beyond their normal duties, and we always do our best to enrich the lives of the people we support.

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).



13 Service Users Ticked 

2 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Stated This Question was Not Applicable

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

Positive

- Carers are fabulous – I am treated with care respect and dignity
- Very happy
- Fantastic, helpful and caring

Negative

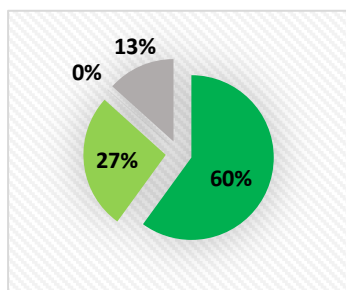
- No negative comments

Managers Comments

The comments and responses to this question were really heart-warming. Treating those in our care with respect and dignity is in line with our core values and something that we pride ourselves on. Our team our specially selected and highly trained, we believe in developing our team and assisting them to be the best that they can be.

Question 4

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



9 Service Users Ticked 

4 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

- They did, it's very limited what mum can do for herself now, she even needs help eating and drinking.
- 100% make me able to stay home with their support
- This question isn't applicable
- I try to be as independent as I can be but I know the carers will help if required
- I don't need promoted as I'm already independent
- As much as it is possible as I can only move my arms

Negative

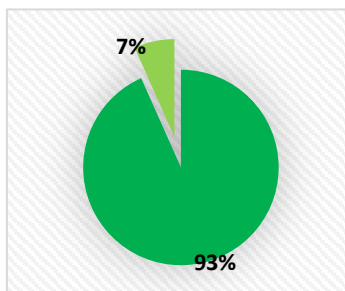
- No negative comments

Managers Comments

Again some great feedback on this answer – we train our staff in a manner to ensure they promote independence at all times, so it is reassuring to hear that this is happening.

Question 5

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




12 Service Users Ticked 

2 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Stated This Question was Not Applicable

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

Positive

- I normally take meals out of the freezer the night before, if not carers do so.
- Absolutely I feel even with my limited mobility I am independent
- They did, this is no longer applicable.

Negative

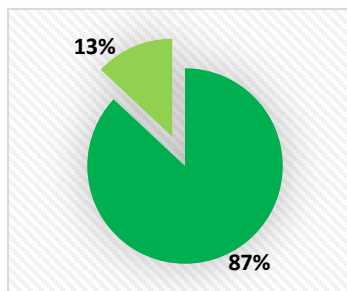
- No negative comments

Managers Comments

It was encouraging to read that the respondents responded positively to questions 4 and 5. Our care workers all follow codes of conduct set out by the Scottish Social Services Council and one of the codes of practice focuses on promoting independence and choice in the people that we support. It is also something that we heavily focus on when assessing and care planning to ensure that we understand what people can do for themselves and what they might need support with.

Question 6

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



12 Service Users Ticked

3 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

0 Service Users Stated This Question was Not Applicable

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

Positive

- Extremely competent and caring

Negative

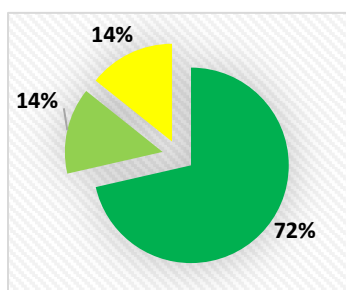
- I would like it if they would wash out my toiletries drawer sometimes

Managers Comments

Once again, all responses to this question were positive, we spend a lot of time and pay close attention to detail when creating care plans to ensure that each care plan is personalised and centred around the individual. We believe that with a detailed care plan in place, our carers have the tools that they need to get it right for every client.

Question 7

Do you see the same care workers?



4 Service Users Ticked

8 Service Users Ticked

2 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

0 Service Users Stated This Question was Not Applicable

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

Positive

- A small group

- As much as can be managed
- The same group, not a pair
- Regular carers come, all are very competent and caring, nice to see different faces
- Yes I have the best team of familiar faces

Negative

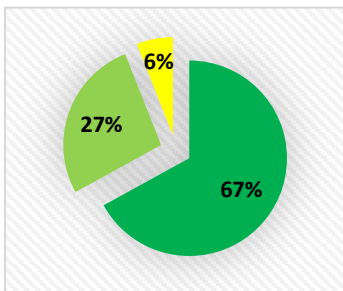
- Not always the same
- It would be easier to see the same care workers

Managers Comments

86% of the responses to this question were 😊 or 😄 with 2 respondents answering 😐 and commenting that they do not always see the same workers. Since collecting and analysing the surveys, a lot of time has been spent reorganising routes and altering schedules to provide better consistency and continuity. We have since received some great feedback regarding improvements in regards to this though we do accept that there are times when changes to staffing do need to be made as a result of absence.

Question 8

Do your care workers arrive on time?



- 10 Service Users Ticked 😊
- 4 Service Users Ticked 😄
- 1 Service Users Ticked 😐
- 0 Service Users Ticked 😞
- 0 Service Users Ticked 😡

0 Service Users Stated This Question was Not Applicable

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

Positive

- Always
- Not at the originally agreed times but I understand that you are short of carers
- When possible

Negative

- No negative comments

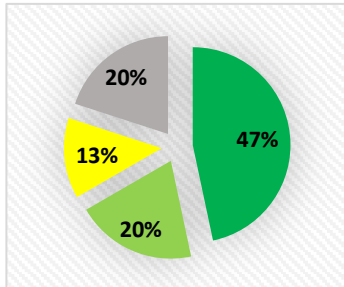
Managers Comments

14 out of 15 respondents answered positively to this question. 1 service user answered 😐 and commented that the timings of their visit had been changed, this respondent did note that she was aware of a carer shortage. As an organisation, we operate within a service window and whilst we strive to arrive in a timely manner and at the desired time. However, care at home can be unpredictable at times and there are various factors that can affect


punctuality. We do however, ask that our care staff call ahead, when possible, to alert service users if they are running late.


Question 9


Are you kept informed about changes in your care?




7 Service Users Ticked 

3 Service Users Ticked 

2 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

3 Service Users Stated This Question was Not Applicable

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


Positive

- I don't know what could change
- Daughter is informed
- Doesn't apply, no changes

Negative

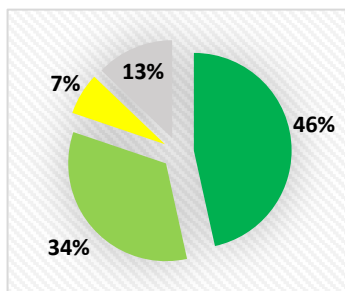
- No negative comments

Managers Comments

It was encouraging to read that the highest number of respondents feel that they are kept informed about changes to their care. 2 service users answered  to this question and left comments stating that they were unsure what could change so we have concluded that these responses were due to inapplicability. As a care provider, we send out letters to alert our service users of any upcoming changes that may affect the way that we deliver care. We also work hard to communicate with both service users and their next of kin to ensure that we establish successful working relationships and that everyone is kept in the loop.

Question 10

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



7 Service Users Ticked	😊
5 Service Users Ticked	😊
1 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

- Very attentive

Negative

- I don't think you understand that a T6 spinal stoke is from thoracic area number 6 which is from the shoulder blades down not the waist down – this is however being corrected.

Managers Comments

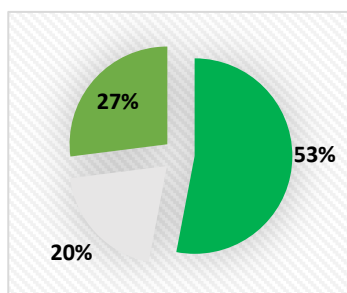
The highest percentage of responses were positive in relation to this question. We did note one negative comment in relation to an error that had been made in medical terminology, this has since been addressed, corrected and an apology issued to the service user. We encourage all service users and family member to contact us at any time if they have concerns regarding their care and support.

We also carry out regular review visits where an in depth conversation takes place regarding changes, concerns and any additional needs that may have arisen, we encourage next of kin, power of attorneys and family members to attend these meetings (where consent has been gained) so that they too can have a say in the care and support we deliver.

We are satisfied that on this occasion, this was an isolated case.

Question 11

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



8 Service Users Ticked

3 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

4 Service Users Stated This Question was Not Applicable

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

Positive

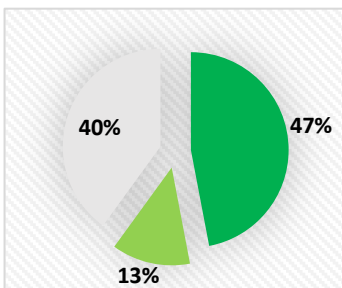
- My daughter keeps in contact with the care company
- Always first class service and cooperation

Negative

No negative comments

Question 12

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



7 Service Users Ticked

2 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

6 Service Users Stated This Question was Not Applicable

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

Positive

- Always

Negative

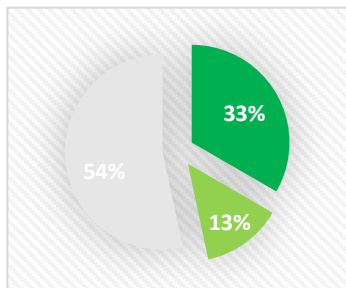
- No negative comments

Managers Comments

It was encouraging to read that, respondents who chose an answer questions 11 and 12 selected positively with all others selecting that the question was not applicable. Our office team work tirelessly to ensure that we answer all questions and queries and that we deal with all matter urgently and in a timely matter.

Question 13

If you have had reason to contact the on call emergency service line, did you receive a satisfactory response?



5 Service Users Ticked 😊

2 Service Users Ticked 😊

0 Service Users Ticked 😐

0 Service Users Ticked 😞

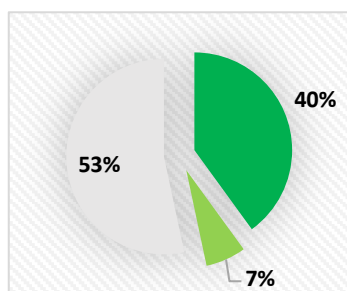
0 Service Users Ticked 😡

8 Service User Stated This Question was Not Applicable

No comments were made in relation to this question.

Question 14

Was the call handled efficiently?



6 Service Users Ticked 😊

1 Service Users Ticked 😊

0 Service Users Ticked 😐

0 Service Users Ticked 😞

0 Service Users Ticked 😡

8 Service Users Stated This Question was Not Applicable

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

Positive

- Yes
- Not applicable apart from when mum was sent home from hospital and care package was not in place all was dealt with and carers saw to mum promptly. Hospital were at fault as they had not informed care company

Negative

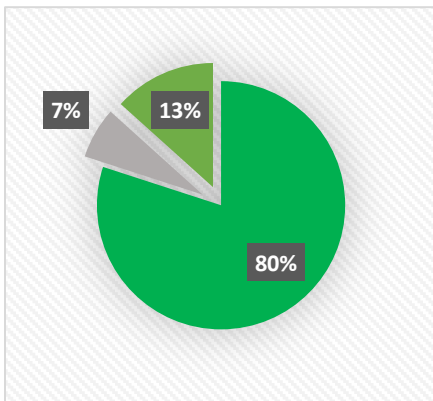
- No negative comments.

Managers Comments


The highest number of respondents answered that these questions were not applicable. We view this as a positive response as our on-call service is for emergency use and would be used mostly to report urgent situations. We ensure that our care staff are competent and well trained to deal with most situations as they arise. Those respondents who have selected an answer have answered very positively which again was pleasing to read.

Question 15

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



12 Service Users Ticked 

1 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

0 Service Users Ticked 

2 Service User Stated This Question was Not Applicable

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

Positive

- 100%, smart clean and tidy

Negative

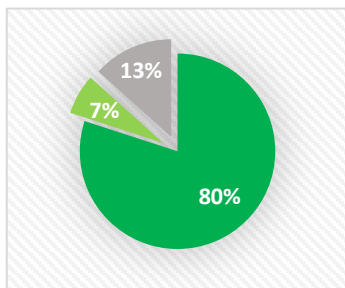
- No negative comments

Managers Comments

We were pleased to read that mostly all of the respondents answered positively and confirmed that our care staff arrive dressed in uniform and carry their identification badges. We recently upgraded our staff badges to ensure that all staff had a clear and recent photo. It is worth noting that the 2 responses that this question was unapplicable are service users who both are known to have visual impairments. We have since contacted these service users who have confirmed that their answers were based on this impairment and not a reflection of the staff members not wearing the correct items.

Question 16

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



12 Service Users Ticked

1 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

2 Service User Stated This Question was Not Applicable

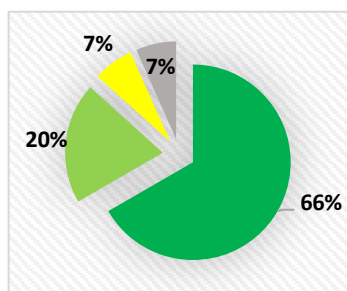
No comments were made on this question.

Managers Comments

As an organisation we have worked extremely hard throughout the duration of the pandemic to ensure that our care teams have had and continue to have all the required protective equipment that allows them to carry out their duties safely. The safety of our team and our service users has always been and will continue to be our upmost priority. We also ensure that we stay up to date with current guidance and protocols and pass on this information to care team immediately, so it is reassuring to read that our staff are following the guidance that we provide.

Question 17

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



10 Service Users Ticked

3 Service Users Ticked

1 Service Users Ticked

0 Service Users Ticked

0 Service Users Ticked

1 Service User Stated This Question was Not Applicable

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

Positive

- Yes

Negative

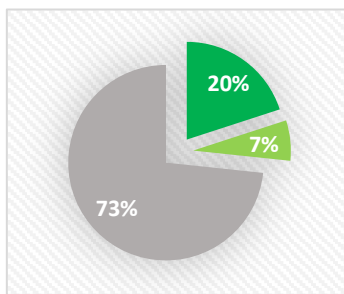
- Am I supposed to nominate my carer of the month or do they just choose among themselves

Managers Comments

It was encouraging to read that the majority of respondents were aware of how to make a complaint or compliment, all service users have a printed "Service User Guide" delivered to their home which contains extensive information on how to make complaints/compliments and who to contact should any issues arise. We noted from the comments on the survey that one service user raised that they were unaware of how to nominate a team member of the month. Since collecting the survey results, we issued a summer newsletter that encourages service users to make nominations and explains how they can do this, we are pleased to say that we have since had several nominations from our service users.

Question 18

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



- 3 Service Users Ticked 😊
- 1 Service Users Ticked 😏
- 0 Service Users Ticked 😐
- 0 Service Users Ticked 😞
- 0 Service Users Ticked 😡

11 Service Users Stated This Question was Not Applicable

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

Positive

- A carer made a complaint on my behalf as I did not like to and I am very happy that she did as I no longer the carer who was upsetting me.
- Never had any issues
- No complaints
- Never had any complaints

Negative

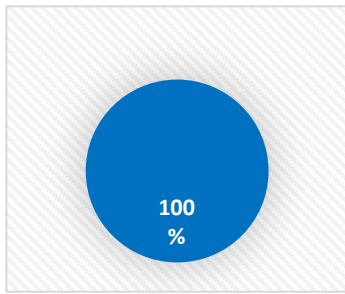
- No negative comments

Managers Comments

It is reassuring to read that this question was not applicable to most of the survey respondents and to those that it was that they answered positively towards the way their complaint was handled. It is of the upmost importance that our service users are happy with the care and support that they receive and we encourage everyone to flag any issues that do occur, at any time, this feedback helps us to quickly identify areas of development that need to be addressed.

Question 19

Would you be interested in joining our staff recruitment panel?



15 Service Users Ticked NO/ left blank

0 Service Users Ticked YES

Managers Comments

Although all the respondents stated no to this answer, we would of course welcome any of our service users or their family to join us in the future recruitment and selection of our care workers. To arrange this simply contact us in the office and we will do the rest.

Question 20.

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

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

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

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

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

- I have discovered that my handwriting has got very bad
- Carer Moira Macmillan filled it in with me
- The team are terrific and should be praised I don't know how I would have coped the last 2 years
- I'm unable to write so my daughter completed
- Daughter helped me to fill out

Our Year at Professional Carers Edinburgh....

At professional carers we love to see our care staff and service users having fun, we look forward to another year of moments like the ones we have captured below.



SUMMARY

This was Professional Carers 6th annual survey. Whilst only 50% of the surveys that we issued were returned, the feedback that we gained was valuable in giving us a good overview of how those that we support feel about their care service. It was also inspiring to read such positive comments which further emphasise that our Professional Carers team are providing a high quality service in line with our core values.

A copy of this survey will be issued to all care staff and shared online via our website, with printed copies also being made available to our service users and their families.

If anyone requires a format of this analysis in a different way i.e. larger text, braille, or other communication method, please get in touch and we will be happy to support with this.



Future Service User Survey's

The next Service User survey is planned for June 2023.

A handwritten signature in black ink, appearing to be 'India Livingstone', written in a cursive style.

Completed by India Livingstone – Registered Manger
September 2022