



## Professional Carers Service User Survey Analysis

### Introduction and Overview

Each year Professional Carers conducts a satisfaction survey of the service users, relatives / representatives of Professional Carers current service users. This document is a summary of the main findings of our most recent survey carried out during May / June 2023.

We randomly selected 200 service users out of all our service users who receive care or support, across a sector of services that we provide including:-

- Domiciliary – Day Care
- Mobile Nights
- Extra Care

Out of this, 55 surveys were received back, representing a percentage of 27.5%. In comparison to last year the return percentage is lower, for example last year the percentage received back was 33%. However this year we have sent out more surveys, so infact the response has been better that last year. One survey received back had been completed in response to another care company that the service user also has, so therefore was disgraded.

Professional Carers is established with a quality-orientated approach to the business and it is important to us to take into account the needs and wishes of each service user. This survey helps us to establish that we are meeting the aims and objectives of the company with any negative feedback we received, being followed up upon.



We have used the following five key lines of enquiry in line with the Care Quality Commissions Key Lines of Enquiry for this survey. This helps us determine if the service is:-



These values are also imbedded into everything that we do and fall in line with our C.A.R.E values.

### The following POSTIVE comments were made on our returned surveys:-

- All carers go above and beyond the call of duty and are kind and courteous. Nothing is too much trouble and I look forward to seeing them every day, they are more than carers to me.
- My carers **KRIS LEE, AMANDA PHOENIX** and **CRAIG PINDARD** make me so happy; I look forward to them coming, they make my day. They are very good to me and support me, I don't know what I would do without the, a million gold stars to all my carers.
- I have 2 calls each evening and the carers I have are so lovely, very kind and do help me a lot. I couldn't live alone without them. I'm very grateful, the service is outstanding and a vauded service that is very much needed. Your carers are 10/10 and I'm more than happy. Thank you.
- We feel extremely fortunate to have regular carers who are amazing. **CAT SHACKLETON, DENISE SKILLICORN** and **LOKENI THANENTHIRAN** always give 150% - Nothing is too much trouble. We feel completely confident in their ability to deal with all situations and you have given us the freedom to spend time away from mum, happy in the knowledge that she is being looked after.
- I look forward to seeing my carers each morning when they call. After I'm showered and dressed, I feel fresh and clean for the rest of the day. They all do a wonderful job and sometimes they are the only person I see that day. I must just say **DANIELLE BALL** is very thorough with her care and goes above and beyond her remit, such as folding laundry and putting it away where it belongs, she never needs asking to do anything, she is on top of her duties and always looks fresh and clean in her attire. Thank you to all the carers who stand in when my usual girls are on holiday or a day off, never had anyone who wasn't sociable.
- I had another company previously, now I have the best! Thank you.
- **DANIELLE BALL** does good in everything she does and helps me in every aspect.

- Everyone involved in my nans care from Professional Carers have been great. Too many names to mention but a few who have been really caring towards my nan and are a credit to the team are **STUART HILL, JOHN FOWLES, DANIELLE BALL, LINDA GREENBERG, CATHY KING** and **LAURA MORGAN** – Sorry if I have forgotten anyone. Thank you all so much for everything that you do for my nan.
- I could not possibly highlight any individual carer, they are all lovely people. I am very lucky to have them.
- Great service from a committed team. **CAT SHACKLETON, DENISE SKILLICORN, LOKENI THANENTHIRAN** and **JOHN FOWLES** are wonderful carers, who all go the extra mile to make my dad feel comfortable and happy. They are considerate and caring and I am confident leaving him in their care. Thank you.
- **MARIA QUIRK** is an excellent carer, as is **AMANDA PHOENIX. HELEN JOZEFEK** to is so very good, she is excellent in the way she deals with me. **LOKENI THANENTHIRAN**, she too comes into the category of excellence. There are two other carers **LINDA GREENBERG** and **CATHY KING** who have looked after me very very well. They were very helpful to me and very friendly as well. Other carers who have visited me in the distant past have all been very good, difficult to remember names now!
- All carers are lovely, they are super stars and they deserve all stars, Professional Carers are the best.
- I am very happy with my care team, I couldn't be happier, with particular mention to **KRIS LEE** and **AMANDA PHOENIX** who always go above and beyond for me. The service I receive allows me to live happy and independently at home.
- Mum is treated with care and dignity by all members of Professional Carers, they go out of their way to help her – I can't thank them enough.
- All the girls on the Pensby run can't do enough. They make sure I'm warm, fix my pillows, fill my drinking cup etc. I would like to compliment **MACY SMITH**, who is particularly good considering how young she is.
- Thousand stars, excellent service.
- All spot on especially **TRACY VESTE** and **SHANNON MATTOCKS**.
- 5 Stars from me!
- \*\*\* likes them all, he would like to highlight **DANIELLE BALL, JOHN FOWLES, KELSY GRIFFITHS, TRACY VESTE, ABBI ROGERS** and **SALLY-ANNE WILLIAMS**.
- You have some very excellent staff who go out their way to help me.
- **SALLY MARTIN** keeps me informed of changes happening with regards to care and anything that is happening.
- The carers are good especially **KRIS LEE**, who goes above and beyond his duties. **STUART HILL** is also a treasure.
- 10/10 – 5 Star Service.

- One of my favourite carers is **CAT SHACKLETON**, I love them all very much, only **CAT SHACKLETON** is ALWAYS so helpful in EVERY way. She advises me to remember things, like putting my feet up more and to drink plenty of water. Also if she see's anything different about me she will advise me to see a doctor. She is wonderful, as are all the others who see me.
- I would like to highlight **CATHY KING, TRACY VESTE, AMBRYN SAINI, LYNDSY WALL, CORINA MORTON, DANIEL BRUFELL** and **JANE SOLHEIM**.
- 5 Stars and a million more.
- **DANIELLE BALL** Excellent 5 star!
- I don't always see the carers, so I don't know all their names but as far as I'm concerned they all deserve stars. (Survey completed by relative on behalf of service user).
- Notes have been left when \*\*\* has shown signs of 'out of the norm' behaviour eg talking about people in the house and staff have warned us about potential urine infections – Much appreciated, thank you.
- 5 Stars carers are amazing.
- **JOHN FOWLES** number 1 carer, lives for the job, loved by his clients who he cares for and makes safe. He has been my main carer for the last 6 months, he is respected by other carers. **LINDA GREENBERG, STUART HILL, LOKENI THANENTHIRAN, DANIELLE BALL** and **KRIS LEE**, have all showered me safely, elderly patients do not like change and need the same team. **HELEN JOZEFEK** is the person I contact if I have a problem, she is the person who deals with any emergency. The care I get from my regular carers is wonderful and caring my thanks to them all.
- It is difficult for us to complete this questionnaire as \*\*\* has very little eyesight and his understanding and communication are both limited. Also I rarely see your carers as they come in the middle of the night, so I am not in a position to answer the questions either. I can say that whenever I have had reason to contact the evening call out service they have been helpful and have informed the carers of my concerns, I have felt confident that they are caring.
- Firstly I would like to thank **HELEN JOZEFEK** she made me feel like a person again. We even got to laugh which took the weight of my problems. I was able to see that it is not wrong to have mental problems, and this was because of the carers and the help they have given me, I was in hell in my mind battling to feel safe again, the carers made me feel safe again, and they did that for me, thank you.
- Care service is good, they only disturb my husband if the need something.
- My carers are very kind and I could fault them they are my life line and without them I couldn't live at home, I cant fault the service in anyway.
- I am very happy with those who care for my husband, they talk to him as they are caring for him, until he deteriorated last week, I could hear them laughing and talking to him.
- **JOHN FOWLES** is very helpful and kind on offering advice on many different aspects of my life.

- I had the best team of helpers, I can look back on my life and I don't feel helpless anymore. I also know its not wrong to ask for help, and this is because of Professional Carers and the help they gave me, in order to live my life happily.
- I am completing this on behalf of my mother, the carers are exceptional, they are very reliable caring and put a smile on my mothers face everyday. Your company is amazing. Thank you for your wonderful service.
- My carers are patient, kind and caring. Professional Carers teams is the best and I thank you all.
- I am very happy with your services.
- I made a complaint about 1 carer, not to come to my home and you have not sent her back.



## Evaluation Overview

### Service User Comments

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



Amanda Phoenix

Job Role – Domiciliary Carer (Day)



Abbi Rogers

Job Role – Domiciliary Carer (Bank)



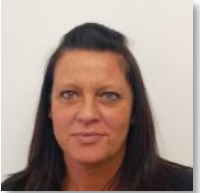
Ambryn Saini

Job Role – Domiciliary Carer (Mobile Nights)



Cathy King

Job Role – Domiciliary Carer (Day and Mobile Nights)



Corina Morton

Job Role – Domiciliary Carer (Day and Mobile Nights)



Craig Pindard

Job Role – Domiciliary Carer (Day)



Cat Shackleton

Job Role – Domiciliary Carer (Day)



Danielle Ball

Job Role – Domiciliary Carer (Day)



Daniel Bruffell

Job Role – Domiciliary Carer (Mobile Nights)



Denise Skillicorn

Job Role – Domiciliary Carer (Day)



Helen Jozefek

Job Role – Home Care Trainer



John Fowles

Job Role – Domiciliary Carer (Day)



Jane Solheim

Job Role – Domiciliary Carer (Mobile Nights)



Kelsy Griffiths

Job Role – Domiciliary Carer (Day)



Kris Lee

Job Role – Domiciliary Carer (Day)



Linda Greenberg

Job Role – Domiciliary Carer (Day)



Lokeni Thanenthiran

Job Role – Domiciliary Carer (Day)



Laura Morgan

Job Role – Domiciliary Carer (Day)



Lyndsey Wall

Job Role – Domiciliary Carer (Mobile Nights)



Maria Quirk

Job Role – Domiciliary Carer (Day)



Macy Smith

Job Role – Domiciliary Carer (Mobile Nights)



Stuart Hill

Job Role – Domiciliary Carer (Day)



Sally Martin

Job Role – Trusted Assessor



Shannon Mattocks

Job Role – Care Coordinator



Sally-Anne Williams

Job Role – Domiciliary Carer (Day)



Tracy Veste

Job Role – Domiciliary Carer (Day and Mobile Nights)

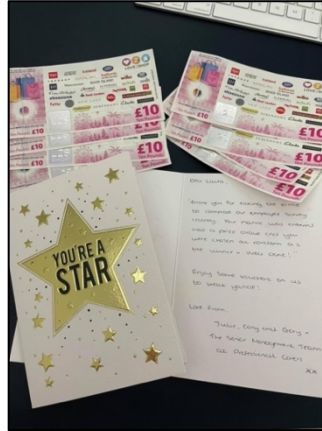
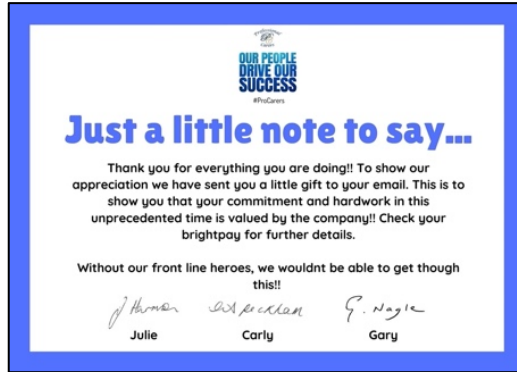
This was very inspiring and certainly worthy of a note of recognition! It is nice to be identified as an individual for your hard work, commitment and caring skills that are being shown, especially when a service user has taken time to praise a particular carer or member of the office team.

That said, we do however recognize that with a workforce over over 180 staff, it is equally as important to note that staff that haven't been highlighted, still do a wonderful job. Service users may not have mentioned you because:

- The service user failed to return the survey in time.
- Medical conditions may be present that could actually affect the service user's ability to complete the survey for example dementia and memory loss or confusion of names.
- The fact that the service users find ALL of their carers equally as competent and amazing!

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, gifts, presentations and much, much more.





This year we have included a picture of the member of staff that was highlighted, as we understand that many of the staff work across different roles and and you may not know them. Adding the picture is also helpful for service users, family and stakeholders, who will be able to access this survey analysis.

We will now provided a breakdown of the answers supplied by our survey returns:-

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

### Question 1

Tell us about you.

38 Service Users Ticked

*'I USE THE SERVICE'*

14 Service Users Ticked

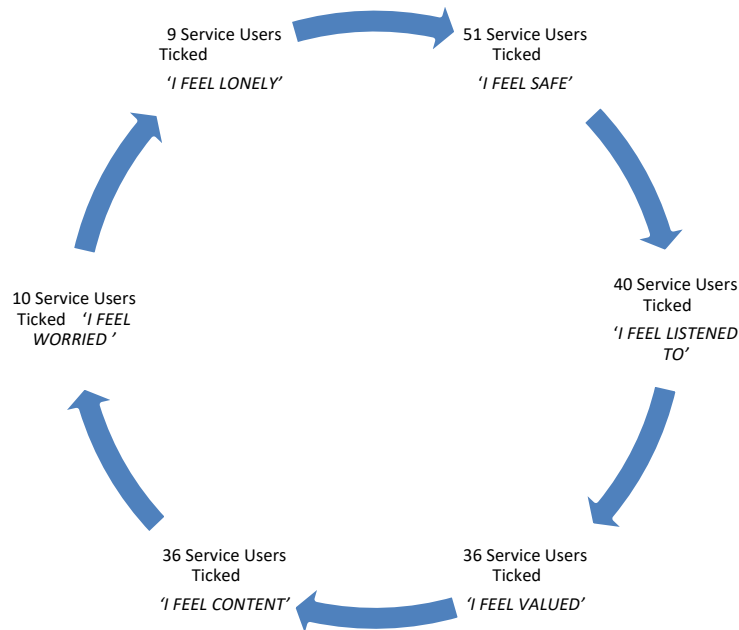
*'I AM A RELATIVE / FRIEND / ADVOCATE AND I AM COMPLETING THIS ON BEHALF OF SOMEONE WHO USES THE SERVICE'*

2 Service Users Ticked

*'I AM A CARER WHO WORKS FOR THE SERVICE AND I AM HELPING THE PERSON COMPLETE THE SURVEY'*

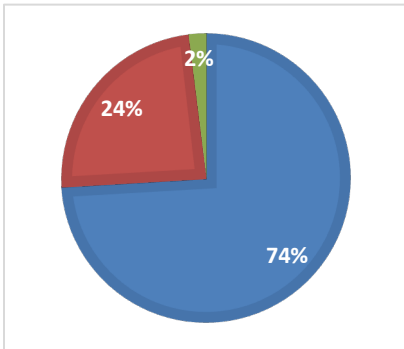
## Question 2

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



## Question 3

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



40 Service Users Ticked	Strongly Agree
13 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
1 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

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

Positive

- ⇒ All of the carers that come cant do enough for me.
- ⇒ I am able to be independent and remain at home because my carers are so caring , supportive and helpful.
- ⇒ Carers are good, especially **KRIS LEE**.
- ⇒ I am happy with everyone from Professional Carers.
- ⇒ Carers have made a massive difference to her life.
- ⇒ I think they do a wonderful job.
- ⇒ All carers are fantastic.

- ⇒ Excellent care service.
- ⇒ Only have night carers are they are fantastic.
- ⇒ Very caring.
- ⇒ It is an excellent service.

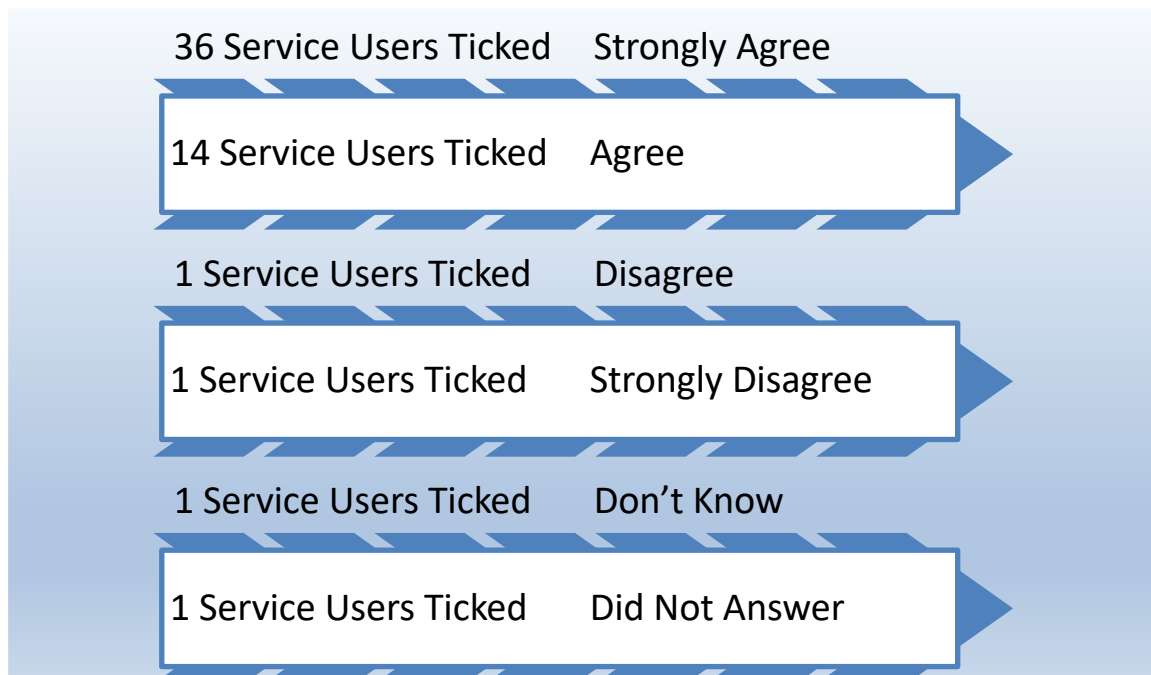
Negative

- ⇒ No negative comments received in relation to this comment.

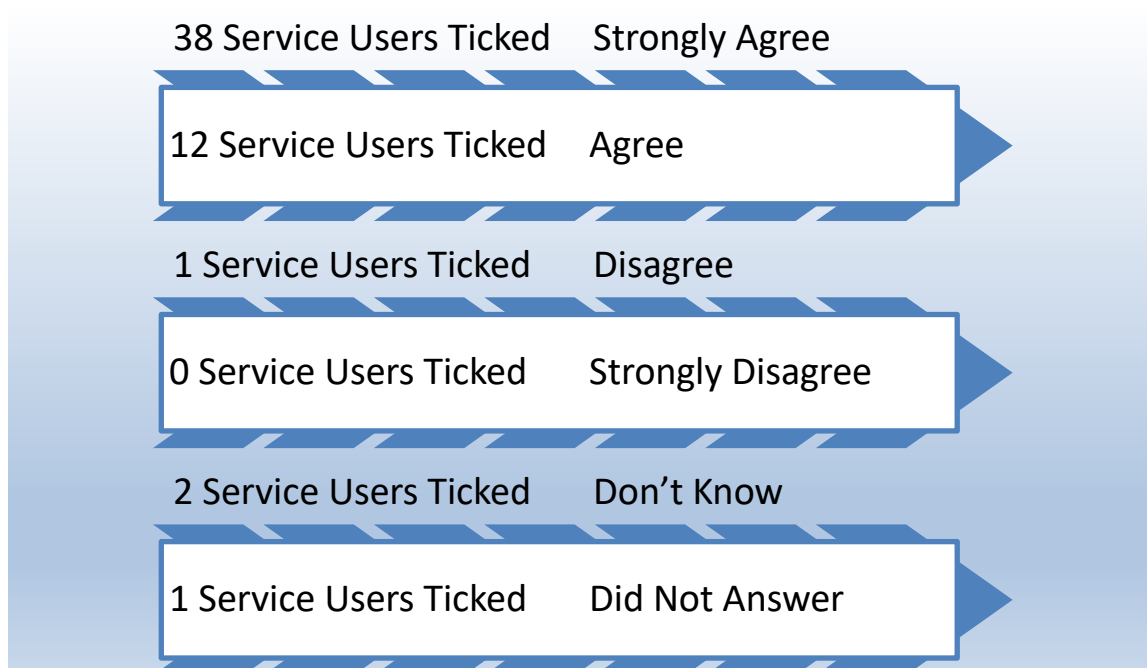
**Question 4**

*My Care and Support*

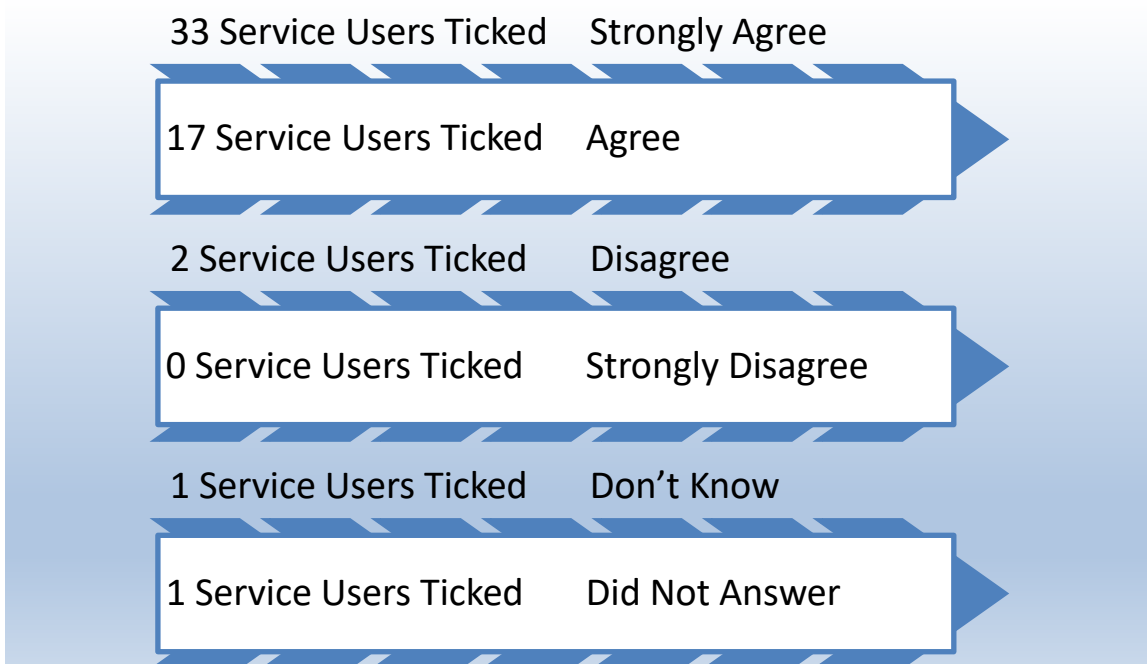
- I am involved in decisions about my care and support



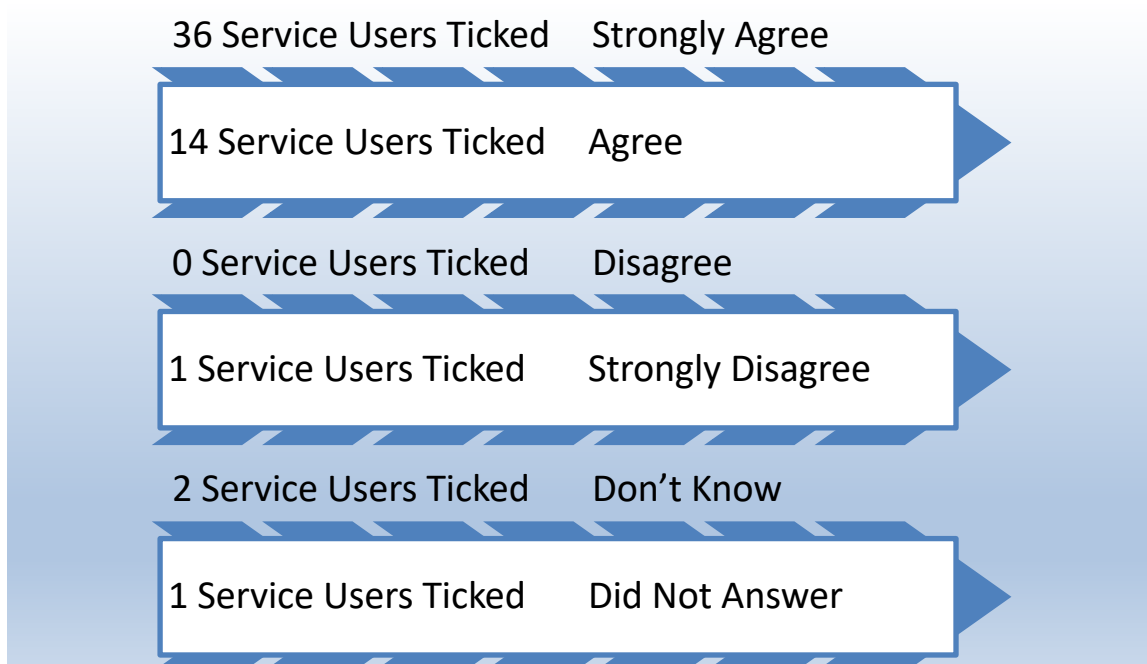
- I can chose who else (family, friends) can be involved in my care and support



- My independence is encourage



- I feel listened to



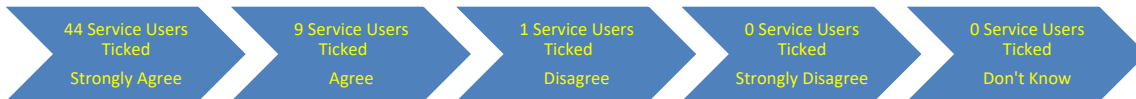
## Question 5

*I am treated*

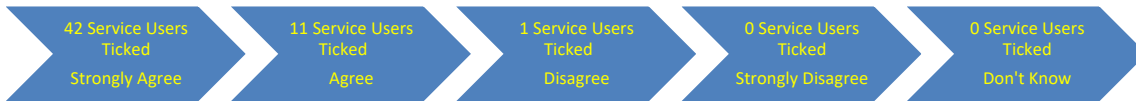
- Kindly



- With Dignity and Respect

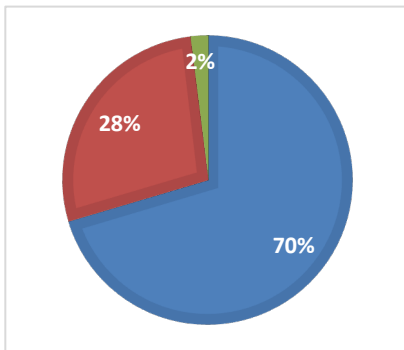


- Compassionately



## Question 6

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



38 Service Users Ticked	Strongly Agree
15 Service Users Ticked	Agree
1 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

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

Positive

- ⇒ All my care from each and everyone is A1.
- ⇒ They are so helpful.
- ⇒ The tasks are done competently and quickly and I am left dressed and comfortable when they leave me.
- ⇒ I am looked after very well indeed.

Negative

⇒ Some carers are better than others.

## Managers Comments

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

One of the main aims of the company is to be person centred and it is something that we all work tirelessly to achieve. Based within our office team, we have a team of 2 x dedicated Trusted Assessors. Mick Burnett and Sally Martin'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 and privacy. This role has proved very successful and we have had excellent feedback from Social Services regarding our partnership work to provide a 'wrap around service' achieving the best outcomes for people on the Wirral.

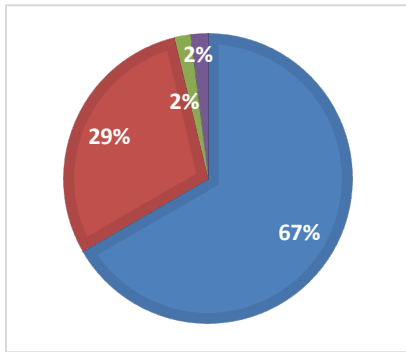


Helen Jozefek, who has been with us now for over 11 years is a competent and skilled individual, who ensures all of our Care Teams receive a thorough induction and refresher training on a series of matters. Some of this surround's quality, and the important of delivering care in a person centred manner, again to ensure that each member of staff is carrying out there role with confidence and efficiency.



**Question 7**

I regularly see the same care team



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

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

Positive

- ⇒ Wonderful regular carers.
- ⇒ The care team are very empathetic towards my husband.
- ⇒ My team are amazing.
- ⇒ I like to see the same care team.
- ⇒ **DANIELLE BALL, KELSY GRIFFITHS** and **TRACY VESTE** – These girls are my main carers that come to me daily and complete the tasks set for them and sometimes more.
- ⇒ I get the same carers, I get around 5 carers who I see all the time.
- ⇒ I always have the same carers and have done since you started caring for me.
- ⇒ I always have the same carers which is helpful because they know me.
- ⇒ It is nice to see the same carers, continuity is very important to me and it works well. I look forward to all of them coming.

Negative

No negative comments received in relation to this comment.

**Managers Comments**

This was a really positive result, given one of the hardest tasks is to coordinate staffing rotas with service users, this is usually the one area that we see the most complaints. We always strive to work towards the KPI Guidelines as set by The Department of Adult Social Services, which is continually reviewed and monitored by Lisa Kenny – Deputy Manager. The guidelines are as follows:-

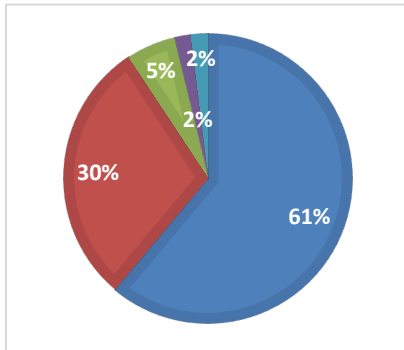
VISITS PER WEEK	NUMBER OF CARERS REQUIRED
1 – 3 (SINGLE CARER)	1
4 – 5 (SINGLE CARER)	2
6 – 7 (SINGLE CARER)	3
8 – 11 (SINGLE CARER)	4
12 – 14 (SINGLE CARER)	5
15 – 18 (SINGLE CARER)	6

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

So well done to the co-ordination team for getting such good results and feedback this year.

### **Question 8**

My care team arrive more or less on time.



33 Service Users Ticked	Strongly Agree
16 Service Users Ticked	Agree
3 Service Users Ticked	Disagree
1 Service Users Ticked	Strongly Disagree
1 Service Users Ticked	Don't Know

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

#### Positive

- ⇒ Better than last year.
- ⇒ This is difficult to answer as it depends on work load. It is the right time regularly, but time is not vital for me.
- ⇒ Considering the workload they are incredible.
- ⇒ I have no quibble with their timing as long as it doesn't go over midday – The timing is just right for me.

#### Negative

- ⇒ Times are not always what was put in place.
- ⇒ I agree but sometimes they can run late.

### **Managers Comments**

As you can see the highest proportion of respondents answering this question was positive. This suggests in the whole that service users 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 when in the community get stuck in traffic when travelling to their next call, ultimately causing a delay. This is often out of our control. Sometimes accidents also happen and some of our services users require complex support at times. This explanation would support the two negative comments.



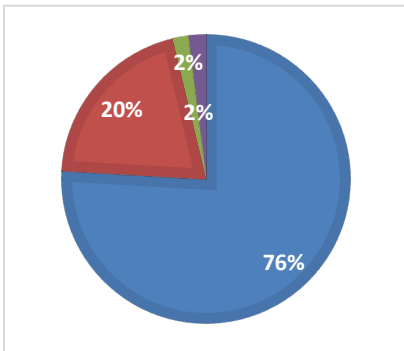
Our company policy is that if a call is scheduled at 9am, the call can be scheduled 30 minutes either way outside of this time. The rostering software system that we use, 'Care Planner' has a setting that the call cannot be physically moved any time beyond the 30-minute rule, by our coordinators.

With regards to the comment... 'My calls are down for 7.30am, some people come at 8.30am', this survey was anonymous and therefore we are not able to investigate it directly with that service user. Our managers regularly review service user call times, to ensure that they are set within the 30 minute policy. This appears to be an isolated incident which may have been caused due to some of the reasons mentioned above.



### **Question 9**

The communication between myself and Professional Carers is good.



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

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

#### Positive

- ⇒ The OpenPass is a brilliant system.
- ⇒ They all ask can they do anything else for me.
- ⇒ The girls come in and treat my home and myself like we are family.
- ⇒ Both carers and office staff communicate with me in a very friendly and caring way.

Negative

⇒ Communication could be better from office staff to carers in the field.



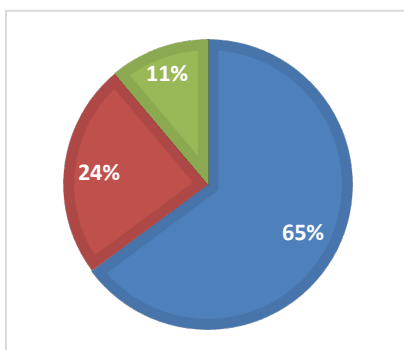
In the whole the results provided a positive response. It is important to note as a team that any changes must be discussed and agreed with the service users on every occasion, this promotes good communication.

Service Users and their nominated representatives have access to our software programme PASS, or 'openpass' as many of you know it. This system allows individuals to see care times and carers attending in advance. This is actively used by 85% of service users and was introduced to keep our service users more informed about their planned care calls. Service User are also sent out regular newsletters to keep that up to date on the business of Professional Carers, it includes what they can do to get involved in the service.



### Question 10

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



- |                         |                   |
|-------------------------|-------------------|
| 35 Service Users Ticked | Strongly Agree    |
| 13 Service Users Ticked | Agree             |
| 0 Service Users Ticked  | Disagree          |
| 0 Service Users Ticked  | Strongly Disagree |

0 Service Users Ticked	Don't Know
6 Service Users Ticked	Not Applicable

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

Positive

- ⇒ All the office team are helpful and caring.
- ⇒ The office team are very helpful and always put my mind at ease.
- ⇒ They are always helpful.
- ⇒ The office staff are always courteous.

Negative

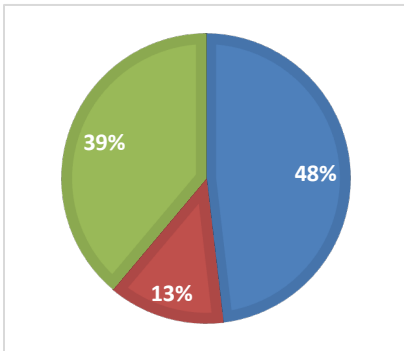
- ⇒ Call made by family member at 9pm and office was closed.
- ⇒ I find the option menu to quick and fast to listen to.

**Managers Comments**

Encouraging to note that 100% of service users ticked that they strongly agree or agree, 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 as well as NVQ's in Health and Social Care.

**Question 11**

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



26 Service Users Ticked	Strongly Agree
7 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know
21 Service Users Ticked	Not Applicable

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

Positive

- ⇒ All the ladies are lovely.
- ⇒ Never had a reason to call.
- ⇒ Never phone the oncall.
- ⇒ I have done this on a couple of occasions and I have found them all helpful and very efficient indeed. They have dealt with the problem promptly.

Negative

⇒ We were not aware of the oncall emergency line.

## Managers Comments

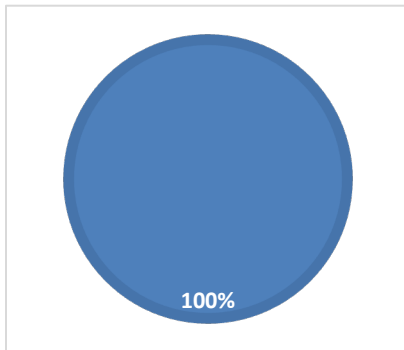
In the whole the results showed a positive response, confirming that out of hours / office calls are handled appropriately. This means that service users feel safe in the knowledge that they can access help or support 24/7. Well done to the oncall team!

In addition to this, service users or their family / carers can also contact us for non emergencies via email, or via the openpass application. This enables us to be responsive to the needs of our service users and accessible.

All service users receive a service user guide on commencement of their service detailing the out of hours contact numbers. Assessors also explain this during pre planned assessments and reviews.

### Question 12

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



54 Service Users Ticked	Yes
0 Service Users Ticked	No

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

Positive

- ⇒ My carers are always smart looking.
- ⇒ They all look lovely.
- ⇒ They are very smart.

Negative

- ⇒ Unsure as Geoff is blind, we do request that staff introduce themselves by giving their names on arrival, as he doesn't know any names as they just say hello.



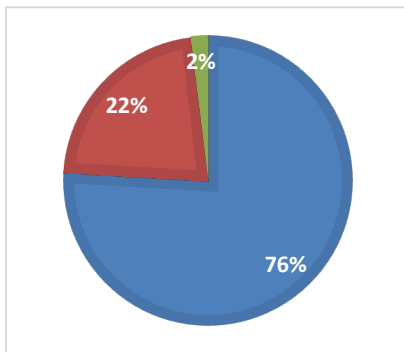
## Managers Comments

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 as per our Supervision Policy 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.

In relation to the negative comment, the care team have been sent a email reminding them to introduce themselves. This can be viewed in the Service User Survey Results File.

### Question 13

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



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

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

#### Positive

⇒ They follow the rules to the letter.

#### Negative

⇒ Sometimes carers don't wear aprons, which worries me, because of infection control, germs from other clients being passed on.

## Managers Comments

This year the PPE rules very much relaxed following 'living with' Covid-19 guidance. The main change being that masks no longer need to be worn, unless a service user has Covid-19 [albeit optional for non covid confirmed cases]. We gave both carers and service users the option of whether they wanted to wear a mask, and some carers have continued to do this. Some service users also expressed a desire to be cared for by the care team wearing a mask. This is something as a team we have respected.

In addition to this, we also continue to provide training around Covid-19, refreshing Infection Prevention Control practices every 12 months.

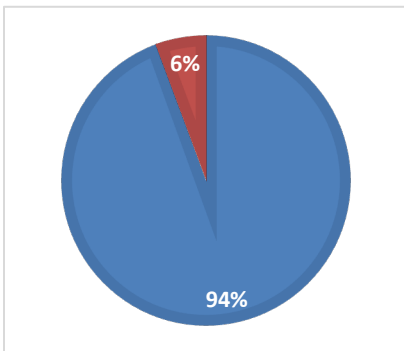
The one service user that stated that they didn't know if their care teams wore PPE, was because they are blind.

The service user who highlighted that staff don't always wear aprons, we have taken action by contacting that particular care team, reminding them of the importance of PPE. Details of this can be viewed in the Service User Survey Results File.



### Question 14

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



51 Service Users Ticked	Yes
3 Service Users Ticked	No

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

Positive

- ⇒ To get a problem solved **HELEN JOZEFEK** is the person to get it done.
- ⇒ I have never had to make a complaint.

- ⇒ My care team are kind, caring and support me to live my life as best I can – So no complaints from me.
- ⇒ Never needed to make one – Wonderful carers.
- ⇒ I would ring the office if I needed to make a complaint, but this has not been necessary since I started using your service.
- ⇒ I would just ring the office, but I have no reason to.
- ⇒ I have no reason to complain at all. If I wish to compliment those who help me, in whatever category, I will do so.

Negative

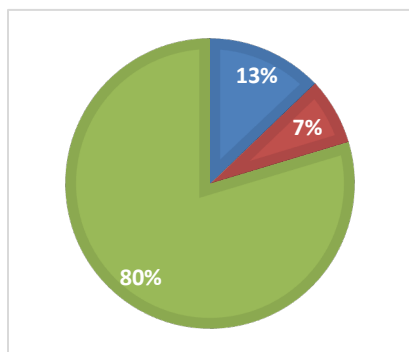
No negative comments received in relation to this comment.

## Managers Comments

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 on commencement of services. Details of how to make a complaint are also available and fully accessible on our website.

### Question 15

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



7 Service Users Ticked	Yes
4 Service Users Ticked	No
43 Service Users Ticked	Not Applicable

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

Positive

- ⇒ **HELEN JOZEFEK** was always there to put things right for me, thank you Helen.
- ⇒ No need to complain my carers, **KRIS LEE, CRAIG PINDARD** and **AMANDA PHOENIX** are lovely, kind and caring.
- ⇒ Never made a complaint.
- ⇒ Never had to make a complaint.

Negative

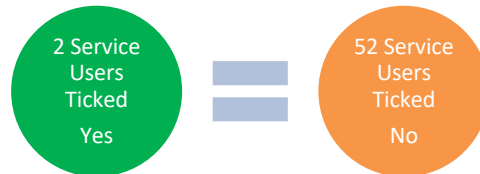
No negative comments received in relation to this comment.

## 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. The Complaints Audit has also been reviewed as part of this analysis and we are able to confirm everyone that has made an official complaint was satisfied with the outcome and how it was dealt with.

### Question 16

Would you be interested in joining our staff recruitment panel?



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

- ⇒ I would like to be able to give back, for all the help I was given.
- ⇒ Sorry, I am unable to work.
- ⇒ Would love Dad to have a job, but he's 92!!
- ⇒ No thank you.
- ⇒ I would have loved to join your staff recruitment panel, but my health condition is not improving. I would not be able to do justice to the needs of panel duties.

## 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 2023.

In October 2022 we recruited a full time Recruitment Officer Vicki Halligan. This has proven invaluable, because as the business has grown, there was a clear demand to have someone in post full time. By having a full time recruitment officer, this has ensured that the company is complying to CQC Safer Recruitment and those required in the health and safety industry. Vicki is also ensuring new staff are recruited in line with our values using a values based recruitment approach.





## What Professional Carers has done in the last 12 months....

Each year we provide a summary of what the company has done for our services users, over and above their scheduled package of care. Many of the things we do focus on enriching the lives of our service users, helping them to maintain their independence whilst keeping them well. Some examples include :

- Regularly holding charity events, raising money and awareness of charities close to our hearts, such as Dementia and Alzheimer's research. This promotes inclusivity and reduces isolation.
- Sign posting advice and guidance via newsletters and blogs, supporting our service users with important matters such as mental health, hydration, winter guidance, 'beat the heat' and community support and outreach services.
- Providing advice and support on important issues such as the cost of living crisis, including registration on the Priority Services Register [for blackouts] and support in times of debt crisis.
- Making a fuss of our service user during important milestones, significant events in their lives and supporting them to celebrate annual festivities.
- Supporting with beliefs, promoting inclusivity, encouraging diversity and helping individuals access religious or faith groups.
- Holding Dementia Friends events including an event around 'House of Memories' - The first-ever immersive mobile museum experience in the UK, designed for vulnerable and socially isolated people and people living with dementia.
- Introducing a new set of values, focused around C.A.R.E, helping us coach and train people in a way which enables us to improve standards and recruit people with the right sets of standards.
- Rolling out a fleet of pool cars, supporting our workforce to remain on the road, avoiding absences and changes to rosters. This offers continuity and confidence in our ability to deliver care.



## Conclusion

We hope our annual survey demonstrates and re-enforces that Professional Carers is continually seeking feedback and ways to improve how we do things. When we don't get it right, we want to know! And when it do, its only fair we share this and highlight those people who go above and beyond.

The comments received by service users and their family members or carers was very encouraging indeed and we hope you have enjoyed taking time to view this report.

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

Contact Head Office: 0151 638 4500

Email: [info@professional-carers.co.uk](mailto:info@professional-carers.co.uk)

Chat to us on any of our social media sites.

## How To Access This Survey

A copy of this survey will be circulated online via our website, blogs and social media sites for all to see. We will also post a copy of this survey analysis to a random selection of our service users.

Finally, well done to everyone, both carers, management, and our support staff for their continued hard work during another challenging year.



*Carly Peckham*

**Completed by and Signed on Behalf of the Company**

**MRS CARLY PECKHAM – Registered Manager of Professional Carers**

**19<sup>th</sup> August 2023**