



Professional Carers Service User Survey Analysis

Introduction and Overview

Each year Professional Carers conducts a satisfaction survey which is made available to current service users their family members/representatives and our care team. This document is a summary of the main findings of our most recent survey carried out in December 2023.

We randomly selected 60 service users to receive a satisfaction survey, which is equal to 75% of people that we support. We received 30 completed surveys back. Last year our service was significantly smaller with less people receiving care and so we were pleased to see that 50% of survey recipients participated in this exercise.

Number of Surveys sent	60	Number of questionnaires returned	30
Percentage	75%	Percentage	50%

Professional Carers has been established to have a quality-orientated approach to business and our main aim is to provide the highest quality care whilst taking into account the needs and wishes of each person that we support. This survey certainly proved on the whole that we are meeting the aims and objectives of the company. Any negative feedback we received is detailed in this report and any follow up action taken is documented.

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

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

We further incorporated Professional Carers core values:

- *Compassion*
- *Accountability*
- *Respect*
- *Excellence*

These values are imbedded into everything that we do as a care provider and also form part of the company aims and objectives and so we were pleased to discover from analysis of this survey that on the whole we are meeting the expectations and objectives of the company.

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

- **Aaron Smith's** care should be highlighted.
- Professional Carers are just that, they care for me in a kind, respectful way, the team are invaluable to me living a healthy independent life with their support. Many thanks for all you do and I look forward to the new year.
- All staff that I have met during my stay at shore road have been most caring and pleasant, also very helpful.
- All my carers are brilliant, sometimes timings of visits are a bit erratic.
- **** is happy with **Bev Smith and Rebekka Black**. Bev is a good mentor for Rebekka.
- Happy with all staff that have come in to me. I feel though they are underpaid for all the hard work they do.
- We usually have 3 main members of staff on a regular basis and they each do a fantastic job, we wouldn't really want to have anyone else – they are **Aaron Smith, Grant Jimminson and Lorraine Fairley**. We can't praise them highly enough.
- The service provided by your staff has been invaluable. **** suffers from Parkinson's and dementia which has adversely affected her mobility and mentality. **Christine Crossan's** daily visits mean that it is possible to plan ahead with someone who knows ****'s capabilities and limitations and can adapt as necessary to give her the best attention.
- I am very happy with my 4 regular carers and have always felt I don't like to single one out over the others. However, **Katrina Williams** is on a lot and does her best making sure I have everything I need before she goes out the door. More than anyone and is very dedicated to the job.
- I feel very fortunate that all the carers I have met have been helpful polite and efficient.
- I find **Bev Smith** very helpful, nothing is too much bother for her. She always has a cheery smile and a kind/polite word while she is attending.
- I am happy with the service provided. My carers are very polite and efficient.
- Overall the service provided is very much appreciated and first class.
- On the whole I am happy with the care service I receive, the only downside is not knowing who will be coming each night.



Evaluation Overview

Service User Comments:

The comments received on this years survey were once again very positive on the whole and we encouraged service users to highlight particular members of our care team that they felt they deserved recognition. 9 individual carers were highlighted this year in service user comments.

As our care service grows in size over the city of Edinburgh so does our care team and whilst we appreciate that some care staff might not have the opportunity to get to know each other we wanted to put a face to the names that have been mentioned for their outstanding work.

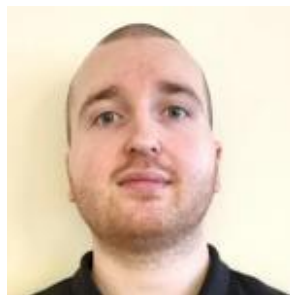
Professional Carers Hall of Fame



Bev Smith



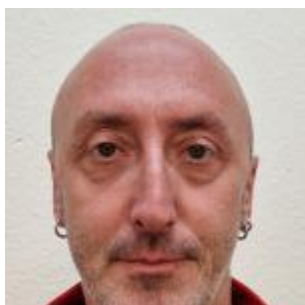
Katrina Williams



Aaron Smith



Christine Crossan



Grant Jimminson



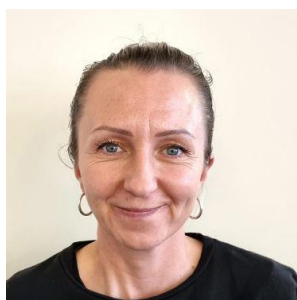
Lorraine Fairley



Rebekka Black



Annie Ain



Kasia Walas

Whilst we feel it is important to praise the people mentioned above, we also recognise that it is equally as important to note that other members of the team may not have been highlighted and that this could be due number of reasoning including:-

- Surveys were not returned in time.
- Medical conditions that could affect the service user's ability to complete the survey for example dementia and memory loss or general confusion of names.
- The fact that the service users find ALL of their carers equally as competent and amazing!

We know how hard all of our carers 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 recognise hard work, including carer of the month, vouchers, gifts at Easter/Christmas, raffles, competitions and much more.

Evaluation Overview

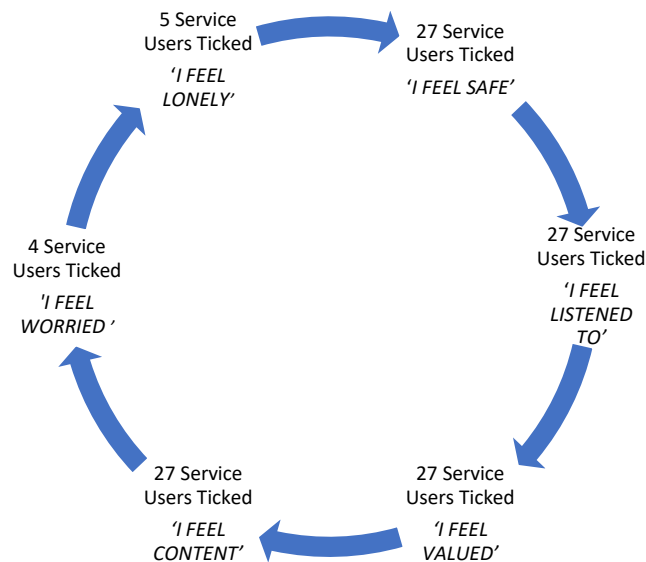
Questions

Question 1

Tell us about you.

- | | |
|------------------------------|---|
| 18 survey respondents ticked | "I use the service" |
| 10 survey respondents ticked | "I am a relative/friend/advocate and I am completing this on behalf of someone who uses the service." |
| 2 survey respondents ticked | "I am a carer who works for the service and I am helping the person complete the survey" |

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



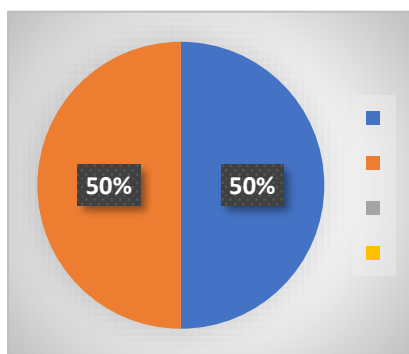
Managers Comments:

As a care at home provider working exclusively with older adults, we are very aware that feelings of worry and loneliness can be prevalent amongst the people that we support. We recognised this as an issue and so in August 2023, Professional Carers launched our new 'Befriending' services with the aim to tackle social isolation and loneliness within our local community. Whilst we did still have a small number of survey respondents tick that they feel worried/lonely, we were pleased to see that these numbers were much smaller in comparison to respondents telling us that they feel content, safe, valued and listened to. Whilst we appreciate that we will never fully eradicate feelings of loneliness or worry for the people that we support, we hope that by continuing to support peoples social needs as well as their essential daily living needs, we will continue to see a drop in these numbers.



Question 3

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



15 Service Users Ticked	Strongly Agree
15 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't know

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

Positive

- I am delighted with all my carers.
- Very happy with **BEV**.
- I prefer having the continuity of my two carers.
- All my carers are fantastic but **KASIA** and **ANNIE** are my favourites.
- No complaints, I am very happy with service.
- The carers do a great job and I really appreciate their visit.

Negative

- There are one or 2 little bumps.

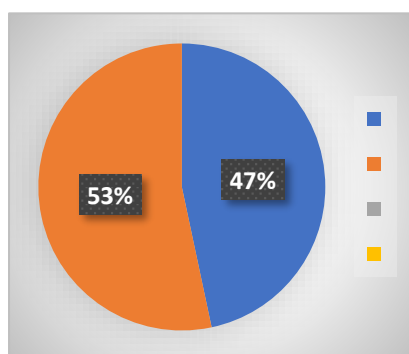
Managers Comments:

It was very reassuring to read that all survey respondents selected either strongly agree or agree when asked if they were happy with the care and support that they receive from Professional Carers. All but 1 comment received in regards this question were positive with only 1 respondent noting occasional "bumps" with their care service. As a care provider we strive to provide support that is person centred, respecting of dignity, promoting of independence and that puts our service users at the heart of everything that we do. We are continuously seeking feedback on how to improve or services and so it is extremely encouraging to know that these efforts are successful and can be evidenced by this question.

Question 4

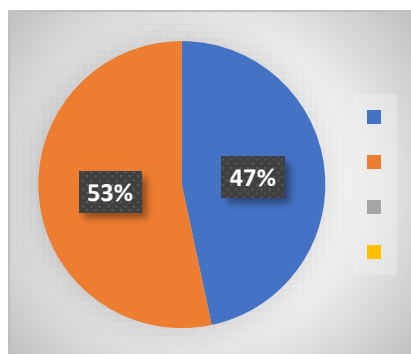
My care and support

➤ I am involved in my care and support.



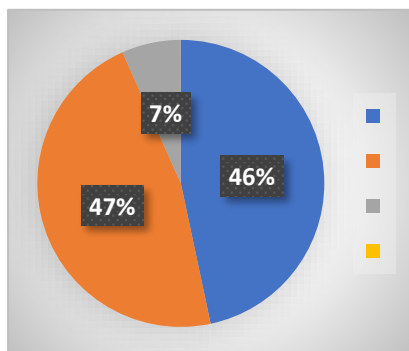
14 Service Users Ticked	Strongly Agree
16 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't know

➤ I can chose who else [family/friends] can be involved in my care and support.



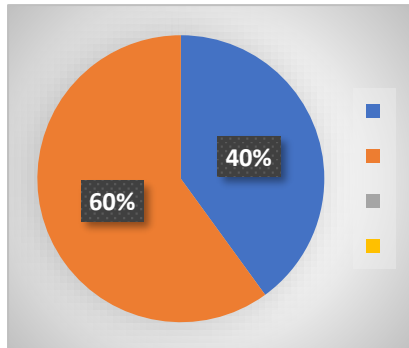
14 Service Users Ticked Strongly Agree
 16 Service Users Ticked Agree
 0 Service Users Ticked Disagree
 0 Service Users Ticked Strongly Disagree
 0 Service Users Ticked Don't know

➤ My independence is encouraged.



14 Service Users Ticked Strongly Agree
 14 Service Users Ticked Agree
 0 Service Users Ticked Disagree
 0 Service Users Ticked Strongly Disagree
 2 Service Users Ticked Don't know

➤ I feel listened to.

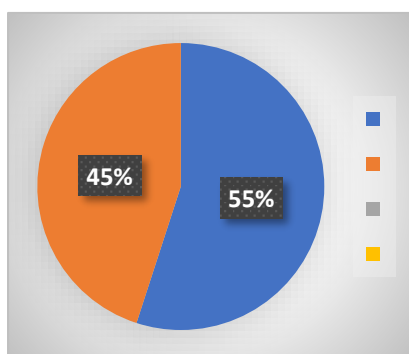


12 Service Users Ticked Strongly Agree
 18 Service Users Ticked Agree
 0 Service Users Ticked Disagree
 0 Service Users Ticked Strongly Disagree
 0 Service Users Ticked Don't know

Question 5

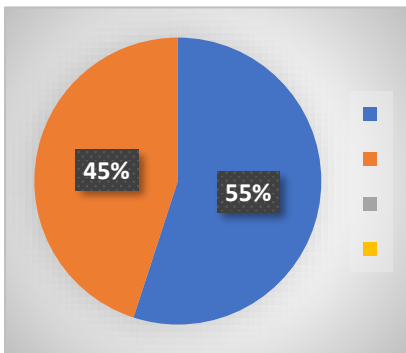
I am treated:

➤ Kindly.



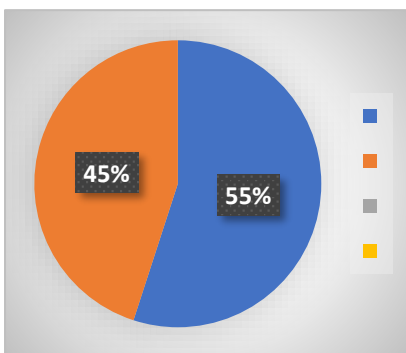
22 Service Users Ticked Strongly Agree
 6 Service Users Ticked Agree
 0 Service Users Ticked Disagree
 0 Service Users Ticked Strongly Disagree
 0 Service Users Ticked Don't know
 2 Service Users Didn't Provide An Answer.

➤ **With dignity and respect.**



22 Service Users Ticked Strongly Agree
 6 Service Users Ticked Agree
 0 Service Users Ticked Disagree
 0 Service Users Ticked Strongly Disagree
 0 Service Users Ticked Don't know
 2 Service Users Didn't Provide An Answer.

➤ **Compassionately.**



22 Service Users Ticked Strongly Agree
 6 Service Users Ticked Agree
 0 Service Users Ticked Disagree
 0 Service Users Ticked Strongly Disagree
 0 Service Users Ticked Don't know
 2 Service Users Didn't Provide An Answer.

Managers Comments:

In 2023 Professional Carers focused on a more values based approach towards care and this included changing the way we manage and support our care team and so I was delighted to read that no negative responses were recorded for either questions 4 or 5.

This huge piece of work included restructuring aspects of our recruitment and interviewing processes which helped us to ensure that we were only hiring individuals that shared similar values to us. We also amended our approach to carrying out supervisions and appraisals for our existing care team to encourage everyone to adopt a more values based approach to care, encouraging people to reflect on their performance and identify areas for improvement.

It is therefore incredibly reassuring to know that the people we support feel they are treated with dignity, respect and compassion but also that they feel included, listened to and encouraged to maintain as much independence as possible. I believe that these questions have clearly evidenced that our newest approach to core values is effective and complimentary when considering the excellence that we are striving to achieve.

Our Values - Centred Around 'CARE'



Compassion



Accountability



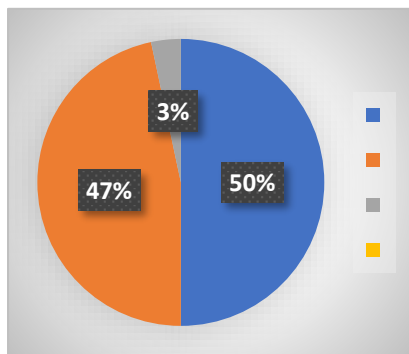
Respect



Excellence

Question 6

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



15 Service Users Ticked	Strongly Agree
14 Service Users Ticked	Agree
1 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't know

Comments

- Like every job – some do it better than others.

Managers Comments:

It was reassuring that on the whole people felt that their care and support was delivered competently by our care team. In our continuous strive for excellence it is incredibly important to us that care being delivered is to a high standard and appropriate for the person receiving it.

Our entire staff team go through rigorous training upon commencing in their roles and also take part in regular refresher training to ensure that their skills and knowledge are always up to date.

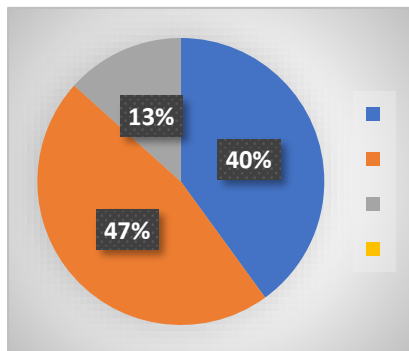
Our in-house trainer Sebastian, has a wealth of knowledge and experience working in both the medical field as a paramedic and in the care sector across various roles. Sebastian is always looking for new ways to develop and improve his training techniques and last year he undertook several certified training courses and utilised these to improve the training and development of our care team. This will continue into 2024 and we look forward to seeing what new knowledge and experiences the year brings us.

The survey respondent that disagreed that care plan tasks were carried out competently has since been contacted and indicated that their response was only concerning one individual care worker and issues have since been addressed and resolved which was reassuring.



Question 7

I regularly see the same care team.



12 Service Users Ticked	Strongly Agree
14 Service Users Ticked	Agree
4 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't know

Positive Comments

- My carers are amazing
- 5 regulars 2 occasional.
- Only varies when regular members are ill or on holiday.
- Really happy with team **BEV/REBEKKA** continuity is so much better for clients.
- Only see other carers if mine are off sick or on holiday and I'm fine with that.

Negative Comments

- There has been quite a few breaks and illness resulting in a more varied care team
- 18 carers August, 18 September, 17 October

Managers Comments:

Continuity is an issue that we recognise is incredibly important when considering a persons care and support, it also continues to be one of the most discussed topics within the care sector.

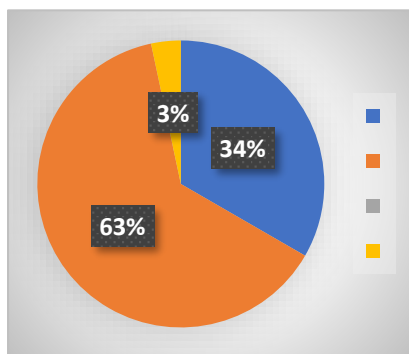
At Professional Carers we have a mixture of full time, part time and bank care workers. Each of our full and part time team members are assigned a specific group of service users to work with on set days or on a two week rolling rota upon commencing in their role. With bank staff filling in during periods of absence. Dependent on each care workers working pattern a regular care team can vary from between 2-5 care workers [when receiving support from 1 carer]. However, when we are supporting someone who requires support from 2 carers at each visit [double up] this number, of course, significantly increases.

I was disappointed to read that 4 people that we support felt that they do not regularly see the same care team. However, I am aware that the summer months into autumn of 2023 were significantly impacted by annual leave and sickness which unavoidably causes changes to care visit allocations. With that being said, a huge focus of the coordinating team in January 2024 was the restructuring and reorganising of our care schedules to improve continuity and we hope that these individuals have noticed a marked improvement since filling in their surveys. This is something that we will continue to monitor in the coming months with further action being taken where required.

I feel that it is also important to recognise that 87% of survey respondents did indicate that they have good continuity with their care and that several positive comments were left in regards to this. Well done to our coordinating team because I have seen first hand how hard they work to keep things ticking over despite the challenges that come their way!

Question 8

My care team arrive more or less on time.



10 Service Users Ticked	Strongly Agree
19 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
1 Service Users Ticked	Don't know

Comments:

- Timings can be a wee bit erratic.
- The times that show on my OpenPass app and the time they arrive are not the same, I am okay with the times they arrive, the app times would not work for me.
- Early morning 7am is very prompt. Evening 6.45/7pm varies by 30/45 minutes due to earlier calls or traffic.
- It does vary and not as early as originally agreed upon.
- If not we get a phone call.

Managers Comments:

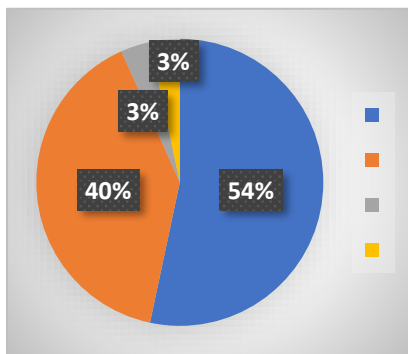
Professional Carers operates on a 30 minute leeway window either side of appointment times that allows us to account for any unexpected circumstances. One of the hardest tasks when it comes to the daily running of a care service is the coordinating and scheduling of care calls and ensuring that people receive care visits at their preferred time. Working in social care can be unpredictable at times and punctuality can be affected by a number of external factors such as traffic and road closures. There are also occasions in which our care team can be delayed with emergency situations that see them dealing with illness and injury of service users. We do of course aim to minimise disruption as much as possible and will call ahead to let people know if there has been a significant delay.

However, it was encouraging to know that all survey respondents indicated that their care times are regular and that any changes are communicated to them.



Question 9

The communication between myself and Professional Carers is good.



16 Service Users Ticked	Strongly Agree
12 Service Users Ticked	Agree
1 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
1 Service Users Ticked	Don't know

Positive Comments

- A very good company & good chat.

Negative Comments

- I would like to be told if a carer I am expecting gets changes. Also if timings are changed.

Managers Comments:

It is encouraging to note that the overwhelming majority of survey respondents feel that they have good communication with Professional Carers, this is something that we continue to pride ourselves on and work hard to maintain.

However, I also acknowledge the comment that suggests an update should be provided if an allocated carer or the visit time has changed. We appreciate that having knowledge of what time carers are due to arrive but also which carer will be attending is key to offering reassurance and whilst we endeavour to alert our service users about any unexpected changes as soon as possible, a more permanent solution is often preferred.

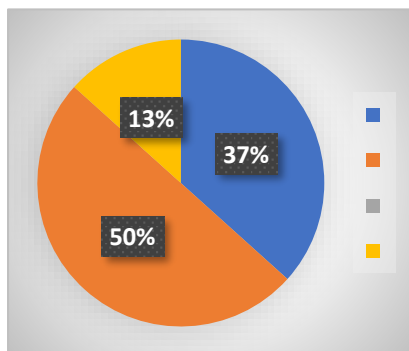


Upon investigation, I could see that at the time of completing the survey, this individual was not utilising our OpenPass app that is available to our service users and their family members. OpenPass allows users to view upcoming bookings 7 days in advance, including the time of each visit and the carer attending. Users can also view care notes that are made in real time, send messages directly to the office team and view their care plan and assessments. Since completing the survey analysis, this individual has been contacted and we have set up an OpenPass account for them and I have since gathered feedback to confirm that the individual is happy with this resolution and feels more informed about the care being received.

We continue to encourage the people we support and their family members to sign up for the OpenPass system and continue to discuss this during the initial care plan assessment and also at each subsequent 6 monthly care and support review.

Question 10

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



11 Service Users Ticked	Strongly Agree
15 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
4 Service Users Ticked	Don't know

Comments

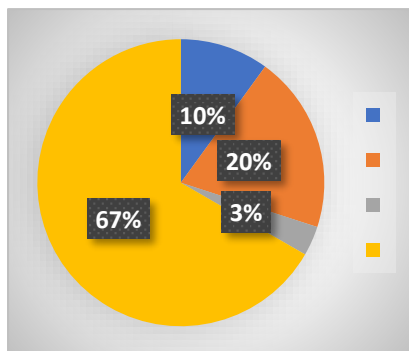
- I've had no reason to call the office to date.

Managers Comments:

I was delighted to read that there were no negative responses recorded for this question, as a care provider, an employer and a business we are under no illusion that good communication is absolutely key and we believe that all communication should be polite, helpful and courteous.

Question 11

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



3 Service Users Ticked	Strongly Agree
6 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
1 Service Users Ticked	Don't know
20 Service Users Ticked	Not Applicable

Comments

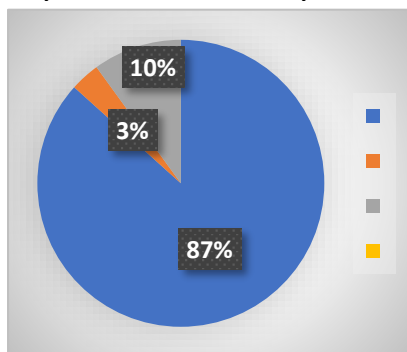
- I have only made one call, I don't know the name of the attendant I contacted but no problems as dealt with quickly.
- I have not needed to use this service.
- Emergency service not used.
- Not used this service.

Managers Comments:

Whilst the large majority of survey respondents indicated that they had never had reason to contact our emergency on-call service, it was reassuring to read that those that had were happy with how their call was handled. Once again, we believe that communication is the key ingredient to successful working relationships and continues to be something we work hard to maintain.

Question 12

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



26 Service Users Ticked Yes
1 Service Users Ticked No
3 Service Users Didn't Provide An Answer.

Comments:

- I find remembering a name difficult so would appreciate an easily seen name badge.
- I'll take their word for it as I can't see [I'm blind] 😊.

Managers Comments

I was pleased to read that all but 1 survey respondent indicated that care staff wear uniform and carry their ID badges. We firmly believe that all carers should be both presentable and easily identifiable at work, something we appreciate the importance of when working with vulnerable members of our community.

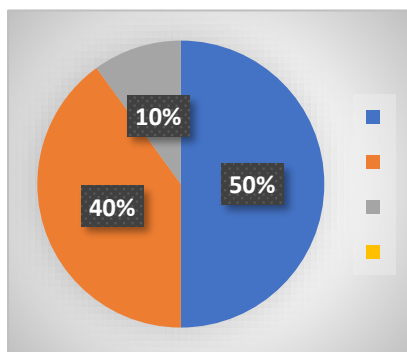
All of our care team members are subject to regular 3 monthly spot checks where our supervisory team will challenge any individuals who are not complying with the required uniform or failing to wear their company issued ID badge.



The survey respondent that selected no and left a comment regarding care staff displaying a name has been contacted for feedback since the analysis of the survey. It was clarified that her response to this survey did not refer to the lanyard and ID badges that our care staff currently wear but instead was a suggestion that carers should wear easily seen name badges on their uniform. This suggestion has since been submitted to the head office team for further consideration.

Question 13

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



15 Service Users Ticked Strongly Agree
12 Service Users Ticked Agree
0 Service Users Ticked Disagree
0 Service Users Ticked Strongly Disagree
3 Service Users Didn't Provide An Answer.

Managers Comments

I was pleased to read that no survey respondents highlighted any concerns with regards to our care teams use of PPE when carrying out care visits.

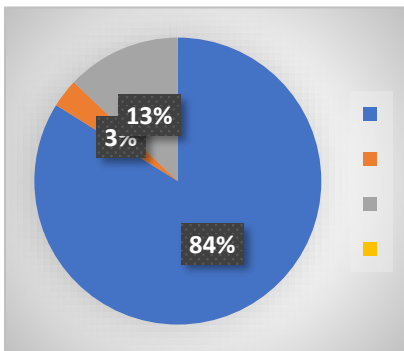
In 2023 we seen a significant relaxation of Covid-19 rules and regulations made by the Scottish Government, the most notable change being the removal of masks in care and support settings. When this new guidance was introduced we anticipated that this may cause some alarm amongst our most vulnerable service users and so we sent a letter to each person receiving care from our service to make them aware of this change. We also encouraged anyone with concerns about the changes to contact us directly. This transition went smoothly and we have since seen an incredibly small number of Covid-19 cases amongst our care team which assures me that our care team continue to abide by all other infection control measures that are recommended.



Infection control is something that we are extremely stringent with managing and we require our care team to update their infection control training on a yearly basis. We also monitor the use of PPE very closely via regular spot checks and supervisions with any concerns being addressed on site.

Question 14

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



26 Service Users Ticked Yes

1 Service Users Ticked No

3 Service Users Didn't Provide An Answer.

Comments:

- I have had no reason to make a complaint and do not expect to make one. If I do I'm sure I will find a way to do it. The service has been excellent.

Managers Comments:

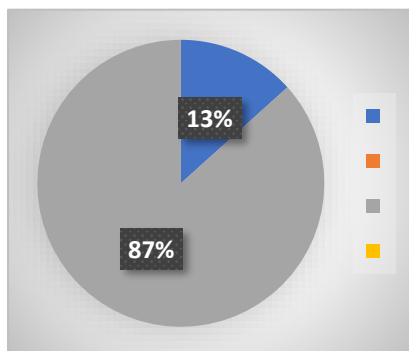
Of the 30 survey respondents most people advised us that they are aware of how to make a complaint or compliment regarding their services with 1 respondent indicating that they were unsure of the procedure. Sadly this survey respondent did not leave a name so we have been unable to reach out and offer further guidance to this person.

I appreciate that if someone has not had a reason to raise any concerns they may be unsure of the procedure which is why we continue to tackle this by discussing the complaints/compliments procedure at all care and support assessments upon commencing service and also at each 6 monthly review of the care and support being provided.

I would always welcome and encourage anyone who has concerns, compliments or queries to contact our office directly where the matter will be passed to the appropriate person for action.

Question 15

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



4 Service Users Ticked	Yes
0 Service Users Ticked	No
26 Service Users	Not Applicable

Managers Comments:

It was very reassuring to note that 87% survey respondents indicated that they have never had reason to make a complaint about the services received from Professional Carers but also that the small number of people that have raised any issues felt that their concerns were addressed appropriately.

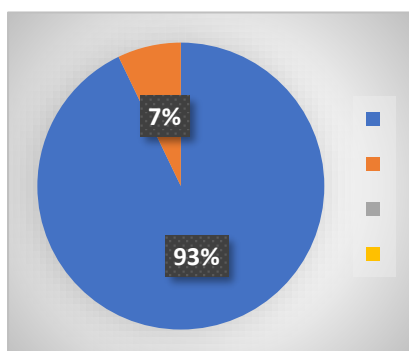
Professional Carers endeavour to provide high quality home care that is individualised to each person and although complaints are never completely unavoidable, we do our best to keep the number of complaints low and ensure that we act fast and efficiently on all concerns raised.

Each yearly quarter a full audit and analysis of our complaints is undertaken by the registered manager to ensure that each complaint is dealt with in line with our policy and that suitable action has been taken to address the complaint with follow up has been recorded. This analysis is then used for further learning where appropriate.

In 2023 Professional Carers Edinburgh had 2 recorded complaints, 1 of which was addressed and closed without investigation [frontline complaint], the 2nd was investigated and closed within the guideline timeframe. On each occasion we have evidenced that the person raising concerns was satisfied with the way the matter was handled, the action that was taken and the overall outcome of their complaint.

Question 16

Would you be interested in joining our staff recruitment panel?



2 Service Users Ticked	Yes
26 Service Users Ticked	No



Managers Comments:

It was pleasing that 2 survey respondents indicated that they would be interested in joining our recruitment panel where in previous years we have had no registered interest in this. However, 1 survey respondent did not have a name on it so we have been unable to contact the person to discuss further and sadly the 2nd respondent has since moved to a long term care facility. I would encourage anyone receiving a service from Professional Carers and/or any family members of those receiving service that are interested in joining a staff recruitment panel to contact our office directly where we can discuss this further.



Conclusion

On the whole I found that the feedback received from our annual service user survey was positive and reflective of the hard work and commitment that our team put in to getting things right for the people that we support. Any negative feedback received during this survey has been addressed and individuals have been contacted [where possible] and resolutions offered.

I would like to say a huge thank you to the people that took the time to complete and return our annual service user survey, feedback is such a key part of our service, when we are getting it right we want to shout about it and when we are getting it wrong we want to know so we can put it right. I would also like to say an enormous WELL DONE to our both our care team and our office team who work so hard to help keep things running smoothly and to a high standard.

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

Edinburgh Office: 0131 319 1969

Email: edinburgh@professional-carers.co.uk

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2nd February 2024.**