



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 2024.

We randomly selected 300 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, 102 surveys were received back, representing a percentage of 34%. In comparison to last year the return percentage is lower, however we have sent out a 100 more this year, as the business has grown. As a further note we sent out 200 surveys last year, 55 were returned representing a percentage of 27.5%.

Professional Carers has been established with a quality-orientated approach to the business and our main aim is to provide the highest quality care, taking into account the needs and wishes of each service user, and this survey certainly proved on the whole that we are meeting the aims and objectives of the company. Any negative feedback we received, if the service user left their details, we contacted them to address the concerns and have documented the outcome in the survey. Any other negative comments and the action we have taken is also documented in this document.



We have used the following five key lines of enquiry, quality statements as used by the care quality commission (CQC) for this survey, to determine if the service is:-



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

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

Under the following question:-

We welcome any further comments you would like to add regarding your experience of having a care service from Professional Carers. (e.g. Particular members of staff that you feel should be highlighted, or how the help enables you to live in the community etc).

- The service provided by Professional Carers is fantastic! Particularly from **CAT SHACKLETON** and **LOKENI THANENTHIRAN**. It has meant that me and my wife are free to spend time for ourselves, with our children and grandchildren and for this we are very grateful. From being a friend to mum and making sure she was eating and taking her medication to now providing palliative care at the end is truly amazing!
- I would like to highlight **JULIE ROWLANDS, LAURA CAINE, TAMMY BYRNE, JOANNE GATES** and **TANYA PARRY** these staff are amazing, and management staff are also a credit.
- Our regular carers **CATH KING** and **TRACY VESTE** are very professional and friendly and are a credit to your company, as are the stand in's when **CATH KING** and **TRACY VESTE** are off work.
- **KRIS LEE** and **STUART HILL** are excellent carers, they are very good with my husband, and he enjoys seeing them.
- **TRACY VESTE** and **TEENA SHARKEY** work very hard and are most helpful.
- **JOANNE GRIFFITHS** is very nice and caring and **LYNN GILLAM** is also very kind.
- **BETH EDWARDS** and **SALLY MARTIN** are the stars of the show! However the rest are great to, including **JACKIE GUTTRIDGE**.
- Always found carers to be kind and thoughtful, especially **CHRIS CARLILE**.

- I would like to highlight the performance of these particular staff, as they are excellent. They are very caring, **CAROL LEECH, ANGELA BUCKLEY, REBECCA MCNAMARA, BERNADETTE STEWART, SHANNON JAMES and COLETTE DALTON.**
- **JORDAN FARRAGHER** and **LINDSEY WALL** are fabulous, they work so well together.
- I love all the girls who come to look after me, **CATH KING, TRACEY VESTE, JANE SOLEHIEM** and **ELIZABETH ROSE.** I know that if I need anything they will make sure that I have it. I know that I can have a good chat with the girls and I don't feel afraid of asking them anything.
- As a family member of X, it has been amazing to see how much X has come on since being in Sycamore. Nothing is too much trouble and any issues / worries with X settling in have been dealt with quickly and respectfully. The whole staff team are fabulous, I don't like to single particular staff out, but **MICK BURNETT** and **SIMON WHITWOOD** have really encouraged X and his confidence has grown. He is included in all decisions, and they treat him as an equal. X has a great relationship with **SIMON WHITWOOD** and **MICK BURNETT** has reassured ourselves as a family and X which has made the process of X moving into Sycamore as smooth as possible. We can't thank you all as a staff team enough 😊
- They are all very good to me, **SALLY MARTIN** especially but so are all the others.
- All the carers are very kind and caring but the one carer who stands out to me is **JACKIE GUTTRIDGE.** Everything is covered when she has been.
- I have been at Sycamore since March 2024 and have not had any problems with any members of staff. There is one person I would like to point out as doing a first class job and that is **SIMON WHITWOOD.** But all the staff get top marks from me!
- **JOANNE GRIFFITHS** is very kind hearted.
- I would like to thank **LINDSAY WALL, JORDAN FARRAGHER, JANICE LOMAX** and **NICOLA McCORMACK** for the care received and for the laughs that we have.
- Some staff do more than others, but I know one thing your staff work very hard – **JAYNE LEDSHAM, JULIE ROWLANDS, SIMON WHITWOOD, LAURA CAINE, TAMMY BYRNE** and **TANYA PARRY** are all extremely professional kind people and it means a lot to me.
- All the carers do a wonderful job, especially **LYNN GILLAN** and **JOANNE GRIFFITHS.**
- My carers are great and they look after me very well and we have a good chat and I have a good laugh with them. I would like to highlight **CATH KING, TRACEY VESTE, JANE SOLEHIEM** and **ELIZABETH ROSE.**
- **SIMON WHITWOOD** is my primary carer, a true professional. In fact the whole team is excellent. I'm finally getting good support and care.
- **ANGELA BUCKLEY** is very good to me as she sorts out my affairs.
- I feel very confident with **SALLY MARTIN, JACKIE GUTTRIDGE** and **LAURA HOWLETT,** thank you all.

- I wished there was more people like **KRIS LEE**.
- Team 1 – **CATH KING** and **TRACY VESTE** / Team 2 – **ELIZABTH ROSE** and **JANE SOLHEIM**. I think that these 4 staff members are amazing and go the extra mile they are kind, caring, compassionate and treat me with dignity.
- Very happy with the care from **LINDA GREENBERG, KARRA BETTRIDGE, STUART HILL** and **KRIS LEE**.
- The team who come to see me are always very nice. A lady with blonde hair (**JANICE LOMAX**) is always jolly, so is the gent (**JORDAN FARRAGHER**). A blond hair lady (short hair) (**LYNDSAY WALL**) is always very kind to.
- **JANE AINSLIE** is a credit to your company. She always follows everything that is on my mum's care plan. And she goes out of her way by doing other stuff that is not on the care plan i.e. hanging and bringing in her washing, letting me know if she is running out of food (bread, milk etc). She is friendly and my mum always speaks highly of her.
- **LYNN GILLAM, JOANNE GRIFFITHS, BROGAN GRIFFITHS, COLETTE DALTON, AMY WILBRAHAM, EMMA RHODES, SAM CROSS, and CARLY PECKHAM** are all very good to me, and of course everyone else.
- X said that **LYNN GILLAM** is very caring, and **BERNADETTE STEWART** is very supportive.
- I have been in Sycamore for a month in this time I have loved every minute of my stay here (I was in 2 residential places before here) and yours has been the best by far in all aspects of day-to-day care.
- The staff are very nice and thoughtful, and they look after me well.
- My carers always listen to me.
- All members of staff are very welcoming, caring and make me laugh.
- I have had the same care team for 6 years and its very much appreciated.
- The Open Pass system is very useful for finding things out about my mum's care.
- I have no complaints with the night care that my mum receives, this is a good service with good communication.
- I really love the staff here at Sycamore and I hope sincerely they like caring for me to.
- All carers are fantastic, it's a really good service that I receive, the carers encourage me to get involved.
- All the carers are very pleasant, I enjoy their company, and we all get along very well.
- I can't find any fault; the carers are really good.
- I feel very comforted with the carer's high standards of care.

- I am very happy, I can't remember anyone's name but they are all very nice and professional and very kind to me.
- The carers show lots of empathy towards me.
- I like the way I can check on the care using the Open Pass App. It shows if there are any issues and how things have been resolved 'VERY GOOD SERVICE' 😊 Thank you.
- The level of respect from staff (carers) is fantastic.
- Its very reassuring seeing familiar faces all the time.
- Mum has regular carers with is very much appreciated.
- The girls I have are all lovely and helpful.
- Some are more helpful than others and some are more friendly than others.
- I have found mobile nights to be a real positive experience. It has been the support I really needed.
- Everyone is really good.
- The team are amazing!
- Your staff have been there for me and shown compassion when I cried about my mum's death, I hope your organisation realise how blooming hard the care staff work.
- Sycamore is so lovely, and the carers are so welcoming.
- Carers are brilliant.
- I would like to thank all the mobile nights team for their support over recent months. They have helped me feel safe and care for. Thank you.
- Hello, I have great treatment from all of your very kind staff. I find they have a very difficult job to do, with a great attitude towards me. I know that I could not do this job. I look forward each day to seeing them. From a great patient, a big thank you to all of your staff.
- X is really pleased with her regular care team. They are all really attentive, caring and helpful.
- The carers are really good and friendly.
- Everyone treats X with dignity and empathy, the carers are great.
- The carers are brilliant.
- Seriously your staff are just great.

- What can I say your care staff are amazing, I have recently moved to the area, leaving me with no family or friends, but your staff have been amazing to me.
- Everything is fine, I'm very happy with the service!
- The carers are really good!
- I feel the carers in my team are excellent.



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. 42 members of staff were recognized this year who enter our hall of fame! And they were [drum roll please]: -



Amy Wilbraham

Job Role – Domiciliary Carer (Extra Care)



Angela Buckley

Senior Supervisor – Extra Care



Bernadette Stewart

Job Role – Domiciliary Carer (Extra Care)



Bethany Edwards

Job Role – Domiciliary Carer (Day)



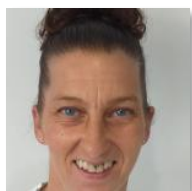
Brogan Griffiths

Job Role – Domiciliary Carer (Extra Care)



Carly Peckham

Director of Care Services & Registered Manager



Carol Leech

Senior Carer – Extra Care (St Oswalds Court)



Cathy King

Job Role – Domiciliary Carer (Mobile Nights)



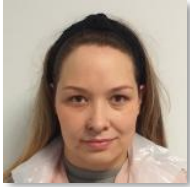
Cat Shackleton

Job Role – Domiciliary Carer (Day)



Chris Carlile

Job Role – Domiciliary Carer (Day)



Colette Dalton

Job Role – Domiciliary Carer (Extra Care)



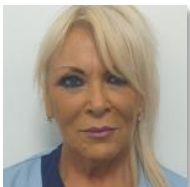
Elizabeth Rose

Job Role – Domiciliary Carer (Mobile Nights)



Emma Rhodes

Job Role – Domiciliary Carer (Extra Care)



Jackie Guttridge

Job Role – Domiciliary Carer (Day)



Jane Ainslie

Job Role – Domiciliary Carer (Day)



Jane Solheim

Job Role – Domiciliary Carer (Mobile Nights)



Janice Lomax

Job Role – Domiciliary Carer (Mobile Nights)



Jayne Ledsham

Job Role – Domiciliary Carer (Extra Care)



Joanne Gates

Job Role – Domiciliary Carer (Extra Care)



Joanne Griffiths

Job Role – Domiciliary Carer (Extra Care)



Jordan Farragher

Job Role – Domiciliary Carer (Mobile Nights)



Julie Rowlands

Job Role – Domiciliary Carer (Extra Care)



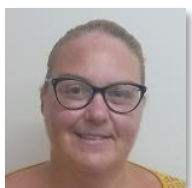
Karra Betteridge

Job Role – Domiciliary Carer (Day)



Kris Lee

Job Role – Field Supervisor



Laura Caine

Job Role – Domiciliary Carer (Extra Care)



Laura Howlett

Job Role – Domiciliary Carer (Day)



Linda Greenberg

Job Role – Domiciliary Carer (Day)



Lokeni Thanenthiran

Job Role – Domiciliary Carer (Day)



Lyndsey Wall

Job Role – Domiciliary Carer (Mobile Nights)



Lynn Gillam

Job Role – Domiciliary Carer (Extra Care)



Mick Burnett

Job Role – Trusted Assessor



Nicola McCormick

Job Role – Domiciliary Carer (Mobile Nights)



Rebecca McNamara

Job Role – Domiciliary Carer (Mobile Nights)



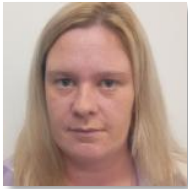
Stuart Hill

Job Role – Domiciliary Carer (Day)



Sally Martin

Job Role – Trusted Assessor



Sam Cross

Job Role – Domiciliary Carer (Extra Care)



Shannon James

Job Role – Domiciliary Carer (Extra Care)



Simon Whitwood

Senior Carer – Extra Care (Sycamore Place)



Tammy Byrne

Job Role – Domiciliary Carer (Extra Care)



Tanya Parry

Job Role – Domiciliary Carer (Extra Care)



Teena Sharkey

Job Role – Domiciliary Carer (Day)



Tracy Veste

Job Role – Domiciliary Carer (Mobile Nights)

This was very inspiring and certainly worthy of a note of recognition! 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.

We have continued to include a picture of the members of staff that were highlighted, as we understand that many of the staff work across different roles, shifts and areas and may not always remember a member of staffs face by name. Adding the picture is also helpful for service users, family and stakeholders.

We do however recognise that it is equally as important to note that not all staff have been highlighted, and this could be due number of reasoning :-

- 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 and memory loss or confusion of names.
- The fact that the service users find ALL of their carers equally as competent and amazing! Afterall, it is common and human nature for people to complain before leaving a review.

WHO RECEIVED A MENTION LAST YEAR AND THIS YEAR?

Last year 26 staff were highlighted, and this year we have seen 10 of them names being mentioned again. They are:-

- Cathy King
- Cat Shackleton
- Jane Solheim
- Kris Lee
- Linda Greenberg
- Lokeni Thanenthiran
- Lindsey Wall
- Stuart Hill
- Sally Martin
- Tracy Veste

Well done to those mentioned, they are clearly doing an outstanding job!

Our mission for next year, is to grow this list, and see how many people receive another mention in 2025's survey.

IN SUMMARY

We know how hard all of our staff work to maintain the excellent reputation that we have. The dedication of everyone both carers and office staff is certainly shown in the results whether mentioned or not. This is why as a company we run several incentives throughout the year to recognize hard work, including carer of the month, presentations, vouchers, gifts, presentations and much, much more. We therefore hope the team feel appreciated by the efforts we make to go above and beyond for our teams.



DETAILED ANALYSIS OF RESULTS

We will now provide a breakdown of the answers supplied by our survey returns.

Service Users were asked 16 individual questions on this survey. The response required respondents 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.

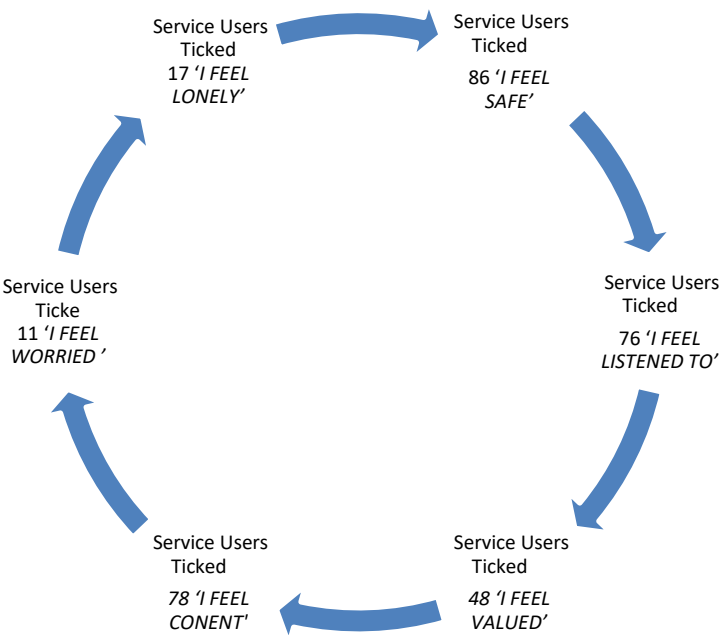
Question 1

Tell us about you:

65 Service Users Ticked	<i>'I USE THE SERVICE'</i>
28 Service Users Ticked	<i>'I AM A RELATIVE / FRIEND / ADVOCATE AND I AM COMPLETING THIS ON BEHALF OF SOMEONE WHO USES THE SERVICE'</i>
9 Service Users Ticked	<i>'I AM A CARER WHO WORKS FOR THE SERVICE AND I AM HELPING THE PERSON COMPLETE THE SURVEY'</i>

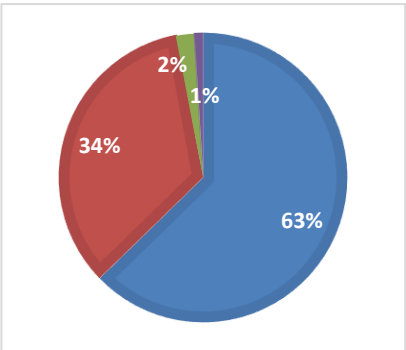
Question 2

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.



64 Service Users Ticked	Strongly Agree
35 Service Users Ticked	Agree
2 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

- ⇒ I have found mobile nights to be a real positive experience. It has been the support I really needed.
- ⇒ The staff are very nice and thoughtful and look after me.

- ⇒ The staff are really good.
- ⇒ Seriously your staff are just great.
- ⇒ I feel very comfortable with their high standards of care.
- ⇒ Everyone treats X with dignity and empathy. Carers are great.
- ⇒ Happy as the care team are the same ones as I have got to know them and feel comfortable with them.

Developmental

- ⇒ Some carers complete X's call and do change her, but some don't.
The survey was completed by a family member, and as contact details were disclosed, we were able to investigate and resolve this concern. For outcome see Care Planner Diary Entry dated 14/08/2024. This survey contained a number of negative comments, and therefore for this survey analysis, the survey will be referred to as SU A.
- ⇒ I would like regular carers who I can bond with, and the time of carers vary.
The service user disclosed their details on the survey, so we were able to investigate and resolve this concern. For outcome see Care Planner Diary Entry dated 14/08/2024. This survey contained a number of negative comments, and therefore for this survey analysis, the survey will be referred to as SU B.

Managers Comments

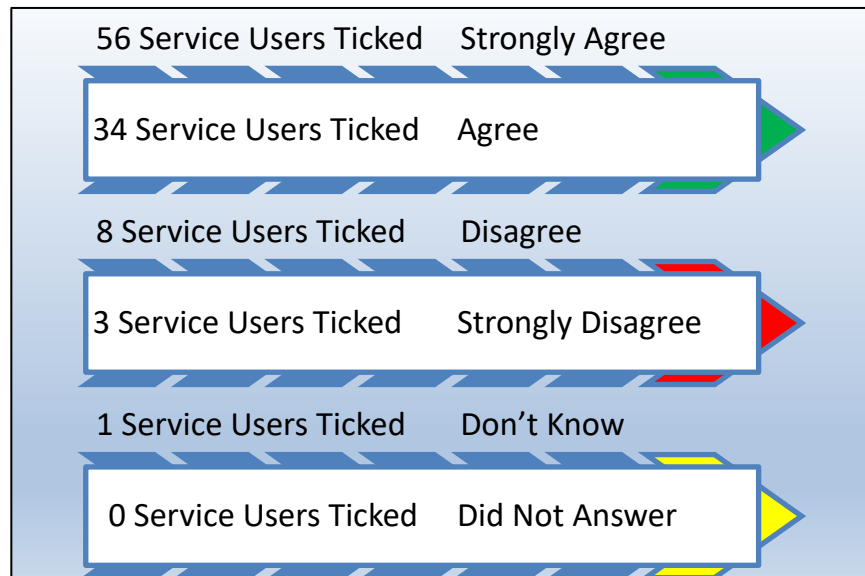
I have reviewed the feedback received regarding this question and I am satisfied there is no common theme and that both concerns have now been directly resolved with the service users. We have also discussed this feedback with our care coordination team to listen and learn from this feedback, helping us to improve the coordination of runs and calls.



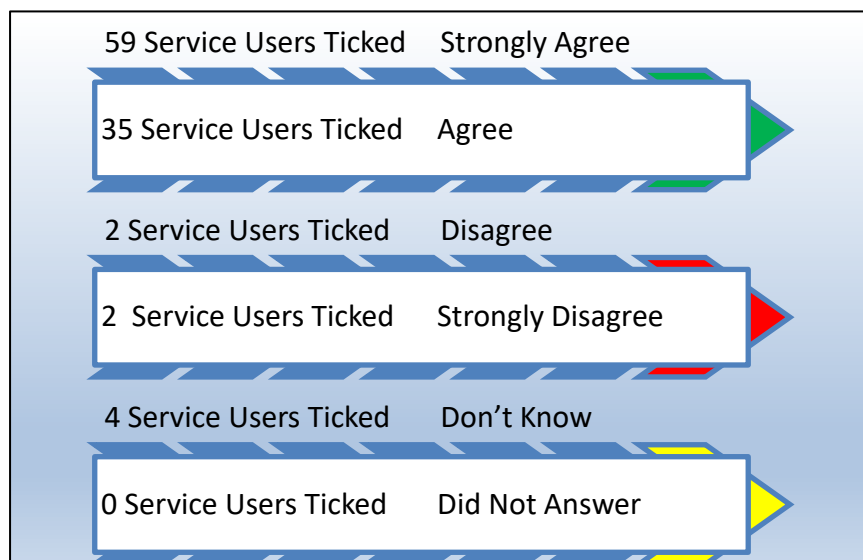
Question 4

My Care and Support

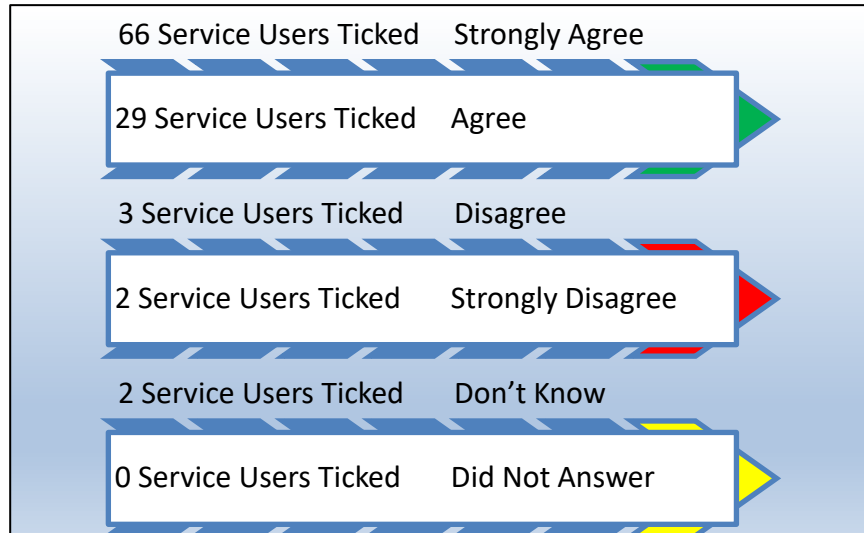
- I am involved in decisions about my care and support



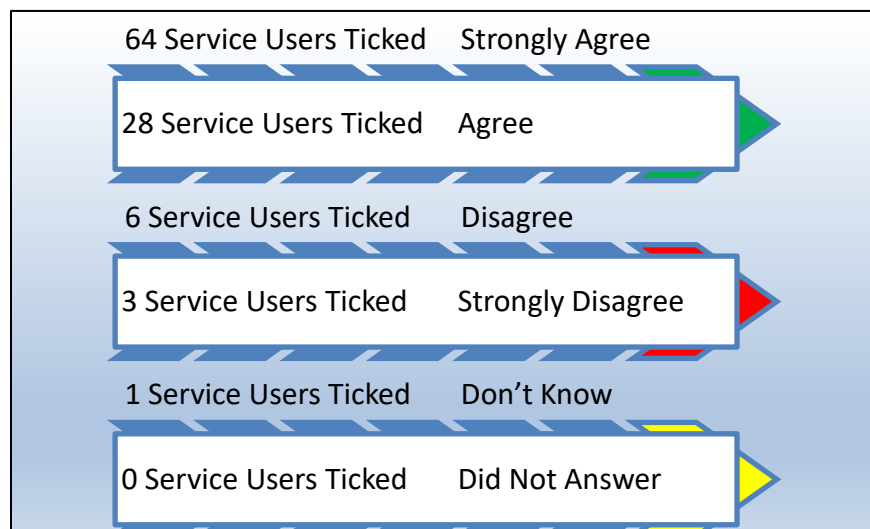
- I can chose who else (family, friends) can be involved in my care and support



- My independence is encourage



- I feel listened to



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

Positive

- ⇒ I cannot find anything wrong, it is really good.
- ⇒ Lots of empathy shown towards me.

Developmental

- ⇒ Some decisions are taken without involving X, particularly change of call times and change of carers in evening and bed call.
The survey was completed by a family member, and as contact details were disclosed, we were able to investigate and resolve this concern. For outcome see Care Planner Diary Entry dated 16/08/2024. This survey contained a number of negative comments, and therefore for this survey analysis, the survey will be referred to as SU C.
- ⇒ Depends who comes.
The service user disclosed their details on the survey, so we were able to investigate and resolve this concern. For outcome see Care Planner Diary Entry dated 16/08/2024. This survey contained a number of negative comments, and therefore for this survey analysis, the survey will be referred to as SU D.

Managers Comments

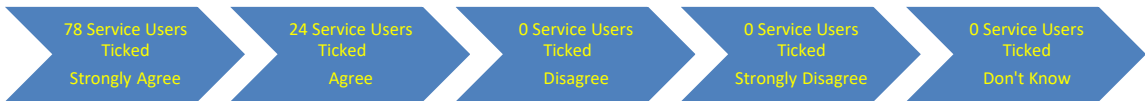
I have reviewed the feedback received regarding this question and I am satisfied there is no common theme and that both concerns could be directly resolved with the service users. We have therefore asked the team to conduct a review of this in more depth.

Given the results I do feel the questions are to broad, as the responses required and answered could actually be referring to Adults Social Services, OT’s, GP’s etc. I feel next year that the questions need to be reviewed in this area and made more clear for the service user, so they can make a more informed decision about our service directly as opposed to generalising an answer.

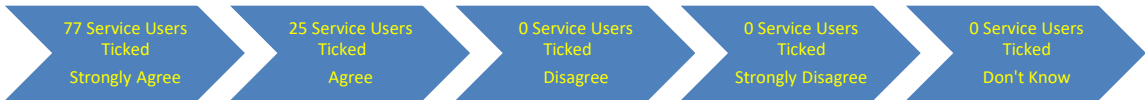
Question 5

I am treated

- Kindly



- With Dignity and Respect



- Compassionately



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

Positive

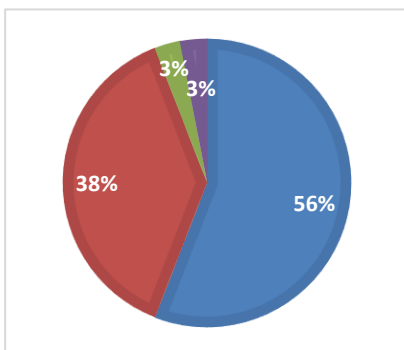
- ⇒ All staff have been amazing.
- ⇒ My carers listen to me.
- ⇒ The fact that mum has regular carers is very much appreciated.
- ⇒ What can I say, your care staff are amazing.
- ⇒ Carers are brilliant.
- ⇒ The respect level from staff has been fantastic.
- ⇒ The carers are really good and friendly.

Developmental

No developmental comments received in relation to this question.

Question 6

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



57 Service Users Ticked	Strongly Agree
39 Service Users Ticked	Agree
3 Service Users Ticked	Disagree
3 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

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

Positive

- ⇒ Some do more than others, I know one thing your staff work very hard, who are all extremely professional kind people and it means a lot.
- ⇒ They carry out tasks to such a high standard.
- ⇒ All tasks completed to a very good standard.
- ⇒ Yes no issues at all, thumbs up from me!

Developmental

- ⇒ X should be changed and offered a drink at the call. This rarely happens
This comment was left by SU A, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.
- ⇒ Most of the time.
This comment was left by SU C, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4.
- ⇒ Some occasions the light is left on in my bedroom when the team has left. My audiobook has been left on after instructions to switch it off.
The service user disclosed their details on the survey, so we were able to investigate and resolve this concern. For outcome see Care Planner Diary Entry dated 16/08/2024. This survey contained a number of negative comments, and therefore for this survey analysis, the survey will be referred to as SU E.
- ⇒ Some do, some don't.
Anonymous

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. And the results from this question was very promising. We pride ourselves on having detailed and comprehensive assessments which allows us to develop detailed care plans.

Based within our office team, we also have a team of 2 x dedicated Trusted Assessors. Mick Burnett and Sally Martin's, whose main focus is to concentrate on re-assessments and reviewing of care plans. Known more commonly as 'Trusted Assessment', this ensures that care needs are current and meeting individual's requirements. Trusted Assessment focuses on ensuring we give people as much choice and control over their lives as possible, taking into account the service users personal preferences, dignity, privacy. This role is very successful and we have had excellent feedback from Adult Social Services Provider Lead Team regarding our partnership work. We are proud of our ability to provide a 'wrap around service', striving to achieve the best outcomes for people on the Wirral.

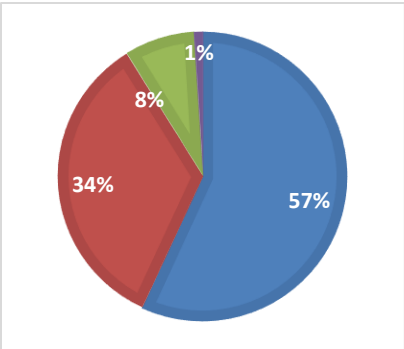


You will also be aware Helen Jozefek, our Company Trainer, has been with us now for over 12 years and is a competent and skilled individual. Helen ensures all of our Care Teams receive a thorough induction and refresher training on a series of topics. Some of this surround's quality, and the importance 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. We also conduct ongoing supervision of our teams, to ensure that they and delivering the aims of the service user assessment and tasks.

I have reviewed the negative comments received regarding this question and I am satisfied three concerns could be directly resolved with the service users.

Question 7

I regularly see the same care team



58 Service Users Ticked	Strongly Agree
35 Service Users Ticked	Agree
8 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

- ⇒ Yes – I have had the same care team for 6 years and it is very much appreciated!
- ⇒ Very reassuring to see familiar faces each time.
- ⇒ Team are amazing!
- ⇒ I always see the same faces!
- ⇒ I see the same 4 carers every week.
- ⇒ I have the same girls each week.
- ⇒ I have one main carer.
- ⇒ On the whole yes.
- ⇒ I have 8 carers that I see each week.

Developmental

- ⇒ Carers come each evening, but don't often complete the call.
This comment was left by SU A, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.
- ⇒ I would like to have the same care team regularly for them to understand my needs
This comment was left by SU B, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.
- ⇒ Mostly but some changes without explanation as to why.
This comment was left by SU C, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4.
- ⇒ Seem to get weeks where they change completely.
Anonymous
- ⇒ Don't always get the same staff each night.
Anonymous
- ⇒ Not always same team throughout the day.
Anonymous

Managers Comments

Overall this was a positive result in the main. One of the hardest tasks we face is to coordinate staffing rotas with service users, and this is usually the one area that we see a few niggles about. Caring for such a large number of people naturally presents challenges, as do the employment of staff, who have their own personal issues to deal

with [i.e. illness, family commitments etc]. This can, on occasions, impact schedules and result in a change of carer. We do however always try to send a familiar face.

This area is a clear focus of ours, and we also work hard to meet the KPI Guidelines as set by Adult Social Services. Continuity of care is also regularly reviewed and monitored by Lisa Kenny our Deputy Manager.

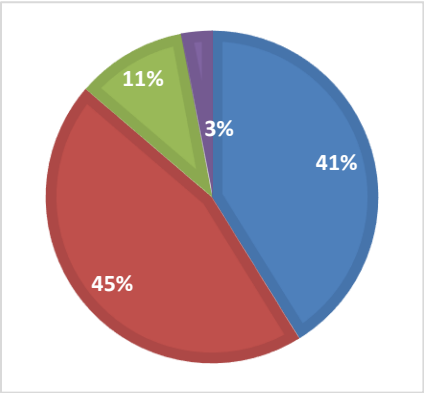
That being said, we did want to say a ‘well done’ to the co-ordination team for getting such good results and feedback this year. Having reviewed last year the results were on a similar standard, so its great to see such consistency in this area.

With regards to the feedback which was less positive, it’s important that we make clear at the initial assessment that our staff do work shifts and must have days off. For example, a number of staff work on a 4 day rolling rota, so this is why the team can change. They may also have holidays, or studying commitments for us to permit.

We will however work over the next 12 months to ensure this message is cascaded through to our staff who complete assessments with Service Users, so we can be honest and transparent about our ability to provide consistent carers [which in the main, is good!].

Question 8

My care team arrive more or less on time.



42 Service Users Ticked	Strongly Agree
46 Service Users Ticked	Agree
11 Service Users Ticked	Disagree
3 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know

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

Positive

- ⇒ They are very punctual.
- ⇒ No problems at all with the call times.
- ⇒ They come more or less the same time each day.
- ⇒ No issues to report, I feel so assured knowing they will arrive at the times stated.
- ⇒ Thanks for always arriving promptly.

- ⇒ I understand every once in a while someone will run late, that's natural. And you always let me know. No issues from me.
- ⇒ I asked for my call times to be changed, and they were swiftly amended – brilliant.

Developmental

- ⇒ Carers usually arrive on time but often they are only at the property for a matter of minutes.
This comment was left by SU A, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.
- ⇒ My times vary during the day.
This comment was left by SU B, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.
- ⇒ I agree they come on time, however time can change without notice, this can cause X some issues.
This comment was left by SU C, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4.
- ⇒ Sometimes too early.
This comment was left by SU D, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4.
- ⇒ Two visits per night they should be about 10pm/11pm and 3am, visits regularly take place before 10pm, so the team arrives when the day team are completing last day visit.
This comment was left by SU E, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q6.
- ⇒ I have one visit per night, and I have requested a 3am call! Phoned the office a few times regarding this, they say they have no specific time down. The care team arrives various times between 3.45am and 5.00am.
The service user disclosed their details on the survey, so we were able to investigate and resolve this concern. For outcome see Care Planner Diary Entry dated 16/08/2024. As a further note when reviewing the survey and before resolve, calls were scheduled for 5.30am each night specifically, which was the time originally agreed by the service user on commencement of the package of care.
- ⇒ Sometimes they are much later.
Anonymous
- ⇒ This can depend on what's happened in the day.
Anonymous

Managers Comments

As you can see the highest proportion of respondents answered this question in a positive manner, suggesting in the whole that service users do receive their calls on time, or at least within the time frame provided [including the 30 minute either way ruling due to exigencies of the service].



Call times can be a very challenging issue to manage, something that is often impacted by factors out of our control.

Care workers can be delayed in their previous call, or when in the community get stuck in traffic travelling to their next call, ultimately causing a delay. Sometimes accidents and emergencies also happen and some of our services users require complex support which can cause them to run later than planned. This explanation

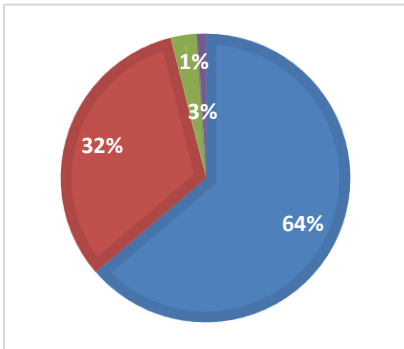
would therefore justify some of the developmental feedback.

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, known as 'Care Planner' has a setting that the call cannot be physically moved any time beyond the 30-minute ruling.

To help support punctuality of call times and built into robust governance, our managers, coordinators, supervisors and seniors regularly review service user call times, to ensure that they are set within the 30-minute policy. It is important that this policy is cascaded through to service users when the initial assessment is completed so we will remind our teams conducting assessments of the importance of this.

Question 9

The communication between myself and Professional Carers is good.



65 Service Users Ticked	Strongly Agree
33 Service Users Ticked	Agree
3 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

- ⇒ Communication is brilliant.
- ⇒ All the staff have great communication skills.
- ⇒ I really love the staff here, I hope sincerely they like working with me to.

- ⇒ I can communicate with my carers and they will tell the office if I need anything. When I have needed the carers, I have rang the office and they have sent the team back to.
- ⇒ Open PASS system is very useful when I am away for any length of time.
- ⇒ I can communicate with my carers and have a good chat with them.

Developmental

- ⇒ I am unsure of how to contact the office.
This comment was left by SU A, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.
- ⇒ There has been a couple of occasions when communication has not been good and has caused X distress.
This comment was left by SU C, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4.

Managers Comments

In the whole the results showed 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. We will therefore continue to address this with our operations team in supervisions and team meetings.

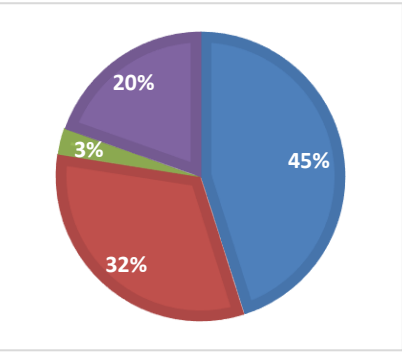
All Service Users and their nominated representatives have access to our software programme named ‘open pass’, providing an app which allows them to see future call times and carers attending in advance. This is actively used by 85% of service users and was introduced to keep our service users more informed about their planned care calls. It was therefore good to read positive feedback about the usefulness of this app.

On top of this, Service Users also receive a Service Guide containing a whole host of information about our services [including contact details] as well as also being sent regular newsletters. The purpose of these newsletters is to keep them up to date with important information and developments ongoing within the business of Professional Carers. These circulations include what they can do to get involved in the service and how they can reach out to us. We also regularly update our social medias, website and produce blogs sent out digitally to service users, their families and nominated representatives. This helps to keep everyone involved and up to date.



Question 10

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



46 Service Users Ticked	Strongly Agree
33 Service Users Ticked	Agree
3 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know
20 Service Users Ticked	Not Applicable

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

Positive

- ⇒ The app is very useful and questions are answered promptly.
- ⇒ They are brilliant.
- ⇒ I have rang the office on a few occasions and have spoken to the right person.
- ⇒ Excellent, professional by name and professional by nature!

Developmental

No developmental comments were received in relation to this question although we noted 3 people disagreed with this.

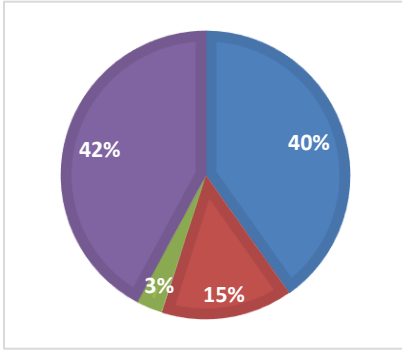
Managers Comments

For this question it was encouraging to see that the high majority of service users ticked either 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 to support the handling of calls and complaints.



Question 11

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



41 Service Users Ticked	Strongly Agree
15 Service Users Ticked	Agree
3 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
0 Service Users Ticked	Don't Know
43 Service Users Ticked	Not Applicable

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

Positive

- ⇒ I have rang when I have needed my stoma changed and the person on call has assisted me with my needs and sent my team back to me.
- ⇒ So efficient.
- ⇒ Professional Carers are so efficient – never had an issue contacting them out of hours.
- ⇒ The call is handled efficiently all the time.
- ⇒ Overnight I can always reach somebody.
- ⇒ I am reassured that no matter what the issue, somebody will help me around the clock.

Developmental

- ⇒ Yes and no, a couple of times really well and helpful and supportive, once not so good. Call had been cancelled in error, X was distressed and she was told on one could come. I called the office and explained she was in distress and needed urgent attention.
This comment was left by SU C, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4. For the purpose of this survey and question, the call was cancelled in error by family.

Managers Comments

In the whole the results showed a positive response, confirming that our out of hours / office calls are handled appropriately, meaning that service users feel safe in the knowledge that they can access help or support 24/7.

Well done to the on call team who often face high demand and challenging calls!

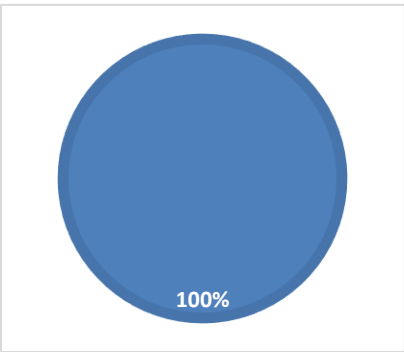
In addition to our on call service, we can also be contacted for non emergencies via email, openpass, email or social media. This enables us to be responsive to the needs of our service users offering many communication methods.

Having reviewed the developmental feedback I am satisfied the concerns could be directly resolved with the service users, that disclosed their details, and that they are isolated in the main.



Question 12

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



102 Service Users Ticked	Yes
0 Service Users Ticked	No

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

Positive

- ⇒ They are always really clean.
- ⇒ ID always evident.
- ⇒ They always look very smart, professional and well kept.
- ⇒ I have no concerns about identifying my carer.
- ⇒ My care team always wear their ID.

Developmental

- ⇒ ID badge worn, but name not always visible. Would be helpful if team could wear prominent name badges as X cant always remember their names.
This comment was left by SU C, for outcome see Care Planner Diary Entry dated 16/08/2024, as noted in Q4.

⇒ They always wear their uniform – As an ex-care manager myself, I would love to see people in more normal clothes and not a nursing uniform, this is independent living. Why can't they wear more comfy clothes, a t-shirt in blue.

Anonymous

Managers Comments

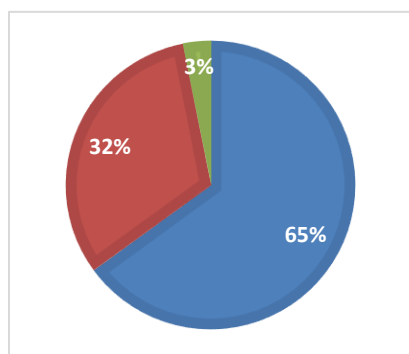
This was an excellent response, and it is lovely to see our staff are being highlighted as presenting themselves in a smart and professional manner, wearing their ID badge when on duty.

Regular 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 and pleasing to hear that compliance is being adhered to.

In relation to the one negative comment regarding staff wearing more comfortable clothes, staff do have the option to wear a blue polo shirt, especially in the warmer months, and many staff do opt for this. Unfortunately staff are not permitted to wear their own clothes, for prevention of infection control reasons. We feel it is also an important security matter that are staff are identifiable when working within the community.

Question 13

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



68 Service Users Ticked	Strongly Agree
31 Service Users Ticked	Agree
0 Service Users Ticked	Disagree
0 Service Users Ticked	Strongly Disagree
3 Service Users Ticked	Don't Know

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

Positive

- ⇒ Staff are most efficient in this area.
- ⇒ Staff are brilliant.
- ⇒ I never don't see them carrying gloves and aprons.
- ⇒ All of my care team wear this – I feel safe and well protected.
- ⇒ The staff all seem well equipped and carry gloves, aprons and masks yes.

Developmental

⇒ Use of face masks are lacking

Managers Comments

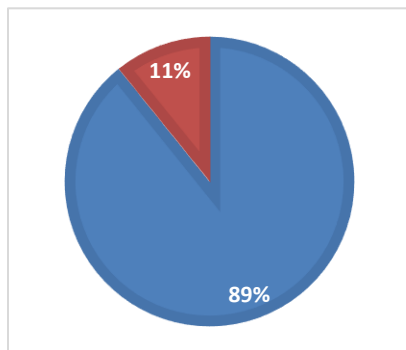
Again a great response with a large proportion of our survey respondents answering a 'strongly agree' response.

Post Covid-19 we do still continue to provide carers with face masks. Although guidance states this is now not mandatory unless certain terms are met, we encourage service users to let their carers know if they their care team to wear a mask. If a service user has Covid-19 or an infectious disease, face masks will always be worn. As part of regular supervision by our seniors and care supervisors, we also routinely check and test the knowledge of our carers to check compliance.

On investigation, the three service user that stated that they didn't know if the staff wore PPE, we established that this is due to them either being blind, or asleep when the call tasks place i.e. as part of our mobile nights service]. I am therefore satisfied this is not indicative of an organisation wide issue.

Question 14

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



91 Service Users Ticked	Yes
11 Service Users Ticked	No

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

Positive

- ⇒ At this moment in time, I could not see myself complaining as I'm a very happy client.
- ⇒ I have no complaints in the night care of mum. This is a good service with good communication.
- ⇒ No problems so no complaints.
- ⇒ I have not needed to complain.

Developmental

- ⇒ Not sure.

Service User details were disclosed and therefore could advise on Complaints procedure and how it can be accessed.

⇒ We were never told how to complain.

Anonymous

Managers Comments

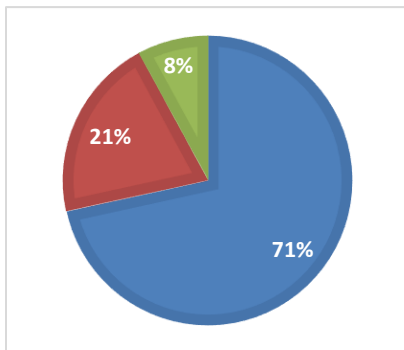
7 out of the 11 service users who stated that they did not know how to make a complaint disclosed their details, we were therefore able to follow this up with this particular individuals, to ensure that they are aware of how to contact this. This can be evidenced on Care Planner, via the relevant diary entries.

Following this feedback, 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. We also supply 100% of service users with 'Service User Guides', something that documents information and contact details concerning complaints.

Details of how to make a complaint are also available 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?



21 Service Users Ticked	Yes
8 Service Users Ticked	No
73 Service Users Ticked	Not Applicable

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

Positive

- ⇒ Very much so, senior management are excellent.
- ⇒ **HELEN JOZEFEK** came to visit regarding a mobile night call and resolved the complaint.
- ⇒ How could you not like this place, it's so lovely.
- ⇒ I've never had to make a complaint.
- ⇒ I don't have any complaints.

Development

⇒ My complaint concerned my care times and I was listened to but it was not resolved completely.
This comment was left by SU B, for outcome see Care Planner Diary Entry dated 14/08/2024, as noted in Q3.

Managers Comments

The positive comments received were very encouraging, indicating that people are happy with the service that they are receiving, simply because 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.

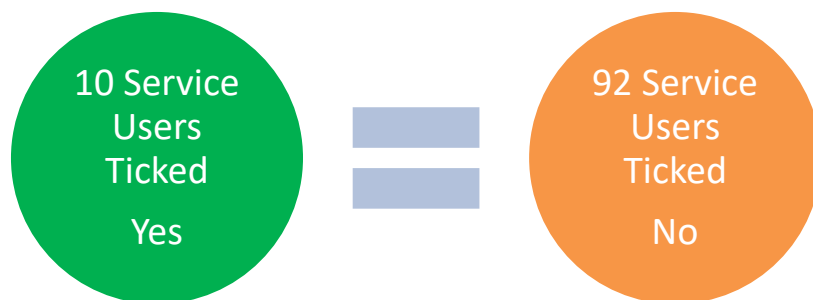
Well done to Helen Jozefek, for the positive feedback in relation to resolving a complaint.

In addition to this, it is also worth noting that we regularly receive positive feedback in the form of thank you cards, verbal feedback and letters, all of which are stored and filed both on CarePlanner, and within the 'compliments' folder in our head office. We encourage the sharing of such feedback amongst our workforce, and learn when things go wrong.

A policy concerning 'duty of candour' and our responsibilities is also in place.

Question 16

Would you be interested in joining our staff recruitment panel?



Management Comments

Out of the 10 service users that ticked YES, only 7 disclosed their details, therefore the other 3 are not able to be contacted in relation to this question.

Interestingly the remaining 7 service users that did disclose their details are from the two extra care sites that we have the care provision for. They have all been contacted via telephone and informed that they will be invited onto the interviewing panel when we run our next recruitment drive. We currently envision that the next one will be October 2024.

It is important for us that our service users are consulted to have a say on the people employed to deliver their care. This ensures that we are adhering to our company values, which are built around the acronym of C.A.R.E



Compassion

Everything that we do, every single day, in every interaction we have with each other, our service users, their families and our partners - we commit to providing **compassionate care**.



Accountability

We will take **accountability** and take responsibility, act with integrity and speak with honesty.

We are prepared to get involved in making improvements and we will encourage feedback from service users and colleagues, to shape how we deliver our service.



Respect

We will show **respect** by listening, valuing, trusting and empowering people.

We will recognise people as individuals and offer choice and opportunity to enable them to live safely, fulfilled and as independently as much as possible.

We will value individuals and work in partnership with relatives, regular carers and other agencies to help enable people to take as much control over their lives as possible, helping them to retain dignity and lifestyle choice.



Excellence

Our people, our passion, which is why we will acknowledge efforts and successes. We are not afraid to recognise hard work and say 'thank you' to those that go the extra mile.

We will deliver **excellence** because we are professional, we will aim high, value challenge and never stop learning or innovating

In 2022 we introduced a new role in the organisation known as a 'Recruitment Coordinator'. Having a dedicated individual trained in values based recruitment really has made a difference, enabling us to maintain safer recruitment standards as we grow and expand. The presence of this role offers reassurance to service users and their loved ones that the people we recruit, and properly vetted and checked being offered a position within the company.



Pictured: Vicki our internal Recruitment Coordinator

A year in pictures



We Take Pride In Going Above And Beyond...

Each year we like to take the time to share some examples of how we have supported and enriched the lives of our service users, over and above their scheduled package of care. These photographs evidence just a few examples of some of the wonderful events held and memories made between carers and service users! It's always nice to reflect on the wonderful work completed by our team, something that highlights the differences we really are making.

Just a few of our favourite examples include:

- The Dementia Memory Bus – recreating memories of the olden days for Dementia Service Users
- Reuniting long lost friends through pen pal letters
- Making a fuss of those special 'milestone birthdays'
- Holding a regular 'Fish Friday' and inviting community clients to join us for lunch

- Bingo and social events such as flower making to help building relationships between those who may be isolated.
- Bringing Christmas dinners to those who are unable to visit family and friends.
- Fancy dress events, such as at Halloween – bringing some much enlighten and smiles to those who need cheering up.
- Afternoon tea events.
- Encouraging and supporting service users with hobbies and social engagement events.
- Plus much more!



Our service model is one that we consider to be “one big family”. No matter what your role is or the service you receive within Professional Carers, we align this with our core values!

Our motto is ‘Our People, Our Passion’ and when we say this, we don’t just mean our staff, we also mean the fantastic people that we feel privileged to care for!

We Are Award Winning....

In May this year Professional Carers were nominated for the “Northwest Family Business Award - Business to Consumer Services”, and it is with the greatest pleasure to announce that we won!



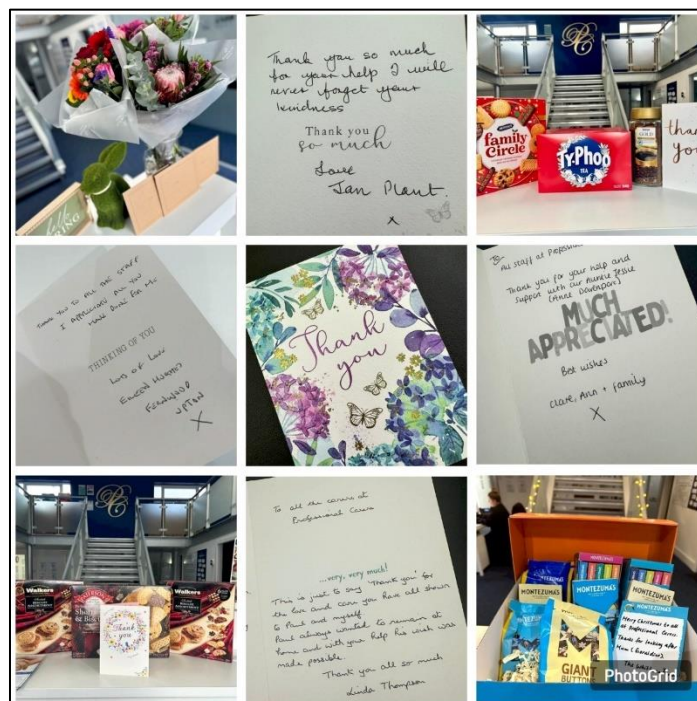
Our nomination was about celebrating business excellence and honouring family businesses powering the Northwest!

Judges presenting the award stated:- “This winning family business has a pragmatic attitude, whilst putting the welfare of others first. The strong team with focused family values from day one has certainly influenced the success of this business today. A trio of family members (Julie, Carly and Gary) are the driving force behind this business, and have created a business that can give employment opportunities for local communities, whilst focussing heavily on continuous learning and development of their people and their families that they support.”

We were privileged enough to have several of our frontline care workers and members of our wonderful operations team join us for the awards ceremony, who represented the company as a whole with honour, they don't half scrub up well don't they!

Thank You For Your Kind Gifts And Signs Of Appreciation...

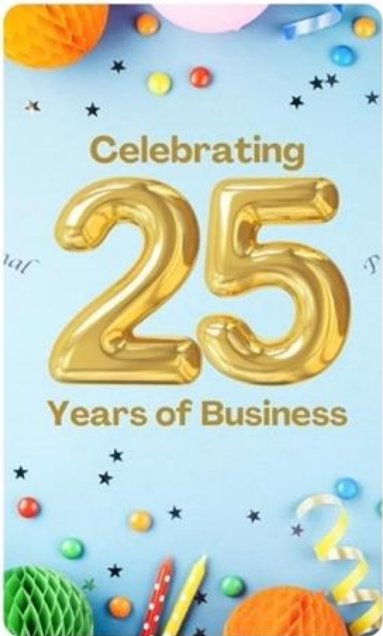
Here is just a small selection of some of the wonderful thank you letters, gifts and cards that we have received this year in our Head Office. How lovely is that! In case you didn't know, we produce and hold a file at our Head Office that contains over 100 examples of ongoing compliments, all which can be viewed upon request. We also share these cards and messages with our staff, on our website, blogs and other social media sites.



More Good News To Share...



In 2023 (last summer), we also celebrated Professional Carers turning 25! The Directors of Professional Carers Julie, Carly and Gary organised a special event to mark this huge achievement and recognise those staff and the work they do. A number of awards were presented on the night, including long service and recognition of the outstanding contributions to care. Over 100 staff attended the event and it was a huge success. Do you recognise any of your regular care team members below?



What's coming next...



This year we look forward to the opening up of our 3rd extra care scheme, Spinnaker House, based in Rockferry, Birkenhead. This purpose built accommodation for the 55+ is set to be the largest extra care site in Wirral, and we are privileged to have been chosen as the care provider to look after residents on site. Keep an eye out for updates of the progress on our Social Media, blogs or website for more information.

Conclusion

We are confident that 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 we commit to listening! When we do, it's only fair the right people receive the praise that they deserve.

The comments received by our 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, compliment or complaint 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**
- Chat to us on any of our social media sites or send us a message via our website.

A copy of this survey will be circulated online via our website, blogs and social media sites for all to see.

Finally, well done to everyone, both carers, management, and the back office administration staff for their continued hard work during another challenging yet rewarding year!

Carly Peckham

Completed by and Signed on Behalf of the Company

MRS CARLY PECKHAM – Managing Director and Registered Manager of Professional Carers

16th August 2024