

**A BIG thank you to all those who completed and returned our Questionnaire circulated in MARCH Your answers help us to improve our service.**



**In JULY we are expecting a call from the Care Quality Commission to undertake a review of our service**

Please see below a link to the CQC quality check form. If you have a spare 5 minutes. PLEASE would you follow the link and give your feedback.

<https://www.cqc.org.uk/give-feedback-on-care>

Information needed to complete form:

Address: 23 Victoria Road, Earby

Postcode: BB18 6UN

When asked to pick filter, select: Care in home

Then select Craven Home Care, Miss Catherine Mawdsley

**Craven Homecare - 2023 Questionnaire Results**

**Q)1,2.** Throughout the period of March, we sent out 30 Questionnaires to our clients/family members, asking them a variety of questions about what they think about their services and the staff who support them. Our overall return rate was a huge 73.33%!!. With a total of 22 questionnaire responses, including 4 from relatives/family members on the same questionnaire. Please see below for our analysis and outcomes. This is an excellent response rate a good survey response ranges between 10% and 30%, An excellent response rate is 50% or higher

**Q)3. What support do you/your family member receive?**

* 1-4 hours = 7 respondents
* 4-10 hours = 3 respondents
* 10-15 hours = 5 respondents
* 15+ hours = 7 respondents
* N/A = 0 respondents

**Q)4. How often do you receive support?**

* Once a week = 1 respondent
* Twice a week = 0 respondents
* Three time a week = 1 respondent
* Monday – Friday = 1 respondent
* Daily = 19 respondents
* N/A = 0 respondents

**Q)5. How often do you receive support per day?**

* Once a day = 9 respondents
* Twice a day = 3 respondents
* Three times a day = 4 respondents
* Four times a day = 5 respondents
* All day = 1 respondent

**Q)6. Do you feel that your hours of support are well suited to you?**

All 22 respondents, who are our clients responded “Yes” to this question. No action needed to improve this area.

**Q)7. What do you think works well with your visits?** (See below randomly selected comments)

“Times suit me, get along with staff”

“I like going on holiday and going out. I like going shopping”

“Companionship, support, friendships”

“Good sense of humour, good understanding of my mental health problems, and know how to support me”

“Great friendly staff”

“I feel safe and secure, emotionally and care wise”

Here are a few examples of the comments made, from the comments made (21 in total) our clients responded they are happy with how their visit time is used and they feel their needs are well met.

**Q)8. What could we do to improve your visits?**

We had 19 replies. 12 respondents are happy with their visits “nothing” is highlighted to be improved, 10 out of 10 referenced.

“Bring Cake”

“Contact me if there is an issue”

“More Time”

“Appreciate it is our house, ask if unsure”.

“Join a knitting group”

“Ensure staff know my hygiene requirements”.

“More detailed handover”

Through these comments it has highlighted that in some house holds we need to be more observant and understanding of our client’s space. From this we will discuss with staff improved observation, and ask clients or ourselves (Manager) if they are unsure on anything. Small things make a big difference. With regards handovers sadly we are not funded for any handovers, however we do try to address this in our own time and at a financial cost to ourselves. We continue to campaign for better funding wherever we can.

**Q)9.** **How Satisfied are you with your service?**

Above shows a total of 21 responses to question 9, which is asking the client how satisfied they are with the service provided. From this we had a positive result with all responses being above the good average, having a high number of “excellent” given.

**Q)10. Do you feel your dignity and privacy is respected when assistance is given?**

* Yes - 19
* No - 0
* Not Always – 1

From question 10 we received 20 responses. With 1 which raised a query to follow up.

**Q)11. Do you feel involved in decisions regarding your care?**

* Yes - 20
* No – 0

From this question we received 20 responses, all being “Yes”. From this we feel that we have established good communication with clients/Families to service provider relationship, this enables us to provide care at a high standard.

**Q)12. What do you think about your staff support?**

“Very good”

“They are very friendly”.

“They understand my needs even when I don’t know what I need, we have a laugh, they are good cooks.”

“Dedication”

“Excellent”

“Our staff member is excellent, attends every morning same time, which is important to my mum, brilliant communication”

“Mostly good although there are moments, we dislike it; it’s our home be more careful with our property”

The first 2 comments above have been mentioned several times throughout the results, the 3rd one we thought was an outstanding comment for our staff as they are able to understand the clients needs, when the client may not be able to themselves. As previously mentioned in an above question, it has been highlighted that we do need to be more aware of the client’s property, when working within their home.

**Q)13. How would you rate your staff?**

See above the results from question 13 we had 21 replies to this

Question, 8 very good and 13 excellent.

**Q)14. Do you have any positive comments about our staff?**

“Very good”

“I feel safe and secure”

“All caring and professional”

“Always friendly and happy”

“Kind, caring, eager to help, good to talk to”

“Could not be better”

“Very satisfied thankyou”

For this question we had 19 comments made, we have chosen the comments that show a wide perspective of our staff from how the clients see them.

**Q)15. Do you have any suggestions on improvements for our staff?**

**“**No”

“I prefer the ladies”

“Remind them it’s not their house or property”

“When our staff member is off it doesn’t work as well”

We had 15 written responses/comments to this question,

Of those 15, 12 responded No improvement needed and 3 comments with

Guidance advise on how we can further improve our support. (Which we

Have and will follow up)

**Q)16. Does your carer arrive in the time you are expecting?**

See above the results of staff time keeping, we had 20 responses to this question, 12 replied most of the time, 8 replied always. (There is always room for improvement)

**Q)17. Are there any particular staff that stand out to you and why?**

“Each staff are good in different ways”

“They are all excellent”

“All brilliant”

Here are some generic answers about our team given, there were numerous comments made about specific staff who’s names have been noted for our in house awards.

**Q)18. Are there any other comments about our staff?**

**“**No”

“Happy with this service”

“All staff are good, get on with them all”

These were the comments given no one wished to comment further on what has already been mentioned..

**Q)19. If you needed to raise a concern or complaint, do you know how to do so?**

* Yes - 19
* No – 1
* N/A – 0
* Unsure – 1

Out of the total of 21 respondents, 90.48% answered yes, they knew how to raise any concerns or complaint they may have. The remaining 2 respondents answered no or unsure. This highlights that our client base is aware and confident in raising any concerns they may have, however we do need to ensure that ALL our clients are aware of how to raise a concern or complaint if needed. We will ensure staff go through this individually with each of a clients to raise awareness.

**Q)20. Are you able to contact a manager if needed?**

Again 21 respondents and all responses came back with yes, so no action is needed and we are happy that our clients feel confident in contacting our senior members of staff. This meaning that 100% of the respondents are able to contact and know how to contact a senior member/manager if needed.

**Q)21. If you have raised a concern or want something doing, are you happy with the response?**

“I will ring or text Susanne”

“Never had to raise a concern”

“Very helpful”

“Make aware of an appointment, Cath/ Susanne will sort”

We had 12 respondents to this question, 7 replied they were happy with how their issue was dealt with, 1 was marked Not applicable, the remaining 4 are noted above. Hopefully this response shows our Pro-active response to any issues raised.

**Q)22. Is there anything else you would like to tell us?**

“The service is top notch, can’t be better”

“Like the staff make me laugh”

“I am happy with the consistency of my rota”

There were 6 responses to this question, with a sample above.

**Conclusion**

The overall response of questionnaires from our clients was 73.3%. Most respondents answered all questions which helped us in forming an accurate picture of the quality of care given to our clients and has enabled us to spot any areas where we need to follow up/make improvements. We found that many of our clients are very satisfied with their care package. Clients also highlighted that they were happy with the staffing team and no major concerns raised. From this questionnaire we feel the results have been beneficial and will help us to continue to deliver top quality care and make adjustments and improvements following your feedback. Thank you for taking the to respond.

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