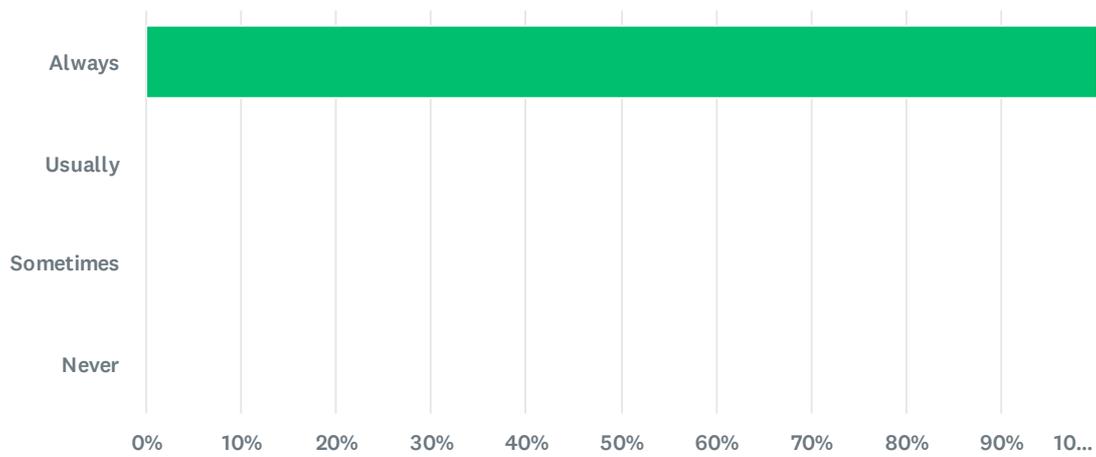


Q1 Do you/your relative feel safe with the care staff?

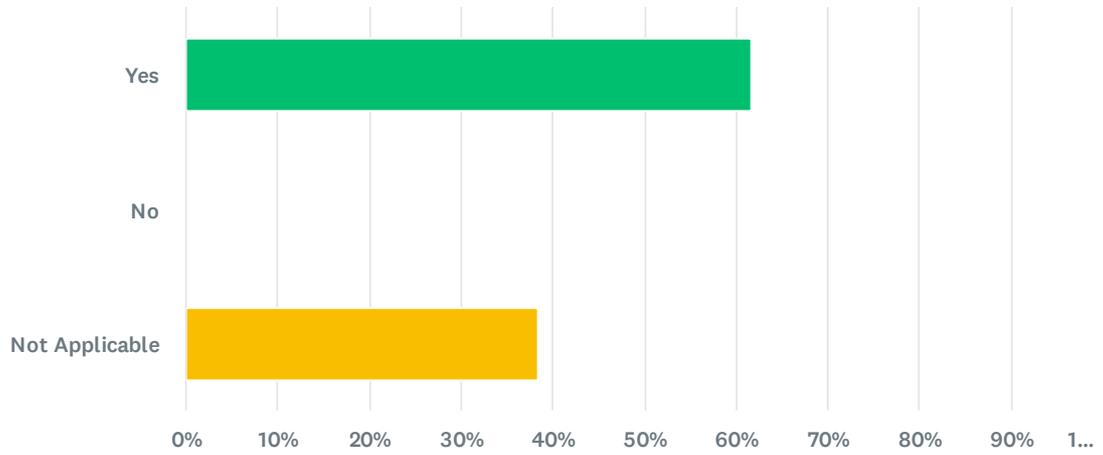
Answered: 26 Skipped: 0



Rating	Percentage	Responses
Always	100.00%	26
Usually	0%	0
Sometimes	0%	0
Never	0%	0
Average 1.00		26

Q2 If we manage yours/your relatives loved ones medications on your behalf, do we do this safely?

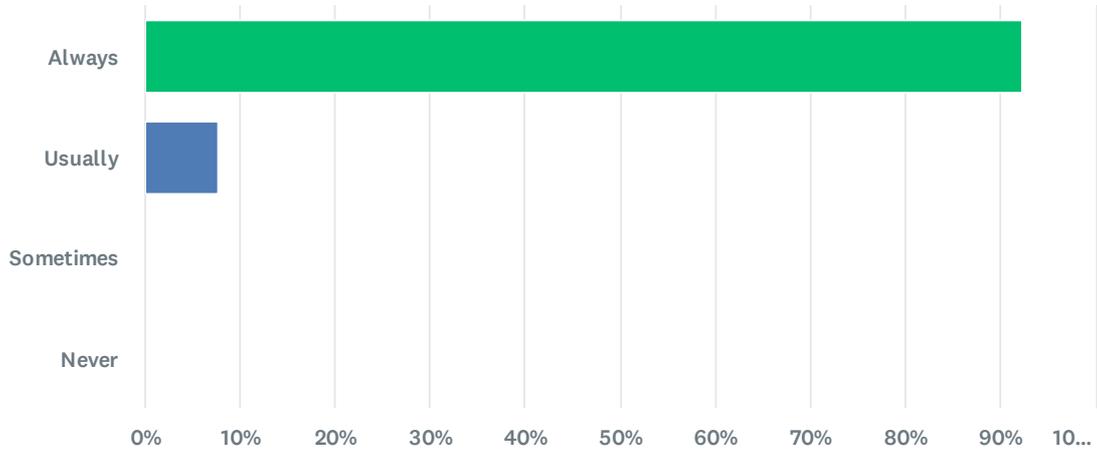
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	61.54%	16
● No	0%	0
● Not Applicable	38.46%	10
Total		26

Q3 Do you feel we identify and manage risks effectively for you/your relative?

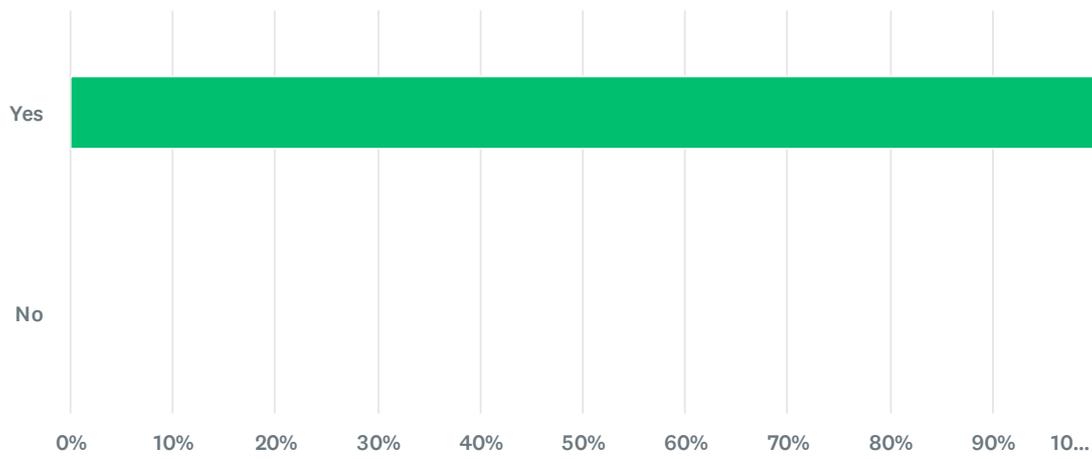
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Always	92.31%	24
● Usually	7.69%	2
● Sometimes	0%	0
● Never	0%	0
Total		26

Q4 Do you feel we leave your/your relative home clean and tidy?

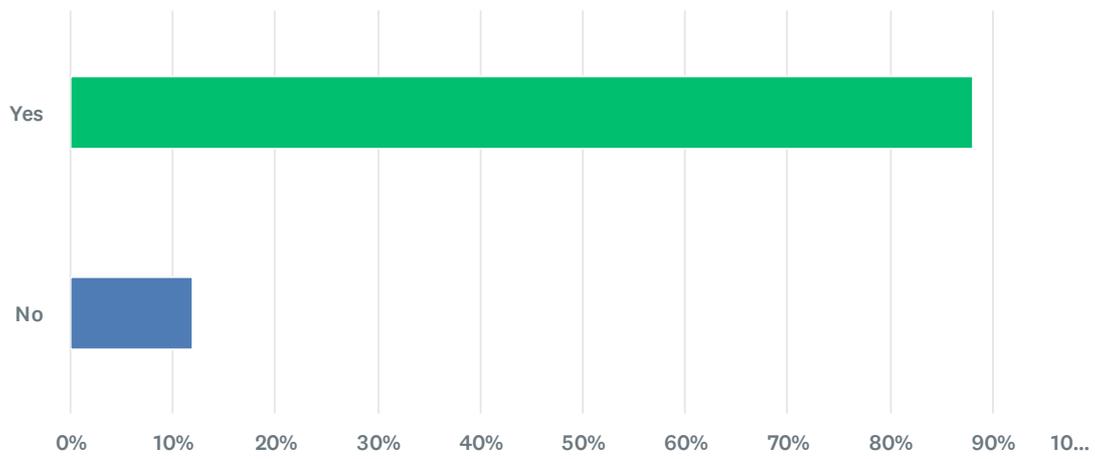
Answered: 25 Skipped: 1



Answer Choices	Percentage	Responses
● Yes	100.00%	25
● No	0%	0
Total		25

Q5 Are you offered a choice in the times of your calls?

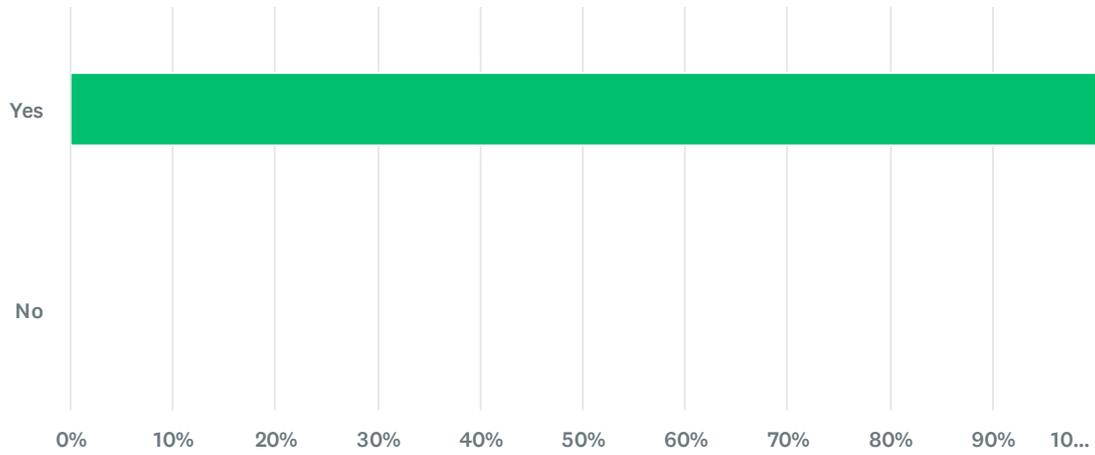
Answered: 25 Skipped: 1



Answer Choices	Percentage	Responses
● Yes	88.00%	22
● No	12.00%	3
Total		25

Q6 Do you/your relative feel the staff treat you/your relative with kindness, compassion, dignity and respect?

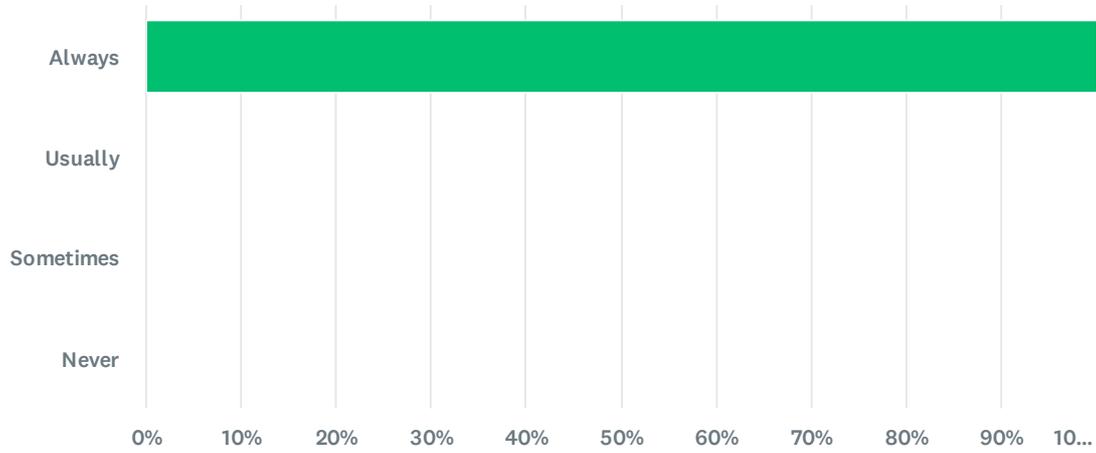
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	100.00%	26
● No	0%	0
Total		26

Q7 Do your/your relative carers respect your privacy, personal preferences and cultural/religious needs?

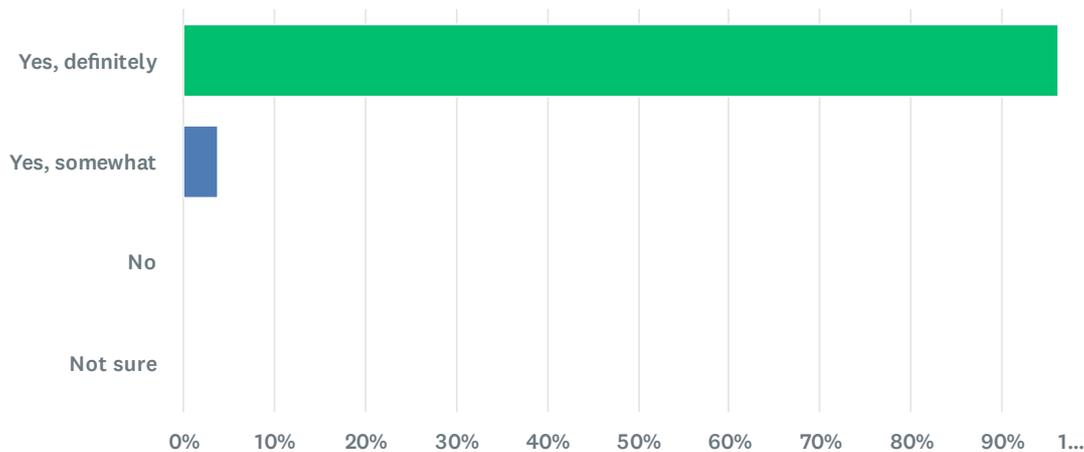
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	26
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		26

Q8 Have we helped you maintain or improve your/your relatives independence and quality of life?

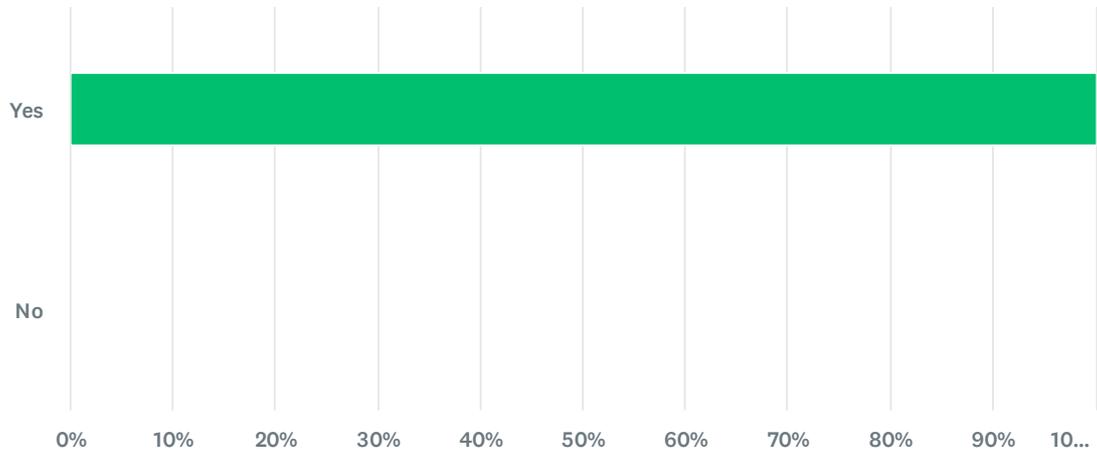
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Yes, definitely	96.15%	25
● Yes, somewhat	3.85%	1
● No	0%	0
● Not sure	0%	0
Total		26

Q9 Do you feel staff follow your/your relatives care plan and support your needs on a daily basis by staff?

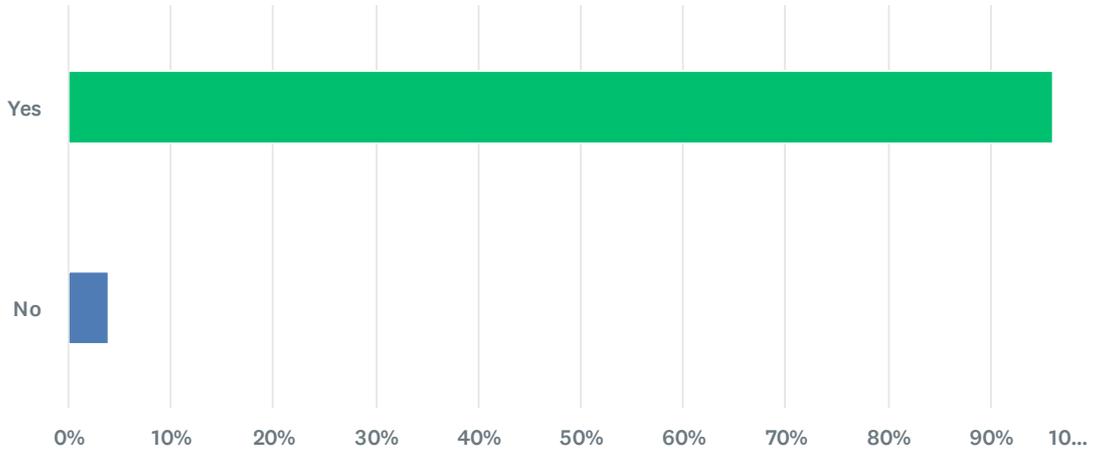
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	100.00%	26
● No	0%	0
Total		26

Q10 Do you/your relative feel comfortable speaking to the senior team about a complaint you may have?

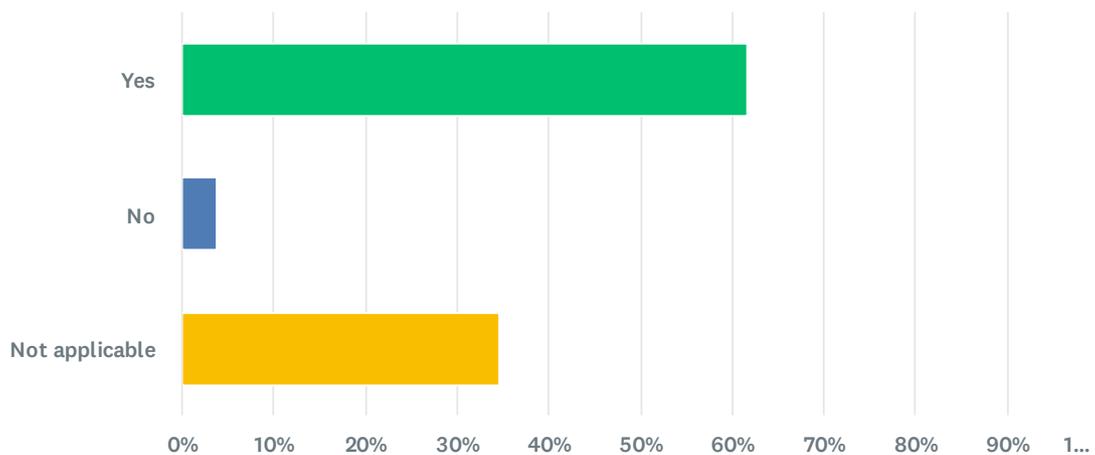
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	96.15%	25
● No	3.85%	1
Total		26

Q11 Do your/your relatives carers discuss your medicines with you and any side effects – supporting with pain management etc?

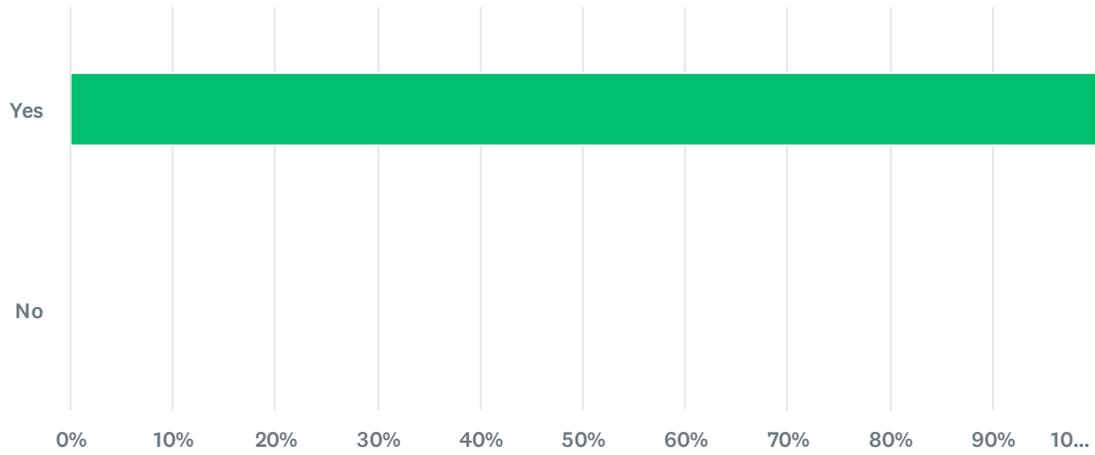
Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	61.54%	16
● No	3.85%	1
● Not applicable	34.62%	9
Total		26

Q12 Have we been an effective choice for your/your relatives care needs?

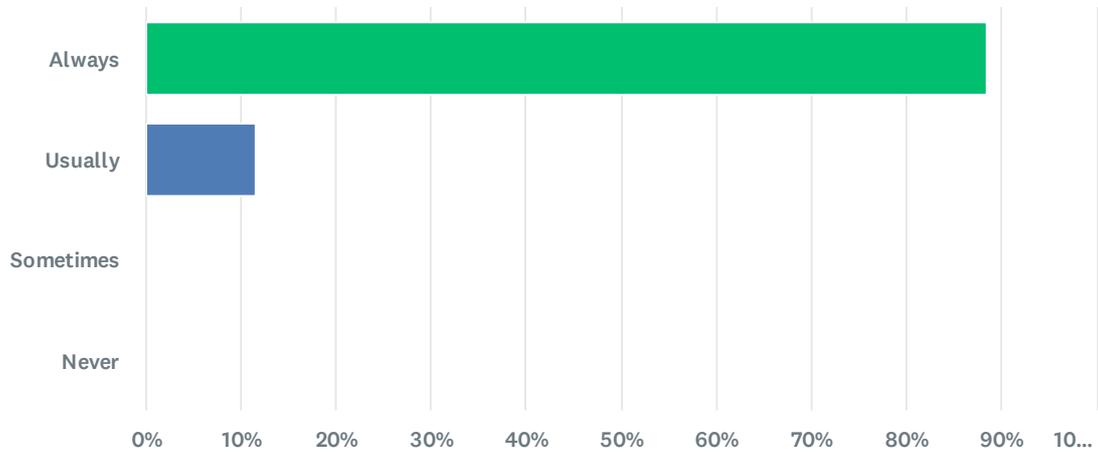
Answered: 25 Skipped: 1



Answer Choices	Percentage	Responses
● Yes	100.00%	25
● No	0%	0
Total		25

Q13 Do your/your relatives carers arrive on time and stay for the agreed duration?

Answered: 26 Skipped: 0



Answer Choices	Percentage	Responses
● Always	88.46%	23
● Usually	11.54%	3
● Sometimes	0%	0
● Never	0%	0
Total		26

Q14 What do you/your relatives like most about Forget Me Not?

Answered: 25 Skipped: 1

#	RESPONSES	DATE
1	Exceptional all round care and companionship	2/16/2026 1:48 PM
2	The all round ability an enthusiasm of the staff	2/16/2026 1:47 PM
3	Friendly caring professional excellent	2/16/2026 1:46 PM
4	very friendly and understanding	2/16/2026 1:44 PM
5	Friendly and cheerful staff	2/16/2026 1:44 PM
6	always caring and friendly	2/16/2026 1:42 PM
7	Friendly always	2/16/2026 1:42 PM
8	All the ataff speak so highly of the forget me not team/senior leaders and are all so happy. We feel we benefit from extra special care as a result. They all say they have never worked for such a good boss. There is really good communication between the team about my care, e.g. if I have a fall. The carers are warm and personable . It really feels like they care	2/16/2026 1:41 PM
9	Mum says that they seem like friends. They are professional	2/16/2026 1:37 PM
10	Absolutely wonderful team always listening, caring, compassionate and have such lovely positive nature. all being different and having their own way	2/16/2026 1:34 PM
11	care, friendship, chatting and company to get me going in the morning.	2/16/2026 1:31 PM
12	the friendliness and enthusiasm of the staff	2/16/2026 1:30 PM
13	caring, helpful	2/16/2026 1:28 PM
14	All the staff are very obliging	2/16/2026 1:27 PM
15	Caring staff	1/31/2026 5:21 PM
16	Since engaging the Forget Me Not team in December 2024 to provide in-home care for my Mom, they have provided outstanding care and communication. As my wife and I live California and cannot visit frequently, the care team has put our minds at rest regarding her personal care and needs as the arise, with thier compassion, professionalism and quality of care.	1/29/2026 7:44 PM
17	Kindness patience The communication from the company Continuity of care	1/22/2026 2:39 PM
18	Staff are so chatty and friendly, not too clinical. Focus on companionship. Go above and beyond to accommodate appointments and extra visits e.g to administer temporary medication. Very prompt to reply to messages. Sometimes thinking of new activities to do.	1/21/2026 8:36 PM
19	We have been totally delighted about all aspects of the care provided by all the staff from Forget Me Not. All aspects (management, practical organisation and care) of the service are exceptional. It's clear that staff training and back up is extremely thorough and it shows that the staff are very happy in their work. All staff are extremely dedicated and genuinely care for my father's wellbeing. They go out of their way to maximise his physical and psychological well-being. They totally deserve the exceptional rating achieved previously.	1/14/2026 7:45 PM
20	Everyone is so caring and helpful	1/13/2026 9:33 AM
21	Someone to come in and make sure I am safe, and also gave me company as someone living alone	1/12/2026 6:46 PM
22	so easy to talk to all staff about anything. Your separate visits for health checks and wellbeing. These are not available from other companies.	1/12/2026 4:10 PM
23	all the carers are so understanding and supportive to our daily needs	1/12/2026 4:08 PM
24	Flexibility,adaptability to needs	1/12/2026 1:18 PM
25	Lovely, caring, friendly and trustworthy team	1/12/2026 12:36 PM

Q15 What could we do to improve the service?

Answered: 18 Skipped: 8

#	RESPONSES	DATE
1	No improvement needed	2/16/2026 1:48 PM
2	Maybe go over contract of care terms and conditions with clients	2/16/2026 1:47 PM
3	nothing comes to mind	2/16/2026 1:46 PM
4	Not much	2/16/2026 1:44 PM
5	we cannot think of anything at the moment thank you	2/16/2026 1:41 PM
6	Dont think you could do anything but I will let you know if anything comes to mind	2/16/2026 1:34 PM
7	nothing	2/16/2026 1:31 PM
8	keep it up and maintain the standards	2/16/2026 1:30 PM
9	nothing	2/16/2026 1:28 PM
10	no a lot	2/16/2026 1:27 PM
11	.	1/31/2026 5:21 PM
12	Continue as you are	1/22/2026 2:39 PM
13	I like reading updates on the app, more photos would be nice too. Would like to hear more steer of care needs and suggestions of suitable recreational activities from the staff themselves. Maybe be able to make fresh meals sometimes.	1/21/2026 8:36 PM
14	Nothing although if they were able to expand to cover a wider geographical area then more people could benefit from their superb service.	1/14/2026 7:45 PM
15	Nothing we can think of	1/12/2026 6:46 PM
16	i am completely satisfied.	1/12/2026 4:10 PM
17	we are more than happy with the service	1/12/2026 4:08 PM
18	?	1/12/2026 1:18 PM

Q16 Any other comments, negative or positive are welcome.

Answered: 17 Skipped: 9

#	RESPONSES	DATE
1	Still find it difficult to accept number 8 on the agreement	2/16/2026 1:47 PM
2	thank you for all your care and service, your team are second to none	2/16/2026 1:46 PM
3	Karen, lucy, Yvonne, judith and Lynne will always manage to find my shopping needs even when not available locally	2/16/2026 1:44 PM
4	We genuinely appreciate the help, support and care you provide. Thankyou very much from all of the Burt family in Gosberton	2/16/2026 1:41 PM
5	We are very grateful. Thank you. Mum feels shes made some good friends.	2/16/2026 1:37 PM
6	We have been very satisfied by the service provided by forget me not. The carers have been kind and thoughtful and have always arrived on time, and often late returning beyond the two hour period agreed.	2/16/2026 1:36 PM
7	cannot fault your wonderful ladies but always feel the opportunity is there either way without prejudice thankyou everyone	2/16/2026 1:34 PM
8	Lee, you and your excellent team, don't loose them, I could not have better care, thank you	2/16/2026 1:31 PM
9	we all get on well	2/16/2026 1:28 PM
10	all positive	2/16/2026 1:27 PM
11	.	1/31/2026 5:21 PM
12	My wife and I greatly appreciate the care provided to my Mom since we cannot be there to address her daily needs due to being overseas. Forget Me Not Care provided us with a solution to my Mom's long-term care needs after release from hospital at very short-notice. They are an exceptional team of caring individuals.	1/29/2026 7:44 PM
13	The service is amazing nothing appears too much trouble . The owner appears hands on listens to the families needs and responds to that. They are responsive in a positive way. Thank you for all that you do for our family we appreciate you all.	1/22/2026 2:39 PM
14	Absolutely delighted with the service Forget me not give, from the leadership team to all the carers I have met. Truly warm, caring people, always responsive and always kind	1/21/2026 8:36 PM
15	I would just like my comments above to be shared with all the staff if possible please.	1/14/2026 7:45 PM
16	I always feel as though my care is personal . I feel that you take a personal interest in me and in my general health.	1/12/2026 4:10 PM
17	we feel so fortunate to have you as our care provider	1/12/2026 4:08 PM