

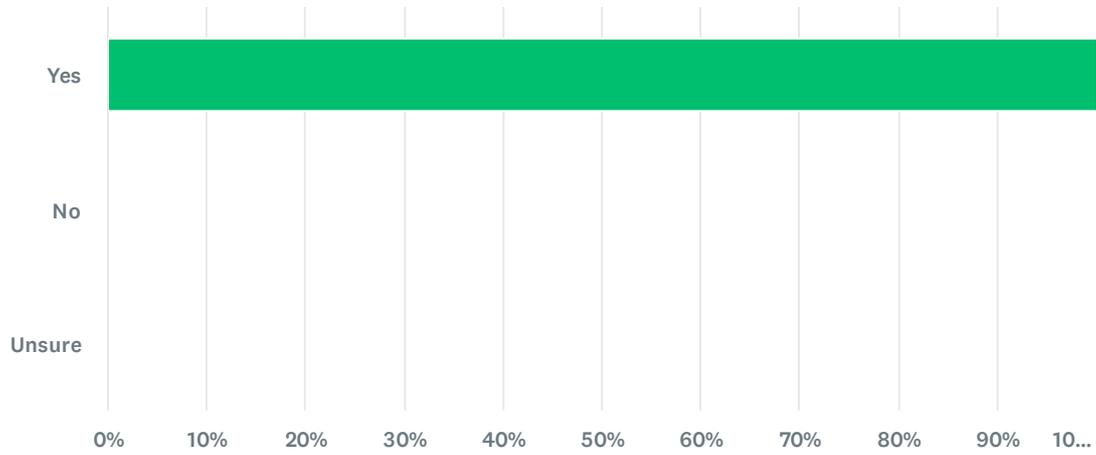
Q1 Your Name - (Not mandatory)

Answered: 3 Skipped: 0

#	RESPONSES	DATE
1	REMOVED FOR GDPR	1/30/2026 3:51 PM
2	REMOVED FOR GDPR	1/19/2026 2:52 PM
3	REMOVED FOR GDPR	1/13/2026 8:45 AM

Q2 Do we help keep clients safe from harm, accidents, or risks (e.g., falls, medication errors)?

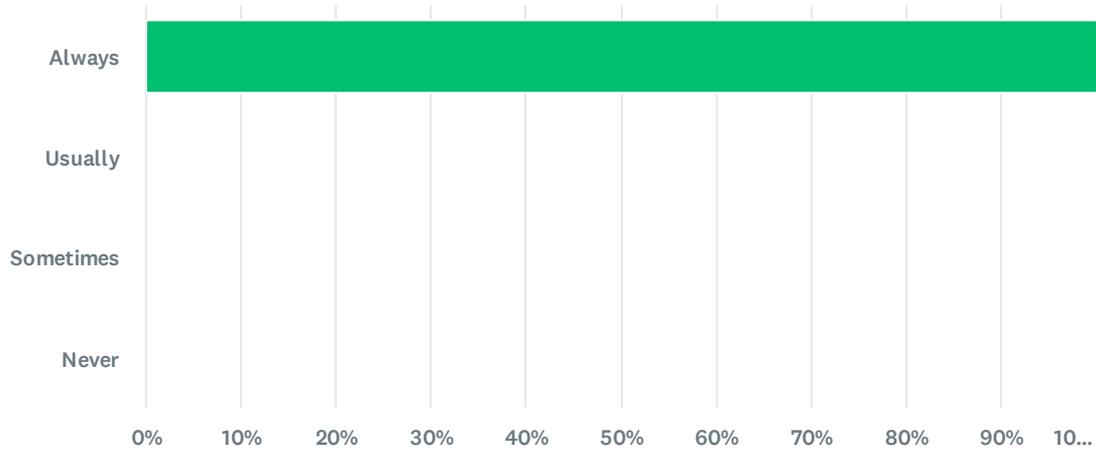
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	100.00%	3
● No	0%	0
● Unsure	0%	0
Total		3

Q3 Are concerns about safety, safeguarding, or changes in condition reported and managed promptly and effectively?

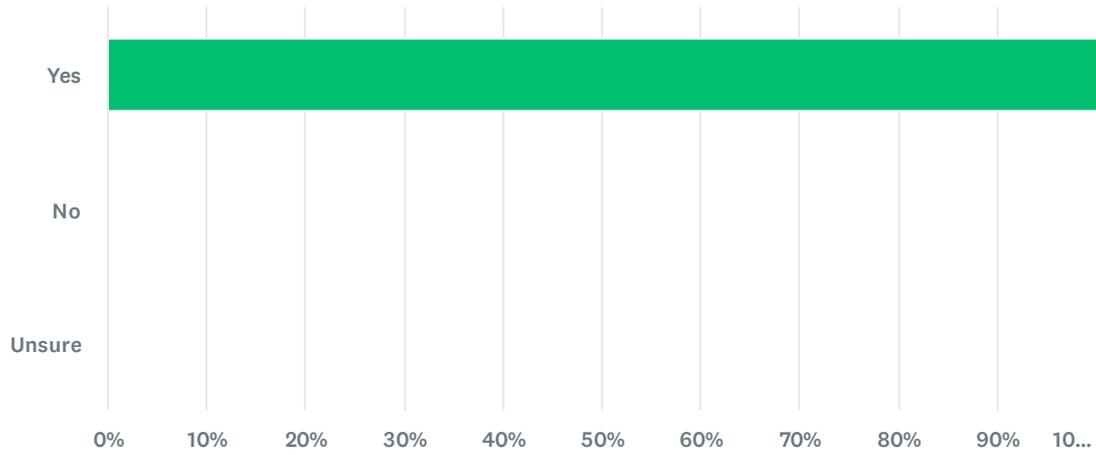
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	3
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		3

Q4 Do care staff have the skills and knowledge to provide effective care and support good health outcomes?

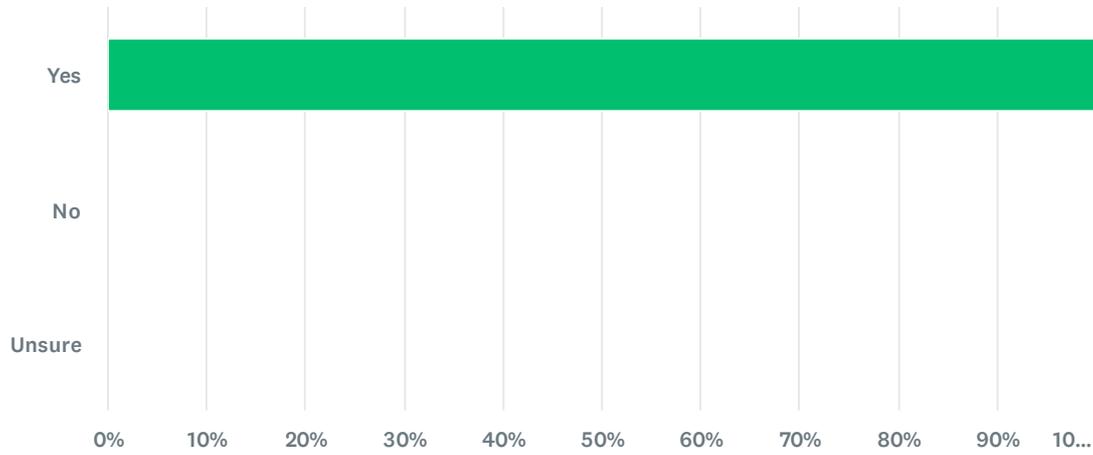
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	100.00%	3
● No	0%	0
● Unsure	0%	0
Total		3

Q5 Is care well-coordinated with other services (e.g., GPs, hospitals, therapists) when needed?

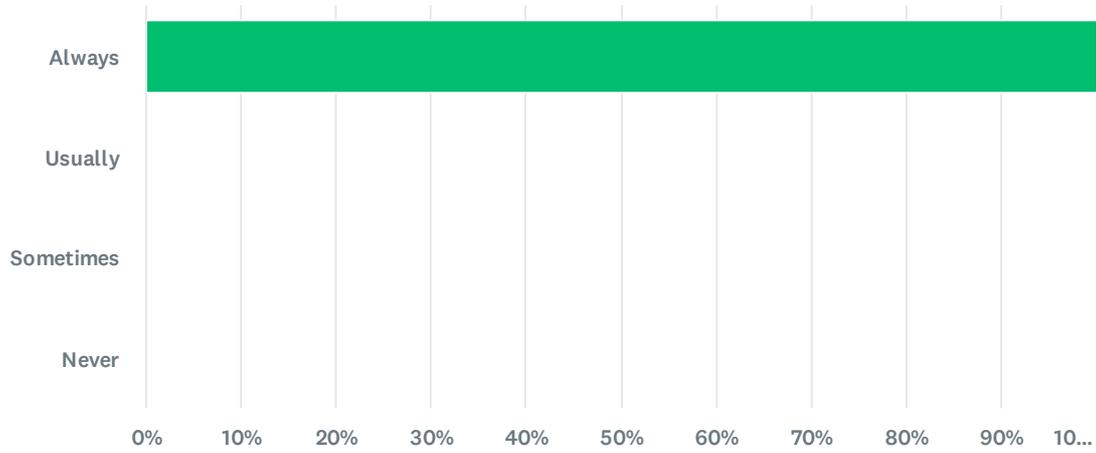
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Yes	100.00%	3
● No	0%	0
● Unsure	0%	0
Total		3

Q6 Do you feel that care staff treat service users with kindness, compassion, dignity, and respect?

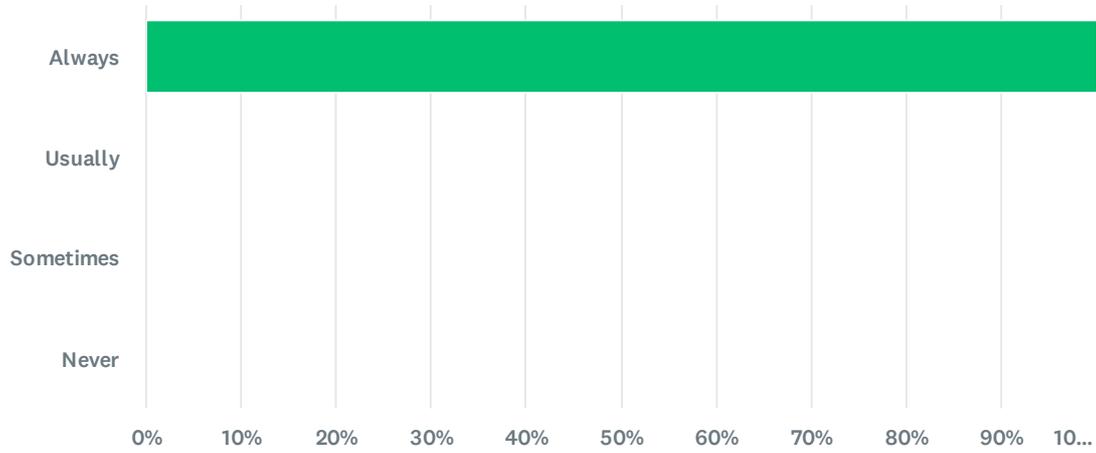
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	3
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		3

Q7 Are service users' privacy, personal choices, and cultural needs respected?

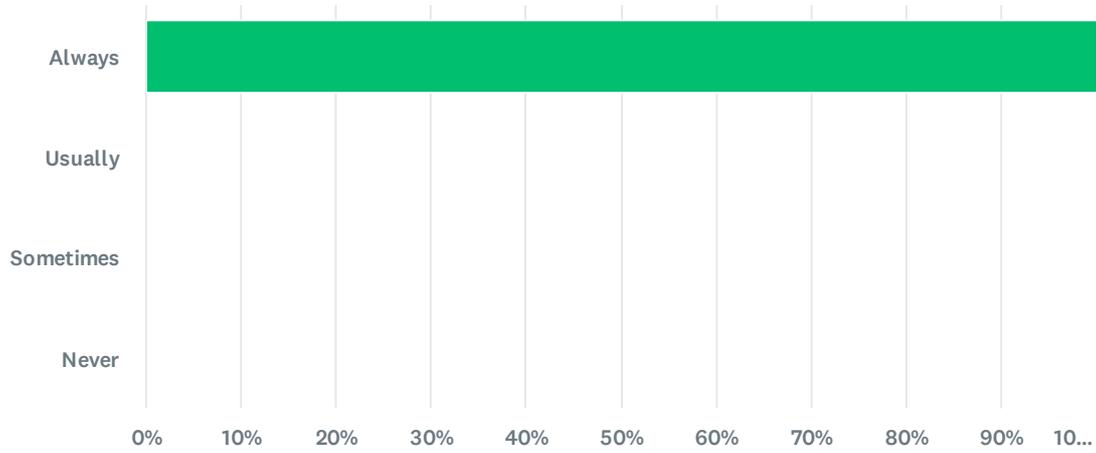
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	3
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		3

Q8 Are service users (and professionals where appropriate) involved in decisions about care?

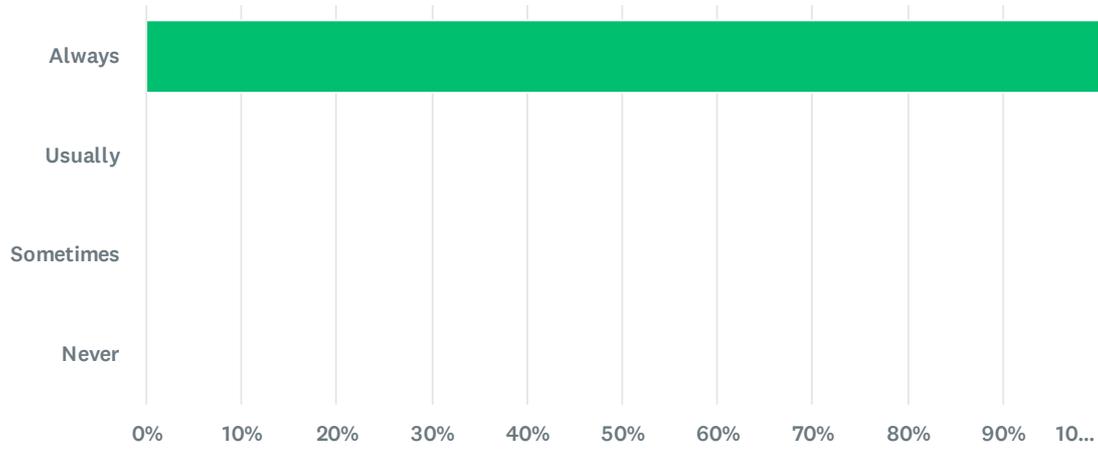
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	3
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		3

Q9 Is communication with the home care service clear, timely, and effective?

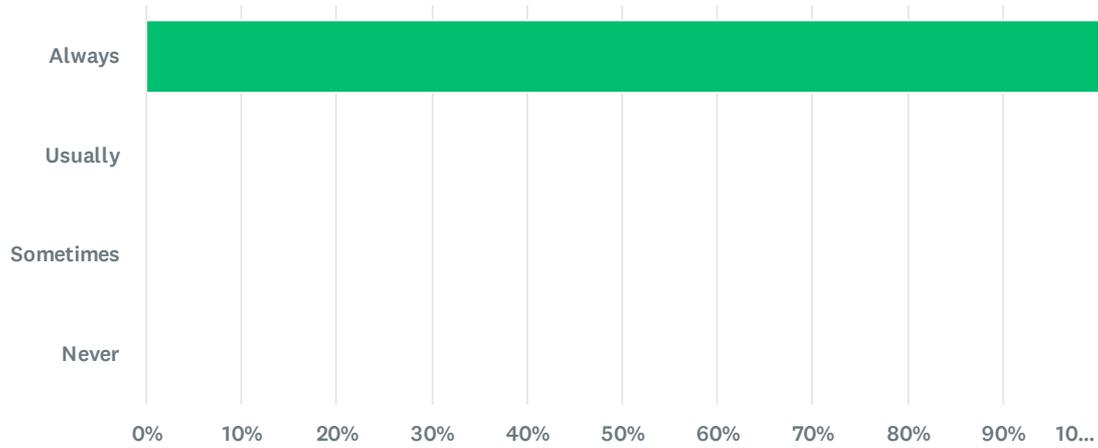
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	3
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		3

Q10 Are concerns, feedback, or complaints handled promptly and satisfactorily?

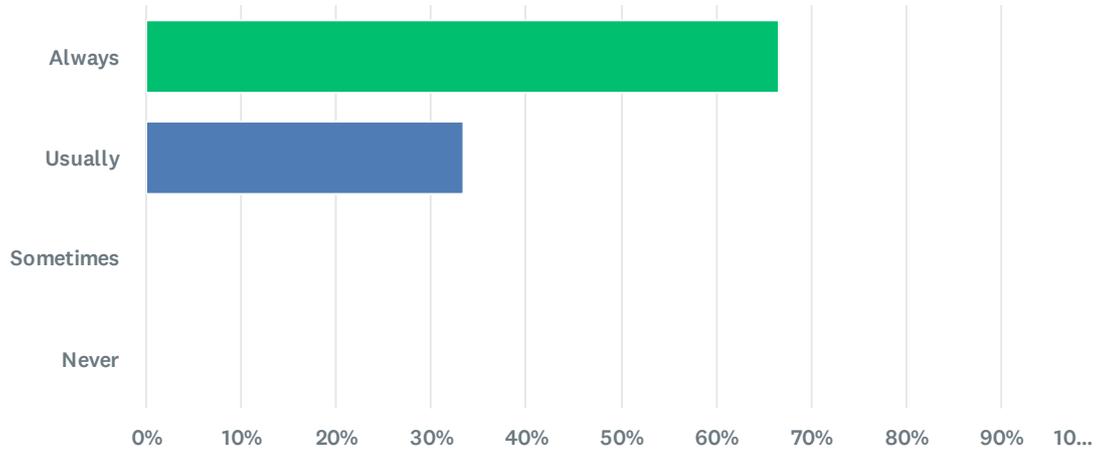
Answered: 3 Skipped: 0



Answer Choices	Percentage	Responses
● Always	100.00%	3
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		3

Q11 Is the service well-organised with clear leadership and good management?

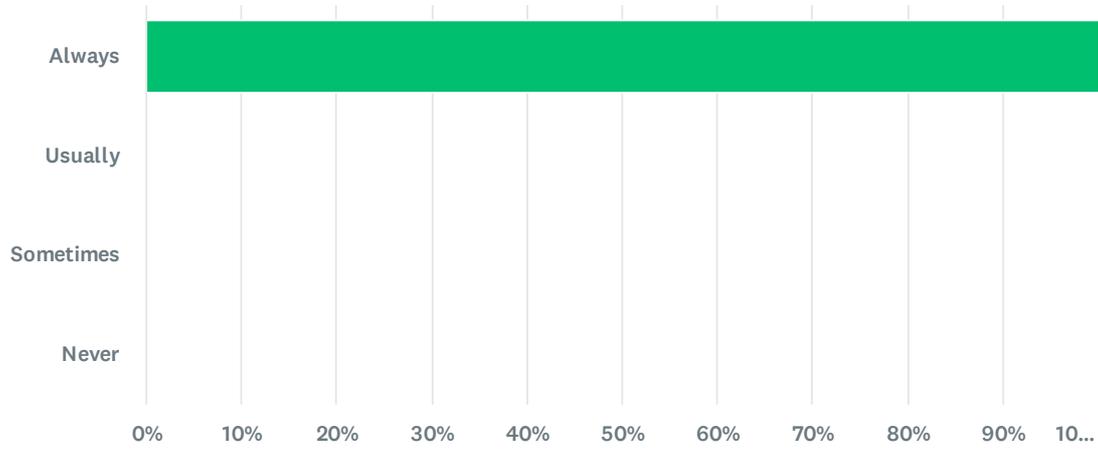
Answered: 3 Skipped: 0



Rating	Percentage	Responses
Always	66.67%	2
Usually	33.33%	1
Sometimes	0%	0
Never	0%	0
Average 1.33		3

Q12 Has the service shown improvement based on feedback or changing needs?

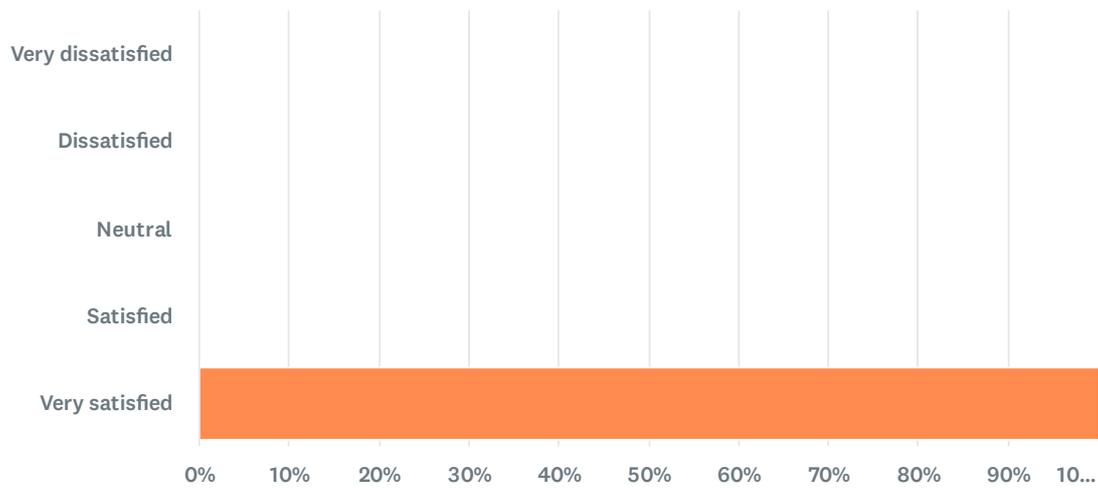
Answered: 2 Skipped: 1



Answer Choices	Percentage	Responses
● Always	100.00%	2
● Usually	0%	0
● Sometimes	0%	0
● Never	0%	0
Total		2

Q13 Overall, how satisfied are you with the home care service?

Answered: 3 Skipped: 0



Rating	Percentage	Responses
Very dissatisfied	0%	0
Dissatisfied	0%	0
Neutral	0%	0
Satisfied	0%	0
Very satisfied	100.00%	3
Average	5.00	3

Q14 Is there anything you would like to change about how we operate?

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	Cost per hour reduced would make Direct payments more affordable for Local Authority.	1/30/2026 3:51 PM
2	Nothing	1/19/2026 2:52 PM

Q15 Any other comments, positive or negative are welcomed.

Answered: 2 Skipped: 1

#	RESPONSES	DATE
1	Always a positive experience partnership working. Care plans are comprehensive and person centred. Staff go above and beyond	1/30/2026 3:51 PM
2	I have always been VERY impressed with the service you provide your clients, the engagement you have had with me and always have a patient centred approach and advocate for your patients very well. Obviously it is not in my role to professionally recommend private care providers to patients but I can honestly say that Forget me not are a company I would highly recommend.	1/19/2026 2:52 PM