**ANALYSIS REPORT**

**FOR**

**MARCH 2021**

**CLIENT COVID-19 QUESTIONNAIRE**

Of the 37 questionnaires that were handed out to clients, we received 11 responses.

**100%** of clients that were advised by the Government to shield during lockdown stated that Helping Hands Team Ltd stayed in contact with them via phone calls to carry out wellbeing checks. These calls were made during the time that they would normally receive support.

8/11 clients had a review of their support plan during lockdown, six were visited for this and 2 had their review via a phone call.

**100%** of clients were made aware of social distancing rules and the effect this would have on the way they would be supported.

8/11 of shielding clients had asked for and received support to drop shopping off at their doorstep.

10/11 clients were helped by family and friends during lockdown but 5 of the clients still felt isolated.

100% of clients surveyed said that the support from Helping Hands Team Ltd had helped during lockdown.

Only two of the clients that responded to our survey had requested assistance from the council or voluntary services to access meals/shopping deliveries during lockdown.

10/11 clients were aware that if they tested positive for Covid, they were required to contact Helping Hands Team Ltd.

Regarding staff members use of PPE during visits:

9/11 responses stated that staff always wore a mask before entering their home.

10/11 responded that staff used hand sanitiser during their support time.

Of the 11 responses, seven clients received personal care and 100% of these stated that staff always used the correct PPE.

100% of responses stated that staff always wiped down surfaces in their home that they had touched with disinfectant at the end of each visit.

After receiving client feedback, staff were reminded to always wear a mask before entering a clients home and to use good handwashing practice as well as the use of hand sanitiser.

Staff were also praised by management for the support they had continued to give our clients during lockdown and were made aware of the positive feedback we had gained from this survey. Throughout the pandemic, staff continued to support clients and to help them in any way that was feasibly possible. Only 3/11 responses stated that on occasion staff were unable to support them. Helping Hands Team worked hard to continue to provide support and only a few visits were cancelled throughout the pandemic due to staff sickness/staff testing positive for Covid.

Every client that responded also answered that they felt there was no need for any other help from us as a company during lockdown.

One client that responded to our survey gave written feedback stating:

“ I am happy with all carers, especially the help of organising appointments & medications. **SM.**