

Highlights

Annual Service User Quality Survey

**Cambridge Branch
July 2010**



Highlights of the Annual Service User Quality Survey from our Cambridge branch. July 2010

Home Choice Care Each year Home Choice Care asks their Service Users at every branch how we are looking after them by sending out a Quality Survey; Their replies help us to understand how well our Service Users feel we are doing in providing care to them.

We are available 24 hours a day 365 days a year, so we are always able to respond to a Service User when they need us and are able to sort out concerns as they occur, however the annual survey gives us a clear view of our general service over the previous year. From this we are able to pick up on things the Service Users tell us we are doing very well at and things that they would like to see improved upon. The information we have set out below highlights the Service Users own view of their experiences for the previous year from August 2009 to July 2010.

Of the total Quality Surveys completed and returned by Cambridge Service Users regarding their overall care;

78.4% said they were able or sometimes able to assist with their care planning.
(+2.9% compared to 2009 Survey)

73.1% said they were happy with their care.

(+10.6% compared to 2009 Survey)

94.3% said their Care Workers respected them and their home

(+10.6% compared to 2009 Survey)

84.6% said that all of their requirements were included in the care plan.

(+15.2% compared to 2009 Survey)

Compliments from our Service Users in the Cambridge Quality Survey carried out in July 2010

“I would like to wish Rosie, my care worker, all my best wishes on her maternity leave and would like to have Elaine look after me while Rosie is away”



“During the past few months we are receiving the same carers on specific days each week. This is a great improvement and has afforded good continuity. The three regular carers appear to be well qualified and are extremely efficient in their duties



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Of the total Quality Surveys completed and returned by Cambridge Service Users regarding communication;

90.6% said that communication sheets were kept in their home for the Care Workers to write in.

92.3% said they knew how to contact us if they needed to.

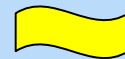
90.6% said they felt their Care Workers do communicate with them. (+11% compared to 2009 Survey).

88.7% said they were listened to by their Care Workers. (+11.1% compared to 2009 Survey).

Sometimes Service User's answer survey questions 'Don't Know'. This may be because Relatives, Friends, Carers or Advocates etc, help them complete the Survey and they are not sure of the answer. The above questions only show those that answered 'Yes'.

Compliments from our Service Users in the Gravesend Quality Survey carried out in July 2010

"I receive help in putting on elastic stockings and final dressing, it is given in a good manner and the young lady is very helpful and pleasant and does not waste time. All in all quite good and well done. Thank You".



Most Helpers wonderful, very grateful for their help, I like them all".



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Of the total Quality Surveys completed and returned by Cambridge Service Users;

Respect and Dignity

94.3% said they felt their Care Workers respected them and their home.

92.5% said that care tasks were completed with dignity and in a way that made them feel physically well looked after. Up (+18.2% compared to 2009 Survey).

Financial Tasks - shopping etc.

100% said that financial transactions carried out for them by the Care Workers were to their satisfaction.

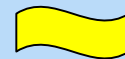
100% said they were always presented with the correct receipts and change.

Compliments from our Service Users in the Cambridge Quality Survey carried out in July 2010

"I am very happy with my care worker. She is a very pleasant young lady and I am always pleased to see her".



"The girls are normally punctual, gentle and kind as they wash and shower me".



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