

# **Highlights**

## **Annual Service User Quality Survey**

**Gravesend Branch  
September 2010**



## Highlights of the Annual Service User Quality Survey from our Gravesend branch in Kent. September 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 September 2009 to September 2010.

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

88.5% said they were able or sometimes able to assist with their care planning.  
(+6.1% compared to 2009 Survey).

85.5% said they were happy with their care.

85.5% said they were happy with their care package.

87.3% said that all of their requirements were included in the care plan.  
(+1.6% compared to 2009 Survey).

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

"We are very pleased with the Service that my mum has received from Home Choice Care, especially from Gwen Parsons who is an ideal Care Worker and always comes with a jolly smile and cheers my mum up and also reassures her as well and makes her comfortable".



"I've had Jackie Sherwood since 2006, in that time I've had no reason to complain. She has been a Godsend and a friend and I can trust her. I cannot praise her enough".



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

100% said that communication sheets were kept in their home for the Care Workers to write in. (+2.5% compared to 2009 Survey).

96.1% said they knew how to contact us if they needed to. (+1.1% compared to 2009 Survey).

92.9% said they felt their Care Workers do communicate with them.

92.7% said they were listened to by their Care Workers.

94.1% said Care Workers who need to use their phones ask their permission first. (+0.8% 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. A good example is shown above where 94.1% said Care Workers did ask permission if they needed to use their phone, but the other 7.1% didn't know.

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

"My main Care Worker, 6 days a week is Kim Prichard who is excellent. Of the others who sometimes stand in – Julie Deadman is the best".



"I'm very happy with the level of care provided by both Nala and Rachel and currently Marcia".



"All mum's Care Workers are friendly and treat her well".



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

### Respect and Dignity

94.5% said they felt their Care Workers respected them and their home.

95.3% said that care tasks were completed with dignity and in a way that made them feel physically well looked after. Up (+1.4% compared to 2009 Survey).

### Capability and training

87.3% felt that their Care Workers were capable and well trained.

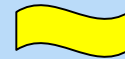
100% said that financial transactions carried out for them by the Care Workers were to their satisfaction. (+20% compared to 2009 Survey).

### Financial Tasks - shopping etc.

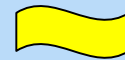
100% said they were always presented with the correct receipts and change.

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

“We have Lorna to look after ‘N’ while I am away. She is most reliable and efficient; she is to be depended on”.



“More than satisfied with the care my mother receives”.



“I am satisfied with the service”.



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