

Highlights

Annual Service User Quality Survey

**Leicester Branch
June 2010**



Highlights of the Annual Service User Quality Survey from our Leicester Branch June 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 June 2009 to June 2010. ***(Company acquired by Home Choice Care in April 2010).**

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

75.0% said they were able or sometimes able to assist with their care planning.

75.8% said they were happy with their care.

84.1% said they were happy with their care package.

82.0% said that all of their requirements were included in the care plan.

Compliments from our Service Users in the Kirby Muxloe Quality Survey carried out in June 2010

“My age is now 93 I am fortunate to have a younger brother who is 91. Both of us were called up in 1940, I was blown up in 1942 whilst serving with the Leicester’s and the Tigers. I’ve had a very mixed life so at the moment of it all I can do is enjoy what’s left of it. Your Care Worker helps to do this for which I thank her”.



“Care Workers very helpful and kind to my mother. If they have any concerns they contact me straight away and make me aware”.



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

98.4% said that communication sheets were kept in their home for the Care Workers to write in.

100% said they knew how to contact us if they needed to.

95.4% said they felt their Care Workers do communicate with them.

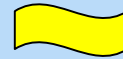
87.5% said they were listened to by their Care Workers.

78.6% said Care Workers who need to use their phones ask their permission first. *Dial in and Dial out of care visit system used at no cost to Service User.

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 results above reflect only those that answered 'Yes'.

Compliments from our Service Users in the Kirby Muxloe Quality Survey carried out in June 2010

"Very pleased with my Carer".



"I'm writing to comment on my Carer called Karen, I like her much and enjoy her company each morning and I look forward to seeing her each day. We have a little chat and laugh this helps me enjoy my day".



"Care Workers are always very helpful".



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

Respect and Dignity

83.1% said they felt their Care Workers respected them and their home.

86.5% said that care tasks were completed with dignity and in a way that made them feel physically well looked after.

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.

Quality Survey carried out shortly after Home Choice Care acquired the company in April 2010. (Previously known as Age Care Home Support Services Ltd).

Compliments from our Service Users in the Kirby Muxloe Quality Survey carried out in June 2010

"I am completely satisfied with the service Carers provide".



"I'm writing to comment on my Carer called Karen, I like her much and enjoy her company each morning, I look forward to seeing her each day. We have a little chat and laugh this helps me enjoy my day".



"Care Workers are always very helpful".



Home Choice Care