

# **Highlights**

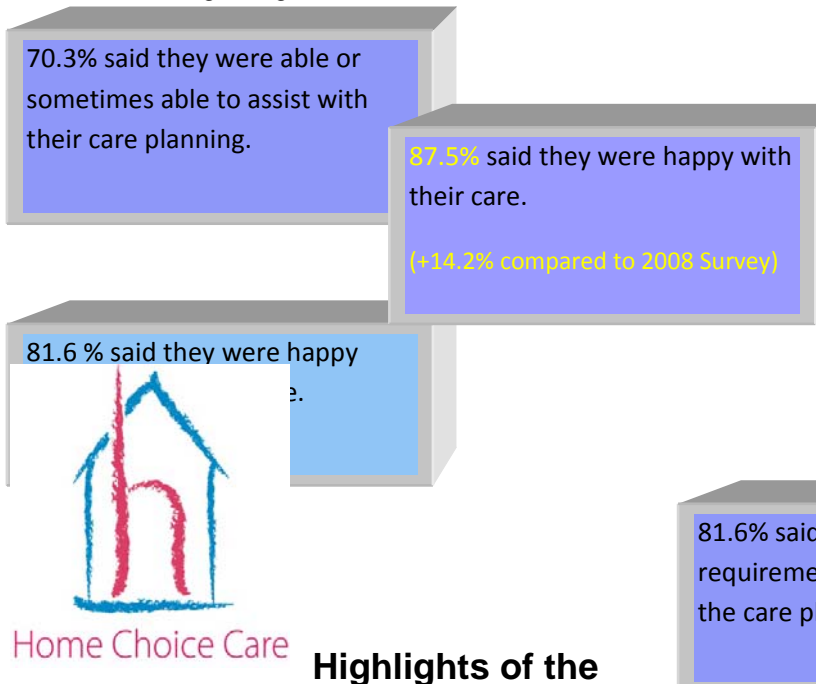
## **Annual Service User Quality Survey**

**Oxford Branch  
November 2009**

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 November 2008 to November 2009.

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



Home Choice Care **Highlights of the Annual Service User Quality Survey from our Oxford branch. November 2009**



**Compliments from our Service Users in the Oxford Quality Survey carried out in November 2009**

“My care is shared between my daughter and Home Choice Care. The care workers are excellent and I don’t see that anything could be better at the moment. They are always very helpful and friendly and the rapport between them and my daughter is excellent with regard to my care”.

“I have filled this survey in for my mum. I would like to say a big thank you to all staff”. (Daughter of Service User)

Home Choice Care

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

97.3% said that communication sheets were kept in their home for the Care Workers to write in.

83.8% said they knew how to contact us if they needed to.

93.0% said they felt their Care Workers do communicate with them. (+5.1% compared to 2008 Survey)

100% said they were listened to by their Care Workers.

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 figures only show those that answered 'Yes'.



**Highlights of the Annual Service User Quality Survey from our Oxford branch. November 2009**

**Compliments from our Service Users in the Oxford Quality Survey carried out in November 2009**

"With a recent problem with Care Workers, a member of the office came out prompt and dealt with the situation immediately which made my mum much happier. Thank You so much!"



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

Respect and Dignity

97.7% said they felt their Care Workers respected them and their home. (+6.1% compared to 2008 Survey)

86.2% said that care tasks were completed with dignity and in a way that made them feel physically well looked after.

Capability and training

85.0% said they felt their Care workers were capable and well trained. (+1.1% compared to 2008 Survey).

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

Financial Tasks - shopping etc.

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