

Care -4- U Home Care Agency

QUALITY ASSURANCE

Analysis & Results

December 2019 / January 2020

AIM: To send our half yearly 'Quality Monitoring Questionnaires' to all service users or a family member asking general questions about the home care they receive. This is to highlight any issues/ problems that may be brought to our attention. To also endeavour to improve on the existing services we already provide and to get feedback from service users/ family members of how they are finding our services.

Questions asked and responses.....

- 1. Do you benefit from the Home Care you currently receive?**
- 2. Do you think the Home Care you receive meets your needs?**
- 3. Do the carers treat you with dignity and respect and privacy?**
- 4. Do you feel your independence is promoted (do you still undertake some tasks yourself that you can manage safely?)**
- 5. Do care staff wear a uniform when they attend and is their appearance smart?**
- 6. Do care staff wash their hands/ wear gloves when they care for you?**

Overall are you happy with our Care Services.....

COMMENTS RECEIVED:-

- * yes we/ I are very happy with all the carers, they are all so lovely, patient and understanding,
they should be proud of themselves.....
- * more than happy thank you, you have some very caring staff.....

- * Care 4 U have been caring for my mum for 12 years and I cannot thank them enough...I cannot fault them.....
- * the carers that attend are brilliant.....
- * yes, because everyone wants you to get better....
- * I am extremely thankful for the respect, kindness, compassion and overall professionalism from the whole team they have and are recommending their services to all I know.....
- * yes, overall happy with the service....
- * I couldn't manage without their care and attention. My aunt will be one hundred this year and they are the ones that have enabled her to live at home....
- * more than happy, wouldn't manage without them and would more than likely end up in hospital.
- * very happy with the care received all the staff are good....

Submitted 75 questionnaires and received back 45 – 60% return.

Positive Feedback = 95% average

Date produced: 31st March 2020 – Lorraine Garry – Administrator

NOTE: Any negative feedback or issues raised are addressed directly with either the service

user by letter or telephone or in person if necessary. The results of these questionnaires are

published on our own Website: www.care4u-rochdale.co.uk