



# DOVE HOME CARE AGENCY

## QUALITY ASSURANCE QUESTIONNAIRE

### Results 2013



1. Are your needs being met as described in your care plan?

	2013
YES	100%
NO	0%

2. Do you have any particular care needs relating to your race, culture, religion or sexual orientation that are not being met? If yes, please comment.

	2013
YES	
NO	95%
Didn't answer question	5%

No one made comment to this question

3. If you needed to ask for changes in the support/care you are given who would you speak to?

	2013
Home Care Assistant/carer	26%
Home Care Manager	50%
Co-ordinator	16%
Social worker	5%
Don't know	3%

4. Does your Home Care Assistant/carer arrive at times to suit you?

	2013
Always	53%
Nearly always	44%
Sometimes	3%
Never	

5. Do you regularly see the same team of Home Care staff?

	2013
Always	27%
Nearly always	55%
Sometimes	13%
Never	
Didn't answer question	5%

6. Does your Home Care Assistant/carer let you make choices? (eg. About what you wear or eat)

	2013
Always	72%
Nearly always	18% %
Sometimes	5%
Never	
Didn't answer question	5%

7. Does your Home Care Assistant/carer treat you with respect?

	2013
Always	90%
Nearly always	10%
Sometimes	
Never	
Didn't answer this question	

8. Are you confident that your Home Care Assistant/carer keeps personal information about you confidential?

	2013
YES	98%
NO	
Didn't answer question	2%

9. "The quality of the service I receive is...."

	2013
Excellent	61%
Good	34%
Average	5%
Poor	
Didn't answer this question	

10. Are you told about changes to your Home Care Assistant/carer that differ from your visit sheet? (eg. If they are off sick)

	2013
Always	48%
Nearly always	37%
Sometimes	11%
Never	2%
Didn't answer question	2%

11. Are you aware of the complaints & compliments procedure?

	2013
YES	77%
NO	18%
Didn't answer question	5%

12. Do your Home Care Assistants/carers ever miss a visit?

	2013
Never	79%
Hardly ever	18%
Sometimes	3%
Often	

13. In the way we talk to you, do you understand what the Home Care Assistants/carers say to you?

	2013
YES	95%
NO	
Didn't answer question	5%

14. Does the support you receive from Dove Home Care allow you to be more independent?

	2013
Strongly agree	47%
Agree	45%
Disagree	
Strongly disagree	
Didn't answer question	8%

15. Do you feel the Home Care Assistant/carer understands your needs?

	2013
YES	97%
NO	
Didn't answer question	3%

16. Do your Home Care Assistants/carers issue you with receipts following any financial transaction they carry out on your behalf?

	2013
YES	42%
NO	1%
Not Applicable	50%
Didn't answer question	5%

17. If you have had the need to contact our out of hours service, how would you rate the service you received?

	2013
Excellent	31%
Good	17%
Satisfactory	5%
Poor	
Never had cause to contact	42%
Didn't answer question	5%

18. When contacting the office do you find the calls are answered promptly?

	2013
Strongly agree	66%
Agree	29%
Disagree	
Strongly disagree	
Didn't answer question	5%

19. Do you find the answer phone service clear? If no how this could be improved?

	2013
YES	82%
NO	
Didn't answer question	18%

One comment was made to this question  
“A really affective service, It does what it say on the tin”

20. Overall how satisfied are you with the support you receive from Dove Home Care?

	2013
Very satisfied	61%
Quite satisfied	34%
Neither satisfied or dissatisfied	
Quite dissatisfied	
Very dissatisfied	
Didn't answer question	5%

21. Is there any way in which you see our service could be improved? If yes please comment in the space below.

	2013
YES	8%
NO	74%
Didn't answer question	18%

The following comment were made:

**Domiciliary service user comments:**

“Sometimes we are not informed when the carer has been changed”  
“I would like a visit before 10am on Sundays as I am a church go-er”  
“ Please can you phone form the office if carer is delayed”

**Live-in service user comment:**

“When there's a change of carer (Live-in) it seems to me to be very bad management to expect the incoming carer to prepare the mid-day meal. Surely the meal should be prepared be the carer that is leaving. Today at 12.45pm the incoming carer was expected to prepare the meal. It took me some time to explain all the pots and pans and were they were. Consequently the dinner was not ready until 3 pm. The leaving carer could have prepared the meal ready for cooking long before 12.30 the time of the changeover. You did ask for suggestions He, He.”