



DOVE HOME CARE AGENCY
QUALITY ASSURANCE QUESTIONNAIRE
Results 2012



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

YES	98%
NO	2%

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.

YES	
NO	100%

No one commented on this question.

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

Home Care Assistant/carer	19%
Home Care Manager	54%
Co-ordinator	16%
Social worker	2%
Don't know	2%
Did not answer the question	5%

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

Always	54%
Nearly always	46%
Sometimes	
Never	

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

Always	33%
Nearly always	64%

Sometimes	2%
Never	

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

Always	71%
Nearly always	9%
Sometimes	
Never	
Did not answer the question	20%

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

Always	98%
Nearly always	
Sometimes	
Never	
Did not answer the question	2%

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

YES	96%
NO	4%

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

Excellent	64%
Good	31%
Average	2%
Poor	
Did not answer the question	2%

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

Always	38%
Nearly always	33%
Sometimes	17%
Never	7%
Did not answer the question	3%

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

YES	67%
NO	26%
Did not answer the question	7%

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

Never	74%
Hardly ever	19%
Sometimes	7%
Often	

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

YES	98%
NO	2%

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

Strongly agree	50%
Agree	38%
Disagree	
Strongly disagree	
Did not answer the question	12%

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

YES	100%
NO	

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

YES	50%
NO	
Not Applicable	48%
Did not answer the question	2%

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

Excellent	21%
Good	24%
Satisfactory	
Poor	
Never had cause to contact	45%
Did not answer the question	10%

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

Strongly agree	52%
Agree	38%
Disagree	2%
Strongly disagree	
Did not answer the question	7%

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

YES	79%
NO	2%
Did not answer the question	19%

The only Comment made was

- “A bit noisy, could do with a new message”

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

Very satisfied	76%
Quite satisfied	34%
Neither satisfied or dissatisfied	
Quite dissatisfied	
Very dissatisfied	

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

YES	22%
NO	64%
Did not answer the question	14%

The comments our service users or their representatives made

- “Advised if change of carer, or if running late. Very particular with the carers who do sleeper duties”
- “I desperately wish to stay under my own roof and having the service makes this possible”
- It would help to have a stamped address envelope with my invoice”
- “Could not do without them, like members of the family”
- “Dove should inform clients if the carer or time of call has altered”
- “Continue to try and provide the same carer to help with continuity”
- “Thank you to all of you (carers and office workers) for always being helpful and understanding”
- “When admittance to hospital is an emergency we do not agree with being charged”
- “By including carers travel costs on live-in packages rather than the carers charging the clients direct”

The outcomes we wish to achieve through our service are:

Personal Centred Care ♦ To Improve quality of life ♦ To make a positive contribution ♦

To give you the choice & control of your life ♦ Improve your health & well-being ♦

Freedom from discrimination ♦ To maintain your personal dignity