



DOVE HOME CARE AGENCY

QUALITY ASSURANCE QUESTIONNAIRE

Results 2014



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

YES	95%
NO	5%

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 made comment

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

Home Care Assistant/carer	27%
Home Care Manager	19%
Co-ordinator (Sue & Chris)	49%
Social worker	
Don't know	5%

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

Always	49%
Nearly always	43%
Sometimes	8%
Never	

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

Always	28%
Nearly always	49%
Sometimes	20%
Never	
Didn't answer the question	3%

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

Always	67%
Nearly always	8%
Sometimes	8%
Never	5%
Didn't answer the question	12%

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

Always	90%
Nearly always	3%
Sometimes	5%
Never	
Didn't answer the question	3%

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

YES	85%
NO	5%
Didn't answer the question	10%

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

Excellent	64%
Good	28%
Average	8%
Poor	

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

YES	64%
NO	33%
Didn't answer the question	3%

11. Has your Home Care Assistants/carers ever miss a visit? (ie nobody came to the call?)

Never	80%
Hardly ever	20%
Sometimes	
Often	

12. Do you understand the terminology the Home Care Assistant uses, when communicating with you?

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

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

Strongly agree	31%
Agree	59%
Disagree	2%
Strongly disagree	
Didn't answer the question	8%

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

YES	95%
NO	5%

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

YES	38%
NO	5%
Not Applicable	55%
Didn't answer the question	5%

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

Excellent	13%
Good	18%
Satisfactory	2%
Poor	
Never had cause to contact	62%
Didn't answer the question	5%

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

Strongly agree	51%
Agree	4%
Disagree	
Strongly disagree	
Didn't answer the question	7%

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

YES	70%
NO	3%
Didn't answer the question	27%

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

Very satisfied	67%
Quite satisfied	28%
Neither satisfied or dissatisfied	5%
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	18%
NO	64%
Didn't answer the question	18%

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