



DOVE HOME CARE AGENCY

QUALITY ASSURANCE QUESTIONNAIRE

Results 2016



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

YES	95%
NO	3%
Didn't answer	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	95%
Didn't answer	5%

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

Home Care Assistant/carer	11%
Home Care Manager	28%
Co-ordinator	52%
Social worker	6%
Don't know	3%

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

Always	44%
Nearly always	50%
Sometimes	6%
Never	

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

Always	22%
Nearly always	50%
Sometimes	28%

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

Always	61%
Nearly always	13%
Sometimes	4%
Never	7%
Didn't answer	15%

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

Always	93%
Nearly always	7%
Sometimes	
Never	

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

YES	87%
NO	7%
Didn't answer	6%

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

Excellent	46%
Good	50%
Average	4%
Poor	

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

YES	72%
NO	28%

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

Never	77%
Hardly ever	17%
Sometimes	4%
Often	
Didn't answer	2%

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

YES	93%
NO	4%
Didn't answer	3%

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

Strongly agree	43%
Agree	50%
Disagree	4%
Strongly disagree	
Didn't answer	3%

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

YES	97%
NO	
Didn't answer	3%

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

YES	35%
NO	
Not Applicable	65%

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

Excellent	20%
Good	20%
Satisfactory	4%
Poor	2%
Never had cause to contact	54%

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

Strongly agree	52%
Agree	44%
Disagree	
Strongly disagree	
Didn't answer	4%

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

YES	81%
NO	
Didn't answer	19%

No one made comments

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

Very satisfied	56%
Quite satisfied	39%
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	40%
NO	52%
Didn't answer	8%

The comments made by our service users:

- I feel I should be contacted if carer or the time changes
- Poor administration: response slow by email or phone
- My carer gives excellent support – very satisfied indeed
- Night staff seem a little mystified on what to do
- Require time of calls at 17.00, a carer arrived at 16.45
- Carers should be able to put on plasters
- Please continue to employ such good carers
- The service is good. Although it could be improved by have more consistency of regular carer
- Younger carers need more training. They are willing but lack experience to remember the numerous aspects of my call
- We are extremely satisfied with the service. Thanks for looking after my mother so well. All carers have been excellent
- I have been impressed over the past year that any concerns and other matters have been listened too and as far as possible been addressed
- Several times I did not receive the carer on my visit sheet
- Very satisfied with the care. Perhaps visit sheets should arrive by Friday
- Would like more continuity with carers
- When paying the receipt is very slow in coming
- We are very pleased with the quality of care

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