



# DOVE HOME CARE AGENCY QUALITY ASSURANCE QUESTIONNAIRE



## RESULTS 2017

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

YES	96%
Didn't answer	4%

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%

Nobody 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?

Home Care Assistant/carer	9%
Home Care Manager	30%
Co-ordinator (Sue & Chris)	54%
Social worker	2%
Don't know	5%

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

Always	37%
Nearly always	63%
Sometimes	
Never	

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

Always	30%
Nearly always	51%
Sometimes	17%
Never	4%

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

Always	65%
Nearly always	9%
Sometimes	7%
Never	7%
Didn't answer	12%

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

Always	96%
Nearly always	4%
Sometimes	
Never	

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

YES	93%
NO	2%
Didn't answer	5%

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

Excellent	51%
Good	47%
Average	2%
Poor	

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

YES	60%
NO	35%
Didn't answer	5%

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

Never	79%
Hardly ever	16%
Sometimes	5%
Often	

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

YES	96%
NO	4%

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

Strongly agree	44%
Agree	39%
Disagree	7%
Strongly disagree	
Didn't answer	10%

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

YES	98%
NO	
Didn't answer	2%

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

YES	42%
NO	4%
Not Applicable	54%

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

Excellent	12%
Good	16%
Satisfactory	7%
Poor	
Never had cause to contact	65%

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

Strongly agree	49%
Agree	44%
Disagree	
Strongly disagree	4%
Didn't answer	5%

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

YES	72%
NO	
Didn't answer	28%

Nobody made comment to this question

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

Very satisfied	61%
Quite satisfied	37%
Neither satisfied or dissatisfied	
Quite dissatisfied	
Very dissatisfied	
Didn't answer	2%

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

YES	39%
NO	49%
Didn't answer	12%

Below is a selection of some of the comments made:

- We are very satisfied with the one to one service my mother receives. It is wonderful to see her back at home with such dedicated carers. Many thanks.
- Overall we feel Dove are doing well and the family thank you too for the support
- We would prefer to be told if my regular carer is not coming also if the time has changed
- We would like to have dedicated staff who attend regularly
- We are satisfied with my mother's carer Sheila caring role. She is very professional. Thank you.
- Whenever possible if the time or carer changes please advise
- Carers may still present a task oriented attitude so that person centred care is less evident (Training?) Overall my carers are a source of encouragement and willingness, which is appreciated!
- We are very happy with your support and care. Avis (my mother's carer) is a delight to deal with, Patient, understanding, flexible and knowledgeable. It is lovely that mum aged 97 is still able to live at home, without your support this would not be possible.
- The carer is sometimes changed or the time is changed. I need to be informed.
- Both Janet and Pauline my carers look after me very well.

**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