



DOVE HOME CARE AGENCY QUALITY ASSURANCE QUESTIONNAIRE



Results 2018

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

YES	93%
NO	2%
Didn't answer	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	1%
NO	97%
Didn't answer	2%

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

Home Care Assistant/carer	2%
Home Care Manager	38%
Co-ordinator (Sue & Chris)	51%
Social worker	2%
Don't know	7%

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

Always	29%
Nearly always	62%
Sometimes	7%
Never	2%

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

Always	28%
Nearly always	47%
Sometimes	18%
Never	3%
Didn't answer	4%

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

Always	70%
Nearly always	7%
Sometimes	2%
Never	7%
Didn't answer	14%

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

Always	83%
Nearly always	10%
Sometimes	1%
Never	1%
Didn't answer	5%

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	46%
Good	49%
Average	4%
Poor	
Didn't answer	1%

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

YES	63%
NO	32%
Didn't answer	5%

11. How likely would it be that you would recommend us to a family member or friend?

Would recommend	86%
Didn't answer	14%

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

YES	96%
NO	2%
Didn't answer	2%

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

Strongly agree	25%
Agree	65%
Disagree	2%
Strongly disagree	
Didn't answer	8%

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

YES	96%
NO	2%
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	32%
NO	1%
Not Applicable	67%

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

Excellent	8%
Good	20%
Satisfactory	9%
Poor	
Never had cause to contact	62%
Didn't answer	1%

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

Strongly agree	38%
Agree	60%
Disagree	1%
Strongly disagree	
Didn't answer	1%

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

YES	78%
NO	1%
Didn't answer	21%

Some of the comments we received are as follows :

1. I have never had to use it.

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

Very satisfied	51%
Quite satisfied	43%
Neither satisfied or dissatisfied	4%
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	37%
NO	42%
Didn't answer	21%

Some of the comments we received are as follows:

1. If carers rota is changed to later or earlier could the client be informed. Very please with the service received. Sarah Lower and Anne Ford are particularly good carers.
2. Some carers have limited knowledge of cooking skills. Generally, very happy. Good level of care. Attentive/helpful office staff always accommodating.
3. Would like more regular carer
4. Minor point and relates to the younger staff. They are sometime too familiar (ie addressing my mother as sweetheart) Anne Ford & Lynette Cramer are brilliant and wee are very thankful to them and Dover for your support.
5. What a waist of paper.
6. Carers need extra travel time during the school run
7. Your service seems to be very satisfactory.
8. Thank you for treating me as a human being. I was institutionalised for so long that I'd forgotten how to be anything but a patient. You can't take away my mental ill-health, but you can & do make my world better.
9. More continuity in allocation of carers.
10. Thank you for the much needed respite.
11. Some carers are not reading the care plans fully. When I feel unwell it is very tiring telling carers what to do.
12. Many thanks for all your services. Much appreciated.

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