



ALLANDER  
HOMECARE  
LIMITED

Results and Evaluation  
of Service Users  
Questionnaire  
September 2014

## BACKGROUND

The following results were collated using the information contained in the questionnaires returned by the service users of Allander Homecare Ltd in September 2014 as part of our self evaluation process. In total fifty eight questionnaires were returned.

Service users were asked to grade statements on the following:

- Contact with your local office staff including the manager and teamleaders.
- Monitoring the service provided.
- Allander Homecare Workers
- Contact with the Local Allander Homecare Office

Service Users were also given the opportunity to make additional comments if they wished.

The results have been collated into percentages (rounded to the nearest whole number) and are displayed in both table and graph forms.

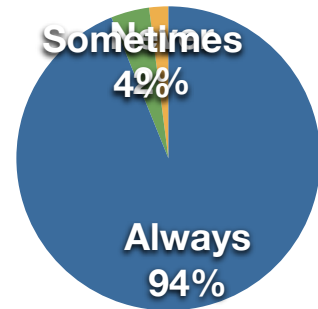
At the end of the report there is a summary highlighting any major issues arising from the self evaluation exercise.

# 1. CONTACT WITH YOUR LOCAL OFFICE STAFF INCLUDING THE MANAGER AND TEAMLEADERS

**Do you feel our office staff:**

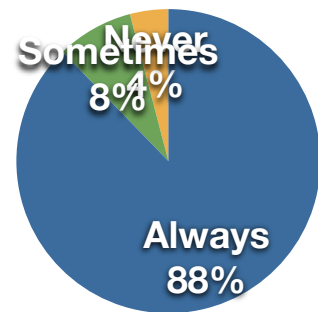
**Are polite and courteous?**

Always	94%
Sometimes	4%
Never	2%



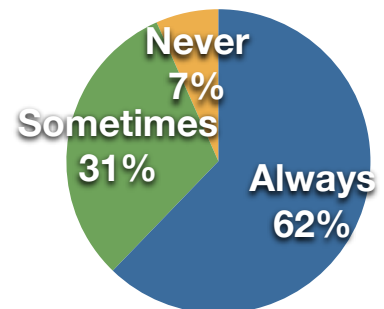
**Are helpful and professional?**

Always	88%
Sometimes	8%
Never	4%



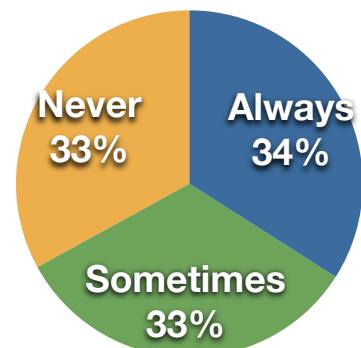
**Return your call when asked and deal with your requests promptly?**

Always	62%
Sometimes	31%
Never	7%



**Let you know if there are any planned changes to your care workers?**

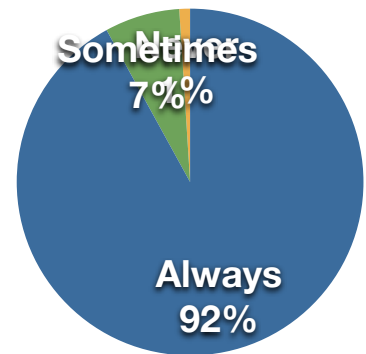
Always	34%
Sometimes	33%
Never	33%



## MONITORING THE SERVICE

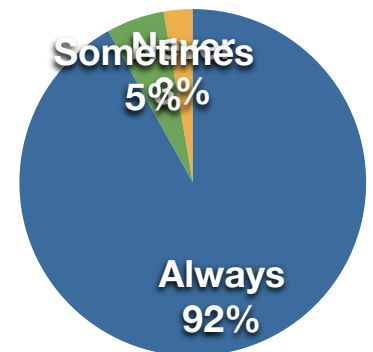
**Has a manager or teamleader visited you for monitoring, review or assessment purposes?**

Always	92%
Sometimes	7%
Never	1%



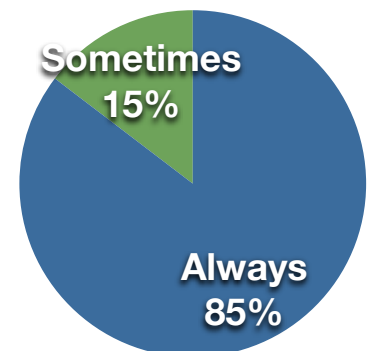
**If they have, did you find them to be polite and courteous?**

Always	92%
Sometimes	5%
Never	3%



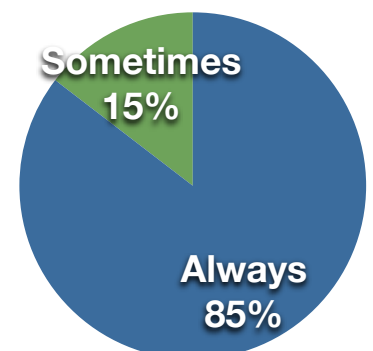
**If they have, did you find them able to help and answer your questions?**

Always	85%
Sometimes	15%
Never	0%



**Has your paperwork been completed to your specification and a copy left with you in your home?**

Always	85%
Sometimes	15%
Never	0%

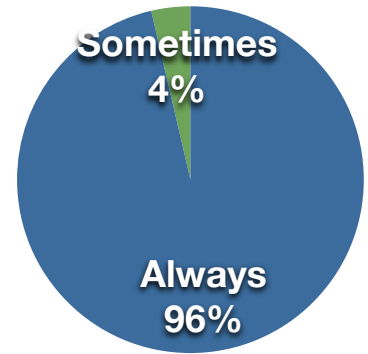


# ALLANDER HOMECARE WORKERS

## Are your care workers:

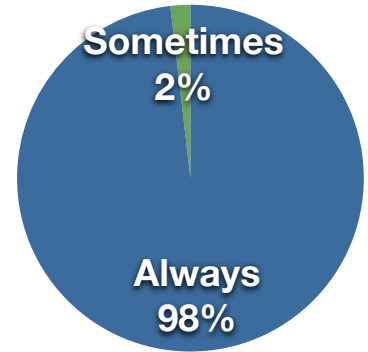
### Polite, courteous and professional?

Always	96%
Sometimes	4%
Never	0%



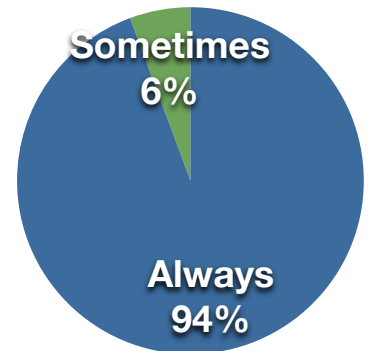
### Respectful of your privacy and dignity?

Always	98%
Sometimes	2%
Never	0%



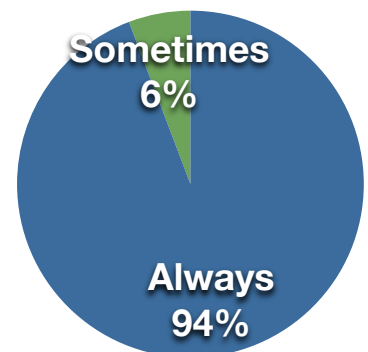
### Mindful to wear protective clothing (where applicable) eg gloves, aprons.

Always	94%
Sometimes	6%
Never	0%



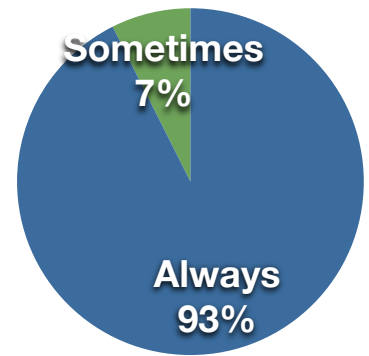
### Delivering the service on your care plan?

Always	94%
Sometimes	6%
Never	0%



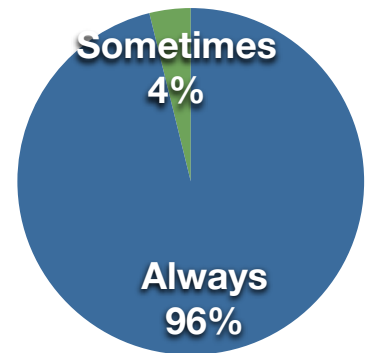
**Always clean, tidy and wearing a uniform?**

Always	93%
Sometimes	7%
Never	0%



**Always carrying identification (ID) cards?**

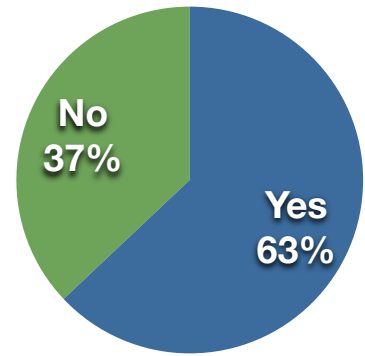
Always	96%
Sometimes	4%
Never	0%



## CONTACT WITH LOCAL ALLANDER OFFICE

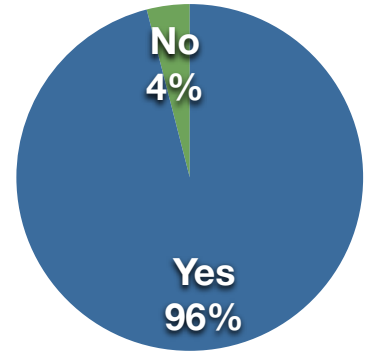
**Do you know the emergency "on call" (out of hours) telephone number to ring when the office is closed?**

Yes	63%
No	37%



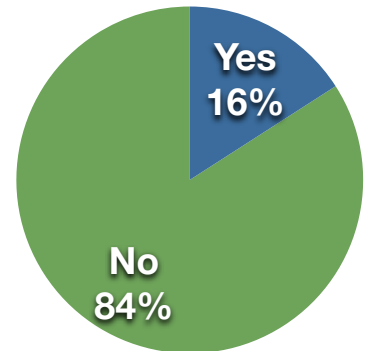
**Were you and/or your family involved in the completion of your care plan?**

Yes	96%
No	4%



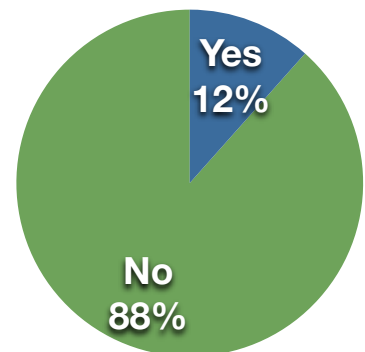
**Are there any changes you feel could be made to improve the quality of the service you receive?**

Yes	16%
No	84%



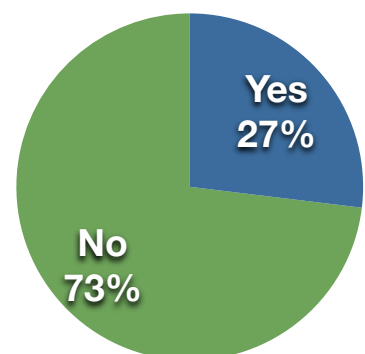
**Are there any ways in which you feel we could make your service more personalised?**

Yes	12%
No	88%



**Would you be interested in attending our yearly coffee mornings?**

Yes	27%
No	73%



# **SEPTEMBER 2014**

## **Annual Service User Questionnaire**

### **Summary of Findings**

Following the results from the Service Users Annual Questionnaire, carried out in March 2014, a decision by the senior management was taken to re-audit in September 2014.

Allander Homecare had made an organisational change in the Registered Manager as it felt the previous structure had unfortunately had a negative impact on the service which was being delivered, this had reflected in the March results.

As an organisation we acknowledge that while the September results are much improved, we anticipate the March 2015 results to be reflective of the high quality service we deliver.

#### **September 2014 In Summary:**

##### **OFFICE STAFF:**

- The office staff were felt to be more polite, courteous, helpful and professional following better input from Grace O'Neil our registered manager.
- While improving there is still some work to be done on returning client calls.
- Planned changes to service still require to be communicated in a timelier manner.

The majority of Service Users are happy with the office staff.

##### **MONITORING THE SERVICE:**

- Improvements are seen, specifically in those who had perceived they had not had a visit from a senior staff member. It is acknowledged that during 2013 this element of the service had deteriorated. We are satisfied that this has now been rectified. Apart from 2 clients, all those returning their questionnaire had had their planned visit within the required timescales. We continue to monitor this closely.

##### **CARE WORKERS:**

- All aspects of this section have seen improvements. Service Users are seen to be very happy with their care workers and the care they are receiving.
- We would like to acknowledge all our workers and comment on how competent, respectful and professional they are. We value the way they embrace the culture and ethos of Allander Homecare Ltd.

##### **CONTACT WITH ALLANDER OFFICE:**

- A largely increased percentage of respondents were more aware of the emergency phone number to call.
- A largely increased number of respondents were satisfied with the service and did not feel any changes were required.
- An increased majority felt their service was personalised to their needs satisfactorily.
- A high percentage felt they would not wish to attend a coffee morning.

The service will be re-audited in March 2015 to ensure that improvements continue under the current management structure. We hope this will reflect the hard work and commitment that has been shown during the last 12 months.

We welcome your comments, suggestions and complaints at all times. This allows us to involve you in helping to shape the way your services are delivered.