



ALLANDER HOMECARE LIMITED

Results and Evaluation
of Service Users
Questionnaire
March 2015

BACKGROUND

The following results were collated using the information contained in the questionnaires returned by the service users of Allander Homecare Ltd in March 2015 as part of our self evaluation process. In total sixty five questionnaires were returned.

Service users were asked to grade statements on the following:

- Contact with your local office staff including the manager and team leaders.
- 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.

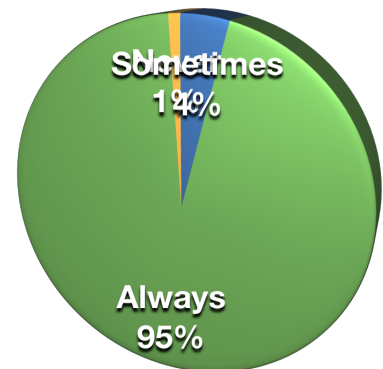
At the end of the report there is a summary highlighting any major issues arising from the self evaluation exercise.

CONTACT WITH YOUR LOCAL OFFICE STAFF INCLUDING THE MANAGER AND TEAM LEADERS

Do you feel our office staff:

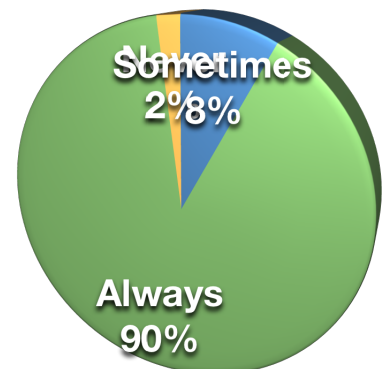
Are polite and courteous?

Always	95%
Sometimes	4%
Never	1%



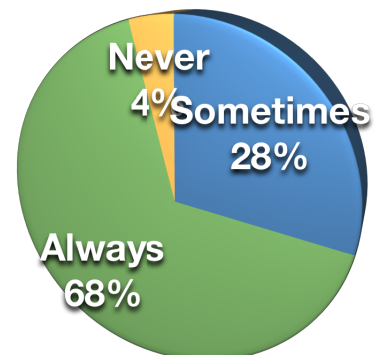
Are helpful and professional?

Always	90%
Sometimes	8%
Never	2%



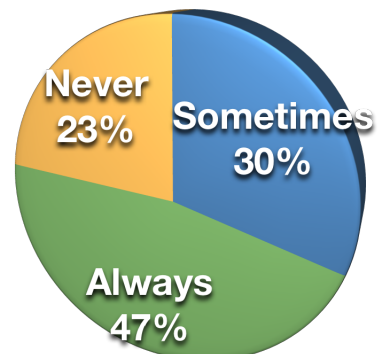
Return your call when asked and deal with your requests promptly?

Always	68%
Sometimes	28%
Never	4%



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

Always	47%
Sometimes	30%
Never	23%

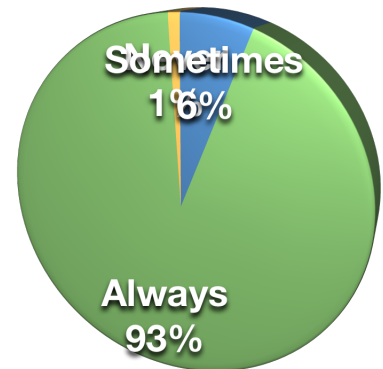


MONITORING THE SERVICE

Monitoring the Service:

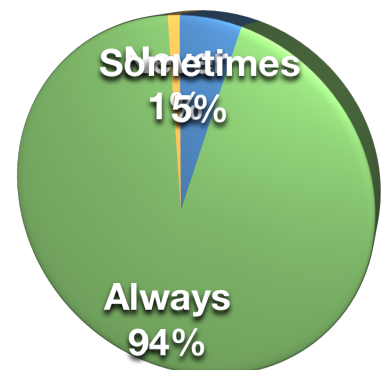
Has a manager or team leader visited you for monitoring, review or assessment purposes?

Always	93%
Sometimes	6%
Never	1%



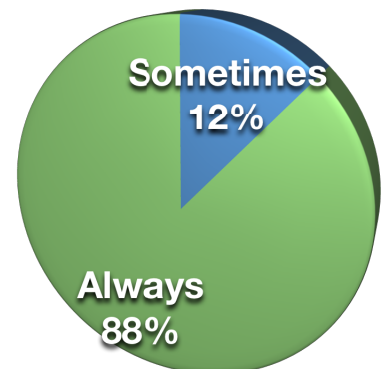
If they have, did you find them to be polite and courteous?

Always	94%
Sometimes	5%
Never	1%



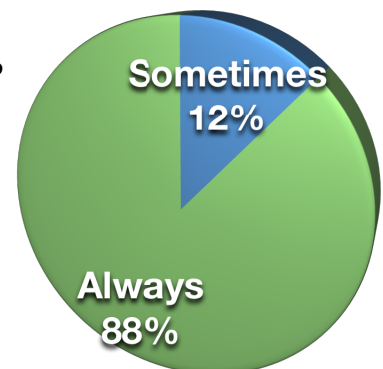
If they have, did you find them able to help and answer your questions?

Always	88%
Sometimes	12%
Never	0%



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

Always	88%
Sometimes	12%
Never	0%

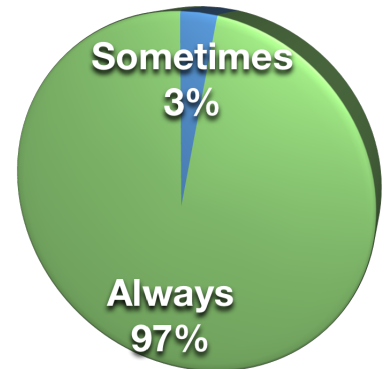


ALLANDER HOMECARE WORKERS

Are your care workers:

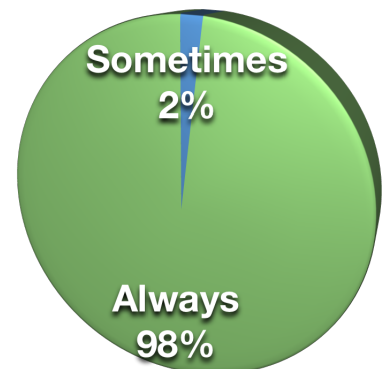
Polite, courteous and professional?

Always	97%
Sometimes	3%
Never	0%



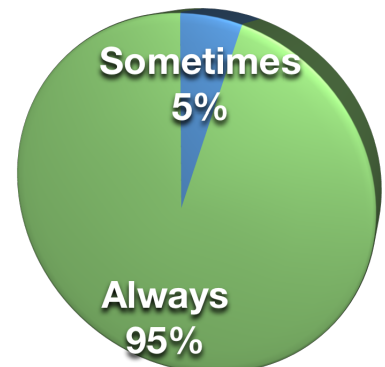
Respectful of your privacy and dignity?

Always	98%
Sometimes	2%
Never	0%



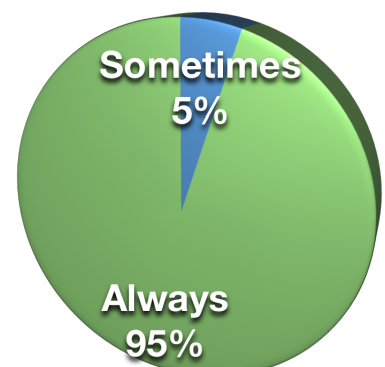
Mindful to wear protective clothing (where applicable) eg gloves, aprons.

Always	95%
Sometimes	5%
Never	0%



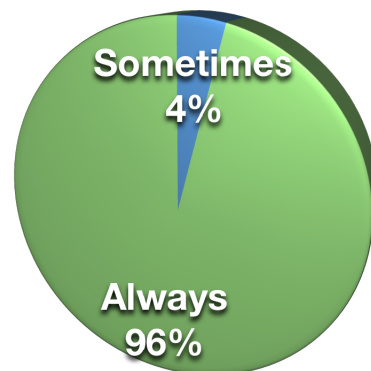
Delivering the service on your care plan?

Always	95%
Sometimes	5%
Never	0%



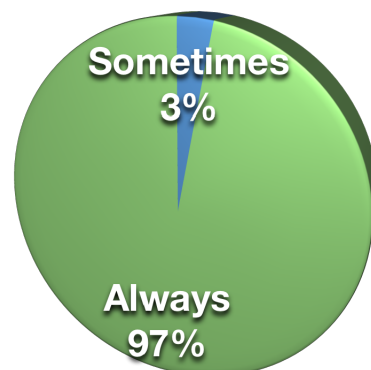
Always clean, tidy and wearing a uniform?

Always	96%
Sometimes	4%
Never	0%



Always carrying identification (ID) cards?

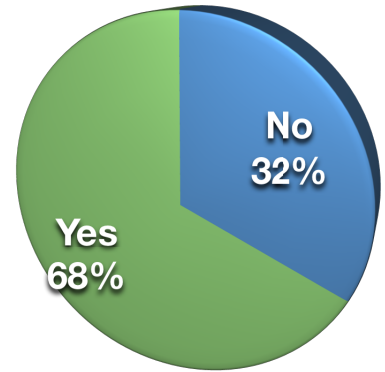
Always	97%
Sometimes	3%
Never	0%



CONTACT WITH LOCAL ALLANDER OFFICE

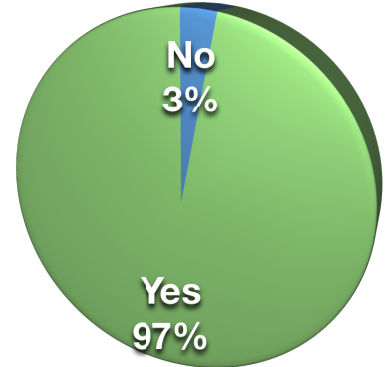
Do you know the emergency "on call" (out of hours) telephone number to ring when the office is closed?

Yes	68%
No	32%



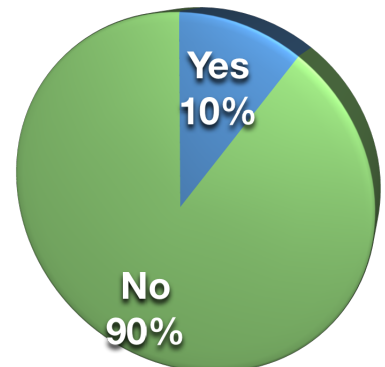
Were you and/or your family involved in the completion of your care plan?

Yes	97%
No	3%



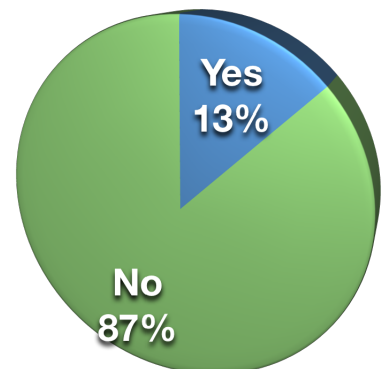
Are there any changes you feel could be made to improve the quality of the service you receive?

Yes	10%
No	90%



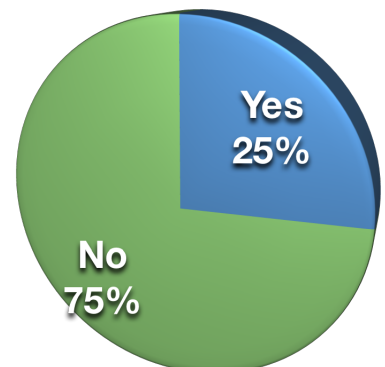
Are there any ways in which you feel we could make your service more personalised?

Yes	13%
No	87%



Would you be interested in attending our yearly coffee mornings?

Yes	25%
No	75%



March 2015

Annual Service User Questionnaire

Summary of Findings

Following the improved results from the Service Users Annual Questionnaire, carried out in September 2014, a decision by the senior management was taken to re-audit in March 2015 to ensure that we were continuing to maintain and improve across all quality indicators.

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

March 2015 In Summary:

OFFICE STAFF:

- The office staff were felt to be more polite, courteous, helpful and professional following training.
- Client calls are now answered more effectively although this is an area we hope to continue to show improvement in.
- Planned changes to service are being minimised but still require to be communicated in a more timely manner to avoid distress to service users.

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

MONITORING THE SERVICE:

- Improvements are seen across all areas, specifically in those who had perceived they had not had a visit from a senior staff member.
- Monitoring and review is more effective and our staff are more able to answer queries from service users.

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:

- An increased percentage of respondents were more aware of the emergency phone number to call.
- An 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 2016 to ensure that improvements continue. We hope this will reflect the continued hard work and commitment that has been shown by our staff.

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.