

# Annual Survey Report 2008 - 2009

<b><u>TABLE OF CONTENTS</u></b>	<b><u>PAGE</u></b>
Executive Summary	2
Introduction	3
Survey Methodology	3
Profile of Respondents	4
Survey Questions and Responses	5
The Questionnaires	6
Results of the Survey	7
<b>Annual Postal Questionnaires</b>	<b>7</b>
Responses	8
Comments and Suggestions	9
<b>Face to Face Questionnaires</b>	<b>10</b>
Responses	11
Comments and Suggestions	12
<b>Telephone Monitoring Questionnaires</b>	<b>13</b>
Responses	15
Comments and Suggestions	15
<b>Six Monthly Review Assessments</b>	<b>15</b>
Responses	15
Comments and Suggestions	16
Conclusion	16
<b>Appendix A</b> - Annual Postal Questionnaire	17
<b>Appendix B</b> - Face to Face Questionnaire	21
<b>Appendix C</b> - Six Monthly Review Assessment	25

## EXECUTIVE SUMMARY

Throughout the year March 2008 to April 2009 we have endeavoured to deliver the improvements suggested by our service user's and stakeholders, as to what, who, and how their services are to be delivered. Majority of these often require additional provisions to meet the ever changing needs and circumstances of the service users' condition and legal changes. In most cases, these requests and suggestions are not sanctioned by commissioners despite our earnest intervention. Thus the consequence compromises desired outcomes and prolongs service users' dependence.

Notwithstanding, we have followed through our pledge to take on board service users' concerns and suggestions in improving and making innovation in our work practices and the way we deliver care. As a result, our support mechanisms are ever evolving. As an organisation our practice and service delivery is becoming more flexible and personalised, enabling service users to live the lives they want, with the support that they feel is right for them and their desired outcomes. This approach has become SCP vehicle for delivering care to the individual service user because of its positive impact in changing people's lives. The result of which sees our systems and structures embedded in the architecture of our operating and service delivery.

The positive outcome of this survey is a measure of the improvements in our performance and resonates very well with majority of our service users and has impacted beyond that which is apparent.

We have loved, respected, dignified, valued, and protected our service users in the best possible ways. We have endeavoured to bring a smile to their faces. However, some times we get it wrong, but we have always taken on board the lessons learnt and kept the channels of communication open between ourselves and the party/parties involved.

Most often, our successes are minimised and tossed under the carpet only to be vilified. In relation to our mistakes, at times they are amplified out of proportion before they are even investigated. Nonetheless, we have continued to forge a durable working relationship with our service users and commissioners, building bridges on our path with stakeholders – a relationship based on collaboration and valuing our individual role in the delivery of care and jointly seeking positive solutions. This we envisage should be the ultimate aim for all in the industry.

It is never an easy ride in the Homecare industry, but we are resolute in our conviction to make peoples' lives more comfortable and as independent as possible. To this end, we are urging all stakeholders to assist us in achieving this common purpose.

Thank you for given us the opportunity to serve.



Shadwick Kens  
Business Manager

## INTRODUCTION:

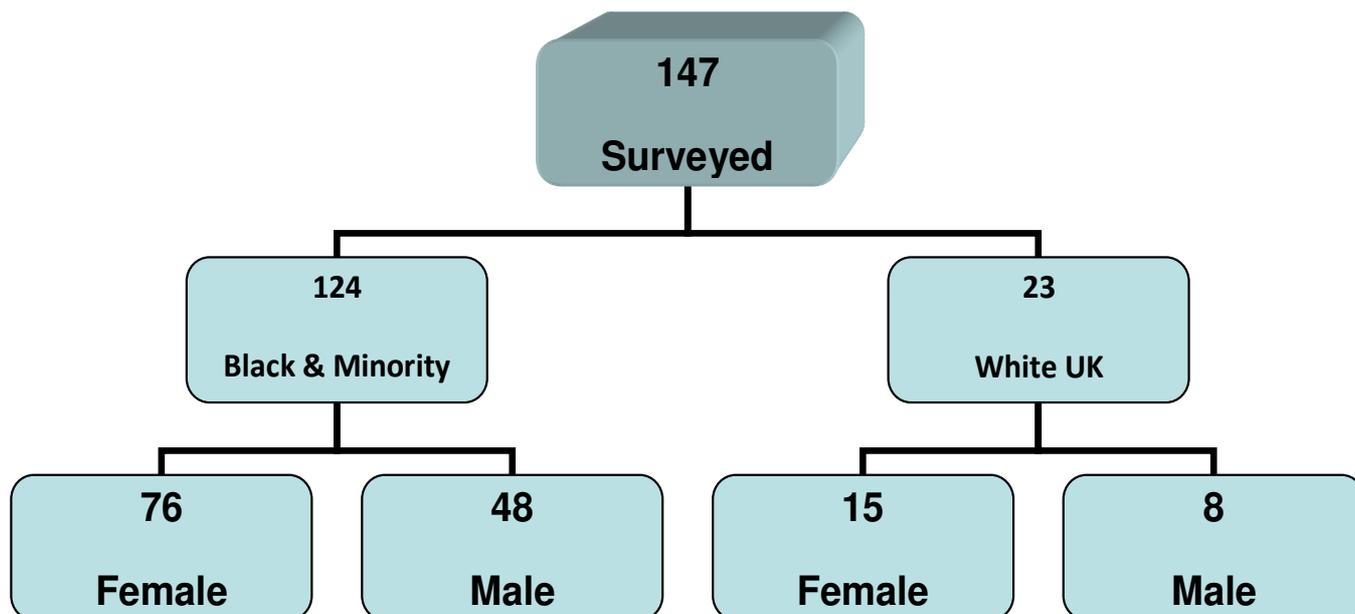
In our last Annual Customer Satisfaction Survey (ACSS), we promised to maintain active involvement of all stakeholders in shaping the organisation's operation and service delivery system. We also pledged to take their concerns and suggestions onboard, using the knowledge to revamp our service delivery mechanisms to service users, enabling them to get the best value for their money.

The combination of implementing new working practices and the transformation of our delivery systems, borne out of the suggestions from the ACSS, has placed Somali Carers Project in a position of strength, trust, and reliability.

In our effort to provide a service that is consistent to the needs and values of the people who require them and as part of our on-going commitment to consultation and participation in service delivery, we reached out to a greater number of our service users in this year's consultation exercise.

The consultation exercise or annual service user satisfaction survey, covered the period March 2008 to April 2009. We consulted **147** service users which represents **73.13%** of our total client base. The average age was **64** years old. Of those surveyed, there were **55** male and **92** female service users. The youngest surveyed was a **2** year old Black British-African male and the oldest a White British-English female, who is **98** years old.

The ethnicity break down of those surveyed was as follows:



## SURVEY METHODOLOGY:

This year we utilised four types of survey:



Face-to-face



Telephone



Mail



6 Monthly Assessments

## PROFILE OF RESPONDENTS:

Maintaining the individuality and independence of the service user is a core component in the work we undertake. To that end care packages are tailored to meet the complex needs of the service user.

Here in SCP we are committed to our staff members and particularly so to front line workers whose commitment to their individual service users, have allowed service users to maintain their independence at home by providing them with a decent, fair and dignified service. Investing in good care options, staff remuneration and career planning and training continues to be what matters most to us as an organisation and to our front line workers and stakeholders. To this end, SCP continues to ensure that the relationship between staff members and the service user remains as far as practicable, flexible to their needs and preferences.

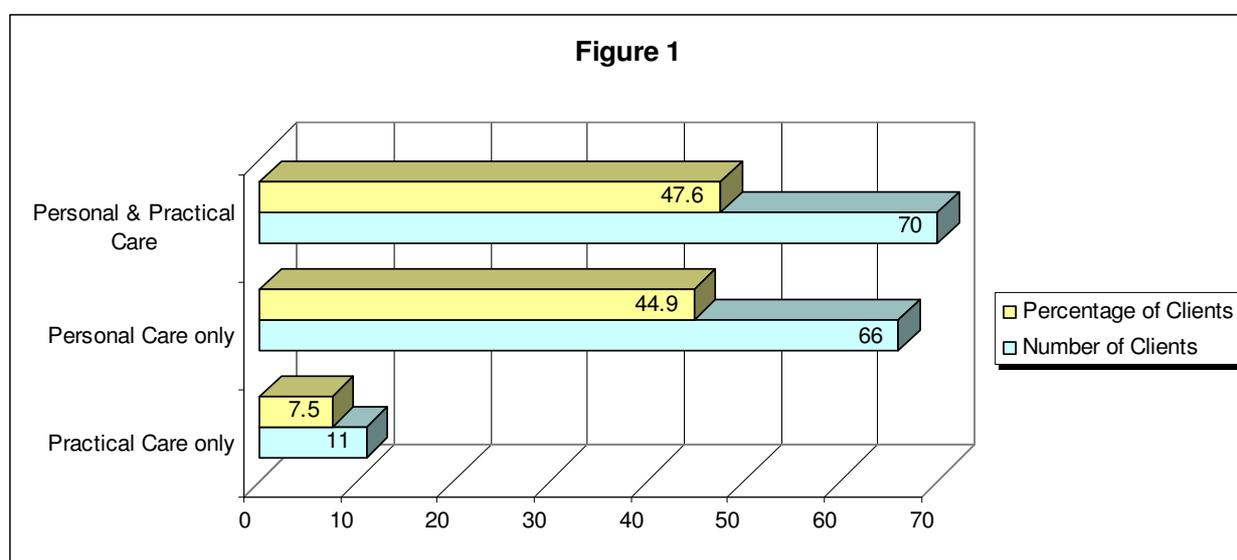
Our requests in support of adequate service provision for our service users were, in the majority of cases, successful and acted upon, but as always, not without a fight. Reducing expenditure on home care services remains a relatively easy option for commissioners. The continued rigid specifications of time allocation, the proliferation of short visits and common tasks to most care plans, have failed to achieve the desired care outcomes.

The reality is that no additional incentive is offered to us in negotiating for and delivering a decent and dignified care service. We are again relying on the benevolent spirit of care workers to deliver services that better meet the needs of the user and where necessary, meet additional costs ourselves.

Notwithstanding, it has been a productive year; one in which we have received a high level of positive feedback from our service users, primarily because we were “meeting their needs and priorities”. The close relationship we have with our service users has substantially reduced complaint levels across every service.

The categories of service delivery at the time of this survey were as follows:

- ❑ Personal Care only (which includes; assistance with getting in/out of bed, toileting, washing, grooming, transferring, making the bed, preparing meals, prompting clients to take their medication, escorting services etc).
- ❑ Personal Care with Practical tasks/Domestic services (shopping, light cleaning, collecting pension and prescriptions, housework etc).
- ❑ Practical tasks/Domestic services only



## THE SURVEY QUESTIONS AND RESPONSES:

SCP's management team agreed to use the same survey format as last year. However, some questions were reworded, taking into account the challenges we found in language – namely poor literacy skills. We have also added additional questions that would be of interest to the service user and strategic to the organisation. Our intention is to continue to get as much information from our service users and their next of kin, in order to fundamentally improve service delivery. As always, it is our aim that the services we provide meet the service users' need to lead an active, healthy, and independent live. The questions we asked service users in this survey are postscript in the appendix pages as follows:

1. Annual Postal Questionnaire ..... Appendix A
2. Face-to-Face Questionnaire ..... Appendix B
3. Telephone Monitoring Questionnaire ..... Appendix C

The questions asked in the Postal and Face-to-face Questionnaires were identical in every respect, as to dispel any distortion that may have risen from possible intimidation during the face-to-face encounter with the service user in the presence of the care worker. It was also intended to prevent possible fabrication of facts likely to be orchestrated from the existing relationship between the service user and the care worker which may have influenced a positive outcome during the face-to-face interview. It is our aim to carry out the face-to-face interview in the presence of their next of kin. However, where this is not possible or due to time constraints, these interviews are reluctantly undertaken whilst the care worker is presence in the home. Face-to-face interviews are always conducted by a SCP supervisor. It is unfortunate that some service users would not voice their true opinions whilst the care worker/s is presence and those who would initially feared losing their care worker if anything they said went against the worker/s. To this end, specific questions and comments are either taken over the phone or at another time.

Postal questionnaires on the other hand, were completed in private at a time convenience to the service user and their next of kin. The purpose for this questionnaire is to instigate a balanced account by the service user about the service they have received and the delivery system in comparison to the answers obtained in the face-to-face interview. In all probability, the information provided in the postal questionnaire tends to express a diverse state of affairs, but does however, compares favourably with the information obtained in the face-to-face questionnaire.

Both response rates and the responses themselves were encouraging and commendable. This was largely due in part to our relentless campaign requesting service users' participation and consultation in their care provision and also our continued effort of reviewing our commitment to reliability, promptness and responsiveness of the service whilst being flexible enough to meet the changing needs and demands of the service user. As a major provider offering a generic, yet culturally sensitive service, it was essential for us to be proactive in encouraging their participation, as it gives us up-to-date insight into their values, beliefs, lifestyles, and ensures that their needs and aspirations are integral to the planning and delivery of the service. Armed with this informed knowledge, we continue to critically re-examine aspects of our service delivery. In this regard, the data collected is used to help the management team to:

- ⇒ Understand the key issues from the service users' perspective
- ⇒ Identity areas for further improvement
- ⇒ Identity specific areas for training and career planning for front line workers
- ⇒ Provide evidence for quality assurance purposes
- ⇒ Re-examine work practices and recruitment priorities

- ⇒ Monitor the effectiveness of the equal opportunity policy and anti-discriminatory practice across the range of our service delivery
- ⇒ Measure performance against the National Minimum Standards
- ⇒ Take action on the results of the consultation exercise

## The Questionnaires:

(A) The Postal and Face-to-face questionnaires have four parts each:

Question 1	Type(s) of service currently received
Questions 2 – 9	Quality of service been delivered
Questions 10 – 12	SCP as an organisation
Question 13	Overall impressions, comments and suggestions

(B) The telephone questionnaire is designed to attract quick responses from service users without giving them too much room for sentimentality. Their first response, in the majority of cases, gives accurate description of the service being delivered by the care worker. The system is normally conducted randomly and it is most effective within the first two weeks of service delivery. Spot checks and telephone monitoring are both used at this stage in monitoring new care packages and service delivery simultaneously. After the initial four weeks services of new care packages, telephone monitoring will then be conducted randomly unless we notice or we are made aware of concerns in regards to the delivery of care or receipt of care. For example attitude or personality problems or non-compatibility between a service user and the allocated care worker or matters relating to available service provision not meeting the needs of the service user. In either situation, where there is dissatisfaction from either side, the issues are resolved amicably and in some cases lead to a change in general practices. Telephone monitoring questionnaires have five parts as follows:

Questions 1 – 2	Consistency
Question 3	Communication
Questions 4 – 5	To Continue the service with the same care worker
Questions 6 – 8	Respect for diversity, tolerance, ability & sensitivity
Question 9	Overall impressions and comments

(C) The six-monthly review: The review is usually conducted at the clients' home and is a reassessment of the service user needs as well as their physical and medical condition. For example, the system is used to ascertain whether the clients' condition is improving or deteriorating. The responses are evaluated by a senior manager, who then validates whether the available provisions are adequate/implementable or not. The meeting is a question and answer session between the reviewing officer, the service user and their next of kin.

Outcomes of the review are communicated, where necessary, to social services through the allocated social worker or the duty desk or by the commissioning department whilst requesting a reassessment of the needs of the service user. The request could be either:

1. For upgrading the care package due to deterioration of the clients' condition or
2. To reduce the care package as a result of the service user becoming independent therefore being more able to do some things for themselves.

We have done very well in both situations. Firstly, by engaging social services department in making available adequate resource provisions to meet individual service user needs and by motivating and encouraging service users to make full use of the facilities available to them. Secondly, we maximise the use of available resources to provide quality service, paying attention to details, accepting

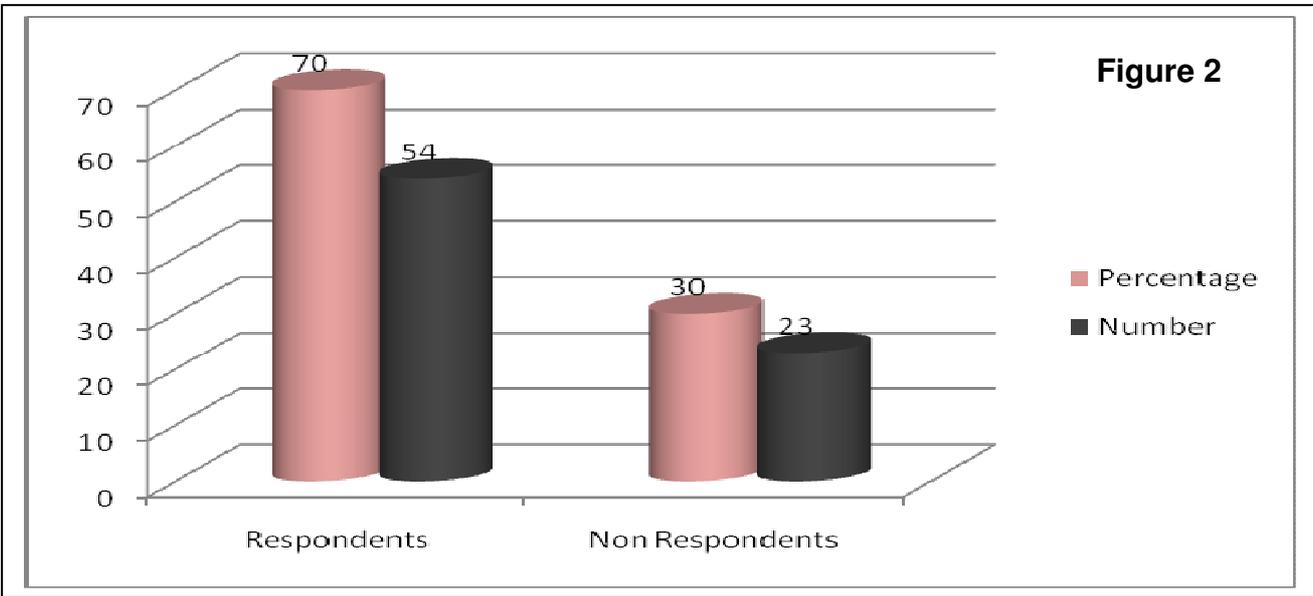
constructive criticisms, seeking advice from other professionals and using the information collated to build a flexible, well-informed working structure. This has made it possible for the organisation to meet outcomes of care packages and implement a delivery system that is more effective and satisfactory.

### RESULTS OF THE SURVEY:

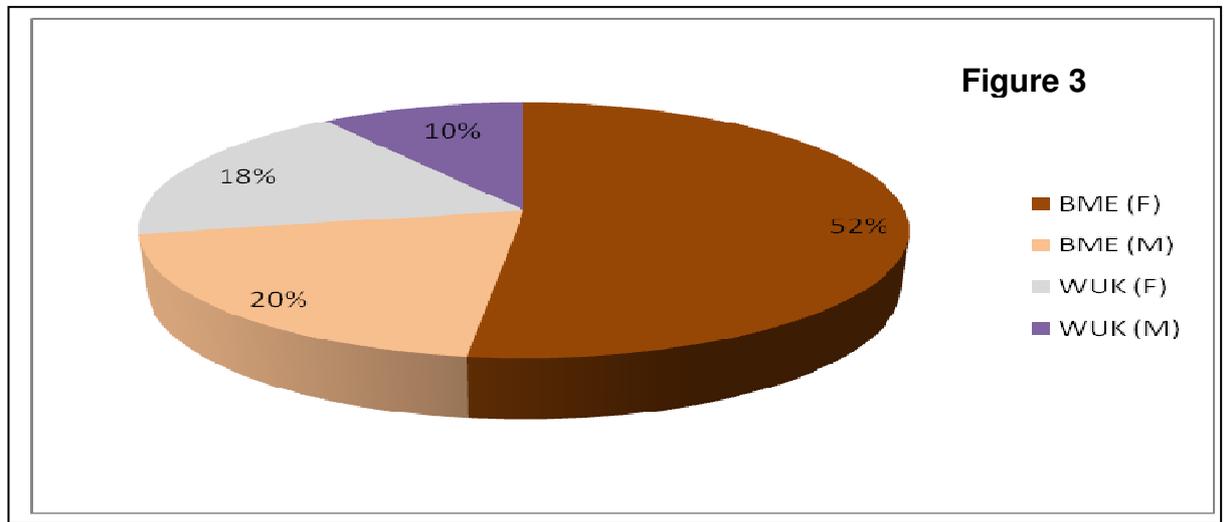
The outcome of the survey was satisfying, motivating, teach-able, and impressive. This was due to the fact that we took on board suggestions raised by our service users in previous surveys, responded to their concerns and then strategized an action plan which led to the implementation of new work practices that satisfy their needs.

### ANNUAL POSTAL QUESTIONNAIRES (APQ) – The Responses:

Out of the sample population 77 service users (representing about 52.38%), responded to the APQ of which 70% or 54 of the respondents were female service users and 30% or 23 were male. The total numbers of non respondents were 70 representing 47.62% of the sample population.



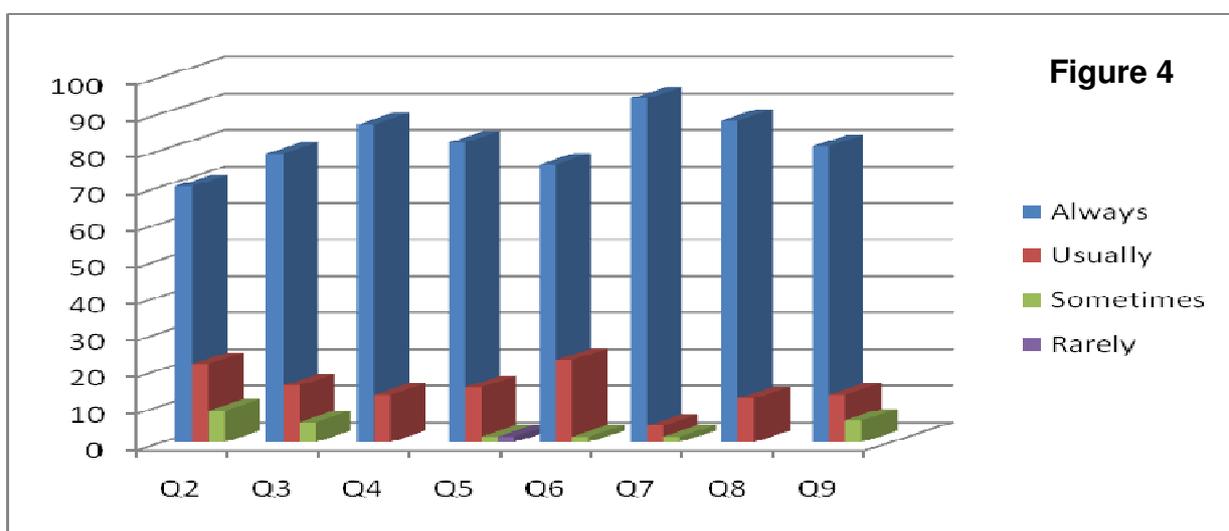
### Ethnic Representation of the APQ Respondents:



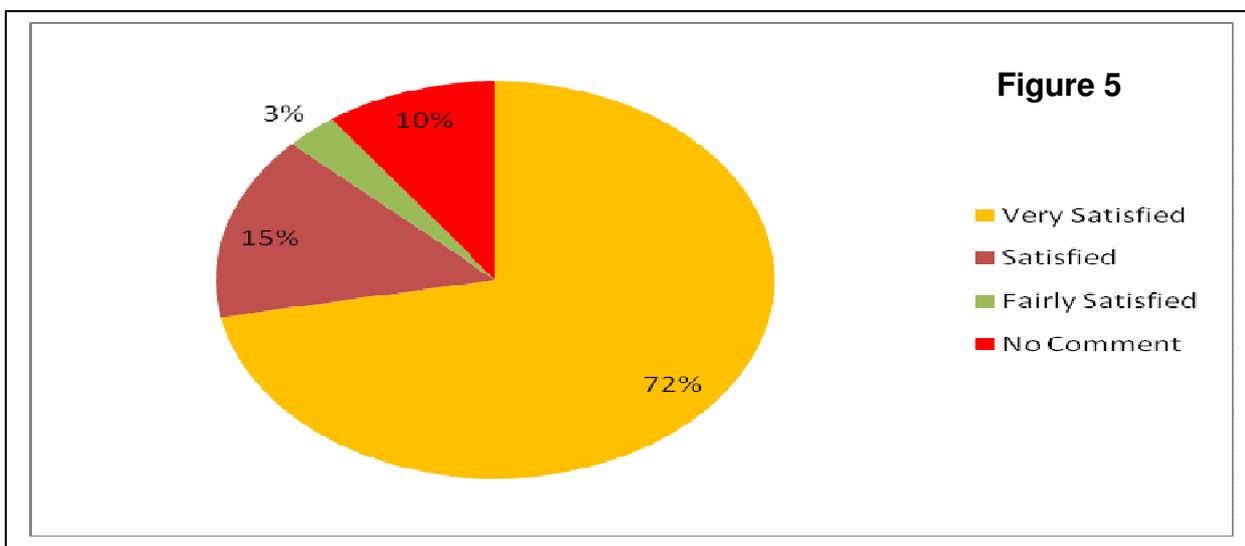
## HOW THEY RESPONDED TO THE APQ

### Questions (APQ) 2 – 10

Service Users Satisfaction Grid – Table 1									
Responses	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
<b>Always</b>	47	53	58	55	51	65	63	54	VS – 48
%	70%	79%	87%	82%	76%	94%	88%	81%	72%
<b>Usually</b>	13	7	3	3	9	4	8	5	S – 10
%	21.4%	15.5%	13%	15%	22.5%	4.5%	12%	13%	15%
<b>Sometimes</b>	1	1	0	1	1	1	0	2	FS – 2
%	8.6%	5.5%	-	1.5%	1.5%	1.5%	-	6%	3%
<b>Rarely</b>	0	0	0	1	0	0	0	0	-
%	-	-	-	1.5%	-	-	-	-	-
VS = Very Satisfied			S = Satisfied			FS = Fairly Satisfied			



The responses received via the postal questionnaires (see figure 4) speak volumes of the organisation's desire to meet service users' needs and exceed the National Minimum Standards. It also illustrates the fact that service is being delivered by social care workers who are well informed, diligent, patient, accepting, tolerant and very considerate.



Over 96% of users felt they were treated with respect, dignified and valued, and their privacy observed. This is reflected in question 10 where 72% of users indicated that they were *“very satisfied”* with the service they are receiving, 15% users registered *“satisfied”* but only a tiny 3% of service users stated they were only *“fairly satisfied”* as shown in figure 5. 10% made no comment but when they were contacted for their opinion, they all acknowledged the good service they have received from the care workers. Overall 87% of the respondents received a very professional & friendly experience with our delivery system and how duties are being discharged by our front line staff including outreach workers, supervisors and managers.

## **SERVICE USERS COMMENTS AND SUGGESTIONS - APQ**

86.57% of service users made comments about the service they received and 2.9% of users made suggestions about service delivery. The following is a selection of comments received from service users:

***“I’m happy with the services provided”***

**“Carers are punctual and communicate”**

**“I’m well looked after, the carers are very understanding”**

**“Very happy with the job they do”. “My carer is very consistent”.**

**“I am satisfied with the service I receive and wish the standards to remain”**

**“Keep up the good work”**

**“I’m very happy at the moment and they deliver a good service”**

**“I had some problems in the past, but not with current carer.”**

## SUGGESTIONS MADE:

The following suggestions were made by 2.9% of the respondents regarding how the services could be improved:

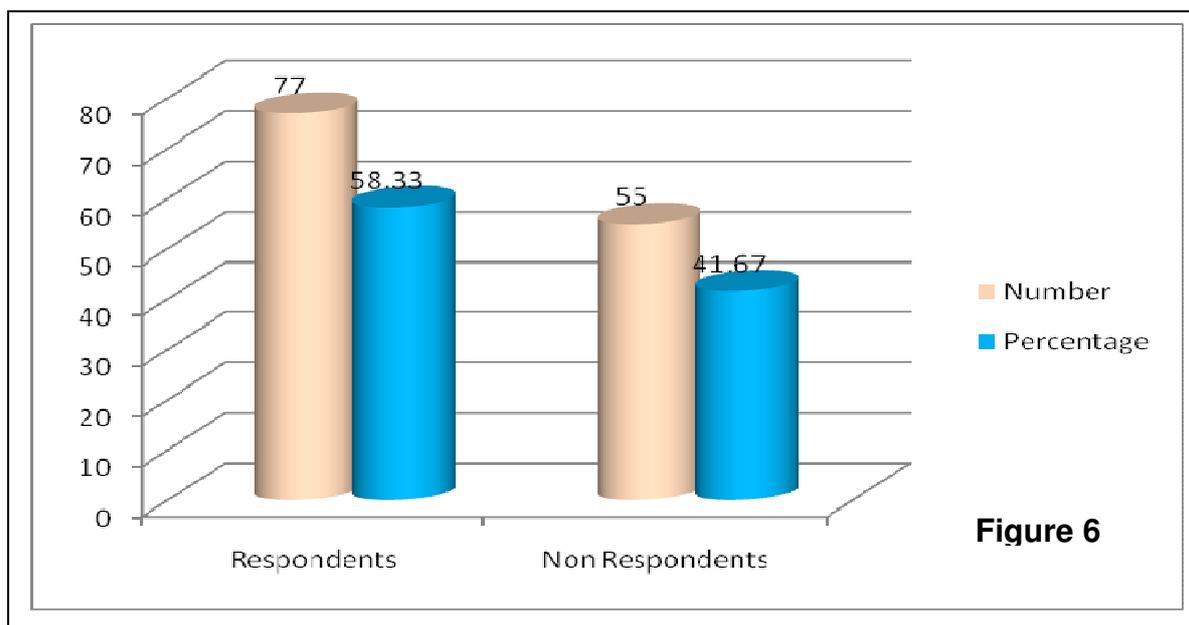
- Requests for carers to speak fluent English.
- More time with carers to prepare meals
- More hours for community participation i.e. going to the library and for walks.

97.1% of the respondents made no suggestions but did establish their happiness and satisfaction.

In comparing this year sample population size to that of last year, the sampled population of this year was increased by 45% over last year sampled population. Remarkably, the outcomes of both survey tells the same story about service user's satisfaction with our performances and service delivery. The consistency of opinion in both surveys brings with it not only a plausible perspective in our dealings with our service users but more so it represents the reality of events than it is apparent.

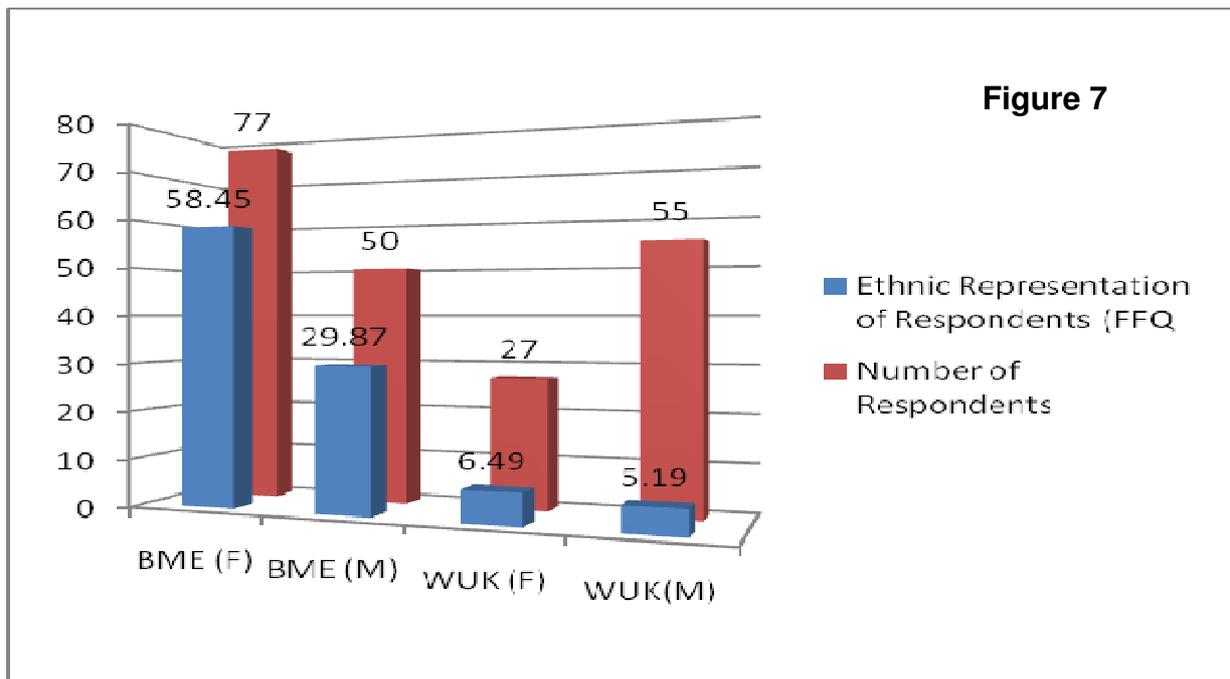
## FACE-TO-FACE QUESTIONNAIRES (FFQ) – The Responses:

Of the sample population, 77 service users (58.33%) responded to the FFQ out of which 50 (64.94%) of the respondents were female and 27 (35.06%) were male service users. The total numbers of non respondents were 55 representing 41.67% of the sample population (see figure 6). By comparing the number of total respondents in this year's FFQ survey to the number in the previous survey in percentage terms we can see that the number of respondents was up by 30.15% this year and the non respondents was down 3.25%.



## Ethnic Representation of Respondents (FFQ):

- 58.45% of the respondents were BME female service users
- 29.87% were male BME service users
- 6.49% of the respondents were white UK female service users and
- 5.19% were white UK male service users



One striking feature of the above graph is that there were 7.33% more service users responding to the FFQ than to the PQ which is represented by figure 2. The second disparity was that more female service users took part in the FFQ exercise, and those were predominantly from the BME section of our service users.

### HOW THEY RESPONDED TO FFQ

#### Questions 2 – 10

Service Users Satisfaction Grid – Table 2									
Responses	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
<b>Always</b>	59	64	73	74	73	73	72	75	VS – 53
%	77%	83%	95%	96%	59%	95%	94%	97%	69%
<b>Usually</b>	15	10	2	2	2	3	4	1	S – 22
%	19.5%	13%	2.6%	2.6%	2.6%	3.9%	5.2%	1.3%	29%
<b>Sometimes</b>	1	4	1	0	4	0	0	0	FS – 1
%	1.3%	5.2%	1.3%	-	5.2%	-	-	-	1.3%
<b>Rarely</b>	0	1	0	0	0	0	0	0	-
%	-	1.3%	-	-	-	-	-	-	-
<b>VS = Very Satisfied</b>			<b>S = Satisfied</b>			<b>FS = Fairly Satisfied</b>			

The results of the FFQ compared very well with the results of the APQ, apart from the noticeable change in Question 6 where 4 respondents indicated “sometimes” to question 6 as compared to only one respondent in table 1.

The difference is not an indication that care workers do not know what they need to do for their service users but in the majority of cases, service users misconstrue the good intentions of care workers trying to encourage participation and consultation in their care to mean ‘care workers do not know what to do’ hence they are consulted. Nevertheless, the information collated from the APQ corroborates the results of the FFQ.

The general view is that service users are happy with our service delivery system and how the service is being delivered. Over 96.5% of users felt they were treated with respect, dignified and felt assured that their privacy upheld and their life styles respected and valued. 94% respondents unequivocally claimed the service they receive was sensitive to their personal needs including cultural, language, religious and ceremonial needs.

Question 10 tested service users' general levels of satisfaction as shown in table 2 above. 69% of users indicated that they were *'very satisfied'* with our services, 22% users have no problems with the services and therefore are *'satisfied'* and 1.3% registered they were only *'fairly satisfied'*.

### **SERVICE USERS COMMENTS AND SUGGESTIONS - FFQ**

6.49% of service users representing 5 service users out of 77 respondents made comments about the service they received. They were all female service users comprising of 4 BME and 1 White UK. No suggestions were made about how the service could be further improved. The following comments were made:

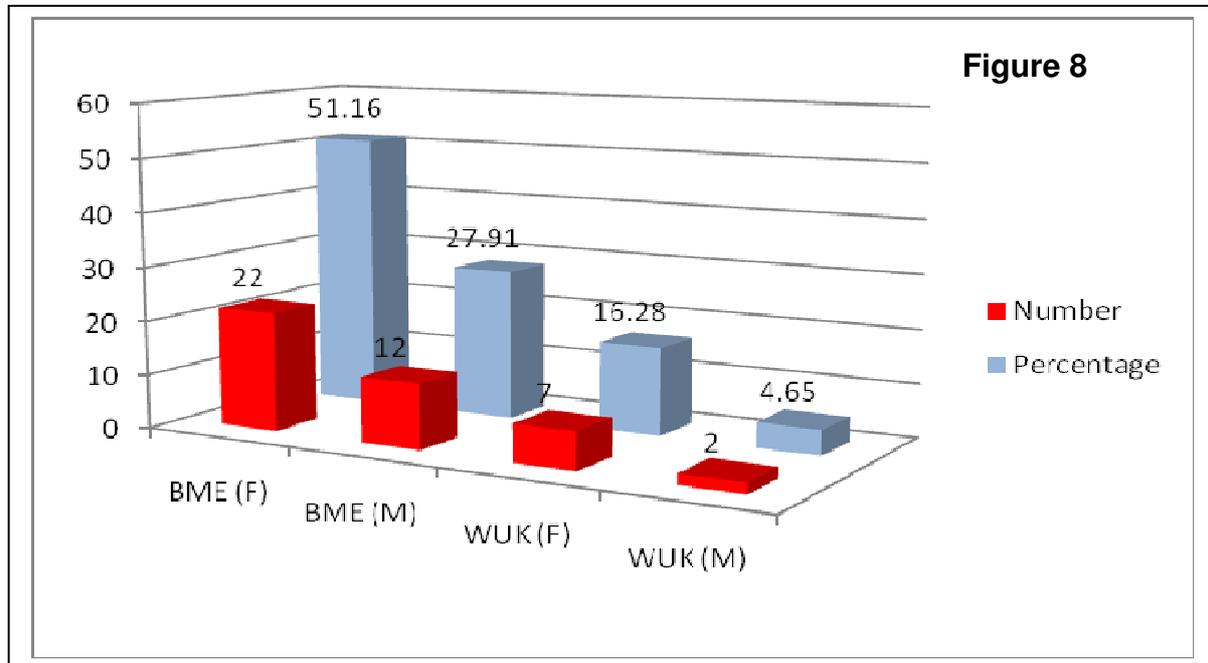


### **TELEPHONE MONITORING QUESTIONNAIRES (TELMQ) – The Responses:**

From the sample population, we randomly contacted 43 service users (representing 29.25%) who responded to the TELMQ of which 58.14% or 25 of the respondents were female service users and 41.86% or 18 were male service users. There were no non-respondents from the telephone survey. This part of the survey was conducted by members of the administration staff under the watchful eye of the office manager who oversees and verify whether the written information on the forms were truly representing the views and opinions of the respondent i.e. the clients themselves or their next of kin, representatives, families or friends of the service user.

## Ethnic Representation of Respondents (TELMQ):

51.16% or 22 of the respondents were BME female service users  
 27.91% or 12 were male BME service users  
 16.28% or 7 of the respondents were white UK female service users and  
 4.65% or 2 were white UK male service users



Telephone monitoring is considered to be an integral part of our Quality Assurance Management System (QAMS) as it plays a vital role in ascertaining customer satisfaction. It is designed to reinforce the validity of the information collated from the APQ and FFQ or to contradict their validity. It is also used to test consistency of how service users give information under different circumstances and the pattern in which they give the information. To have balanced information we at SCP are very determined to encourage forums that allow as many people as possible, including those seldom heard, to participate in shaping the development of our workforce – skills which meet their needs more effectively.

## HOW THEY RESPONDED TO TELMQ

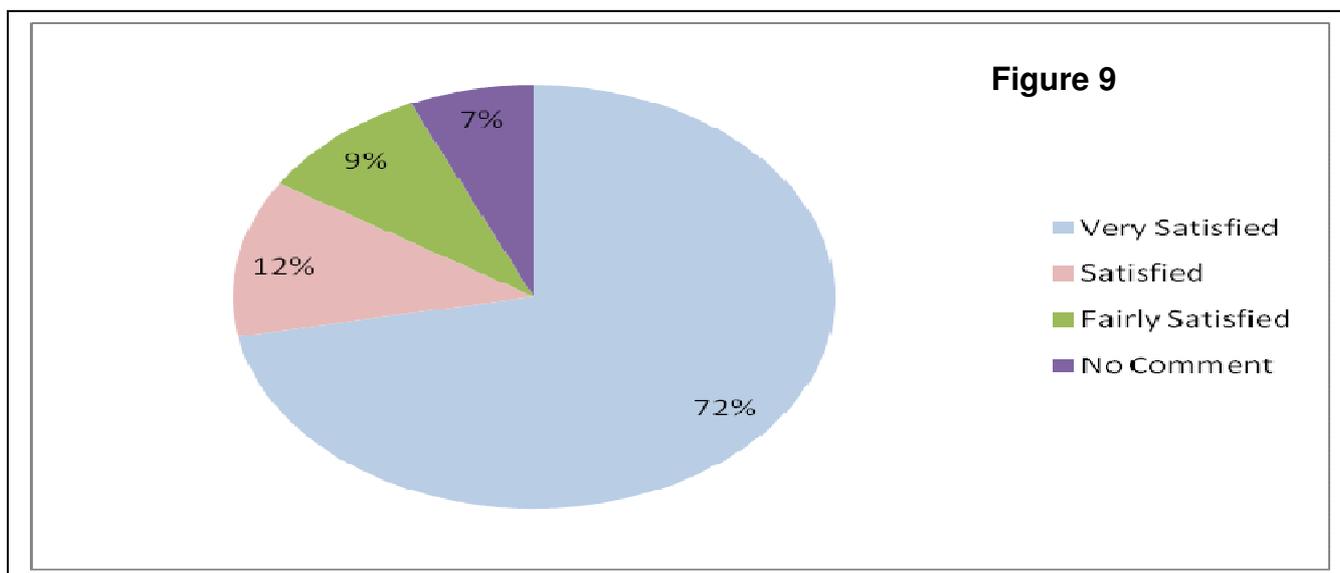
### Questions 1 – 9

Service Users Satisfaction Grid – Table 3									
Responses	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9
Yes	39	43	39	41	41	42	40	41	VS – 31
%	90.70%	100%	88.37%	95.35%	95.35%	98%	93%	95.35%	72%
No	0	0	0	0	0	0	0	0	S – 5
%	-	-	-	-	-	-	-	-	12%
%									FS – 4
%									9%
VS = Very Satisfied 72%      S = Satisfied 12%      FS = Fairly Satisfied 9%									

Over 95% of the sample population were very happy. They are satisfied with the level of skills and tact that the care workers employ whilst performing their duties. For example, they are particularly happy with the following:

- The consistency with which care workers perform their duties.
- The ability of the care workers to communicate with the service user.
- Continuity of care.
- Respect for diversity and individuality.

Their general level of satisfaction was tested in question 9 (“How would you describe your general level of satisfaction with the service provided?”). 72% stated they were ‘*very satisfied*’ with the service. 12% indicated that they were ‘*satisfied*’ and 9.3% registered ‘*fairly satisfied*’. No service user indicated any dissatisfaction with the service(s) they are receiving from SCP. Figure 9 below displays respondents’ levels of satisfaction with the services they receive from their care workers.



### **SERVICE USERS COMMENTS AND SUGGESTIONS - TELMQ**

32.56% of the sample population (14 service users) made comments about the service they received. Of the 14 respondents, 25.58% were BME and 6.98% were White UK service users. No suggestions were made about how the service could be further improved. The following comments were made by the service users:

**“I’m both satisfied and very happy with care workers. They are the best care workers I’ve ever had”**

**“I’m very happy with care workers, the delivery of care and service received”**

**“Very happy with service managers and the company in general”**

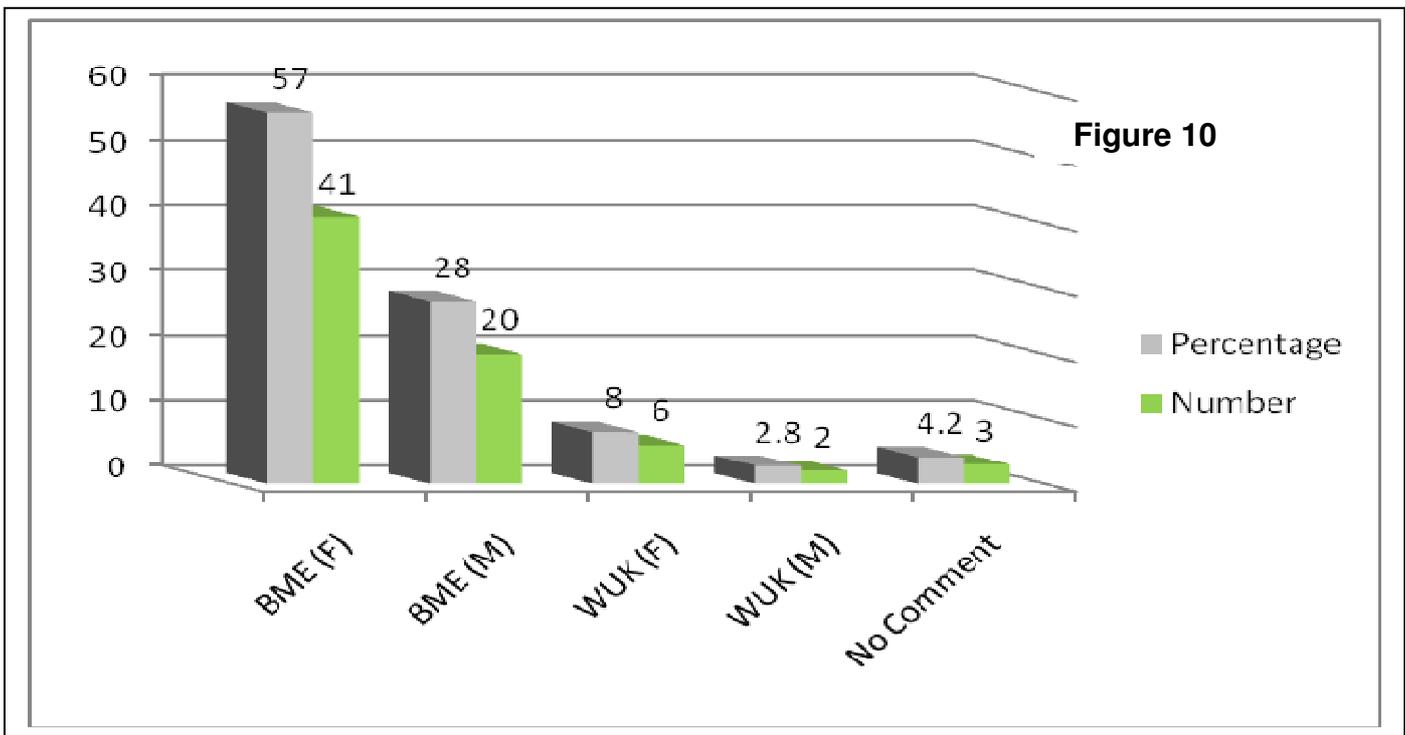
**“Very happy with continuity of care and service provided”**

Positive comments made on this occasion reflect improvements made by all members of staff especially the frontline workers. Changes in work practices have increased service users' confidence in the organisation commitment to collaborative working practices.

**SIX MONTHLY REVIEW – Ethnic Representation of Respondents:**

We carried out 72 service reviews during the survey period, 49 respondents were female and the remaining 23 were male.

- 57% or 41 of the respondents were BME female service users
- 28% or 20 were male BME service users
- 8% or 6 of the respondents were white UK female service users and
- 2.8% or 2 were white UK male service users 4.2% or 3 respondents did not make any comments



**SERVICE USERS COMMENTS AND SUGGESTIONS**

64 (88.8%) of the respondents assessed indicate their satisfaction, both with the service(s) they have received so far and the care workers ability in delivering these services. Six (6) respondents requested the need for extra hours of support, but were generally happy with the service provided. Two (2) respondents failed to make any comment.

**CONCLUSION**

We remain grateful to God that we were able to fulfil our commitments to our service users in the past year and hope to continue to make consistent improvement in our delivery system and work practice.

However, whilst the message arising from this survey continues to echo a demand that things should not be done for them, but more of a request that they should “be enabled to do things for themselves”,

the scale and size of care packages requires a major increase in order to reduce the increasing level of isolation experienced by a number of service users. On rare occasions the voice of the service user and stakeholders filter through to care managers and commissioners who thankfully follow through by putting in adequate service provisions.

In addition to the above, service users also commented that they were happy with the improved communication between themselves, the care workers and office staff, staff punctuality, the reliability of a permanent care worker assigned to them and the improvements made to the questionnaire.

Overall we have taken on board their compliments, concerns and suggestions, and continue to foster and encourage mutual respect and promote positive relationships amongst stakeholders and strive towards reducing fear and tensions around race, colour and faith. In this regard we remain committed to our goal of effectively delivering a first class, cohesive, responsive and culturally sensitive service to our stakeholders.

## **Appendix A – QUALITY ASSURANCE**

### **YEARLY CLIENT POSTAL QUESTIONNAIRE FORM**

Name of client: \_\_\_\_\_

Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

**Please complete this questionnaire and return it to us in the prepaid envelope provided. It is essential that we hear your views about the service that you receive from our agency.**

#### **Question 1: What tasks are you assisted with?**

Please tick [✓] all tasks we are providing for you

- |  |  |
|--|--|
| <input type="checkbox"/> Assistance with getting up in the morning | <input type="checkbox"/> Assistance with going to bed at night |
| <input type="checkbox"/> Assistance with personal washing          | <input type="checkbox"/> Assistance with toileting             |
| <input type="checkbox"/> Meal preparation                          | <input type="checkbox"/> Housework                             |
| <input type="checkbox"/> Shopping                                  | <input type="checkbox"/> Pension collection                    |

Any other services (Please specify): \_\_\_\_\_

#### **Question 2:**

Your care worker should arrive within 30 minutes of the agreed time for your service. Does the care worker turn up within that time?

Please tick [✓] one box

- Always  
 Usually  
 Sometimes  
 Rarely

**Question 3:**

Are you informed if there is a last minute or late change to your service? (For example – If an emergency elsewhere will result in a change to the time the carer will call on you).

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 4:**

How satisfied are you with the consistency of care that you receive, e.g. does the same care worker/s visit you or do you keep having new care workers?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 5:**

Are you satisfied with your care workers' skills and ability in delivering the care that you need?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 6:**

Do your care worker(s) know what they need to do for you?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 7:**

Do you think that the care worker(s) treat you with respect and dignity?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 8:**

Do you think that the service you receive is sensitive to your personal needs? (For instance – cultural, language or religious needs).

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 9:**

Do your care worker(s) ask you what you want and how you would like them to complete the agreed tasks?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 10:**

How would you describe your general level of satisfaction with the service?

Please tick [✓] one box

- Very satisfied
- Fairly satisfied
- Satisfied
- Not satisfied

**Your Views:**

Do you have any comments that you would like to make about the services that you receive?

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Do you have any ideas or suggestions about how the services that you receive could be improved?

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Client Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**OR**

Name of Next-of-kin: \_\_\_\_\_

Next-of-kin Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Thank you for helping us by filling in this questionnaire.  
Please post it back to us in the stamped envelope provided.**

## Appendix B – QUALITY ASSURANCE

### SIX MONTHLY SERVICE USER FACE TO FACE QUESTIONNAIRE FORM

Name of client: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

This form is to be used when service users are consulted about the quality of service they receive after six months of service delivery.

#### **Question 1:** What tasks are you assisted with?

Please tick [✓] all tasks we are providing for you

- |  |  |
|--|--|
| <input type="checkbox"/> Assistance with getting up in the morning | <input type="checkbox"/> Assistance with going to bed at night |
| <input type="checkbox"/> Assistance with personal washing          | <input type="checkbox"/> Assistance with toileting             |
| <input type="checkbox"/> Meal preparation                          | <input type="checkbox"/> Housework                             |
| <input type="checkbox"/> Shopping                                  | <input type="checkbox"/> Pension collection                    |

Any other services (Please specify): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### **Question 2:**

Your care worker should arrive within 15 minutes of the agreed time for your service. Does the care worker turn up within that time or does the care worker contact you to inform you that he/she will be a little bit late?

Please tick [✓] one box

- Always  
 Usually  
 Sometimes  
 Rarely

Domiciliary Care Agency

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Registered with the Commission for Social Care Inspection



**Question 3:**

Are you informed if there is a last minute or late change to your service? (For example – If an emergency elsewhere will result in a change to the time the carer will call on you).

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 4:**

How satisfied are you with the consistency of care that you receive, e.g. does the same care worker/s visit you or do you keep having new care workers?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 5:**

Are you satisfied with your care workers' skills and ability in delivering the care that you need?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 6:**

Do your care worker(s) know what they need to do for you?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 7:**

Do you think that the care worker(s) treat you with respect and dignity?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 8:**

Do you think that the service you receive is sensitive to your personal needs? (For instance – cultural, language or religious needs).

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 9:**

Do your care worker(s) ask you what you want and how you would like them to complete the agreed tasks?

Please tick [✓] one box

- Always
- Usually
- Sometimes
- Rarely

**Question 10:**

How would you describe your general level of satisfaction with the service?

Please tick [✓] one box

- Very satisfied
- Fairly satisfied
- Satisfied
- Not satisfied

**Your Views:**

Do you have any comments that you would like to make about the services that you receive?

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Do you have any ideas or suggestions about how the services that you receive could be improved?

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**Interview conducted by:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**OR**

**Name of Next-of-kin:** \_\_\_\_\_

**Next-of-kin Signature:** \_\_\_\_\_ **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### **Appendix C – Telephone Monitoring Form**

Service User's Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

#### **QUESTIONS & RESPONSES**

Does your care worker turn up on time for work? Yes / No

Your care worker should arrive on an agreed day to provide your service.  
Does this happen? Yes / No

Are you informed if there is an unplanned change to your service? Yes / No / N/A

Does the same care worker(s) visit you or do you keep having new care workers? Yes / No

Do you think your care worker(s) treat you with respect and dignity? Yes / No

Do you think the service you receive is sensitive to your personal needs?  
E.g. language, cultural and religious needs. Yes / No

Are you satisfied that the care worker(s) have the necessary skills and abilities to  
deliver the care that you need? Yes / No

How would you describe your general level of satisfaction with the service provided?

- Very satisfied
- Fairly satisfied
- Satisfied
- Not satisfied

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Monitored by: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_