

Telephone Service User Surveys for Capital Homecare 2023

Care 4 Quality Ltd

www.care4quality.co.uk



HOME CARE SERVICE

Capital Homecare (UK) Limited

● Overall: Requires improvement

77A Woolwich New Road, London, SE18 6ED (020) 8854 8665

Provided and run by: [Capital Homecare \(UK\) Limited](#)

Overview

Latest inspection: 9 August 2021

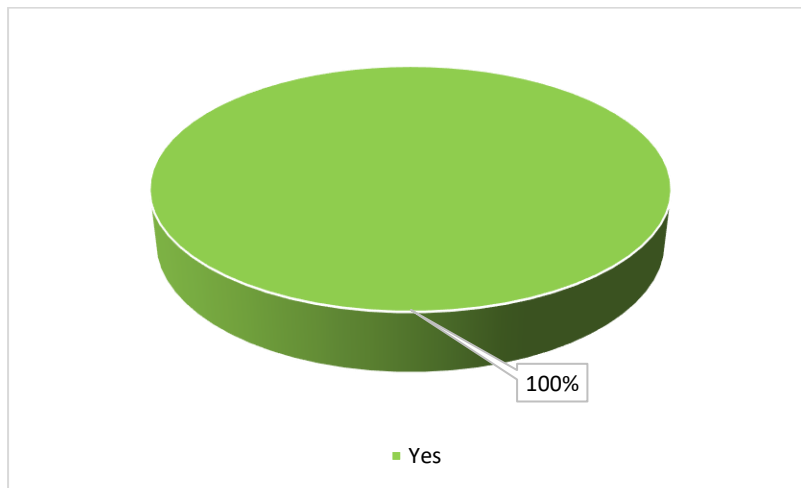
Report published: 2 October 2021

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Requires improvement ●
Well-led	Requires improvement ●

116 telephone surveys received and analysed

*Three types of quality assurance surveys were carried out by Capital homecare; telephone surveys, postal surveys and face to face surveys. The raw data for these were passed to Care 4 Quality who collated and analyzed the results. The results for the telephone survey are in this document and there is also a separate report which records the overarching themes across the three types of quality assurance surveys used. **Please note that not all surveys contained all the questions therefore analysis has been made on data presented.***

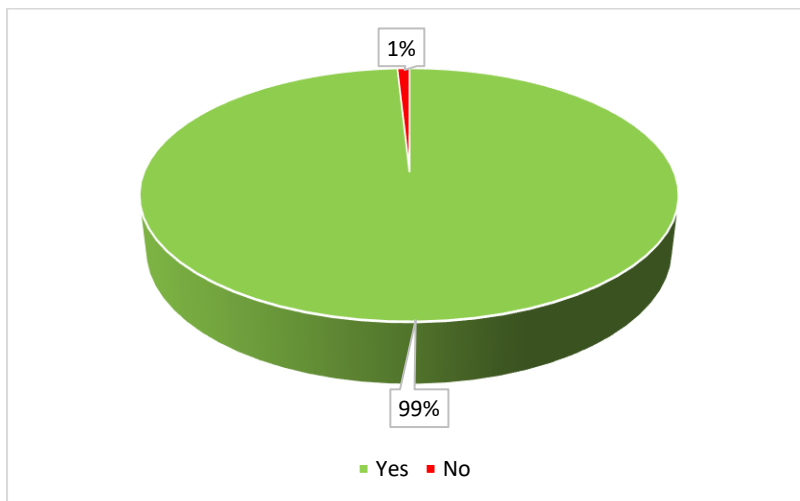
1. Do you always have the same care worker?



Yes: 116

Additional Comments
And she is very lovely
But sometimes a cover care worker visits me (this answer given 6 times)
Yes, sometimes I get a cover worker if she is sick or on holiday (this answer given 7 times)

2. Is the HCSW punctual?

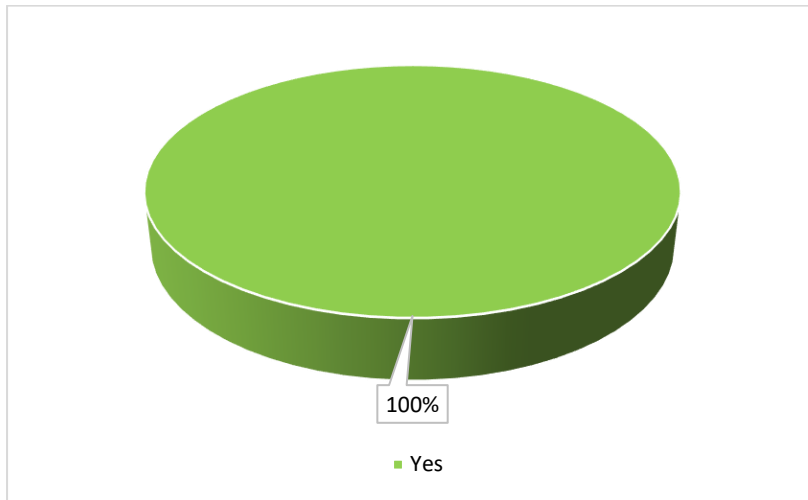


Yes: 115

No: 1

Additional Comments
She's usually on time (this answer given 15 times)
But sometimes late due to road traffic (this answer given 2 times)

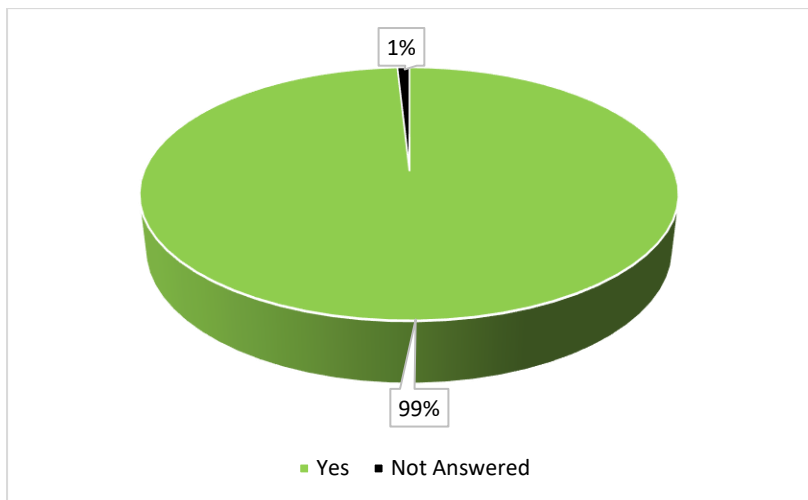
3. Does the HCSW listen to you?



Yes: 116

Comments
Always (this answer given 7 times)

4. Are you informed if there is any changes to your service?

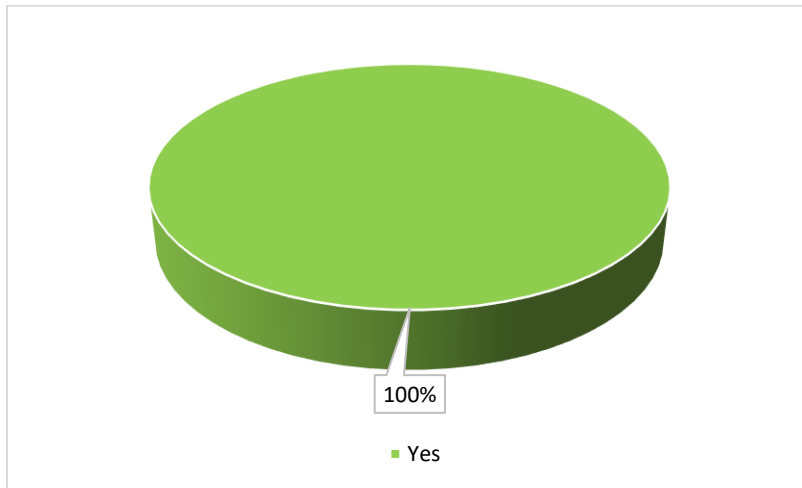


Yes: 115

Not Answered: 1

Additional Comments
Always (this answer given 4 times)

5. Do they treat you with dignity and respect?

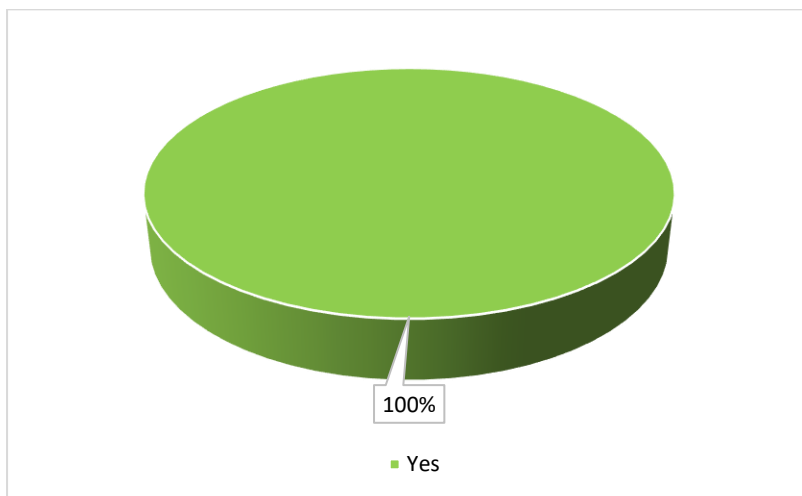


Yes: 116

Additional Comments

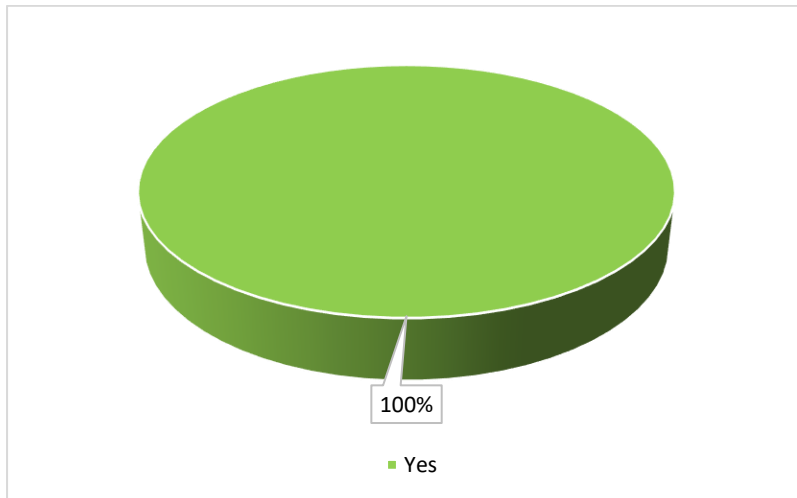
He is a very agreeable person and respects my husband

6. Do you think the service you receive is sensitive to your personal needs (ie language, cultural and religious needs)?



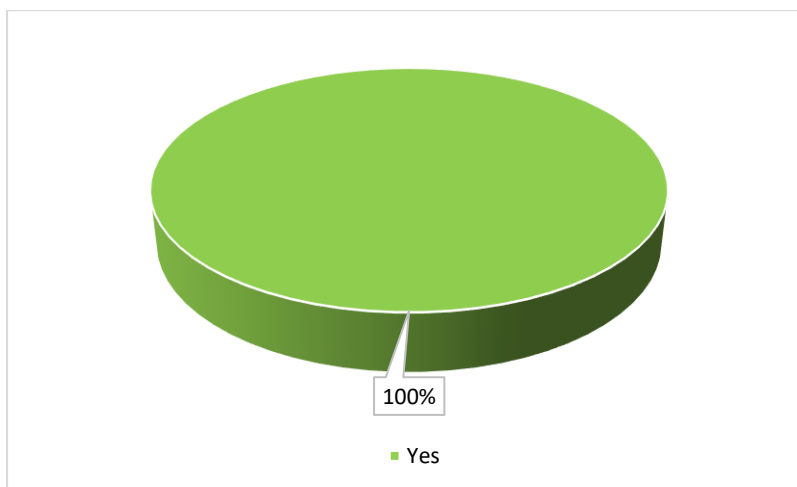
Yes: 116

7. Are you satisfied that the HCSW(s) have the necessary skills and ability in delivering the care you need?



Yes: 116

8. Overall are you happy with the quality of service given by the HCSW to you?

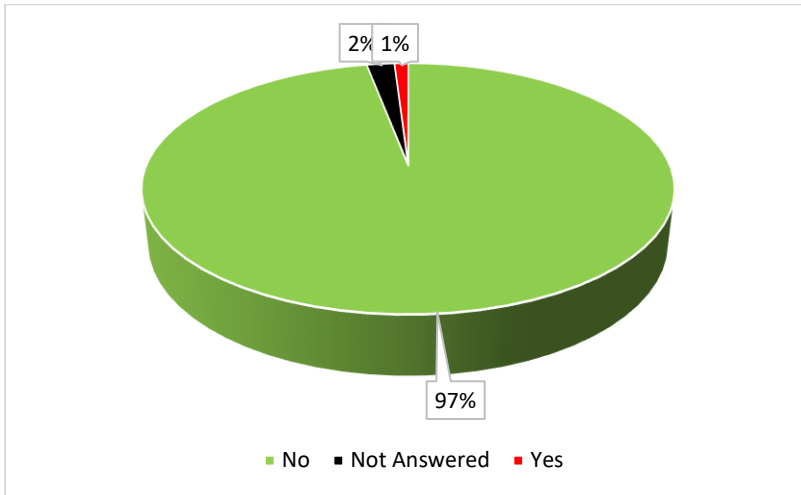


Yes: 116

Additional Comments

I am more than pleased with my support workers, especially Deeqa

9. Is there anything you are not happy with?



No: 97

Not Answered: 2

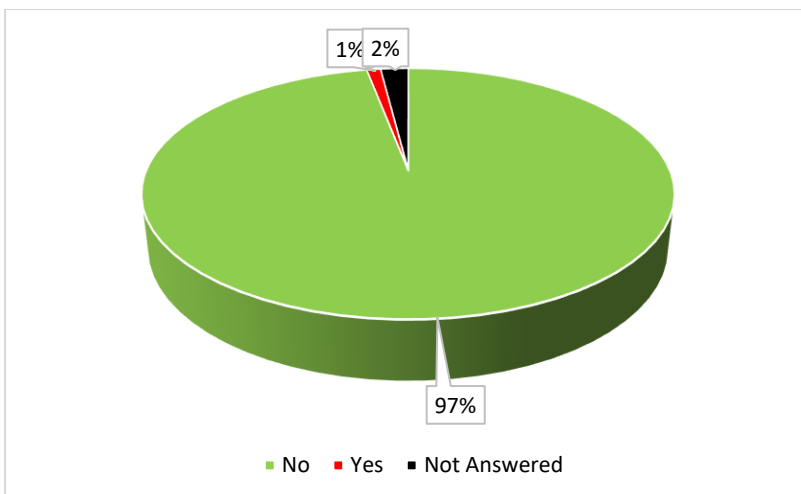
Yes (see below): 1

The allocated shopping carer occasionally forgets some of the shopping items however he will always make sure to go back and get the remaining items

10. If yes, what action would you like us to take to remedy the situation?

Speak to the carer to make sure he remembers everything on the shopping list

11. Do you feel there is anything we could do to improve the service you receive?



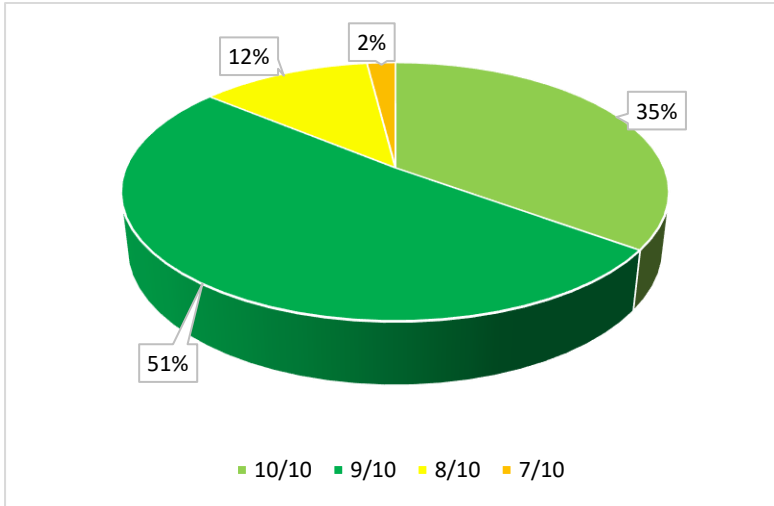
No: 97

Yes (see below): 1

Not Answered 2

Sometimes the carer is late and doesn't update me when she is running late

12. If you were asked to rate the quality of the service out of 10, 1 being poor and 10 being excellent, how would you rate it?



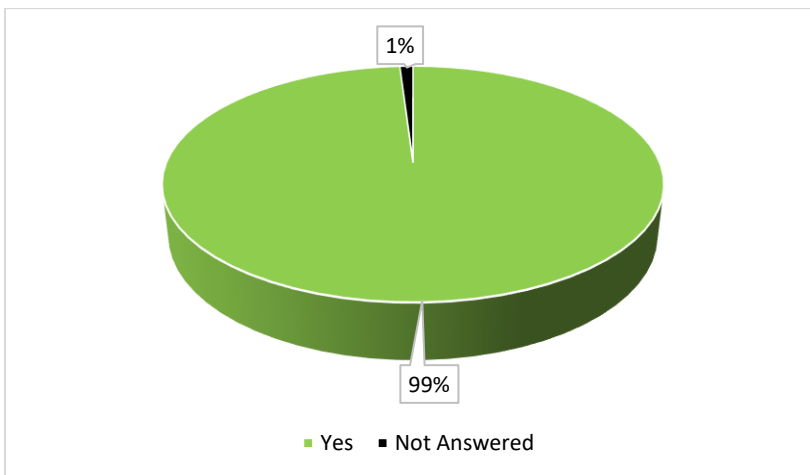
10/10 - 35

9/10 - 51

8/10 - 12

7/10 - 2

13. Overall are you happy with the service you receive from capital care?



Yes: 98

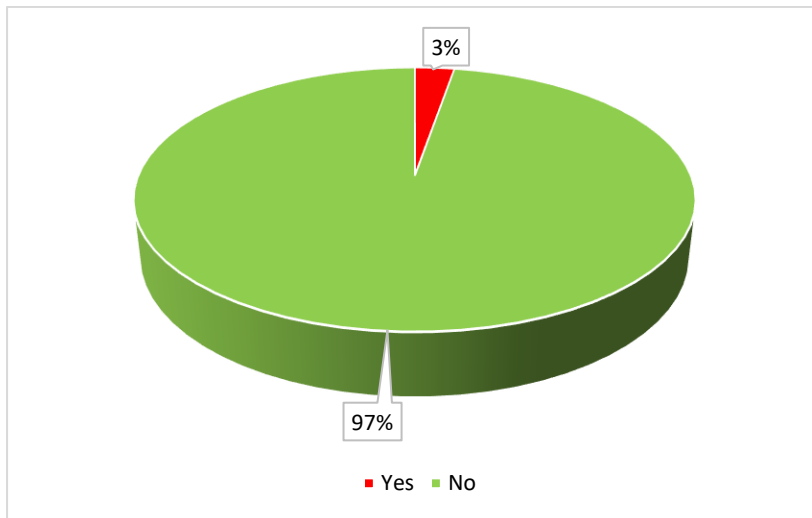
Not Answered: 2

Additional Comments

Doreen is remarkable satisfied with her carer

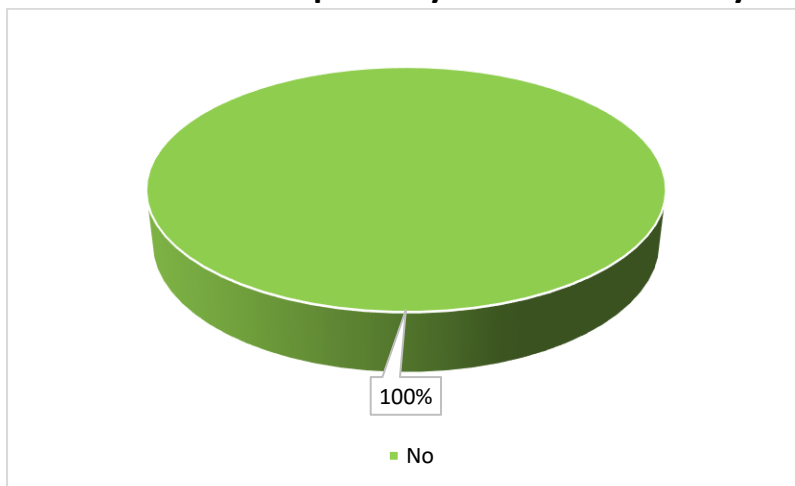
The package is too new for us to make comments about

14. Have you or any member of your household had or contracted Covid-19?



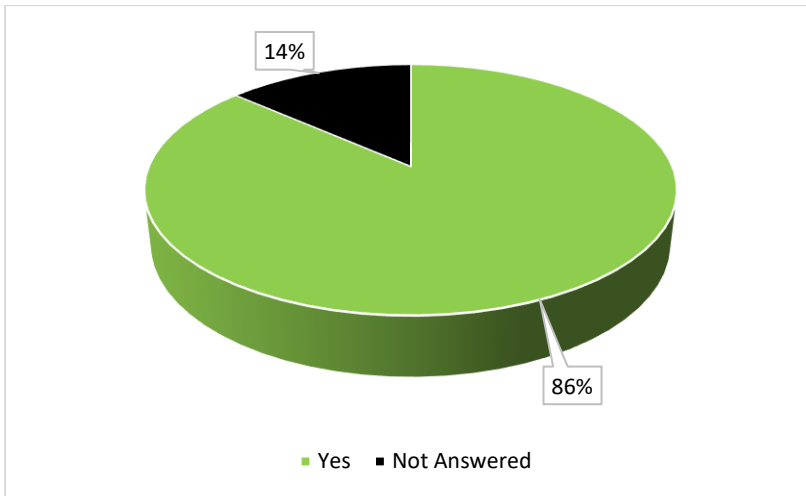
Yes: 1
No: 36

15. Has Covid-19 impacted your service delivery?



No: 37

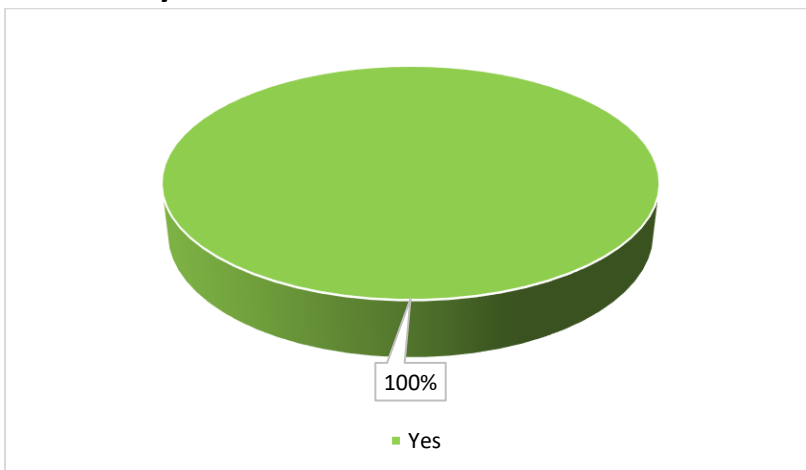
16. Does your care worker(s) follow PHS/NHS use of PPE guidelines when delivering care?



Yes: 32

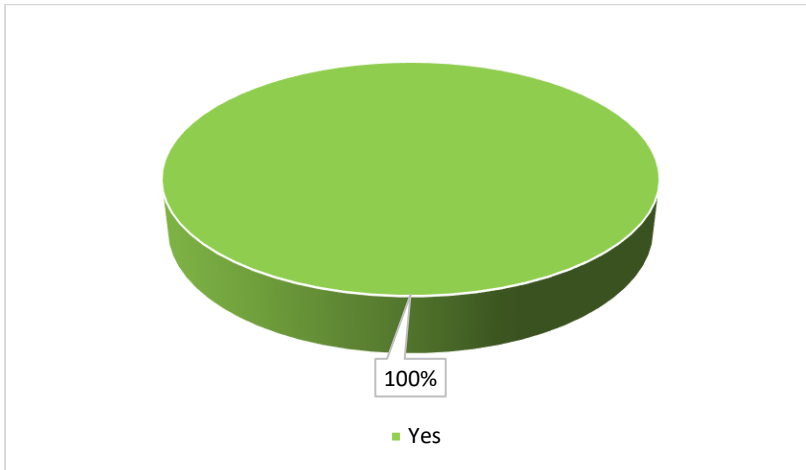
Not Answered: 5

17. Do they wear a face mask?



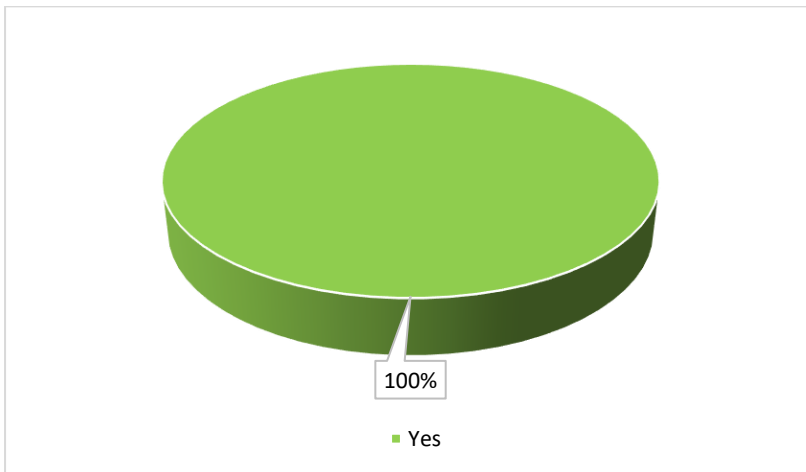
Yes: 37

18. Do they wash their hands with soap before and after service delivery?



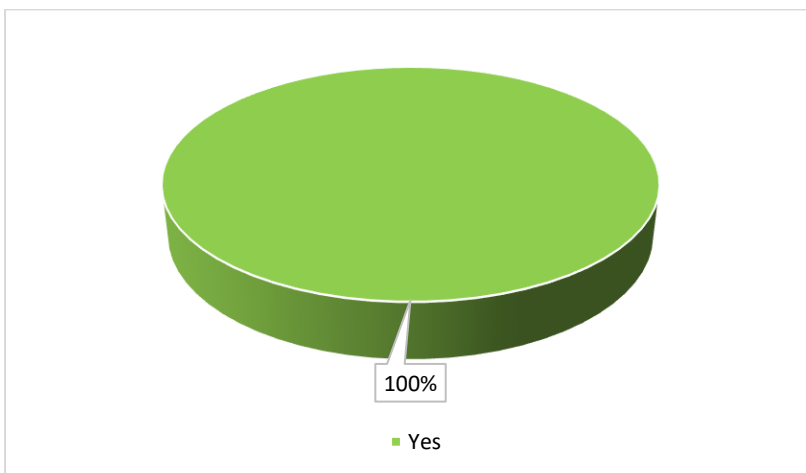
Yes: 37

19. Do they use hand sanitisers before and after service delivery?



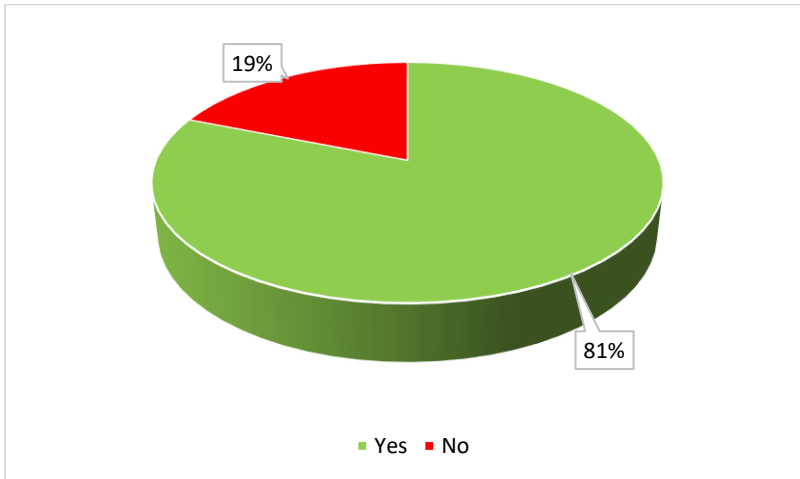
Yes: 37

20. Do they put on gloves?



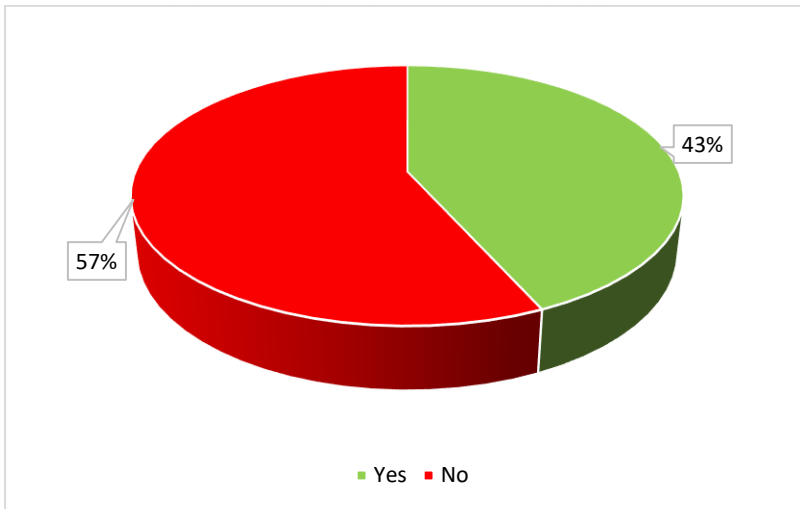
Yes: 37

21. Do they wear aprons?



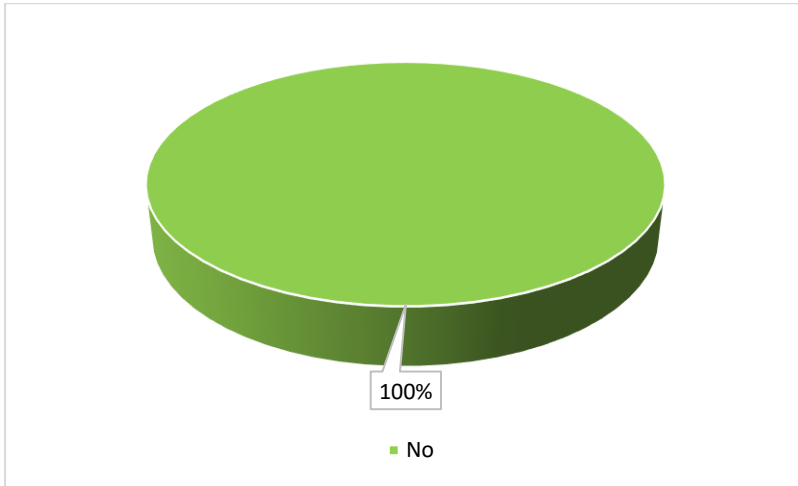
Yes: 30
No: 7

22. Do they put on eye protection goggles?



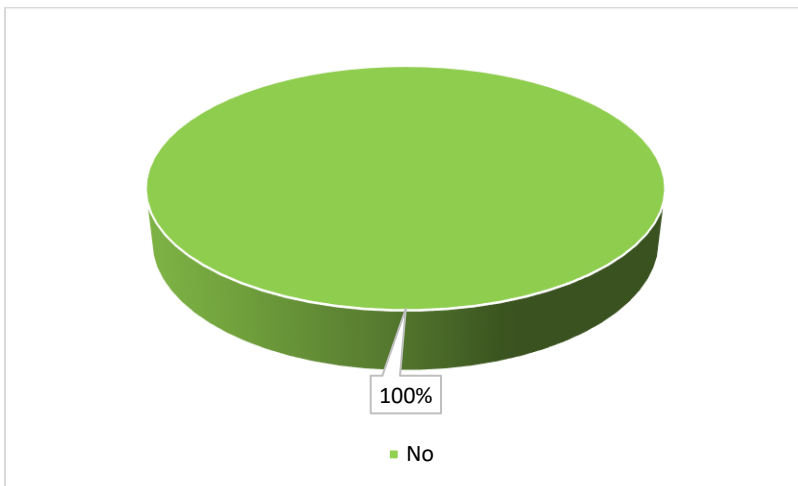
Yes: 16
No: 21

23. Did you have a change of HCSW due to covid 19?



No: 55

24. Did you experience any difficulty getting through to the office during the Covid-19 crisis?



No: 55

25. How would you like to commend and rate the performance of your care workers during these unusual times? (This question was not asked to all respondents)

8/10
Good
My care workers are excellent (this answer given 2 times)
My care workers go above and beyond for me
Excellent care workers
Excellent
My care workers go above and beyond for me. 10/10 (this answer given 2 times)
She is a lovely care worker

My care workers are excellent. 10/10
I am very satisfied with my care workers. 10/10
Excellent care worker 10/10
My care worker is very very good
10/10 (this answer given 17 times)

End of Report