



Annette Newey & Amanda Price our surveyors

Customer Feedback Survey May & June 2023

Annette and Amanda spoke to customers, their advocates/NOK in person or by phone – 69 customers were involved in our survey.

The purpose of the survey was to collate the satisfaction levels of our customer. We gain customer feedback every year to look at how we can improve the service we provide. We analyse the data we collate to ensure we are providing the appropriate levels of support and offer face to face care plan reviews if something isn't quite right.

66 customers or their NOK were contacted over the telephone.

3 customers were visited in person.

Overall, the feedback received was extremely positive, customers felt safe, well supported and respectfully treated with the care and support they received. Customers knew how to contact an office representative and most customers did this if they needed to. All customers surveyed have a regular care team who provide most of their care.

Some of the positive comments: 'carers are very good and go above and beyond' 'thanks for all the hard work the carers do for my mum' 'wonderful company' 'I had to contact the office team and my issue was dealt with straight away and very helpful' 'the carers will sing and dance with me'.

There were many carers that were personally mentioned as going above and beyond their duties. These carers include:

Stoke area:

Caitlin Ayre, Sharon Steppe, Julie Dennett, Stella Nixon, Deb Tams, Lisa Stonier and Julie Haywood

Stafford area:

Mia Lintern, Charley Millar and Sam Dockerty

Cheadle area:

Jane Palmer and Gaynor Hallam

On analysing and breaking down each category across all surveys completed we found the common themes and trends around complaints and concerns related to the following:

- Customers or their NOK felt that they were not always contacted if a change occurred to their allocated carer or if there was a delay in the usual care call time.
- New carers are not always familiar with individual customer needs.
- Some customers thought that new carers may need more training.
- Customers don't like to receive support from carer workers who are not part of their regular team.
- Some customers felt they would benefit from a change in their care plan.

Stafford area feedback

Of the 12 customers surveyed 10 were surveyed over the phone and 2 in person.

One customer could not be reached, and one customer was in hospital at the time the survey was completed.

Questions:

Do you think the care/support received is reliable (Regularly on time)?

Most customers have stated that the carers are reliable and turn up on time, with only two customers stating that they are occasionally late.

Are you always informed if there is a change or if your carer worker has been delayed?

Overall customers feel that they could receive more office contact if there is a change to their carer or if the care visit is delayed.

Does your care worker stay for the full time with you for the visit?

Carer workers almost always stay the full time of their visits, of the customers that reported that the carer workers are leaving early they feel that it relates to certain carer workers only. When reported to an office representative they felt that it was dealt with effectively.

Do they always wear the correct uniform? Including ID badge and use the required protective equipment- aprons, gloves and more recently face masks?

Of the 12 customers asked these questions only one was unsure as they were not always present in the home when carer workers were there and the rest report that yes carer workers are always in the correct uniform with ID and use protective equipment as needed.

Are your care workers friendly, sociable and treat you and your home with respect at all times?

All customers asked said that the carers are friendly, very friendly and chatty.

Do you think you receive the care and support that is in your care plan?

Most customers do feel that they receive the care and support that is in their care plan, 3 customers would like small changes and one customer has stated that they have not read their care plan through.

Does the care/support you receive enable you to do as much as you can for yourself? All customers feel that the staff are supporting and encouraging them to do as much for themselves as they can.

Do you feel safer because of care/support that you receive from us?

All customers feel safer because of care/support they receive from us with only 1 customer feeling that it wasn't relevant to them.

Have you had to contact the 'out of hours' service? If so, were you happy with how the call was dealt with?

Of the customers that have had to call the 'out of hours' all were happy with how their call was dealt with.

Do you know how to contact the office and who to speak to if you have any problems or a complaint you wish to make?

All customers that have taken part in the survey know how to contact the office and who to speak to if they wish to make a complaint.

If you have called the office team, was it dealt with well?

Most customers who have had to call the office are very happy and felt their call was dealt with well. Just 1 customer struggled to get through to the office when they were trying to.

Does the care you receive meet your needs? If not what else could we do to help you?

10 of the 12 customers who have taken part in the survey, 10 feel they are having their needs met by the care they are receiving. 2 customers feel their health and wellbeing would benefit from some minor adjustments to their care plan.

What can we do better?

- Ensure appropriate contact is made with customers or their NOK should there be a change in a customer's usual care team/time of care calls.

Actions/lessons learned.

- Customers who wish to amend their care plan will receive a care plan review no later than 31/7/2023.
- If we are aware of a delay in a customer's call time of 30 minutes (+/-) difference to the planned time we will contact the customer or their NOK to inform.
- Although we already contact our customers or their NOK if there is a change to their regular care team this can be inconsistent. We will look at improving this to achieve a higher satisfaction rate.
- We understand it is important to our customers to receive regular carers at regular times. The care coordinating team try to keep continuity of care at a high level; however, we do have to ensure that carers take their allocation of holidays, cover any sickness within the team and also manage customer emergencies which may impact the regular care team of a customer.
- Customers who have requested expressed concerns around care call durations will receive a face-to-face review no later than 30/7/2023.

Stoke area feedback

The 42 customers that took part in the survey were contact via the telephone.

2 customers could not be reached.

Questions:

Do you think the care/support received is reliable (Regularly on time)?

Most customers feel that the care workers are reliable and are on time, those that feel they are not always on time feel this depends on which care workers are on shift with one customer feeling that their care is sometimes rushed.

Are you always informed if there is a change or if your carer worker has been delayed?

Overall customers feel that they could receive more office contact if there is a change to their carer or if the care visit is delayed.

Does your care worker stay for the full time with you for the visit?

Customers reported that most care visits are at the allocated duration. Sometimes there can be an under delivery in time but that carers leave early when the care and support has been completed and they have asked the customer if they need any further support or care has been declined.

Two of the Forty-two customers surveyed felt that on occasion the carers have appeared to be in a hurry.

Two of the Forty-two customers said that their afternoon care visits are more likely to be under stayed by their carers than morning or early afternoon visits.

Do they always wear the correct uniform? Including ID badge and use the required protective equipment- aprons, gloves and more recently face masks?

Forty of the Forty-two customers have stated that the care workers always wear the correct uniform and use the required protective equipment. One customer said they would prefer the carers to wear face masks and one customer said the care workers always wear the correct uniform and gloves but don't always wear protective aprons.

Are your care workers friendly, sociable and treat you and your home with respect at all times?

Almost all customers have stated that care workers are friendly, chatty and sociable.

One customer said that new employees are not always as friendly, and one customer said that staff are not always aware of all the tasks that need completing and need to be told.

Do you think you receive the care and support that is in your care plan?

Over 90% of customers feel they are receiving the care and support that is in their care plan. One customer said they have not read their care plan thoroughly. Two customers feel that sometimes their care isn't delivered in a way that they would like and that carers appear to be in a hurry.

Does the care/support you receive enable you to do as much as you can for yourself?

Wherever possible all customers feel that they are supported to do as much for themselves as they can.

Do you feel safer because of care/support that you receive from us?

Almost all customers feel safer because of care/support they receive from us. One customer said they already feel safe as they have family living with them. Several customers have stated that they look forward to the care workers visits.

Have you had to contact the 'out of hours' service? If so, were you happy with how the call was dealt with?

Of the customers that have had to call the 'out of hours' they were happy with how their call was dealt with.

Do you know how to contact the office and who to speak to if you have any problems or a complaint you wish to make?

All customers that have taken part in the survey know how to contact the office and who to speak to if they wish to make a complaint.

If you have called the office team, was it dealt with well?

Most customers who have had to call the office are very happy and felt their call was dealt with well, staff were friendly and helpful. One customer could not be met at home by the carers when sent home from hospital as there was a delay and one customer felt their complaint has not been dealt with yet.

Does the care you receive meet your needs? If not what else could we do to help you?

Four of the Forty-two customers would like to make changes to their care plans, most customers are very happy and feel their care needs are being met. Two would like their family member encouraged more with personal care.

What can we do better?

Customers would like regular care workers sending for calls and feel some younger staff would benefit from more training before they are sent out on their own.

Actions/lessons learned

- Customers who wish to amend their care plan will receive a care plan review no later than 31/7/2023.
- If we are aware of a delay in a customer's call time of 30 minutes (+/-) difference to the planned time we will contact the customer or their NOK to inform.
- Although we already do contact our customers of their NOK if there is a change to their regular care team this can be inconsistent. We will look at improving this to achieve a higher satisfaction rate.
- We have recently reviewed our training for new employees which we will continue to gain feedback from
- We understand it is important to our customers to receive regular carers at regular times. The care coordinating team try to keep continuity of care at a high level; however, we do have to ensure that carers take their allocation of holidays, cover any sickness within the team and also manage customer emergencies which may impact the regular care team of a customer.
- Customers who have requested expressed concerns around care call durations will receive a face-to-face review no later than 30/7/2023.

Cheadle feedback.

Of the 16 customers surveyed 15 were surveyed over the phone and 1 in person.

2 customers could not be reached at time the survey was completed.

Questions.

Do you think the care/support received is reliable (Regularly on time)?

Most customers have stated that the carers are reliable and turn up on time, three customers said that their carer's are occasionally late, one highlighted the importance of late care visits need to be better communicated.

Are you always informed if there is a change or if your carer worker has been delayed?

Overall customers state that they either are always or mostly informed if there is a change and 4 customers stating that they are never informed.

Does your care worker stay for the full time with you for the visit?

Carer workers almost always stay the full time of their visits, of the customers that reported that the carer workers are leaving early they feel that it relates to certain carer workers only. All customers said they are asked if there is anything else they need before the care worker leaves. One customer was unsure if the care worker stays for the full time of the visit.

Do they always wear the correct uniform? Including ID badge and use the required protective equipment- aprons, gloves and more recently face masks?

Of the 16 customers asked most customers/NOK said that the carers wear the correct uniform and PPE. Two customers were unsure if this was always the case but had no further concerns/complaints.

Are your care workers friendly, sociable and treat you and your home with respect at all times?

All customers said their carers are friendly. One customer said she feels at ease with the carers especially when receiving personal care. One customer said there could be improvements on how some carers clean equipment after use.

Do you think you receive the care and support that is in your care plan?

Most customers do feel that they receive the care and support that is in their care plan, one customer said they have not read their care plan through. One customer feels that they are receiving the care and support in their plan most of the time but said that when new carers start this is not always the case.

Does the care/support you receive enable you to do as much as you can for yourself?

Almost all customers feel that the staff are supporting and encouraging them to do as much for themselves as they can. Two customers said they only require minimal support, and this question does not relate to them.

Do you feel safer because of care/support that you receive from us?

All customers said they felt safer because of the care/support they receive from us.

Have you had to contact the 'out of hours' service? If so, were you happy with how the call was dealt with?

Of the customers that have had to call the 'out of hours' all were happy with how their call was dealt with.

Do you know how to contact the office and who to speak to if you have any problems or a complaint you wish to make?

All customers that have taken part in the survey know how to contact the office and who to speak to if they wish to make a complaint.

If you have called the office team, was it dealt with well?

All customers that have had to call the office felt that it was dealt with well.

Does the care you receive meet your needs? If not what else could we do to help you?

15 of the 16 customers stated that the care they received is meeting their needs, One customer would like a later visit on the summer time if possible.

What can we do better?

Customers would like to be informed when care workers are going to be late and would like to have the same care workers for each call.

A customer feels that some care workers are not as good as others.

Actions/lessons learned

- Customers who wish to amend their care plan will receive a care plan review no later than 31/7/2023.
- If we are aware of a delay in a customer's call time of 30 minutes (+/-) difference to the planned time we will contact the customer or their NOK to inform.
- Although we already do contact our customers of their NOK if there is a change to their regular care team this can be inconsistent. We will look at improving this to achieve a higher satisfaction rate.
- We have recently reviewed our training for new employees which we will continue to gain feedback from
- We will increase our communication/support with new employees.
- We understand it is important to our customers to receive regular carers at regular times. The care coordinating team try to keep continuity of care at a high level; however we do have to ensure that carers take their allocation of holidays, cover any sickness within the team and also manage customer emergencies which may impact the regular care team of a customer.
- Customers who have requested expressed concerns around care call durations will receive a face-to-face review no later than 30/7/2023.