

# Homecare client survey 2019 results!

Each year we ask our homecare clients to complete a survey and ask for their feedback on the service we provide. We are pleased to say that the results are extremely positive.

Client feedback is very important to us. It helps us to see where we are getting things right but also where we can improve. Not all clients answered every question so the results shown don't include where a question was left blank.

74 clients responded to the survey

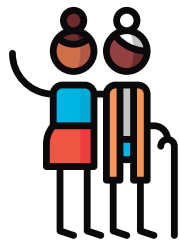
## Client satisfaction

The following percentages are where clients responded with 'satisfied' or 'very satisfied'...

99%

with the care and support they received

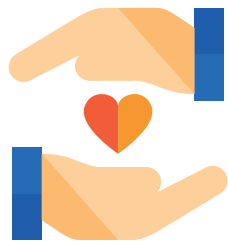
(2018: 100%)



100%

that staff treat them with dignity, respect and compassion

(2018: 100%)



96%

that Transform helps them stay safe

(2018: 100%)



93%

they are involved in decisions about their care and support needs

(2018: 98%)

95%

that their care plan delivered what they were expecting

(2018: 100%)



97%

that their care plan changes to meet their changing needs

(2018: 100%)



## Complaints and compliments

Of the people who completed the survey, 90% (2018: 100%) said they felt able to express any concerns or give any compliments to let us know how we are doing.

We also asked if they have made a complaint to Transform in the past year and 17 people said they had of which, 10 said they were happy with the way it was handled. We have a process for clients to make complaints or give feedback about our services. If you would like more information, please speak to a member of staff.

## Our effectiveness

The following percentages are where clients responded with 'always' or 'usually'

# 70%

are told if the time of their visit has to be changed

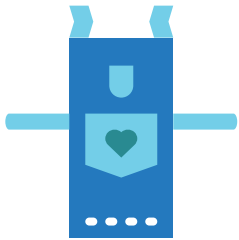
(2018: 74%)



# 68%

are told if a different Care & Support Worker is coming.

(2018: 70%)



# 96%

the Care & Support Worker prevents the spread of infection by using the right equipment

(2018: 98%)



# 93%

the Care & Support Worker arrives within 15 minutes of the scheduled time

(2018: 100%)

# 99%

the Care & Support Worker stays for the right length of time

(2018: 98%)



# 93%

all tasks on the care plan are carried out during the visit

(2018: 100%)



## Initial assessment

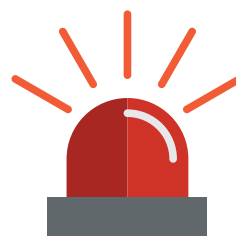


# 97%

of clients felt they were involved as much as possible in their initial assessment

(2018: 100%)

## Out of hours service



# 78%

of clients who rang the out of hours service were happy with the response they received

(2018: 90%)

## Meals

# 100%

said they were satisfied with the support they receive with meals

(2018: 100%)



## Overall assessment

# 97%

of clients rated the service they received as either 'Good' or 'Outstanding'

(2018: 100%)



## Client comments

Clients were asked what is the most important thing them about the care and support they receive:

"Every member of staff is professional, caring and approachable."

"Continuity of the carers as I find having different people causes me stress and anxiety."

"Friendly, caring ladies who do an outstanding job."

"I've been made to feel very welcome by all the staff. I feel safe that I have the carers to hand, makes me feel safe and secure with my condition that I can call on anyone."