|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Question | | | | Yes | | No |
| 1. Do you feel that the service is what you expected it to be? | | | | 25 | | 1 |
| 1. Did you feel that our staff listened to you and took on board your needs when we did your assessment and agreed your SMART Goals? | | | | 26 | |  |
| 1. Are you getting the same carers at regular call times? | | | | 25 | | 1 |
| 1. Do you feel that you are able to ask staff to do things for you in the way that you would like? | | | | 26 | |  |
| 1. Does the service make you feel safe and as independent as possible in your own home? | | | | 26 | |  |
| 1. Are our care staff careful and respect your home when they carry out their visits? | | | | 26 | |  |
| 1. Do you know who to contact if you have a concern? | | | | 26 | |  |
| 1. Is there anything else we can do to improve the service for you? | | | | 16 | | 10 |
| 1. What was the one thing about this service that made a difference to you? | | | | | | |
| * No complaints at all, really happy | | | | | |  |
| * The carer made my husband laugh, they are a good bunch of girls | | | | | |  |
| * The girls are helpful and do their best | | | | | |  |
| * Very happy with the service | | | | | |  |
| * I am very pleased with everything that is being done | | | | | |  |
| * I hope to stay with Premier Care beyond the enablement service | | | | | |  |
| * We are waiting for a shower assessment from Essex County Council which will take longer than the 6 weeks. | | | | | |  |
| * The girls are lovely and very kind to my husband. The girls never make me feel embarrassed. | | | | | |  |
| * Please let all the carers know they are brilliant | | | | | |  |
| * Cannot fault the carers, they have been brilliant | | | | | |  |
| * No complaints, I get on well with all the carers, they are polite and friendly | | | | | | CT |
| * Cannot fault the carers and the service at all | | | | | | JB |
| * The carers are wonderful with my husband, they have him singing and dancing. They are a pleasure to have in the house | | | | | | AQ |
| * Laura is absolutely lovely, makes me feel so much better | | | | | | MC |
|  | | | | | |  |
| Overall how satisfied are you with the service? (please tick) | | | | | | |
| Outstanding | Good | My needs are met | Requires improvement | | inadequate | |
| 5 | 18 | 3 |  | |  | |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter/son | Niece/Nephew | Other |
| 13 | 1 | 1 | 2 | 1 |  |  |  |

End of service satisfaction survey

(Service User)

|  |  |  |
| --- | --- | --- |
| Question | Agree | Disagree |
| 1. I was involved in deciding what goals I wanted to achieve through the in lieu of short term Enablement Service | 15 |  |
| 1. These goals were clear and met my needs: | 13 | 2 |
| 1. I achieved the goals that were planned | 13 | 2 |
| 1. The in lieu of Short-term Enablement worker visits were planned for the times which were appropriate to help me | 15 |  |
| 1. The in lieu of short term Enablement worker came at the times we had agreed | 15 |  |
| 1. The in lieu of Short term Enablement worker supported me if I needed to contact other services during and at the end of service | 14 | 1 |
| 1. Overall I was treated with dignity and respect by the in lieu of Short term Enablement Service | 15 |  |
| 1. I feel less dependent on others than at the start of the in lieu of Short term Enablement service | 11 | 4 |
| 1. I knew how to contact the in Lieu of Short Term Enablement service if I needed to | 15 |  |
| 1. When I needed to contact in Lieu of Short Term Enablement service, I was able to reach someone easily | 15 |  |
| 1. My family or people close to me were given the information to help me with in lieu of short term Enablement | 15 |  |
| 1. If someone else you knew told you they had been referred to the service, would you encourage them to try it | 15 |  |
| 1. Do you feel the service has benefited you and improved your quality of life | 14 | 1 |
| 1. Is there anything else you would like to tell us about the service? | | |
| * I cannot fault the girls. I am a little bit more mobile now | |  |
| * I got on with the carers, absolutely perfect | |  |
| * I am more than happy with the service | |  |
| * I have now made some progress and I am now more mobile | |  |
| * I like all my carers and Premier Care does offer consistency | |  |
| * Everything has been perfect, all such lovely carers | |  |
| * Could you please thank everybody, especially the carers from me personally | |  |
| * Dad loves the carers and they love him and the carers are taking notice of notes I leave for them regarding meals | |  |
| * Carers are nice and I got on well with them | | RB |
| * The service has been a great help. All the carers are really kind and lovely to me. I am able to complete my personal care now, it takes me a long time but that’s ok | | JM |
| * The service was a very short while but in that time it was good and I am a lot more mobile and independent now | | CJ |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Overall how satisfied are you with the service? (please tick) | | | | |
| Outstanding | Good | My needs are met | Requires improvement | inadequate |
| 6 | 8 | 1 |  |  |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter/  son | Niece/Nephew | Other |
| 10 |  | 1 | 2 | 1 |  |  | 1 |