**TELEPHONE REVIEW SUMMARY REPORT - Month –November 2024**

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| **Team Planner/Area** | **Outstanding** | **Good** | **Needs Met** | **Requires Improvement** | **Inadequate** | **Total Reviews completed** | **Comments From Telephone Reviews****Requires improvement/ Inadequate** | **Issue Resolved** |
| Basildon | 1 | 2 |  |  |  |  |  |  |
| Billericay | 1 |  |  |  |  |  |  |  |
| Laindon | 2 |  |  |  |  |  |  |  |
| Pitsea | 1 |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **5** | **2** |  |  |  |  |  |  |
| Canvey East | 2 | 1 | 1 |  |  |  |  |  |
| **Amber King** | **2** | **1** | **1** |  |  |  |  |  |
| Canvey West | 2 | 4 |  |  |  |  |  |  |
| **Tricia Conway** | **2** | **4** |  |  |  |  |  |  |
| Hadleigh | 2 | 4 |  |  |  |  |  |  |
| Thundersley | 1 | 3 |  |  |  |  |  |  |
| **Kirsty Brett** | **3** | **7** |  |  |  |  |  |  |
| Benfleet | 2 | 2 |  |  |  |  |  |  |
| **GemThompson** | **2** | **2** |  |  |  |  |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford | 2 |  |  |  |  |  |  |  |
| Rayleigh |  |  |  |  |  |  |  |  |
| **Rose Lewis** | **2** |  |  |  |  |  |  |  |
| **Company Totals** | **16** | **16** | **1** |  |  | **33** |  |  |
| **%** | **48** | **48** | **4** |  |  |  |  |  |
| **New Clients** | **1** | **6** |  |  |  | **40** |  |  |
| **Grand Totals** |  |  |  |  |  |  |  |  |

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| **Hadleigh** |
| Mum is well supported, she loves the carers – we are all working on the same page | FB |
| Lovely set of carers, very kind and helpful | JW |
| Service has been good AF appreciates her care | AF |
| Carer’s are pretty good, Carer reward goes to DT. She anticipates my needs and informs me when I am running low on food | CE |
| Carers are outstanding, the call times have been very good | AT |
| The carers are friendly, good with NG – he can get agitated the carers cope well | NG |
| I have received excellent care, I’m pleased with Premier Care | CI |
| Carers are helpful, we have a joke together | DT |
| Carer Peace is a breath of fresh air, she, is very special. She has us laughing and smiling – she has the right attitude for this job | JW |
| **Basildon** |
| I have caring carers, I get on well with them. They know me well | MC |
| The carers have been good supporting me with DH care. They pick up on things that I have missed and answer any questions I have. Carers help DH with her crosswords, they always have time for her. | DH |
| Carers are a great help, help me at every visit, they have been brilliant | MA |
| No problem at all and carers turn up at a good time | PC |
| The carers try and help me with my mental health, they do their best and listen to me | CD |
| I have never felt I have to ask for help the carers just know me so well it flows so easy, it’s a lovely system. I am very happy | MP |
| **Benfleet** |
| I’m satisfied with my care | EI |
| Carers are good – they ask if we need anything, helpful carers | SC |
| I am more than happy with my carers they help me with everything via carers | SF |
| I have some lovely carers, they all do a good job | AW |
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| **Canvey West** |
| I am happy. If I have a problem it gets sorted | MB |
| The carers are efficient, kind, gentle, helpful and very good – excellent service | KD |
| When I had my heart attack last week Kwanda worked fast she helped me and is caring, I want to personally thank her she was good and got the help needed straightaway  | MH |
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| **Canvey East** |
| Very satisfied with the carers, they do their job well | BS |
| Mum gets on well with her carers, they are like family. They have a laugh and a joke with her, she knows them all well, and she looks forward to seeing them | SW |
| The carers treat DL well – they talk to him, they are polite and make sure his needs are met | DL |
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| **Rayliegh** |
| The service is very good. I am kept informed with the times of my call | GJ |
| The carers have been excellent with mum | JW |
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