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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Team Planner/Area** | **Outstanding** | **Good** | **Needs Met** | **Requires Improvement** | **Inadequate** | **Total Reviews completed** | **Comments From Telephone Reviews**  **Requires improvement/ Inadequate** | **Issue Resolved** |
| Basildon |  |  |  |  |  |  |  |  |
| Billericay |  | 1 |  |  |  |  |  |  |
| Laindon | 1 |  |  |  |  |  |  |  |
| Pitsea | 1 |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **2** | **1** |  |  |  | **3** |  |  |
| Canvey East | 4 | 2 |  |  |  |  |  |  |
| **Amber King** | **4** | **2** |  |  |  | **6** |  |  |
| Canvey West | 2 | 1 | 1 |  |  |  |  |  |
| **Tricia Conway** | **2** | **1** | **1** |  |  | **4** |  |  |
| Hadleigh | 1 | 2 | 1 |  |  |  |  |  |
| Thundersley | 1 | 1 |  |  |  |  |  |  |
| **Kirsty Brett** | **2** | **3** | **1** |  |  | **6** |  |  |
| Benfleet | 3 | 3 | 1 |  | 1 |  |  |  |
| **GemThompson** | **3** | **3** | **1** |  | **1** | **8** |  |  |
| Hockley |  | 2 |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh | 1 | 2 |  |  |  |  |  |  |
| **Rose Lewis** | **1** | **2** |  |  |  | **3** |  |  |
| **Company Totals** | **14** | **12** | **3** | **0** | **1** | **30** |  |  |
| **%** | **48%** | **40%** | **10%** |  | **2%** | **100%** |  |  |
| **New Clients** | **4** | **6** |  |  |  |  |  |  |
| **Grand Totals** | **18** | **18** | **3** |  | **1** | **40** |  |  |

|  |  |
| --- | --- |
| **Basildon** | |
| They are a nice bunch of carers, I get on with all my carers | JS |
| This is the first time having carers, the carers are very good and welcoming | TP |
| I give Premier Care 9/10, they are very good | BC |
| **Benfleet** | |
| Carers are alright, they help me get up in the morning | JM |
| LS receives good care, Carers know him very well, LS is comfortable with them | LS |
| The service has been very good. Carers are good and helpful. Carer Wisdom has been excellent | DB |
| I am very happy with the service, I get on well with all my carers. | PB |
| Premier Care is very efficient, we have had no major issues MW enjoys seeing her carers | MW |
| **New Service Users** | |
| MM gets on really well with her carers. MM is happy and happy with the service | MM |
| Carers are doing the main thing and helping with personal care | MC |
| the service has been fantastic, we are very happy with Premier Care, the carers are respectful, mum is pleased with the carers, she loves them | TD |
| Carers are good and doing a good job | RS |
| MH is satisfied with her carers and enjoys chatting to them | MH |
| everything is done according to my needs – carers are respectful and patient | RS |
| We all like the carers they are very nice. Everything is going really well | HM |
| The carers are outstanding and very nice, pleasant and friendly | JA |
| The carers have been wonderful they go above and beyond, they are kind, lovely, professional they make June and John’s family feel better. Daughter see’s the carers as family. Husband would like to say thank you to all the carers. | JC |
| **Hadleigh** | |
| Carers are lovely, supportive, they do everything I ask and I enjoy seeing them | IP |
| Carers are always there for me, on time. I’m happy with them | BA |
| I am 100% happy with the service – the carers are all brilliant | CW |
| We are happy with the service | NM |
|  |  |
| **Canvey West** | |
| My carers are nice, they spoil me, carers are really good to me. I couldn’t cope without my carers | MW |
| I am happy with the help Robert receives from personal care and feeding Robert when he wants to eat. We are very grateful | RW |
| LH is happy with Premier Care | LH |
| Some carers are brilliant |  |
|  |  |
| **Canvey East** | |
| I couldn’t ask for nicer carers. I don’t know what I’d do without them. | JE |
| The carers are caring, they spend time with me they don’t rush, always ask how I am | SJ |
| Carers are helpful, they do what we ask them to do | PC |
| I am pleased with my carers, they are very nice. My husband went away the carers really looked after me | VC |
|  |  |
| Rayleigh | |
| Premier Care has never let me down, I have regular carers that is nice to see familiar faces | HH |
| EB is happy with her carers | EB |
|  |  |
| Rochford | |
| I’m very impressed with the service VJ is very happy – carers are helpful. Mum gets on well with them | VJ |
|  |  |
|  |  |