|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Question | | | | Yes | | No |
| 1. Do you feel that the service is what you expected it to be? | | | | 17 | |  |
| 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? | | | | 17 | |  |
| 1. Are you getting the same carers at regular call times? | | | | 17 | |  |
| 1. Do you feel that you are able to ask staff to do things for you in the way that you would like? | | | | 17 | |  |
| 1. Does the service make you feel safe and as independent as possible in your own home? | | | | 17 | |  |
| 1. Are our care staff careful and respect your home when they carry out their visits? | | | | 17 | |  |
| 1. Do you know who to contact if you have a concern? | | | | 17 | |  |
| 1. Is there anything else we can do to improve the service for you? | | | | 17 | |  |
| 1. What was the one thing about this service that made a difference to you? | | | | | | |
| * I am satisfied and the carers do their best | | | | | | MF |
| * I would like the carers longer as I am not recovering as quick as I thought | | | | | | DS |
| * Everything is great and the carers are looking after me | | | | | | PS |
| * Happy with the service. I am starting to feel a lot better and hopefully my cast will come off next week | | | | | | LV |
| * The carers are nice people but they are a bit too early at time | | | | | | AF |
| * In particular Michelle, Jacqui and Rudo are the best, they are all lovely, but these spend the most time with me. | | | | | | IF |
| * My husband has a laugh with the carers, they chat to him about sport and have helped him adjust to living in a new area, very, very satisfied. | | | | | | SD |
| * The service is good and the carers get me walking every day | | | | | | PW |
| * The carers are very kind to both of us GP is very happy with the service SH and NF in particular – we have known them for a long time | | | | | | GP |
| * The carers are hardworking and so lovely to me. They do everything I ask and are so caring. I really couldn’t ask for a better service. | | | | | | LS |
| * The carers are lovely and we are really happy – daughter | | | | | | RI |
| * I lost my husband and the carers provide company, they ask me what I want and if I am OK. It can be lonely at times and they are so lovely to me | | | | | | JM |
| Overall how satisfied are you with the service? (please tick) | | | | | | |
| Outstanding | Good | My needs are met | Requires improvement | | inadequate | |
| 5 | 10 | 1 | 1 | |  | |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter/son | Niece/Nephew | Other |
| 13 |  | 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 | 20 | 2 |
| 1. These goals were clear and met my needs: | 22 |  |
| 1. I achieved the goals that were planned | 20 | 2 |
| 1. The in lieu of Short-term Enablement worker visits were planned for the times which were appropriate to help me | 22 |  |
| 1. The in lieu of short-term Enablement worker came at the times we had agreed | 22 |  |
| 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 | 22 |  |
| 1. Overall, I was treated with dignity and respect by the in lieu of Short term Enablement Service | 22 |  |
| 1. I feel less dependent on others than at the start of the in lieu of Short term Enablement service | 20 | 2 |
| 1. I knew how to contact the in Lieu of Short-Term Enablement service if I needed to | 22 |  |
| 1. When I needed to contact in Lieu of Short-Term Enablement service, I was able to reach someone easily | 22 |  |
| 1. My family or people close to me were given the information to help me with in lieu of short-term Enablement | 22 |  |
| 1. If someone else you knew told you they had been referred to the service, would you encourage them to try it | 22 |  |
| 1. Do you feel the service has benefited you and improved your quality of life | 22 |  |
| 1. Is there anything else you would like to tell us about the service? | | |
| * Could not have managed without the service, I do feel more encouraged with my personal care SMART goal – carers Sue and Natalie are absolutely outstanding | | CA |
| * I could not manage without the carers, I am waiting for a hip operation so cannot achieve my goals | | KM |
| * The carers have been really, really good | | JL |
| * The ladies were very helpful | | PW |
| * Walking with stick now which is good. | | EA |
| * The service is brilliant. The carers even asked if I was ok. They look after my husband really well. He has not achieved his goals and not improved in some areas due to his condition not the service. | | DW |
| * Bob washes his own face. The AM call is the most important as the carers encourage Bob to get up and dressed. They have great patience with him. EE makes him laugh | | RW |
| * Without the carers I would not be able to look after JJ myself. Due to her age and health she is unable to complete her SMART Goals – all the carers talk to her and not over her and I cannot fault any of them. Naome is JJ favourite – she is lovely to her. | | JJ |
| * The carers brought out the best in MS and the service was outstanding | | MS |
| * MG said all the girls were wonderful and she has had her cast off and is showering herself now | | MG |
| * The service has made things easier for me and overall is really good | | MB |
| * MG said all the carers were lovely and never let her down | | MG |
| * I am trying to be more independent and have become more mobile now. I am going in the right direction | | EW |
| * Daughter said the carers have been really kind and caring to her mum. Mum is not going to get any better or more independent and is at high risk of falls so having the carers gives her peace of mind. Daughter praised all the carers for her amazing support. | | EB |
| * All the girls were absolutely lovely. It was a fantastic service | | ML |
| * The carers were a good bunch and the service was excellent | | SN |
| * Had a nice chat with the carers, I had peace of mind with them coming in. Dad said he is not more mobile but that is because of his condition not the service. Rob would like the walking frame taken away as he is not using it | | RC |
| * The service was excellent | | LM |
| * Good for my husband to see different faces, he has been assessed for day centre and accepted, is now on the waiting list. * My husband starts to sing when Alena comes in and he also likes Sandra, Helen and Lisa. | | AQ |
| * The service was excellent from the first day. I would recommend it to anyone that needed extra support | | LV |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Overall how satisfied are you with the service? (please tick) | | | | |
| Outstanding | Good | My needs are met | Requires improvement | inadequate |
| 12 | 10 |  |  |  |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter/  son | Niece/Nephew | Other |
| 13 | 2 | 4 | 1 | 1 |  | 1 |  |

End of service satisfaction survey

(Carer)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Question | | | | Agree | | | Disagree | NA |
| 1. Offered me training and support where necessary to help me maintain my caring role | | | |  | | |  |  |
| 1. Were you happy with the service you received from the Therapy Team, OT or physio and do you think it enhanced the progression of the service user? | | | |  | | |  |  |
| 1. Gave me the confidence to be able to maintain my caring role after the in lieu of Short Term Enablement service ended | | | |  | | |  | |
| 1. Supported me in identifying any additional information or support I required after the in lieu of short term Enablement period ended | | | |  | | |  | |
| Comments | | | | | | | | |
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|  | | | | | |  | | |
|  | | | | | |  | | |
|  | | | | | |  | | |
|  | | | | | |  | | |
| Overall how satisfied are you with the service? (please tick) | | | | | | | | |
| Outstanding | Good | My needs are met | Requires improvement | | inadequate | | | |
|  |  |  |  | |  | | | |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter | Niece/Nephew | Other |
|  |  |  |  |  |  |  |  |