**TELEPHONE REVIEW SUMMARY REPORT - Month –December 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 | 3 | 1 |  |  |  |  |  |  |
| Billericay |  | 1 |  |  |  |  |  |  |
| Laindon |  |  | 1 |  |  |  |  |  |
| Pitsea |  |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **3** | **2** | **1** |  |  | **6** |  |  |
| Canvey East |  |  |  |  |  |  |  |  |
| **Amber King** | **0** | **0** |  |  |  |  |  |  |
| Canvey West |  | 1 | 1 |  |  |  |  |  |
| **Tricia Conway** |  | **1** | **1** |  |  | **2** |  |  |
| Hadleigh | 2 | 2 |  |  |  |  |  |  |
| Thundersley |  |  |  |  |  |  |  |  |
| **Letwin Makasi**  | **2** | **2** |  |  |  | **4** |  |  |
| Benfleet | 3 | 4 |  |  |  |  |  |  |
| **GemThompson** | **3** | **4** |  |  |  | **7** |  |  |
| Hockley | 3 | 1 |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh |  | 1 |  |  |  |  |  |  |
| **Rose Lewis** | **3** | **2** |  |  |  | **5** |  |  |
| **Company Totals** | **11** | **11** | **2** |  |  | **24** |  |  |
| **%** | **46%** | **46%** | **8%** |  |  | **100%** |  |  |
| **New Clients** | **3** | **8** | **1** |  |  | **12** |  |  |
| **Grand Totals** |  |  |  |  |  |  |  |  |

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| **New Service Users** |
| Some carers give a bit extra, carers are polite and helpful – on the whole everything is what I need at a visit | VB |
| Carers are all very nice | MP |
| The carers are excellent and very nice to talk too | JL |
| Carers are nice ladies, caring, friendly and good communication with mum | AP |
| The carers are lovely, friendly – they listen to PR’s wife with any queries she has | PR |
| Daughter is pleased with how it is going – JM likes to chat with her carers | JM |
| EM is very pleased with Premier Care, and is happy with the carers, they are angels, helpful and caring and they are careful with me. | EM |
| Carers have been wonderful, mum’s delighted to see them – life is easier with the carers | MJ |
| Thank you to all the carer’s. they are doing a brilliant job, we are so grateful – carers have been very caring  | BH |
| The carers go above and beyond, they are always helpful and tidy. Fantastic job. | DB |
| **Basildon** |
| The carers are really good and very helpful | MO |
| The carer’s are lovely, mum gets on so well with them. She looks forward to seeing them, it is a really good service. | MW |
| PO is really happy with Premier Care | PO |
| My carers are marvellous, they look after me like I’m their mum, they are lovely girls – they look after me so well | VM |
| **Benfleet** |
| The carers are a good team, mum gets on really well with them – she is becoming more independent with the encouragement from the carers, she has her confidence back | MM |
| Gemma has been really good with communication and resolving situations, mum gets on well with her carers, she likes to have a chat with them | HM |
| I’m happy with my carers, we have a chat and they are helpful | MH |
| Carers are doing an amazing job and always chatting with SC | SC |
| **Hadleigh**  |
| Carers have been helpful, come the time which is good for mum , they know mum well, she likes to chat with them | ML |
| The service and the carers have been fantastic. PJ is an exceptional carer, she is cheerful all the time and I enjoy seeing her | JW |
| **Rayliegh** |
| Everything seems to fall into place and we have no concerns | AB |
| **Rochford** |
| Carers LJ and MF are outstanding carers – they take time to chat with mum, they are kind and caring – Daughter is very happy with the service | TD |
| Daughter is very impressed with Premier Care and JA likes to see her carers | JA |
| All carers are lovely, they get on well with RD and always on time | RD |