



Customer Satisfaction Survey

June 2021

OptimumCare
part of domestic care group

Executive Summary

Each month our service users are spoken with or visited by our staff to ensure the quality of the services they are provided with, however on an annual basis, we carry out an annual formal quality assessment. This year the forms were dispatched and returned in June 2021.

The objective of this assessment is to obtain the views of our clients in addition to the ongoing service monitoring and to provide service users with an additional forum to raise concerns or complaints or make suggestions for improving services.

The clients were able to use the survey either anonymously or provide their personal details. A pre-paid envelope was included with the survey to enhance returns. There were 1,362 surveys issued with 601 returned completed. This is rate of 44% which remains statistically significant.

In comparing this year's outcomes with those obtained in 2020 the trends are as follows:

In regard to numbers of carers attending calls, this continues similar to last year in the numbers of persons receiving calls by 2 carers at 35.1% and those persons receiving 1 carer at 61.9% (0.5% persons received both one and two carers depending on time of call and 2.5% did not respond to this question) . This is approximately in line with our own records; therefore the results of the survey are reflective of our client group.

In regard to quality of the service from Optimum Care, continuity of staff was identified as a Key Performance Indicator for managers for this year. This outcome was measured from our own statistics and this has remained high again over the last year. The outcomes here are pleasing and whilst we must continue to strive for improvement, significant strides have been made, with in excess of **95% meeting or exceeding the guidelines laid down by RQIA for care continuity across all areas**. Where the continuity guidelines have not been met is in very large part due to part time workers.

This year we continued our focus on client knowledge, respect and dignity and staff communication skills. We also focused on continuity of care and Infection Prevention and control.

The outcomes here show that in regard to respect & dignity, **97.8% of clients who responded believe that the staff respected their dignity**. In regard to communication skills **98% of clients who responded believe that staff communicated well with them**. In focusing on the care delivered, 98.5% of service users believe their care is either good, very good or excellent.

In regard satisfaction levels with office staff, **99% of those who responded believe the staff are friendly and helpful** in sorting out problems they may have.

So what does our typical service user look like? The majority of our clients are aged between 81-90, they live alone and require the help of one care worker. Knowing this makes our staff reflect on the vulnerability of the people we care for.



Objectives for 2021 - 2022

In setting KPI's for this year with the exceptional outcomes of this client satisfaction survey, we have agreed with the Registered Managers that the main KPI's will be:

- Continued Improvement in continuity of care
- Continued Improvement in communication with service users and their families
- Continued focus on staff training



Overall Customer Satisfaction Survey Outcomes June 2021

	Category	Count	Percentage
Age	≤60	37	6.2%
	61 -70	52	8.7%
	71-80	137	22.8%
	81-90	245	40.7%
	≥91	104	17.3%
	Not Completed	26	4.3%
Lives Alone	Yes	303	50.4%
	No	292	48.6%
	Not Completed	6	1%
Live with Family	Yes	260	43.3%
	No	335	55.7%
	Not Completed	6	1%
Number of Carers needed	1	372	61.9%
	2	211	35.1%
	Both	3	0.5%
	Not Completed	15	2.5%
Do the Carers know what to do to help you?	Yes	590	98%
	No	5	1%
	Not Completed	6	1%
Do the Carers respect your dignity when providing care?	Yes	588	97.8%
	No	3	0.5%
	Not Completed	10	1.7%
Do the Carers communicate well with you?	Yes	589	98%
	No	5	0.8%
	Not Completed	7	1.2%
The overall service the carers provide is:	Excellent	280	46.6%
	Very Good	217	36.1%
	Good	95	15.8%
	Unsatisfactory	4	0.7%
	Not Completed	5	0.8%
Are the office staff friendly and helpful in sorting out any problem you have?	Yes	518	86.2%
	No	5	0.8%
	Not Completed, most felt this was NA	78	13%
Additional Comments	Positive	588	97.8%
	Negative	7	1.2%
	Both	6	1%



A sample of comments made by clients and their families:

"I have so many lovely Carers, could not pick one out. They have done an amazing job in such difficult times"

"My care worker has a very caring manner and is always cheerful and patient with me"

"Only ever had one problem which was quickly and satisfactorily resolved"

"My Carers are very helpful and friendly, I look forward to them calling"

"They are all very good providing my care, all very supportive and helpful, Thank you"

"I am very well looked after and I am very grateful for what is done for me. My friends in England do not get the care I get, thank you"

"We as a family appreciate all of the Carers and for their help and kindness that they give to mum. Thank you so much"

"It is a pleasure to see them coming to our home. Thank you all our Carers"

"I find my Carer provides me with excellent care and maintains dignity, she is also very empathetic, she understands and appreciates my 'highs & lows', she often knows what I need before I mention it. I always feel safe in her hands"

"The staff in attendance are all very professional, cautious & helpful"

"My Carer is a star, a young lady who puts her heart and soul into her job, such a pleasure and always cheerful."

"All the girls are so good and whatever job we ask for help with, it's no problem and done with a smile, they are the best and we appreciate all they do for us both"

"Our Carer is so good, very satisfied, she leaves everything clean and tidy, takes rubbish out on each visit"

"As my mum's full-time Carer, I have to say I couldn't carry on working if it wasn't for the fantastic help and support of the girls. They are extremely good at their job and provide mum with excellent care"

"My young Carer is an example of a good Carer. She is superb in every task undertaken. An asset to any care company and deserves recognition"



“I could not single out any particular member of staff, they are an excellent team”

“All my Carers are very good to me, I couldn’t manage without them”

“Over the last year my mum has been looked after by your team of Carers. I have been very satisfied by the care she has received”

“Very grateful and thankful to have Carers coming in everyday”

“High praise for staff coming in”

“Everyone that comes into the house is professional, compassionate and courteous”

“All of mum's Carers bring different qualities to the job”

“All the girls that come into my home are so loving and caring, and nothing is too much trouble for them”

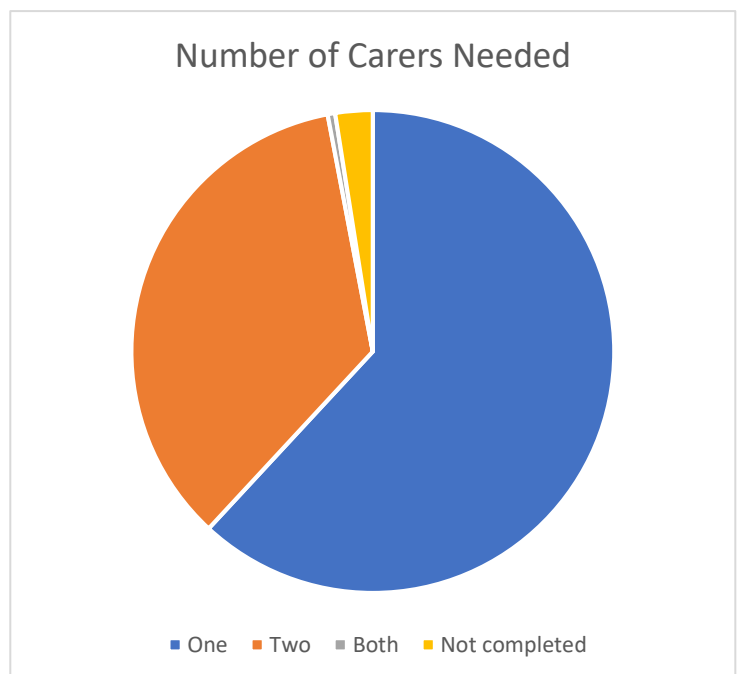
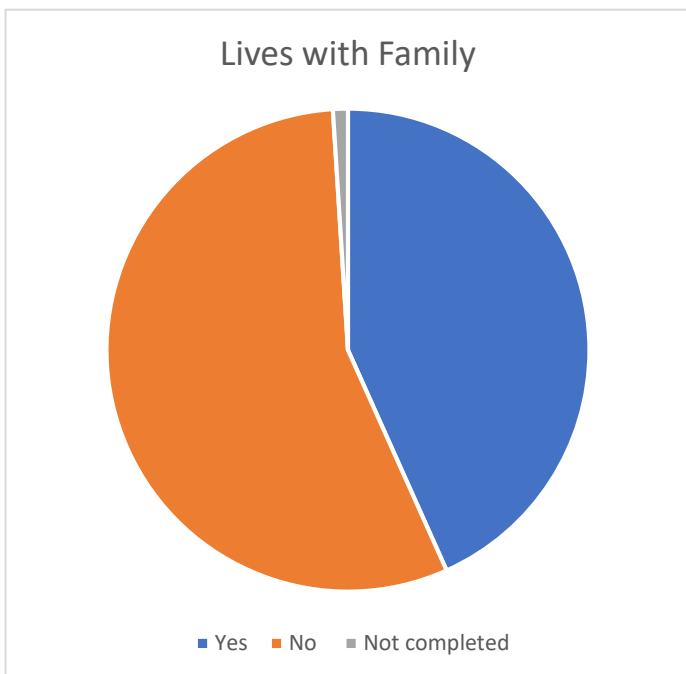
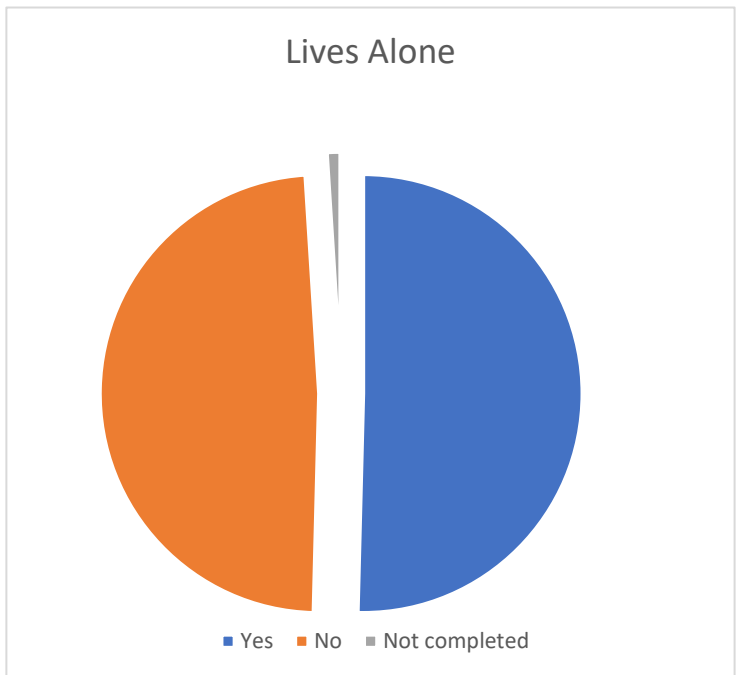
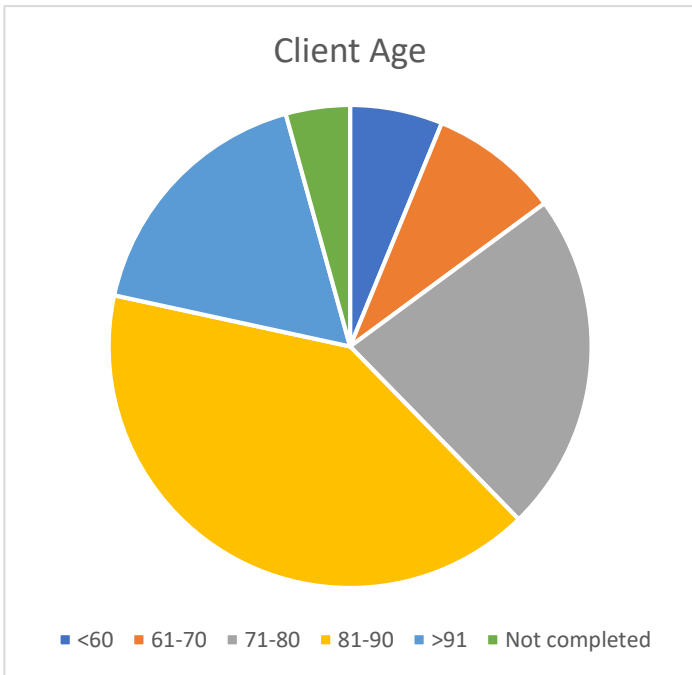
“No complaints about anything. Very happy with the service”

“Carers staff are very good, I would be lost without them at night and morning when I do not feel so good, always very clean and smart and take care”

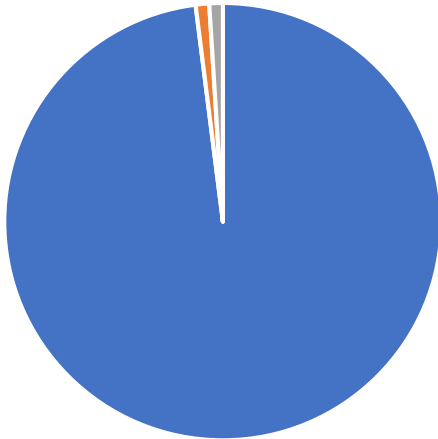
“Both my Carers are very considerate, friendly, patient and are caring & willing to help to any need you have at the time”



Survey Result Charts

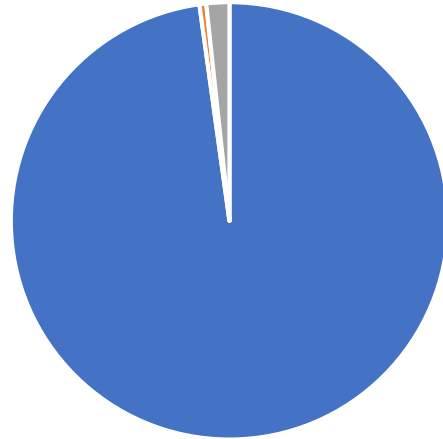


Question 1: Do the Carers know what to do to help you?



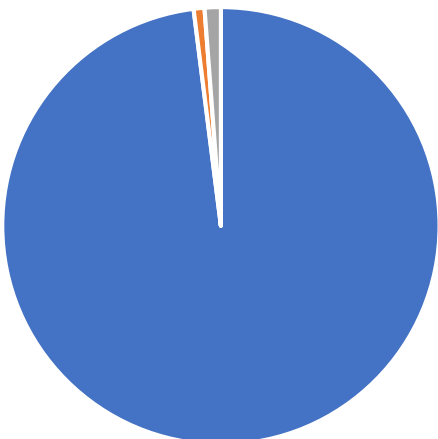
■ Yes ■ No ■ Not completed

Question 2: Do the Carers respect your dignity when providing care?



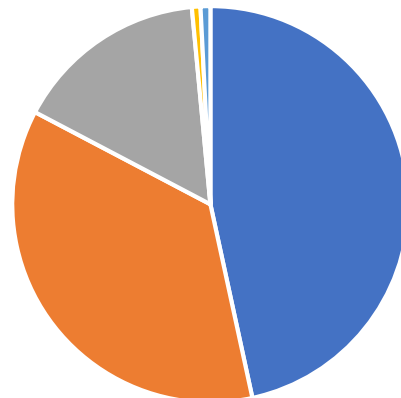
■ Yes ■ No ■ Not completed

Question 3: Do the Carers communicate well with you?



■ Yes ■ No ■ Not completed

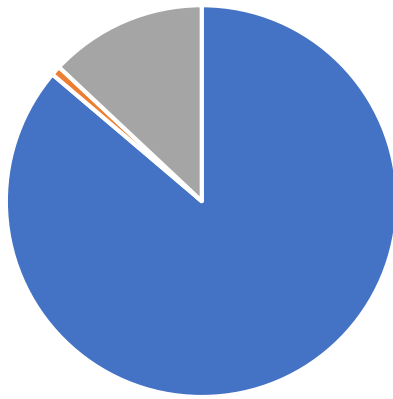
Question 4: The overall service the Carers provide is?



■ Excellent ■ Very Good ■ Good
■ Unsatisfactory ■ Not completed

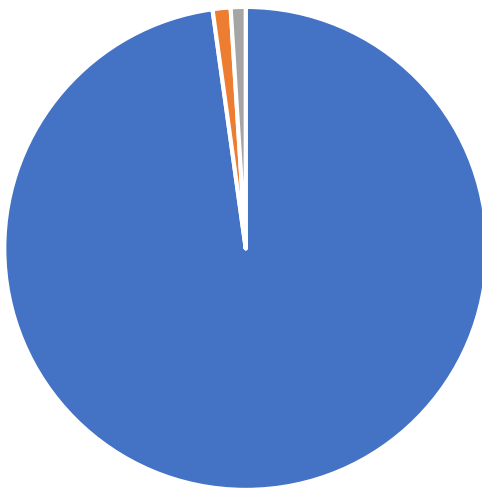


Question 5: Are the office staff friendly and helpful in sorting out any problems you have?



■ Yes ■ No ■ Not completed

Additional comments



■ Positive ■ Negative ■ Both positive and negative





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