

CLIENT SATISFACTION SURVEY

2024

May





Contents

	Page
Executive Summary	3
Client Profile Results	4
Survey Question Results	5
Additional Comments	8
Conclusion	9



Executive Summary

This report presents the findings from the 2024 Optimum Care Client Satisfaction Survey. All clients of Optimum Care were invited to provide feedback on our services. All were posted a survey to either return in the freepost envelope provided or by completing the survey on our website. Surveys were distributed at the beginning of May 2024, with a submission deadline of May 17, 2024.

A total of 605 responses were received, representing a 41% response rate. Of these, 549 surveys (92%) were returned via post, and 56 (9%) were completed online.

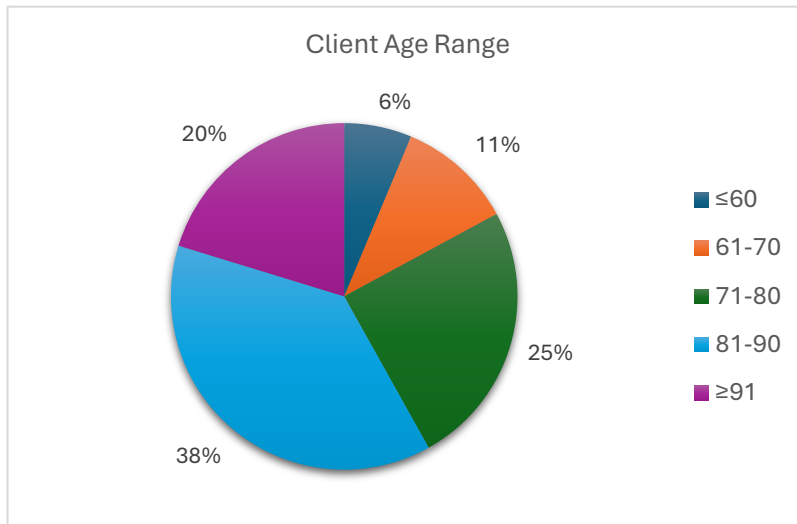
The objective of this survey was to gather comprehensive client feedback to evaluate and enhance our services, complementing the monthly quality assurance reports conducted by our senior staff. The survey results were highly positive, with overall satisfaction rates meeting or exceeding 97.99%. Specifically, satisfaction rates for carers' knowledge of our client's needs, respect for client dignity, and communication skills were 99% or higher. Overall care service satisfaction was 99.83%, with the majority of clients rating the service as 'Excellent'. Office staff received a 97.99% satisfaction rating for their friendliness and helpfulness.

Most of our clients are aged between 81 and 90 years old, with most living alone and requiring assistance from one carer.

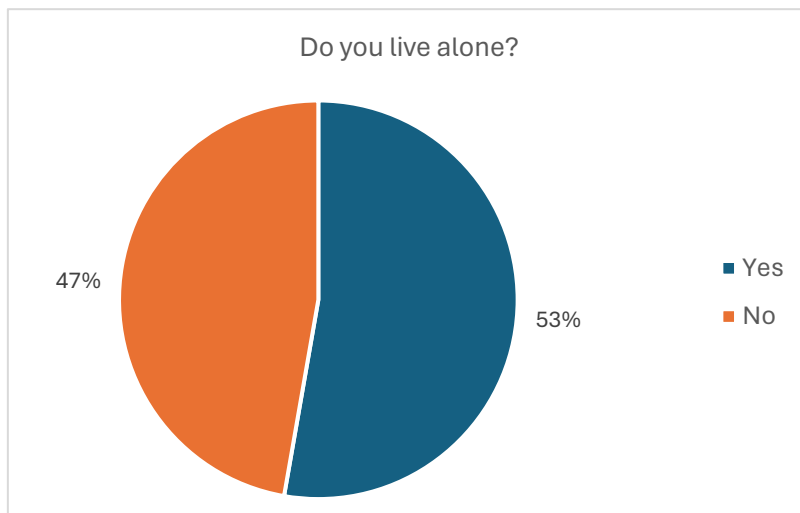
Comparison with 2023 Survey

The 2023 survey had a 42% response rate, with 98% of respondents expressing satisfaction with the care services received, and most rating it as 'Excellent'. Specific satisfaction rates were: 100% for dignity maintenance, 99% for carers' knowledge of needs, 99% for communication, and 97% for office staff helpfulness. The client demographic profile remained consistent, primarily aged 81-90 years, living alone and requiring the assistance of 1 carer.

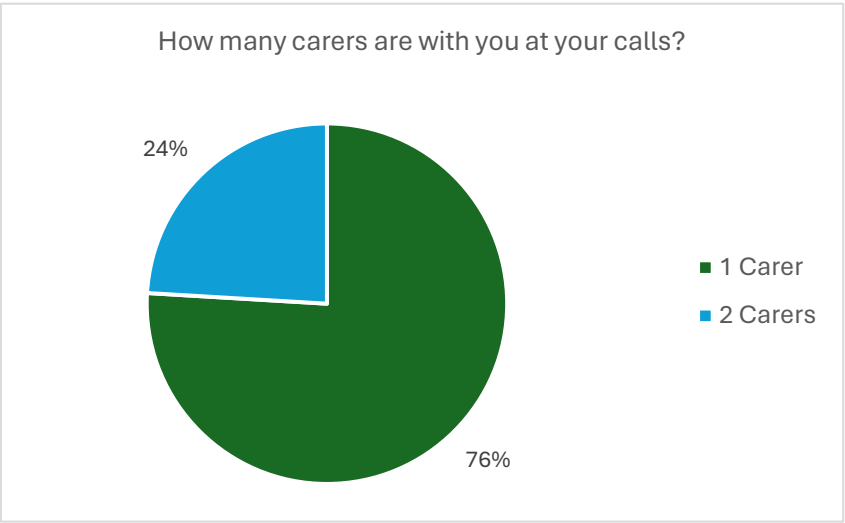
Client Profile Results



222 clients answered this question. 84 (38%) answered 81-90 years old, 55 (25%) answered 71 – 80-year-old, 45 (20%) answered 90 years old or older, 24 (11%) answered 61 – 70 years old, and 14 (6%) answered 60 years old or under to this question.



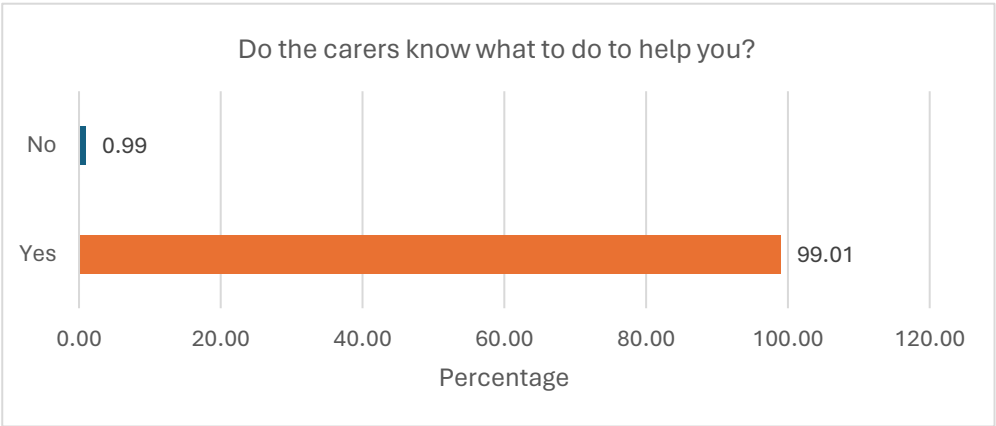
599 clients answered this question. 316 (53%) answered yes, and 283 (47%) answered no to this question.



582 clients answered this question. 442 (76%) answered 1 carer, and 140 (24%) answered 2 carers to this question.

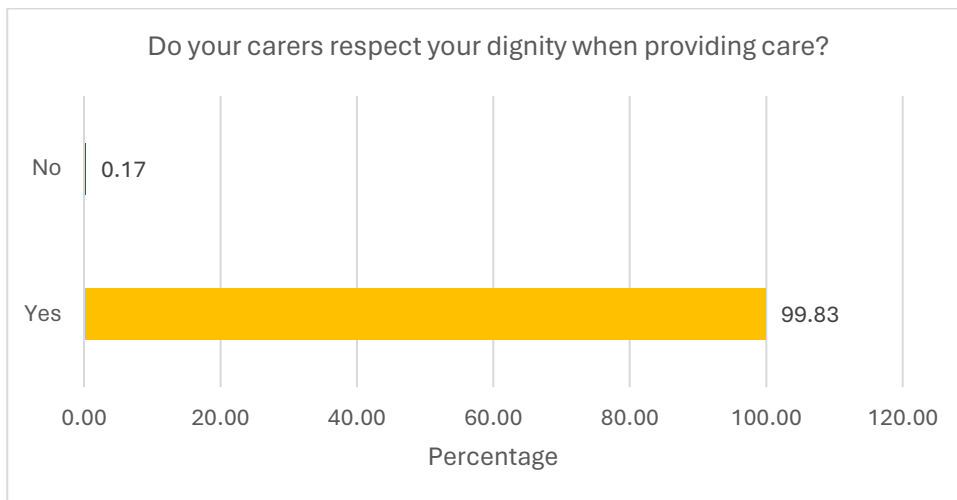
Survey Question Results

1. Do your carers know what to do to help you?



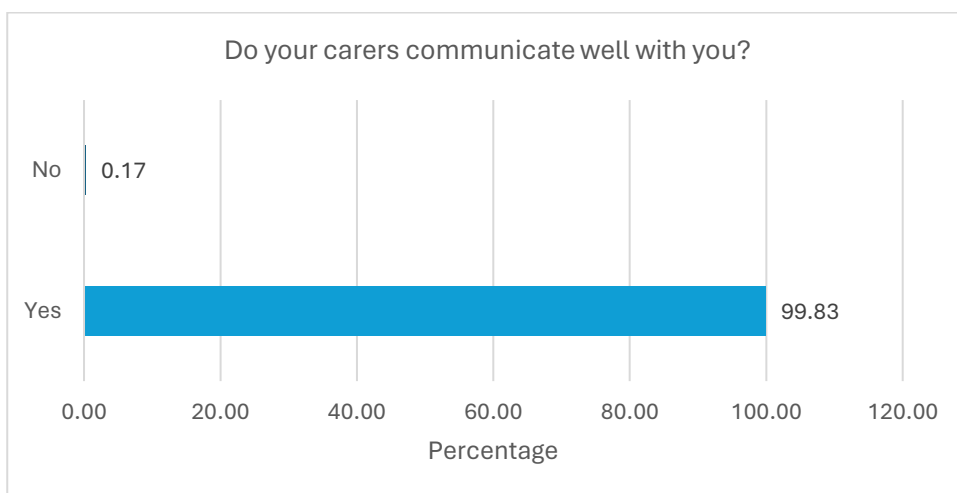
605 clients answered this question. 599 (99.01%) clients answered yes, and 6 (0.99%) answered no.

2. Do your carers respect your dignity when providing care?



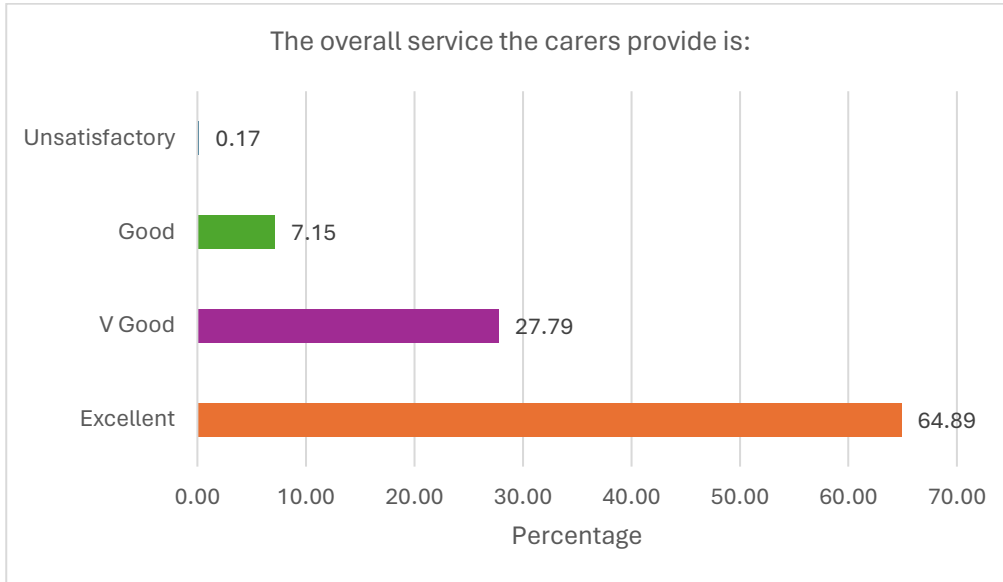
602 clients answered this question. 601 (99.83%) answer yes to this question, and 1 (0.17%) answer no to this question.

3. Do your carers communicate well with you?



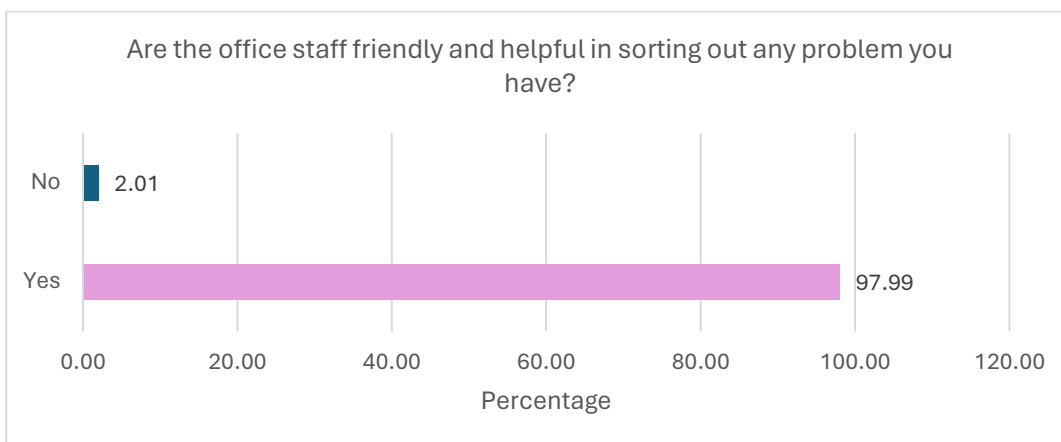
601 clients answered this question. 600 (99.83%) clients answered yes to this question, and 1 (0.17%) answered no to this question.

4. The overall service the carers provide is:



601 clients answered this question. 390 (64.89%) answered Excellent, 167 (27.79%) answered Very Good, 43 (7.15%) answered Good, and 1 (0.17%) answered unsatisfactory to this question.

5. If you have to contact the office are the staff friendly and helpful in sorting out any problem, you may have?



547 clients answered this question. 536 (97.99%) answered yes, and 11 (2.01%) answered no to this question.

Additional Comments

As part of our survey, our clients are given the opportunity to provide feedback on our service. Below is a collation of comments provided from our clients:

"Girls attending my father-in-law are ALL very kind, considerate and helpful and he has taken to them all very well. Couldn't do without this facility."

Ards Peninsula Client

"All staff who visit me are very friendly, smart and communicative."

Bangor Client

"We appreciate all members of the staff for their help and manners."

Comber Client

"All excellent. Don't know how I would do without their caring help."

Donaghadee Client

"I love this service and the help and care I get is second to none. Thank you so much!"

Newtownards Client

"All my carers, men and women that come to me are excellent."

Belfast Client

"I am very pleased with my carer who is pleasant and professional."

Hollywood Client

"All the carers who call with me are very professional and helpful and kind."

Ballymena Client

"I would complement every single of of them, I won't name the ladies in case I leave one out, besides there are a couple of new carers equally attentive and pleasant."

Ballymoney Client

"Very grateful. For all my help from Optimum Care. I would be lost without them."

Bushmills Client

"I have been cared for very well, such kindness of care. Thank you very much!"

Coleraine Client

"Carers are very good at helping me with my daily tasks."



Glens of Antrim Client

“I would like to compliment my carer in particular for her thorough approach to every aspect care. She has high standards in hair grooming, shaving, dressing and in her expectations of client’s independence. She also encourages me to talk and converse.”

Portrush Client

“All the girls are excellent - all are favourites!”

Portstewart Client

“Most pleased with caring staff and thankful for their help.”

Portglenone Client

“All carers are very pleasant and courteous and helpful and good time keeping each day. Great to see each and every one coming to assist and communicate with me.”

Bushmills Client

“The care I have received has been very good. Friendly and considerate at all times. My carers are worth their weight in gold. Each and every one of them.”

Newtownabbey Client

“All the staff that call into me are fantastic and a credit to your company, they provide an excellent service and we have a good friendly relationship with them all.”

Ballyclare Client

“All the staff/carers are efficient friendly and good at their job.”

Carrickfergus Client

“I am very happy with the carers and the overall service they provide and consider myself very fortunate to have such a good team. The office staff are very efficient and friendly.”

Larne Client

Conclusion

We are delighted with the survey results, which highlight the dedication and passion of our staff in their roles within social care. These outcomes underscore the critical importance and value of our social care workers, demonstrating their significant impact on our clients and the broader community. We hope these results contribute to a positive perception of social care workers and emphasise their essential contributions to our local communities.