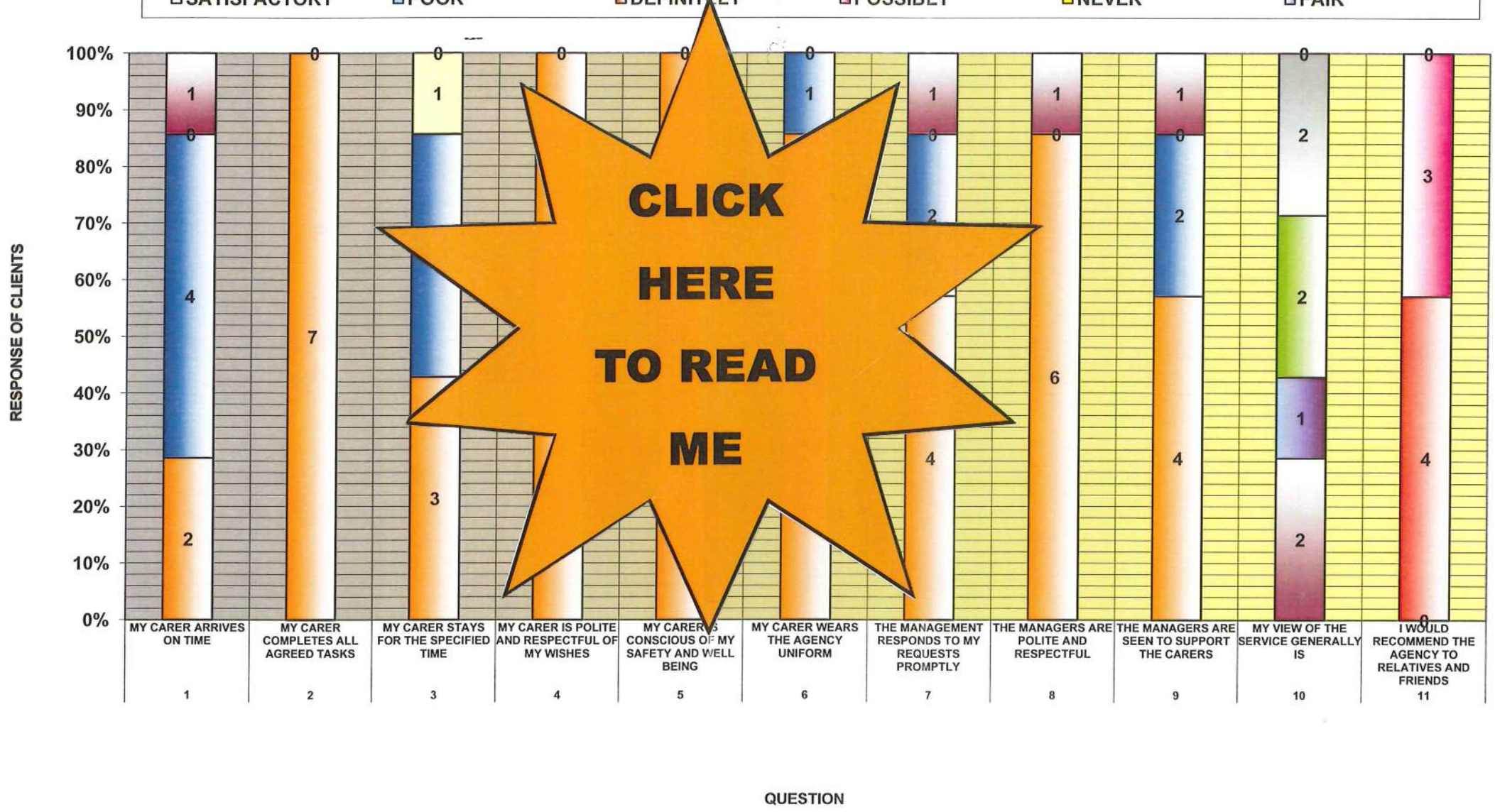


QUALITY SURVEY RESULTS CHART AMBER HOME CARE LTD



QUESTION NO	QUESTION?	ALWAYS	SOMETIMES	NEVER	NOT ANSWERED	EXCELLENT	GOOD	SATISFACTORY	FAIR	POOR	DEFINITELY	POSSIBLY	NEVER
1	MY CARER ARRIVES ON TIME	2	4	0	1								
2	MY CARER COMPLETES ALL AGREED TASKS	7	0	0	0								
3	MY CARER STAYS FOR THE SPECIFIED TIME	3	3	1	0								
4	MY CARER IS POLITE AND RESPECTFUL OF MY WISHES	7	0	0	0								
5	MY CARER IS CONSCIOUS OF MY SAFETY AND WELL BEING	7	0	0	0								
6	MY CARER WEARS THE AGENCY UNIFORM	6	1	0	0								
7	THE MANAGEMENT RESPONDS TO MY REQUESTS PROMPTLY	4	2	0	1								
8	THE MANAGERS ARE POLITE AND RESPECTFUL	6	0	0	1								
9	THE MANAGERS ARE SEEN TO SUPPORT THE CARERS	4	2	0	1								
10	MY VIEW OF THE SERVICE GENERALLY IS				2	1	2	2	0	0			
11	I WOULD RECOMMEND THE AGENCY TO RELATIVES AND FRIENDS				0						4	3	0
12	WHAT DO YOU THINK WE DO WELL?	ANSWERS TO QUESTIONS 12, 13 & 14 ARE ON THE FOLLOWING TAB "ANSWERS & RESPONSES TAB" BELOW											
13	WHAT DO YOU THINK WE COULD DO BETTER?												
14	ANY OTHER COMMENTS												

SURVEY NOTES:

THIS SURVEY WAS CONDUCTED IN DECEMBER 2016 COVERING THE YEAR OF 1 JANUARY - 31 DECEMBER 2016. 35 QUESTIONNAIRES WERE DISPATCHED TO CLIENTS. 7 SURVEYS WERE RETURNED (20%), 28 SURVEYS WERE NOT RETURNED (80%), A DISAPPOINTING RESPONSE.

CLIENT ANSWERS TO THE FOLLOWING QUESTIONS:

QUESTION 12: "WHAT DO WE DO WELL?"

"YOU ALWAYS PUT THE CLIENT FIRST AND THE CARERS ARE REALLY LOVELY".
"GOOD CHOICE OF CARING STAFF".
"KINDNESS FROM CARERS".

CLIENT ANSWERS TO THE FOLLOWING QUESTIONS:

QUESTION 13: "WHAT DO YOU THINK WE COULD DO BETTER?"

WHAT AMBER HOME CARE LTD ARE DOING OR PROPOSE TO DO ABOUT IT.

"MORE COMMUNICATION PLEASE!"

"WE ARE UNSURE WHAT YOU MEAN, PLEASE CONTACT THE CARE MANAGER IN STRICTEST CONFIDENCE TO CLARIFY!"

"TIME SCHEDULE FOR PATIENT COMMUNICATION".

"SCHEDULES ARE AVAILABLE FOR CLIENTS. IF YOU ARE NOT RECEIVING BUT WOULD LIKE ONE PLEASE LET THE CARE MANAGER KNOW".

"TIME KEEPING!! POACHING EGGS".

"WE BELIEVE THIS COMMENT RELATES TO THE TIME TO COOK POACHED EGGS!".

"IF YOU HAVE ENOUGH STAFF YOU COULD DO WELL BY PREVENTING ANY CLIENTS BEING CANCELLED!"

"WE CANCEL CLIENTS ONLY IN EXCEPTIONAL CIRCUMSTANCES AND ONLY AFTER EVERY AVENUE HAS BEEN PREVIOUSLY EXHAUSTED. THIS DECISION IS ONLY MADE BY A SENIOR MANAGER".

"AGAIN IT'S A QUESTION OF FIRST HAVING STAFF BEFORE YOU CAN GIVE A HONEST ANSWER TO THIS QUESTION!"

"STAFF TURNOVER IN THE CARE SECTOR HAS ALWAYS BEEN UNUSUALLY HIGH. THE DEMAND FOR HOME CARE HAS OUTSTRIPPED SUPPLY AND MANY POTENTIAL CLIENTS ARE UNABLE TO FIND ANY CARE AT ALL. FINANCIAL CONSTRAINTS HAVE HIT CRISIS POINT AND IT IS ESTIMATED THAT AN INJECTION OF £2.5 - £3 BILLION IS REQUIRED FROM GOVERNMENT INTO THE SOCIAL CARE SECTOR JUST TO MAINTAIN CURRENT STANDARDS OF CARE. WE HAVE INCREASED PAY RATES AGAIN THIS YEAR WHICH PLACES US WELL ABOVE THE NATIONAL LIVING WAGE, INTRODUCED A PENSION SCHEME AND GENERALLY OUR TERMS & CONDITIONS ARE BETTER THAN MOST IN THIS SECTOR. WE CONTINUE TO ADVERTISE, RECRUIT AND TRAIN NEW STAFF MEMBERS AND TRY TO RETAIN EXISTING STAFF MEMBERS".