

## Summary of performance and a selection of customer comments

Although the target of 95% was not quite met, **customers' overall satisfaction with the quality of care received remains high at 91%. - 87% said that they had regular carers**

*'Generally speaking, we are very satisfied, but accept caring for individuals is not an exact science and small problems can occur from time to time.'*

*'They make me feel confident and treat me with respect'*

*'In general the care was very good so thank you.'*

*'We are satisfied with our regular carers, they are very good, but the problem occurs if a new carer comes on their own. It takes longer to do the call as I have to show them how my husband likes things done.'*

### Where targets were met:

- **94% of customers said that they felt listened to and respected.**

*'My carers have been attentive and considerate of my needs. I feel listened to and like my wishes are respected and taken into account.'*

*'As far as we are concerned the carers are top class people.'*

*'They are always kind and will do things that are asked. We have no problem with the carers themselves – timings – issues that make us unhappy!'*

- **Well above the target at 93%, the number of customers feeling that the care and support they received maximised their independence.**

*'Since receiving care from XXXX they have helped my independence and I feel having carers on time and regular carers have made such a positive difference.'*

*'Without carers my aunt would be in a nursing home by now.'*

*'XXXX cannot manage his own urostomy bags so he would need to be in care if he did not have these visits.'*

### The areas where customers or their representatives appeared to have issues with the service:

Those areas where the results came 10% and more below target were:

- **Customers feeling that carers turned up regularly on time**

Target: 87%

Result 70%

*'Weekends' times vary due to different staff.'*

*'There are many times they are late plus do not contact XXXX to let him know despite being asked to do this. XXXX's anxiety increases plus it is family who is left to deal with this.....'*

*'Carers do not appear to get enough travelling time in between calls; extra calls seem to be slipped into their schedule at little notice. All staff does their best but the framework they work with does not seem adequate.'*

*'When they are late it makes me anxious that they may not be coming.'*

*'The carers are constantly overworked and underpaid. They are often off work due to stress and illness.'*

*'We have started our preferred arrival times on many occasions. Too frequently the arrival time is outside the 'window' of 1 hour which we believe to be reasonable, i.e. it is outside 30 minutes either side of our preferred time.'*

- **Customers feeling that new carers were aware of their needs and how they liked things done**

Target: 80%      Result: 66%

*'I have had some carers who are new and they have not done shadowing on my husband, because of his severe aphasia we find that hard*

*'Sometimes I have to give instructions.'*

*'Different carer at weekends; do not know my care needs.'*

*'If they are new carers they usually don't know one thing about me or what my needs are.'*

*'I felt they need to read the specific care plan and carry out the required tasks as detailed. They ask my mother if there is anything she needs. She has dementia and says no. they don't check or encourage her to do tasks. Some do but not all of them.'*

- **Customers not feeling rushed**

Target: 88%      Result: 78%

*'Only have 30 minutes to change pad, cook meal, feed and give drink: not enough time.'*

*'This is because they are rushed for time. I do not blame the individual carers, it's the system.'*

## Annex C

*'I could write an essay on this one! You know the answers – travelling times, breaks, lunchtime and reasonable hours of work!'*

*'Sometimes I feel rushed at lunch, morning calls are ok and so are tea times, but come bed time call they can turn up early and I feel rushed to go to bed and they can then go home or to the next call. I really don't want to be going to bed at 9:00-9:15pm.'*

*'Nearly all the time.'*