

Customer Survey Results 2019

In order to ensure we are providing the highest level of safe quality care. Twice a year we ask all our customers to participate and complete a quality assurance survey so that we can identify any areas for improvement. All the responses are treated in the strictest of confidence.

This survey which was sent out in August 2019 to all our customers looked at the services offered and supplied by Independent People Homecare. The results have now been summarised in the proceeding pages of this survey.

Over the next few weeks, we will work to develop an individual action plan based on the feedback and the findings of this information, an action plan will then be collated by November 2019 and reviewed at regular intervals.

Independent People Homecare services are passionate about developing and improving our quality assurance systems to ensure that the care and overall service provision provided is of the very highest standard.

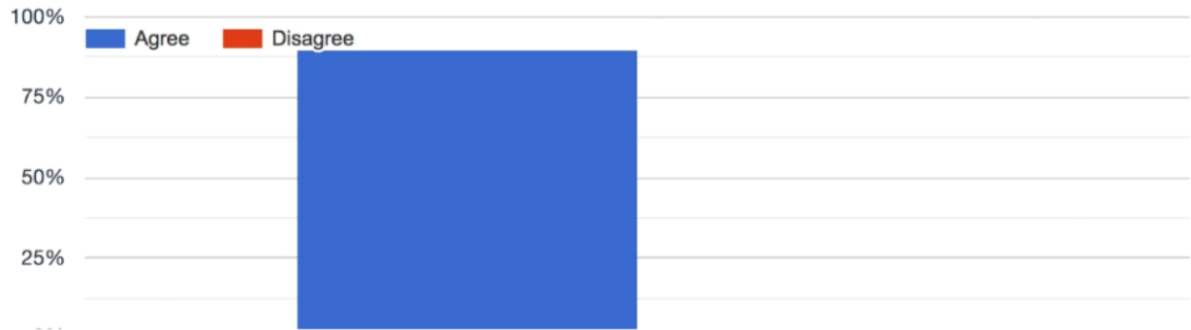
We have used the following five key questions inspected by Care Quality Commission (CQC) for this survey.

- Safe
- Effective
- Caring
- Responsive
- Well- led

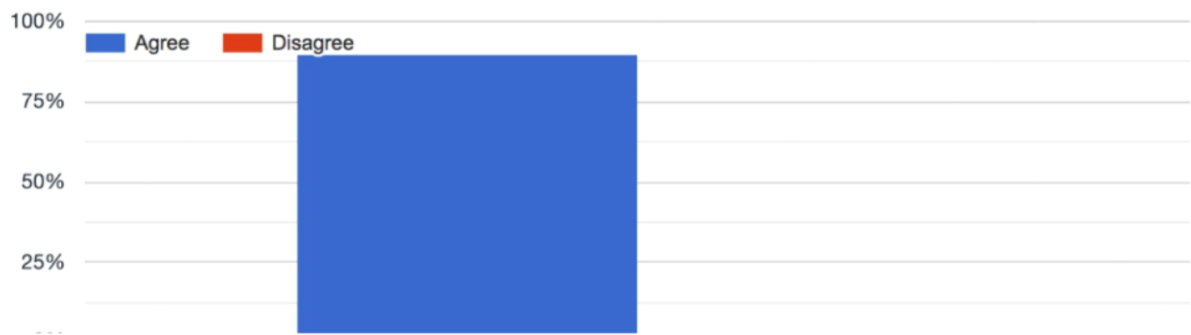
These values are also imbedded into everything that we do, and form part of the company's aims and objectives.

Please see the questions asked on the following pages along with customers' responses.

Do you understand the outcomes within your care and support plan and feel that your Carer helps you?



Are you treated with dignity and respect by your Carer?

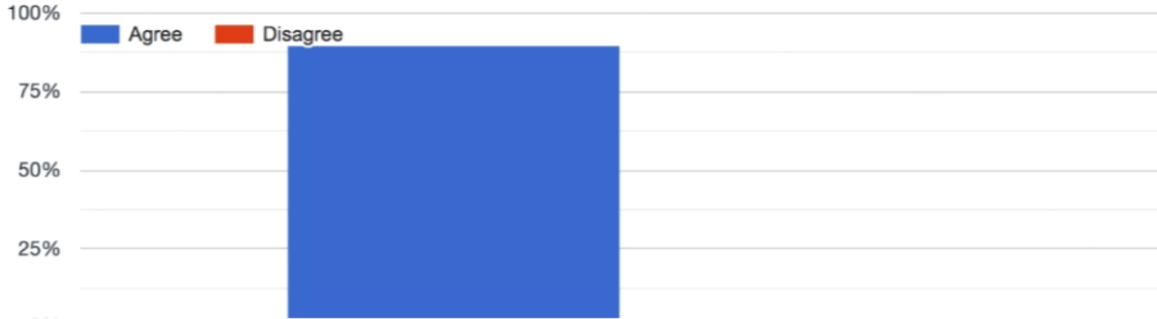


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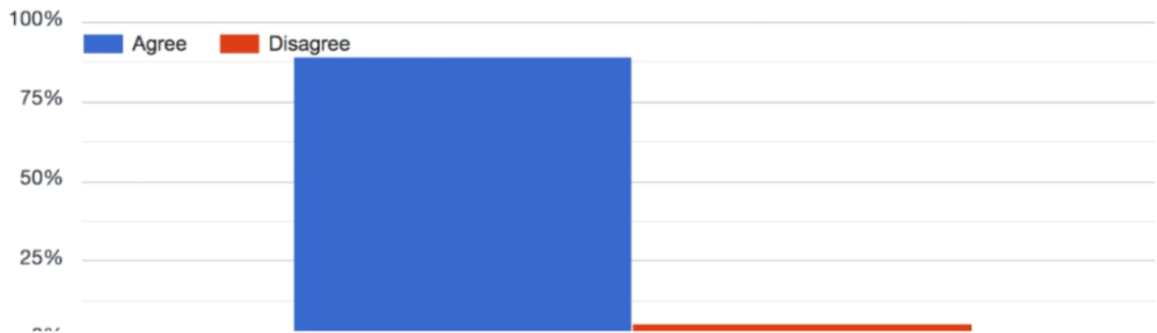
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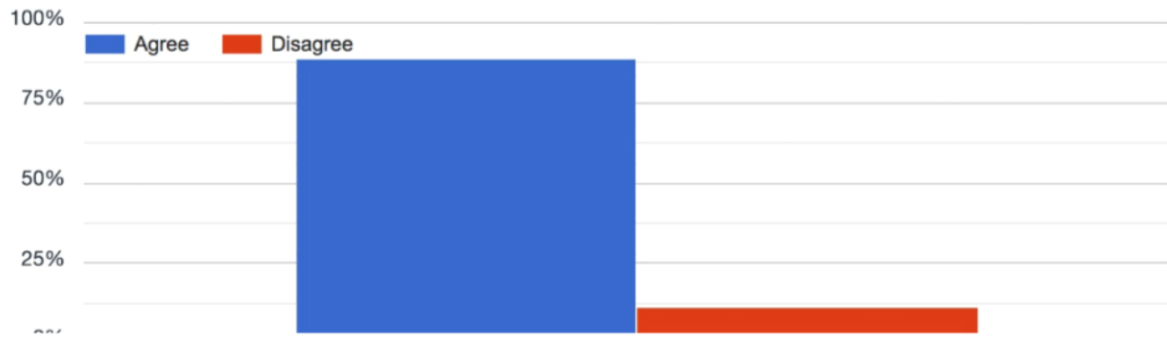
Do you feel comfortable and safe with your Carer?



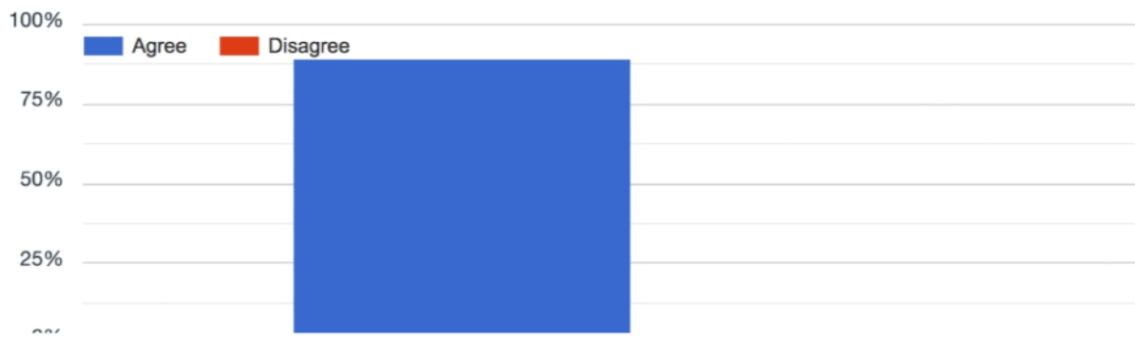
Does your Carer respect your opinions and views when it comes to your care?



Can you easily discuss your care and are your requests responded to?



The people that I want to be involved in my care and support are.

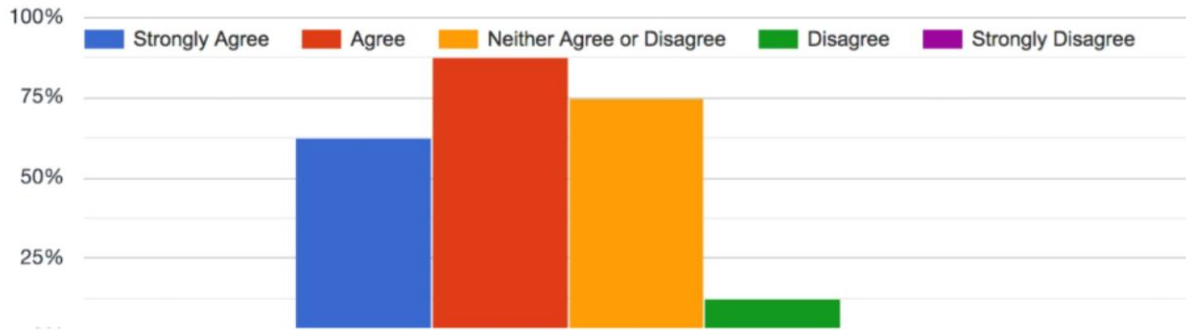


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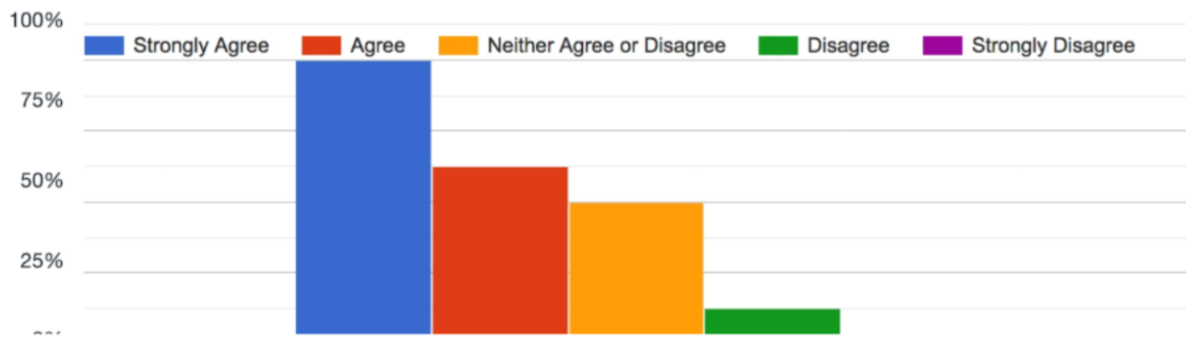
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Are you listened to and are any concerns/requests resolved?



Do you have control and choice over the care you receive?

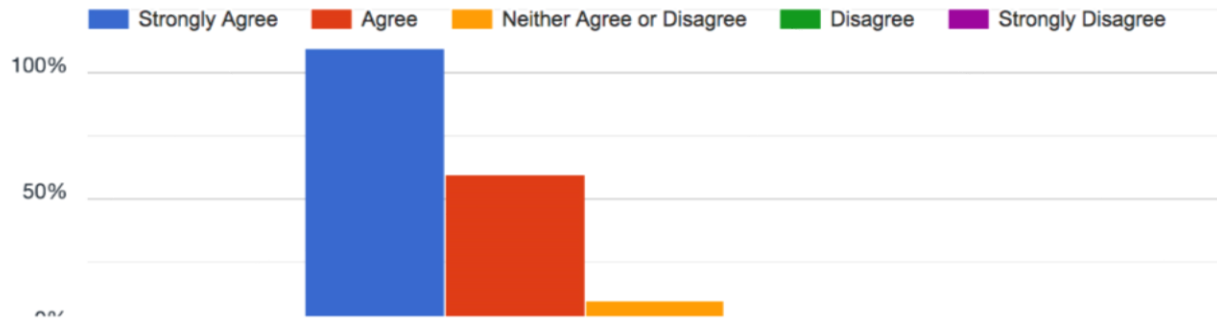


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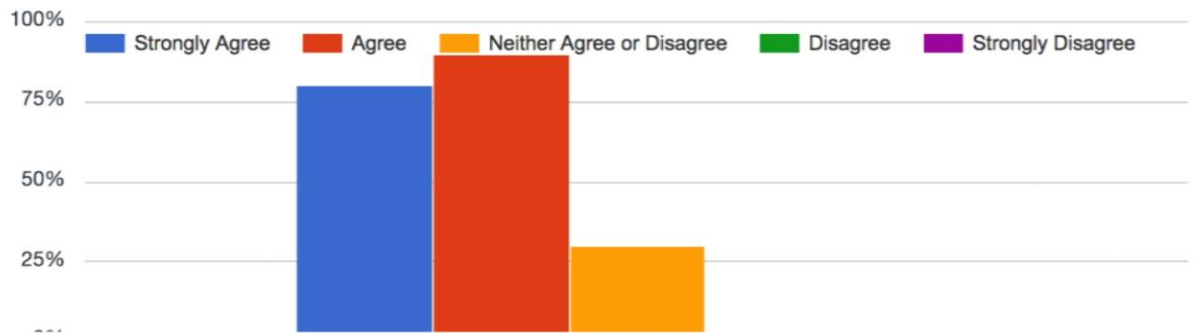
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Is your Carer respectful of your home and possessions?



Does your Carer behave professionally when interacting with healthcare professionals?

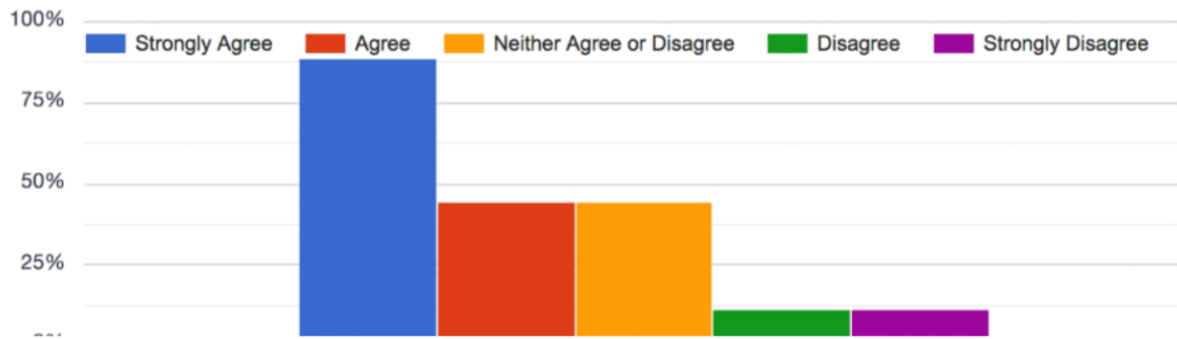


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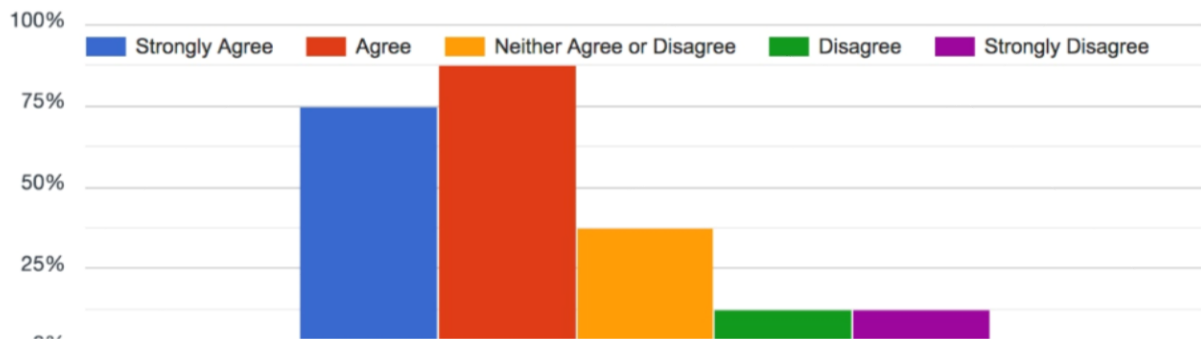
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Do you feel your Carers are appropriately trained?



Are you happy with the number of carers you see?

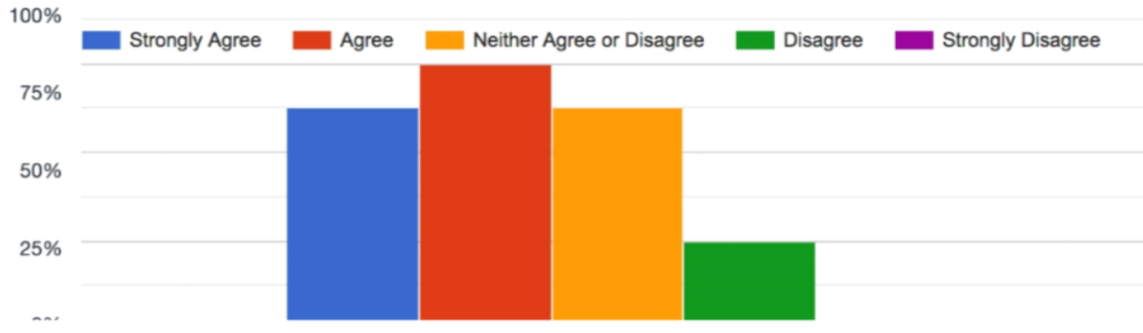


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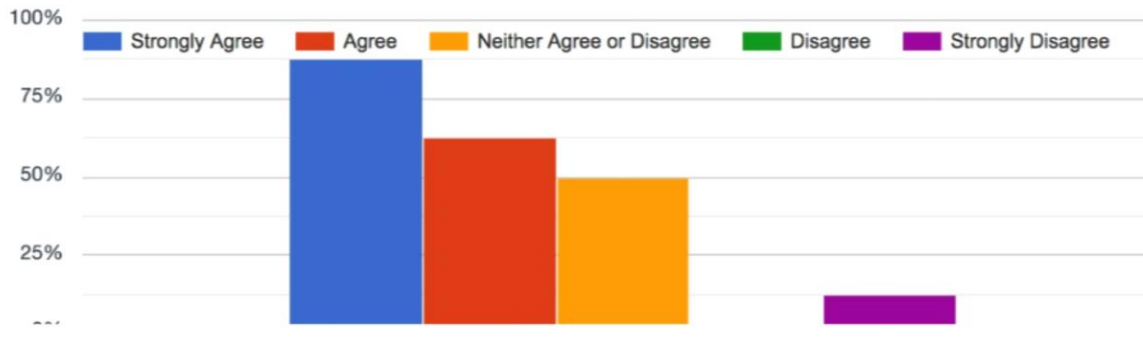
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Is our office helpful and friendly when you contact them?



Are you able to contact us to discuss concerns?

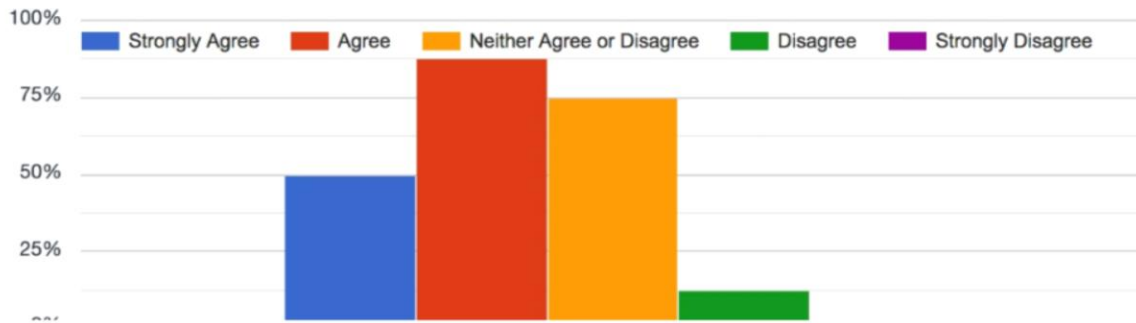


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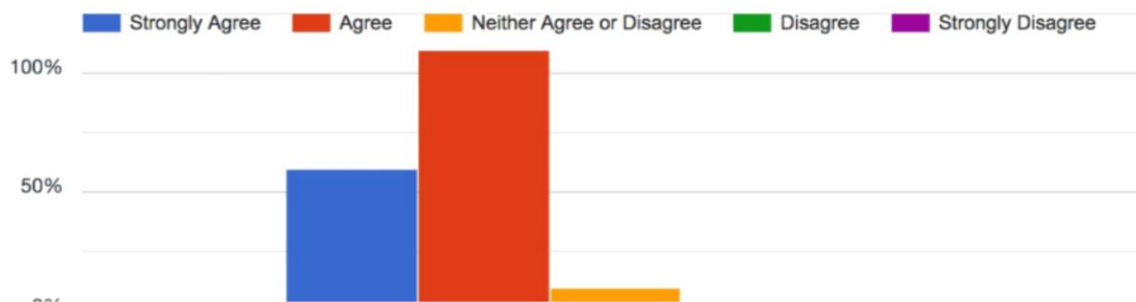
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Do you feel comfortable requesting changes to the service you receive?



Does the care you receive help you maintain your independence?

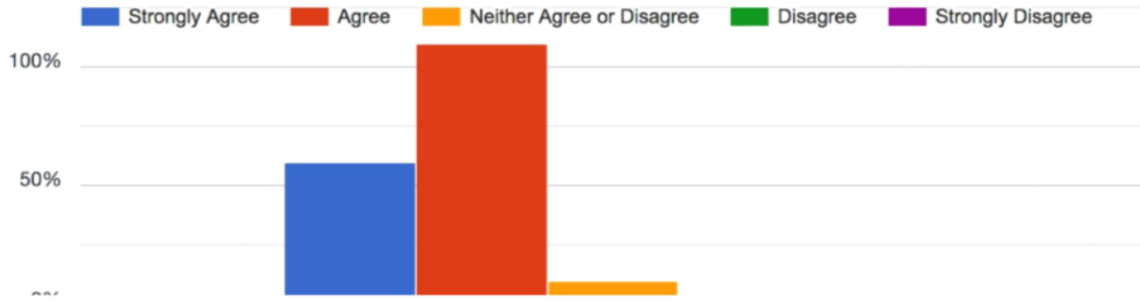


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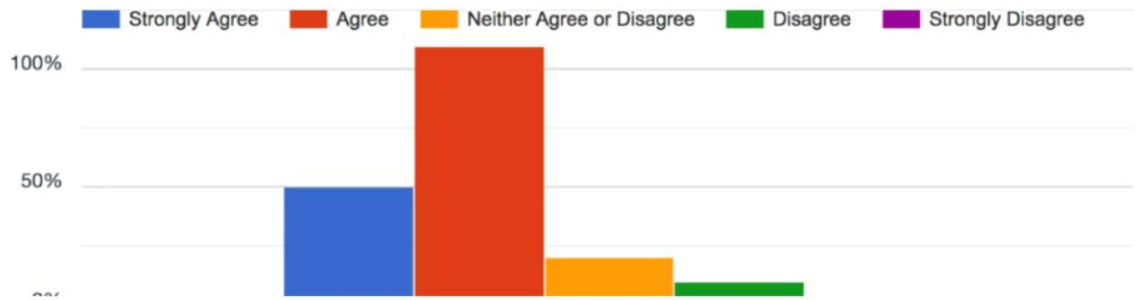
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Does the care you receive help you maintain your independence?



Do you feel the care you receive has improved the quality of your life?

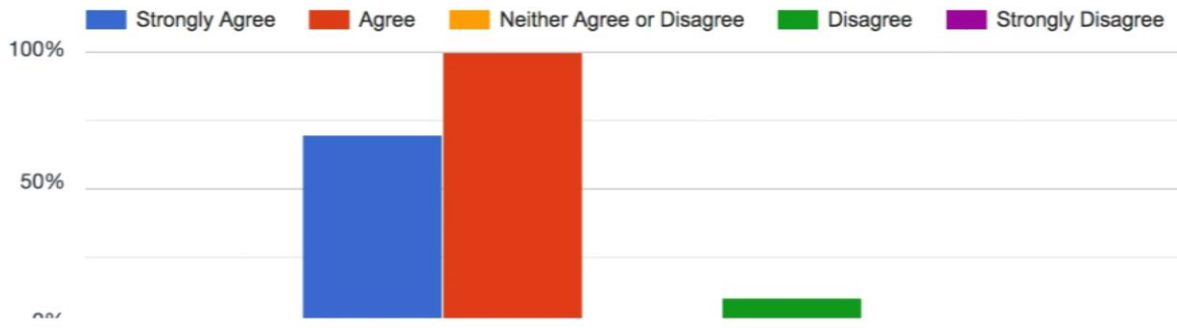


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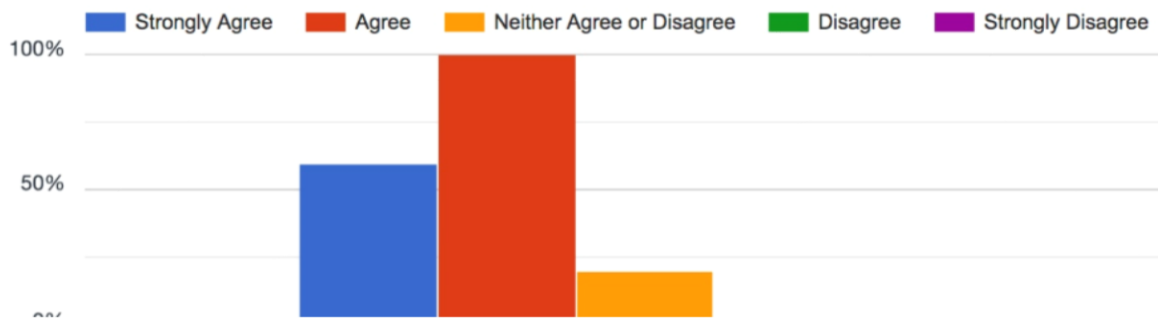
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Are you satisfied with the care you are receiving from Independent People Homecare



Would you recommend our services to your friends and family?



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What our customers say...

"Thank you to Lucy she was loving, kind and very supportive to me."

.....

"Just to say I am very pleased with our live in carer, she is very confident in the care she is delivering and has worked exceptionally hard on a housework level too. Naturally we want to keep her forever!"

.....

"Nikki is a 5 star carer and we are blessed for having her care for dad - she is very intuitive and adapts to his moods. She can instantly tell when she gets him up in the morning what kind of day they are going to have and adjusts the plans/care accordingly. He has responded very well to her"

.....

"I have nothing but praise for Independent People Homecare as a company with carers. All the girls have treated him with absolute respect. He has said he has a whole new lease of energy as the carers have helped him to do things that used to take him all day. He is the happiest he has been in a long time and in his own words "you are all bloody fantastic!"

.....

"I just wanted to let you know that dad has been getting on very well with Rickie over the last few days and she seems very capable and more mature than her age would suggest"

.....

"I would like you to pass on my and my wife's thanks to everyone involved with my father's care"

.....

"I just wanted to give some feedback about my client's holiday with your carer. It looks like my customer had a great time and there were no issues. Can you please pass on my thanks to the carer as I really appreciate his input during this week and making things run smoothly, I would certainly consider using your organisation again in the future" Anglia case Management

.....

"We are really happy with the carer and thinks she is absolutely amazing, we'll be back in touch again in the future to use your services"

.....

"I just wanted to say a massive thank you. I found both yourself and the carers to be extremely helpful and accommodating. I would also like to thank you for the prompt replies with regards to the many emails that I have sent. You and your team have been extremely helpful" Senior Social Worker – Ipswich

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"I personally thank the company for all the care they provided to my mum"

"We are very pleased with our live in carer and the way she approaches her duties in her caring role, she needs no prompting to complete her role she just does it!"

"Your carer is asset to the company she is nice and chatty and keeps us smiling"

"Just a thank you for all those that looked after my brother, I couldn't have managed him by myself, I miss him so much but pleased he didn't suffer for long, many thanks again"

"It has been a pleasure working with you!" Social worker - Adult social care Haverhill

"We would have struggled without you, give our best wishes to all her staff"

"I am very impressed with the carer looking after mum, I just wanted you to know this, and considering this is her first placement she has done very well and is such a lovely girl!"

"Thank you for supporting my father with his care needs, you provided him with an opportunity to remain at home for which I am truly grateful"

"I am a scheme manager and your carers were coming in to Mrs R, I would just like to take this opportunity to thank all the carers who come into Mrs R. They were very kind, caring, supportive and very professional, they were always very polite, Mrs R was always pleased when they came in, and they were all so caring"

"I am so pleased that B is finally settled and engaging well with his carers. IP Homecare, thank you too for taking on board feedback from our last MDT which has clearly proved positive for B, Great news all"
Sanctuary housing services

"I was very pleased with the high standard of care you were giving my mum before she passed away"
Thank you

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"I am calling to let you know how impressed I am with your live in carers and how she looked after my parents while their main carer went on her break"

"Thank you for the care provided in looking after my wife K, during the last 2 weeks. She and K got on extremely well. Also for looking after me after my stay in hospital when I had my replacement knee joint surgery!"

"A good moment to thank you for helping us to get from where we were, to today. As you know mum is still confused but her cheerfulness and mobility is much better"

"Our live in carer been extremely good for mum, I would highly recommend her, she is extremely kind, calm and caring, mum remained happy throughout her two week stay with her, her cooking was excellent as well, in fact there were no moans or groans from mum at all. Thank you!"

"I would like our live in carer to be put forward for carer of the month, I would like her to get recognised for all her hard work"

"We absolutely love our carer and so does mum and she would love her to stay longer!"

"We would be grateful if you could pass on our thanks to your carers for the support and care they have given to my father during a difficult week. Having the boiler replaced in his flat which didn't go smoothly, his carers visits have made all the difference, thank you"

"I absolutely love our current carer and would love her to come back please"

"Thank you for the help and assistance for arranging my father's care during his final year and I very much hope another position can be found for our carer, we would of course be pleased to provide any form of reference for him if required"