**TELEPHONE REVIEW SUMMARY REPORT - Month –January 2025**

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| **Team Planner/Area** | **Outstanding** | **Good** | **Needs Met** | **Requires Improvement** | **Inadequate** | **Total Reviews completed** | **Comments From Telephone Reviews**  **Requires improvement/ Inadequate** | **Issue Resolved** |
| Basildon | 1 | 1 |  |  |  |  |  |  |
| Billericay | 1 |  |  |  |  |  |  |  |
| Laindon |  |  |  |  |  |  |  |  |
| Pitsea |  |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** |  |  |  |  |  |  |  |  |
| Canvey East |  | 2 |  |  |  |  |  |  |
| **Amber King** |  |  |  |  |  |  |  |  |
| Canvey West |  | 1 |  |  |  |  |  |  |
| **Tricia Conway** |  |  |  |  |  |  |  |  |
| Hadleigh |  |  |  |  |  |  |  |  |
| Thundersley | 1 |  |  |  |  |  |  |  |
| **Kirsty Brett** |  |  |  |  |  |  |  |  |
| Benfleet | 1 | 1 |  |  |  |  |  |  |
| **GemThompson** |  |  |  |  |  |  |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  | 1 |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh | 2 |  |  |  |  |  |  |  |
| **Rose Lewis** |  |  |  |  |  |  |  |  |
| **Company Totals** |  |  |  |  |  |  |  |  |
| **%** |  |  |  |  |  |  |  |  |
| **New Clients** | **5** | **7** |  |  |  |  |  |  |
| **Grand Totals** |  |  |  |  |  |  |  |  |

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| **Benfleet** | |
| Carers are all very nice | AS |
| The carers have been very kind with mum, they spend time sitting and talking to her | GD |
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| **Hadleigh** | |
| The care has been very good, myself and KW are happy with the service | KW |
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| **Canvey East** | |
| The carers are helpful, they report any concerns I have | LM |
| I am satisfied with my care, I am happy with what the carers do | JJ |
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| **Canvey West** | |
| I like to keep my regular carers, if I have a problem I get my daughter to call Premier Care | DT |
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| **Rochford** | |
| I like all my carers, all very good and I am happy with Premier Care | KH |
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| **Rayliegh** | |
| DS carers are kind and helpful. They take their time chatting with DS which is important to him as he doesn’t see many people | DS |
| CS loves his carers they are all lovely ladies – a very good service | CS |
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| **Basildon** | |
| Leanne has been brilliant, any concerns I have has been sorted straight away | KW |
| We are very happy with the service | JW |
| I am happy with my carers – they are all friendly and I love them | DS |
|  |  |
| **New to Service** | |
| The carers are pleasant, they get along really well with RW | RW – CW |
| My carers have been reliable, if I ask them to come earlier one day they will do it for me. They are friendly, helpful and pleasant | DS – HAD |
| We think the carers are amazing, they make DW laugh, have a chat – they have been fantastic | DW RAY |
| The service has been wonderful | LM -CE |
| The carers are brilliant, very helpful friendly – SD looks forward to seeing them | SD- HAD |
| I get on well with my carers, we have a chat and a laugh | PP-BAS |
| The service has been very good. It runs smoothly | JB -HAD |
| The carers have been lovely | GO-HAD |
| Everything is fine. Carers are goo they come at a time that is good for me | BO-CE |
| We are both happy with the service | AQ-RAY |
| Premier Care has been better than I thought t would be. Carers are all good and JJ likes her carers | JJ – CE |
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