|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Question | | | | Yes | | No |
| 1. Do you feel that the service is what you expected it to be? | | | | 28 | |  |
| 1. Did you feel that our staff listened to you and took on board your needs when we did your assessment and agreed your SMART Goals? | | | | 28 | |  |
| 1. Are you getting the same carers at regular call times? | | | | 28 | |  |
| 1. Do you feel that you are able to ask staff to do things for you in the way that you would like? | | | | 28 | |  |
| 1. Does the service make you feel safe and as independent as possible in your own home? | | | | 28 | |  |
| 1. Are our care staff careful and respect your home when they carry out their visits? | | | | 28 | |  |
| 1. Do you know who to contact if you have a concern? | | | | 28 | |  |
| 1. Is there anything else we can do to improve the service for you? | | | | 28 | |  |
| 1. What was the one thing about this service that made a difference to you? | | | | | | |
| * JD said she has not reach her SMART Goal yet as she is still afraid of falling and struggles to do her exercises but does try. | | | | | | JD |
| * DB said she could not have managed without the service | | | | | | DB |
| * The girls are very good and do what I ask | | | | | | ID |
| * Think the service is brilliant, gets on well with all the carers | | | | | | EB |
| * The carers are nice | | | | | | IJ |
| * All the carers have been fantastic – really impressed | | | | | | GJ |
| * SC said all is ok but it is still waiting for chair and slide sheet he was promised | | | | | | SC |
| * We cannot do without Premier Care, the support we have received is outstanding. The carers has been fantastic | | | | | | JP |
| * Carers have been wonderful and we are very happy with the service | | | | | | PH |
| * My carers are friendly, pleasant, very helpful and do anything I need | | | | | | GG |
| * It’s a good service, carers are pleasant they offer lots of help | | | | | | PB |
| * Thank you to the carers, they are friendly, dedicated and a credit to the company | | | | | | EB |
| * We are pleased with the service. Carers are helpful with his needs, they are friendly and chat with JA | | | | | | JA |
| * The service is nice | | | | | | GC |
| * The carers are fabulous and caring | | | | | | KH |
| * Mum is getting a lot better since having carers – carer’s are brilliant and chatty | | | | | |  |
| * The carers are very very good, kind and caring | | | | | | VL |
|  | | | | | |  |
| Overall how satisfied are you with the service? (please tick) | | | | | | |
| Outstanding | Good | My needs are met | Requires improvement | | inadequate | |
| 12 | 14 | 2 |  | |  | |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter/son | Niece/Nephew | Other |
| 23 |  | 2 | 3 |  |  |  |  |

End of service satisfaction survey

(Service User)

|  |  |  |
| --- | --- | --- |
| Question | Agree | Disagree |
| 1. I was involved in deciding what goals I wanted to achieve through the in lieu of short term Enablement Service | 13 |  |
| 1. These goals were clear and met my needs: | 13 |  |
| 1. I achieved the goals the were planned | 13 |  |
| 1. The in lieu of Short-term Enablement worker visits were planned for the times which were appropriate to help me | 13 |  |
| 1. The in lieu of short term Enablement worker came at the times we had agreed | 13 |  |
| 1. The in lieu of Short term Enablement worker supported me if I needed to contact other services during and at the end of service | 13 |  |
| 1. Overall I was treated with dignity and respect by the in lieu of Short term Enablement Service | 13 |  |
| 1. I feel less dependent on others than at the start of the in lieu of Short term Enablement service | 13 |  |
| 1. I knew how to contact the in Lieu of Short Term Enablement service if I needed to | 13 |  |
| 1. When I needed to contact in Lieu of Short Term Enablement service, I was able to reach someone easily | 13 |  |
| 1. My family or people close to me were given the information to help me with in lieu of short term Enablement | 13 |  |
| 1. If someone else you knew told you they had been referred to the service, would you encourage them to try it | 13 |  |
| 1. Do you feel the service has benefited you and improved your quality of life | 13 |  |
| 1. Is there anything else you would like to tell us about the service? | | |
| * The cares are brilliant, they think ahead and do things before I even have to ask, they even feed the cat and hoover up when he has made a mess. Cannot fault the service. | | JD |
| * The carers are a nice bunch of girls | | PM |
| * My mum is really impressed with the service and the girls have been brilliant | | BD |
| * Mum seems more confident and so much more happier. The carers sit and chat with mum which is lovely. Mum now gets her medication at the right time which takes the pressure off me. The carers are fantastic and lovely girls | | MH |
| * I was very happy with my carers, they were all really good and helpful | | MG |
| * Daughter said the carers were good | | JC |
| * The carers are brilliant and I miss them all | | MJ |
| * The carers have been very helpful from personal care, making food and housework – we have a laugh with the carers | | JD |
|  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Overall how satisfied are you with the service? (please tick) | | | | |
| Outstanding | Good | My needs are met | Requires improvement | inadequate |
| 6 | 7 |  |  |  |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter/  son | Niece/Nephew | Other |
| 9 |  | 1 | 2 | 1 |  |  |  |

End of service satisfaction survey

(Carer)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Question | | | | Agree | | | Disagree | NA |
| 1. Offered me training and support where necessary to help me maintain my caring role | | | |  | | |  |  |
| 1. Were you happy with the service you received from the Therapy Team, OT or physio and do you think it enhanced the progression of the service user? | | | |  | | |  |  |
| 1. Gave me the confidence to be able to maintain my caring role after the in lieu of Short Term Enablement service ended | | | |  | | |  | |
| 1. Supported me in identifying any additional information or support I required after the in lieu of short term Enablement period ended | | | |  | | |  | |
| Comments | | | | | | | | |
|  | | | | | |  | | |
|  | | | | | |  | | |
|  | | | | | |  | | |
|  | | | | | |  | | |
|  | | | | | |  | | |
| Overall how satisfied are you with the service? (please tick) | | | | | | | | |
| Outstanding | Good | My needs are met | Requires improvement | | inadequate | | | |
|  |  |  |  | |  | | | |

Contact by Telephone Breakdown

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Service User | Husband | Wife | Daughter | Son | Granddaughter | Niece/Nephew | Other |
|  |  |  |  |  |  |  |  |