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

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Team Planner/Area** | **Outstanding** | **Good** | **Needs Met** | **Requires Improvement** | **Inadequate** | **Total Reviews completed** | **Comments From Telephone Reviews****Requires improvement/ Inadequate** | **Issue Resolved** |
| Basildon |  |  |  |  |  |  |  |  |
| Billericay |  | 1 |  |  |  |  |  |  |
| Laindon |  |  | 1 |  |  |  |  |  |
| Pitsea | 1 |  |  |  |  |  |  |  |
| Vange |  |  |  |  |  |  |  |  |
| **Leanne Brown** | **1** | **1** | **1** |  |  |  |  |  |
| Canvey East | 3 | 4 |  |  |  |  |  |  |
| **Nomsa Masotsha** | **3** | **4** |  |  |  |  |  |  |
| Canvey West | 3 | 4 |  |  |  |  |  |  |
| **Tricia Conway** | **3** | **4** |  |  |  |  |  |  |
| Hadleigh | 1 | 4 |  |  |  |  |  |  |
| Thundersley | 2 | 3 |  |  |  |  |  |  |
| **Letwin Makasi** | **3** | **7** |  |  |  |  |  |  |
| Benfleet | 6 | 3 |  |  |  |  |  |  |
| **GemThompson** | **6** | **3** |  |  |  |  |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  | 1 |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh | 1 | 1 |  |  |  |  |  |  |
| **Rose Lewis** | **1** | **2** |  |  |  |  |  |  |
| **Company Totals** | **17** | **21** | **1** |  |  | **39** |  |  |
| **%** | **44%** | **54%** | **2%** |  |  | **100%** |  |  |
| **New Clients** | **2** | **4** |  |  |  | **6** |  |  |
| **Grand Totals** | **19** | **25** | **1** |  |  | **45** |  |  |

|  |
| --- |
| **New** |
| * I cannot fault the service has been outstanding from the start of the service until now – PH is like a different woman
 | PH |
| * Service is very good. JH is happy in his own home
 | JH |
| * The service is good, the carers are helpful and they have been excellent
 | JD |
| * The family are very impressed with Premier Care. The service has been brilliant. The carers are kind and mum really likes them
 | JH |
|  |  |
| **Canvey East** |
| * The carers have been fantastic
 | SJ |
| * I feel very supported by my carers
 | VC |
| * Mum is always happy to see her carers – she is settled with Premier Care
 | FS |
| * I have really good carers they are all, lovely, please say thank you to them all
 | JE |
| * The carers are outstanding with the things they have to do
 | GH |
| **Canvey West** |
| * Tricia has been good with contacting us
 | VP |
| * The carers have been brilliant
 | GW |
| * It’s all good
 | LH |
| * I have been with Premier Care along time and they have good carers
 | JH |
| * Very nice carers, no problem at all. The oversea carer’s are very good and friendly
 | MW |
| * My carer is very good – she good she helps me with anything I need and arrives at a time that is good for me
 | RH |
| **Rayliegh** |
| * EB is happy with the service and that’s the main thing
 | EB |
| * I give 5 stars to my regular carer Lisa
 | HH |
|  |  |
| **Hadleigh**  |
| * We get on well with the carers
 | MB |
| * I’m happy with my carers, they give me support I need to have a shower
 | BA |
| * The communication has been good, I am informed when medication is running low. We were supported when my brother died
 | JM |
| * Carers are supportive, they don’t rush me always check I have everything I need
 | IP |
| * All the carers are wonderful, they do everything for me. They are all knd and patient. Every carer is fantastic
 | JR |
| **Benfleet** |
| * Carers have been good with mum. I’m always kept updated with information regarding mum’s care
 | JN |
| * LS has great carers they understand LS needs and make him fell comfortable
 | LS |
| * The service has been outstanding and I enjoy seeing me carers
 | PB |
| * Wisdom does a really good job with JM, we really appreciate Wisdom. The service has enabled JM to stay at home with his wife. Gemma is brilliant any concerns she contacts us – it all working really well
 | JM |
|  |  |
| **Basildon** |
| * Carers are very very good, they are always helping all the family
 | BC |
|  |  |