**TELEPHONE REVIEW SUMMARY REPORT - Month –March 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 | 1 |  |  |  |  |  |  |
| Pitsea |  | 1 |  |  |  |  |  |  |
| Vange | 1 |  |  |  |  |  |  |  |
| **Leanne Brown** | **3** | **2** |  |  |  |  |  |  |
| Canvey East |  | 5 |  |  |  |  |  |  |
| **Nomsa Masotsha** |  | **5** |  |  |  |  |  |  |
| Canvey West | 2 | 4 | 2 |  |  |  |  |  |
| **Tricia Conway** | **2** | **4** | **2** |  |  |  |  |  |
| Hadleigh | 2 |  |  |  |  |  |  |  |
| Thundersley | 1 | 1 |  |  |  |  |  |  |
| **Letwin Makasi** | **3** | **1** |  |  |  |  |  |  |
| Benfleet | 2 | 3 |  |  |  |  |  |  |
| **GemThompson** | **2** | **3** |  |  |  |  |  |  |
| Hockley |  |  |  |  |  |  |  |  |
| Hullbridge |  |  |  |  |  |  |  |  |
| Rochford |  |  |  |  |  |  |  |  |
| Great Wakering |  |  |  |  |  |  |  |  |
| Wickford |  |  |  |  |  |  |  |  |
| Rayleigh |  | 5 |  |  |  |  |  |  |
| **Rose Lewis** |  | **5** |  |  |  |  |  |  |
| **Company Totals** | **10** | **20** | **4** |  |  | **34** |  |  |
| **%** | **29%** | **58%** | **13%** |  |  |  |  |  |
| **New Clients** | **7** | **12** |  |  |  | **19** |  |  |
| **Grand Totals** |  |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **New Service Users** | |
| * My carers are very good. Friendly they know what I need, they do as I wish, helpful | AP |
| * Carers are doing a very good job | DB |
| * We are happy with the service. | GB |
| * We are happy with everything – the carers are pleasant | AS |
| * We are happy with the service – they support Josephine with her walking, she’s getting a lot better at walking with her frame. We are grateful for the carers. We have a laugh and a chat | JD |
| * Mum is pleased with service it’s been really good. She likes her carers | ES |
| * From day one the carers have been brilliant, we couldn’t ask for better carers. They are fantastic with AM, they are friendly, helpful. Myself and AM are very happy | AM |
| * The service has been very good. Dad’s a lot cleaner and tidier, with the carers help he is getting better with cleaning and showering. Dad had different carers for 9 months since having Premier Care it has helped so much more. The team have been very professional | MA |
| * The service has been wonderful | DP |
| * The service is great. It’s very reassuring – gives me peace of mind. Carers are lovely and approachable | KW |
| * The service is very good. JD gets the help she needs, we are satisfied with the care. | JD |
| * I’m very happy with my carers they are helpful | JG |
| The carers are friendly, kind and extremely helpful | DB |
| **Basildon** | |
| * I am satisfied with the care | PP |
| * Any problem’s Leanne and Hayley are quick to contact me – very good communication from them | JC |
| * I’m pleased with my carers | PC |
| * Mum is confident knowing carers are coming in. Carers have been like her friends | DE |
|  |  |
| **Benfleet** | |
| * Carers are flexible with dad’s needs | TM |
| * JR’s carers are lovely – they help me as well as JR, carers are friendly and chatty | JR |
| * JS is happy with Premier Care | JS |
|  |  |
| **Hadleigh** | |
| * Carer’s are helpful – help me with anything I ask for – I could not ask for better carers | JN |
| * Carer’s have been brilliant | SD |
| * My carers have been Fantastic – we have a joke and they help my wife, Peace, Tina and Tsitsi have been brilliant carers | GO’N |
| * The service is fine. Carers are good | PW |
| **Canvey East** | |
| * Carers do all right, they are friendly and helpful | AS |
| * Carers are very good – some more than others | SK |
| * Carers do a good job, mum’s happy and that’s the most important thing – carers are helpful | PD |
| * Carers are helpful and they do what I ask | BO |
| **Canvey West** | |
| * Would like to stick with his regular carers that understand and know his condition – Review with SW on 03/04/2025 | DR |
| * The oversea carers are very caring – mum needs to brush her own dentures and do the mouthwash | SH |
| * Carers do a good job, they are nice and friendly | JS |
| * GW is looked after well | GW |
| * The care is really good for RW and myself – I need the help for RW | RW |
| * I am happy enough with the care I receive | PP |
| * Care has been excellent | JJ |
|  |  |
| **Rayleigh** | |
| * I think the carers are amazing | DW |
| * I get on really well with the carers, we have a good routine | PJ |
| * Carers have been very good | AQ |
| * We have not had any issues, any problems I get contacted straight away and they are addressed rapidly – Dad is really happy with his carers | KH |