

28<sup>th</sup> March 2018

Service; Group

**Summary Report –  
Client Survey Questionnaire**

As you should be aware we recently conducted our client surveys, whereby we attempted to contact all clients or their Next of Kin's to conduct a short survey about the quality of the service they receive. We have now analysed the responses that we received. From the 296 client's we provide services to, we managed to complete 168 surveys. Some clients were uncontactable and some preferred not to complete the survey.

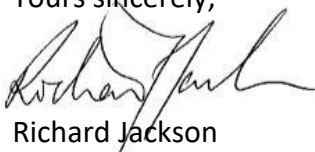
People were asked to score the statement out of 5, with 5 being 'very good' and 1 being 'very poor'. The five questions and the average score out of 5 received are shown below;

	<b><u>2017</u></b>	<b><u>2018</u></b>
<b><u>Question</u></b>	<b><u>Score (out of 5)</u></b>	<b><u>Score (out of 5)</u></b>
Overall I am happy with the service provided	4.59	4.52
I am happy with the time the carers come	4.41	4.22
I am happy with the length of time the carers stay	4.55	4.41
The carers complete the required tasks	4.54	4.48
I know how to raise an issue or concern if needed	4.48	4.43

Generally this is a good response, with the average rating being at least a 'Good' rating. With a slightly lower score across the questions from last year, the results are still consistently good. Along with the above scores we also received some very positive comments in relation to the service being provided.

Indeed there were also some individuals that scored the service they were receiving poorly, in all of these cases we have requested that the managers and their teams put measures in place to improve these issues, and make the required changes to improve any concerns identified and improve their experience of our service. . There was also some incredibly useful feedback and all individuals concerned will be contacted in regards to their feedback.

Yours sincerely,



Richard Jackson  
Managing Director