Service User Satisfaction Survey 2024

Total number of Service Users at date of survey:	60
Total number of questionnaires returned:	39

What we asked you:

Q 1. Do you feel you have enough information on the service we are providing for you? — Yes 39

Q 2. Do you know your service user and personal plan are in your Crossroads folder in your home? — Yes 39

Q 3. Do you know you can ask for a review at any time? (one believed it would be reviewed in 6 months) — Yes 35, No. 4

Q 4. Do you feel your support workers treat you with respect, give you choice, and ask if you are happy with the care you receive? — All 33, Most 3

Q 5. Do you feel the Management Team are approachable and listen to your view? (two had only met two of the staff and three didn't answer) — All 31, Most 5

SCORE SHEET:
Please complete the following score sheet to give us an overall grading based on your personal experience of Crossroads Care and Support

Excellent	21
Very Good	15
Good	
Adequate	1
Weak	1

Unsatisfactory
Not answered 1 (thought it insulting to grade hardworking ladies)

Your comments were:

Q 4. Do you feel your support workers treat you with respect, give you choice and ask if you are happy with the care you receive?

Comments:

- All support workers appear to be engaging well with my mum and are meeting her needs accordingly.
- My regular support workers are all excellent. Others a bit diffident but respond with a little help.
- I am happy to have all the girls at the house. They all do their jobs very well.
- All support workers are friendly, kind and put me at ease.
- They ask how I am keeping and if there is anything I want done. I think that is very nice of them.
- Brilliant.
- All are wonderful.
- I get on well and have good support from all my carers.
- Very happy. Professional and caring.
- Our two main carers, Pat and Chloe, are excellent. They are very professional and provide care in a kind and helpful manner. They are always discrete, and we trust them.
- I am very happy with the ladies that visit me. They have a difficult job with unsociable hours. They are all cheerful, helpful, patient, and willing. I only have praise and great respect for them all.
- All great young ladies. Can't do enough for me.
- My support workers go to great lengths to ensure their visits are a positive experience for me.
- I'm always happy to see everyone who comes to see me!
- Very happy with care. Never feels rushed and standard of care is excellent.
- I could not do without them.
- There are some times one person in particular is not that pleasant especially to the family if they are in. (ignoring them)
- Times of visits e.g. 11.45am – 1pm for lunch. Not knowing which carer is coming.
- I have 4 support workers. 3 are very good. 1, Joan is not. She tries her best but should be retired.
- All OK and friendly.
- Very helpful.

Q 5. Do you feel the Management team are approachable and listen to your views?

Comments:

- I/we have only had liaisons/communication with Wendy and Laura. Both were very approachable and understanding of the situation discussed.
- Always pleasant and helpful.
- They are all amazing, going above and beyond. Very supportive. Thank you to them all.
- They are all very helpful and listen to everything I have to say.
- They take notice of my views.
- They are all wonderful!!
- As with the carers, the Management team are very supportive.
- Professional and helpful.
- Very approachable and happy with the care I receive.
- We have only met Emma and Laura, both of whom are very approachable.
- If I need to make changes, they are all very accommodating.
- The Management team are excellent with their responses.
- I know I can speak to them at any time without any worry.
- All very competent. Very understanding and helpful. Very approachable.
- Emma can be nippy at times
- Helpful
- Very good.
- Nice and friendly.
- Helpful.

Score Sheet:

Comments:

- I have only been with Crossroads Care for a short time. I am confident that all involved are and will do their vest to continue with a very positive professional approach to caring for my mum. Overall, I/we are very satisfied with the outcome and would like to thank all involved for their support.
- I am extremely grateful for the service provided to me, especially as I live alone.
- Thank you for all your help.
- Would like carers to come at the same time so that I know when to expect them.
- Amazing team. Thank you.
- I am very grateful for the ladies that come in. They are all very helpful and nice to me.
- Crossroads Care and Support! Splendid!
- Thank you for another year of excellent caring. Keep up the good work.
- Thank you to all involved with care.
- Very kind and treat me with great respect. Lovely girls.
- My health is fairly stable at the moment but, bearing in mind that my care is palliative, I anticipate needing more support as my condition progresses and trust that Crossroads will continue to be there to support me and my wife.
- I think it is an insult to grade these hard-working ladies.
- My care and support has all be really good. I feel I get listened to and I feel valued.
- Thank you for all your help
- I am very happy with the service I receive.
- All excellent. Very happy with the care received.
- At the moment all the carers helping me are spot on, nice and kind.
- There could be more consideration put into the planning/timing of visits. There is no consistency for times of visits and if my mother is out they are not happy but how is she supposed to know when they are going to arrive. This needs to be reviewed.
- Some carers visits fall very short of allocated care time.
- Everything OK.
- Made a big difference to my later life.