



Service User Satisfaction Survey 2019

Total number Service Users at date of survey:

Total number questionnaires returned:

55

Who completed the questionnaire?:

Service User	17 (31%)
Carer	6 (11%)
Relative	22 (40%)
Friend	1 (2%)
Advocate	0
Other	1 (2%)
Not stated	8 (15%)

The information given in the red folder:

Do you think the information is:

Comprehensive	30 (55%)
Adequate	22 (40%)
Not enough	2 (4%)
Not answered	1 (2%)

Is the information clear and easy to understand?:

Yes	42 (76%)
No	1 (2%)
Not stated	12 (22%)

If you started the service within the past year please complete this section: 28

Did the member of staff who saw you before the service started listen to what you had to say about what you needed?

Yes	25 (89%)
No	1 (4%)
Not stated	2 (7%)

Did you get a copy of :

The Service User Agreement

Yes	26 (93%)
No	0
Not stated	2 (7%)

The Personal Plan

Yes	25 (89%)
No	0
Not stated	3 (11%)

How much were you involved in preparing both of them?

Fully	18 (64%)
A little	6 (21%)
Not at all	1 (4%)
Not stated	3 (11%)

Do you know that you can ask at any time for them to be reviewed?

Yes	25 (89%)
No	2 (7%)
Not Answered	1 (4%)

The service you receive:

How would you describe your current Care Attendant(s)?

He/she:

Calls me by my preferred name

Applies to all care attendants	53 (96%)
Does not apply to all care attendants	0
Don't know	0
Not answered	2 (4%)

Has all the skills that are needed

Applies to all care attendants	41 (75%)
Does not apply to all care attendants	5 (9%)
Don't know	2 (4%)
Not answered	7 (12%)

Conducts him/herself properly		
Applies to all care attendants	52	(95%)
Does not apply to all care attendants	0	
Don't know	0	
Not answered	3	(5%)
Dresses appropriately		
Applies to all care attendants	49	(89%)
Does not apply to all care attendants	1	(2%)
Don't know	0	
Not answered	5	(9%)
Is punctual		
Applies to all care attendants	43	(78%)
Does not apply to all care attendants	4	(7%)
Don't know	3	(5%)
Not answered	5	(9%)
Is reliable		
Applies to all care attendants	46	(84%)
Does not apply to all care attendants	5	(9%)
Don't know	0	
Not answered	4	(7%)
Knows my likes and dislikes		
Applies to all care attendants	46	(84%)
Does not apply to all care attendants	0	
Don't know	4	(7%)
Not answered	5	(9%)
Gets on well with me and others in the family		
Applies to all care attendants	51	(93%)
Does not apply to all care attendants	0	
Don't know	0	
Not answered	4	(7%)
Respects my culture and beliefs		
Applies to all care attendants	46	(84%)
Does not apply to all care attendants	0	
Don't know	4	(7%)
Not answered	5	(9%)
Gives me choices, privacy, independence and respect		
Applies to all care attendants	50	(91%)
Does not apply to all care attendants	1	(2%)
Don't know	0	
Not answered	4	(7%)

Observes confidentiality	
Applies to all care attendants	49 (89%)
Does not apply to all care attendants	1 (2%)
Don't know	3 (5%)
Not answered	2 (4%)
Respects my property	
Applies to all care attendants	49 (89%)
Does not apply to all care attendants	2 (4%)
Don't know	1 (2%)
Not answered	3 (5%)
Communicates and listens well	
Applies to all care attendants	49 (89%)
Does not apply to all care attendants	2 (4%)
Don't know	1 (1%)
Not answered	3 (5%)
Knows who to contact if need be	
Applies to all care attendants	47 (85%)
Does not apply to all care attendants	2 (4%)
Don't know	2 (4%)
Not answered	4 (7%)
Asks me if I'm happy with the service or want to change anything	
Applies to all care attendants	40 (73%)
Does not apply to all care attendants	6 (11%)
Don't know	3 (5%)
Not answered	6 (11%)

Comments:

"Happy with service from Crossroads."

"Nadine and Jim are most reliable. Office do not always let me know of all changes in attendants or times (I know very difficult.)"

"Excellent."

"I feel there is a lack of personal hygiene and dress with some of the attendants. This is only a personal opinion."

"I get on well with all my carers and very happy with the service."

"I get on well with all my carers very well."

“Gets on well with all carers.”

“More than happy with service.”

“More dementia training would be helpful. Some staff are inexperienced in how to deal with Mum.”

“They are all very good.”

“Always tries to fit in with our needs at the moment. As (service user’s) condition gets worse our situation may alter.”

“I am extremely happy with the carers. They cannot help me enough.”

“Care attendants are all great, but I find that the office staff does not inform the care attendants about any changes to my package and I have to hear it from my carers.”

“I am happy with both.”

“(Service user) has autism. The Crossroads staff and myself feel more training etc. on how to deal/handle him if he is having a “bad moment” would be beneficial to all.”

“Very happy with all aspects of care attendants.”

“I have a lady who cleans for me and at times (care attendant) will question when I ask her to (indecipherable) dishes eg breakfast/lunch. (Care attendant) will leave dishes on the table implying I should be asking my cleaner to do it.”

“Mostly the care attendants are very capable and able to communicate in difficult situations.”

Management staff:

How would you describe the members of staff from our office with whom you have had contact? This could be either Carol, Nicola, Wendy or Noreen

She - makes me feel at ease when we talk

Agree	51 (93%)
Disagree	0
Don’t know	0
Not answered	4 (7%)

Is approachable

Agree	48 (87%)
Disagree	0
Don’t know	2 (4%)
Not answered	5 (9%)

Listens to my views	
Agree	47 (85%)
Disagree	0
Don't know	1 (2%)
Not answered	7 (13%)
Involves me in service reviews	
Agree	42 (76%)
Disagree	2 (4%)
Don't know	2 (4%)
Not answered	9 (16%)

Do you have any comments to make about the management staff?:

“Office do not always let me know of all changes in attendants or time (I know very difficult.) Nicola always listens and is most approachable.”

“Very helpful.”

“Any issues I have are resolved quickly.”

“Any issues are dealt with professionally.”

“Always helpful on phone.”

“We don't really have any communication with office staff.”

“Find them very pleasant and helpful.”

“Excellent.”

“Office can be slow to inform me to changes to the daily routine.”

“All the managements staff are very understanding and provide all the help I need when contacting them.”

“There is no communication with office staff. They do not listen. My son does not know what carer he is getting from day to day even though it was agreed at first meeting he was to have main carer and to be told when they had changed carer. It was to be set times and now he doesn't know when they are coming.”

“Very friendly and understanding when I have had to have contact with them.”

“I have never been asked for my opinion.”

“So far I haven't been asked for input, but I am always happy to be involved if required.”

“Problem solvers!”

Satisfaction with the Service:

Is the service provided at the times you want?		
Yes	50	(91%)
No	2	(4%)
Not answered	3	(5%)
Do you get enough service to meet your needs?		
Yes	46	(84%)
No	3	(5%)
Not answered	6	(11%)
Overall, how would you describe your satisfaction with the service?		
Very satisfied	41	(75%)
Fairly satisfied	12	(22%)
Neither satisfied nor dissatisfied	0	
Fairly dissatisfied	1	(2%)
Very dissatisfied	0	
Not answered	1	(2%)

If you feel that the service is helping you, please tell us how:

"Could not manage without it."

"Carers very helpful."

"As my left side is so useless I really need help morning and night."

"Peace of mind that someone is looking out for my Mum in the times that I am not available."

"Has helped me get back on my feet."

"I am very independent and like to do things if I can. The girls now understand this and give me help when I need it most."

"As we don't live near our mother, it gives my brothers and myself peace of mind that she is being looked after in her own home."

"Happy with the ladies that come in but I miss the opportunity to chat with them due to time constraints."

"Couldn't do without carers coming in. Everybody very kind."

"I feel I couldn't remain in my own home without this service."

“Very satisfied.”

“(Service user) very satisfied that any changes office organise that it’s a carer that she knows.”

“Assisting me to live as I want to live.”

“Being care and respite care it enables me to be looked after very well, and gives wife time to shop and go to hairdressers without worrying about me.”

“My son enjoys spending time with the carers as they are all chatty and approachable, and very helpful.”

“Would not be able to shower without help.”

“It helps me to know someone will be coming in, as I can be prepared to make a list of things I can’t do, eg. bring something from upstairs, or answer queries.”

“The service helps me to have respite from caring for my husband. I have requested further care and this is being put into motion.”

“I look forward to the carer’s visit. Another person to speak to. He gets me out of the house.”

“Very understanding about issues that may arise, and have lots of patience.”

“I need assistance with dressing.”

“(Service user) gets to talk to someone other than me.”

“Is helping me to stay independent and stay at home.”

“It is beneficial to my father receiving the care to have a relationship with the carers he sees on a daily basis, often his only “social” contact. Recently my father resides alone in the house whilst I am at work. It would be very helpful if we could have a lunchtime visit if possible.”

“I believe I am thriving on it but it can be quirky in effect, eg. timing, coordination. The service provided is given with much good will, and I appreciate that.”

Is there any way we could improve our service, or if you would like to be more involved with running of Crossroads, please tell us here:

Lastly, please give our service an overall grading:

6. Excellent	23 (42%)
5. Very Good	26 (47%)
4. Good	5 (9%)
3. Adequate	1 (2%)
2. Weak	0
1. Unsatisfactory	0

Comments:

“Consistency of carers throughout the day, 3 different carers which can be confusing to service users. Appreciate however that carers work am/pm shifts rather than set days which is a service management(?) challenge unlikely to be able to be delivered. Would be a (indecipherable) if could be achieved.”

“I think more support is required re help with physio as some exercises require a helping hand in order to be done properly. This would be much appreciated.”

“My son and ourselves would just like our care package to run smoothly, just like it did when Ann Gorman was in charge. We never had to phone Ann about anything, but in the last few months we feel like we are never off the phone. The carers are all pleasant and my son looks forward to seeing them.”

“Keep individuals folders up-to-date.”

“No issues – very satisfied.”

“The service we require is adequate for our needs at the moment.”

“Office letting me know promptly if there is an unforeseen change to the daily routine.”

“I am very satisfied with the service I receive from Crossroads.”

“Thank you for your help - I would be lost without it.”