

Crossroads (Newton Stewart and Machars)

Service User Satisfaction Survey 2018

Total number Service Users at date of survey:
Total number questionnaires returned: 55

Who completed the questionnaire?:

Service User	20 (36%)
Carer	5 (9%)
Relative	23 (42%)
Friend	1 (2%)
Advocate	0
Other	0
Not stated	6 (11%)

The information given in the red folder:

Do you think the information is:

Comprehensive	30 (55%)
Adequate	22 (40%)
Not enough	0
Not answered	3 (5%)

Is the information clear and easy to understand?:

Yes	50 (91%)
No	0
Not stated	5 (9%)

If you started the service within the past year please complete this box: (41)

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

Yes	39 (95%)
No	1 (2%)
Not stated	1 (2%)

Did you get a copy of :

The Service User Agreement

Yes	35 (85%)
No	3 (7%)
Not stated	3 (7%)

The Personal Plan

Yes	32 (78%)
No	3 (7%)
Not stated	6 (15%)

How much were you involved in preparing both of them?

Fully	30 (73%)
A little	4 (10%)
Not at all	4 (10%)
Not stated	3 (7%)

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

Yes	35 (85%)
No	4 (10%)
Not Answered	2 (5%)

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	52 (95%)
Does not apply to all care attendants	1 (2%)
Don't know	0
Not answered	2 (3%)

Has all the skills that are needed

Applies to all care attendants	50 (91%)
Does not apply to all care attendants	1 (2%)
Don't know	0
Not answered	4 (7%)

Conducts him/herself properly

Applies to all care attendants	54 (98%)
Does not apply to all care attendants	0
Don't know	0
Not answered	1 (2%)

Dresses appropriately	
Applies to all care attendants	52 (95%)
Does not apply to all care attendants	1 (2%)
Don't know	0
Not answered	2 (4%)
Is punctual	
Applies to all care attendants	46 (84%)
Does not apply to all care attendants	2 (4%)
Don't know	5 (9%)
Not answered	2 (4%)
Is reliable	
Applies to all care attendants	53 (96%)
Does not apply to all care attendants	0
Don't know	0
Not answered	2 (4%)
Knows my likes and dislikes	
Applies to all care attendants	49 (89%)
Does not apply to all care attendants	0
Don't know	2 (4%)
Not answered	4 (7%)
Gets on well with me and others in the family	
Applies to all care attendants	52 (95%)
Does not apply to all care attendants	1 (2%)
Don't know	0
Not answered	2 (4%)
Respects my culture and beliefs	
Applies to all care attendants	47 (85%)
Does not apply to all care attendants	0
Don't know	2 (4%)
Not answered	6 (11%)
Gives me choices, privacy, independence and respect	
Applies to all care attendants	49 (89%)
Does not apply to all care attendants	2 (4%)
Don't know	2 (4%)
Not answered	2 (4%)
Observes confidentiality	
Applies to all care attendants	46 (84%)
Does not apply to all care attendants	2 (4%)
Don't know	3 (5%)
Not answered	4 (7%)

Respects my property	
Applies to all care attendants	54 (98%)
Does not apply to all care attendants	0
Don't know	0
Not answered	1 (2%)
Communicates and listens well	
Applies to all care attendants	50 (91%)
Does not apply to all care attendants	3 (5%)
Don't know	1 (2%)
Not answered	1 (2%)
Knows who to contact if need be	
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%)
Asks me if I'm happy with the service or want to change anything	
Applies to all care attendants	43 (78%)
Does not apply to all care attendants	5 (9%)
Don't know	2 (4%)
Not answered	5 (9%)

Comments:

"(Service user) likes the care attendants who she has but doesn't like changes."

"Jim and Jackie are both very professional in their duties."

"Excellent."

"Punctuality I find is difficult to maintain where the carer has made prior visits to other users and has been delayed by other users unforeseen needs."

"I am happy with everyone who comes in to support me."

"In general the carers are helpful and obliging and endeavour to accommodate my wishes. I prefer not to be asked too many personal questions."

"Mother has no complaints and gets on very well with her girls."

"If the carer does not arrive punctually it is always due to the time spent with a previous client but it is no cause for concern as we are in waiting for the carer anyway."

"All very good, helpful and positive. We are all very grateful for the help and support."

"Both ladies are excellent – couldn't ask for better."

“Wholly satisfied.”

“I have requested early morning visits as without splint I am confined to bed and OT insisted that I would have that service and although I signed the user agreement I noted it would serve my needs which I feel deprived of as most attendants are early but when awake early it is so uncomfortable if aching all over and unable to get back to sleep.” (31)

“At present the distribution of her time is inadequate. Instead of 20 minutes on Monday and Wednesday and 1 hour on Fridays a more even distribution would be better. I suggest ½ an hour on Mondays and Wednesday and 45 minutes on Fridays would be more suitable.” (36)

“I am pleased with the service.”

“The care attendants give a very good service.”

“I am quite happy with the care attendants.”

“We are very happy with our carers. They are both developing the skills needed very quickly and getting to know (service user’s) likes and dislikes. We never make it an issue, but we’d prefer (in relation to beliefs and cultures) that they didn’t say OMG etc....” (47)

“Get on well with them all.”

“I like the carers I have and don’t want them to change.”

“I find Hazel to be a most honourable ambassador for Crossroads. Her caring knowledge, experience, unperturbed and gentle approach to people suffering from dementia shines like a glowing light. I would certainly recommend her for a training position should one arise!”

Management staff:

How would you describe the members of staff from our office with whom you have had contact? This could be Carol Black and Wendy McCreadie (managers) and Aimi Dickie (assistant manager).

She - makes me feel at ease when we talk		
Agree		49 (89%)
Disagree		0
Don’t know		1 (2%)
Not answered		5 (9%)
Is approachable		
Agree		41 (75%)

	Disagree	0
	Don't know	1 (2%)
	Not answered	13 (24%)
Listens to my views		
	Agree	39 (71%)
	Disagree	0
	Don't know	2 (4%)
	Not answered	14 (25%)
Involves me in service reviews		
	Agree	33 (60%)
	Disagree	0
	Don't know	3 (5%)
	Not answered	19 (35%)

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

"They take positive action when necessary and are all pleasant to deal with."

"All nice."

"Very good."

"Do not have much contact to give informed opinion."

"Polite and helpful."

"All staff have been very helpful. Always ready to answer questions/queries over the phone."

"Very good."

"Wendy was down to see (service user) who found her easy to talk to and listened to her views."

"Superb care."

"First class, kind and always very helpful."

"Always find them helpful when I have spoken to them."

"They do an excellent job."

"Management staff have always been there with help, advice and support when required."

"All are extremely helpful."

“Most obliging.”

“Very helpful.”

“Any experience so far is very positive but not long enough using service to tick all boxes.”

“They’re all nice.”

“I find both managers and Aimi, assistant manager fully meticulous and understanding when discussing any issues concerning my wife.”

“We’ve only been involved with service for a couple of months therefore cannot make any useful comments yet.”

Satisfaction with the Service:

Is the service provided at the times you want?	
Yes	50 (91%)
No	3 (5%)
Not answered	2 (4%)
Do you get enough service to meet your needs?	
Yes	52 (95%)
No	2 (4%)
Almost	
Not answered	1 (2%)
Overall, how would you describe your satisfaction with the service?	
Very satisfied	45 (82%)
Fairly satisfied	9 (16%)
Neither satisfied nor dissatisfied	0
Fairly dissatisfied	1 (2%)
Very dissatisfied	0
Not answered	0

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

“By doing things I can’t due to my disability.”

“Very reliable.”

“I hope I can increase the package for my son to get a few days off.”

“Very informative, helpful and a pleasure to be with.”

"I feel staff are good to me as they help by reminding me to take my medication, prepare regular meals, keep my home tidy and ensure I am safe within my home."

"In general the carers are helpful and obliging and endeavour to accommodate my wishes. I prefer not to be asked too many personal questions."

"The service is helping us as a family knowing our mother is being well looked after as we all live far away from her. She is very happy with how she is being looked after."

"We are delighted with the service we receive from Crossroads. It enables my wife to have times of relaxation and relief from caring duties knowing that I am being well looked after."

"Helps to maintain a level of independence whilst providing necessary support. Greatly appreciated by the family."

"(Service user) gets a shower Mon Tue Wed Fri. This has helped no end as he would not let me do it. It has taken all the stress that we both went through in the mornings."

"This service has been part of our lives for a long time and we are very grateful for it."

"All my Crossroads carers are enormously helpful."

"With my present physical condition and fitness the one evening visit a day is just right."

"My legs are bathed and greased on each day and in addition my hair is washed each Friday."

"Requested morning visits for personal hygiene help but due to staff shortages this has been put on hold and 2 afternoon visits have been extended."

"It means I have meals cooked for me as before I was not able to stand long enough to make them. I was only having biscuits and some ready meals."

"Could do with longer in the morning." (41)

"I'm aged 97 and I enjoy the help and the company."

"The service is giving (service user) a nice variety of people in his week and myself as mum a little bit more 'me' time and time to get involved in some more work with 'his Dad. Especially hoping the schoolday continues to work come the new term."

"The service you have put in place provides me with peace of mind when away from (service user)."

"I am pleased with the service to have someone coming during the day when I don't feel up to things."

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:

“Keep up the good work.”

“I am very happy with the service currently being provided at this time.”

“I think your service is amazing and only age prevents me from offering help to others. Thank you all very much.”

“I consider myself very lucky to have this service. I cannot think of any way in which one could improve the service, excellent as it is.”

“If there is anything I can do to help improve the service and care I receive, I’d be pleased to do so.”

“I am a firm believer in communication. Since day 1 there has always been a clipboard, paper and pen available for all parties to use to leave instructions/messages. To date this has proved most worthwhile; I would certainly recommend this practice to be used throughout.”

“No, it’s fine the way it is run.”

“Thank you!”