



Service User Satisfaction Survey

Total number Service Users at date of survey:
Total number questionnaires returned: 47

The information we give you:

Do you think the information is:

Comprehensive	- 30 (64%)
Adequate	- 16 (34%)
Not enough	- 1 (2%)

Is the information clear and easy to understand?:

Yes	- 41 (87%)
No	- 1 (2%)
Not stated	- 5 (11%)

Starting the service: -

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

Yes	- 45 (96%)
No	- 0
Not stated	- 2 (4%)

Did you get a copy of:
The Service User Agreement

Yes	- 42 (89%)
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No	- 1 (2%)
Not stated	- 4 (9%)

The Personal Plan

Yes	- 36 (77%)
No	- 1 (2%)
Not stated	- 10 (21%)

How much were you involved in preparing both of them?

Fully	- 34 (72%)
A little	- 5 (11%)
Not at all	- 3 (6%)
Not stated	- 4 (9%)

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

Yes	- 38 (81%)
No	- 6 (13%)
Not Answered	- 3 (6%)

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	- 44 (94%)
Does not apply to all care attendants	- 0
Don't know	- 0
Not answered	- 3 (6%)

Has all the skills that are needed

Applies to all care attendants	- 39 (83%)
Does not apply to all care attendants	- 2 (4%)
Don't know	- 1 (2%)
Not answered	- 5 (11%)

Conducts him/herself properly

Applies to all care attendants	- 42 (89%)
Does not apply to all care attendants	- 1 (2%)
Don't know	- 0
Not answered	- 4 (9%)

Dresses appropriately

Applies to all care attendants	- 41(87%)
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	Does not apply to all care attendants	- 1(2%)
	Don't know	- 0
	Not answered	- 5 (11%)
Is punctual		
	Applies to all care attendants	- 42 (89%)
	Does not apply to all care attendants	- 1 (2%)
	Don't know	- 0
	Not answered	- 4 (9%)
Is reliable		
	Applies to all care attendants	- 40 (85%)
	Does not apply to all care attendants	- 1 (2%)
	Don't know	- 1 (2%)
	Not answered	-5 (11%)
Knows my likes and dislikes		
	Applies to all care attendants	- 33 (70%)
	Does not apply to all care attendants	- 3 (6%)
	Don't know	- 4 (9%)
	Not answered	- 7 (15%)
Gets on well with me and others in the family		
	Applies to all care attendants	- 40 (85%)
	Does not apply to all care attendants	- 0
	Don't know	- 5 (11%)
	Not answered	- 2 (4%)
Respects my culture and beliefs		
	Applies to all care attendants	- 39 (83%)
	Does not apply to all care attendants	- 1 (2%)
	Don't know	- 0
	Not answered	- 7 (15%)
Gives me choices, privacy, independence and respect		
	Applies to all care attendants	- 39(83%)
	Does not apply to all care attendants	- 1 (2%)
	Don't know	- 1 (2%)
	Not answered	- 6 (13%)
Observes confidentiality		
	Applies to all care attendants	- 42 (89%)
	Does not apply to all care attendants	- 1 (2%)
	Don't know	- 0
	Not answered	- 4 (9%)

Respects my property	
Applies to all care attendants	- 42 (89%)
Does not apply to all care attendants	- 1 (2%)
Don't know	- 0
Not answered	- 4 (9%)
Communicates and listens well	
Applies to all care attendants	- 40 (85%)
Does not apply to all care attendants	- 1 (2%)
Don't know	- 0
Not answered	- 6 (13%)
Knows who to contact if need be	
Applies to all care attendants	- 38 (81%)
Does not apply to all care attendants	- 2 (4%)
Don't know	- 2 (4%)
Not answered	- 5 (11%)
Asks me if I'm happy with the service or want to change anything	
Applies to all care attendants	- 33 (70%)
Does not apply to all care attendants	- 5 (11%)
Don't know	- 2 (4%)
Not answered	- 7 (15%)

Comments:

The ladies whom I met, who were involved looking after my husband were all excellent. Donna, Pat & occasionally Sandra

I find all the carers extremely kind, considerate & very helpful.

I am full of admiration for the care all the workers give my husband who has dementia.

Excellent.

Jim & Mary are very conscious that I like early. Mary & Lisa visit am.

Very happy with the girls.

They are all very good at their job & do everything I want.

All except one are absolutely wonderful. I realize not everyone is the same, so we are grateful for the help we have.

All very satisfactory.

I am pleased with the service of the support workers, as they are polite and very helpful.

Girls are really nice and most helpful.

My support workers are very capable & sensitive to my needs on a daily basis due to my health.

They are all very friendly & helpful.

I am very lucky with each one of my carers.

Find them all conscientious, friendly, caring & helpful, cheerful.

All the support workers are really good & are very helpful.

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 Emma

She - makes me feel at ease when we talk

Agree	- 41(87%)
Disagree	- 0
Don't know	- 1 (2%)
Not answered	- 5 (11%)

Is approachable

Agree	- 39 83%
Disagree	- 0
Don't know	- 2 (4%)
Not answered	- 6 (13%)

Listens to my views

Agree	- 38 (81%)
Disagree	- 0
Don't know	- 1 (2%)
Not answered	- 8 (17%)

Involves me in service reviews

Agree	- 36 (77%)
Disagree	- 2 (4%)
Don't know	- 2 (4%)
Not answered	- 7 (15%)

Contacts me from time to time

Agree	- 36 (77%)
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Disagree	- 1 (2%)
Don't know	- 2 (4%)
Not answered	- 8 (17%)

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

The management Team do all they can. Provide me with all the help we require.

Helpful & friendly.

Contact of review times.

New carers should be given more time to shadow, as each service user has different requirements.

Very good.

Good.

They are all very polite and listen to me. Treat me very well.

Excellent.

Communication done through daughter. All very satisfactory.

The Management Team is very helpful & I am very pleased with the service.

I feel at ease talking to Carol.

Any problems & they always sort it out. Very approachable.

I do not really know who the management are.

I find the entire team very helpful.

Satisfaction with the Service:

Is the service provided at the times you want?

Yes	- 42 (89%)
No	- 1 (2%)
Not answered	- 4 (9%)

Do you get enough service to meet your needs?

Yes	- 41 (87%)
No	- 0
Not answered	- 6 (13%)

Overall, how would you describe your satisfaction with the service?

Very satisfied	- 41 (87%)
Fairly satisfied	- 4 (9%)
Neither satisfied nor dissatisfied	- 0
Fairly dissatisfied	- 0
Very dissatisfied	- 0
Not answered	- 2 (4%)

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

Allows me to have time to myself & gives me the time needed to enjoy my hobby of playing bridge.

We could not have managed without the help & support of the Crossroads carers coming in.

I am still here to tick the boxes.

The service has allowed me to attend my necessary hospital appointments, knowing that my husband is well cared for in my absence.

The service allows (service user) to be comfortable and happy in his own home.

It has helped me enormously being the only carer for my husband until Crossroads arrived. I am now able to reconnect with the world thanks to Crossroads. A huge thanks.

I have a shower twice a week, my leg washed & waxed three times a week & am well looked after.

Makes me feel independent.

Really couldn't cope without it.

Peace of mind helping with husband as he deteriorates.

Helped a great deal leaving my daughter a lot less to do. All carers are extremely helpful.

Very well.

Girls are really nice & most helpful.

The service has helped me keep my independence & reduced my levels of anxiety, knowing I have carers I can talk to & we can resolve issues between us. Thank you for your care.

Since March I have not received my service due to the Pandemic & no contact from the office. However Jim - the carer- has off his own concern contacted me at least once a week to check up on me.

Helps with day to day tasks.

Extremely well.

Very much and I suffer much less depression.

To let me stay in my own home & remain independent. I enjoy the company of my support workers.

Towards the end of 2019, I was asked to join the Alzheimer, so I canceled the Crossroads but I do miss the visitors from the ladies especially Hilary.

I couldn't do without them. I find them all good companions.

Showering, laundry, mealtimes. Made a difference.

Has helped me to stay clean & fresh, which I cannot do myself because of my arthritis in my arms.

My mother was taken "on board" during lockdown and neither she nor myself can thank Crossroads team for what they did and continue to do for her. Grateful thanks.

Rate the Service

Please give our service an overall grading based on your personal experience of Crossroads:

6. Excellent	- 32 (68%)
5. Very Good	- 8 (17%)
4. Good	- 3 (6%)
3. Adequate	- 0
2. Weak	- 1 (office) (2%)
1. Unsatisfactory	- 0
Didn't answer	- 4 (9%)

"Better than excellent!"

