

Crossroads Stakeholder Survey 2017

Number of responses: 17

	Excellent	Good	Average	Fair	Poor
How would you rate the overall quality of service from Crossroads?	8	9			
How do you feel any questions/queries that you have are answered?	8	8	1		
Do you feel we show a knowledge of the service?	9	7		1	
How approachable do you find the Managers/Assistants?	11	4	2		
How do you feel we handle enquiries?	9	7	1		
How competent do you feel the Care Attendants to be?	9	8			
Do you feel you are kept informed and up to date from us re changes to need for service users?	8	7	2		
How do you feel we deal with handling problems/complaints?	5	10	1		

What do you like best about our service?

“I really appreciate the charity part as often I am working with people who fall between and are not eligible for Social Service support in some areas and yet very needy for support.”

“Approachability, flexibility, reliability.”

“Reliable and friendly staff and professional approach.”

“The service from Crossroads has been a huge help – thank you!”

“Was always very friendly and you know who you were speaking to on the phone.”

“Carers very good.”

“The friendliness and competence of your staff.”

“Always very reliable.”

“Carers deliver an empathetic service.”

“Friendliness of all concerned.”

“Personal feel. Staff really try to sort out requests.”

“As a provider, I personally find that you are person centred and always look to do the best you can for the individual.”

“Very responsive and also aware of the needs of each individual.”

“Mum very happy with each carer. Only 3, not lots of different carers means she (and we too) have a personal relationship and good understanding. The manager contacts us whenever she feels we need to be aware of any changes to Mum’s condition.”

How do you feel we could improve?

“On the whole feedback is good, however sometimes it could be quicker. There have been delays in providing respite, but that was due to it taking time to recruit.”

“Occasionally it appears carers have not been passed on relevant information re clients – needs gentle coaxing for example.”

“Monthly meeting with representative from social work to discuss any issues/concerns etc. in relation to care packages.”

“Increase staff’s hours instead of cutting them, because you are a good service. Patients and health service staff want Crossroads to be the provider, but we cannot get care packages. Maybe if you gave your staff more hours this could be more achievable. Also review packages – I see many out there that could be reduced to allow new ones in.”

“I feel what is important to elderly people is to continue with the same carers per user – it means that we get to know the carer and the carer gets to know the user.”

“Variation in carers ability to determine what is a significant change in their client and take appropriate action.”

“An up-to-date schedule of which carers to expect would be appreciated by the client.”

“By having more bank staff as there weren’t enough staff when we asked for more hours.”

“There have been considerable changes for the organisation – perhaps an offer to speak briefly at a team meeting to identify any changes and how to move on?”

“More regular up-to-date invoicing please – currently 4 months behind.”

Overall comments:

“I appreciate Crossroads caring for the individual needs and the level of acceptance and understanding. There may be a training need for carers to do with mental illness and how someone’s past presentation may be different once they have received treatment.”

“Keep up the good work.”

“Very good local knowledge of area/needs of service users and processes.”

“I am very happy and have been in the years I have been with Crossroads, they meet all my daughters and my needs.”

“Crossroads have been a lifeline for my parents and my family. The staff have been brilliant with Mum and Dad and help them to keep a degree of quality of life and to help to maintain keeping them in their home. Thank you!”

“Pleased with service.”

“Crossroads is always very helpful and bend over backwards to get whatever help is required at any time.”

“Can’t thank Crossroads enough for all you do.”

“Crossroads is a very flexible and caring service. Thank you.”

“Crossroads provide an excellent service in a challenging environment. Keep it up.”

“Very happy with Crossroads and all the carers and admin staff that we are in contact with. Top marks! Mum has been a different person since Crossroads have been visiting – new lease of life.”