

Crossroads (Newton Stewart and Machars)

Service User Satisfaction Survey 2016

Total number Service Users at date of survey:	112
Total number questionnaires returned	68 (60.7%)

Who completed the questionnaire?:

Service User	20 (29.4%)
Carer	15 (22%)
Relative	25 (36.7%)
Friend	1 (1.5%)
Advocate	0
Other	2 (3.0%)
Not stated	5 (7.4%)

The information given in the red folder:

Do you think the information is:

Comprehensive	37(54.4%)
Adequate	23 (33.8%)
Not enough	2 (3%)
Not answered	2 (3%)
Miscellaneous*	4 (5.9%)

(*Don't have a red folder 2, Haven't looked at red folder 1, Can't reach red folder! 1)

Is the information clear and easy to understand?:

Yes	55 (80.9%)
No	0
Not stated	13 (19.1%)

If you started the service within the past year please complete this box: 45(66.2%)

Did the member of staff who saw you before the service started listen to

what you had to say about what you needed?	
Yes	40(88.9%)
No	2 (4.4%)
Not stated	3 (6.7%)

Did you get a copy of :	
The Service User Agreement	
Yes	41 (91.1%)
No	1 (2.2%)
Not stated	3 (6.7%)

The Personal Plan	
Yes	36 (80%)
No	4 (8.9%)
Not stated	5 (11.1%)

How much were you involved in preparing both of them?	
Fully	33(73.3%)
A little	7 (15.6%)
Not at all	3 (6.7%)
Not stated	2(4.4%)

Do you know that you can ask at any time for them to be reviewed?	
Yes	38(84.4%)
No	5 (11.1%)
Not Answered	2(4.4%)

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	67 (98.5%)
Does not apply to all care attendants	0
Don't know	0
Not answered	1 (1.5%)

Has all the skills that are needed	
Applies to all care attendants	63 (92.6%)
Does not apply to all care attendants	2 (3.0%)
Don't know	0
Not answered	3 (4.4%)

Conducts him/herself properly	
Applies to all care attendants	64(94.1%)
Does not apply to all care attendants	2 (3.0%)

Don't know	0
Not answered	2 (3.0%)
Dresses appropriately	
Applies to all care attendants	68(100%)
Does not apply to all care attendants	0
Don't know	0
Not answered	0
Is punctual	
Applies to all care attendants	58 (85.3%)
Does not apply to all care attendants	7 (10.3%)
Don't know	2 (3.0%)
Not answered	1 (1.5%)
Is reliable	
Applies to all care attendants	63 (92.6%)
Does not apply to all care attendants	3 (4.4%)
Don't know	2 (3.0%)
Not answered	0
Knows my likes and dislikes	
Applies to all care attendants	63 (92.6%)
Does not apply to all care attendants	1 (1.5%)
Don't know	4 (5.9%)
Not answered	0
Gets on well with me and others in the family	
Applies to all care attendants	66 (97.1%)
Does not apply to all care attendants	0
Don't know	0
Not answered	2 (3.0%)
Respects my culture and beliefs	
Applies to all care attendants	63 (92.6%)
Does not apply to all care attendants	0
Don't know	2 (3.0%)
Not answered	3 (4.4%)
Gives me choices, privacy, independence and respect	
Applies to all care attendants	65(95.6%)
Does not apply to all care attendants	1(1.5%)
Don't know	0
Not answered	2 (3.0%)
Observes confidentiality	
Applies to all care attendants	63 (92.6%)

Does not apply to all care attendants	0
Don't know	1 (1.5%)
Not answered	4 (5.9%)
Respects my property	
Applies to all care attendants	65 (95.6%)
Does not apply to all care attendants	1 (1.5%)
Don't know	2 (3.0%)
Not answered	0
Communicates and listens well	
Applies to all care attendants	65 (95.6%)
Does not apply to all care attendants	1 (1.5%)
Don't know	1 (1.5%)
Not answered	1 (1.5%)
Knows who to contact if need be	
Applies to all care attendants	62 (91.2%)
Does not apply to all care attendants	0
Don't know	3 (4.4%)
Not answered	3 (4.4%)
Asks me if I'm happy with the service or want to change anything	
Applies to all care attendants	56 (82.4%)
Does not apply to all care attendants	5 (7.4%)
Don't know	2 (3.0%)
Not answered	5 (7.4%)

Management staff:

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

She - makes me feel at ease when we talk	
Agree	63 (92.6%)
Disagree	1 (1.5%)
Don't know	2 (3.0%)
Not answered	2 (3.0%)
Is approachable	
Agree	58 (85.3%)
Disagree	0
Don't know	4 (5.9%)
Not answered	6 (8.8%)
Listens to my views	
Agree	58(85.3%)

Disagree	1 (1.5%)
Don't know	4 (5.9%)
Not answered	5 (7.4%)

Involves me in service reviews	
Agree	44 (64.7%)
Disagree	7 (10.3%)
Don't know	5 (7.4%)
Not answered	12 (17.6%)

Satisfaction with the Service:

Is the service provided at the times you want?	
Yes	63 (92.6%)
No	1 (1.5%)
Not answered	4 (5.9%)

Do you get enough service to meet your needs?	
Yes	62 (91.2%)
No	1 (1.5%)
Almost	1 (1.5%)
Not answered	4 (5.9%)

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Overall, how would you describe your satisfaction with the service?	
Very satisfied	51 (75%)
Fairly satisfied	14 (20.6%)
Neither satisfied nor dissatisfied	2 (3.0%)
Fairly dissatisfied	0
Very dissatisfied	0
Not answered	1 (1.5%)

Comments on the service you receive or the care attendants:

“Excellent.”

“Do not always advise who is attending when regular carer is not attending.”

“(Service user) and Jim have clicked from day 1 and we are very grateful and happy with him. He has become part of (service user’s) routine that he enjoys very much.”

“Everything’s lovely.”

“I just wish they could persuade (service user) to have a shower when it’s offered.”

“I feel safe taking my medication thanks to the carers, as I am certified blind.”

“Very good service. Very happy with carers. No problems.”

“First class, dependable and prompt with help when required. I know from the past when my husband was ill I just made a phone call and had help within the hour.”

“All my care attendants are very nice and I have no problems with any of them.”

“The service is well organised and is very efficient. While we normally have the same carer whom we like, all the girls who come to cover for her off-time are very good and pleasantly efficient (that applies to seven different girls!)”

“Very good! No complaints, all very respectful to both of us, first class.”

“It may be that I am just lucky but it is most certainly the case that I have had the very best services and treatment from all my attendants. Pleasant girls all, and nothing is a bother. A delight to work with.”

“We have had 4 care attendants in the time we’ve been with Crossroads. All have given satisfactory service, been friendly and attentive each in their own way. The changes in personnel have not been of our choice but the consultation in the appointments has always been good.”

“When it comes to the carers that come into our flat we cannot praise them highly enough. If we knew what our carers were like we would have got Crossroads years ago.”

“Arrive any time that suits them, late or early. I don’t mind.. I paid Crossroads £10 per hour and mileage for 14 months for personal care until the nurse informed me I should have it for free and now I only need my back washed by carers on Friday.”

“The Care Attendants have all been very caring towards my mother-in-law. Without them she could not be at home. I thank them for all they have done for her.”

“I seem to be flourishing in the care taken of me by the Crossroads care attendants!”

“All attendants are cheerful and make me feel brighter after their visit.”

“It’s a pleasure to see their smiling faces in the morning. (Service user) gets on well with Rosalyn - who wouldn’t!”

“We are happy with the service we receive. Everything is done willingly.”

“Everything is OK. I get on well with all the staff.”

“Help when care attendants here 100%. But I need more help more often ie. Cooking and shopping.”

“Very pleased with it.”

“The care has been superb - could not have wanted for better. (Service user) was very happy and felt love and kindness. Thank you.”

“I can’t complain. All very kind and helpful.”

“Have put in complaints before but dealt with by management.”

“Sometimes time keeping not good with one carer. Other carers always keep good time, why can't she. Sometimes lack of respect and care of my property in kitchen.”

“Excellent care and compassion shown.”

“Just a big thank you.”

“I had hoped my mother would be given a shower at least once a week.”

“Whoever comes to do my personal needs are absolutely fabulous.”

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

“All very good.”

“Would be nice to met all staff from the office.”

“Very good.”

“Rarely need to phone so only has limited contact as he is deaf.”

“Very helpful at all times.”

“Much more help has been offered, but with family living nearby they can cover for short breaks to let me away.”

“Very helpful and approachable.”

“It is Mrs Gorman who deals with me and she does so in a very professional but very friendly manner.”

“Friendly and approachable.”

“Wendy pops in on occasional visit to check - very nice and helpful.”

“The management staff are all very efficient when I have telephoned them. Nothing is a bother if changes have to be made. Thank you.”

“Reassuring and problem solving. Only a phone call away.”

“I have not had much contact with the office.”

“(Service user) and myself have always found them all very helpful and friendly.”

“The only time I see them is at the annual review and all the conversation is with the

social worker. They don't ask for the report file so how do the office know of any problems? Also if the carer goes on holiday I am only given 48 hours notice by the office (Carer informs me well in advance so I can make any holiday arrangements should I wish.)"

"(Service user and husband) would not wish to be involved in service reviews."

"Always most willing to be help with any matter that occurs unexpectedly."

"I am always treated with respect by the management staff."

"Inefficient. Lacklustre. Can't send information out on time."

"Helpful."

"All management staff kept me well informed and two way communication excellent with all."

"All very kind to me."

"Another thank you."

"Always very helpful and ensure all queries are dealt with promptly and efficiently."

"I don't see anyone from the office."

"Always willing to help with any queries."

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

"Carer makes sure (service user) gets her medication at right times."

"We both get a cooked meal and light tea prepared for us."

"It has become part of his routine. (Service user) still enjoys his time with Jim, and as he doesn't socialise with others, it can be the only time he does this."

"Being helpful and friendly."

"Helps to get over your disabilities."

"The three short visits are a great help."

"Thank goodness for a service like Crossroads. Thank you Crossroads and carers for all your prompt and pleasant service."

"Takes pressure off the family at all times and without the great care that is given would be impossible to cope."

“Carers are my only contact with the outside world other than family.”

“The excellent support is allowing us to stay in our own home for as long as possible.”

“Due to the service provided it makes my wife’s disability very manageable.”

“As a 91 year old man whose wife died three years ago this service is a godsend to me. After a heart attack and stroke loneliness could have been a problem but it is not and it is thanks to this service.”

“Life is less stressful.”

“Maybe a little help for 2 or 3 mornings a week, shower and a visit in the morning.”

“I realise that daily living would be much more difficult without the keen eyes and alertness my care attendants provide.”

“The service is helping me to keep reasonably active and interested in a daily routine.”

“Although at the moment we do not need a lot of assistance, it’s comforting to know it is there if needed.”

“Provides company and safety when husband deals with shopping etc.”

“It is of great benefit to me as I have COPD and other medical conditions and my mobility is not so good either. My wife also benefits from the service as it helps to take some of the pressure off her knowing that carers are coming in to help with personal care. This is really appreciated.”

“The service I get from my carer is superb. On occasions he goes beyond the all of the job. The service is somewhat remote and therefore I suggest that Mrs Gorman visit all clients at least once a year; not necessarily at review.”

“If there is a minor emergency, carer is quick to take charge in a very professional manner.”

“We feel that all our needs are met at the moment and that we can ask when we need more help.”

“As well as the practical help the social aspect of calls by carers is much appreciated.”

“The staff assist me with my showers and to tidy up as needed. I am very satisfied with the service.”

“I gather my carers time has been cut to 30 minutes. I was not informed from the office. I was wondering why this has happened?”

"I find the ladies coming in is good for my morale. Getting 2 showers weekly is really helpful as I could not do it myself as I could not reach back of lower legs and feet."

"They're helpful when needed."

"Helped (service user) stay in her own home and have her care needs met at all levels."

"I live on my own. I am 95 years old. It is a delight to have caring people coming and talking to me and helping me."

"Peace of mind."

"I feel I am eating my meals now and that I take my tablets."

"Allows my Dad to stay in his own home which is very important to him."

"You are a big help to me. The girls cannot help the times they come. Every place is different."

"I could not manage without the help I get from my carers."

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:

"The service you provide is sufficient."

"Always found it efficient."

"Likes things as they are."

"No. Fine as it is and quietly efficient without any fuss."

"For the many different ways that this service helps me, from the cleaning by Jacqui and the cooking by Lexy and Kerry, I am able to manage most of my needs. This is great and I cannot overstate my appreciation of the service. I am afraid it is all take on my part as I couldn't be more involved or helpful nowadays."

"The girls that come into our flat cannot be improved upon. They are so kind and compassionate. Give all the girls that come to us all our praise and love."

"On the whole the girls are quite helpful - nice they come in to put drops in my eyes and have a chat and company."

"Service users could be provided with 3 or 4 small business cards with address and telephone numbers for quick use in transport vehicles, handbags, purses, wallets and pockets."

"Yes, I would like to be more active in the work of Crossroads but very limited in what

I could do as I now have no driving licence.”

“No improvement necessary. Very satisfied.”

“Relates to information in red folder: quality of information depends on person doing report/writing. Perhaps have something standardised like a chart for consistency of things to cover and ease of reading/recording.”

“Service excellent.”

“See the management a bit more, feel they don't visit enough.”

“As far as we are concerned, we don't see how you could improve.”

“Not at all. Everyone is fantastic.”