

Overall Satisfaction of the Care

What do we do well?

What could we do to improve?

Survey results are used to help us measure the care and service quality; your feedback is important to us as it helps us to promote quality and to look at improvements needed, which in turn provide better outcomes for the people using our service.

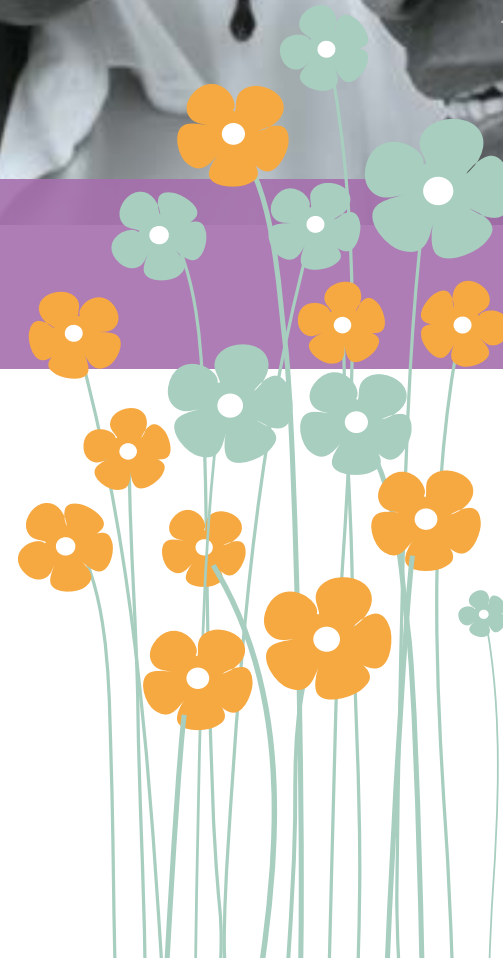
The results will be collated and any comments will be added to our Compliance System which enables us to regulate and monitor our services. Thank you for taking the time to complete our survey.

Signature: _____ Date: _____

Date Issued: _____ Date to be returned: _____



Homecare



SURVEY

Satisfaction Survey: Home Care

Our policy is one of continuous improvement, to enable us to maintain our high standard of service we would be most grateful if you could spare a few moments of your time to complete this questionnaire and return it in the pre-paid envelope provided.

Details of person using our service

Your Name: _____

Address: _____

Postcode: _____

We are working hard to help the environment by reducing the amount of paper used. If you would like to receive future surveys electronically please provide your email address.

Email Address: _____

Questions

	Excellent	Good	Fair	Poor	Comments
How do you rate the professionalism and training of the care staff?					
Please rate the level of dignity and respect afforded to you by your carer.					
How do you rate Care Staffs' timekeeping?					

	Excellent	Good	Fair	Poor	Comments
How do you rate the office staffs' communication with you regarding changes to your service/carer?					
How do you rate the consistency of care received? i.e. Do you have a regular carer? etc					
Please rate if your carer gives you; choice and agrees with you what and how tasks are to be provided.					
How do you rate our response to complaints or comments you may have made?					
How do you rate the sensitivity given to your personal needs, e.g. cultural or religious needs?					
Please rate your overall impression of the service provided?					
How do you rate the level of involvement the agency allowed you in your care plan?					

Please use this space to make any comments you feel would be of value :