

## A GRADE SERVICE USER QUESTIONNAIRE



### Background:

As a very important part of Agrade Community Care Services' **quality assurance procedures**, we conducted our annual survey between August and October 2012, in order to gain feedback from our (then) current service users regarding the quality of the care provided by our company. We are very grateful to those who responded very candidly to our questions, and thank all who chose to participate.

### Interpreting the data:

All of the numbers represent **percentages**. Some areas (for example, question 2e. referring mainly to 'double-up' calls, where two carers are present) may not apply to all client packages, therefore adjustment has been made to ensure that the numbers represent those who have answered (where it applies). This is the theme throughout the document, as in some instances respondents may have felt that the question did not apply to them, therefore percentages are based on those that answered (the number of clients responding will be denoted with *n=*).

**PLEASE NOTE THAT THESE NUMBERS REFLECT THE RESPONSES OF THOSE CLIENTS WHO WERE WITH AGRADE AT THE TIME OF THE SURVEY, AND WILL NOT NECESSARILY ACCOUNT FOR NEW CLIENTS WHO HAVE COME INTO THE SERVICE POST-SURVEY COMPLETION.**

<b>THE CARERS:</b>			
	<b>All/Most of the time</b>	<b>Some of the time</b>	<b>Never</b>
<b>Have a presentable appearance</b> ( <i>n=25</i> )	100.00	0.00	0.00
<b>Are friendly and polite</b> ( <i>n=26</i> )	88.46	11.54	0.00
<b>Are honest and trustworthy</b> ( <i>n=26</i> )	92.31	7.69	0.00
<b>Treat you with respect</b> ( <i>n=26</i> )	100.00	0.00	0.00
<b>Adapt their style of work to suit you</b> ( <i>n=26</i> )	84.62	15.38	0.00
<b>Work with your family and friends where they are involved in your care (if applicable)</b> ( <i>n=20</i> )	90.00	10.00	0.00
<b>Allow you to do things in your own time and in the way that you would usually do them</b> ( <i>n=26</i> )	84.62	15.38	0.00
<b>Turn up for your calls</b> ( <i>n=26</i> )	92.31	7.69	0.00
<b>Arrive on time</b> ( <i>n=26</i> )	84.62	15.38	0.00
<b>YOUR COMFORT AND SAFETY DURING PERSONAL CARE:</b>			
During personal care how often do the carers:	<b>All/Most of the time</b>	<b>Some of the time</b>	<b>Never</b>
<b>Make you feel comfortable and safe</b> ( <i>n= 25</i> )	84.00	16.00	0.00
<b>Not cause you unnecessary pain</b> ( <i>n= 25</i> )	100.00	0.00	0.00
<b>Treat you with dignity</b> ( <i>n=25</i> )	96.00	4.00	0.00
<b>Follow correct procedures</b> ( <i>n=25</i> )	96.00	4.00	0.00
<b>Work together as a team (if applicable)</b> ( <i>n=12</i> )	100.00	0.00	0.00
<b>MANAGEMENT:</b>			
How often do you feel that management:	<b>All/Most of the time</b>	<b>Some of the time</b>	<b>Never</b>
<b>Are available to discuss your concerns and queries</b> ( <i>n=26</i> )	80.77	19.23	0.00
<b>Respond promptly to your concerns and queries</b> ( <i>n= 25</i> )	72.00	28.00	0.00
<b>Deal with your complaints effectively (if applicable)</b> ( <i>n=23</i> )	82.61	17.39	0.00
<b>Reply to telephone calls, emails, letters</b> ( <i>n=25</i> )	84.00	16.00	0.00

<b>YOUR ROTA:</b>				
How often do you feel that A Grade:	<b>All/Most of the time</b>	<b>Some of the time</b>	<b>Never</b>	
<b>Provide you with calls at the times you have requested (n=26)</b>	84.62	15.38	0.00	
<b>Keep to the scheduled times on the rota (n=26)</b>	84.62	15.38	0.00	
<b>Keep to the scheduled carer on the rota (n=26)</b>	96.15	3.85	0.00	
<b>Keep you informed of any changes to the rota (n=26)</b>	57.69	42.31	0.00	
<b>Provide you with your rota far enough in advance of the calls taking place (n=26)</b>	73.08	26.92	0.00	
<b>OVERALL:</b>				
<b>a) How satisfied are you in general with the service you receive from A Grade? (n=26)</b>	<b>Completely satisfied</b>	<b>Mostly satisfied</b>	<b>Partly satisfied</b>	<b>Not satisfied</b>
	73.08	19.23	7.69	0.00
<b>b) How would you assess the overall quality of care you receive from A Grade? (n=26)</b>	<b>Excellent</b>	<b>Good</b>	<b>Poor</b>	<b>Very poor</b>
	73.08	26.92	0.00	0.00
<b>c) If you had a friend or neighbour needing care would you recommend A Grade to them and why? (n=26)</b>				
YES - <b>100.00</b> NO - <b>0.00</b>				
<b>Some of the reasons given included:</b>				
"..... extremely happy with A Grade being my carers"				
".....think they're good. The majority will go that extra mile"				
".....very flexible and adapt to everything you need"				
".....on the whole they do try to give exactly what they say they will"				
".....carers are excellent staff. They are lovely girls that come in and do a good job"				
".....friendly and helpful"				
".....appreciate management's help at short notice"				
".....can't fault A Grade at all"				
".....professional and attentive"				
".....like the personality and one-to-one from management. Absolutely excellent management"				
".....good company. Very caring"				
"..... reliable, flexible, caring and genuine people"				
<i>(*this is not an exhaustive list of feedback)</i>				

**Outcome:**

The management of Agrade Community Care Services have reviewed these results, and will endeavour to address any areas that we feel we can practically improve upon. Although pleased with the general feedback given by our clients, we have taken on board any comments that have highlighted areas for closer scrutiny. Areas in particular that we will be looking at are:

1. Arrival time of staff
2. Management response
3. Rota scheduling and communication

*\* This data will serve as the baseline for future surveys.*