**Quality assurance 2018**

40 service user’s questionnaires were sent out and 28 were returned.



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| **Q1** Are you happy with the way The Pines Home care support you? Comments |
| No comments made |
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**Analysis**

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| **Review data** | **Action** | **By who** | **Date completed** |
| All ok |  |  |  |
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| **Improvements made** | **Action** | **By who** | **Date completed** |
| Due to the layout of the questionnaire some service users missed this first question.  Some service users found it hard to understand | Next year the questionnaire will be in picture format using the new PEC system we have purchased. The layout will be better. | Kylie | March 2019 |
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| **Q2** How well do you feel we understand your care needs? Comments |
| No comments made |
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**Analysis**

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| **Review data** | **Action** | **By who** | **Date completed** |
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| **Q3** Do we keep you up to date? Comments |
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| xxx keeps me up to date as and when she finds things out |
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| **Q4** When you phone up the office are we helpful? Comments |
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| No recent experience of this but if I phone them its good |
| Never had to ring the office |
| Sometimes I can’t get through |
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**Analysis**

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| **Review data** | **Action** | **By who** | **Date completed** |
| One person scored 1, we have had technical issues with the phones it may be that. Review in management meeting. | Review in management meeting. | Claire Selby | 10th April |
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| **Comments** | **Action** | **By who** | **Date completed** |
| Sometimes I can’t get through | We have three phone lines that are rarely in use at the same time. We have had problems with the lines lately that has now been resolved. There is also a new on call system in place. No further action. | Claire Selby | 19/3/18 |
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| **Q5** How successfully do we deal with complaints? Comments |
| Not made any complaints |
| Don’t wish to answer this one, have moved on |
| I don’t complain |
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**Analysis**

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| **Q6** Reliability of service, do the staff turn up? Comments |
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| Sometime |
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| **Q7** Do you feel safe with our help? Comments |
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| For my home I make it safe myself independently |
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| **Q8** Do you feel able to speak to Debbie, Tracy, Russell and Marie? Comments |
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| I would rather speak to my keyworkers |
| I don’t know who Tracey Russell and Marie are |
| Talks to Russell when xxx sees him sat Friendship group |
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**Analysis**

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| **Review data** | **Action** | **By who** | **Date completed** |
| One person scored 1 | Discuss at management meeting | Claire Selby | 10th April |
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| **Q9** |  |  | | | | | | | | |
| NR = No Response | 0 |
| NA = Not Applicable | 0 |
| 1 = Not Good | 0 |
| 2 = OK | 5 |
| 3 = Good | 23 |
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| **Q9** Do the staff arrive on time? Comments |
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| Sometime |
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| **Q10** Do the staff speak to you nicely? Comments |
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| No comments |
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| **Q11** Do the staff respect your choices? Comments |
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| No comments |
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| **Q12** Are all the staff caring? Comments |
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| I want to continue to work towards my independence that’s my goal |
| Very happy |
| Always |
| I only have support from xxx |
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**Analysis**

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| **General Comments** |
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| All the staff are very good to me |
| XXX has no complaints about the service he receives |
| A few times xxx has gone out, the seatbelts are very tight for xxx |
| All the staff that have supported me are good. |
| XXX is very happy living at xxx and is happy with the service xx receives from The Pines Home Care and all the staff. |
| XXX is very happy with the Pines Home Care and all the staff at XXX |
| All thumps up from xxx |
| I like to be told when someone is coming to shadow or if a different member of staff is coming on shift (different to who is on the board) |
| More Holidays |
| To get to know some other staff should xxx ever be off sick or go on holiday. I like people to know what they are doing! |
| xxx says he is very happy with everything and all the staff that support him |

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| **Comments** | **Action** | **By who** | **Date completed** |
| I like to be told when someone is coming to shadow or if a different member of staff is coming on shift (different to who is on the board) | Management have been re briefed on informing all involved of any shadow shift. | Debbie | 10th April 18 |
| More Holidays | More holidays is dependant of funds for the individual. However, we are going to send out a questionnaire to look at different holidays and how many. | Kylie | 21st May 2018 |
| To get to know some other staff should xxx ever be off sick or go on holiday. I like people to know what they are doing! | Have introduced extra staff in the smaller packages (where we would normally have one person) to cover sickness and holiday. | Debbie | 21st March |