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CAREconnect  
Home Care Services

# **Domiciliary Home Care Annual Quality Assurance Staff Survey Report Aug 2017**

Analysis of Responses  
1<sup>st</sup> Aug 2017

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## **Care Connect Home Care Services**

### **Annual Quality Assurance Staff Survey Report 1<sup>st</sup> August 2017.**

#### **Summary**

Care Connect Homecare Service is contracted by Bury Social Services as a preferred provider of domiciliary home care throughout the region of Bury. The client group is mainly adults over 65 years of age. Care Connect also has a small client base of private clients. In total we have 127 Service Users.

We have 50 carers who work day shift/back shift providing over 1200 hours of care per week.

The Care Connect Homecare Services Care Survey will be used to inform this continuing service development and improve the service provided.

25 Staff Survey forms were sent out on 1st June 2016; achieved a response rate of 40% respondents completing the questionnaire.

In regard to satisfaction with specific areas of the service overall 82 percent of respondents respectively claimed that Care Connect was Caring, Effective, Responsive, Safe and Well-led in providing Domicillary Care Services.

## Methodology

This was a postal questionnaire sent (1<sup>st</sup> June 2017) to 25 Care Staff all of whom work for Care Connect delivering Care In the community, to gather their views and experience of the service over the last year. Carers were informed that they could return the completed Surveys anonymously

The survey incorporated multiple choice questions and also included free text boxes to allow the individuals to comment, in their own words, on questions around:

- **Caring** - "By Caring we mean that staff involve and treat people with compassion, kindness, dignity, and respect. In adult social care this means that people, their families and carers experience care that is empowering and provided by staff who involve them and treat people with dignity, respect and compassion."
- **Effective** - "Our service must be effective which means that people's care, treatment and support achieves a good outcome, promotes a quality of life and is based on the best possible evidence. In adult social care this means that people are supported to live their lives in the way they choose and experience the best possible health and quality of life outcomes."
- **Responsive** - "By Responsive, we mean that services are organised so that they meet people's needs. In adult social care this means that people get the care they need, are listened to and have their rights and diverse circumstances respected."
- **Safe** - "By safe we mean that people are protected from abuse and avoidable harm. In adult social care this means that people are supported to make choices and take risks, and are protected from physical, psychological, and emotional harm, abuse, discrimination, and neglect."
- **Well-led** - "In adult social care this means that management and leadership encourage and deliver an open, fair, transparent, supporting and challenging culture at all levels."

There were 10 responses returned by the closing date(31<sup>st</sup> July 2017), giving a response rate of 40%

## The Staff Quality Assurance questionnaire

The questionnaire is broken down into 5 main categories. They are as follows:

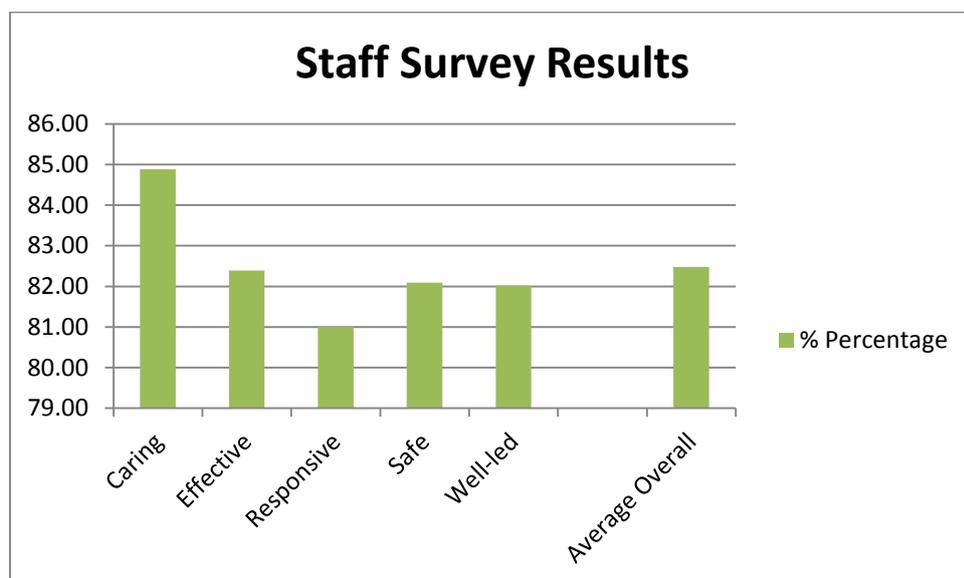
- **Caring**
- **Effective**
- **Responsive**
- **Safe**
- **Well-led**

The performance of the key areas covered in the questionnaire can be quantitatively analysed using the following parameters:

- **80% - 100%: Excellent**
- **60% - 79%: Very Good**
- **40% - 59%: Good**
- **20% - 39%: Not Very Good**
- **0% - 19%: Poor**

## Staff Quality Assurance Questionnaire Results

Every questionnaire was analysed and each category was marked as a percentage. These percentages were then put onto a spreadsheet and an overall average was taken from each category to give the results which can be seen below in the form of a bar chart below.



Below are the results of how each category scored respectively.

	<b>% Score</b>	<b>Rating</b>
<b>Caring</b>	<b>84.88</b>	<b>Excellent</b>
<b>Effective</b>	<b>82.39</b>	<b>Excellent</b>
<b>Responsive</b>	<b>81.00</b>	<b>Excellent</b>
<b>Safe</b>	<b>82.09</b>	<b>Excellent</b>
<b>Well-led</b>	<b>82.02</b>	<b>Excellent</b>
<b>Average Overall</b>	<b>82.48</b>	<b>Excellent</b>

## Conclusion

In conclusion the results show that the overall level of service from each category offered to service users is excellent.

Most Carers thought that Care Connect provided a Caring, Effective, Responsive, Safe and Well-led Service.

### Comments received were as follows:

**Caring:** “end of life care support is carried out with compassion”.

**Caring :** “Care Connect has given me plenty of training and support on all aspects of care and are always happy to give me advice when needed”

**Responsive:** “I have no complaints, I feel ive had relevant knowledge”

**Safe;** “Very happy – no concerns”

**Well-led-** “No concerns

## Evaluation and Action Plans

Whilst our general results show that we have performed well in the categories there are still some areas in which we can improve on. After reading through the answers/comments left on the surveys by Care Staff

These are listed below along with a brief explanation on how we can improve on the following areas.

- **Results Of quality Assurance Surveys:** these are always displayed on our notice board including our CQC Inspection. However one staff stated they had not been aware of the result of previous surveys. **Action:** All staff will be given copies of Survey Results
- **Equipment:** Sometimes on discharge all equipment was not in-place when Service Users were discharge from Hospital. We always carry out a preadmission assessment. If equipment is not in-place we makea referral to OT and complete a unsafe discharge form.
- **Service Users are not allowed to self medicate:** A medication risk assessment is always carried out to dertimine if a service user can self medicate safely. If they can they they will be allowed to do so.
- **Visit times for double-up Care Visits** -2<sup>nd</sup> carer when they are late can impact care time for other Service Users. **Action: Were possible set-up dedicated double-up rotas so that carers are always together at the planned visit times.**

The feedbacks we have received from these surveys have helped us to achieve an even greater understanding of the quality and standard of care we deliver out into the community as a care company. By working to improve on the above areas will help us to achieve a greater result for the next Quality assurance Questionnaire.