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CAREconnect  
Home Care Services

# **Domiciliary Home Care Annual Quality Assurance Questionnaire Report 2019**

Analysis of Responses  
September 2019

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## **Care Connect Home Care Services**

### **Annual Quality Assurance Questionnaire Report Sept 2019.**

#### **Summary**

Care Connect Homecare Service provides domiciliary home care throughout the region of Bury. The client group is mainly adults over 65 years of age. In total we have 97 Service Users.

We have 55 carers who work day shift/back shift providing around 1300 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.

Fifty survey forms were sent out on 25<sup>th</sup> July 2019; we achieved a response rate of 44% respondents completing the questionnaire.

In regard to satisfaction with specific areas of the service over 84 percent of respondents respectively claimed their home care service enabled them to maintain their standards of personal care and made them feel they were listened to and had their wishes respected.

## Methodology

This was a postal questionnaire sent to 50 people, all of whom we provide a home care service to, to gather their views and experience of the service over the last year. Freepost envelopes were supplied for return of the survey.

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 their home care support. The survey focussed on satisfaction, quality of services and outcomes for people we provide a home care service to.

There were 22 responses returned by the closing date, giving a response rate of 44%

## The Quality Assurance questionnaire

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

- **Company**
- **Care Package**
- **Benefits of service User**
- **Carers**
- **Overall assessment**

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**

## Overview of Main Categories

**Company** – these questions looked at how well we are as a company respond to client concerns, telephone calls, care plan, complaints & needs.

**Care Package** – this area asked if the client was happy with their care plan.

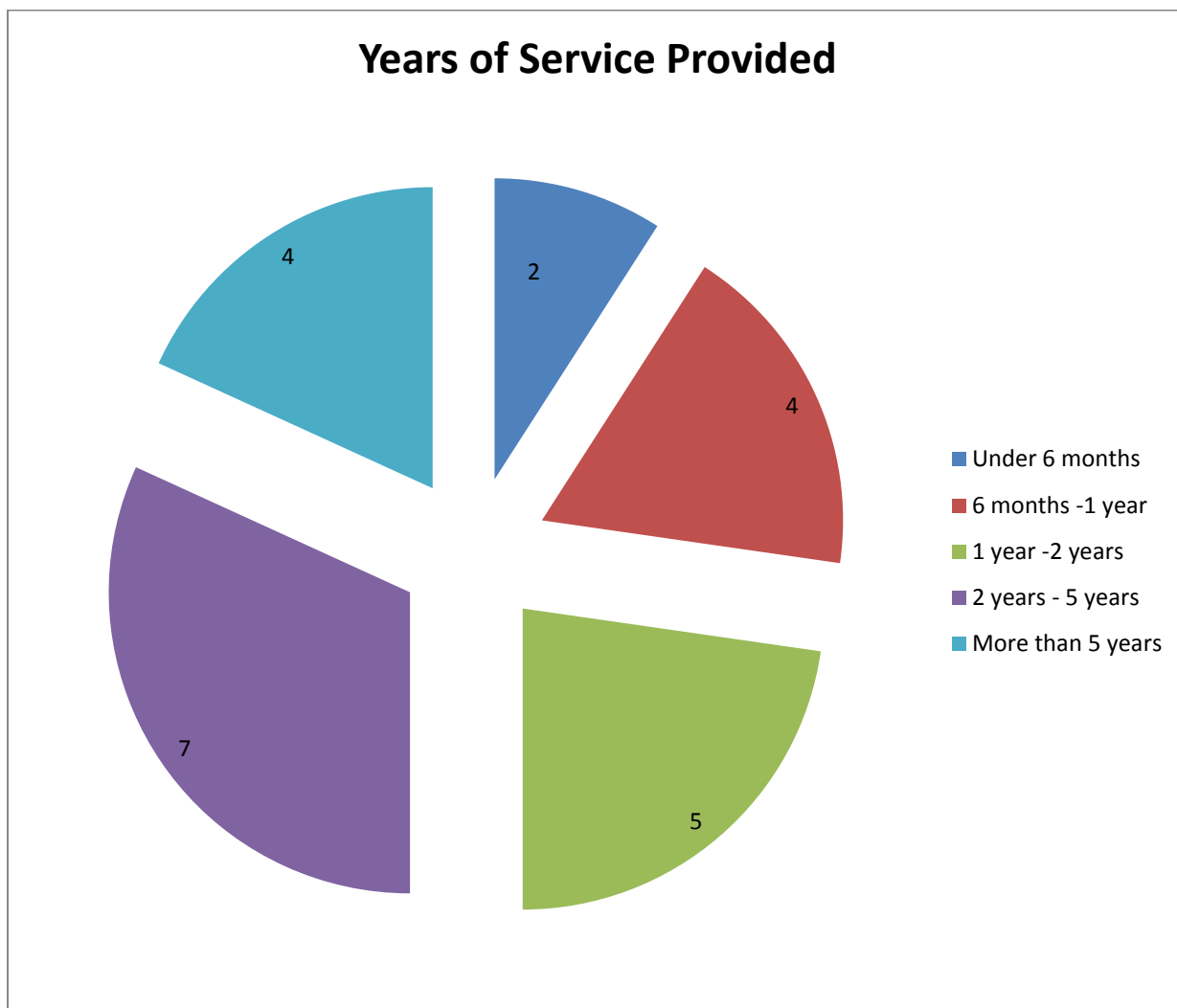
**Benefits of Service User** – this area looked at how the client benefited from our care service.

**Carers** – these questions looked at how well our carers delivered care to the service user.

**Overall Assessment** – this covered how satisfied the service user was with the overall service we provide to them.

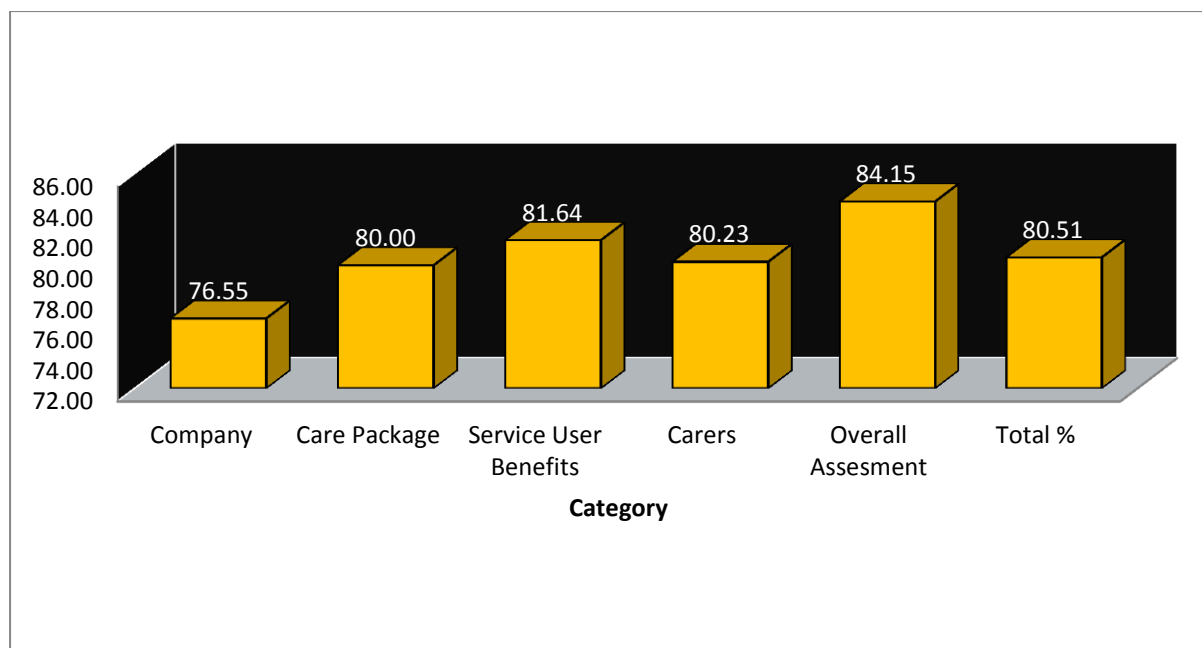
## Years of Service provided

Once all the data has been analysed for the 5 main categories, we looked into the number of years of care that each service user provided with by us. Once analysed the results were shown in a pie chart which can be seen below. The numbers around the chart represent the number of service users to hand in questionnaires.



## 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.



As can be seen each category has achieved a respectable percentage with the category of carers doing exceptionally well. Each percentage is represented by the appropriate parameters which include:

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

Below are the results of how each category scored respectively.

Company	Care Package	Service User Benefits	Carers	Overall assessment
77%	80%	82%	80%	84%
<b>VERY GOOD</b>	<b>EXCELLENT</b>	<b>EXCELLENT</b>	<b>EXCELLENT</b>	<b>EXCELLENT</b>

## Conclusion

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

Most service users feel that care being delivered to them has been very beneficial and has improved their lives in various manners.

They also are very pleased with the level of care, time and dedication that is shown to them by our carers.

## Evaluation and Action Plans

Whilst our general results show that we have performed well in the categories there are still many areas in which we can improve on. After reading through the comments left on the surveys by clients or their representatives it has been noted that many of them have the same reoccurring issues.

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

- **Time Keeping:** ensuring staff arrive within the agreed times. This will be monitored by analysing carers recorded time of visits and addressing any shortfalls through the supervision and development of care staff.
- **Better Communication:** informing service users of any changes to their care plan and any changes to the care staff attending. Also responding to concerns and queries on a quicker timeframe.
- **Continuity of Care:** Ensuring that the service user has the same level of care during the weekend as they do during the week. This will tie in with the areas listed above.

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.