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Domiciliary Home Care Annual Quality Assurance Questionnaire Report 2025

Analysis of Responses
February 2025

Contents

	Page Number
Summary	Page 3
Introduction	Page 4
Methodology	Page 4
Years of Service	Page 5
Quality Assurance Questionnaire Results	Page 6-7
Conclusions	Page 7
Evaluation and Action Plans	Page 7

Care Connect Bury Ltd

Annual Quality Assurance Questionnaire Report 28th February 2025

Summary

Care Connect Bury Ltd Service is contracted by Bury Council Adult Social Care 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 195 Service Users.

We have 85 carers who work day shift/back shift providing over 2100 hours of care per week.

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

Fifty survey forms were sent out on 2nd January 2025; achieved a response rate of 28% respondents completing the questionnaire.

In regard to satisfaction with specific areas of the service over 92 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. Surveys were given to care staff to hand out to the service users. Staff returned the surveys once completed. Service users were given the option to complete the survey 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 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 14 responses returned by the closing date, giving a response rate of 28%

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.

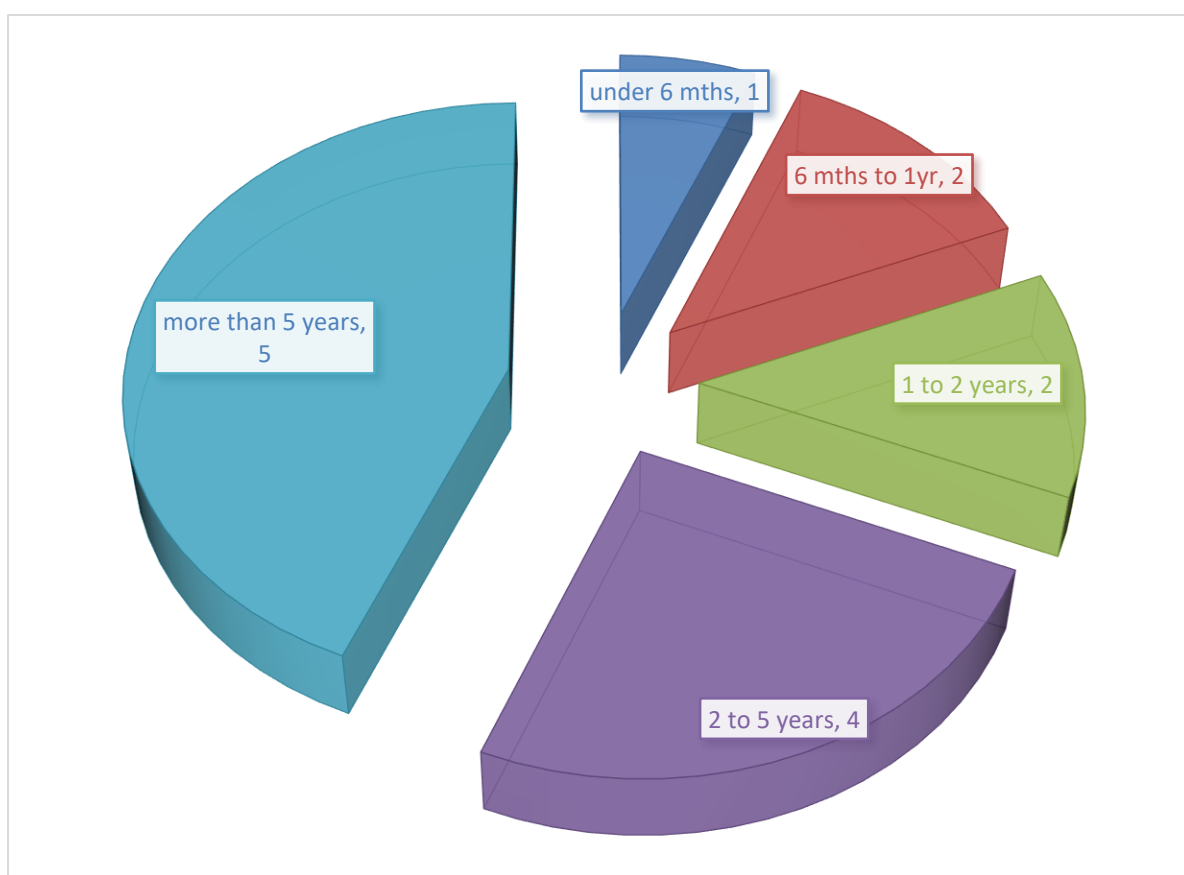
Benefits of Service User – this area looked at how the client benefited from our care service.

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.

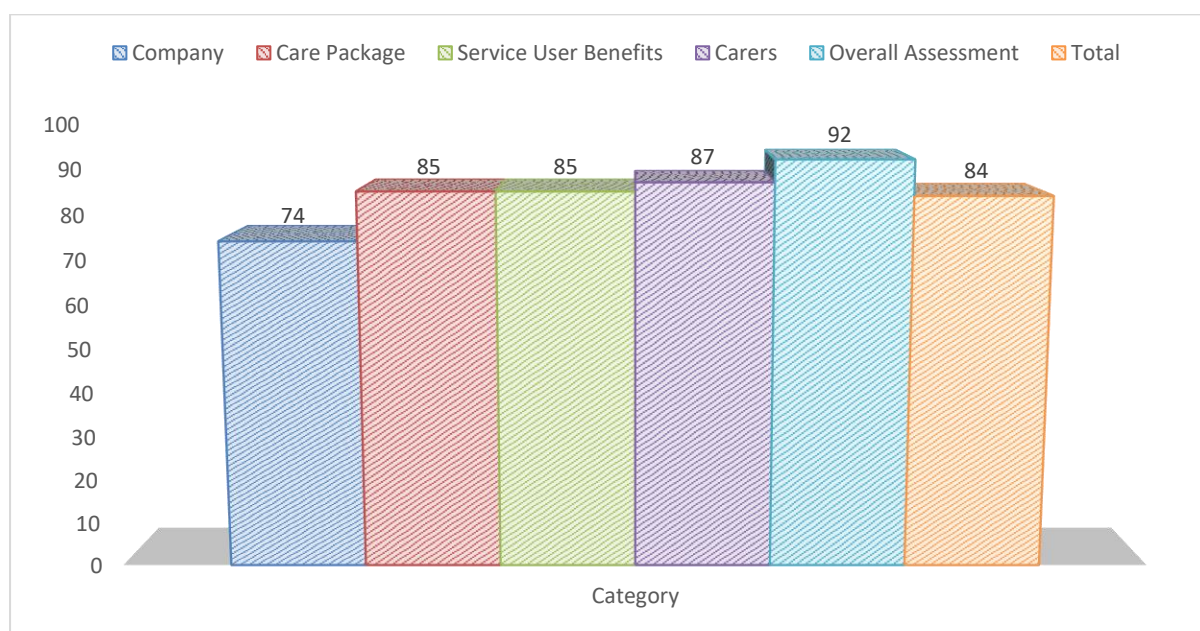
Years of Service provided

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
74% V.GOOD	85% EXCELLENT	85% EXCELLENT	87% EXCELLENT	92% EXCELLENT

Conclusion

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