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Domiciliary Home Care Annual Quality Assurance Staff Survey Report April 2025

**Analysis of Responses
April 2025**

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Care Connect Bury Ltd

Annual Quality Assurance Staff Survey Report April 2025

Summary:

Care Connect Bury Ltd is a preferred provider of domiciliary care, contracted by Bury Social Services to support individuals across the Bury region. The total number of service users is 195, including a small number of private clients.

We have a dedicated team of 85 carers who primarily work during the day, with some providing overnight support, delivering over 2,100 hours of care per week.

The Care Connect Bury Ltd Care Survey plays a key role in shaping ongoing service improvements and enhancing the quality of care provided.

On April 1, 2025, 85 staff survey forms were distributed, with 31 responses received, achieving a 36.47% response rate.

Methodology:

This was an online questionnaire sent (1st April 2025) to 85 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 included free text boxes to allow the individuals to comment, in their own words, on questions around:

- **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."
- **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."
- **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."

- **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."
- **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."

The Staff Quality Assurance questionnaire

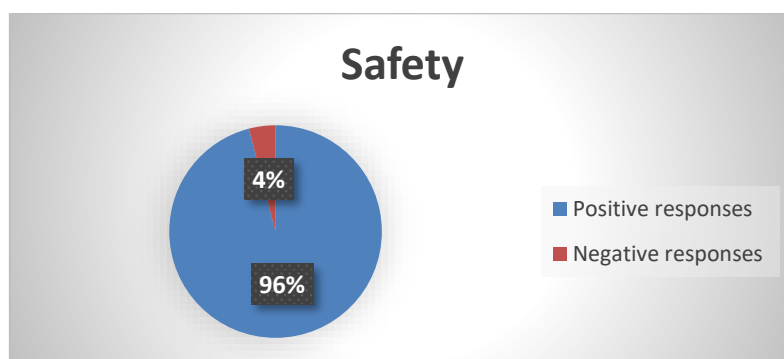
The questionnaire is structured into five key categories:

- **Safe**
- **Effective**
- **Caring**
- **Responsive**
- **Well Led**

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.

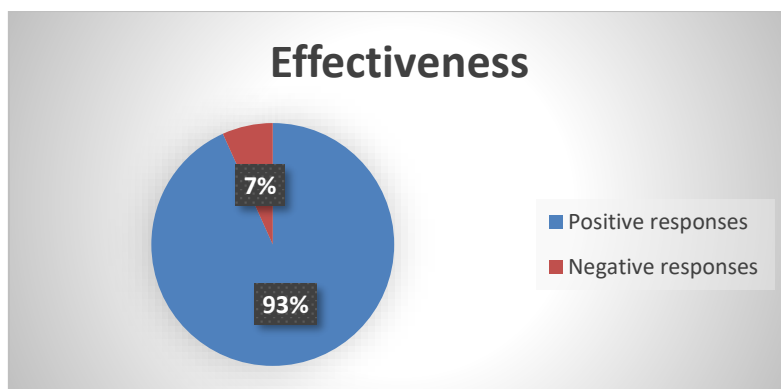
There were four questions related to safeguarding, with a total of 124 responses. Of these, 119 were Positive, resulting in a satisfaction rate of 96%, while only 5 responses were negative.



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.

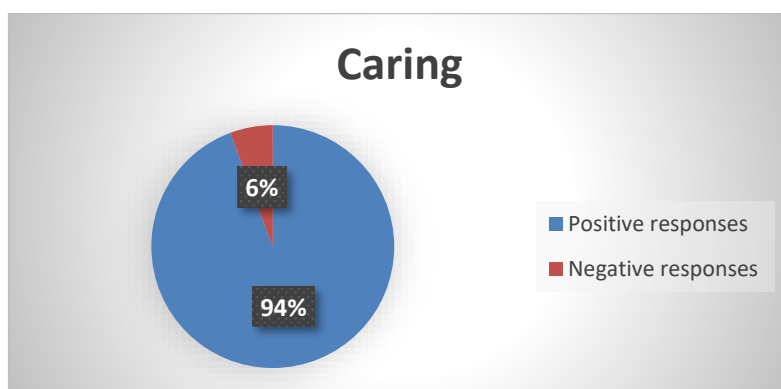
There were three questions related to effectiveness, receiving a total of 89 responses. Of these, 83 were positive, resulting in a 93% satisfaction rate, while only 6 were negative.



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.

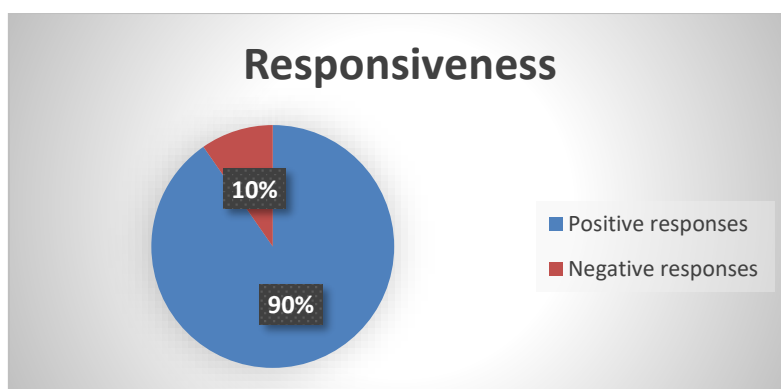
There were four questions related to caring, with a total of 123 responses. Of these, 116 were positive, resulting in a 94% satisfaction rate, while only 7 were negative.



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.

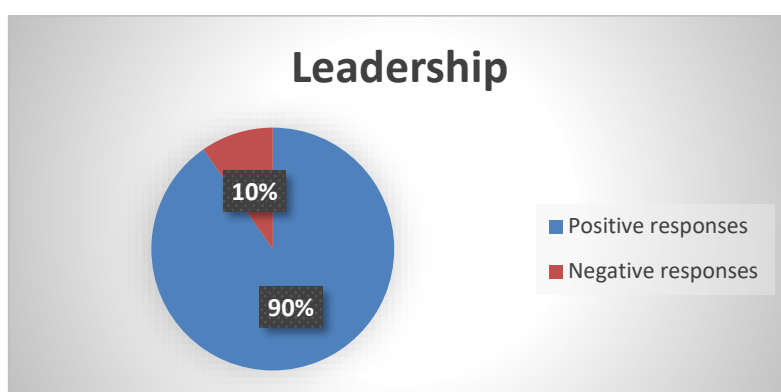
There were two questions related to responsiveness, with a total of 62 responses. Of these, 56 were positive, resulting in a 90% satisfaction rate, while only 6 were negative.



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 two questions related to responsiveness, with a total of 93 responses. Of these, 84 were positive, resulting in a 90% satisfaction rate, while only 9 were negative.

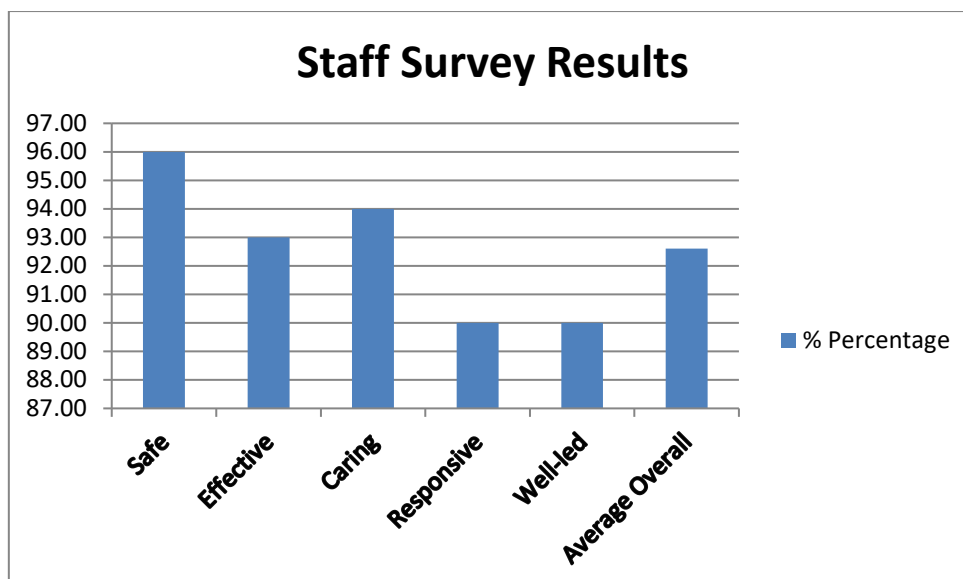


The performance of the key areas covered in the questionnaire can be quantitatively analysed using the following parameters:

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

Staff Quality Assurance Questionnaire Results:

Each questionnaire was carefully analysed, and satisfaction for each category was calculated as a percentage. These percentages were then compiled into a spreadsheet, and an overall average was calculated for each category. The results are presented below in the form of a bar chart.



Below are the respective scores for each category:

Categories	% Score	Rating
Safe	96	Excellent
Effective	93	Excellent
Caring	94	Excellent
Responsive	90	Excellent
Well-led	90	Excellent
Average Overall	93	Excellent

Conclusion:

In conclusion, the survey results provide valuable insights into the satisfaction levels across key areas of care. The overall feedback highlights strengths in several categories, with opportunities for continued improvement in others. These findings will guide ongoing efforts to enhance the quality of service provided, ensuring that the needs and expectations of service users are consistently met.

Evaluation and Action Plans:

What's Going Well

- **Teamwork & Support:** Staff feel part of a strong, supportive team. Many value open communication with management and feel confident approaching the office.
- **Training & Development:** Training, support, and access to PPE are well-received. Staff appreciate regular updates and professional development.
- **Care Quality:** Staff take pride in the care they provide and feel Care Connect maintains high standards.
- **Work/Life Balance:** Some staff noted improvements in rota balance and scheduling.

Areas for Enhancement:

1. Rota Planning:

- Refine schedules to reduce travel time and improve transitions between calls.
- Ensure fairer weekend visit distribution.

2. Communication:

- Provide clear updates, especially for rota and care plan changes.
- Foster open channels where staff feel valued.

3. Resource Management:

- Review PPE access and improve bulk collection.
- Streamline holiday requests and supervision scheduling.

4. Travel & Mileage:

- Assess travel time and mileage compensation for fairness and efficiency.