



DOVE HOME CARE AGENCY QUALITY ASSURANCE QUESTIONNAIRE



Results 2020

1. What service do you receive from us? Please tick one

Live-In Care

Domiciliary care

2. Are your needs being met as described in your care plan?

YES	98%
NO	2%

3. Do you have any particular care needs relating to your race, culture, religion or sexual orientation that are not being met? If yes, please comment.

YES	
NO	100%

4. If you needed to ask for changes in the support/care you are given who would you speak to?

Home Care Assistant/carer	22%
Home Care Manager	45%
Co-ordinator (Sue & Chris)	14%
Social worker	2%
Don't know	7%

5. Does your Care Assistant/carer arrive at times to suit you?
(please only answer if you receive Domiciliary care)

Always	44%
Nearly always	52%
Sometimes	4%
Never	

6. Do you regularly see the same team of Care staff?
For live in care do you see the same staff?

Always	34%
Nearly always	54%
Sometimes	12%
Never	

7. Does your Care Assistant/carer let you make choices?
(eg. About what you wear or eat)

Always	72%
Nearly always	36%
Sometimes	2%
Never	

8. Does your Care Assistant/carer treat you with respect?

Always	94%
Nearly always	6%
Sometimes	
Never	

9. Would you consider having a male Care Assistant?

YES	8%
NO	92%

10. Are you confident that your Care Assistant/carer keeps personal information about you confidential?

YES	96%
NO	4%

11. "The quality of the service I receive is...."

Excellent	72%
Good	24%
Average	4%
Poor	

12. Are you aware of the complaints & compliments procedure?

YES	59%
NO	31%

13. How likely would it be that you would recommend us to a family member or friend?

Would recommend	97%
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14. Do you understand the terminology the Care Assistant uses, when communicating with you?

YES	98%
NO	2%

15. Does the support you receive from Dove Home Care allow you to be more independent?

Strongly agree	62%
Agree	37%
Disagree	1%
Strongly disagree	

15. Do you feel the Care Assistant/carer understands your needs?

YES	99%
NO	1%

16. Do your Care Assistants/carers issue you with receipts following any financial transaction they carry out on your behalf?

YES	74%
NO	
Not Applicable	26%

17. If you have had the need to contact our out of hours service, how would you rate the service you received?

Excellent	27%
Good	14%
Satisfactory	
Poor	
Never had cause to contact	59%

18. When contacting the office do you find the calls are answered promptly?

Strongly agree	
Agree	
Disagree	
Strongly disagree	

19. Do you find the answer phone service clear? If no how this could be improved?

YES	76%
NO	
Didn't answer	24%

20. Overall how satisfied are you with the support you receive from Dove Home Care?

Very satisfied	74%
Quite satisfied	22%
Neither satisfied or dissatisfied	3%
Quite dissatisfied	
Very dissatisfied	
Didn't answer	1%

21. Is there any way in which you see our service could be improved? If yes please comment in the space below.

YES	14%
NO	86%

- I will use them again and recommend to a friend.
- Some carers do not remove their outside coat
- I think they should review their cancellation policy (7 days notice)
- Concerns about travel time in-between calls and carers turning up 10 – 15minutes late
- I would like them to come at a different time although I realise sometime, they are delayed with other ladies.

The outcomes we wish to achieve through our service are:

Personal Centred Care ♦ To Improve quality of life ♦ To make a positive contribution ♦

To give you the choice & control of your life ♦ Improve your health & well-being ♦

Freedom from discrimination ♦ To maintain your personal dignity