
ANNUAL REPORT

Mar, 2024



Dove Home Care

Providing Care Services In The Comfort Of Your Own Home

QUALITY ASSURANCE QUESTIONNAIRE

Presented To
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Presented By
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INTRODUCTION

DOVE HOME CARE AGENCY WAS STARTED IN 1993 BY ANNE OUGHTON, WITH A VISION TO SUPPORT PEOPLE IN THEIR CARING NEEDS. OUR FOUNDER, ANNE, BELIEVES THAT QUALITY CARE SHOULD NOT BE A PRIVILEGE BUT A FUNDAMENTAL RIGHT FOR EVERYONE; ANYONE SHOULD HAVE THE CHOICE TO DECIDE WHERE THEY WANT TO LIVE AS THEIR CARE NEEDS ARISE.

WE AT DOVE HOME CARE LIVE WITH THE DREAM OF ANNE OUGHTON, AND BEING A FAMILY BUSINESS, UNDERSTAND THE CARING NEEDS OF EVERY FAMILY. DOVE HOME CARE AGENCY IS RUN BY MR. JOHN OUGHTON, THE SON OF ANNE.

WE ARE A NATIONAL HOME CARE AGENCY WITH OVER 30+ YEARS OF HISTORY AND LEGACY. WE PROVIDE A WIDE VARIETY OF CARING SERVICES ACROSS ENGLAND, SCOTLAND, AND WALES.

OUR ETHOS

1. CARE

OUR SYSTEMS AND OUR STAFF ARE ALL GEARED UP TO PROVIDE THE VERY HIGHEST STANDARDS OF CARE TO ACCOMMODATE ANYONE'S REQUIREMENTS, NO MATTER HOW SIMPLE OR CHALLENGING. THE CARE WE OFFER IS SECOND TO NONE.

2. HAPPINESS

AS AN ESTABLISHED CARE AGENCY, OUR STAFF ARE WELL LOOKED AFTER AND REWARDED, WHICH REFLECTS IN THE QUALITY OF CARE THEY GIVE TO OUR CLIENTS. CLIENTS WHO ARE WELL LOOKED AFTER HAVE A MUCH MORE REWARDING LIFE.

3. AFFORDABILITY

OUR GOAL HAS ALWAYS BEEN TO MAKE GOOD QUALITY CARE AS ACCESSIBLE AS POSSIBLE FOR EVERYONE. WE PAY OUR STAFF EXCELLENT RATES OF PAY, WE DON'T CHARGE A PREMIUM COST FOR OUR CARE SERVICES.

4. INDEPENDENCE

WE ENCOURAGE OUR CLIENTS TO GET OUT AND MOVE AROUND. WE SUPPORT THEM IN THEIR INTERESTS SUCH AS GARDENING OR COOKING. OUR CARERS ARE THERE TO HELP AND SUPPORT, AND NOT TO TAKE OVER OR CONTROL THEM.

5. SATISFACTION

SATISFACTION IS OF PARAMOUNT IMPORTANCE TO US. WE PRIDE OURSELVES ON DELIVERING GREAT QUALITY HOME CARE VISITS AND LIVE-IN HOME CARE AND IN RESOLVING ANY ISSUES AS QUICKLY AND EFFECTIVELY AS POSSIBLE.

QUALITY ASSURANCE QUESTIONNAIRE

1. HOW WELL DO OUR CARERS DO IN: UNDERSTANDING YOUR CARE NEEDS.

QA Survey Ratings	Survey Outcome
(A) Excellent	37%
(B) Very Good	37%
(C) Good	26%
(D) Not Very Good	0%
(E) Poor	0%

2. HOW WELL DO OUR CARERS DO IN: PROVIDING THE SERVICES THAT YOU WANT

QA Survey Ratings	Survey Outcome
(A) Excellent	36%
(B) Very Good	29%
(C) Good	34%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

3. HOW WELL DO OUR CARERS DO IN: APPEARING HONEST AND TRUSTWORTHY

QA Survey Ratings	Survey Outcome
(A) Excellent	21%
(B) Very Good	44%
(C) Good	35%
(D) Not Very Good	0%
(E) Poor	0%

4. HOW WELL DO OUR CARERS DO IN: BEING FRIENDLY, POLITE AND RESPECTING YOU AS A PERSON

QA Survey Ratings	Survey Outcome
(A) Excellent	47%
(B) Very Good	28%
(C) Good	25%
(D) Not Very Good	0%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

5. HOW WELL DO OUR CARERS DO IN: SHOWING COMMITMENT TO HELPING YOU

QA Survey Ratings	Survey Outcome
(A) Excellent	51%
(B) Very Good	30%
(C) Good	19%
(D) Not Very Good	0%
(E) Poor	0%

6. HOW WELL DO OUR CARERS DO IN: LISTENING TO YOUR CONCERNS AND NEEDS AND RESPONDING TO THEM

QA Survey Ratings	Survey Outcome
(A) Excellent	40%
(B) Very Good	22%
(C) Good	37%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

7. HOW WELL DO OUR CARERS DO IN: KEEPING YOU COMFORTABLE AND SAFE

QA Survey Ratings	Survey Outcome
(A) Excellent	40%
(B) Very Good	39%
(C) Good	20%
(D) Not Very Good	1%
(E) Poor	0%

8. HOW WELL DO OUR CARERS DO IN: BEING WILLING TO CHANGE THEIR WAYS OF WORKING TO SUIT YOU

QA Survey Ratings	Survey Outcome
(A) Excellent	36%
(B) Very Good	39%
(C) Good	24%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

9. HOW WELL DO OUR CARERS DO IN: ARRIVING ON TIME AND NOT LETTING YOU DOWN

QA Survey Ratings	Survey Outcome
(A) Excellent	25%
(B) Very Good	29%
(C) Good	45%
(D) Not Very Good	1%
(E) Poor	0%

10. HOW WELL DO OUR CARERS DO IN: KEEPING YOU INFORMED ABOUT ANY CHANGES OR DIFFICULTIES THEY ARE HAVING IN KEEPING TO THE SCHEDULE AND PLAN

QA Survey Ratings	Survey Outcome
(A) Excellent	40%
(B) Very Good	40%
(C) Good	19%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

11. HOW WELL DO OUR CARERS DO IN: FOLLOWING CORRECT PROCEDURES, EX. IN MOVING AND LIFTING YOU, WASHING AND BATHING, HELPING YOU WITH YOUR MEDICATION.

QA Survey Ratings	Survey Outcome
(A) Excellent	46%
(B) Very Good	27%
(C) Good	26%
(D) Not Very Good	1%
(E) Poor	0%

12. HOW WELL DO OUR CARERS DO IN: KNOWING THEIR JOBS.

QA Survey Ratings	Survey Outcome
(A) Excellent	43%
(B) Very Good	24%
(C) Good	33%
(D) Not Very Good	0%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

13. HOW WELL DO OUR CARERS DO IN: WORKING TOGETHER AS A TEAM (WHERE APPLICABLE)

QA Survey Ratings	Survey Outcome
(A) Excellent	33%
(B) Very Good	39%
(C) Good	27%
(D) Not Very Good	1%
(E) Poor	0%

14. HOW WELL DO OUR CARERS DO IN: WORKING WITH YOUR FAMILY AND FRIENDS WHERE THEY ARE INVOLVED IN YOUR CARE.

QA Survey Ratings	Survey Outcome
(A) Excellent	34%
(B) Very Good	26%
(C) Good	39%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

15. HOW WELL DOES THE AGENCY DO IN: RESPONDING TO YOUR CONCERNS AND QUESTIONS

QA Survey Ratings	Survey Outcome
(A) Excellent	36%
(B) Very Good	32%
(C) Good	31%
(D) Not Very Good	1%
(E) Poor	0%

16. HOW WELL DOES THE AGENCY DO IN: REPLYING TO YOUR TELEPHONE CALLS AND DEALING WITH YOUR CORRESPONDENCE

QA Survey Ratings	Survey Outcome
(A) Excellent	43%
(B) Very Good	34%
(C) Good	22%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

17. HOW WELL DOES THE AGENCY DO IN: RESPONDING TO ANY COMPLAINTS YOU MAY HAVE HAD ABOUT OUR SERVICE.

QA Survey Ratings	Survey Outcome
(A) Excellent	27%
(B) Very Good	29%
(C) Good	43%
(D) Not Very Good	1%
(E) Poor	0%

18. HOW WELL DOES THE AGENCY DO IN: PROVIDING YOU WITH UP TO DATE INFORMATION ABOUT ITS SERVICES

QA Survey Ratings	Survey Outcome
(A) Excellent	30%
(B) Very Good	26%
(C) Good	43%
(D) Not Very Good	1%
(E) Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

19. HOW WELL DOES THE AGENCY DO IN: KEEPING YOU INFORMED AND UP TO DATE ABOUT ANY CHANGES TO ITS SERVICES.

QA Survey Ratings	Survey Outcome
Excellent	26%
Very Good	33%
Good	39%
(D) Not Very Good	1%
(E) Poor	1%

QUALITY ASSURANCE QUESTIONNAIRE

20. HOW SATISFIED ARE YOU IN GENERAL WITH THE AGENCY’S SERVICES?

QA Survey Ratings	Survey Outcome
Completely Satisfied	57%
Nearly Satisfied	42%
Partly Satisfied	1%
Unsatisfied	0%

21. HOW WOULD YOU ASSESS THE OVERALL QUALITY OF OUR SERVICE?

QA Survey Ratings	Survey Outcome
Excellent	34%
Very Good	37%
Quite Good	28%
Not Very Good	1%
Poor	0%

QUALITY ASSURANCE QUESTIONNAIRE

22. IF YOU HAD A FRIEND OR NEIGHBOUR CARE WOULD YOU RECOMMEND OUR AGENCY TO THEM?

QA Survey Ratings	Survey Outcome
Definitely Yes	59%
Probably	39%
Not Certain	1%
Not at all	1%

OUR GOALS

PERSON CENTRED CARE

- TO IMPROVE THE QUALITY OF LIFE
- TO MAKE A POSITIVE CONTRIBUTION TO THE SOCIETY
- TO GIVE YOU THE CHOICE AND CONTROL OF YOUR LIFE
- IMPROVE YOUR HEALTH AND WELLBEING
- FREEDOM FROM DISCRIMINATION
- TO MAINTAIN YOUR PERSONAL DIGNITY



Dove Home Care

Providing Care Services In The Comfort Of Your Own Home

CONTACT US

**WE ARE A BUNCH OF FRIENDLY AND PROFESSIONAL
TEAM MEMBERS, ALWAYS OPEN TO HELPING OUR
CLIENTS, FAMILIES, SOCIETY, AND CARERS.**

FEEL FREE TO CONTACT US

AT

0121 812 2222 OR 01675 442226

WANT TO WRITE

EMAIL US AT INFO@DOVEHOMECARE.COM

FOR FURTHER INFORMATION VISIT OUR WEBSITE

WWW.DOVEHOMECARE.COM

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