



Dove Home Care

Providing Care Services In The Comfort Of Your Own Home

Annual Report

Quality Assurance Questionnaire | March 2025

Presented By | Vikki Tunnickliffe

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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 EXPERIENCE. WE PROVIDE A WIDE VARIETY OF CARING SERVICES ACROSS ENGLAND.



Our Ethos



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.

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.

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.

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.

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



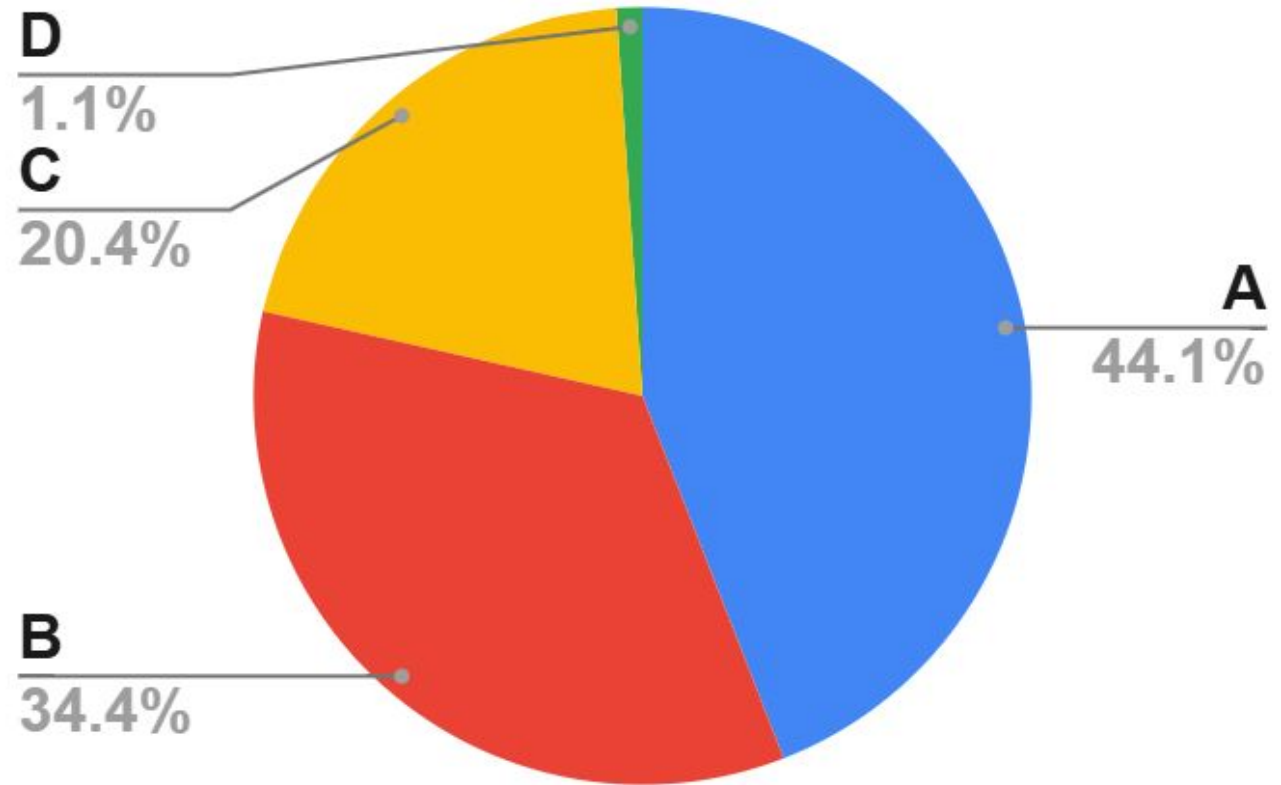
March 2024 – March 2025



HOW WELL DO OUR CARERS DO IN:

UNDERSTANDING YOUR CARE NEEDS ?

98.9% of clients feel our
carers understanding their
care needs



HOW WELL DO OUR CARERS DO IN:

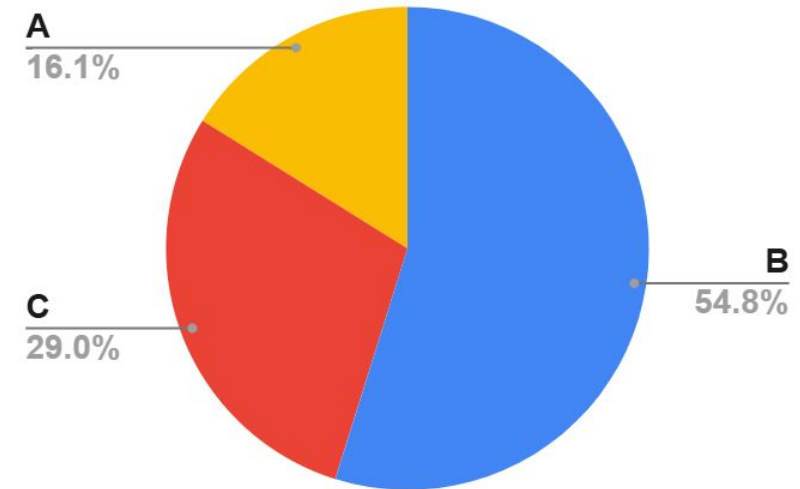
PROVIDING THE SERVICES THAT YOU WANT ?

97.4% of clients think we are good or excellent at providing a service they need



APPEARING HONEST AND TRUSTWORTHY ?

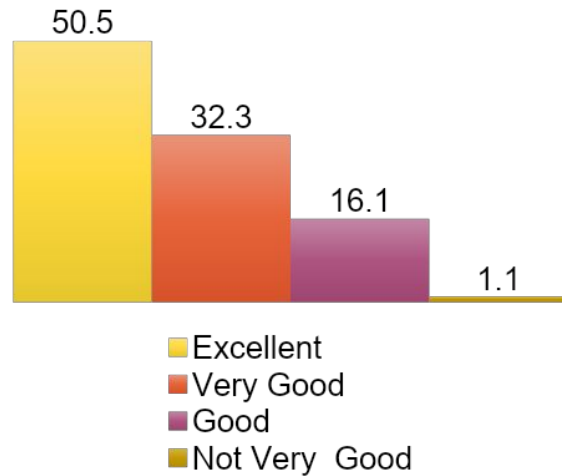
100% of clients think our carer are honest and trustworthy



HOW WELL DO OUR CARERS DO IN:

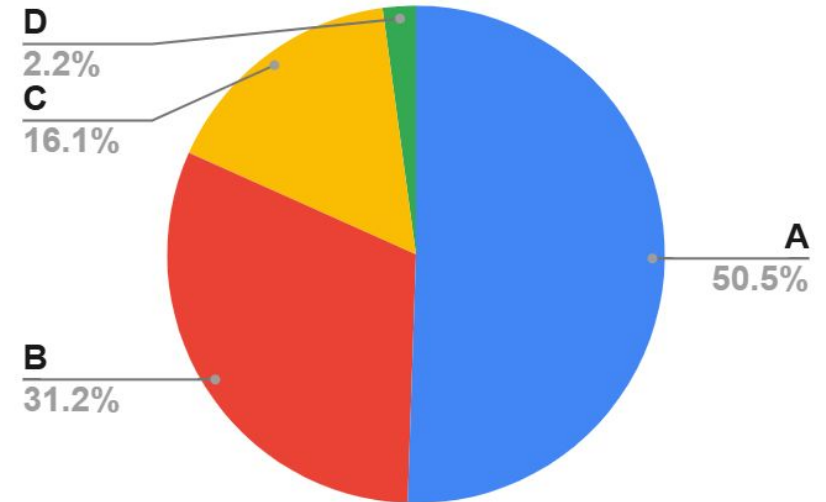
BEING FRIENDLY, POLITE AND RESPECTING YOU AS A PERSON ?

98.9% of clients think our carer are good or excellent at being friendly, polite and respectful



SHOWING COMMITMENT TO HELPING YOU ?

97.8% of clients think our carer are good or excellent at showing commitment to helping you



HOW WELL DO OUR CARERS DO IN:

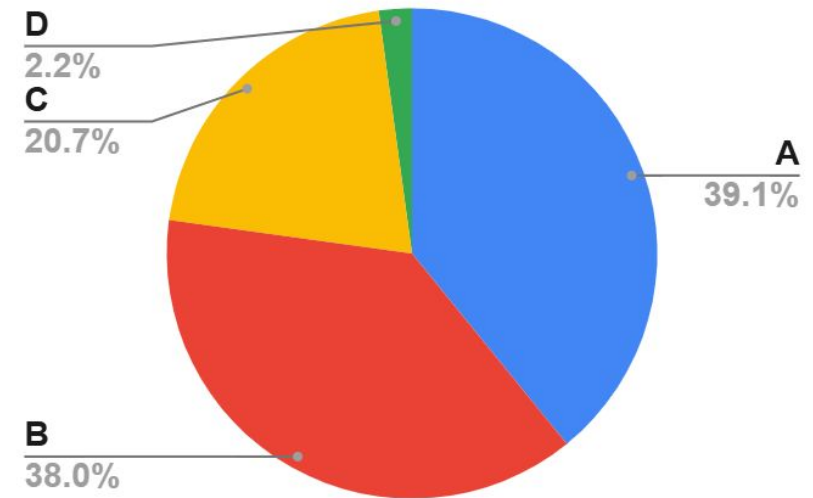
LISTENING TO YOUR CONCERNS AND NEEDS AND RESPONDING TO THEM ?

97.8% of clients think our carer listen & respond to their concerns and needs



KEEPING YOU COMFORTABLE AND SAFE ?

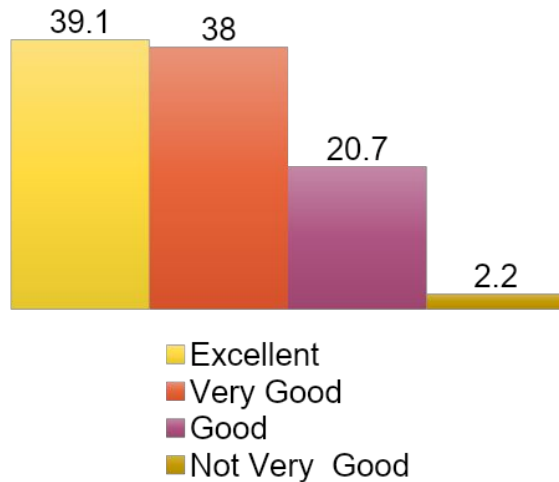
97.8% of clients think our carer are good or excellent at keeping them safe & comfortable



HOW WELL DO OUR CARERS DO IN:

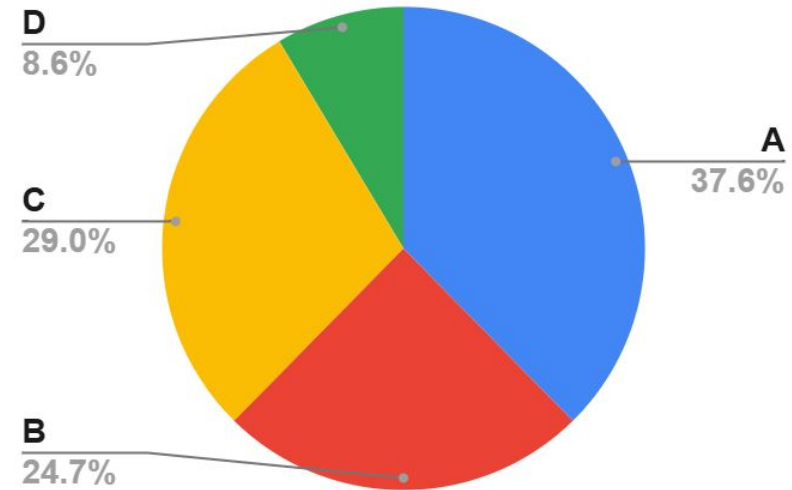
BEING WILLING TO CHANGE THEIR WAYS OF WORKING TO SUIT YOU ?

97.8% of clients said our carer are good or excellent at changing their ways of working to suit their needs



ARRIVING ON TIME AND NOT LETTING YOU DOWN ?

91.4% of clients said our carer are good or excellent at arriving on time



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 ?

93.5% of clients said we are good or excellent at informing them about any changes or difficulties in the schedules and

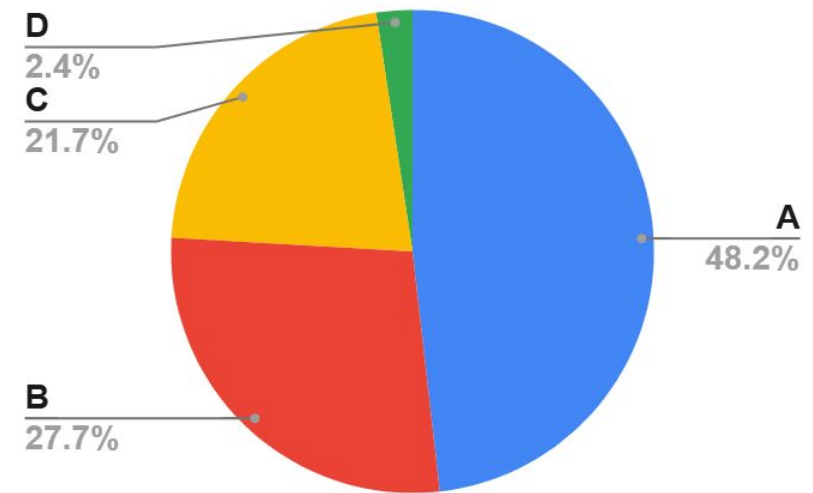
plans



FOLLOWING CORRECT PROCEDURES, EX. IN MOVING AND LIFTING YOU, WASHING AND BATHING, HELPING YOU WITH YOUR MEDICATION ?

97.6% of clients said our carer follow the correct

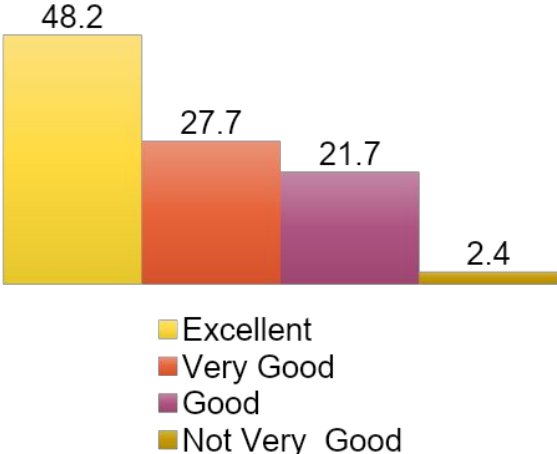
procedures



HOW WELL DO OUR CARERS DO IN:

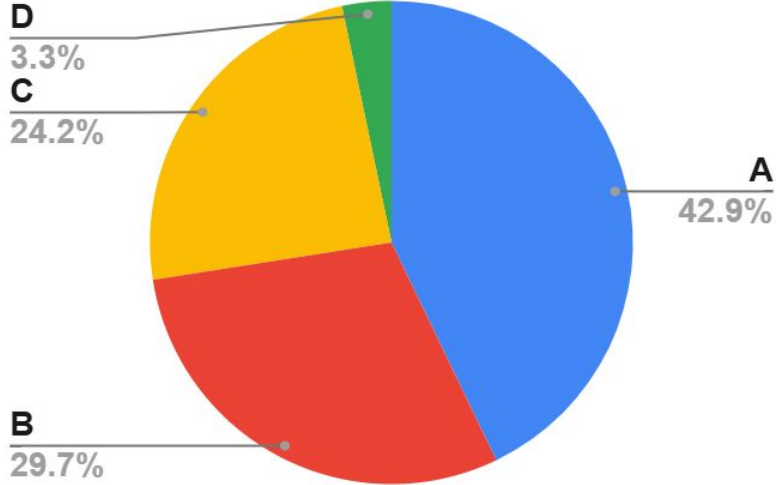
KNOWING THEIR JOBS ?

97.6% of clients think our carer are good or excellent at knowing their job



WORKING TOGETHER AS A TEAM (WHERE APPLICABLE) ?

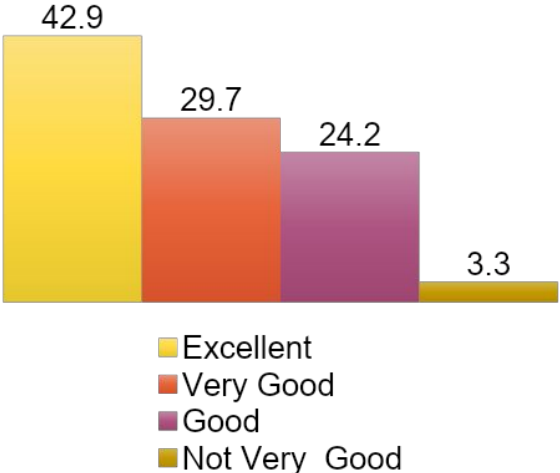
96.7% of clients said our carer are good or excellent at working together as a team



HOW WELL DO OUR TEAM DO IN:

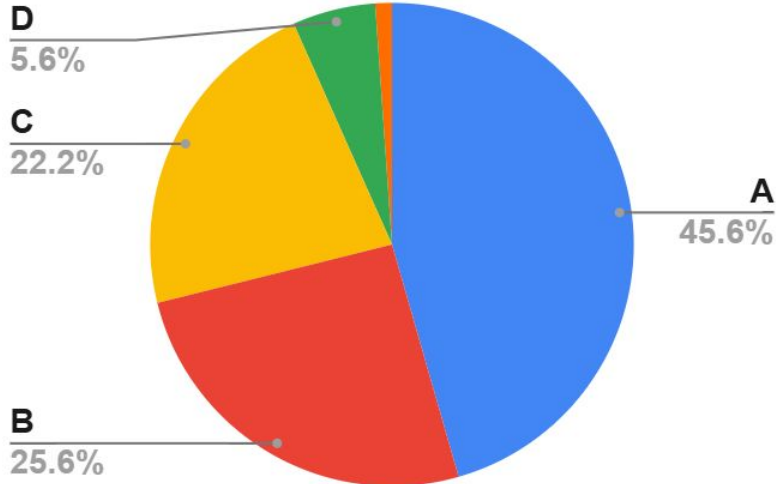
WORKING WITH YOUR FAMILY AND FRIENDS WHERE THEY ARE INVOLVED ?

96.7% of clients are happy in the way Dove involve family and friends



RESPONDING TO YOUR CONCERNS AND QUESTIONS ?

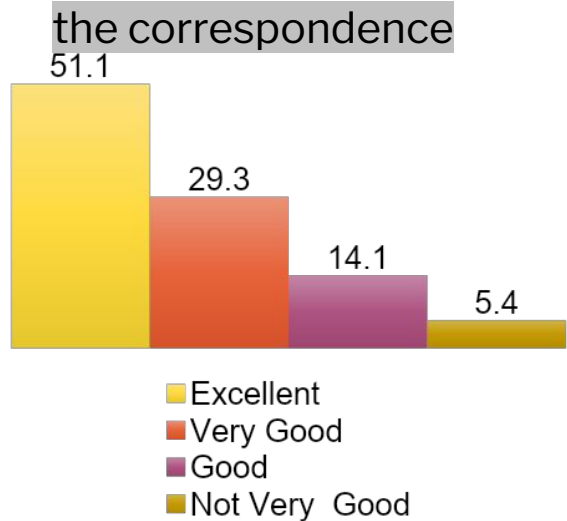
94.4% of clients said our company is good or excellent at responding to concerns and questions



HOW WELL DO WE DO IN:

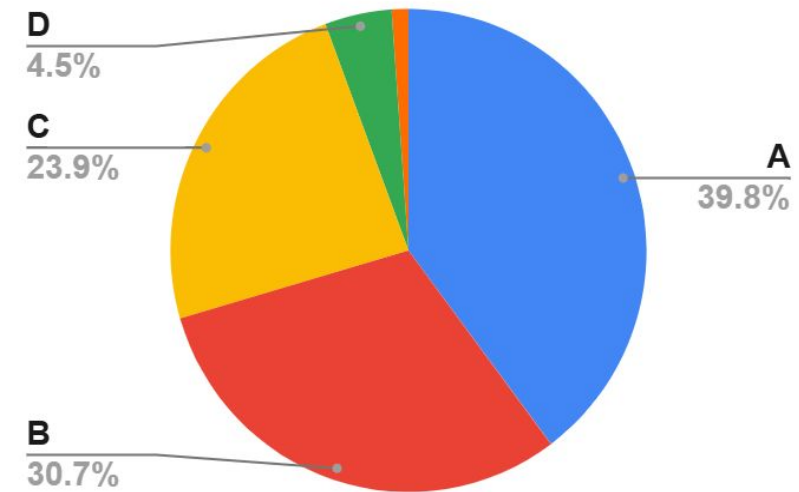
REPLYING TO YOUR TELEPHONE CALLS AND DEALING WITH YOUR CORRESPONDENCE IN YOUR CARE ?

94.6% of clients said the office is good or excellent at replying to the telephone calls and dealing with



RESPONDING TO ANY COMPLAINTS YOU MAY HAVE HAD ABOUT OUR SERVICE ?

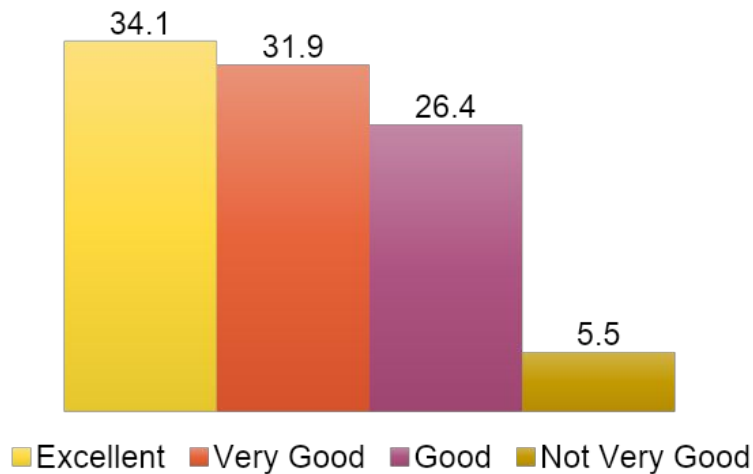
95.5% of clients are satisfied with the responses about their complaints



HOW WELL DO WE DO IN:

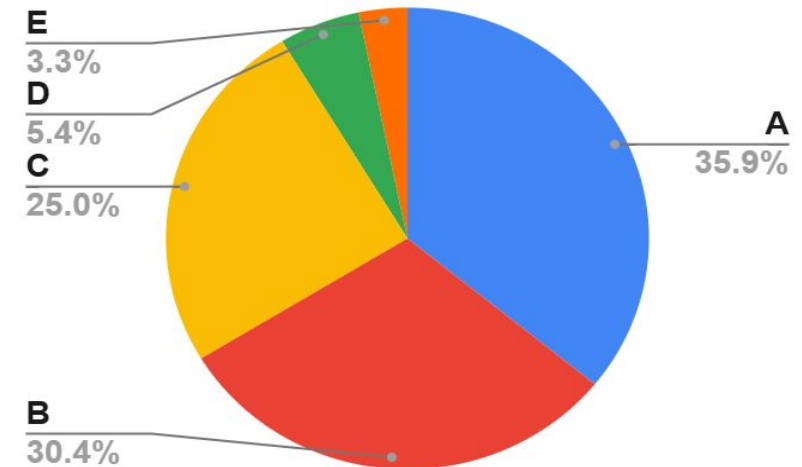
PROVIDING YOU WITH UP-TO-DATE INFORMATION ABOUT ITS SERVICES ?

94.5% of clients said we were good or excellent at providing up to date information's about the service

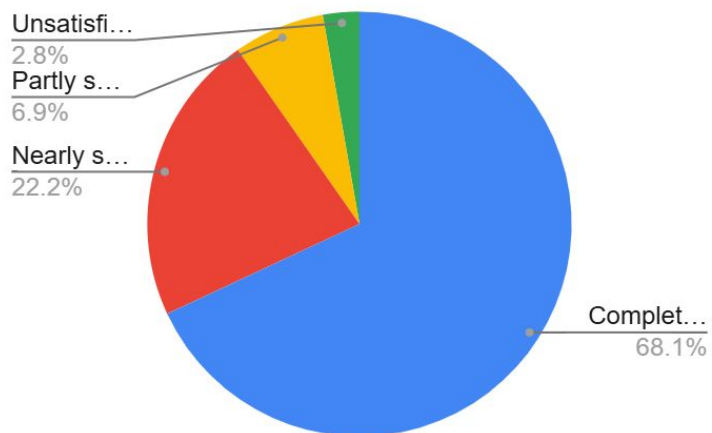


KEEPING YOU INFORMED AND UP TO DATE ABOUT ANY CHANGES TO ITS SERVICES ?

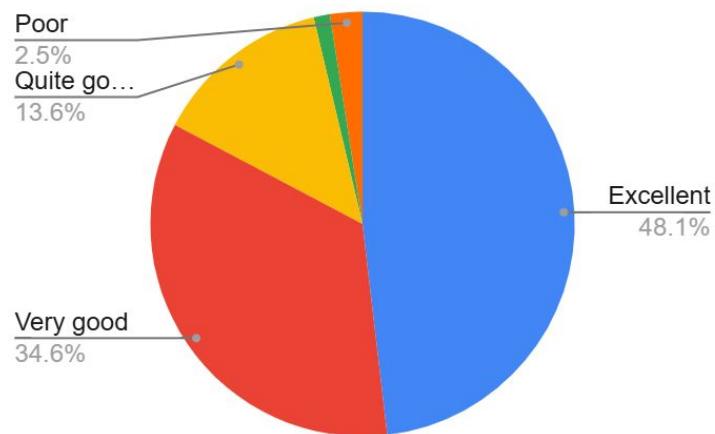
91.3% of clients think we are good or excellent at providing up to date information's about changes to our services



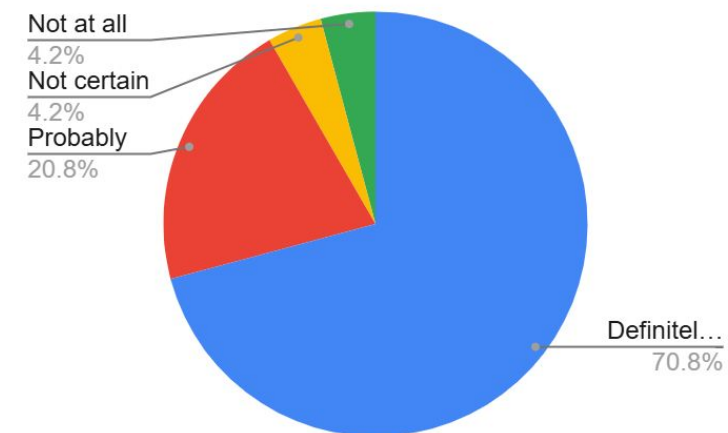
HOW SATISFIED ARE YOU IN GENERAL WITH THE AGENCY'S SERVICES?



HOW WOULD YOU ASSESS THE OVERALL QUALITY OF OUR SERVICE?



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





**To make a difference to someone's life,
you don't have to be brilliant, rich,
beautiful, or perfect. You just have to
care.**



Our team

John Oughton

Director

Vikki Tunncliffe

Manager

Louise Hopkins

Live In Line Manager

Samantha Mander

Domiciliary line Manager

Chloe Kent

Care Quality Monitoring
Officer/ Care Assessor

Hannah Quinlan

Care Quality Monitoring
Officer/ Care Assessor

Leah Butler

HR Manager

Brogan Garmson

Live In Coordinator

Annalise Maxwell

Care Quality Monitoring
Officer

Sijo John

Data Compliance Analyst

Callow Painter

Review Officer

Gemma Ryan

HR Coordinator

Senior Carers

21 Senior Care Assistants

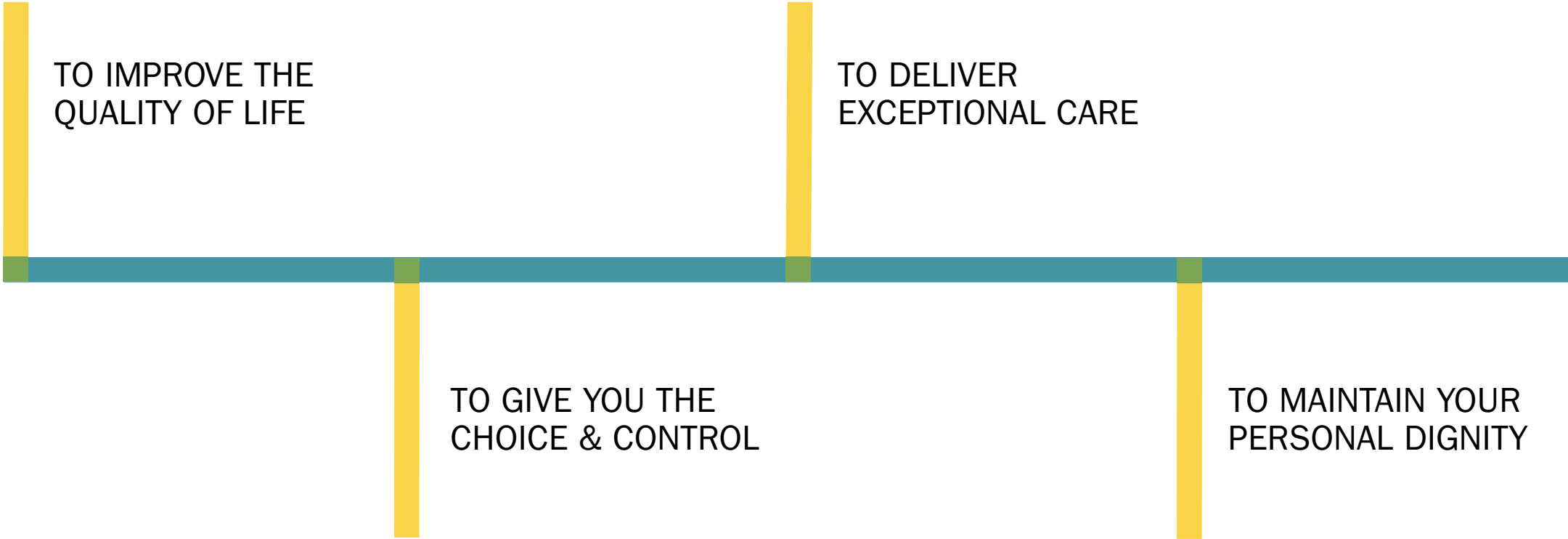
Domiciliary Carers

60 Care Assistants

Live In Carers

182 Care Assistants

Our Goals



“OUR ULTIMATE GOAL IS TO IMPROVE YOUR HEALTH AND WELLBEING”

Contact Us

FEEL FREE TO CONTACT US

0800 783 7672 / 01675 442226

WANT TO WRITE

Email us – **info@dovehomecare.com**

FOR FURTHER
INFORMATION VISIT
OUR WEBSITE

www.dovehomecare.com





Thank you

Thank you again for completing our questionnaire it will be invaluable to help us maintain our service quality and identify areas of improvement.

Vikki Tunncliffe

vikki@dovehomecare.com