

# ANALYSIS OF CLIENT FEEDBACK SURVEY AND GENERAL STATISTICS

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**Dignity Direct Homecare Ltd, London, UK**

**Authored by: Michael Adu-Amankwah (Management Research/Consultant)**



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## **COMPANY BACKGROUND AND SURVEY INTRODUCTION**

### **Company Background**

Dignity Direct Homecare Ltd is a people centred Health and Social Care service provider based in Lewisham, London. The company offers domiciliary/personal home care services to customer needs providing the very best home care services including Elderly care, children and youth care, live -in care, dementia and respite care etc. Our expertise lies in our ability to tailor care that suits client needs and enable people to remain independent within the comforts of their own surroundings.

The day-to-day management of administration within Dignity Direct Homecare Limited, including compliance with the organisation's policy, legislation and best practice, is the responsibility of Mr Saad Osman. Administration is carried out by Mr Saad Osman, the Registered Provider, and office staff. The registered manager is responsible to the Registered Provider for the standard of administration, including the maintenance of records for the efficient running of the business, ensuring that they remain accurate and up- to-date, as well as ensuring their safekeeping and security.

The office will carry out day-to-day quality control of administration, ensuring that all organisational policies, statutory requirements and best practice are complied with, and that changes to promote continuous improvement are supported.

Dignity Direct Homecare has made a commitment to delivering quality care by implementing the QCS management system. The company is registered with the Care Quality commission (CQC). Under the CQC regulation, the service provider makes sure care services are delivered to people with safe, effective, compassionate, high-quality care to encourage service users to improve to live better.

## Introduction

This client social care survey 2019, asks people we serve and who are over 18 years and who use adult social care. They share their experiences with the care they receive from us. Dignity Direct runs this survey questionnaire every year. The questionnaire looks at how these services are helping service users to live safely and independently in their own homes to support transparency and accountability, enabling people to make better choices about their care. Also, to help the organisation and other stakeholders identify areas where outcomes can be improved and support their own initiatives with an assured vehicle for obtaining outcome information.

This survey collected data and information on the experiences and sample of 36 people from a total service user population of 60 who received care from Dignity Direct Homecare services in November 2019. The results will help assess the organisation's performance and also use them for improvement, regulatory activities such as, monitoring ongoing compliance and reviews.

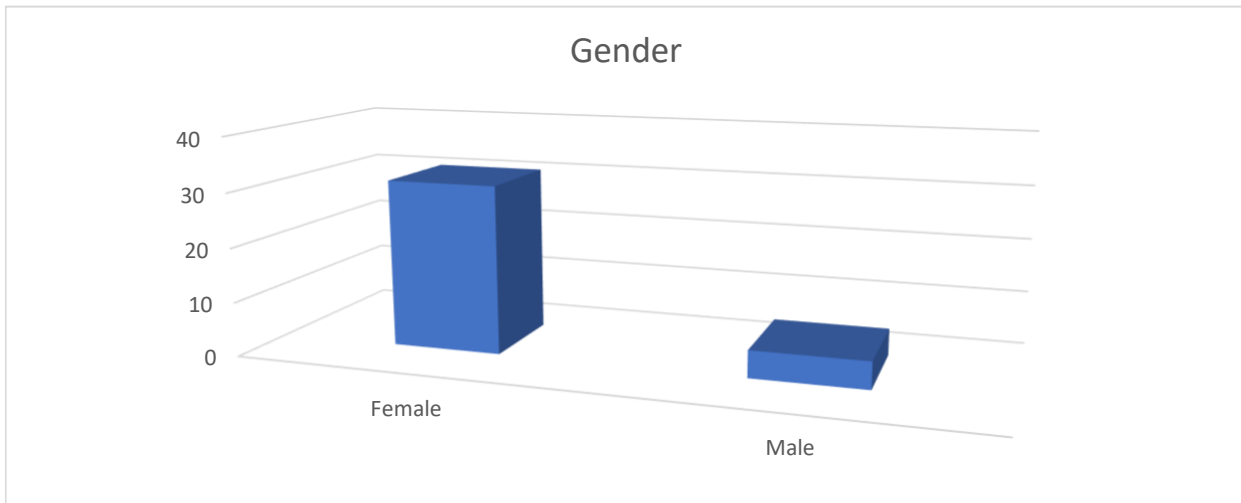
Each service user is asked to complete the survey questionnaire so that they have the right to remain anonymous if that is their preference. The surveys asked questions which reflect the information contained within the five key lines of Enquiry within the Inspection Framework used by the care quality commission (CQC).

## GENERAL STATISTICS

In order to understand our customer needs, a statistical analysis of their gender, moving and handling requirements, Package of Care (POC) and health conditions were carried out first. This allows us to continuously prepare and plan for the existing clients and future ones.

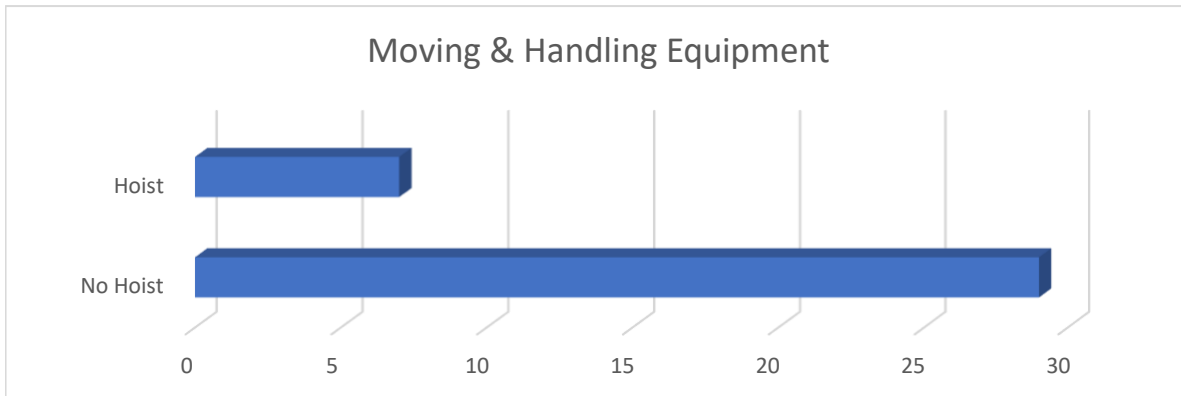
### Gender

The gender of our client is carried out in order to ensure the freedom to choose the gender of their choice and carers they want to be served and help us plan for training more female or male carers. The graph below illustrates that about 5 of our clients are males and the majority 31 are females. Therefore, we should aim to provide and train similar gender proportions in our workforce.



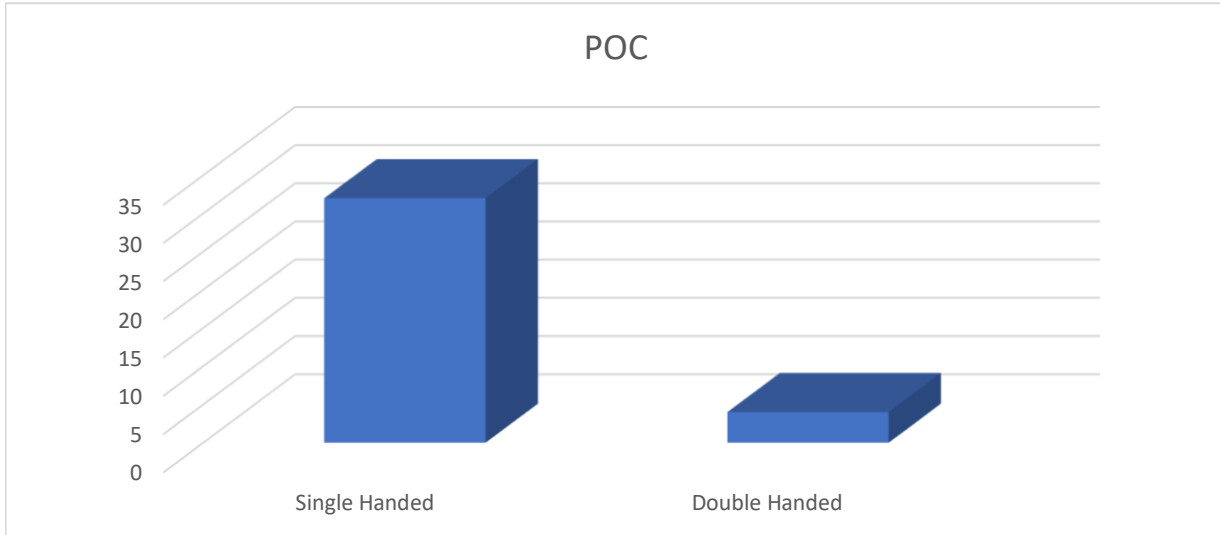
### Moving and Handling Equipment

All our staff trained in 'moving and handling' techniques during the care certificate or induction training. The analysis of this allows us to keep track of any additional hazards that are presented with using such equipment. The figure below shows that only 7 clients are using the equipment whilst the 29 do not use Hoist.



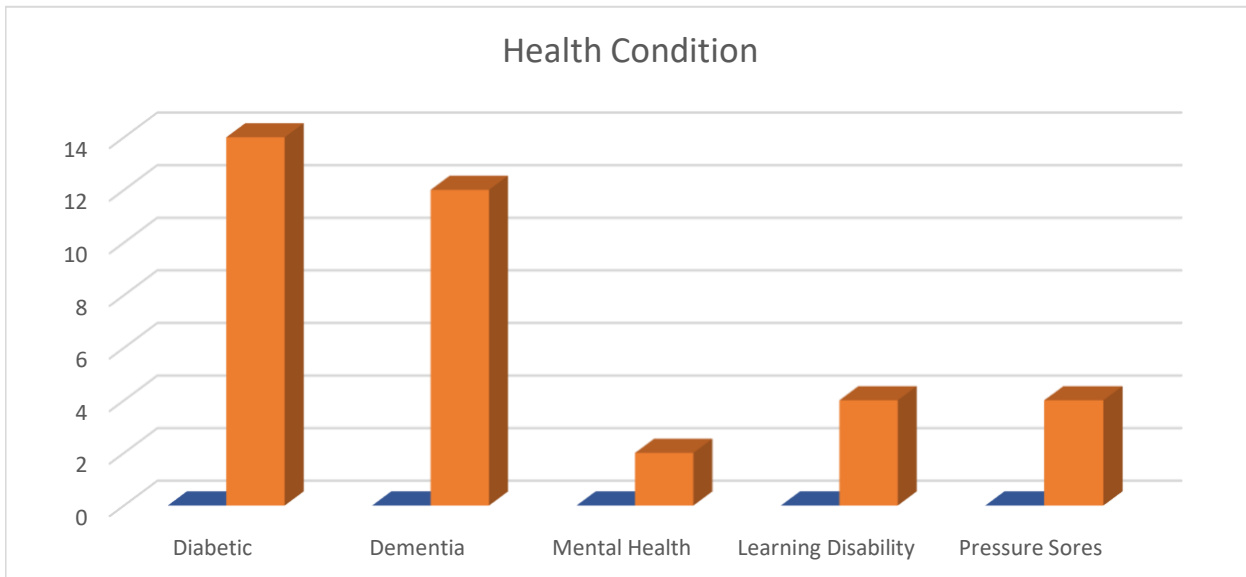
### Package of Care

It is important we keep track of the number of Package of Care (POC) that require 'single handed' or 'double handed'. This permits us to constantly tailor our workforce needs to the demand. The figure below indicates we have more single handed than double handed clients in our care delivery.



### Health Condition

As a service user centred care agency, we aim to match our clients with the most suitable key workers. This is achieved by allocating carers that have been trained in the Health condition the service user suffers from. In our client survey, the following health needs were captured from customers.



The graph above depicts that our agency needs to have more carers trained in diabetic and dementia health needs. However, we do not forget that there are many service users who are suffering from multiple or complex health conditions.



## CLIENT FEEDBACK ANALYSIS

All service users were sent 'Client Feedback Surveys'. In the situation where the service user was unable to complete the survey (Mental Capacity Act 2005), it was completed by their Lasting Power of Attorney (LPA). Throughout the period our client surveys were continuously redeveloped and improved ease of completion and the subject matter.

All participants were giving the choice of completing this survey anonymously, however people did not take this option but rather to indicate their personal details. As a result, we have included clients feedback comments and views in appendix 1

A copy of the client survey that was completed by all participants is enclosed in the appendix 2

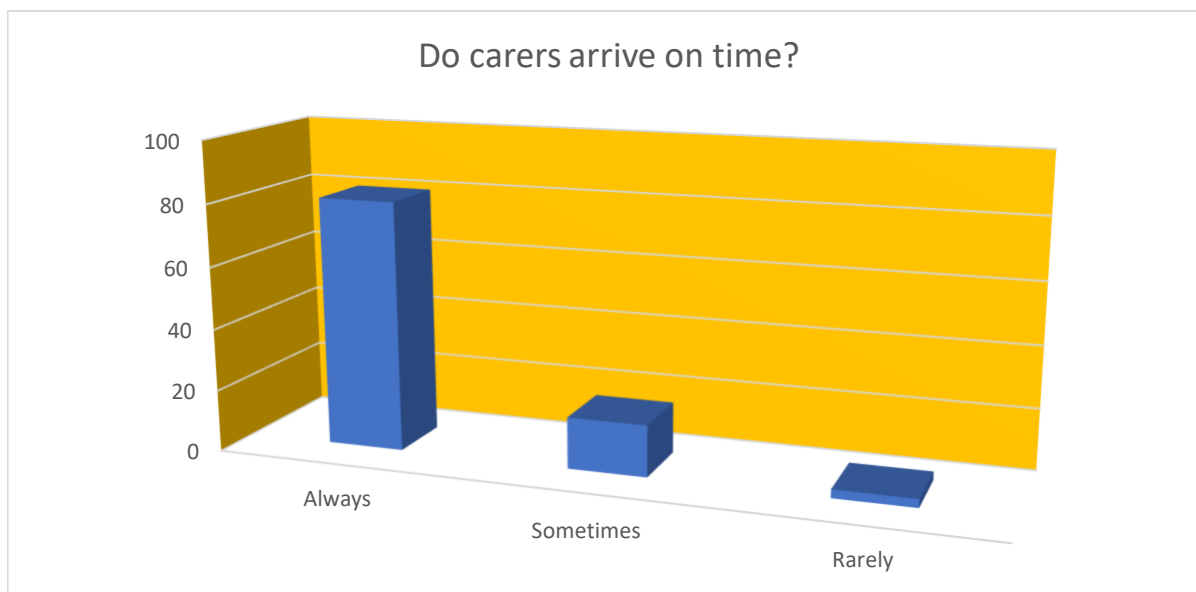
All tables and charts used for the analysis (constructed using Edexcel) are also included in appendix 3

The following analysis graphically illustrate feedback obtained from those surveyed

### CARE STAFF

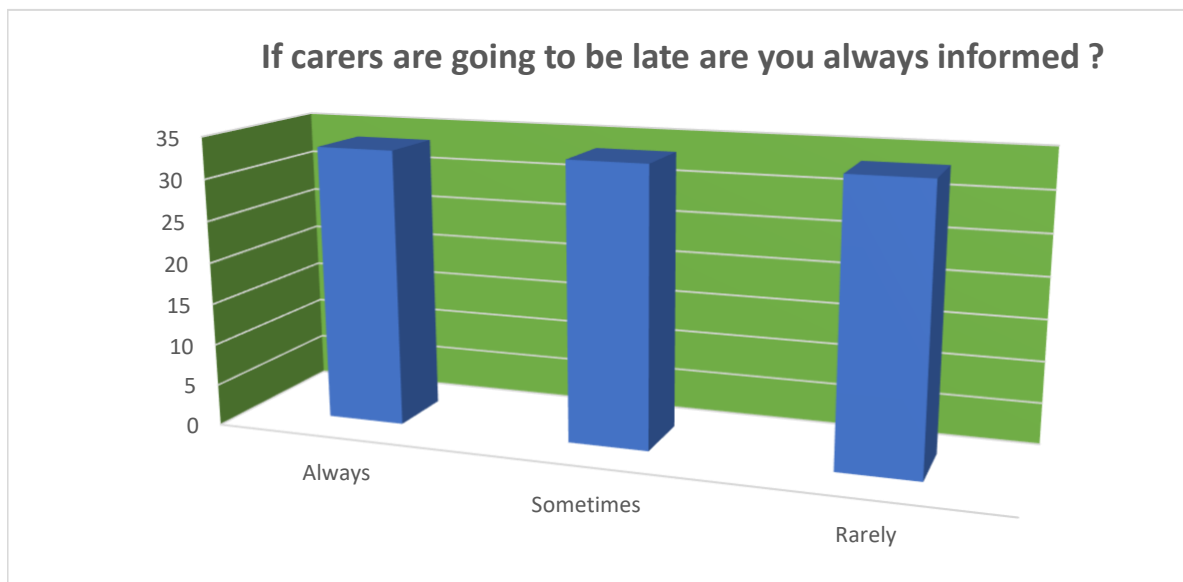
#### Do carers turn up on time?

About 81 percent of service users mentioned that their care assistants always arrived at the agreed time as shown in the graph below. The remaining 19 percent stated that they do not arrive on time or arrive late.



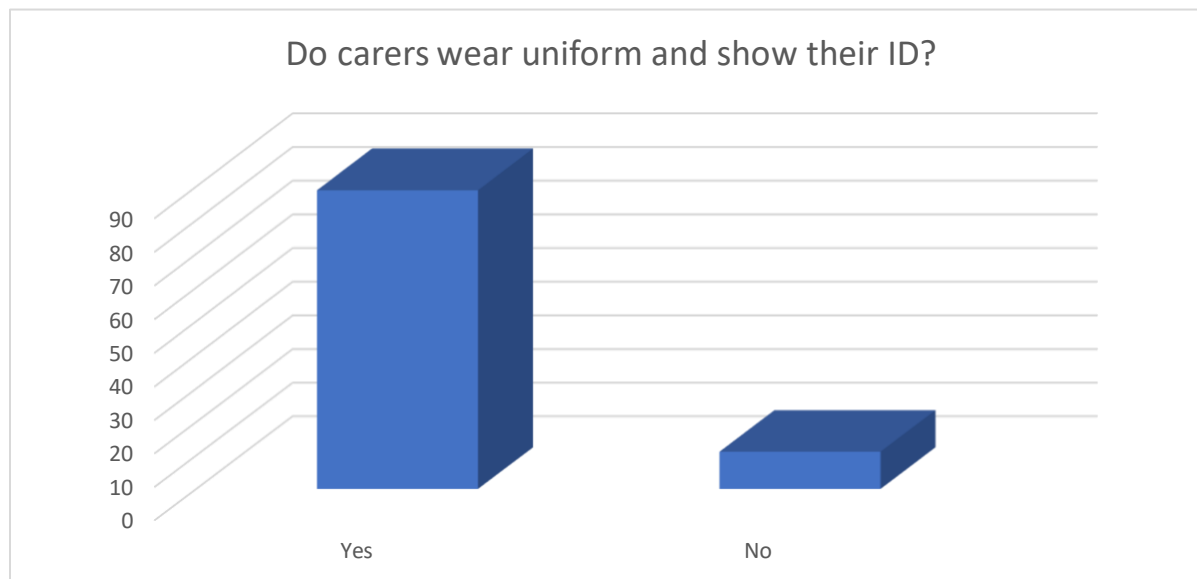
#### If your carer is going to be late are you always informed?

The graph below illustrates the scenario when carers are running late to serve clients. 33 percent service users mentioned that carers always call to inform them of running late. 33 percent sometimes call or not, and the other 33% rarely informed them when they are going to be late at work.



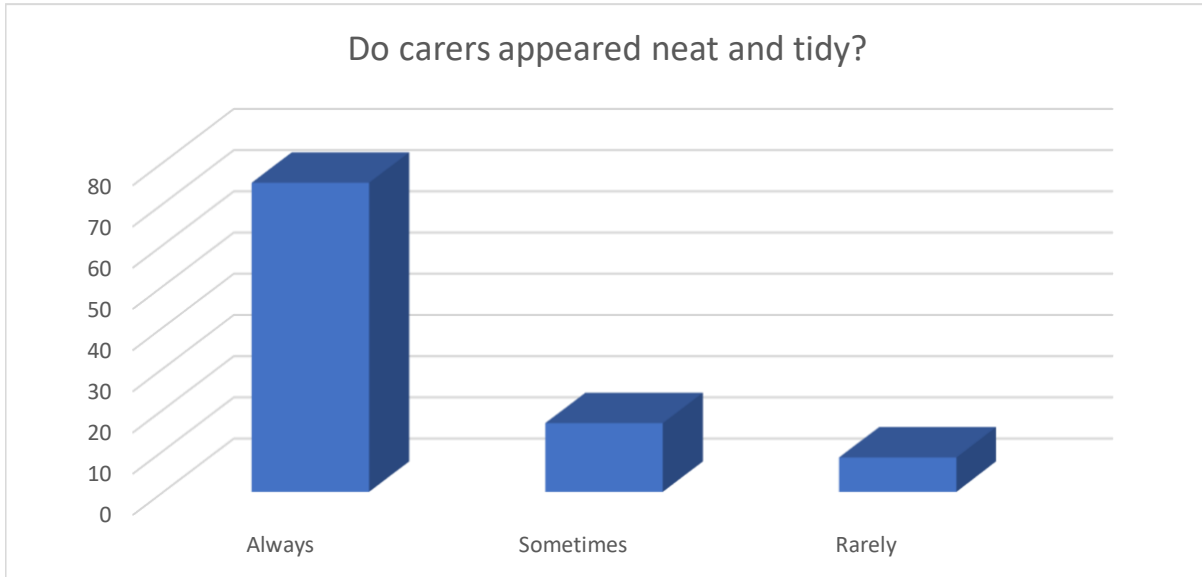
**Do the carers wear uniform and show their ID badges?**

Respondents were asked if their carers put on their official uniform and show their ID when they turn up to service. About 89 percent of service users stated that they show their badges and put on their uniforms. However, only 11 percent mentioned that they are not aware of their outfit when they come home to provide care. The graph below illustrates the situation



### Do carers appear neat and tidy?

Service Users mentioned that about 75% of carers appeared neat and tidy. However, 17 % stated that sometimes they appeared neat and sometimes they do not and the rest 8% said rarely do they appeared neat and tidy to work. The graph below depicts if care assistants came to service neat and tidy.



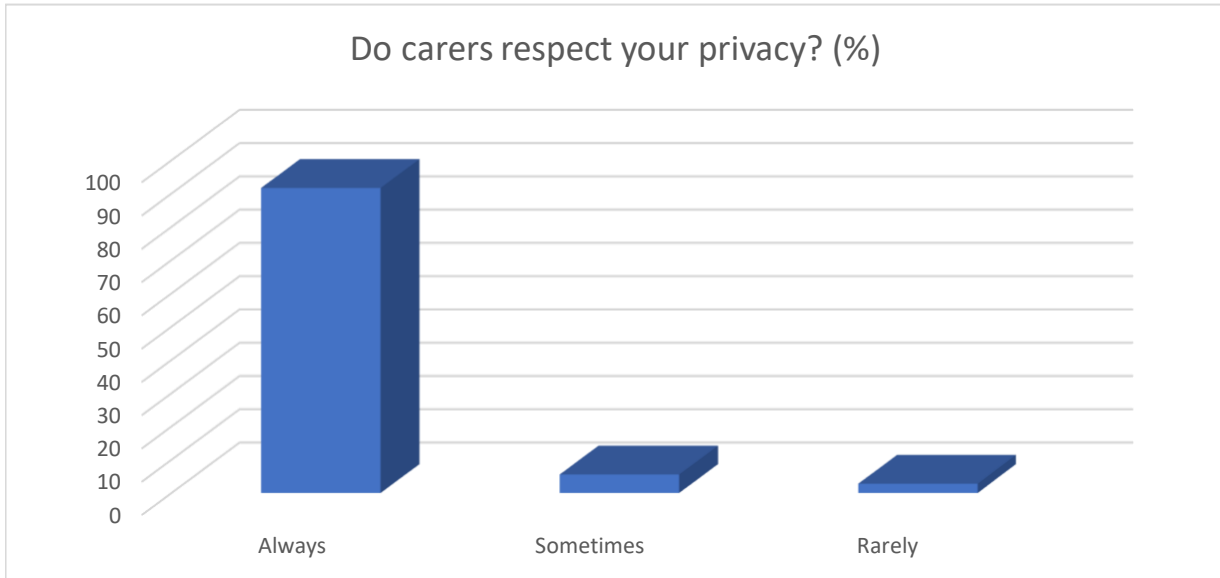
### Do carers treat you with respect?

Almost all service users stated and agreed that they are always treated with respect and dignity. The figure below shows how carers treat their service users that they serve. However, 1 respondent claimed that the carer did not show respect.

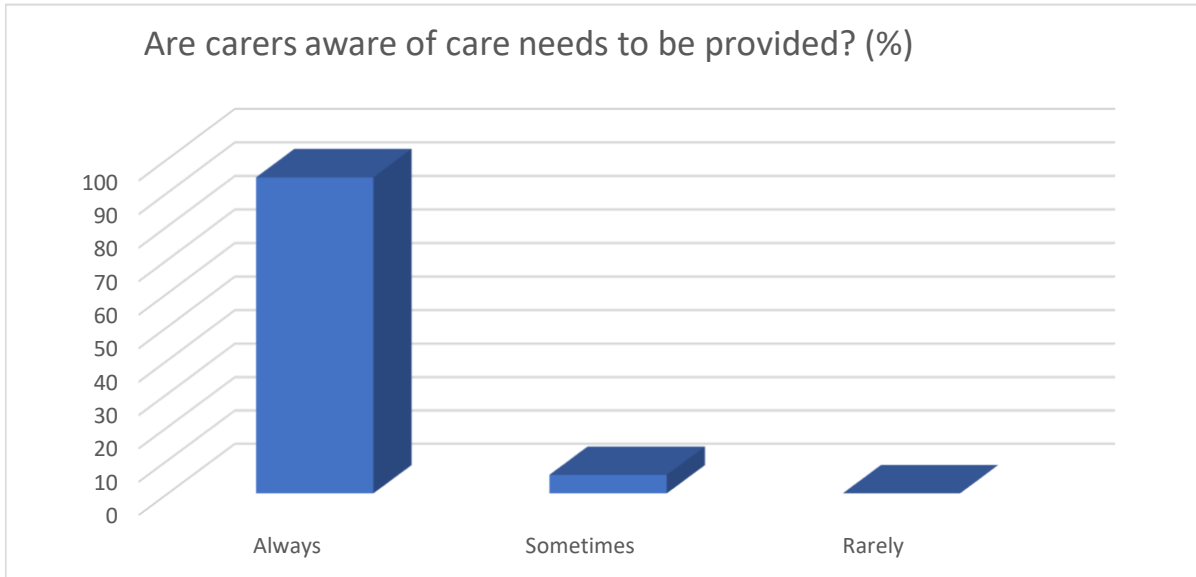


### Do carers respect your privacy?

Service users were asked if carers respect their privacy. About 92% of respondents stated that carers always respected their privacy. However only about 8% sometimes do not show the privacy respect. The figure graph below depicts the privacy situation between service users and carers.



### Are the carers aware of the care needs to be provided?

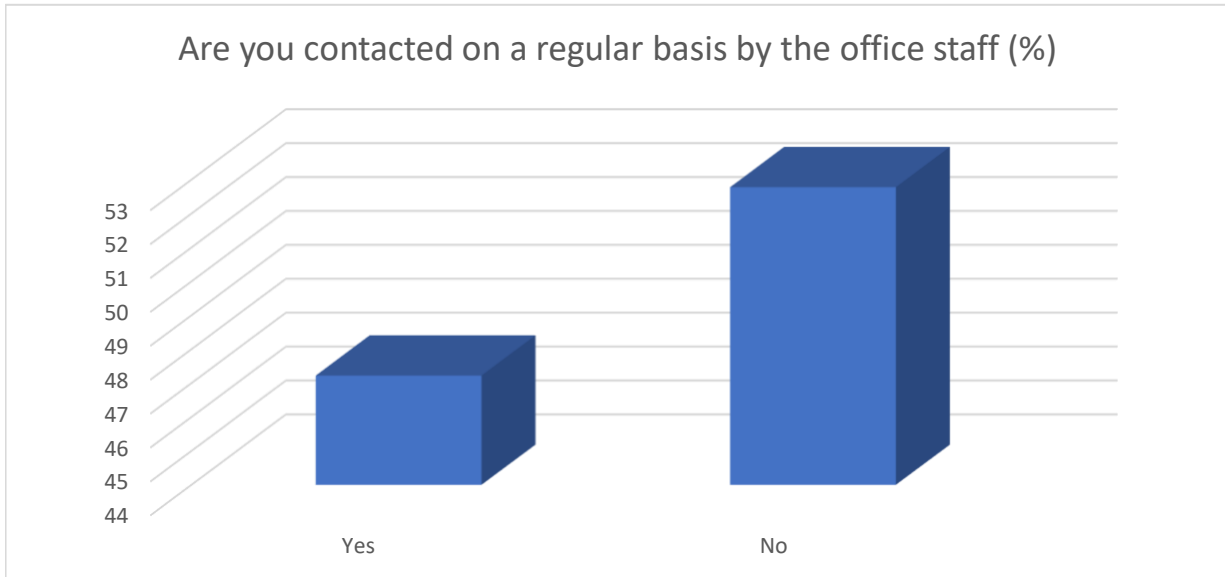


The majority of clients in the graph above stated that carers are aware of their care needs to be provided for their comfort. However, only some 6% of service users said that sometimes carers did not know what to do.

CARE SERVICE MONITORING

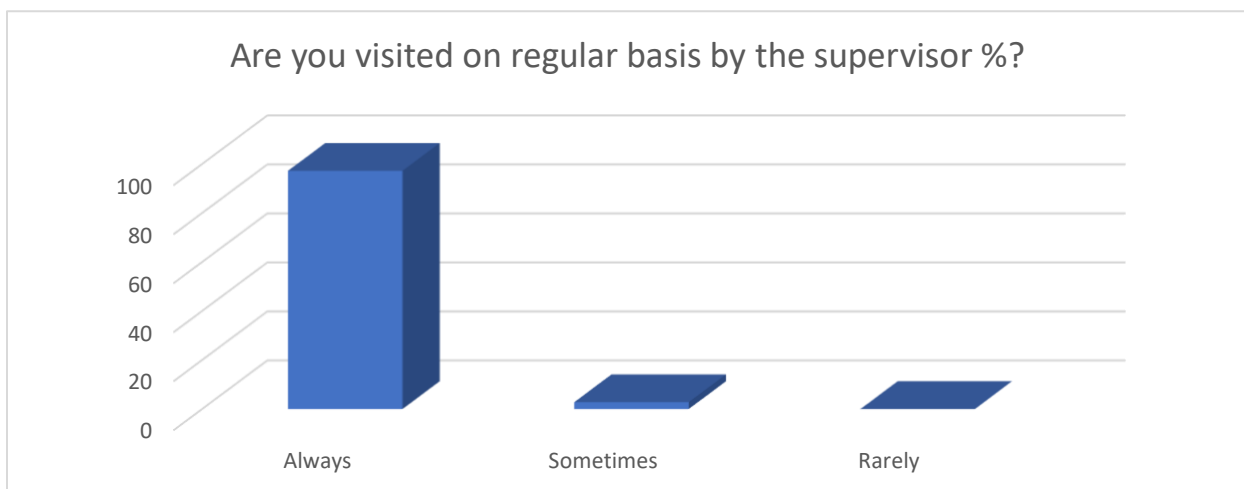
**Are you contacted on a regular basis by the office staff?**

Respondents were asked if office staff contacted them on regular basis. However, a majority of them indicated that office staff have not all time called them. From the graph below, only 48% of clients stated that office staff have contacted them one way or the other.



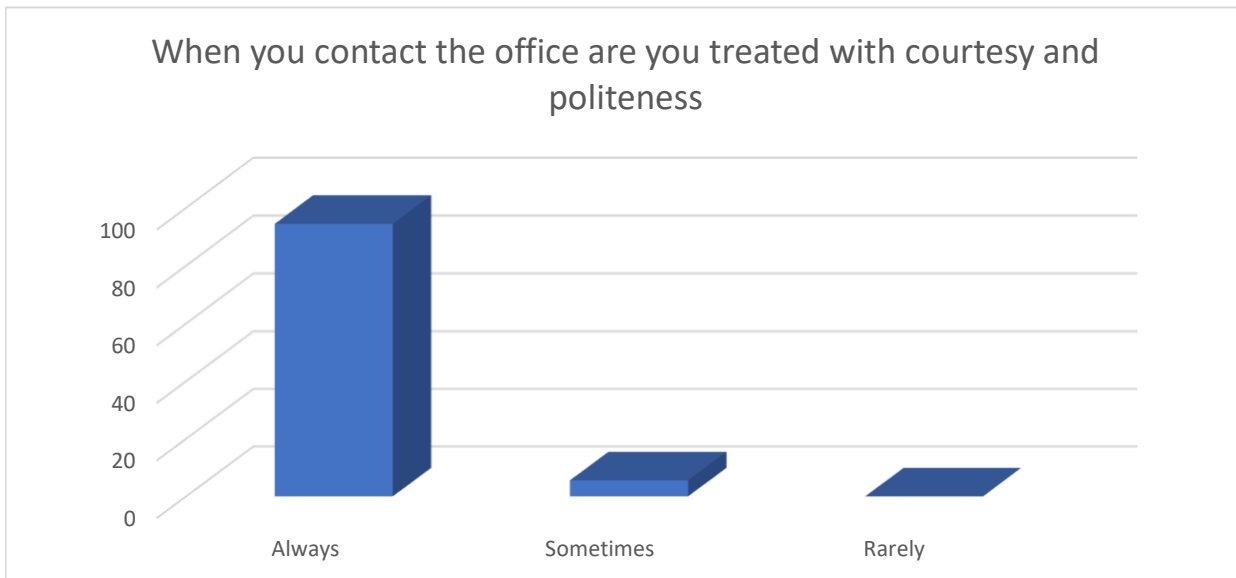
**Are you visited on regular basis by the supervisor?**

A large majority of clients 92% responded that supervisors always visit them to check on them and their wellbeing. Some few service users even mention that when carers are running late field supervisors are always there to check on them and to help. The figure below illustrates the picture on regular basis by supervisors.



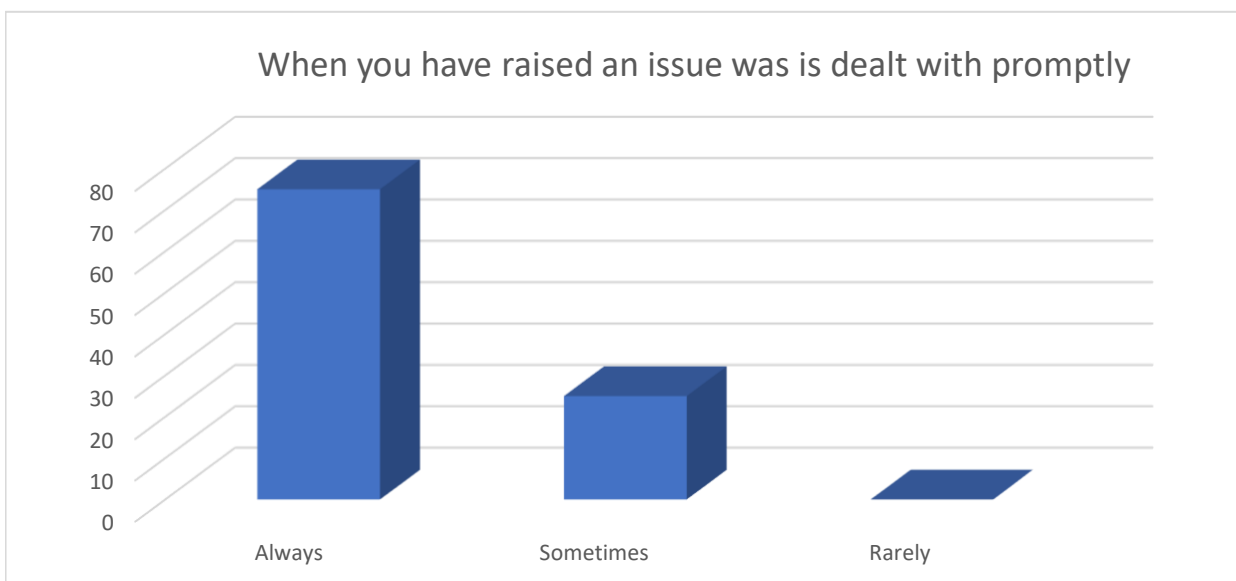
**When you contact the office are you treated with courtesy and politeness?**

When service users were asked if they were treated with courtesy and listened to them, a large number of clients responded that always they were treated with courtesy and listened to their views. Only about 6% of clients maintained that the office sometimes does not show courtesy and listened to them due to late feedback of grievance. The graph below illustrates this analysis.



**When you have raised an issue, is it dealt with promptly?**

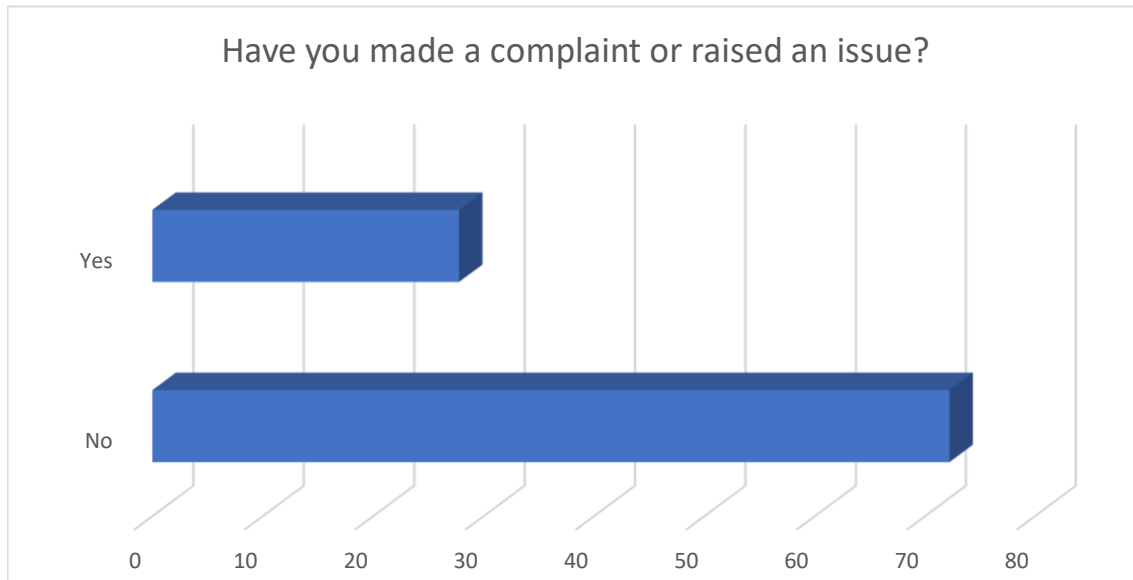
Respondents who were asked if their issues were dealt with promptly maintained that calls made to the office were promptly answered by the majority of them. However, only 9% of service users mentioned that their calls were not dealt with promptly as shown graphically below.



## COMPLAINTS

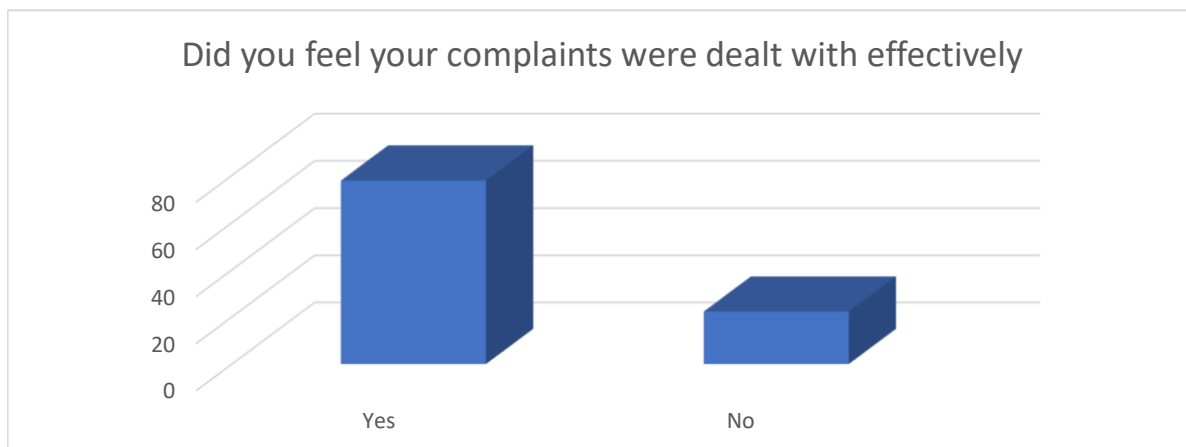
### Have you made a complaint or raised an issue before?

On the question of whether a service user has made complaint to the service provider, about 72% of respondents have never raised any issue with the provider. However, 28% raised issue with the provider about the conduct of carer or service they receive. The graph below depicts whether clients raised issues about their service or not.



### Did you feel your complaint was dealt with effectively?

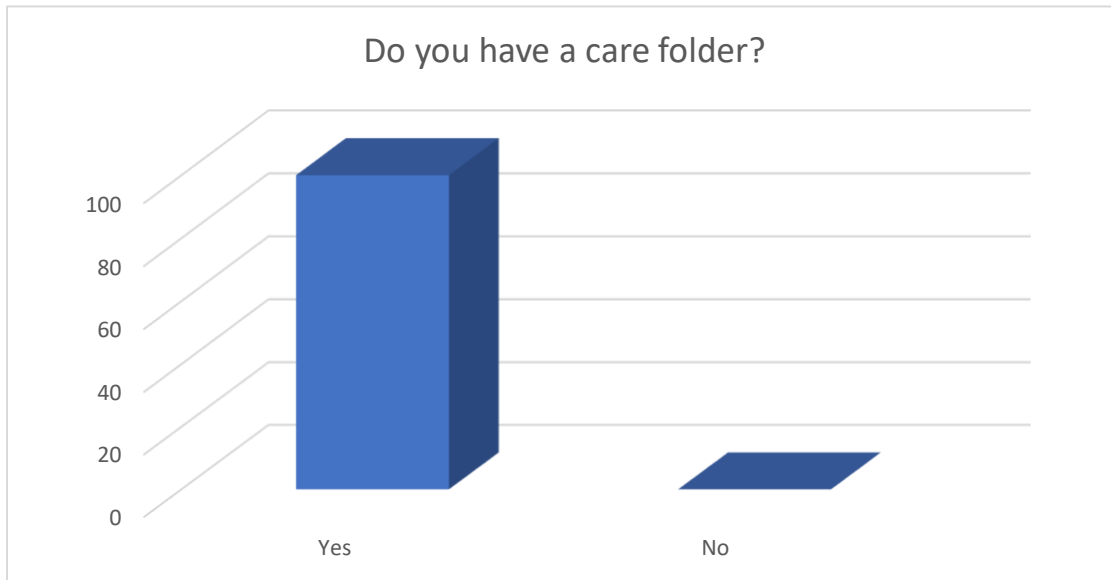
When service users were asked if their complaints were handled effectively by the service provider, 74 percent mentioned that their issues were managed very well and that they were very satisfied with the outcome. However, the remaining 26% were indifferent or not satisfied that their complaints were efficiently handled. The graph below illustrates how their complaints were dealt with.



## DOCUMENTATION

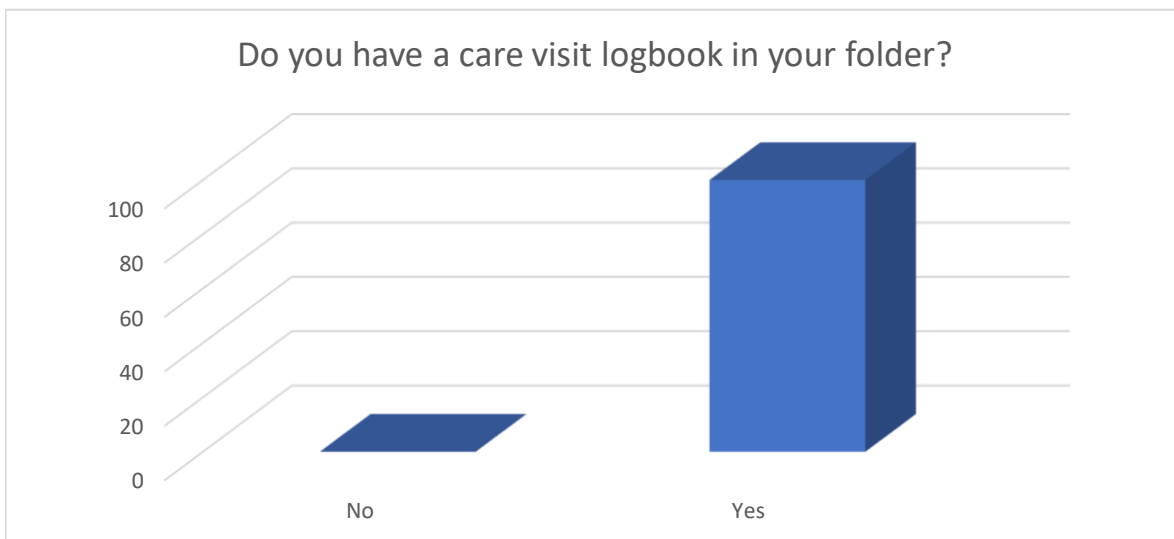
### Do you have a care folder?

When all service users were asked if they have care folders at their place of domicile or homes. 100 percent of respondents said they have them and were given by the service provider and contained the service documentations. The diagram below shows the graphical presentation of all customers who are in possession of care folders.



### Do you have a care visit logbook in your folder?

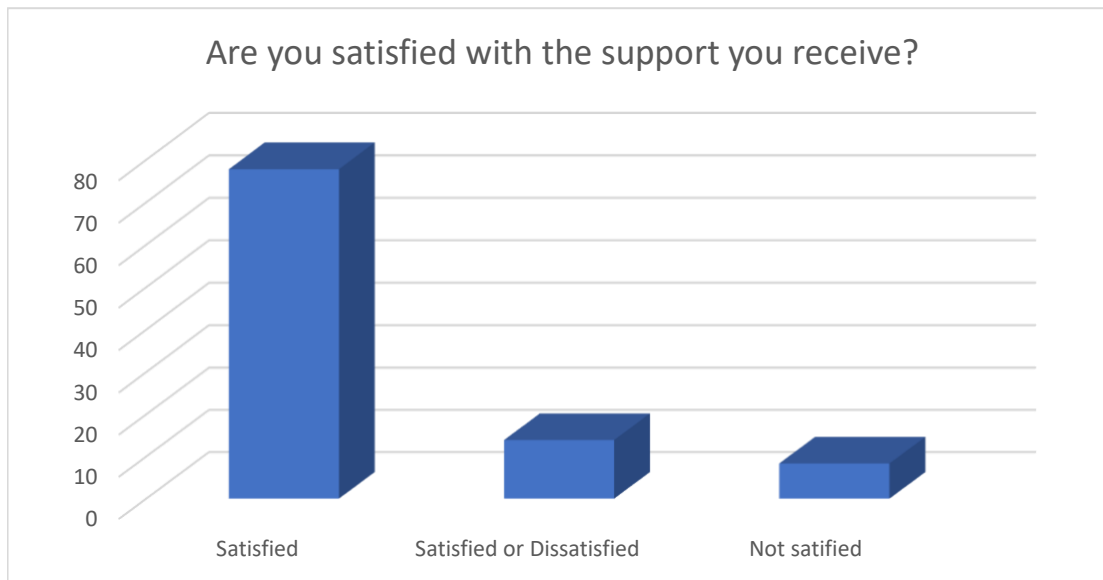
All service users again mentioned that there is a care visit logbook in their care folder where all detailed communication about the service user is written. The graph below shows whether care visit logbook is in the care folder





### How satisfied are you with the service from Dignity Direct Homecare?

In all about 78 percent of respondents surveyed were directly satisfied with the support and services they receive from Dignity Direct Homecare Ltd. 13% were sometimes satisfied and sometimes not satisfied and 8% were not satisfied with the service. The figure below illustrates the extent how service users are satisfied with the service they get form Dignity Direct Homecare Ltd.



## **CONCLUSION AND UPCOMING ACTION STATEMENT**

### **Conclusion**

The Dignity Direct analysis of client survey has indicated the strengths and weaknesses of service provider and carer service to service users care. The main theme of issues hover around carers sometimes coming late to work and lack of effective communication to let service user know when arriving to work. The survey has also highlighted areas needing improvement. The registered manager Saad Osman has overall responsibility for quality monitoring and specific areas of complaints, safeguarding, office audits, weekly office monitoring reports.

Dignity Direct Homecare Limited always strives to monitor and improve the service for all service users. The aim of the service is to deliver a high standard of care by adhering to legislation, regulations and best practice but also to adapt care to reflect and promote the wishes and preferences of the Customers.

In order to assist Dignity Direct Homecare in internally measuring performance against the five Key Questions set by the Care Quality Commission, Customers and their relatives or representatives, staff and visiting professionals will be asked to comment on the performance of Metro Homecare Limited by using the surveys. Dignity Direct will replicate this approach to measure Customer experience and to gain opinions from others with an involvement in the service.

### **Upcoming Action**

There have been lots of improvements since the last inspection by the CQC and we continue to make further progress in our day to day compliance of the regulatory service delivery. Our Carers know better how to protect service users from abuse and understand their responsibility to raise any concerns. However, we are also taking immediate action to remedy issues raised by service users after our recent customer survey. For example, all the necessary actions are being taken to check lateness by carers to provide quality service to customers. We are offering refresher and specialist training courses in care to improve customer service. Office staff and other senior carers who have the interest to advance their knowledge in NVQ Health and Social studies such as level 2-5 are being encouraged to do so by the organisation.

The registered manager Mr Saad Osman has been carrying out consistent risk assessments and carers have been given guidance about how to provide safe care and support to clients. Carers have been given enabling environment to service users for positive risk taking. Our clients receive the support they require to maintain their independence and to reach their full potential. Carers know better how to support service users who even displayed behaviours that may challenge the service.

Since our last inspection by the CQC, systems have been put in place and we continue to capture any incidents when they occur. Regular meetings are held to inform staff the importance of regulation 18.

Carers report to the office and all staff report to Saad Osman and management so that notifications are sent to CQC. Therefore, we've always complied with regulation 18 fully and it's our duty to comply with the CQC as soon as possible so that where needed CQC can take follow up action. Our recent client and staff survey mentioned that service users and care workers know the registered manager and have always described him as approachable and easy to talk to about their welfare.

Care workers now understand better their roles and responsibilities and showed a commitment to support people with their individual needs in a person-centred manner. Quality assurances systems are put in place and used effectively to monitor the care and support provided to people. The registered manager always acts on shortfalls identified and made the necessary improvements. We hope that our care management model and style will always help to improve services for best practice.

**APPENDIX 1: Feedback Survey and Comments from Respondents**

The following are some comments and feedback received from service users during the survey. However, due to GDPR only their initials were used to represent service users (SU).

SU 1: Spoke with next of kin (NOK) TP, he is happy with care provided, however feels carers should pay more attention to detail

SU 2: We spoke NOK Peter and was so happy with service provided

SU 3: Service user M is so happy with care being provided and particularly fond of Hashim (care assistant) and his sense of humour

SU 4: ZI, next of kin is happy with carers service to his mum, and her Mum is comfortable with carers and treated her with respect

SU 5: MI, next of kin happy with care being provided to her husband

SU 6: MF, carer very good and respectful, very nice people and they treat people with respect and dignity

SU 7: LS, Happy with service with no complaints or concerns

SU 8: KE, both carers are so excellent, so lovely and very good, can't praise enough

SU 9: EAG, spoke to nok Elizabeth and she is happy with carers but sometimes they feel rush in the evenings

SU 10: JJ, spoke with JJ, who is new to Dignity and happy with care service so far, but sometimes there is little difficulty in understanding carers. Has asked that if carers are going to be late, they should please call her otherwise client gets anxious.

SU 11: MB, spoke with NOK, generally happy with service, although always room for improvement

SU 12: MD, spoke with Marjorie, she is very happy with care that is provided, carers are lovely

SU 13: MS, spoke with Mariam, she is happy with service, feels carers should have more training with using equipment and respect Data confidentiality

SU 14: ET, spoke with Elizabeth, she is happy with her care and her carers

SU 15: JK, spoke with Padmawpee, Manager of Residential Care Home, informed Carers are excellent with good approach

SU 16: TCM, spoke with NOK, she is happy with care being provided

SU 17: PC, spoke with NOK, Mum very happy with carers, has difficulty with carers accents

SU 18: LRBS, Spoke with Lady Malgovzata she asked that questionnaire be posted as Lord client would like to complete himself

SU 19: GS, spoke with nok, no issues or concerns with care provided, carers are very good and respectful at all times

SU 20: RB, spoke with nok, very happy with care given to wife, no concerns regarding care

SU 21: PK, spoke with Patricia, she said she 'Loves her carers, could not ask for nicer carers, very happy with them

SU 22: SO, spoke with Mrs Oni, she stated care received is good by some carers, however, feels carers should be more respectful

SU 23: MC, spoke with Sandra (daughter) she has said Mum was very happy with carers and misses them, she was especially fond of Sadia

SU 24: CM, spoke with Catherine, carers are respectful, care is ok

SU 25: JBM, spoke with NOK, Carers respectful care is adequate, company kindly replaced worn and soiled carpet for my Mother

SU 26: JB, spoke with Jean, happy with carers, but find cover carers not as gentle

SU 27: AEM, absolutely happy with carers, they are wonderful

SU 28: AK, spoke with Rani, Carers are good but their service require some improvement

SU 29: NM, spoke with NOK, very happy with care received by his Mother

SU 30: MH, spoke with NOK, Mother very happy with carer, carer is kind, clean and efficient.

SU 31: SH, spoke with David, happy with care being provided to his wife

SU 32: EB, spoke with Robert, Mum is happy with care received

## **APPENDIX 2: Service User Survey Questionnaire**

## APPENDIX 3: Excel Spreadsheet