



ABSOLUTE CARE

from Newton Care Limited

***Quality Assurance
and Customer
Satisfaction Report
February 2018.***

**February 2018
Jan Ellis-Child**

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Statement of Good Practice and Service Values

We believe that domiciliary care should reflect and promote values that focus upon the individual service user as being at the centre of care planning and service delivery. To help achieve this, Absolute Care has drawn upon the fundamental core values of care to develop our service values. These form the basis for considering the provision of a domiciliary support service for any individual. These service values are as follows:

1. Autonomy and independence of personal decision making, including the assumption of risks as well as responsibilities associated with citizenship.
2. Choice of occupational activities, lifestyle, and the best way to maintain independence, including the opportunity to select independently from a range of options where available.
3. Respect for the intrinsic worth, dignity and individuality of the person and his / her racial and ethnic identity and cultural heritage.
4. Participation and integration in society, and in the development of plans, policies and decisions affecting the individual's life.
5. Knowledge about conditions and prospects, options and opportunities, and ways of improving the individual's life.
6. Fulfilment of personal aspirations and abilities in all aspects of daily life, including the chance to develop new skills and knowledge.
7. Privacy from unnecessary intrusion, and the preservation and safeguarding of confidentiality.
8. Equality of opportunity and access to services irrespective of age, race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, gender or sexual orientation.

Introduction

Absolute Care are a domiciliary care company providing care support to people in the Bournemouth and Poole area of Dorset. We are committed to providing high quality care to support individuals in their own homes. We are registered with the CQC.

Feedback is very important to us and we maintain records of complaints and compliments about our services and provide an annual report detailing these at the end of the financial year.

In order to provide a more comprehensive assessment of the quality of the care support we are providing and to identify in which areas improvement is required we conducted a quality assurance survey in January and February 2018.

Two separate questionnaires were sent out on 16th January 2018 and the results were compiled on 22nd February 2018.

Questionnaire One was sent to all service users, one was given to a service user's relative as the service user was not able to complete it. All service users are over the age of sixty five.

In order to promote honesty Questionnaire One allowed the responder to be anonymous but with the option of identifying themselves if they wanted a personal response.

Thirty-eight questionnaires were sent out.

Questionnaire Two was sent to allied professionals including General Practitioners, Over 70's Nurses, District Nurses, Pharmacies, Social Services and Discharge Co-ordinators.

Questionnaire Two allowed the responder to be anonymous but requested that the responder provide their job identity so any trends in responses could be identified.

Thirty-four questionnaires were sent out.

All questionnaires were sent with a stamped addressed envelope to optimise the return potential.

Service User Questionnaire.

Satisfaction and Quality Assurance Questionnaire

We take the quality of our care very seriously at Absolute Care. In order to monitor the quality of our care we would be very grateful if you could fill in this questionnaire. Your answers will allow us to identify where we need to improve our services. This questionnaire is anonymous, however, if you would like us to answer or discuss any specific concern directly with you please add your name so we may call you.

Thank you for helping us to improve your care.

	Questions – Your carers	☺	☹	⊖
1	Are the carers on time (within ¼ hour) of the rota time?			
2	Are the carers the ones named in your rota?			
3	Are your carers tidy, smart and wearing uniform?			
4	Are the carers friendly and approachable?			
5	Do the carers treat you with dignity and respect?			
6	Do you feel safe with your carers?			
7	Do you feel your carers know you well and understand your needs?			
8	Do you see the same carers frequently?			
9	Do you feel your carers are professional and well trained?			
10	Do your carers stay for the full time allocated to you?			

	Questions - Your assessment / care plan / review (to be found in your personal file).	☺	☹	⊖
1	Do you feel your assessment is a good representation of you?			
2	Do you feel that you were fully involved in your assessment?			
3	Do you feel that your care plan adequately reflects the issues with which you require support?			
4	Do you feel that your care is reviewed frequently enough?			
5	Do you feel confident that you and carers can identify any changes required to an assessment or care plan and would notify the office?			

	Questions – The Office	☺	☹	⊖
1	Do you feel confident contacting the office with any queries?			
2	When you have contacted the office have you been treated with dignity and respect?			
3	Do you feel the office staff know you and are able to deal with any queries in a personal way?			
4	Do you feel confident to contact the office to raise a complaint or concern?			
5	If you have raised a complaint or concern has this been dealt with quickly and to your satisfaction?			

	Changes and emergencies	☺	☹	⊖
1	If you have needed additional care quickly, as in an emergency, has this been offered or provided for you?			
2	If you have needed to change your calls / rota has this been carried out quickly and to your satisfaction?			
3	Are you aware that the office phone is manned 24 hours a day?			
4	If you have contacted the on-call person outside of office hours have the response and actions taken been satisfactory?			
5	Do you feel confident that Absolute Care would contact the right people for you in an emergency?			

Thank you for completing this form. We would be very grateful if you could return this in the stamped, addressed envelope provided.

Any other comments.....

Your name (if you wish to have a personal response).....

Returns

Thirty-eight questionnaires were sent out to service users twenty two were returned. This is a return of 58%.

This is a good level of return for this kind of survey.

We would like to that all our service users for taking the time to complete this survey.

Two surveys were returned uncompleted: one stated that they felt too old to fill in a survey. The other stated they were happy with their care but did not want to complete the survey. Therefore, the results below are based on the twenty completed forms.

Three people identified themselves as they wanted a personal response. One concern is being dealt with through the complaints process the other two concerned a factual error on the assessment or care plan. These have been resolved.

Results

Questions – Your Carers




Question 1.

Are the carers on time (within ¼ hour of their rota time)?

			Not applicable / left blank
16	4		


Question 2.

Are the carers the ones named in your rota?

			Not applicable / left blank
8	10		2

Question 3.

Are your carers tidy, smart and wearing uniform?

			Not applicable / left blank
20			

Question 4.
Are the carers friendly and approachable?

😊	😐	☹️	Not applicable / left blank
20			

Question 5.
Do the carers treat you with dignity and respect?

😊	😐	☹️	Not applicable / left blank
20			

Question 6.
Do you feel safe with your carers?

😊	😐	☹️	Not applicable / left blank
20			

Question 7.
Do you feel your carers know you well and understand your needs?

😊	😐	☹️	Not applicable / left blank
17	3		

Question 8.
Do you see the same carers frequently?

😊	😐	☹️	Not applicable / left blank
15	5		

Question 9.
Do you feel your carers are professional and well trained?

😊	😐	☹️	Not applicable / left blank
17	2		1

Question 10.

Do your carers stay for the full time allocated to you?

😊	😐	☹️	Not applicable / left blank
17	2		1

CHART ONE - Your Carers



Questions – Your assessment / care plan / review




Question 1.

Do you feel your assessment is a good representation of you?

😊	😐	☹️	Not applicable / left blank
18	1		1



Question 2.

Do you feel that you were fully involved in your assessment?

			Not applicable / left blank
17	2		1




Question 3.

Do you feel that your care plan adequately reflects the issues with which you require support?

			Not applicable / left blank
17		1	2

Question 4.

Do you feel that your care is reviewed frequently enough?

			Not applicable / left blank
17	1		2

Question 5.

Do you feel confident that you and carers can identify any changes required to an assessment or care plan and would notify the office?




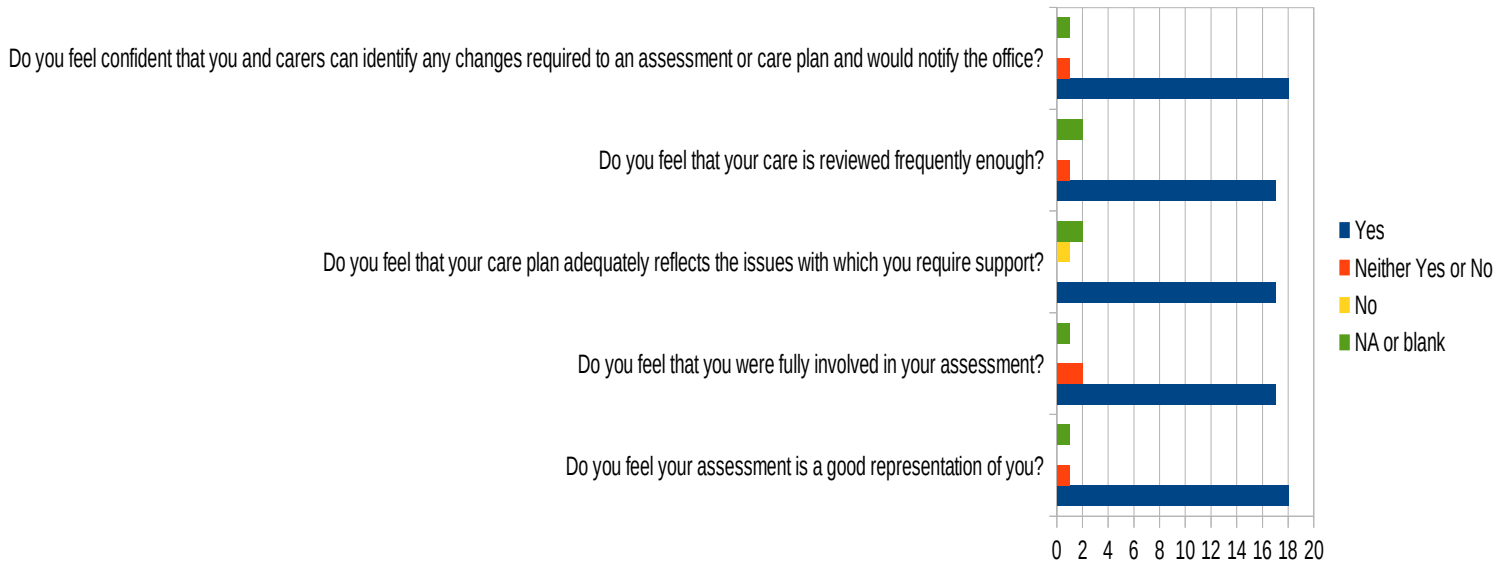
			Not applicable / left blank
18	1		1

CHART TWO – Your assessment / care plan / review



Questions – The Office

Question 1.

Do you feel confident contacting the office with any queries?

😊	😐	☹️	Not applicable / left blank
19	1		

Question 2.

When you have contacted the office have you been treated with dignity and respect?

😊	😐	☹️	Not applicable / left blank
19			1

Question 3.

Do you feel the office staff know you and are able to deal with any queries in a personal way?

😊	😐	☹️	Not applicable / left blank
18	1		1

Question 4.

Do you feel confident to contact the office to raise a complaint or concern?

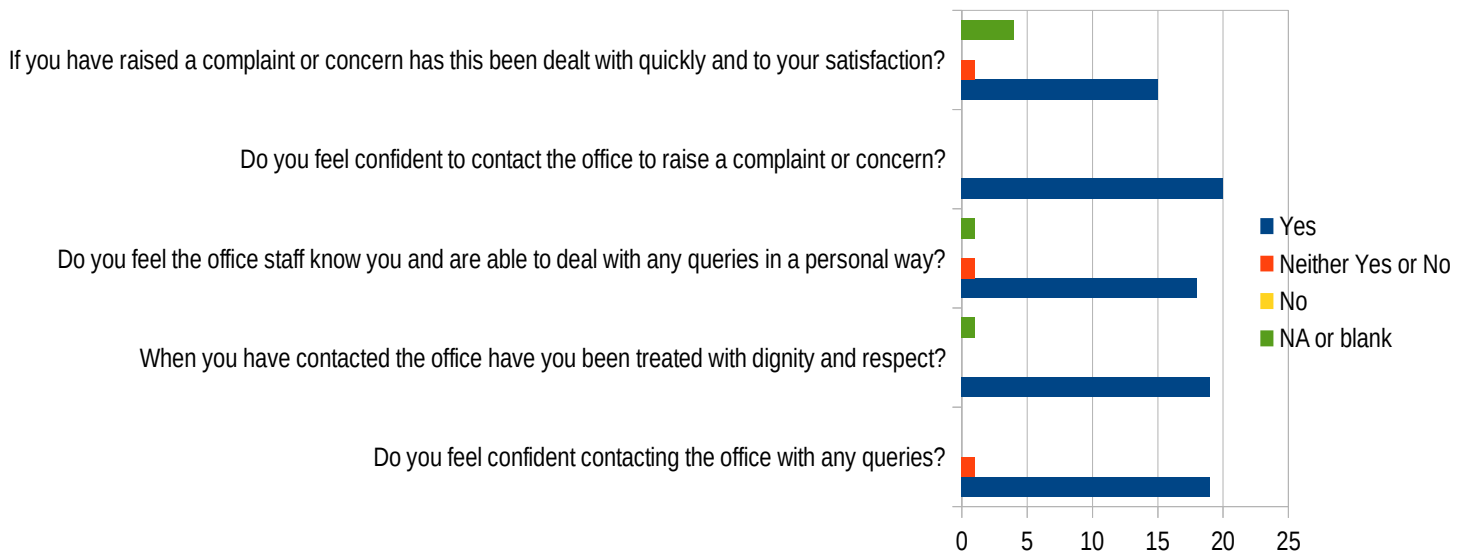
😊	😐	☹️	Not applicable / left blank
20			

Question 5.

If you have raised a complaint or concern has this been dealt with quickly and to your satisfaction?

😊	😐	☹️	Not applicable / left blank
15	1		4




CHART THREE – The Office



Questions – Changes and Emergencies


Question 1.

If you have needed additional care quickly, as in an emergency, has this been offered or provided for you?

			Not applicable / left blank
9	2		9

Question 2.

If you have needed to change your calls / rota has this been carried out quickly and to your satisfaction?

			Not applicable / left blank
12	3		5




Question 3.

Are you aware that the office phone is manned 24 hours a day?

			Not applicable / left blank
14	2	3	1

Question 4.

If you have contacted the on-call person outside of office hours have the response and actions taken been satisfactory?

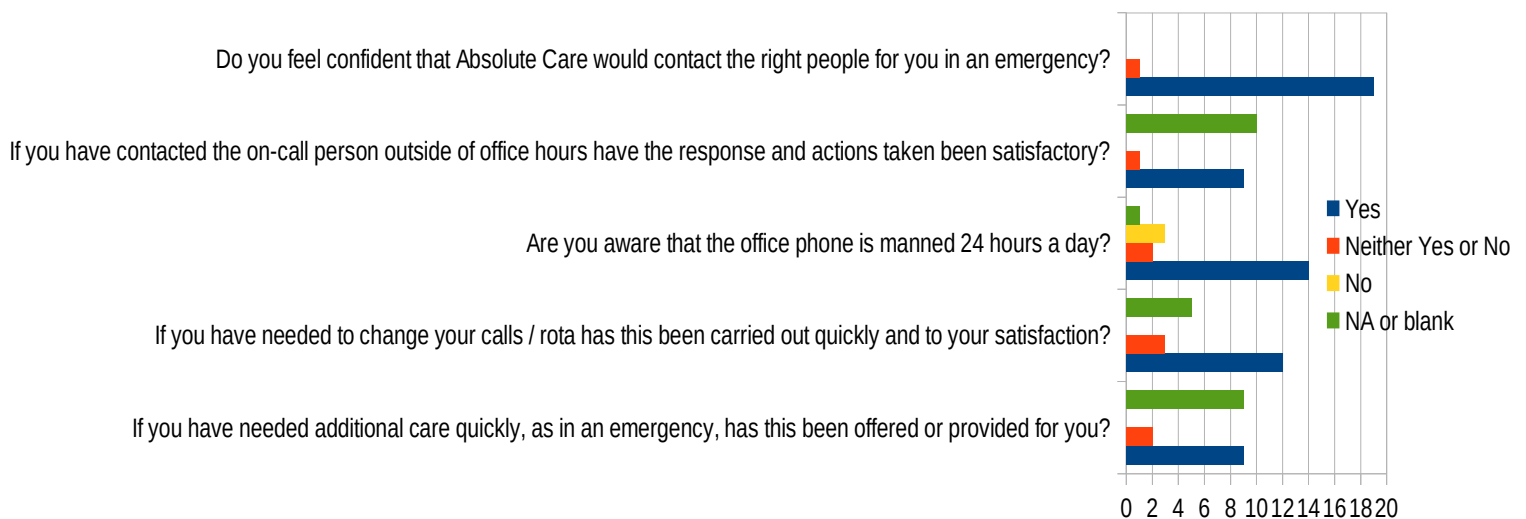
			Not applicable / left blank
9	1		10

Question 5.

Do you feel confident that Absolute Care would contact the right people for you in an emergency?

😊	😐	☹️	Not applicable / left blank
19	1		

CHART THREE – Changes and Emergencies



Additional Comments

“I am completely satisfied with the care received”

“My main problem is with the variety of carers – of course some are better than others, that is understandable – but I find it difficult with so many different carers – often different ladies every day – otherwise everything is fine.”

“Extra help received very quickly and efficiently”

“I have found the carers to be kind, friendly and efficient”

“Thank you for your care and assistance”

“We were exceptionally grateful for the meal prepared for us last Sunday [as part of an emergency call], completely “out of the blue” – it was delicious and no washing up!”

“Very satisfied”

Results and Issues / Concerns raised by the QA answers and addressing these issues.

Your Carers

- 1. Carers being on time (within ¼ hour of the rota time).** 80% of responders felt that, yes, their carers were on time, 20% felt that carers were neither on time or not on time, 0% of responders felt their carers were not on time or left the answer blank. This is a positive result in that nobody felt that calls were not at rota-ed times. Sometimes calls are moved or delayed due to emergency situations. Absolute Care strive to ensure that all service users are informed of any delay of more than ¼ hour. Recent improvements to the rota system and increased communication between carers and the office allow office staff to be reactive to changes and inform service users.
Action: A “rounds” system and “allocated carer” system is being trialled to see if this will improve visit punctuality.
- 2. Are the carers the ones named in your rota?** 40% of responders felt that the carer they saw was the one named, 50% felt that they neither saw the person named or did not see the person named, 10% of responders marked this column NA or did not answer, 0% of people responded that they did not see the person named.
It is concerning that only 40% of responders felt they saw the named carer Carer change does take place due to emergencies and sickness and it is not always appropriate to notify service users of changes (due to changes being made late at night or early in the morning).
Action: Continuity of care is important and the “rounds” and “allocated carer” systems being trialled may assist in promoting this.
- 3. Are the carers tidy, smart and wearing uniform?** 100% of responders felt that carers were tidy, smart and wearing uniform.
Action: Management to continue to ensure carers are supported and reminded to wear uniform at all times unless specifically requested by the service user.
- 4. Are the carers friendly and approachable?** 100% of responders felt that carers were friendly and approachable.
Action: Management to continue to ensure that carers are appropriately inducted and receive ongoing training to support them providing the level of service expected of them.
- 5. Do the carers treat you with dignity and respect?** 100% of responders felt the carers treated them with dignity and respect.
Action: Management to continue to ensure that carers are appropriately inducted and receive ongoing training to support them providing the level of service expected of them.

- 6. Do you feel safe with your carers?** 100% of responders felt safe with their carers.
Action: Management to continue to ensure that carers are appropriately inducted and receive ongoing training to support them providing the level of service expected of them.
- 7. Do you feel your carers know you well and understand your needs?** 85% of responders felt that, yes, carers knew them well and understood their needs. 15% felt neither yes nor no; 0% of responders felt that the carers did not know them well or understand their needs.
Action: Increased induction for carers and induction refreshers for more experienced carers is emphasising the requirement of carers to know and understand care plans for service users. Continuity of care is important for service users to feel that carers know and understand their needs and the “rounds” and “allocated carer” systems being trialled may assist in promoting this.
- 8. Do you see the same carers frequently?** 75% of responders felt they saw the same carers frequently; 15% answered neither yes nor no to this question and 10% did not answer or marked this as not applicable; 0% of responders felt they did not see the same carers regularly.
Action: Continuity of care is important for service users and the “rounds” and “allocated carer” systems being trialled may assist in promoting this.
- 9. Do you feel your carers are professional and well trained?** 85% of responders felt their carers are professional and well trained; 10% felt neither yes nor no and 5% left this blank or marked as not applicable; 0% of responders felt their carers were not professional or well trained.
Action: All new carers complete a full and thorough nationally recognised induction programme including mandatory moving and handling and basic life support training before starting shadow shifts (accompanying an experienced carer). Approximately 20 shadow shifts take place before the carer is signed off following assessment by the Fieldwork Manager. It is mandatory for all Absolute Care carers to undertake the Care Certificate.

(The Care Certificate represents the biggest change to workforce development in the social care sector and is the first time that the same standards are being applied across health and social care. Evidencing competence “in practice” and staff learning “during real work duties” are seen as a higher value outcomes than simply delivering staff training, under the new criteria. The new standards encapsulated in the care certificate should ensure that the health and social care workers have the required values, behaviours, competences and skills to provide high quality, compassionate care. The Care Certificate and Care Quality Commission (CQC) regulation and inspection have clearly set out the outcomes that must be achieved, whether this is through training or alternative learning and development activities. There is a clear requirement to provide evidence that staff have been assessed in the workplace to demonstrate their competence and safety to practice. [carecertificate.co.uk]).

All carers are encouraged to completed QCFs (The Qualifications and Credit Framework – replacing NQF and NVQ). Speciality training for individuals and groups

is also provided. Carers are encouraged to pursue and maximise their potential by being funded to complete additional training in areas of interest.

10. Do your carers stay for the full time allocated to you? 85% of responders felt that the carers spent the full time allocated to them; 10% felt neither yes nor no; 5% either did not answer or marked NA; 0% of responders felt that the caers did not spend the full allocated time with them.

Action: Carers log in and out at a service users home using their mobile phones. Monthly audits identify if carers spend more or less than the allocated time at a service users home. Carers report if service users have opted to send the carer off before the end of the allocated time. Ongoing audits allow for discrepancies to be identified and addressed. Additional auditing to take place in April 2018 will address this issue and be reported on in the next Quality Assurance Report.

Your assessment / care plan / review (to be found in your personal file).

1. Do you feel your assessment is a good representation of you? 90% of responders felt that their assessment was a good representation of them. 5% answered neither yes nor no; 5% left this blank or NA; these responders identified themselves which allowed factual corrections to be made to the assessments referred to. One of the amendments was a historical error which had been copied across when Absolute Care moved to a new software system.

Action: Absolute Care would like to ensure that all service users feel their assessment is a good representation of them self. In order to ensure assessments are as factual as possible all assessments and reviews are signed off by the service user or representative (where appropriate). New assessments have been undertaken in a different format during and since the period of the survey with additional information and greater clarity. These are being rolled out to all service users on review of care.

2. Do you feel that you were fully involved in your assessment? 85% of responders felt they were fully involved in their assessment. 10% answered neither yes nor no; 5% left this blank or NA. One of the responders who stated neither yes nor no identified themselves which allowed this to be further explored. This response was completed by a relative who felt they had not been fully involved in the process of assessment. At the time of the initial assessment the service user was fully able to participate and the relative's input was not required. The relative felt that they had been fully involved as the service user had become more reliant on their input into the care support required.

Action: Absolute Care endeavour to fully involve all service users with their assessments and all assessments are signed off by the service user or representative (where appropriate).

3. Do you feel that your care plan adequately reflects the issues with which you require support? 85% of responders felt that their care plan reflected the issues with which they required support. 10% left this blank or NA. 5% stated that they did

not feel that their care plan adequately reflected the issues with which they required support.

Action: It is concerning that a service user (5% = 1 service user) did not feel that their care plan reflected the issues with which they required support. The service user did not identify themselves which unfortunately did not allow follow up on this concern. All care plans are reviewed regularly; six weeks after starting care and then at six monthly intervals. Care plans are reviewed when changes are required to support. All reviews and care plans are signed off by the service user or representative (where appropriate) to ensure that they are accurate. If service users feel that care plans are not accurate Absolute Care would welcome the opportunity to amend them.

- 4. Do you feel that your care is reviewed frequently enough?** 85% of responders felt that their care was reviewed frequently enough. 5% felt neither yes nor no. 10% left this blank or NA.

Action: A new IT system allows reviews to be flagged up as due. All care plans are reviewed regularly; six weeks after starting care and then at six monthly intervals. Care plans are reviewed when changes are required to support. All reviews and care plans are signed off by the service user or representative (where appropriate) to ensure that they are accurate. If a service user feels that their care plan requires review this will always be carried out on request.

- 5. Do you feel confident that you and the carers can identify any changes to an assessment or care plan and would notify the office?** 90% of responders felt that they and the carers would identify any changes; 5% felt neither yes nor no and 5% did not respond or marked NA.

Action: Carers update the office to possible changes as part of their duty. There is a 24 hour response available to updates by carers, service users and families. Planned regular reviews also identify changes, a new IT system allows reviews to be flagged up as due.

The Office

- 1. Do you feel confident contacting the office with any queries?** 95% of responders felt confident in contacting the office with any queries; 5% felt neither yes nor no.

Action: Absolute Care would like all service users to feel confident in contacting the office. As the responder who felt neither yes nor no did not identify them-self it was not possible to follow this up.

- 2. When you have contacted the office, have you been treated with dignity and respect?** 95% of responders felt they were treated with dignity and respect; 5% felt neither yes nor no.

Action: Absolute Care would like all service users to feel certain that they will be treated with dignity and respect. As the responder who felt neither yes nor no did not identify them-self it was not possible to follow this up.

- 3. Do you feel the office staff know you and are able to deal with any queries in a personal way?** 90% of responders felt that the office staff knew them and were

able to respond in a personal way; 5% felt neither yes nor no and 5% left the answer blank or NA.

Action: The office staff are made up of a team of four. The Office Manager, the Registered Manager, the Fieldwork Manager and the Medication / HR Officer. The Registered Manager, the Fieldwork Manager and the Medication / HR Officer all do front-line work and know the service users and their families well. The Office Manager is the main telephone contact within the office and also knows the services users and relatives well via telephone. Service users and their families are encouraged to insist the office and are welcome at any time to meet the team.

4. Do you feel confident to contact the office to raise a complaint or a concern?

100% of responders felt they were confident to contact the office to raise a complaint or a concern.

Action: Absolute Care welcome the opportunity to resolve complaints and concerns as soon as possible. All complaints and concerns are taken extremely seriously and are used as an opportunity to learn and improve services. Absolute Care record all complaints and compliments and an annual report is produced.

5. If you have raised a complaint or concern has this been dealt with quickly and to your satisfaction?

75% of responders felt that concerns or complaints had been dealt with quickly and to their satisfaction; 5% felt neither yes nor no; 20% did not answer or answered NA.

Action: It can be surmised that 20% of responders had probably not raised a complaint or concern. It is reassuring that 75% felt complaints and concerns had been dealt with quickly and to the service users satisfaction. Absolute Care would like to assure service users and their families that all complaints and concerns are taken extremely seriously and are used as an opportunity to learn and improve services.

Changes and Emergencies

1. If you have needed additional care quickly, as in an emergency, has this been offered or provided for you? 45% of responders felt that additional care had been offered or provided for them in an emergency; 10% of responders answered neither yes nor no; 45% left this blank or NA.

Action: It can be surmised from this that 55% of responders have not required any emergency support and that the 45% of responders who have required additional support have been offered or provided with that support. Absolute Care will endeavour to continue to be flexible, person centred and able to be available to respond to emergency requirements from our service users. Adaptable working within management means that reviews of care and support can be carried out at short notice to ensure correct and appropriate support is provided.

2. If you have needed to change your calls / rota has this been carried out quickly and to your satisfaction? 60% of responders felt that changes to their rotas had been carried out quickly and to their satisfaction; 25% left this blank or NA, 15% felt neither yes nor no.

Action: It can be surmised 60% of responders had required changes to their rota and that this had been done to their satisfaction. Absolute Care will endeavour to continue to be flexible, person centred and able to be available to respond to changing requirements from our service users. Adaptable working within management means that reviews of care and support can be carried out at short notice to ensure correct and appropriate support is provided.

- 3. Are you aware the office phone is manned 24 hours a day?** 70% of responders were aware that the office phone is manned 24 hours a day; 15% were not aware; 10% felt neither yes nor no; 5% left this blank or NA.

Action: Outside of office hours a recorded message directs callers to hold to speak to the on-call responder and to leave a message for a response ASAP. A rota system has been implemented to ensure 24 hour response.

- 4. If you have contacted the on-call person outside of office hours has the response and actions taken been satisfactory?** 45% of responders felt that the response and actions taken by the on-call were satisfactory; 5% of responders felt neither yes nor no; 50% of responders left this blank or NA.

Action: It can be surmised that the 45% of responders who had contacted the out of hours on-call felt that their concerns had been dealt with satisfactorily and that 50% of responders had not needed to contact the on-call. A management sign off system has been implemented which allows all out of hours calls to be checked and audited to ensure a correct response and follow up has been made.

- 5. Do you feel confident that Absolute Care would contact the right people for you in an emergency?** 95% of responders felt that Absolute Care would contact the right person for them in an emergency; 5% answered neither yes nor no.

Action: An audit is to be carried out to ensure that all service users have an emergency contact.

Learning from the Quality Assurance Process and Monitoring Improvement.

In collating the responses it has become evident that the majority of responders are happy with the care support they are receiving from Absolute Care. Where possible individuals concerns have been addressed. Due to the anonymity of the responses it has sometimes been difficult to address the more negative or neutral responses. In order to allow these to be addressed through future Quality Assurance questionnaires it is proposed to allow a comments section on every question so responders may detail why something is not satisfactory. This will allow Absolute Care to address concerns and dissatisfaction and drive improvement of services.

A Quality Assurance survey will be carried out every six months to allow this process to be audited and evidenced.

Absolute Care would like to thank all service users who completed the Quality Assurance Questionnaire or who feed back to the company in many other ways,.

Allied Professionals Questionnaire

Quality Assurance Questionnaire – Professionals and Allied Services.

We take the quality of our care very seriously at Absolute Care. In order to monitor the quality of our care we would be very grateful if you could fill in this questionnaire. Your answers will allow us to identify where we need to improve our services.

Your job title (GP/Practice Nurse/ District Nurse/ Discharge Co-ordinator etc)	
Have you had contact with Absolute Care Staff Managers over the last six months?	
Have you found them to be professional?	
Have they contacted you appropriately for support or concerns regarding one of your patients / service users?	
Have you had any concerns regarding contact from management?	
If you have had to contact Absolute Care have you found them to be accommodating?	
Have they acted appropriately on your professional guidance?	
Have they acted in a timely fashion?	
Do you have any concerns?	
Have you found the carers to be professional and well trained?	
Any other comments.	

Returns

Thirty-four questionnaires were sent out to professionals and allied services 8 were returned. This is a return of 23%.

This is an average response level for this kind of survey. We appreciate that our fellow professionals are very busy and thank them for their time in completing this survey. The responses came from a variety of professionals which allowed us to assess views from a range of allied services. One GP and one pharmacist returned the forms stating that without identification of the individual service users that Absolute Care were involved with they were unable to comment. The results below are therefore based on the six responders who completed the Quality Assurance Questionnaire.

Professional	Sent out	Returned
GPs	13	1
Over 70's Nurses	3	0
District Nurses	9	0
Practice Managers	1	0
Pharmacists	2	1
Social workers	3	3
Discharge co-ordinators	3	1

Results

Question 1.

Have you had contact with Absolute Care Managers over the last six months? All six responders had had contact with Absolute Care managers over the last six months.

Question 2.

Have you found them to be professional? All six responders found Absolute care Managers to be professional.

Question 3.

Have they contacted you appropriately for support or concerns regarding one of your patients / service users? All six responders confirmed they had been contacted appropriately regarding their patients or service users.

Question 4.

Have you had any concerns regarding contact from management? All six responders had no concerns regarding contact from management.

Question 5.

If you have had to contact Absolute Care have you found them to be accommodating? All six responders have found Absolute Care to be accommodating.

Question 6.

Have they acted appropriately on your professional guidance? All six responders felt that Absolute Care had acted appropriately on their professional guidance.

Question 7.

Have they acted in a timely fashion? All six responders felt that Absolute Care had acted in a timely fashion.

Question 8.

Have you found the carers to be professional and well trained? Answers were:

1. Yes, we have also had no concerns raised by clients.
2. Excellent service
3. Not had bad experience
4. I've not had experience first hand but have had no complaints from clients.
5. Yes
6. Yes

Question 9.

Do you have any concerns? All six responders had no concerns.

Question 10.

Any other comments.

1. The whole office (team) are very professional.
2. Caring and professional.
3. Very helpful, professional and friendly service. Love working with Absolute Care.
4. I find the whole office team very helpful and they are a pleasure to work with.
5. We have found every member of staff to be polite, helpful and professional.

Issues / concerns raised and Monitoring improvement

The responses received from the professionals Quality Assurance Survey were overwhelmingly positive in nature. The responses came from a range of professionals in different organisations which enabled us to confirm that we are acting consistently across our interactions and involvement with allied agencies. There is a concern with the low response rate for this survey and the feedback from two responders indicates that a possible reason for this is that without the professional being aware of which of their patients or clients is being supported by Absolute Care they were unable to identify the agency. It would not be appropriate for details of service users to be sent with requests for feedback so prior to the next Quality Assurance Surveys being sent out it is planned to raise the profile of Absolute Care by advising professionals of our involvement with their clients / patients during routine interaction with them in the month prior to the survey and asking if it is possible for us to send a survey to them. A Quality Assurance survey will be carried out every six months to allow this process to be audited and evidenced.

Recognising good practice.

Throughout both surveys it is heartening to note that service users and professionals are generally very happy with the support and care provided by Absolute Care. Evidently work needs to be carried out to ensure greater satisfaction with continuity of carers and visit times. How this will be addressed is detailed above.

Absolute Care would like to thank their caring, professional and dedicated work force for the high standard of care and support they provide.

Jan Ellis-Child
Registered Manager
February 2018