

Care at Night

Page 35

Feedback from people in receipt of care captured
from 6 weekly Telephone Surveys

November 2019

Question One

Are all the agreed tasks being completed while the care and support workers are with you at each visit?

100% of responders confirmed that the agreed tasks were being completed.

Comments:

- Yes, they complete all the tasks that I want them to during each visit
- Yes, if there are any problems I will tell them
- Yes, they do everything I need

Question Two

Are there any changes to the tasks required, and do you feel the staff have enough time?

100% of responders confirmed that they did not require any changes to the tasks, and felt that the staff had enough time.

Page 37

Comments:

- No, they manage to do the tasks in the time allocated

- No, they are all good staff

Question Three

Do you have a regular care team, if so are you happy with them?

100% of responders confirmed that they had a regular care team that they were happy with.

Comments:

- Yes, I am happy with them
- Yes, they are regular and friendly
- Yes, they are smashing.