

Survey Results December 2021

Surveys were distributed at the end of October/ November 2021. 110 surveys were distributed and 45 were returned, equating to a 41% response rate which is a decrease from 2020.

Questions and response percentages

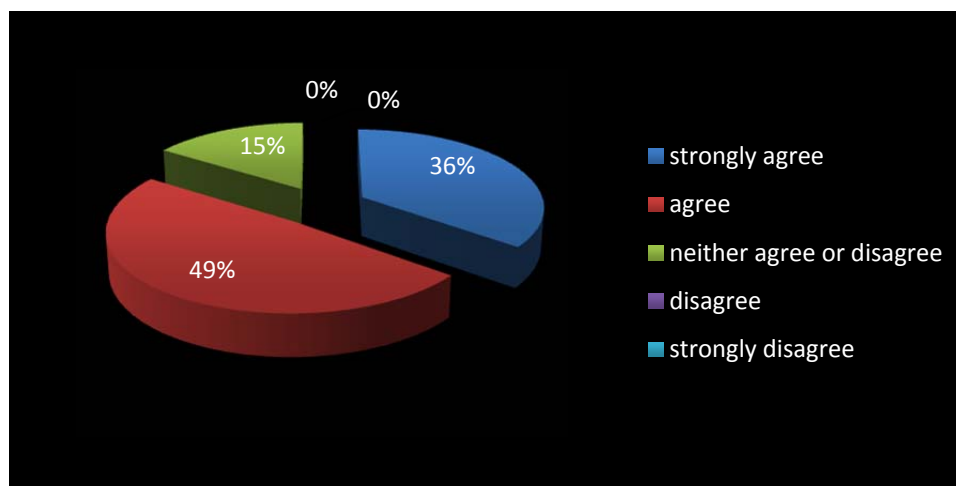
1. Do you feel we have taken the Covid19 situation seriously to keep you safe?

100% reported that they strongly agreed that we have operated in a way to keep them safe during the pandemic.

2. Do you have confidence in the management team decisions and responses to the COVID19 pandemic?

100% replied strongly agree well

3. Do you feel listened to when voicing any concerns around the pandemic?



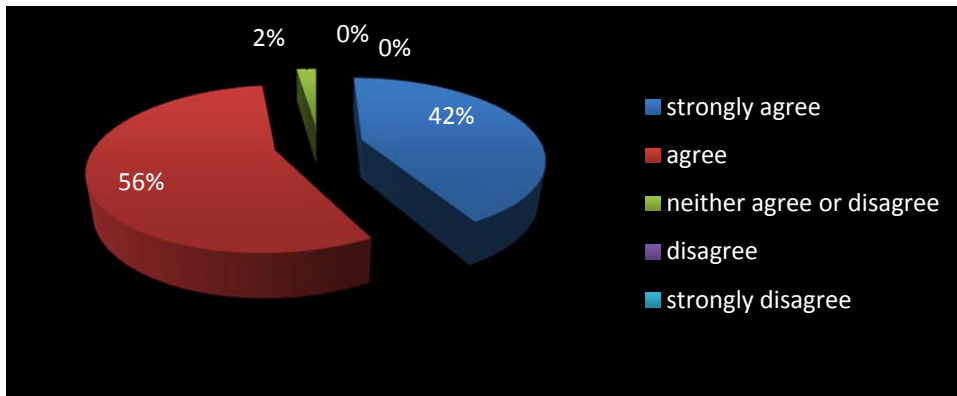
4. If you need extra support do you feel this is given to you?

42% strongly agreed

56% agreed

2% neither agreed nor disagreed

5. Do you believe you are receiving the best possible care during the Covid19 pandemic?



6. Do you feel the staff have had all the relevant personal protective equipment and training they need to do their job safely?

51% strongly agreed
47% agreed
2% neither agreed nor disagreed

7. Do you believe that there are adequate protection measures in place to minimise the risk of the virus entering your home?

42% strongly agreed
51% agreed
7% neither agreed nor disagreed

8. If you are new to receiving services from us, how well did you consider the service was explained to you?

38% felt it was explained extremely well
50% felt it was explained well
12% felt it was explained okay

9. Do you feel the staff know you/your relative and provide sensitive support?

100% reported that they felt the staff know them well and provide sensitive support

10. Do you find staff polite and approachable?

97% replied they do find the staff polite and approachable

11. Do you find that the staff often go the extra mile and you feel cared for?

97% replied yes

12. Do you feel safe with the support worker when they deliver your service?

100% replied yes

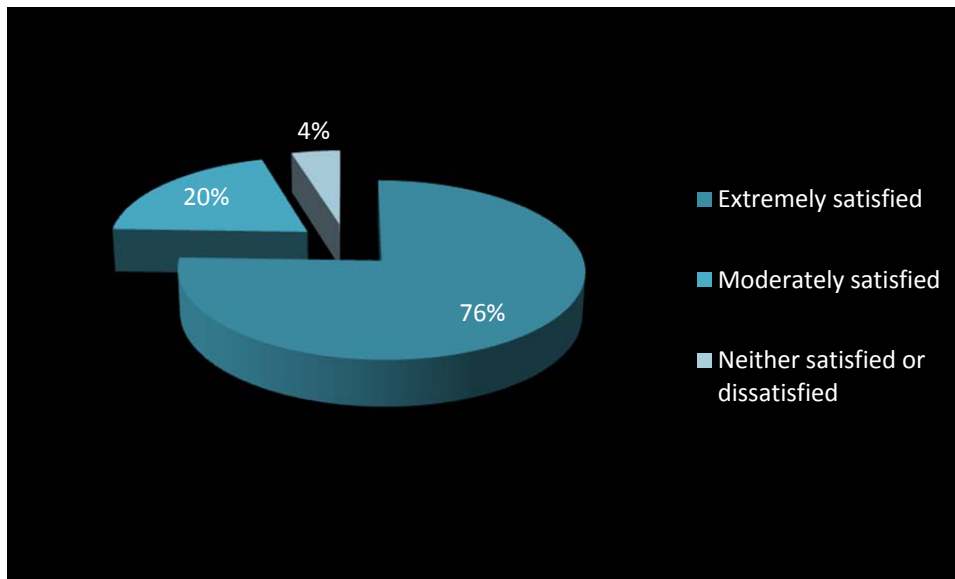
13. Do you feel receiving this service has improved your overall health and well-being?

95% felt that the service had improved their overall health and wellbeing, with 3% replying no

The following are verbatim answers supporting the response above:

- My mother has definitely benefited from your service on many levels and I am reassured she is being visited regularly as I live so far away.
- All carers were needed to keep service user at home.
- During peak Covid it allowed my brother to have a 'normal' routine.
- Respite from full time caring - can have a day out! Feel more relaxed at work knowing my mum is cared for.
- Always ready to chat to me.
- L is good to talk to and excellent in the practical work she does for me. I look forward to her coming and feel well supported when she has been.
- FB is really happy when left with M whilst I am out relaxing. He enjoys the conversation. I can't believe how M keeps him happy.
- This has enabled me to focus on getting better and my family has guidance whenever they need it.
- Being able to leave the house twice each week has made life so much better for me. I don't feel as though I'm imprisoned!!!
- Support workers are reliable, friendly (in the main), and willing to assist without taking over.
- I feel more relaxed and, I feel lot less tension.
- Interaction with carer. Conversation with the carer.
- Amazing - Carers Resources has made a massive difference to my mum's life and myself.
- The support workers go to my parents' house every morning. This means that I know they have the support needed and I can relax knowing they are cared for.
- Some carers go above and beyond.
- Get the support and help I need. Excellent.
- All your care workers have given much support and helped me through my recent ill health this last two years. They are willing to do all that is asked of them and relieve the pressures of being unwell.
- Having a different person to talk to who is interested in some of the things I am.
- It has given me a lot of help. My overall health and state of mind is good now.

14. Overall, how satisfied are you with the performance of the service/team?



76% extremely satisfied
20% satisfied

15. If you have any additional concerns or suggestions for further improvements please enter in the box below?

The following were verbatim responses:

- Ok, I'm happy.
- Support worker was great. Management was sometimes slow to respond or be proactive.
- The staff have always been kind and considerate.
- Service seems unable to supply additional cover, and not able to supply a carers when regular cover is on holiday
- Nothing - you are all amazing, thank you!
- Your service is just the best. We could not cope without you. Only thing we need visits 3 more night time calls, Monday, Wednesday, Friday when possible.
- They are good.
- I would like a Harrogate contact number.
- TS helped me enormously to be able to leave some domestic responsibilities ie. food prep and cleaning so that I have been able to concentrate on getting well.
- Good stuff.
- Suggest the support worker inform the next customer that I am coming so that person can get ready because the time is very important.

Actions following survey:

Reflecting, this is a very positive survey, in what has been a very challenging year once again, coping with the pandemic especially since the restrictions were lifted in July 2021. The impact on service delivery and staff shortages has been immense.

We take on-board comments around the response from management and will ensure we respond in a timely manner, although all managers have been out working and we had a manager on long term sick which also impacted on the team.

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Improvements identified:

- Ensure communication channels are effective and share this with the team for reflection.

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Sam Dawson February 2022