

Survey of Your Views and Experiences of Care @ Carers' Resource



This survey is the second survey sent out 2023/2024, continually gain views of our customers with the focus on the new "I statements" that form part of the new approach to inspection and continuous service improvement. Surveys were distributed end of October 2023, with a 43% rate which is an increase from the previous survey May 2023

	Agree	Not Sure	Disagree
AS A CUSTOMER (or CARER) I:			
I feel involved in my care and care planning	96%	4%	0%
I feel the staff supporting me are well trained and have a good understanding of their role	91%	9%	0%
I feel I am treated with dignity and respect	100%	0%	0%
I know who I can raise concerns with	98%	0%	0%
I am listened to and feel valued by the staff	98%	2%	0%
I feel safe when I receive my service and am supported to understand and manage any risks	100%	0%	0%
I am supported to make choices about what I can do	96%	4%	0%
I feel empowered to ask for support with things that I struggle to do on my own	98%	2%	0%
I feel cared for and that I matter to the staff that support me	100%	0%	0%
I feel the staff who deliver my service are compassionate and often go 'the extra mile'.	98%	2%	6%

We are always looking to continually improve, are there any changes or improvements that you would like to see at Care @ Carers Resource

Below are verbatim comments received

- **S is good and we work together well as a team - maybe telephone communication could be better**
- **Not one. You are all wonderful!**
- **Mum and Dad are very happy with the care and support that S is providing. They look forward to her visit, especially Dad who loves a good chat**
- **We are very happy :-)**
- **I am very happy and satisfied with care I receive - and look forward to seeing Tracey & Mark**
- **I think I get on with the attendants very well**
- **Your staff visits me twice a week are very cooperative and friendly**
- **P uses the service 3hrs a week and is completely satisfied**

Actions:

Contacted the customer who commented communication could be better to get an understanding of what had happened. A few weeks ago the worker had turned up before he had been informed of the change. On investigation it was the week the team had high levels of sickness, had called him but hadn't answered, sorting out cover and forgot to call back again.