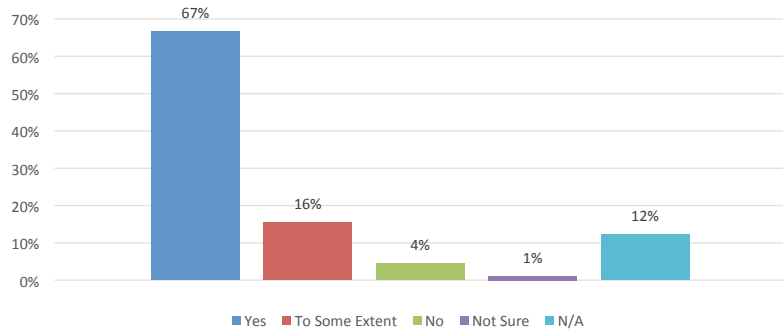
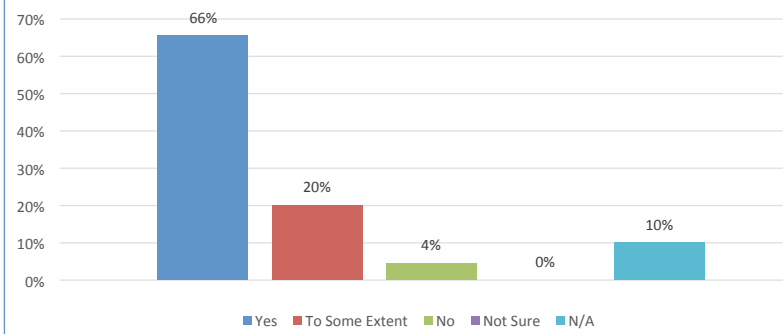


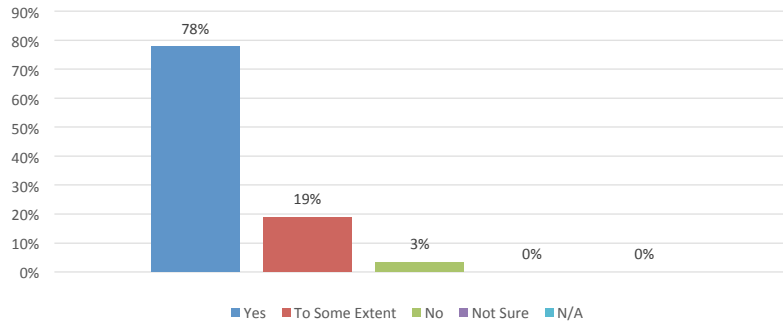
**Do you feel that your care assessments and reviews are thorough?**



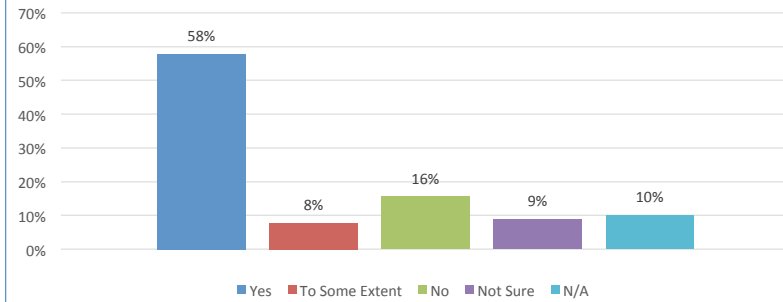
**Do you feel that your care needs are currently being met?**



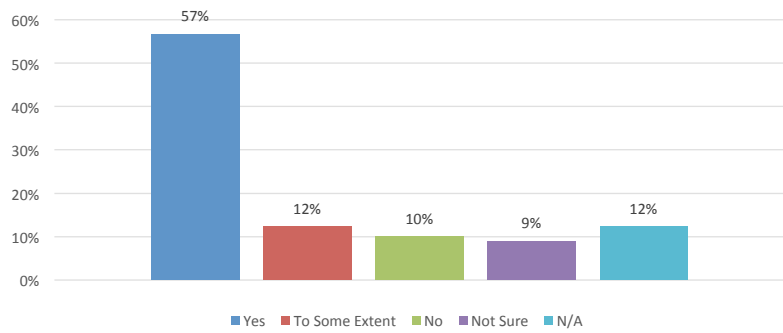
**Are you happy and satisfied with your Care Support Plan?**



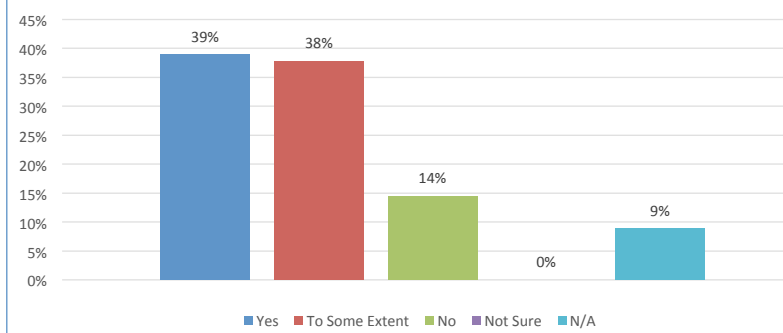
**Do you know who to contact at Riccall Care to discuss your Care Support Plan?**



**Do you feel able to contribute or request changes to your Care Support Plan?**

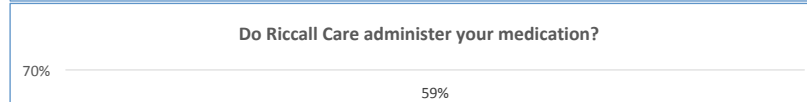
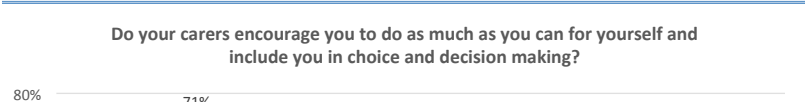
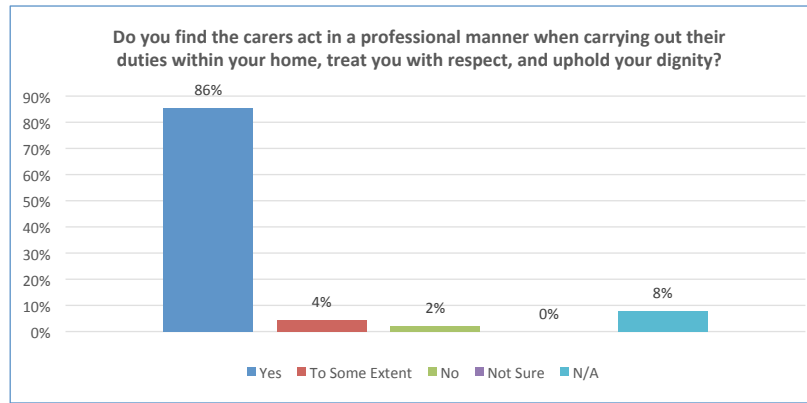
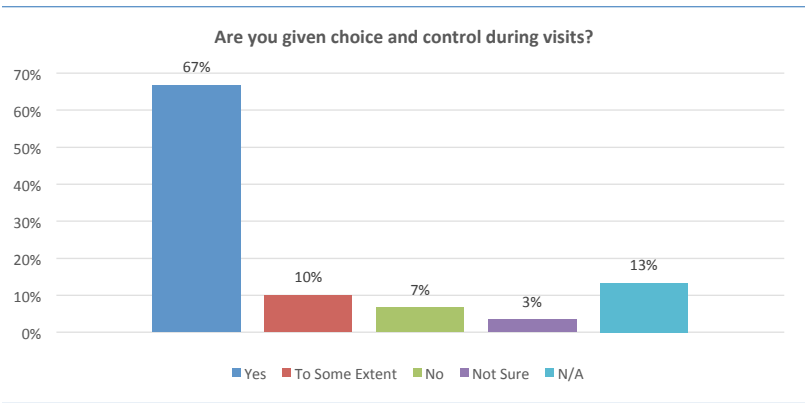
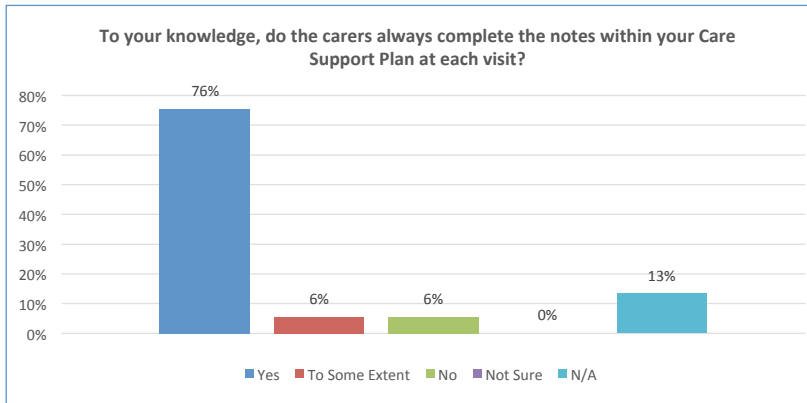
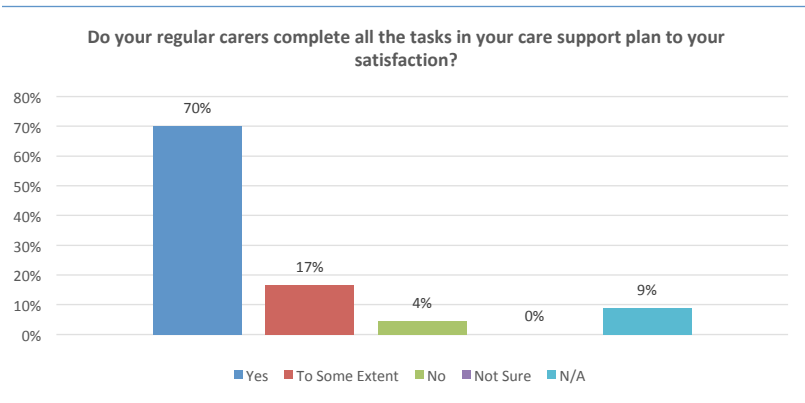
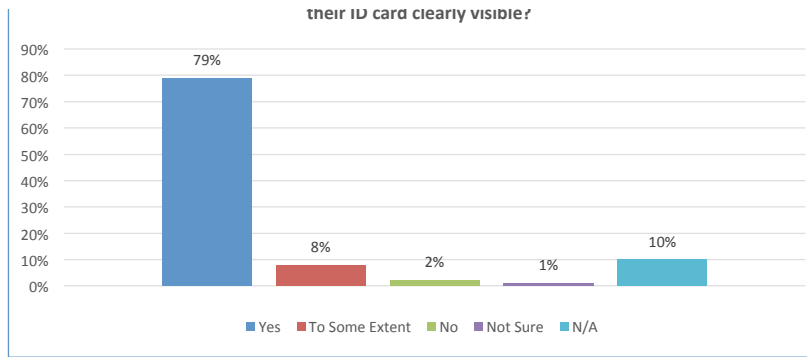
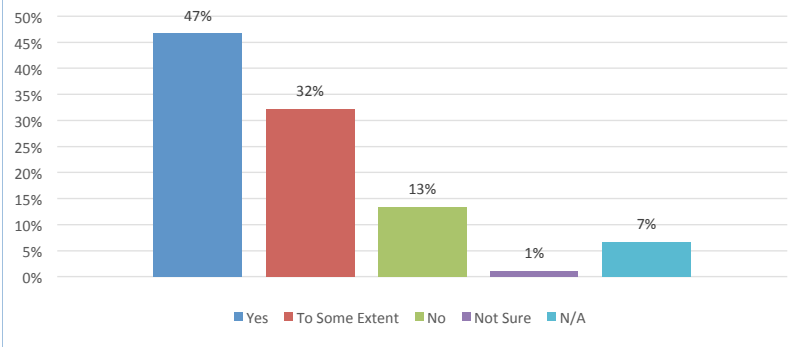


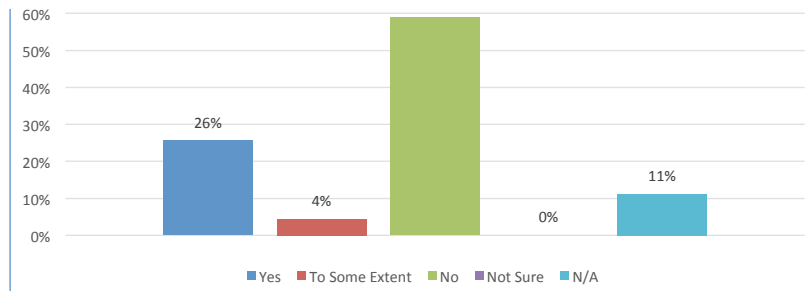
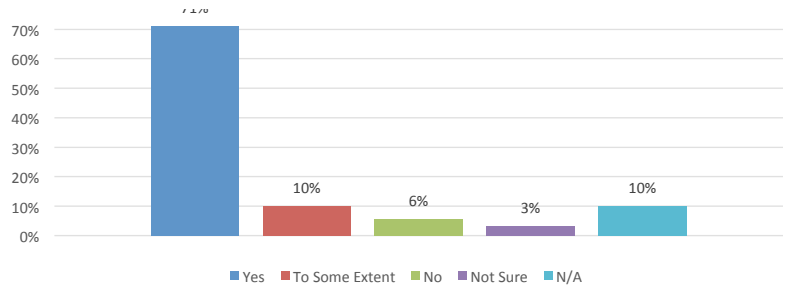
**Do carers arrive within the agreed timeframe?**



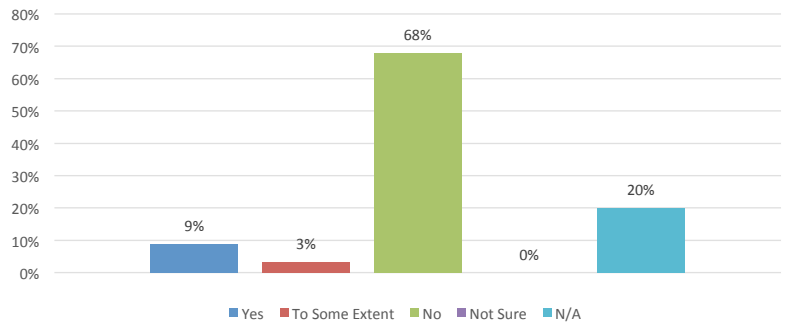
**Do you know in advance which carer is coming to you for each visit?**

**When the carers arrive, are they dressed in their Riccall Care uniform with their name and photo on it?**

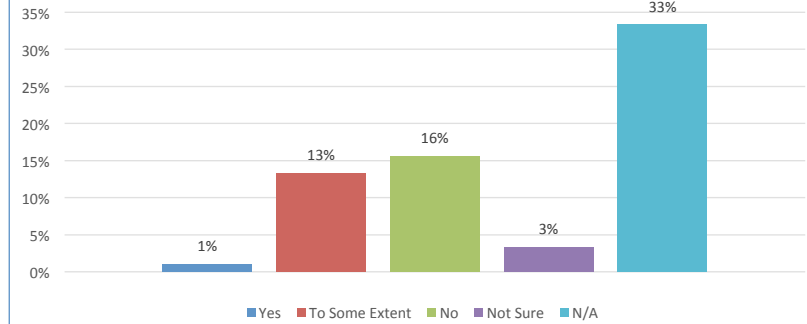




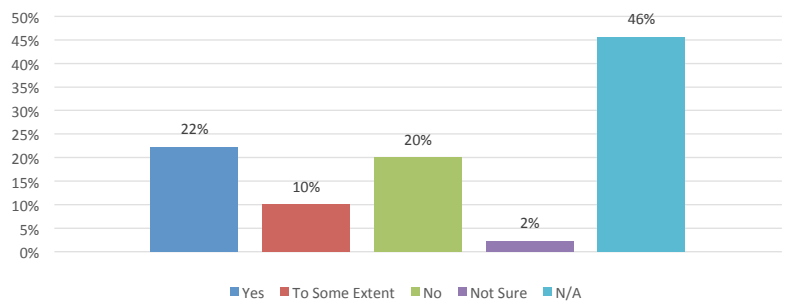
Have you had any problems with the administration of your medication?



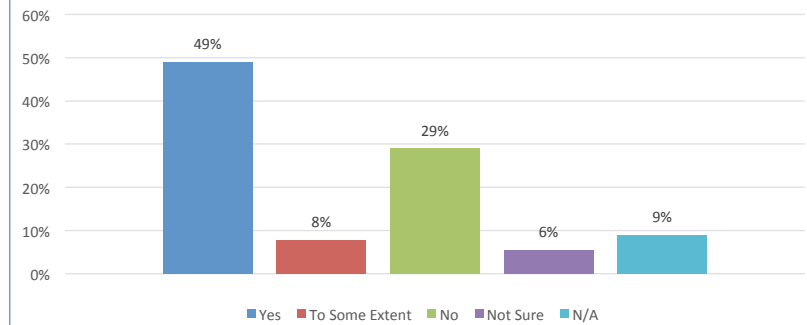
Do you feel that Riccall Care support you to maintain a healthy diet?



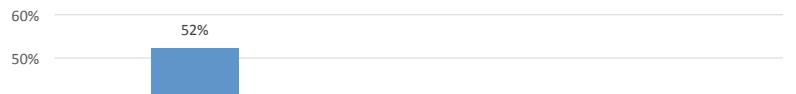
Do carers help to manage your chilled food and if so, do they do this in a satisfactory way?



Do you know who your Care Co-ordinator is?

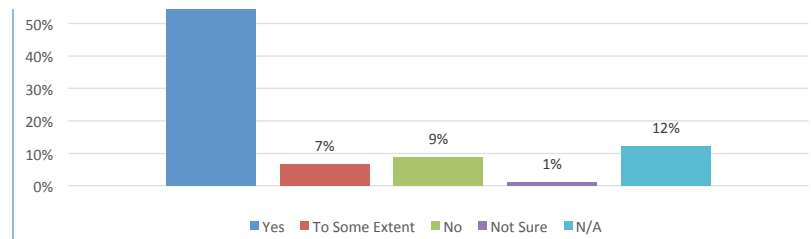
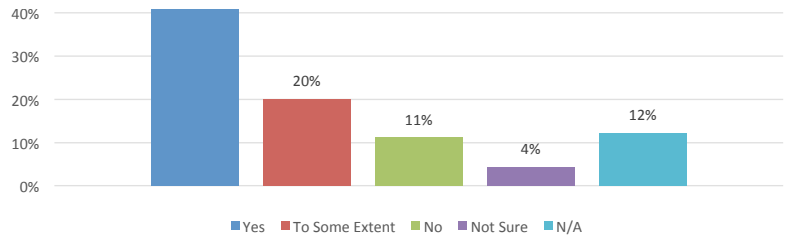


Do you feel able to speak to your Co-ordinator if you have any concerns?

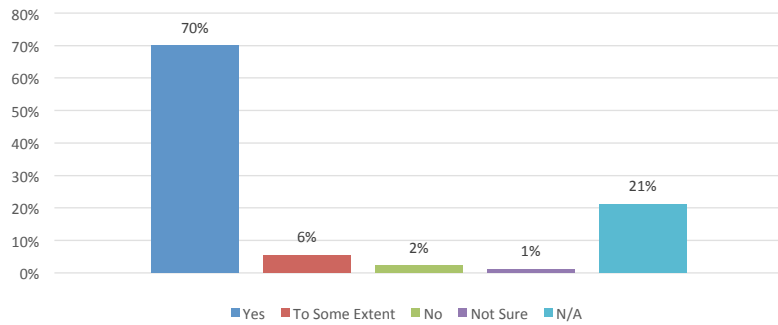


Do you understand your rota?

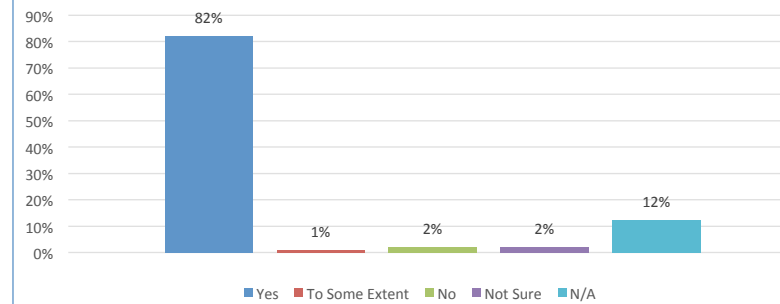




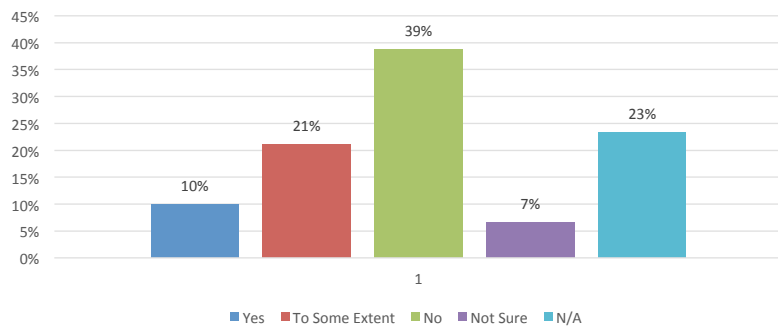
**Are you happy with the format in which you receive your rota?**



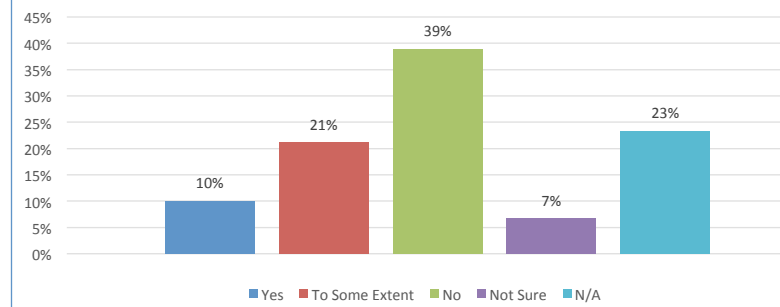
**We issue a Summer and Winter newsletter each year, are you happy to receive this?**



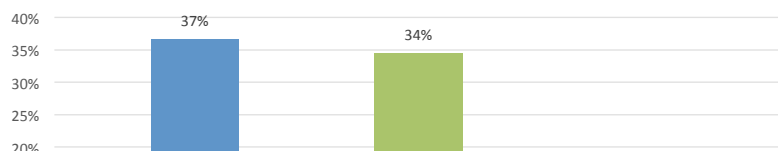
**Would you like to hear from us more often?**



**When you contact the office, do you feel confident that your query or concern is dealt in an effective manner?**

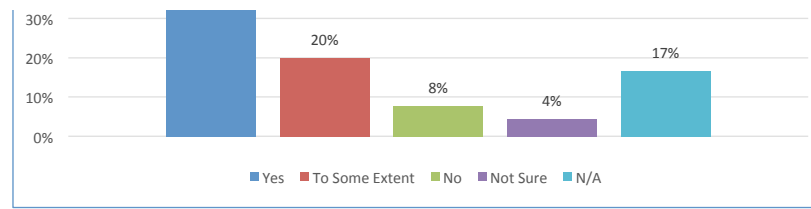
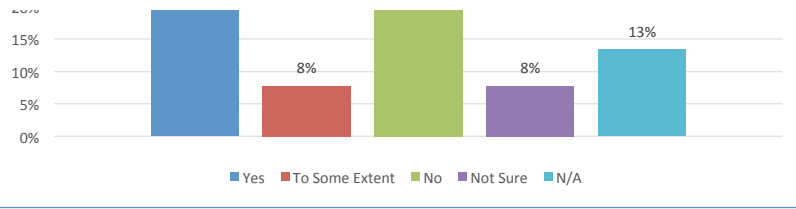


**Are you aware of the complaints procedure at Riccall Care?**

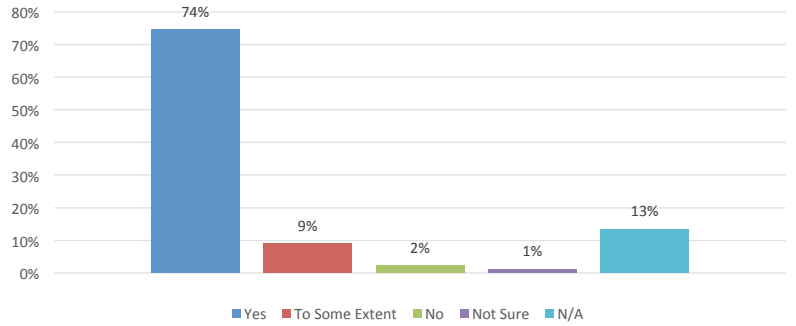


**Do you feel that the office team understand and carry out their responsibilities to a high standard?**

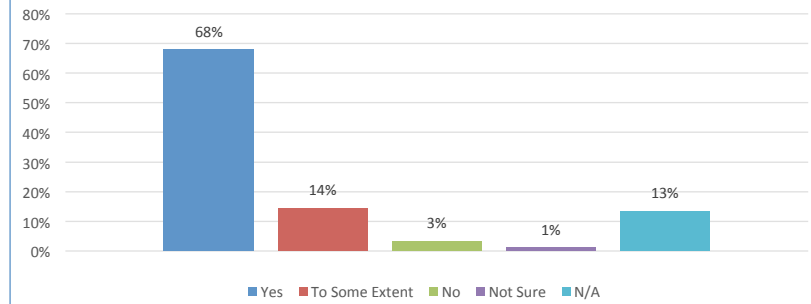




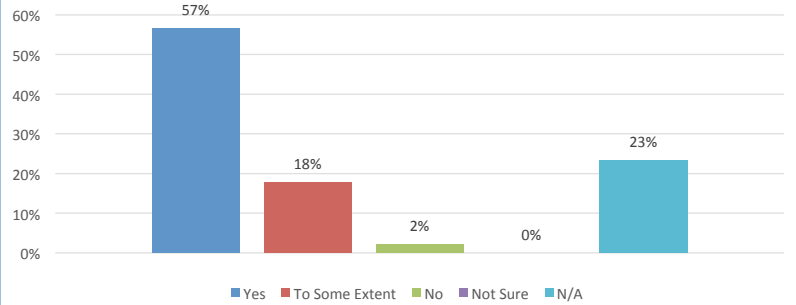
**Are you treated with respect and understanding on the telephone?**



**Does the service you receive from Riccall Care help you to feel safe in your home?**



**Do you feel that your health and wellbeing is maintained and/or improved in Riccall Care's service?**



**Are you happy with the carers who come to visit?**

