

Client Survey Results 2019 - ALL 90/270						
	Yes	To Some Extent	No	Not Sure	N/A	No of responses to question
Do you feel that your care assessments and reviews are thorough?	60	14	4	1	11	90
	67%	16%	4%	1%	12%	
Do you feel that your care needs are currently being met?	59	18	4		9	90
	66%	20%	4%	0%	10%	
Are you happy and satisfied with your Care Support Plan?	70	17	3			90
	78%	19%	3%	0%	0%	
Do you know who to contact at Riccall Care to discuss your Care Support Plan?	52	7	14	8	9	90
	58%	8%	16%	9%	10%	
Do you feel able to contribute or request changes to your Care Support Plan?	51	11	9	8	11	90
	57%	12%	10%	9%	12%	
Do carers arrive within the agreed timeframe? (there is an agreed leeway of 30 minutes either side of the planned visit time)	35	34	13		8	90
	39%	38%	14%	0%	9%	
Do you know in advance which carer is coming to you for each visit?	42	29	12	1	6	90
	47%	32%	13%	1%	7%	
When the carers arrive, are they dressed in their Riccall Care uniform with their ID card clearly visible?	71	7	2	1	9	90
	79%	8%	2%	1%	10%	
Do your regular carers complete all the tasks in your care support plan to your satisfaction?	63	15	4		8	90
	70%	17%	4%	0%	9%	
To your knowledge, do the carers always complete the notes within your Care Support Plan at each visit?	68	5	5		12	90
	76%	6%	6%	0%	13%	
Are you given choice and control during visits?	60	9	6	3	12	90
	67%	10%	7%	3%	13%	
Do you find the carers act in a professional manner when carrying out their duties within your home, treat you with respect, and uphold your dignity?	77	4	2		7	90
	86%	4%	2%	0%	8%	
Do your carers encourage you to do as much as you can for yourself and include you in choice and decision making?	64	9	5	3	9	90
	71%	10%	6%	3%	10%	
Do Riccall Care administer your medication?	23	4	53		10	90
	26%	4%	59%	0%	11%	
Have you had any problems with the administration of your medication?	8	3	61		18	90
	9%	3%	68%	0%	20%	
Do you feel that Riccall Care support you to maintain a healthy diet?	31	12	14	3	30	90
	1%	13%	16%	3%	33%	
Do carers help to manage your chilled food and if so, do they do this in a satisfactory way?	20	9	18	2	41	90
	22%	10%	20%	2%	46%	
Do you know who your Care Co-ordinator is? (This is the person who organises your care visits at the Riccall Care office)	44	7	26	5	8	90
	49%	8%	29%	6%	9%	
Do you feel able to speak to your Co-ordinator if you have any concerns?	47	18	10	4	11	90
	52%	20%	11%	4%	12%	
Do you understand your rota?	64	6	8	1	11	90
	71%	7%	9%	1%	12%	
Are you happy with the format in which you receive your rota? (if not please elaborate below)	63	5	2	1	19	90
	70%	6%	2%	1%	21%	
We issue a Summer and Winter newsletter each year, are you happy to receive this?	74	1	2	2	11	90
	82%	1%	2%	2%	12%	
Would you like to hear from us more often?	9	19	35	6	21	90
	10%	21%	39%	7%	23%	
When you contact the office, do you feel confident that your query or concern is dealt in an effective manner?	51	19	6	1	13	90
	57%	21%	7%	1%	14%	
Are you aware of the complaints procedure at Riccall Care?	33	7	31	7	12	90
	37%	8%	34%	8%	13%	
Do you feel that the office team understand and carry out their responsibilities to a high standard?	46	18	7	4	15	90
	51%	20%	8%	4%	17%	
Are you treated with respect and understanding on the telephone?	67	8	2	1	12	90
	74%	9%	2%	1%	13%	
Does the service you receive from Riccall Care help you to feel safe in your home?	61	13	3	1	12	90
	68%	14%	3%	1%	13%	
Do you feel that your health and wellbeing is maintained and/or improved in Riccall Care's service?	51	16	2		21	90
	57%	18%	2%	0%	23%	
Are you happy with the carers who come to visit?	65	10			15	90
	72%	11%	0%	0%	17%	
Comments						

