

**CONTINUING SOCIAL CARE
TEAM**

**COMMENTS FROM
CUSTOMER SATISFACTION
QUESTIONNAIRE**

Statistics from Customer Satisfaction Survey

Question 1

Have staff spoken to you as to how your support will be provided

91% said yes

9 % said no

Question 2

Do you know the names of all the staff whom visit you

76% said yes

24% said no

Question 3

Do you know the planned times of your visits

70% said yes

30% said no

Question 4

Do staff that visit you call at the same time every day

76% said yes

24% said no

Question 5

Do you think the amount of service given meets your needs

93% said yes

7% said no

Question 6

Are you informed if there is a change to the regular worker who helps you

27% said yes

73% said no

Question 7

Have you ever contacted the planner at the office for any reason

32% said yes

68% said no

Question 8

In relation to question 7, would you like to comment on the advice given

30% made a comment

70% did not comment

Please see comments made on following pages

Question 9

Have you ever contacted the out of hours service

11% said yes

89% said no

Question 10

In relation to question 9, would you like to comment on the advice given

11% made a comment

89% did not comment

Please see comments made on following pages

Question 11

Overall how would you rate the service you receive

88.5% said excellent or good

11% said satisfactory

0.5% said poor

0% said very poor

Question 12

In relation to question 11, would you like to comment on your rating

35% made a comment

65% did not comment

Please see comments made on following pages

Question 13

Is there any ways in which you feel the service can be improved

13% said yes

87% said no

Please see comments pages

Question 14

Any further comments

18% made further comments

82% did not comment

Please see comments page

Bedlinog Area

Comments for Question 12 – please explain your reason for the rating you gave the service

- Staff do what's needed
- Nothing is too much trouble
- Staff are very pleasant and caring
- Needs are met all the time
- Basic care usually met despite lack of knowledge of client and lack of training of staff

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Feedback from staff should be recorded
- Would like extra time
- Would like five minutes extra to sit and talk
- More time needs to be given
- Would like tea call to be same time every day
- Would be unable to stay at home if service was not provided

Comments for Question 14 – any other comments

- Very happy
- Not happy re payments
- Staff are good and kind
- Good service
- Home care service saves the government money

Treharris Area

Comments for Question 8 – how did you find the advice given to you when you rung the supervisor / planner at the office

- Still no notice taken – still send different staff all the time
- Very good
- Very helpful
- What was asked for was not done
- Alright

Comments for Question 12 – please explain your reason for the rating you gave the service

- Very helpful and do what's needed
- I get the service I need
- All very willing and good
- Staff just get on with tasks
- Just do their job
- Meet needs, pleasant and helpful
- Very grateful to staff
- Don't know what time staff are calling
- Not as nice as Q care

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Times to be the same every day
- Would like to have the same carer all the time

Comments for Question 14 – any other comments

- Some staff are nicer than others
- Staff are very good
- Very pleased with service

Merthyr Vale Area

Comments for Question 12 – please explain your reason for the rating you gave the service

- All so good
- Caring and kind, make sure I'm clean
- Do what's needed
- Very helpful and kind
- Leave you have your independence, but are there if needed
- Staff are excellent, but office staff do not listen to needs

Comments for Question 13 – are there any ways in which the service you receive can be improved

- To call at the same time and not all different times
- To send the same staff

Comments for Question 14 – any other comments

- Should send staff that live close not those that have to walk too far
- Would not be able to manage without them
- Payment too much

Plymouth Area

Comments for Question 8 – how did you find the advice given to you when you rung the supervisor / planner at the office

- No-one got back to them

Comments for Question 12 – please explain your reason for the rating you gave the service

- Do basic needs
- Staff do what's needed
- Staff willing to do anything
- Staff so pleasant and helpful
- Totally dependent on staff
- Staff talk to client – very pleased
- Some staff are excellent, some are not so good
- Staff could be better
- Staff do tasks without asking
- Nothing too much trouble
- Very approachable and reliable
- By not sending staff whom don't know my needs
- Staff should have special training for confused clients

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Be more consistent with times and staff
- Would like to have same staff and not to have to get used to different people all the time

Comments for Question 14 – any other comments

- Could not manage without service
- Staff are more like friends rather than carers
- Very grateful
- More than happy with service
- By not sending staff who don't know what to do

Town Area

Comments for Question 8 – how did you find the advice given to you when you rung the supervisor / planner at the office

- Very good
- Excellent
- Still waiting for them to get back
- Not able to get through

Comments for Question 12 – please explain your reason for the rating you gave the service

- Do what's needed
- Makes life easier for carer, without service would have to go into a nursing home
- Staff are very friendly
- Staff report concerns to carers
- All are friendly and caring
- Staff are very nice people
- Very pleasant and caring
- All very kind
- Some are better than others
- Staff do what's needed and extra
- Great team work

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Would like something cooked on PM call but staff haven't enough time

Comments for Question 14 – any other comments

- Would find it hard without service
- More than pleased
- Service good and staff very nice
- Very grateful for help
- The best team seen

Gurnos Area

Comments for Question 12 – please explain your reason for the rating you gave the service

- Some staff are a lot better than others
- Very helpful
- Staff very good
- Couldn't manage without staff
- Very willing to do what's asked
- Satisfactory with service received

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Would like to know who is calling

Comments for Question 14 – any other comments

- Would like more time
- No complaints

Park Area

Comments for Question 12 – please explain your reason for the rating you gave the service

- Staff very helpful – couldn't manage without them
- Very good
- Very helpful
- Look forward to seeing staff
- Great girls
- Not enough time given to staff
- Very happy with service
- Very friendly
- Couldn't stay at home if it wasn't for staff

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Give more time
- Would like staff to spend more time with client
- Staff do all they can

Comments for Question 14 – any other comments

- Would like to know who is calling

Cyfartha Ward

Comments for Question 12 – please explain your reason for the rating you gave the service

- Staff very good
- Staff very helpful
- Good when not changing staff around
- Staff very caring
- Couldn't manage without staff – very helpful
- All staff see to my needs

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Would like to be informed when staff are changed
- Would like extra time and calls

Comments for Question 14 – any other comments

- Son is not very happy with mothers service

Penydarren Area

Comments for Question 12 – please explain your reason for the rating you gave the service

- Couldn't be more helpful
- Very good
- Staff very good
- Very caring and helpful
- Very friendly
- Staff do what is needed
- Very grateful for all the help received
- No complaints
- Very kind
- Very good if right carers

Comments for Question 13 – are there any ways in which the service you receive can be improved

- As long as staff do their job
- Would like a later PM call

Comments for Question 14 – any other comments

- Not happy with service received
- All male staff are good
- Could do with more time on am call
- Staff need to know who they are working with

Dowlais Area

Comments for Question 12 – please explain your reason for the rating you gave the service

- Very caring
- Very good
- Couldn't manage without staff
- Staff that call are very helpful
- Male workers are very good
- Couldn't be better

Comments for Question 13 – are there any ways in which the service you receive can be improved

- Staff need more time
- Staff need more walking time