

Quality Assurance Report

In order to ensure we are providing the highest level of safe care, twice a year we ask all our customers to participate and complete a quality assurance survey so that we can identify any areas for improvement. All the responses are treated in the strictest of confidence.

The survey which was sent out in August 2018 to all our customers, looked at the services offered by Independent People Homecare. The results have now been summarised in the proceeding pages of this report.

Over the next few weeks, we will work to develop an individual action plan based on the feedback and the findings of this survey. An action plan will then be collated by November 2018 and reviewed at regular intervals.

Independent People Homecare services is passionate about developing and improving our quality assurance systems to ensure that the care and overall service provision provided is of the very highest standard.

47% of the surveys issued were returned and have now been collated.

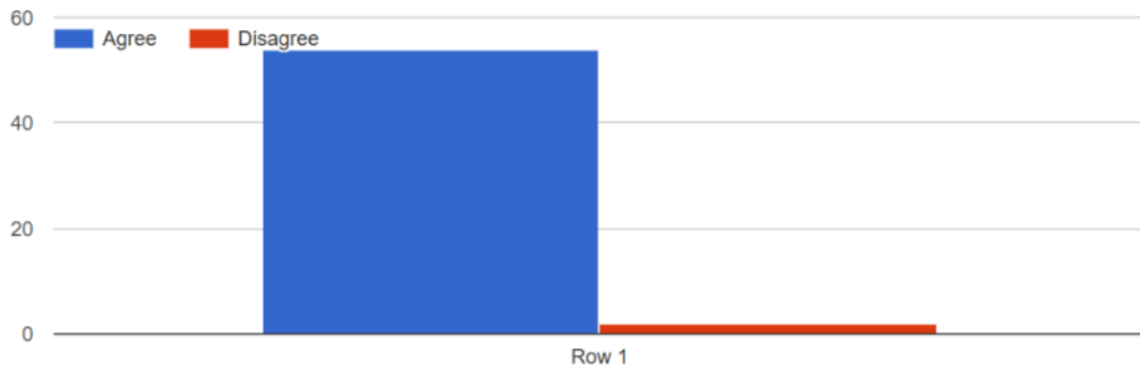
We have used the following five key questions used by the care quality commission for this survey.

- Safe
- Effective
- Caring
- Responsive to people's needs
- Well- led

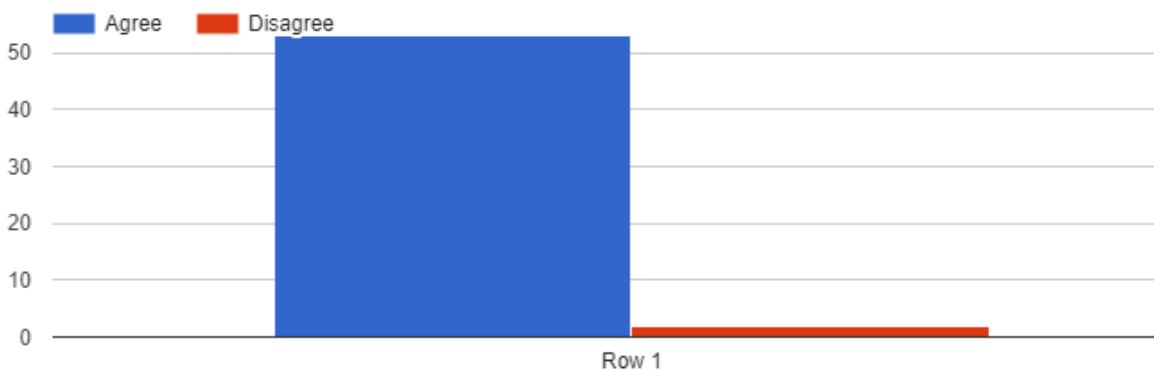
These values are also imbedded into everything that we do, and form part of the company aims and objectives.

Please see the questions asked on the following pages along with the responses.

Do you understand the outcomes within your Care and Support Plan and feel that your Carer helps you?



Are you treated with dignity and respect by your Carer?

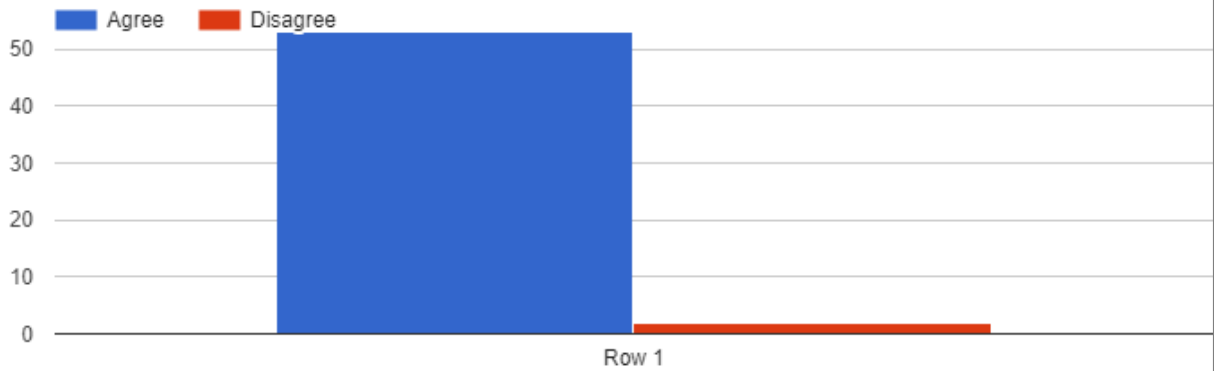


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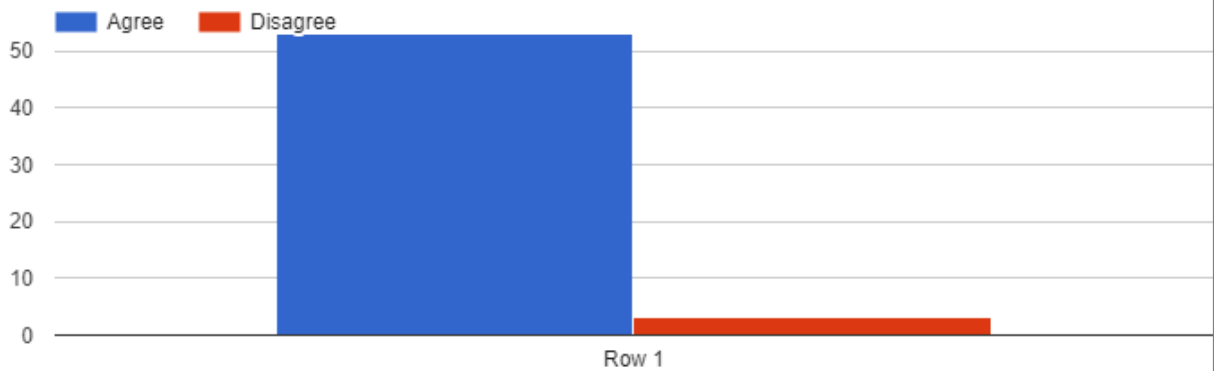
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Do you feel comfortable and safe with your Carer?



Does your Carer respect your opinions and views when it comes to your care?

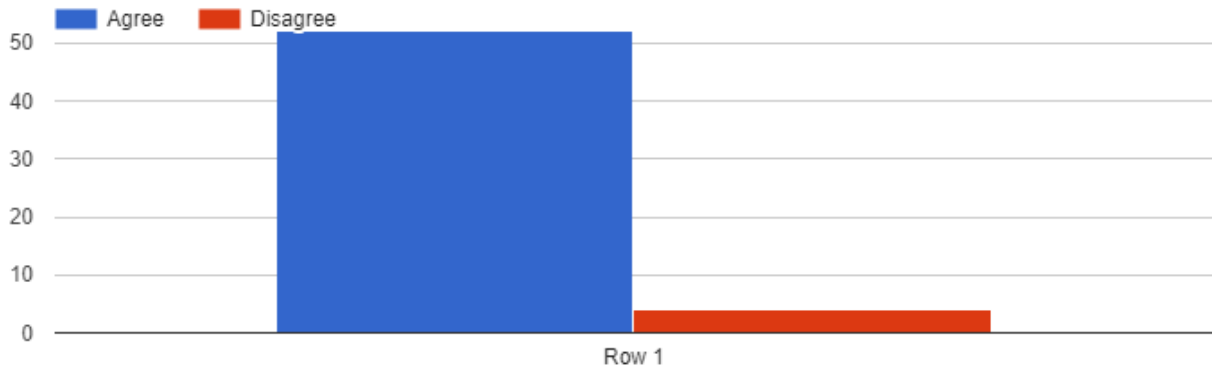


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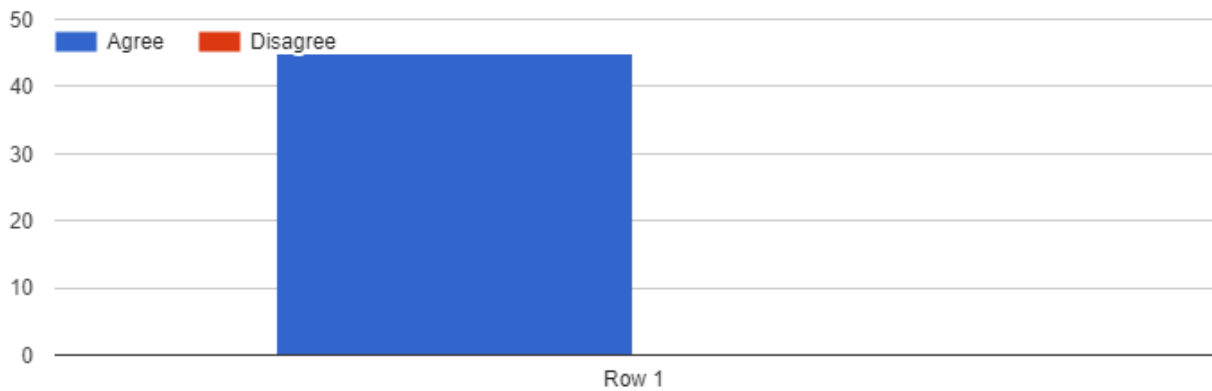
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Can you easily discuss your care and are your requests responded to?



The people that I want to be involved in my care and support are.

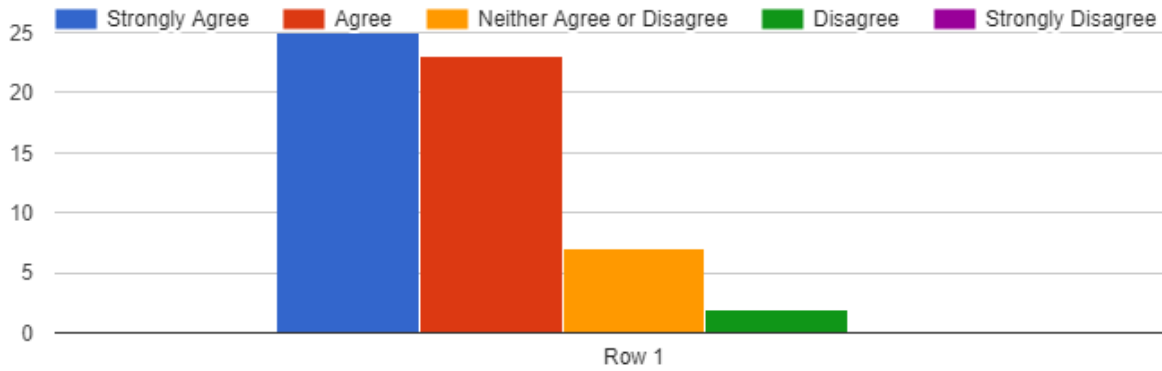


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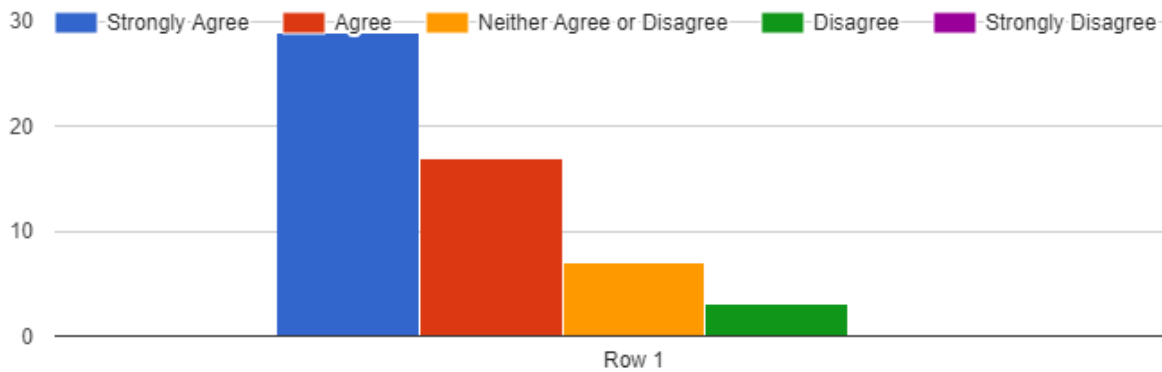
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Are you listened to and are any concerns/requests resolved?



Do you have control and choice over the care you receive?

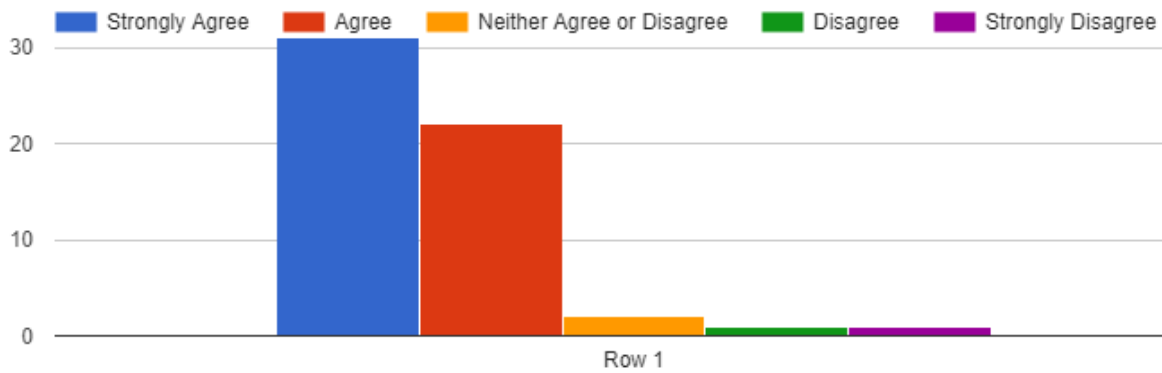


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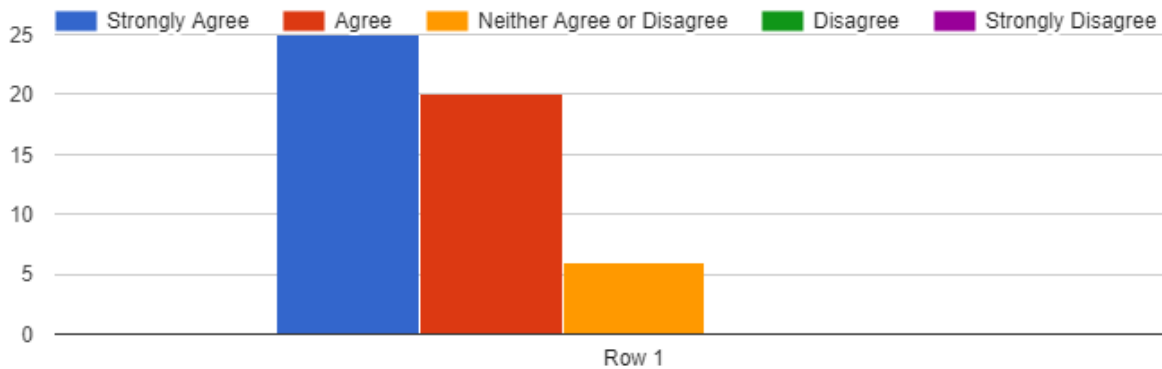
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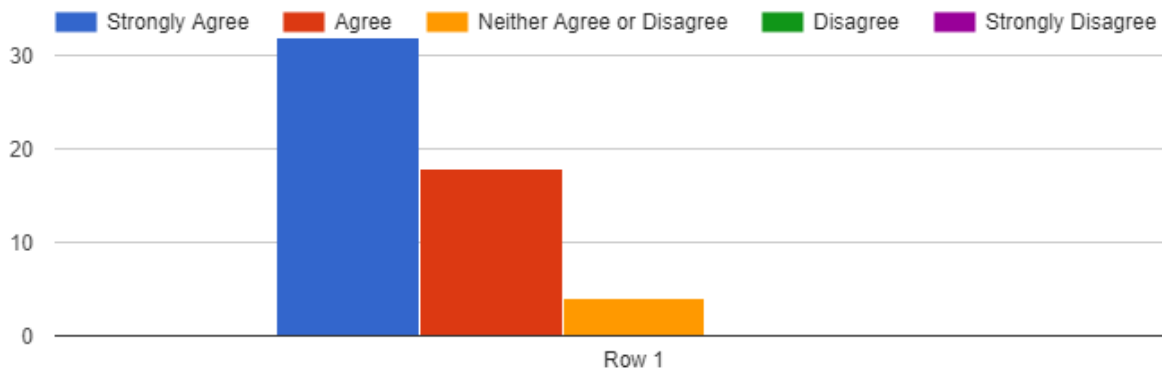
Is your Carer respectful of your home and possessions?



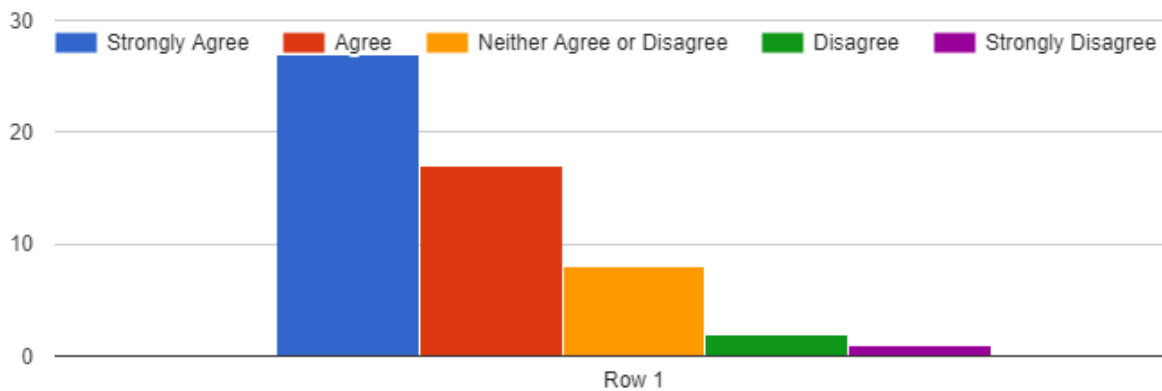
Does your Carer behave professionally when interacting with healthcare professionals?



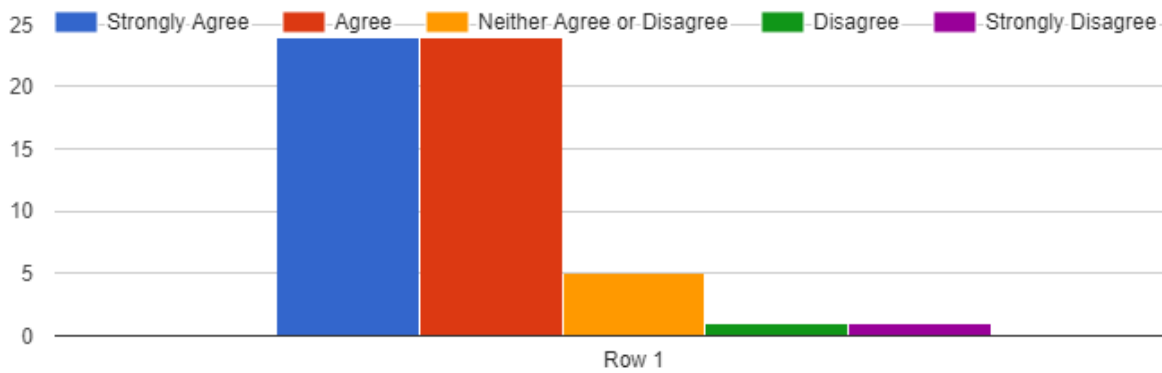
Does your Carer behave professionally when interacting with your visitors?



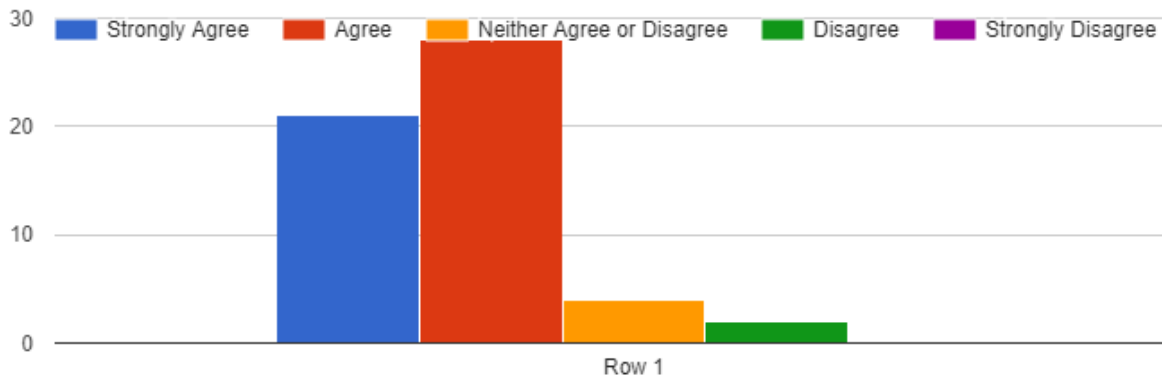
Do you feel your Carers are appropriately trained?



Are you happy with the number of carers you see?



Are you able to contact the Management team to discuss concerns?

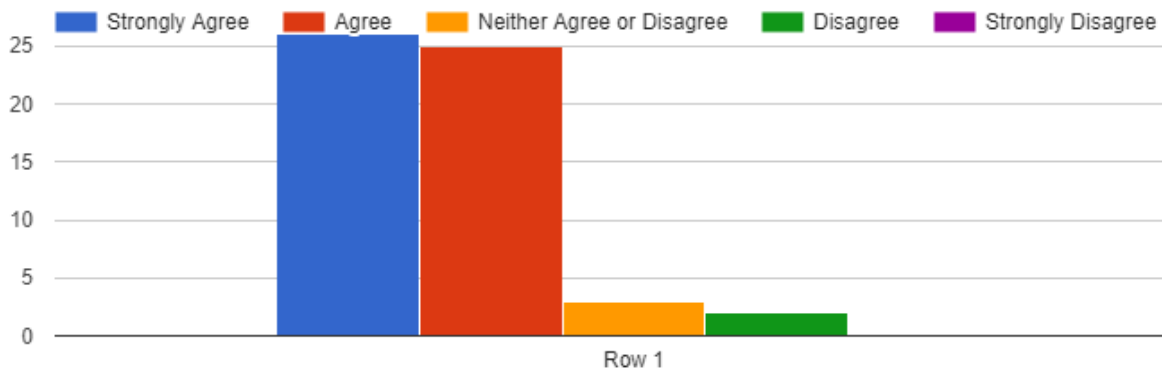


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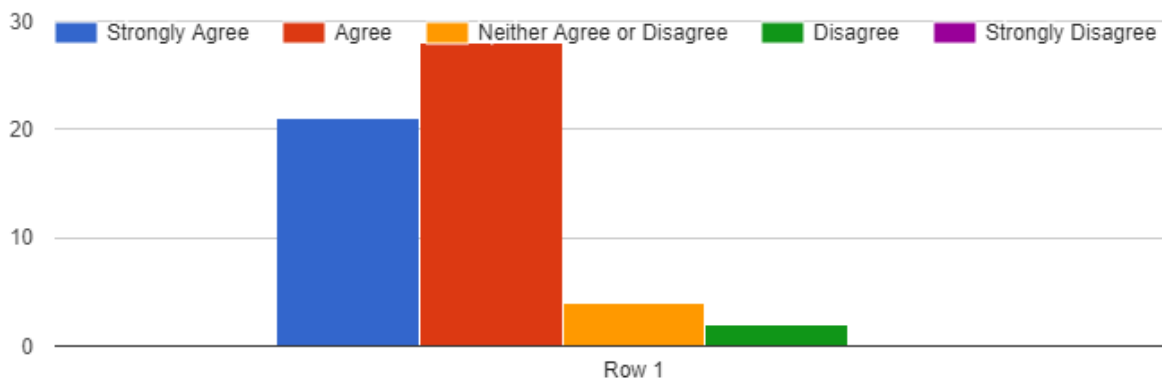
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Is our office helpful and friendly when you contact them?



Are you able to contact the Management team to discuss concerns?

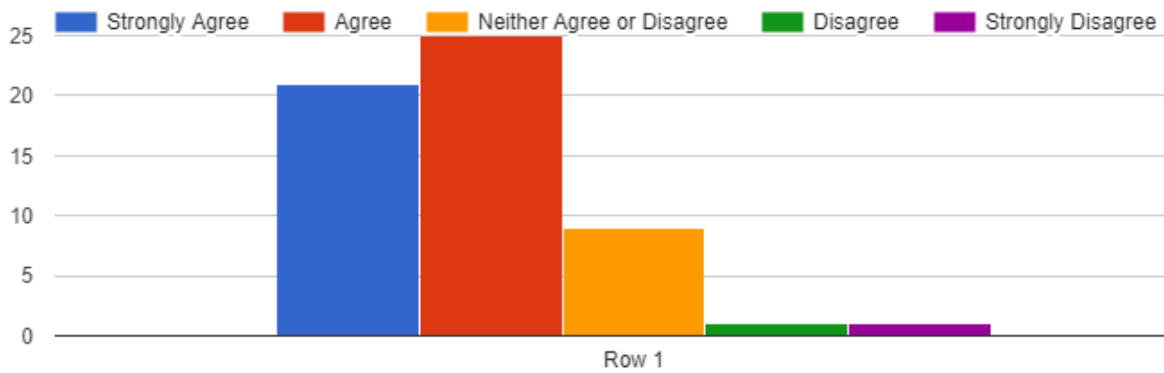


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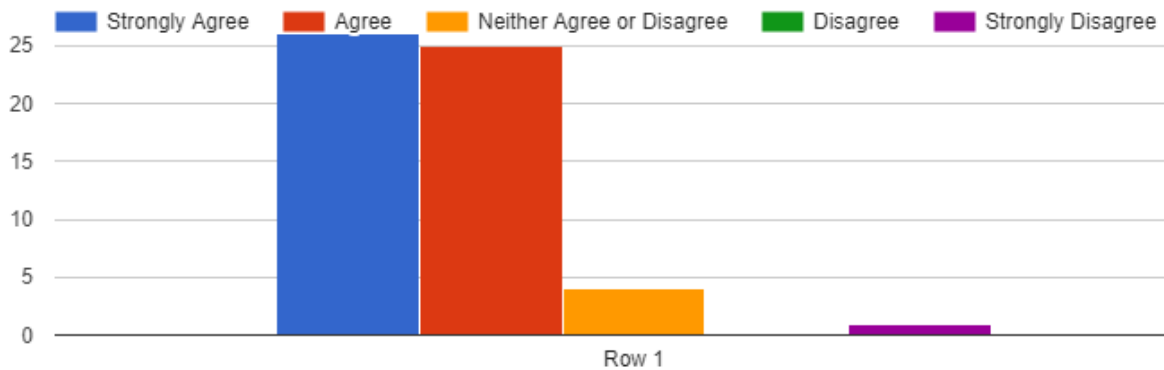
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Do you feel comfortable requesting changes to the service you receive?



Does the care you receive help you maintain your independence?

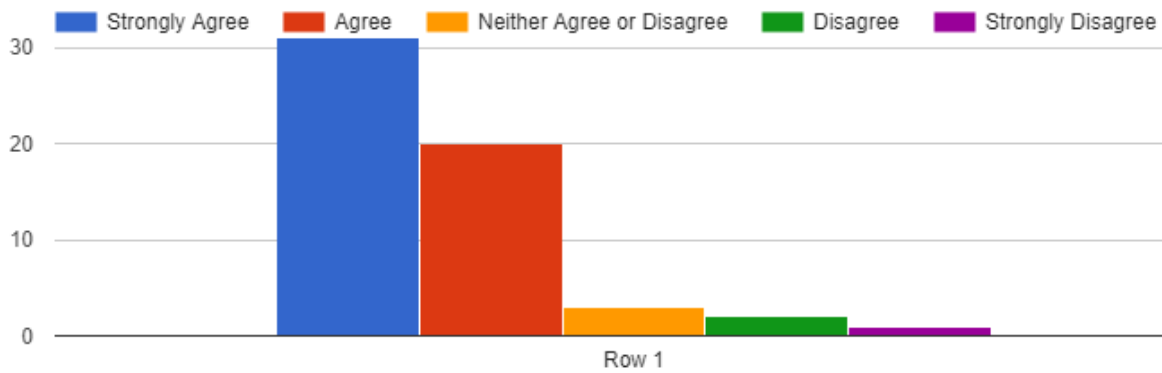


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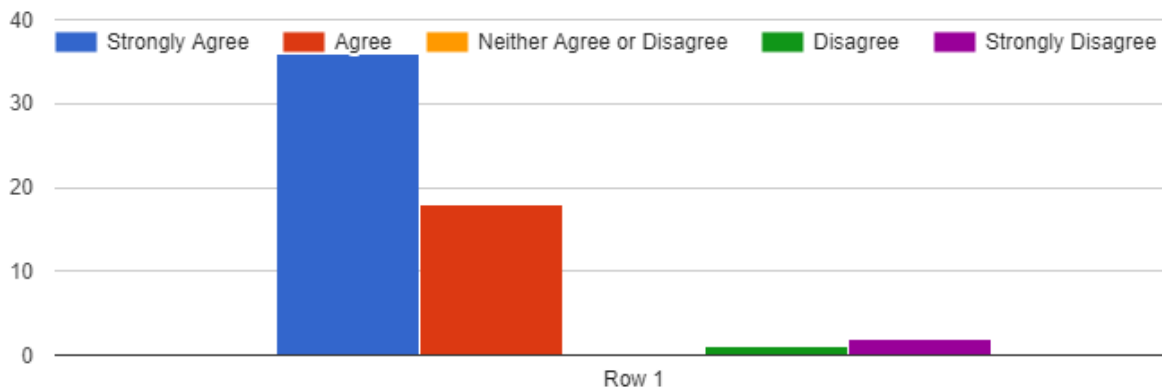
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Do you feel the care you receive has improved the quality of your life?



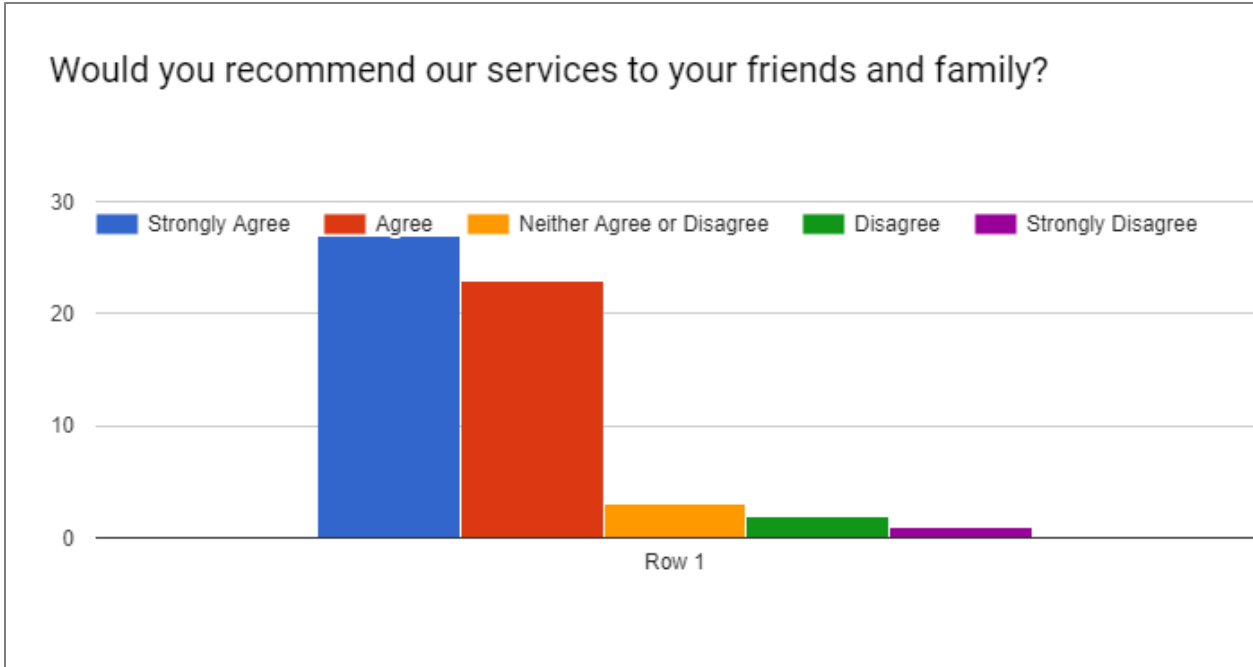
Are you satisfied with the care you are receiving from Independent People Homecare



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Our compliments...

What makes it even better is when those compliments are not just about what we do, but how we do it...

“I am very pleased with the care I receive”

“All good thank you. All the girls are lovely!”

“Just firstly to let you know that Heather has been fantastic, very attentive to Jan and has completed all tasks to support Jan very well. I would be very happy for Heather to come back and support Jan in the future”

“Just a quick note to say how pleased we are with Laura, she is in a class of her own. Laura could not do a better job with my mother. She is thoughtful, kind and very hard working, and has improved mum’s quality of life no end. Laura is also highly professional and a pleasure to work with, she goes above and beyond what is expected of her”

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“Can we please keep her?”

“Thank you for the kindness and caring shown to my brother who passed away, you really did make a difference to the last couple of weeks of his life. Thank you”

“I just want to say thank you. Take Care”

“The carer is wonderful, she and my father are getting on really well, and the carer understands my father - Thank you to you all!

Family of Mr. & Mrs. T said “You are the A Team”

“Delighted with carers who have been allocated to my mother. All have gone the extra mile. They have been professional, friendly and a delight to have in mums home”

“Present carer is excellent”

“It was a pleasure having Clare look after my aunt, I rang from Spain to introduce myself and spoke to Eileen, and within a couple of minutes I could tell she had excellent people skills and first-class assessment skills. Once home the standard of support was highly visible and I would certainly have care support for future respite”

“We would like to take this opportunity to congratulate and thank you all, and in particular for the suburb, to the point of being exemplary, service. All of the nursing, medical and related healthcare professional teams and our close family specifically commented upon and appraised the carers approach and expertise. As time went on, we all developed a close working and personal and caring relationship. Most important, carers and Mary became good friends.

In a service and business environment which draws much criticism, justified or otherwise, Independent people stands out as a pinnacle of achievement”

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