



CUSTOMER SATISFACTION SURVEY

RESULTS 2016

If you would like a full copy of the results then please contact the main office.

Complete Care West Yorkshire Ltd is committed to delivering the highest quality of care whilst making a positive difference to the lives of our customers.

To help us measure how well we are performing, we conducted a customer satisfaction survey in November 2015. 102 questionnaires were sent out to customers within the Mirfield, Denby Dale and Wakefield area. We received a total of 54 replies (53%) which is a fantastic response for this type of survey.

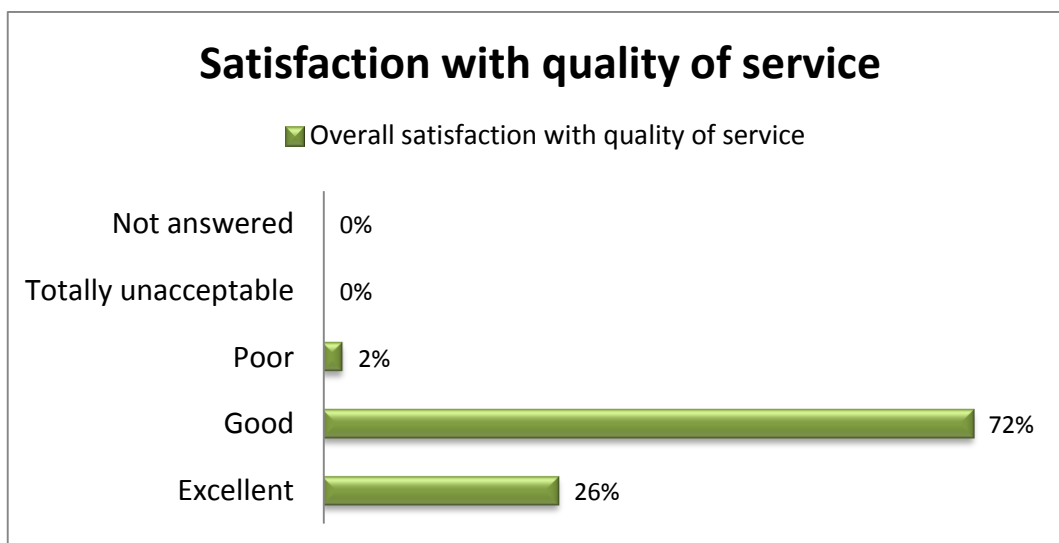
- 28 questionnaires were completed by the customer themselves (52%)
- 23 by a family member (43%)
- 3 were completed by friends or other party (5%).

Complete Care is focused and committed on providing a quality service to you or your relative. Feedback from the questionnaire (results presented below) will enable us to make the necessary changes to improve quality and performance, providing you with a positive solution to meet your needs.

I would personally like to thank all our customers, their family and friends who took the time to fill in the questionnaire.

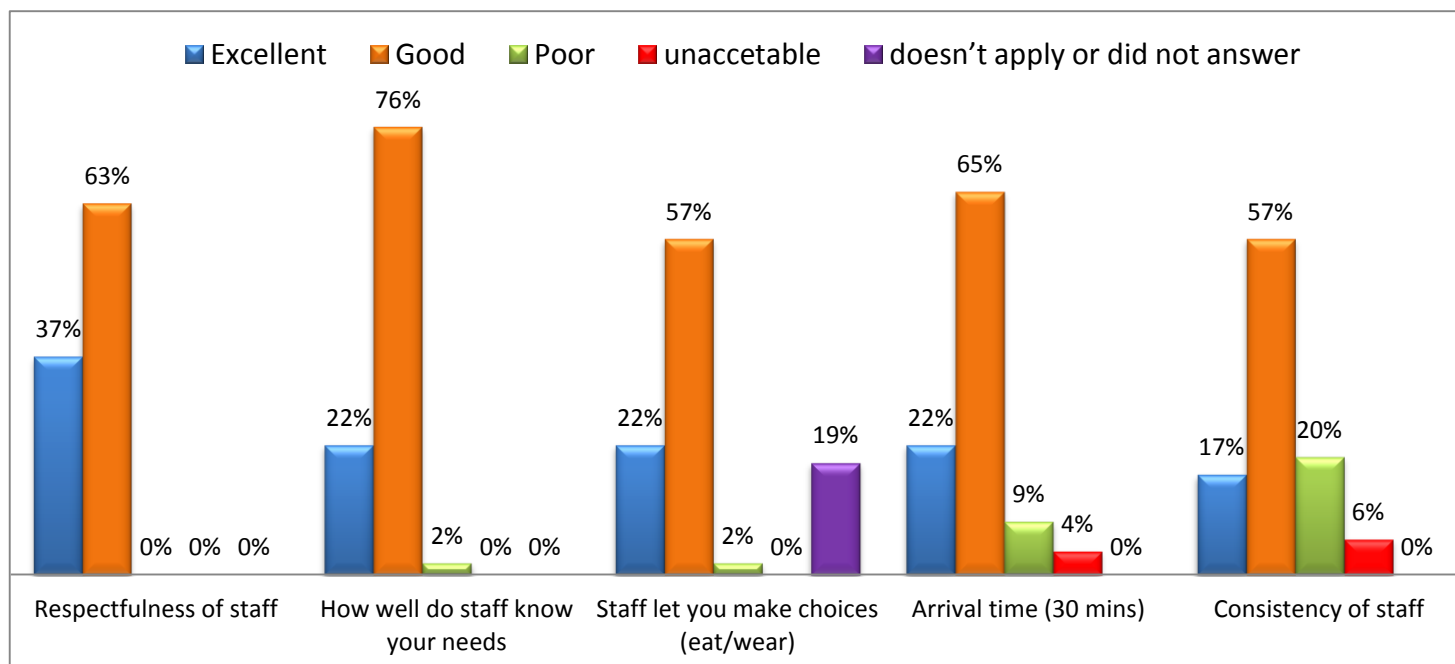
Section A – Overall satisfaction

Q1. Overall how would you rate the quality of service provided by Complete Care?



Section B – Staff

Q2 How would you rate staff in the following areas:



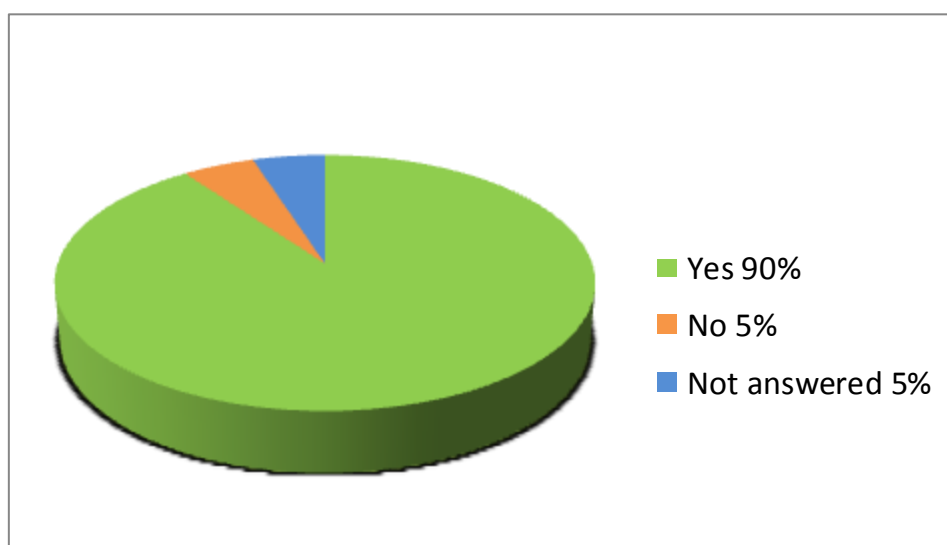
Complete Care acknowledges there have been issues around consistency of staff, and fully understands how vital continuity of care is to you and your relative.

2015 has proven to be a particularly challenging year with regards to recruitment and retention not only for Complete Care but the sector has a whole.

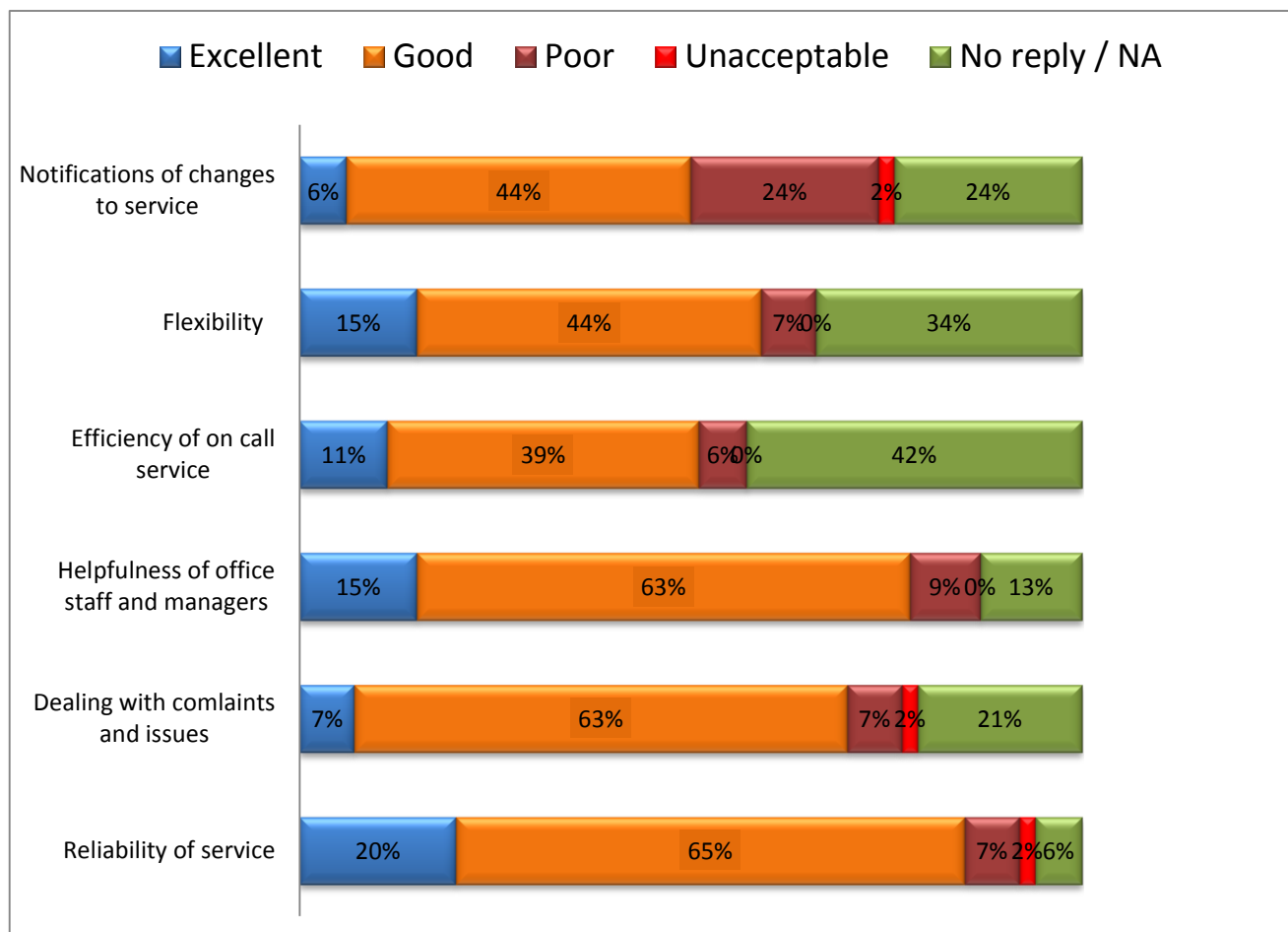
Complete Care remains focused on this issue and have made numerous changes in order to improve consistency. Below are some of the incentives we offer to attract and retain key care staff:-

- Competitive salary
- Travel time
- Training
- Flexible working time
- Mileage allowance
- Mobile phones

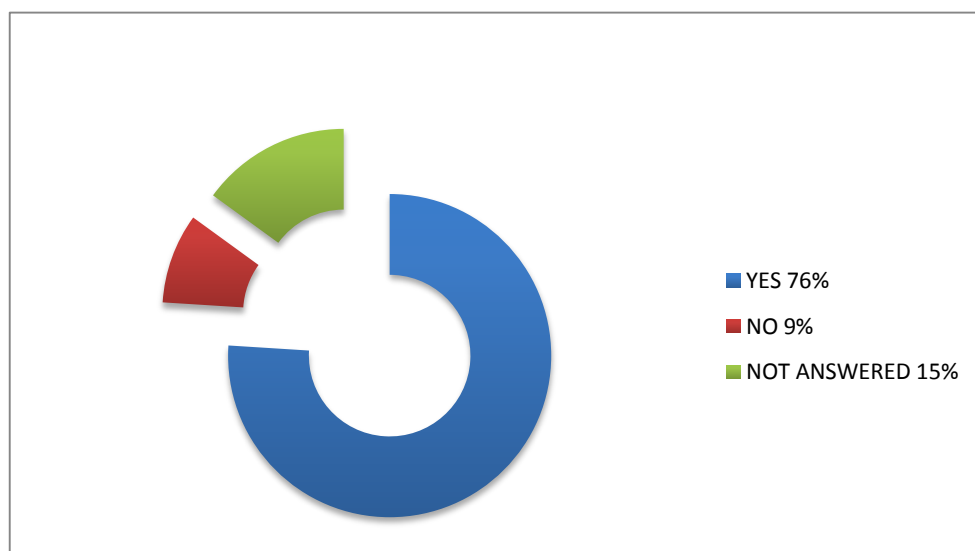
Q3 Taking all things into consideration do you feel confident in the knowledge and abilities of your care workers?



Q4 Rating of the organisation



Q5 Would you recommend Complete Care?



Once again, thank you to everyone that participated in this survey, it is greatly appreciated.

Yours faithfully

Sara Booth (Registered Manager / Director)