



Complete Care
West Yorkshire Ltd

Quality Assurance



SURVEY

2016



Executive Summary

Complete Care West Yorkshire Ltd is committed to its **Vision, Mission** and **Values**.

OUR VISION

To be the home care provider of choice

MISSION STATEMENT

Delivering a high quality service, providing choice, promoting independence, to make a positive difference

VALUES

High Quality Standards
 Trust and Respect
 Promote needs, wishes and preferences
 Honest and open approach
 Working in partnership with others
 Learning and development
 Value and promote talent

To help us measure how well we are performing, we conducted a client satisfaction survey between November 2016 and December 2016.

82 questionnaires were posted out to all our clients receiving care within the Mirfield, Denby Dale and Wakefield area. The questionnaires offered clients or their relatives the opportunity to fill in the survey anonymously or add personal information. A pre-paid envelope was included in each of the questionnaires to optimise returns. We received a total of 49 replies (59%) which is a fantastic response for this type of survey.

- 24 questionnaires were completed by the client themselves (49%)
- 25 by a family member (51%)

Complete Care is focused and committed to providing a quality service and making a positive difference. Feedback from the questionnaire will enable us to make the necessary changes to improve quality and performance, providing clients with a positive solution in meeting needs, wishes and preferences.

Aims & Objectives for 2017

From the positive response received from the questionnaires, Complete Care will focus on two key areas:

Quality of service delivery

- Improving communication with clients, their relatives and external agencies
- Continuity of care
- Working in partnership with key individuals / agencies

Recruitment & Retention of key staff

- To recognise and reward outstanding behaviour
- To remain competitive with wages and company benefits
- To provide comprehensive training and mentoring

Additional comments from clients were actively encouraged to help us improve our service. Whilst the majority of comments made were complimentary, there were some suggestions that we would benefit from implementing or investigating further.

Some of the suggestions made coincide with this year's aims and objectives.

“Care workers are fantastic”

“well presented staff”

“I am always asked if there is anything else they can do”

“Complete Care does describe the company perfectly. The caliber of the care workers is high, in so many cases exemplary! And their people skills are very good”

“Couldn't ask for better care”

“Great company and very responsive to my needs when I ring. They even went out of their way to help when I had an issue. They go above and beyond”

“Professional company that respects and understands as well as listens. Very responsive to needs and supportive, nothing is too much trouble”

“You have built a tremendous and remarkable team of whom we are very fond”

“Reduction in staff turnover”

Acknowledgments

I would personally like to thank all our clients, their family and friends who took the time to fill in the questionnaire, this is very much appreciated. We actively encourage feedback as this enables us as a company to provide an effective and efficient service.

I would also like to thank my managers, community care staff and domestics who work tirelessly throughout the year to deliver a quality service. The results from this, and previous questionnaires are a credit to everyone involved, and the efforts made in making a positive difference.

Well done everyone!!

Signed

A handwritten signature in blue ink, appearing to read 'Sara Booth', with a stylized, cursive script.

Sara Booth

Registered Manager / Director

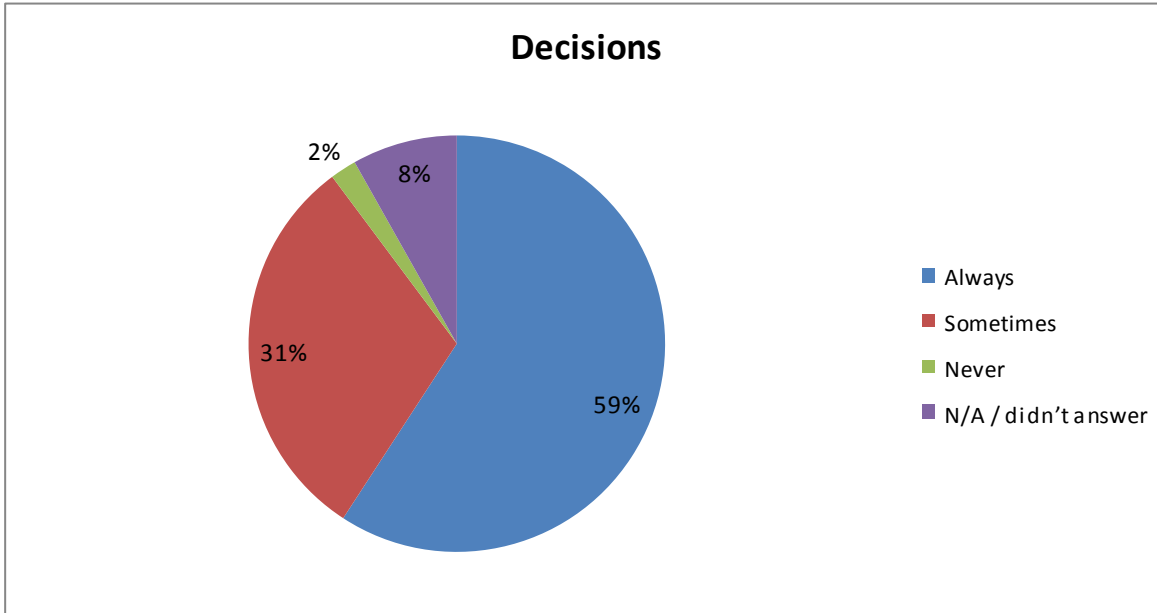
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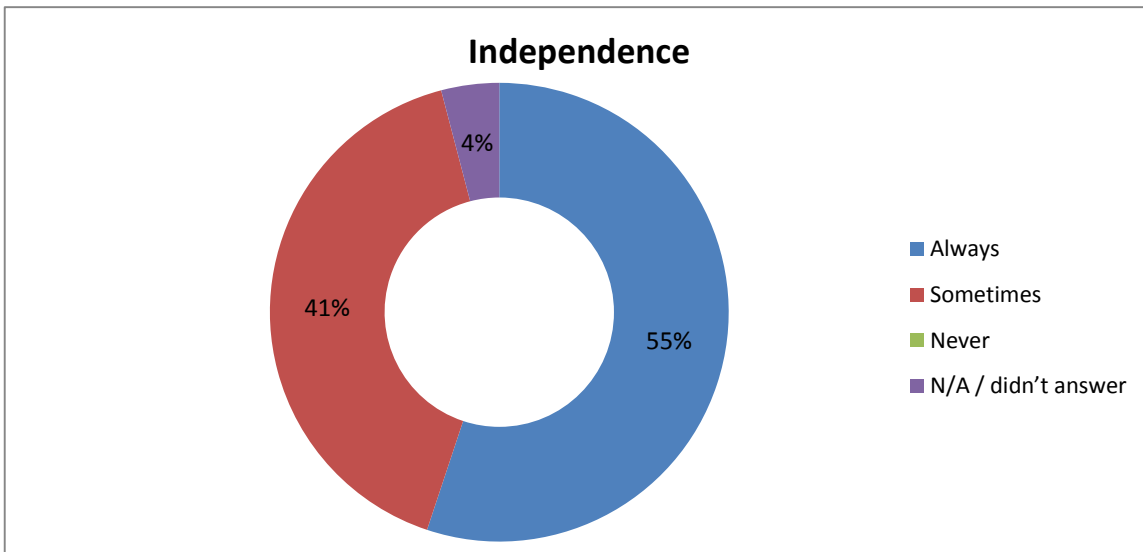
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CARE

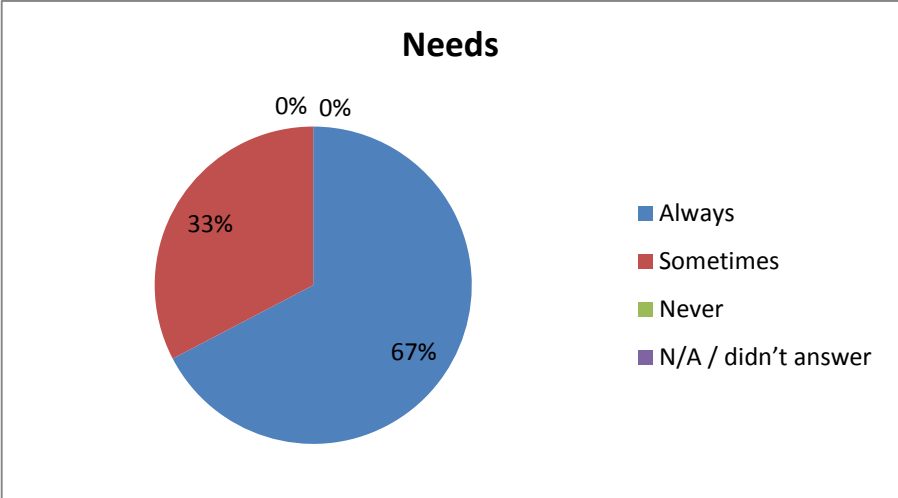
1. Do you feel involved in the decisions that are made regarding your care?



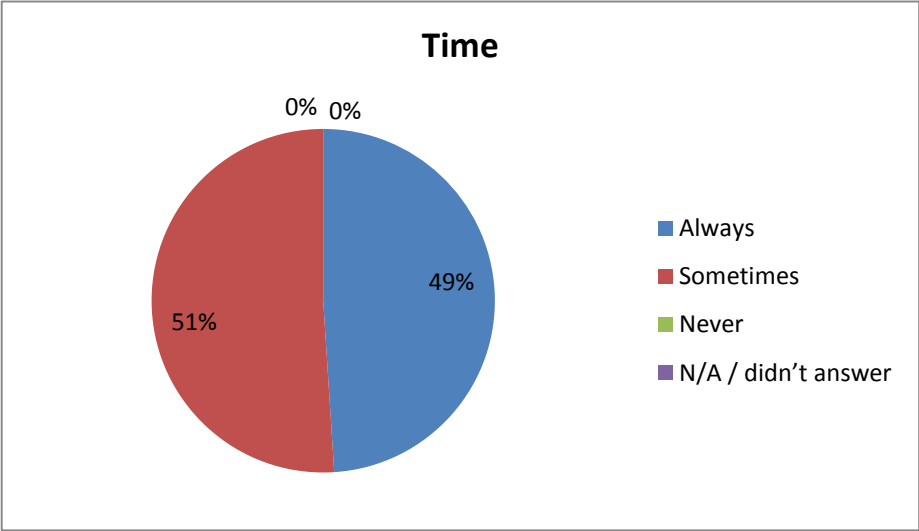
2. Do you feel the support plan promotes your independence?



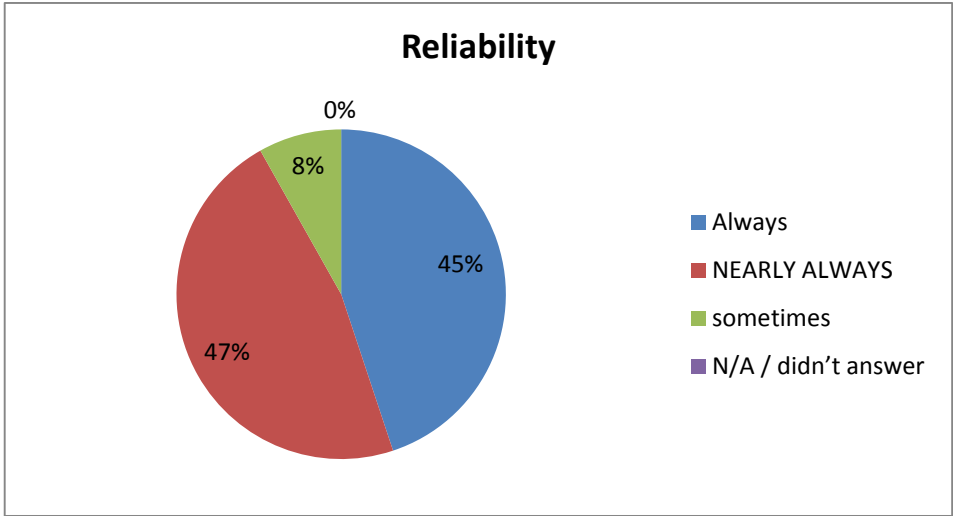
3. Do you feel that your needs are being met?



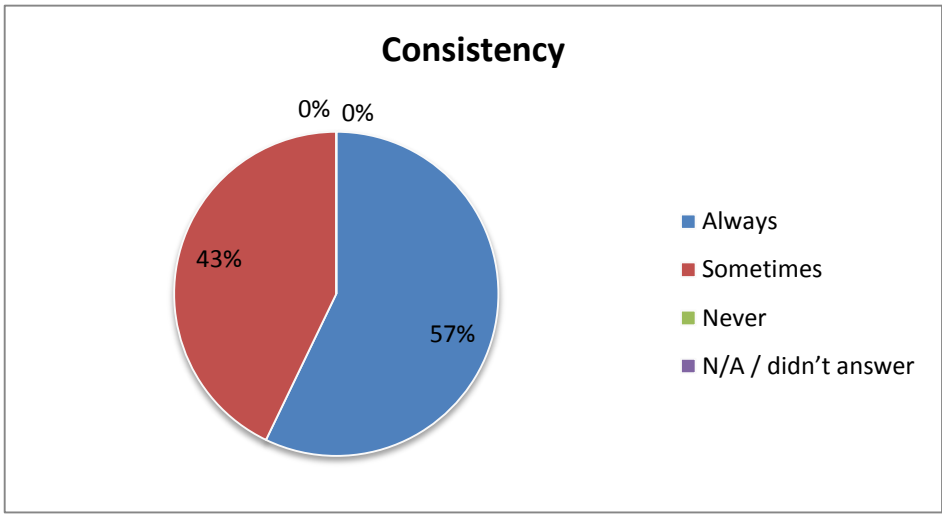
4. Do you feel care workers have enough time to meet your needs?



5. Is the service you receive reliable?

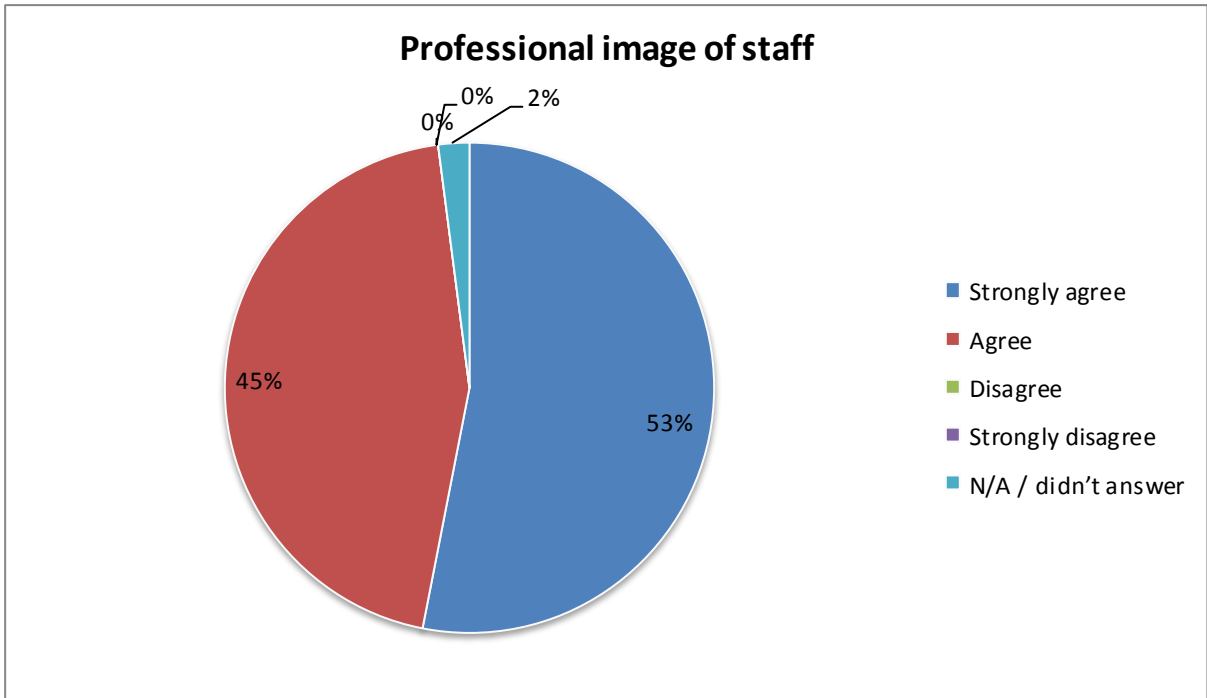


6. Is the care you receive consistent?

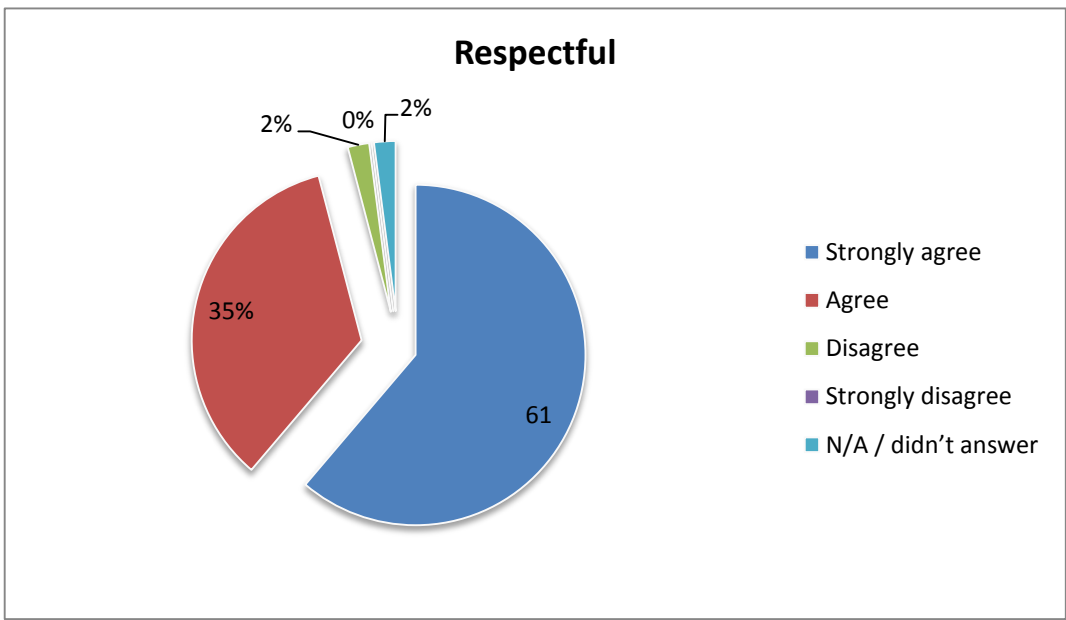


STAFF

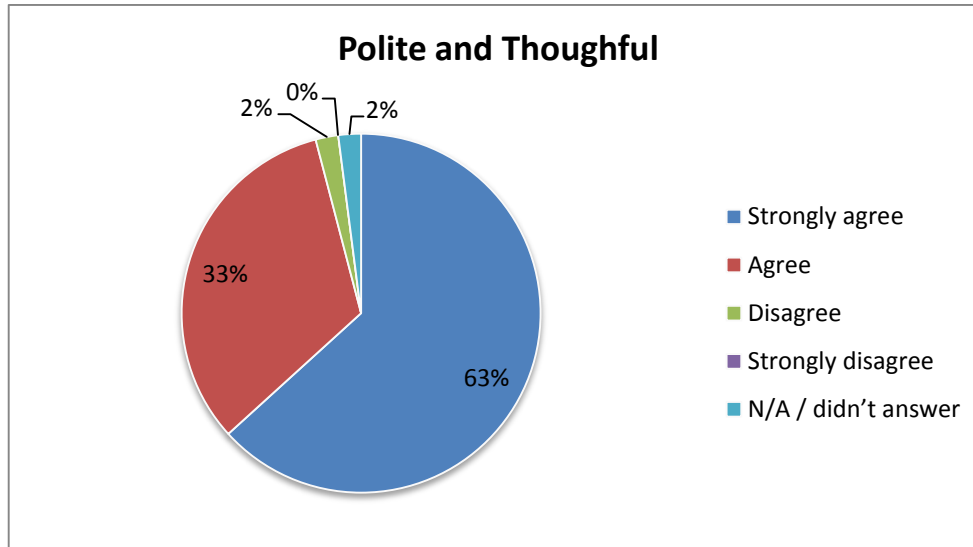
7. Care workers are well presented?



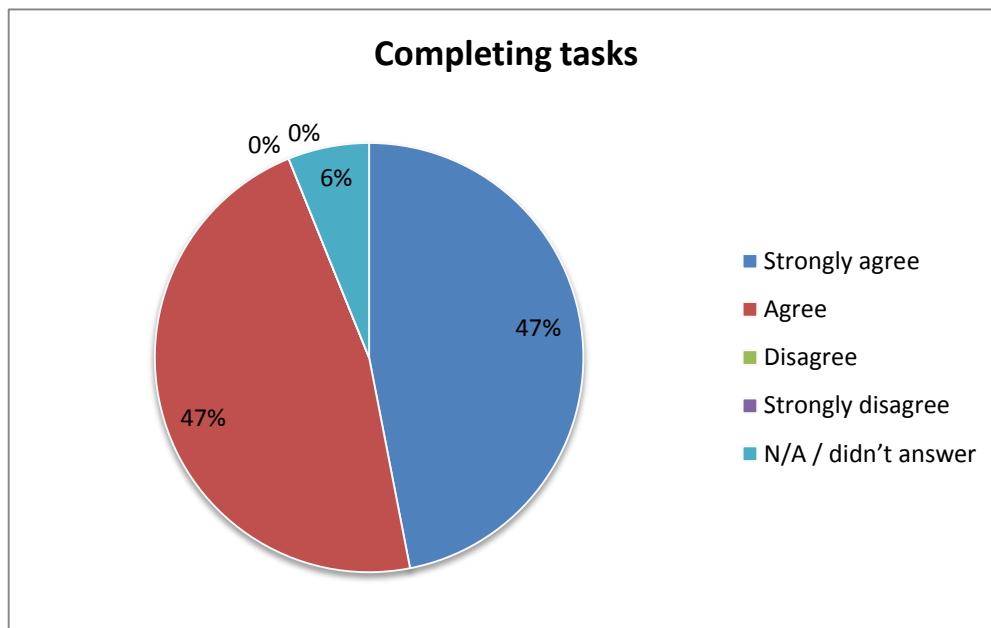
8. Are the care workers respectful?



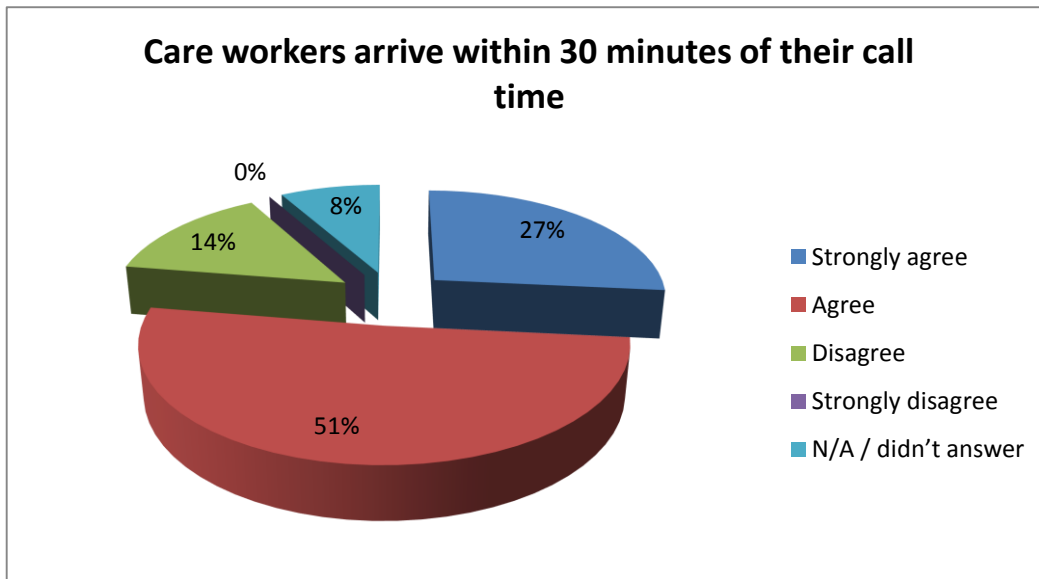
9. Are the care workers polite and thoughtful?



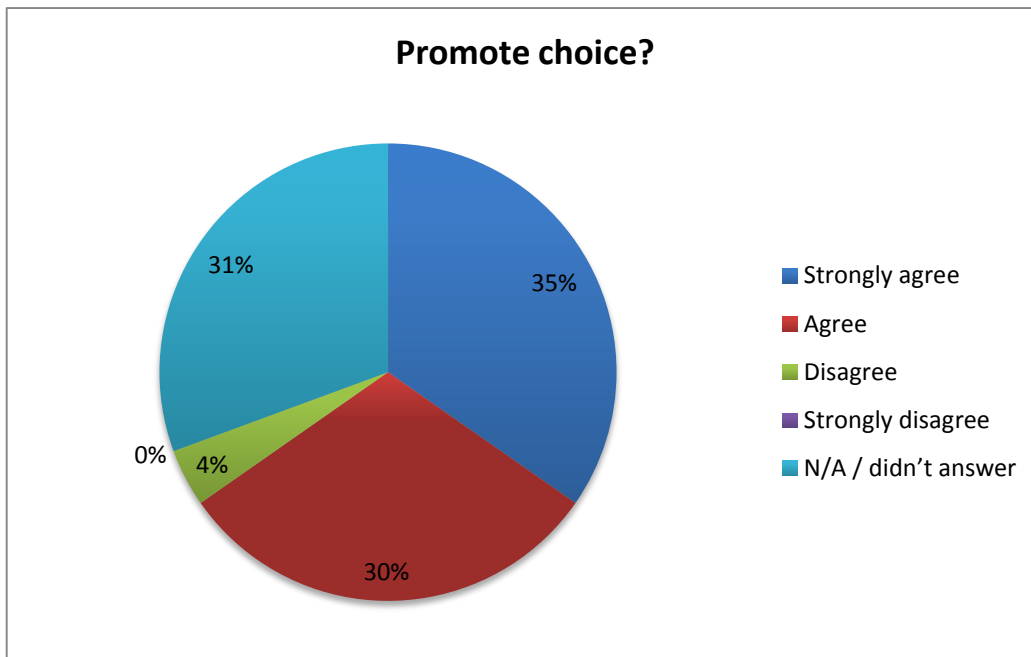
10. Care workers complete the tasks outlined in the care / support plan?



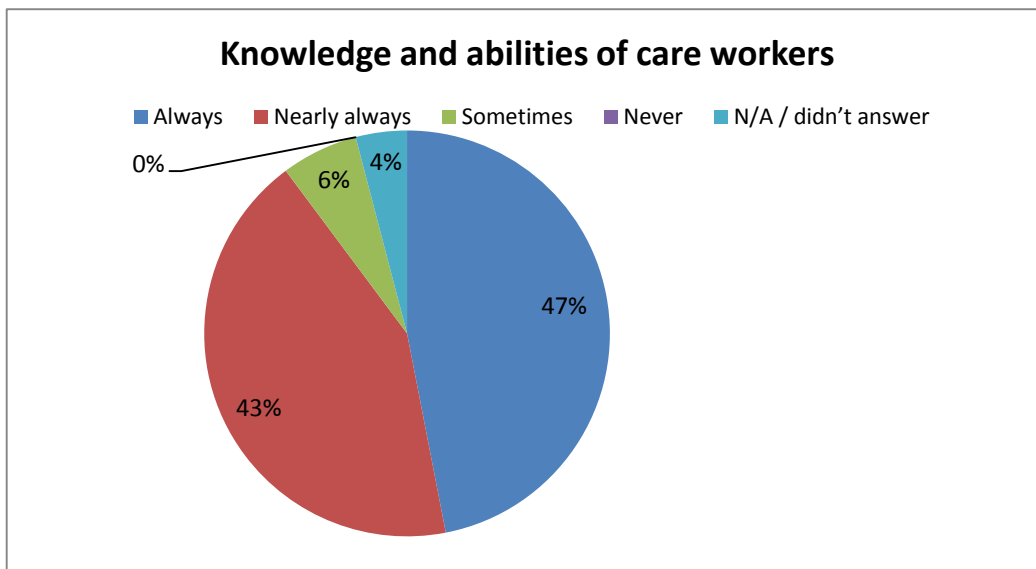
11. Care workers arrive within 30 minutes either side of the allocated call time?



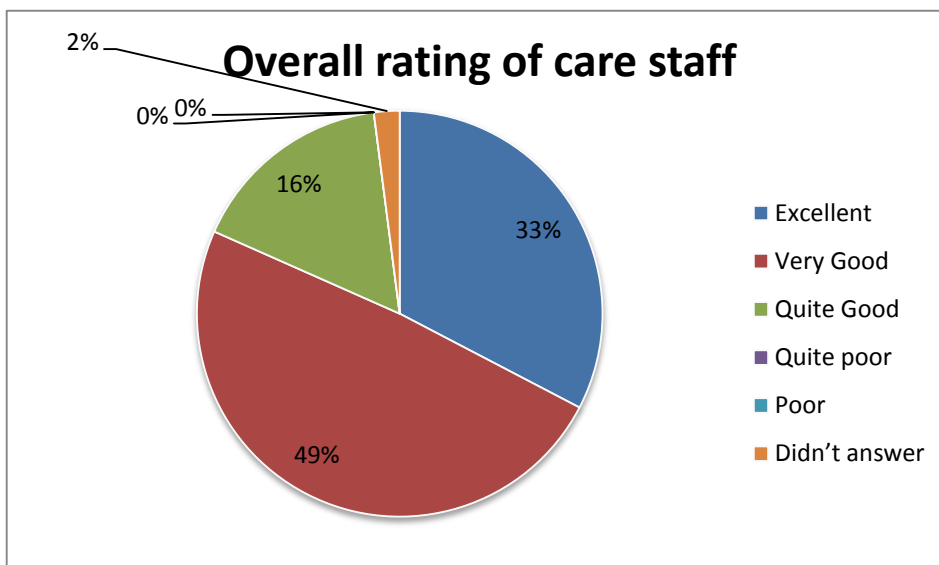
12. Care workers promote choice?



13. Do you feel confident in the knowledge and abilities of your care workers meeting your needs?

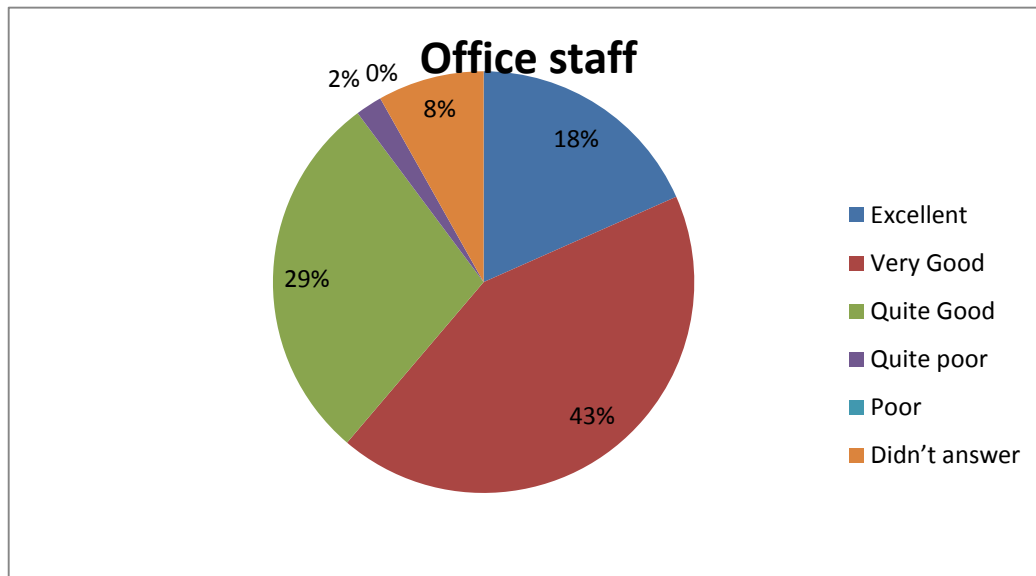


14. Overall how would you rate the care workers employed by Complete Care?

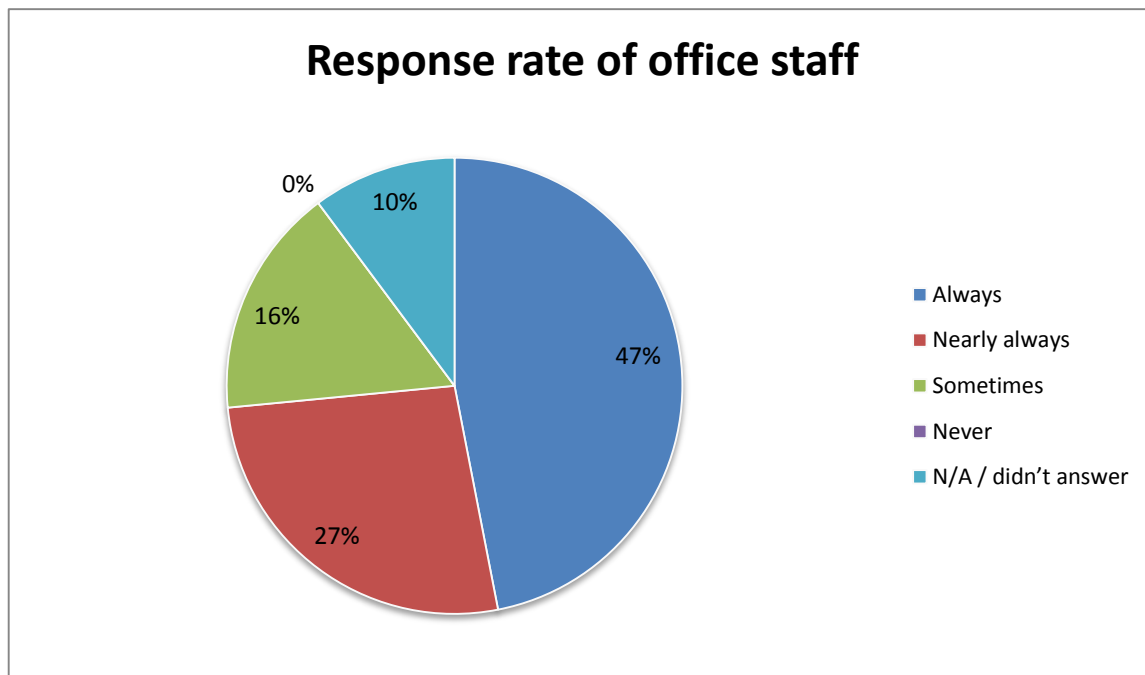


COMPANY

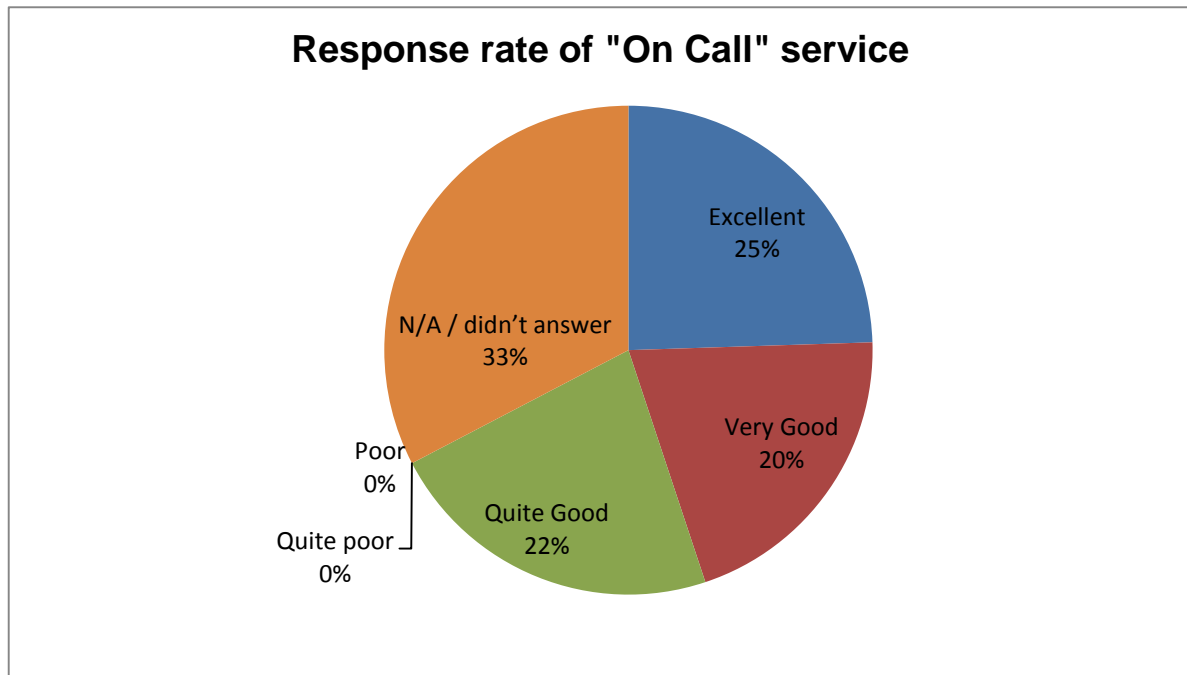
15. Overall how would you rate the office staff in dealing with complaints, compliments, enquiries or concerns?



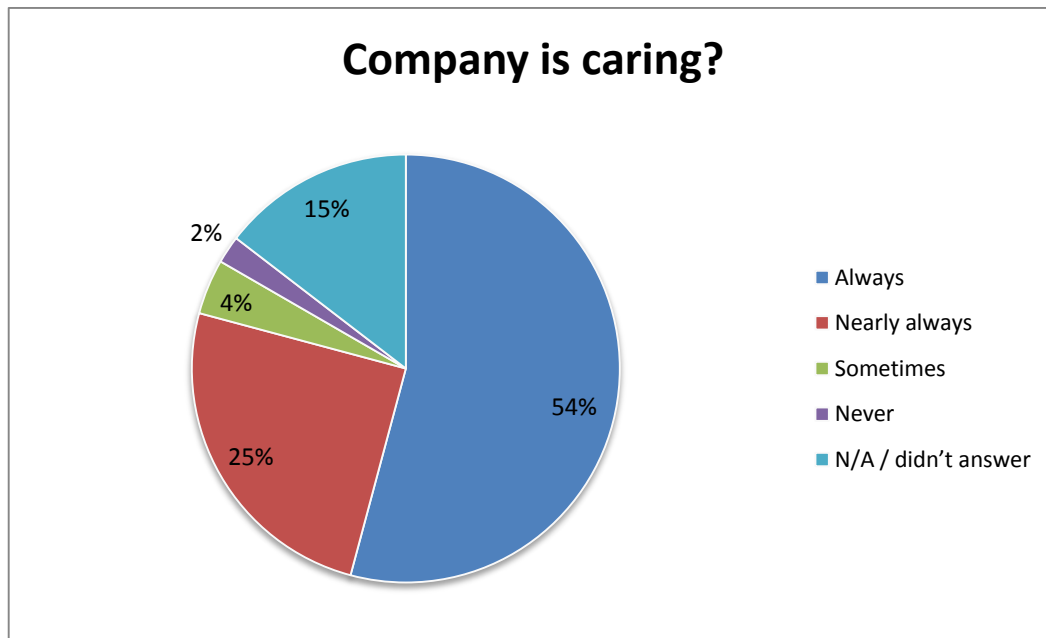
16. Are the office staff responsive to your request/s?



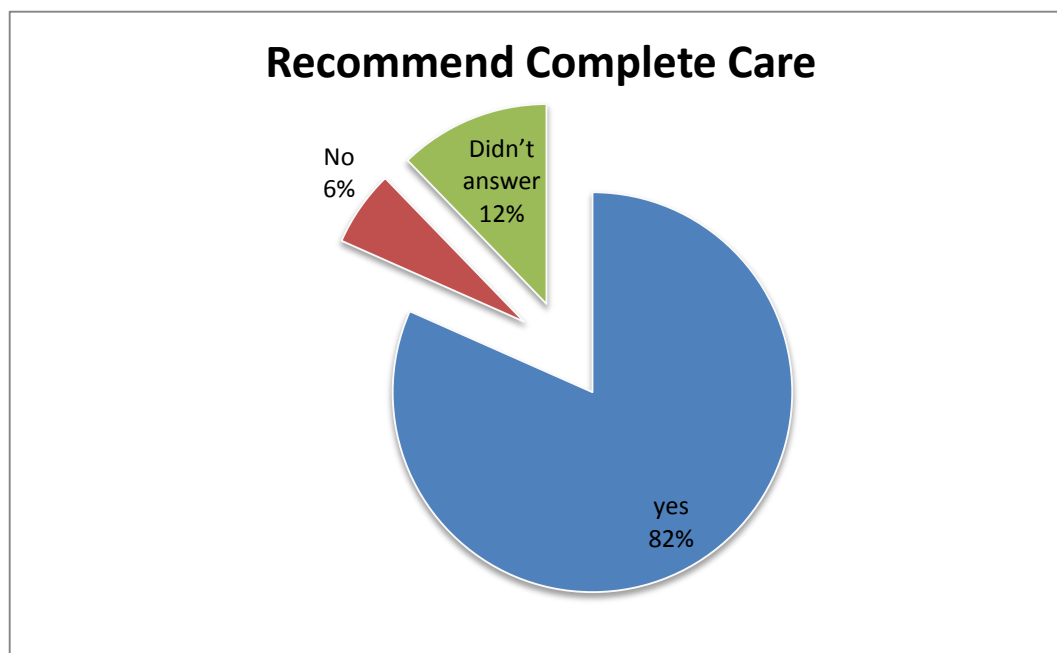
17. How do you rate the response of the “out of hours” service, provided by Complete Care?



18. Is the company caring?



19. Would you recommend Complete Care?



20. What does the company do well?

"Well presented staff"

"Keeps my family informed"

"They do what they have to in the time that they have got"

"Very Reliable and consistent"

"Very happy with all the staff, the company before made mum frightened, she is very happy now. Would recommend to anyone"

"They care for service users and don't treat them as strangers"

"Employ decent members of staff"

"Carers actually speak with my husband all the way through his care, treating him with respect. My husband cannot speak"

"Carers are respectful and listen to my needs"

"Couldn't ask for better care"

“You have a fab team of caring and thoughtful staff, very respectful and much better than previous care agencies. I couldn’t ask for better from your staff. Sylvia and Karen are the best. They all fabulous, understanding my needs, learning and developing their understanding of my needs”

“Great company and very responsive to my needs when I ring. They even went out of their way to help when I had an issue. They go above and beyond”

“Professional company that respects and understands as well as listens. Very responsive to needs and supportive, nothing is too much trouble”

“We are happy with the service provided, carers meet her needs”

“I have had three care companies so far and yours is the best”

“Sue is an excellent care worker” “staff are respectful and caring”

“Recruit good care workers who offer sympathy and support in all aspects of care. Covers care as a whole package tailored to the user in every detail. Good level of training as carers are able to support”

“We feel your staff have been carefully selected. They are all good quality girls and seem well fitted to the job they are required to do”

“Easy to deal with, listen to problems and worries”

“Strive to provide consistent care”

“Listen – to what our requirements are

Advise – offers suggestions about the service they provide

Action – Reliably maintain an action plan to fit in with our requirement

Liaise – Can respond to any special request at short notice”

21. What improvements or additional services can you suggest?

Consistency of staff (ML)

Communication when cancelling calls as some care workers still arrive

More thought into making a healthy balanced meal

Work harder to keep good staff

Knowing who is coming

Time allocated is not always long enough

Can't think of anything

"Carers need to check food dates regular, tie rubbish bags and offered varied egg breakfast"

"Office staff fall below required standard of informing me of any delay outside the 30 minute window. Standard of hygiene can sometimes fall below my standard"

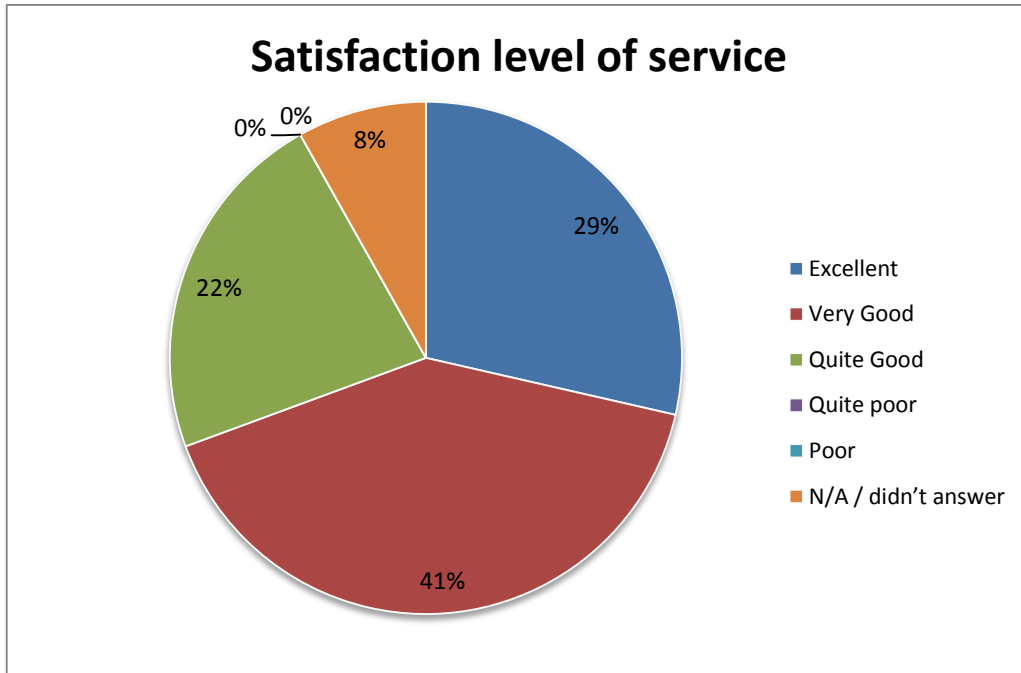
"Communicate time changes"

"Rotas of times of visit"

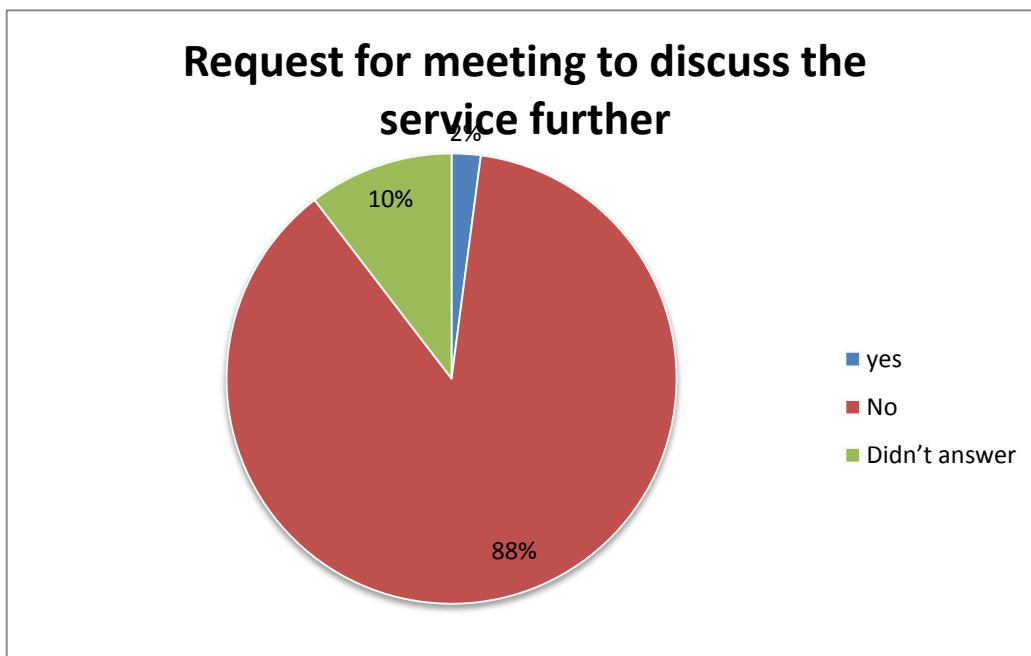
"More staff"

"Weekend service appears to be problematic with cover"

22. Overall how satisfied are you with the service from Complete Care?



23. Would you like to make an appointment to discuss the service we are providing?



Summary

Care

The response received has been very positive. The report identifies that Complete Care is providing a very good service which individuals are happy with. Over 67% felt their needs were always being met and that 59% of clients were always consulted about their care. The areas where Complete Care need to focus on is improving consistency however, the survey did identify that 57% felt Complete Care were always consistent. This is a very positive response and something which Complete Care will focus on throughout 2017.

Staff

The response again has been very encouraging, with clients and / or their relatives concurring that the majority of staff are well presented, respectful and polite. The results indicate that the majority of clients are highly satisfied with the service they are receiving. 78% either strongly agree or agreed that care workers arrived within the 30 minutes of the allocated call time however, some clients stated they were unaware of the original allocated time. This is an area where Complete Care can improve. Action has already been taken to address this issue by documenting the agreed times on our CareFree system.

Company

The feedback confirms that the majority of clients and / or their relatives are very pleased with the service however, it has been noted that those working in the office could improve the communication link between the client, community staff and those within the office.

The survey revealed that the vast majority of clients and / or their relatives felt the company was caring, they were highly satisfied with the service being received. When asked would you recommend Complete Care? A fantastic 82% responded with "yes" they would recommend Complete Care, whilst only 6% responded with "no". Overall 70% felt the service being delivered was excellent or very good. This is a tremendous achievement for Complete Care and the team, which goes from strength to strength each year.

Conclusion

From the survey and comments made, it is evident that Complete Care is a provider of choice for many. There are areas identified in the survey where improvement is required. This is mainly around consistency of times, staff and communication.

Complete Care is totally committed and focused on providing a quality service and will continually work with client, relatives and other key stakeholders to ensure the needs, wishes and preferences are being met.

Developments over the last 6 months

Complete Care continually strives to improve and develop its service. We have built positive working relationships within Kirklees and Wakefield local authority commissioning teams, community teams and other care providers. Complete Care promotes and actively encourages sharing knowledge and experience to improve the delivery of care, raising standards and expectations.

Our vision is to be the home care provider of choice this can be achieved through the following aims and objectives

- Continually driving high standards
- Employing a highly skilled and experienced workforce
- Delivering person centered care, considering the needs, wishes and preferences of clients
- Promote equality and diversity
- Work in partnership with key stakeholders
- Provide consistent and up to date information

Office

Complete Care moved offices around September 2016. The old premises were no longer suitable for the size and needs of the business. An opportunity to relocate to more modern offices became available. We are now settled next door to Wakefield Asda where we have a stronger presence.

Recruitment and Retention

Complete Care continually strive to recruit and retain the right staff, this has been challenging at times. Over the past 12 months we have focused on attracting and retaining key staff, looking at how we advertise, interview and induct new staff into the company. Complete Care has tried to engage with current staff through various activities such as Race for Life, meals out, raffles, newsletters, charitable events and company awards. This has proved to be successful and something in which we will continue throughout 2017.

Care Awards

Complete Care was again successful at the 2016 care awards. Two members of our team got through to the regional finals. Danielle won her category and is now through to the National finals, held in March 2017.

Inspection

The Care Quality Commission (CQC) inspected Complete Care on the 10th October 2016. This was a positive experience which is evident from the feedback Complete Care received. Here is the link to our inspection report

<http://www.cqc.org.uk/location/1-331629744/reports>

Complete Care West Yorkshire Ltd Good

This service was previously registered at a different address - see old profile

Overview | Inspection Summary | Reports | Registration Info | Contact

Overview and CQC Inspections

Overall Good Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

Review

Over the next 12 weeks the Registered Manager, Care Manager and Coordinators will be conducting home visits to the clients that were less than satisfied with their care. We take our responsibilities to provide a high standard of service very seriously, addressing any concerns in an open and honest manner.

The quality assurance questionnaire will be posted out to clients again in November 2017.

