



Customer Service Report

Salisbury

2019

Location: Salisbury

CQC Registration Number: RGP1-5080942649

Registered Manager: Sidney Mushinge

Undertaken by: Jeni Nutley

Ref: 2019-11-17

Background

A questionnaire was sent to our client to gauge the level of service based on the Care Quality Commissions standards for best practice in line with the five key areas on enquiry. The survey was undertaken to identify those areas in which we are doing well and, also where we need to improve.

Of the ten surveys that were sent to clients on 17th November six were returned. The graphs below show how our clients feel about the service we provide

We also offered the chance for feedback on the form, several of our clients took this opportunity.

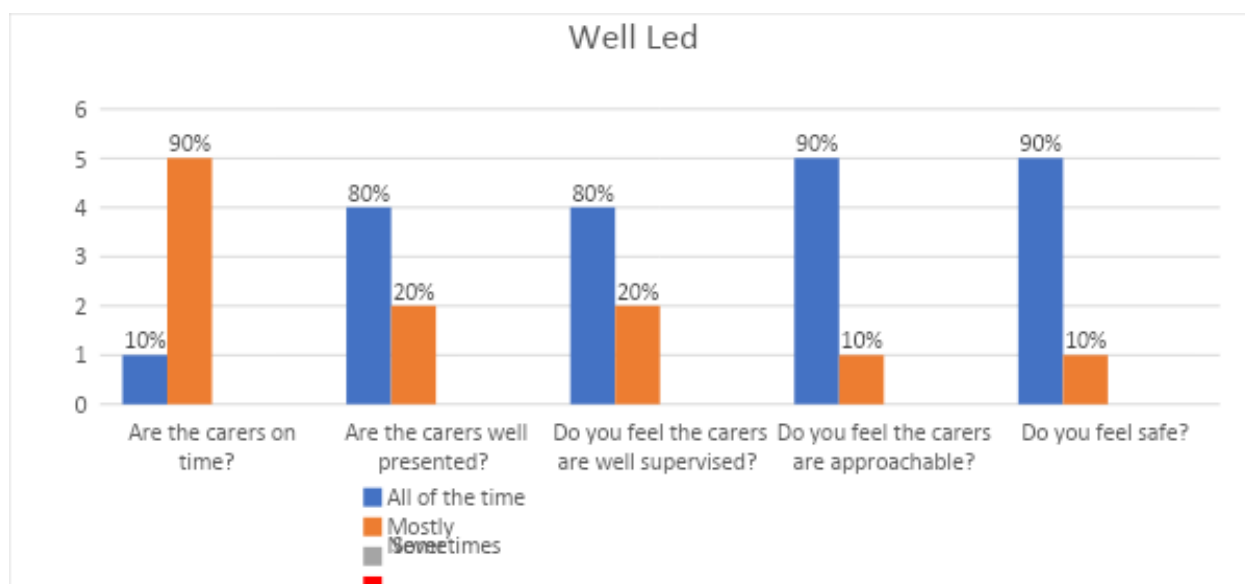
" I would like staff to tell me if they have any concerns. they need to be open with me. I have noticed some carers are 'too polite' that they fail to tell me what it is I need to correct or change"

"They are absolutely good, and top of the chat. I will recommend them and appreciate the care"

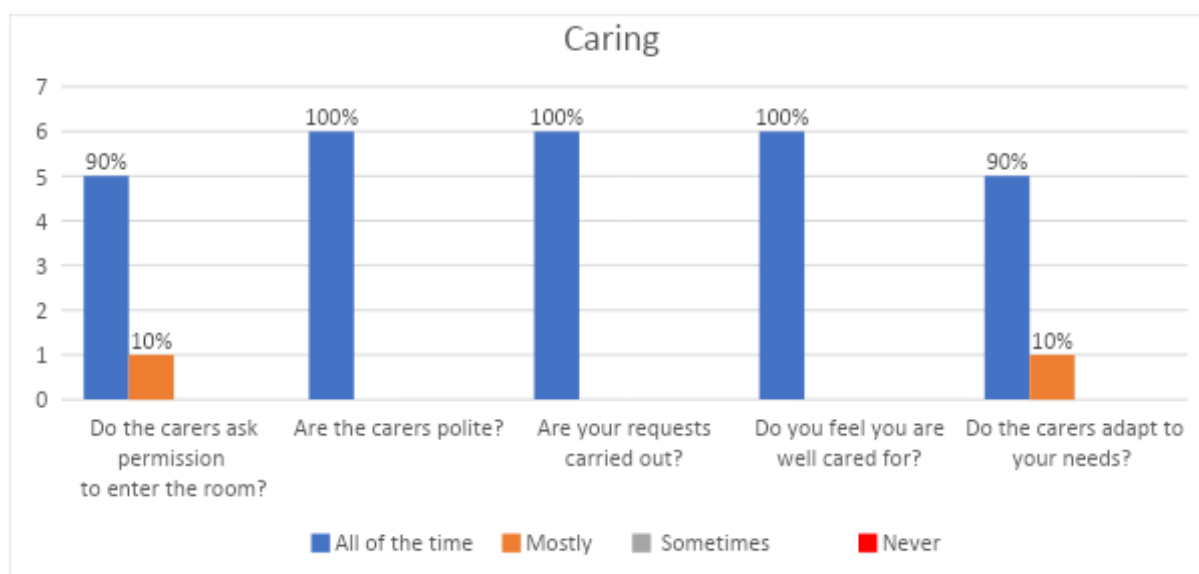
*"We are very happy with the care we receive for *** You are a very good care company and always go the extra mile to make sure the service users and their families are supported and listened too. Nothing is too much trouble. I t is also lovely to be able to go out and leave *** in such safe hands and to not to have to worry about anything. Many, many thanks"*

Survey Results

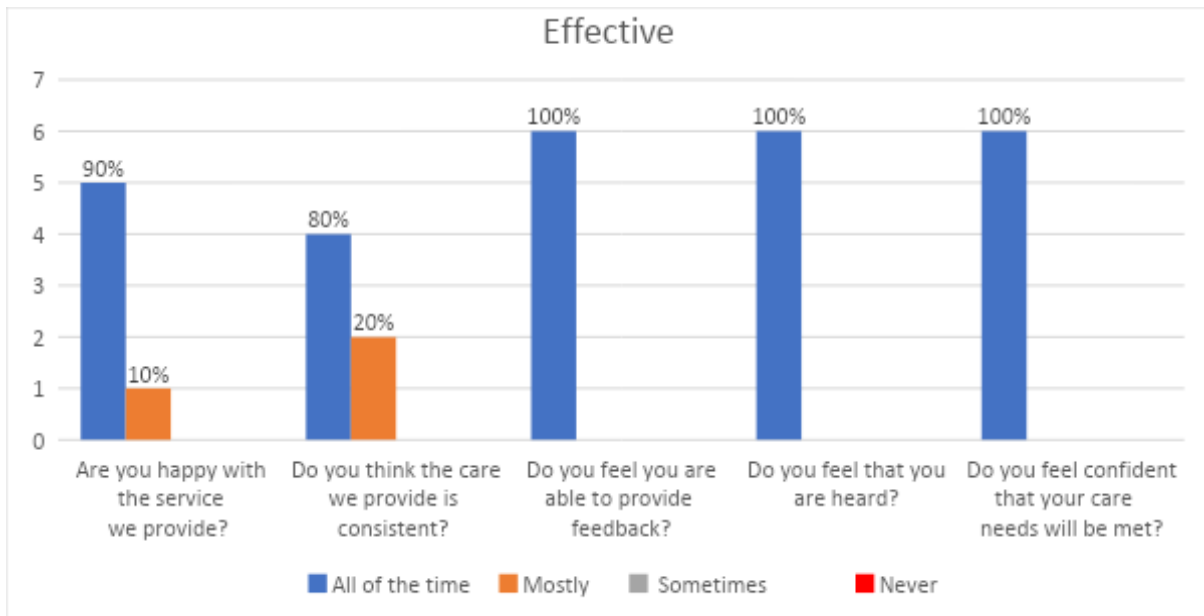
The first set of questions related to the leadership of the company. As you can see from the chart below the main issues raised are timekeeping and presentation. We always endeavour to keep to our times and will advise if we are to be delayed. Going forward we will be introducing incentives for good timekeeping. For presentation, we have arranged for staff to be issued with uniforms with the company logo and introduced a dress code.



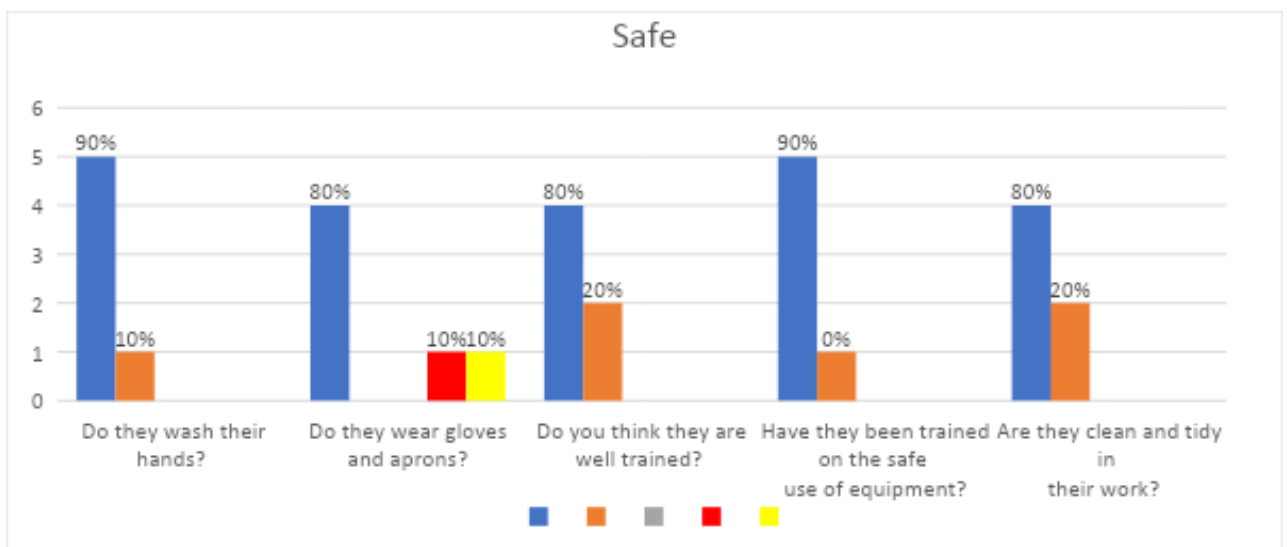
The second set of questions related to caring. In this area we have shown we are a very caring company. We will encourage staff to adopt our ethos of 'Connecting and Caring' and be as adaptable as possible. We will also remind them that they must ask for permission to enter the room



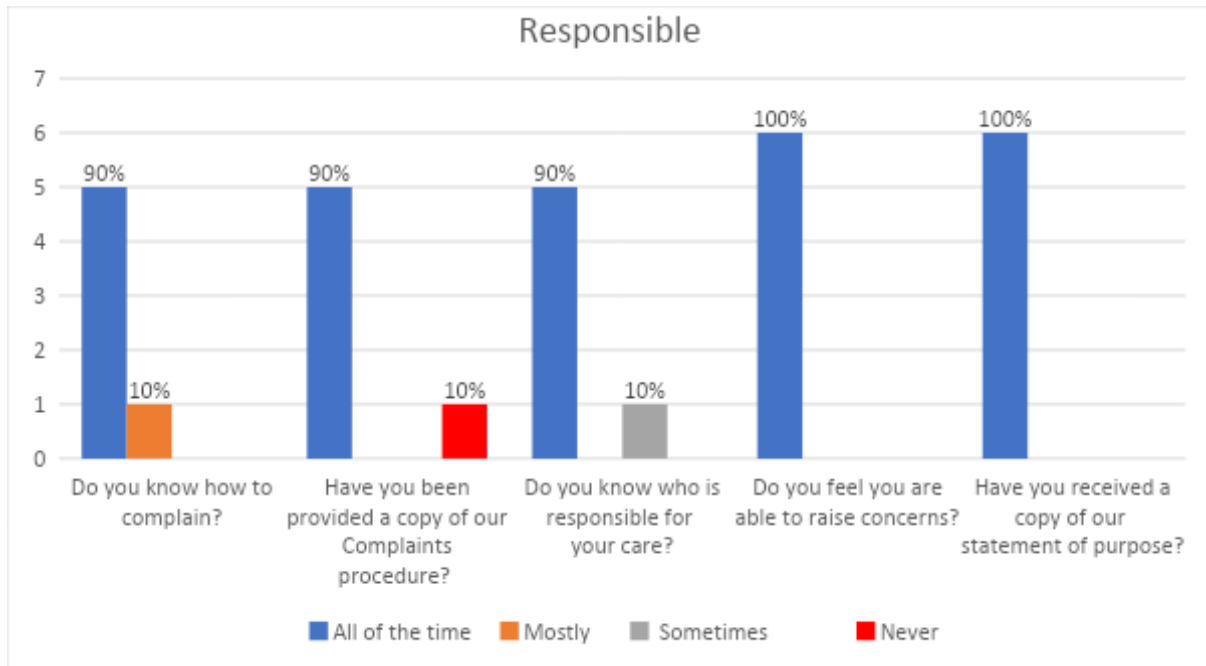
The third set of questions related to the effectiveness of the service we provide. The two areas in which we require improvement are consistency of care and client satisfaction. In order to improve consistency, we have implemented checklists and are currently working on all client files to ensure personal centeredness statements have been completed. This we aim to complete these by the end of February 2020. This should improve the service we provide and improve customer satisfaction.



The fourth set of questions related to the safety of the service. In this section the survey has shown that we need to improve in several areas. We have ensured that staff have completed personal care training. We have introduced an induction plan for new staff and are also working to ensure that all risk assessment have been completed and updated. We will continue to monitor with supervision and auditing. *note that the 'NA' relates to a sit in service.



The fifth set of questions focused on responsibility. At Connect and Care we are open, honest and are willing to listen to our clients. The results shown in the graph below show that we need to ensure that our clients are aware of the channels of communication. We have updated our files with the contact number for the Registered Manager and our Statement of Purpose which includes information on how and to whom to raise any concerns.



Conclusion

We have noted the views of our clients and are putting the outcomes into a 2020 action plan in line with our ethos 'Connect and Care' All resources will be devoted to continuous improvement.