



Customer Service Report

Salisbury

2020

Location: Salisbury

CQC Registration Number: RGP1-5080942649

Registered Manager: Sidney Mushinge

Undertaken by: Jeni Nutley

Ref: 2020-12-1

Background

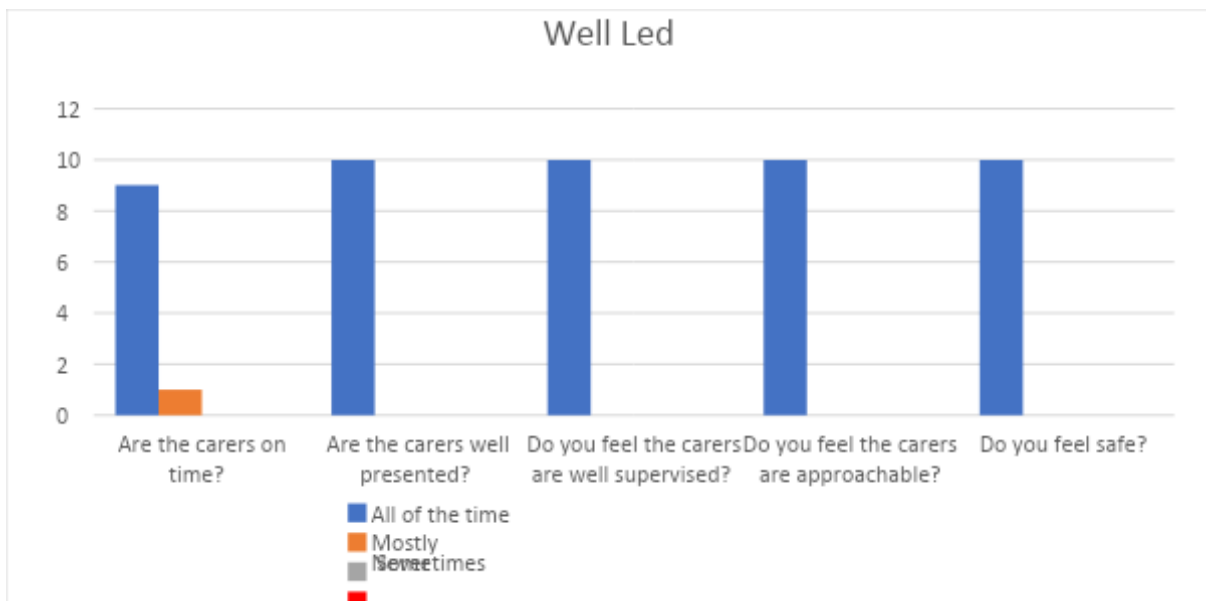
In 2019 we undertook a survey by providing a written questionnaire. With the COVID-19 pandemic in 2020 we decide to undertake our survey via telephone. This method was undertaken as many of our clients do not have access to computers so an email survey was deemed inappropriate.

The survey was undertaken 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.

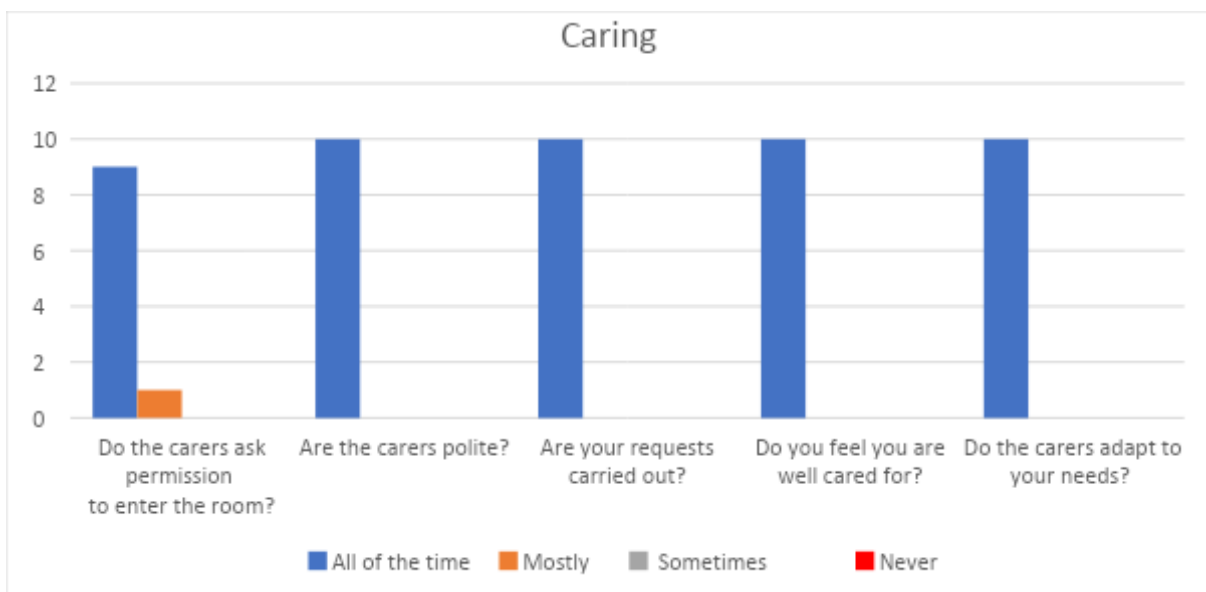
Our ten clients were telephoned in the first two weeks of November and the graphs below show how our clients feel about the service we provide

Survey Results

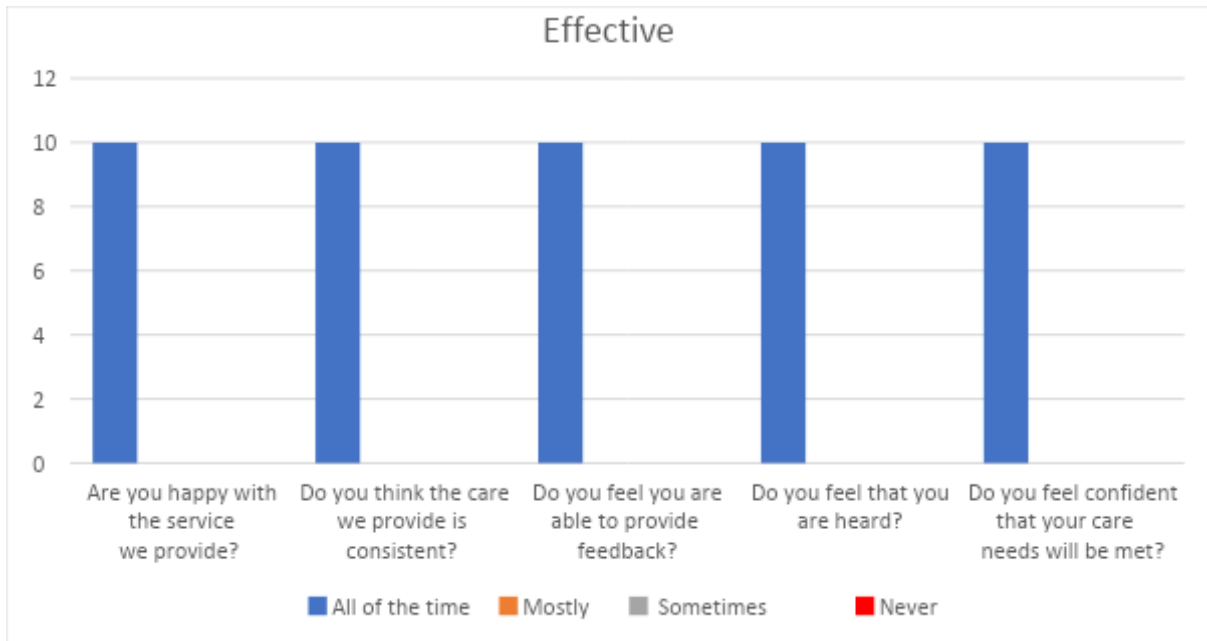
The first set of questions related to the leadership of the company. In 2019 the main issues raised are timekeeping and presentation. We always endeavour to keep to our times and will advise if we are to be delayed. Going forward we will be introducing incentives for good timekeeping. For presentation, we have improved significantly with the new uniforms and dress code has portrayed a more professional service.



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



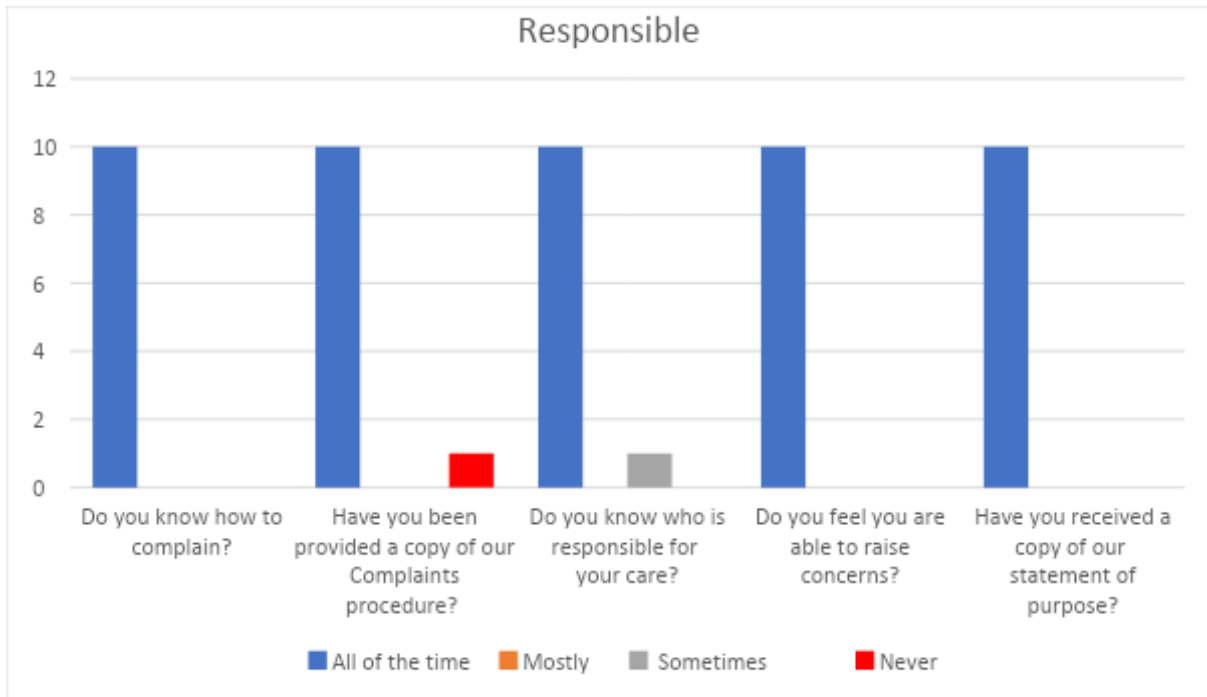
The third set of questions related to the effectiveness of the service we provide. In 2019 the two areas in which we require improvement are consistency of care and client satisfaction. In order to improve consistency, we have implemented checklists books which include all the charts and information for each client and we have completed personal centeredness statements.



The fourth set of questions related to the safety of the service. In 2019 the survey has showed that we needed to improve in several areas. Since then, we have ensured that staff have completed personal care and infection control training. We have introduced an induction plan for new staff and ensured that all risk assessments have been completed and updated. We have introduced a risk assessment checklist to make sure all staff are up-to-date with the clients current needs. We will continue to monitor with supervision and auditing.



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

The survey has shown that we are providing a good service, but we will always look to improve our service.

Conclusion

We have noted the views of our clients and are putting the outcomes into a 2021 action plan in line with our ethos 'Connect and Care' All resources will be devoted to continuous improvement.