

SERVICE USER SURVEY 2015 RESULTS

At the end of July 2015, Castle Care (Scotland) Ltd carried out its first service user satisfaction survey.

A questionnaire containing thirty questions plus a section for any additional comments was devised and sent out to each of Castle Cares Service User's or where appropriate their next of kin.

By carrying out this exercise it was hoped that the company would receive a first hand account from its Service Users regarding its performance, what it was doing well, getting right and what areas it could be improving on.

The information included in the completed questionnaires that were returned to us has been collated, processed and used to influence Castle Care (Scotland) Ltd quality improvement strategy 2016.

The Management team at Castle Care would again like to take this opportunity to thank all those who participated in the 2015 survey. We are always keen to hear your views about the service you receive and encourage you to leave feedback with one of our managers whenever is convenient for you.

The results of the survey are published on the following pages.

TOTAL NUMBER OF CASTLE CARE (SCOTLAND) SERVICE USERS (JULY 2015)	NUMBER OF SURVEYS DISTRIBUTED	NUMBER OF COMPLETED, RETURNED SURVEYS.	PERCENTAGE OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS NOT RETURNED
56	56	26	46%	54%

QUESTION 1. Overall, how satisfied are you with the help you receive from Castle Care in your own home?	I am extremely satisfied	6	23%
	I am very satisfied	10	38%
	I am quite satisfied	7	27%
	I am neither satisfied nor dissatisfied	2	8%
	I am fairly dissatisfied		
	I am very dissatisfied	1	4%
	I am extremely dissatisfied		

QUESTION 2. Does Castle Care hold a 6 monthly review meeting to check that you are satisfied with the service you are receiving?	YES	14	54%
	NO	12	46%

QUESTION 3. Are you contacted on a regular basis by the office staff?	YES	10	38%
	NO	16	62%

QUESTION 4. Are you visited on a regular basis by the service manager or care coordinator?	YES	16	62%
	NO	10	38%

QUESTION 5. When you contact the office are you treated with courtesy?	Always	17	65%
	Usually	8	31%
	Sometimes		
	Never	1	4%

QUESTION 6. When you contact the office with an issue do you feel that you are listened to?	Always	17	65%
	Usually	7	27%
	Sometimes	1	4%
	Never	1	4%

QUESTION 7. If you have raised an issue, was it dealt with promptly?	Always	16	61%
	Usually	7	27%
	Sometimes	3	12%
	Never		

QUESTION 8. Do your support workers come at times that suit you?	Always	17	65%
	Usually	6	23%
	rarely	1	4%
	Never	2	8%

QUESTION 9. Do your support workers arrive on time?	Always	14	54%
	Usually	11	42%
	Rarely	1	4%
	Never		

QUESTION 10. Do your support workers spend less time with you than they are supposed to?	Always	1	4%
	Usually	7	27%
	Rarely	3	12%
	Never	15	57%

QUESTION 11. Are your support workers in a rush?	Always	2	8%
	Usually	3	12%
	Rarely	8	31%
	Never	13	46%

QUESTION 12. Do you always see the same support workers?	Always	11	43%
	Usually	15	57%
	Rarely		
	Never		

QUESTION 13. Do your support workers do the things YOU want?	Always	14	54%
	Usually	10	38%
	Rarely	2	8%
	Never		

QUESTION 14. Does your support worker wear a uniform?	Always	16	61%
	Usually	7	27%
	Rarely	2	8%
	Never	1	4%

QUESTION 15. Do you have as many visits from your support worker as you need?	Yes	23	88%
	No I need a few more	2	8%
	No I need a lot more	1	4%

QUESTION 16. Is your support worker neat and tidy?	Always	20	77%
	Usually	6	23%
	Rarely		
	Never		

QUESTION 17. Does your support worker show you their ID badge?	Always	12	44%
	Usually	3	12%
	Rarely	2	8%
	Never	9	36%

QUESTION 18. Are you kept informed about any changes to your care (e.g. your visit may be late etc.?)	Always	8	31%
	Usually	8	31%
	Rarely	5	19%
	Never	5	19%

QUESTION 19. Overall, how do you feel about the way your support workers treat you?	Always happy with treatment	20	77%
	Usually happy with treatment	5	19%
	Rarely happy with treatment	1	4%
	Never happy with treatment		

QUESTION 20a. My support workers are understanding.	Strongly Agree	11	42%
	Agree	15	58%
	Disagree		
	Strongly Disagree		

QUESTION 20b. My support workers are miserable.	Strongly Agree		
	Agree		
	Disagree	9	35%
	Strongly Disagree	17	65%

QUESTION 20c. My support workers are unfriendly.	Strongly Agree		
	Agree		
	Disagree	9	35%
	Strongly Disagree	17	65%

QUESTION 20d. As far as I know, my support workers keep personal information confidential.	Strongly Agree	11	42%
	Agree	15	58%
	Disagree		
	Strongly Disagree		

QUESTION 20e. My support workers gossip to me about other people they care for.	Strongly Agree	1	4%
	Agree	1	4%
	Disagree	9	35%
	Strongly Disagree	15	57%

QUESTION 20f. My support workers are excellent at what they do.	Strongly agree	15	57%
	Agree	9	35%
	Disagree	1	4%
	Strongly Disagree	1	4%
QUESTION 20g. My support workers are less thorough than I would like.	Strongly agree		
	Agree	6	24%
	Disagree	10	38%
	Strongly Disagree	10	38%
QUESTION 20h. My support workers treat me with respect.	Strongly agree	14	54%
	Agree	12	46%
	Disagree		
	Strongly Disagree		
QUESTION 20i. My support workers do things their way rather than the way I would like.	Strongly agree	1	4%
	Agree	6	24%
	Disagree	14	54%
	Strongly Disagree	5	18%
QUESTION 20j. My support workers are gentle with me.	Strongly agree	12	46%
	Agree	13	50%
	Disagree	1	4%
	Strongly Disagree		
QUESTION 20k. My support workers are careless.	Strongly agree	1	4%
	Agree		
	Disagree	11	42%
	Strongly Disagree	14	54%
QUESTION 20l. My support workers are honest.	Strongly agree	12	46%
	Agree	14	54%
	Disagree		
	Strongly Disagree		

QUESTION 21a. I am always clean.	Strongly agree	9	32%
	Agree	16	62%
	Disagree	1	4%
	Strongly Disagree		
QUESTION 21b. I always feel comfortable.	Strongly agree	10	38%
	Agree	15	58%
	Disagree	1	4%
	Strongly Disagree		
QUESTION 21c. I don't feel safe in my own home.	Strongly agree		
	Agree	1	4%
	Disagree	12	46%
	Strongly Disagree	13	50%

QUESTION 21d. I have as much contact with people as I want.	Strongly agree	7	30%
	Agree	18	66%
	Disagree	1	4%
	Strongly Disagree		
QUESTION 21e. I spend too long with nothing interesting to do.	Strongly agree	1	4%
	Agree	4	16%
	Disagree	16	62%
	Strongly Disagree	5	18%
QUESTION 21f. I get up and go to bed at times that suit me.	Strongly agree	8	31%
	Agree	14	53%
	Disagree	2	8%
	Strongly Disagree	2	8%
QUESTION 21g. The help that I get from Castle Care has made me more independent than I was.	Strongly agree	5	18%
	Agree	16	62%
	Disagree	4	16%
	Strongly Disagree	1	4%

22 If you could change one thing about the service that Castle Care provide to you, what would it be?

“Nothing to change”

“I’m quite happy with service”

“Better and more frequent communication from the office”

“Satisfied with the service”

“Better understanding of what I already did for my mother and knowledge that I have”

“Nothing”

“Flexibility of care”

“Would be great if carers could give me insulin injection”

“They could have more hours with me and take me out in my car”

“Nothing”

23 Are you male or female?	Male	12	46%
	Female	14	54%

QUESTION 24. How old are you?	Under 65	5	19%
	65 - 74	6	24%
	75 - 84	5	19%
	85 or over	10	38%

QUESTION 25. To which of these groups do you consider you belong?	White (British, Irish, any other white background)	26	100%
	Mixed (White and black Caribbean/African etc..)		
	Asian or Asian British (Indian, Pakistani, Bangladeshi etc..)		
	Chinese		
	Any other ethnic group		

QUESTION 26. How many hours of home care do you usually receive each week from Castle Care?	Less than 1 Hour		
	Between 1 and 4 Hours	6	24%
	Between 5 and 7 Hours	8	30%
	Between 8 and 10 Hours	1	4%
	Between 11 and 19 Hours	7	26%
	Between 20 and 29 Hours	3	12%
	Between 30 and 40 Hours	1	4%
	More than 40 Hours		

QUESTION 27. Do you receive any practical help from any friends, neighbours or family?	Yes	23	88%
	No	3	12%

QUESTION 28. Did you fill in this questionnaire by yourself?	I filled it in myself	6	23%
	I had help from a support worker	3	12%
	I had help from someone else	17	65%

QUESTION 29. Would you like to be involved with Castle Care staff, other service users and family members in reviewing Castle Care's participation strategy?	Yes	2	8%
	No	24	92%

QUESTION 30. Would you like to be involved in the interview process for new employees of Castle Care?	Yes	1	4%
	No	25	96%

FINALLY, PLEASE WRITE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE REGARDING THE SERVICE YOU RECEIVE FROM CASTLE CARE.

"Quite happy with service"

"They don't always tidy up"

"Greatly appreciate input and sensitivity of staff, carers very supportive and helpful"

"Always very kind, understanding and supportive, very satisfied with the support and care received"

"The service from Castle Care needs to improve, staff need to learn more about particular medical conditions of clients"

"Very friendly service"

"A very good, caring service, happy and friendly support workers"