

Regulation 10, 2, e
The Health & Social Care Act 2012,
Outcome 16 – Quality Questionnaire



The questions that are asked on the service user questionnaire are as follows:-

1. Are you happy with the time that the carers call?
2. Are the carers polite and courteous at all times?
3. Does the carer stay the required time?
4. Do the carers perform their required tasks?
5. If asked, do the carers always have their Identity Badges with them?
6. Do the carers always wear their uniforms when visiting?
7. Are you asked what you would like to wear for the day?
8. Are you asked what you would like to eat and drink for each meal?
9. Have you spoken to a member of staff from office?
10. Was the staff member you spoke to polite and helpful?
11. Did they treat you with respect?
12. Did they deal with your request / enquiry to your satisfaction?
13. How could the service be improved?

For each answer there is a rating from 5, Excellent to 1 Very Poor, and space to make comments.

In November 2012 we sent the questionnaire to all of our clients at that time numbering 200, these were the results.

Client Response	30.50%
Percentage of Excellent (5)	47.81%
Percentage of Good (4)	33.74%
Percentage of Adequate (3)	6.01%
Percentage of Poor (2)	0.96%
Percentage of Very Poor (1)	1.37%
Percentage of Not Applicable	10.11%

All of the marks of 3 or less, and comments / recommendations in Question 13 were followed up and we have endeavoured to rectify all of these matters with the service users.

