



EXISTING CLIENT QUALITY ASSURANCE REPORT AND ACTIONS 2019

We were asked to contribute to the Live-in care Hub (of which we are founder members) research project to promote live-in care in association with the University of Kent. The University will be carrying out analysis of the answers provided and the live-in care hub will generate a survey to promote live-in care. This questionnaire was sent out by Miracle Workers Agency to 32 existing clients in October 2018. We received 21 responses (59.3% return rate).

Question 1 – Overall, how satisfied or dissatisfied are you with the care and support services you receive?

- 9 clients responded extremely satisfied (rating 1)
- 7 clients responded very satisfied (rating 2)
- 5 clients responded quite satisfied (rating 3)

Comments:

I am extremely satisfied with the wonderful carer for my cousin Angela Bates (rating 1)

ACTIONS: *Continue to follow our best practice guidelines for client contact.*

Question 2a – Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

- 1 client responded “so good it could not be better”
- 3 clients responded “very good”
- 10 clients responded “good”
- 4 clients responded “alright”
- 1 client responded “bad”
- 1 client responded “very bad”
- 1 client didn’t respond at all

Comments:

No comments

ACTIONS: *No action applicable*

Question 2b – Do care and support services help you to have a better quality of life?

- 20 clients said Yes
- 1 client didn’t respond

Comments:

No comments



ACTIONS: *No action applicable*

Question 3 – Which of the following statements best describes how much control you have over your daily life?

- 5 clients responded “I have as much control over my daily life as I want”
- 12 clients responded “I have adequate control over my daily life”
- 3 clients responded “I have some control over my daily life but not enough”
- 1 client didn’t respond

Comments:

No comments

ACTIONS: *Wherever possible, our carers should encourage independence.*

Question 4 – Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

- 13 clients responded “I feel clean and am able to present myself the way I like”
- 7 clients responded “I feel adequately clean and presentable”
- 1 client didn’t respond

Comments:

No comments

ACTIONS: *Carers will continue to be encouraged to assist the clients to maintain the highest possible standards of personal hygiene and maintain dignity and respect.*

Question 5 – Thinking about the food and drink you get, which of the following statement best describe your situation?

- 17 clients responded “I get all the food and drink I like when I want”
- 4 clients responded “I get adequate food and drink at OK times”

Comments:

ACTIONS: *During our in-house training we complete a lecture with all carers on cooking for a client and the importance of hydration. MWA will continue to do so.*



Question 6 – Which of the following statements best describes how clean and comfortable your home is?

- 16 clients responded “My home is as clean and comfortable as I want”
- 4 clients responded “My home is adequately clean and comfortable”
- 1 client responded “My home is not quite clean or comfortable enough”

Comments:

No comments

ACTIONS: *We provide a risk assessment checklist for the carer to fill out to report any issues in the home. Our carers are advised to ensure the communal areas of the home including the client’s bedroom and bathroom are kept tidy, clean and hygienic.*

Question 7a – Which of the following statements best describes how safe you feel?

- 16 clients responded “I feel as safe as I want”
- 4 clients responded “Generally I feel adequately safe, but not as safe as I would like”
- 1 client responded “I feel less than adequately safe”

Comments:

No comments

ACTIONS: *No action applicable*

Question 7b – Do care and support services help you in feeling safe?

- 20 clients responded “Yes”
- 1 clients responded “No”

Comments:

“No, because they cannot help if I fell although they can call for help”

ACTIONS: *Carers will ensure that sufficient safety measures are in place to meet the client’s needs.*



Question 8 – Thinking about how much contact you’ve had with the people you like, which of the following statements best describes your social situation?

- 11 clients responded “I have as much social contact as I want with people I like”
- 8 clients responded “I have adequate social contact with people”
- 2 clients responded “I have little social contact with people and feel socially isolated”

Comments:

No comments

ACTIONS: *Wherever possible, carers will encourage the clients to maintain social interaction with family and friends or through social groups.*

Question 9 – Which of the following statements best describes how you spend your time? When you are thinking about how you spend your time, please include anything you value or enjoy including leisure activities, formal employment, voluntary or unpaid work and caring for others?

- 4 clients responded “I am able to spend my time as I want, doing things I value or enjoy”
- 9 clients responded “I’m able to do enough of the things I value or enjoy with my time”
- 6 clients responded “I do some of the things I value or enjoy with my time but not enough”
- 1 client responded “I don’t do anything I value or enjoy with my time”
- 1 client didn’t respond

Comments:

I’m virtually blind so very limited.

ACTIONS: *Wherever possible, the carers will encourage stimulating activities with the client.*

Question 10 – Which of these statements best describes how having help to do things makes you think and feel about yourself?

- 8 clients responded “Having help makes me think and feel better about myself”
- 8 clients responded “Having help does not affect the way I think or feel about myself”
- 3 clients responded “Having help sometimes undermines the way I think and feel about myself”
- 1 client responded “Having help completely undermines the way I think and feel about myself”
- 1 client didn’t respond

Comments:

I’m virtually blind so very limited

ACTIONS: *No action applicable.*



Question 11 – Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

- 11 clients responded “The way I’m helped and treated makes me think and feel better about myself”
- 9 clients responded “The way I’m helped and treated does not affect the way I think or feel about myself”
- 1 client responded “The way I’m helped and treated sometimes undermines the way I think and feel about myself”

Comments:

As long as they care about me.

ACTIONS: *Carers will always be respectful of a client’s wishes in terms of the level of interactions they have with them.*

Question 12 – How is your health in general?

- 8 clients responded “Good”
- 12 clients responded “Fair”
- 1 client responded “Bad”

Comments:

No comments

ACTIONS: *No action applicable but MWA closely monitors the changing requirements of their clients.*

Question 13 – By placing a tick in one box in each group below, please indicate which statements best describes your own health state today?

a) Pain or discomfort

- 7 clients responded “I have no pain or discomfort”
- 14 clients responded “I have moderate pain or discomfort”

b) Anxiety or depression

- 7 clients responded “I’m not anxious or depressed”
- 10 clients responded “I’m moderately anxious or depressed”
- 2 clients responded “I’m extremely anxious or depressed”
- 2 clients didn’t respond

Comments:

No comments

ACTIONS: *No actions applicable*



Question 14 – Please place a tick in the box that best describes your abilities for each of the following questions.

a) Do you usually manage to get around indoors (except steps) by yourself?

- 12 clients responded “I can do this easily by myself”
- 2 clients responded “I have difficulty doing this myself”
- 6 clients responded “I can’t do this by myself”
- 1 client didn’t respond

Comments:

I can do this easily by myself with a walking frame

b) Do you usually manage to get in and out of a bed (or chair) by yourself?

- 11 clients responded “I can do this easily by myself”
- 4 clients responded “I have difficulty doing this myself”
- 5 clients responded “I can’t do this by myself”
- 1 client didn’t respond

Comments:

I can do this easily by myself with aids

c) Do you usually manage to feed yourself?

- 15 clients responded “I can do this easily by myself”
- 3 clients responded “I have difficulty doing this myself”
- 2 clients responded “I can’t do this by myself”
- 1 client didn’t respond

Comments:

No comments

d) Do you usually deal with finances and paperwork – for example paying bills, writing letters – by yourself?

- 2 clients responded “I can do this easily by myself”
- 2 clients responded “I have difficulty doing this myself”
- 16 clients responded “I can’t do this by myself”
- 1 client didn’t respond

Comments:

No comments



ACTIONS: *Carers will continue to monitor the clients' needs and request an OT report when it becomes necessary.*

Question 15 – Please place a tick in the box that best describes your abilities for each of the following questions.

a) Do you usually manage to wash all over by yourself using either a bath or shower?

- 7 clients responded "I can do this easily by myself"
- 3 clients responded "I have difficulty doing this myself"
- 10 clients responded "I can't do this by myself"
- 1 client didn't respond

b) Do you usually manage to get dressed and undressed by yourself?

- 7 clients responded "I can do this easily by myself"
- 6 clients responded "I have difficulty doing this myself"
- 7 clients responded "I can't do this by myself"
- 1 client didn't respond

c) Do you usually manage to use the WC/toilet by yourself?

- 6 clients responded "I can do this easily by myself"
- 7 clients responded "I have difficulty doing this myself"
- 7 clients responded "I can't do this by myself"
- 1 client didn't respond

d) Do you usually manage to wash your face and hands by yourself?

- 10 clients responded "I can do this easily by myself"
- 6 clients responded "I have difficulty doing this myself"
- 4 clients responded "I can't do this by myself"
- 1 client didn't respond

Comments:

No comments

ACTIONS: *No action applicable*



Question 16 – How well do you think your home is designed to meet your needs?

- 15 clients responded “My home meets my needs very well”
- 6 clients responded “My home meets most of my needs”

Comments:

- Whereas home is adequate, I need help to live there, and shortly, not enough help so will move

ACTIONS: *No action applicable.*

Question 17 – Thinking about getting around outside of your home, which of the following statements best describes your present situation?

- 9 clients responded “I can get to all the places in my local area that I want”
- 2 clients responded “At times I find it difficult to get to all the places in my local area that I want”
- 5 clients responded “I am unable to get to all the places in my local area that I want ”
- 4 clients responded “I do not leave my home”
- 1 client didn’t respond

Comments:

- I do not leave my home for long periods of time

ACTIONS: *No action applicable.*

Question 18 – Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

- 8 clients responded “Yes, from someone living in my household”
- 11 clients responded “Yes, from someone living in another household”
- 1 clients responded “No ”
- 1 client didn’t respond

No Comments

ACTIONS: *No action applicable.*



Question 19 – Do you buy any additional care or support privately or pay more to “top up” your care and support?

- 13 clients responded “Yes, I buy some more care and support with my own money”
- 1 clients responded “Yes, my family pays for some more care and support for me”
- 6 clients responded “No ”
- 1 client didn’t respond

No Comments

ACTIONS: *No action applicable.*

Question 20 – Did you have any help from someone else to complete this questionnaire?

- 2 clients responded “No, I did not have any help”
- 0 clients responded “I had help from a care worker”
- 4 clients responded “I had help from someone living in my household ”
- 15 clients responded “I had help from someone living outside my household”

Comments:

- 2 comments - I had help from my son
- I had help from my daughter

ACTIONS: *No action applicable.*

Question 21 – What type of help did you have? Please tick as many boxes as apply

- 1 clients responded “I didn’t have any help”
- 1 clients responded “Someone else read the questions to me”
- 0 clients responded “Someone else translated the questions for me ”
- 0 clients responded “Someone else wrote down the answers for me”
- 0 clients responded “I talked through the questions with someone else”
- 12 clients responded “Someone answered for me, without asking me the questions”
- 2 clients responded “Someone else read the questions to me” and “Someone else read the questions to me” and “Someone else wrote down the answers for me”
- 1 client responded “Someone else wrote down the answers for me” and “I talked through the questions with someone else”
- 2 clients responded “Someone else read the questions to me” and “Someone else wrote down the answers for me”
- 1 client responded “Someone else wrote down the answers for me” and “Someone answered for me, without asking me the questions”
- 1 client didn’t respond

No Comments

ACTIONS: *No MWA action applicable.*



Clients were given the opportunity to make general comments. If they were not already raised and actioned above, they are detailed below:

A most useful, very pleasant and helpful organisation.

I have told several friends who need some respite of your excellent service.

It would be helpful to try and have more regular carers. I realise this is difficult.

We are very pleased with the service and friendship mum receives from Esther who has cared for mum regularly over the past year. Enables mum to stay in her beloved home and for me to sleep at night!

Couldn't be happier with the service provided. All the carers have been excellent.

Fantastic service! Takes such a load off our minds and shoulders!

Very happy with MW – your carers have all been superb.

Fitting appropriate carers to the appropriate client within specific timeframes is extraordinarily difficult. Perhaps carers should be asked to give the office more notice of their desire to leave. At the moment it seems to be just two weeks (notice)?

I have been very impressed with how reliable MW has been. I have a very demanding job and every time we have been stuck, they have found a replacement for holiday cover. I would recommend them without hesitation.

Satisfied in all my dealings with the Agency.

We are happy with the service and the quality of carers provided by Miracle Workers.

Very grateful for the support the agency provides and the calibre of its carers.

Generally we have found the Agency to have been appropriately helpful, listened well to any problems and sorted any out with sympathetic discussion. The carers assigned to my mother have, on the whole, been successful and fitted well into home. Where there has been a problem, I have been able to discuss with my contact. However, I am also aware that I myself may not have been decisive enough when there have been difficulties.

Management Comment:

Client feedback continues to be very positive with the majority of clients very pleased with the service they receive from MWA. Delivering a bespoke service to our clients remains of the utmost importance to us and wherever possible we will act on the individual needs of the client. We will ensure the carers keep the care managers up to date with the changing needs of their clients.