

EXISTING CLIENT QUALITY ASSURANCE REPORT AND ACTIONS 2020

A client satisfaction questionnaire was sent out by Miracle Workers Agency to 35 existing clients in June 2020. We received 23 responses (65% return rate). We asked clients to rate their responses and provide comments.

5 – excellent

4 – very good

3 – good

2 – fair

1 – poor

Question 1 – Do you have enough contact with the agency?

- 16 clients responded excellent (rating 5)
- 6 clients responded very good (rating 4)
- 1 client responded fair/good (rating 2/3)

Comments:

Yes, they are always there for me.

Yes, there is always someone available if I need to talk to someone. I have an excellent rapport with Chrissie.

Yes, Ceri keeps us well informed and discusses carer changes.

Yes, the contact is excellent.

Yes, I feel happy that I can contact them whenever I need to and always get a response as soon as possible.

Sara always rings back when I call and she's happy to chat about issues.

Generally very good now that we have longer term carers in place, I have heard very little in terms of "checking in" to see how things are going.

Usually I initiate the communication. It would be nice to have contact more often.

ACTIONS:

Each care manager works hard to establish a good working relationship with their clients/client contact. We will ensure that we are in touch with our clients at least once a month and remain in regularly contact throughout the month with the carers in place.

Question 2 – When you contact the office, are your queries answered to your satisfaction?

- 19 clients responded excellent (rating 5)
- 3 clients responded very good (rating 4)
- 1 client responded good (rating 3)

Comments:

The agency is very responsive to any issues or queries raised.

I am always impressed with the staff who I talk to. At long last I have managed to get the care managers to call me by my preferred first name. I have never been happy with the phrase Mr.

Yes, whoever I have spoken to has always been very helpful.

Yes, customer care is excellent.

Yes at the beginning of starting my mother's care, company very helpful on phone. Not needed to call. Things really good.

Yes, all queries dealt with in a professional, friendly manner. Very helpful, particularly during this very uncertain and difficult time.

Yes, no cause to contact the office though.

ACTIONS:

We will always respond to queries of any nature as promptly as possible. Through the Coronavirus pandemic we have worked hard to manage clients' expectations and respond to concerns.

Question 3 – Do you like our telephone manner?

- 20 clients responded excellent (rating 5)
- 3 clients responded very good (rating 4)

Comments:

Yes always good.

Yes. Friendly, genuine, polite.

Always friendly and responsive.

Yes. Friendly but business like. Very reassuring.

Yes. Reception staff are always helpful.

Always very friendly but professional.

Fine.

ACTIONS:

No action required.

Question 4 – Does your carer complete the tasks that they are expected to do?

- 16 clients responded excellent (rating 5)
- 4 clients responded very good (rating 4)
- 1 client responded with rating 1-5 dependent on carer
- 1 client responded good (rating 3)
- 1 client didn't put a rating or comment

Comments:

Yes and goes the extra mile.

Yes, my mother's carer is excellent in her tasks and now feels part of the family.

Yes. He goes above and beyond and always cheerfully.

Over and above expectations during the present Corona virus pandemic.

Yes to a high standard.

Yes and very well too. My mother is in excellent hands.

Yes, very much so. Not only does she complete her tasks but always willing to do anything.

Yes most definitely.

Absolutely.

Yes believe so. Sometimes not sure how much housekeeping they are meant to do (defrosting fridge etc!)

Yes, most carers excellent. One or two less good.

Yes, Susan & Trish have been very considerate and capable.

Yes. Carers obviously vary. Some go above and beyond duty. Mum always taken care of so kept clean, safe, fed & medicated.

It depends on the carer as they range from poor to excellent.

ACTIONS:

We are being very proactive in sending out feedback forms for new carers and always welcome any comments about our carers and ensure these are fed back to them during their regular supervisions. When we feel that a carer does not reach our required standard we will address the problems promptly with the carer. If you have a query about what tasks the carer should complete please contact your care manager.

Question 5 – Does your carer help provide you with a better quality of life?

- 19 clients responded excellent (rating 5)
- 2 clients responded very good (rating 4)
- 1 client responded with rating 1-5 dependent on carer
- 1 client didn't put a rating or comment

Comments:

Yes definitely.

Absolutely. Not only does Lena provide Mrs Noble with a better quality of life but this also makes my wife's and my life better since we do not need to worry.

Our carer is fantastic. She gets on well and now knows my mum really well. She looks after my mum and my mum has settled well and this has taken the burden of myself and nearly all the stress has gone. When I visit, I can enjoy my mum's company and feel relaxed, most importantly my mum is happy.

Absolutely, 100%.

All but one 1 carer, yes in the last 12 months.

My father feels well looked after and well fed.

Our carer is helpful and does anything and everything for me. The quality of our life could not be better because of her input.

Undoubtedly, my mother would not be alive without this care.

Yes for my mother as well as for me.

Yes. Knowing that there is someone capable looking after my mum's needs gives me great relief. Mum's quality of life is as good as can be which is wanted at her stage of life. Much, much better than if she were in a residential home. I'm very pleased generally that we decided for 24hr live-in care rather than any other option.

The carer allows my father to continue to live at home and helps him maintain some quality of life. For my sisters and I who live away, it is invaluable to know that Dad is being well cared for and safe.

Susan and Trish help Dad to continue with hobbies and good health.

Some are outstanding and others put themselves first.

ACTIONS:

Through regular feedback to the carers and regular conversation with our clients we will endeavour to provide the most suitable carer available.

Question 6 – Is your privacy respected and dignity preserved?

- 19 clients responded excellent (rating 5)
- 2 clients responded very good (rating 4)
- 1 client responded with rating 3-5
- 1 client didn't put a rating or comment

Comments:

Our carer looks after my mum well. She is always clean and tidy. Hair done, nails and is very professional in dealing with personal care.

Both Mrs Noble's privacy and dignity preserved but so is ours.

Yes, always.

Always respectful to my mother.

Our privacy and dignity is not a problem because of her experience. Her ability in respecting our dignity and privacy could not be handled better.

Yes as much as possible. At mum's stage of life, you inevitably require some care which you would rather do yourself but have to accept help from someone else. Mum is mostly treated respectfully. I have to discuss with new carers that moving Mum could be done in a less "sack of potatoes" way but this has mainly be taken on board.

All carers are very respectful of privacy and allowing us time with our father when we visit.

Yes, Dad's privacy and dignity is respected.

Yes again depends on carer – some much better than others.

Within the last 12 months, I have found that all but one of the carers respected my privacy. In talking to the one such carer on at least 2 occasions, he told me that the person he was caring for had a lot of money and why was I (stepson and POA) always concerned about not spending it. He was taken to task about overspending on foods (for him) and in no way would I buy him a car to do the weekly shopping. The carer would have seen bank and other financial statements to know all this. They are now sent to POA.

ACTIONS:

We will continue to maintain regular supervision of carers and act on any negative feedback received.

Question 7 – Have you felt sufficiently reassured that the agency and your carer have done what they can to protect you during the coronavirus pandemic?

- 17 clients responded excellent (rating 5)
- 3 clients responded very good (rating 4)
- 1 client responded good (rating 3)
- 2 clients did not provide a rating

Comments:

Our carer has been excellent and the agency have been very flexible, helpful and accommodating.

Everyone has worked well in difficult circumstances.

I must admit that I am ignorant of the actions taken but rather take it for granted that the agency have done what they can. I know that Lena has been utterly responsibly in her care for Mrs Noble during this pandemic.

Definitely, well done!

Yes, holiday plans were abandoned without complaint.

Yes indeed. We are self isolated with her. She is particularly careful in obeying the advice we get from the government.

Yes. Richard has been very cautious and helpful.

Absolutely. I am not sure what guidance the agency has given the carers but the carers are scrupulous.

Overcautious. We have all got to die of something! (rating 5)

Fortunate to have had 1 carer throughout (March to July) and she has been very diligent and careful.

Yes. Agency very helpful with advice. Carers seem to have been very aware although I'm obviously not there to see exactly how things e.g. shopping is sanitized.

Our carer Shaheen has been excellent and has handled the coronavirus pandemic very professionally so she gets a 5 rating.

The carer has been scrupulous in adhering to hygiene and where possible distancing recommendations. I have full confidence in the agency in dealing with coronavirus.

Over and above expectations. The carer has been excellent. None of us in living memory have ever been caught up in such an event as the coronavirus pandemic. No-one was prepared for it. Even central government seemed to put off doing anything to prevent the spread across the UK and the public did what they could. I think Miracle Workers and other agencies did what they could in a short space of time to protect themselves, their agency carers and their clientele to an excellent standard. My only concern for the carer is that she had limited free time. My stepfather would normally attend day care once a week on a Wednesday via Monnow Vale Day Services Monmouth but since early March 2020 this has not taken place due to the coronavirus pandemic. As a result my step-father's carer has been unable to have a day off during this time. As I live 110 miles away, I have not had any opportunity to visit since February 2020. This must be the case for many others too.

It has been difficult for everyone to know what to do for the best. I think that Miracle Workers could have been more proactive in contacting their workers and writing guidelines.

Existing client quality assurance 2020

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2020

ACTIONS:

MWA has worked hard during this unprecedented situation to look after our clients and we fully appreciate all the hard work the carers have put in to support their clients through the pandemic. Many have had to stay on longer than planned, in some cases with limited time off. Care managers have had very regular contact with the carers to offer support and check on the clients and their wellbeing. The Managing Director has sent regular email updates with guidance and support to all Miracle Workers carers.

Question 8 – Overall, how satisfied or dissatisfied are you with the care and support you receive from Miracle Workers?

- 14 clients responded excellent (rating 5)
- 7 clients responded very good (rating 4)
- 1 client responded good (rating 3)
- 1 client did not provide a rating

Comments:

The family are grateful for having chosen Miracle Workers and I think we have the best carer for our Mum.

Utterly satisfied! Chrissie and Lena make a good team.

The agency is wonderful!

The support and care is excellent. Carers are kind, empathetic but very professional.

Very satisfied indeed.

Totally satisfied. When I say totally, I mean it. She is totally helpful in all areas; cooking, personal help, answering the telephone, shopping to mention a few areas, we have found a friend in fullest sense, she has become a member of our family.

You have been very helpful and we have always had helpful carers.

Miracle Workers are a wonderful organisation who have enabled us to let my father to continue to live in his home while knowing he is safe and secure. The carers are almost without exception courteous, friendly and most importantly, caring.

In almost all cases, the carers have been well matched with Dad but impossible to get it right every time.

Very satisfied. We now have excellent carers. Not all carers in the past have been of the same quality.

Very satisfied, mainly. Slight issues with one carer which has made me concerned about taking on a new carer. The agency itself has been excellent.

Always very helpful, efficient and mostly kind. Respect mum's independence as much as possible.

I am most satisfied with the care and support received. I would hope that Miracle Workers allow me the opportunity to retain the present "live-in carer" until such a time that a change in his circumstances or perhaps hers requires alteration.

I would like more contact with the agency to check on my situation. Generally things go well but there are times when I have been unhappy and needed a lot more support from Miracle Workers.

ACTIONS:

We will endeavour to maintain regular contact with clients but if you have any problems please contact the care managers immediately.

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

- 12 clients provided a comment
- 11 clients didn't comment

Miracle Workers have provided an excellent service over the past year.

Responses could be answered very differently, depending on carer but in the main I'm very happy with the service and would not change to a different option.

It takes a bit of time to find the right carer as a "fit" for the client. After one or two less than excellent carers (mostly because they had come in an emergency situation), the quality of carers and their ability to fit into my mother's way of life has been good. One thing noticed is that many of them really can't cook very well. My mum loves her food and although is very happy to eat most things, enjoys good cooking. That being said, the quality of care and kindness and the respect for her independence are far more important.

In respect of question 5 and 6, all my concerns were raised with Miracle Workers and attended to by them during his employment with me. Unfortunately, although perhaps fortunately, for my step-father, I had to relinquish the services of 1 carer during the past 12 months due to poor quality of care and financial concerns. I would hope that he underwent further training or it was decided that he was not suitable for further live-in care placements. I have not been party to any further developments and hope that the necessary actions were taken to cease such occurrences happening again.

Thank you for all your help and support over the last couple of years.

Just want to say well done. Thank you.

A big thank you!

I'm very glad I found you when I needed you.

We could not ask for more. Our carer is simple of the nicest and politest person. Nothing is too much trouble, she makes our old age comfortable in all respects. We are more than 100% delighted to have such a nice additional member of our family – she has truly been that. Thank you for finding such a wonderful person.

Helpful carers – mostly male and good drivers which work well for Daddy.

All bar one have been more than satisfactory and have been nice people to have around.

We are very pleased and grateful for the Miracle Workers carers and other services.

Management Comment:

Overall the feedback is very positive with the vast majority rating the service we provide as excellent or very good. We will continue to work hard to train our carers to a consistently high standard and to act on any issues raised by clients. We aim to work with our clients and carers to achieve a positive outcome for all.

It has been a difficult time dealing with the Coronavirus pandemic which is of course an unprecedented situation and MWA are very grateful to our carers for all the hard work they have put in to keep their clients safe and equally we are very grateful to our clients for the flexible attitude they have demonstrated to help us provide as normal a service as possible.

Katy Warner
Managing Director
July 2020