



## **NEW CLIENT QUALITY ASSURANCE REPORT AND ACTIONS 2018**

A client satisfaction questionnaire was sent out to 31 new clients who had started with MWA after October 2018. We had a 70.9% response rate (22 respondents).

### **Question 1 – How did you hear about MWA?**

- 17 had heard of us via word of mouth (1 had been recommended by Vanguard Care - live-in care hub member)
- 2 clients had used us before
- 2 clients just stated other reason but didn't give detail
- 1 client met Mrs Warner on holiday

### **Question 2 – Was our response to your initial enquiry to us informative enough?**

- 13 responded Yes, rating their response 5 (excellent).
- 5 responded Yes rating their response 4 (very good)
- 1 responded Yes rating their response 3 (good)
- 3 responded Yes

#### **Comments:**

Yes, all our questions were answered (rating 5)

All very helpful and conversations were always focused on welfare and needs of my mother (not interests of Miracle Workers!) (rating 5)

Excellent (rating 5)

Yes, very helpful (rating 5)

Fantastic (rating 5)

***ACTION: All new enquiries are now directed and are handled by Lizzie Warner to ensure consistency in approach and follow up.***

### **Question 3 – Was your initial conversations with us helpful?**

- 16 responded Yes, rating their response 5 (excellent).
- 2 responded Yes rating their response 4 (very good)
- 1 responded "I don't remember"
- 1 responded that their sister-in-law dealt with enquiry
- 2 responded Yes (no rating given)

#### **Comments:**

Yes, we were very clear what was included (rating 5)



Yes, had a long discussion with Sara who was very helpful, explained all and answered my queries (no rating)

All very helpful and conversations were always focused on welfare and needs of my mother (not interests of Miracle Workers!) (rating 5)

4 x comments of Very helpful (rating 5)

Yes, excellent (rating 5)

Less pushy and “corporate” than other companies I had been talking to. Felt I was talking to a human being. (rating 5)

***ACTION: No applicable action required***

**Question 4: Did you find the information in our brochure helpful?**

- 9 responded Yes, rating their response 5 (excellent).
- 7 responded Yes rating their response 4 (very good)
- 3 clients said Yes, it was helpful (no rating)
- 1 client did not see the brochure
- 1 client said they didn’t need to see the brochure
- 1 client said they looked at our website instead

**Comments:**

Yes but conversations more important. (rating 5)

Yes, very helpful (rating 5)

Yes, it backed up the discussion I’d had on the phone (no rating)

Did not look at the brochure – we reviewed the website. (rating 3))

Relied more on the phone conversation and initial visit. All brochures present a gloomy picture (rating 4)

***ACTION: No applicable action required***

**Question 5: Did our price list and Terms and Conditions give you enough information?**

- 11 responded Yes, rating their response 5 (excellent).
- 4 responded Yes rating their response 4 (very good)
- 2 clients said Yes rating their response 3 (good)
- 4 clients said Yes, no rating
- 1 client said n/a

**Comments:**



Yes, it was very clear (rating 5)

Very clear and self explanatory (rating 5)

Yes, clear pricing (no rating)

I hadn't expected the cost to rise in the second month (rating 3)

More clarification of the different levels would be helpful (rating 3)

***ACTION: We have updated and made clearer our Cost of Care list, likely to be effective from the new financial year.***

**Question 6: Did our assessment visit give you the information you needed?**

- 12 responded Yes, rating their response 5 (excellent).
- 1 responded Yes rating their response 4 (very good)
- 5 responded Yes (no rating)
- 4 clients didn't have assessment in person (no rating)

**Comments:**

This was done over the telephone. It was extremely thorough and lasted for over an hour and a half (no rating)

Good with Mum and Dad (rating 4)

Davina was very nice and friendly and put my mother at ease which made us feel we had made the right choice contacting Miracle Worker (rating 5)

Davina was terrifically helpful (rating 5)

Yes, I'm sure it would have but my father was too far away for a visit (no rating)

Not applicable on this occasion as Mum was in Orkney (no rating)

Didn't have one as I needed care asap for 6 weeks. Sara arranged for a very experienced carer, Maria, to come to us so that she was confident all would be OK. Monitored the situation daily with Maria. I had also sent in lots of detailed info re the situation, my parent's state etc. Assessment done over the phone and email. (no rating)

***ACTION: Additional assessors have been recruited and clients who extend after a six week period will receive a visit in person.***

**Question 7 – How could we improve our assessment visit?**

- 7 responded positively (comments below)



- 2 provided constructive criticism (comments below)
- 2 suggested more time
- 1 wasn't sure what to suggest
- 9 didn't respond at all
- 1 had no visit

**Comments:**

I cannot see how, it is perfect (rating 5)

If it ain't broke, don't fix it! (no rating)

You couldn't improve it (no rating)

Excellent service already provided (no rating)

It seems perfect (rating 5)

More time (no rating)

It was very relaxed and the representative of Miracle Workers did their best to involve my mother which was great (no rating)

Perhaps define the categories slightly better (rating 5)

Nothing I would change (rating 5)

Give it a bit more time (no rating)

Not sure! (no rating)

No visit (rating 4)

Since appointing Miracle Workers, I have received no calls to ask how things are going. This is despite me mentioning this on two occasions when I have called the office (no rating)

***ACTION: No applicable action required***

**Question 8 – As a result of the assessment, do you feel we have provided you with a suitable carer?**

- 10 responded Yes, rating their response 5 (excellent).
- 2 responded Yes rating their response 4 (very good)
- 10 responded Yes (no rating)

**Comments:**

Apart from one short placement which didn't work out, all the carers have been suitable and some excellent (rating 5)



Yes, Julie had a nice personality. Friendly and helpful (rating 5)

Always excellent (rating 5)

We have had excellent carers provided for Dad. Their skills and attributes reflect the information we shared at the time of the assessment (rating 5)

Yes, except for the initial carer (rating 5)

The two we have had have been excellent (rating 5)

Yes, very much so (rating 5)

As a result of the assessment and a conversation with the office, we have had three extremely good carers (rating 5)

She is marvellous, she has handled a very difficult time in the running of the house, delicious food, care of pets, friendly and reassuring manner (rating 5)

We have had a wonderful carer (rating 5)

Definitely the care provided is superb. Every need is very well looked after in a caring and sensitive manner (no rating)

The carer I have is excellent and the replacements I have to relieve her are also very good. However, I think it should be a matter of routine that this is checked with the client (no rating)

Yes, we have had some great carers, particularly more recently as I think feedback from the carers to Miracle Workers has also helped in the process

They have been very variable, but most recently you have provided a good one – Angela Craven

Initially yes, but latterly not always

First carer, probably a good carer but not a good fit for my mum. Moany, tactless, talked over everyone, did not listen. Not your fault as we needed someone quickly. Second carer, excellent, could not be faulted.

***ACTION: Happy with the feedback that in the main, we are able to provide the carer most suitable for the position.***

#### **Question 9 – Are you happy with our telephone manner?**

- 13 responded Yes, rating their response 5 (excellent).
- 2 responded Yes rating their response 4 (very good)
- 6 responded Yes with no rating
- 1 responded with constructive criticism – see below (no rating)

#### **Comments:**



Yes, always courteous, polite and extremely happy to help (rating 5)

Yes, phone always answered immediately. If anyone says they'll call back, they always do. Always polite, efficient and friendly (rating 4)

On the rare occasion I speak to you, yes (rating 4)

Always polite and helpful (rating 4)

Caryl returns my calls and listens to my concerns. So far, I have been impressed by your service (rating 4)

Yes, she is excellent (rating 4)

Not open to constructive criticism when we have had problems (one particular carer) – no rating

***ACTION: To ensure all points raised by clients are given due consideration.***

**Question 10 – Have your questions been answered to your satisfaction?**

- 11 responded Yes, rating their response 5 (excellent).
- 4 responded Yes rating their response 4 (very good)
- 4 responded Yes (no rating)
- 3 responded with N/A (no rating)

**Comments:**

Always (rating 5)

Yes, very much so (no rating)

Yes, always helpful (no rating)

***ACTION: No applicable action required***

**Question 11 – do you have enough contact with the agency?**

- 11 responded Yes, rating their response 5 (excellent).
- 3 responded Yes rating their response 4 (very good)
- 4 responded Yes with no rating
- 1 responded No rating their response 3 (good)
- 2 responded No (no rating)
- 1 provided no response (no rating)

**Comments:**



Yes, always (rating 5)

The agency keeps in regular contact both with myself and the carer (rating 5)

Yes, always available if needed (rating 5)

Given our first carer works only 5 weeks at a time, maybe could have had more contact regarding changeover (rating 3)

Yes, occasionally contact, not over the top, but I know that if I need them I know I can call (no rating)

Our main point of contact Ceri is difficult to get hold of – always unavailable to be available for us when we call (no rating)

No (no rating)

***ACTION: To ensure all clients are contacted regularly and calls returned promptly where necessary.***

#### **Question 12 – Is your privacy respected and your dignity preserved?**

- 14 responded Yes, rating their response 5 (excellent).
- 2 responded Yes rating their response 4 (very good)
- 5 responded Yes with no rating
- 1 provided no response (no rating)

#### **Comments:**

Excellent personal care. Kind (rating 5)

Yes, my father is very happy (rating 5)

Absolutely, Yes (rating 5)

My father has never had any complaints with his carers (rating 5)

Yes, very much so (rating 5)

Yes, we are given time to ourselves if necessary. Maria is always there but not in any way intrusive (no rating)

Yes, Maria is very respectful. Even when looking after my Dad who is very awkward with strangers, she became a well respected friend to him whom he knew would help him in a kind and considerate way. (no rating)

***ACTION: No applicable action required***



**Finally, clients were asked if they wished to add any further comments:**

**Positives:**

We have been (and still are!) completely satisfied with the way in which Miracle Workers deal with our situation. We realise we have different needs to others as I look after Mum in between carers. I recommend MW to others wholeheartedly as I know it is an excellent way of caring for the elderly in their own home. I know that Mum is well cared for, happy, has company and is safe. All very professional.

So far we are really happy with the level of service Miracle Workers has provided.

N is a delightful person – she has been tactful with all challenges particularly dealing with my husband who has dementia. She has literally been my right hand and given me my new knee – thank you!

Miracle Workers have done a fantastic job matching us up with Lynette, she is a wonderful person and we all love her. She is brilliant with my mum and dad, ever watchful, observant and sensitive to all of our needs. We all missed her when she took a much deserved fortnight off. She feels like a member of our family.

Excellent, efficient, caring service

On behalf of my mother, we would like to say how well supported we were by both head office staff (3 people) and the carer.

I cannot commend the service received from the agency high enough. The manager we deal with (Chrissie) has been exceptional in her service and follow up to any requests

Whilst the first carer was not ideal, you managed to find someone quickly and we cannot fault her professionalism, only her manner. The second carer, Mary, was wonderful. Should we need help for my mother in the future, we will contact you without fail.

Having had a relationship with one other agency, I can honestly say that Miracle Workers are doing an excellent job!

The first carer was invaluable during my husband's first discharge from hospital and subsequent diamond wedding weekend, however, very bad thereafter on second visit. Second male carer compensated by being absolutely brilliant for 3 months in total. Sadly no longer in caring. My husband prefers male carers but Elena and Natalie were excellent.

**Negatives:**

The only comment I would make is the phone/email contact with the office is a little erratic but we do get there in the end. The carers that MW have sent have been exactly the right sort of person. My mother couldn't have asked for better!



I do not think that the earlier workers were up to the same standard as the current one is.

A detailed follow up discussion after the visit might have been helpful.

Your business is being let down by the lack of post-appointment contact. I think that this should be addressed to justify your continual fees.

**Management comments:**

Feedback from clients continues on the whole to be very positive. The majority of clients rated their response as very good (4) or excellent (5). On-going client contact is an area we will continue to work on to ensure a quality service across the board. Katy Warner.