

NEW CLIENT QUALITY ASSURANCE REPORT AND ACTIONS 2019/2020

A client satisfaction questionnaire was sent out to 49 new clients who had started with MWA after July 2019. We had a 53% response rate (26 respondents).

Question 1 – How did you hear about MWA?

- 24 had heard of us via word of mouth (1 had been recommended personally by Mrs Warner)
- 1 client found us via the internet
- 1 client left this blank

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

- 15 responded Yes, rating their response 5 (excellent).
- 3 responded Yes, rating their response 4 (very good)
- 1 responded Yes, rating their response 3 (good)
- 1 responded Yes, rating their response 2 (fair)
- 1 responded Yes, rating their response 1 (poor)
- 4 responded Yes
- 1 no response

Comments:

Yes, quick response and good telephone conversations (rating 5)

We had excellent information (rating 5)

Yes, completely (rating 5)

Yes, absolutely (rating 5)

Yes it was a year ago but as far as I remember it was informative (rating 4)

Unfortunately a bit slow but then extremely good (rating 2)

No, slow responses to all emails prior to arrival of carer (rating 1)

ACTION: Lizzie Warner has handled all new enquires since 2018 to ensure consistency in approach and follow up. This will continue.

Question 3 – Was your initial conversations with us helpful?

- 14 responded Yes, rating their response 5 (excellent).
- 4 responded Yes rating their response 4 (very good)
- 1 responded Yes rating their response 3 (good)
- 2 responded Yes rating their response 2 (fair)
- 4 responded Yes, no rating
- 1 no response

Comments:

Yes, very clear on services, process and cost. Felt confident MW could help (rating 5)

Very helpful and information (rating 5)

Yes very thorough and reassuring (rating 5)

Yes it was helpful which is why I proceeded to the next stage (rating 4)

OK (rating 2)

Yes my questions were answered but nobody followed up my initial call upon my request, I had to ring back (no rating)

ACTION: No applicable action required.

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

- 7 responded Yes, rating their response 5 (excellent).
- 10 responded Yes rating their response 4 (very good)
- 1 clients said Yes, rating their response 3 (good)
- 6 clients said Yes (no rating)
- 1 client didn't respond

Comments:

Yes, very (rating 5)

Yes, it was clear and simple to understand which helped enormously with explaining MW to an uncle with Alzheimer's (rating 5)

Yes, it gives relevant background information (rating 4)

Yes, very informative (rating 4)

Read online (rating 4)

Our situation was a rush so I didn't read it at first (rating 5)

Only looked at the website – it was very helpful (no rating)

I looked online before the brochure (no rating)

ACTION: Although the brochure is well received, we are looking to update it.

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

- 8 responded Yes, rating their response 5 (excellent).
- 11 responded Yes rating their response 4 (very good)
- 4 clients responded Yes, no rating
- 1 client requested another copy to be sent
- 1 client said that she hadn't seen it as her brother had dealt with it
- 1 client didn't respond

Comments:

Yes, we talked it through on the telephone (rating 5)

Yes, all very clear (rating 5)

Yes it was all there (rating 4)

Needed a bit of elucidation (rating 4)

Yes, no problem with this (no rating)

ACTION: The Cost of Care is much clearer, and we will be reviewing our Terms of Business.

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

- 15 responded Yes, rating their response 5 (excellent).
- 4 responded Yes rating their response 4 (very good)
- 1 responded Yes, rating their response 3 (good)
- 5 responded Yes, no rating

Comments:

Excellent (rating 5) – Assessor Lizzie Warner

Yes, very helpful (rating 5) – Assessor Lizzie Warner

Yes, assessor visited client in hospital and viewed the home. Could not have been better. (rating 5) – Assessor Katy Warner

Yes, all very good. Jo was calm and friendly and struck exactly the right note with our uncle (rating 5) – Assessor Jo Geike-Cobb

Yes, it was excellent. Ali was fantastic with both parents (rating 5) – Assessor Alison Cobb

This visit, made by Martha from Darlington was crucial to our decision to choose Miracle Workers which will always depend on the success of such a visit (rating 5) – Assessor Martha Wailes

Yes, very informative (rating 5)

Yes my questions were answered (rating 4) – Assessor Lizzie Warner

Yes but it took a bit of organisation. The first planned visit did not arrive. (rating 3)

ACTION: As part of the initial enquiry process Lizzie Warner ensures the relevant assessor is tasked with contacting the client. The assessor will then confirm the meeting.

Question 7 – How could we improve our assessment visit?

- 14 responded positively (rating 4 or 5)
- 3 had constructive criticism
- 8 left it blank
- 1 requested resend of brochure, cost of care and T&C's

Comments:

Not sure you could; everything went to plan. It was very helpful that the assessor arrived at the expected time – thank you (rating 5)

Nothing to add. It's been the most helpful support for our family (rating 5)

You can't! (rating 5)

I was happy with the visit (rating 4)

All appeared to be covered at that meeting (no rating)

I don't have any suggestions – the visit was very good (no rating)

Don't need to! (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?

- 11 responded Yes, rating their response 5 (excellent).
- 6 responded Yes, rating their response 4 (very good)
- 4 responded Yes (no rating)
- 1 responded Yes (good)
- 1 didn't respond

Comments:

Yes, very happy with carers provided for my mother! (no rating)

We have Chris who is 10/10. (rating 5)

Absolutely lovely carers. (rating 5)

Yes thank you. Carole was an excellent first carer and she took great care of Francis with a common sense and kind approach. (rating 5)

Very much so. (rating 5)

Very well suited. (rating 5)

Yes – 5 carers so far and all extremely good. (rating 5)

JJ Cordner is a brilliant fit – entirely suitable, extremely caring and helpful, excellent attention to detail. He has taken the initiative in many situations and vastly exceeded all expectations. (rating 5)

My mum's carer Galia is everything we could have hoped for! She cares for Mum with kindness, respect and patience. (rating 5)

Yes, my mother has so far had 3 carers who have all been professional and provided good care. (rating 4)

Yes, of the 7, I would gladly see 5 of them again. One was not so great, one so-so.

Yes but the quality of the first two carers was indifferent. The last two carers Michael and Salts were excellent. (no rating)

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?

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

Comments:

Yes, very professional, no problems! (no rating)

Very happy (no rating)

Yes, friendly (rating 5)

Phone calls are useful and informative (rating 4)

Could be more customer focused (rating 2)

ACTION: We will continue to aim for a consistently professional approach to all our clients.

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

- 13 responded Yes, rating their response 5 (excellent).
- 4 responded Yes rating their response 4 (very good)
- 1 responded Yes, rating their response 3 (good)
- 4 responded Yes (no rating)
- 1 responded with N/A (no rating)
- 1 responded with No (rating 2) comment below

Comments:

Yes, always (no rating)

Yes, nearly always (rating 4)

Not always since have had to chase or wait for many days for call back (on one question, I don't think I ever heard back) (rating 2)

ACTION: If a care manager has not responded to a query it will be investigated and responded to by the Senior Care Manger.

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

- 9 responded Yes, rating their response 5 (excellent).
- 7 responded Yes rating their response 4 (very good)
- 2 responded Yes, rating their response 3 (good)
- 5 responded Yes with no rating
- 2 responded with comments below (no rating)
- 1 responded with comment below, rating their response 2 (fair)

Comments:

Would appreciate slightly earlier discussion when new carer changeover coming up (no rating)

I would appreciate more telephone contact (no rating)

Not always as have had to chase, otherwise no need for contact very often (rating 2)

It could be more frequent, there was quite a long gap at one point (rating 3)

ACTION: We will ensure all clients are contacted regularly and calls returned promptly where necessary.

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

- 18 responded Yes, rating their response 5 (excellent).
- 1 responded Yes rating their response 4 (very good)
- 7 responded Yes with no rating

Comments:

Yes, certainly and definitely (rating 5)

Always (rating 5)

Yes, Chris is fantastic with both my parents (rating 5)

Yes – space, independence, privacy and dignity are very important to my mother. The carers have got the balance between helping and supporting right. (rating 5)

(PRIVACY) Yes, difficult as Philip doesn't open his post (rating 5)

(DIGNITY) Yes, very much so. Even when Philip is not being as co-operative as he might be! (rating 5)

Yes, no probs!

On the whole, the carers have been very respectful of my mother's privacy (no rating)

ACTION: No applicable action required.

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

Happy with all aspects of dealings and carers provided by Miracle Workers

Very pleased with the service.

Miracle Workers have addressed all our concerns and problems. I have recommended them often.

Thanks for a wonderful service enabling mum to stay living at home.

Marlene was exactly what we needed and a pleasure to have in the house.

A satisfactory arrangement.

I recommend Miracle Workers frequently. Excellent, excellent carers and service. The downfall I found (which this questionnaire brings out) was speed of responsiveness by office staff.

All in all, very pleased with your company!

Delighted for him to join another time!

The process of finding a carer for Mum was easy to understand and I value that the agency is a family run business. Very happy with the service and have recommended to friends!

Carer and I work very well together.

Our current carer, Angela has been excellent. If she is available at a later date, we would be pleased to have her as our carer again.

Thoroughly satisfied in all respects

I have found the agency has been able to provide good quality carers and have addressed any queries I have had.

Forward planning for changeovers should be finalised earlier to give certainty and reduce worry. Standardisation of training and verification of performance needs to be more vigorous.

Very happy, thank you. Only comment – would like to have an earlier indication of next carer for planning purposes.

Wherever possible we aim to plan ahead giving 10-14 days notice. We always aim to manage the client's expectations.

I have emailed Sara Morgan re Covid-19. I'm surprised Miracle Workers haven't informed relatives of mitigation procedures for carers.

Our policy was sent directly to clients and carers. The relative was emailed by Katy Warner.

I am completing this on behalf of my mother. So far, things are going as well as can be expected but as she hates change, I would really like to get to a point where we have 2 or 3 carers doing 3/12 month stints alternating so she can get used to them and not be so anxious about the changeover.

The only concern we have is to try and ensure that MW carers are able to access enough free time to relax and recharge their batteries. This is proving a slight challenge with our uncle as he has Alzheimer's and needs reassurance. It is therefore difficult to leave him unattended for any length of

time. We are putting plans in place to assist with this and I know I can speak to Sara to get good advice and intend to do so in the next few days.

This was rectified by the family organising for a local agency to provide a rota of three carers to regularly cover the breaks.

I am a bit concerned about the impact of a) Brexit and b) the coronavirus on MW's ability to continue to supply good carers

We have encouraged our European carers to apply for Settled and Pre-Settled Status. We will keep a close eye on the proposed immigration points system.

The Coronavirus has had a huge impact on our office working and how our carers are working. Despite this unprecedented situation, we are managing well working remotely to ensure our clients and carers are given as much support as is needed. We still have a pool of carers, keen to work. Each situation is assessed individually to match the client's needs and to keep clients and carers as safe as possible. We are keeping up to date with the latest information on foreign travel for our carers.

Management comments:

We are very pleased that comments on the service we provide continue to be so positive, with the majority of responses rated as very good or excellent. We will keep our focus on forward planning to try and give clients as much notice as possible of incoming carers. We will continue to plan as far as possible for Brexit and to manage the very unique situation we are currently in with the Coronavirus.

**Katy Warner
Managing Director
May 2020**