



# OPTIMUM CARE

## Annual Quality Assurance Report

Survey Undertaken March 2019

## Executive Summary

Each month our service users are spoken with or visited by our staff to ensure the quality of the services they are provided with, however on an annual basis, we carry out an annual formal quality assessment. This year the forms were dispatched and returned in March 2019.

The objective of this assessment is to obtain the views of our clients in addition to the ongoing service monitoring and to provide service users with an additional forum to raise concerns or complaints or make suggestions for improving services.

The clients were able to use the survey either anonymously or provide their personal details. A pre-paid envelope was included with the survey to enhance returns. There were 1,041 surveys issued with 580 returned completed. This is a rate of 56% which is statistically significant.

In comparing this year's outcomes with those obtained in 2018 the trends are as follows:

In regard to numbers of carers attending calls, there has been a slight increase in the numbers of persons receiving calls by 2 carers at 32%. This is approximately in line with our own records; therefore the results of the survey are reflective of our client group.

In regard to quality of the service from Optimum Care, continuity of staff was identified as a Key Performance Indicator for managers for this year. This outcome was measured from our own statistics and this has improved again over the last year. The outcomes here are pleasing and whilst we must continue to strive for improvement, significant strides have been made, with in excess of 84% meeting or exceeding the guidelines laid down by RQIA for care continuity across all areas. Where the continuity guidelines have not been met is in very large part due to part time workers.

This year we had a particular focus on client respect and dignity and staff communication skills. The outcomes here show that in regard to respect & dignity, 99% of clients who responded believe that the staff respected their dignity. In regard to communication skills 99% of clients who responded believe that staff communicated well with them. In focusing on the care delivered, 97% of service users believe their care is either good, very good or excellent.

In regard to satisfaction levels with office staff, 98% of those who responded believe the staff are friendly and helpful in sorting out problems they may have.

So what does our typical service user look like? The majority of our clients are aged between 81-90, they live alone and require the help of one care worker. Knowing this makes our staff reflect on the vulnerability of the people we care for.

### **Objectives for 2019 - 2020**

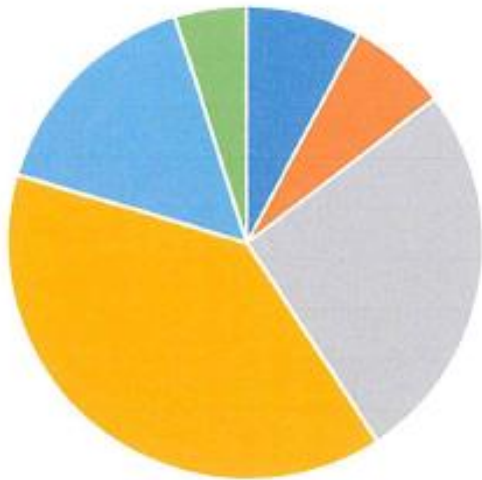
In setting KPI's for this year with the exceptional outcomes of this client satisfaction survey, I have agreed with the Registered Managers that the main KPI's will be:

- Continued Improvement in continuity of care
- Continued Improved communication with service users and their families
- Further focus on staff training, particularly in relation to enhanced training

**Overall Customer Satisfaction Survey Outcomes  
March 2019**

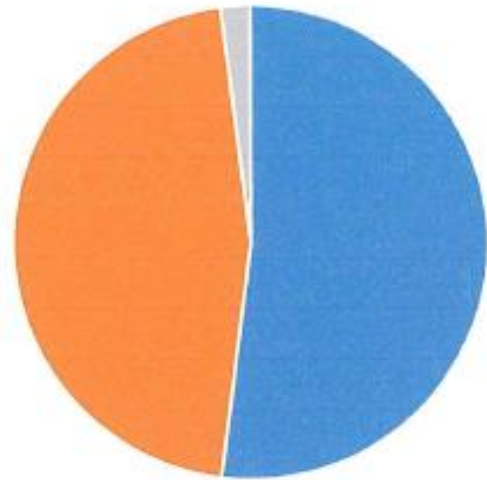
	<b>Category</b>	<b>Count</b>	<b>Percentage</b>
<b>Age</b>	≤60	44	8%
	61 -70	42	7%
	71-80	156	27%
	81-90	234	40%
	≥91	80	14%
	Not Completed	24	4%
<b>Lives Alone</b>	Yes	299	52%
	No	268	46%
	Not Completed	13	2%
<b>Live with Family</b>	Yes	265	45%
	No	294	51%
	Not Completed	21	4%
<b>Number of carers needed</b>	1	356	61%
	2	188	32%
	Both	22	4%
	Not Completed	14	3%
<b>Do the Carers know what to do to help you?</b>	Yes	573	99%
	No	1	0%
	Not Completed	6	1%
<b>Do the carers respect your dignity when providing care?</b>	Yes	575	99%
	No	2	0.5%
	Not Completed	3	0.5%
<b>Do the Carers communicate well with you?</b>	Yes	574	99%
	No	3	0.5%
	Not Completed	3	0.5%
<b>The overall service the carers provide is:</b>	Excellent	262	45%
	Very Good	222	38%
	Good	79	14%
	Unsatisfactory	6	1%
	Not Completed	11	2%
<b>Are the office staff friendly and helpful in sorting out any problem you have?</b>	Yes	488	84%
	No	10	2%
	Not Completed	82	14%
<b>Additional Comments</b>	Positive	560	97%
	Negative	14	2%
	Both	6	1%

Client Age



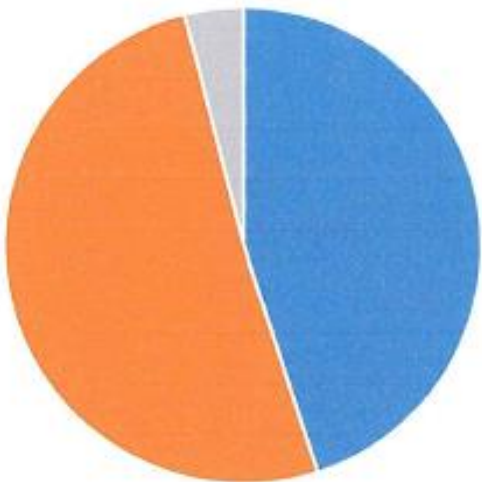
■ <60 ■ 61-70 ■ 71-80 ■ 81-90 ■ >91 ■ Not completed

Lives Alone



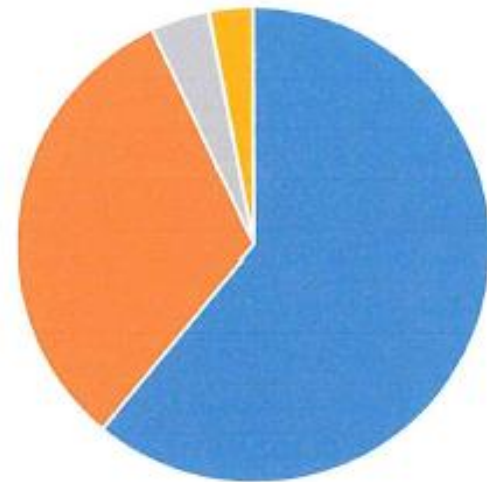
■ Yes ■ No ■ Not completed

Lives with Family



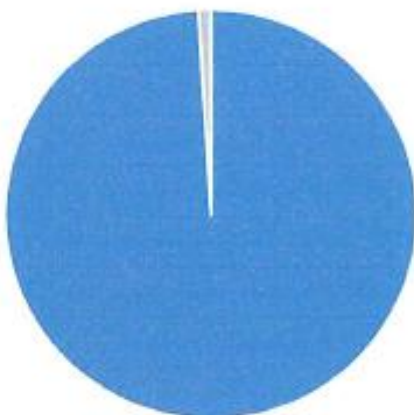
■ Yes ■ No ■ Not completed

Number of Carers Needed



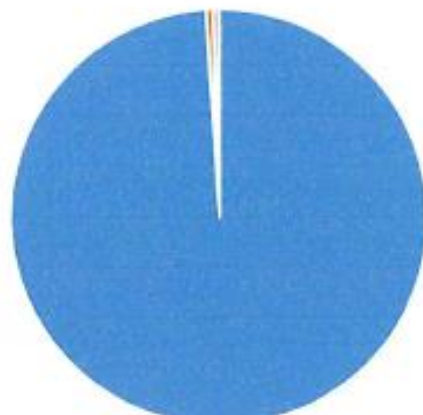
■ One ■ Two ■ Both ■ Not completed

Question 1: Do the carers know what to do to help you?



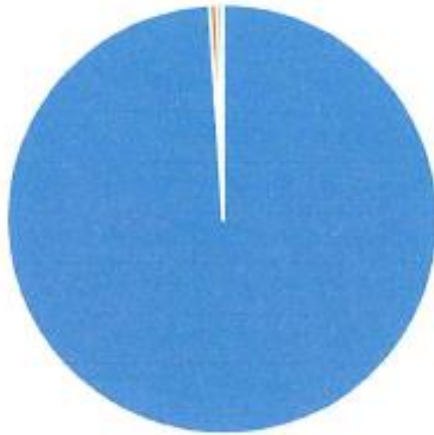
■ Yes ■ No ■ Not completed

Question 2: Do the carers respect your dignity when providing care?



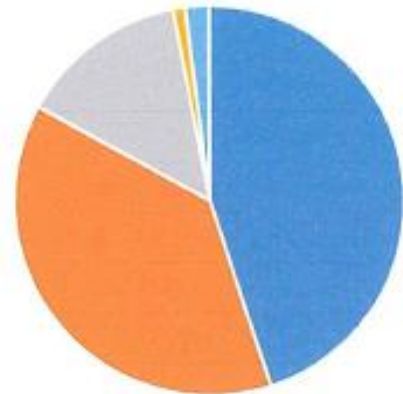
■ Yes ■ No ■ Not completed

Question 3: Do the carers communicate well with you?



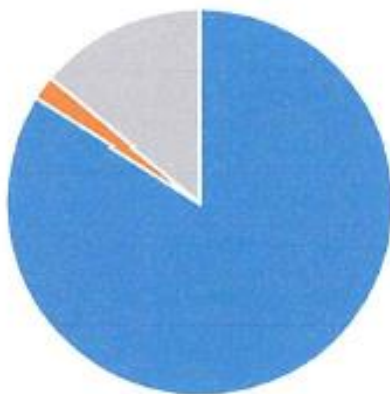
■ Yes ■ No ■ Not completed

Question 4: The overall service the carers provide is?



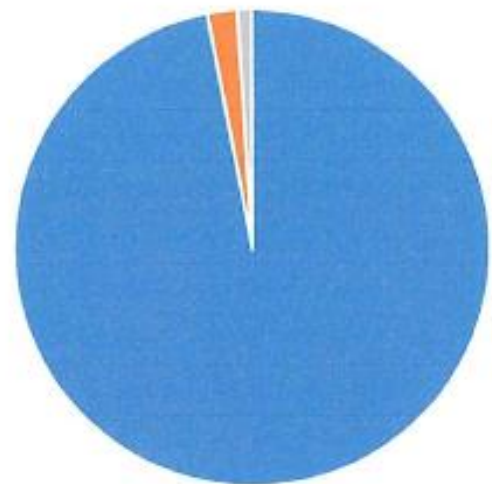
■ Excellent ■ Very Good ■ Good  
■ Unsatisfactory ■ Not completed

Question 5: Are the office staff friendly and helpful in sorting out any problems you have?



■ Yes ■ No ■ Not completed

Additional comments



■ Positive ■ Negative ■ Both positive and negative