

Customer Satisfaction Survey Analysis Sept 2009

Care Worker	Excellent	Very Good	Good	Satisfactory	Poor	No answer
Time keeping and attendance	16	8	1	2	0	14
Appropriate Skills	16	6	3	1	0	15
Standard of Work	18	5	2	1	1	14
Cultural Sensitivity	16	5	1	0	0	19
Safety of Practice	17	8	0	0	0	16
honesty and Integrity	20	6	1	0	0	14
Communication skills	17	7	1	0	0	16
Appearance	16	7	1	1	0	16
Overall	17	6	1	0	1	16

NB: one client did this assessment on 2 workers, bringing the total assessment to 41

Care worker	Yes	No	NA	Not Answered
Employ care worker again	23	1		16
Consultants	Yes	No	NA	Not Answered
Name known	10	22	0	8
Call answered - timely/professional	27	1	0	12
Issues/complaints followed up	18	0	10	12
Listened to	29	0	1	9
Satisfied with service	30	1	0	9
Happy with coordinator	27	0	1	12

1 said sometimes

informed choice and consent	Yes	No	NA	Not Answered	Other
When our coordinator visited, did you feel you were given enough information to allow you to make an informed choice about your service provider?	22	0	0	16	2
Were you asked if you would like family/whanau, a support person or advocate present at this visit?	17	7	0	14	2
Has the Care Worker respected your right to choose how the service is given/	27	1	0	12	0
Has the Care Worker respected your right to choose when the service is delivered	28	0	0	12	0
Has Life Homecare respected your right to choose who gives the service?	21	2	1	16	0
Were you comfortable with the consent process?	25	1	0	14	0
Have your rights been met to your satisfaction?	28	1	0	11	0
Have your cultural needs been met to your satisfaction?	23	0	2	15	0

not visited

can't remember

Comments	Positive	Negative	None	Other
Careworker	18	3	19	
Consultant	1		39	

40 replies from 208 surveys sent out:

19% response

Overall satisfaction with CW indicated by willingness to employ again:

96%

(excludes the 16 people who did not answer the question i.e the total sample for this is 24)

8 people returned only page 2 of the survey. They have been coded in the Not Answered column in the Care Worker section

4 people returned the survey with nothing filled out, with either a general comment, letter or explanation.

Generally, the clients who responded seem satisfied with their care workers and consultants.