

QUESTION	FALMOUTH	REDRUTH	PENZANCE	ST AUSTELL	TRURO	AVERAGE
Is the Company Caring?	100%	100%	100%	100%	100%	100.0%
How satisfied are you?	89%	100%	100%	100%	100%	97.8%
Do you feel involved your Care Planning and Support?	82%	91%	100%	92%	100%	93.1%
Have we involved other people of your choice in care planning/review?	92%	95%	100%	82%	100%	93.6%
Do you feel the care / support plan promotes your independence?	88%	96%	100%	92%	100%	95.1%
Do you feel your needs are being met?	89%	96%	100%	100%	92%	95.4%
Do you feel your Carers do the things you want?	100%	100%	100%	100%	100%	100.0%
Is the service you receive reliable?	100%	96%	100%	100%	100%	99.2%
Is the quality of the Care you receive consistent?	78%	96%	100%	100%	100%	94.7%
Are your Daily Notes completed at each visit?	87%	95%	100%	91%	100%	94.6%
My Care Workers are well presented and wear their uniforms properly?	100%	100%	100%	100%	100%	100.0%
My Carer wears their Gloves and Aprons?	94%	96%	100%	100%	100%	97.9%
My Care Workers are respectful of me and my home?	94%	100%	100%	100%	100%	98.9%
My Care Workers are polite and respectful?	100%	100%	100%	100%	100%	100.0%
My Carers empathies with me & provide emotional support?	94%	96%	100%	100%	100%	98.1%
My Carers Smile a lot?	94%	96%	100%	100%	100%	98.0%
As far as I know, my Carers keep my personal details to themselves	100%	100%	91%	100%	100%	98.2%
My Carers gossip to me about other people they care for?	79%	81%	89%	91%	100%	87.9%
My Carers are Excellent at what they do?	88%	100%	100%	100%	100%	97.5%
My Carers are less thorough than I would like?	67%	68%	89%	75%	75%	74.7%
Rate your Carers out of 10	8.69	9.19	9.50	9.27	9.30	919.0%
Do your Carers arrive on time?	82%	93%	100%	92%	100%	93.3%
Do your Carers stay for less than your allotted visit time?	94%	67%	100%	67%	73%	80.0%
Do the times of your visits meet your needs?	94%	85%	90%	73%	82%	84.8%
Do the office / On Call let you know if your Carer is likely to be late?	29%	63%	50%	58%	55%	51.0%
Have you had to contact your agency Manager and if so did you find it easy?	92%	100%	100%	100%	100%	98.5%
If you contact the Office are they helpful & polite?	100%	96%	100%	100%	100%	99.2%
Are the office responsive to your requests; e.g. to change a time to fit with an appointment?	93%	95%	100%	100%	100%	97.7%
Do You, or your representative, know how to make a complaint or compliment about your service ?	100%	100%	100%	100%	100%	100.0%
Do you know how to compliment or comment on your service?	92%	100%	90%	100%	100%	96.5%
If you have had to Complain has the agency dealt with it to your satisfaction?	86%	92%	100%	100%	86%	92.7%
I have personally felt anxious and concerned by the pandemic	64%	59%	50%	60%	78%	62.2%
I have felt supported in the community by my management & office team	93%	91%	100%	88%	100%	94.3%

QUESTION	FALMOUTH	REDRUTH	PENZANCE	ST AUSTELL	TRURO	AVERAGE
The office has communicated with me about my needs during the COVID situation.	80%	100%	100%	86%	100%	93.1%
I feel the company/Teams have exceeded my expectations in the pandemic	100%	100%	100%	100%	100%	100.0%
Would you recommend us to anyone looking for Home Care Services?	100%	100%	100%	100%	100%	100.0%
Do you feel you have been supplied with adequate information about the Service?	87%	96%	100%	100%	100%	96.5%
Do you feel you have all the Contact details for your Service that you need, including Office, Out of Hours?	88%	96%	100%	100%	100%	96.7%
Is the Information clear and presented in a way that meets your communication needs?	100%	96%	100%	100%	100%	99.2%
Has the Information been explained to you by a Manager or member of the Team?	87%	96%	100%	100%	100%	96.5%
If you are a Health or Adult Social Care funded Service User have you been made aware of the possible use of a Direct Payment that you can use to have more choice and control over your Care & Support?	50%	60%	50%	50%	80%	58.0%
Would you like more information about Direct Payments?	0%	0%	17%	13%	20%	9.8%
My invoices are clear and easy to understand	91%	100%	100%	100%	100%	98.2%
If I have queries they are quickly & clearly dealt with?	100%	88%	100%	100%	86%	94.6%