



STOCKWELLCARE

Delivering high quality care to the vulnerable people in the community

REPORT ON ANNUAL SERVICE SURVEY 2015

Introduction

The purpose of this survey was to get the service users views on a wide range of aspects of services provided by Stockwellcare in 2015. This was based on specific questions which covered major key lines of enquiry promulgated by Care Quality Commission (CQC) in determining how services are delivered to enhance the quality of life for service users. As a result, these questions seek to find out the service user views on whether service delivery by Stockwellcare is effective, safe, caring and responsive to their needs and in general how the services are led.

Methodology

The methodology adopted was quantitative surveying. This method was appropriate not because it allows gathering large amount of data (Saunders et al 1997) but it also provides insight on wider range of issues with respect to meeting service users' changing needs (Carmerer 1985:5; Zuber-Skerritt, 1996). Quantitative survey is a widely used method in various industries including academia and commercial sectors (Saunders et al 1997; Gill and Johnson 1991, Chang and Singh 2000) in carrying out empirical research.

The questions were selected to reflect CQC key lines of enquiry in determining how Stockwellcare services are delivered to the service users. The key of lines enquiry focused on include: is the service safe? Is the service effective; is the service caring? Is the service responsive; and is the service well-led? (Stockwellcare CQC Inspection Report 2015). To obtain the service users views on this wide range of issues, 11 questions were generated each with multiple answers to allow the service users to make their choice based on their experience of services in responding to each question. Multiple choice answers of question are widely used in quantitative method to enable ease of response by respondents.

The response was categorised in order to understand how service users feel about the services they have received from Stockwellcare. The responses to some questions have 5 multiple choice answers and other questions have 2 answer options. At the time of the survey, the population of our service users were 18, and 12 service users completed and return the questionnaire. This represents 67% respondents. In some industries, particularly scholars of academia postulate that 30% response of quantitative research is sufficient to interpret and generalise the outcome of the research (Robinson, 1993; Diamantopoulos and Schlegelmilch 1997; Saunders et al 1997, Gill and Johnson, 1991). The outcome of this survey is far greater than the result of 60% obtained in 2014.

The next section analyses the responses of the service users based on their experiences of the services received.

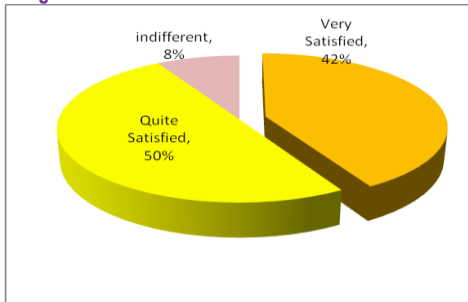


REGISTERED OFFICE
215 Amesbury Avenue London SW2 3BJ
Telephone: 020 7018 2721 (24 hours)
Email: info@stockwellcare.com, www.stockwellcare.com
Stockwellcare is a trading name of Stockwellcare Support Services Limited,
Company Registration No: 8876666



1. How satisfied are you with the services received from Stockwellcare Support Services

Fig 1: Level of Services Satisfaction/ Dissatisfaction



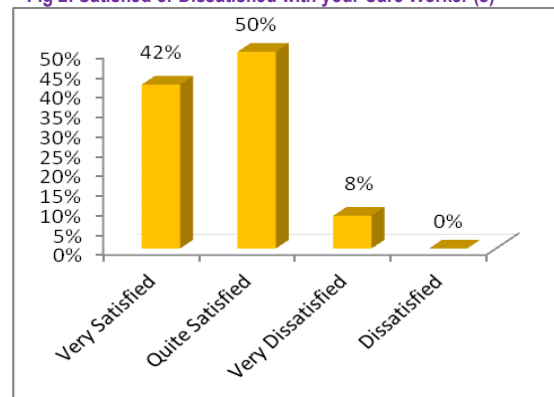
Source: Stockwellcare Service User Survey 2016

This question was aimed to gain insight on how service users feel about the services delivered to them. As Fig 1 shows, 92% of the service users were satisfied particularly 50% were very satisfied. This commensurate to a significant number of compliments received from the service users. However, 8% of the service users were either dissatisfied or indifferent on the service delivered to them. This 8% represents two service users out of 18 service users' surveyed. The operations manager has developed improvement plan to work closely with these service users to understand what can be done to ensure that they are satisfied with the services received from Stockwellcare.

2. Are you satisfied or dissatisfied with your care worker(s) you are receiving services from?

This questions aims to obtain service user view on the care workers' performance. The feedback from the service users is similar to question 1 responses. Fig 2 shows that 92% of the service users were satisfied with their care worker(s) care deliveries. Whilst two service users representing 8% were dissatisfied. To address this outcome, the management had a review meeting to ascertain why the service users were not happy with their care workers. In this meeting, the service users stated that care workers were sometimes late. The management has taken proactive action monitoring closely care worker's time-keeping to address this.

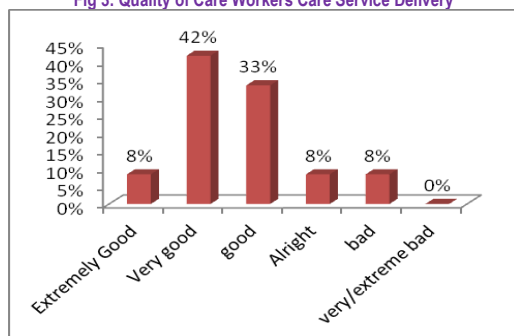
Fig 2: Satisfied or Dissatisfied with your Care Worker (s)



Source: Stockwellcare Service Users Survey 2015

3. How would you rate the quality of your life with support from Stockwellcare?

Fig 3: Quality of Care Workers Care Service Delivery



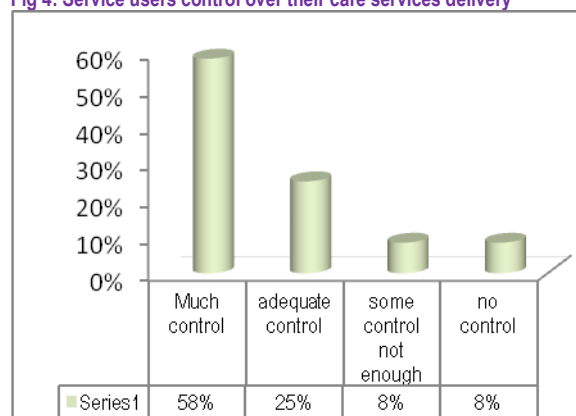
Source: Stockwellcare Service Users Survey 2015

This question was designed to enable us to know whether the outcome (outlined in the service user's support plan) has been achieved. Indeed, a significant number of our service users confirmed that the quality of their life has really improved. Fig 3 shows 83% of the service users admitted that through Stockwellcare support their quality of life has significantly improved. However, one service user which represents 8% of the total respondents indicated that her quality of life was "alright" whilst only one another service user responded that her quality of life was not different. The operations manager visited this service user but the service user was unable to establish what our service should have done differently to improve her quality of life. Rather, she admitted that she did not understand the question very well. However, Stockwellcare management takes all feedback from service users seriously and as such Stockwell would take every step possible to ensure that our service users are satisfied with the level of care delivered. As a result, a close service monitoring has been put in place to monitor the service delivery to the service users.

4. Do you have control over the care support received from Stockwellcare?

Our service users have expressed their experience in controlling their care delivery. As Fig 4 shows, 58% of our service users stated that they have much control over their care service delivery whilst 25% agreed that they have adequate control. However, one service user representing 8% states that she has some control but not enough whilst another one service disagreed completely that they have no control over their care service delivery. An action plan had been implemented working with the care worker and service user to ensure that the service user is involved effectively and encourages them to make decisions on care services delivery to reflect their own choices.

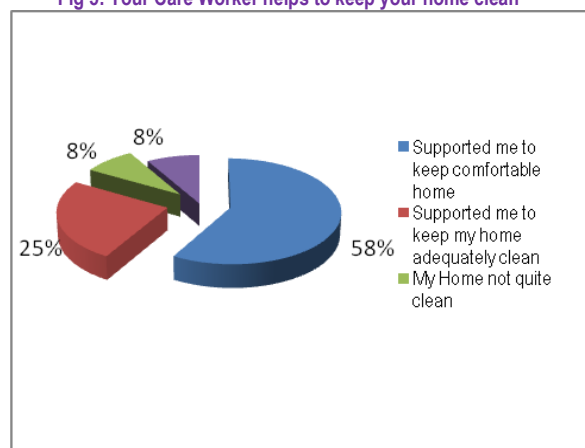
Fig 4: Service users control over their care services delivery



Source: Stockwellcare Service Users Survey 2015

5. Does assistance from your care worker (s) help you to keep your home clean?

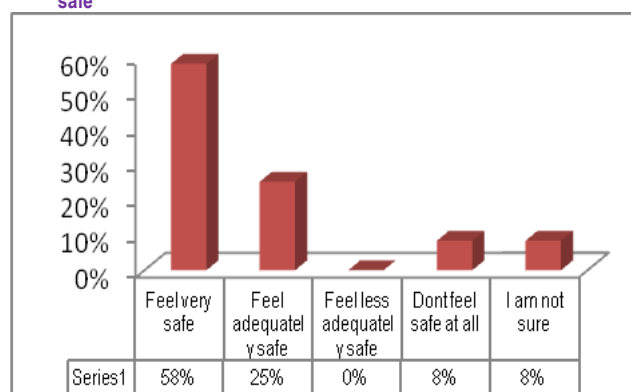
Fig 5: Your Care Worker helps to keep your home clean



Source: Stockwellcare Service Users Survey 2015

The essence of this question was to ascertain whether care workers assist the service user to clean and tidy their home. Fig 5 shows that the responses to this question were mainly from those service users who have domestic / house work commissioned in their support plan. The feedback indicates that almost all service users are assisted by our care workers to keep their home clean and tidy. However, two service users representing 16% felt that their care workers are not supporting them to clean their home. On the other hand, further investigation by our care coordinator suggests that these service users do not allow care workers or anybody to remove any rubbish from her house or discard out-of-date foods. This has been communicated to the social worker and we are currently developing an action plan to work with service users in attempt to allow care workers to clean their home.

Fig 6: Care Support Services from Stockwellcare make you feel safe



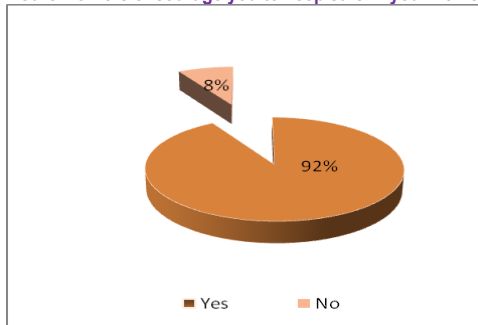
Source: Stockwellcare Service Users Survey 2015

6. Does the care support services from Stockwellcare make you feel safe?

This was an important question to ascertain whether service users' feel safe with the services received from Stockwellcare. Fig 6 shows that almost all our service users feel safe with the services provided to them by Stockwellcare. For example, 58% of our service users expressed explicitly that they "feel very safe" with our services. However, 16% which represents two service users feel indifferent, particularly one service user states "I don't feel safe at all" with Stockwellcare services and the other one service user states "I am not sure". However, a plan of actions has been in place together with retraining of the care workers to reassure the service users that services will be delivered according to their own choice and preferences.

7. Does your care worker encourage you to keep safe in your home?

Fig 7: Care workers encourage you to keep safe in your home



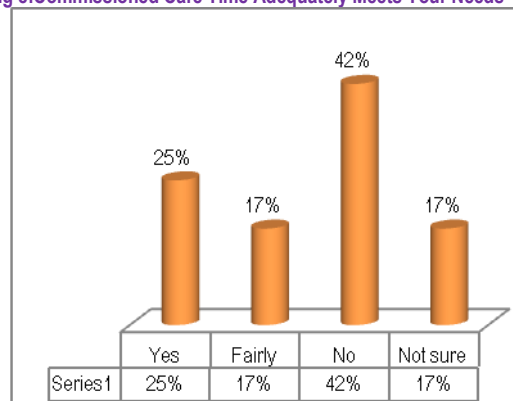
Source: Stockwellcare Service Users Survey 2015

This question was a complementary or follow-up to question 6. The aim was to gain our service users' views on whether their care workers advise them on safety at home, for example, turning off gas cooker after use, wearing their pendant, locking front/back door, ensuring the home is warm enough. As Fig 7 shows, this is similar to the findings on question 6 above, where almost all service users responded admitted that their care workers have been encouraging or advising them to keep safe in their home. Indeed, one service user wrote on her completed questionnaire "my carer always check everything in my house to ensure that appliances not used are switched off, checked my back to ensure it is locked. My carer cares a lot about my safety."

8. Does your allocated care time adequately meet your needs?

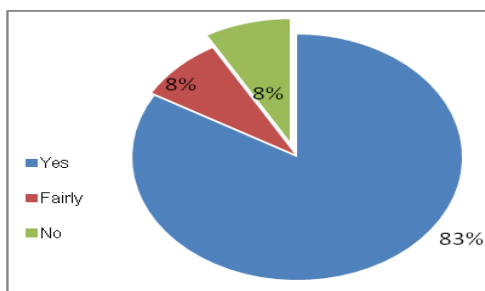
This question was aimed to find whether commissioned services by Social Services meet or are responsive to the service user needs. As Fig 8 shows, almost 60% of the service users response expressed that the commissioned time for their care delivery does not meet their needs adequately. A service user expressed her view that "given 30 minutes for a care worker to give me wash, prepare my breakfast, assist me to dress, clean and tidy up all the used areas in my house, keep drinks and sandwiches near to me and make me comfortable before they leave is practicable impossible to complete these tasks in 30 minutes". This is an indication that most of the commissioned care times are not sufficient to deliver quality care to service users. Due to this time constraint, care workers find it difficult to do key things the service user needs to survive on daily basis. A service user states "my care worker always spend 1 hour 45 minutes in the morning but my support plan commissioned just 1 hour in the morning". The service user said, she has informed the social worker but the social worker has not visited me to observe how my care worker supported me.

Fig 8: Commissioned Care Time Adequately Meets Your Needs



Source: Stockwellcare Service Users Survey 2015

Fig 9: Stockwellcare Complaint Procedure easy to raise concerns



Source: Stockwellcare Service Users Survey 2015

9. Does Stockwellcare make it easy for you to raise your complaints and concerns?

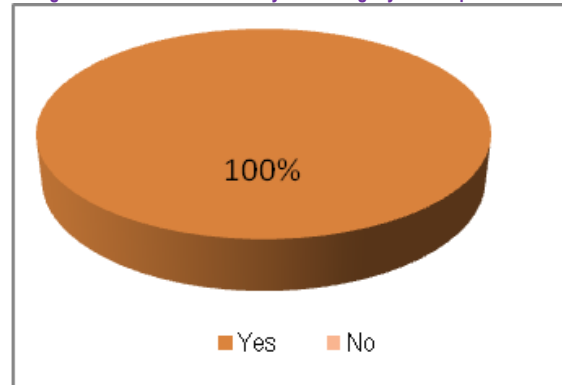
This question was designed to obtain service users view on whether Stockwellcare complaints policy and procedure are understood clearly by our service users. As Fig 9 shows, the responses from the service users confirmed our expectation that almost all our service users are aware of our complaints policy and procedures. Indeed, 91% of the respondents confirmed that Stockwellcare policy and procedure on complaints makes it easy for them to raise any complaints they might have on their care service delivery. However, one

service user which represents 8% of the respondents disagrees that they do not understand Stockwellcare complaints policy and procedure. The operations management improvement plan addresses this individual service user's concern.

10. Does your care worker treat you with Dignity and Respect

This was purposeful chosen question to find out from the service users whether their care workers deliver care to them in a dignifying and respectful manner. As Fig 10 shows, all service users observed felt that their care workers treat them with dignity and respect. However, given that about 30% which represents six service users did not complete and return their questionnaire. As a result, their views could not be measured but the improvement plan developed by the operations manager aimed to address also those service users who did return their questionnaire.

Fig10: Your Care Worker treat you with dignity and respect

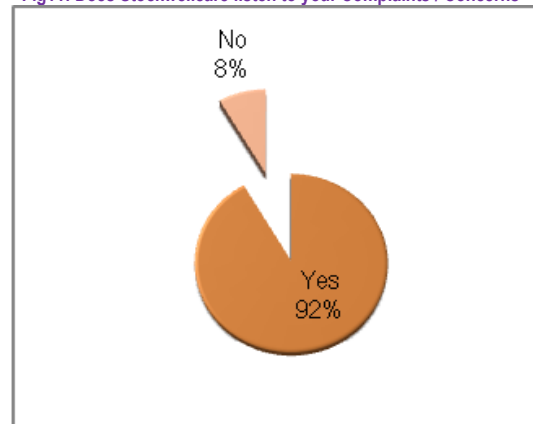


Source: Stockwellcare Service Users Survey 2015

11. Does Stockwellcare listen to your complaints / concerns?

This question was a follow-up to question 9 to gain insight into service users thought whether Stockwellcare listen to their complaints or concerns. As Fig 11 shows, almost all service users felt that Stockwellcare listens to their complaint if they raise any concerns. For example 92% of respondents which represents 11 service users admitted that Stockwellcare listens to their concern. The operations improvement plan addresses those service users who felt that Stockwellcare does not listen to their complaints.

Fig11: Does Stockwellcare listen to your Complaints / Concerns



Source: Stockwellcare Service Users Survey 2015

12. Conclusions

The method used to conduct this annual survey was purposefully chosen. The essence was to ensure that the service users are able to respond to the questionnaire with ease. The method adopted was a quantitative approach using questionnaire surveying, each question with multiple choice answers, giving the service users options to chose. As a result, 67% of the respondents which represents 12 service users from the population of 18 completed and return their questionnaire with ease.

This survey provides valuable information about the service users' experiences of the service, and also indicates the areas where improvement in service delivery is needed. The operations manager has already identified these areas and has developed improvement plan that addresses these minor shortcomings.

13. References:

1. Diamantopoulos, A and Schiegemilch, B.B (1997) "Taking the Fear Out of Data Analysis", *The Dryden Press*, London
2. Camerer, C (1985), "Redirecting Research in Business Policy and Strategy", *Strategic Management*, Autumn, pp 11-15
3. Chang, S.J and Singh, H (2000), "Corporate and Industry Effects on Business Unit Competitive Position", *Strategic Management Journal*, Vol.21, pp739-752
4. Gill, J and G. Johnson (1991), "Research Methods for Managers", *Paul Chapman*, London
5. Robinson, V.M.J (1993), "Current Controversies in Action Research", *Public Administrative Quarterly*, Vol 17, No.3 pp 263-290
6. Saunders, M.N.K, Lewis, P and Thornhill, A (1997), "Research Methods for Business Students, Pitman Publishing, London.
7. Stockwellcare "CQC Inspection Report 2015".