



## STOCKWELLCARE

*Delivering high quality care to the vulnerable people in the community*

### ANNUAL SERVICE SURVEY OUTCOME 2014

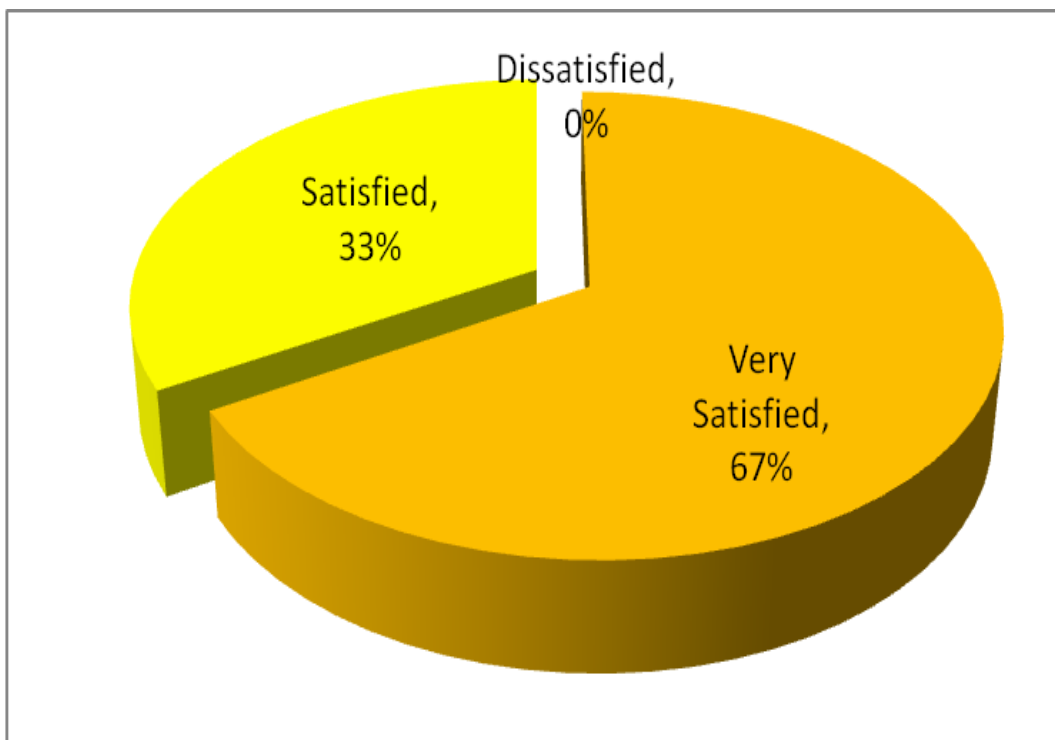
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The purpose of this survey was to get the service users views on the level of satisfaction and dissatisfaction with the services received from Stockwellcare Support Services. These results are based on the analysis of the survey completed by 9 service users.

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

#### LEVEL OF SERVICES SATISFACTION / DISSATISFACTION

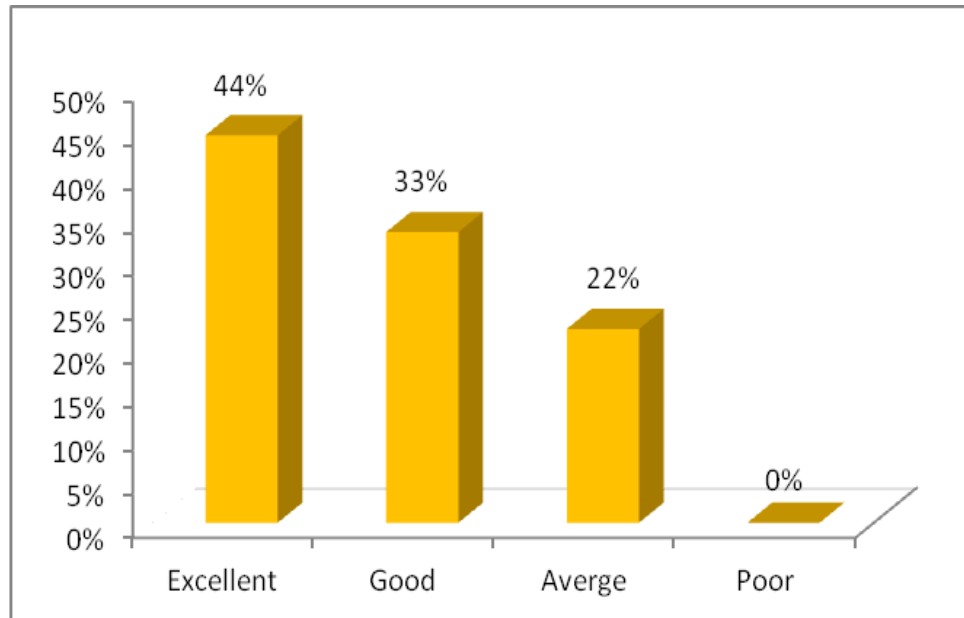


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*Stockwellcare is a trading name of Stockwellcare Support Services Limited,*  
Company Registration No: 8876666



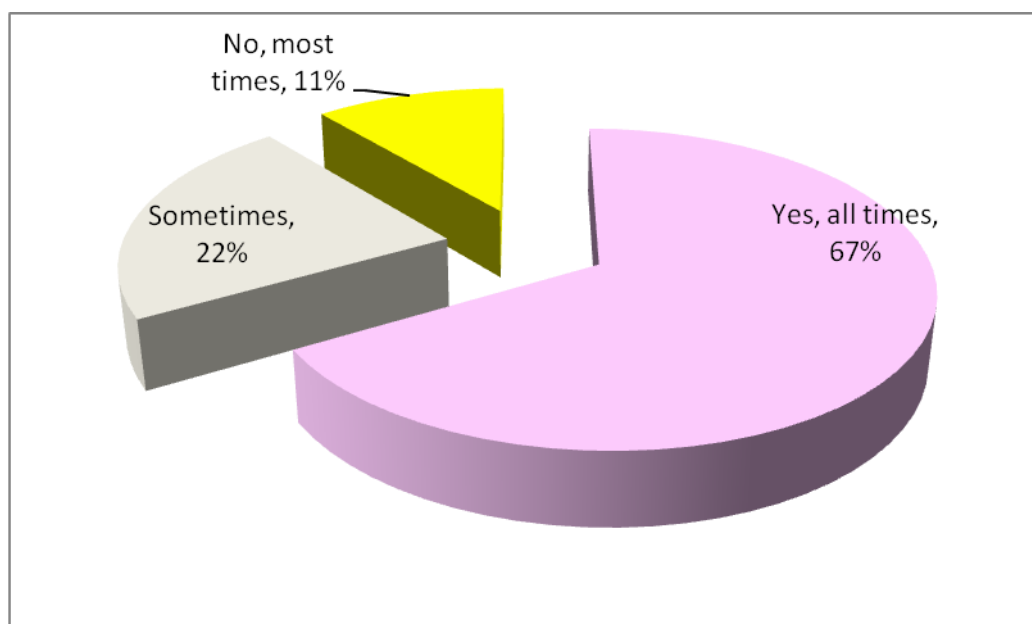
2. How would you rate the standard of care provided by your Support care worker?

### SUPPORT CARE WORKER PERFORMANCE



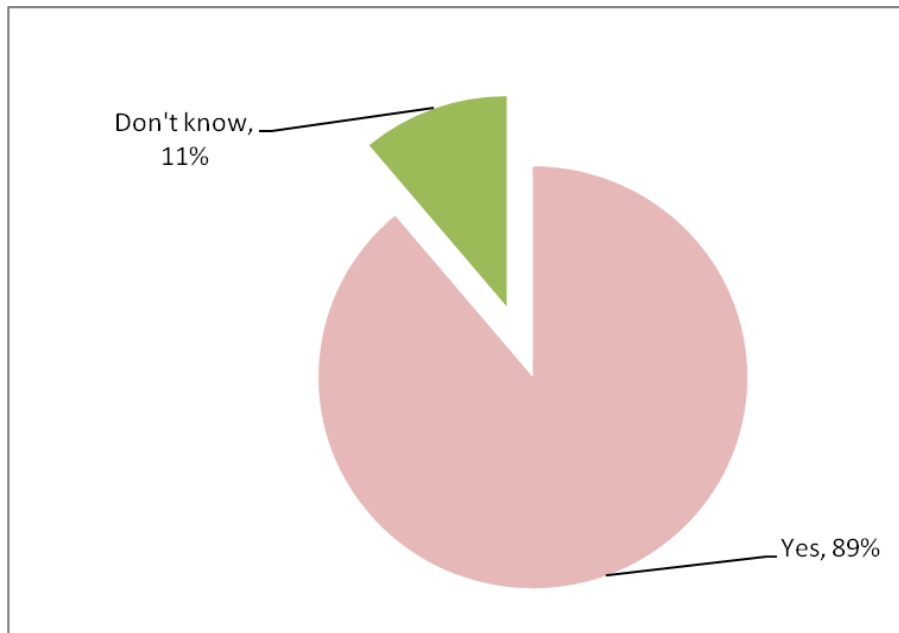
3. Generally, does your support care worker arrive at the correct time?

### Support Care Worker Time-Keeping



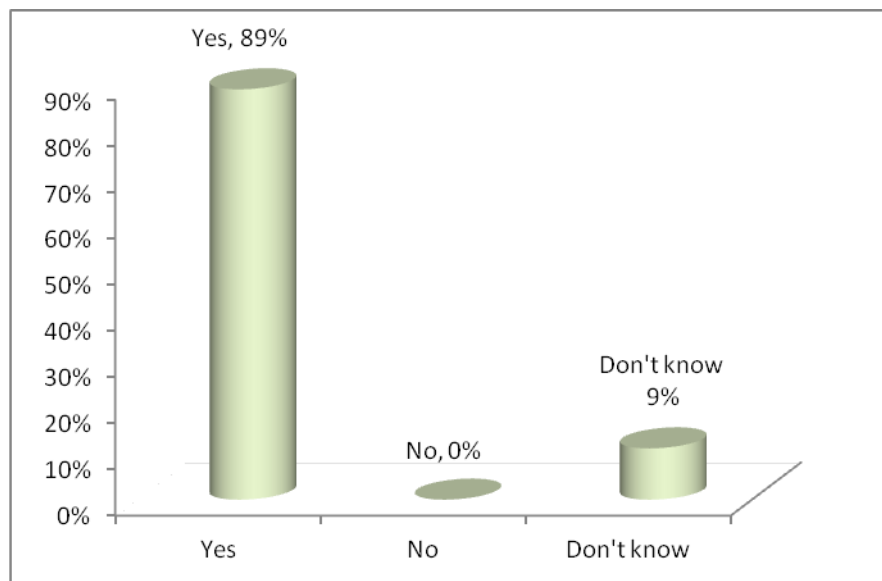
4. Does your support care worker treat you with respect and dignity always?

**TREAT WITH RESPECT AND DIGNITY**



5. If you are unhappy with the service received, would you know how to raise a complaint?

**KNOW HOW TO RAISE COMPLAINT**



6. Is there anything about the service that you particularly like?

- About 90% of service users say that their care workers should be consistent and to maintain as their main care workers.
- Some service users say they like everything about the services
- Others say that they would particularly like their support care worker to spend more times with them
- On-call is very swift and responsive

7. Is there anything about the service that you do not like?

- All service users say that there is nothing

8. Is there anything about the service that you think could be improved?

- All service users say the commissioning time for their care is insufficient and would like more time.
- Most service users say that they prefer more consistency on care support workers

30 March 2015