



Quality Satisfaction Survey 2014

AGE CARE ADVICE LIMITED – INDEPENDENT CARE
COORDINATION SERVICE

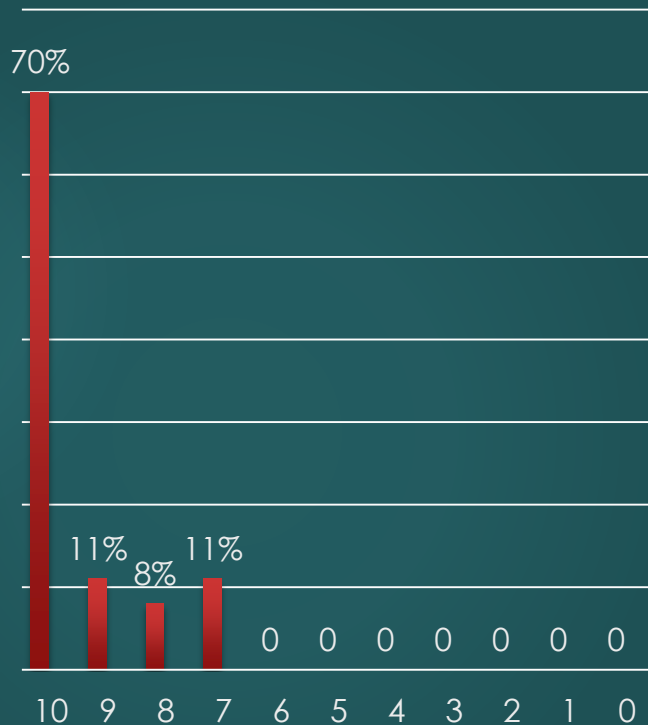
WWW.AGECAREADVICE.CO.UK

How was the survey conducted?

- ▶ Age Care Advice was established in July 2011. Since then the business has steadily grown. We have now worked with over 400 clients and in order to meet increased demand we have developed our specialist team of advisors/care coordinators who have backgrounds in social work, nursing and the Care Quality Commission.
- ▶ We felt it was necessary to gain the views of our current and past customers in order to ensure we continue to meet people's needs and expectations.
- ▶ We asked an independent organisation to undertake the survey on our behalf in order for people to be able to tell us their honest opinions. The survey was undertaken by a charity called the Evergreen Trust (see www.evergreencare.org.uk).
- ▶ The Evergreen Trust contacted a variety of our customers and professionals. This is the response we received!!!

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent



How do you rate the overall quality of the service and interventions experienced to date?

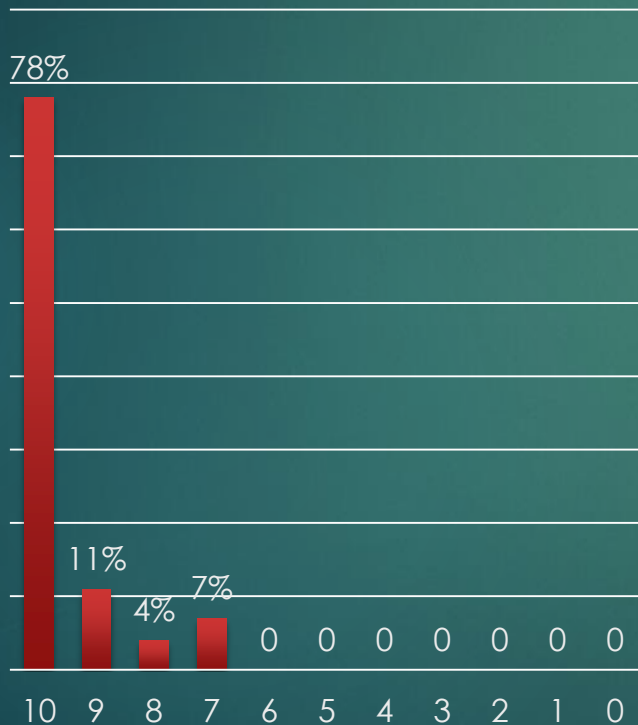
'Prompt, attentive and professional service.'

'Very helpful and caring.'

'It gave me my life back!'

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent

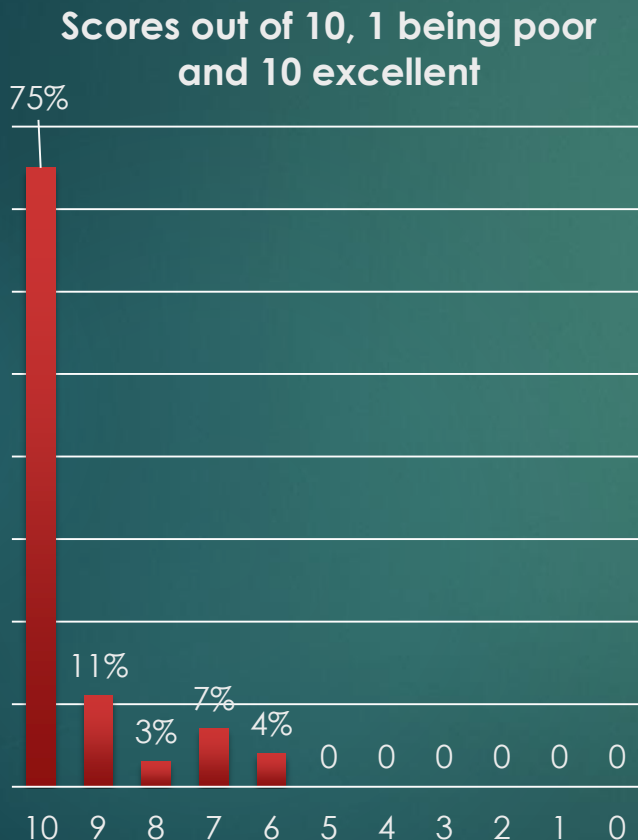


How do you rate reliability?

'A personal and thoroughly reliable service I can trust.'

'Very committed.'

Responses to questions:



How do you rate the flexibility of the service?

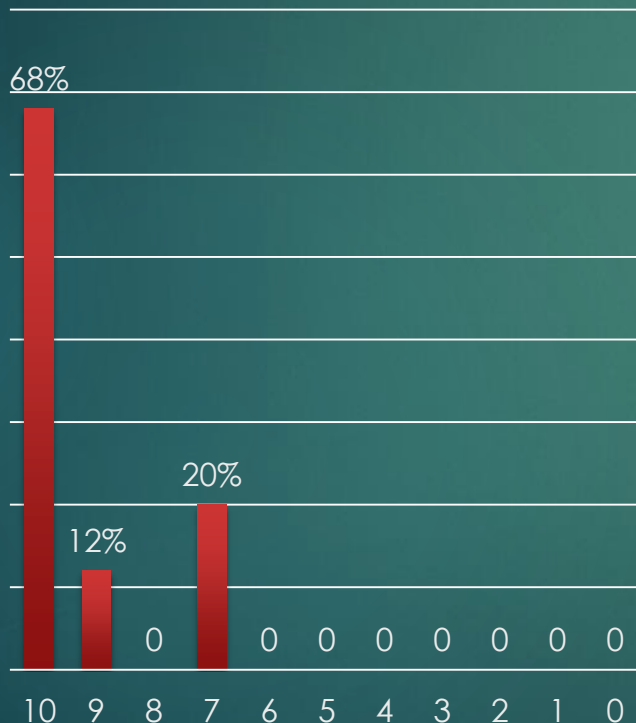
'The service is cost efficient and flexible.'

'Flexibility to call on them as and when needed has been invaluable.'

'Good at filling in the gaps we didn't know and having an on-going relationship.'

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent



How do you rate trustworthiness of the Age Care Advice team?

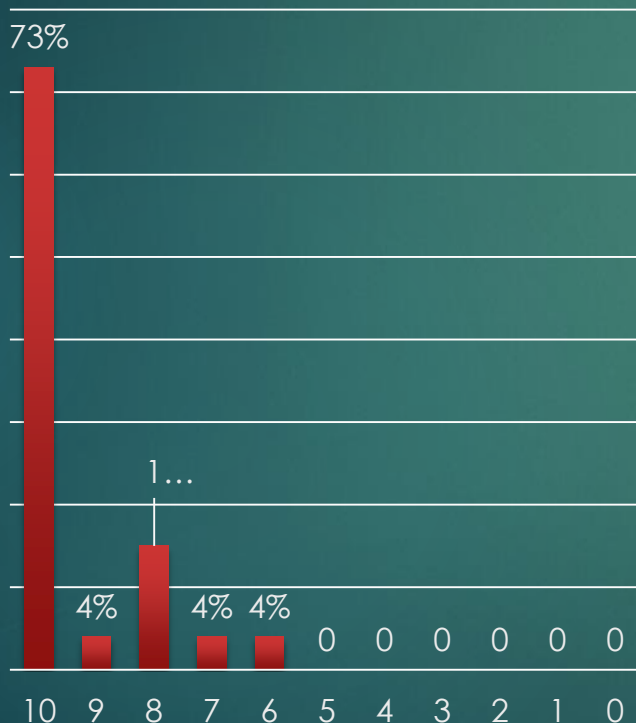
'Utterly trustworthy and accessible.'

'Prompt replies to emails, very understanding of the situation.'

'Extremely conscientious in emailing us with questions and concerns.'

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent



How do you rate the importance of the evening and weekend cover, if required?

'We both work full time and were an hour away, it was becoming increasingly difficult for us to provide the level of attention that was required and they eased this for us considerably. Please pass on our thanks.'

'Being able to contact someone seven days a week has been invaluable.'

Responses to questions:



How do you rate the knowledge of social and health care systems by the team?

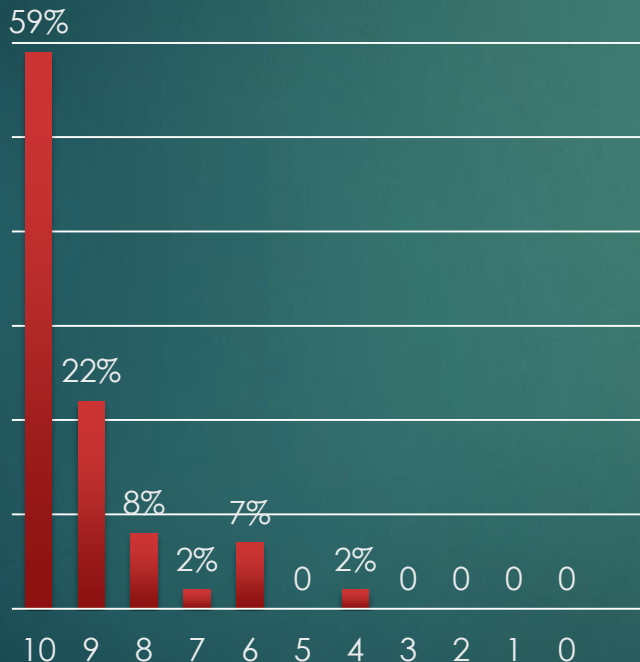
'Good to be able to talk to someone who understands 'the system' and to understand the options and how to fight for the level of care that was needed.'

'Expert knowledge of the care system and services available.'

'Great knowledge and contacts. The care coordinator applied himself to a client to see the job through to completion.'

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent



How do you rate the reduction of worry, anxiety etc, experienced due to the involvement of the Age Care Advice team?

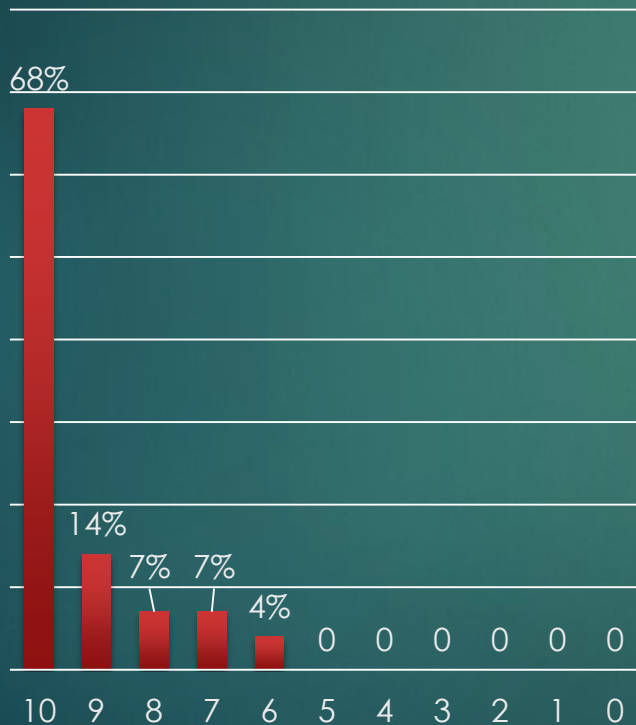
'The service gave us great confidence. They listened carefully and pointed out the pitfalls and advantages.'

'They gave us peace of mind!'

'It's the first time my son has had an advocate to help work through his problems and to have someone to offload to. His disabilities are being recognised and he's gaining more independence.'

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent

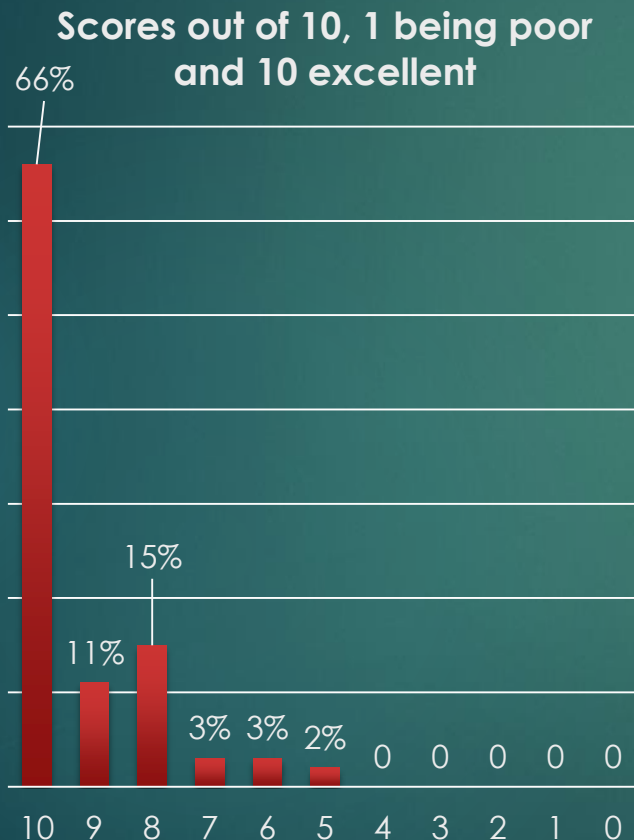


How do you rate the team at responding to and addressing risk areas when known/identified?

'Quick to respond in a crisis.'

'Whenever a crisis occurred, they responded immediately and positively.'

Responses to questions:

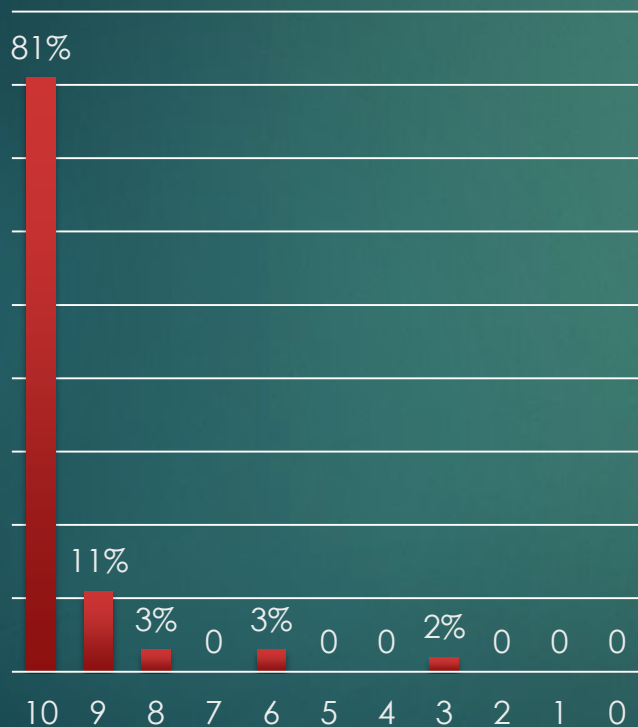


How much did the person's quality of life improve as a result of using the service ?

'From the moment they became involved the quality of my father's life improved.' They eased our concerns, my father's spirits were lifted and they engaged on a personal level.'

Responses to questions:

Scores out of 10, 1 being poor and 10 excellent



To what extent did the service prevent admission to hospital or a care home?

'Quick to respond and especially good in a crisis.'

'Having someone turn up out of normal working hours gave us peace of mind, especially living so far away.'

Responses to questions:

- ▶ Would you recommend the service to others?
- ▶ 100% of people said 'Yes'!!!

'Professional, knowledgeable, caring.'

'Social services should make it clear that this excellent service is available.'

'We have been delighted to have the opportunity to express how much we appreciated the help and advice given.'

So how can we improve?

- ▶ 'It wasn't always evident how pro-active the service was when there was no issue to resolve. It seemed better when responding to specific problems. This may have been beyond their control. This is more of an observation than a criticism, there do still seem to be long delays in the care system, follow up care and not much sense of an overall care plan linking carers/GP/hospital care and consultants.'
- ▶ 'More dynamic questioning of NHS personnel (at all levels) and full interpretation/feedback to immediate family members.'
- ▶ We have taken these comments on board and will continuously strive to improve and adapt the service to meet people's needs. We have not received any formal complaints since the service was established in 2011.