



Homecare Services Client Satisfaction Survey Report

February 1, 2018

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Executive Summary

Clients receiving Homecare Services by Family Carers Ireland were asked to participate in an anonymous survey to enable The Quality and Safety Sub Committee of the Board to evaluate the effectiveness of the homecare services provided to them and / or their family member, and identify areas of improvement / training needs. The survey included questions about the client's service since their service commenced, as this is the first anonymous client service survey conducted by Family Carers Ireland. Questions were asked about their interaction with staff in their homes as well as with office staff and managers, staff attendance and punctuality; access to client file in the home, their opinion of the quality of the overall service and whether they would like their homecare worker to wear a uniform . The survey also invited respondents to provide any further feedback, as well as their contact details if they would like follow up contact from a FCI Manager. A total of 338 responses were received from a total of 930 surveys mailed to customers. Surveys were stamped to identify each CHO uniquely before being sent out.

Items on the survey were worded as positive statements or direct questions, and included the following topics:

- Attendance and punctuality
- The quality of care provided by the Homecare worker
- Telephonic / written support from the FCI Centre and Manager
- Access to records regarding the care in the home folder
- Overall opinion of service and likelihood of recommending the service
- Whether the client would like their worker to wear a uniform
- An open ended question with a field for further feedback was inserted at the end

Note: The complete survey questionnaire is attached as Appendix 1 to the report.

Methodology

The survey forms were developed with input from the Operations management team. A preliminary draft of the survey was then tabled for discussion at the Quality and Safety Sub Committee meeting in October 2017. Following some changes, additions, and deletions, it was agreed that the Survey should be completed by year end.

Customers were asked to complete the questionnaire and return it to the Homecare Services Manager in the postage-paid envelope provided.

The Data Capturer captured the survey results onto Survey Monkey and imported them into Microsoft® Excel and errors were checked against the individual forms. Data analysis was completed and graphs compiled using Excel. Surveys containing open ended feedback such as compliments or complaints were scanned and emailed to the Regional Managers for follow up as necessary.

Note: The results reported can only be considered the opinions of the survey participants. They cannot be generalized to represent the entire client population as a whole.

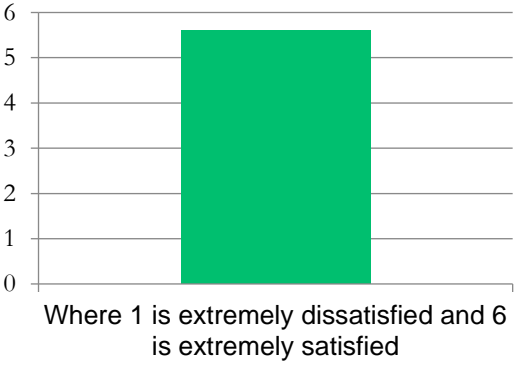
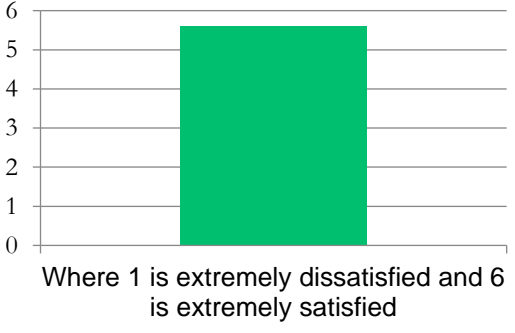
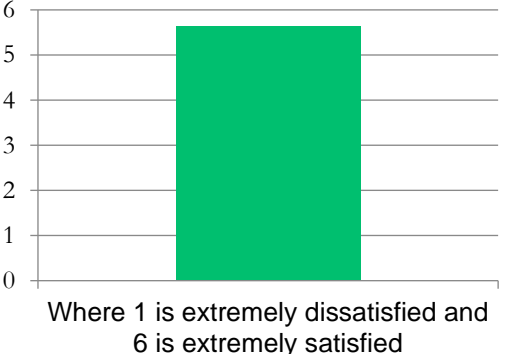
Demographics

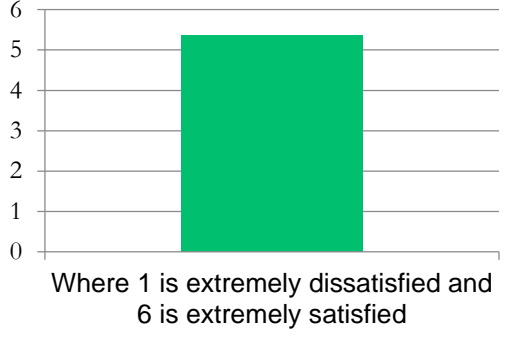
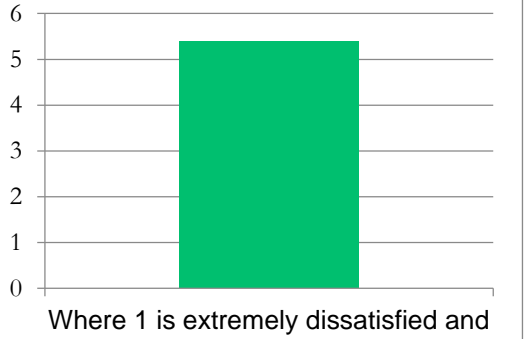
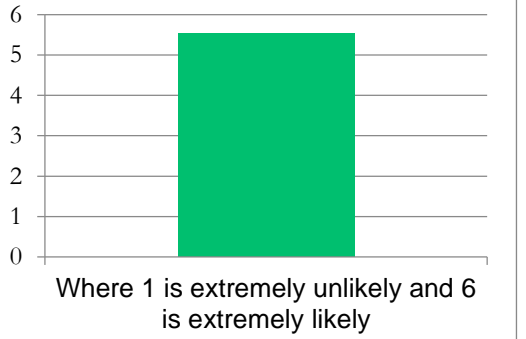
Survey responses are broken out by HSE CHO areas 1-9:

CHO	Counties	Respondents
1	Donegal, Sligo/Leitrim/West Cavan and Cavan/Monaghan	27
2	Galway, Roscommon and Mayo	102
3	Clare, Limerick and North Tipperary/East Limerick	66
4	Kerry, North Cork, North Lee, South Lee and West Cork	12
5	South Tipperary, Carlow/Kilkenny, Waterford and Wexford	54
6	Wicklow LHO, Dun Laoghaire LHO and Dublin South East	8
7	Kildare/West Wicklow, Dublin West, Dublin South City and Dublin South West	9
8	Laois/Offaly, Longford/Westmeath, Louth and Meath	52
9	Dublin North, Dublin North Central and Dublin North West	8

Survey Results

Quantifiable Questions 1,2,3,7,8, and 9 required clients to rate various categories of service indicators, based on a scale of 1 (extremely negative) through 6 (extremely positive). The weighted average results to these questions are shown individually per question and then summarised in a table per CHO.

Question	Answered	Skipped	Weighted average
<p>1: How satisfied are you that your care worker arrives on time?</p>  <p>Where 1 is extremely dissatisfied and 6 is extremely satisfied</p>	336	2	5.6
<p>2: How satisfied are you that your care worker stays for the required amount of time?</p>  <p>Where 1 is extremely dissatisfied and 6 is extremely satisfied</p>	337	1	5.62
<p>3. How satisfied are you with the quality of care provided by your care worker?</p>  <p>Where 1 is extremely dissatisfied and 6 is extremely satisfied</p>	337	1	5.64

Question	Answered	Skipped	Weighted average
<p>7. How satisfied are you with the contact and support from Family Carers Ireland office staff?</p>  <p>Where 1 is extremely dissatisfied and 6 is extremely satisfied</p>	327	11	5.38
<p>8. How satisfied are you that your phone calls are answered properly?</p>  <p>Where 1 is extremely dissatisfied and 6 is extremely satisfied</p>	324	14	5.39
<p>9. How likely would you be to recommend Family Carers Ireland to a friend or family member?</p>  <p>Where 1 is extremely unlikely and 6 is extremely likely</p>	334	4	5.54

CHO	Question 1	Question 2	Question 3	Question 7	Question 8	Question 9
1	5.59	5.67	5.59	5.35	5.44	5.56
2	5.65	5.58	5.72	5.39	5.4	5.52
3	5.69	5.66	5.76	5.27	5.32	5.48
4	5.83	5.83	5.83	5.91	5.64	5.92
5	5.51	5.61	5.45	5.45	5.54	5.6
6	5.38	5.75	5.63	5.63	5.13	5.88
7	5.11	5.78	5.44	5.25	5.5	5.25
8	5.54	5.56	5.54	5.24	5.2	5.42
9	5.88	5.5	5.63	5.75	5.75	5.88

Yes / No Questions 4,5,6 and 10 required clients to answer a direct question about whether they would like workers to wear a uniform, access to information such as the location of their home file and managers' contact details, and their level of trust in the service provided. The results of these questions are shown individually and then as percentages compiled into a table per CHO.

Question	Answered	Skipped	Yes	No	Don't mind
4. Would you like your Family Carers Ireland care worker to wear a uniform? 	337	1	29	124	184
5. Can you easily access your Family Carers Ireland care folder in your home? 	333	5	320	13	

Question	Answered	Skipped	Yes	No	Don't mind
<p>6. Do you know how to contact your Family Carers Ireland Manager?</p> <p>A bar chart with a vertical axis from 0% to 100% in 20% increments. The horizontal axis has two categories: 'Yes' and 'No'. The 'Yes' bar is green and reaches the 90% mark. The 'No' bar is also green and reaches the 10% mark.</p>	331	7	299	32	
<p>10. Do you trust Family Carers Ireland to provide safe and effective care?</p> <p>A bar chart with a vertical axis from 0% to 100% in 20% increments. The horizontal axis has two categories: 'Yes' and 'No'. The 'Yes' bar is green and reaches the 97% mark. The 'No' bar is also green and reaches the 3% mark.</p>	331	7	322	9	

CHO	Question 4 (% No)*	Question 5 (% Yes)	Question 6 (% Yes)	Question 10 (% Yes)
1	26	96.3	96.3	96.3
2	31.4	98	88	99
3	31.8	96.9	85.9	95.2
4	50	91.7	100	100
5	56.6	96.2	90.6	94.4
6	50	87.5	87.5	100
7	55.6	100	100	100
8	28.9	92.2	94.2	98.1
9	50	100	85.7	100

*note that most respondents indicated that they didn't mind, more responded "No" than "Yes" to Question 4 about their preference for workers to wear uniforms or not

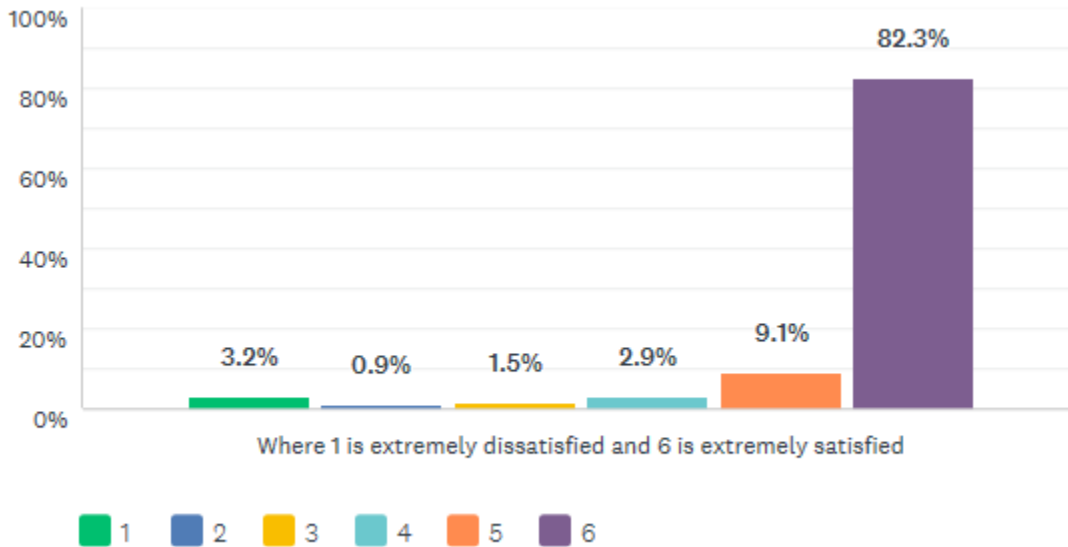
Results per Region for all questions including compliments / complaints arising in Question 11 are compiled into the table below:

Question	Midlands (CHO1,8,9)	West (CHO 2,3,4)	South East (CHO 5, 6,7)
Total respondents	87	180	71
1	5.67	5.72	5.33
2	5.57	5.69	5.71
3	5.59	5.77	5.5
7	5.45	5.5	5.44
8	5.58	5.45	5.39
9	5.62	5.64	5.58
Average of questions rated / 6	5.58	5.62	5.49
5	96.2%	95.5%	94.5%
6	92.1%	91.3%	92.7%
10	98.1%	98%	98.1%
Average %	95.5%	94.9%	95.1%
Compliments	8	12	9
Complaints	1	0	2
Follow up requests	7	18	11

Question and Response full summary

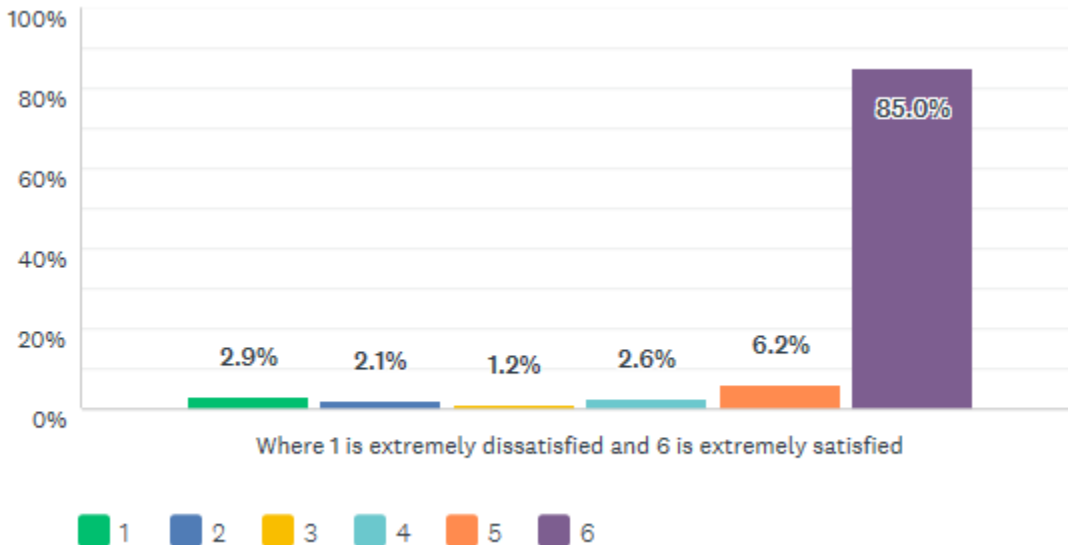
1. How satisfied are you that your care worker arrives on time?

Answered: 339 Skipped: 2 Weighted Average: 5.6



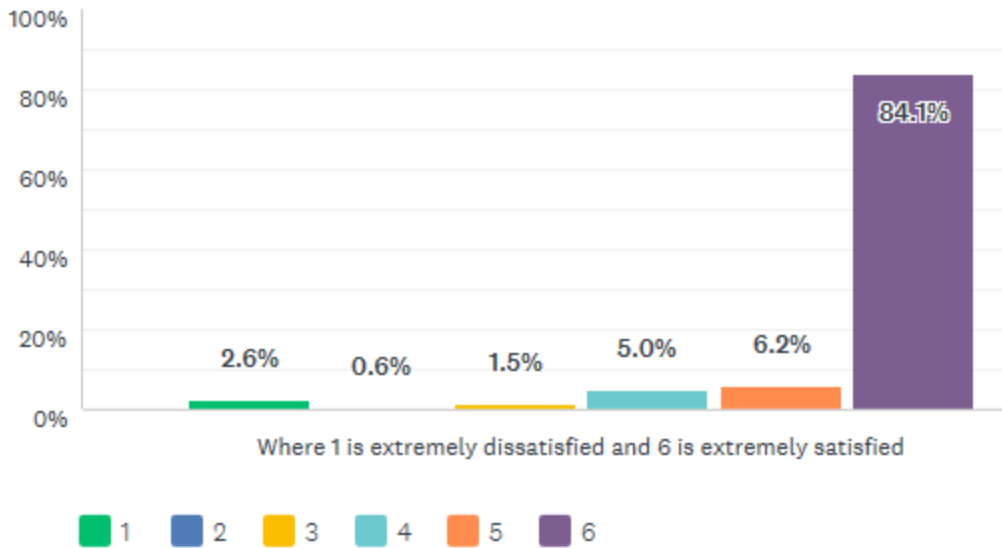
2. How satisfied are you that your care worker stays for the required amount of time?

Answered: 340 Skipped: 1 Weighted Average: 5.6



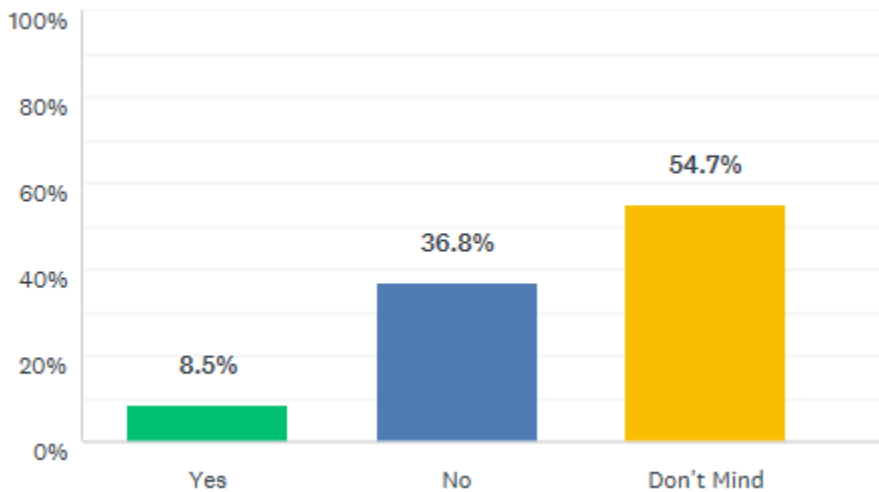
3. How satisfied are you with the quality of care provided by your care worker?

Answered: 340 Skipped: 1 Weighted Average: 5.6



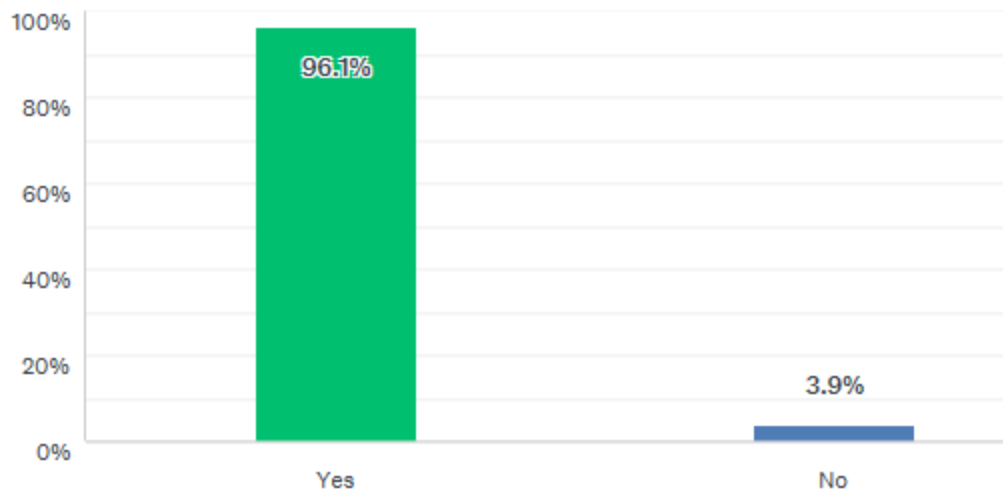
4. Would you like your Family Carers Ireland care worker to wear a uniform?

Answered: 340 Skipped: 1



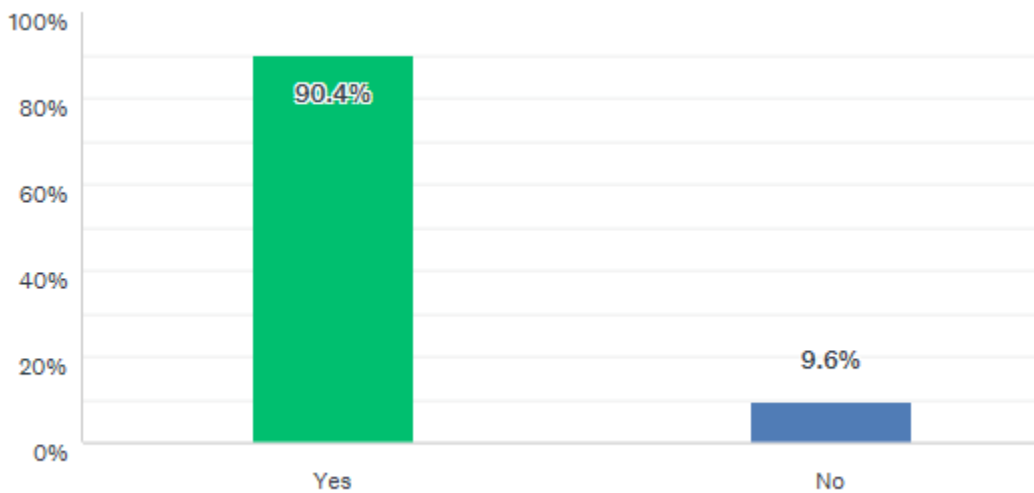
5. Can you easily access your Family Carers Ireland care folder in your home?

Answered: 335 Skipped: 6



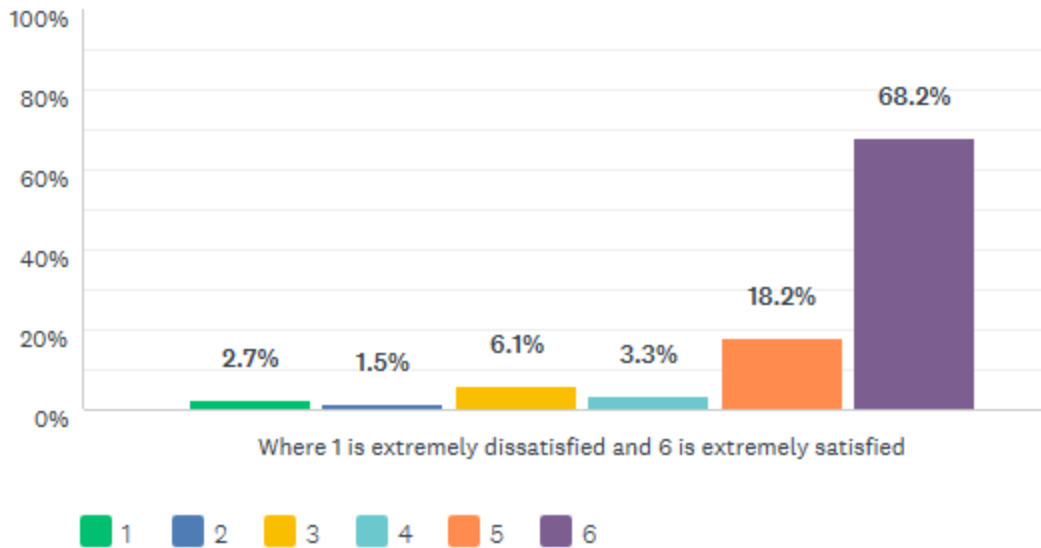
6. Do you know how to contact your Family Carers Ireland Manager?

Answered: 334 Skipped: 7



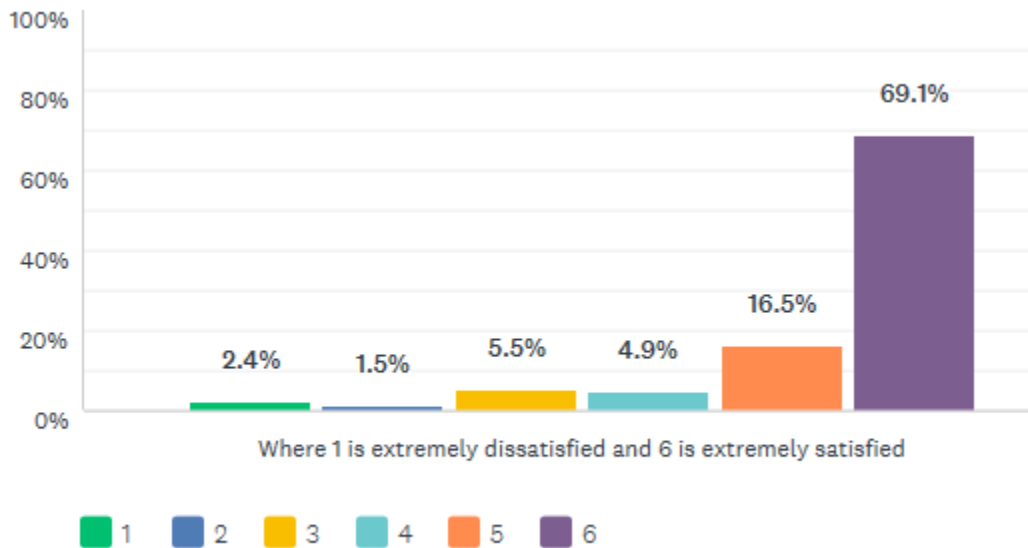
7. How satisfied are you with the contact and support from the Family Carers Ireland office staff?

Answered: 330 Skipped: 11 Weighted Average: 5.4



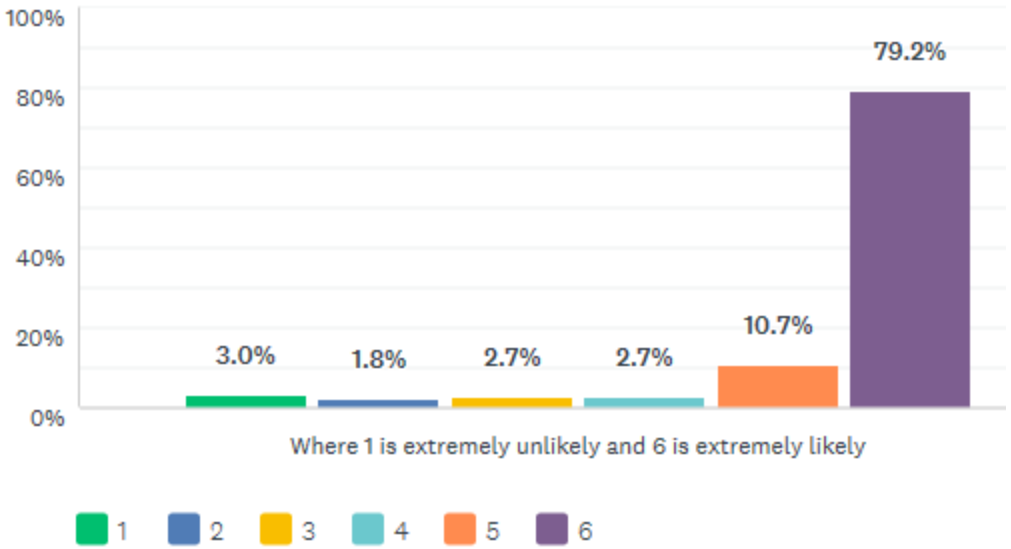
8. How satisfied are you that your phone calls are answered properly?

Answered: 327 Skipped: 14 Weighted Average: 5.4



9. How likely would you be to recommend Family Carers Ireland to a friend or family member?

Answered: 337 Skipped: 4 Weighted Average: 5.5



10. Do you trust Family Carers Ireland to provide safe and effective care?

Answered: 334

Skipped: 7

