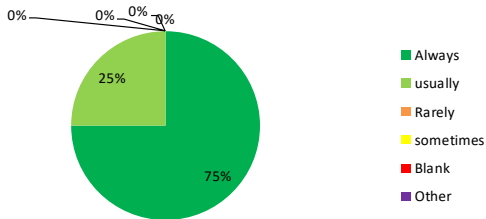
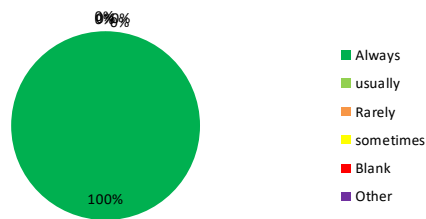


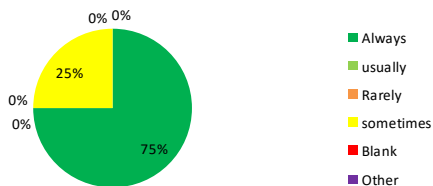
Q1 Do care staff introduce themselves when they arrive?



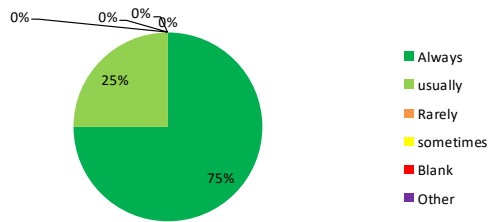
Q2 Do they know what care you should receive?



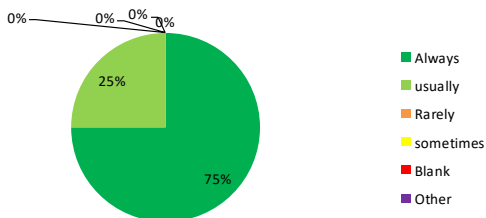
Q3 Do you feel they are sufficiently trained to deliver the support you need?



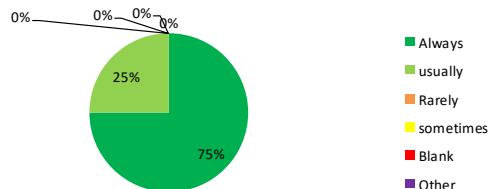
Q4 Do they deliver your care to a good standard?



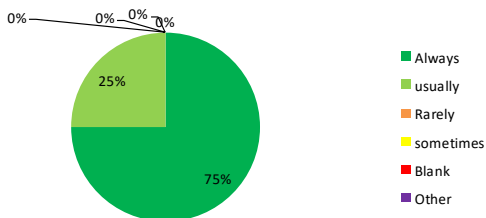
Q5 When they visit you do they focus their attention on you?



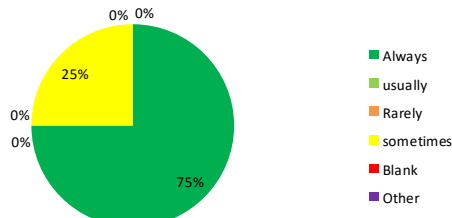
Q6 When they visit are they pleasant and treat you with dignity and respect?



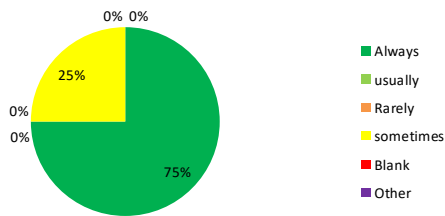
Q7 Do your care workers arrive on time?



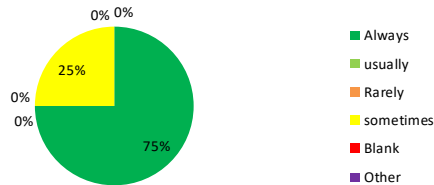
Q8 Do your care workers phone you if they are going to be late?



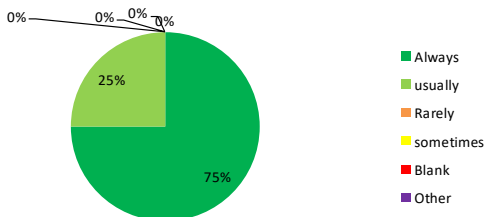
Q9 Do they tell you when they are leaving?



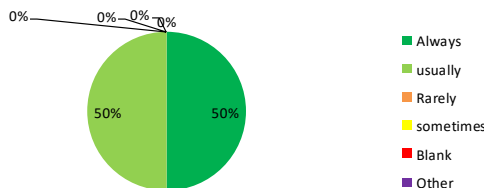
Q10 At the start of each visit do they check to see how they can best help you?



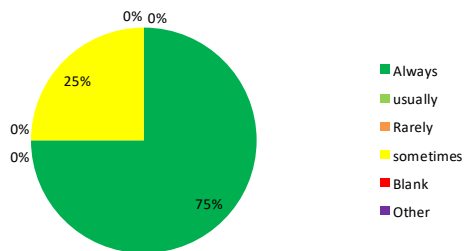
Q11 Do they make sure that you are comfortable during each visit?



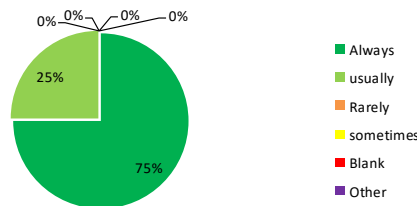
Q12 Do they help you at a pace that suits you (as opposed to being rushed)?



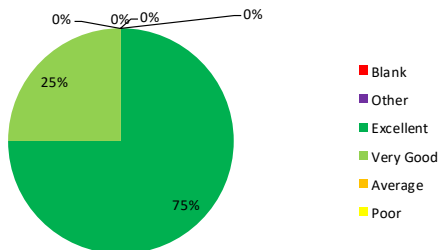
Q13 Do they complete all the agreed tasks?



Q14 At each visit do they check that you are happy with the support you are given and encourage you to tell us how they can improve?



Q15 Overall Rating of the service



On 24 October 2018 at 11:24 Ballay Usha wrote:

Dear Dr Asa'ah Nkohkwo

Slough Borough Council conducted a service user survey for Home Care services to identify service user satisfaction levels for services.

Please find attached your survey result which shows the summary of the Home care survey. We hope this will help you to understand, develop and improve your services.

We plan to undertake a similar survey next year to see if further improvements have been made in relation to the identified areas. If further information is required, please do not hesitate in contacting myself. Kind Regards

Usha Ballay, Supply Chain Manager, Wellbeing Directorate, Slough Borough Council

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