

TQM of SERVICE DELIVERY

WHAT OUR CLIENTS & THEIR ADVOCATES SAID:

A REPORT OF AN INDEPENDENT SURVEY (IN NOVEMBER 2020) ABOUT THE QUALITY OF OUR SERVICE TO OUR CUSTOMERS

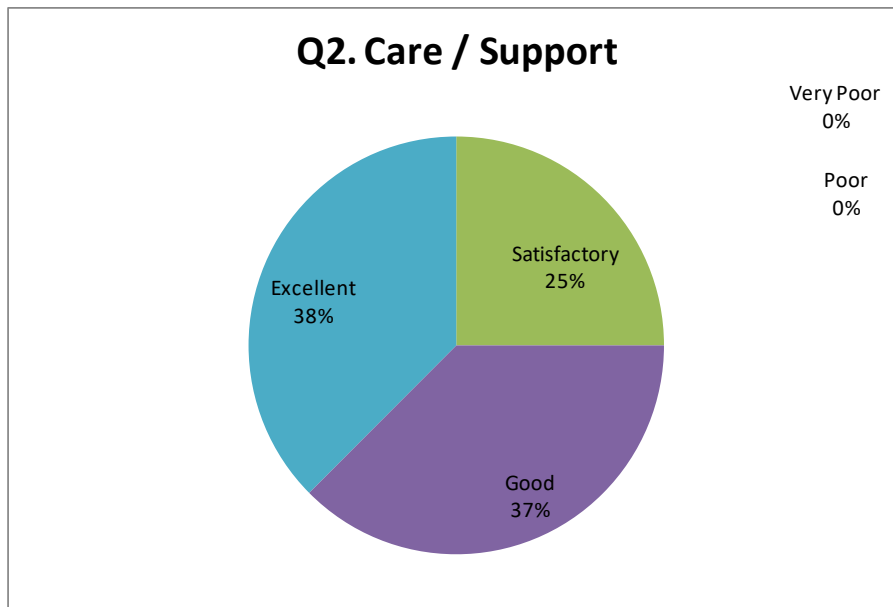
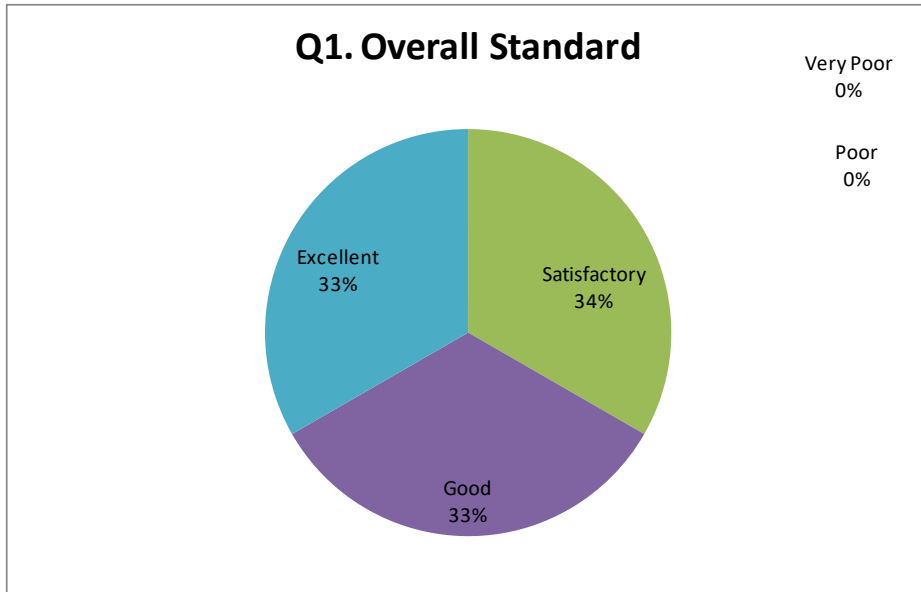
“Team Carita is an agency that provides care, support and house-keeping services at home to reduce needless steady-state hospitalisation among their clients within the Slough Borough and Surrey County. During this survey exercise (November 2020), clients and their representatives (including family members & social workers) were randomly contacted to know their views, particularly with regards to the quality of services they were receiving from the company.

From the survey, clients are generally happy with and commend highly the quality of the care and support service they receive. However, one client was not satisfied with the house-keeping services.

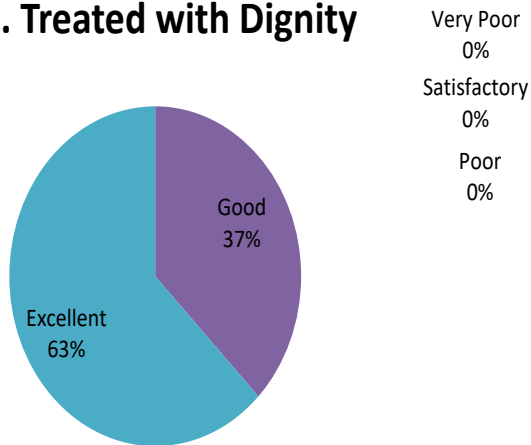
Below is a summary of the discussion with 9 people, all anonymised as per feedback commissioning instructions”.

CLIENT	Is the person answering a service USER? OR a RELATIVE?	RESPONSES TO QUESTIONNAIRE
Respondent 1	Son of Service user	"I wouldn't be able to rate management as I do not have much interaction with them" "All is ok with the care my dad is receiving"
Respondent 2	Service user	"Overall I am happy with the service provided"
Respondent 3	Housing officer	"I would rate their service as outstanding, I would put their name forward to anyone needing a similar care package but as a Housing officer I can only advice and they make their own decisions" Whenever the service user raised a problem this is dealt with immediately for example when her hair was not washed, the next day this was corrected."

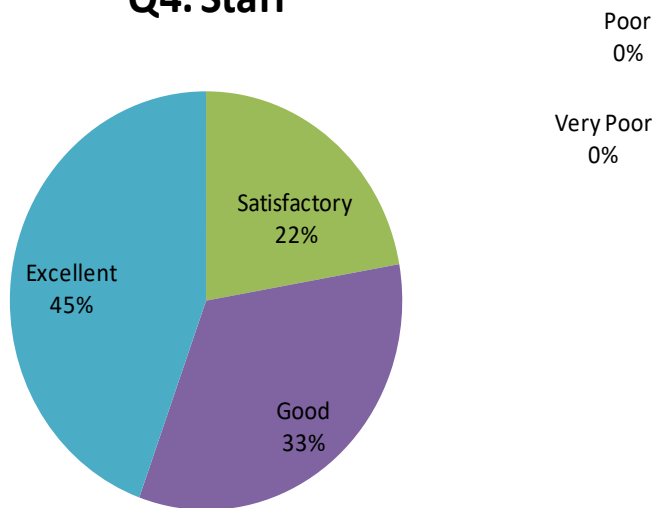
Respondent 4	Housing officer	"No issues with the service provided"
Respondent 5	Service user	"Overall good service"
Respondent 6	Service user	<p>"I am unlikely to recommend the service to anyone because the first lady who used to do the job was so unreliable: always late and at times do not come at all. The staff understanding of cleaning products is also limited as they do not know what products to use for cleaning windows and glasses, these are always often left with marks. And according to my understanding, the second lady is just covering or helping out to fill the gap. Her work is ok but is not often able to get much done as she is a student at university.</p> <p>I believe as a company they are not able to fulfil the service and is struggling to get the right staff."</p> <p>On management: " Management have not really addressed the problem properly."</p>
Respondent 7	Sister of service user	<p>"I have nothing to complain about"</p> <p>Overall satisfaction: "There is room for improvement"</p> <p>Dignity: "We have 3 carers come in, 2 are generally good but I have found one very abrupt "</p> <p>Staff: "They generally do their job properly but one staff has shown a lack of dignity as they were very abrupt last week"</p> <p>Management: "Staff are normally a reflection of management but I do not have much interaction with them"</p> <p>Value for money: "Not applicable as he does not pay for the service himself"</p>
Respondent 8	Daughter	"All is good, they are following our instructions. We are happy with the service"
Respondent 9	Daughter	"We had no issues with the agency. We had them on the phone and they were prompt on answering the phone in case we had any questions "

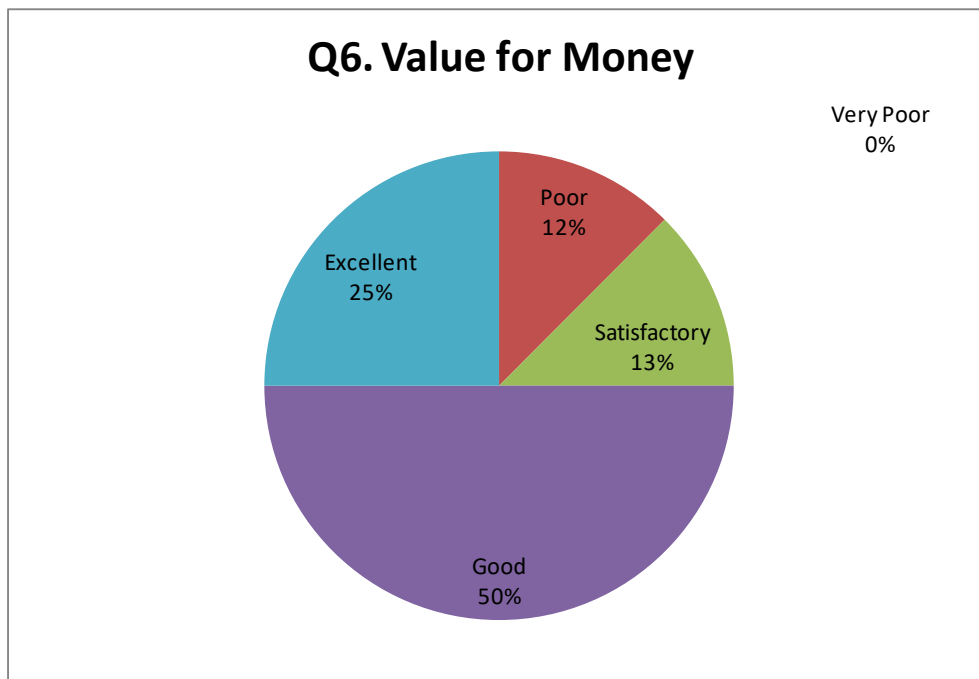
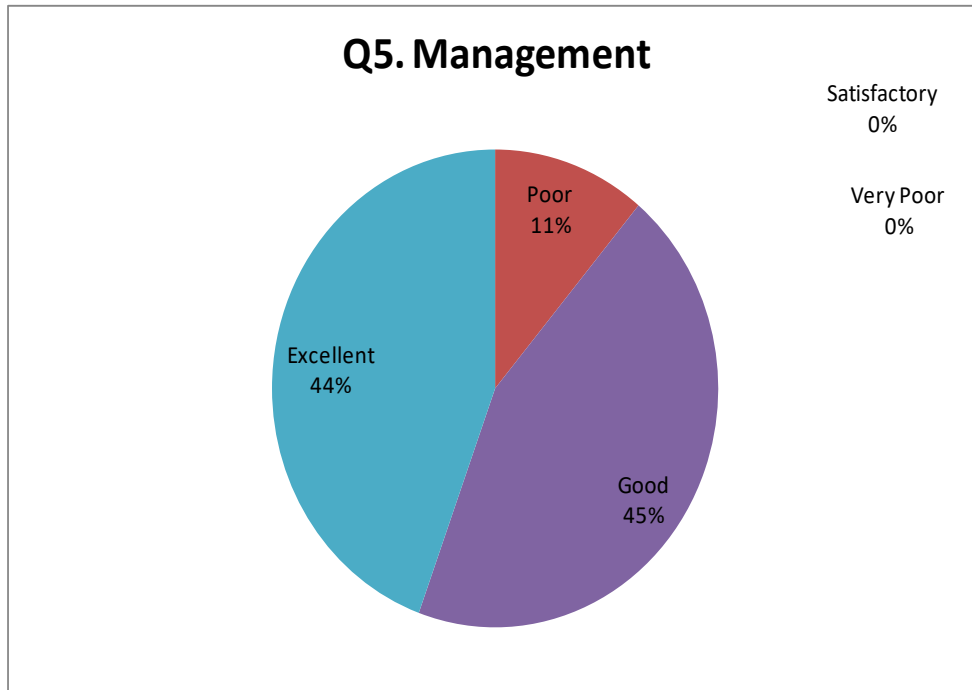


Q3. Treated with Dignity

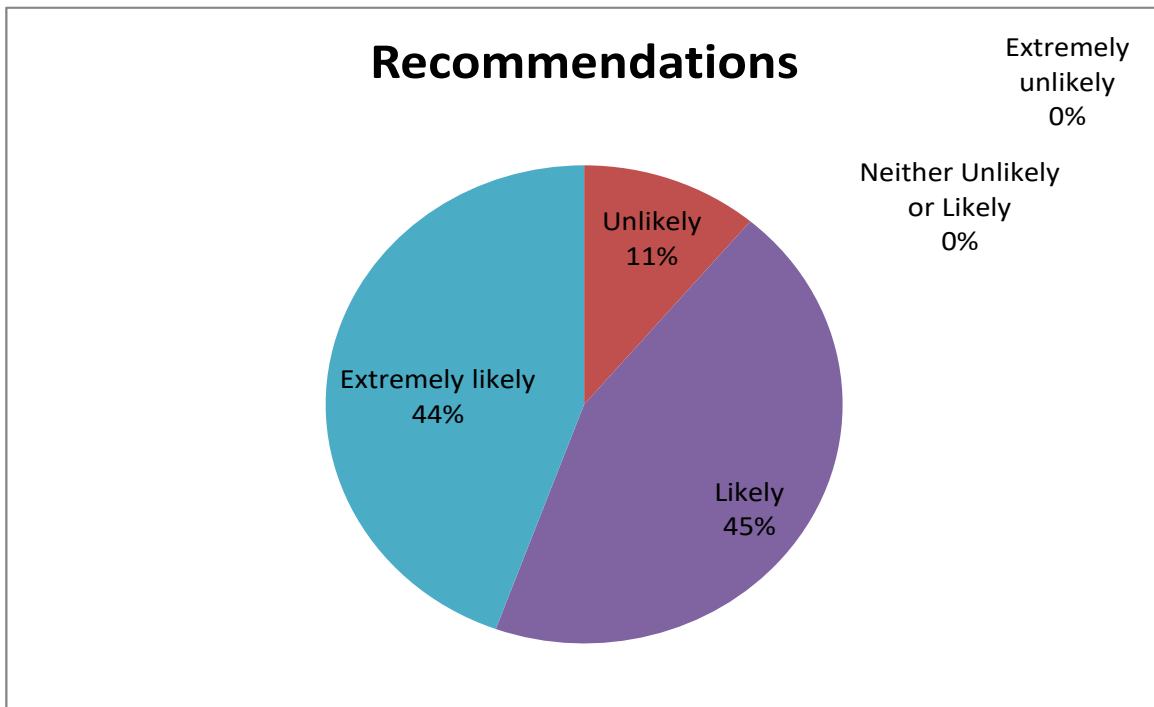


Q4. Staff





	Extremely unlikely	Unlikely	Neither Unlikely or Likely	Likely	Extremely likely
Recommendations	0%	11%	0%	44%	44%



E.T. (HR Consultant)

26/11/20