

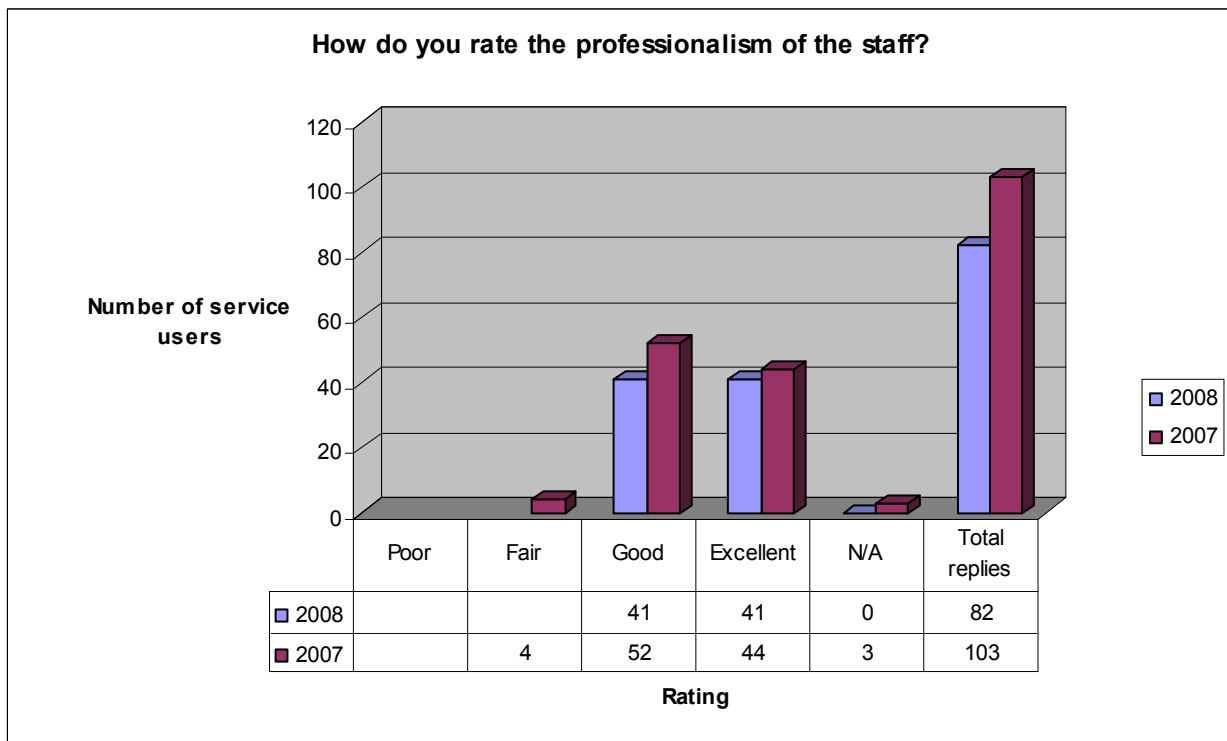
Service User Satisfaction Questionnaire 2008 Results.

Enterprise Care believes that our procedures should constantly be examined to ensure that we are successfully achieving our stated aims and purposes. We welcome and encourage feedback from our service users, their friends and relatives at any time and we welcome comments by phone, email and letter. Once a year we ask our service users and, where appropriate, their families to complete a satisfaction survey about our services and our care workers.

In November 2008, a questionnaire was sent out to all service users. 10 questions were asked and service users were given the opportunity to rate our services as either poor, fair, good, excellent or not applicable. The following questions were asked:

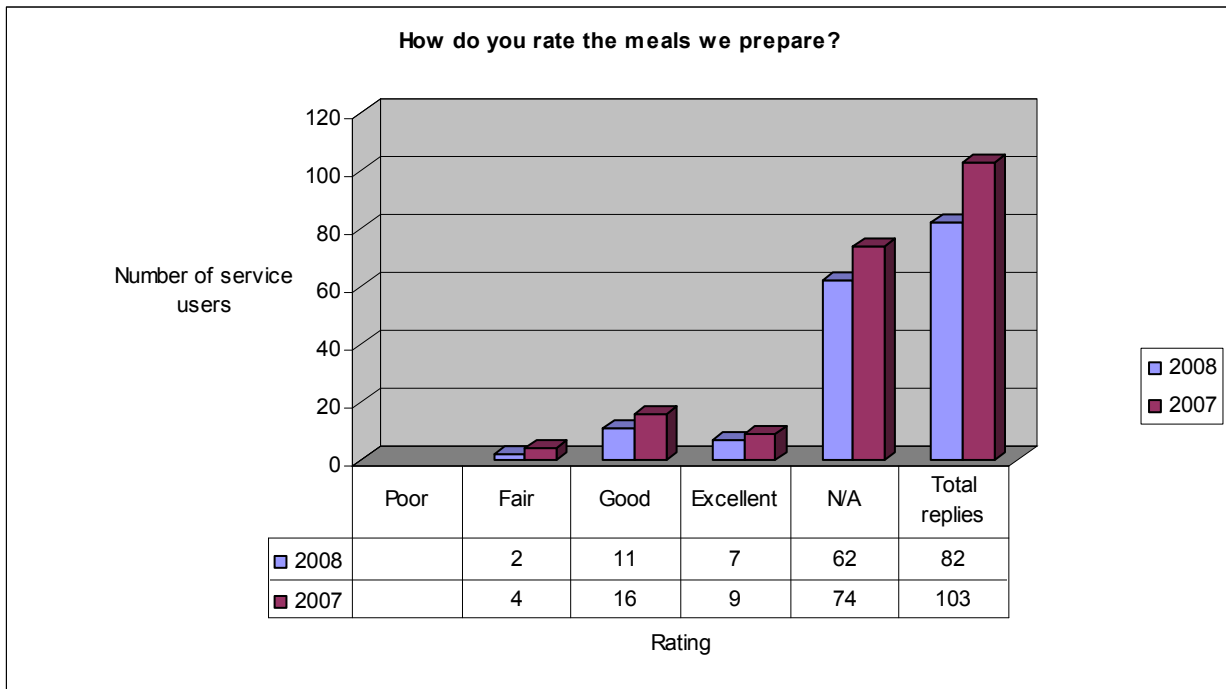
1. How do you rate the professionalism of the staff?
2. How would you rate the meals we prepare?
3. How do you rate staff time keeping?
4. How do you rate the staff dress code?
5. How do you rate the work carried out by care workers?
6. How do you rate our responses to any complaints or comments you may have had cause to make?
7. Do you feel that we respect your rights to dignity?
8. Do you feel that we respect your rights to privacy?
9. Do you feel that we respect your rights to independence?
10. What are your overall impressions of the service we provide?

Response was good and we received 82 completed forms out of a possible 120 sent out. The results of our survey are displayed in the graphs below.



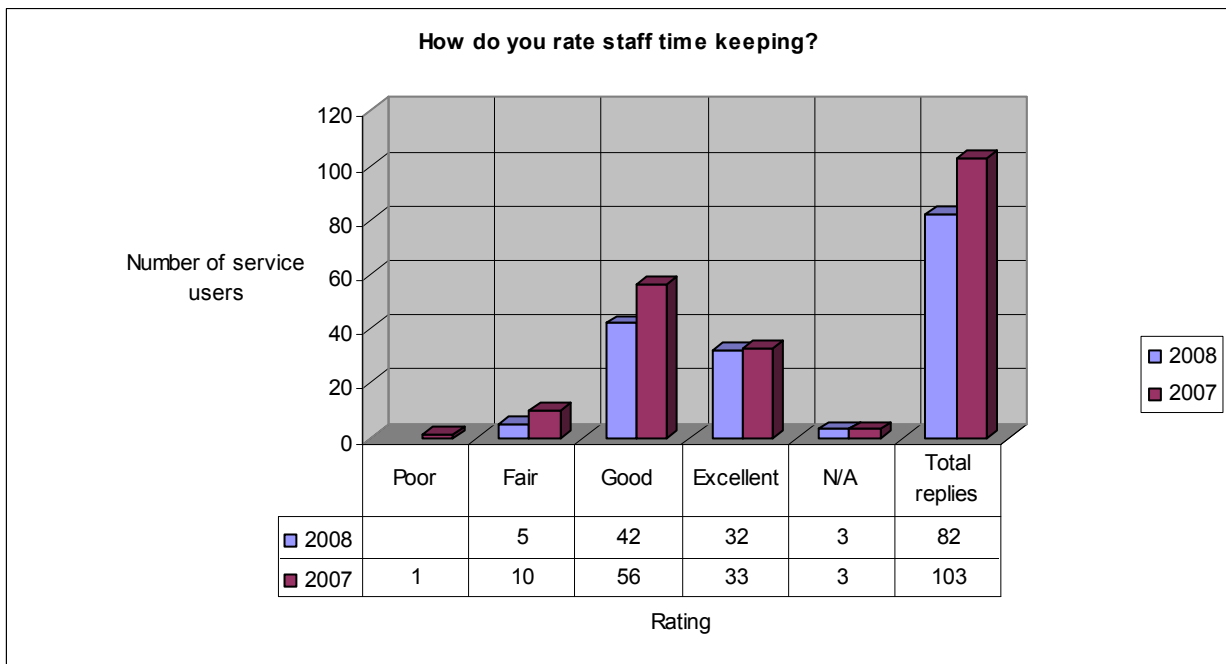
How do you rate the professionalism of the staff?

This clearly shows an improvement on last year, with a 9% increase on the number of service users rating the staff professionalism as excellent, good remained the same and none of our service users rated the staff professionalism as fair or poor.



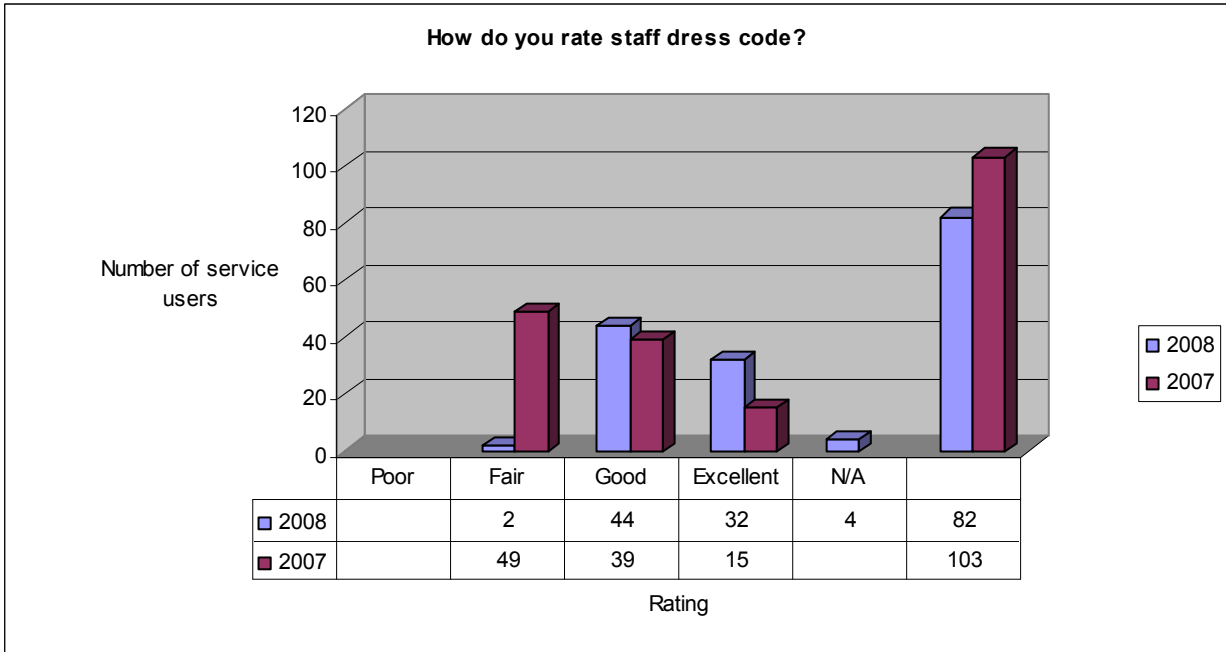
How do you rate the meals we prepare?

Still room for improvement in this area, with a 1% drop in the amount service users rating the meals we prepare as fair, 2% drop in good and 1% drop in excellent. This drop could be down to the number of service user having times reduced and home cook meals being replaced with ready meals. Additional feedback from the comments section of the form did indicate that performance can still be improved and it is something we will continue to work on for the future.



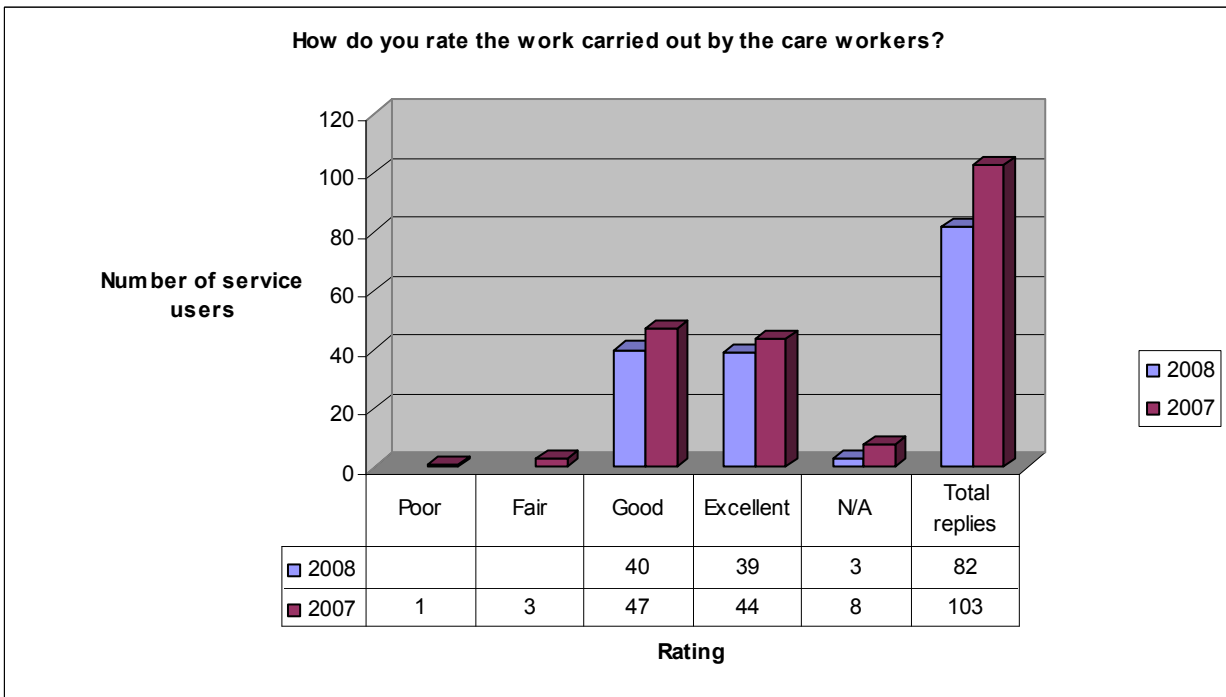
How do you rate staff time keeping?

Staff time keeping is always an area which can be improved, although response from the questionnaire shows a 3% drop in the good rating compared with last year, the excellent rating has increased by 7%. None of our service users rated staff time keeping as poor, compared to 1% in 2007 and there was a 3% drop in the fair rating.



How do you rate staff dress code?

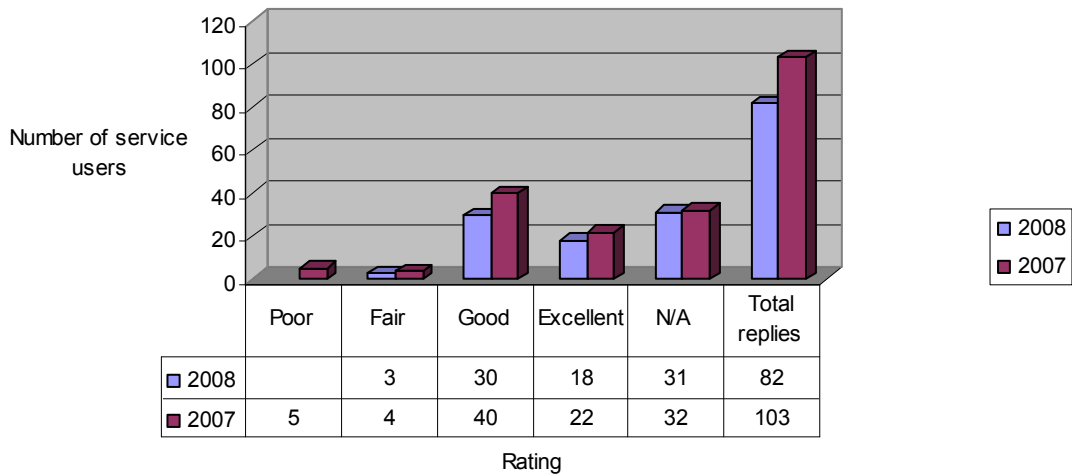
We hope that all care workers arrive at service users homes smartly dressed in the correct uniform with their identity cards on display and this has been something that we have been working hard to improve this year. We are pleased that our efforts seem to have been reflected in the results with 45% decrease in the fair rating, 16% increase in the good and 24% increase in Excellent! This high standard which we have achieved in 2008 is something that we hope to maintain in the future.



How do you rate the work carried out by the care workers?

Compared with last year's results this shows a 3% improvement in both the good and excellent rating with none of our service user rating the work carried out as fair or poor, compared to the 4% fair rating and 1% poor rating in the 2007 satisfaction survey results.

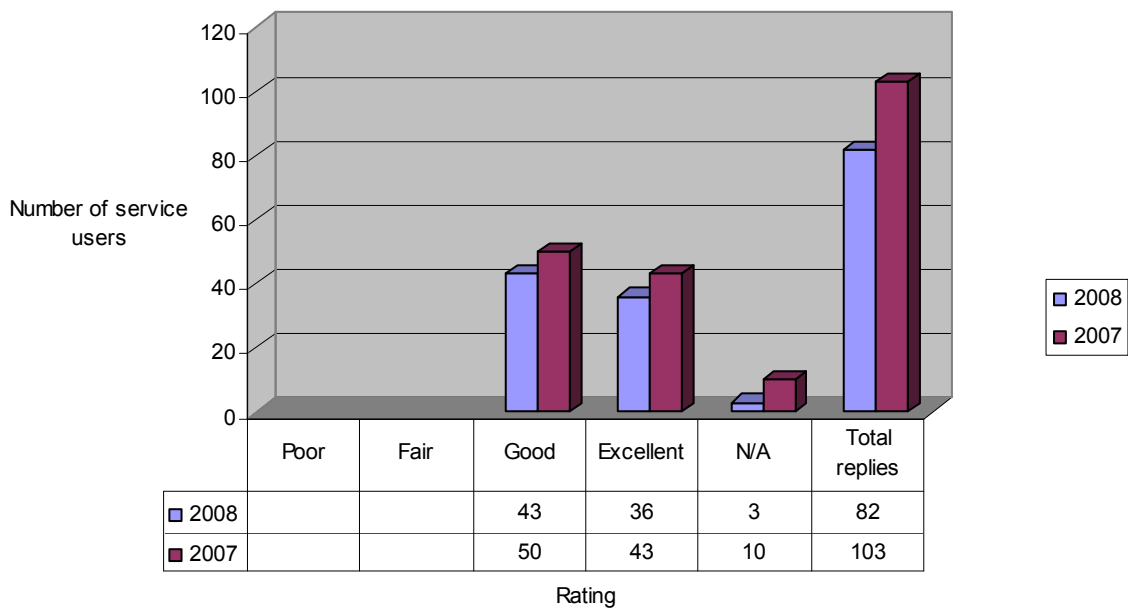
How do you rate our response to any complaints or comments you may have had cause to make?



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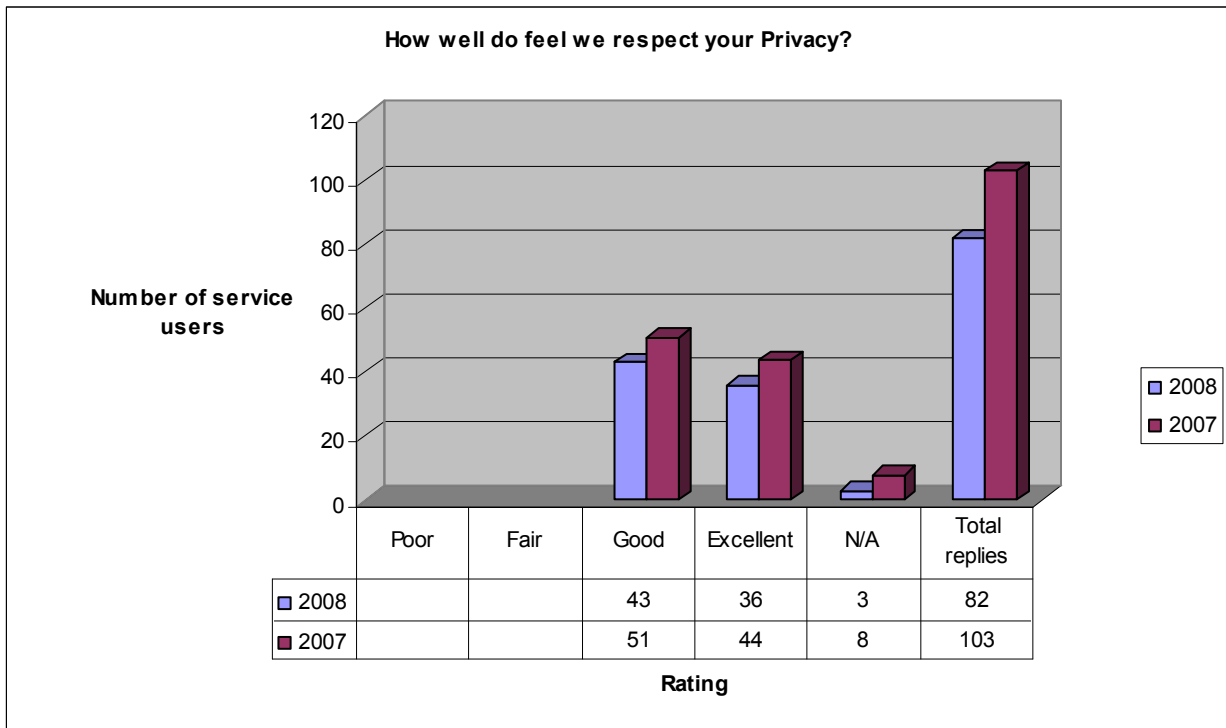
Although we hope that you never have cause to complain, we also hope that if you do complain we can quickly and effectively solve any problems that you may have. Overall we were pleased with this year's result with none of our service users rating us poor compared to 5% in 2007, fair remained the same as 2007 at 4%, good dropped by 3%, excellent increased by 1% and a 3% increase in number of service users rating this question N/A.

How well do you feel we respected your dignity?



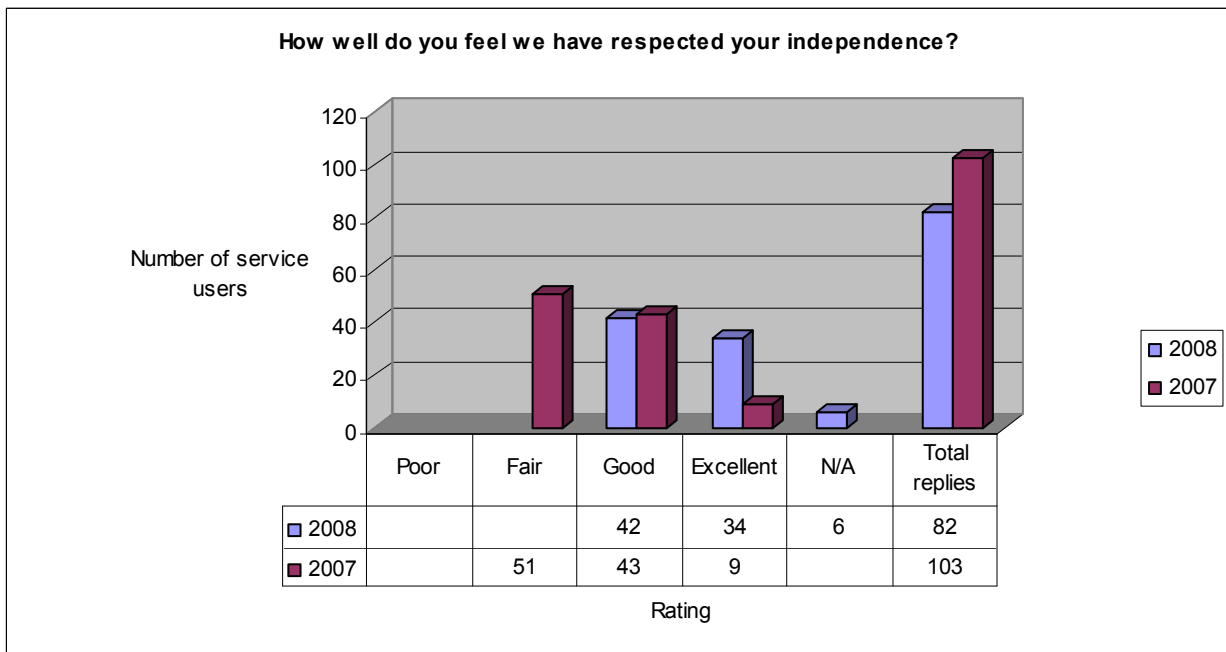
How well do we respect your dignity?

This clearly shows an improvement on last year with 4% increase in the good rating and 2% in excellent. This standard which has been achieved in 2008 is something that we hope to maintain in the future.



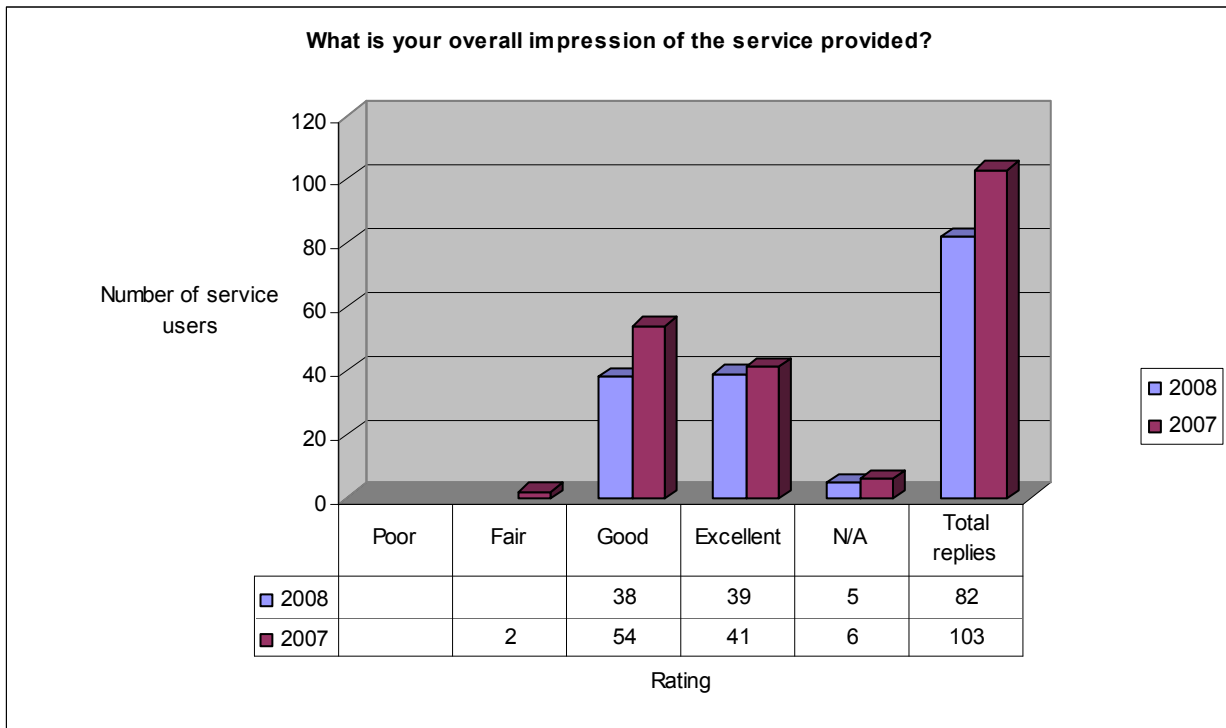
How well do you feel we respect your Privacy?

Compared with last year's results this shows that we are consistently rated as either good or excellent, with 3% increase in the good rating and 1% in excellent. This standard which has been achieved in 2008 is something that we hope to maintain in the future.



How well do you feel we have respected your independence?

This area has greatly improved with none of our service users rating this question as poor or fair compared 49% fair rating in 2007. The good rating has climbed by 9% and the excellent rating has jumped up by a massive 32% compared to the 2007.



What is your overall impression of the service provided?

Compared with last year’s results this year shows that we are consistently rated as either good or excellent. The 2008 results do show a 6% drop in the good rating, the excellent rating shows an 8% increase. None of our service users considered the over all service to be Poor or fair compared to the 2% who rated us fair in the 2007 results.

Issues raised by the 2008 Questionnaire.

“I feel that some carers would benefit from lessons in basic cookery”

Unfortunately we only provide very basic training in food preparation, however if your carer is not producing meals at an adequate standard please contact us and we will make every possible effort to provide more training or arrange for a different care worker.

“I would prefer a later visit – after 7pm, I would like less changes of carers, to many different faces, more regulars carers would be appreciated! My rota should have a core staff and I would like a list of who will call in advance”

Before any package of care starts whether it be a private arrangement or set up by your local social services department, a start time is always stated. We understand that circumstances change as do individual needs, and where possible we try to accommodate. If your carer is arriving before the agreed time, please contact the office and the issues will be addressed.

We try to keep as much continuity as possible, but in order to allow our care workers to have some evenings off, we sometimes have to rotate staff depending on who is working. We do try to keep any disruption to a minimum and if your time is going to be very different we will contact you in advance.

We have decided it is unnecessary and not time/cost effective to send out a list in advance, but we have decided to focus on providing more continuity to all rotas. We believe most service users will have seen a great improvement since the November 2008. And in the event of change we will endeavour to contact you prior to the event.

“Every thing is very satisfactory – but I’m afraid with prices going up again – I shall have to cut down my care”

This was a decision that was not made lightly, but due to increased overheads, the economic situation throughout the UK, and once again employees annual leave entitlement increasing from 24 days to 28 days a year, we have found with consultation from the company accountant the necessity to increase our charges.

“Some carers leave things about, e.g. cleaning containers, which although is not a big problem, I do have to put them away”

I would recommend to any service user who feels their carer worker is not meeting standards what ever the task, to contact the office and any issues can be addressed and the carer re-trained where necessary.

We also received a number of compliments about our service, a selection of which are listed below. Some forms were returned with thanks to specific care workers, these compliments have been passed along to the care workers involved and have been put on their personal files.

“Excellent care, we appreciate flexible attitudes to Dad’s needs and the way staff anticipate his needs and look to see what needs doing. Your sense is much better than that of other agencies, Thank you from Dad & us”

“I have no complaints to make, good service 5 Star”

“Your staff are excellent in what they do!”

“The girls that have been here have always been very nice, polite & most helpful”

“Very good service and all staff & carers highly efficient and friendly”

“Very Satisfactory”

“I make these comments on behalf of my wife, the service provided is excellent in every way and your staff are very polite, thank you”

“All the ladies who visit are lovely, they are very kind and caring, and it’s always good to see them. It’s been especially nice to have them call when my family are away”

I am profoundly grateful for all of the care and support I have received recently when I had the misfortune to lose two deeply loved family members, thank you”

“As a family we have always been impressed with the service provided and caring professionalism of your staff”

“The team that call on my aunt have been, and I’m sure will continue to be absolutely excellent. It has helped the few relatives greatly”