

CARER SURVEYS

Thank you to all of you who returned your completed survey, we had a 51% return rate. We will use the results and comments to improve our service to you. Below are the results of our survey:-

80 to 100% of you said:

- You would recommend working for us to your friends
- Where you have undertaken induction training in the last three months we provided you with accurate travel and accommodation details, and comprehensive documentation.
- You found the carer handbook a useful reference
- You are given the weeks of work you require
- You are treated with respect by our office staff
- You are satisfied with the supervision meetings held with the local area advisor
- Your clients and their relatives treat you with respect and as the professional carer that you are
- You receive your booking confirmations in advance to your assignment
- You are familiar with our out of hours procedure
- You are aware of grievance/allegations procedure
- You find the newsletter Chronicle informative and helpful

75 to 79% of you said:

- You would prefer a minimum 2 week booking
- You are generally satisfied with changeover day

Under 74% of you said:

- You changed from working for other agencies to Christies Care for the training and support
- You receive regular feedback and support calls
- Where you work as a self-employed carer you give your client a letter of engagement or a receipt for your work.
- Your booking confirmations contain accurate information and travel details
- You do not feel it is easy to speak to management if you have a problem that cannot be resolved by your Carer Support Team
- If you ring the office your call is answered quickly and politely
- You prefer to work as a self employed carer
- You prefer to work as an employee of Christies Care

Areas you think Christies could improve:

- No I think all areas of Christies Care is of a most informative and professional level
- Our yearly update training should include eye and nose drops and supply each carer with a valid certificate to say she is competent
- Remuneration
- Skeleton staff at weekends
- Understand distances from some client's homes to train stations
- I have been trying to do NVQ for 4 years!! Still nowhere
- Food money and remuneration to go up with inflation
- Sometimes one needs a direct contact to talk to, not just an answer phone
- Yearly update needs to be longer than a day

If you could change one thing about Christies Care what would it be?

- Office staff should do some hands-on care work themselves, to give them a better understanding of the nature of the job
- Keep carers working in close proximity to avoid expensive travel for clients and smoother changeover
- Not at this time I have been very happy in all areas! Wonderful support when needed Thank You!
- Let us know about basic amenities such as were the local banks are when in a rural area
- Make sure all certificates are handed out on time
- Stress to clients to respect our time off
- Change changeover day
- Relocate office to a place easier to get to
- Grief counselling for carers
- More back-up in difficult situations

A comment worth noting:

I would like to say thank you for having a great hostel for us to stay in, the staff there are excellent, helpful and the standard of cleaning is great, wonderful, when you are a long way from home it is very much appreciated.