

CARER SURVEYS

Thank you to all of you who returned your completed survey, we had a 38% 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 receive regular feedback and support calls on your last client
- 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
- The booking confirmation contains accurate information and travel details
- You are familiar with our out of hours procedure
- You find the newsletter Chronicle informative and helpful
- You are generally satisfied with changeover day

75 to 79% of you said:

- You are aware of our grievance/allegations procedure

Under 74% of you said:

- You changed to work for Christies Care because of remuneration and quality of training
- You do not give your client a letter of engagement or a receipt for your work
- You feel it is easy to speak to management if you have a problem
- If you telephone the office your call is answered quickly and politely
- Would prefer a minimum 2 week booking
- 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:

- Longer than 2 hours off
- I believe it is a truly excellent organisation
- Give carers at least two week's notice for next booking
- More open days
- Too much bureaucracy sometimes
- Accommodation when carer has no work
- Regular clients in similar area
- Provide handbooks in digital form
- Do not ring and talk about future bookings when I am on leave
- Inform cares of Local Area Advisor vacancies
- Bookings confirmations by email
- Being honest about the placement we are going to
- Increase our weekly rates

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

- More money
- Employ carers so that tax can be paid and pay slips can be given
- More notice before starting next job
- Returning phone calls
- Move office from Saxmundham to London
- Office and management should be required to do one week of live in care
- Carers who show loyalty and work throughout the winter should get preference in summer
- The telephone answer machine between 9am – 5pm
- Increased pay, with long service
- Break down Wednesday into hours worked
- Change the day of changeover
- Less paperwork