

## CARER SURVEYS

Thank you to all of you who returned your completed survey, we had a 33% 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
- The booking confirmation contains accurate information and travel details
- You are familiar with our out of hours procedure
- You are aware of of grievance/allegations procedure
- You find the newsletter Chronicle informative and helpful

### 75 to 79% of you said:

- Where you have worked for other agencies prior to Christies Care the reasons you made the change were the quality of training and support given
- You receive regular feedback and support calls on your last client
- You are generally satisfied with changeovers

### Under 74% of you said:

- You changed from working for other agencies to Christies Care for the remuneration
- Where you work for as a self employed carer you give your client a letter of engagement or a receipt for your work.
- 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
- You would prefer a minimum 2 week booking

### Areas you think Christies could improve:

- Less paperwork
- Change changeover days to Monday
- Believing long term carers and trusting their opinion
- A yearly increase in pay
- A bit more consultation with cares when changes are introduced
- Late changeovers
- To give carers plenty of notice of their potential bookings, so that the carer does not have to call the office every week
- Time off should be a better deal for the carer
- Carer handbooks available in digital format
- Perhaps a little overview of the area & what one would find in the way of shops & walks within a reasonable radius for the two hours off

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

- Really cannot think of any changes - Tops!
- Raise wages
- The colour – I find it difficult to read mails printed in yellow!
- Be informed by text and email
- Not cancelling so easy, but after thorough investigation and listening to BOTH SIDES
- To introduce ladies on the booking team that have been carers themselves
- A belief culture that the carer is equally an important as the client
- The standard of foreign carers English
- More openness and transparency about a new client from the booking co-ordinators
- Just keep up the good work
- It would be nice to have a day off