

Tender Loving Carers Domiciliary Limited

User of Service Review Report

September 2009 – September 2010

During the 12th month period between September 2009 – September 2010 our users of service have received either a review or quality assurance visit/telephone call. The general feed back from the users of service has been a positive one. At these reviews the quality of the care they receive is discussed. They are asked to comment on the care workers attending their calls and to confirm they are carrying out the task set out in the support plan. The support plan is reviewed and any changes required are then recorded. The user of service will be included in the preparation of the support plan, making it as individual as they are. We record the aims and objectives of the user of service on their support plan. During the review, the user of service is asked if they have any complaints or compliments regarding an individual care worker, an office member or Tender Loving Carers as a company.

During the above period Tender Loving Carers have received

6 OFFICIAL COMPLAINTS IN THE WHITSTABLE AREA

This has increased by 2 complaints on the previous year.

4 COMPLAINTS IN THE HERNE BAY AREA

No change on the previous year.

Examples of complaints are:

- Communication between the office and the user of service
- Inadequate attention to catheter care.
- Care workers unable to cook carryout domestic tasks and bed making.

How these complaints were dealt with:

- It was identified as an on going problem regarding communication and changes have been addressed. The duty desk has been organised to replace the emergency mobiles. This allows the member of staff covering the call, time to communicate the changes to the user of service and to log this onto the computer system to keep all members of staff updated and able to deal with any enquiries
- Catheter care training is offered on a regular basis. Any care worker still unsure can come into the office and have one to one updates using the equipment made available for training purposes.
- Co-ordinators have been made aware of care workers abilities when placing them in calls. Changes are being made to the computer system to allow the restrictions to care workers abilities to be logged. With the possibility of further expansion within the company. We may be able in the future offer basic training for cooking and domestic needs. At present we do offer training for bed making.

58 COMPLIMENTS WERE LOGGED FOR THE WHITSTABLE AND HERNE BAY AREA

This is an increase of **20** logged compliments on the previous year.

These compliments have been logged in our care workers praise book, for the above period. These compliments are received at either the review/quality assurance visit. The service user or their family may write to us personally during the time they are receiving care or at the end of their contract. Care workers are informed via their key worker if a compliment has been received and they will be given a copy of any letters if applicable. Care workers who receive compliments for outstanding care are awarded a certificate and this is recorded in their personnel file.

Example of compliments received at reviews/ QA's or over the telephone:

- "We would like to say that all at TLC are lovely, especially (named care workers) Thank you for being cheerful and helpful".
- "Outstanding service and professional attitude"
- "TLC is wonderful and all the care workers that have been sent to help to provide care for her husband, she would like to adopt".
- "Thanks to (named carers) for their outstanding care and help this morning. They were like his own daughters, no complaints and just got on with their work. They are a credit to the company and the company should treasure them.

Example of compliments taken from letters/e-mails received.

- Thank you to TLC for the wonderful care that you gave to my father. It has to be said that I always found the office staff polite and efficient. I mainly used to speak to (named office worker) and she is a wonderful asset to the company.
- (named carer worker) has built up a trusting relationship with the users of service and they all speak very highly of this care worker, (received from a case manager)
- Thank you for maintaining business as usual with your support to my mother over the Christmas period. It is reassuring to us to know that you all work so hard to ensure this continuity and I do know how difficult staffing can be at these times.
- Your company's name is completely apt; your **carers** that attended to my mother were all **tender** and **loving**.

QA Questionnaire for Users of Service and Care Workers (March 10)

Below is a snap shot at the response received to the annual questionnaire that was given to both the Users of Service and Care Workers. The actions identified from the questionnaires have been built into the overall actions of this report.

Users of Service

We sent out in the region of 250 questionnaires to our Users of service. We received 67 completed questionnaires. This is the best result for returning the questionnaire that we have had.

The information below are a good indication to the total response. The total report is attached as a supporting document.



- 99% said they were satisfied with the service from TLC.**
- 98 % said that they felt that their 'Support Plan' recognises strengths, preferences and aspirations.**
- 38% said that they felt additional training was needed.**
- 90% said they were able to communicate well with care workers.**

Care Worker

We distributed in the region of 90 questionnaires to the Care workers and received 22 in response. This was the first questionnaire we have sent to Care Workers in a couple of years so the response was enough to give us a good idea of how our care workers were feeling currently.

The information below are a good indication to the total response. The total report is attached as a supporting document.

- 100% said they were satisfied with their role as care worker.**
- 85% said they were satisfied in the work on their rota.**
- 52% said they would like TLC to hold regular meeting.**
- 99% said they would know how to log a complaint/compliment if needed.**

Actions for September 2010 – September 2011

The following actions identified as a 'need' after reviewing this years outcomes.

Communication is identified as an ongoing problem in both the office and the community.

Actions

Users of Service

- Continue to improve communication to users of service regarding changes.
- Continue with reviewing and communicating results.
- Ensure that the Users of Service know where to find the complaints procedure.
- Blocking calls on the computer system at the request of the user of service to promote continuity of care.
- Continue to organise user of services group meetings.

Office Staff

- Communication improvements to be made using the computer system and notice boards.
- Hold regular team meetings
- Be aware of additional training following supervisions as key workers.

Community Staff

- To encourage ongoing training.
- To communicate changes regarding their users of service.
- To encourage supervisions and act on discussions held.

Managers conclusion

Overall the quality of the service we provide has progressed in the last year which is clearly identified in the report. However, with the actions outline and a commitment from the team to embrace changes I feel that the next year will see another good progression from Tender Loving Carers.

Report prepared by
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