



Tender Loving Carers Domiciliary Limited User of Service Review Report March 2018 – March 2019

During the 12th month period March 2018 to March 2019 our Users of service have received a review or quality through a visit a telephone call or a questionnaire.

The overall feed back from the users of service and care workers has been a positive positive one.

Although 27 questionnaires were sent out and only 8 questionnaires received, all the Users of Services stated that they felt the service we provide at TLC makes them feel 'safe', that the service is 'effective', 'caring', 'responsive to peoples needs' and is 'well led'!

To produce the report we aim to contact our Users of Service at least 6 monthly.

Telephone monitoring – we make contact and speak with the User of Service and ask a format of questions. If we are unable to speak with the User of Service we will aim to speak with the representative or we would make amendments to the way we collect data to support the person to express their views. The information is fed back to the manager and appropriate actions/feedback are given where necessary. AT time

Quality Assurance review – This happens at least 6 monthly. It is arranged more frequently if a person's needs or preferences change.

During the above period Tender Loving Carers have received

0 OFFICIAL COMPLAINTS IN THE WHITSTABLE AREA

The previous report logged 1 complaint in a 12 month period. This report covers 12 months so therefore the number of complaints have reduced.

1 COMPLAINTS IN THE HERNE BAY AREA

The previous report logged 1 complaint in a 12 month period. This report covers 12 months so therefore the number of complaints have been sustained.