



Nottinghamshire  
County Council  
Social Services

# **DIRECT SERVICES HOME CARE**

## **RAPID RESPONSE**

### **SERVICE USER QUESTIONNAIRE SURVEY RESULTS**

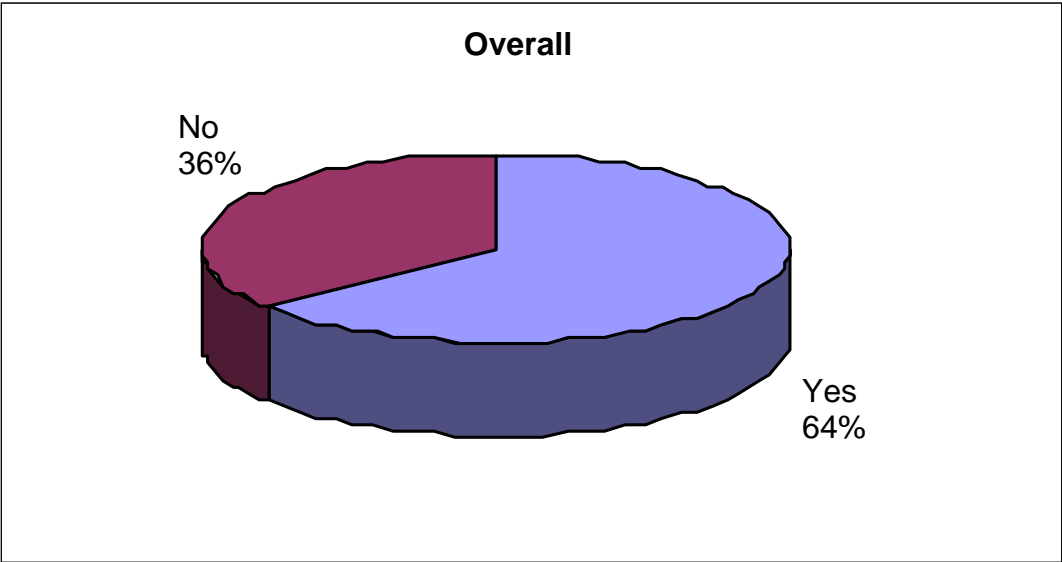


INVESTOR IN PEOPLE

**2. About our other staff**

a. Were you given enough information about the service when you left hospital?

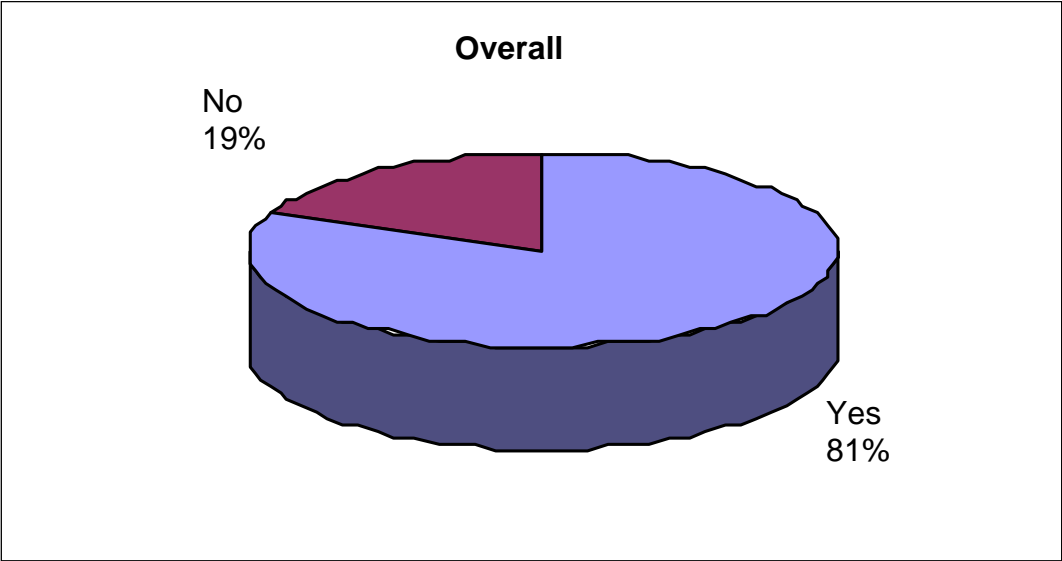
District	Yes	%	No	%	Total
Rapid Response	23	64	13	36	36



**2. About our other staff**

b. Were you given enough information about the first visit by your Care Assistant?

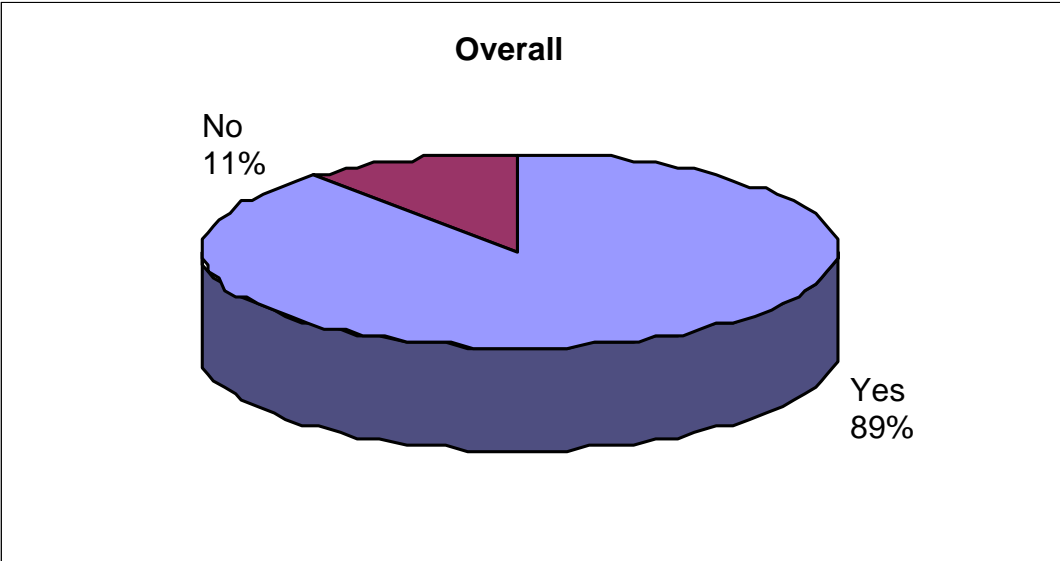
District	Yes	%	No	%	Total
Rapid Response	30	81	7	19	37



**2. About our other staff**

c. Did you receive a Car Plan which tells you details about the service? (for example the days, times of day, and tasks that will be done)

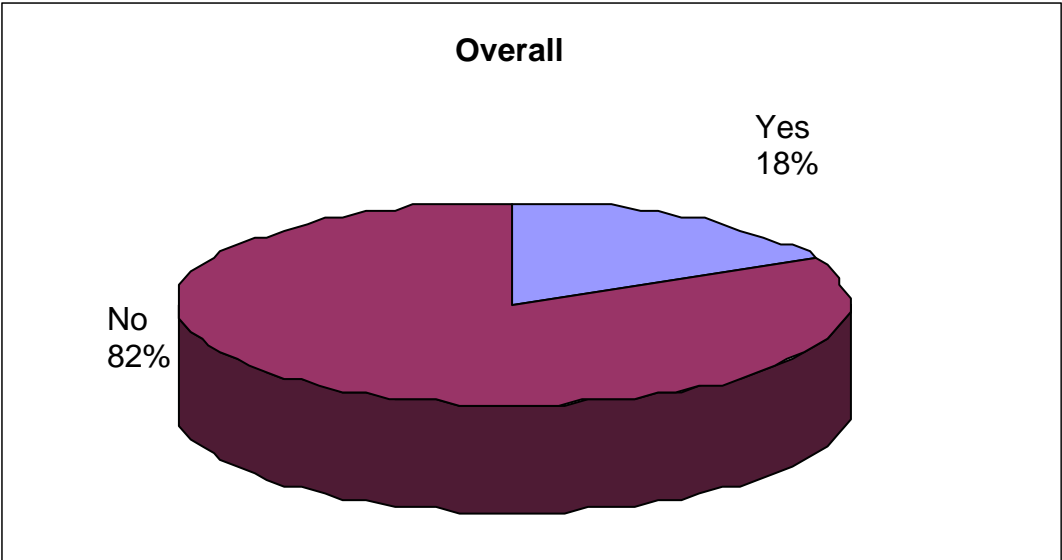
District	Yes	%	No	%	Total
Rapid Response	32	89	4	11	36



**2. About our other staff**

d. Were there other tasks that you would have wanted the Care Assistant to do?

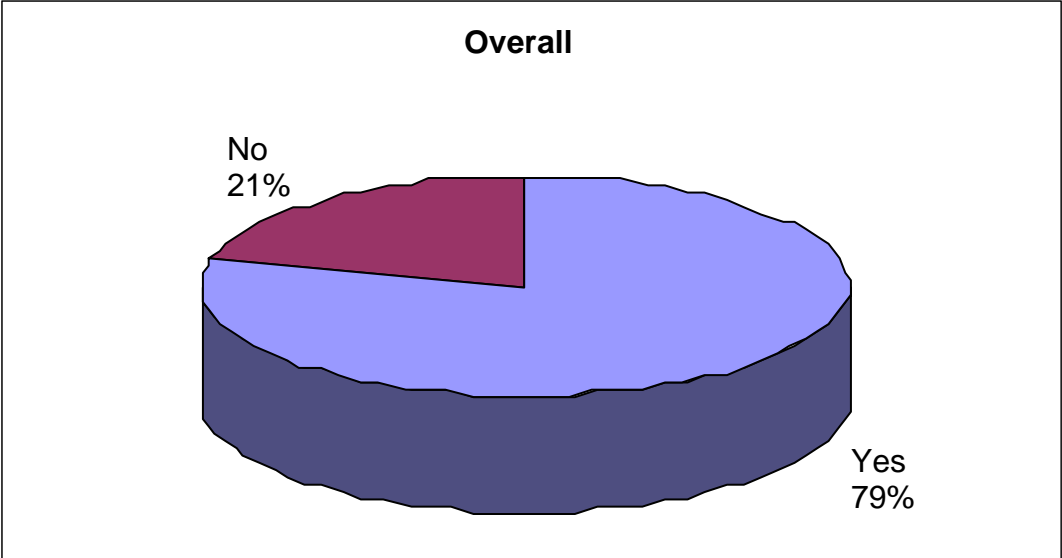
District	Yes	%	No	%	Total
Rapid Response	6	18	27	82	33



**2. About our other staff**

e. Were your opinions taken into account when the Care Plan was completed?

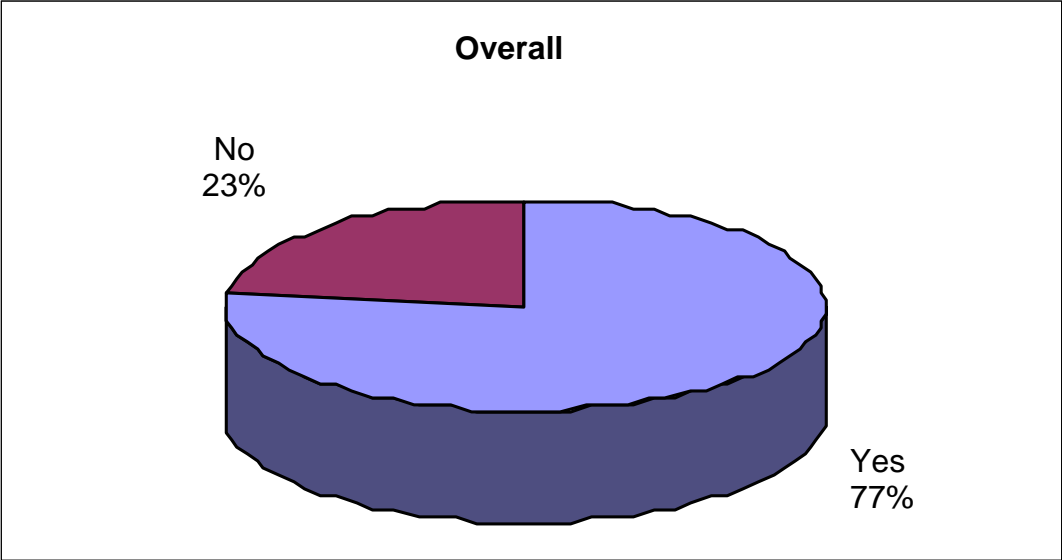
District	Yes	%	No	%	Total
Rapid Response	26	79	7	21	33



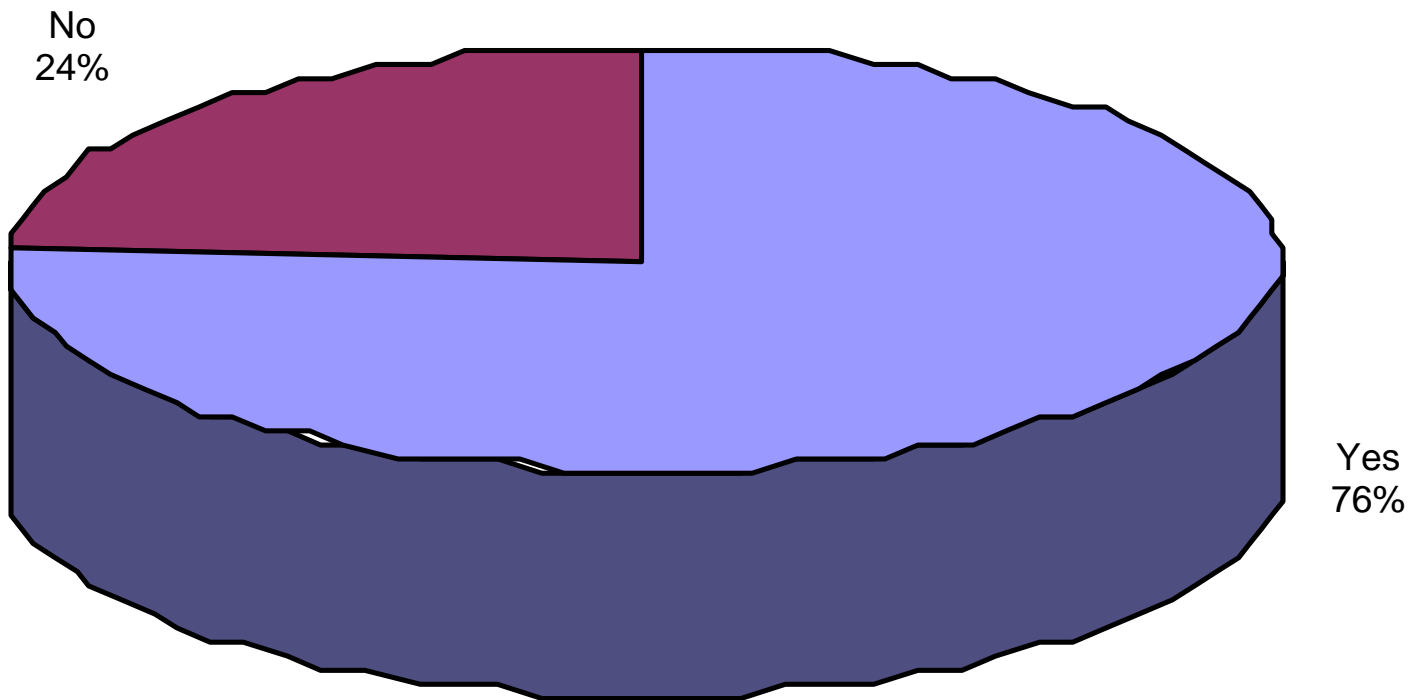
**2. About our other staff**

f. Were you told the name of the Home Care Manager?

District	Yes	%	No	%	Total
Rapid Response	27	77	8	23	35



Overall

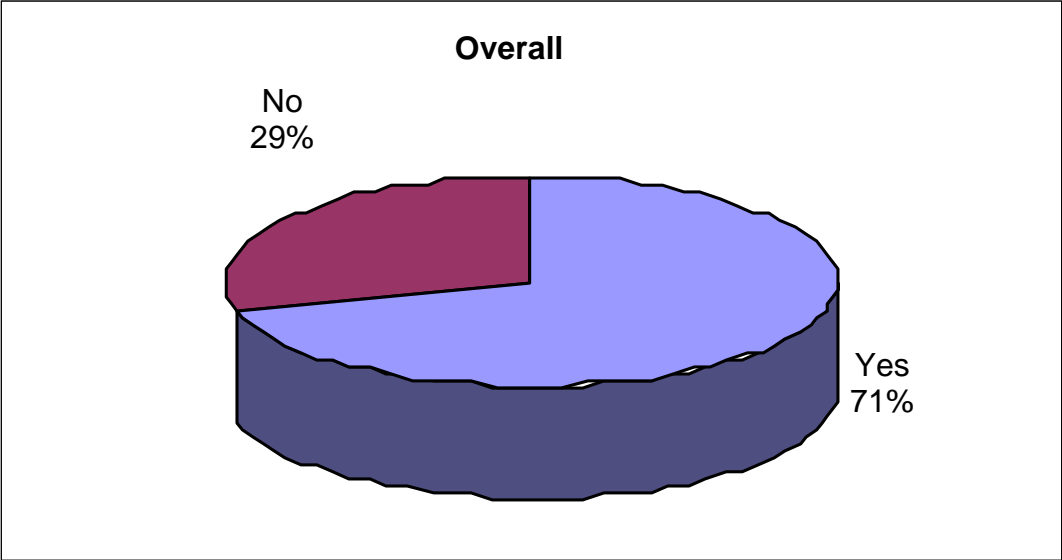




**2. About our other staff**

h. Do you know how to make a formal complaint?

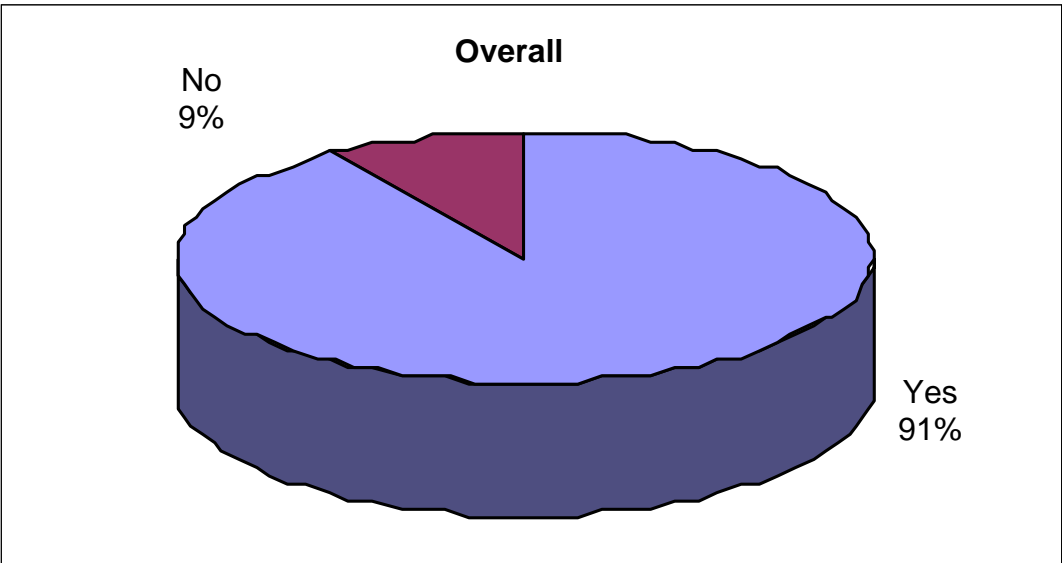
District	Yes	%	No	%	Total
Rapid Response	24	71	10	29	34



**2. About our other staff**

i. Were you told how to contact your Home Care Manager and given a telephone number?

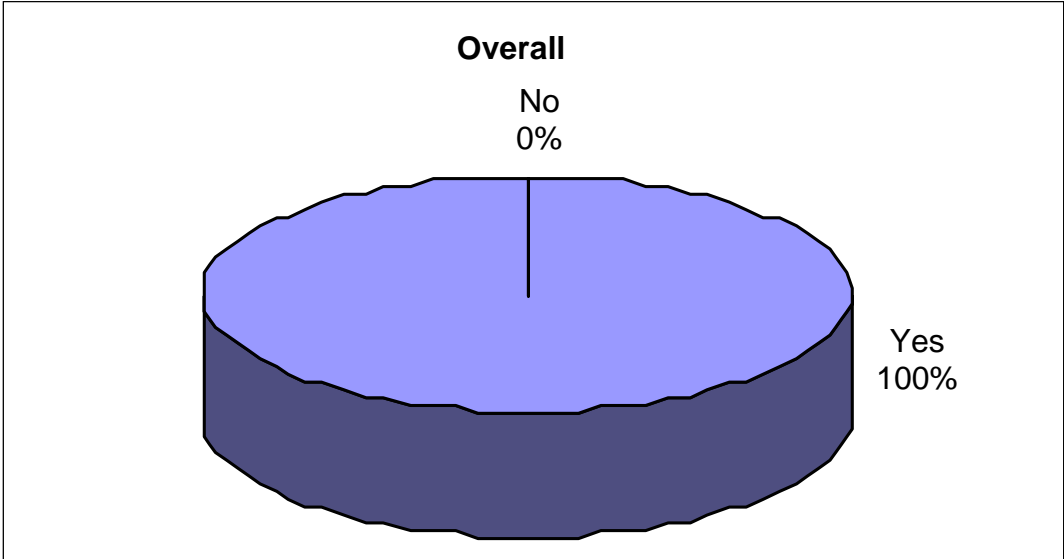
District	Yes	%	No	%	Total
Rapid Response	29	91	3	9	32



**2. About our other staff**

j. Have you been treated in a respectful and polite manner if you needed to contact the Rapid Response Office?

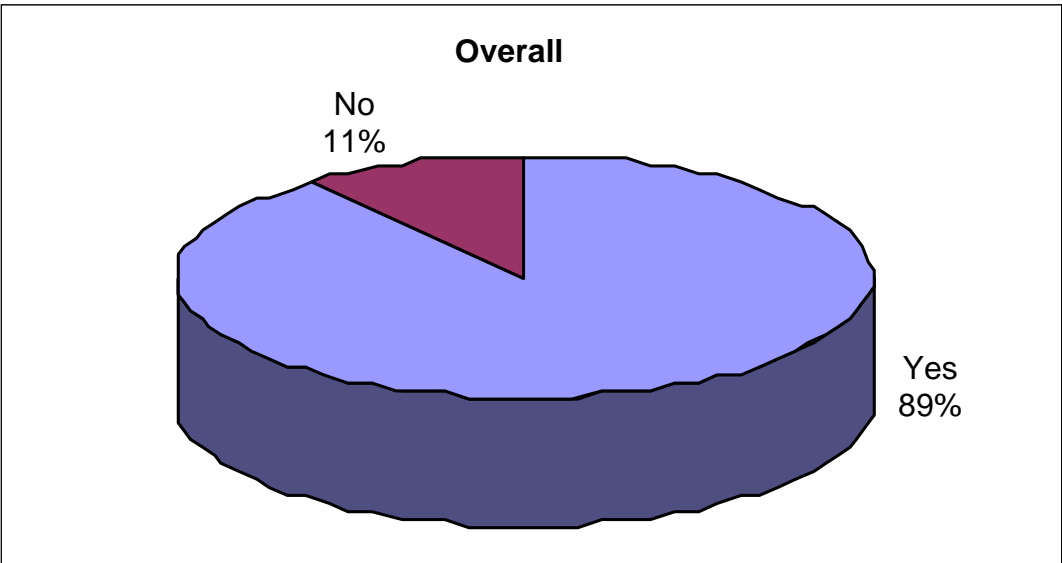
District	Yes	%	No	%	Total
Rapid Response	25	100	0	0	25



**2. About our other staff**

k. If you have needed to leave a message at the office, have you been rung back as quickly as you would expect?

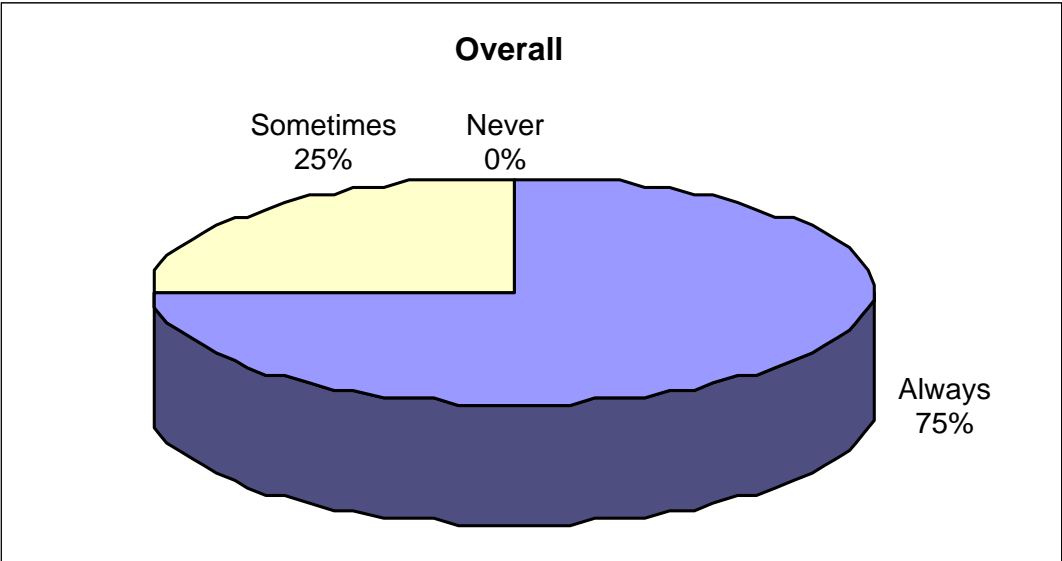
District	Yes	%	No	%	Total
Rapid Response	17	89	2	11	19



**2. About your Care Assistant**

Are you satisfied:  
a) With the time that your Care Assistant arrives?

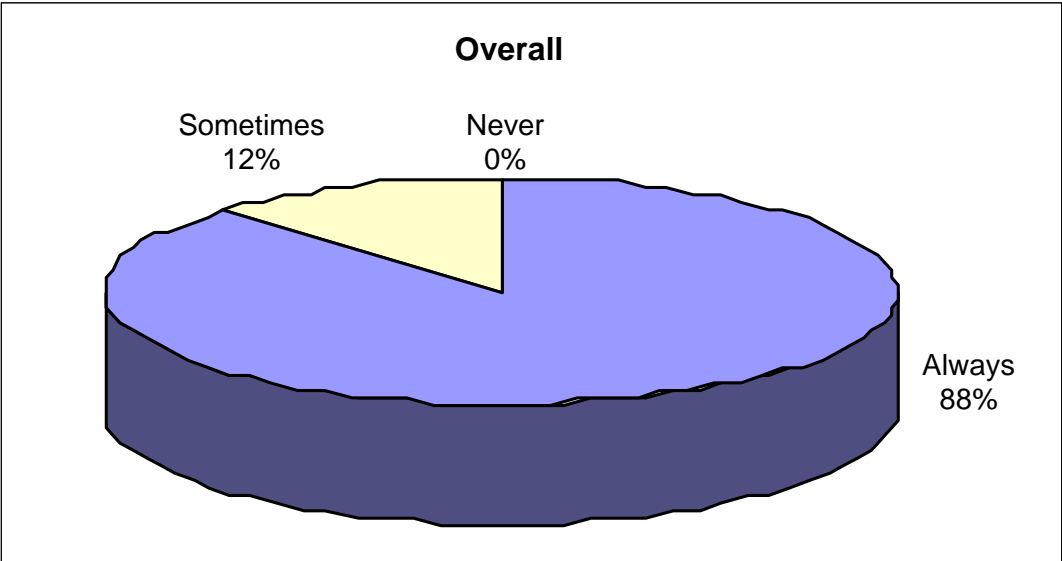
District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	27	75	9	25	0	0	36



**2. About your Care Assistant**

Are you satisfied:  
b) That the tasks are undertaken satisfactorily?

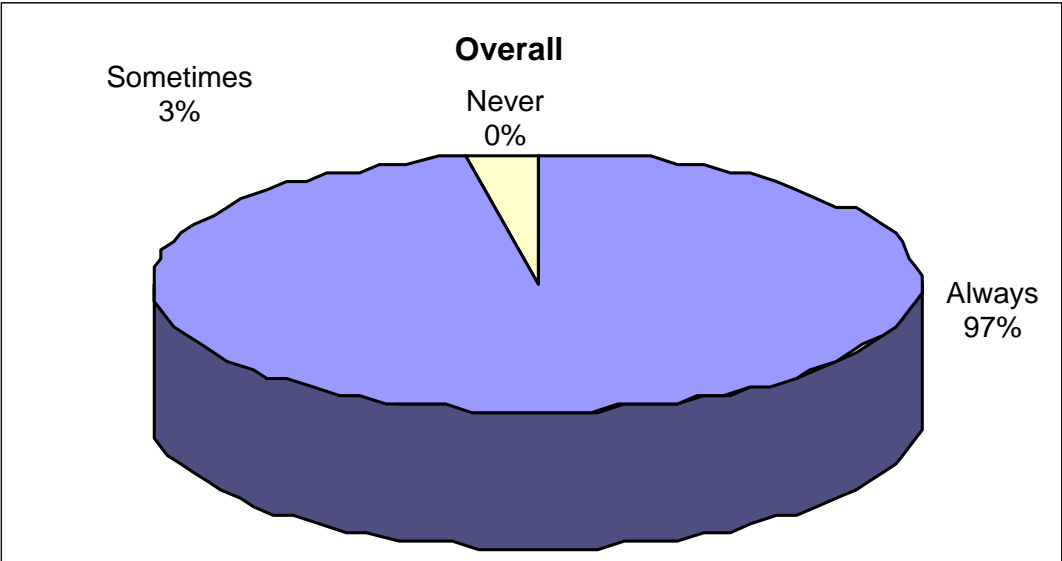
District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	29	88	4	12	0	0	33



**2. About your Care Assistant**

Are you satisfied:  
c) Your Care Assistants are helpful and willing?

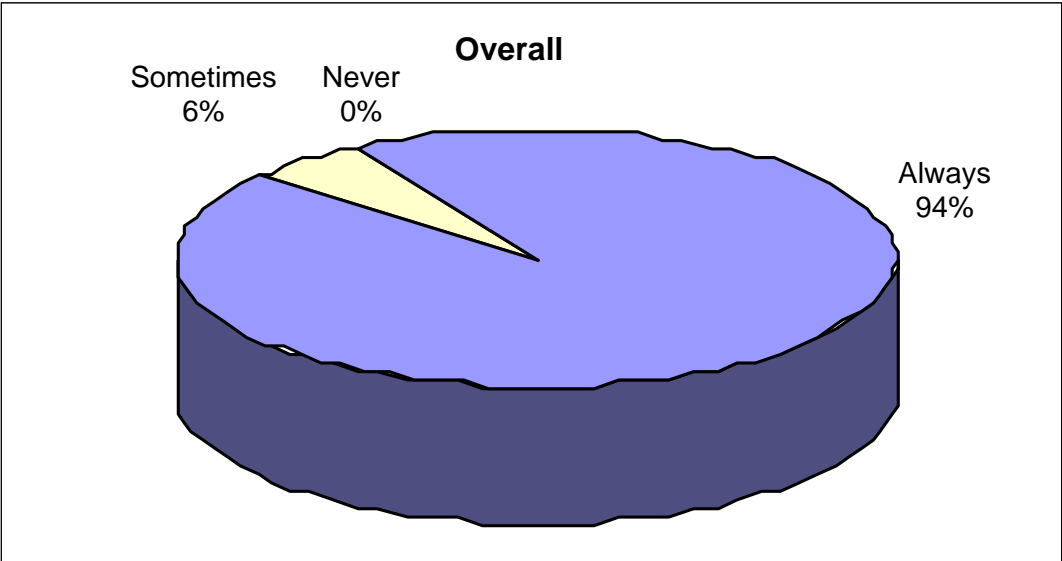
District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	32	97	1	3	0	0	33



**2. About your Care Assistant**

Are you satisfied:  
d) Your Care Assistants look smart and tidy?

District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	33	94.286	2	5.7143	0	0	35

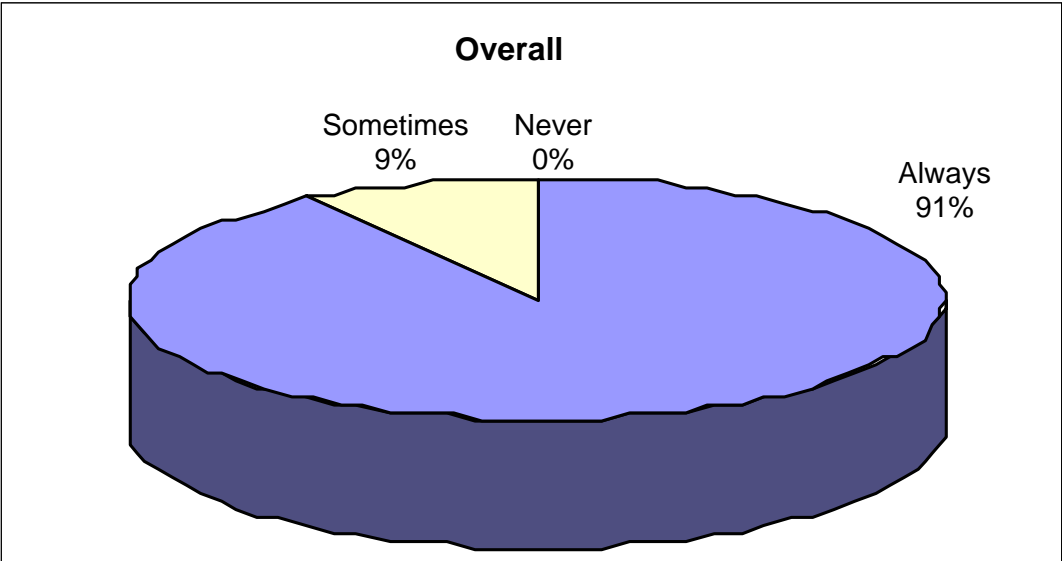




**2. About your Care Assistant**

Are you satisfied:  
e) That your Care Assistants asks how you would prefer tasks to be carried out?

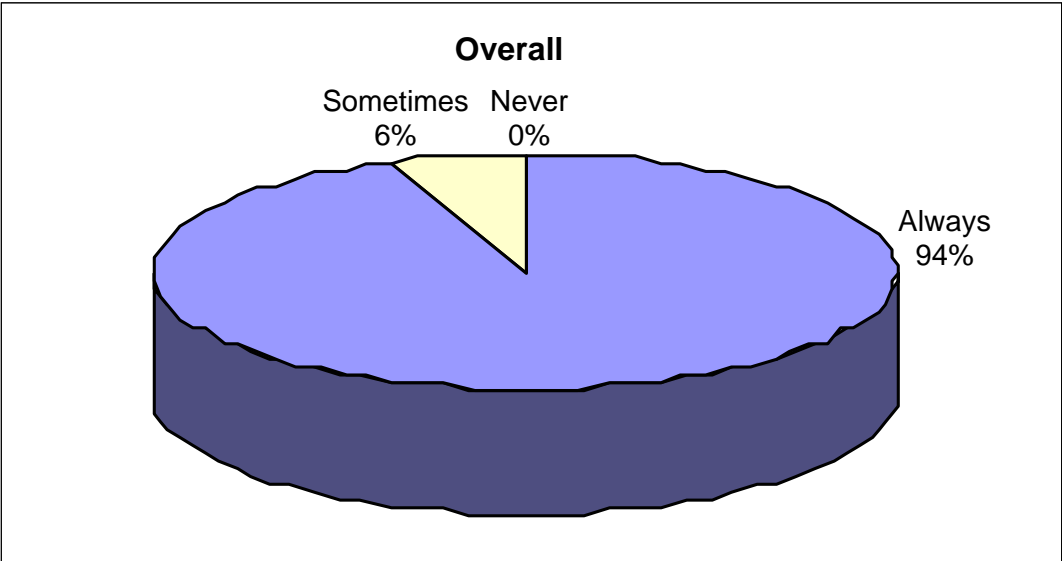
District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	29	91	3	9	0	0	32



**2. About your Care Assistant**

Are you satisfied:  
f) That your Care Assistants works at a speed that suits you?

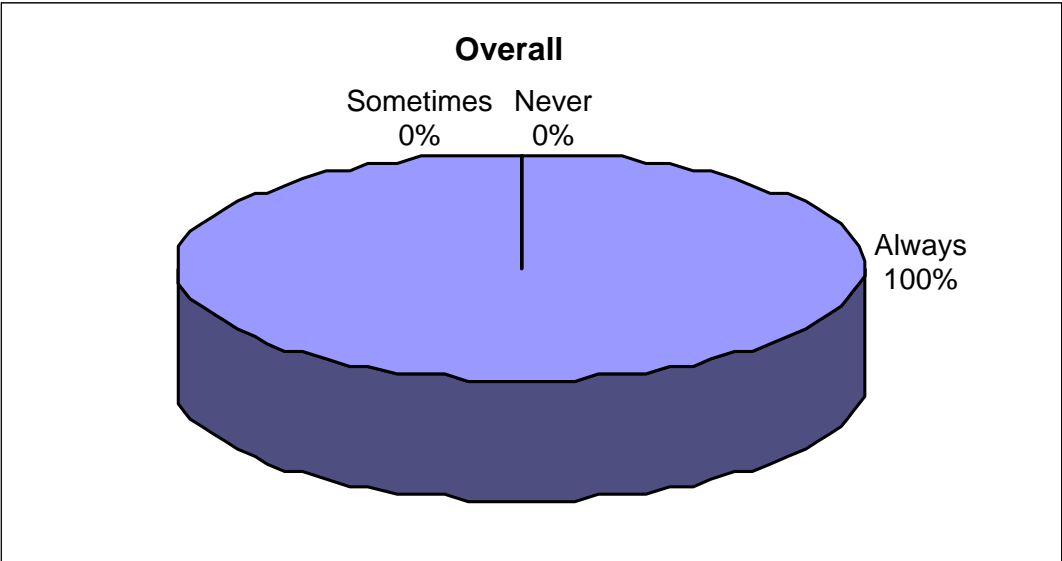
District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	32	94	2	6	0	0	34



**2. About your Care Assistant**

Are you satisfied:  
g) That your Care Assistants are polite and respectful?

District	Always	%	Sometimes	%	Never	%	Total
Rapid Response	34	100	0	0	0	0	34



(Comm/Select/SCSS123)