



Mayday Homecare QA analysis report 2017

KNOWN (clients who stated who they were)

Number of questionnaires sent:-	82
Number of questionnaires returned:-	74
Number who declined to participate:-	8
Number of questions asked:-	8
Number of 'yes' answered	572
Number of 'No' answered	9
Questions answered:-	581
Questions unanswered:-	11
% of yes answers:-	98.14
% of no answers:-	1.52
% of questions unanswered:-	1.85
% of questionnaires returned:-	12.5

UNKNOWN (anonymous)

Number of questionnaires sent:-	250
Number of questionnaires returned:-	138
Number who declined to participate:-	112
Number of questions asked:-	10
Number of 'yes' answered	1261
Number of 'No' answered	62
Questions answered:-	1323
Questions unanswered:-	57
% of yes answers:-	95.86
% of no answers:-	4.49
% of questions unanswered:-	4.13
% of questionnaires returned:-	55.20

EQUALITY & DIVERSITY (clients stated who they were)

Number of questionnaires sent:-	0
Number of questionnaires returned:-	0
Number who declined to participate:-	0
Number of questions asked:-	0
Questions answered:-	0
Questions unanswered:-	0
% of questionnaires returned:-	0

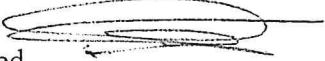
Conclusion:

Known/Unknown

The number of 'No' answers transpires upon investigation that the question asked was not applicable to them. Unable to address the 'unanswered' questions. The percentage of 'yes' answers were very high and showed service users were happy with the care they received.

Equality & Diversity

A decision was made at the last review to send the equality & diversity QA's every 18 months as service user's have fed back that they feel there's not a need to do it yearly, quote 'paper wastage', 'nothing really changes in 12 month's' 'questions the same every year' etc. The management team are due to review and implement a new equality and diversity questionnaire.

Signed  A M Spackman – Registered Manager

23.01.18