

Mayday Homecare QA analysis report 2018

KNOWN (clients who stated who they were)

Number of questionnaires sent:-	80
Number of questionnaires returned:-	19
Number who declined to participate:-	61
Number of questions asked:-	190
Number of 'yes' answered	167
Number of 'No' answered	23
Questions answered:-	190
Questions unanswered:-	0
% of yes answers:-	87.89
% of no answers:-	12.10
% of questions unanswered:-	0
% of questionnaires returned:-	23.75

UNKNOWN (anonymous)

Number of questionnaires sent:-	80
Number of questionnaires returned:-	29
Number who declined to participate:-	51
Number of questions asked:-	261
Number of 'yes' answered	241
Number of 'No' answered	20
Questions answered:-	261
Questions unanswered:-	0
% of yes answers:-	92.33
% of no answers:-	7.66
% of questions unanswered:-	0
% of questionnaires returned:-	36.25

Conclusion:

Overall we had positive feedback from our Service Users, 87.89% Known and 92.33% anonymous.

The number of 'No' answers transpires upon investigation that on some visits care staff were not staying the full allocated time, however the client was happy with the care received, therefore in these cases reviews of the care package need to be requested to see if they need reducing.

Bolton Council & Bury Council carried out their annual QA checks and meetings throughout the year.

This is the first report where the returns of QA's have not met our expectation, and therefore we will look at out overall monitoring of our QA policy and procedures.