

Mayday Homecare

QA analysis report 2019

KNOWN (clients who stated who they were)

Number of questionnaires sent:-	90
Number of questionnaires returned:-	38
Number who declined to participate:-	52
Number of questions asked:-	342
Number of 'yes' answered	334
Number of 'No' answered	6
Number of N/a answered	0
Number of Not answered	2
Questions answered:-	332
% of yes answers:-	97.66
% of no answers:-	1.75
% of questions unanswered:-	0.58
% of questionnaires returned:-	42.22

UNKNOWN (anonymous)

Number of questionnaires sent:-	161
Number of questionnaires returned:-	61
Number who declined to participate:-	100
Number of questions asked:-	549
Number of 'yes' answered	516
Number of 'No' answered	25
Number of N/a answered	2
Number of Not answered	6
Questions answered:-	510
% of yes answers:-	93.98
% of no answers:-	4.55
% of questions unanswered:-	1.09
% of questionnaires returned:-	37.88

Conclusion:

Overall we had positive feedback from our Service Users, stating they were very happy with the care they received. 97.66% Known and 93.98 % 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. This arose last year and it has been established before commencement of care package that client's will specify a time. We offer a time we are able to do and this is not always passed back to the client via the social worker so the client thinks their care is at a different time to what we agreed. It is now part of our policy on sign up to check the client has been informed of the time we agreed to take the care package before care commences.

Other feed back was that carers did not always consult clients before commencing their personal care, and transpires it applied to carers whom have worked for us a long time and whom probably felt they new the clients routine well. This was addressed at team meetings and the point was made that no matter how well you know the client and their routine they should always be consulted before any care tasks take place. It has always been part of out induction process/training programmes.

Outside auditors:

Bolton Council carried out their annual QA checks April, Sept & Dec 2019.
Bolton NHS Medication Audit were carried out Feb & July 2019