



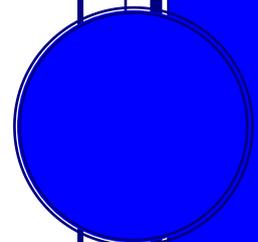
# COMMUNITY CARE ASSOCIATION

## *Client Satisfaction Survey*

The following is a report presenting the data from the 2017 Client Satisfaction Survey for all Direct Services.



The formal get together with our Richmondshire Volunteer drivers  
(May 2017)



# COMMUNITY CARE ASSOCIATION

## Client Satisfaction Survey-

Is our annual survey, feedback from which helps to formulate and direct our future development.

### *Review of Developments from 2016*

In reviewing “**Points for Consideration**” from comments made in last year’s survey, there were no issues raised.

### *Overview of 2017 survey*

Of those who responded:

- **Befriending and Respite Sitting Scheme**  
100% of clients would recommend the service to others
- **Stokesley and Richmondshire Car Scheme**  
100% of clients are satisfied with the service provided
- **Chairaerobics**  
92% of clients found the standard of teaching was very good
- **Luncheon Club**  
100% of clients thought the meals were good value for money
- **Mini Bus Scheme**  
87% of clients felt the standard of driving was very good.
- **Primetime**  
100% of clients indicated the social aspect was important to them
- **Tea Dance**  
100% of clients felt the instruction/support met their needs.
- **Survey Response**  
82% of forms were completed and returned by our clients

Further information is detailed overleaf, but it can be clearly seen that our services are highly regarded by our clients. This does not mean that we are complacent, but will seek to further develop and improve them.

## Tea Dance

We had 12 clients respond from this class. They answered all 6 of the questions.

“It is very good exercise  
and the social aspect is  
helpful”

Firstly, they were asked *‘How often do you attend the Tea Dance?’* All responded fortnightly.

Everyone found that the amount of instruction and support met their requirements. Also, to the questions, *‘Do you feel that the venue is suitable?’* and *‘Does the session meet your expectations?’* all responded Yes.

All of the clients felt that the social aspect of the class was important to them.

When asked, *‘How did you find out about the Tea Dance?’* 8 respondents had found out from a Friend and 4 had seen an Advert.



Tea dance Christmas 2016

## Respite Sitting Scheme

The format of the questionnaire was the same as last year. We had 8 replies out of 11 questionnaires.

All 8 would recommend the service and are comfortable contacting Community Care if they have any problems.

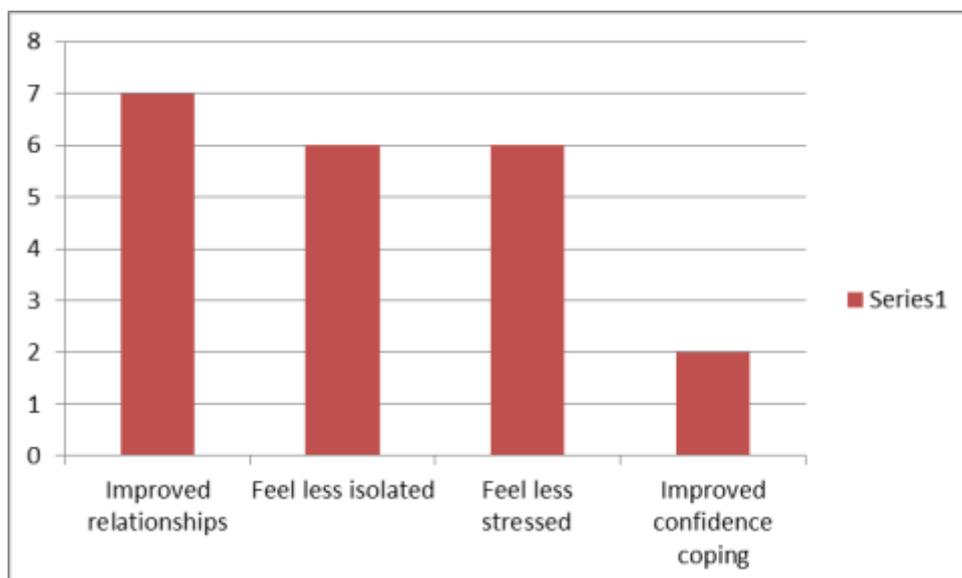
All were very satisfied with both the Volunteer and the Visiting Co-ordinator.

When asked how they spend their time when the Volunteer is visiting, a variety of replies were given including:

- Managing household tasks including shopping
- Leisure and social activities eg. bowling and gardening
- With other members of the family
- Attending health appointments

All the Carers indicated they would not be able to do this without the support of the Volunteer Sitter.

Carers were then asked in what ways the service helped them and their cared for. A number of different areas were identified by the Carers. (see graph below)

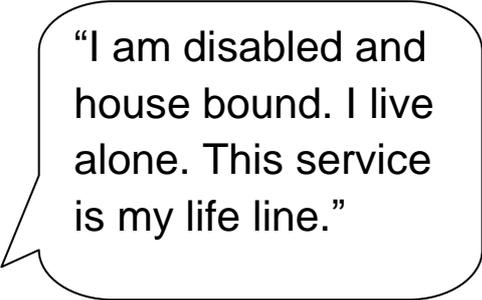


## Befriending Scheme

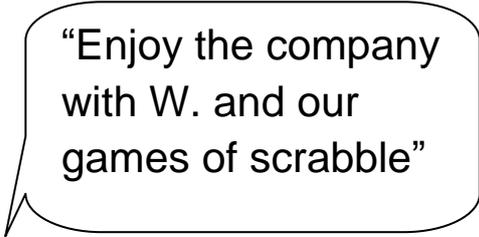
The format of the questionnaires was the same as last year. We had 15 replies out of 22 questionnaires sent out.

All would recommend the service and are comfortable contacting Community Care if they have any problems.

All were either satisfied or very satisfied with the Volunteer and the Visiting coordinator.



"I am disabled and house bound. I live alone. This service is my life line."



"Enjoy the company with W. and our games of scrabble"

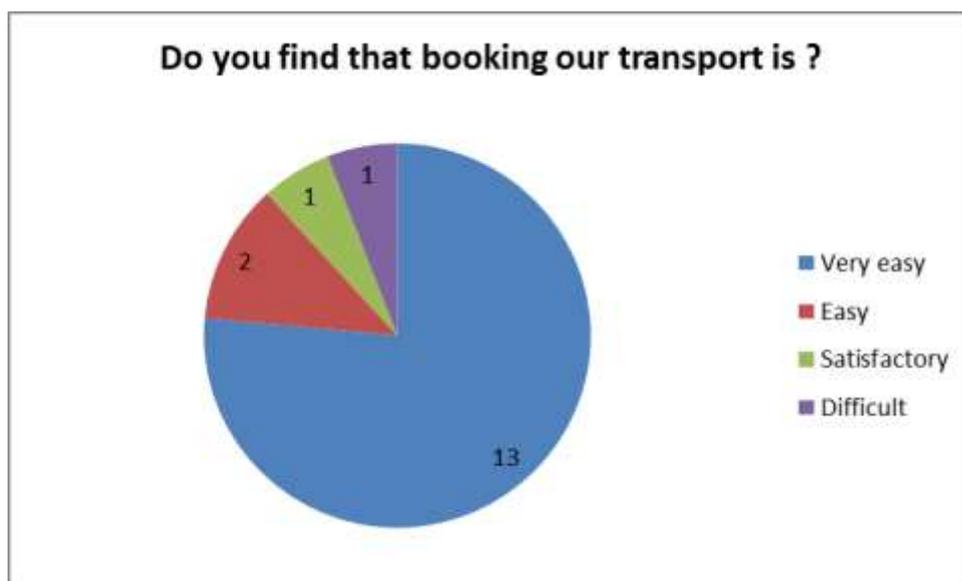
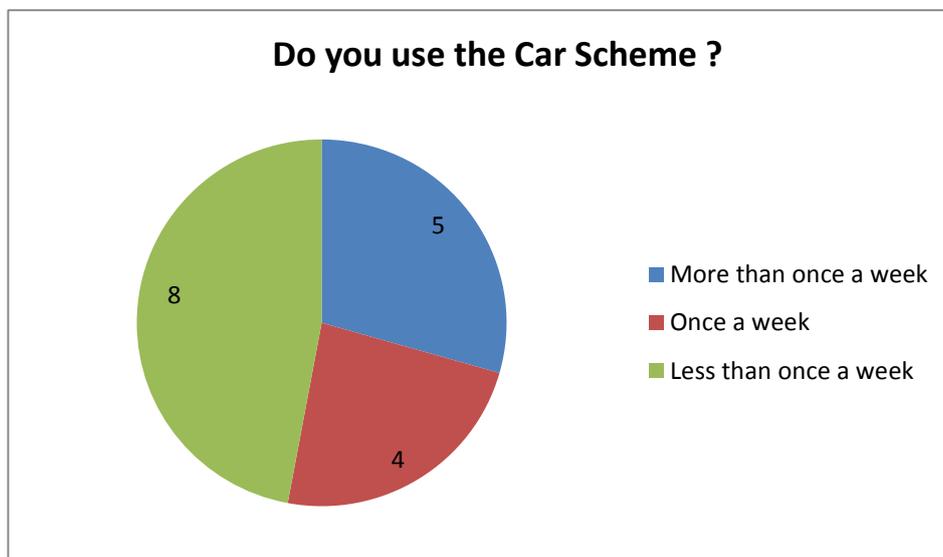
The clients were asked how they feel the service helps them and were given a number of options including negatives and asked to tick all that applied. The list below includes all responses.

	Strongly Agree	Agree
I look forward to the visits from my volunteer	12	3
As a result of the visits I feel happier	11	4
I feel I can talk openly to my volunteer	10	4
My volunteer has helped me feel less isolated	12	2
As a result of the visits I feel less stressed	6	6
My volunteer has helped me feel less lonely	9	3
My volunteer has helped me stay in my own home	8	1
My volunteer has increased my independence	7	3

Where the above answers do not add up to the 15 replies, the responses indicated not relevant.

## Stokesley Car Scheme

There were 17 respondents out of 20 to the Car Scheme Survey, each of whom were asked 6 questions and invited to express their own opinions. The results can be seen in the following charts:



“I find the car scheme tremendously beneficial. It enables me to do things that would otherwise not be possible, long may it reign !”

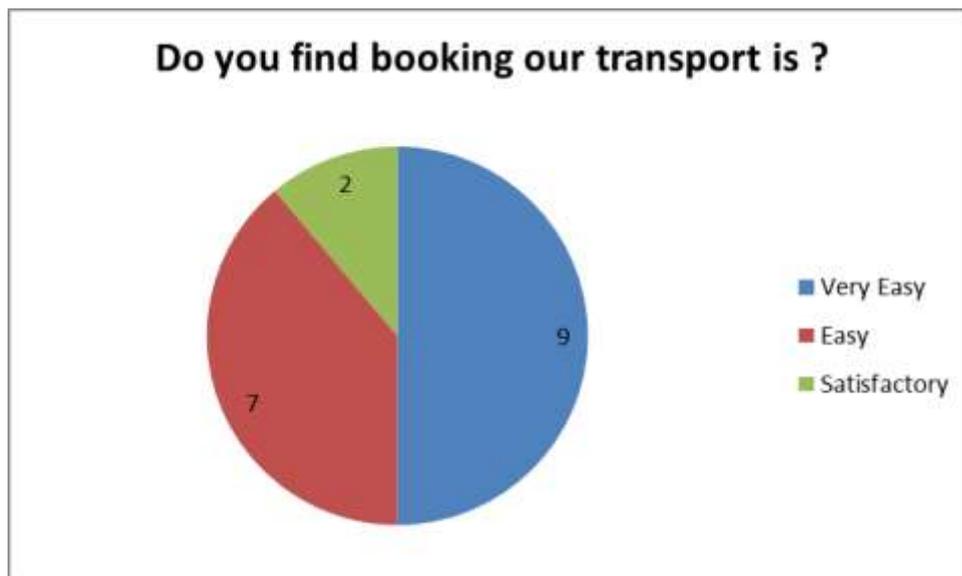
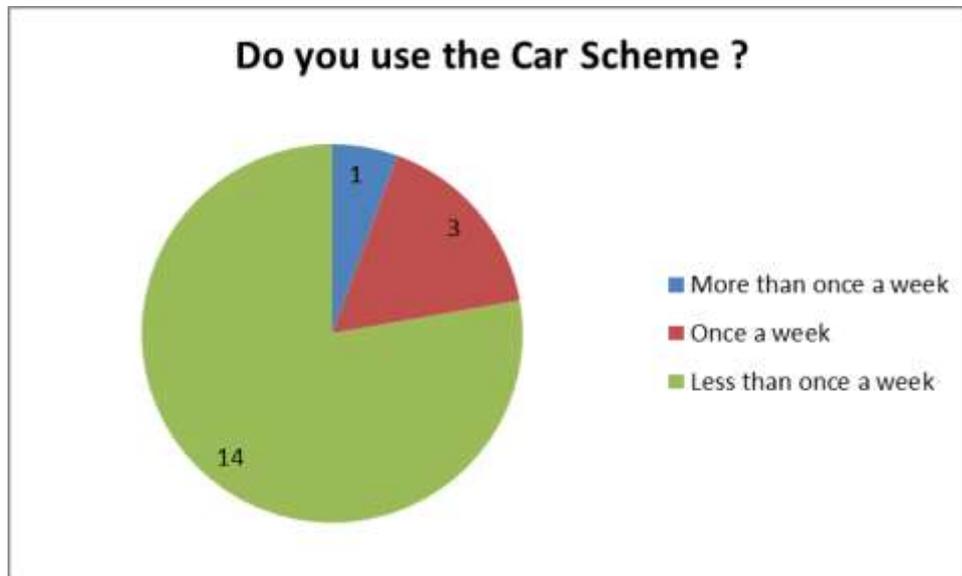
Other questions the clients were asked were, ‘Are you satisfied with the transport service we provide?’ and *Do you find that the drivers are helpful and polite?* Everybody replied in the affirmative.

The survey also asked, ‘Does the service provided suit your needs?’ All said Yes.

The final question was ‘Do you feel that overall the standard of driving is’ 14 of the clients believed it was Very Good, with 2 saying that it was Good and 1 indicating Satisfactory.

## Richmondshire Car Scheme

There were 18 respondents out of 20 to the Car Scheme Survey, each of whom were asked 6 questions and invited to express their own opinions. The the results can be seen in the following charts:



Other questions the clients were asked were, *'Are you satisfied with the transport service we provide?'* and *Do you find that the drivers are helpful and polite?'* Everybody replied to both in the affirmative.

The survey also asked, *'Does the service provided suit your needs?'* Everyone answered Yes.

The final question was *'Do you feel that overall the standard of driving is'* 13 of the clients believed it was Very Good, 3 indicated it was Good and 2 Satisfactory.

## Chairaerobics Class

We had 13 out of 15 clients respond from this class.

“The movements are working nearly every part of the body in a gentle way which helps keep me moving”

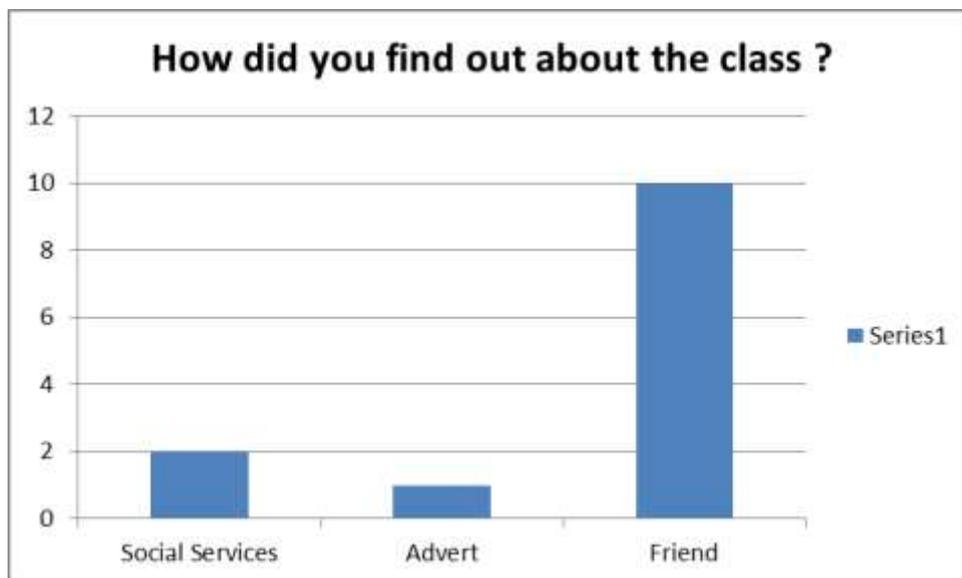
Firstly, they were asked ‘*Do you attend the exercise class?*’ All responded weekly.

12 found that the standard of instruction/teaching was Very Good with 1 indicating Good. Also, to the questions, ‘*Do you feel that the venue is suitable?*’ and ‘*Does the exercise programme meet your needs?*’ all responded Yes.

All of the clients felt that the social aspect of the class was important to them.

7 of the clients found that accessing the service was Very Easy, with 6 responding Easy.

The answers to the final question have been collated into a chart:

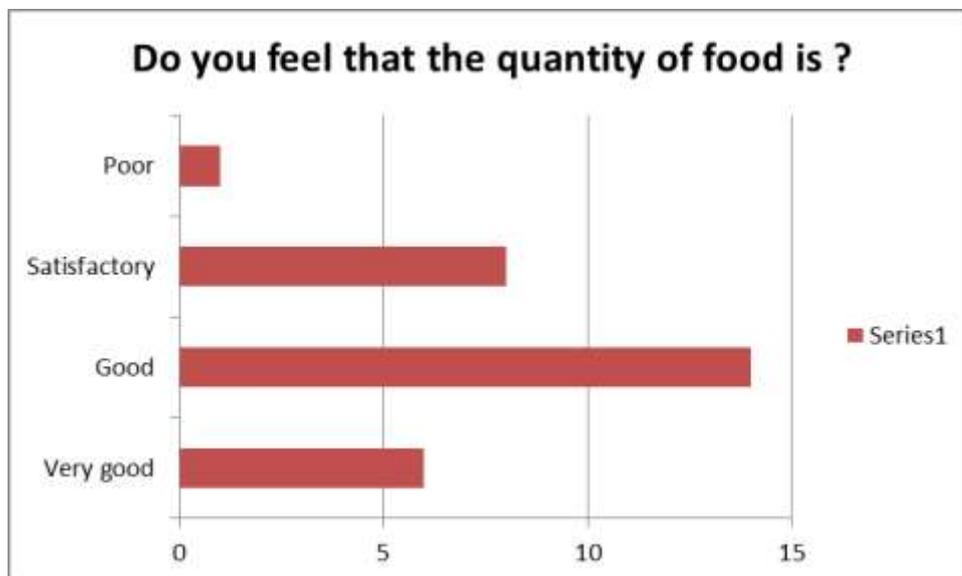
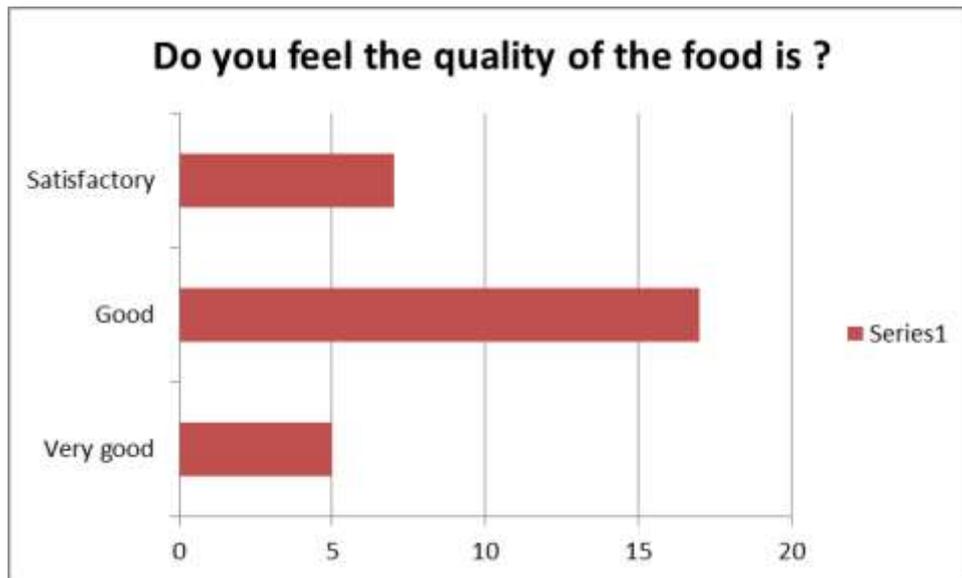


## Luncheon Club

There were 29 respondents to the Luncheon Club Survey, each of whom were asked five questions and invited to express their own opinions.

To the first question, *'Do you use the Luncheon Club'* all of the clients responded that they used the service weekly with all the clients thinking the meals were good value for money.

The following charts show the response to the next 2 questions:



The service's users were asked *'Do you think that the table service provided by the volunteers is:'* 25 responded that it was Very Good and the remaining 4 Good.

"Enjoy the meal, the company and the volunteers who are marvellous"

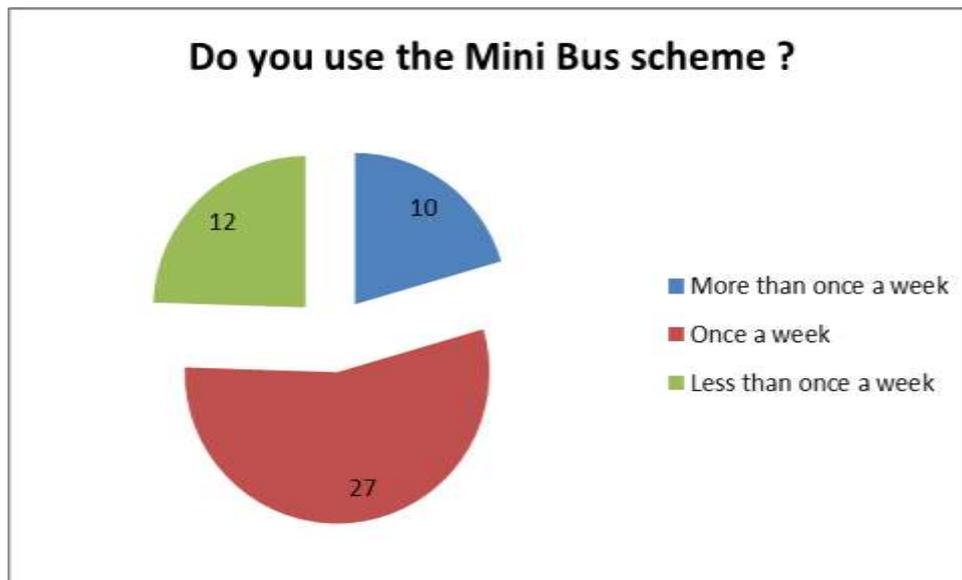
## Mini Bus Scheme

There were 49 respondents to the Mini Bus Scheme Survey, each of whom were asked 6 questions and invited to express their own opinions.

The results were very positive with all but one client reporting that the service suited their needs. (this client wanted more services in the Hilton area, which is being considered)

Clients were asked about the standard of driving with 43 saying it was Very Good and 6 saying it was Good.

The answers to the other 2 questions are displayed in chart form:





Our new Minibus which came into operation in March 2017

“Helps me to get out and about”

The survey also asked “*Do you find that our drivers are polite and helpful ?*” All answered yes with clients also happy with the service provided.

## Craft Club

The users of this service were asked 6 questions. There were 4 responses.

Clients were asked how often they attend the craft club, 2 said fortnightly with 2 attending occasionally. All clients found that the amount of instruction/support met their requirements. Also, all clients thought that the social aspect of the class was important to them, that the venue was suitable and that the sessions met their expectations.

In answer to the question, ‘*How did you find out about the Craft Club?*’

All 4 clients indicated they had found out about the club from a friend.

## Listening Tapes

The tape service continues to be delivered to a small number of clients. (At present only 3 elderly residents with visual impairment).

Due to the vulnerability of the clients as well as their sensory limitations, feedback is limited, albeit the support for the service is strong.

Subjective ad hoc feedback from family and Carers does reflect positively on the service and as such the CCA will continue to provide the tapes on a monthly basis.



## Primetime

This weekly Friday afternoon session provides friendship and fun with very positive feedback from the clients regarding the instruction and the social aspect being very important.

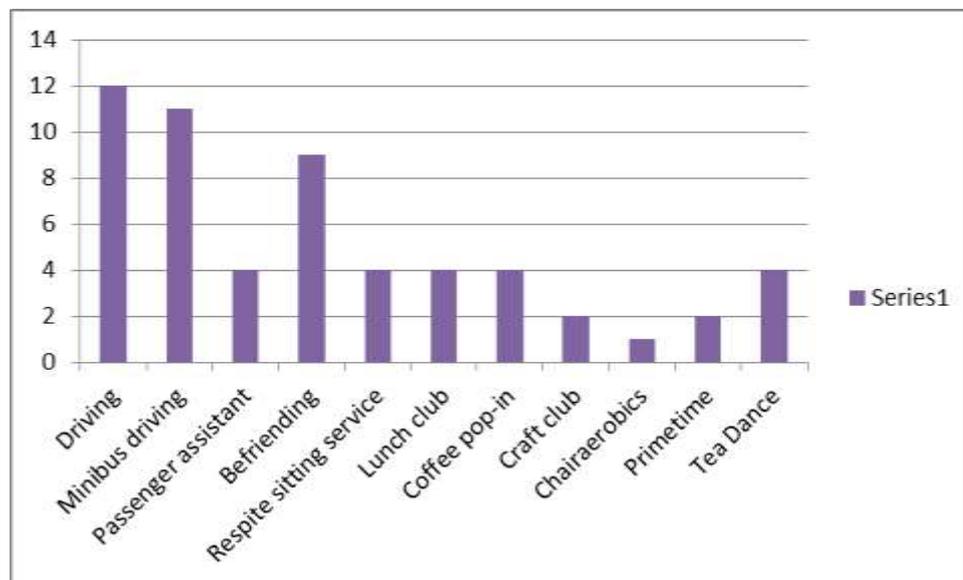
3 found out about the service through Social Services, 2 from an advert and 3 from a friend.



## Volunteers' Feedback

There were 38 responses to the Volunteers' Survey. Volunteers were asked 3 questions, and invited to express their own opinion.

The following chart displays the services which the volunteers are involved in...some volunteering for more than one service.



The next question was *'During the course of your voluntary work with us do you feel that there is adequate support and training in place?'* All replied yes.

The Volunteers were also asked, *'Do you find/would you find it easy to discuss any problems/difficulties you may experience with members of staff?'* Everyone responded Yes.

To the question, *'What do you feel you gain from volunteering with the Community Care Association'*, there were comments including:

"A sense of community spirit-a sense of worth"

" Friendships meeting people and helping the community"

"Feeling part of a community where we care about our fellow human beings"

"Helping people enjoy themselves"

"Giving something back to the community"

## Appendix One

### Responses: How the service benefits you

All questionnaires asked the service user how the service benefits them.

Below are the many specific benefits identified, which are not already included in the main body of the survey:

#### Sitting Service (for Carer)

- It is wonderful to be able to have a trip out. I do value it.
- I can go bowling and shopping.
- Gives me time to do what I want.
- Knowing that I can trust my wife is looked after well and I am free to be away without worries.
- The burden of caring day after day is lifted if only for a few hours and it helps to recharge ones batteries.
- I can go out for a couple of hours knowing my husband is safe.

#### Sitting Service (for Cared for client)

- Extra company.
- Gives them someone to talk to.
- Husband feels safe and secure.
- Has the benefit of a female for company and someone who has the ability to help her cope with her disability.
- The carer takes him out and he enjoys the outings, comes back more relaxed.
- Gets conversation with someone different.
- Regular meetings help establish a friendly atmosphere.

#### Befriending service

- Something to look forward to. We have similar interests and discuss these. It helps to break the loneliness.
- It enables me to live independently in my own home. I am so grateful for the quality of life this service gives me.
- I enjoy the company. It has improved my social skills.
- Mum looks forward to the weekly visits and discusses them with her family.
- Without it, I'd be very isolated and lonely.
- I walk with my volunteer each week.

#### Chairaerobics

- Excellent in every way.
- Helping to keep my arthritic joints mobile in a friendly easy way.

## Tea Dance

- Physical and mental.
- Social, exercise, friendships and memory.
- Good to meet friends.
- I'm learning to dance and meet new friends.

## Luncheon Club

- Meeting others.
- Able to talk to friends.
- Helps me get out the house.
- Gets me out and into company.
- A social occasion and a good meal.
- Meeting people and one less meal to cook.

## Primetime

- Helps with mobility, social, memory and mental health.
- It is good to mix with other people.
- I look forward to it.
- Friendship.

## Mini bus service

- Very Good.
- Makes me feel alive.
- It is my only transport to get my shopping and banking done.
- Happy to meet friends who don't drive.
- Have a very nice day out.
- I really enjoy the day trips.
- Gets me out of the house.
- Helps me go to an exercise class, lunch club and shopping.
- Would not get out without the Friday bus.

## Volunteer Car Scheme

- I am grateful for the help I am given and value the service.
- Always helpful and make sure I get where I need to as my sight is not good.
- Everyone is very friendly and helpful. Thank you for this wonderful service.
- Your service is wonderful and very much appreciated.
- Volunteer B. is absolutely wonderful. I can't give him high enough praise. He has now become a good friend.
- The ladies on the phone are very polite and professional.
- Thank you very much for the service. I would not be able to manage without it. It is a lifeline.

- I am very grateful for the service you provide and have nothing but praise for the drivers.
- I am very happy with the transport supplied. It is an essential service-long may it continue.
- Very pleased about the helpful and courteous way we are treated by staff and volunteers.
- It is my life line. It enables me to live independently in my own home and to have a good quality of life.

Volunteers: what they gain from Volunteering.

- Feel I might be doing something useful. I gain from it anyway.
- Use my time positively, make friends and a warm glow of satisfaction. A good sense of achievement.
- Friendship and knowledge.
- Helping others who need help to enjoy their lives more.
- Enjoy meeting people and being useful.
- Giving service to others less fortunate than myself.
- A sense of putting something back into the community.
- It is good to feel you are doing something for others and knowing they appreciate it.
- Satisfaction of helping others.

## Appendix Two

### Responses: How can we improve our services?

All questionnaires invited suggestions on how to improve our services.

There were two comments linked to the services.

Firstly something which relates to a premises we use for the service and a way in which it could be improved. This matter is being looked into.

Secondly a request to increase our Mini bus service for the Hilton area. Further consultation with current "Hilton" clients is to take place.