



STOKESLEY AND DISTRICT  
COMMUNITY CARE ASSOCIATION

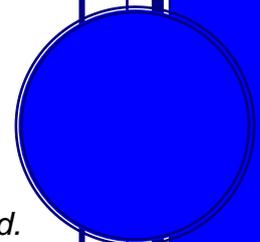
# COMMUNITY CARE ASSOCIATION

*Client Satisfaction Survey*

The following is a report presenting the data from the 2018 Client Satisfaction Survey for all Direct Services.



*Presentation of our cheque at the Springfield CO-OP after CCA had been one of the selected charities for the CO-OP Local Community Fund.*



# 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 2017*

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

### *Overview of 2018 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](#)  
100% of clients found the standard of teaching was very good/good
- [Luncheon Club](#)  
100% of clients thought the meals were good value for money
- [Mini Bus Scheme](#)  
92% 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](#)  
68% 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 21 clients respond from this class. They answered all 6 of the questions.

“Good exercise and socially uplifting”

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 question, ‘*Does the session meet your expectations?*’ all responded Yes but with 2 indicating the venue was not suitable. (One suggested it was too small and another felt the floor could be better for dancing.)

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?*’ 18 respondents had found out from a Friend and 3 had seen an Advert.

## Respite Sitting Scheme



*Some of the fabulous cakes made for our tea party for Carers Week in June 2018.  
They tasted as good as they look !*

The format of the questionnaire to the Carers has been revised slightly to incorporate key outcomes linked to our contract with North Yorkshire County Council (NYCC). We had 4 replies out of 7 questionnaires.

All 4 would recommend the service and are comfortable contacting Community Care if they have any problems.

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
- Undertaking exercise

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.

**Of those who responded all indicated that:**

1. The person they cared for has benefitted from the service
2. The service had helped them feel less stressed.

Other benefits included:

- a. Helping the Carer feel less isolated and improving their confidence in coping with caring responsibilities.
- b. Improving the relationship between Carer and “cared for” and helping the “cared for” remain in their own home.

Six further statements were included in the survey and the Carers were asked to agree or disagree with these statements:

**All Carers who responded agreed with all six namely:**

Staff/Volunteers treat you with dignity and respect.

Staff/Volunteers respect you as an expert in providing support for your loved one.

Staff/Volunteers treat you as an “expert in care.”

The service helps you cope with caring.

The service supports you to improve your mental and physical wellbeing.

The service responds to your individual circumstances, needs and interests.

## Befriending Scheme

The format of the questionnaires was the same as last year. We had 10 replies out of 21 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 Co-ordinator.

“As I am now housebound, it is lovely having a new friend visiting me.”

“I look forward to the weekly visit as I am unable to leave the house”

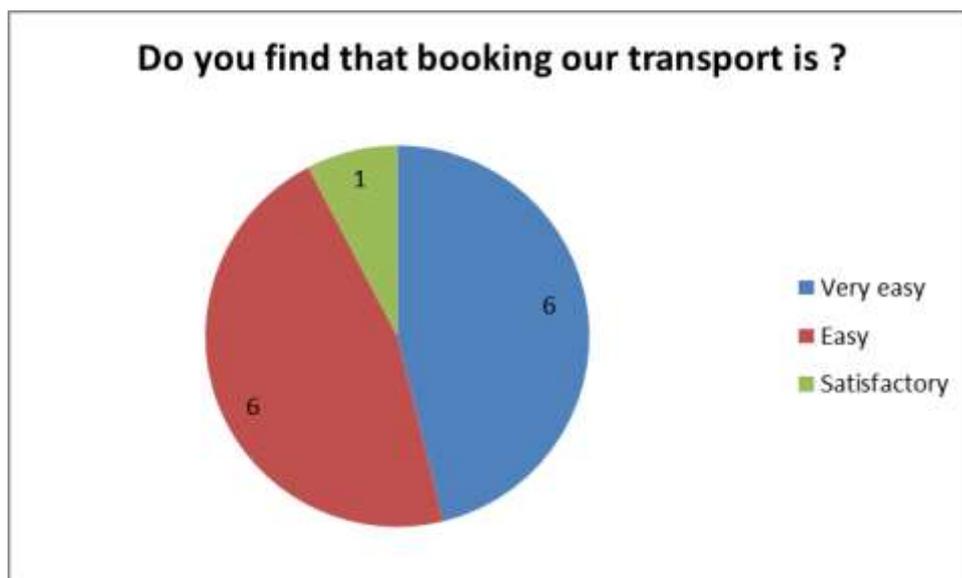
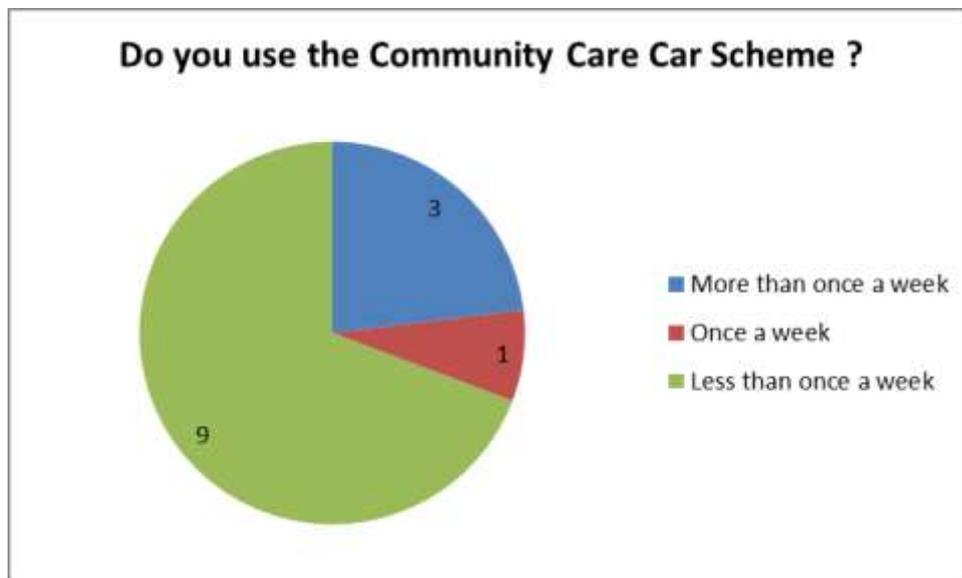
The clients were asked how they feel the service helps them and were given a number of options including negatives and asked to tick all that applied. The list below includes all responses.

|                                                | Strongly Agree | Agree |
|------------------------------------------------|----------------|-------|
| I look forward to the visits from my volunteer | 6              | 4     |
| As a result of the visits I feel happier       | 5              | 4     |
| I feel I can talk openly to my volunteer       | 6              | 3     |
| My volunteer has helped me feel less isolated  | 7              | 1     |
| As a result of the visits I feel less stressed | 5              | 4     |
| My volunteer has helped me feel less lonely    | 5              | 4     |
| My volunteer has helped me stay in my own home | 5              | 1     |
| My volunteer has increased my independence     | 5              | 1     |

Where the above answers do not add up to the 10 replies, the responses indicated not relevant.

## Stokesley Car Scheme

There were 13 respondents out of 15 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:



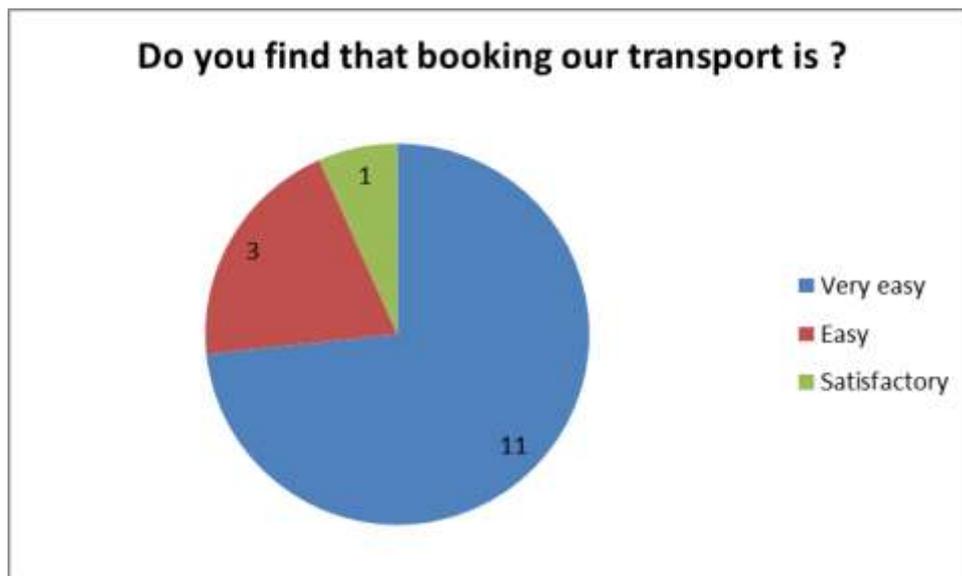
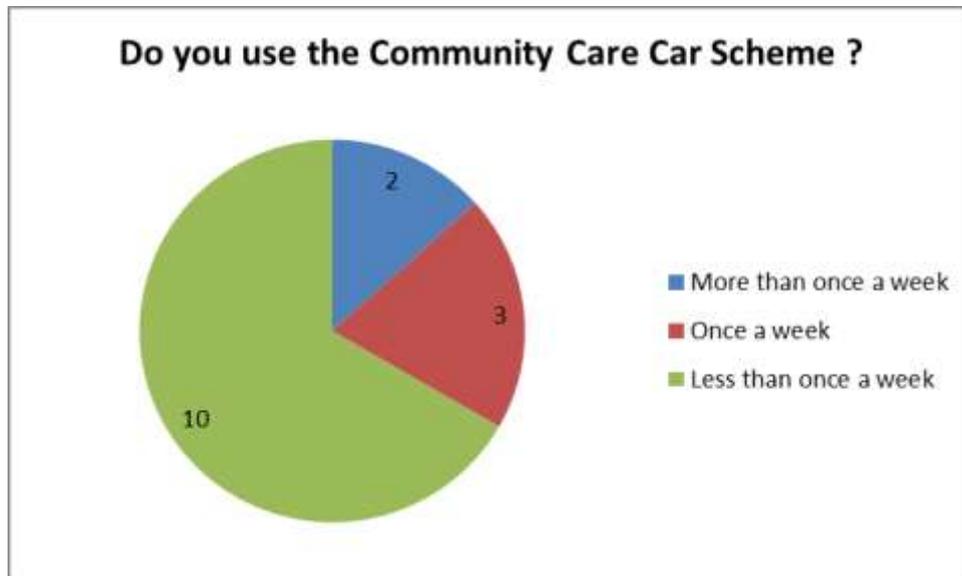
"I am very grateful for this service and can't speak too highly of the volunteers I have met"

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 and agreed the service meets their needs.

The final question was 'Do you feel that overall the standard of driving is ...' 10 of the clients said it was Very Good, 2 said Good and 1 indicated they felt it was Satisfactory.

## Richmondshire Car Scheme

There were 15 respondents out of 15 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:



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, 1 indicated it was Good and 1 Satisfactory.

## Chairaerobics Class

We had 5 out of 5 clients respond from this class.

“Keeps me moving. I feel better after I have attended”

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

4 felt 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.

2 of the clients found that accessing the service was Very Easy, with 3 responding Easy.

When asked how they had heard about the class, 2 clients indicated it had been from Social Services, 1 from an advert and 2 from friends.



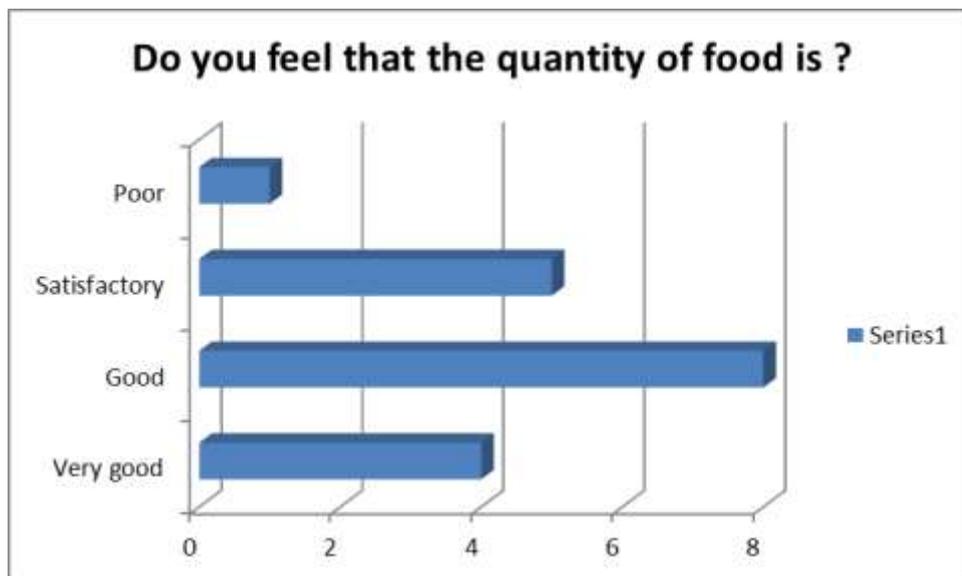
*The “Chairaerobics team” of volunteers about to move into action for another session!*

## Luncheon Club

There were 18 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...'* 15 responded that it was Very Good, 2 Good and 1 Satisfactory.



*Some of our wonderful volunteers who help at the Thursday Lunch Club at Stokesley Town Hall.*

**Points for consideration.**

1. Give clients more time to settle and allow them time to eat without feeling rushed. (Plates not to be cleared away until all people on the table are finished eating!)

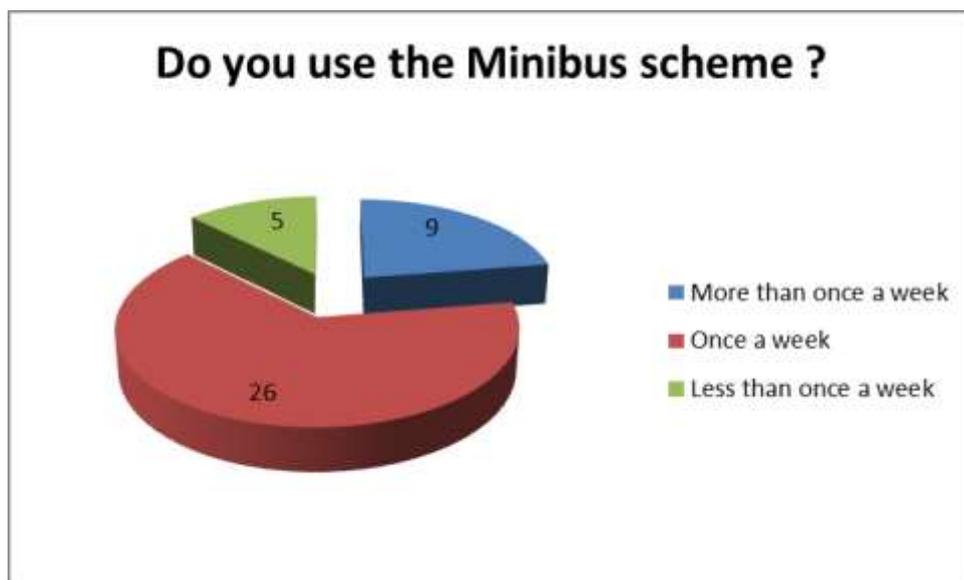
**Minibus Scheme**

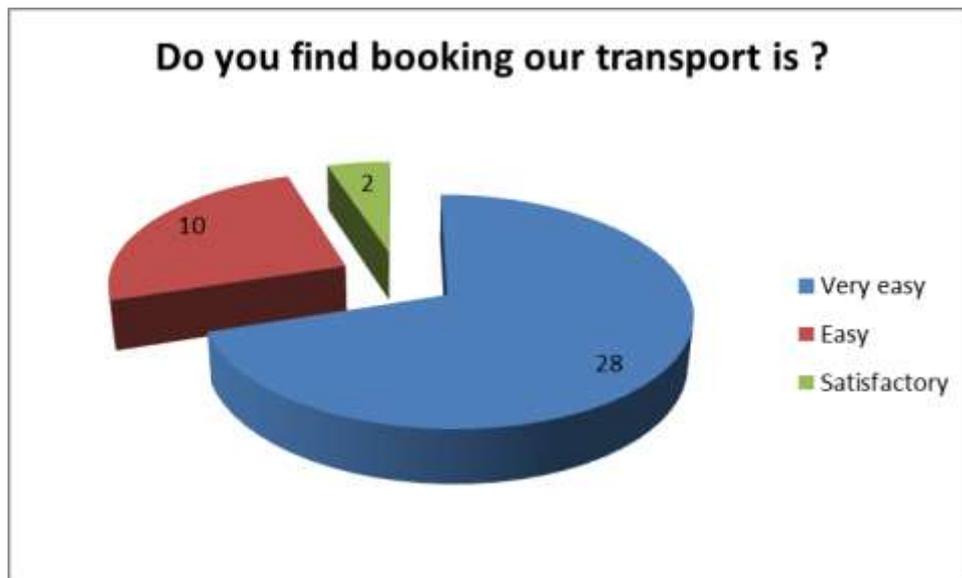
There were 40 respondents to the Minibus Scheme Survey, each of whom were asked 6 questions and invited to express their own opinions.

The results were very positive with all clients reporting that the service suited their needs.

Clients were asked about the standard of driving with 37 saying it was Very Good and 3 saying it was Good.

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





*Our Minibus which came into operation in March 2017*

“Important to be able to access places I need to be”

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 5 responses.

Clients were asked how often they attend the Craft Club, all 5 said fortnightly. 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?'*

3 clients indicated they had found out about the club from a friend, 1 from an advert and 1 from Social Services.

## 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.

All found out about the service from a friend and found it easy to access.



*PrimeTime volunteers during a game of Boccia*

## Day Centre



*Some of the staff and volunteers from our “new” Day Centre for people living with Dementia.*

There were 6 responses to the Day Centre questionnaire.

All 6 would recommend the service and are comfortable contacting Community Care if they have any issues.

When asked how they spend their time when their loved one is at the Day Centre, a variety of replies were given including:

- Managing household tasks including shopping (the most common activity)
- Attending health appointments
- Leisure and social activities
- With other members of the family
- Undertaking exercise eg. Cycling.
- At work/education

All the Carers indicated they would not be able to do all this without the Day Centre and they were very satisfied with the staff’s sensitivity, manner and approach.

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.

### **Of those who responded all indicated that:**

The service had helped them feel less stressed.

Other benefits included:

4 carers felt less isolated and indicated the person they care for has benefitted from the service.

plus

An improvement in the relationship between carer and “cared for”.

An increase in confidence of the carer.

The service has helped the cared for person remain in the family home.

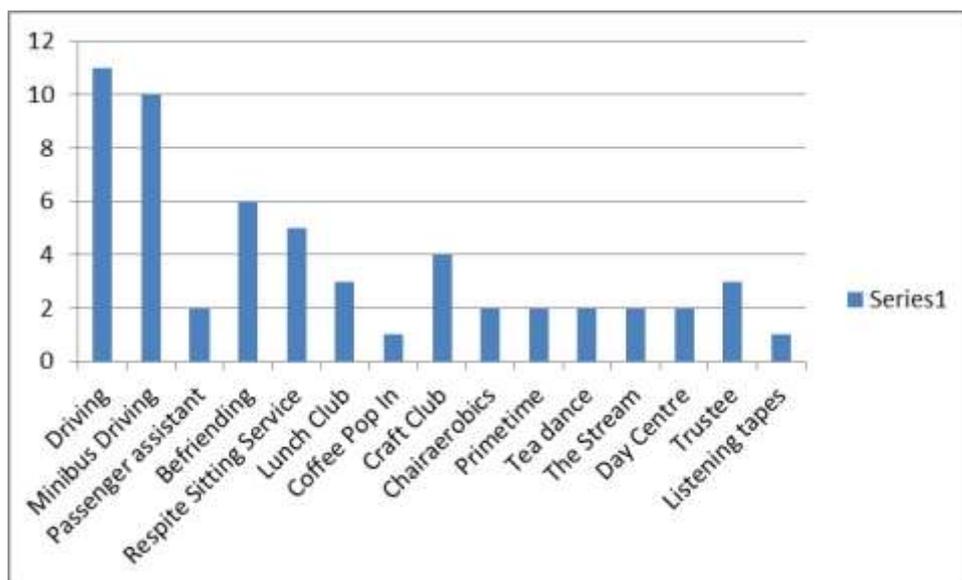
“I did not realise how much I needed a break from caring until my husband attended the day centre

Of those carers who attended the monthly support group, the general feeling was the support from staff and realising others were in the same position was very helpful.

### Volunteers' Feedback

There were 40 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.



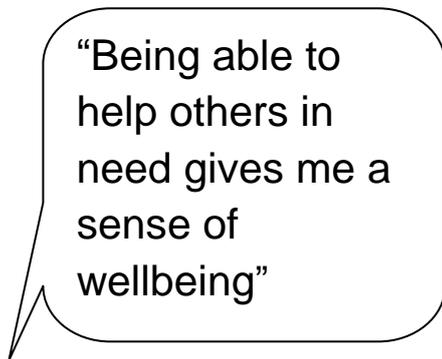
The next question was ‘During the course of your voluntary work with us do you feel that there is adequate support and training in place?’ All replied Yes.

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:

"I enjoy all aspects of my volunteering with CCA"

"Friendship of other volunteers and staff"



"Being able to help others in need gives me a sense of wellbeing"



"Meeting both helpers and clients. Making new friends"

## 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)

- Can get out to relax and not worry about my husband's wellbeing.
- It gives me a break from home and away from the duties of a carer.
- I wouldn't like to think of a week caring without the help of Community Care.
- Having some time for myself.

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

- Difficult to say but sometimes he seems more settled when he comes home.
- It gives her the benefit of female company.
- They enjoy the change of company and talk about different topics.

## Befriending Service

- I feel I am still a member of the community as I am in touch with the outside world and know what's going on.
- Without it I would have a very long day on my own.
- I couldn't manage without it.
- I benefit from having a very friendly and helpful shopper who always has time for a chat.
- Without it I would feel more isolated.
- I am happy with the hour's company in my home.
- I don't feel as lonely and out of touch, so I hope your services continue.
- W. is so helpful in every way.

## Chairaerobics

- Enjoyable and friendly atmosphere. A helpful habit.
- Keeps me fit.
- Helps to keep me mobile.

## Tea Dance

- Helps to socialise and keep fit.
- Fun, exercise and making good friends.
- Happy social occasion and music.
- Meeting with friends.
- Social interaction.
- Makes me happy.
- Social, exercise, friendships and music.

## Luncheon Club

- A warm dinner at midday. Convivial company.
- It is very good.
- A meal without cooking!
- Helps greatly.
- It gets me out the house.
- Meeting others.
- Better to be with people than on my own.

## Primetime

- Helps to meet people and make friends.
- Social company. A good break.
- Friendly company and I enjoy the games.
- Very friendly.

### Craft Club

- I like to learn a new craft as a hobby.
- Involvement with others and learning new skills.
- Social and meeting people and learning new skills.

### Minibus service

- Gets me to meet others.
- I do enjoy meeting people and having a chat as I live alone.
- I don't drive and have a disability, so it would be impossible to shop without the bus.
- It's handy and convenient.
- The staff are very courteous.
- Gets me and mum a chance to visit places we would otherwise not get to.
- Excellent service especially in winter months.
- It helps me a great deal. I am very grateful.
- It is my way of getting to Stokesley, to get shopping and meet friends.
- Without this service I would be at such a disadvantage as my mobility is my problem.
- I would be housebound without this service.
- We all meet up with friends socially.
- Really enjoy the opportunity for days out each month.

### Volunteer Car Scheme

- The car scheme is invaluable for me.
- My husband and I are very grateful for this service and appreciate the volunteers who give their time.
- Very useful as I have had many hospital appointments which would have been difficult to attend by bus.
- The transport service has proved indispensable to me. I am extremely grateful.
- Thank you very much for this wonderful service. I couldn't manage without it.
- The service is extremely helpful to me. I couldn't manage without it.
- The drivers are always very positive, helpful and with a good sense of humour.
- Your drivers could not be more kind.
- Excellent service.

### Day Centre

- My husband enjoys company. We have no family near.
- The staff are wonderful.
- Knowing my mum is somewhere safe and getting cognitive stimulating activities. She seems to be more alert and engaging with the world.
- Getting some of my own "head space" back and to switch off from caring.
- A few hours of uninterrupted time - hence less stress.
- Difficult to judge how he benefits, but he does now pick up a book. He's occupied.
- Gets mum out and about and talking, seeing people.

Volunteers: what they gain from Volunteering.

- Feeling part of a caring community in the town.
- I feel that by volunteering I put something back in the community.
- Good to meet the clients and they are so appreciative of the service.
- I feel like I am putting something back in to my local community and that Stokesley Community Care is enhancing the quality of lives of local residents.
- It's nice to help others who are lonely.
- I enjoy meeting the clients and the support and friendship of other volunteers.
- Satisfaction of helping others in the community.
- It's nice knowing that I bring brightness to their day.
- Personal satisfaction through helping others. I love it.
- Happy to be of help and hope others will help me when the time comes.
- All staff I have encountered in the past few months have been very approachable and dealt with any problems very promptly.

## Appendix Two

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

All questionnaires invited suggestions on how to improve our services.

There were three comments linked to the services.

Firstly one which relates to collection and drop off times for a specific service. This is being reviewed.

Secondly a Sitting Service volunteer suggested that we could increase the duration of the visits to 3-4 hours. Co-ordinator to discuss with volunteers.

Thirdly a carer has suggested the Day Centre could maybe keep records on activities, food eaten, toilet visits, etc. for their mum. Maybe a card for each client? To be considered by Day Centre team.