



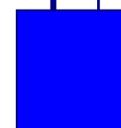
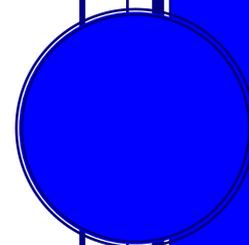
# COMMUNITY CARE ASSOCIATION

## *Client Satisfaction Survey*

The following is a report presenting the data from the 2019 Client Satisfaction Survey for all Direct Services.



Some of our wonderful tombola prizes at the Rotary Classic car event in June, where we raised £360.



# 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 2018*

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

### *Overview of 2019 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
- **Tea Dance**  
100% of clients felt the social aspect of the Tea dance was important
- **Craft club**  
100% of clients indicated the sessions met their expectations

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 and welcome any suggestions as to how to improve services or indeed develop new ones.

## Tea Dance

We had 25 clients respond from this class. They answered all 6 of the questions.

“Good exercise, social contact and very friendly”

Firstly, they were asked ‘*How often do you attend the Tea Dance?*’ 23 responded fortnightly with 2 attending occasionally.

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 1 indicating the venue was not suitable. (Suggesting it was too small)

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, 5 had seen an Advert and 2 heard about it from Social Services.



The Tea Dance in action !

## Respite Sitting Scheme

The format of the questionnaire to the Carers incorporates key outcomes linked to our contract with North Yorkshire County Council (NYCC). We had 5 replies out of 6 questionnaires.

All 5 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 and paying bills
- Leisure and social activities eg. Walking and going to the gym
- With other members of the family
- Relaxing

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
3. Some carers felt the service gave them more confidence in coping with their caring responsibilities

Other benefits included:

- a. 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.

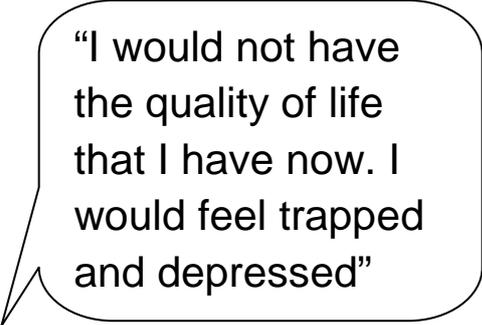
The service responds to your individual circumstances, needs and interests.

## Befriending Scheme

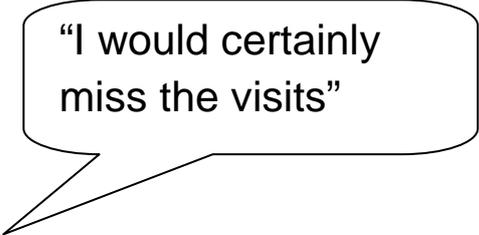
The format of the questionnaires was the same as last year. We had 10 replies out of 15 questionnaires sent out.

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.



“I would not have the quality of life that I have now. I would feel trapped and depressed”



“I would certainly miss the visits”

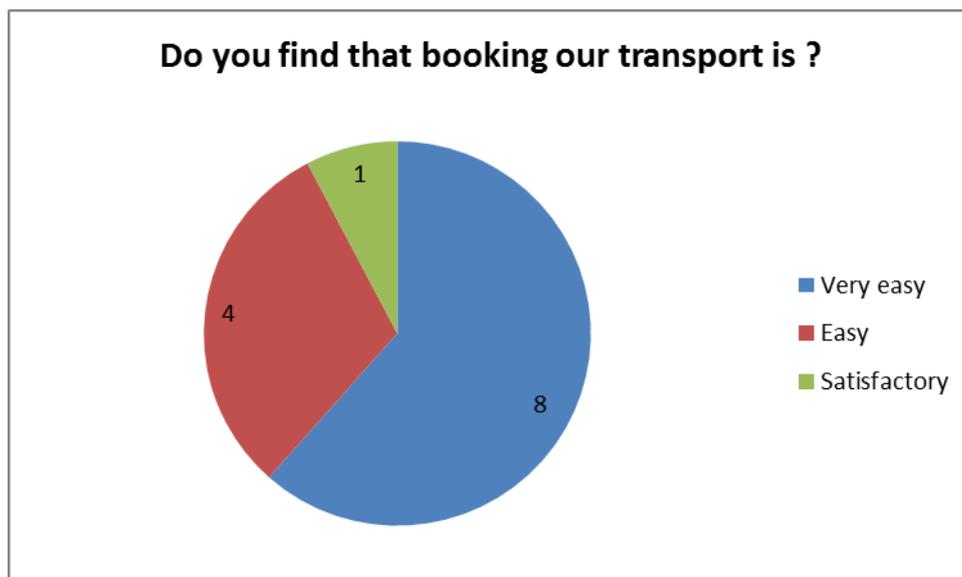
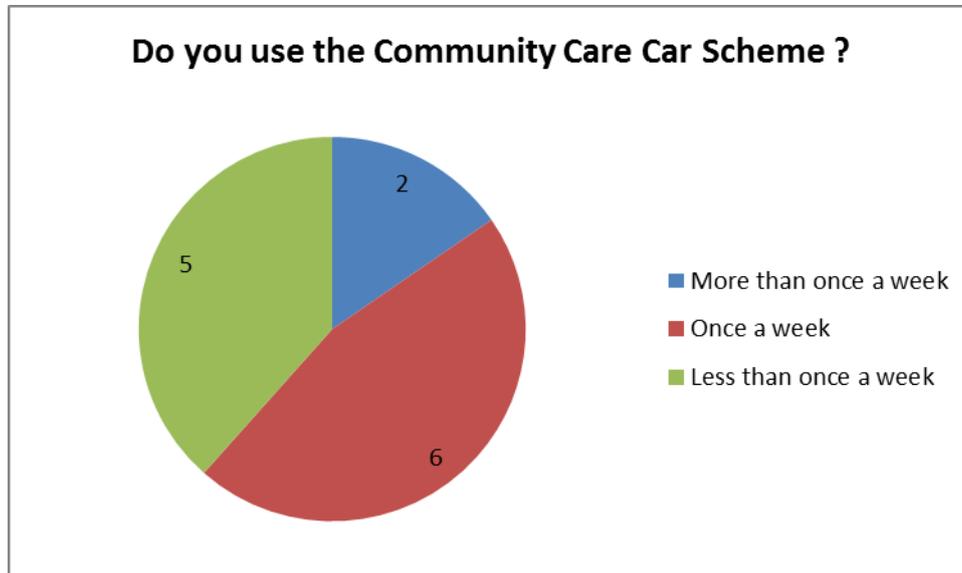
The clients were asked how they feel the service helps them and were given a number of options including negatives and asked to tick all that applied. The list below includes all responses.

	Strongly Agree	Agree
I look forward to the visits from my volunteer	5	5
As a result of the visits I feel happier	4	5
I feel I can talk openly to my volunteer	4	6
My volunteer has helped me feel less isolated	5	4
As a result of the visits I feel less stressed	2	4
My volunteer has helped me feel less lonely	2	7
My volunteer has helped me stay in my own home	3	2
My volunteer has increased my independence	2	4

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:

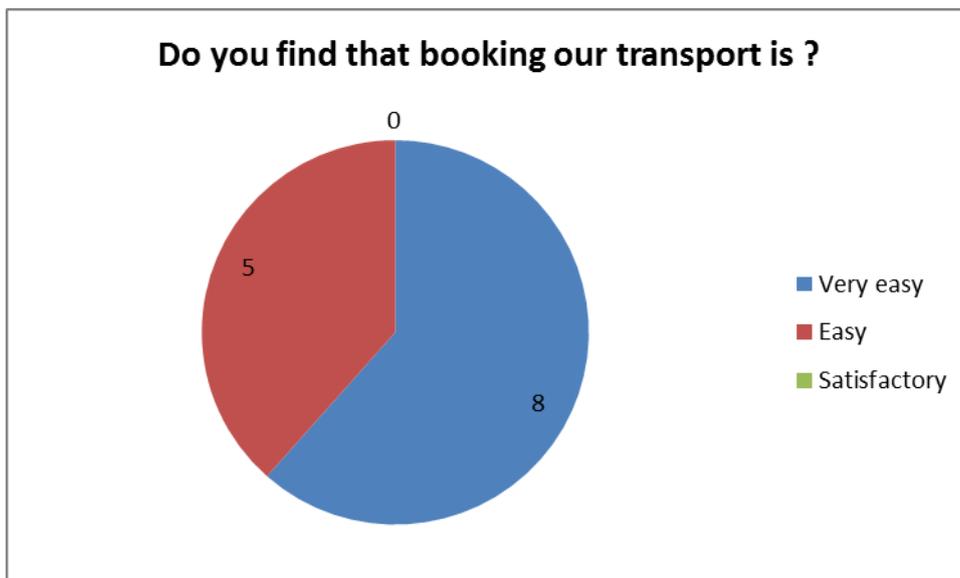
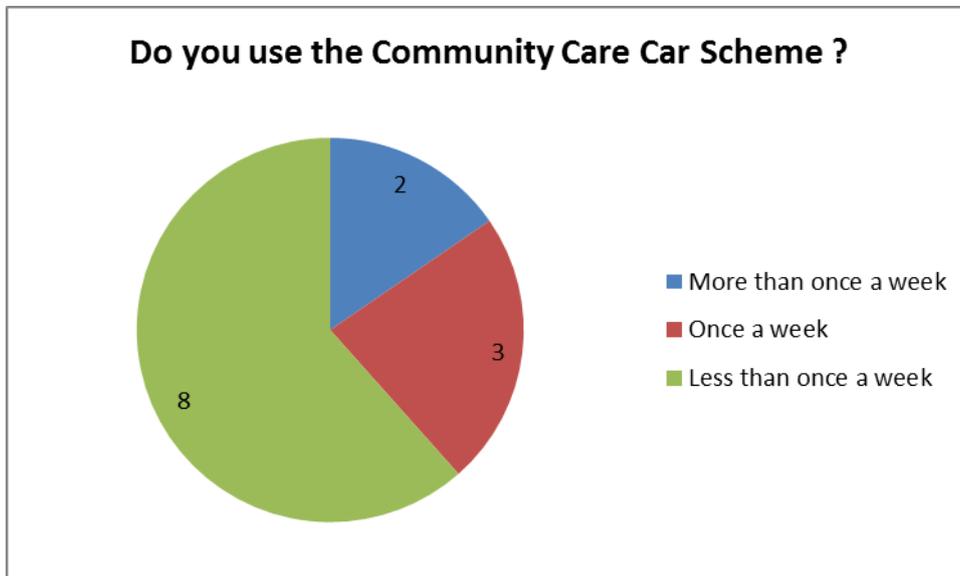


“Just an excellent service which I appreciate highly”

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 ...’ All clients who responded said it was Very Good.

## Richmondshire 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:



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' ...* 9 of the clients believed it was Very Good, 3 indicated it was Good and 1 Satisfactory.

## Chairaerobics Class

We had 5 out of 8 clients respond from this class.

“It helps to keep me motivated”

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.

4 of the clients found that accessing the service was Very Easy, with 1 responding Easy.

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



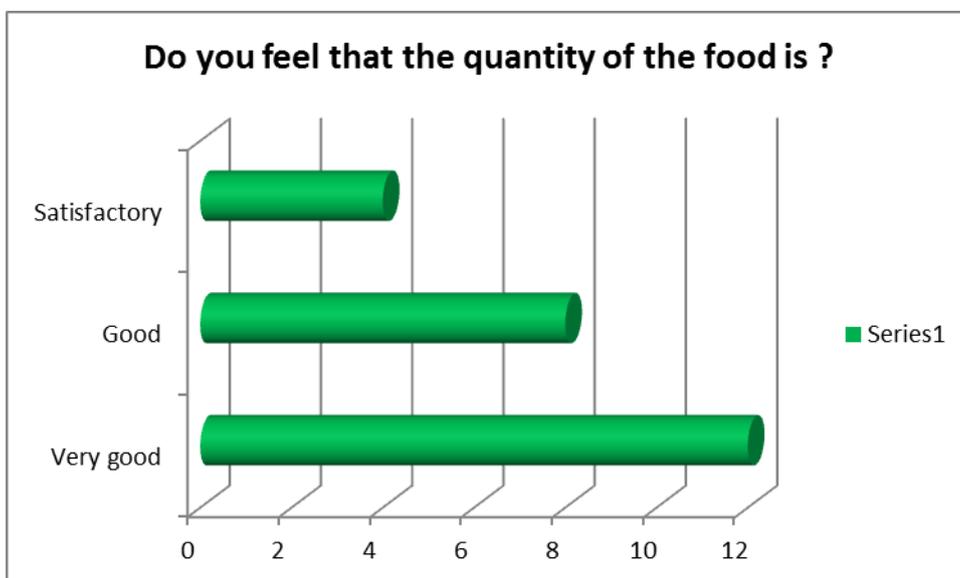
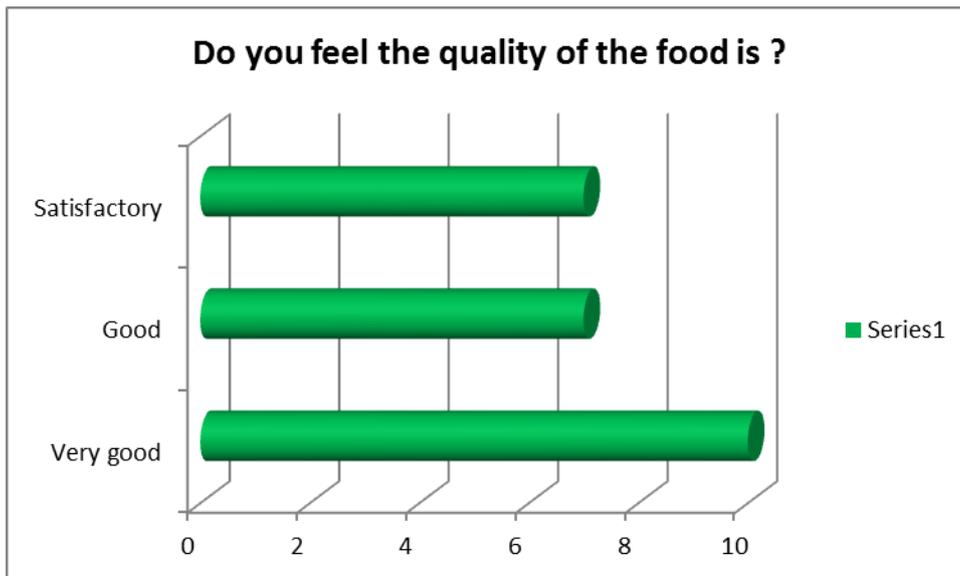
Some of our clients and volunteers involved in our weekly exercise class at Stokesley Town Hall.

## Luncheon Club

There were 24 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 all the responses to the next 2 questions, with no respondents giving negative feedback.



The service's users were asked *'Do you think that the table service provided by the volunteers is...'* 18 responded that it was Very Good, 5 Good and 1 Satisfactory.



*Service with a smile from our wonderful volunteers.*

**Points for consideration.**

1. Maybe some circulation of people at the tables to allow more varied conversation

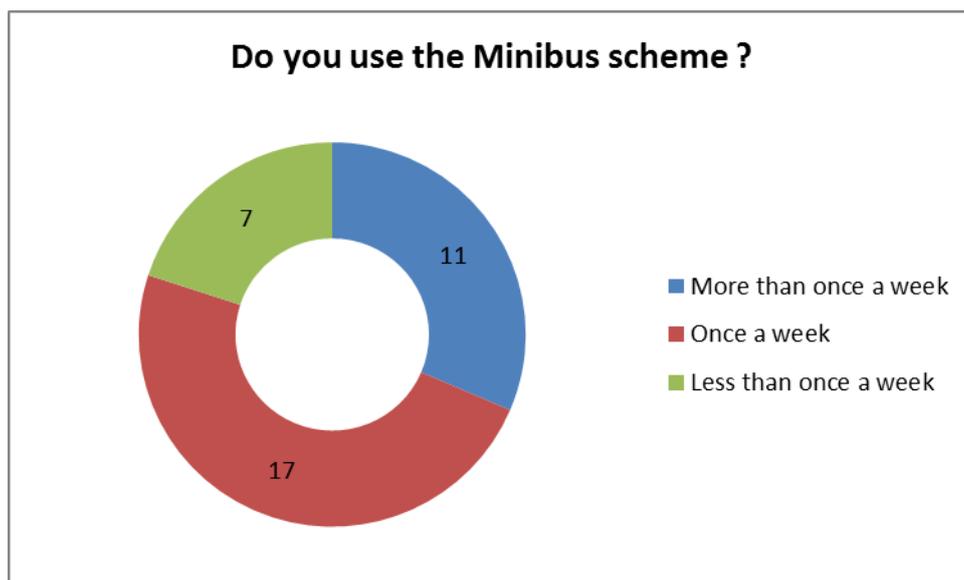
**Minibus Scheme**

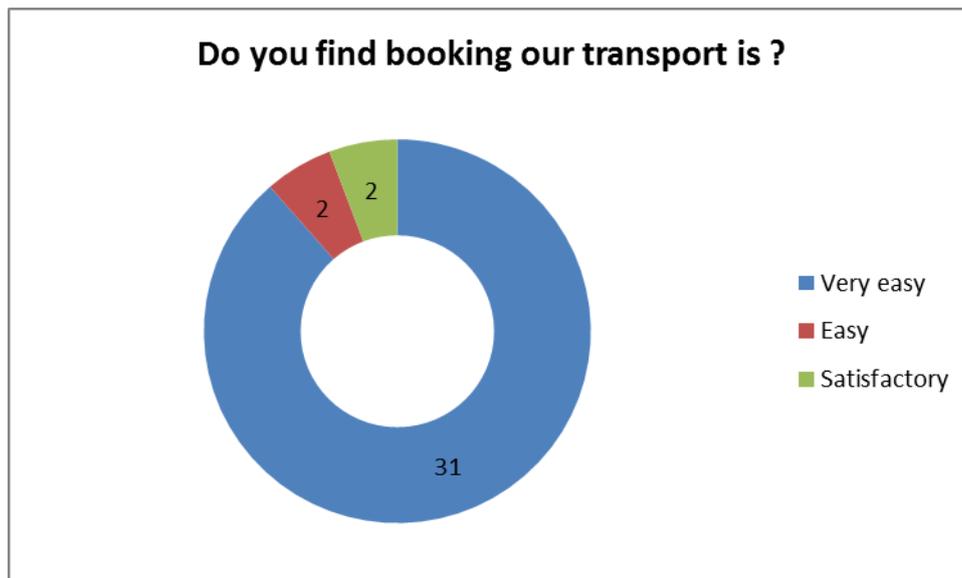
There were 35 respondents to the Minibus Scheme Survey, each of whom were asked 6 questions and invited to express their own opinions.

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

Clients were asked about the standard of driving with 32 saying it was Very Good, 2 saying it was Good and 1 Satisfactory.

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





“Wouldn’t be able to get out without the bus”

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. All clients also thought that the social aspect of the class was important to them and the venue was suitable, with sessions meeting 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 and 2 from an advert.

## 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

There were 5 responses to the Day Centre questionnaire.

All 5 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 eg. Cooking, gardening
- With other members of the family
- Undertaking exercise eg. Cycling

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 all 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.

“This gives me a few hours of freedom for doing special errands and also to sit and enjoy a coffee”

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.

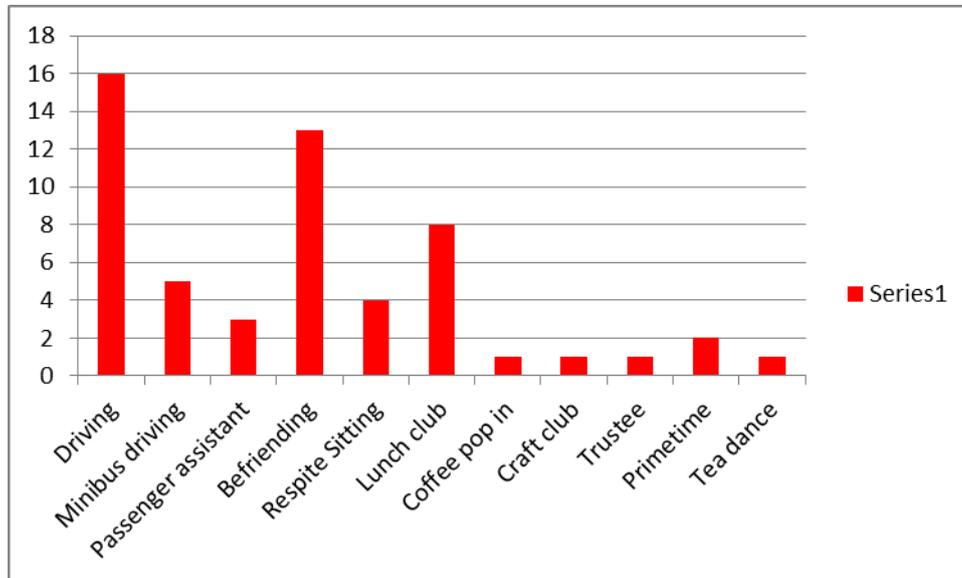


A visit from a “Pat Pony” which went down a storm with staff, volunteers and clients !

## Volunteers' Feedback

There were 44 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?'* All except 2 replied Yes. (the 2 other responses are being looked into)

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

"A sense of purpose. Being part of a Community that tries to look after all members"

"Meeting people and the satisfaction of helping others"

"I gain a feeling of helping other people"

"like doing something positive and helping out in 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 has enabled me to leave my husband for a few hours without worrying about him being alone and feeling guilty about having a break.
- Personal friendship.
- I get a very short break from the daily mental torture.
- I know I can leave him and relax for a while.
- Having some time for myself.

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

- He appreciates having another man to talk to and the conversation stimulates his mind.
- Personal friendship.
- Company from others.
- They enjoy the change of company.

#### Befriending Service

- The service improves my social life.
- I would be more isolated.
- The service helps me keep up to date with current news.
- I am able to go to my painting class. It gives me a quality of life, helps me remain independent and live in my own home and do my shopping.
- This service is excellent.
- We went out in the car and I had a wheelchair so I could get about and see all the flowers at Staithes.
- Could not cope without it.
- It's something to look forward to-a friend calling
- I enjoy someone with similar interests to talk to and who isn't looking at her watch as she comes in the door, like the carers do.
- Without it I would feel very lonely.

#### Chairaerobics

- I am not able to exercise at the Sports centre.
- Keeps me moving and gets me out of the house.

- I attend the class as a carer. The lady I care for seems to enjoy it and it gets her out.
- Helps to keep me motivated.

#### Tea Dance

- Good exercise.
- Helps to socialise and keep fit.
- A nice afternoon out.
- Benefits-health, social, fun, exercise, chatting, listening to good music and learning new things.
- Important social aspect and very friendly.
- A nice social aspect with a friendly outlook in helping the community to meet likewise people.
- Keeping us going as we are getting older.
- Something to look forward to every fortnight.

#### Luncheon Club

- It keeps me in touch with friends.
- Good to sit down for a prepared meal.
- I enjoy the company.
- As a 91yr old widower living alone, the service is very helpful.
- I enjoy being with other people.
- I enjoy the company so will keep coming even though I can cook for myself.
- Excellent and the people concerned are marvellous. I look forward to it every Thursday.
- Helps because I am on my own.
- It gets me out the house and I meet nice people.
- Meeting people.

#### Craft Club

- Help other people and enjoy the sessions very much.
- Always a treat to look forward to and make new friends.
- I like meeting people and making things interesting.
- A great help.

#### Minibus service

- Wouldn't be able to go out without the bus.
- It is so convenient.
- Gets me out.
- I find everyone so kind. Drivers and office ladies are so nice.
- I have a car, but driving causes me a lot of pain.
- Everyone is so caring and polite.

- We appreciate the service you provide and really look forward to the monthly trips.
- Perfect.

#### Volunteer Car Scheme

- You are doing a very valuable service, which I much appreciate.
- I cannot fault the service. The staff at Stokesley are always very polite and helpful.
- It has taken a great deal of worry from my mind. Cannot praise it too highly.
- I am grateful this service is available.
- It has to be one of the best services there is. Well done.
- The service and drivers are superb.
- Feel very well looked after.
- I would like to say a big thank you for all the help and care you give.
- The scheme is of immeasurable importance to me as a non-driver. I count my blessings every time I use it. Long may it continue.
- The drivers are all great.
- This service is magnificent.
- I could not cope without this service.
- Lovely staff.
- Having had the help of the drivers for visits to hospital, this has meant less stress for me. Care and consideration was so comforting.

#### Day Centre

- My husband looks forward to "Town Close" and is always cheerful when he comes home.
- It gives me much needed breathing space. Without it I would be unable to continue as a carer.
- Mum enjoys attending the Day centre and it lifts her mood. At home she barely has a smile on her face but when she enters the Day Centre she "Lights up."
- The service is a god-send. Thanks to all staff and volunteers.
- He enjoys the quizzes and games.
- Support group-contact with other carers and people who will listen.
- Time to do what I want knowing he is safe.
- He loves the service you provide and always says he has a good time.

#### Volunteers: what they gain from Volunteering.

- I enjoy doing it.
- Satisfaction that I am helping people and knowing they appreciate it.
- The pleasure of helping people.
- Like doing something positive and helping out in the community.
- I feel that I have become a more caring person and I have learned a lot more about the struggles older people face and how to help them.
- Pleasure in giving my time for those less fortunate than myself.
- Giving my time for my enjoyment and the enjoyment of others.
- Phil and the team are always there for us.

- Love it. Wish I had time to do more.
- A sensation of good will and friendship.
- Playing a small part for giving something back.
- I enjoy volunteering, feel well supported and believe that it makes a difference however small to members of the community.
- I will continue volunteering as long as I enjoy it and feel I am providing a good service.
- Volunteered most of my life and still feel able to continue.
- Satisfaction of a well- run, approachable Community Care (it does what it says on the tin)
- Good to help people and enjoy the chats on the journey.
- Putting something back into my local community as well as meeting lots of lovely and interesting people.
- It's just nice to help.
- Meeting and helping people who can't get out.
- I enjoy visiting people and hope I am helpful to them sometimes and cheer them up when needed.

## Appendix Two

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

All questionnaires invited suggestions on how to improve our services. Three suggestions have been made by our volunteers.

1. Mini bus drivers - to have occasional meetings to discuss issues/experiences.
2. Sitting Service – could volunteers provide breaks up to 4hrs ?
3. Primetime – any value in providing table games ?

These will be discussed with volunteers, staff and clients as appropriate.