

# **Crossroads Clackmannan**

## **Evaluation of Survey 2008**

## INTRODUCTION

Crossroads Clackmannan is a charitable, not for profit organisation providing highly varied packages of care in the community. Our aim is to improve the quality of life for vulnerable and disadvantaged people by reducing isolation and supporting carers. We do this by recognising the role of carers who support people to stay in their own homes by providing flexible and responsive supports and services. Our clients have been referred to us by Clackmannanshire Council Social Services, General Practitioners, District Nurses and of course Relatives. We also have a number of clients who purchase our services directly. Approximately 45% of our current clients are children with disabilities and vulnerable young adults. We work in partnership with other care providers, such as the Princess Royal Trust for Carers, and provide respite care in order that carers can access activities and support from the Trust.

Crossroads Clackmannan must adhere to standards laid down by the Scottish Commission for the Regulation of Care and safeguard the health and safety of both staff and service users. Best practice dictates we follow the codes of practice of the Scottish Social Services Council which promotes and regulates workforce training and education through National Care Standards.

It is estimated that there are 6000 carers in Clackmannanshire. Only a small percentage of these have been in touch with the partnership of organisations providing services in the Clackmannanshire area.

Crossroads offer support for all ages of service users and this support includes: -

- ❖ Befriending and supporting vulnerable young adults to access activities and build on their social skills.
- ❖ Providing respite care that allows the main Carers to have short breaks from caring.
- ❖ Supporting clients who have complex care needs.
- ❖ Relieving the main carer of routine care duties
- ❖ Providing personal care / undertaking specialist tasks or tasks main Carers cannot undertake.
- ❖ Providing personal care to terminally ill clients and support for family and friends caring for someone in the last stage of their life.

## ANNUAL SERVICE EVALUATION.

Crossroads Clackmannan carries out an annual survey of satisfaction of clients and carers in order to find out how they feel about the quality of service we provide and what improvements we can make. The following responses and comments are taken from the survey for year ended 31<sup>st</sup> March 2008. 119 Questionnaires were sent out and 55 responses were received (48%)

Q1 Asked for the gender and age of respondents:

Male	11
Female	41
no answer	3
18-35	3
36-59	22
60-74	15
over 75	12
no answer	3

Those who responded were:

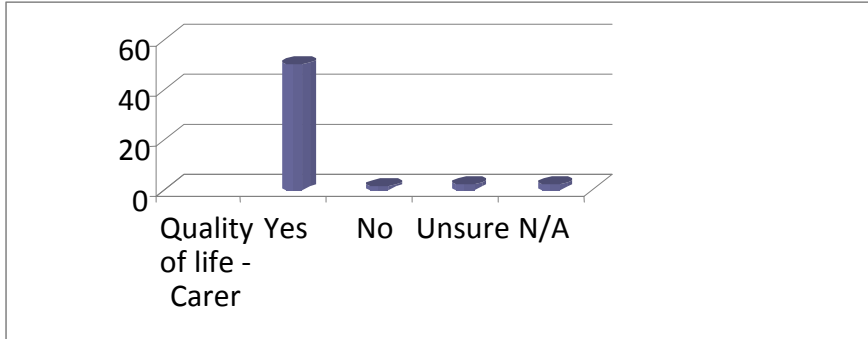
Carer	31
Cared for	14
Ex Carer	10

When asked who introduced / informed carers about Crossroads the responses were:

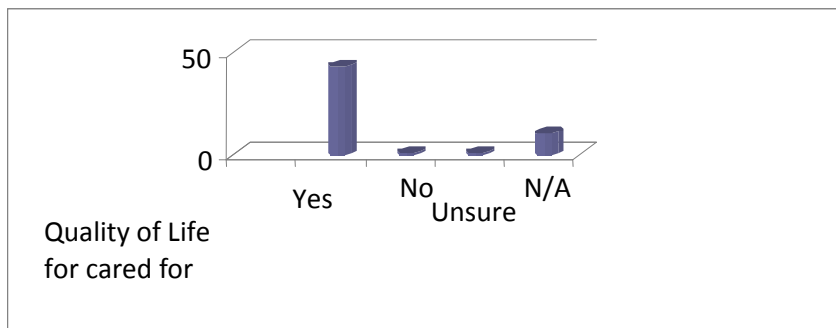
District Nurse or Health Visitor	2
Social Services	30
Doctor	8
Crossroads Client	0
Relative/friend	8
other	10

- Services are helping to improve the quality of life for 95% of Carers and the cared for persons who responded separately.

When asked "Has the support you received from Crossroads helped to improve the quality of your life?" 91% said YES.



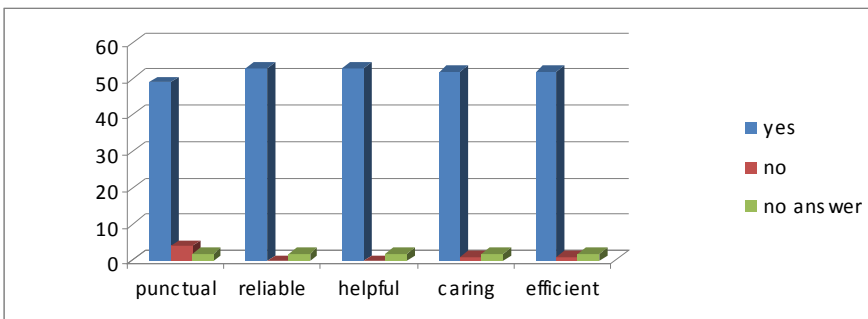
When asked "Has the support you received from Crossroads helped to improve the quality of life for the person you care for?" 78% said YES and 18% said this was not applicable, (these were responses from people who were being cared for).



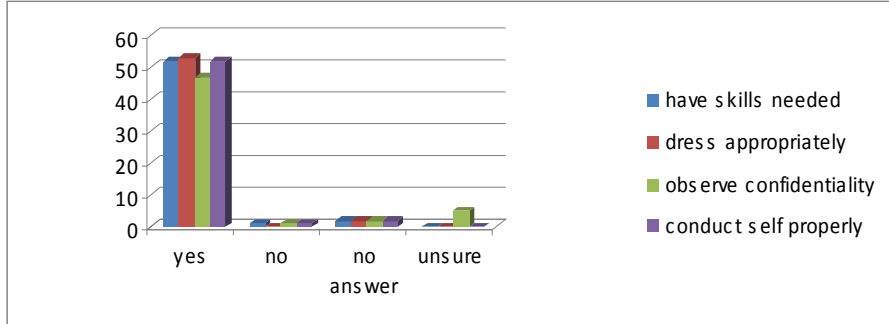
## CARE STAFF

With all percentages in the high 80's or 90's and no adverse comments, our Care Attendants are to be congratulated for delivering care in a manner that is so obviously highly rated by its users. When asked about the qualities of their Care Attendants the overwhelming response was very positive.

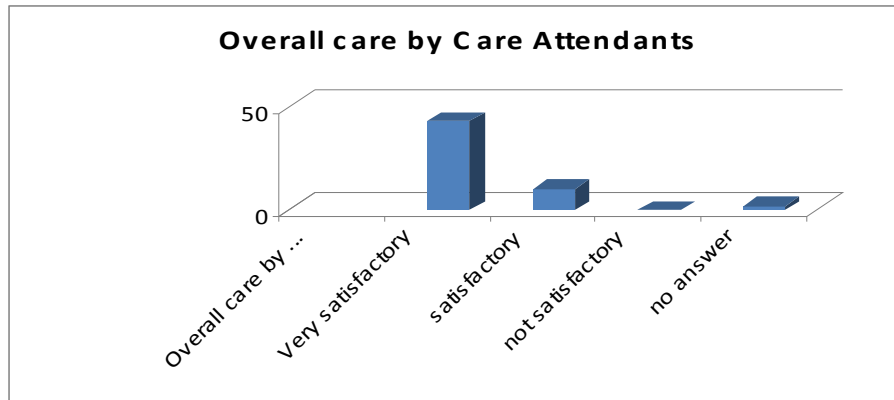
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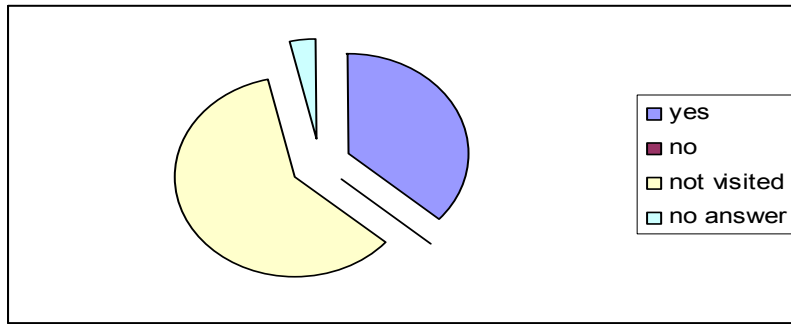
- 78% said the overall care by their care attendants was very satisfactory, 18% said it was satisfactory and 4% did not answer the question.

## OFFICE STAFF

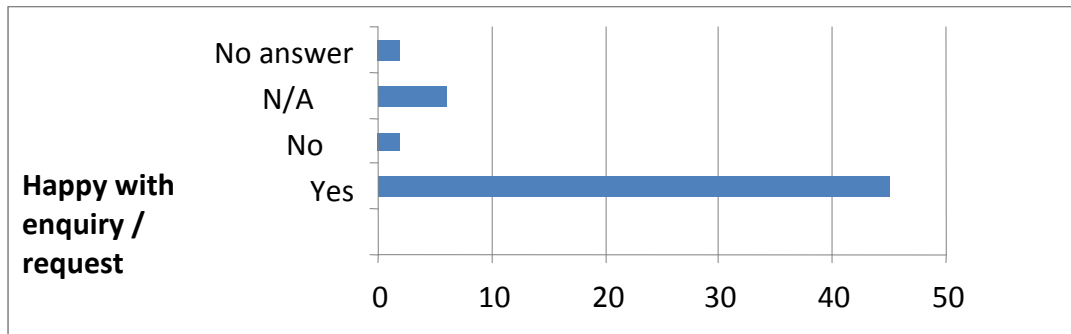
- The respondents who had contact with the office staff found the staff welcoming. 82% were happy with the way their request / enquiry was handled and 93% would be happy to make contact again. (A small percentage of respondents either did not answer the questions or said that the question was not applicable).

When asked if they had found the office staff welcoming when they visited **ALL** of those who had visited the office said **YES**.

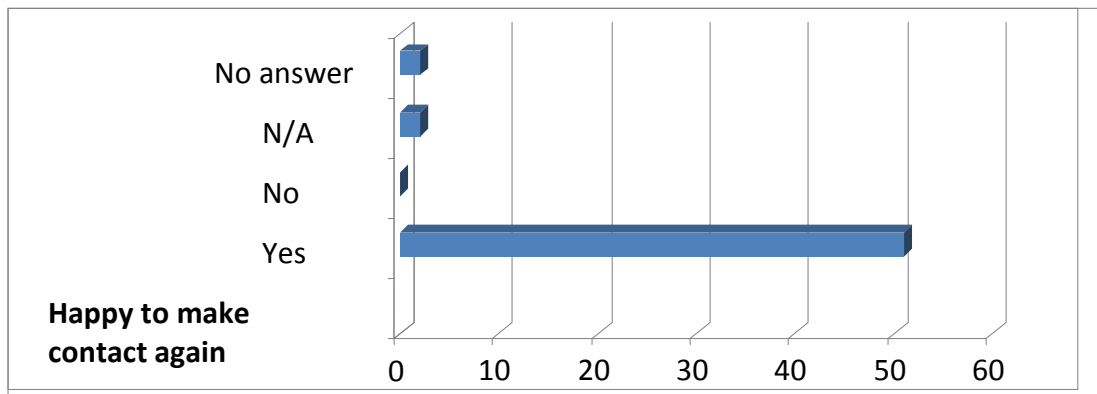
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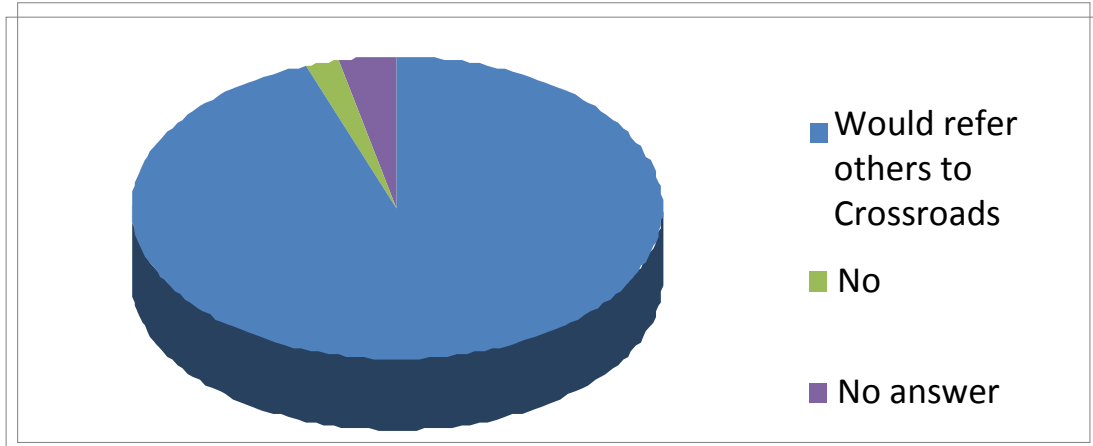
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Respondants were asked to rate some of the aspects of Crossroads services.

Practical Help:

82% said this was very helpful/helpful.

Support / someone to talk to:

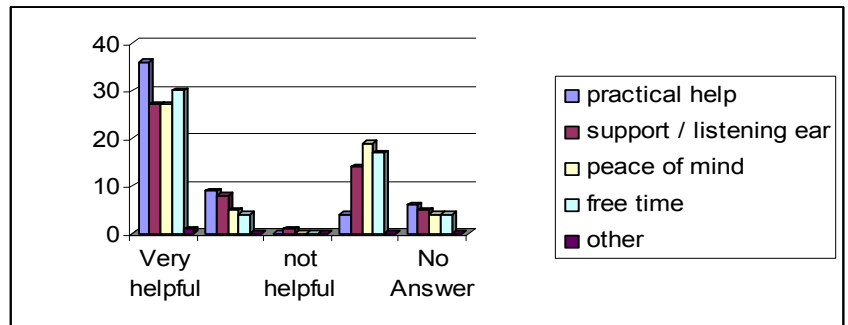
64% found this very helpful/ helpful.

Peace of mind to leave the house while a care attendant is present:

58% felt this was very helpful/helpful.

Having your own free time / time for yourself:

62% valued this aspect of the service.



## Summary

This year's survey shows that the level of satisfaction of Clients with the service from Crossroads Care has improved. In 2007 of those responding, 81% were satisfied or very satisfied. Those satisfied or very satisfied with the service is now 94%. Only one respondent reported themselves as dissatisfied and two gave no answer.

Our survey has shown that the Crossroads Clackmannan Care Attendant Scheme is delivering a very satisfactory service to our Clients. The dedication and quality of care provided by the Scheme's Care Attendants is second to none and is fully recognised by all our Clients. The efforts of the Administration Staff support the delivery of Care while offering an acceptable channel of communication with our Clients.

Although the results are very positive, we cannot become complacent. The pressures brought about by major staff changes in this last year have made it difficult for the client review schedule to be maintained. But, the maintenance of regular reviews is an important factor in providing a satisfactory level of care that meets our Clients needs and this matter is being addressed.

Q 22 When asked "IN YOUR OPINION ARE THERE ANY WAYS IN WHICH EXISTING SERVICES COULD BE IMPROVED?" the following comments were made:

Please give the care attendants travelling time

Our son prefers a full weeks respite to help him learn about housekeeping. The 3 days offered were not enough

It would be good if the carer could stay longer for the lunchtime visits at weekends

As far as we are concerned we can see no reason to improve the services we have received  
Your service is well structured and is run very well to meet our needs, organised staff and very pleasant

Where is the travelling time for carers?

Staff should not discuss your business with other people that don't need to know

More communication between management and staff is required to improve moral and efficiency. Staff seem to be ignored when rotas are made up etc.

No. Would just like a little more time.

Would like it if the carers were able to do a little housework while they were there.

Times of arriving made more definite

On the odd occasion a care attendant would be 5-10 minutes late in arriving as travelling time from previous client wasn't taken into consideration.

Not really

We found the service more than excellent and remain very grateful for all the care given.  
Can't think of any improvements.

Very satisfied with the services provided

No

By knowing what time someone was coming and who it would be

No

Very happy with the way Crossroads is run

I have been delighted with the care my husband has received. He was very unwilling to accept care but Mrs Docherty and the staff have put his mind at rest and he looks forward to their visits

I am satisfied with the service. When I have had any concerns I have discussed them with the manager and have been able to resolve any problems.

My daughter is now in receipt of Direct Payments for her care so it is likely she will continue to use Crossroads. I am extremely grateful for their support over the many years

Because we pay for the service privately, we only have 2 hours a week which is fine as far as it goes but doesn't make a huge difference. I am not entirely clear about the charitable status of Crossroads when clients pay for the service.

Concerned about the number of staff who are leaving though appreciate for their own advancement. Most of them were really good.

I can honestly say that I have found no concerns with Crossroads; in fact Clackmannanshire would be very poorly represented in the care sector. Keep up the excellent work that Crossroads does for those who need care the most.

Thank you for all involved with our care package.

My husband received care from Crossroads up until his death in July 2007 and I have nothing but praise for the Crossroads Ladies who attended him.

My mother-in-law, for whom Crossroads provided care died in 2007. Although she was living close to us we would have found it very difficult to provide her daily support which she needed and Crossroads provided.

The level of care that Crossroads provided was above and beyond the call of duty. Everyone treated John with dignity and respect. John wanted to be home and without Crossroads it would have been impossible. I will never forget their kindness and support. Many thanks

Thank you for your help & caring during our difficult time. Hope this service will carry on caring for many other people.

Disappointed at the loss of staff.

Would like a weekly rota please. Can I ask for specific staff for outings etc.