



# Clayton Care Care service survey: Overview of results

August 2018

# Background to care service survey

**Purpose:** To evaluate the care service provided by Clayton Care and assess how this is viewed by service users with particular focus on:

- Clayton care staff and their relationship with clients
  - Review process
  - Setting and meeting targets
  - Understanding the process for reporting concerns and complaints
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# Headline statistics

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- 100% of care users have a good relationship with their support worker
- 95% of care users are happy with the support they receive
- 74% of care users think their care plan covers all their support needs
- 89% of care users feel they can talk to support worker about concerns
- 95% of care users feel understood by their support worker
- 84% of care users feel respected and listened too



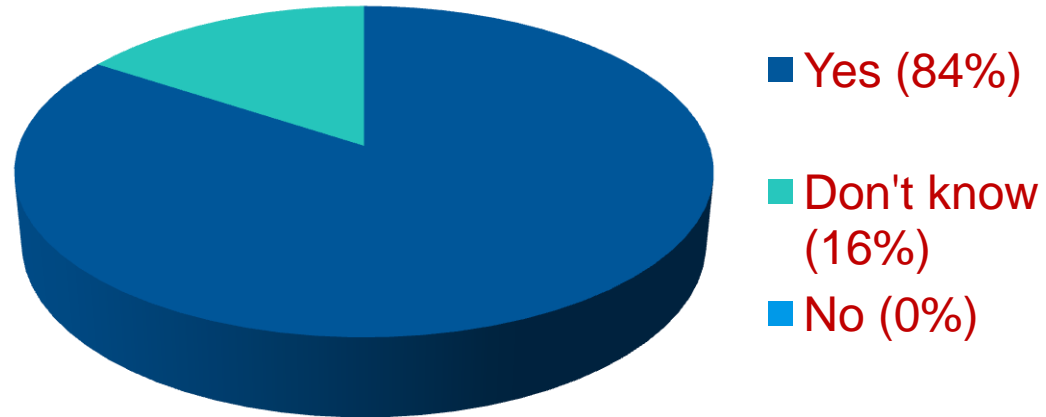


# Staff relationships with clients

- 95% of service users are happy with the support they receive
- 79% of service users know who their key worker is
- 100% of service users have a good relationship with their support worker
- 84% feel respected and listened to

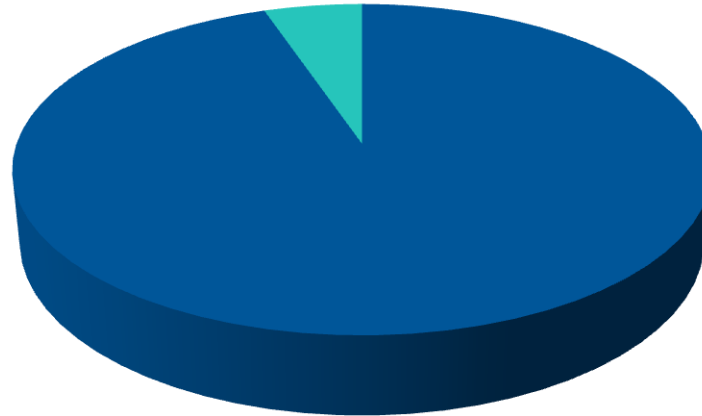
# Relationships between support workers and service users

Do you feel your support worker knows your requirements with regard to behavioural concerns?



# Relationships between support workers and service users

Do you feel your support worker understands you?



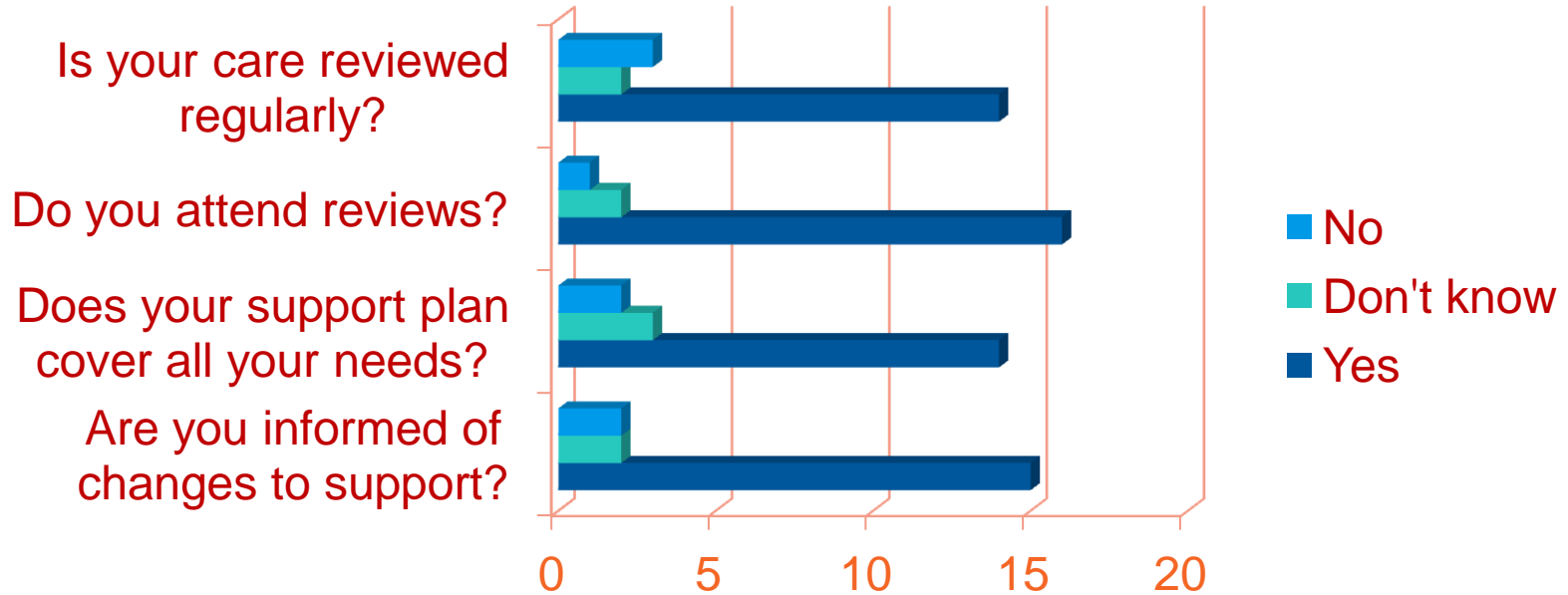
- Yes (95%)
- Don't know (16%)
- No (0%)



# Review process



# How care of service users is reviewed





# Setting and meeting targets

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# Setting and reviewing targets

Have you got targets you are working towards?

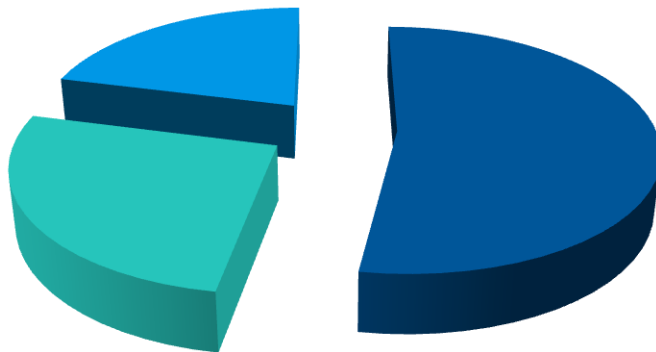


- Yes (63%)
- Don't know (21%)
- No (16%)

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# Setting and reviewing targets

Have you had your targets reviewed?



- Yes (53%)
- Don't know (26%)
- No (21%)



# Reporting concerns

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➤ 89% of service users feel they can talk to their support worker or Clayton Care management about concerns with support

➤ 84% of service users know how to complain or make comments about their service





# Additional comments

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“Fantastic staff and management”

“Could not recommend them higher”

“As parents we are always very happy with the support given”

“Support workers do a great job”

“Loyal staff who care”

“More supportive and understanding than other service providers”

“We are happy with the level of care and support provided”

“Fantastic staff and management”

“Loves his two days out with his key worker”