

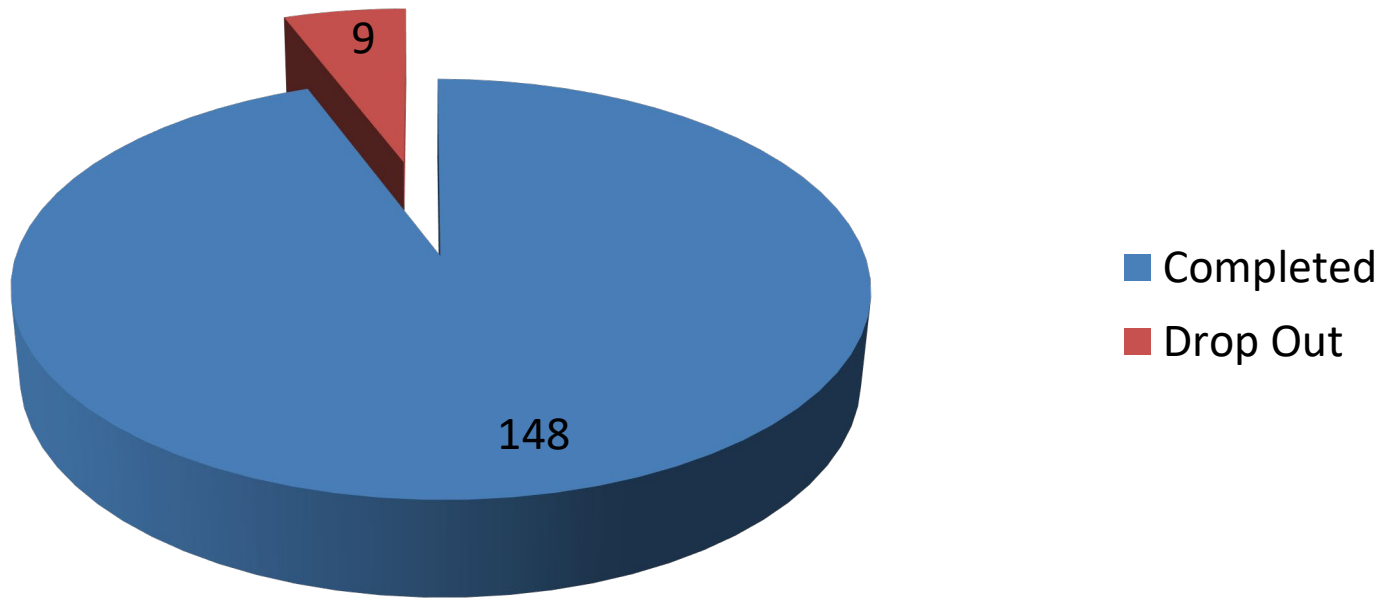


Kelly Park Limited

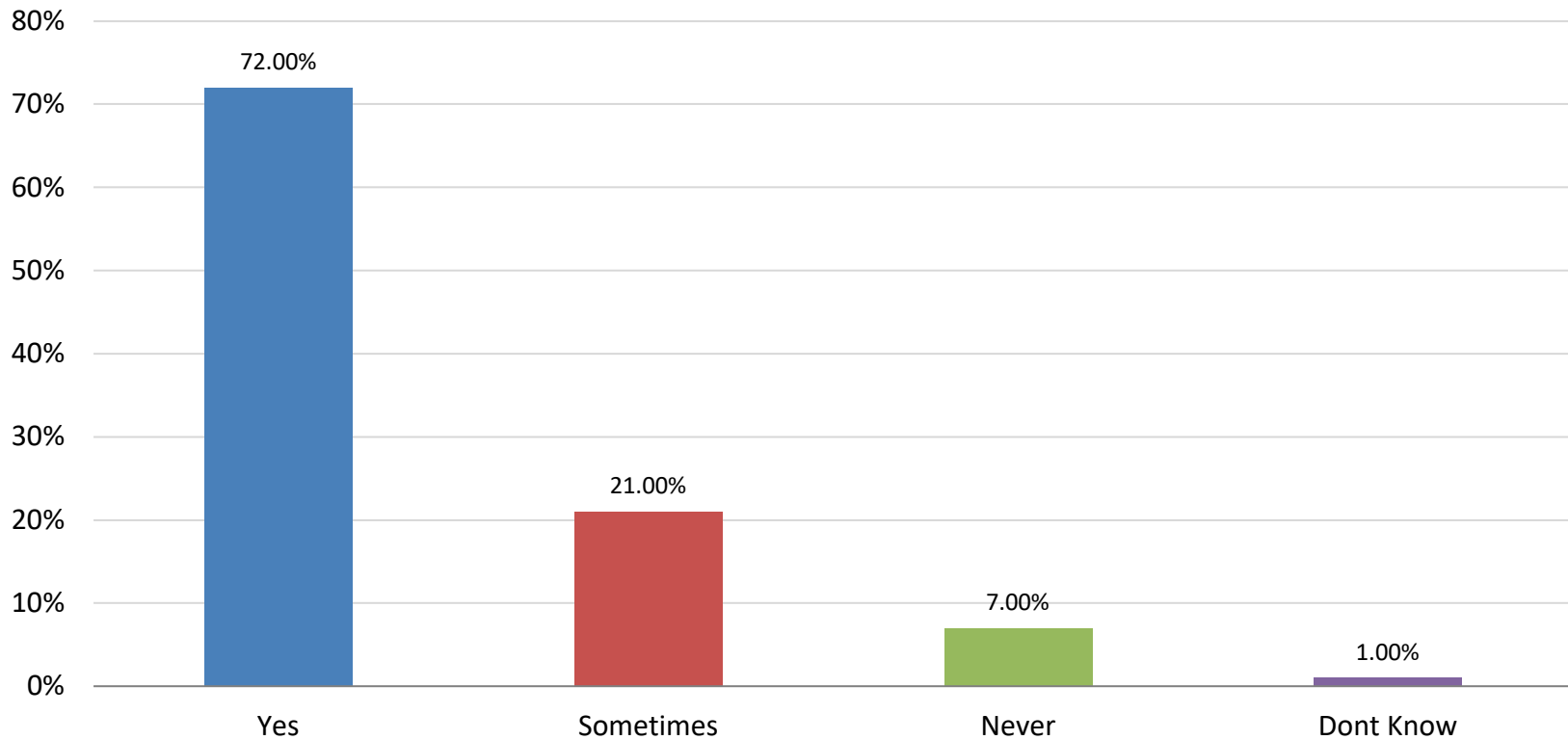
Service User
Satisfaction Questionnaire
DECEMBER 2021

Survey Overview

Completion / Dropout

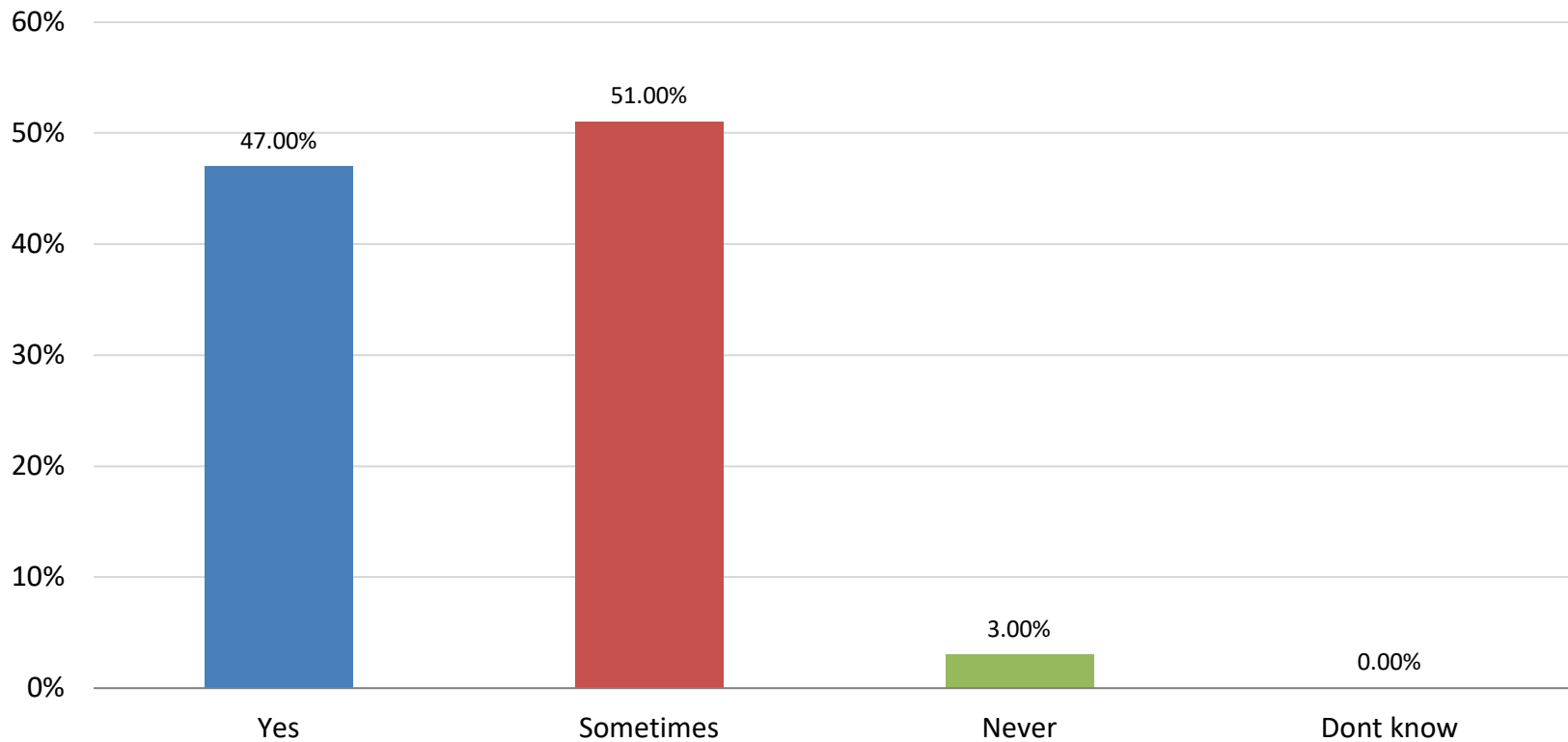


Do you help decide what your Health Care Assistant does for you?



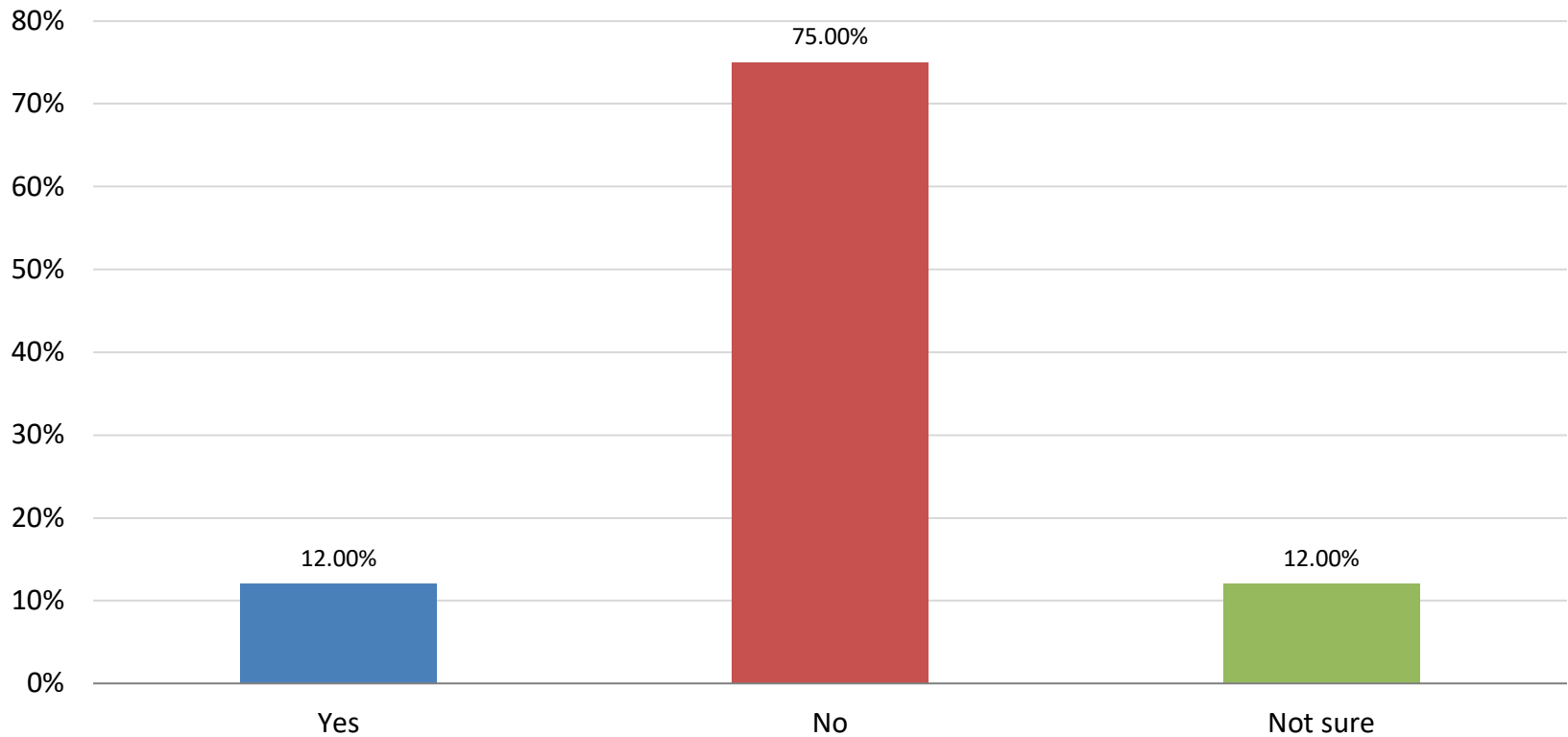
Mean : 1.365 | Confidence Interval @ 95% : [1.264 - 1.466] | Standard Deviation : 0.643 | Standard Error : 0.052

Are you happy with the times your Health Care Assistant comes to your home?



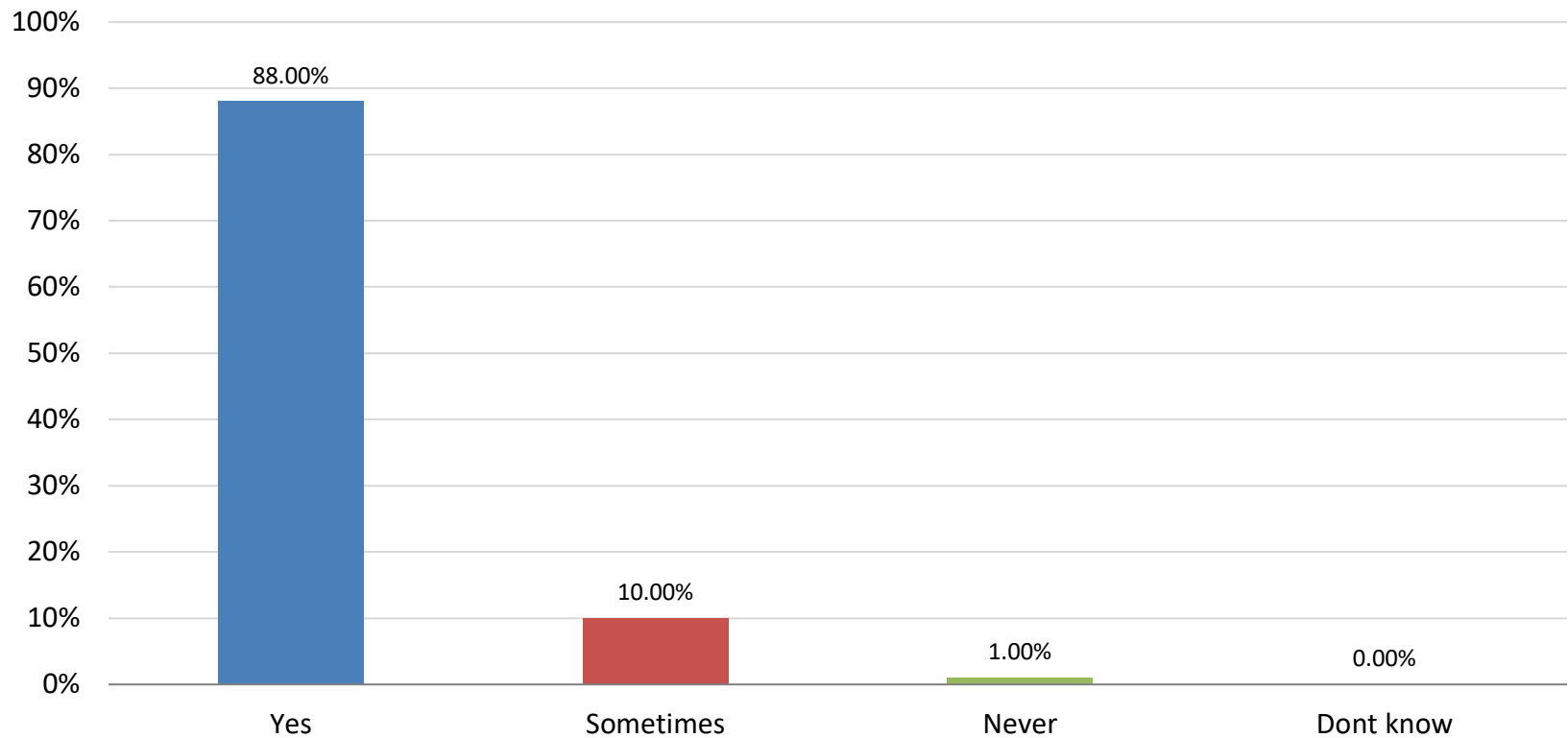
Mean : 1.558 | Confidence Interval @ 95% : [1.472 - 1.644] | Standard Deviation : 0.548 | Standard Error : 0.044

If you could, would you want to change your Health Care Assistant?



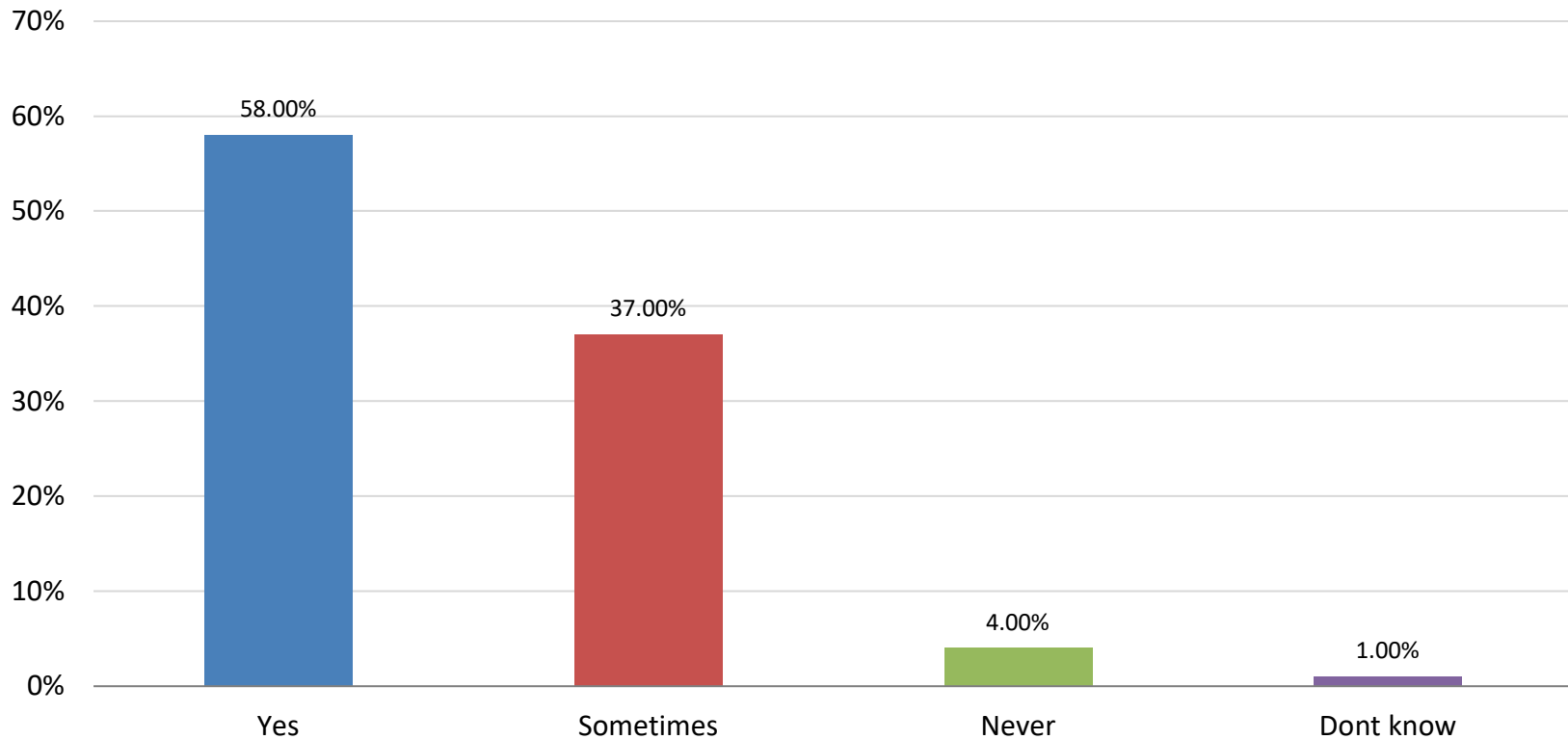
Mean : 2.000 | Confidence Interval @ 95% : [1.921 - 2.079] | Standard Deviation : 0.498 | Standard Error : 0.040

Do you get on with your Health Care Assistant?



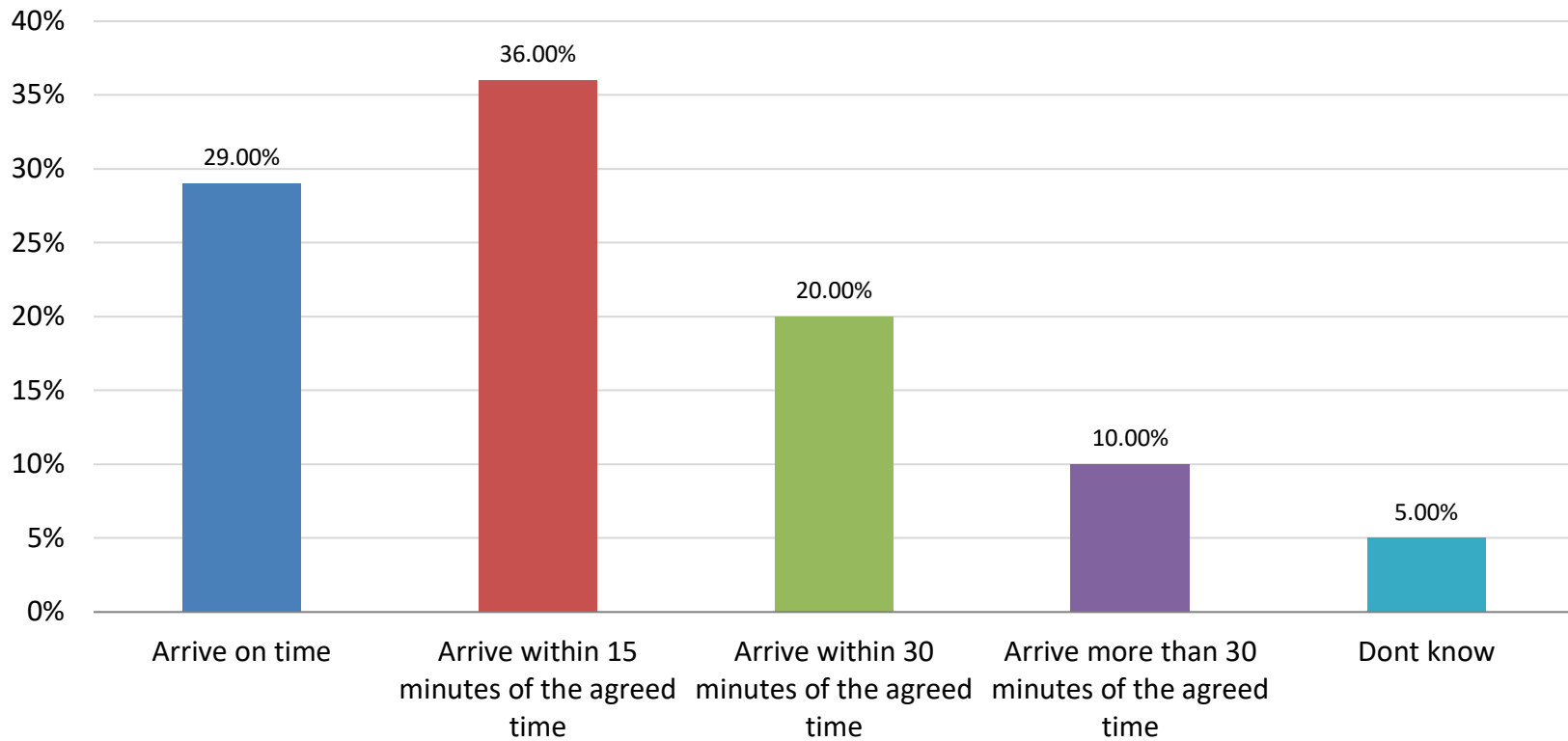
Mean : 1.130 | Confidence Interval @ 95% : [1.071 - 1.189] | Standard Deviation : 0.374 | Standard Error : 0.030

Is it usually the same Health Care Assistants or team of Health Care Assistants that visit you each week?



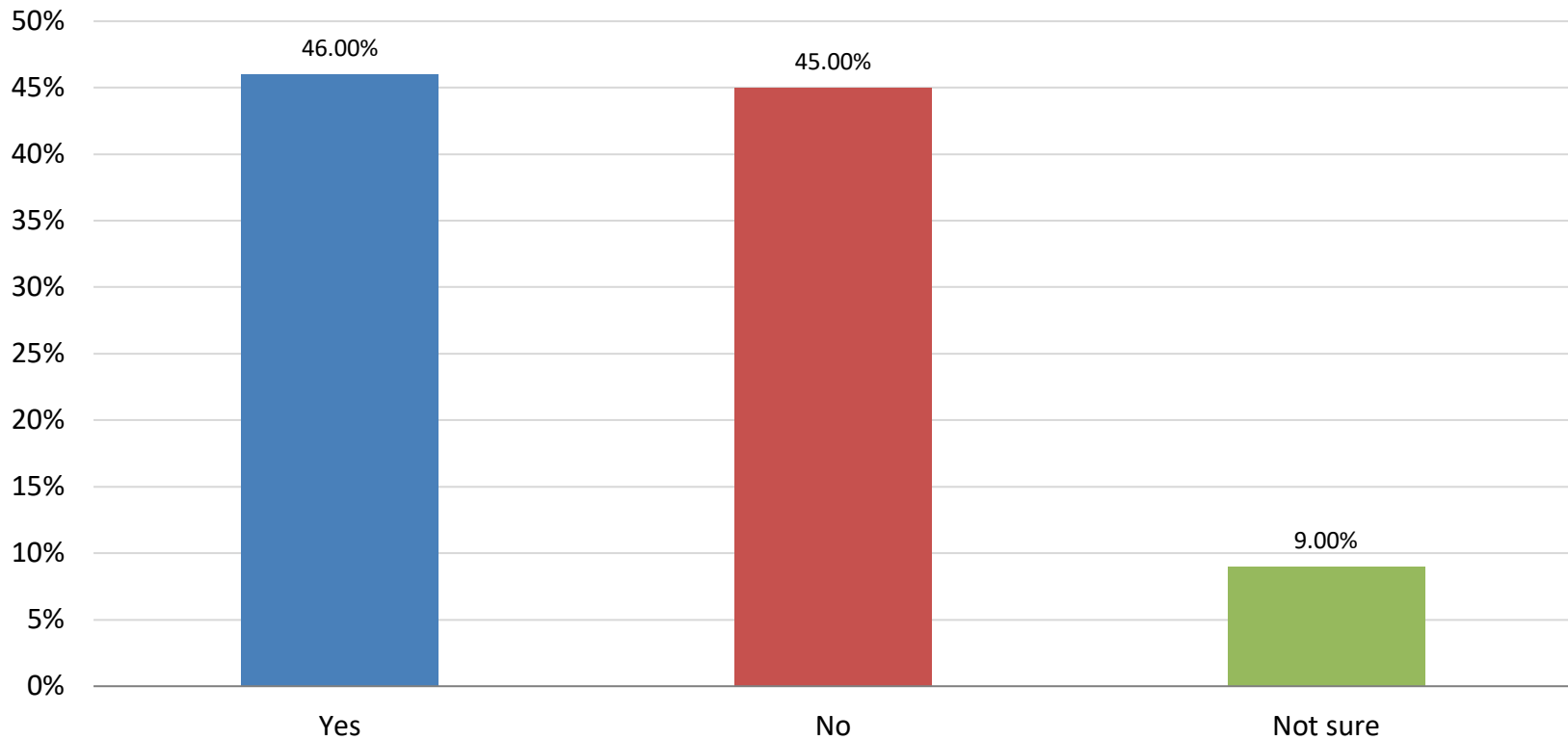
Mean : 1.487 | Confidence Interval @ 95% : [1.386 - 1.588] | Standard Deviation : 0.639 | Standard Error : 0.051

Does your Health Care Assistant usually...



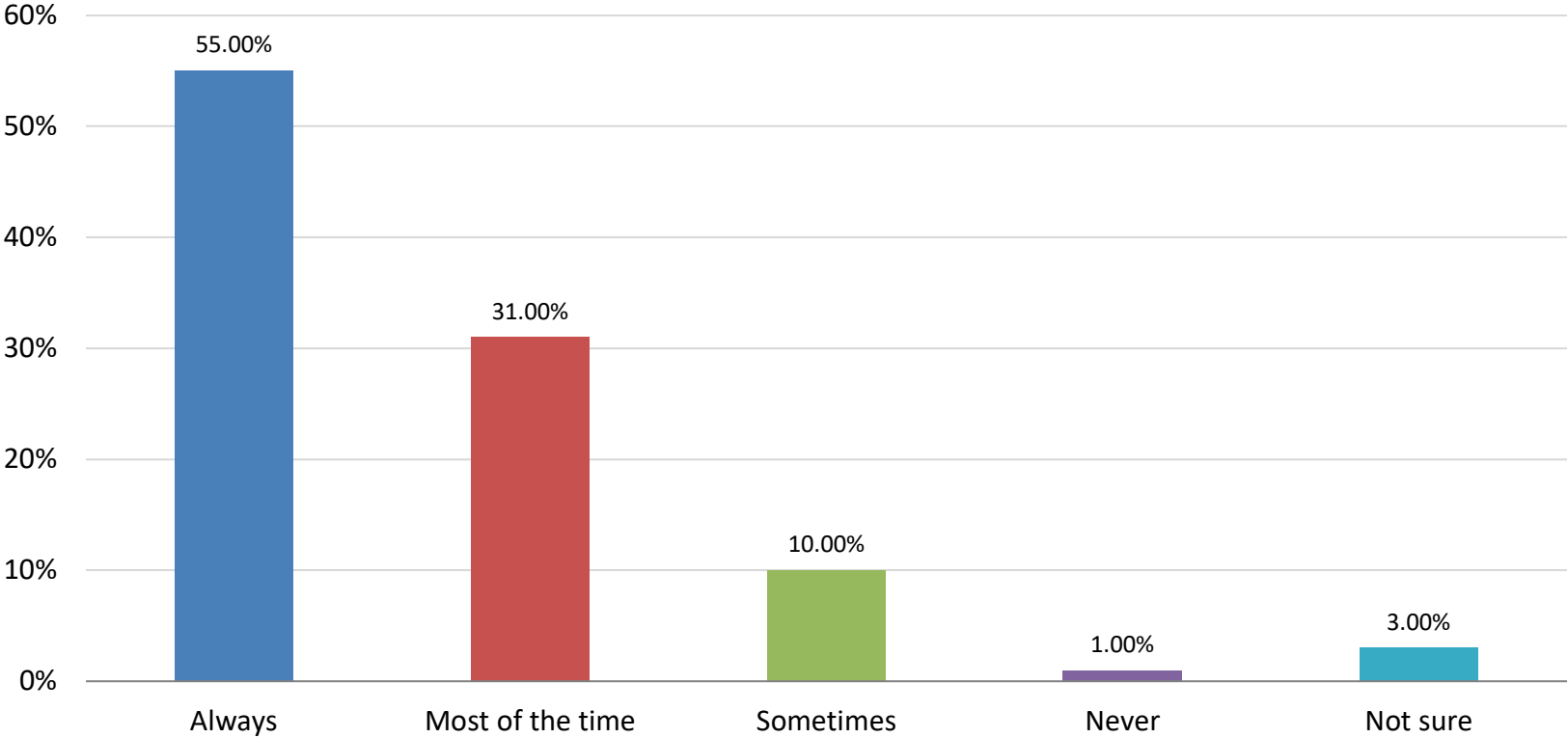
Mean : 2.253 | Confidence Interval @ 95% : [2.076 - 2.431] | Standard Deviation : 1.123 | Standard Error : 0.091

If the usual time of your visit is changed are you informed in advance?



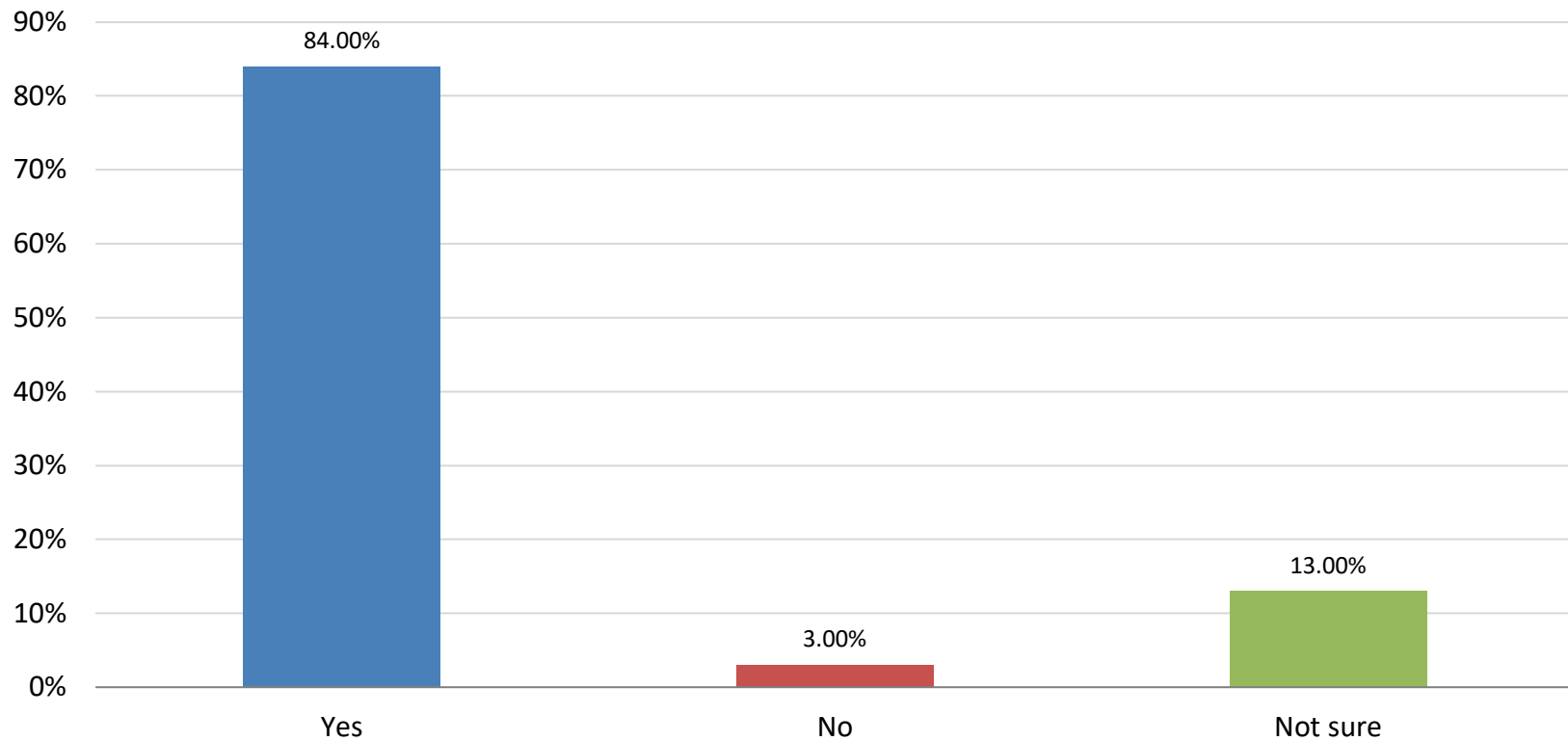
Mean : 1.634 | Confidence Interval @ 95% : [1.532 - 1.736] | Standard Deviation : 0.646 | Standard Error : 0.052

Does your Health Care Assistant stay the agreed length of time?



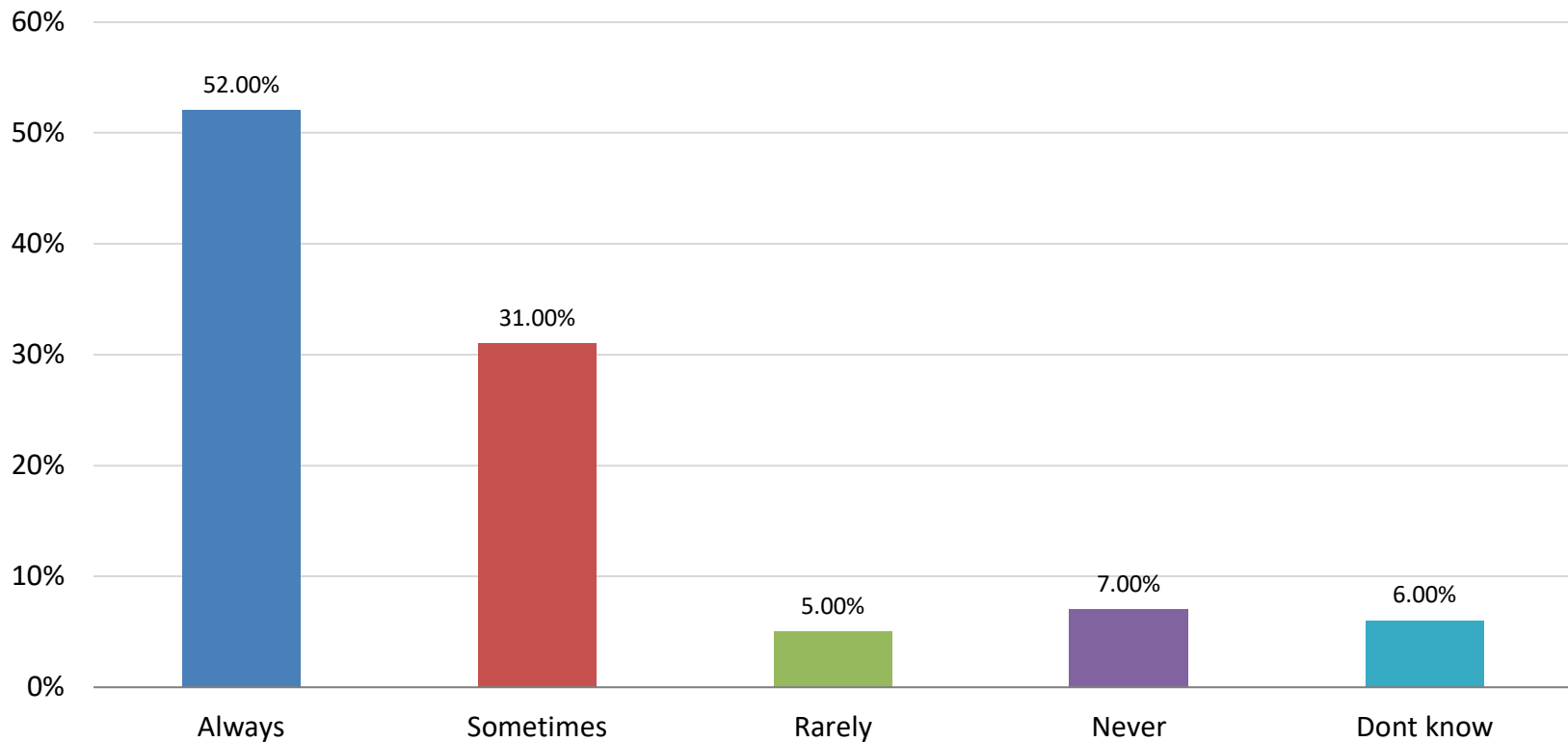
Mean : 1.660 | Confidence Interval @ 95% : [1.513 - 1.807] | Standard Deviation : 0.926 | Standard Error : 0.075

Does your Health Care Assistant show or wear identification whilst in your home?



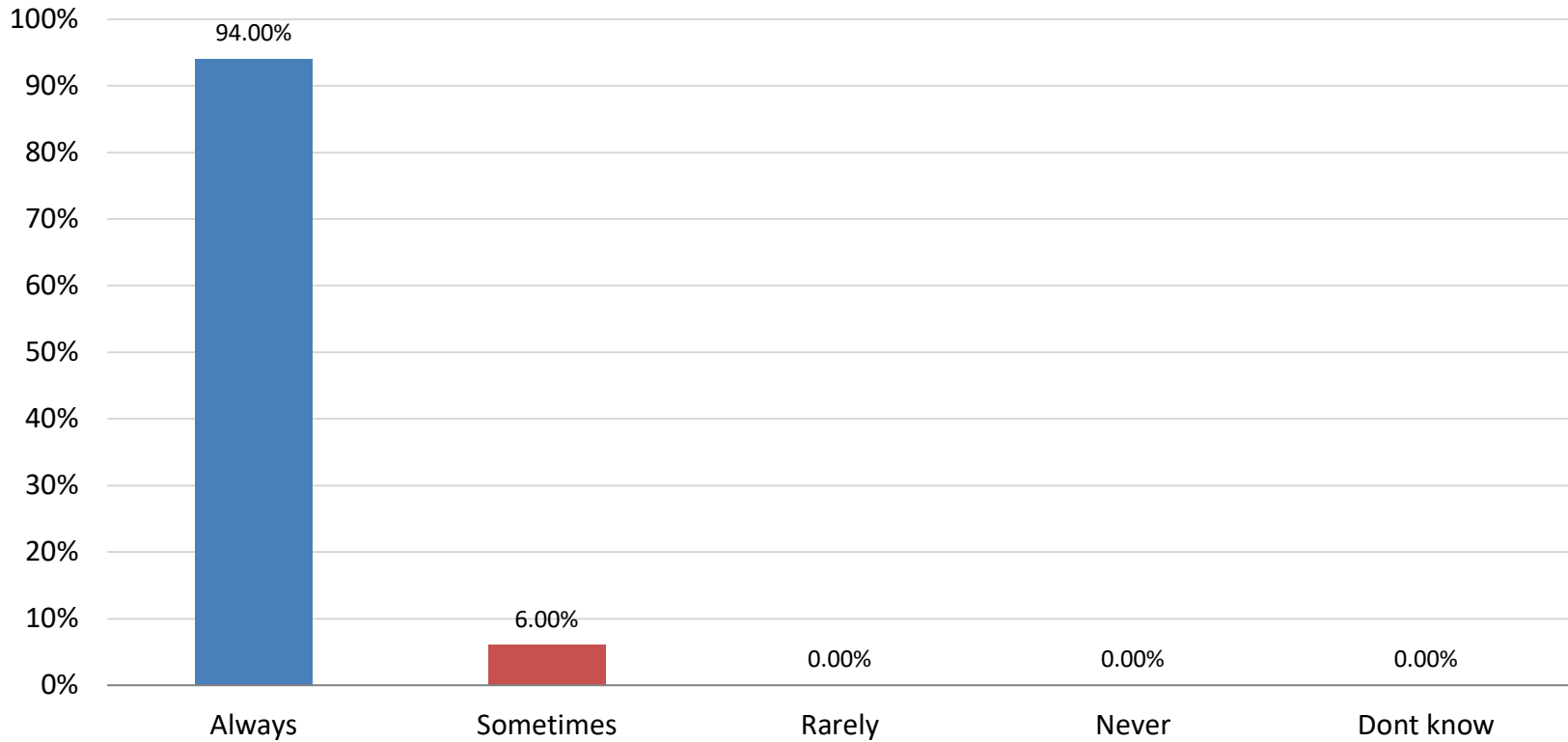
Mean : 1.294 | Confidence Interval @ 95% : [1.185 - 1.403] | Standard Deviation : 0.687 | Standard Error : 0.056

Does your Health Care Assistant encourage you to do as much as you can for yourself?



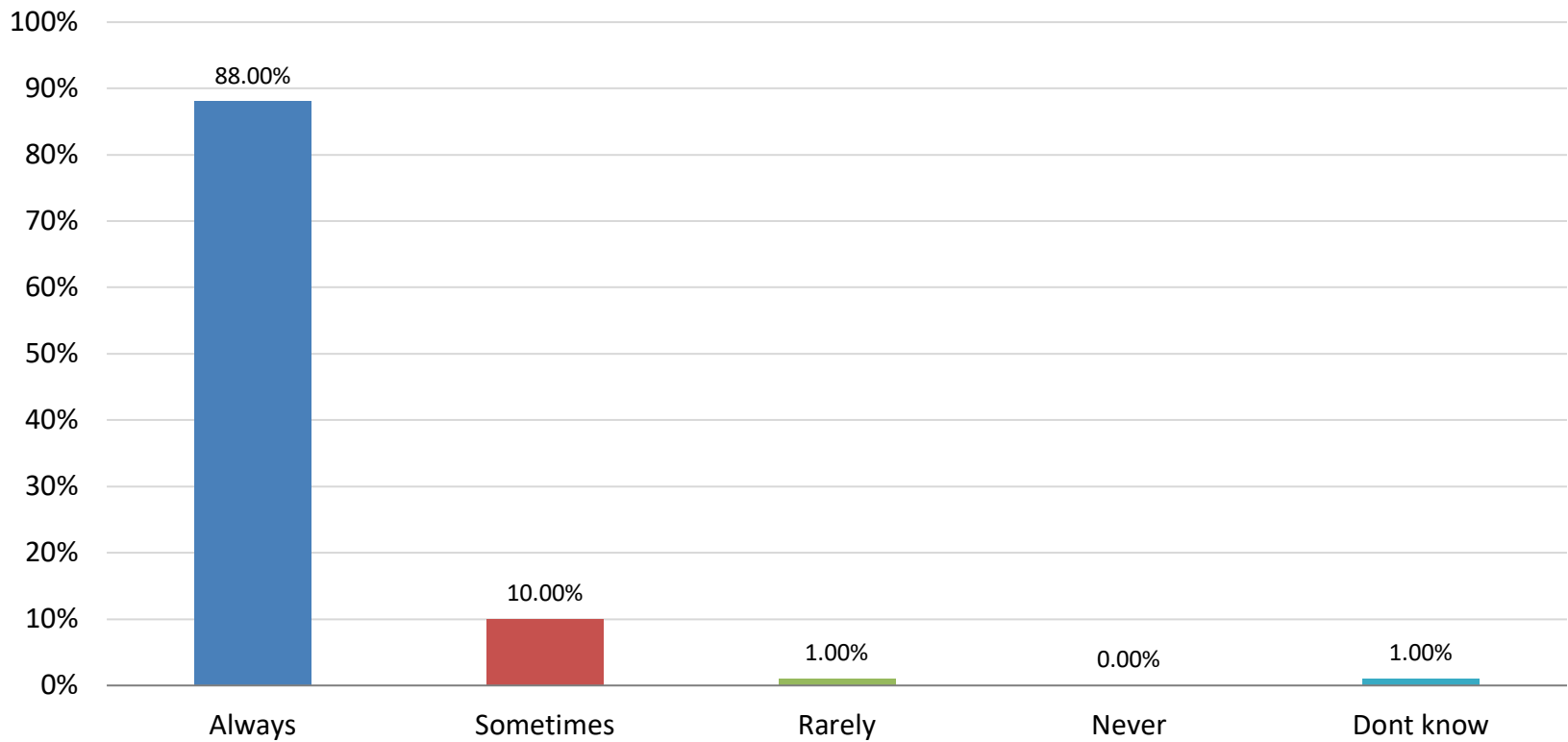
Mean : 1.836 | Confidence Interval @ 95% : [1.651 - 2.020] | Standard Deviation : 1.159 | Standard Error : 0.094

Does your Health Care Assistant treat you with respect?



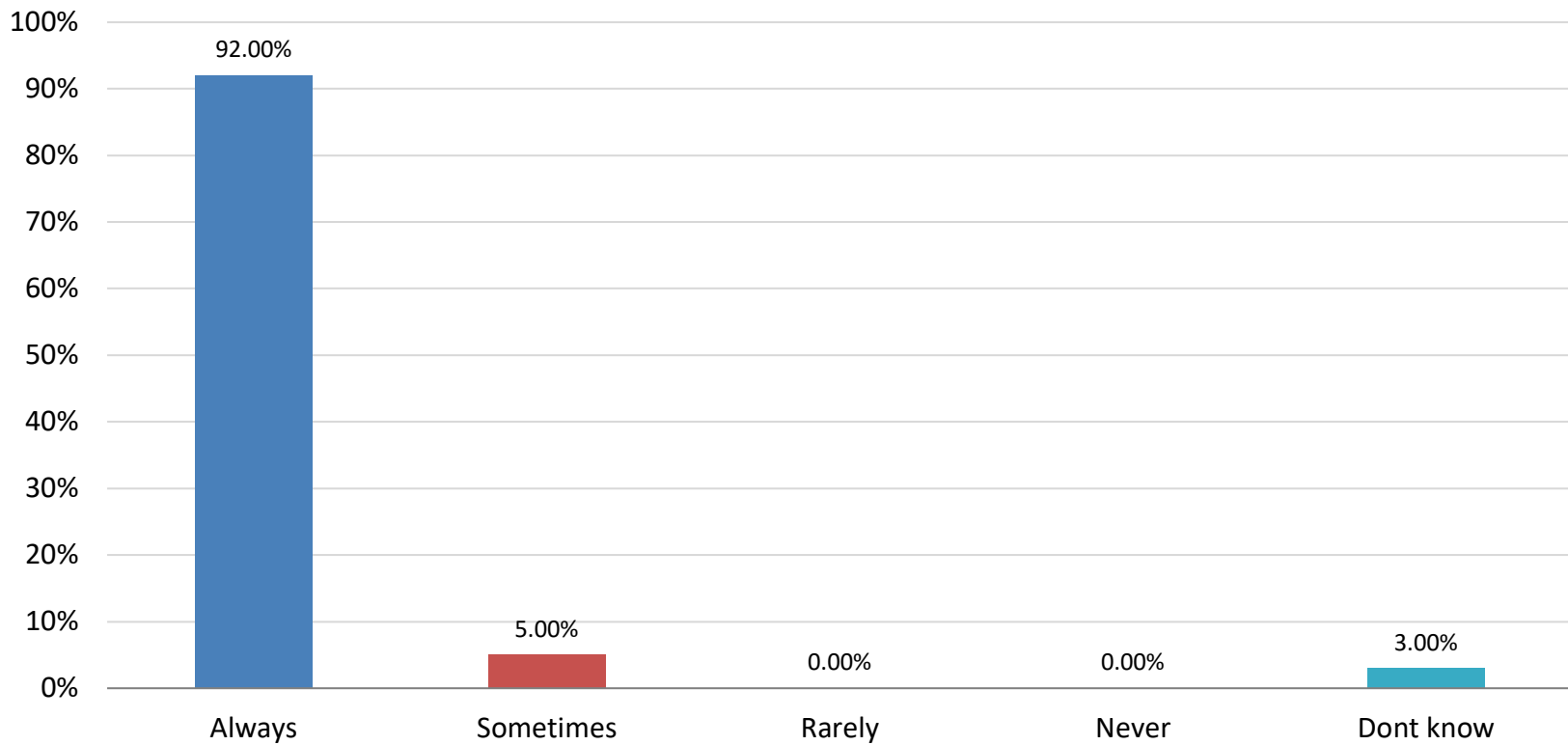
Mean : 1.059 | Confidence Interval @ 95% : [1.021 - 1.096] | Standard Deviation : 0.236 | Standard Error : 0.019

Does your Health Care Assistant treat your possessions with respect?



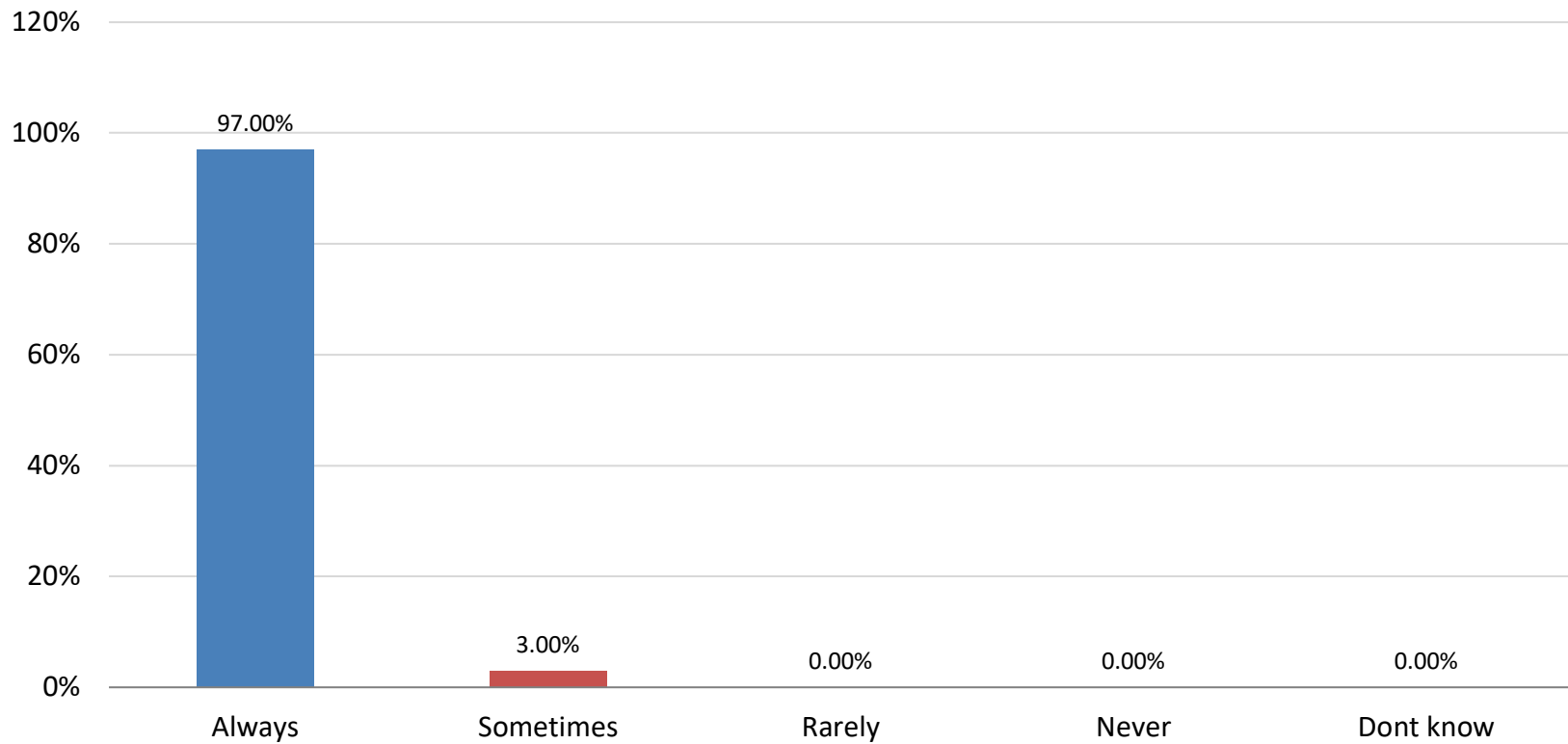
Mean : 1.144 | Confidence Interval @ 95% : [1.070 - 1.217] | Standard Deviation : 0.465 | Standard Error : 0.038

Does your Health Care Assistant respect your privacy?



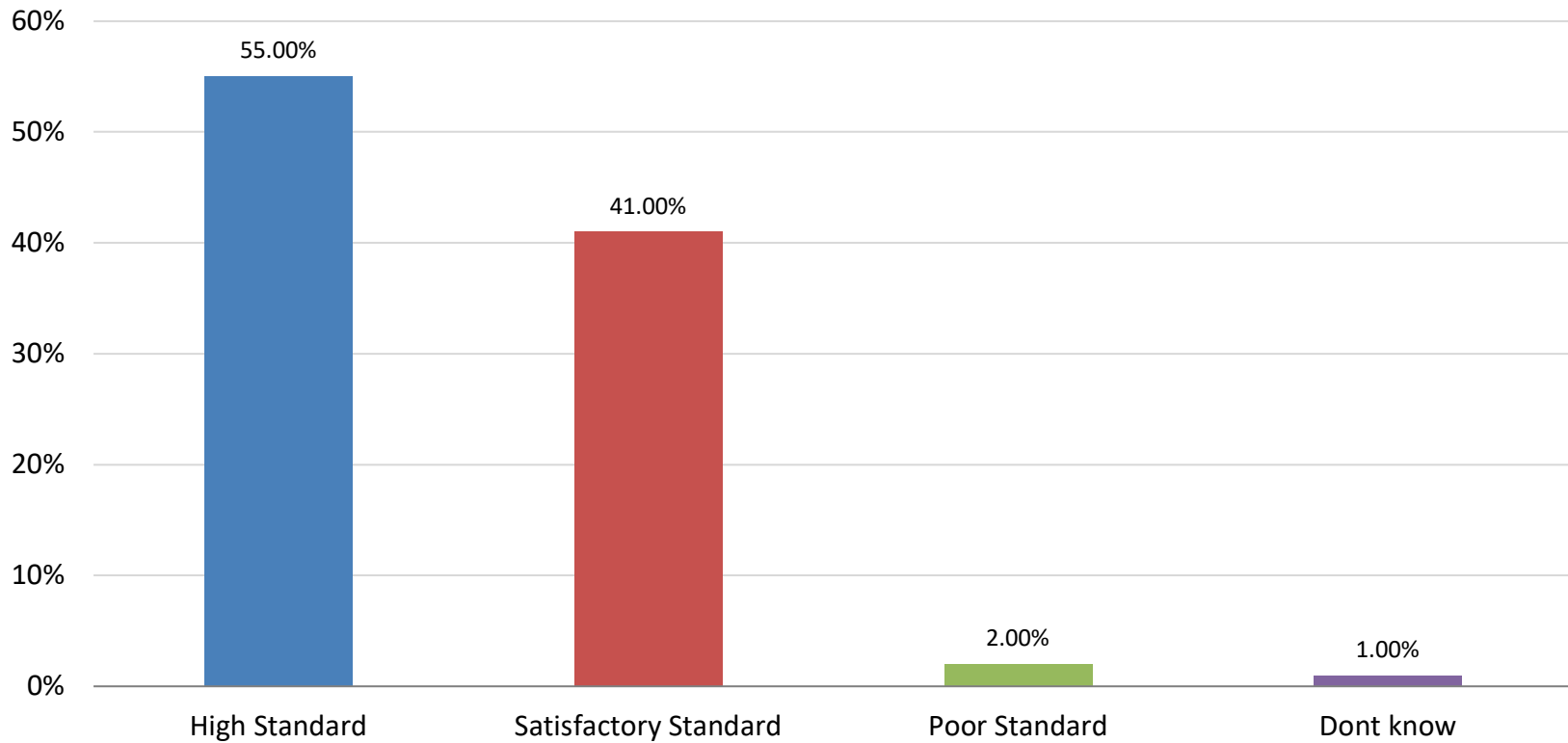
Mean : 1.178 | Confidence Interval @ 95% : [1.060 - 1.295] | Standard Deviation : 0.738 | Standard Error : 0.060

Does your Health Care Assistant treat you kindly?



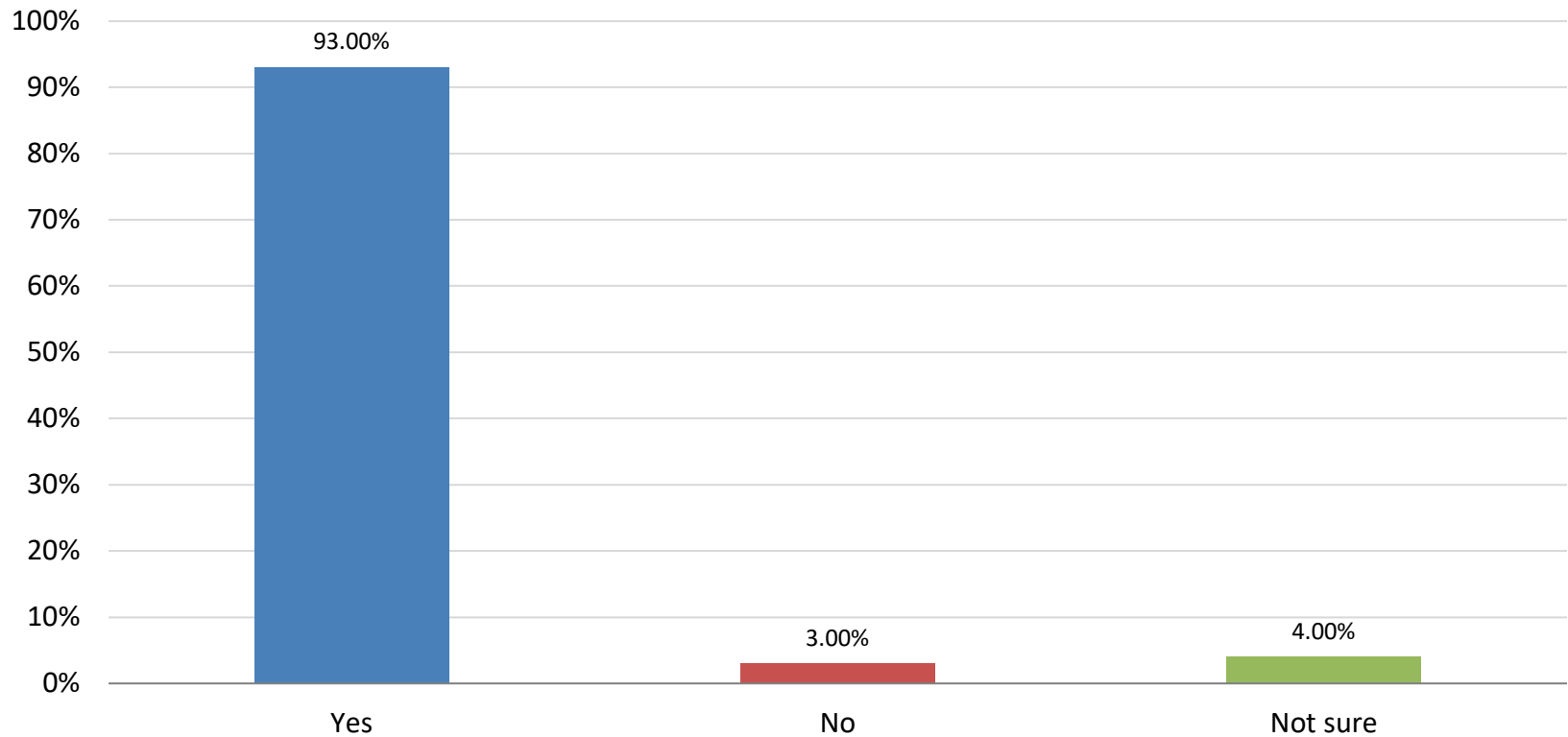
Mean : 1.033 | Confidence Interval @ 95% : [1.004 - 1.062] | Standard Deviation : 0.180 | Standard Error : 0.015

Does your Health Care Assistant work to?



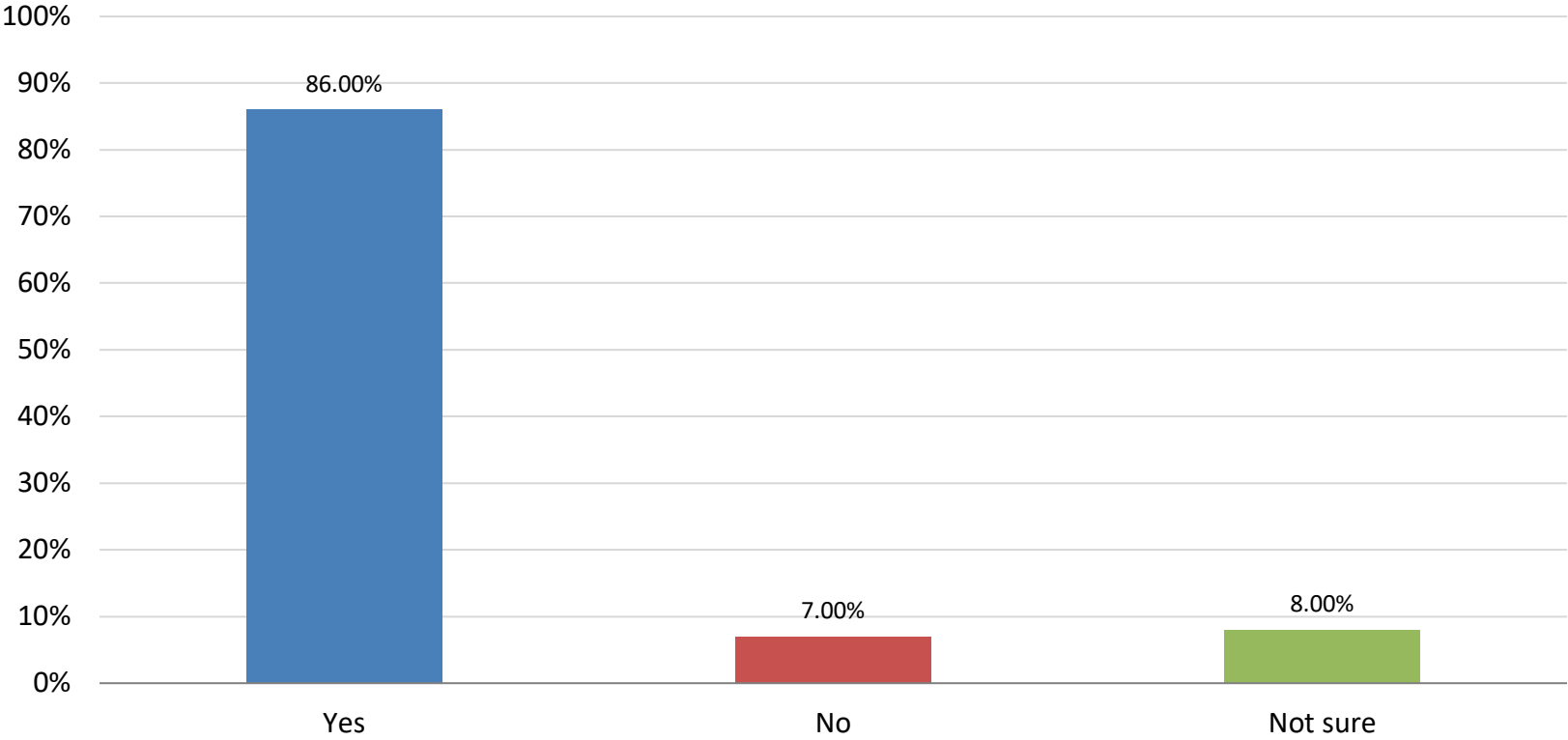
Mean : 1.493 | Confidence Interval @ 95% : [1.397 - 1.590] | Standard Deviation : 0.609 | Standard Error : 0.049

Do you trust your Health Care Assistant?



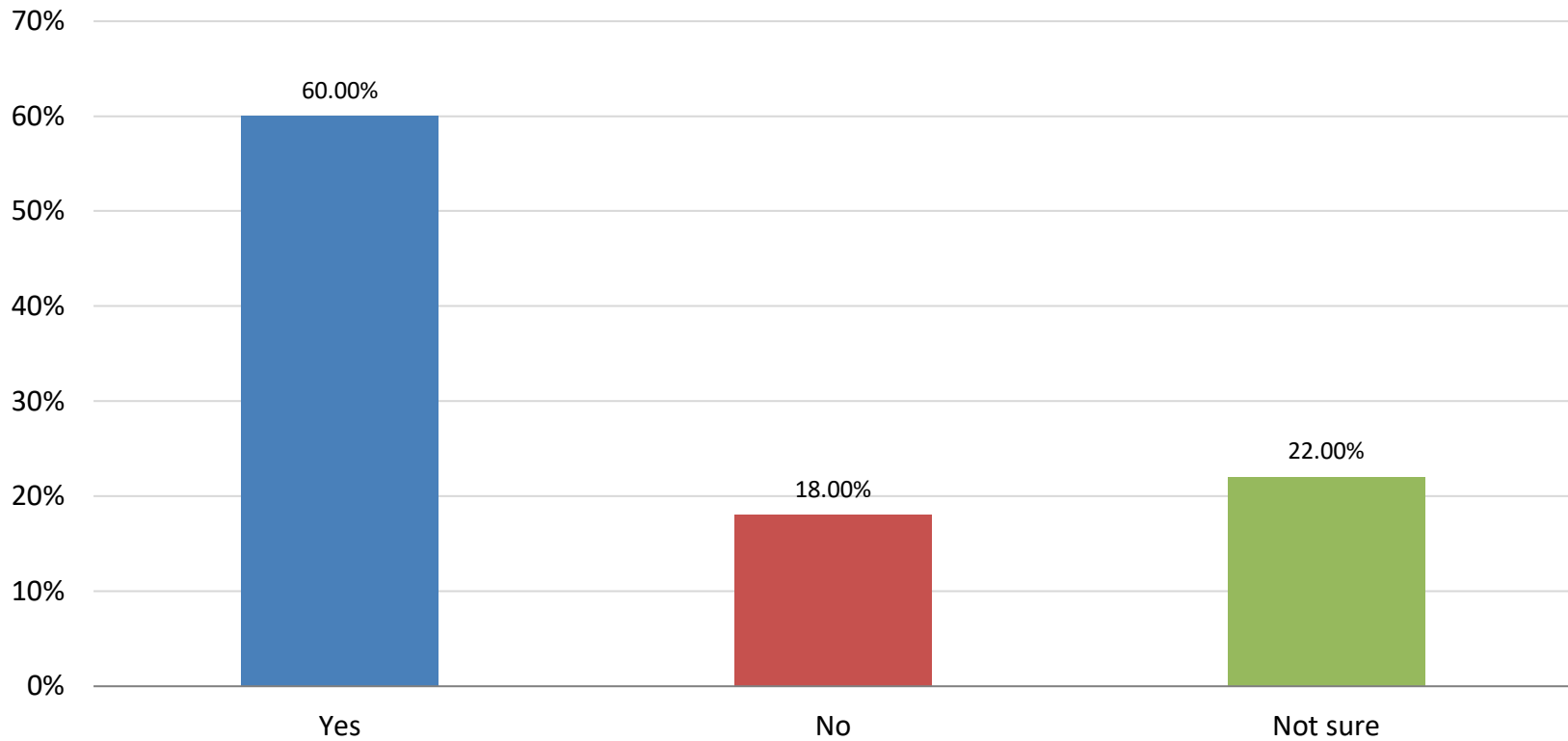
Mean : 1.105 | Confidence Interval @ 95% : [1.039 - 1.172] | Standard Deviation : 0.417 | Standard Error : 0.034

Does your Health Care Assistant wash their hands and wear protective gloves and aprons when carrying out tasks?



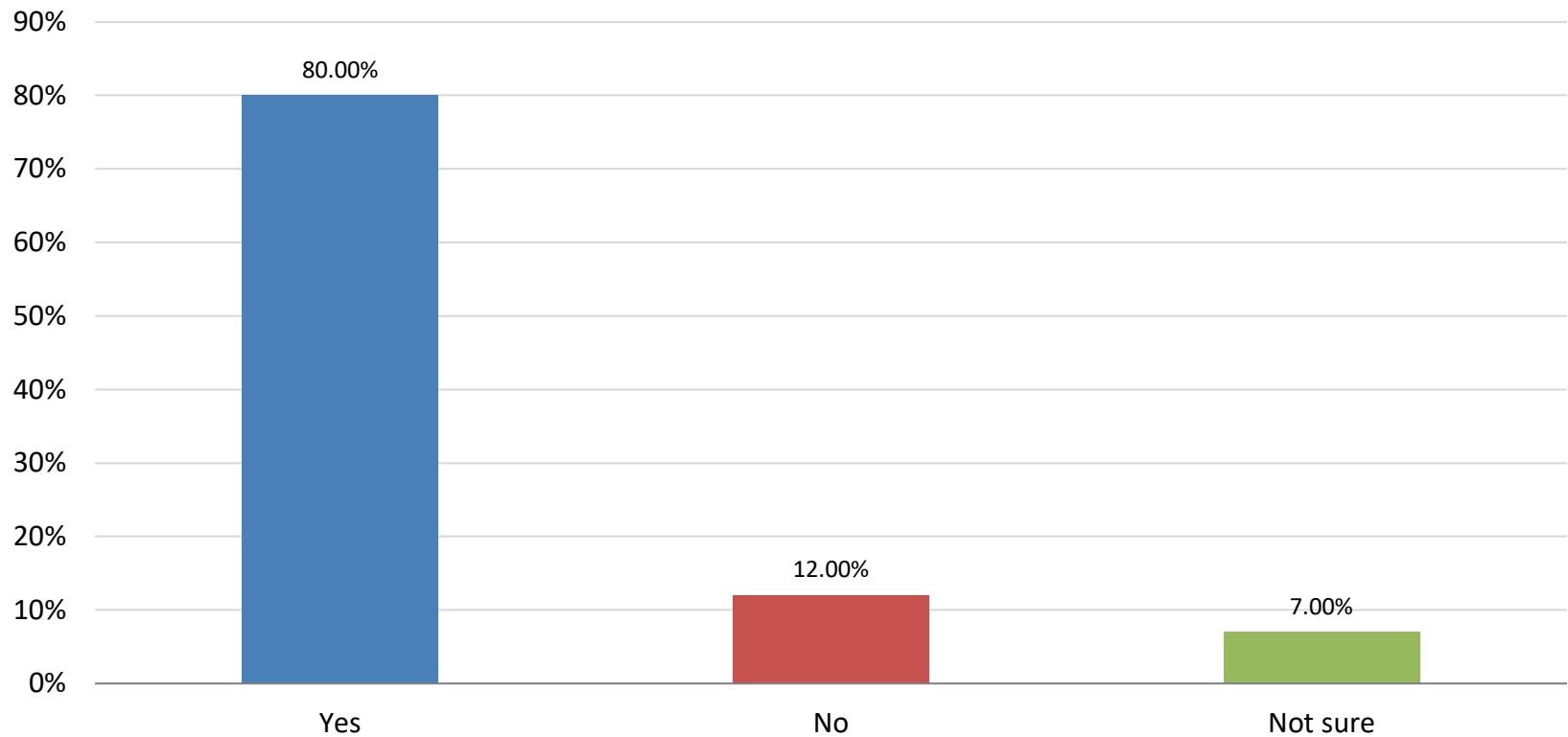
Mean : 1.224 | Confidence Interval @ 95% : [1.132 - 1.316] | Standard Deviation : 0.578 | Standard Error : 0.047

When you ring the office, are your concerns dealt with efficiently?



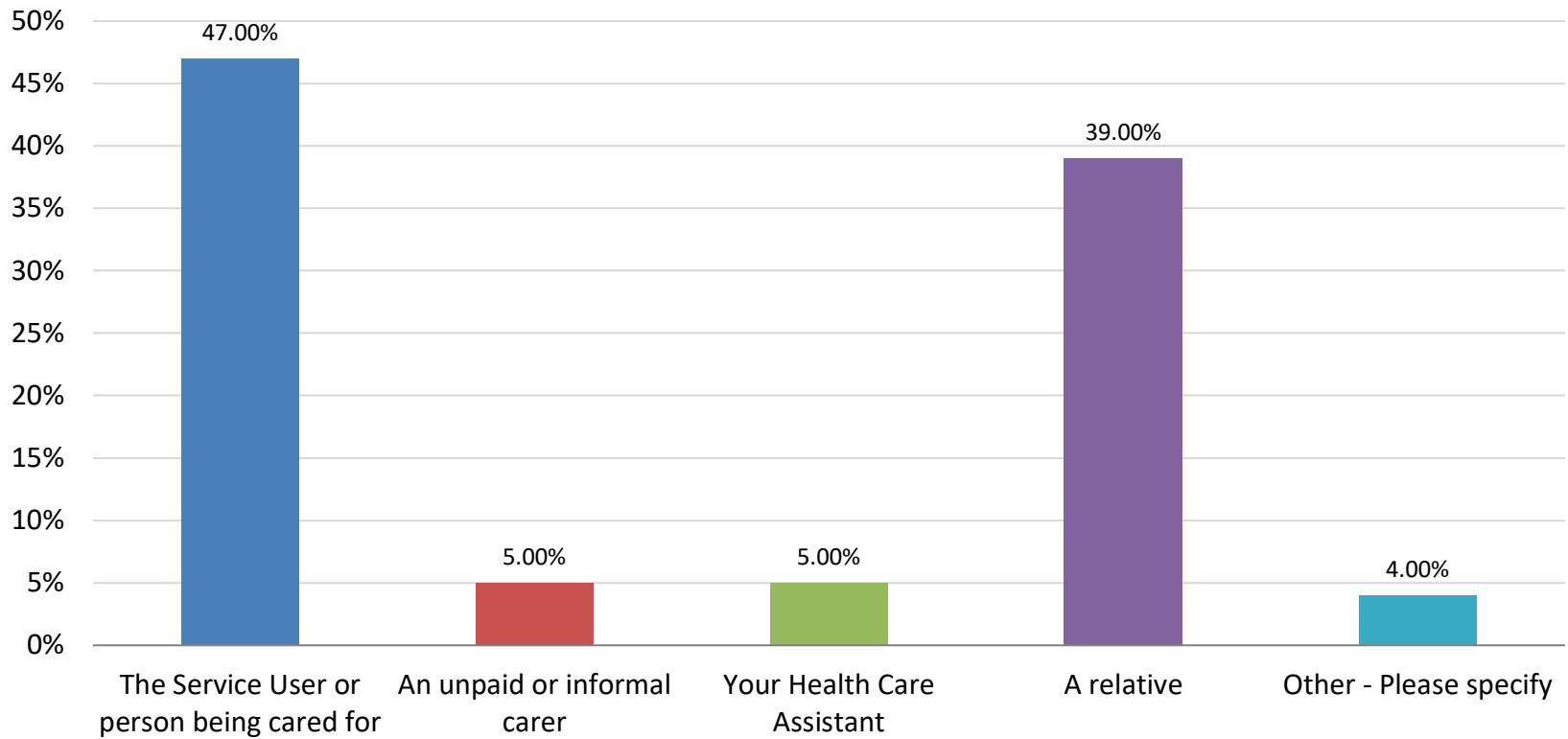
Mean : 1.625 | Confidence Interval @ 95% : [1.493 - 1.757] | Standard Deviation : 0.828 | Standard Error : 0.067

Would you feel comfortable about making a complaint if you had concerns?



Mean : 1.270 | Confidence Interval @ 95% : [1.176 - 1.363] | Standard Deviation : 0.586 | Standard Error : 0.048

Who completed this questionnaire?



Mean : 2.493 | Confidence Interval @ 95% : [2.255 - 2.732] | Standard Deviation : 1.492 | Standard Error : 0.122