



# Kelly Park Limited

## Service User Satisfaction Questionnaire - Dashboard

98

Viewed

89

Total Responses

84

Completed

94.38%

Completion Rate

5

Dropouts

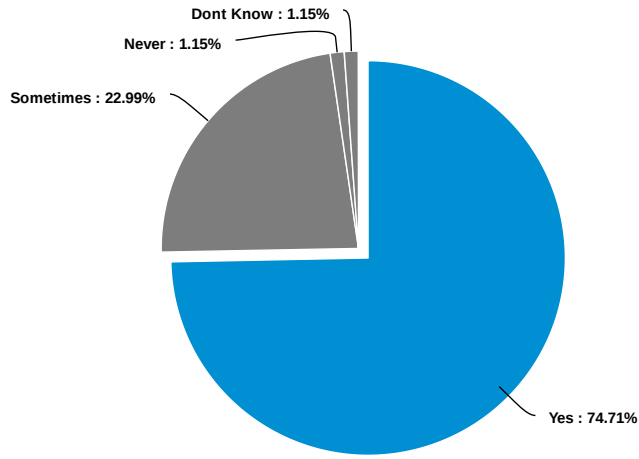
2 min

Average Time



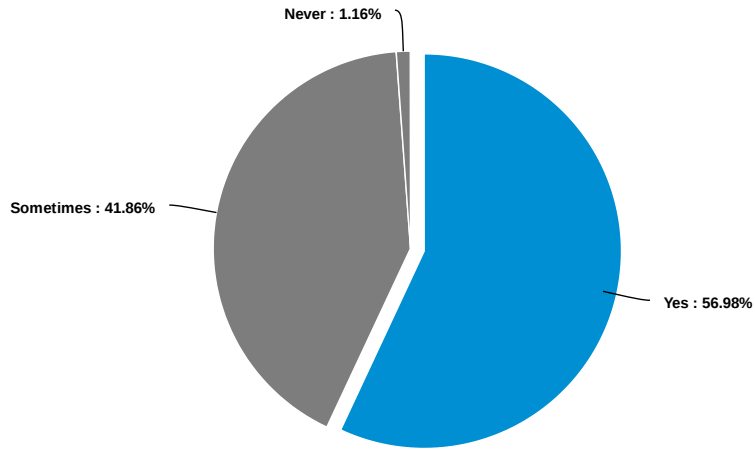
Countries	Responses
GB	100.00%
Total	100.00%

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



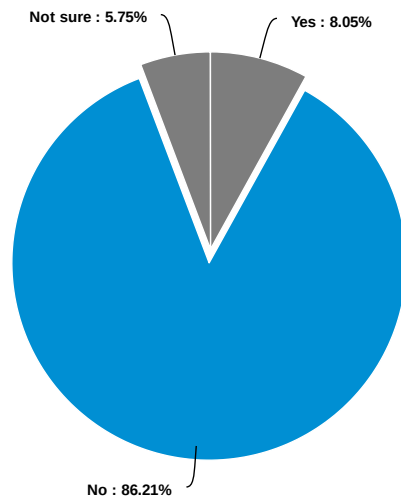
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	65	74.71%					
Sometimes	20	22.99%					
Never	1	1.15%					
Dont Know	1	1.15%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

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



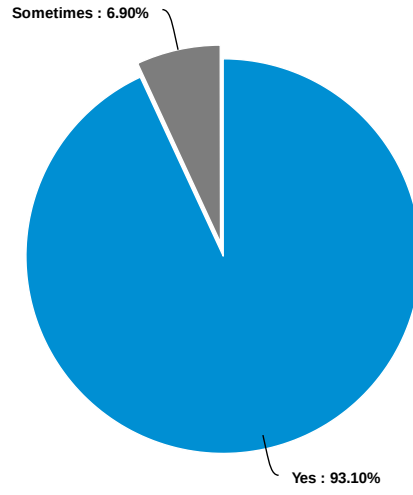
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	49	56.98%	<div style="width: 56.98%;"></div>				
Sometimes	36	41.86%	<div style="width: 41.86%;"></div>				
Never	1	1.16%	<div style="width: 1.16%;"></div>				
Dont know	0	0%	<div style="width: 0%;"></div>				
<b>Total</b>	<b>86</b>	<b>100 %</b>					

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



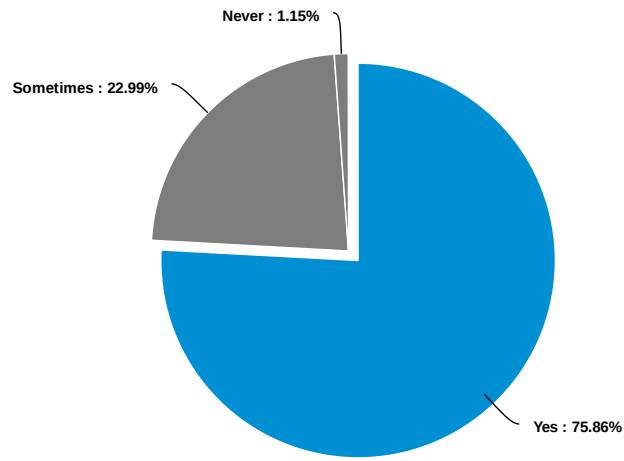
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	7	8.05%	<div style="width: 8.05%;"></div>				
No	75	86.21%	<div style="width: 86.21%;"></div>				
Not sure	5	5.75%	<div style="width: 5.75%;"></div>				
<b>Total</b>	<b>87</b>	<b>100 %</b>					

# Do you get on with your Health Care Assistant?



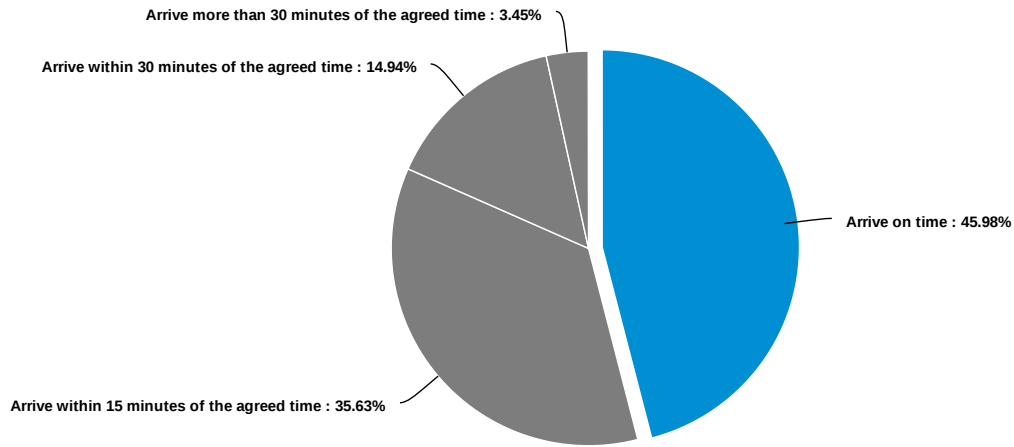
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	81	93.1%					
Sometimes	6	6.9%					
Never	0	0%					
Dont know	0	0%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

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



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	66	75.86%					
Sometimes	20	22.99%					
Never	1	1.15%					
Dont know	0	0%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

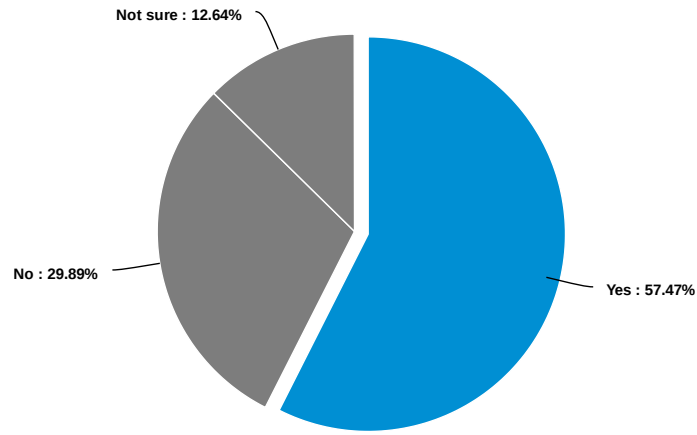
Does your Health Care Assistant usually...



Answer	Count	Percent	20%	40%	60%	80%	100%
Arrive on time	40	45.98%					
Arrive within 15 minutes of the agreed time	31	35.63%					
Arrive within 30 minutes of the agreed time	13	14.94%					
Arrive more than 30 minutes of the agreed time	3	3.45%					
Dont know	0	0%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

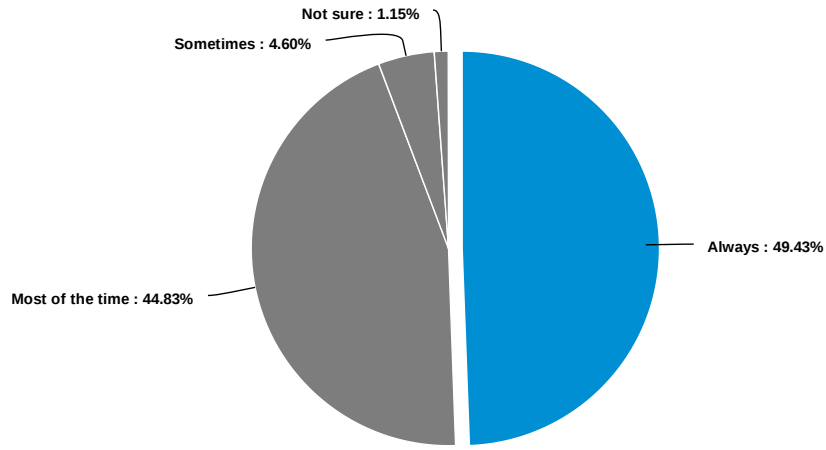
Does your Health Care Assistant usually... - Text Data for Dont know

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



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	50	57.47%					
No	26	29.89%					
Not sure	11	12.64%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

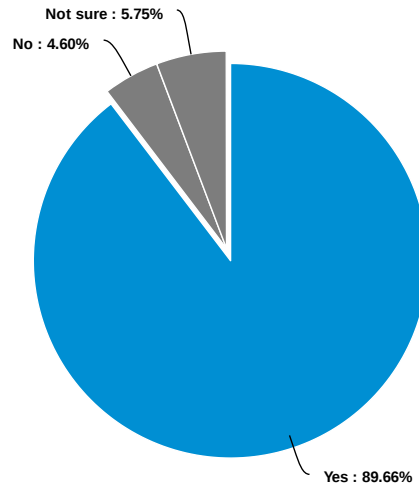
Does your Health Care Assistant stay the agreed length of time?



Answer	Count	Percent	20%	40%	60%	80%	100%
Always	43	49.43%					
Most of the time	39	44.83%					
Sometimes	4	4.6%					
Never	0	0%					
Not sure	1	1.15%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

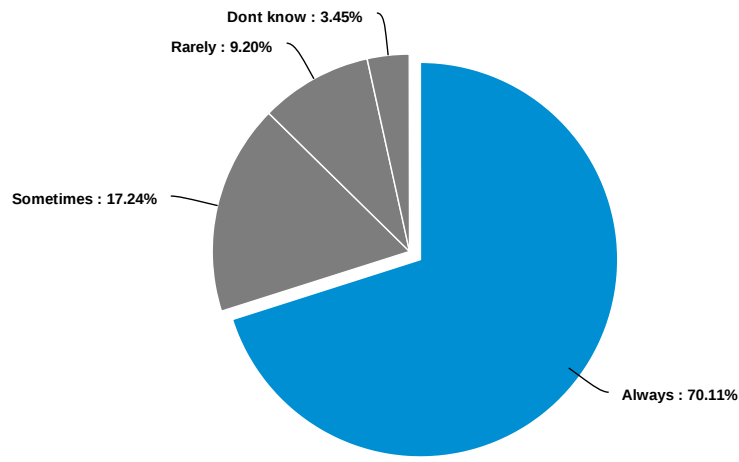


Does your Health Care Assistant show or wear identification whilst in your home?



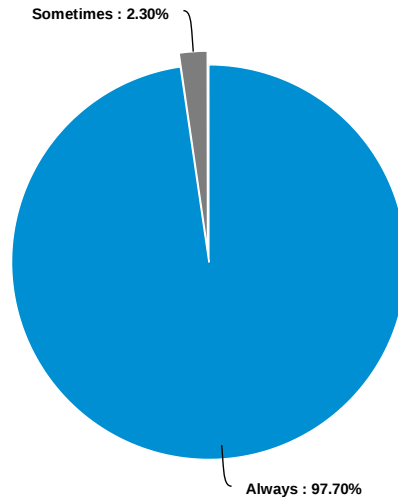
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	78	89.66%					
No	4	4.6%					
Not sure	5	5.75%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

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



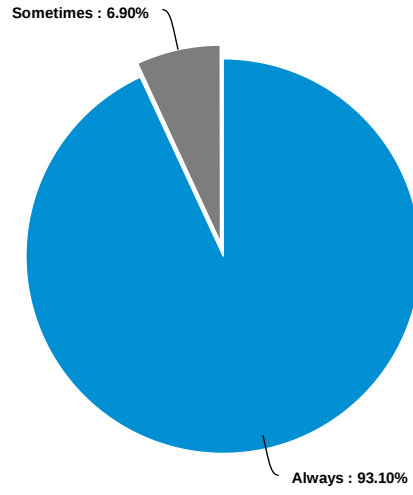
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	61	70.11%					
Sometimes	15	17.24%					
Rarely	8	9.2%					
Never	0	0%					
Dont know	3	3.45%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

# Does your Health Care Assistant treat you with respect?



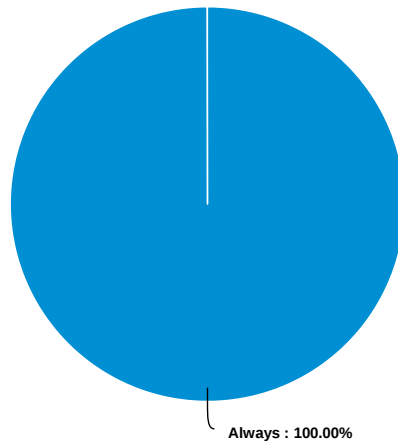
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	85	97.7%					
Sometimes	2	2.3%					
Rarely	0	0%					
Never	0	0%					
Dont know	0	0%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

Does your Health Care Assistant treat your possessions with respect?



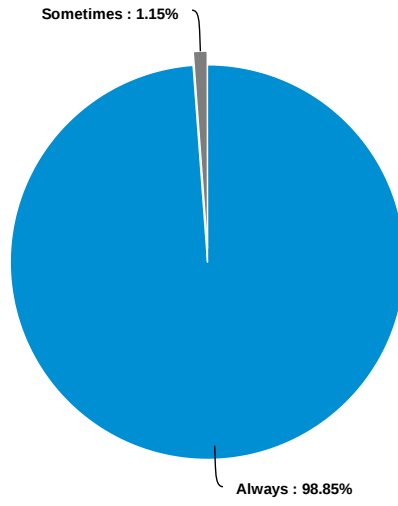
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	81	93.1%					
Sometimes	6	6.9%					
Rarely	0	0%					
Never	0	0%					
Dont know	0	0%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

# Does your Health Care Assistant respect your privacy?



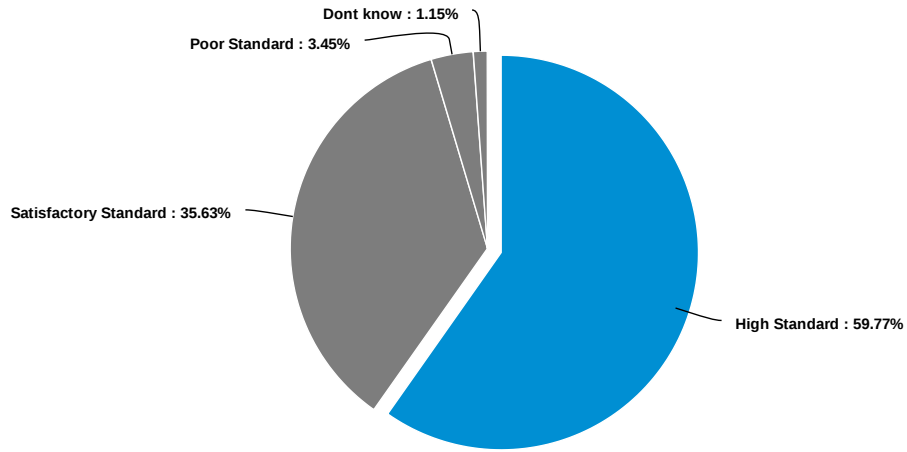
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	87	100%					
Sometimes	0	0%					
Rarely	0	0%					
Never	0	0%					
Dont know	0	0%					
<b>Total</b>	<b>87</b>	<b>100%</b>					

Does your Health Care Assistant treat you kindly?



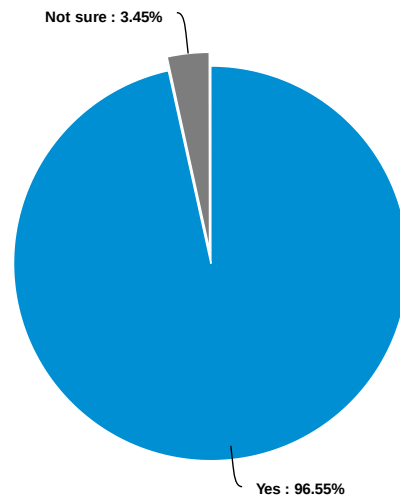
Answer	Count	Percent	20%	40%	60%	80%	100%
Always	86	98.85%	<div style="width: 98.85%; height: 10px; background-color: #007bff;"></div>				
Sometimes	1	1.15%	<div style="width: 1.15%; height: 10px; background-color: #6c757d;"></div>				
Rarely	0	0%	<div style="width: 0%; height: 10px; background-color: #6c757d;"></div>				
Never	0	0%	<div style="width: 0%; height: 10px; background-color: #6c757d;"></div>				
Dont know	0	0%	<div style="width: 0%; height: 10px; background-color: #6c757d;"></div>				
<b>Total</b>	<b>87</b>	<b>100 %</b>					

## Does your Health Care Assistant work to?



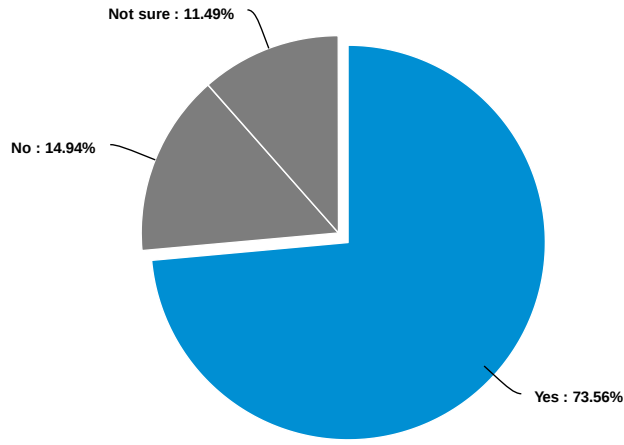
Answer	Count	Percent	20%	40%	60%	80%	100%
High Standard	52	59.77%					
Satisfactory Standard	31	35.63%					
Poor Standard	3	3.45%					
Dont know	1	1.15%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

## Do you trust your Health Care Assistant?



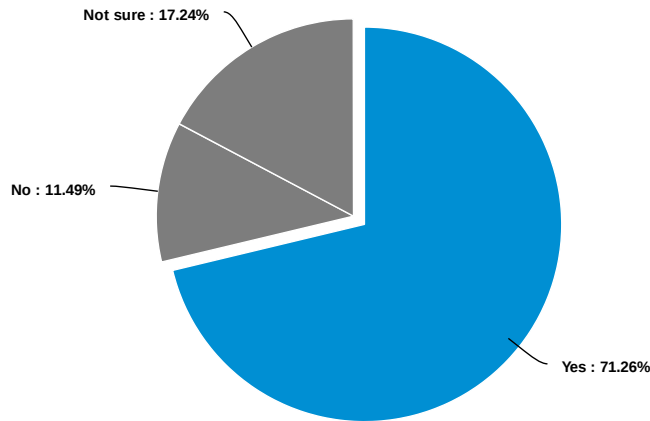
Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	84	96.55%					
No	0	0%					
Not sure	3	3.45%					
<b>Total</b>	<b>87</b>	<b>100 %</b>					

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



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	64	73.56%	<div style="width: 73.56%;"></div>				
No	13	14.94%	<div style="width: 14.94%;"></div>				
Not sure	10	11.49%	<div style="width: 11.49%;"></div>				
<b>Total</b>	<b>87</b>	<b>100 %</b>					

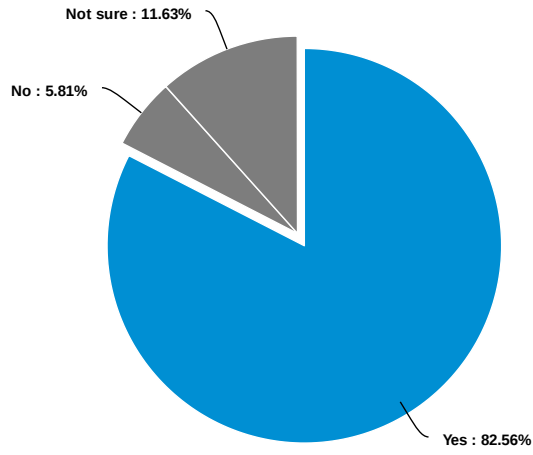
When you ring the office, are your concerns dealt with efficiently?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	62	71.26%	<div style="width: 71.26%;"></div>				
No	10	11.49%	<div style="width: 11.49%;"></div>				
Not sure	15	17.24%	<div style="width: 17.24%;"></div>				
<b>Total</b>	<b>87</b>	<b>100 %</b>					

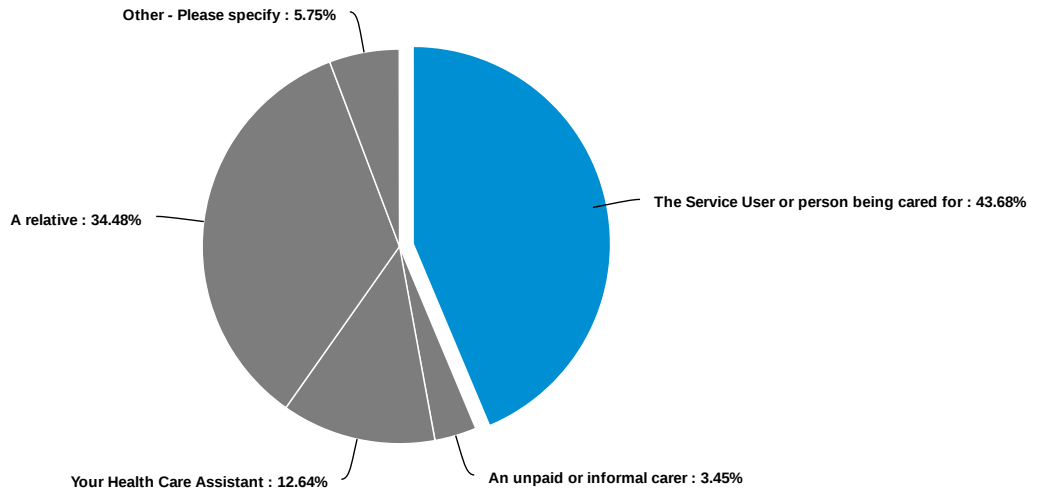


Would you feel comfortable about making a complaint if you had concerns?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	71	82.56%					
No	5	5.81%					
Not sure	10	11.63%					
<b>Total</b>	<b>86</b>	<b>100 %</b>					

## Who completed this questionnaire?



Answer	Count	Percent	20%	40%	60%	80%	100%
The Service User or person being cared for	38	43.68%	<div style="width: 43.68%;"></div>				
An unpaid or informal carer	3	3.45%	<div style="width: 3.45%;"></div>				
Your Health Care Assistant	11	12.64%	<div style="width: 12.64%;"></div>				
A relative	30	34.48%	<div style="width: 34.48%;"></div>				
Other - Please specify	5	5.75%	<div style="width: 5.75%;"></div>				
<b>Total</b>	<b>87</b>	<b>100 %</b>					