



GMD Home Care Questionnaire Feedback



In September 2019 we sent out questionnaires to our clients at this time, 14 were returned. This questionnaire is done yearly.

We asked if clients were happy with the service they received

All Clients responded YES

We asked if clients were happy with the service they received from our support staff

96 % considered the service they receive as very good

4% considered the service to be adequate

Comments made were:

- *"I feel that all staff has settled into their role excellent"*
- *"A lovely bunch of ladies"*
"lovely people very friendly"
- *"Varies but in general very good"*

We asked if the support workers were flexible to our client's needs

All clients responded yes

Comments made were:

- *"Very willing to assist whenever necessary"*
- *"Staff very person centred"*
- *"helps to bring me anything my family has forgotten"*

We asked if we could change anything to improve our service to our clients

Comments were made:

- *"If possible different times in the morning and night"*
- *"No Fab service"*
- *"I could not fault you in any way and I would recommend you as a company"*

What we will do:



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We will always try to accommodate time changed when available; when there is an opportunity for times to be changed we will accommodate this

We asked for any comments GMD has made to client's quality of life

Comments were made:

- *"It is always very comforting that they will arrive and help wherever necessary"*
- *"Gets me out of bed and in to chair and washed very helpful"*
- *"Was lonely after my wife died, service helped me solve my loneliness"*
- *"Girl is very good to me and always help in any way- very attentive and caring"*
- *"My way of life has changed due to getting up at an early time and being able to go to bed later"*