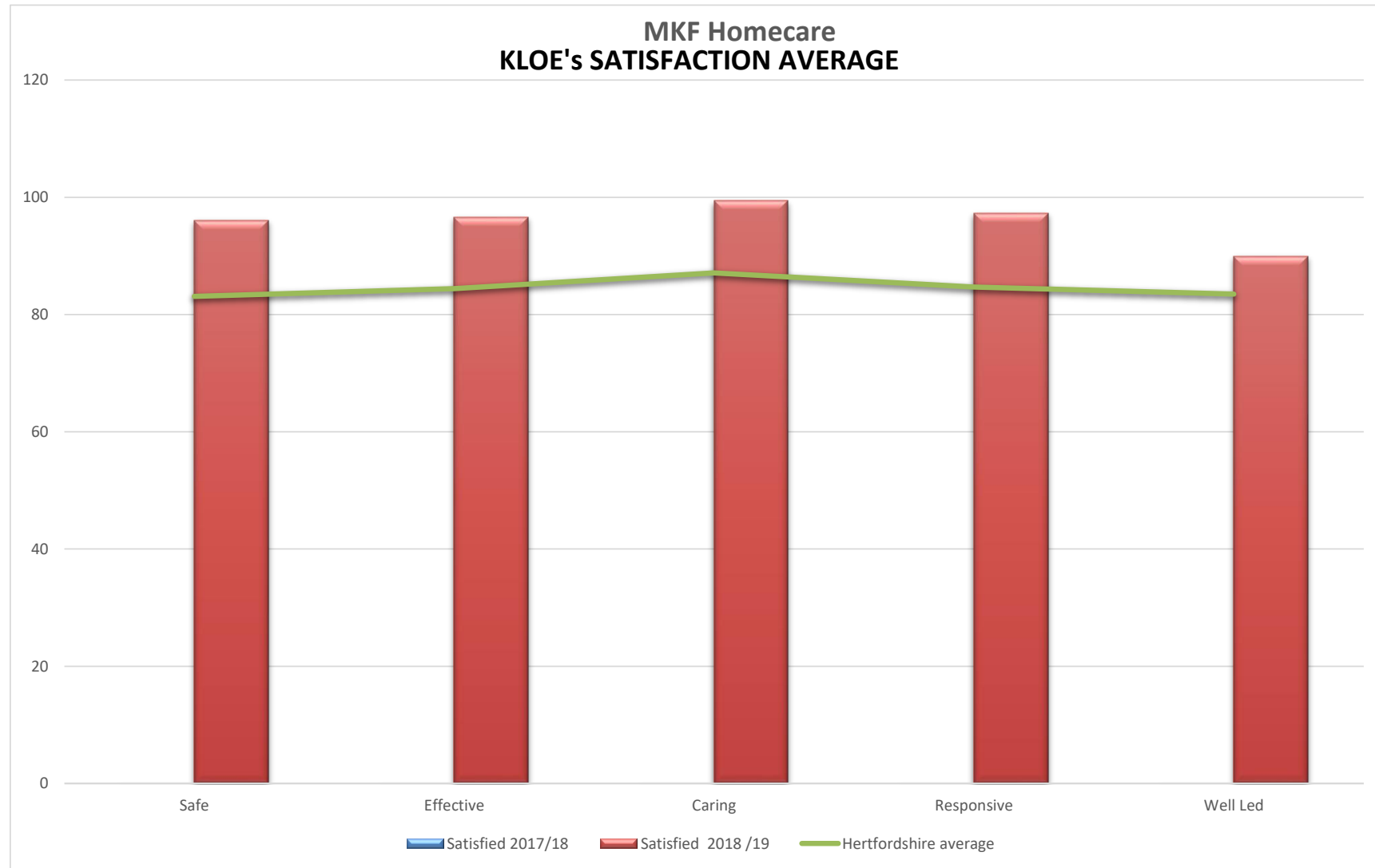




Evaluation Analysis Report

MKF Homecare

April 2019

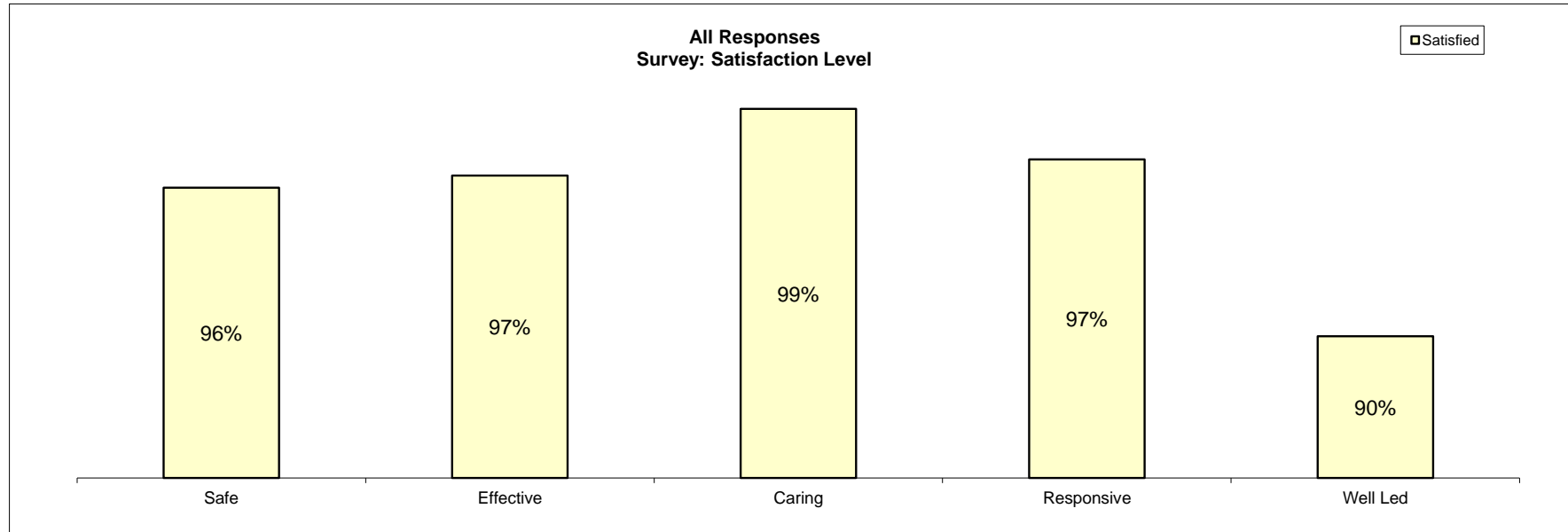


SURVEY RETURNS DETAIL

#DIV/0!

CLIENT GROUP	NUMBER OF SURVEYS SENT OUT	NUMBER OF SURVEYS RETURNED	PERCENTAGE OF SURVEYS RETURNED
Service User	0	11	#DIV/0!
Family Member	0	6	#DIV/0!
Professional	0	0	#DIV/0!
Team Member	0	7	#DIV/0!
TOTAL	0	24	#DIV/0!

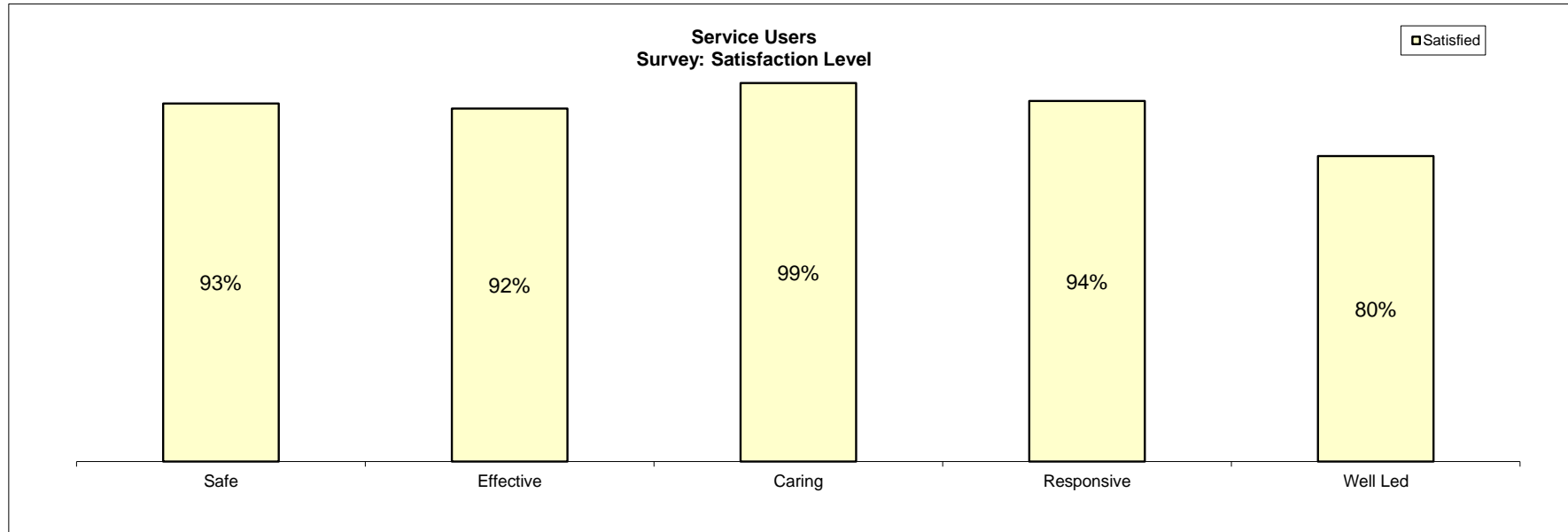
All Responses - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	75%	21%	3%	0%	1%	100%
Effective	80%	17%	3%	0%	0%	100%
Caring	81%	19%	1%	0%	0%	100%
Responsive	76%	21%	3%	0%	0%	100%
Well Led	69%	21%	10%	0%	0%	100%
TOTAL	77%	20%	4%	0%	0%	100%

This graph illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

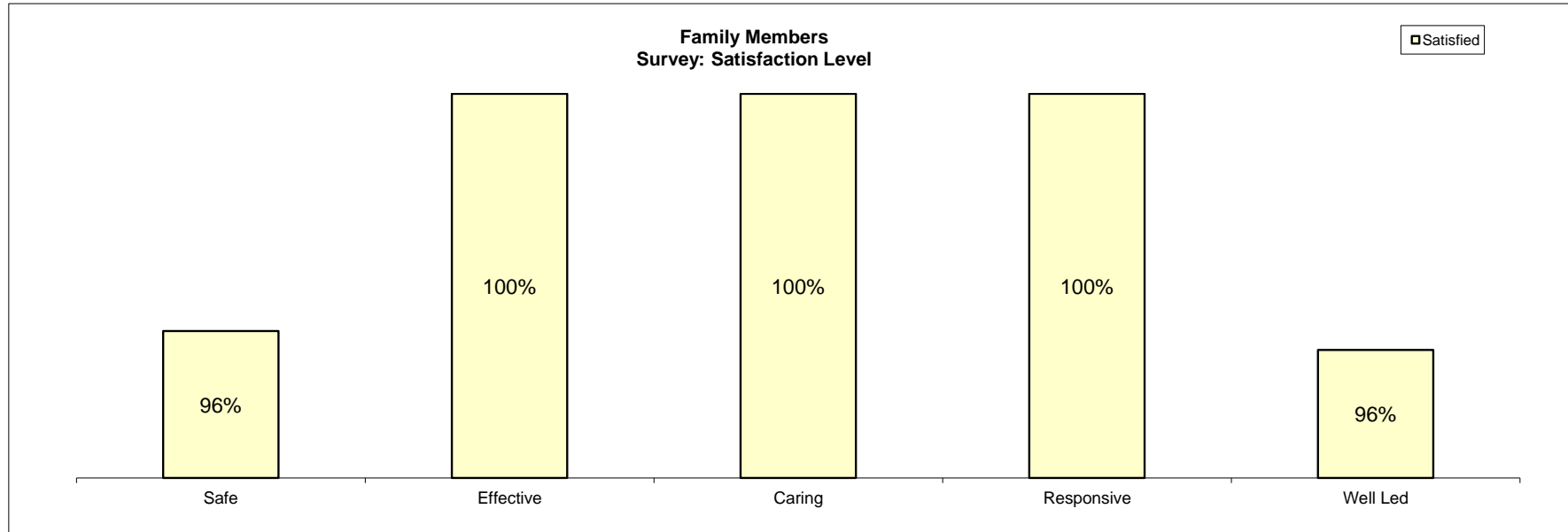
Service Users - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	56%	37%	5%	0%	2%	100%
Effective	60%	32%	8%	0%	0%	100%
Caring	61%	38%	1%	0%	0%	100%
Responsive	57%	37%	6%	0%	0%	100%
Well Led	53%	27%	20%	0%	0%	100%
TOTAL	58%	34%	8%	0%	0%	100%

This graph illustrates the overall level of satisfaction recorded by Service Users and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

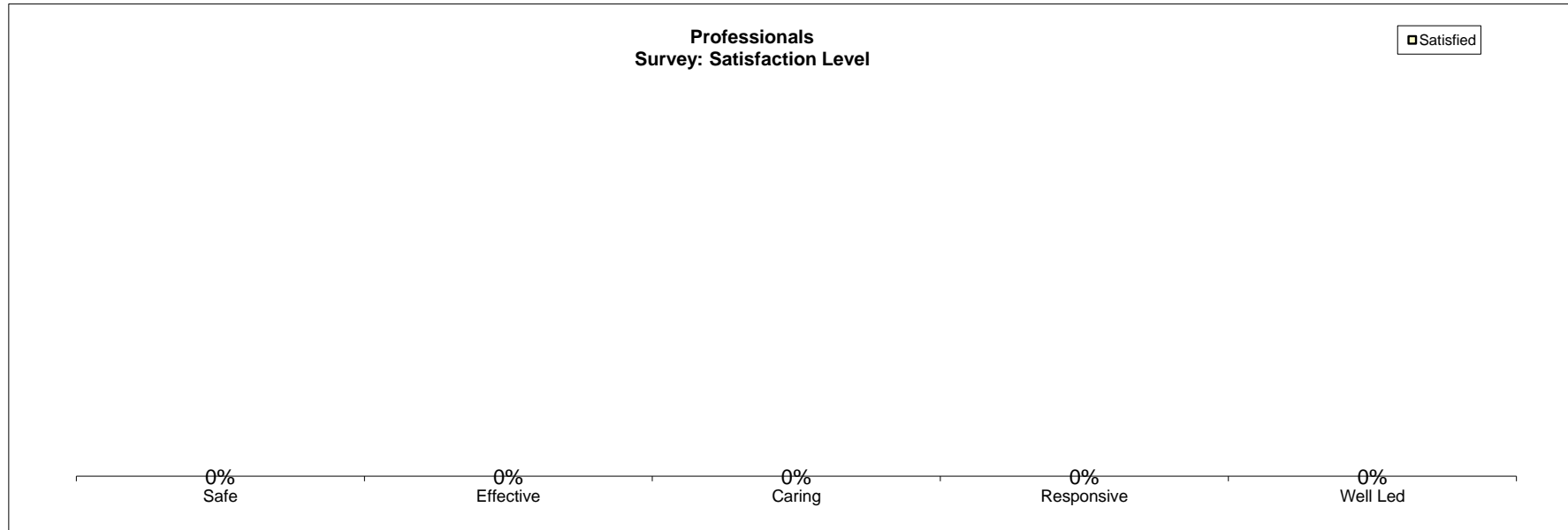
Family Members - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	93%	4%	4%	0%	0%	100%
Effective	89%	11%	0%	0%	0%	100%
Caring	98%	2%	0%	0%	0%	100%
Responsive	92%	8%	0%	0%	0%	100%
Well Led	76%	20%	4%	0%	0%	100%
TOTAL	90%	8%	1%	0%	0%	100%

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

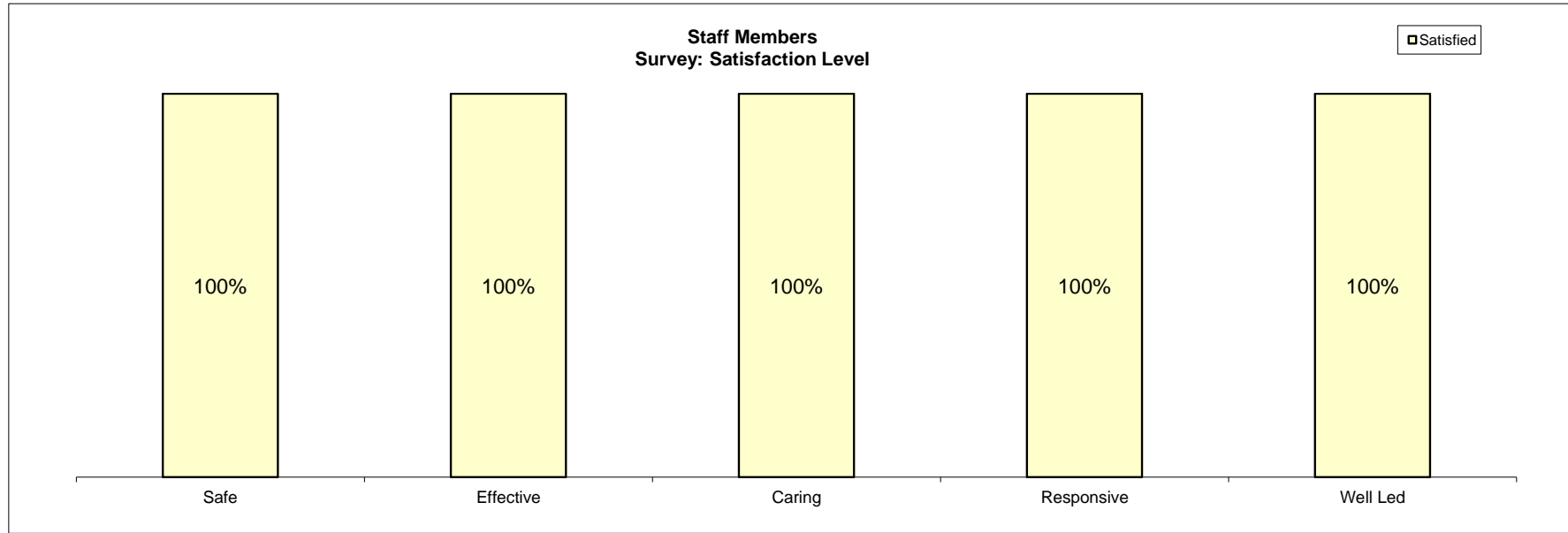
Professionals - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Effective	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Caring	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Responsive	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Well Led	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
TOTAL	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

This graph illustrates the overall level of satisfaction recorded by Professionals and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Staff Members - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	90%	10%	0%	0%	0%	100%
Effective	98%	2%	0%	0%	0%	100%
Caring	96%	4%	0%	0%	0%	100%
Responsive	91%	9%	0%	0%	0%	100%
Well Led	86%	14%	0%	0%	0%	100%
TOTAL	93%	7%	0%	0%	0%	100%

This graph illustrates the overall level of satisfaction recorded by Staff Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Summary of findings:

Safe:

Type Safe summary here

Summary of findings:

Safe continued:

Type Safe summary here

Summary of findings:

Effective:

Type Effective summary here

Summary of findings:

Effective continued:

Type Effective summary here

Summary of findings:

Caring:

Type Effective summary here

Summary of findings:

Caring continued:

Type Effective summary here

Summary of findings:

Responsive:

Type Effective summary here

Summary of findings:

Responsive continued:

Type Effective summary here

Summary of findings:

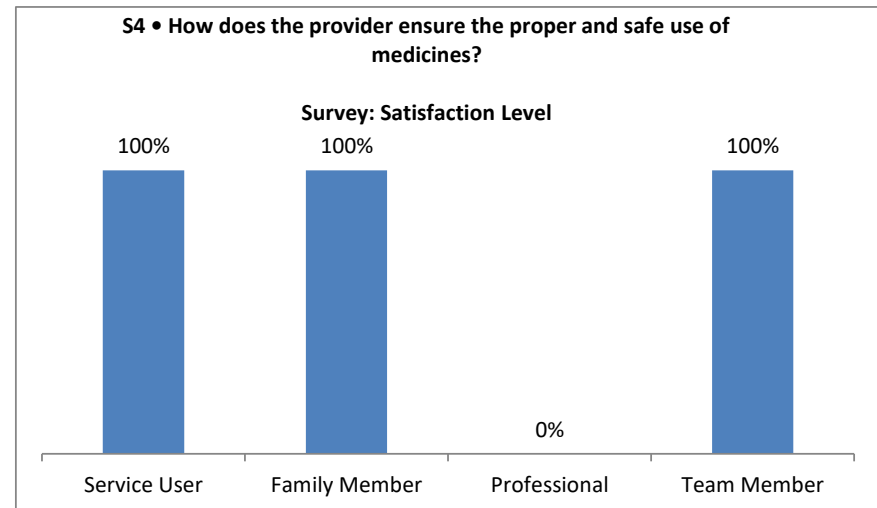
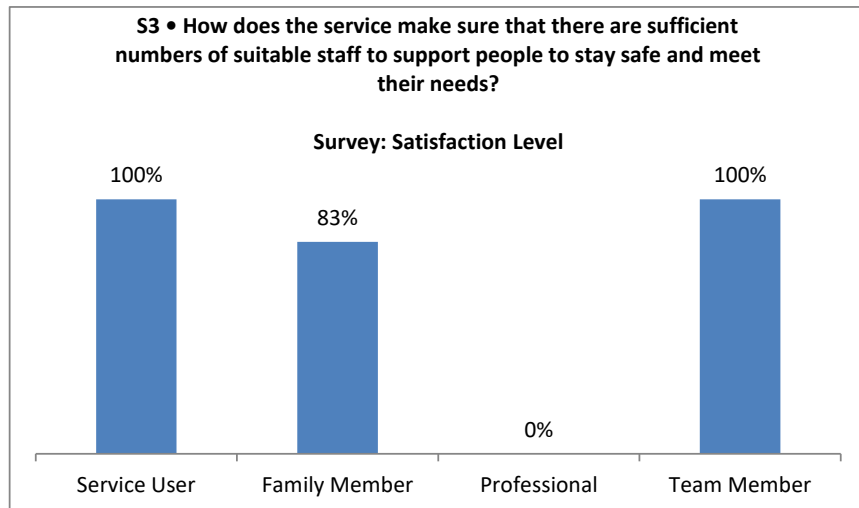
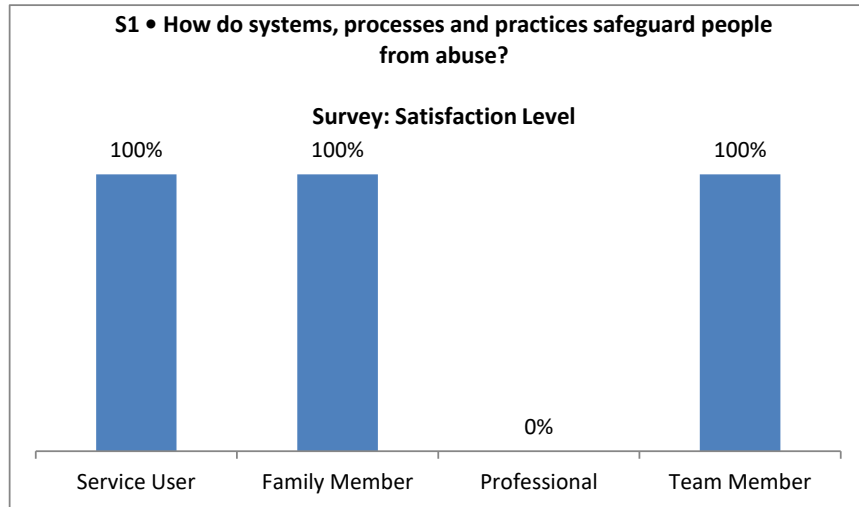
Well Led:
Type Safe summary here

Summary of findings:

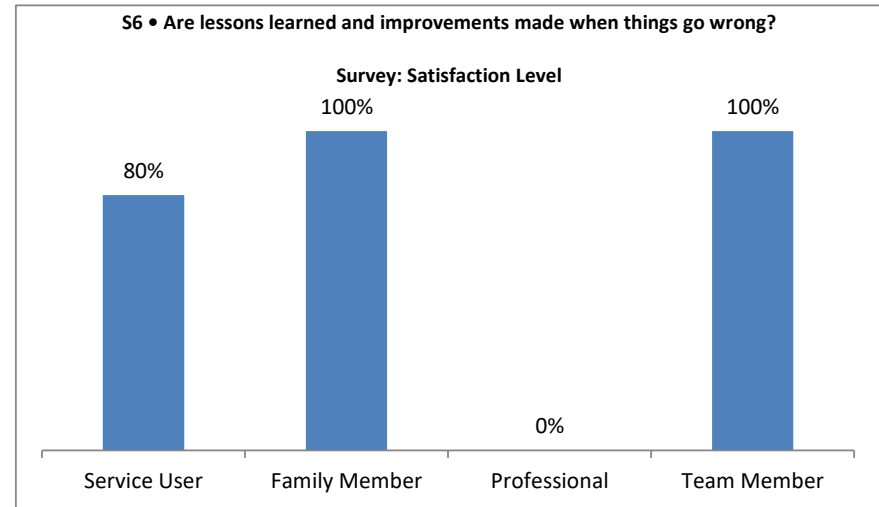
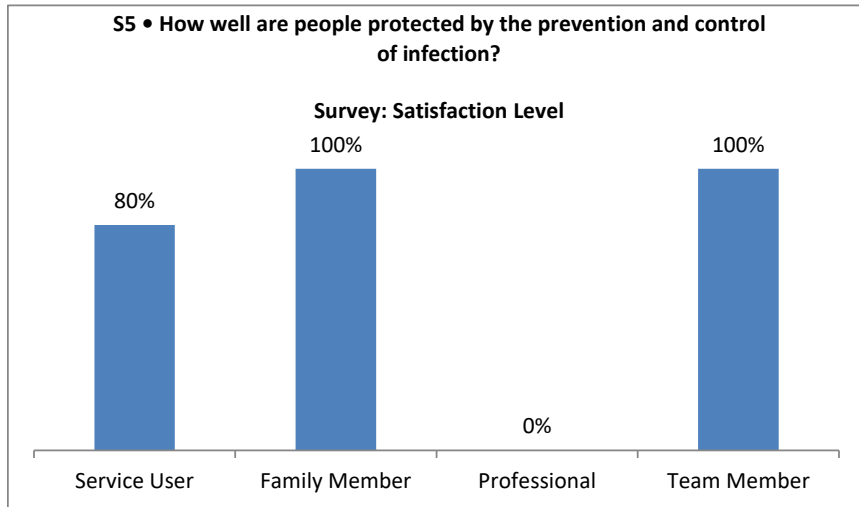
Well Led continued:

Type Safe summary here

Safe: by safe we mean people are protected from abuse and avoidable harm

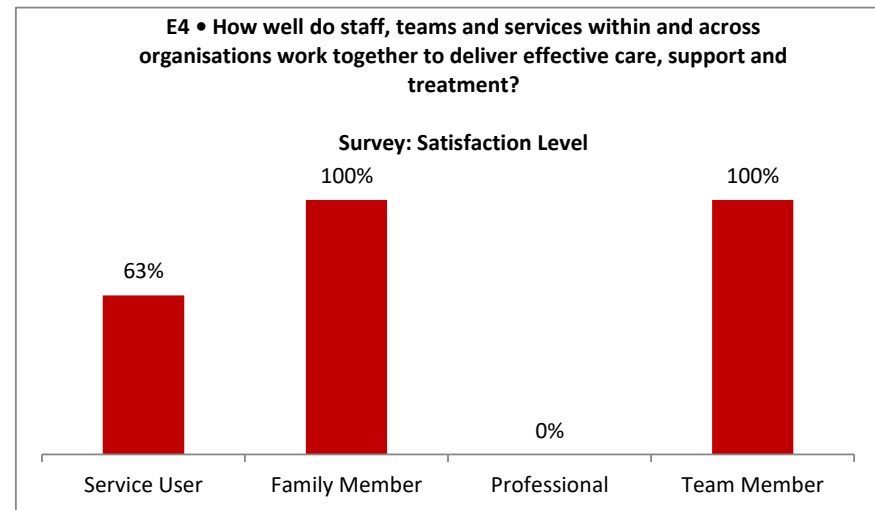
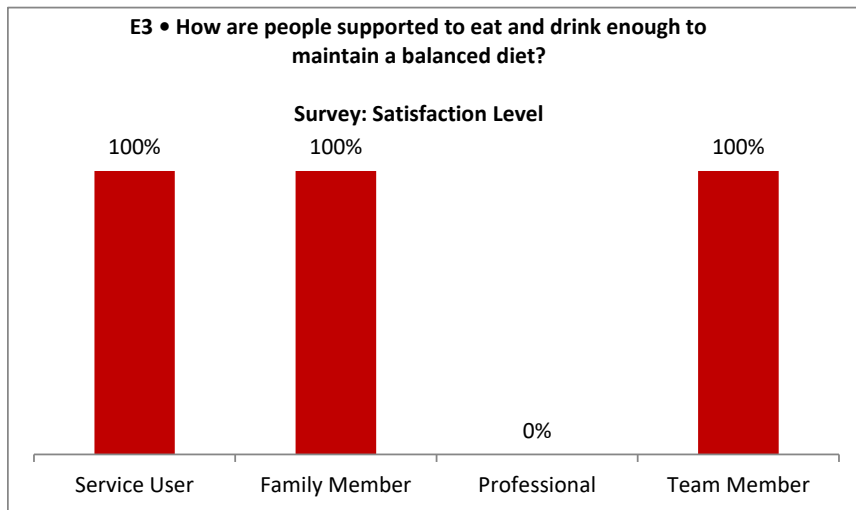
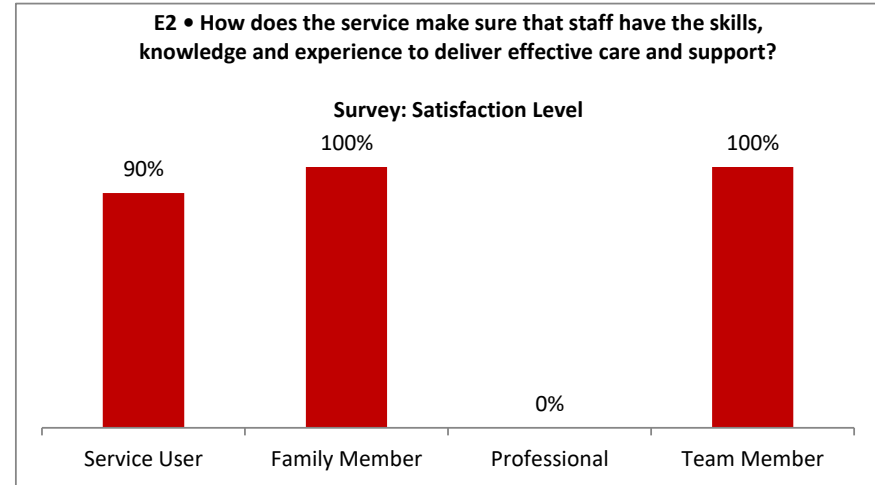
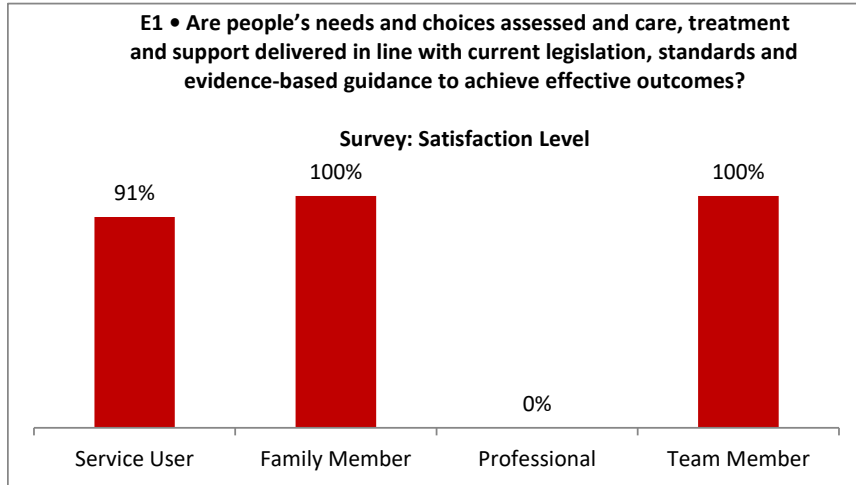


Safe (continued) : by safe we mean people are protected from abuse and avoidable harm

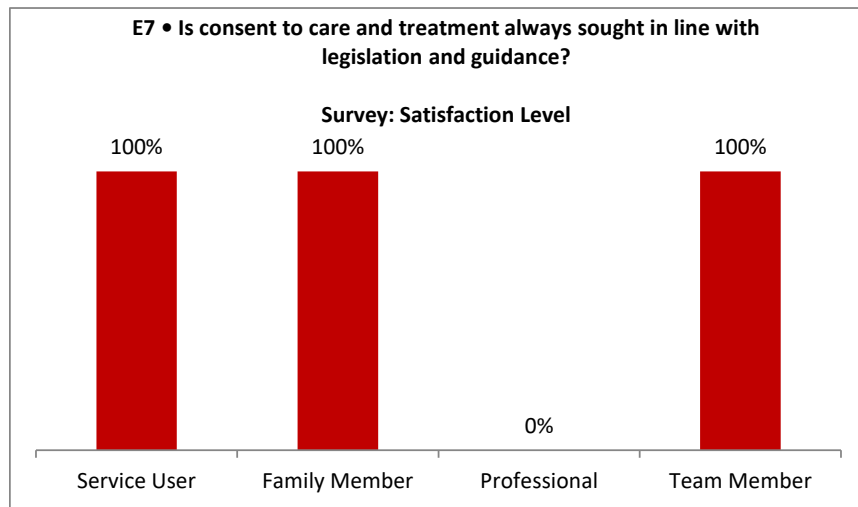
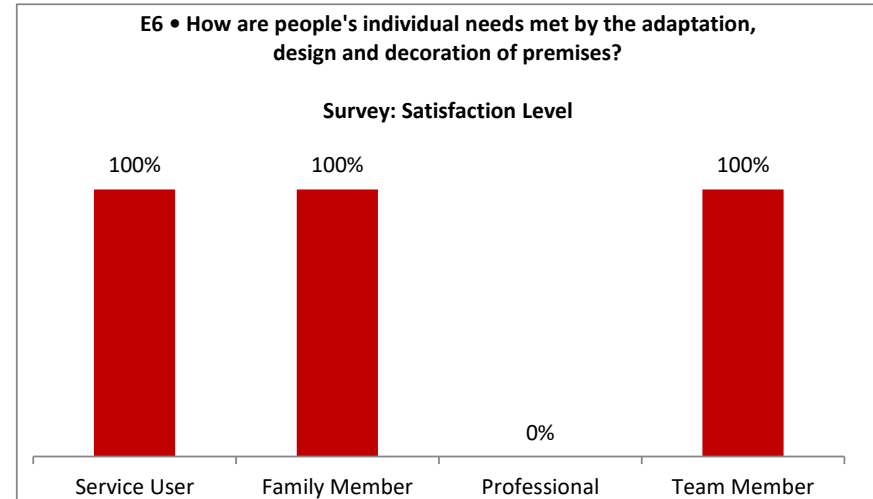
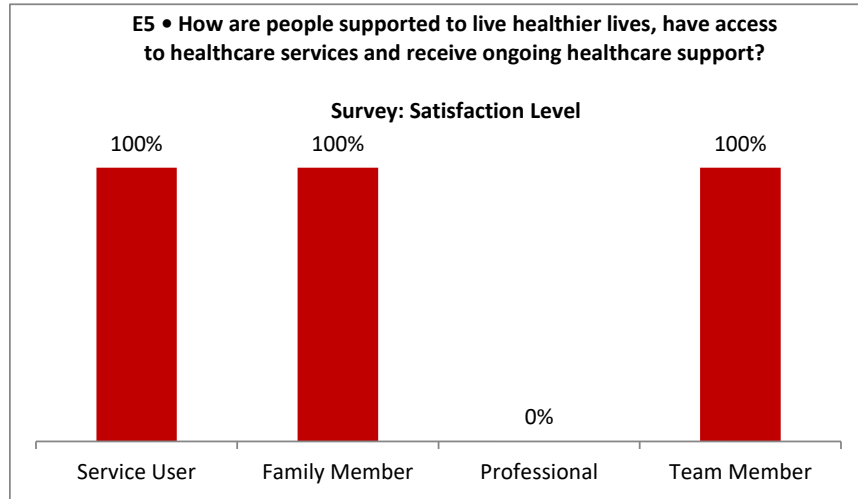


These graphs illustrate, by respondent type, the overall level of satisfaction recorded for each question in the safety category. A respondent is considered satisfied if they answer Agree or Strongly Agree to a particular question. Only responses that have recorded a definitive response (i.e. not blank responses) are considered.

Effective: By effective, we mean that people's care, treatment and support achieves good outcomes, promotes a

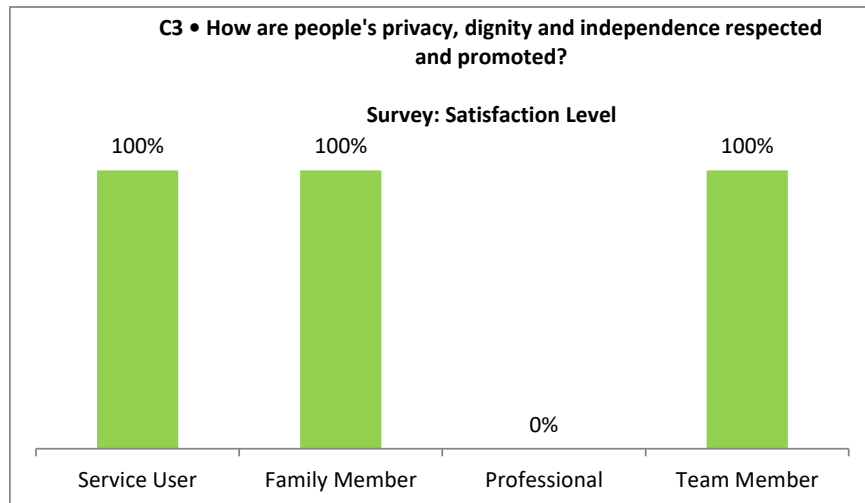
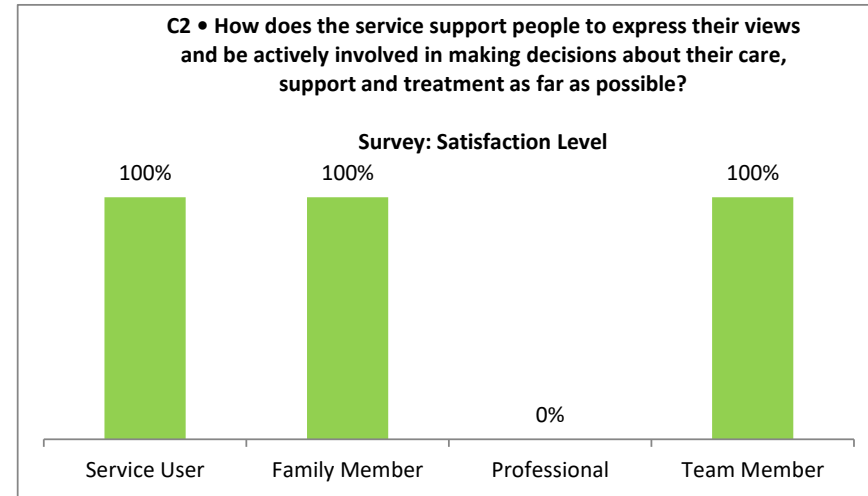
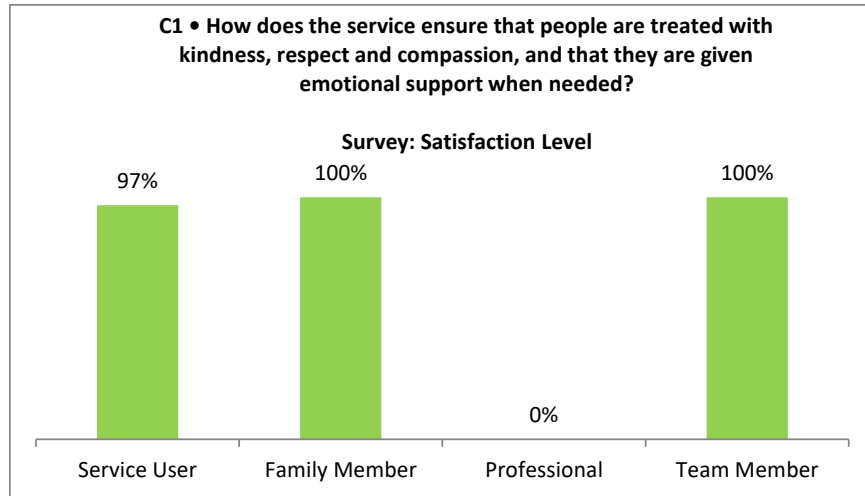


Effective (cont'd): By effective, we mean that people's care, treatment and support achieves good outcomes,



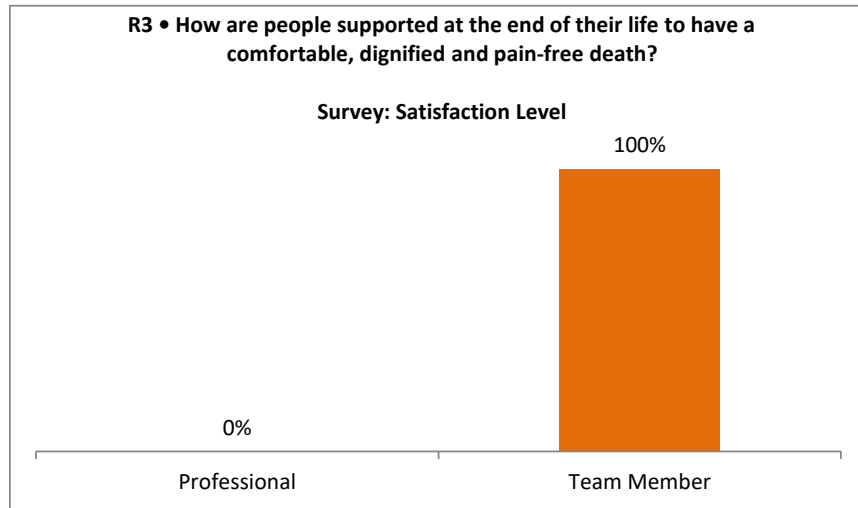
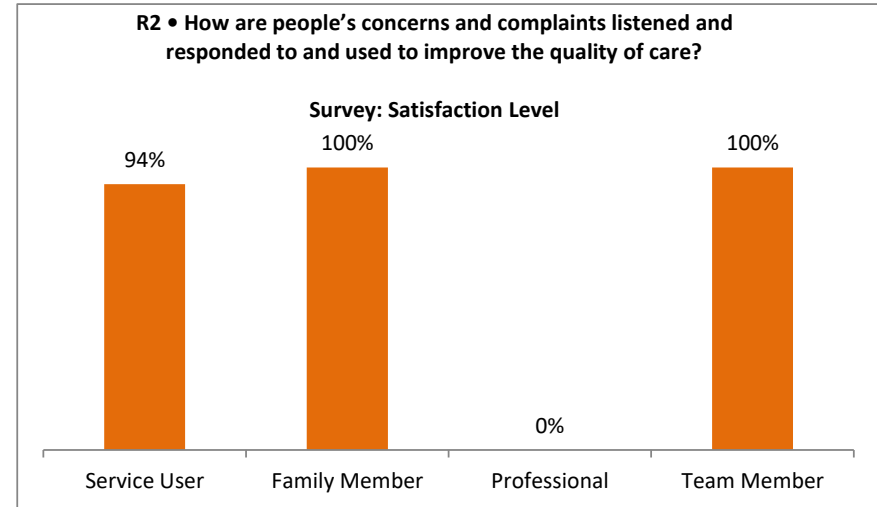
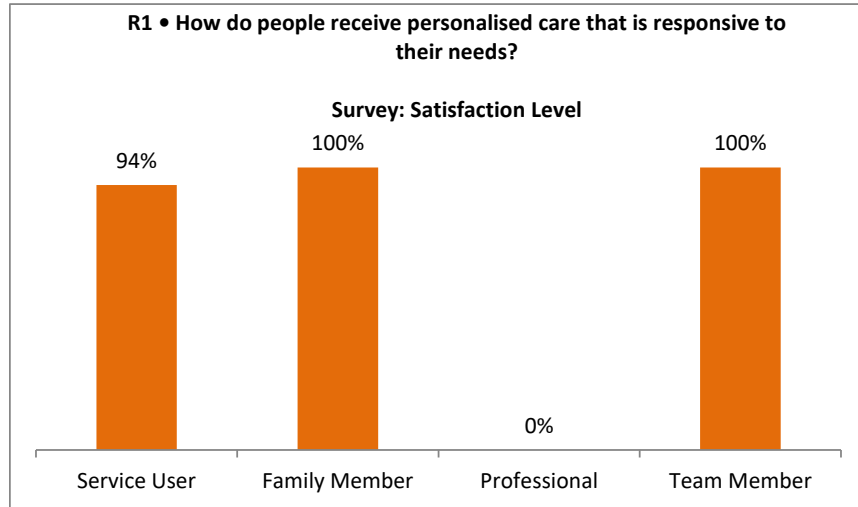
These graphs illustrate, by respondent type, the overall level of satisfaction recorded for each question in the effective category. A respondent is considered satisfied if they answer Agree or Strongly Agree to a particular question. Only responses that have recorded a definitive response (i.e. not blank responses) are considered.

Caring: by caring we mean that the service involves and treats people with compassion, kindness, dignity and



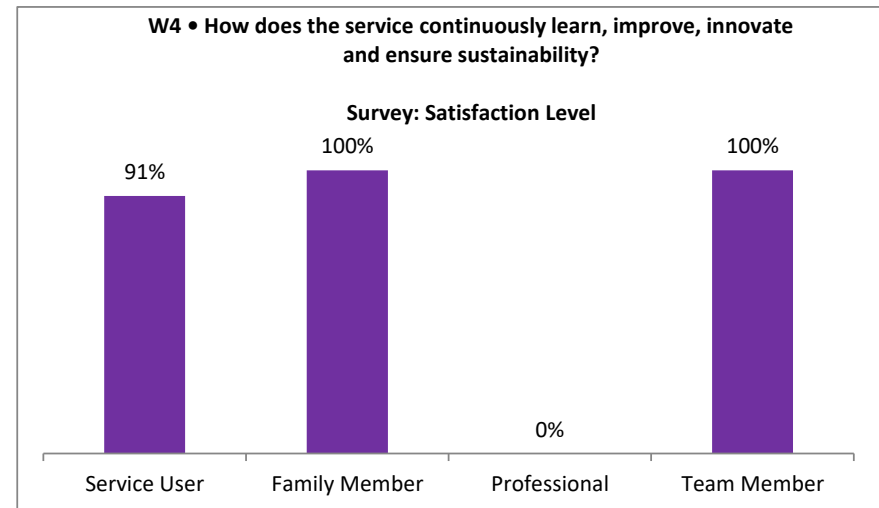
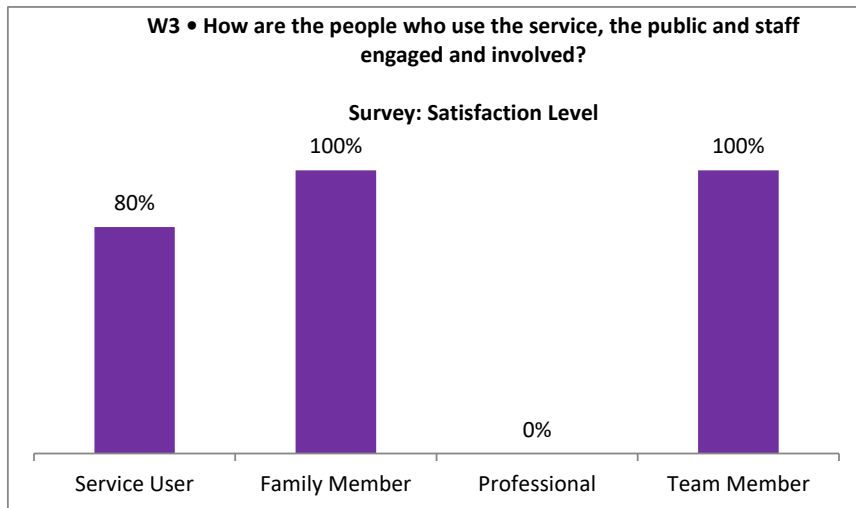
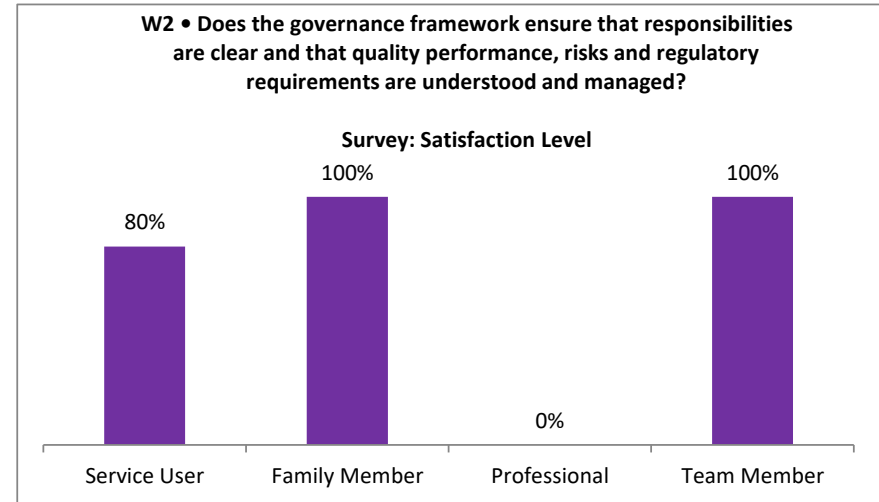
These graphs illustrate, by respondent type, the overall level of satisfaction recorded for each question in the caring category. A respondent is considered satisfied if they answer Agree or Strongly Agree to a particular question. Only responses that have recorded a definitive response (i.e. not blank responses) are considered.

Responsive: by responsive we mean that services meet people's needs

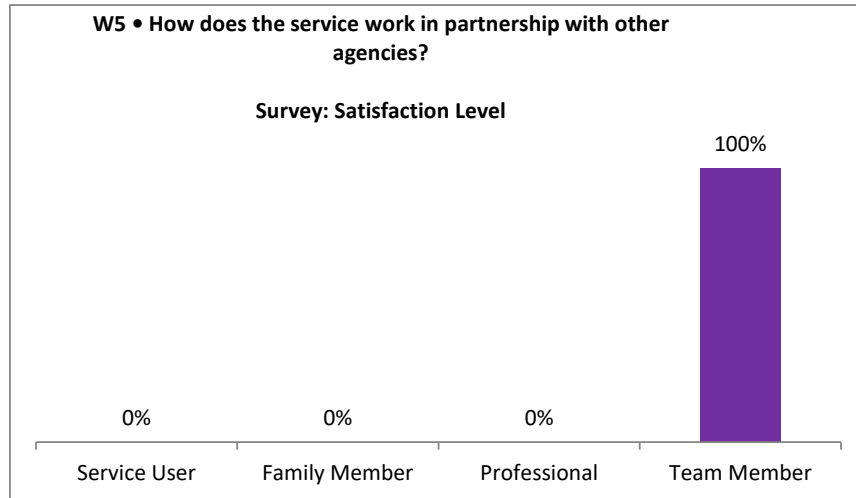


These graphs illustrate, by respondent type, the overall level of satisfaction recorded for each question in the responsive category. A respondent is considered satisfied if they answer Agree or Strongly Agree to a particular question. Only responses that have recorded a definitive response (i.e. not blank responses) are considered..

Well Led: By well led, we mean tha the leadership, management and governance of the organisation assures the



Well Led (cont'd): By well led, we mean tha the leadership, management and governance of the organisation



These graphs illustrate, by respondant type, the overall level of satisfaction recorded for each question in the well led category. A respondent is considered satisfied if they answer Agree or Strongly Agree to a particular question. Only responses that have recorded a definitive response (i.e. not blank responses) are considered.

Development suggestions:



We understand that you know your business more than we possibly can. The following draft action plan has been developed in relation to the results from the survey and contains ideas for addressing feedback as a starting point for you. We are happy to support you to develop this action plan further including elements

Action	Owner	Impact on Service	Complete by	Date started	Date Complete
Utilise NICE assessment tools to help your organisation with the actions that have been identified from the survey:- https://www.nice.org.uk/about/what-we-do/into-practice/audit-and-service-improvement/assessment					
Use ALT+Enter for a new line.					



Development suggestions

	Owner	Impact on Service	Complete by	Date started	Date Complete

Development suggestions:



Action	Owner	Impact on Service	Complete by	Date started	Date Complete

Development suggestions:



	Owner	Impact on Service	Complete by	Date started	Date Complete

Development suggestions:



	Owner	Impact on Service	Complete by	Date started	Date Complete

Useful Links

<http://www.hcpa.info>

Utilise the members only section for useful toolkits and information

<https://www.scie.org.uk>

A wealth of resources for care organisations

<https://www.skillsforcare.org.uk>

A wealth of resources for care organisations

<https://www.communitycare.co.uk>

Useful articles and information

<https://www.scils.co.uk>

A wealth of training resources available to HCPA members only

<https://www.progressforproviders.org>

A useful person centred care resource