

	How well do our carers do	Excellent	Very Good	Good	Not Very Good	Poor	N/A
1	Understanding your care needs?	50%	33%	17%	0%	0%	0%
2	Providing the services that you want?	33%	44%	22%	0%	0%	0%
3	Appearing honest and trustworthy?	67%	22%	11%	0%	0%	0%
4	Being friendly, polite and respecting you as a person?	72%	17%	11%	0%	0%	0%
5	Showing commitment to you?	72%	11%	11%	0%	6%	0%
6	Listening to your concerns and needs and responding to them?	56%	33%	6%	0%	6%	0%
7	Keeping you comfortable?	56%	28%	11%	0%	6%	0%
8	Respecting your dignity when attending you?	61%	22%	11%	6%	0%	0%
9	Being willing to change their ways of working to suit you?	50%	22%	11%	6%	0%	11%
10	Arriving on time and not letting you down?	56%	11%	33%	0%	0%	0%
11	Keeping you informed about any changes or difficulties they are having in keeping to the schedule and plan?	28%	28%	33%	6%	0%	6%
12	Following correct procedures, e.g. In moving and lifting, helping you with your medication?	61%	6%	17%	0%	0%	17%
13	Knowing their jobs?	50%	28%	17%	0%	0%	6%
14	Working together as a team (where applicable)?	44%	6%	6%	0%	0%	44%
15	Working with your family and friends where they are involved with your care?	61%	11%	0%	0%	0%	28%

	How well does Care Wyvern do in	Excellent	Very Good	Good	Not Very Good	Poor	N/A
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16	Do you know who to complain to within Care Wyvern if you need to?	50%	33%	11%	0%	6%	0%
17	Responding to your concerns and questions?	50%	17%	17%	6%	0%	11%
18	Replying to your telephone calls and dealing with your correspondence?	44%	17%	17%	6%	0%	17%
19	Responding to any complaints you may have had about our service?	39%	28%	6%	0%	0%	28%
20	Providing you with up to date information about its service?	44%	33%	11%	0%	0%	11%
21	Keeping you informed and up to date about any changes to its service?	44%	44%	6%	0%	0%	6%
22	Responding you your queries through our On-Call(Out of hours Emergency) Service?	50%	17%	6%	6%	0%	22%

	Overall Assessment	Completely Satisfied	Nearly Satisfied	Partially Satisfied	Unsatisfied	N/A
23	How satisfied are you in general with Care Wyvern's services?	56%	22%	17%	0%	6%

		Excellent	Very Good	Good	Not Very Good	Poor	N/A
24	How could you assess the overall quality of our service?	28%	50%	11%	6%	0%	6%

		Definitely Yes	Probably	Not Certain	Not at all	N/A

25	If you had a friend or neighbour needing care would you recommend our agency to them?	61%	17%	6%	11%	6%
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	Comment Made	Yes	No	N/A
26		39%	61%	0%