

# Customer feedback app - Adult Social Care Q3



## What do people say they would change about the service?

"Make times more consistent"

"For the carer to take their time"

"Activities at weekends"

"More empathetic"

"More entertainment"

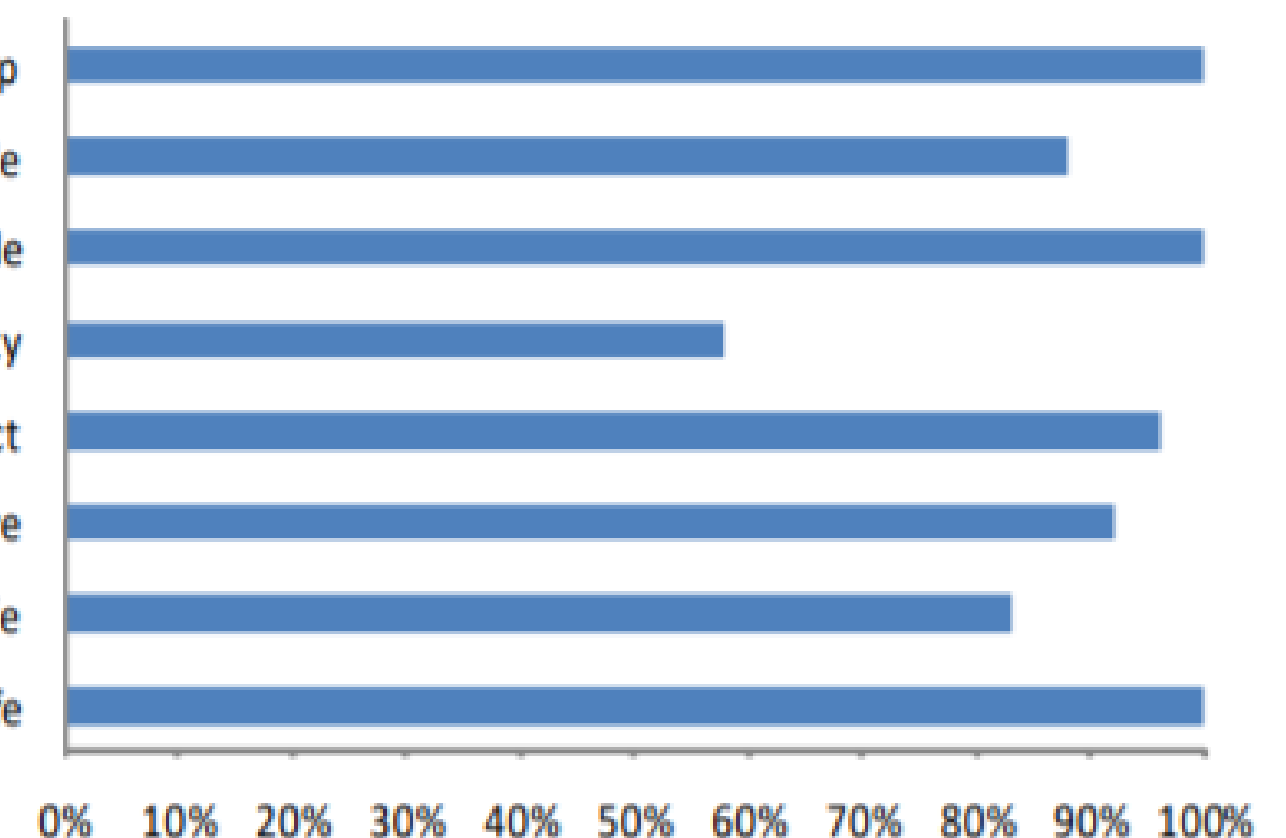
"Nothing!"



From March to December 2018, 97 surveys have been completed. In Q3 (Oct-Dec 2018), 24 surveys were completed - 15 by customers and 9 by family members/carers. Seventeen were conducted by OP North, five by OP South and two by PDSS.

**Survey responses:**  
**% of people who agree with the statement**

Supported by staff who know and have a good relationship  
Information about my support is easily available  
Supported to live as independently as possible  
Know what support is available in the local community  
Treated with kindness, dignity & respect  
Happy with the support I receive  
Understand what to do if I feel unsafe  
Support helps me feel safe



## What do people say they like about the service?

"Flexible"	"Accessibility"	"Someone calls me by my name every day"	"Good information"	"Friendly"
"Staff know me well"	"Staff do a fantastic job"	"Keeps mum safe in her own home"	"Enables independence"	"Our carers are amazing"
"It keeps my mind stimulated"	"Carers help me to be clean and smart"			