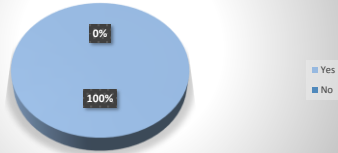
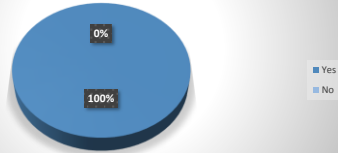


## Client Reviews Quality Scores. April 2018- October 2018

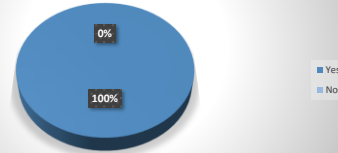
Do you feel supported by your team to achieve desired outcomes?



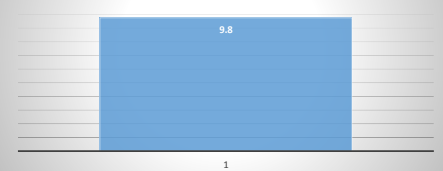
Does your team respect your dignity, choice, and independence?



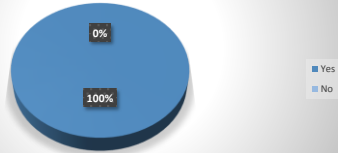
Do you feel involved in all aspects of your care?



What would you score H&S out of 10 for Management of the package? Average



Do you feel your team are fit for purpose?



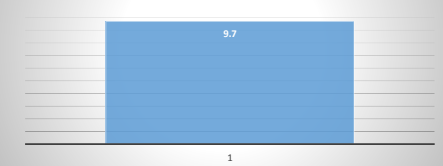
### Client Feedback

*I had my accident and wish we had you from hospital discharge rather than 2 years later.  
THE GUYS ARE GOOD AND THE CARE GENERALLY ARE REALLY GOOD. I AM HAPPY. YOU SAVED ME AND "" FROM A DIFFICULT SITUATION  
[care staff] is absolutely brilliant she will do anything I ask to support the family.*

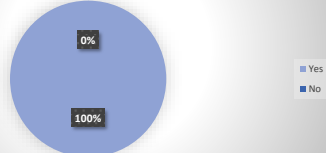
*[care staff] are absolutely brilliant. They are like family to us. They give us so much peace of mind. They work together very well. [Extra staff] coming to help is such a relief. She is very caring and so good at multi tasking. It makes me feel very safe when they are on shift. She has an attitude of 'Everything is possible' Excellent service and you all went above and beyond when I came back from holiday.  
I cannot pick fault at the minute  
10/10 Because compared to anyone out there that have cared for me, it is incomparable!  
Very transparent and discusses openly about challenges and how I can improve my care.*

*Because all of the other care companies they can't cope with me and labelled me as unsuitable person and reputation and you guys can step in at any time when I needed help. Everyone has been so helpful and the atmosphere in the house has been so amazing since the care team is here. I feel my place has become a home again.*

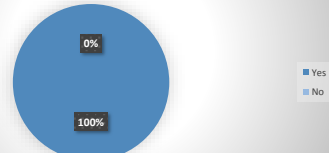
What would you score H&S out of 10 for Quality of care? Average



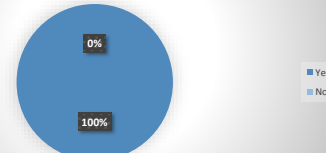
Were you involved, as much as you wished to be, with care planning?



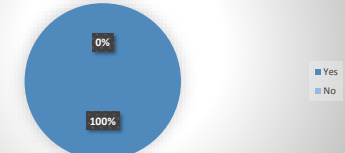
If you had the chance to go back in time would you choose us again?



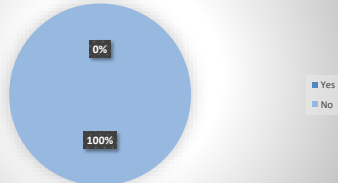
Were you involved, as much as you wished to be, with care planning?



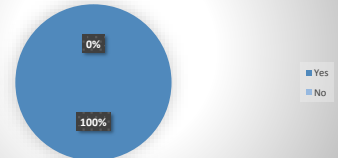
If you had the chance to go back in time would you choose us again?



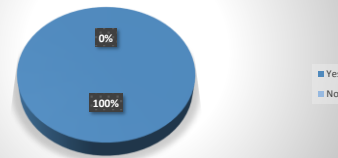
Do the staff rush you?



Is your environment kept in the way you wish it to be?



Is the package appropriate for your needs?



Do you know who to complain to if you needed to?

