



ANNUAL SERVICE USER SATISFACTION SURVEY 2021 RESULTS



Organization Accredited
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The Safest Place is at Home



As part of our continuing commitment our Service Users to provide quality care with an emphasis on safety we ask our Service Users to complete an Annual Satisfaction Survey. Using the feedback from this survey we identify key areas for quality improvement for the coming year.

In 2021-2022 133 Service Users and their families completed our Annual Satisfaction Survey.

**133 Service Users
completed the Annual
Satisfaction Survey.**

**This is compared to 155
Service Users in 2020.**

**86.5% Overall
satisfaction with
Myhomecare
Services.**

**An increase of 2%
from 2020.**



Myhomecare encourage a culture of trust and openness would like to thank all Service Users and their families for completing this survey and providing such honest feedback which will allow us to improve our services and Patient Safety Plan.

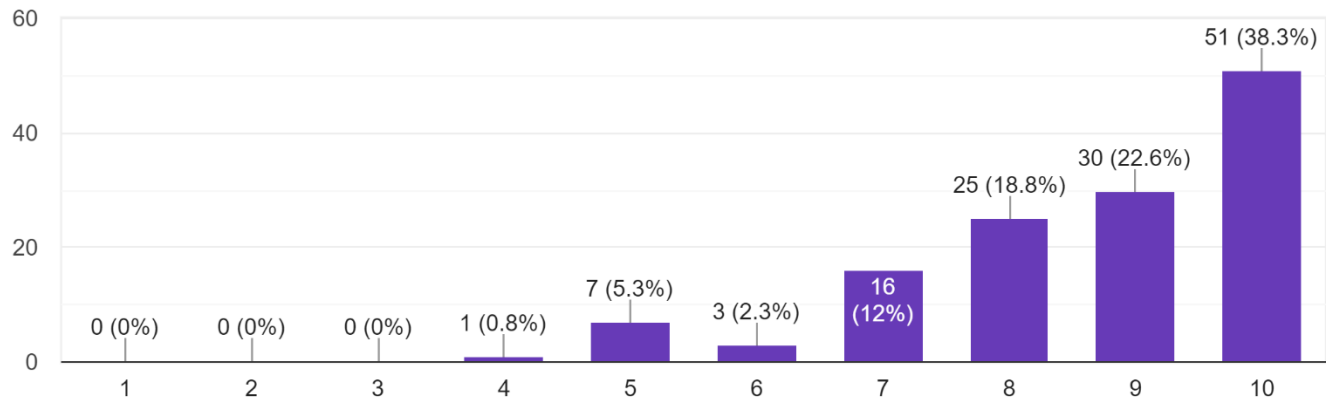
There was a section in the survey asking Service Users and their families “What areas of Myhomecare.ie do you feel need improvement?” Through this feedback and the results of the other topics outlined in the questionnaire, we were able to identify 3 key areas to focus on in 2022.

The 3 key areas Myhomecare will focus on for the year 2022 are:

- On Call Services
- Communication
- Spot Checks

myhomecare.ie explained clearly how my care package would be implemented and managed?

133 responses

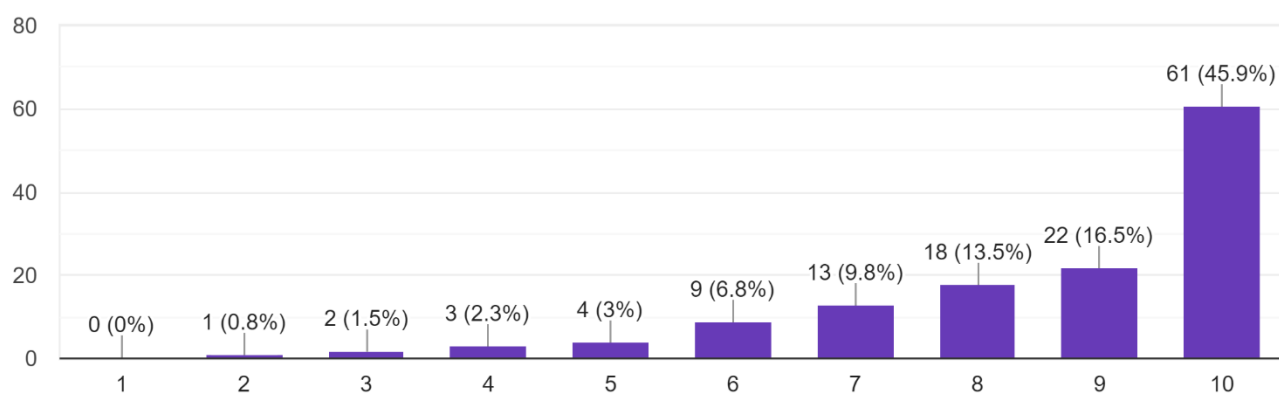


Out of the 133 Service Users surveyed, **80%** believe that Myhomecare.ie explained clearly how their care package would be implemented and managed.

Myhomecare.ie explained clearly how their care package would be implemented and managed?	Average Percentage
Score % 2021	80%
Score % 2020	84.50%
Trend 2021 vs 2020	↓ -4.5%

Are you aware who your point of contact is within Myhomecare?

133 responses

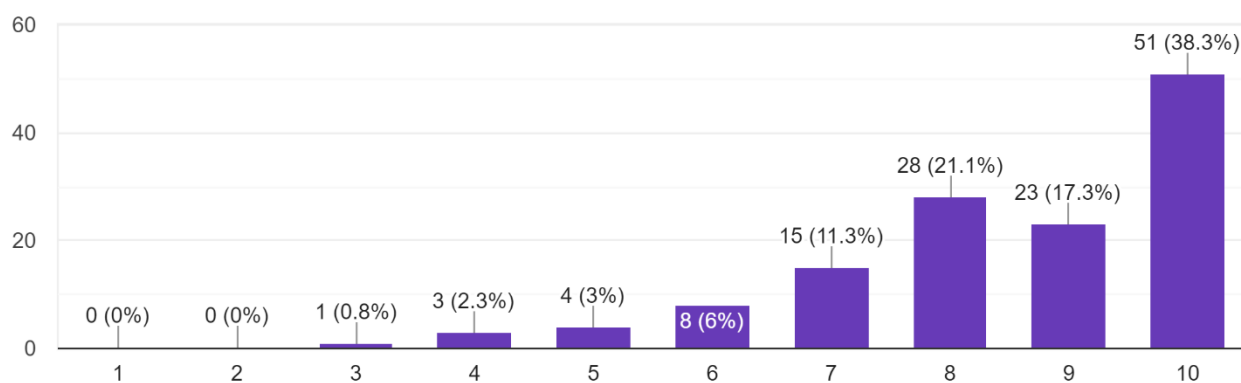


Out of the 133 Service Users surveyed, **85.7%** are aware of who their point of contact is within Myhomecare.ie.

Are you aware who your point of contact is within Myhomecare?	Average Percentage
Score % 2021	85.7%
Score % 2020	83.03%
Trend 2021 vs 2020	↑+2.67%

myhomecare.ie always keep me informed with changes to my care package?

133 responses

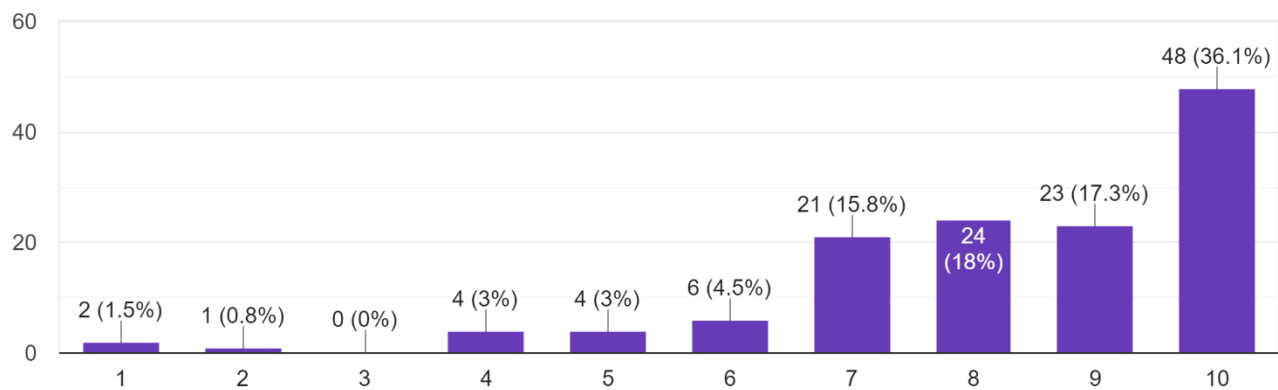


Out of the 133 Service Users surveyed, **88.00%** believe Myhomecare.ie keep them informed of changes to their care package.

Myhomecare.ie always keep me informed with changes to my care package?	Average Percentage
Score % 2021	88%
Score % 2020	84%
Trend 2021 vs 2020	↑ +4%

myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let me know when they plan to visit my home?

133 responses

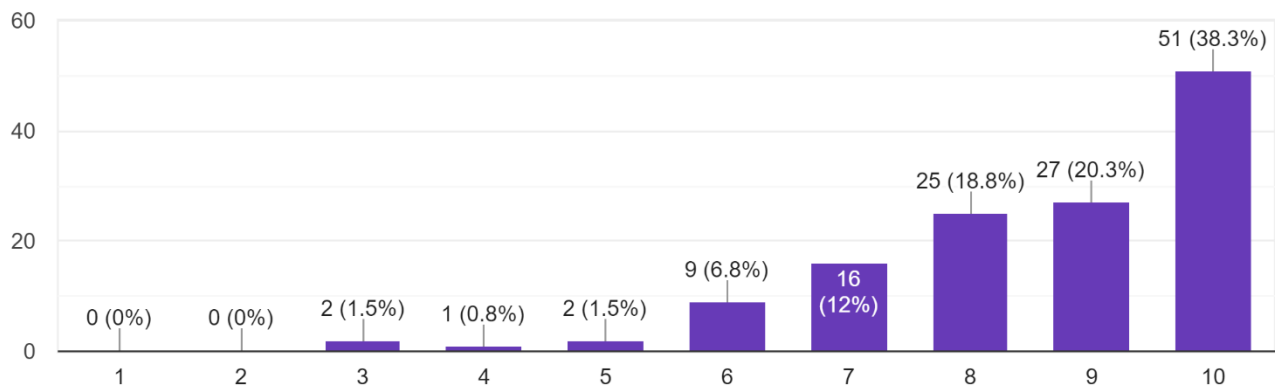


Out of the 133 Service Users surveyed, **87.2%** believe Myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let them know when they plan to visit their home.

Myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let me know when they plan to visit my home?	Average Percentage
Score % 2021	87.2%
Score % 2020	81.03%
Trend 2021 vs 2020	↑ +6.17%

myhomecare.ie advise me what services will be provided and when visits will be scheduled?

133 responses

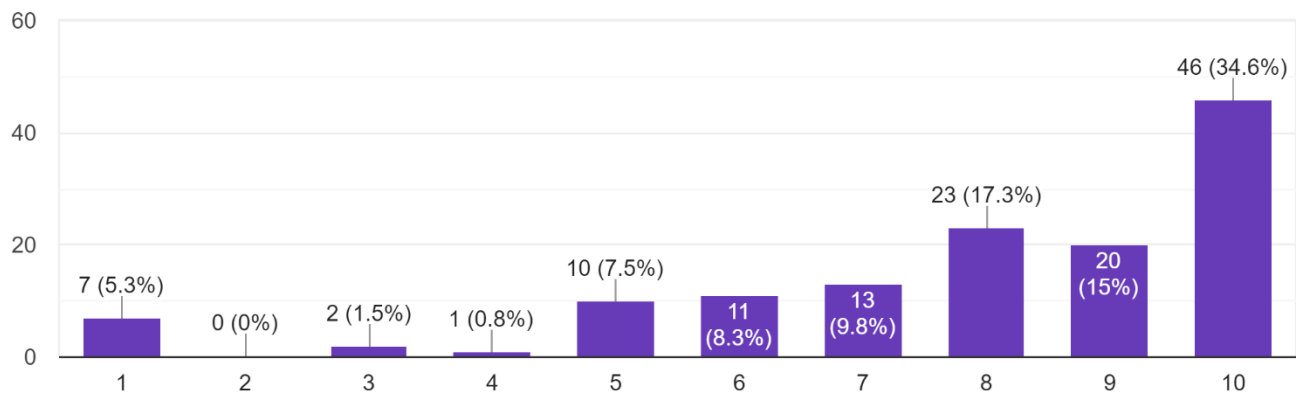


Out of the 133 Service Users surveyed, **89.4%** advises them on what services will be provided and when visits will be scheduled. This question was newly introduced in the 2021 Service User Satisfaction Survey.

Myhomecare.ie advise me what services will be provided and when visits will be scheduled?	Average Percentage
Score % 2021	89.4%
Score % 2020	No Data
Trend 2021 vs 2020	↑ +89.4%

myhomecare.ie has provided me with a number to call with queries 24/7 and information on local voluntary community groups?

133 responses

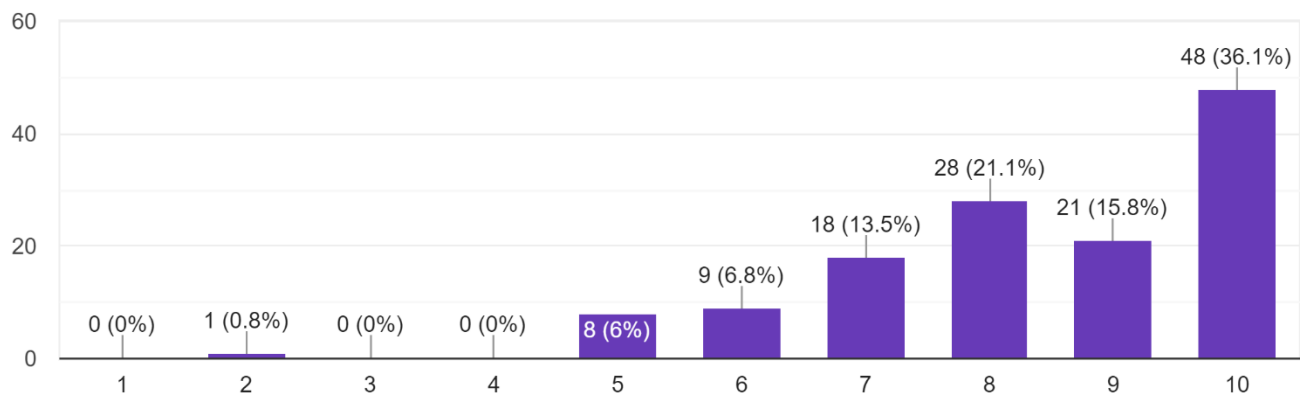


Out of the 133 Service Users surveyed, **76.7%** believe Myhomecare.ie provide them with a number to call with queries 24 hours, 7 days a week and information on local voluntary community groups.

Myhomecare.ie provide me with a number to call with queries 24 hours, 7 days a week and information on local voluntary community groups?	Average Percentage
Score % 2021	76.7%
Score % 2020	84.84%
Trend 2021 vs 2020	↓ -8.14%

myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality and consent?

133 responses

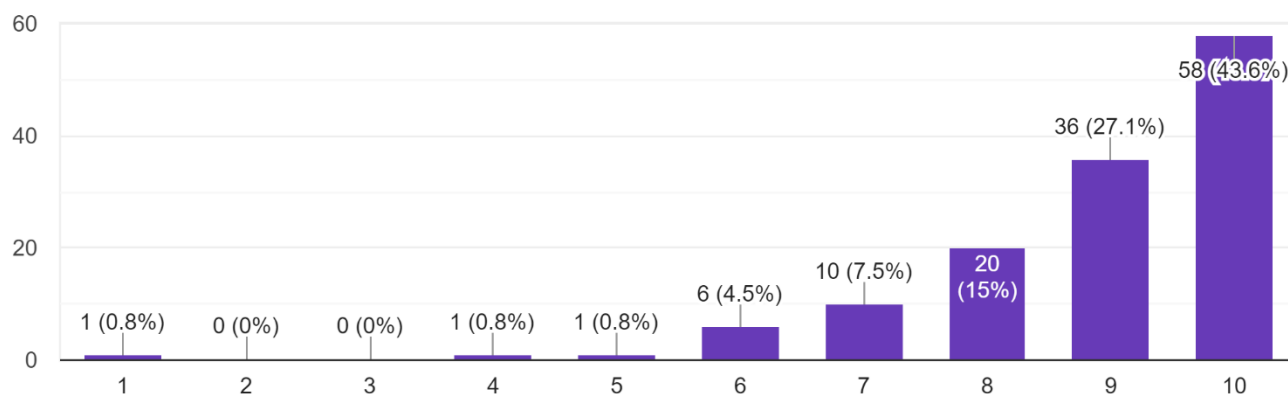


Out of the 133 Service Users surveyed, **86.5%** believe Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality, and consent.

Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality and consent?	Average Percentage
Score % 2021	86.50%
Score % 2020	76.32%
Trend 2020 vs 2019	↑ +10.18%

myhomecare.ie provides Home Care Support workers who are competent in their handwashing and infection control practices when providing support to me?

133 responses

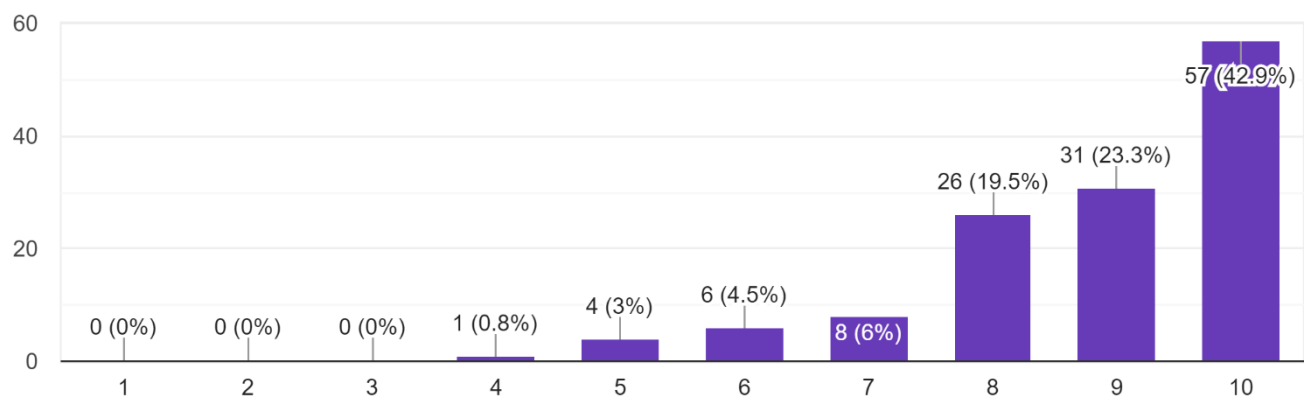


Out of the 133 Service Users surveyed, **93.3%** believe Myhomecare.ie provides Home Care Support workers who are competent in their handwashing and infection control practices when providing support to them.

Myhomecare.ie provides Home Care Support workers who are competent in their handwashing and infection control practices when providing support to me?	Average Percentage
Score % 2021	93.3%
Score % 2020	91.94%
Trend 2021 vs 2020	↑ +1.36%

Overall myhomecare.ie agency pays attention to Service User needs?

133 responses

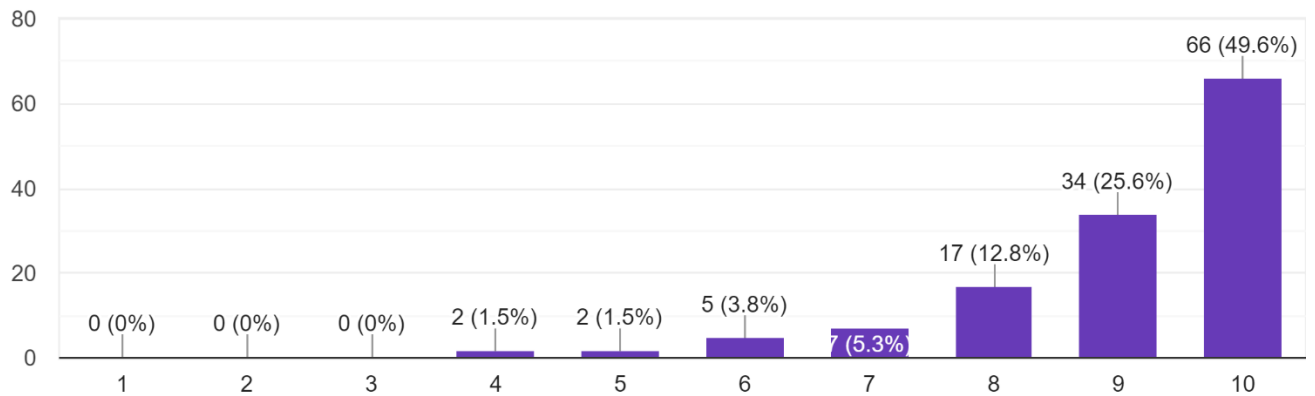


Out of the 133 Service Users surveyed, **85.7%** believe Myhomecare.ie pays attention to their needs.

Myhomecare.ie agency pays attention to Service User needs	Average Percentage
Score % 2021	85.7%
Score % 2020	85.61%
Trend 2021 vs 2020	↑ +0.09%

I am treated fairly and equally with consideration and respect by myhomecare.ie employees?

133 responses

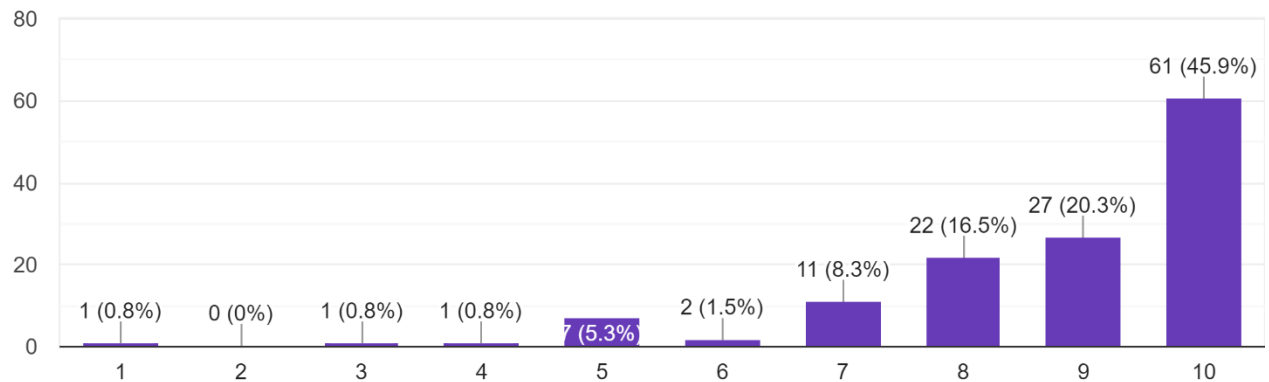


Out of the 133 Service Users surveyed, **88%** believe they are treated fairly and equally with consideration and respect by Myhomecare.ie employees.

I am treated fairly and equally with consideration and respect by myhomecare.ie employees?	Average Percentage
Score % 2021	88%
Score % 2020	88.45%
Trend 2020 vs 2019	↓ -0.45%

myhomecare.ie management listens to my concerns when I need to speak with them?

133 responses



Out of the 155 Service Users surveyed, **91%** believe Myhomecare.ie management listens to their concerns when they need to speak to them.

myhomecare.ie management listens to my concerns when I need to speak with them?	Average Percentage
Score % 2021	91%
Score % 2020	89.16%
Trend 2021 vs 2020	↑+1.84%