



# ANNUAL MYHOMECARE SATISFACTION REPORT

As part of our commitment to our Clients & Carers we run annual satisfaction survey project to capture & identify key areas for quality improvement in our services.

The scope of the document gives a brief explanation or summary of the responses submitted by Myhomecare Service users & employees. All responses are collated & the original document is saved against the Nursebuddy Profile.

As per the JCI - it is the expectation that Myhomecare record & collate all the data to ensure that we continuously improve our services to ensure

1. **Improve the care we deliver**
2. **Retain our care staff**

58 responses

<https://myhomecare.ie/have-your-say/>

44 responses

<https://myhomecare.ie/policy-portal/>

## SUMMARY

### Clients

86.88% Overall  
satisfaction  
with  
Myhomecare  
Services

### Carers

86.65% Overall  
satisfaction  
with  
Myhomecare  
Services

## Top 3 Areas Myhomecare commit to improving based on feedback comments

### Client feedback

- Communication
- Recruitment for back up staff
- Employee Recognition programme
- Out of hour service

### Employee feedback

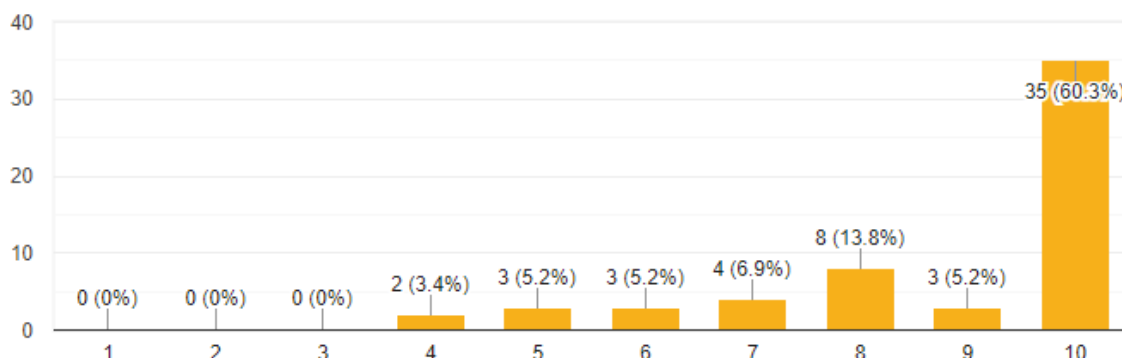
- Communication
- Enhanced Training Days
- Employee Recognition programme

# CLIENT SURVEY FEEDBACK

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



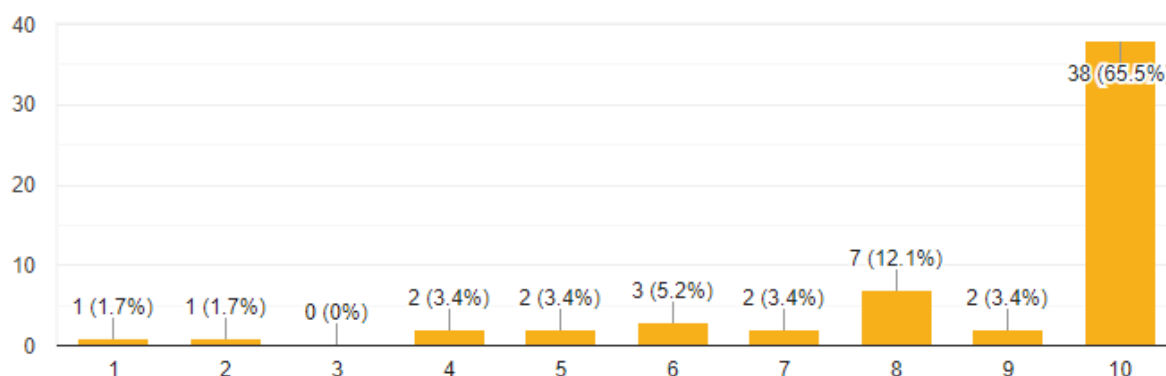
58 responses



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



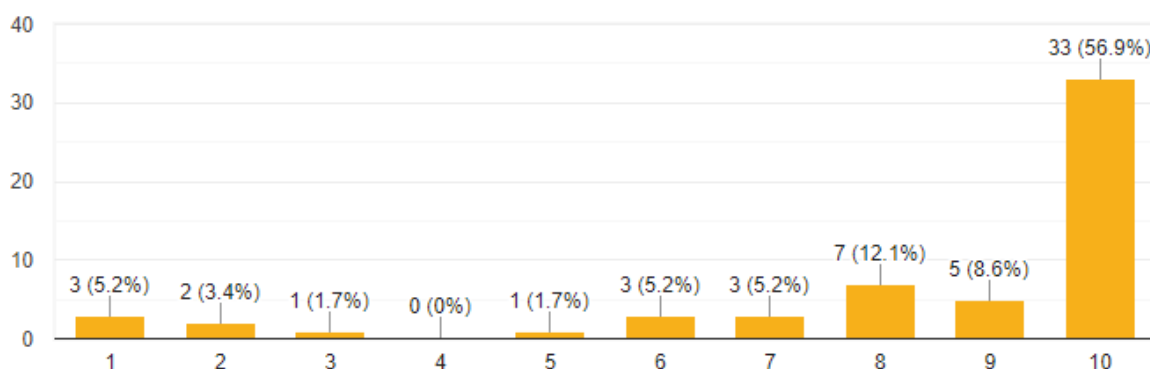
58 responses



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

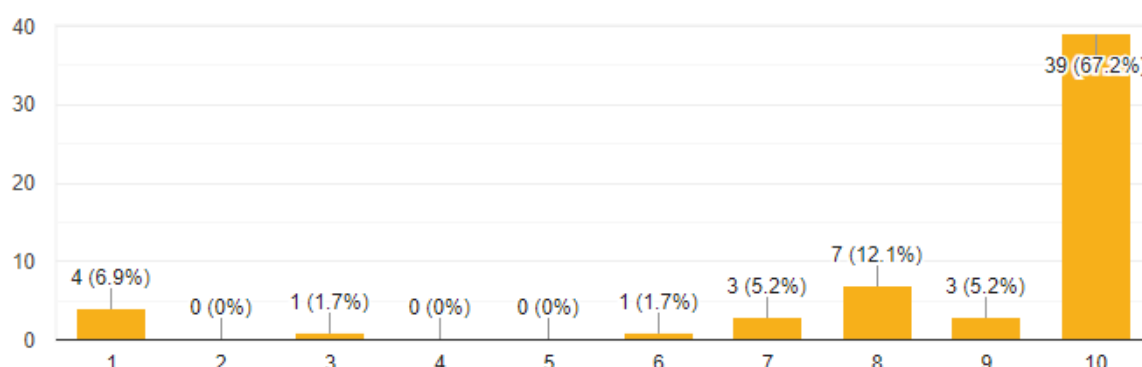


58 responses



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?

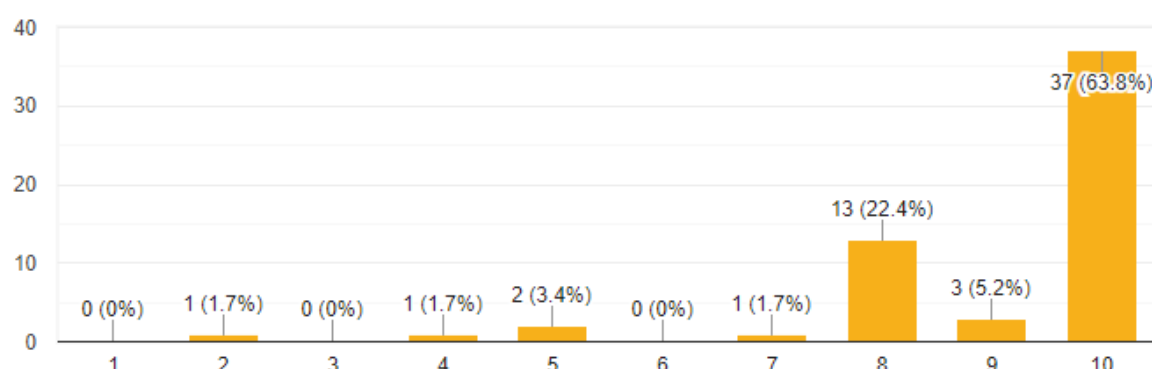
58 responses



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



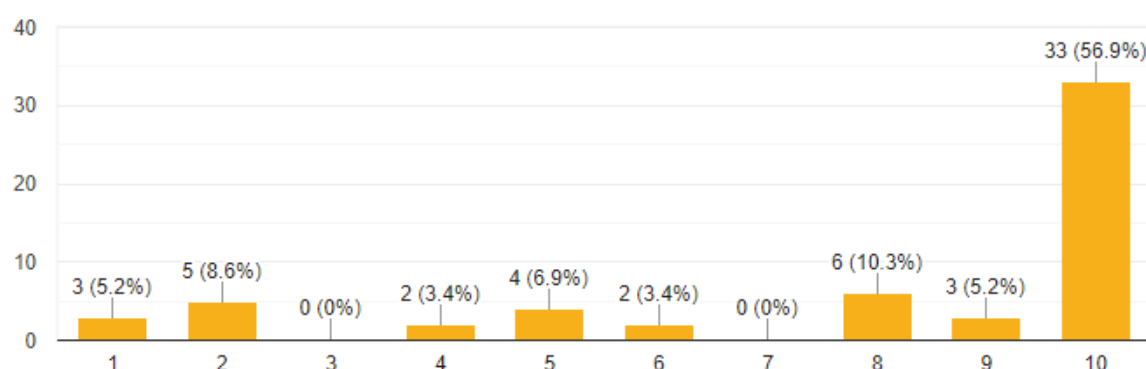
58 responses



myhomecare.ie provide me with a number to call with queries 24 hours, 7 days a week and information on local voluntary community groups?

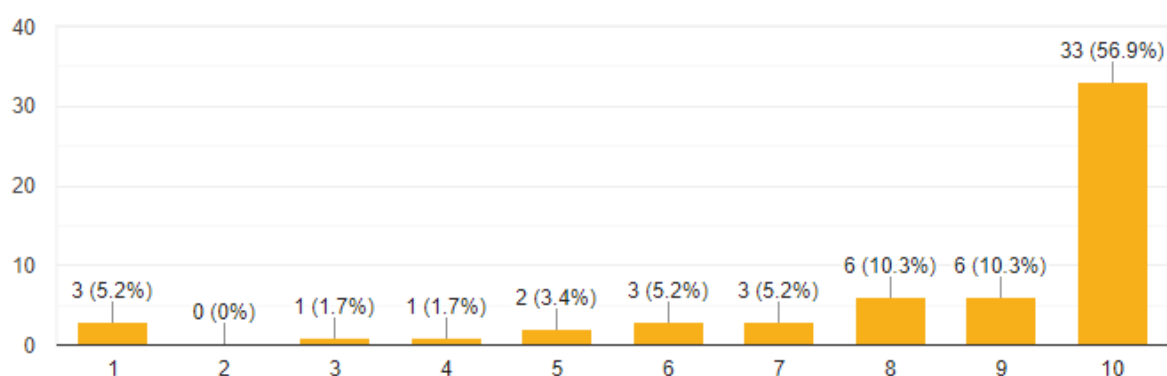


58 responses



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

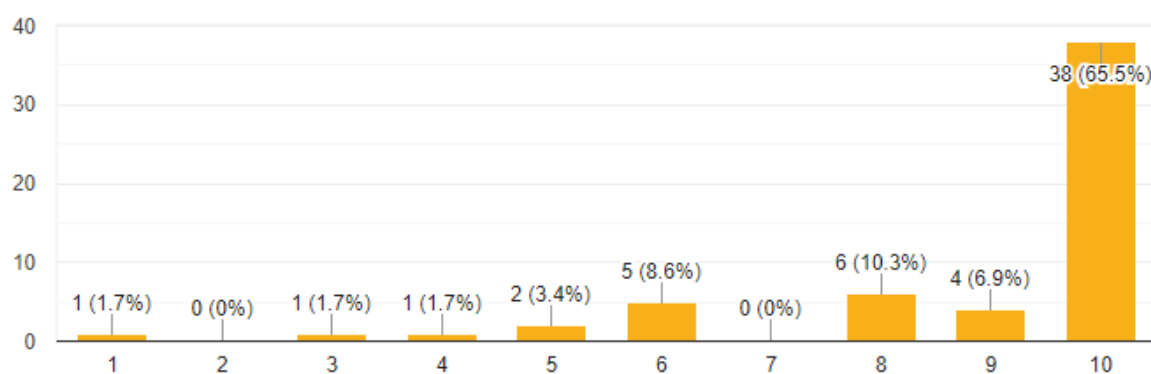
58 responses



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



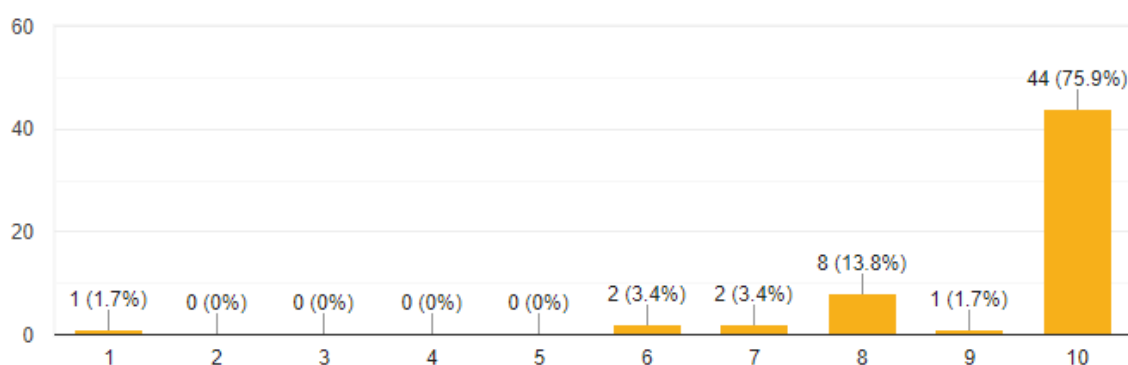
58 responses



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



58 responses



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

58 responses

