



---

# ANNUAL SERVICE USER SATISFACTION SURVEY 2022 RESULTS

---



Organization Accredited  
by Joint Commission International

Created by Jane O'Rourke, Quality and Compliance Team Lead

## The Safest Place is at Home



As part of our continuing commitment our Service Users to provide quality care 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 2022 54 Service Users and their families completed our Annual Satisfaction Survey.

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

**This is compared to 75 Service Users in 2021.**

**94% Overall satisfaction with Myhomecare Services.**

**An increase of 5.9% from 2021.**



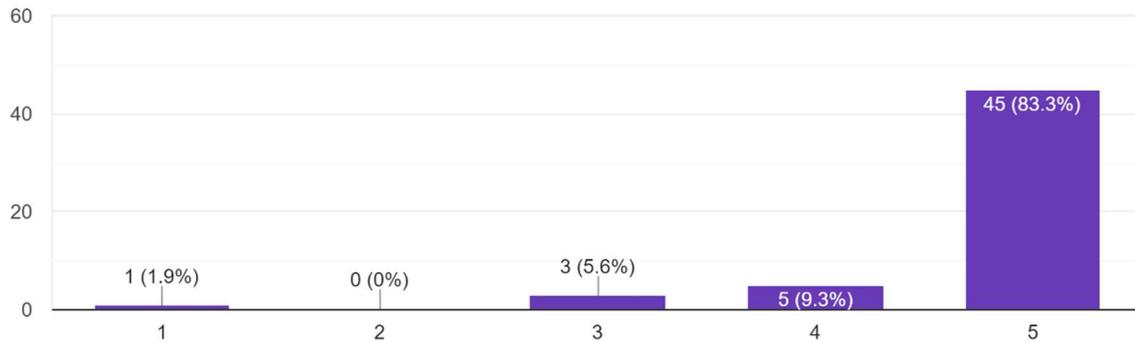
Myhomecare encourage a culture of trust and openness would like to thank all Service Users and their families for completing this survey and providing such honest feedback which will allow us to improve our services and Patient Safety Plan.

The 3 key areas Myhomecare will focus on for the year 2023 are:

- On Call Services
- Policy/ Procedure Awareness
- Support from internal office staff

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

54 responses

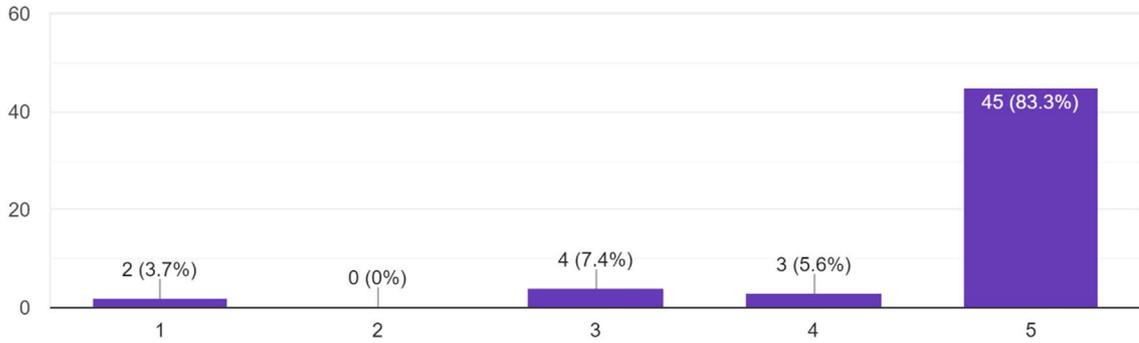


Out of the 54 Service Users surveyed, **92.6%** believe that Myhomecare.ie explained clearly how their care package would be implemented and managed.

Myhomecare.ie explained clearly how their care package would be implemented and managed?	Average Percentage
<b>Score % 2022</b>	92.6%
<b>Score % 2021</b>	80%
Trend 2022 vs 2021	↑+12.6%

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

54 responses

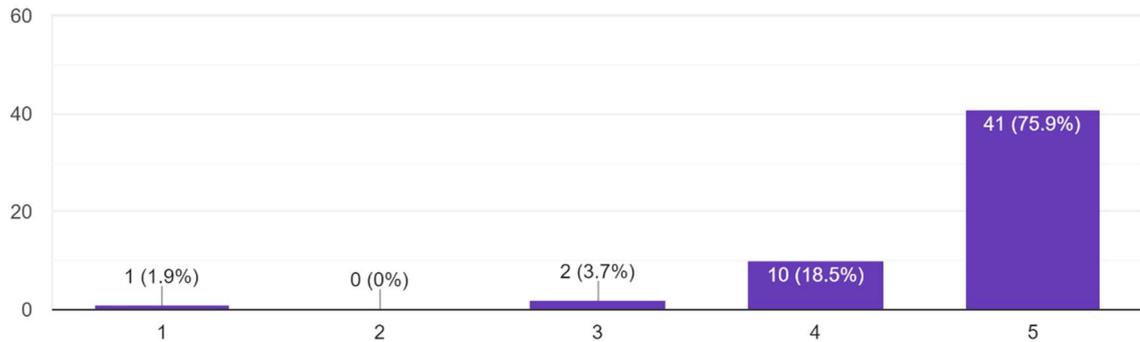


Out of the 54 Service Users surveyed, **88.9%** are aware of who their point of contact is within Myhomecare.ie.

Are you aware who your point of contact is within Myhomecare?	Average Percentage
<b>Score % 2022</b>	88.9%
<b>Score % 2021</b>	85.7%
Trend 2022 vs 2021	↑+3.2%

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

54 responses

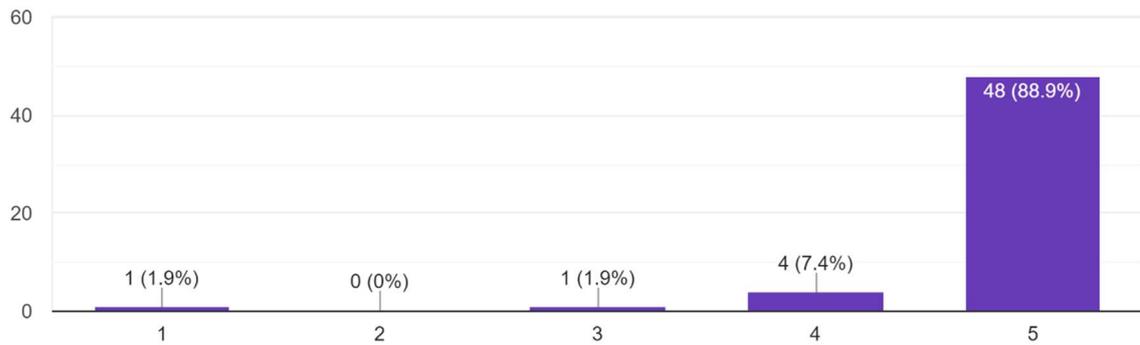


Out of the 54 Service Users surveyed, **94.4%** believe Myhomecare.ie keep them informed of changes to their care package.

Myhomecare.ie always keep me informed with changes to my care package?	Average Percentage
<b>Score % 2022</b>	94.4%
<b>Score % 2021</b>	88%
Trend 2022 vs 2021	↑ +6.4%

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?

54 responses

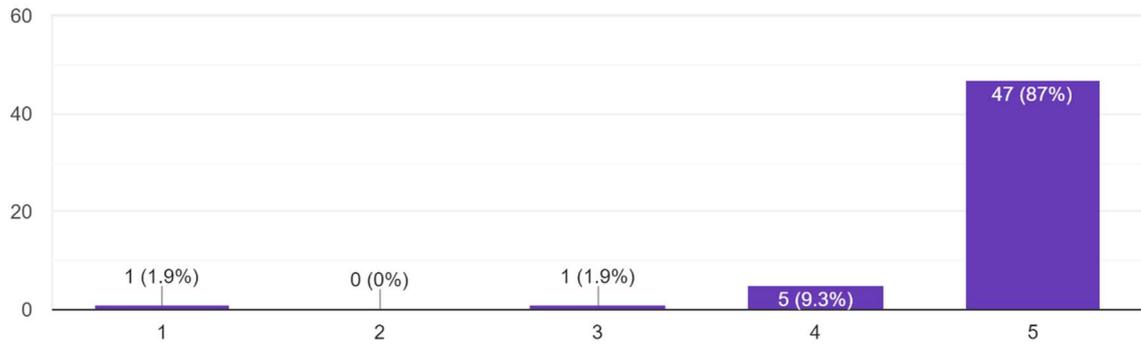


Out of the 54 Service Users surveyed, **87.2%** believe Myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let them know when they plan to visit their home.

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
<b>Score % 2022</b>	96.3%
<b>Score % 2021</b>	87.2%
Trend 2022 vs 2021	↑ +9.1%

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

54 responses

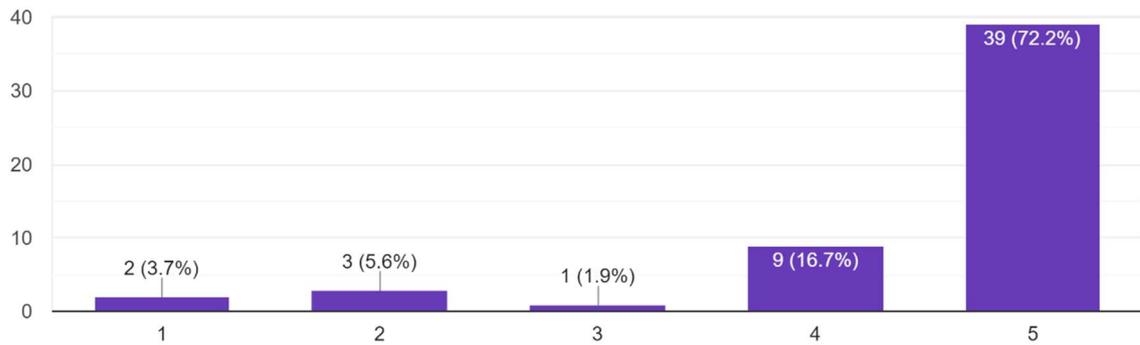


Out of the 54 Service Users surveyed, **96.3%** advises them on what services will be provided and when visits will be scheduled.

Myhomecare.ie advise me what services will be provided and when visits will be scheduled?	Average Percentage
<b>Score % 2022</b>	96.3%
<b>Score % 2021</b>	89.4%
Trend 2022 vs 2021	↑ +6.9%

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

54 responses

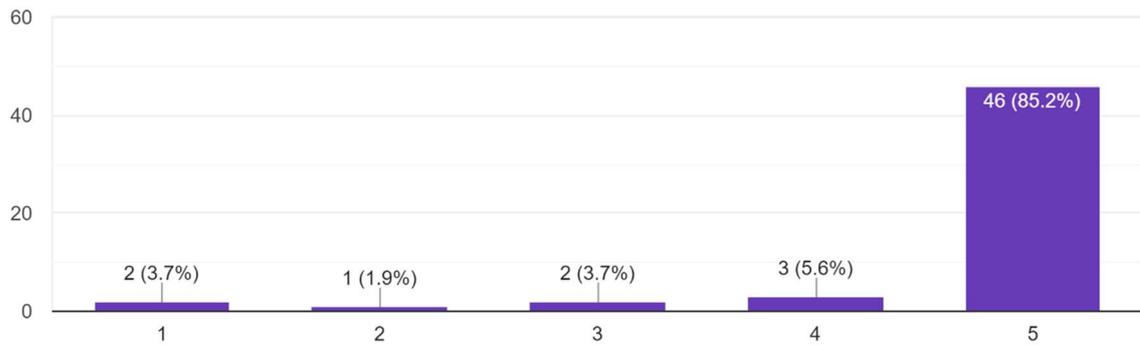


Out of the 54 Service Users surveyed, **88.9%** believe Myhomecare.ie provide them with a number to call with queries 24 hours, 7 days a week and information on local voluntary community groups.

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
<b>Score % 2022</b>	88.9%
<b>Score % 2021</b>	76.7%
Trend 2022 vs 2021	↑+12.2%

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

54 responses

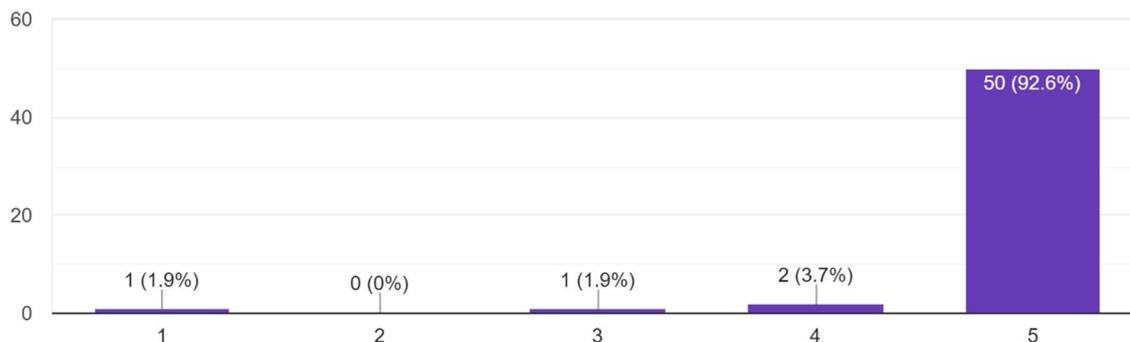


Out of the 54 Service Users surveyed, **90.8%** believe Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality, and consent.

Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality and consent?	Average Percentage
<b>Score % 2022</b>	90.8%
<b>Score % 2021</b>	86.5%
Trend 2022 vs 2021	↑ +4.3%

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

54 responses

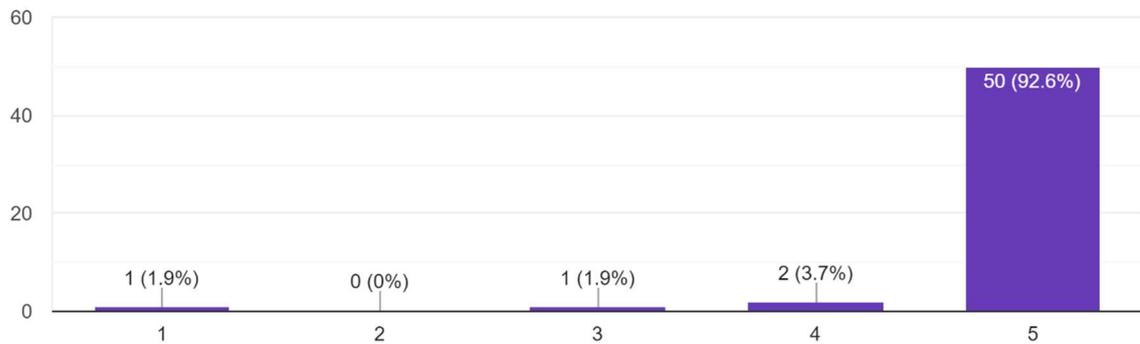


Out of the 54 Service Users surveyed, **96.3%** believe Myhomecare.ie provides Home Care Support workers who are competent in their handwashing and infection control practices when providing support to them.

Myhomecare.ie provides Home Care Support workers who are competent in their handwashing and infection control practices when providing support to me?	Average Percentage
<b>Score % 2022</b>	96.3%
<b>Score % 2021</b>	93.3%
Trend 2022 vs 2021	↑ +3%

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

54 responses

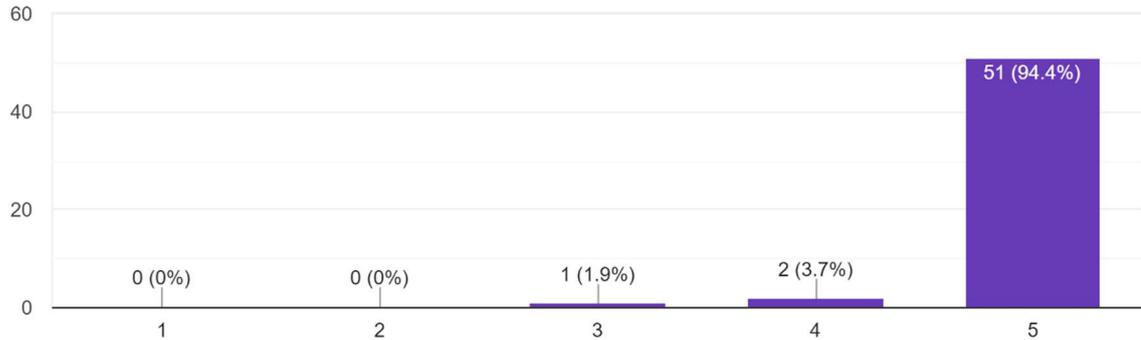


Out of the 54 Service Users surveyed, **96.3%** believe Myhomecare.ie pays attention to their needs.

Myhomecare.ie agency pays attention to Service User needs	Average Percentage
<b>Score % 2022</b>	96.3%
<b>Score % 2021</b>	95.7%
Trend 2022 vs 2021	↑ +0.6%

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

54 responses

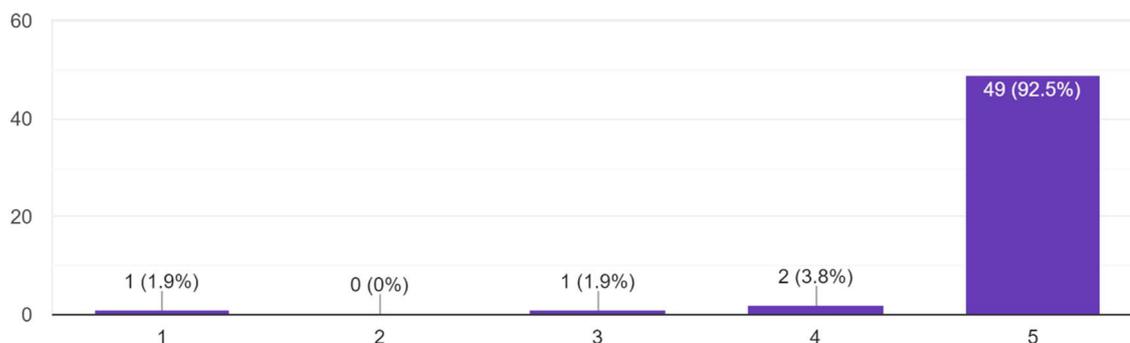


Out of the 54 Service Users surveyed, **98.1%** believe they are treated fairly and equally with consideration and respect by Myhomecare.ie employees.

I am treated fairly and equally with consideration and respect by myhomecare.ie employees?	Average Percentage
<b>Score % 2022</b>	98.1%
<b>Score % 2021</b>	96.6%
Trend 2022 vs 2021	↑+1.5%

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

53 responses



Out of the 54 Service Users surveyed, **96.3%** 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
<b>Score % 2022</b>	96.3%
<b>Score % 2021</b>	91%
Trend 2022 vs 2021	↑ +5.3%

## **2022 Overview**

The 3 key areas of focus for 2022 were;

- On Call Services
- Communication
- Spot Checks

### **Actions;**

#### On Call Services

All of the On Call team have gone through the same training as the Myhomecare team. They are aware of the compliance requirements for carers and clients. They also go through customer service training as well so as to know how to deal with demanding situations. There is always someone available 24/7 to answer the phone.

#### Communication

Through spot checks, supervision, and regular check-ins, the Myhomecare staff have improved communication since 2021. This is always an important area of focus and will be constantly reviewed.

#### Spot Checks

In terms of spot checks, the team aim to see clients as regularly as possible. It's a comprehensive spot check form which benefits the clients and staff in terms of education and guidance. This is uploaded onto the carers file on one touch health and is managed by the internal office staff. This is of huge benefit to the client as any issues that may arise can be addressed and prevented from going any further.

## **2023 Overview**

- On Call Services
- Policy/ Procedure Awareness
- Support from internal office staff

### **Actions;**

#### On Call Services

In 2022, out of the 54 Service Users surveyed, 88.9% 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. This is an increase of 12.2% since 2021. Although the rise is impressive, we still have chosen this as an area of focus as it scored one of the lowest areas in 2022's survey results.

#### Policy/ Procedure Awareness

There has been a lot of work done by Myhomecare to update all policies and procedures and making them as clear and accessible as possible. The next step and something we will focus on this year is making sure that staff and service users are aware of the policies and procedures.

#### Support from internal office staff

Out of the 54 Service Users surveyed, 88.9% are aware of who their point of contact is within Myhomecare.ie. Also, out of the 54 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. Drawing from these two feedbacks, as well as some of the suggestions, Myhomecare have decided to focus on support from internal office staff and bring up engagement and communication in this aspect.