



You Said, We Did

Your feedback helps us improve the care and support we provide.

Thank you for sharing your views.



	YOU SAID	WHY IT HAPPENED	WHAT WE'RE DOING
 HIGH PRIORITY	 Inconsistent staff – we see lots of different carers.	 We have recently welcomed new team members and are supporting them to learn your routines and preferences.	 Supporting new staff with a structured induction so you get more consistency and familiarity.
 HIGH PRIORITY	 Carers are often late, call times change or we don't get a call to let us know.	 Traffic, longer visits with other clients or urgent care needs can cause delays.	 We remind all staff to call you (or the office) if they're running late. We're working hard to improve punctuality.
 HIGH PRIORITY	 Not enough communication about changes or cancellations.	 Changes can happen quickly due to unplanned issues such as staff sickness or late running visits.	 We're improving communication and will always let you know about changes as early as possible.
 HIGH PRIORITY	 Fees feel high.	 Our fees are at the lower end of local providers.	 We'll continue to be open and clear about our pricing and what's included.
 MEDIUM PRIORITY	 I can't go in support workers' cars anymore.	 Following Adult Social Care practice, we now focus on encouraging independence and safe travel.	 We've spoken to affected clients and agreed individual solutions where needed.
 MEDIUM PRIORITY	 I have to ring up a lot to find out when my carer is coming.	 You may not be aware of our app which shows real-time visit times and carer details.	 We'll help you download, install and use our app so you can see your visit times and carer information.
 MEDIUM PRIORITY	 Sometimes tasks aren't done as I would like.	 Everyone has different preferences and we want to get it right for you.	 We give feedback to staff and follow up to make sure tasks are completed to your preference.
 ONGOING FOCUS	 I'd prefer visits at different times or on different days.	 We plan visits on a rolling schedule to make sure we use staff time effectively.	 We'll speak with you about your preferred days and times and do our best to accommodate.
 ONGOING FOCUS	 I feel stuck in the house / want more activities.	 We run seasonal social events but limited staff cover means we can't offer weekly groups.	 We'll talk with you about activities and connect you with local groups and charities.
 ONGOING FOCUS	 Arts and Crafts Friday.	 We host seasonal parties that are open to all clients and staff.	 We don't have enough staff to run weekly sessions, but we can help you find local groups or charities that can.



Thank you for your feedback.

It helps us keep improving the care we provide.

*Together, we're putting
the care back into caring.*