



Client Survey

Spring 2025

Report on the results from the recent client survey setting out what clients told us, and what we're doing about it.

Thank you for your feedback

As the Registered Manager at Serenta. I am always available to clients and their families so please do get in touch at any time.

Thank you to everyone who responded to our recent client survey. Your answers are really important and help us to improve the service that we provide to you.

We've put together this report to share the results of the survey, including what we've done in response to what you told us.

Fran Beardsmore

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We're proud of some of the positive feedback and will pass on your compliments to the team.

Of clients who responded...

100%

would recommend
Serenta to friends
and family.

100%

say staff treat them
with dignity and
respect.

100%

say the service
they receive is
consistent.

100%

say personal choice
and independence
is supported.

100%

say staff appear
presentable and are
professional.

Action Plan

Based on your feedback we've created an action plan to address the issues that you've raised.

What you said:

Communication when regular staff leave.

Timing can be off, would like to know if carers are running late.

Changes to carers from time to time.

Training with younger staff.

Don't like the NFC tags.

Let family know when there is an issue.

How we plan to improve:

Ensure 100% meet and greets with all new care workers.

Communication to all care and office staff with a reminder when running late, that contact is to be made either to client or office.

We try to ensure 100% meet and greets with all new care workers.

Where possible a strengths based approach is used when matching client to staff, this ensures continuity and a good quality relationship.

NFC tags are a secure method of booking visits, they are used to determine exact staff location which supports lone working.

We can confirm a review has taken place to update the care plan, to advise staff to contact NOK directly with any concern.

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**“STAFF FROM THE SERENTA
HELPED ME TO GET BETTER.”**

“friendly and
approachable, they listen,
and action.”

**“Reliable and
flexible.”**

“The support is
consistent, and I
am listened to”.

“Gives us piece of mind
as a family, very
professional, takes
pressure of the family.”

**“Friendly, warm
excellent staff.”**

“Staff listen and they
action.”

**“I enjoy my care
workers time, we
chat and it stops me
getting lonely.”**

“Carers are
pleasant and
smiley, they go
above and
beyond.”

“when they leave, I
wish they could
always stay.”

**“ALL ROUND GOOD
COMPANY, ITS
GREAT.”**

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