

Quality Assurance Survey January-June 2016

In order to monitor our Service User's views of their support from Tendacare, Quality Assurance Questionnaires are sent out on a random selection basis.

From January 2016 to July 2016, 30 questionnaires were sent and of these, 23 were returned. Some anonymously.

The questionnaire has 5 sub sections in which clients are invited to grade the quality of the service Tendacare provide in the following areas: Quality of Care, Assessment, Care Plans and Reviews, Allocation of Work, Organisation and Financial. A selection of grading can be made which ranges from Excellent to Poor on a tick box system. An overall assessment, and additional comments section complete the questionnaire.

Summary of the Report

This Quality Assurance exercise clearly shows that the service and support given by Tendacare is currently meeting the needs of Service Users, however as a Service Provider we must continue to improve and identify key areas where this is necessary. In this regard several changes have been implemented:

Road Runner system - This system allows information to be passed quickly between Care Assistants, Coordinators and Office Staff, and will enable rotas and relevant client details to be accessed by Care Assistants while they are working. This should improve our scheduling and continuity of work.

Amendments to questionnaire - The 5 possible grading's have been reduced to 3, ranging from excellent to not very good. This will increase the differential between the responses and should result in a more accurate picture of Client opinions.

Care Plans - All Care Plans will now include a Medication Assessment Record (MAR) chart which can be completed in the event of a short term medication requirement. This will enable Tendacare to respond immediately to a clients change of need.

Our current policy of training, spot checks, supervision and appraisal will continue, with emphasis on staff members providing a high level of person centred care, knowing Tendacare policies and being able to follow correct procedures when supporting all Clients..

The new format questionnaire's will be sent out and the responses collated, again over a 6 month period. Our aim is for responses graded at Excellent to reach 90%.

