



## Customer Survey – Community Care

January 2022



# About the Survey

Between October 2021 and January 2022 many of you took part in an important survey.

The survey focused on how happy you are with the way Brunelcare delivers key services and maintains your homes. The survey was anonymous and carried out by an independent market research company - Acuity Research & Practice.

Customers were split into 6 groups (Sheltered, Retirement Village, Care Homes, Help When You Need it – Community Support, Community Care and Extra Care) and each group was sent a questionnaire tailored to them.

The survey was carried out by sending a paper questionnaire to all customers.

This report contains key results from the survey in respect of customers' opinions about their homes and the services received.

A total of  
**173**  
customers took  
part out of a  
possible 459.





# Care Services



Four-fifths of customers are satisfied with how easy they find it to make contact regarding queries and concerns (**81%**), that they see the same support carers (**82%**) who arrive at the expected time (**79%**).



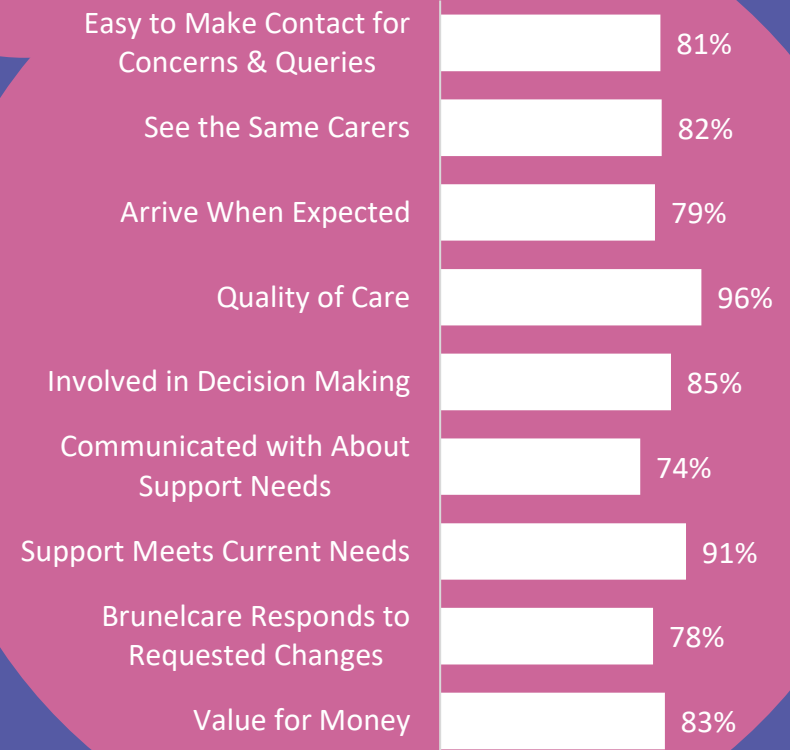
Almost all (**96%**) customers are also satisfied with the quality of support they receive in addition to feeling that this support meets their current needs (**91%**).



Some **85%** of customers feel that they are involved in the decision making surrounding their support needs, **74%** feel that they are communicated with about these needs and a further **78%** are satisfied with how Brunelcare responds to the changes or alterations they request.

Customers want improved communication in general.

Customers also want improved customer care and service.



# Communications & Engagement



Almost all customers feel that Brunelcare has friendly and approachable staff (**96%**). However, slightly less (**87%**) feel that Brunelcare is easy to deal with as a whole.



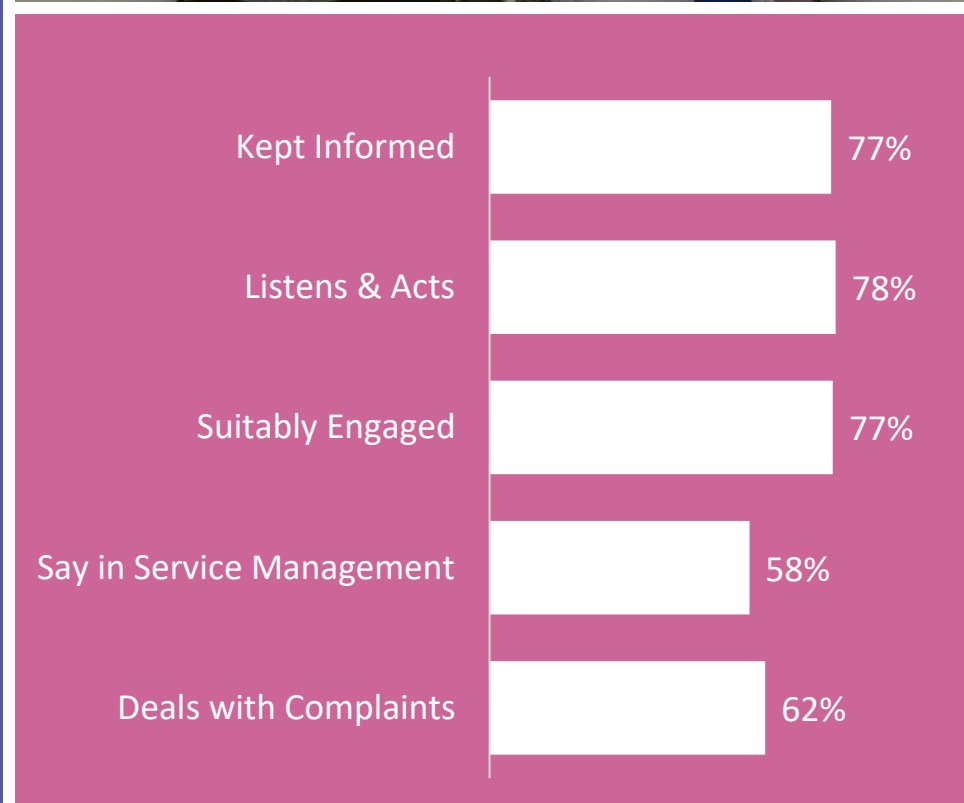
Over three-quarters of customers feel that Brunelcare listens to their views and acts upon them (**78%**) and a further **58%** are satisfied that they have a say in how Brunelcare manages its services.



Three-quarters of customers are satisfied that Brunelcare keeps them informed (**77%**) and over three-quarters feel that they are kept suitably engaged by Brunelcare (**77%**).



Of the customers who have made a complaint to Brunelcare, three-fifths are satisfied with how they deal with complaints (**62%**).

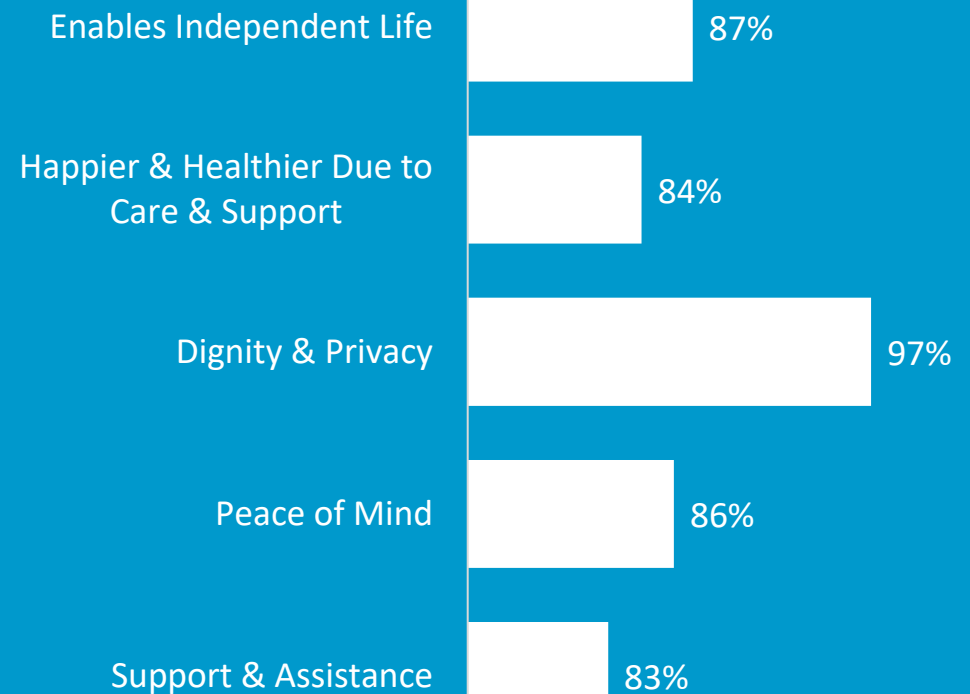


# Customers' Lives

Over four-fifths of customers are satisfied that the services they receive enable them to lead an independent life (**87%**).

Some **84%** of customers feel happier and healthier due to the support they receive and **86%** reported that having this support available gives them peace of mind.

Almost all customers feel that their dignity and privacy is maintained when they receive their care (**97%**) and a further **83%** feel reassured knowing there is help and support available to them.

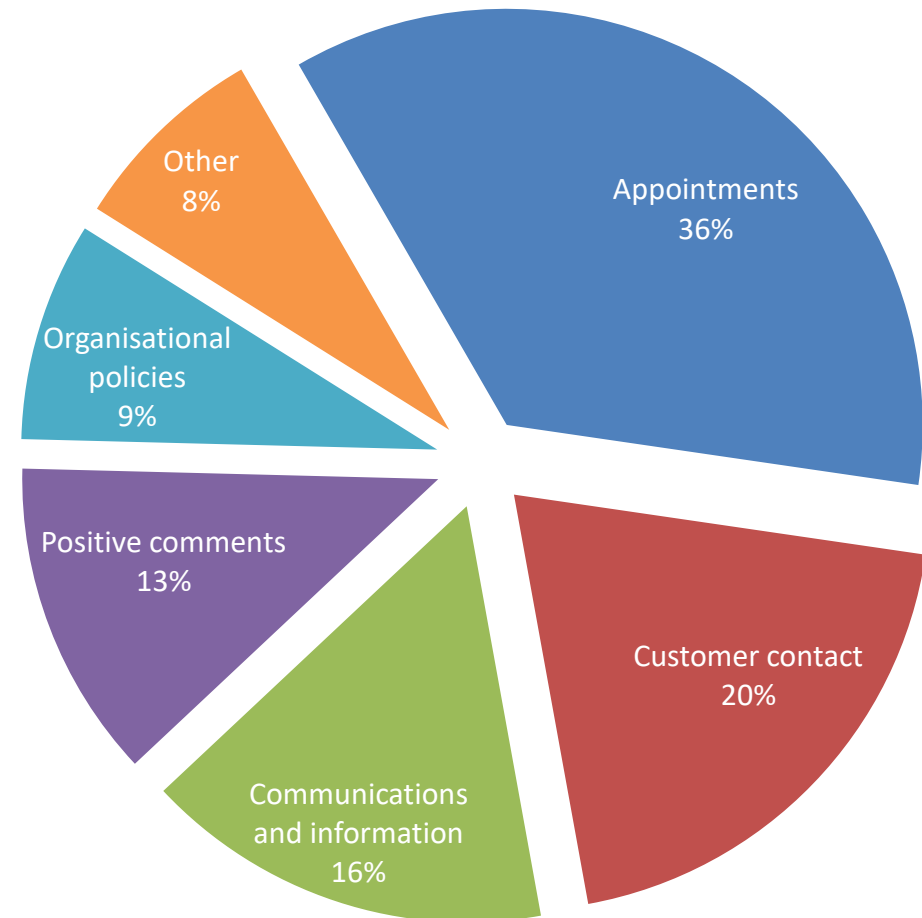




# Improving Services

Customers were asked if there was one thing that Brunelcare could do to improve its services, what would they like it to be. Some **128** comments were received from customers about what could be improved, **12%** gave positive comments and a further **8%** gave 'other' answers and thus it could be construed that they don't feel improvement is necessary.

There were wide variety of suggestions for improvement and these are summarised in the chart across. Some **36%** of comments concern appointments, **20%** customer contact, **16%** communications and information and **8%** organisational policies.



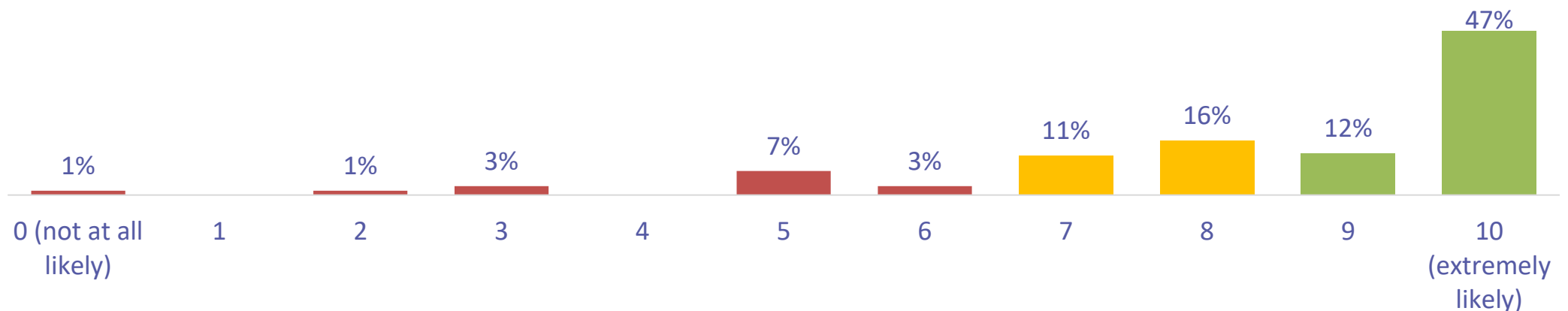
# Recommending Brunelcare



Customers were also asked how likely they would be to recommend **Brunelcare** to other people. This is a **0-10 point rating** those who would recommend the organisation score **9 or 10**, those unsure score **7 or 8** and those who wouldn't recommend them **score 6 or below**.



Around three-fifths of customers are very loyal and happy to recommend Brunelcare (**59%**), some **27%** are unsure and **14%** wouldn't recommend them, feeling rather more negative about the organisation.



# You Say – We Do

Carrying out this survey is just part of the work Brunelcare does to involve you in developing services. As well as publishing the results of the survey, Brunelcare plans to put the findings to good use by working with customers to further improve the services they provide.







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