



Customer Survey – Help When You Need It

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 **17** customers took part out of a possible 79.





Help When You Need It Services



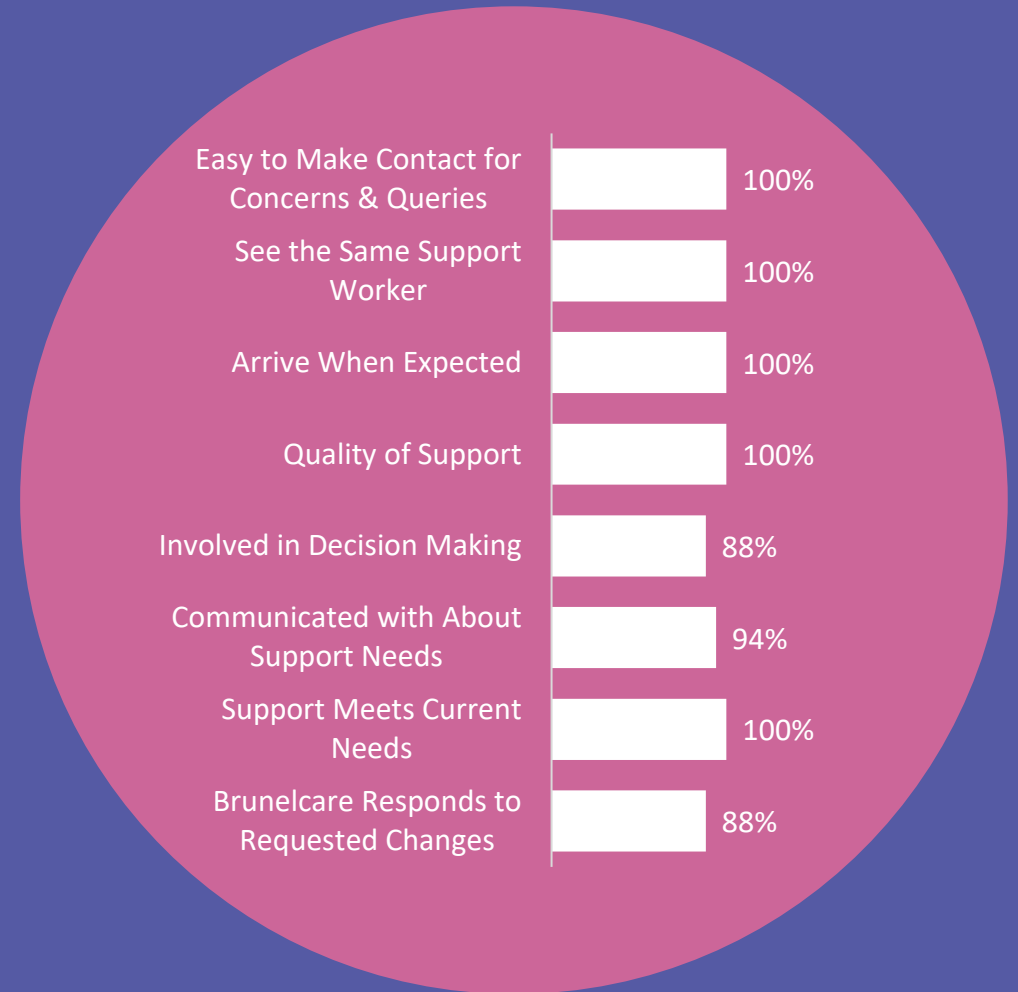
All customers are satisfied with how easy they find it to make contact regarding queries and concerns, that they see the same support worker who arrives at the expected time.



All customers are also satisfied with the quality of support they receive in addition to feeling that this support meets their current needs.



Some **84%** of customers feel that they are involved in the decision making surrounding their support needs, **94%** feel that they are communicated with about these needs and a further **84%** are satisfied with how Brunelcare responds to the changes or alterations they request.



Communications & Engagement



All customers feel that Brunelcare has friendly and approachable staff and that Brunelcare is easy to deal with as a whole.



Almost all customers feel that Brunelcare listens to their views and acts upon them (**93%**) and a further **85%** are satisfied that they have a say in how Brunelcare manages its services.



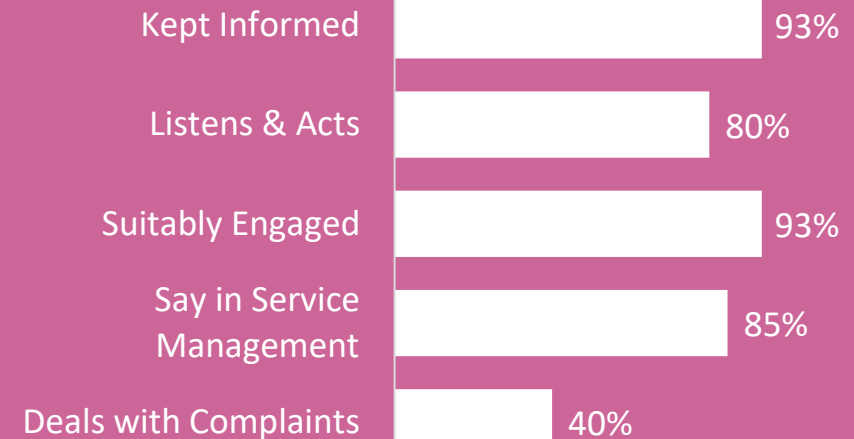
Nine in ten of customers are satisfied that Brunelcare keeps them informed (**93%**) and the same amount feel that they are kept suitably engaged by Brunelcare (**93%**).



Of the customers who have made a complaint to Brunelcare, two-fifths are satisfied with how they deal with complaints (**40%**).



“My support worker was very capable and was able to identify and support me with my needs.”



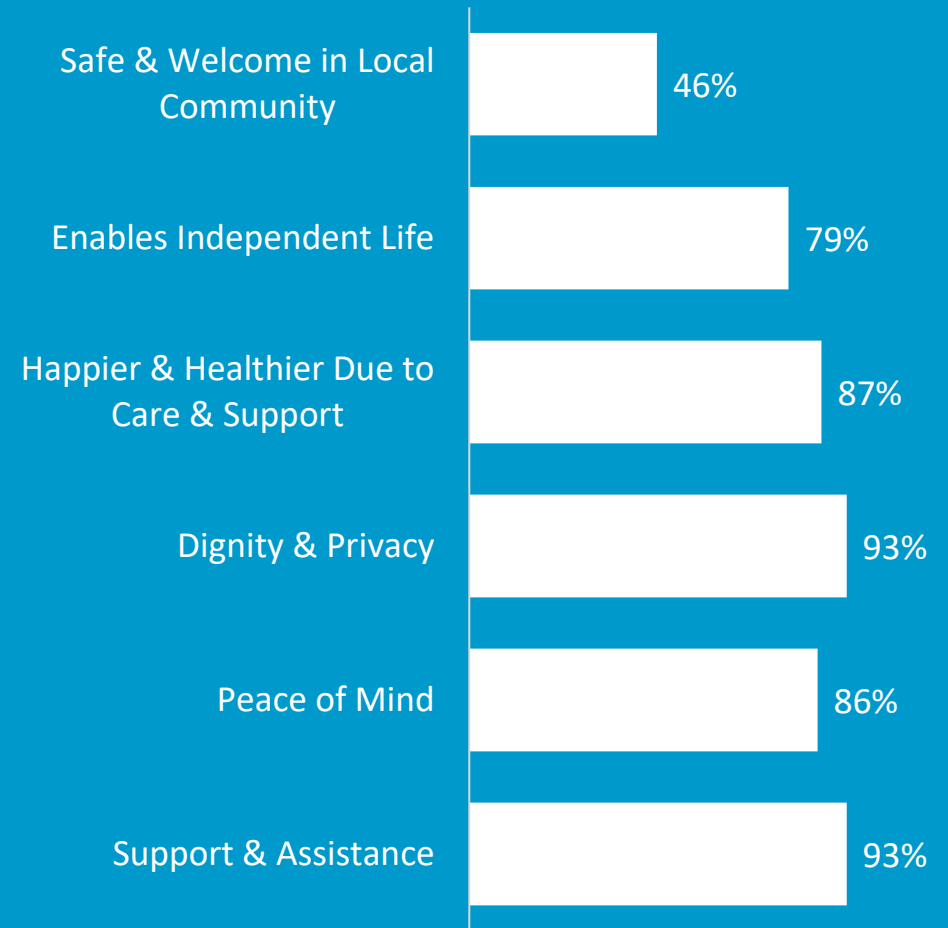


Customers' Lives

Just over two-fifths of customers are satisfied that the services they receive make them feel safe and welcome in their local community **(46%)**.

Two-thirds of customers agree that the services they receive enable them to lead an independent life **(79%)** and over four-fifths are happier and healthier due to the support they receive **(87%)**.

Some **93%** of customers feel assured knowing that there is support and assistance available to them, **86%** agree that they enjoy the peace of mind this support gives them and **93%** agree that their dignity and privacy is maintained when receiving support.





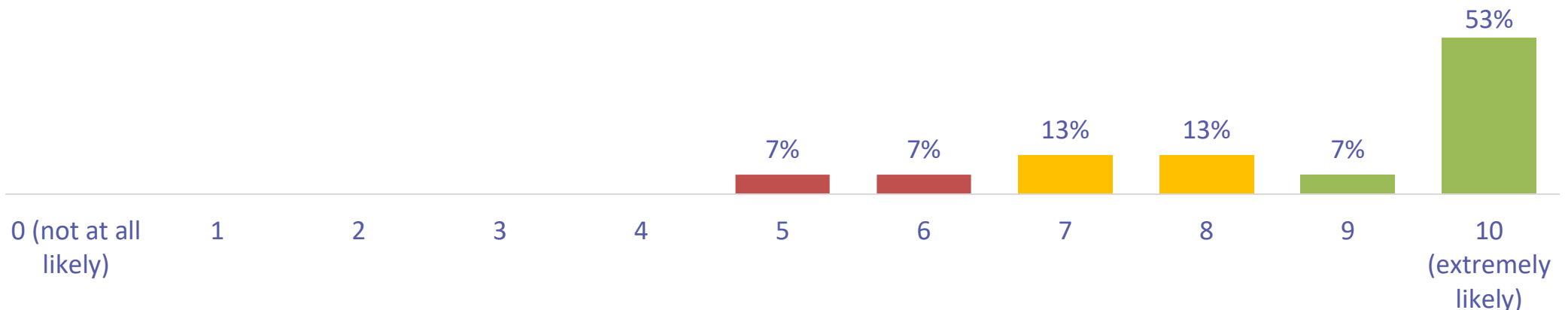
Recommending Brunelcare



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**.



Over three-quarters of customers are very loyal and happy to recommend Brunelcare (**60%**), some **26%** 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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