



**Herts Careline**  
Because independence  
is important



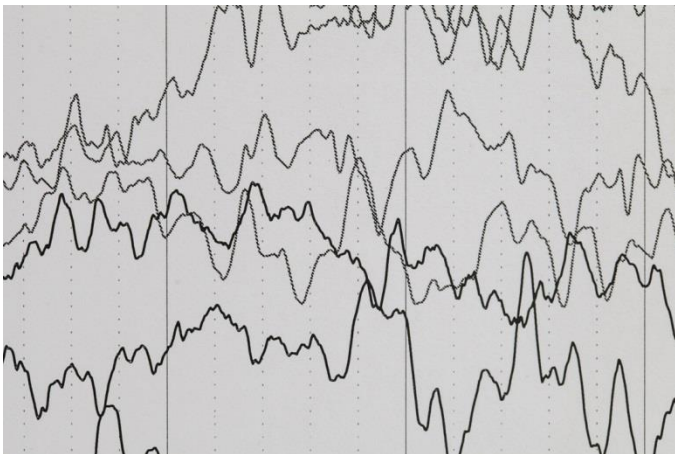
## Herts Careline

### Customer Satisfaction Survey Results 2017-18

#### Complex Needs



*100% of service users  
would recommend  
Herts Careline's  
complex needs  
service to a family  
member or friend*



Independent Living Supplies

NORTH HERTFORDSHIRE  
DISTRICT COUNCIL



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# Executive summary

Herts Careline complex needs service is a not-for-profit service partnership between Hertfordshire County Council, North Hertfordshire District Council and Hertfordshire Independent Living Supplies (ILS) and Hertfordshire Independent Living Service (HILS), to provide non complex needs and complex needs assistive technology services for residents of all ages and circumstances in Hertfordshire.

**This report focusses on the Complex Needs levels of service with our partner ILS, including services users of all ages living with epilepsy, dementia, learning disabilities and various other complex conditions.**

Its annual Customer Satisfaction Survey is a means of gaining insight into service users and their perceptions, and facilitates feedback to develop, improve and grow the service.

## **Key findings from the 2017-18 survey:**

- 100% of service users would recommend Herts Careline complex needs service to a friend or relative.
- 100% of service users felt more reassured having their complex needs assistive technology service
- 100% of service users' relatives and friends felt more reassured now that they have the complex needs assistive technology service at home
- 100% of service users felt they were given the opportunity to discuss their needs during the assessment process
- 100% of service users said the ILS assessor was smart, polite, friendly, well informed and helpful
- 100% of service users who responded to this question found the help and advice from the Control Room was 'excellent' or 'good'.
- 100% of service users who responded to this question rated the service received by the Customer Service Team to be 'excellent' or 'good'
- 98% of service users felt more independent having their assistive technology service
- 96% of service users found the assessment experience 'excellent' or 'good', and found the assessor's explanation of the equipment 'excellent' or 'good'

# Objectives of research

The key objective of the survey was:

- To establish data as to the industry benchmark of whether service users would recommend Herts Careline to a friend or relative

Secondary objectives include discovering:

- The specific elements of the service people value
- If service users feel they are receiving a positive service
- If helpful advice is being given
- How having the Herts Careline service makes users feel
- How the service gives family and friends reassurance
- If there is interest for a portable pendant – the Herts Bernie Location Service
- Their comments and suggestions for improvements

All objectives were met.

# Survey design

The survey was user friendly and compiled of eleven straightforward questions.



## Customer Satisfaction Survey 2017-18

We are always looking for ways of improving our assistive technology service and your comments are important to us. We'd be grateful if you would complete this survey and return it to us in the pre-paid envelope provided. **No stamp is required.** Thank you for your help.

1	Overall, would you recommend Independent Living Supplies (ILS) / Herts Careline to a friend or relative?	Yes / No
2	What do you value the most about your assistive technology service?	
3	How did you find the assessment experience?	
4	Were you given the time and opportunity to discuss your needs?	Yes / No
5	The assessor's explanation of the equipment that could help you / your loved one was:	
6	The assessor was polite, friendly, well informed and helpful:	Yes / No
7	Do you feel more independent and in control having your assistive technology service?	Yes / No
8	Do you feel more reassured having your assistive technology service?	Yes / No
9	Do you think your friends / relatives enjoy peace of mind knowing you have the ILS / Herts Careline service?	Yes / No
10	When you speak to the call operators, the help you receive is:	
11	When you speak to the office's customer service team, their advice is:	

## Research methodology

The service users were surveyed via postal questionnaire. The questions were designed to be easily understood and answered - this included two open ended questions at the end of the questionnaire that encouraged service users to be more discursive in their comments. For this survey we used emoji icons to help service users with complex needs better understand the scoring.

Due to the positive response of the Customer Satisfaction Survey 2015-16 and 2016-17, it was decided that the layout and questions of the questionnaire would remain the same for 2017-18.

The surveys were posted to all new service users who joined the service since January 1<sup>st</sup> 2017 – 21<sup>st</sup> June 2018. This was a total of 253 clients. We took the decision not to go further back in time for this particular client base as there was concern that they may not recall the assessment process.

The Complex Needs service supports people from as young as 11 years old. However, we survey service users over 16 years of age, due to consent issues.

The amount of people returning the survey was 20% which is an excellent standard within the industry, which typically receives a 10-15% response rate.

In order to encourage a response, respondents were not required to provide their names and addresses, although they could if they wanted us to contact them.

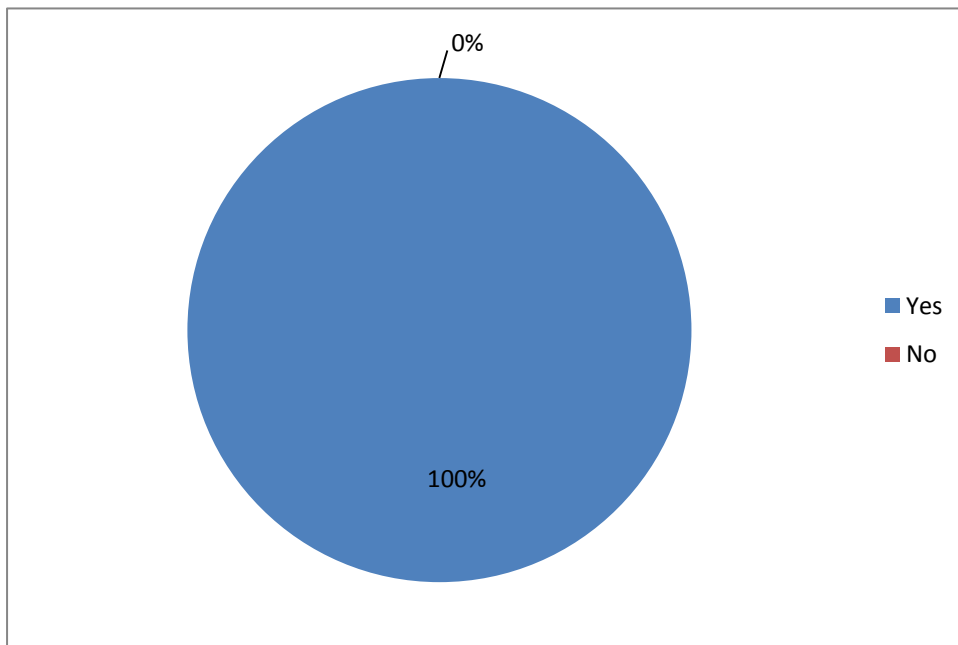
The surveys were sent out on 2<sup>nd</sup> July 2018 with a request to return them within 3 weeks.

Once the questionnaires were returned the results were captured. An analysis was subsequently undertaken and the results summarised in the next section.

# The results

**Q1: Overall, would you recommend Herts Careline to a friend or relative?**

100% of service users who responded would recommend Herts Careline to a friend or relative. This is our overriding objective so it's excellent news this is as high as actually possible.



Response data	
Yes	50
No	0

**Q2: What do you value most about your assistive technology service?**

This question was asked to capture qualitative information about which element of their assistive technology service users felt was the most valuable.

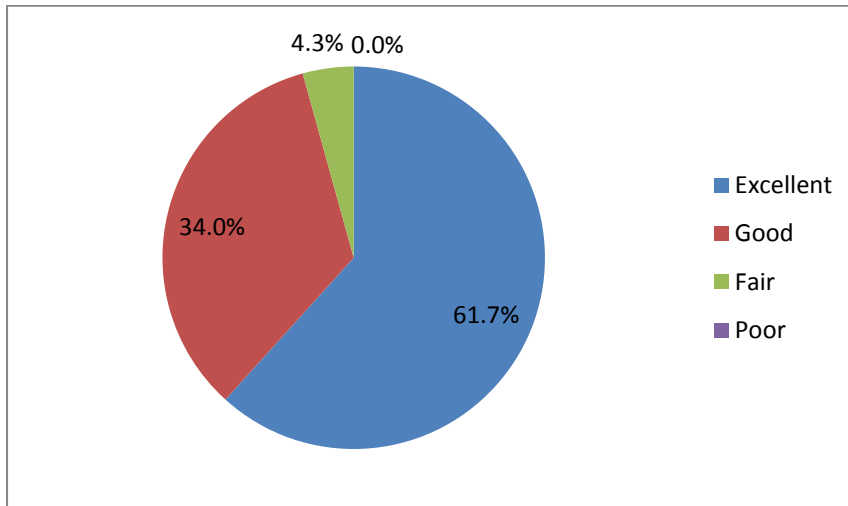
The majority of the responders said that it gives them 'peace of mind', 'reassurance' and 'security.' A full list can be found on page 18. The most frequent responses included:

- Peace of mind
- Reliability
- Makes me feel safer
- Peace of mind
- It alerts my carer if I am having a seizure
- Emergency help in the event of an accident
- Quick response
- Very helpful



### Q3. How did you find the assessment experience?

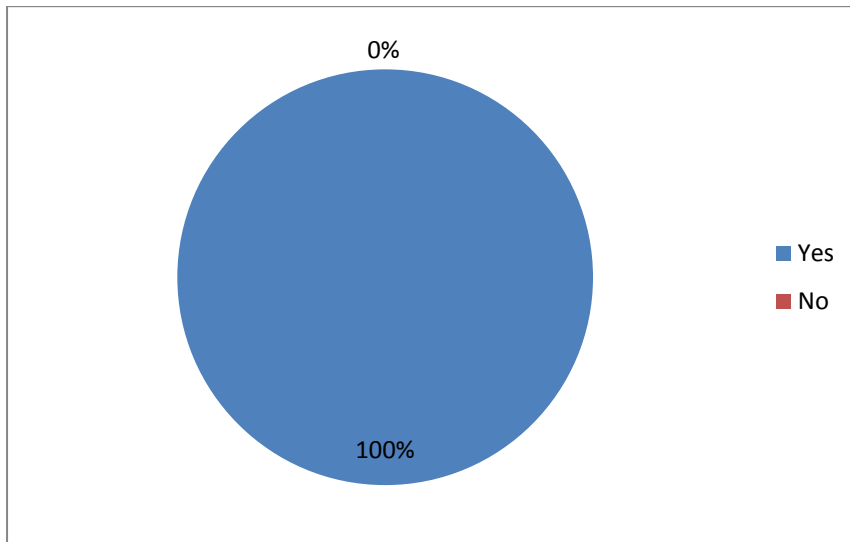
It can be seen that 96% of service users, who responded, found the assessment experience 'excellent' or 'good'. The assessment process can be quite intense due to the nature of the issues presenting themselves to the assessor, so this is a very positive result.



Response data	
Excellent	29
Good	16
Fair	2
Poor	0

#### Q4. Were you given the time and opportunity to discuss your needs?

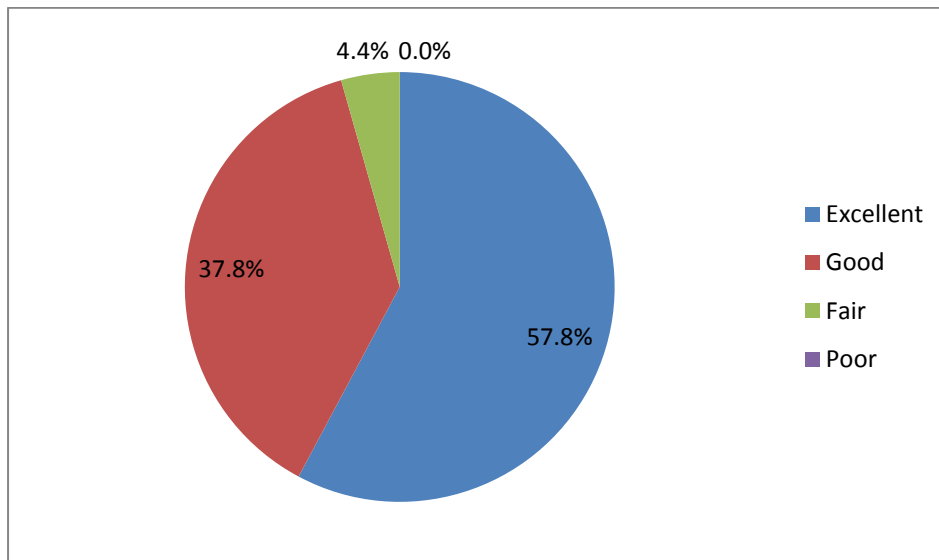
It can be seen that 100% of service users, who responded, found they were given the opportunity to discuss their needs and concerns during the assessment process which gives well deserved credit to our assessment team.



Response data	
Yes	47
No	0

**Q5. The assessor's explanation of the equipment that could help you / your loved one was:**

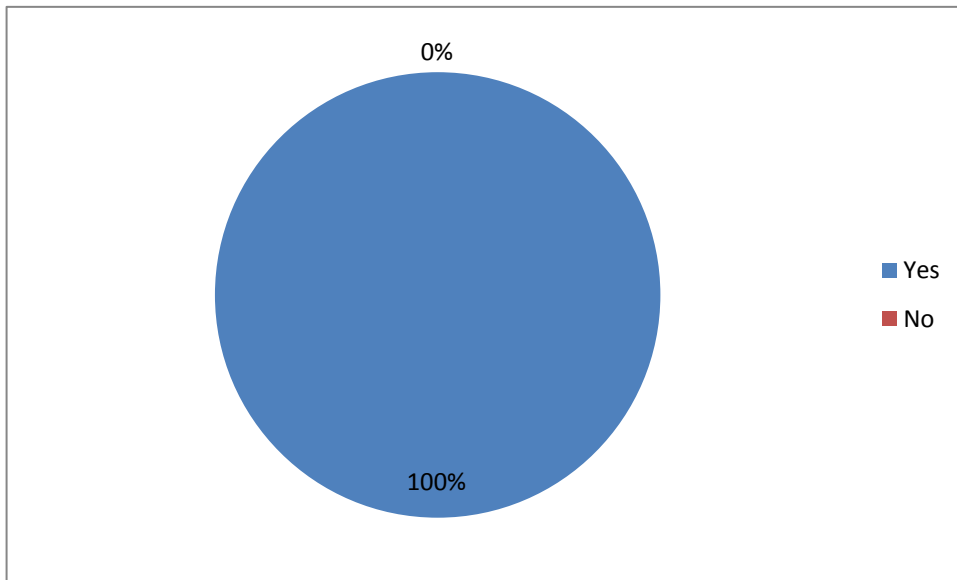
It can be seen that 96% of service users, who responded, found that the assessor's explanation of the vast array of equipment available was 'excellent' or 'good'.



Response data	
Excellent	26
Good	17
Fair	2
Poor	0

**Q6: The assessor was smart, polite, friendly, well informed and helpful:**

100% of service users were impressed with the presentation of the assessor and their professional abilities.

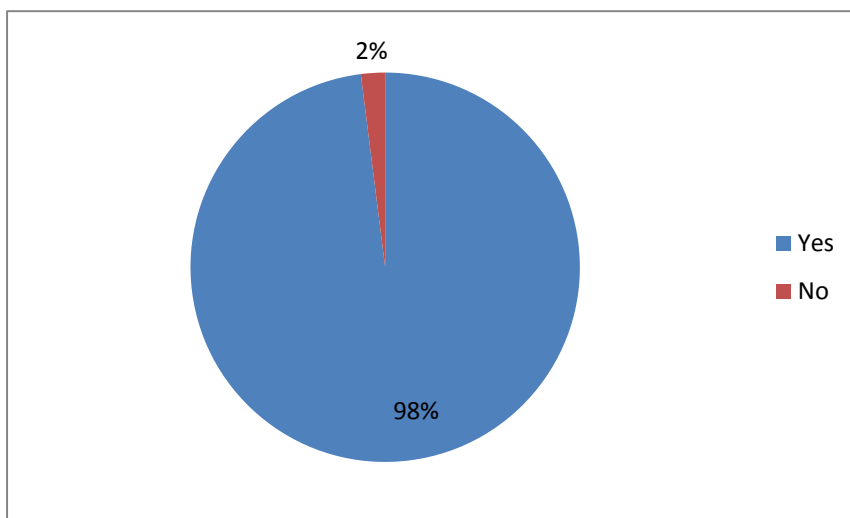


Response data	
Yes	49
No	0

**Q7: Do you feel more independent having your assistive technology service?**

It can be seen that 98% of service users, who responded, feel more independent having their assistive technology service.

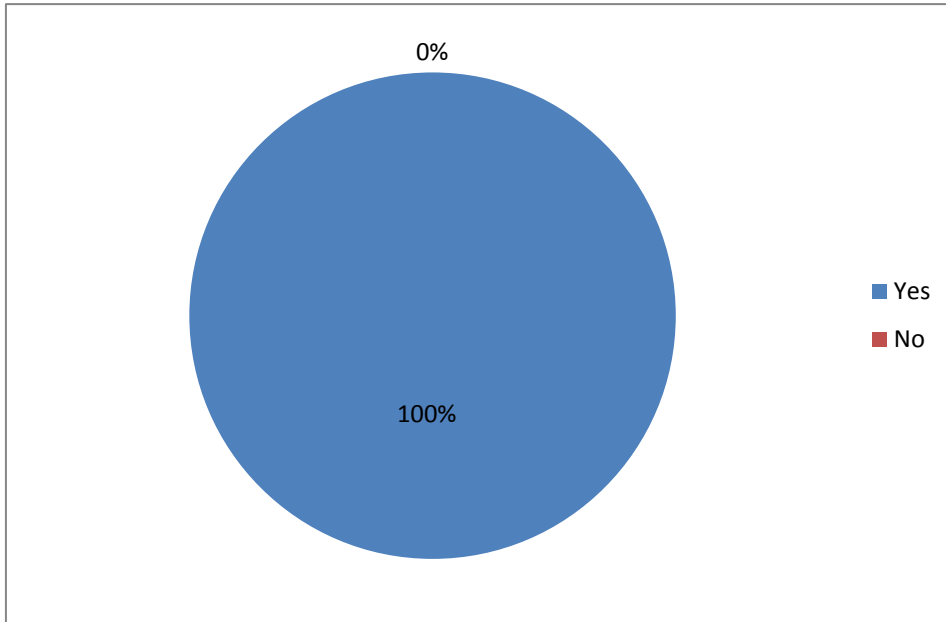
This statistic reflects a key part of Herts Careline’s strategy - making users feels more independent at home.



Response data	
Yes	48
No	1

**Q8: Do you feel more reassured having your assistive technology service?**

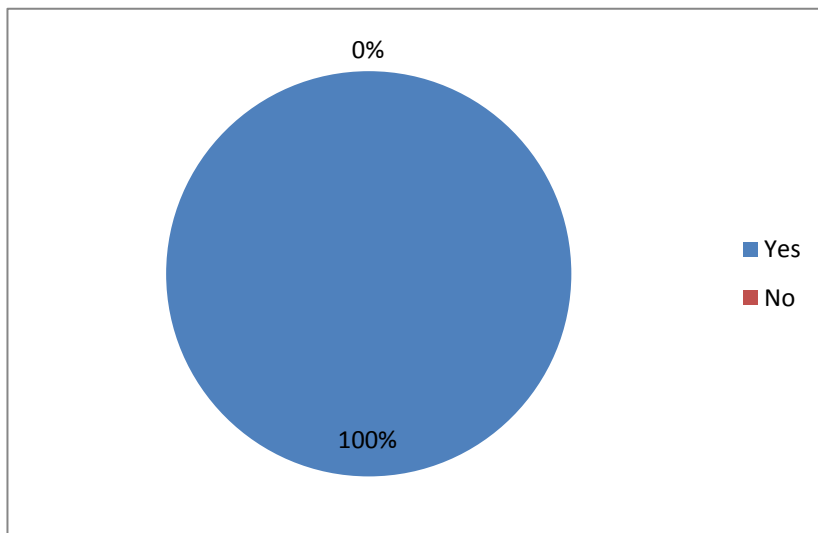
100% of the service users, who responded, said that they feel more reassured having the assistive technology service which is encouraging. The feeling of reassurance is a key factor in Herts Careline's service delivery model so this is a positive reflection.



Response data	
Yes	47
No	0

**Q9: Do you think your friends/relatives enjoy peace of mind knowing you have the Herts Careline service?**

100% of service users feel their friends and relatives have peace of mind knowing they have our complex needs assistive technology service. Having the support of the client's wider support network is important to Herts Careline so it's encouraging to see how valuable all participants believe the service is.



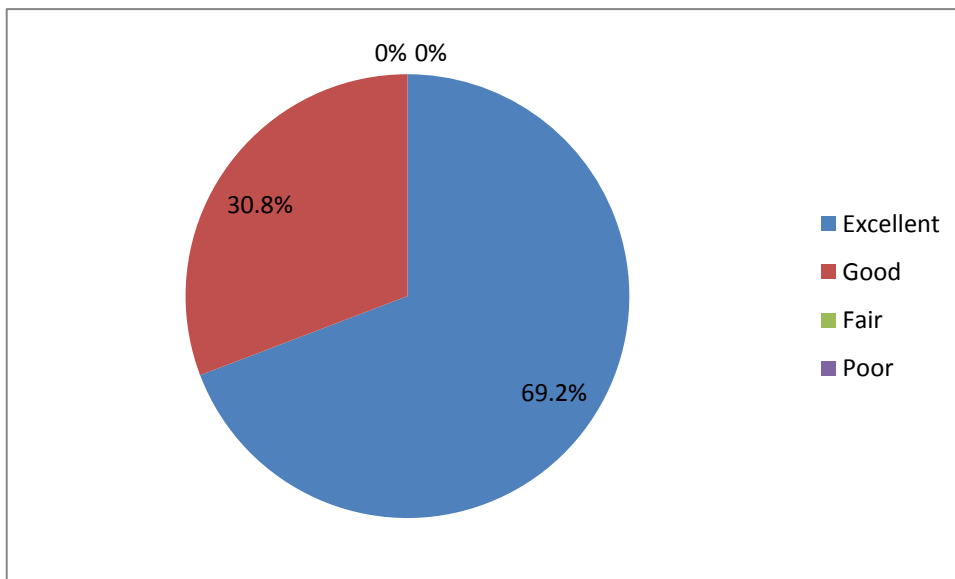
Response data	
Yes	47
No	0

**Q10: When I speak to the call operators, the help I receive is:**

An overall score of 100% of those who responded to this question rated the call operator's help as 'excellent' or 'good'.

Call operators in the Control Room are the first point of contact for service users when they are at their most vulnerable, so it is essential that the assistance is of a high quality.

No respondent commented that the service encountered was fair or poor.



Response data	
Excellent	27
Good	12
Fair	0
Poor	0

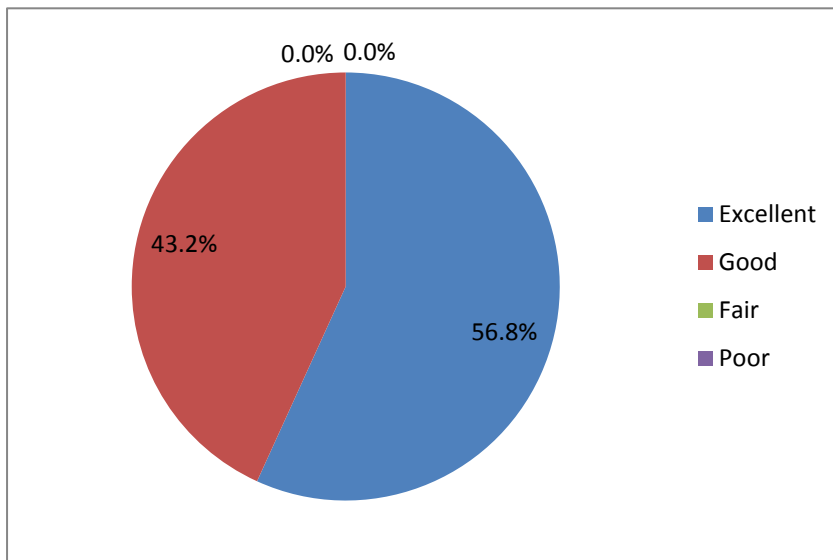


**Q11: When I speak to the Customer Service Team, their advice is**

An overall score of 100% of those who responded to this question rated the Customer Service Team’s help as ‘excellent’ or ‘good’.

The Customer Service Team is the first point of call to professional referrers, members of the public, and other stakeholders when they have a question they wish to discuss verbally so it’s essential that this function works well.

No respondent commented that the service encountered was fair or poor.



Response data	
Excellent	21
Good	16
Fair	0
Poor	0

# Qualitative questions

## What do you value most about your assistive technology service?

Peace of mind

We are very satisfied with your service; I have recommended you many times

Reliability

It stops me going out without staff support

I feel safe with it

I feel safe incase I have a seizure

Great service

Makes me feel safer

Everyone was very helpful and service is brilliant

It alerts my carer if I am having a seizure

Floor pad alarm

A good response to any questions asked

It's easy to dial

Health and safety

Emergency help in the event of an accident

Friendly staff who call us by our name

Someone to contact day or night when I am alone

All of that has been provided has been life saving!

Maria was excellent

Quick response, nice manners

It keeps me safe

I can sleep without worrying my mum as I have an alarm

Very helpful if there's a problem

Most helpful if we have problems

Very satisfied

Fast response

Reassurance if anything were to happen

**Do you have any comments or suggestions on how we could improve our service?**

These were few and far between. Many respondents wrote 'no' or 'none'; or gave a positive comment to Herts Careline that all was well with their service. Some took the opportunity to inform the service of some updates to their situation.

Some developmental areas will be addressed:

- If there was a button or device that you could press if someone else was going out the front door so that the alarm wouldn't go off (no name given)
- I would be interested in a watch that alerts irregular heart beat (no name given)
- Answer to Q4 is 'No' because I can only sit in certain places in my house. Also still waiting for a sensor mat for my sofa
- A little more advice on use and demo would have been helpful
- Fall device is horrible
- Watch wasn't working for a while, didn't realise I could telephone to ask for help

**Would you be interested in the new portable pendant that works outside the home and can alert for help if you press the SOS button on the device?**

7 people asked us to send us a brochure about this new service.

## Conclusion

It can be seen that service users of Herts Careline are highly impressed with the levels of service they receive from their complex needs assistive technology service, and highly value the support it offers them.

To achieve a 100% recommendation rate is very impressive. It's also encouraging that 100% of service users recommend us for both our mainstream community alarm and telecare service (the separate report is available at [www.care-line.co.uk](http://www.care-line.co.uk)) as well as for our complex needs service.

As is all other key indicators of satisfaction exceeding 96% and upwards, the majority in the 100% bracket.

The issues of greater independence, reassurance and safety for both the client and the family members are highlighted as key areas of importance, and strong indicators that the service is greatly needed in Hertfordshire.

Lisa Cox of ILS said:

*"This is really great feedback, particularly when we are dealing with 'Complex Needs' assessment and installations. It is never easy teaching a 90 year old how to operate a Pager and re-set a monitor within their home or training Support Staff/Carers on how to operate complex epilepsy equipment. Personally, I thoroughly enjoy meeting the wide variety of people we come across and trying to make a difference to their lives when circumstances are difficult with health issues etc. I know our engineers, Keeley and Andy, both enjoy this aspect too."*

### Next steps

Herts Careline will continue to serve its clients to the highest standard possible. It will maintain its innovation agenda to bring new products to market to exceed customer expectations and improve their quality of life. Areas for development are already being addressed within the senior management team.