



Herts Careline
Because independence
is important



Herts Careline

Customer Satisfaction Survey Results

2017-18

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



Hertfordshire
Independent Living Service
Supporting your independence

NORTH HERTFORDSHIRE
DISTRICT COUNCIL



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Executive summary

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

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 to a friend or relative, an improvement of 0.8% compared to the 2016-17 survey.
- 100% of service users felt more reassured having their assistive technology service, a growth of 3.4% compared to the 2016-17 survey.
- 99.5% of service users said the HILS engineer was smart, polite, friendly, well informed and helpful
- 99.2% of service users' relatives and friends felt more reassured now that they have the assistive technology service at home, an improvement of 0.9% compared to the 2016-17 survey.
- 99.2% of service users said they were contacted promptly by a HILS engineer to arrange a convenient time for installation
- 98.5% of service users who responded to this question rated the service received by the Customer Service Team to be 'excellent' or 'good', an increase of 0.7% compared to the 2016-17 survey.
- 98.4% of service users who responded to this question found the help and advice from the Control Room was 'excellent' or 'good'.
- 97.6% of service users felt more independent having their assistive technology service, an improvement of 3% compared to 2016-17 survey.

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 service users have fallen within the last 12 months
- 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 fourteen straightforward questions.



REMEMBER:
It is important that you test your pendant once a month to ensure it is working correctly.

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 Herts Careline to a friend or relative?	Yes / No
2	What do you value the most about your assistive technology service?	
3	Do you feel more independent and in control having your assistive technology service?	Yes / No
4	Do you feel more reassured having your assistive technology service?	Yes / No
5	Do you think your friends/relatives enjoy peace of mind knowing you have the Herts Careline service?	Yes / No
6	Do you feel confident using your equipment?	Yes / No
7	When you applied to Herts Careline, were you (or your appointed person) contacted promptly by our engineer to arrange a convenient time for installation?	Yes / No
8	The engineer was smart, polite, friendly, well informed and helpful:	Agree / Disagree
9	When you speak to the call operators, the help you receive is:	Excellent / Good/ Fair / Poor
10	When you speak to the office's customer service team, their advice is:	Excellent / Good/ Fair / Poor
11	Have you fallen in the last 12 months?	Yes / No

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

.....

Would you be interested in a new product we are planning to launch which is a portable pendant that works outside the home and can alert for help if you press the SOS button on the device? Yes / No

If you answer 'yes' to this question, can we send you a brochure about this new service when it launches? Yes / No

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.

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 20% of new service users who joined the service since April 1st 2015 – February 2018. This was a sample of 585 clients, which is 75 more people included this year compared to last, as customer numbers have increased. The amount of people returning the survey was 43% 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.

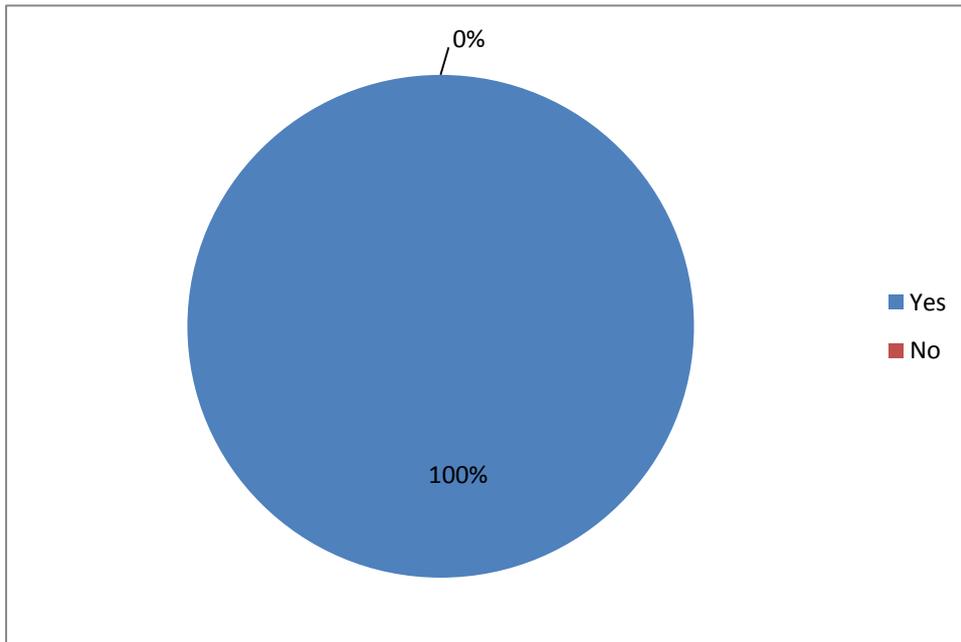
The surveys were sent out on 19th March 2018 with a request to return them within 3 weeks.

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. This statistic is an improvement of 0.8% compared to the 2016-17 survey.



Response data	
Yes	254
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.

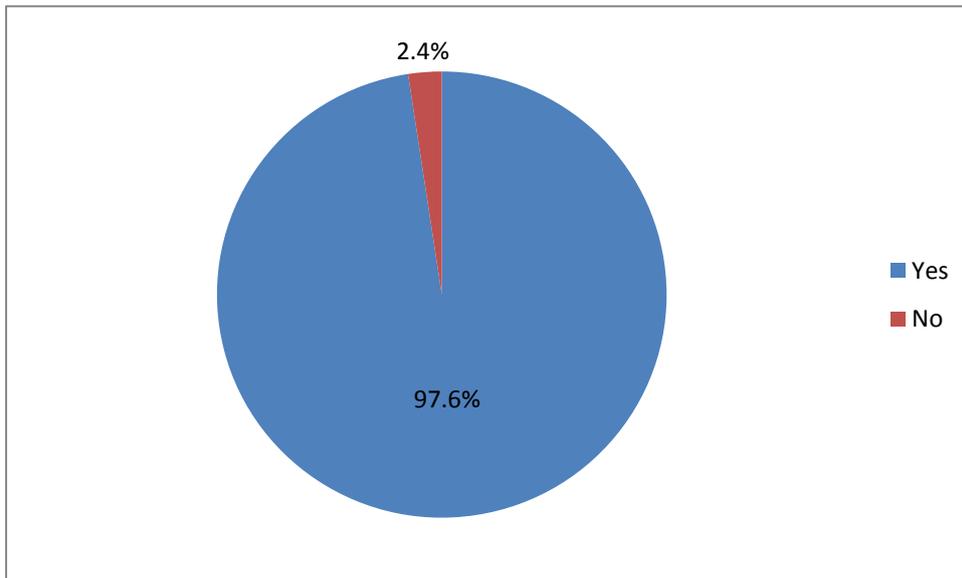
The majority of the responders said that it gives them 'peace of mind', 'reassurance' and 'security.' A full list can be found on page 18. The most frequent responses included:

Peace of mind
Reliability
Knowing there is someone ready to assist
Quickness of response
24 hour cover
Sense of security
It's my comforter
Feeling safe in my home
I'm not alone
Reassurance
Help at hand
Confidence

Q3: Do you feel more independent having your assistive technology service?

It can be seen that 97.6% of service users, who responded, feel more independent having their assistive technology service. This is an improvement of 3% compared to 2016-17 survey.

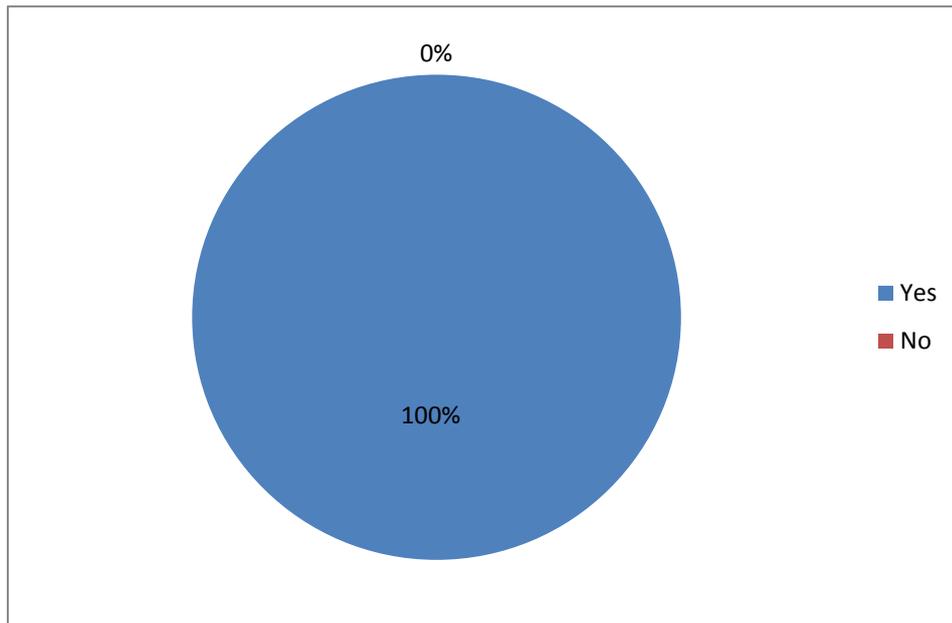
This statistic reflects a key part of Herts Careline’s strategy - making users feels more independent at home. The results were very positive.



Response data	
Yes	249
No	6

Q4: Do you feel more reassured having your assistive technology service?

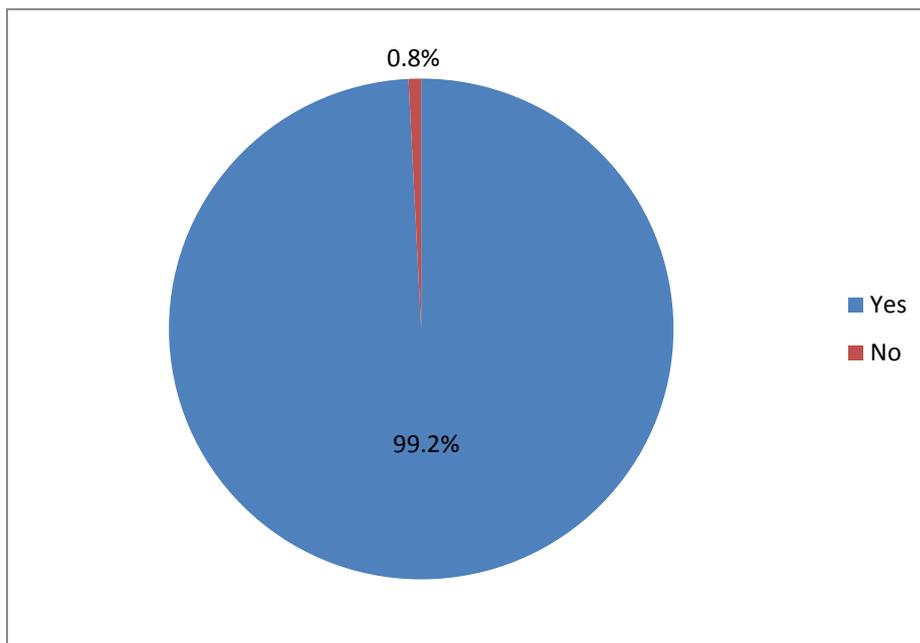
96.7% of the service users, who responded, said that they feel more reassured having the assistive technology service which is encouraging. The feeling of reassurance is a key factor in Herts Careline's service delivery model so this is a positive reflection. This statistic sees an improvement of 3.4% compared to the 2016-17 survey.



Response data	
Yes	241
No	0

Q5: Do you think your friends/relatives enjoy peace of mind knowing you have the Herts Careline service?

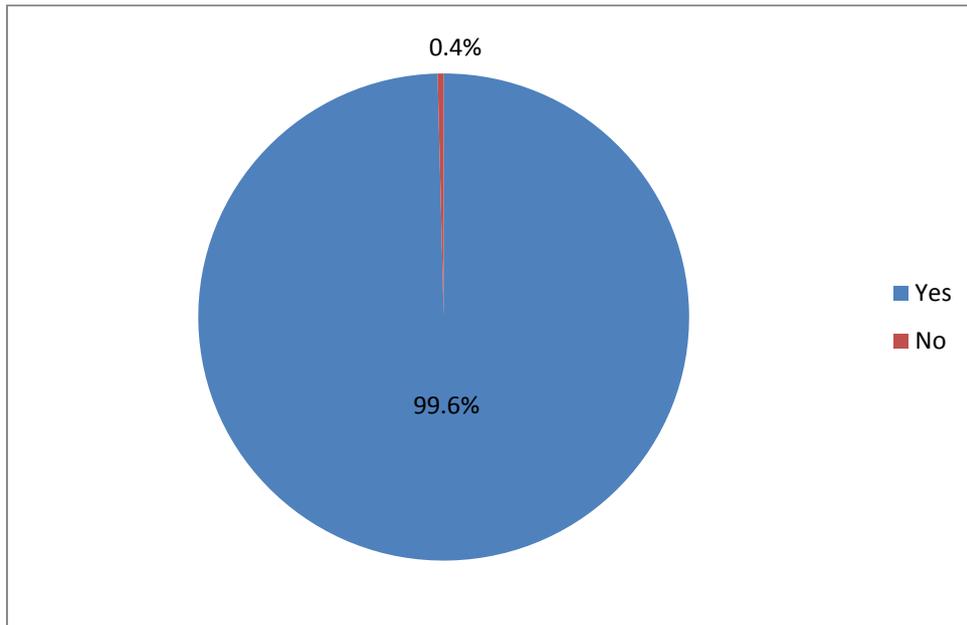
99.2% of service users feel their friends and relatives have peace of mind knowing they have our assistive technology service. This is improvement of 0.9% compared to the 2016-17 survey. Having the support of the client’s wider support network is important to Herts Careline and steps are taken to continually build on the relationships between all parties. It’s encouraging to see how valuable all participants believe the service is.



Response data	
Yes	240
No	2

Q6: Do you feel confident using your equipment?

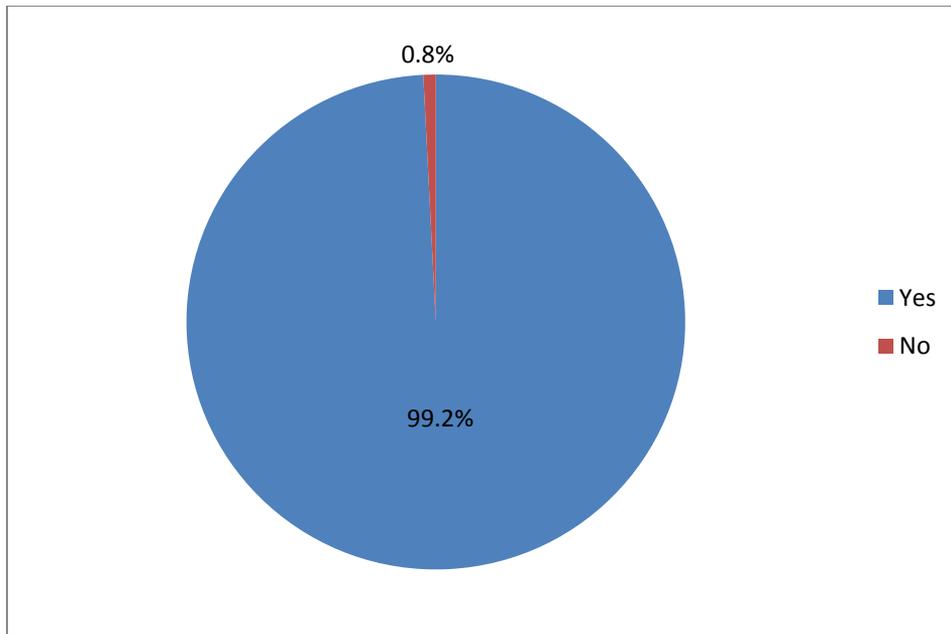
99.6% of service users feel confident using their equipment which shows the expertise the engineers' have to explain the service upon installation, due to the thorough training they receive. The two people who didn't feel confident were promptly given telephone calls and their concerns were quickly alleviated.



Response data	
Yes	249
No	1

Q7: When you applied to Herts Careline, were you contacted promptly by our engineer to arrange a convenient time for installation?

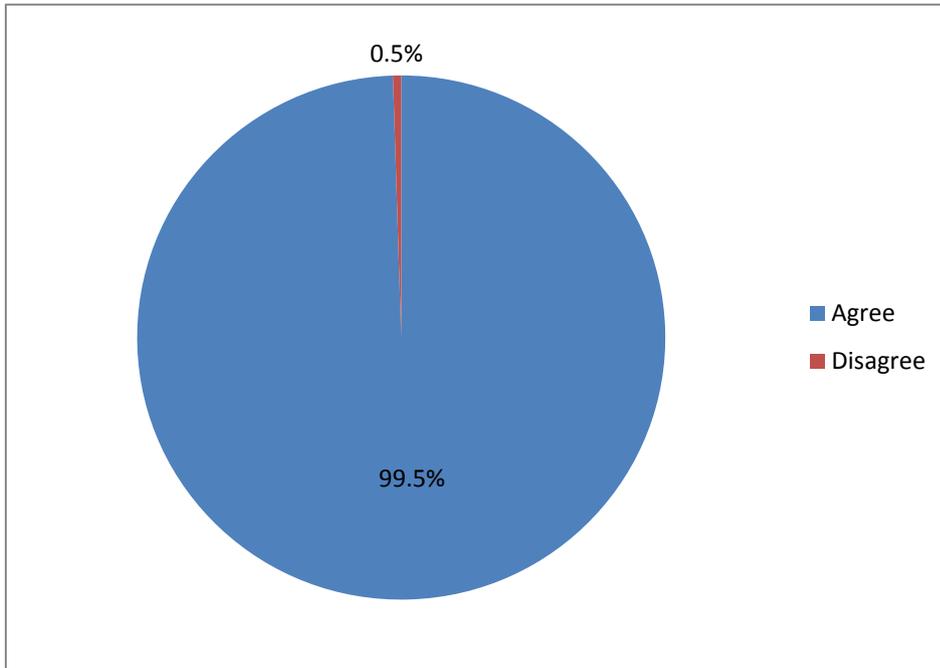
99.2% of service users felt their installation appointment was arranged promptly and conveniently. The service prides itself on a quick turnaround time to ensure new clients receive the help they need as soon as physically possible, so this positive indication is essential.



Response data	
Yes	242
No	2

Q8: The engineer was smart, polite, friendly, well informed and helpful:

99.5% of service users were impressed with the presentation of the engineers and their professional abilities. Training for Herts Careline engineers is meticulous and it is clearly showing results.



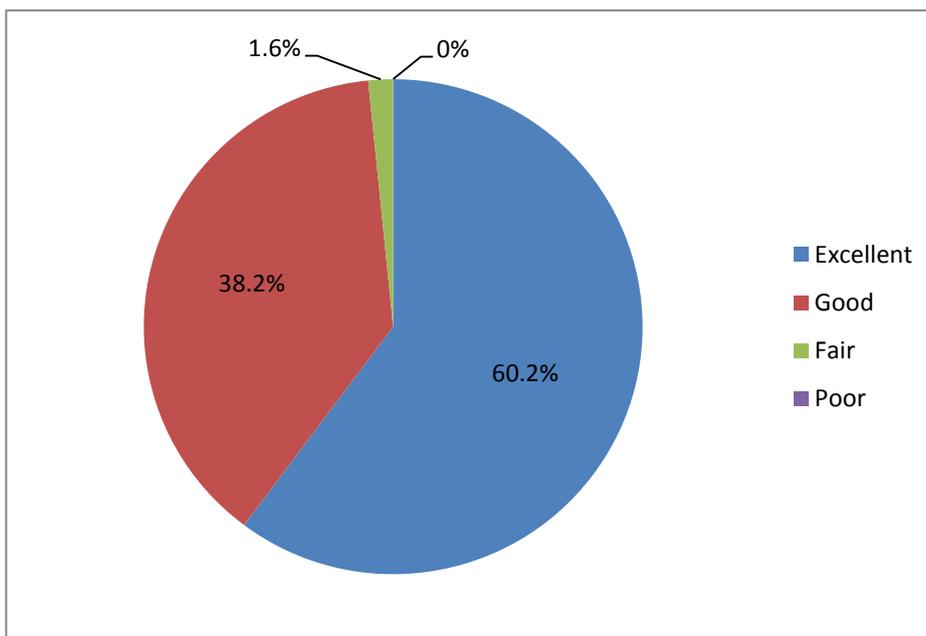
Response data	
Yes	215
No	1

Q9: When I speak to the call operators, the help I receive is:

An overall score of 98.4% 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 poor.



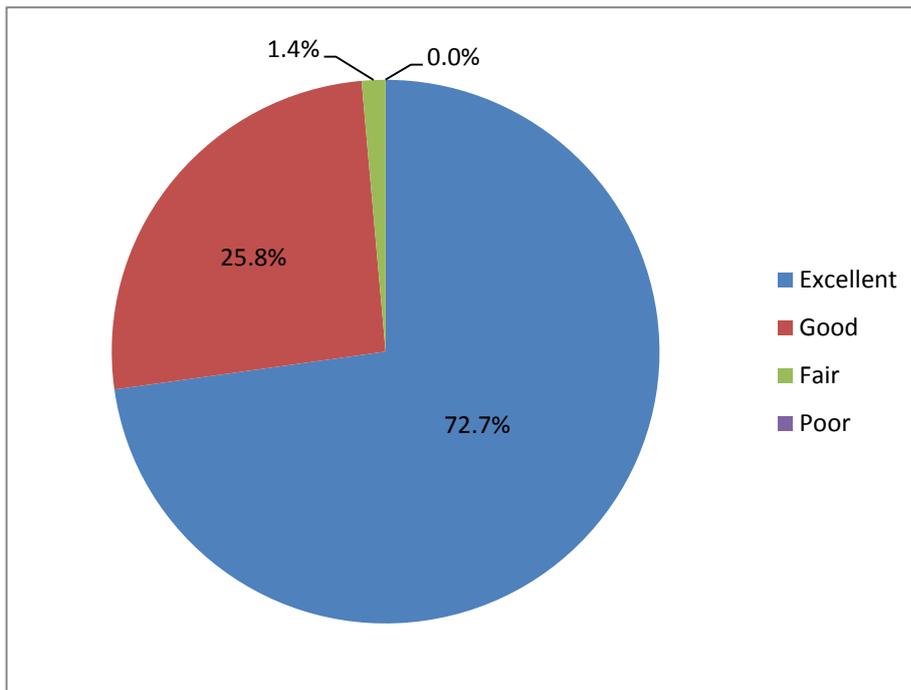
Response data	
Excellent	74
Good	47
Fair	2
Poor	0

Q10: When I speak to the Customer Service Team, their advice is

An overall score of 98.5% 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.

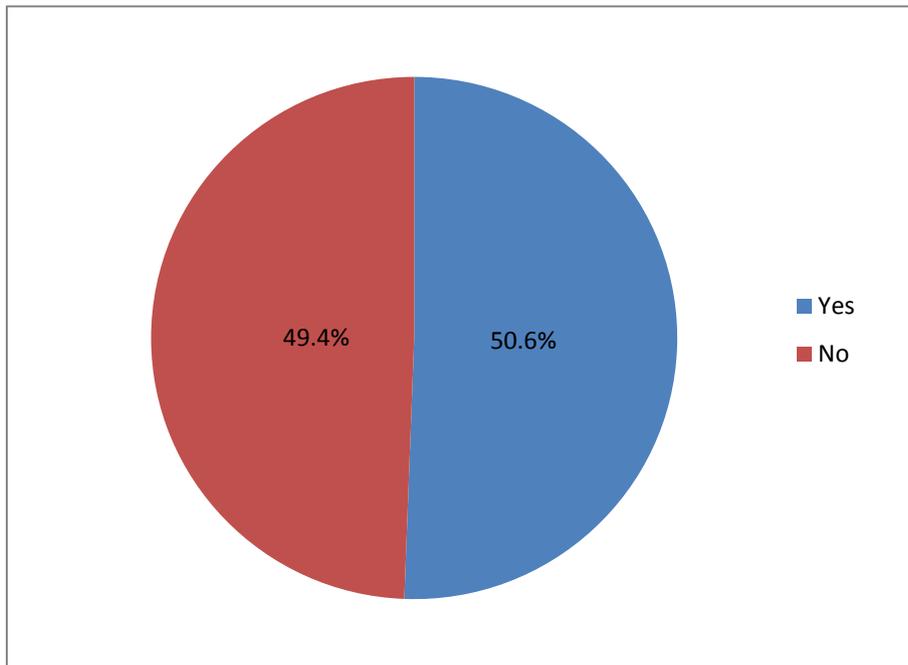
No respondent commented that the service encountered was poor.



Response data	
Excellent	152
Good	54
Fair	3
Poor	0

Q11: Have you fallen in the last 12 months?

Of those who responded to the survey, 50.6% said they had fallen and 49.4% said they had not fallen in the last 12 months. This indicates important links between assistive technology and this risk issue.



Response data	
Yes	127
No	124

Qualitative questions

What do you value most about your assistive technology service?

Sending someone to help	Caring attitude, ability to get things done
It's up to date	Emotional security
Peace of mind if I have a fall	I'm not completely alone
Soft touch button is easy to press	Their ability to listen
Reliability	I am more than happy with the service; it does what it says on the tin!
Quickness of response	I do not think anything could possibly be done to improve the service!
24 hour cover	Confidence
The fact that the person who answers is always there	Reassurance
Sense of security	Help at hand
Knowing there is someone ready to assist if required	Smoke and heat sensors
It's my comforter	I feel safer
Satisfaction of distant family	Its there when needed, you do a good job
Peace of mind	The confidence it gives me
It makes life easier	We know we are always helped and safe
How quickly it is answered	It's a wonderful service ran by wonderful people
Feeling safe in my home should I need help	Ease of contact with help if necessary
It seems to work like clockwork	I feel safe in my home

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 and to mention that the survey helped them remember to test their equipment.

Some developmental areas will be addressed:

- "Being registered blind it takes a long time to complete any questionnaire, but it is a service with a valid cause so worth the effort"
- "Make sure that the householder understands how to use the key safe - a quick run through did not stay in my mind"
- "Proper instruction for the main control unit"
- "I would prefer a fob type pendant in a more attractive design"
- "Daughter says it'd be useful to update details online if responder is on holiday etc."
- "Make price a one off cost"
- "Additional tests from you to check equipment is working"
- "A once a month call from you to check I'm alright would be nice"

Would you be interested in a new product we are planning to launch which is a portable pendant that works outside the home and can alert for help if you press the SOS button on the device?

112 people asked us to send us a brochure about this new service which gives a very positive indication that there is a market for the Herts Bernie.

Conclusion

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

To achieve a 100% recommendation rate is truly impressive, as is all other key indicators of satisfaction exceeding 97% and upwards, and surpassing results from last year's survey.

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.

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.