

# ANNUAL SERVICE USER SATISFACTION SURVEY 2020 RESULTS



Organization Accredited  
by Joint Commission International

# The Safest Place is at Home



As part of our continuing commitment our Service Users to provide quality care with an emphasis on safety we ask our Service Users to complete an Annual Satisfaction Survey. Using the feedback from this survey we identify key areas for quality improvement for the coming year.

In 2020, 155 of our Service Users and their families completed our Annual Satisfaction Survey. This is **177% increase from 2019.**

**155 Service Users completed the Annual Satisfaction Survey.**

**An increase of 177% from 2019**



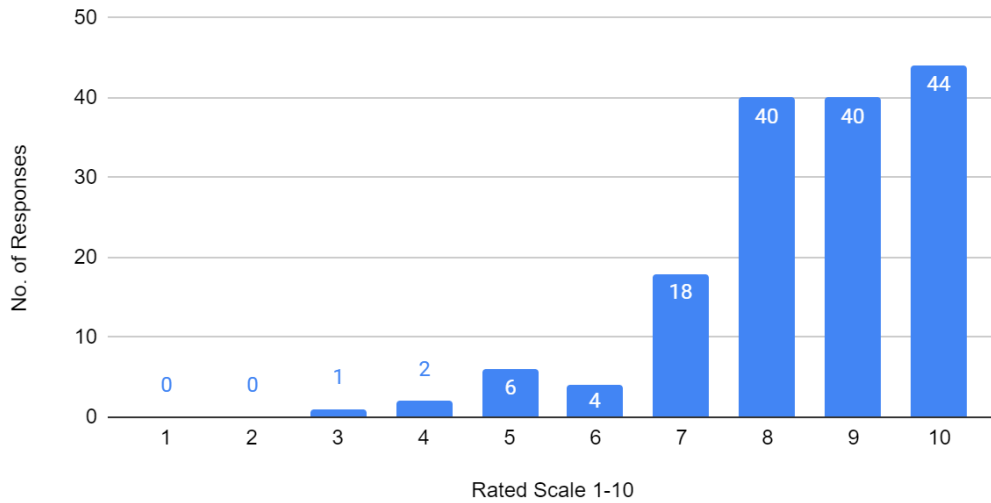
**85% Overall satisfaction with Myhomecare.ie Services**

Myhomecare encourage a culture of trust and openness would like to thank all Service Users and their families for completing this survey and providing such honest feedback which will allow us to improve our services and Patient Safety Plan.

The 3 key areas Myhomecare will focus on for the year 2021 are:

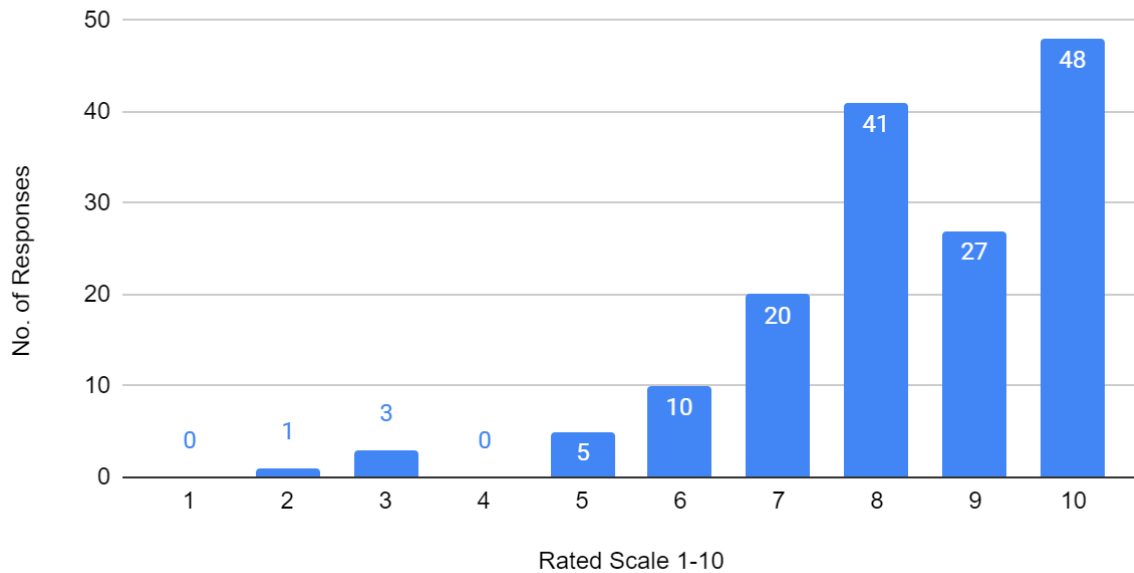
- Communication
- OneTouch Health training
- On Call Services

Myhomecare.ie explained clearly how my care package would be implemented and managed?



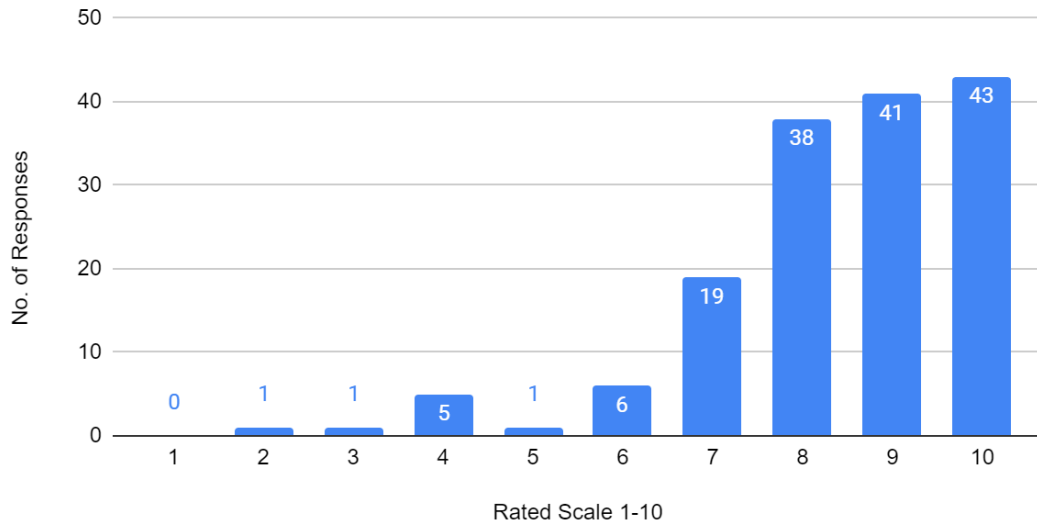
Out of the 155 Service Users surveyed, **84.50%** believe Myhomecare.ie explained clearly how their care package would be implemented and managed.

Are you aware who your point of contact is within Myhomecare?



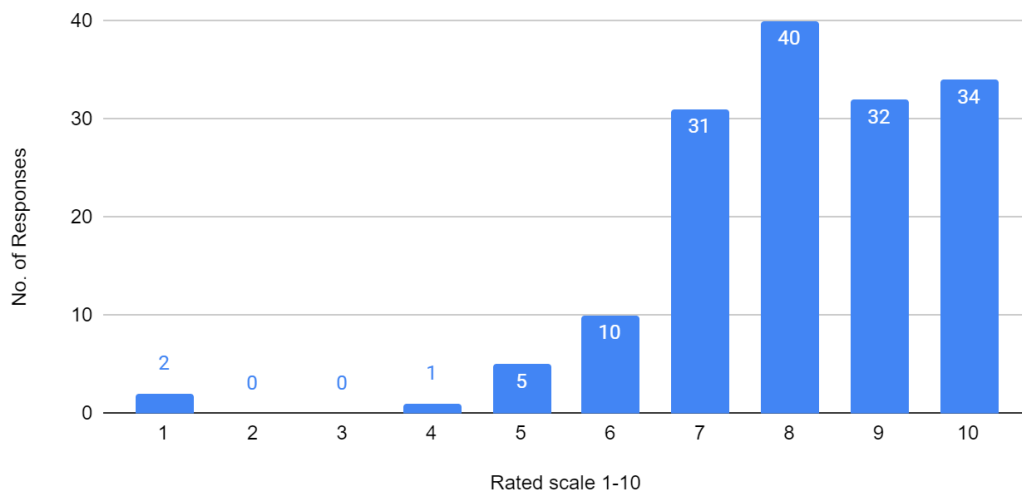
Out of the 155 Service Users surveyed, **83.03%** are aware of who their point of contact is within Myhomecare.ie.

Myhomecare.ie always keep me informed with changes to my care package?



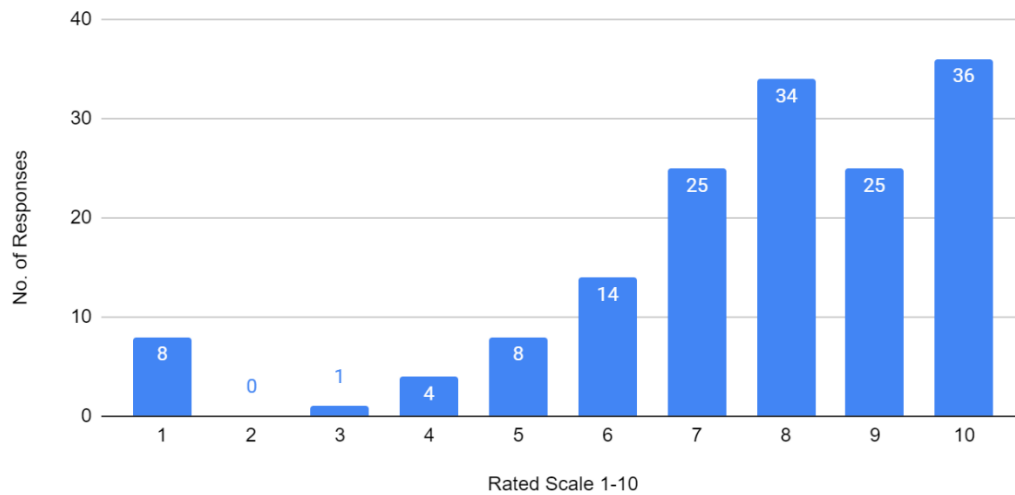
Out of the 155 Service Users surveyed, **84.00%** believe Myhomecare.ie keep them informed of changes to their care package.

Myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let me know when they plan to visit my home?



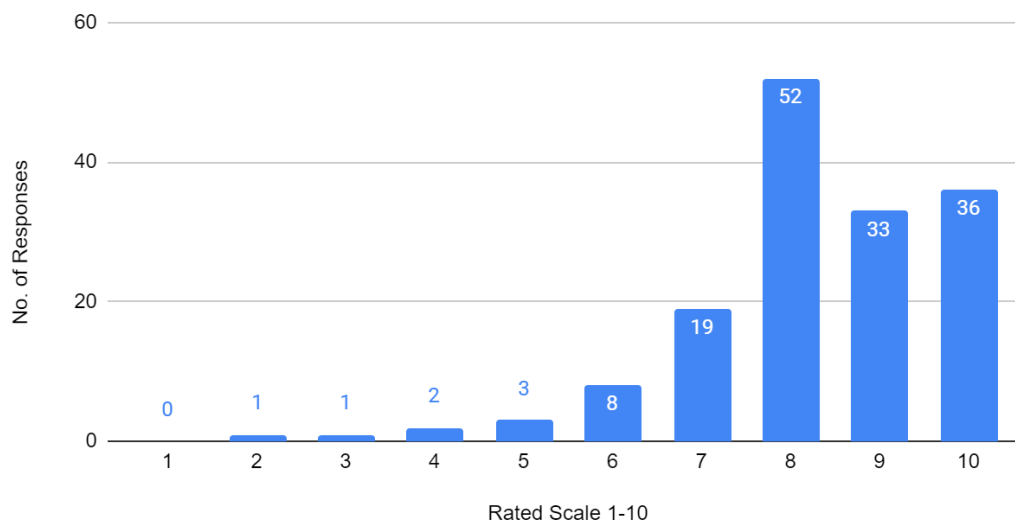
Out of the 155 Service Users surveyed, **81.03%** believe Myhomecare.ie routinely assess the ability and willingness of Home Care Support Workers to provide care through spot checks and let them know when they plan to visit their home.

Myhomecare.ie provide me with a number to call with queries 24 hours, 7 days a week and information on local voluntary community groups?



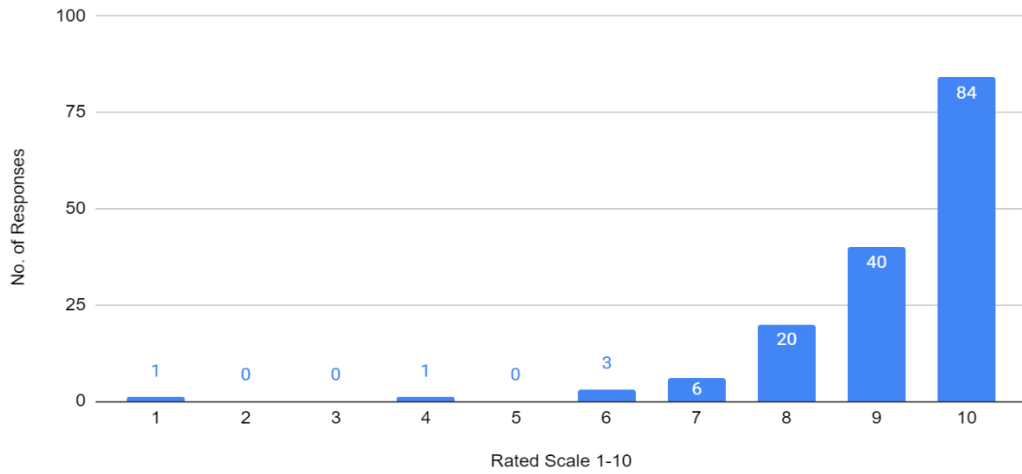
Out of the 155 Service Users surveyed, **84.84%** believe Myhomecare.ie provide them with a number to call with queries 24 hours, 7 days a week and information on local voluntary community groups.

Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality and consent?



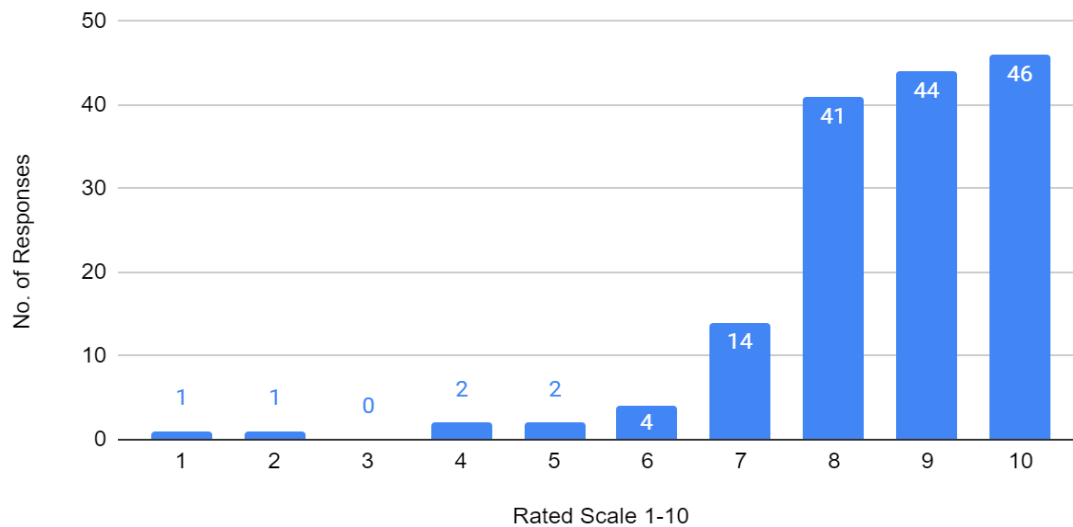
Out of the 155 Service Users surveyed, **76.32%** believe Myhomecare.ie has provided clear guidelines around policies of care provision including complaints, confidentiality, and consent.

Myhomecare.ie provides Home Care Support workers who are capable and competent in their handwashing and infection control practices when providing support to me?



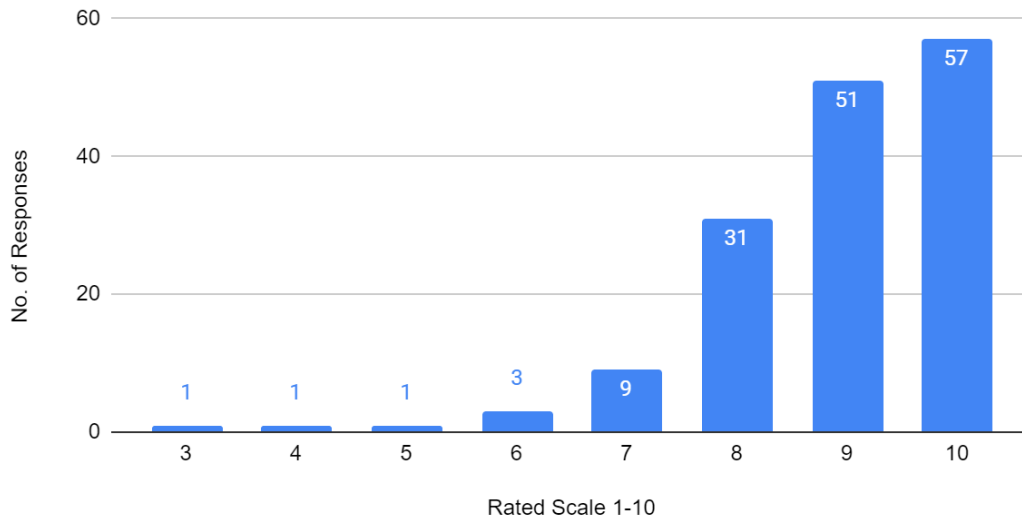
Out of the 155 Service Users surveyed, **91.94%** believe Myhomecare.ie provides Home Care Support workers who are capable and competent in their handwashing and infection control practices when providing support to them. This question was newly introduced in the 2020 Service User Satisfaction Survey

Overall myhomecare.ie agency pays attention to Service User needs?



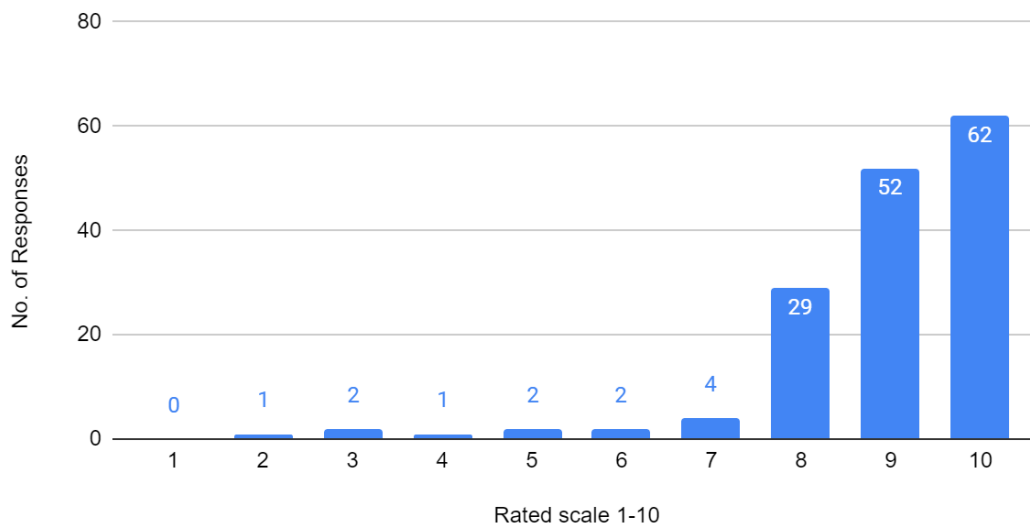
Out of the 155 Service Users surveyed, **85.61%** believe Myhomecare.ie pays attention to their needs.

I am treated fairly and equally with consideration and respect by myhomecare.ie employees?



Out of the 155 Service Users surveyed, **88.45%** believe they are treated fairly and equally with consideration and respect by Myhomecare.ie employees.

Myhomecare.ie management listens to my concerns when I need to speak with them?



Out of the 155 Service Users surveyed, **89.16%** believe Myhomecare.ie management listens to their concerns when they need to speak to them.