



ANNUAL SERVICE USER SATISFACTION SURVEY 2025- 2026 RESULTS



Organization Accredited
by Joint Commission International

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The Safest Place is at Home



As part of our continuing commitment our Service Users to provide quality care 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.

116 Service Users completed the Annual Satisfaction Survey.

This is compared to 51 Service Users in 2024.

93% Overall satisfaction with Myhomecare Services.

This is an increase of 4% (89%) from 2024.



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 initiatives Myhomecare will focus on for the year 2026 are:

- Communication specifically in relation to changes to a care package
 - Continuity of Care
 - IP Telecom issues

3. Myhomecare has explained clearly how your care package would be implemented and managed including the services provided and when visits will be scheduled?



Out of the 116 Service Users surveyed, **97%** believe that Myhomecare explained clearly how their care package would be implemented and managed.

Myhomecare explained clearly how their care package would be implemented and managed?	Average Percentage
Score % 2024	92%
Score % 2025	97%
Trend 2024 vs 2025	5%

4. Are you aware of who your point of contact is within Myhomecare including Out of Hours?



Out of the 116 Service Users surveyed, **89%** are aware of who their point of contact is within Myhomecare.

Are you aware who your point of contact is within Myhomecare (including out of hours)?	Average Percentage
Score % 2024	84%
Score % 2025	89%
Trend 2024 vs 2025	5%

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



Out of the 116 Service Users surveyed, **85%** believe Myhomecare keep them informed of changes to their care package.

Myhomecare always keep me informed with changes to my care package?	Average Percentage
Score % 2024	88%
Score % 2025	85%
Trend 2024 vs 2025	3%

6. Myhomecare regularly ensure Quality care through spot checks and let me know if there is a planned visit coming up?



Out of the 116 Service Users surveyed, **91%** believe Myhomecare ensure Quality through spot checks and let them know if there is a planned visit coming up

Myhomecare regularly ensure Quality care through spot checks and let me know if there is a planned visit coming up?	Average Percentage
Score % 2024	85%
Score % 2025	91%
Trend 2024 vs 2025	6%

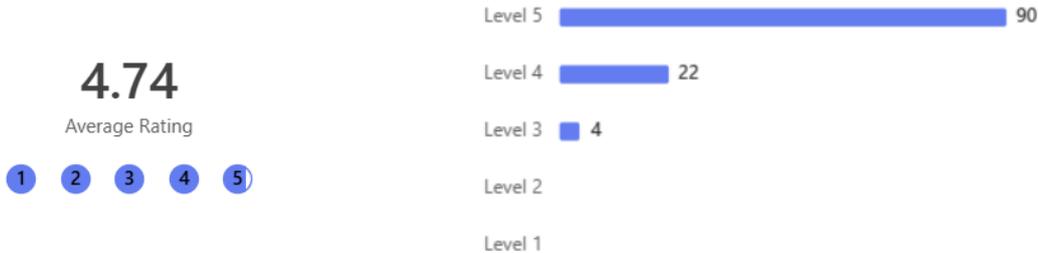
7. Overall Myhomecare pays attention to your needs?



Out of the 116 Service Users surveyed, **94%** believe Myhomecare.ie pays attention to their needs.

Myhomecare pays attention to Service User needs	Average Percentage
Score % 2024	92%
Score % 2025	94%
Trend 2024 vs 2025	2%

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



Out of the 116 Service Users surveyed, **95%** believe Myhomecare management listens to their concerns when they need to speak to them.

Myhomecare management listens to my concerns when I need to speak with them?	Average Percentage
Score % 2024	92%
Score % 2025	95%
Trend 2024 vs 2025	3%

2025 Overview

The key areas of focus for 2025 were;

- Communication
- Review accessibility to survey
- Spot Checks

Actions;

Communication:

This year we looked at the information that is provided, ensuring a name of the Service Users point of contact is provided. We also developed a guidance document in the Service User guide on the out of hours service, how it works, and how to use it for all service users.

Review accessibility to survey.

This was a chosen area as we had only 51 Service Users provide us feedback the previous year. Myhomecare looked at how the survey was sent out and how the information is gathered. We organised phone call campaigns and reminded Service Users to complete during spot checks. This resulted in us bringing it up to 116 responses this year.

Spot checks:

This area was chosen as an area of focus because it had decreased by 6% from the previous year, and it was also mentioned in the remarks by Service Users carrying out the satisfaction survey in 2024-2025. We aimed to carry out more spot checks in 2025 and this was met, with double the amount of spot checks taking place in 2025.

2026 Overview

The 3 key initiatives Myhomecare will focus on for 2026 are:

- Communication specifically in relation to changes to a care package
- Continuity of Care
- IP Telecom issues

Communication specifically in relation to changes to a care package

Out of the 116 Service Users surveyed, 85% believe Myhomecare keep them informed of changes to their care package. This is 3% lower than the previous year. We aim to ensure that Service Users are included in all changes that are made to their care package. In order to do this, we will make sure that whenever cover is being provided, that the Service User is informed as soon as it is arranged. We aim for full transparency, even if cover is not possible.

Continuity of Care

There were multiple comments given where clients or NOK were unhappy that carers were unreliable or unavailable. To ensure that we address this area, we will commit to ensuring schedules are constantly being monitored, so cover for care will be arranged where possible. We will review all back-up carers assigned to client, and ensure introduction or a shadow shift has taken place. Additionally, all gaps identified during spot checks will be monitored and escalated appropriately.

IP Telecom issues

Based on the feedback given in the comments of this survey, service users are having trouble accessing the 1800 400 900 number. There is currently an ongoing project plan to address this issue in 2026. The team are working to ensure this number is always available, and the right person will be there to answer the call.