



ANNUAL SERVICE USER SATISFACTION SURVEY 2024- 2025 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.

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

**This is compared to 34
Service Users in 2023.**

**92% Overall
satisfaction with
Myhomecare
Services.**

**A decrease of 3%
(95%) from 2023.**

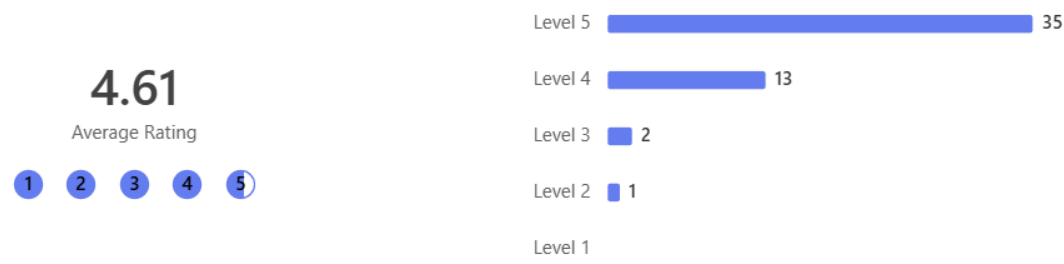


Myhomecare encourage a culture of trust and openness would like to thank all Service Users and their families for completing this survey and providing such honest feedback which will allow us to improve our services and Patient Safety Plan.

The 3 key initiatives Myhomecare will focus on for the year 2025 are:

- Communication
- Spot Checks
- Contingency Plan

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 51 Service Users surveyed, 94% believe that Myhomecare.ie 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 % 2023	92%
Score % 2024	94%
Trend 2023 vs 2024	+2%

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



Out of the 51 Service Users surveyed, 86% 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 % 2023	89%
Score % 2024	86%
Trend 2023 vs 2024	-3%

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



Out of the 51 Service Users surveyed, **94%** believe Myhomecare.ie keep them informed of changes to their care package.

Myhomecare always keep me informed with changes to my care package?	Average Percentage
Score % 2023	97%
Score % 2024	94%
Trend 2023 vs 2024	-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 51 Service Users surveyed, **88%** 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 % 2023	94%
Score % 2024	88%
Trend 2023 vs 2024	-6%

7. Overall Myhomecare pays attention to your needs?



Out of the 51 Service Users surveyed, **98%** believe Myhomecare.ie pays attention to their needs.

Myhomecare pays attention to Service User needs	Average Percentage
Score % 2023	93%
Score % 2024	98%
Trend 2023 vs 2024	+5%

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



Out of the 51 Service Users surveyed, **96%** 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 % 2023	94%
Score % 2024	96%
Trend 2023 vs 2024	+2%

2024 Overview

The key areas of focus for 2024 were;

- Review accessibility to survey
- Review survey questions
- Review- care folder and education pack

Actions;

Review accessibility to survey.

This was a chosen area as we had only 34 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 51 responses this year.

Review survey questions

We also decided to review survey questions, as we received some feedback the previous year that the survey was too long. We broke it down from 11 questions to 6 and rephrased them to get the quality information we were seeking.

Review- care folder and education pack

Lastly, we carried out a full review of the care-folder and the education pack including review of the point of contact. The assessment process has improved as the education is being provided from the very beginning.

Overall, based on the feedback we received it is clear we are delivering a good service, and focusing on the client needs. The gap identified is that we are not communicating as effectively as we could be.

2025 Overview

The 3 key initiatives Myhomecare will focus on for the year 2025 are:

- Communication
- Spot Checks
- Contingency Plan

Actions;

- Communication
- Spot Checks
- Contingency Plan

Communication:

Last year we added the contact details to the Care Folder. This year we will look at the information that is provided, ensure a name of the Service Users point of contact is provided. We will also develop a guidance document on the out of hours service, how it works, and how to use it for all service users. Additionally, there needs to be clarity with communication when carers are being replaced or stepping in to cover. There is a gap in the information being handed to the client when changes are being implemented to their package or when a home visit is due to take place.

Spot Checks:

This area is down by 6% from last year, and it was also mentioned in the remarks by Service Users carrying out the satisfaction survey. We will strive to carry out more spot checks in 2025.

Contingency Plan (unfilled shifts):

Lastly, we will focus on working on a better contingency plan for unfilled shifts. This was mentioned numerous times in the feedback provided by Service Users.