

## Company Matters 4u Ltd

### Summary of Quality Assurance Questionnaire April 2022

Number of Questionnaires issued: 68

Number of Questionnaires returned: 29

= 43% response

Of the returned questionnaires, the replies to questions were as follows:

- 1 – Is the service enough to meet your needs? Yes = 100%  
*Comments: "exceeded all my expectation"; "wonderful"; "very good"*
- 2 – Are you dealt with courteously and in a professional manner? Yes = 100%  
*Comments: "always"; "always, staff are wonderful"; "really good"; "staff really friendly"*  
*"Staff are lovely with my Mum"*
- 3 – Do the staff members treat you with dignity and respect? Yes = 100%  
*Comments: "the utmost"; "staff are brilliant"; "very good staff"; "couldn't be better"*  
*"Excellent staff"*
- 4 – Are you happy with the way the service is provided? Yes = 100%  
*Comments: "delighted"; "can't fault it"; "Dad says he has a laugh there"; "truly happy"*
- 5 – Do you enjoy the food at meal times? Yes = 100%  
*Comments: "very tasty and nutritious"*
- 6 – Do you think the staff members listen to what you have to say and take notice? Yes = 100%  
*Comments: "staff are patient and always make time to listen"; "no complaints whatsoever"*  
*"very caring staff"; "very much"*
- 7 – Does the service give you the chance to talk things over in a safe and confidential way? Yes = 91%  
No response to question (3) = 9%  
*Comments: "staff always find time for a chat"; "this would happen if needed"*
- 8 – Would you recommend Company Matters 4u to a friend? Yes = 97%  
No response to question (1) = 3%  
*Comments: "definitely"; "already have"; "wouldn't hesitate"*
- 9 – How do you think the day service could be improved? Happy with service = 34.5%  
No response to question (19) = 65.5%  
*Comments: "fine as it is"; "excellent as it is"; "great as it is"*

10 – Is there any aspect of the day service that you are not happy with, if yes, please comment?

Happy with service = 41.4%

No response to question (17) = 58.6%

*Comments: "none at all"; "ok as it is"*

11 – Do you enjoy the activities in place?

Yes = 97%

No response to question (1) = 3%

*Comments: "Mum always tells us; she has been singing and dancing"; "enjoys the singing and quizzes"*

12 – Are there any comments you wish to make about the service?

Happy with service = 52%

No response to question (14) = 48%

*Comments: "it`s wonderful"; "staff are outstanding"; an enjoyable time for me";*

*"service fine, staff are great"; "service well run, thanks to all"; "second to none"*

*"service is excellent, I appreciate my husband being able to attend"; "brilliant place"*

Overall, what star rating would you give the service?

5 Star = 86%

4 Star = 11%

Didn`t respond = 3%