

Company Matters 4u Ltd

Summary of Quality Assurance Questionnaire April 2023

Number of Questionnaires issued: 59

Number of Questionnaires returned: 31

= 53% response

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

1 – Is the service enough to meet your needs?

Yes = 100%

Comments: "exceeds them"; "can't say enough"; "very good"

2 – Are you dealt with courteously and in a professional manner?

Yes = 100%

Comments: "staff are always lovely"; "all staff are great"; "staff are so good to me"; "I am very fond of all the staff"

3 – Do the staff members treat you with dignity and respect?

Yes = 100%

Comments: "absolutely"; "staff are brilliant"; "always"; "cannot fault the staff, they are really dedicated"

4 – Are you happy with the way the service is provided?

Yes = 100%

Comments: "always"; "can't fault it"; "more than happy"

5 – Do you enjoy the food at meal times?

Yes = 99%
No = 1%

Comments: "very tasty and nutritious"; "sometimes"; "could not be better"; "food is good"

6 – Do you think the staff members listen to what you have to say and take notice?

Yes = 100%

Comments: "all the time"; "very helpful"; "100%"; "very attentive"; "great"

7 – Does the service give you the chance to talk things over in a safe and confidential way? Yes = 100%

Comments: "always willing to listen"

8 – Would you recommend Company Matters 4u to a friend?

Yes = 99%
No = 1%

Comments: "would be a pleasure"; "already have"; "have on many occasions"; "prefer care voucher"

9 – How do you think the day service could be improved?

Happy with service = 50%
No response to question (15) = 50%

Comments: "happy with the service"; "do not change, it's great"; "great as it is"; "a few more day trips"

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

Happy with service = 30%
No response to question (21) = 70%

Comments: "none at all"; "ok as it is"; "unfair we cannot sit outside in sunny weather"

11 – Do you enjoy the activities in place?

Yes = 100%

Comments: “all of them”; “enjoy the singing, raffle and bingo”; “very stimulating”

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

Happy with service = 63%

No response to question (11) = 37%

Comments: “really glad we found you, I enjoy my time there”; “satisfied”; “everyone seems happy and we enjoy ourselves”; “outstanding”; “I really enjoy my time at the centre”; “brilliant service, amazing staff”; “a friendly, welcoming & a very professional service”; “the service has helped improve my husband`s mental health”; “lovely place, fantastic staff, always warm, smells nice, good food”; “service is excellent, I cannot praise the staff enough, for the way they treat us”; “good all round”

Overall, what star rating would you give the service?

5 Star = 98%

4 Star = 1%

Didn`t respond = 1%