

The results of the Age Concern Liverpool & Sefton Homecare, Shopping and Cleaning Services survey

We asked all our clients a series of questions about the service we provide.

1. Can you describe how you feel about the service we have provided to you?

50 comments were positive (89%)



- Very pleased
- I am very satisfied with the service I get
- Your service has removed a great deal of pressure
- Very happy
- It has taken some responsibility from my friends and neighbours and I am grateful for the care shown by your department
- Very satisfied and friendly
- Very good
- This service is all I asked and hoped for
- Trustworthy and comfortable
- Very satisfied
- I am happy because the jobs I needed doing are now done for me
- Happier with new support worker Tracey doing my shopping
- Age Concern is a very good service
- Happy with care staff
- Very good and helpful, nothing too much trouble
- Very good
- It has given me no worries about going out and it is company
- All fine
- Quite happy
- I am very happy with the carer who sits with my mum, she is very reliable, caring and professional
- Without your service, life would be very hard
- I am very satisfied with my shopper C
- Its okay, I am happy with the service
- Yes its very good
- Satisfied


- I am happy with all of the carers who come and see me, they are helpful and very friendly
- It is very reassuring as (mums children) to have someone who not only cleans for our mum but keeps an eye on her as none of her children live in Liverpool
- Very satisfied with M she is very good and clean
- Fantastic
- Very grateful for all the help
- Very happy
- I have a shopper who is a friendly and efficient person
- Very good
- Very good thank you
- Willing, very friendly
- Excellent, just what we wanted
- A very good service which helps me a lot
- Satisfied
- Satisfactory
- Very good
- Very satisfied
- Very good
- Very good
- Very good
- Very good, I welcome the carer who comes every two weeks and I am always glad when he comes
- Homecare very good staff, friendly and willing to help
- I am very pleased with the service
- Very good
- Very satisfied
- My cleaner C is lovely

6 Comments were received where improvement is required (11%)



- Apart from the unfortunate experience with B over time keeping, everything else is tickity boo
- Good but only surface cleaning done, no spring cleaning in depth
- Happy with the cleaning service when they make it, sporadic
- Adequate
- Not getting a service on a regular basis
- Sometimes leaves early, not good. Bathroom filthy

2. Do you feel you are treated with dignity and respect by the Homecare Service team?

YES	61 (100%) 
NO	0 (0%)

Some comments below:

- Always very kind and understanding
- Yes very much so
- Most definitely
- Always
- Very much so
- No complaints about the service
- I was staying with mum at a time when C (mums cleaner) was here, she was lovely with my mum, very caring and easy to get on with, so yes she showed mum a great deal of dignity and respect.
- Most definitely
- I am very pleased with the service
- Absolutely
- Yes absolutely
- Yes, have only known the clerical staff and our shopper

3. We then asked if any of our clients would like to add any comments?

15 Positive comments (75%)



- I am pleased that I decided to contact your service
- Fantastic
- M is a lovely, friendly, willing, hard worker - I would miss her if she couldn't come here
- I am quite happy with everything
- Keep up the good work
- Not really, quite satisfied
- My helper J is more like a friend
- Everything all good
- I am very satisfied with the service but do not wish other staff to replace her
- Look forward weekly to our visit and help, nothing is too much trouble would find it difficult to manage without the help provided.
- We are treated with respect and willingness to achieve whatever is asked of our carers
- Just that I am very pleased with our service
- For many years I have had the support from K, I could not have managed to stay in my own home which I cherish without her help and encouragement I look forward to her weekly visits very much. Another nice lady is J from your office, whenever I rang her for information she is so efficient and always pleasant
- We are very pleased with the service T provides us with he is very considerate, polite and hard working. A credit to your organisation ☐ Happy with the service



5 Comments where improvement is required (25%)

- At times when I have contacted the office answer phone has been full so not been able to leave any messages
- The receiving of an invoice from your office when I get a receipt from my domestic lady which is not needed and adds cost to your overhead (this is just my opinion)
- Fulfil duties, stay for full hour that is paid for
- In my 4 weeks with your organisation I have had three service providers, I expected visits of which only 2 could be made by an appropriate employee – a middle aged ex engineer who had no real commitment to housework and gave up after one week.
- Could do with a more in depth clean, flat is only small but dust remains in bathroom and radiators