



Complete Care
West Yorkshire Ltd

Quality Assurance Service User Survey 2024



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INTRODUCTION

Complete Care West Yorkshire Ltd is dedicated to being the home care provider of choice, guided by our [Vision](#), [Mission](#), and [Values](#). Our Vision reflects our commitment to delivering exceptional care tailored to the needs of those we serve. Our Mission is to make a positive difference in the lives of others, ensuring that our service users receive the highest standard of care and support.



At the heart of our operations are our core Values, which include providing a quality service with a person-centred approach and fostering strong partnerships within our community. We are committed to promoting equality and valuing diversity, ensuring that everyone receives fair treatment and respect. Effective communication is a cornerstone of our practice, as we strive to be honest, open, and accountable for our actions.

We also prioritise learning and development opportunities for our team, fostering an environment that inspires passion and dedication within our company. Through these guiding principles, Complete Care West Yorkshire aims to enhance the well-being of our service users while contributing positively to the community we serve.

OUR VISION

To be the home care provider of choice

MISSION STATEMENT

To make a positive difference to the lives of others

VALUES

To provide a **quality** service with a person-centred approach

To work in **partnership** with others, creating strong links within our community

To promote **equality** and value **diversity**

To **communicate** effectively and consistently

To be honest, open and **accountable** for our actions

To actively promote **learning** and **development** opportunities

To **inspire** and **value** passion within the company

To evaluate our performance as a community care provider, Complete Care West Yorkshire conducted a service user satisfaction survey during November and early December 2024. We distributed the survey to all **83** service users receiving regulated personal care in the Mirfield and Wakefield areas through postal mail, electronic formats, and email. The survey was designed to ensure anonymity, providing service users, their advocates, or relatives with the opportunity to share their feedback. To encourage participation, we included a pre-paid envelope with each postal survey. We received a total of **56** completed surveys, representing a response rate of **67%**. The breakdown of responses is as follows:

- Email: 2 responses
- Signable software: 32 responses
- Post: 22 responses

This represents a commendable response rate for this type of survey. This year, we enhanced accessibility for service users and their families by offering multiple methods for survey completion, resulting in a **22%** increase in responses compared to the previous year.

The composition of the respondents is as follows:

- Service users: 18 surveys (32%)
- Family members: 35 surveys (62%)
- Friends: 2 surveys (4%)
- Other: 1 survey (2%)

At Complete Care West Yorkshire, we are committed to delivering exceptional, person-centred care within our local communities. The insights gained from this survey will enable us to identify areas for improvement and enhance the quality of our services.

Aims & Objectives for 2025

From the positive response received from the surveys, Complete Care West Yorkshire will focus on three key areas:

Learning and Development

- Support and train staff to enhance their skills, knowledge and abilities.
- To upskill further in other areas outside of social care.
- Promotion of e-learning and face to face training for continuous professional development.

Quality of service provision

- Ensure our team aligns with the company's vision and values
- To focus on technology and systems to enhance service delivery
- To forge and promote effective partnerships within our community
- To improve engagement levels with the individuals we support and the wider community

Retention and Recruitment of staff

- To recognise and reward outstanding behaviour
- To Inspire and value passion within the team
- To invest in the health and well-being of our team
- To recognise and celebrate success within our company
- To engage and motivate our teams through regular communication and feedback

Acknowledgments

At Complete Care West Yorkshire, we greatly value feedback from our service users, their relatives, and partners, as it is essential for enhancing our services. We sincerely appreciate everyone who took the time to complete the survey; your insights are vital for improving the care experience. We aspire to be the provider of choice for service users, their families, and potential employees, and we are grateful for the unwavering support we have received over the past year. Your contributions are invaluable, and we remain committed to delivering high-quality services within our local communities.



As we look ahead to 2025, it is clear that the social care sector will face significant challenges, largely due to the government's ongoing failure to adequately recognise and invest in this vital area. Despite these obstacles, at Complete Care West Yorkshire, we remain steadfastly committed to investing in our workforce and delivering high-quality services to our clients. We have expanded our offerings to provide a broader range of services, enhancing our flexibility to meet the evolving needs of those we care for. This strategic expansion not only allows us to better serve our community but also generates additional revenue, helping to ensure our long-term sustainability in an increasingly challenging landscape.

Kindest regards

A handwritten signature in blue ink, appearing to read 'Sara Booth'.

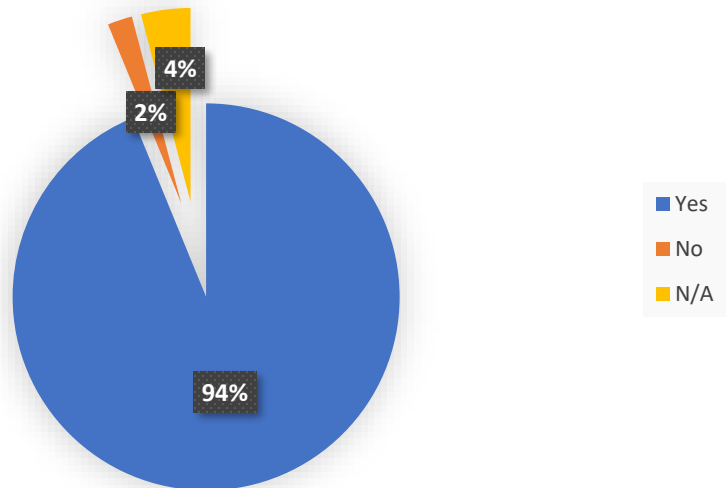
Sara Booth

Registered Manager / Director

CARE

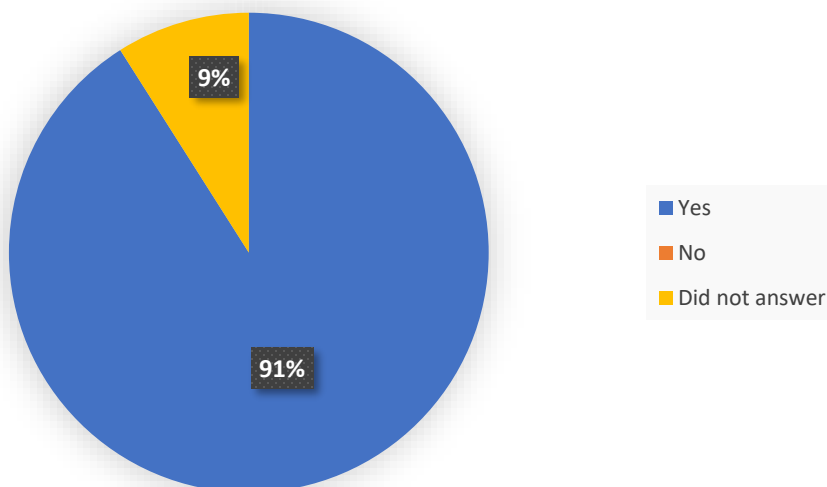
1. I was involved in the planning of my care, or if I required assistance, my friends and family, who know and care about me, were involved?

INVOLVED IN THE PLANNING OF CARE

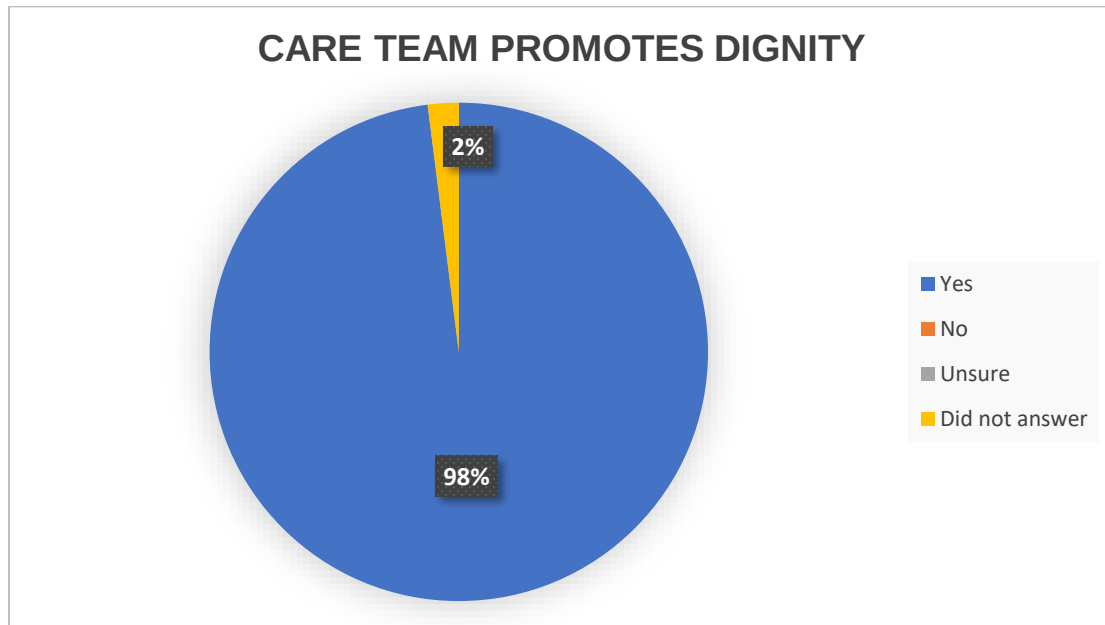


2. I receive care and support that respects my individuality, recognising my abilities and goals, even if I am not currently in a position to make decisions for myself?

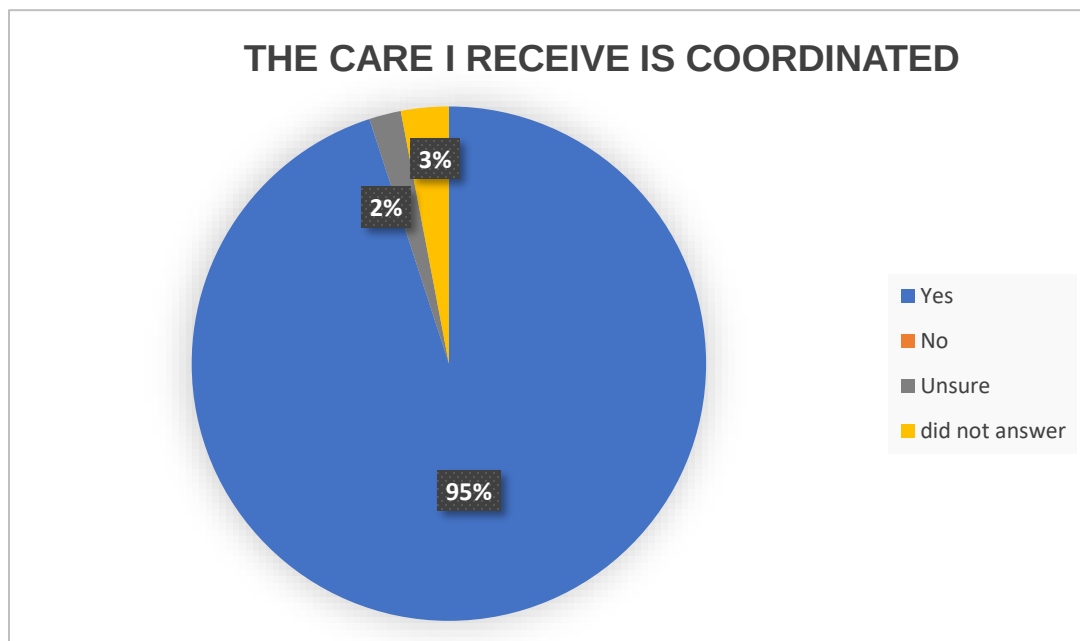
PROMOTING INDEPENDENCE



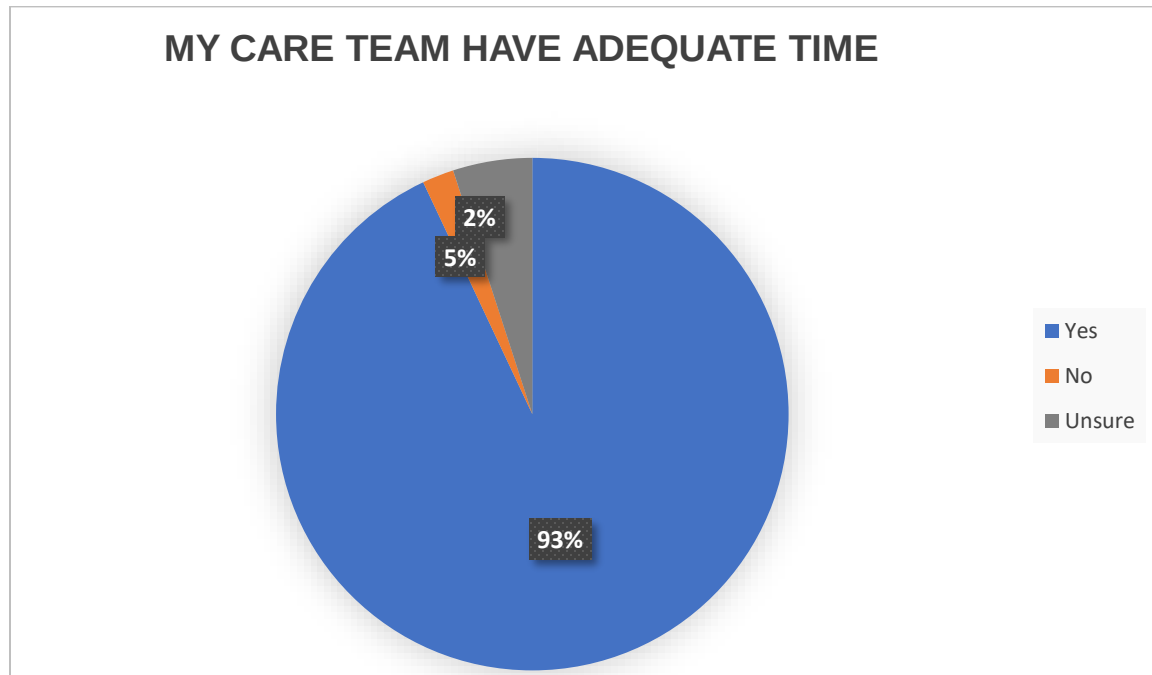
3. I receive care and support that treats me with respect and promotes my dignity.



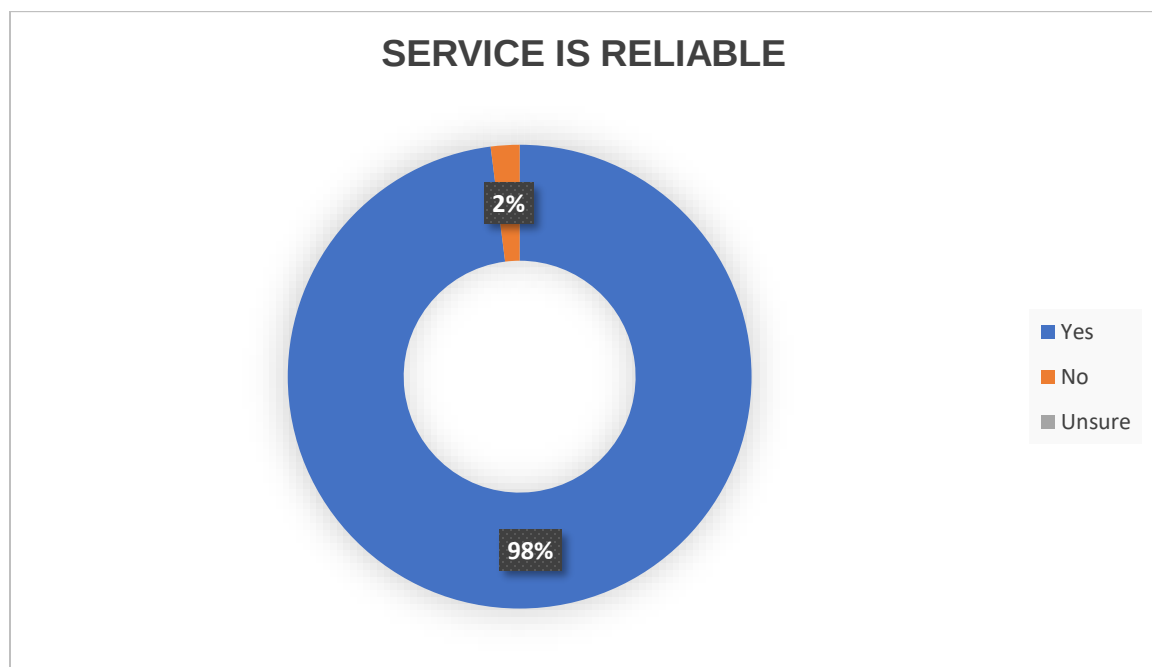
4. I receive care that is co-ordinated and works well with meeting my needs.



5. My care team have adequate time to complete the tasks outlined in my care plan.

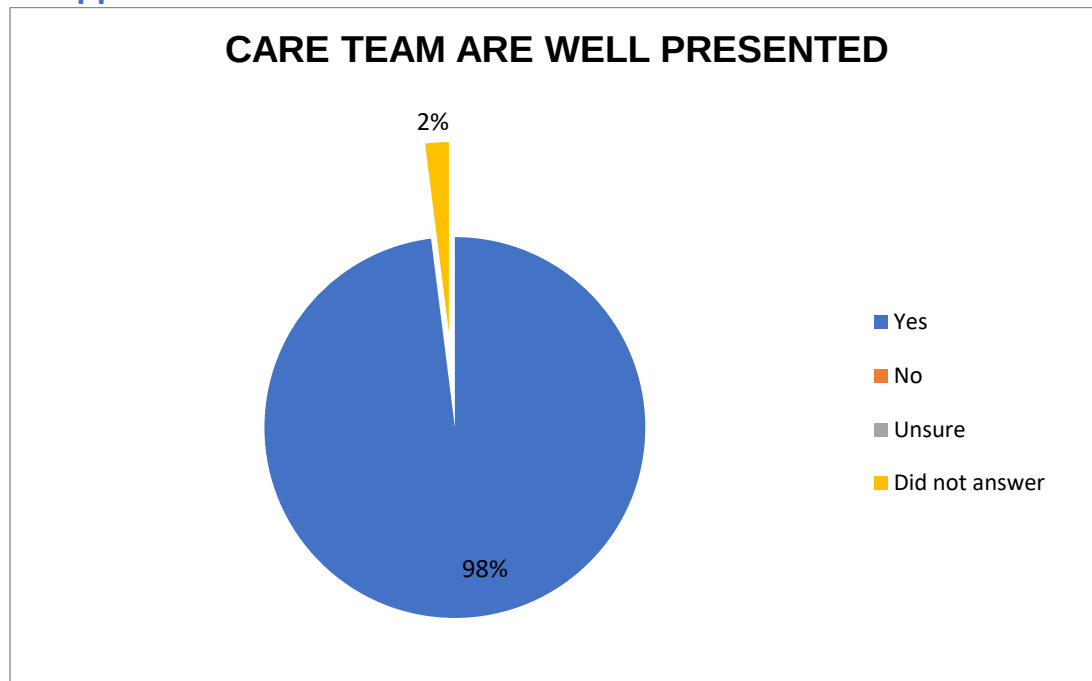


6. The service I receive is reliable.

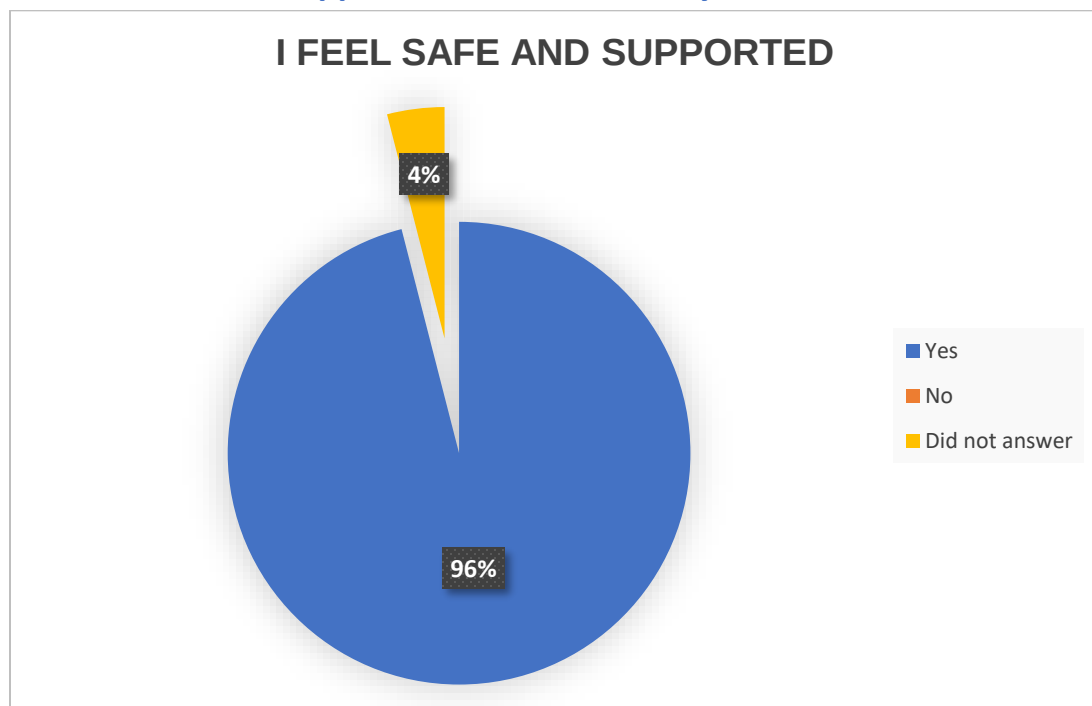


STAFF

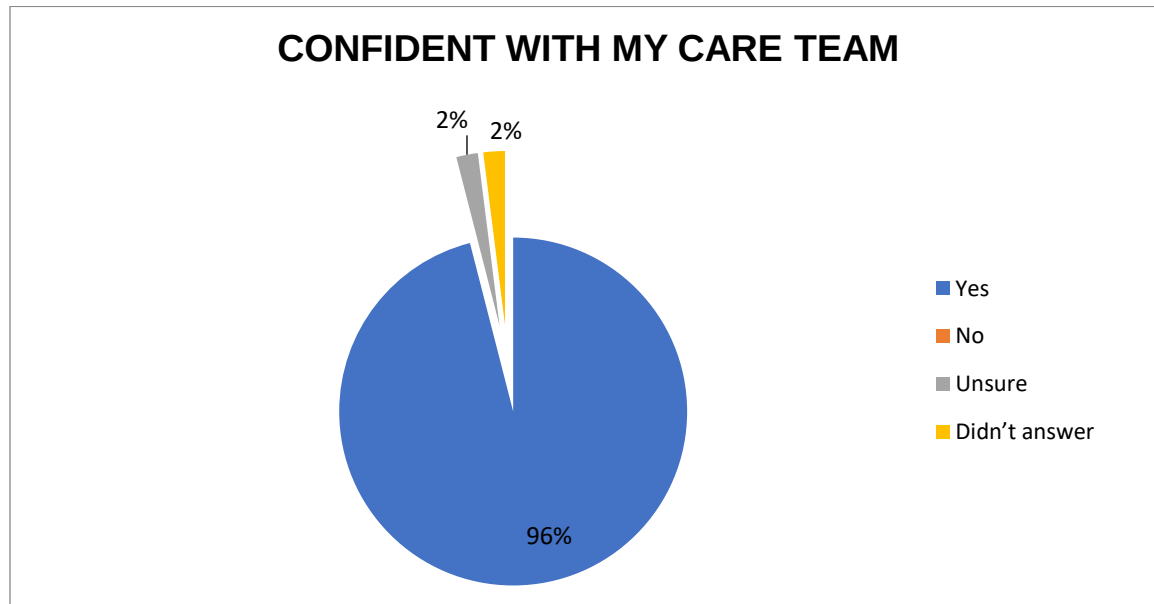
7. My care team are well presented and maintain a professional appearance.



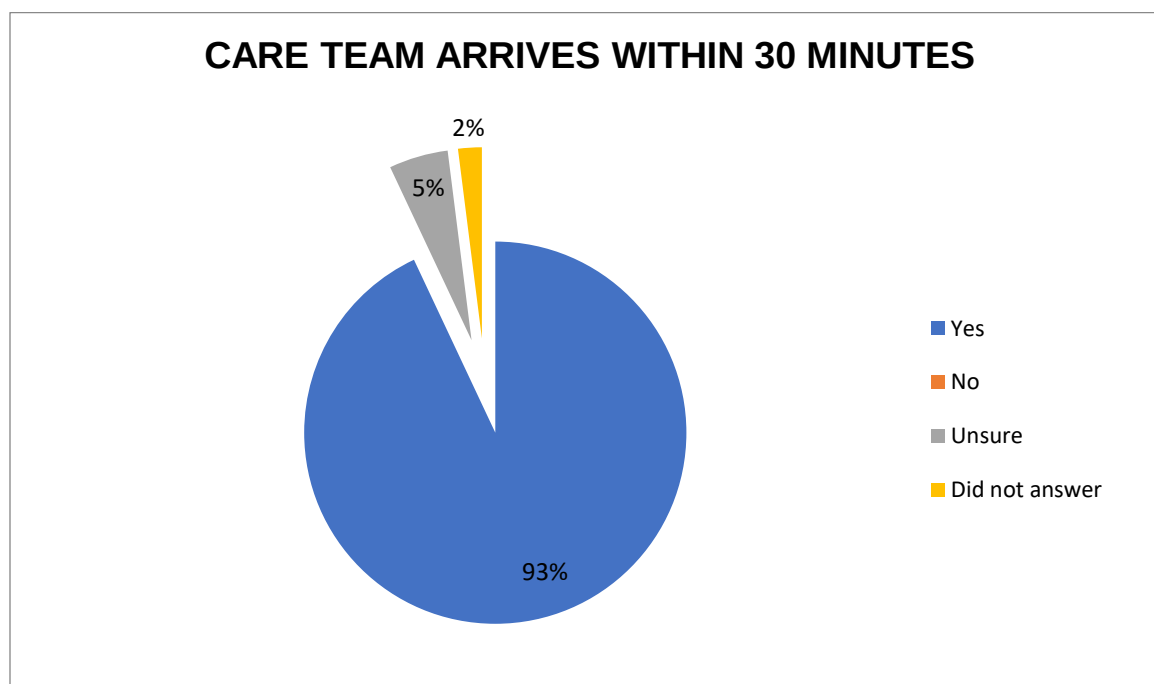
8. I feel safe and supported at home with my care team.



9. I feel confident in the skills, knowledge and ability of my care team.

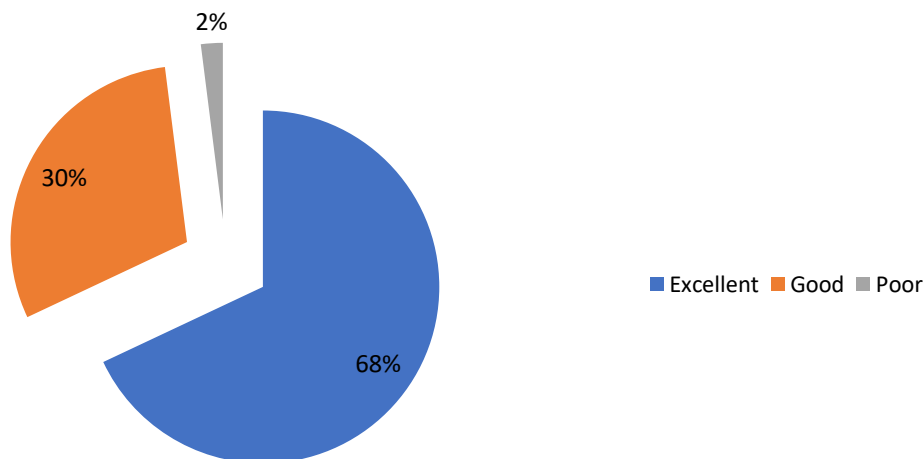


10. My care team arrives within the 30 minute window, either side of the agreed call time?



11. Overall how would you rate the service provided by your community care team at Complete Care West Yorkshire.

OVERALL RATING OF CARE SERVICE



COMPANY

12. My provider is a caring company. They care about me and meeting my needs?

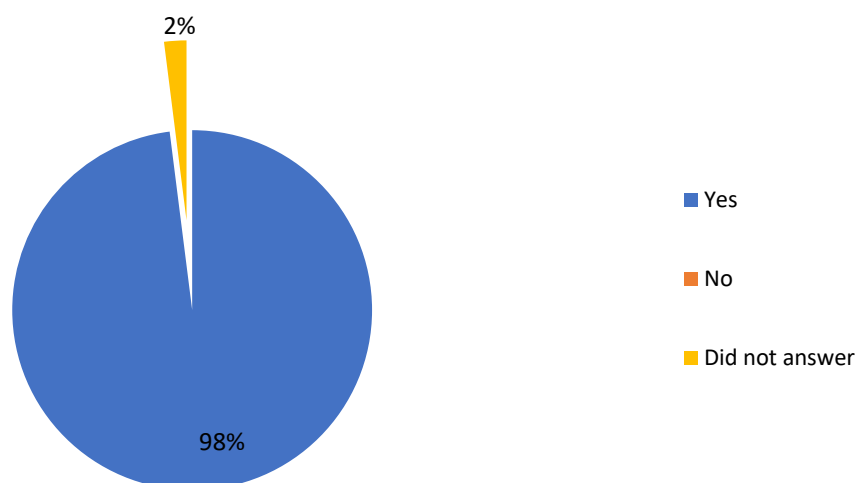


Complete Care
West Yorkshire Ltd

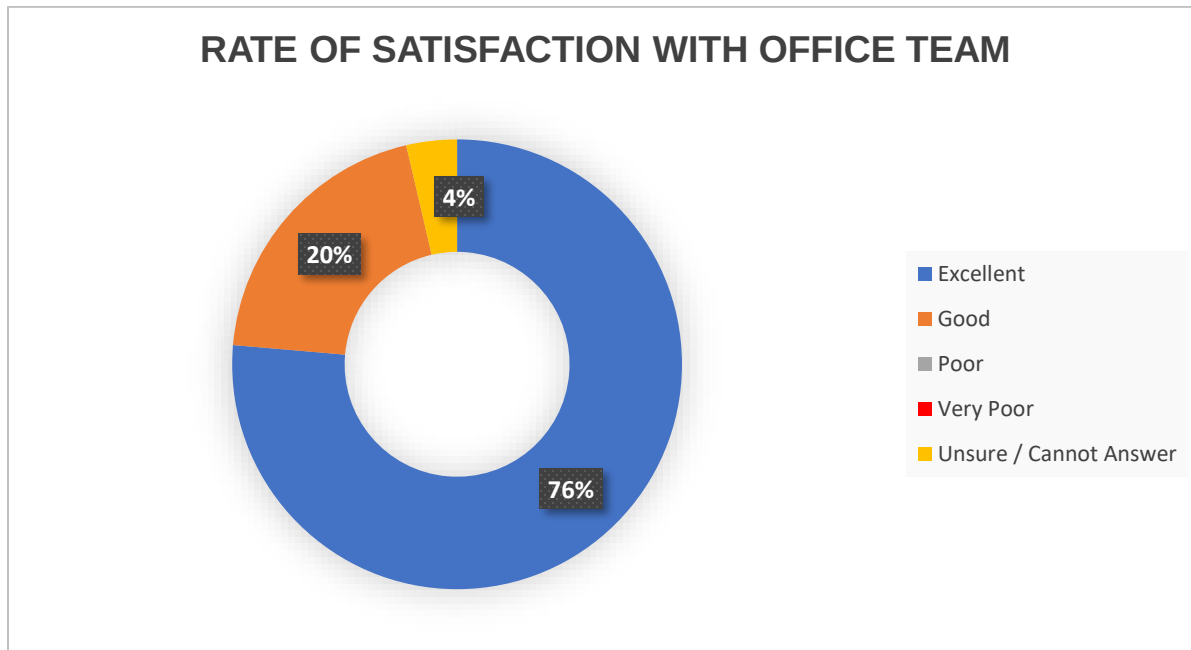
quality
homecare
provider

Telephone: 01924 274 448
www.completecareathome.co.uk

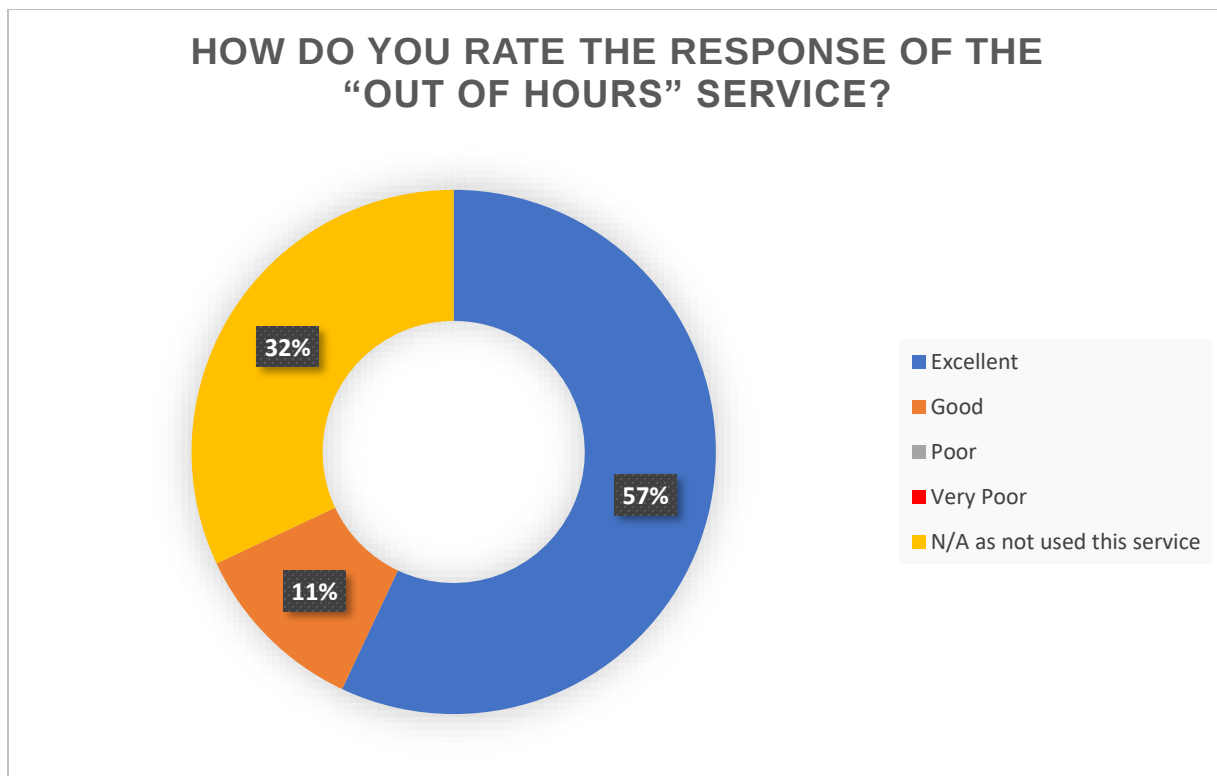
MY PROVIDER IS CARING



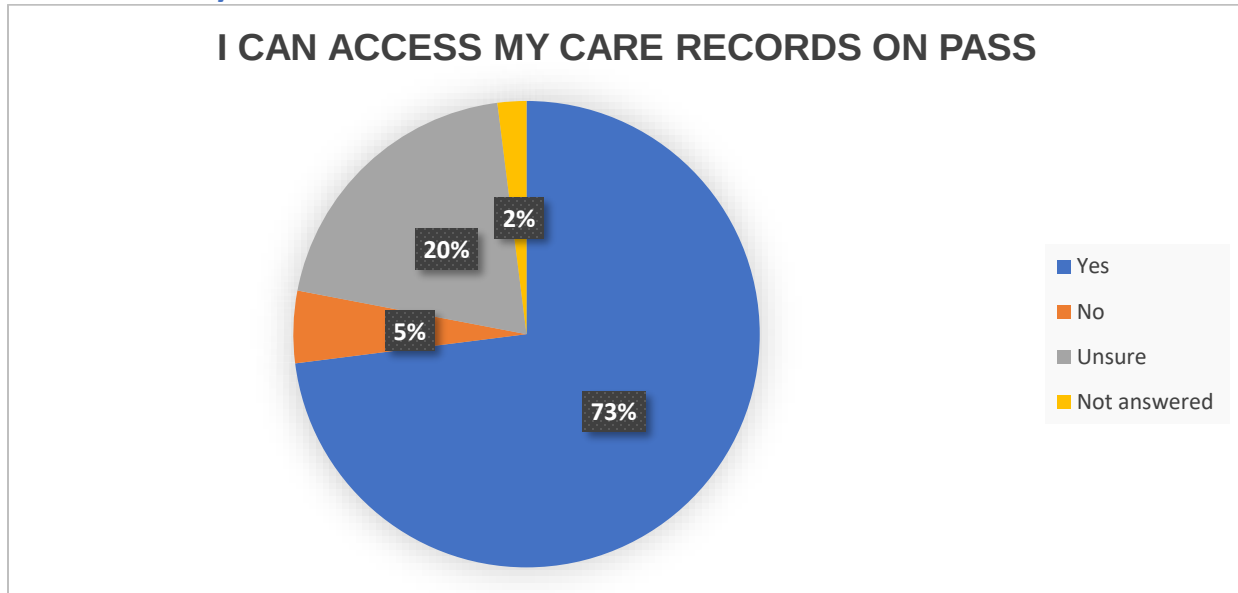
13. How would you rate your satisfaction with the response time and the support you received from the main office?



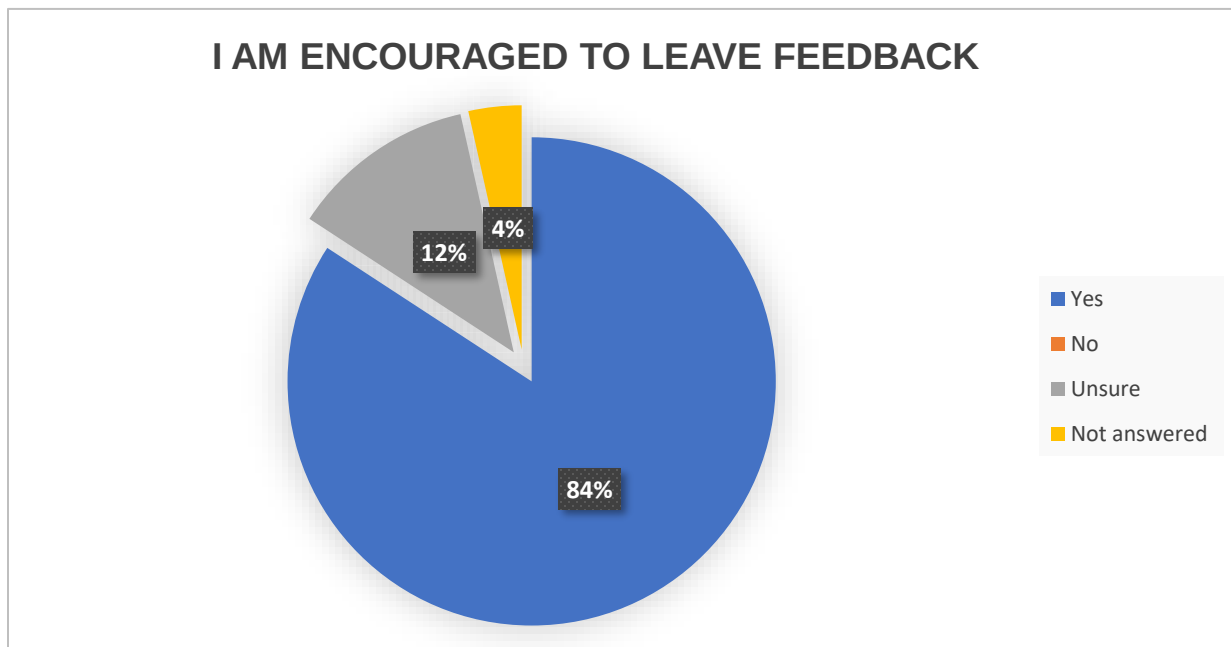
14. How would you rate your satisfaction with the response time and the support you received from the On Call/Out of hours service?



15. Myself, family or a representative can access my information and care records through the PASS care management system. The information is presented in a way that is easy to understand.



16. The company supports and empowers me, or those representing me, to provide feedback about my care in a way that suits me, and I am informed about how that feedback is addressed or the action taken.



17. What do you feel Complete Care West Yorkshire need to do to improve as a company?

Phone call when delayed past the time window

Charge less and not charge when you have been informed about cancelled visits (when customer is in hospital)

Help improve status of hands on home care staff. Set high care recognised training standards with improved financial rewards/work benefits/career structures = Staff retention

The girls need more time to get from one caller to another then not rushing about and missing things out

Possibly provide some day care where elderly people can meet and interact with each other by providing some activities

We are only just over 1 week into your care. All seems ok so far but we will jointly review this later

Be nice if customers could be allocated set carers, especially as I need personal care and its hard to let new carers see and shower me in vulnerable situations ie getting showered and dressed.

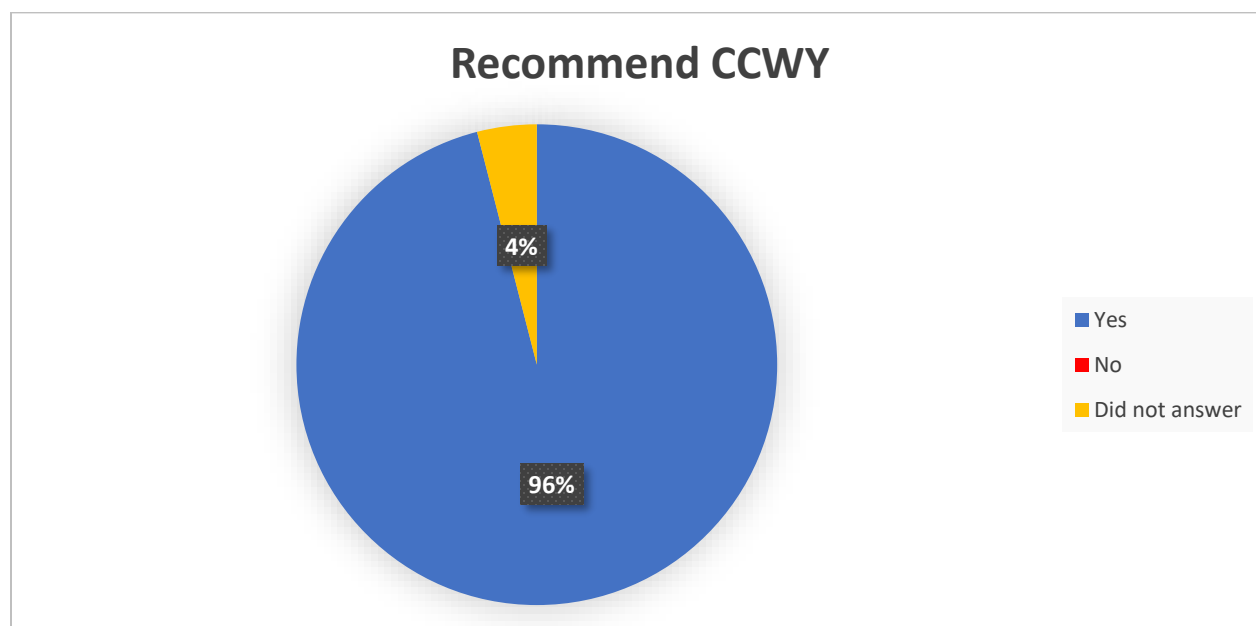
Would help to be informed of time changes to visits

It's pleasing to learn that following the issues over recycling, that a formal motion/policy to encourage recycling across your client base is to be introduced

Ensure critical time medication is time documented on each visit

Wear a name badge which can easily be read so dad can try to learn names of carers

18. Would you recommend Complete Care West Yorkshire?



Comments

I would recommend complete care to anyone - They are professional, caring and nothing is too much trouble for these wonderful girls, they go above and beyond. I don't know how we would cope without them. Star team

I am highly satisfied I would (and have) recommend the company to others. It has been worth waiting for and I hope we have a significantly long relationship

The girls attending my mother seem to be kind and caring towards her, I'm not there so it's what mum tells me

I would, and have recommended your company because I believe they are a caring professional company with lovely well trained staff

They have been nothing but helpful, person centred with very friendly care staff. Staff go out of their way to care and give dignity

Stepped in at a difficult time for the complete family as they were very reluctant to accept outside care and the advice given by medical/social care team

Great care provided, wonderful staff. Very reassuring to know that mum is well cared for Reliable, efficient, caring and very friendly team

They have delivered so far and there has been good support from head office, especially Tracy and Pauline

After being unfortunate enough to have tried other care companies I know Complete Care are the best care company

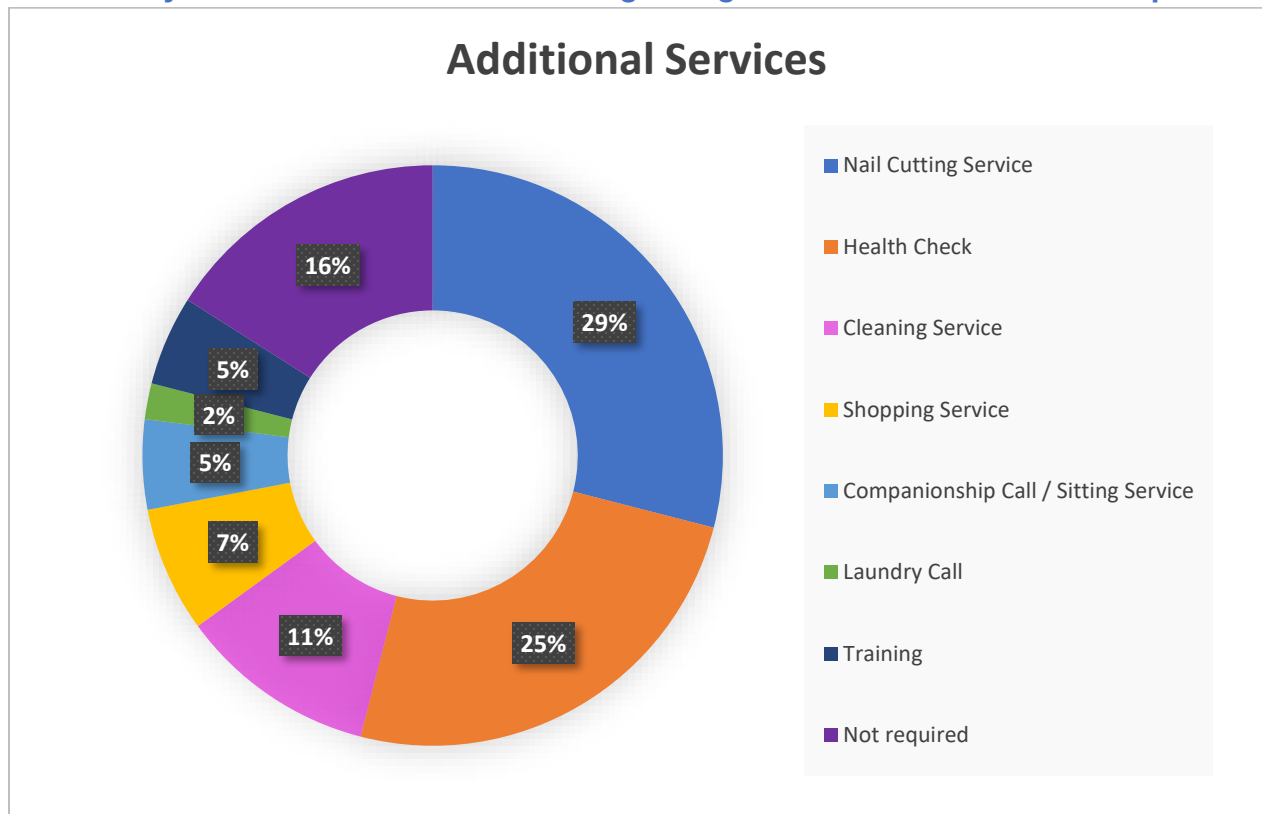
Professionalism, friendliness, knowledge and attention to both physical and emotional needs

Feel very confident that my dad's needs are met by caring, professional, ladies

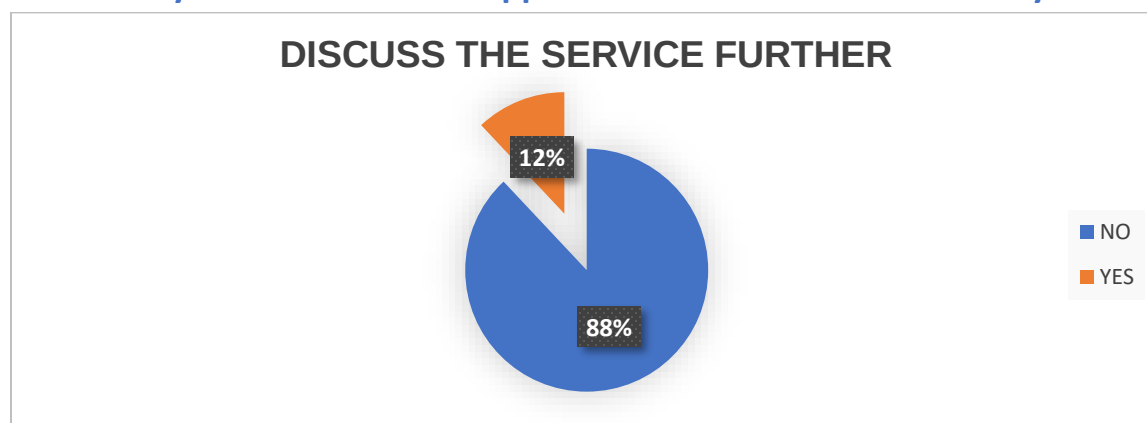
19. What additional services would you like

- Hairdresser who visits you at home
- Wheelchair assistance and mobile hair dresser

20. Would you like further information regarding the additional services we provide?



21. Would you like to make an appointment to discuss the service you are receiving?



Summary

Care

The response received (2024) has been consistently positive with the previous year's survey results. The data reveals that an impressive 94% of individuals receiving care or support felt actively involved in the decision-making process regarding their care, while only 2% did not share this sentiment. Additionally, 4% of respondents chose not to answer this particular question.

The feedback further highlights that 91% of respondents believe their support plans effectively recognise their abilities and promote their personal goals, with 9% opting not to answer.

Encouragingly, 98% of service users felt that their care team upheld their dignity, while 2% did not respond to this question.

A significant 95% of service users reported that their care adequately meets their needs, with only 2% expressing uncertainty. The company remains committed to continuously monitoring and adjusting the time allocated to each individual based on their unique requirements. This proactive approach has proven effective, as 93% of service users agree that they receive sufficient time dedicated to their care needs, although 2% indicated they felt they did not have enough time. Such feedback provides valuable insight, allowing the company to further investigate the concerns raised by those who feel they do not receive adequate time.

Reliability in service delivery remains exceptionally high at 98%, which is particularly noteworthy given the considerable challenges faced by the social care sector that have impacted service provision. The dedicated team works diligently to ensure that care is delivered with continuity,

reliability, and quality. The use of electronic monitoring systems aims to minimise the risk of missed calls; however, unavoidable circumstances—such as emergencies, traffic congestion, or staff illness—can lead to occasional delays. Despite these challenges, the team successfully responds to calls within the designated time frame in the majority of cases.

In summary, the feedback received underscores the effectiveness and responsiveness of the monitoring system to the evolving needs of those supported by the service. It also reaffirms the company's commitment to providing high-quality care in a challenging environment.

Staff

The feedback received for this section has been highly encouraging and is consistent with the results from the previous year's survey. Remarkably, 98% of respondents reported that all staff members are well-presented. Additionally, 96% of service users felt safe and supported by their care team, with only 4% opting not to answer this question. Furthermore, an impressive 96% of respondents expressed confidence in their care team.

Punctuality remains a strong point, with 93% of service users confirming that care professionals arriving within the allocated 30-minute time window. Only 5% were unsure whether their care professionals adhered to this timeframe, while just 2% did not respond.

In terms of service quality, 68% of respondents rated their experience as 'excellent,' while 30% rated it as 'good.' Although it is disappointing that 2% reported their care service as 'poor,' this feedback presents an opportunity for our team to enhance the quality of services provided.

At Complete Care West Yorkshire, we are dedicated to the ongoing learning and development of our office and community staff, ensuring that their skills and knowledge remain current. The supportive comments highlighted in the survey reflect the hard work and commitment of our team and their line managers in delivering a high-quality, person-centered service. We will be sharing these survey results with our team to acknowledge and celebrate the positive impact they have made.

Company

The feedback highlights that an impressive 98% of service users believe that Complete Care West Yorkshire fosters a caring culture, with only 2% choosing not to answer this question. This result is reassuring and confirms that our mission, vision, and values are effectively guiding both the company and our team toward shared goals.

We are particularly pleased with the positive feedback regarding our office rating, as 76% of respondents described our service as "excellent," while another 20% rated it as "good." Only 4% did not respond to this question. This feedback reinforces our commitment to providing high-quality services that meet the individual needs and preferences of our clients.

Responses regarding Complete Care West Yorkshire's 'out of hours' service were mixed, with 32% of service users indicating they had not utilised this service. Among those who did, 57% rated it as excellent and 11% as good, with no respondents rating the service as poor. This is a commendable result, reflecting the team's dedication to maintaining high standards across all services.

Additional comments from the survey further illustrate that the vast majority of respondents are satisfied with our staff, the delivery of care, and the overall company performance. This feedback is a testament to the hard work and dedication of our team, contributing significantly to the success of the quality of service we provide.

Notably, the survey revealed that 96% of respondents would recommend Complete Care West Yorkshire, with only 4% not answering this question. This is a fantastic achievement that aligns with our vision of becoming the provider of choice for the local community.

Encouragingly, there is a growing interest in our additional services, with 29% of respondents expressing a desire for support with nail cutting and 25% seeking assistance with health checks. A full list of our additional services is provided below:

- Nail Cutting Service
- Health Check
- Cleaning Service / Shopping Service
- Companionship Call / Sitting Service
- Laundry Call
- Training

Overall, the feedback from respondents demonstrates that the company has maintained an effective, safe, and caring service throughout 2024. The overwhelmingly positive comments reflect a tremendous accomplishment for Complete Care West Yorkshire and our team of care professionals, whose efforts continue to strengthen our service year after year.

Developments over the last 6 months

Complete Care West Yorkshire continually strives to develop and improve the delivery of care within the local communities in which we operate. We actively work in partnership with both Kirklees and Wakefield local authorities, People's Alliance, community care providers, community health teams, NHS and other stakeholders. The company promotes and keenly encourages the sharing of knowledge, best practice and experiences to improve the delivery of care, raising standards and being a positive role model for the social care sector through:

- Chairing the Wakefield Registered Managers Network
- Attending the Kirklees Registered Managers Network
- Working in partnership with key stakeholders i.e. People's Alliance, Skills for Care, Home Care Association and other health and social care professionals
- To improve our systems and processes which will enhance care delivery
- To actively engage with our teams, identifying what is / isn't working well
- To be inclusive to all those we support, including relatives and advocates.
- To inspire and value passion by upskilling our team through training and development.
- Achieving GB Regional Finalists Awards in 3 categories;
 - 🏆 Care Employer Award
 - 🏆 New to Care Award
 - 🏆 3 R's (Recruitment, Retention and Reward)

As the Managing Director of Complete Care West Yorkshire, I am proud to reflect on our achievements in 2024, particularly the official launch of Complete Training, our face-to-face training programme. This initiative is something we are deeply passionate about, as we firmly believe that enhancing the skills and knowledge of our team is crucial to delivering effective community care. Recognising that our clients' needs are diverse, we are committed to adapting our services to promote and enable individuals to remain in their homes for as long as possible. The comprehensive training provided by Complete Training covers a wide range of topics tailored to meet various business needs, ensuring our staff are equipped to excel in their roles. Training is

also open to clients and their families too as we want everyone to benefit from developing their knowledge and understanding.

We are also proud to hold accreditations from esteemed organisations such as Highfield, CPD, and Nuco, which affirm our dedication to high-quality training standards.

CQC Inspection

The Care Quality Commission (CQC) inspected Complete Care West Yorkshire Ltd on the 8th September 2021. The company will continue to strive for an outstanding rating.

Here is the link to our inspection report <https://www.cqc.org.uk/location/1-331629744>

Complete Care West Yorkshire Ltd Good Sign up for alerts Give feedback on this service

This service was previously registered at a different address - see old profile

Overview Inspection Summary Reports Registration Info Contact

Overview and CQC Inspections Click for key ✓ ✗ ⚠ ⭐ ⬆ ⬇ ⬅

Overall Good Read overall summary	Safe	Good	Type of service Homecare agencies Specialisms/services Dementia, Learning disabilities, Mental health conditions, Personal care, Physical disabilities, Sensory impairments, Caring for adults over 65 yrs
	Effective	Good	
	Caring	Good	
	Responsive	Good	
	Well-led	Good	

[+ Our inspector's description of this service](#)

Latest inspection: 8 September 2021
Report published: 5 November 2021

Reviews

Homecare.co.uk

Complete Care West Yorkshire Ltd is a member of 'homecare.co.uk'.

<https://www.homecare.co.uk/homecare/agency.cfm/id/65432183281>

The company currently have a review score of **9.9** with **133** completed reviews. The feedback is aimed more towards the care team delivering care and support in the local community. It is a credit to all those working in social care, especially homecare as it highlights some of the challenges that face those looking for care. Comments left are extremely complimentary of the care given. This information is shared with the team and general public on the homecare.co.uk website.

Healthwatch

Complete Care West Yorkshire Ltd has 2 reviews on the Kirklees site

<https://healthwatchkirklees.co.uk/services/complete-care-west-yorkshire-wakefield-1> and 1 on the Wakefield website. <https://www.healthwatchwakefield.co.uk/services/complete-care-west-yorkshire-ltd-wakefield-wf2-7je>

NHS

Complete Care West Yorkshire Ltd has 4 positive reviews in total

<https://www.nhs.uk/services/care-provider/complete-care-west-yorkshire-ltd/1-331629744/ratings-and-reviews>

At Complete Care West Yorkshire, we take our responsibility to deliver high-quality care very seriously. We appreciate the feedback received through the survey and are committed to addressing the concerns raised with transparency and honesty.

To enhance our care services, our senior care team will review the feedback over the next 12 weeks and develop targeted strategies for improvement. Additionally, we plan to conduct a follow-up survey, either by phone or in-person, throughout 2025 to assess our progress and identify further areas for enhancement.

We sincerely thank everyone who participated in the survey, and we extend a special appreciation to our dedicated team of care professionals for their contributions to making Complete Care West Yorkshire a successful quality homecare provider.



Sara Booth - Managing Director

01924 274 448

www.completecareathome.co.uk