



Complete Care
West Yorkshire Ltd

Annual Quality Assurance Survey 2025



INTRODUCTION

At Complete Care West Yorkshire Ltd, our vision is simple: to be the home care provider of choice by delivering exceptional, person-centred care tailored to individual needs. Our mission is to make a positive difference in people's lives by providing the highest standards of care and support. Guided by our core values, we promote equality, value diversity, communicate openly and honestly, and work in partnership with our community. We are committed to continuous learning and development, ensuring our team is passionate, skilled, and dedicated to enhancing the well-being of those we support. This report highlights the findings of our annual quality assurance survey, which was conducted to evaluate our performance. The results provide valuable insight into what we do well and where we can continue to improve, helping us to ensure the best possible care for those we support.

OUR VISION

To be the home care provider of choice

MISSION

To make a positive difference to the lives of others.

OUR COMPANY 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 our teams

INTRODUCTION

To evaluate our performance as a community care provider, Complete Care West Yorkshire carried out its annual service user satisfaction survey during November and early December 2024. The survey was issued to all **95 service users** receiving regulated personal care across the Mirfield and Wakefield areas.

To ensure accessibility and inclusivity, the survey was made available through multiple formats, including postal questionnaires, electronic completion, and email. All responses were anonymous, allowing individuals to share honest and open feedback.

We received **41** completed surveys, representing a **43%** response rate. Responses were received via:

- Electronic completion (Signable software): **35** responses
- Postal returns: **6** responses

This represents a good response rate for this type of survey, although it is lower than in previous years. In line with our commitment to efficiency, sustainability, and cost-effectiveness, we placed greater emphasis on electronic completion this year. While this approach offered convenience for many respondents, it may have influenced overall participation levels and is an area we will review when planning future surveys to ensure we continue to meet the preferences of all service users and families.

The breakdown of respondents was as follows:

- Service users: 10 responses (24.5%)
- Family members: 30 responses (73%)
- Other representatives: 1 response (2.5%)

We remain fully committed to delivering high-quality, person-centred care within our local communities. The feedback gathered through this survey provides valuable insight into our strengths and helps identify opportunities for improvement, enabling us to continually enhance the quality of care and support we provide.

Survey Response

Acknowledgments

At Complete Care West Yorkshire, we would like to thank everyone who took part in this year's service user satisfaction survey. Your feedback plays a crucial role in helping us understand what matters most to you and in shaping how we continue to develop and improve our services. We are grateful to service users, families, advocates, and partners who shared their views openly and thoughtfully.

This year has been particularly challenging for the social care sector, with ongoing pressures affecting providers, workforces, and the communities we support. Despite these external challenges, our focus has remained firmly on delivering safe, compassionate, and person-centred care. The insights gained from this survey reaffirm our commitment to listening, learning, and responding to the needs of those who rely on our services.

As we move forward, Complete Care West Yorkshire remains fully dedicated to supporting our workforce, strengthening our services, and investing in sustainable ways of working. Above all, we continue to be committed to providing high-quality care that makes a meaningful difference to the lives of people within our local communities.



Sara Booth
Managing Director

www.completecarewestyorkshire.co.uk

Facebook

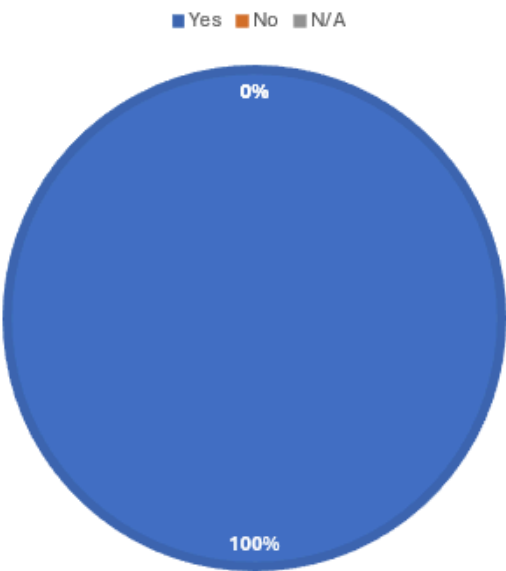
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QUALITY ASSURANCE SURVEY - 2025

CARE

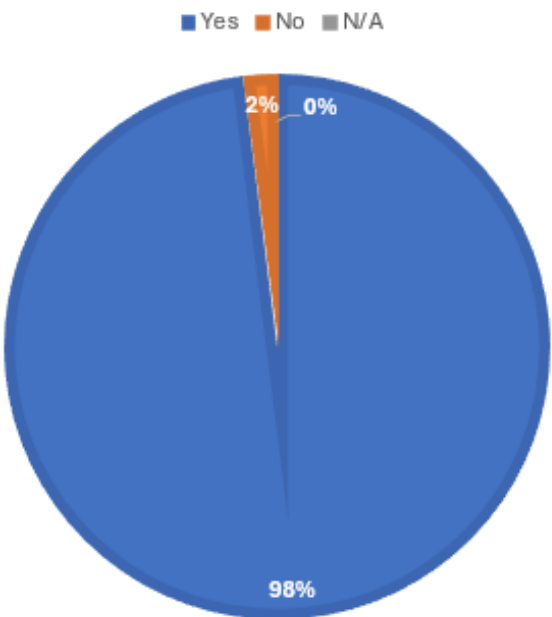
1. I was included in making decisions about my care. If I needed help, my family or friends who know me well were also involved in planning my care.

INVOLVED IN THE PLANNING OF CARE



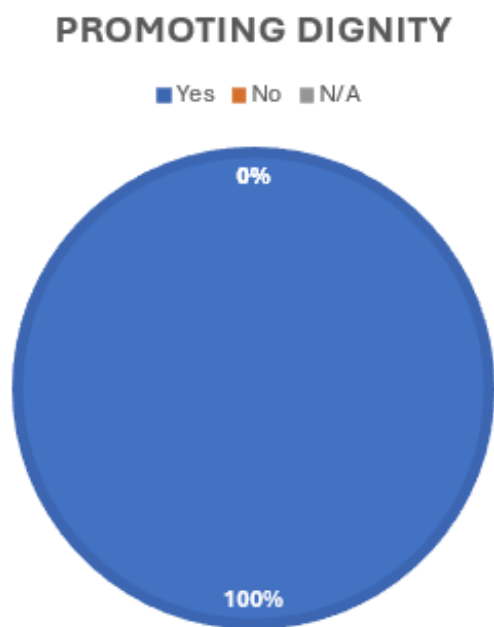
2. My care and support take into account what I can do and what I want, even if I'm not able to make decisions for myself at the moment

PROMOTING CHOICE AND INDEPENDENCE

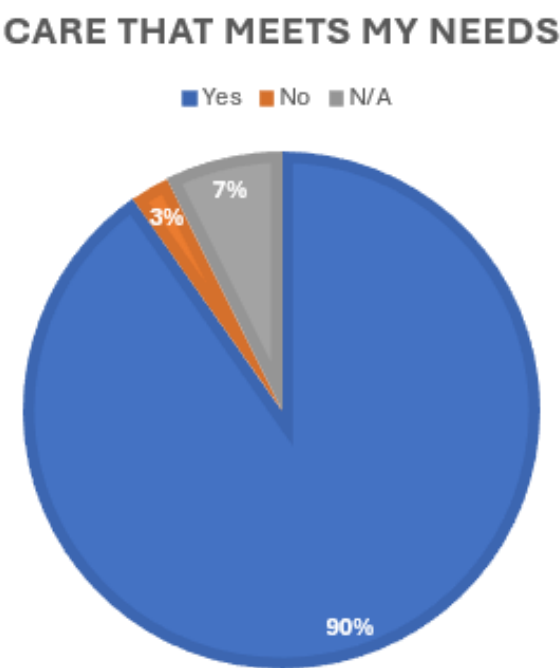


QUALITY ASSURANCE SURVEY - 2025

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

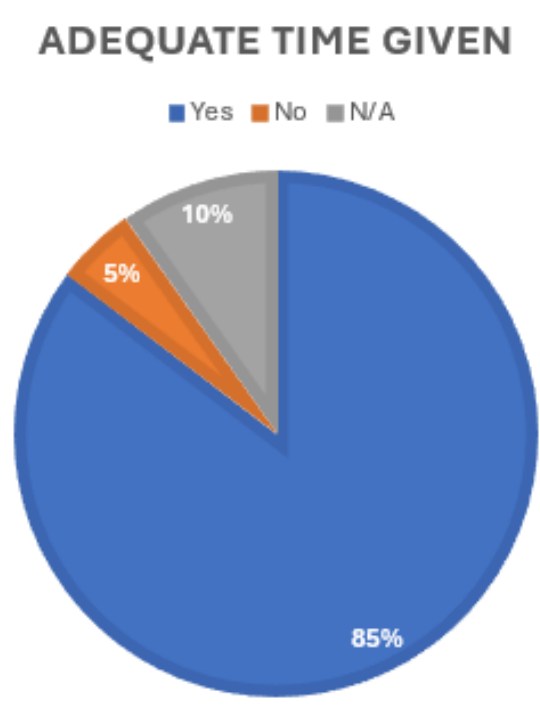


4. My care is well organised and works together to meet my needs.

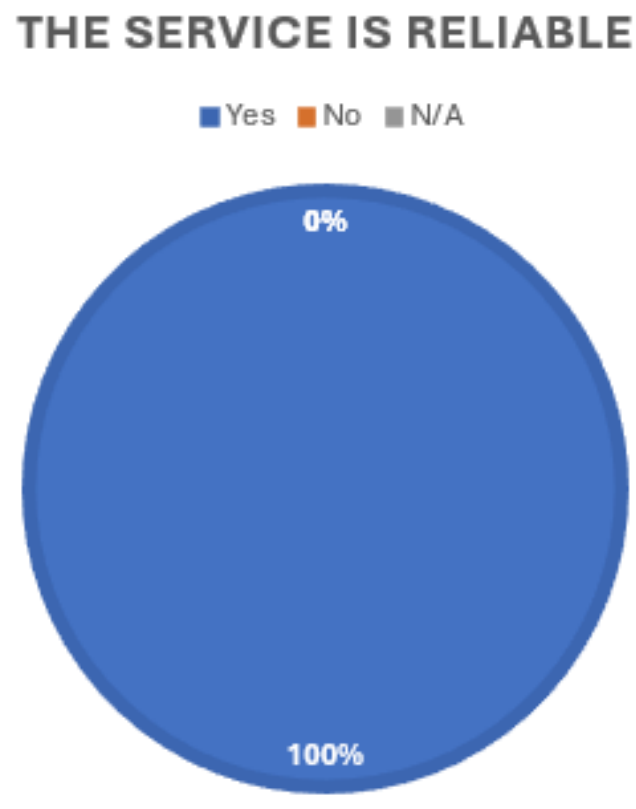


QUALITY ASSURANCE SURVEY - 2025

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



6. The service I receive is reliable. (i.e. you receive all contracted calls as agreed)

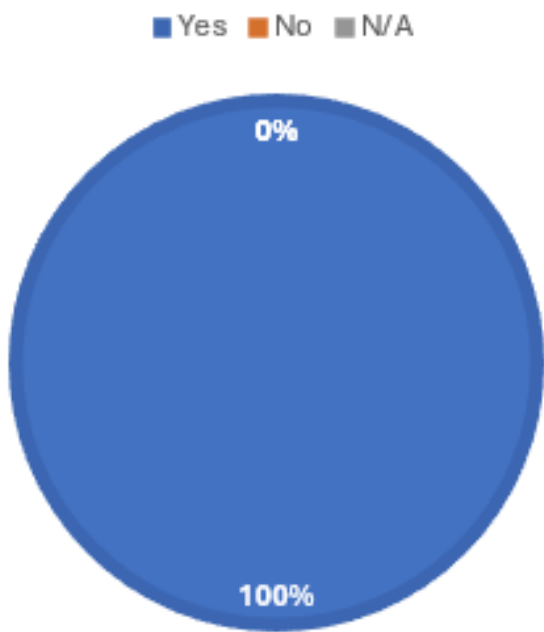


QUALITY ASSURANCE SURVEY - 2025

STAFF

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

CARE TEAM ARE WELL PRESENTED



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

I FEEL SAFE AND SUPPORTED

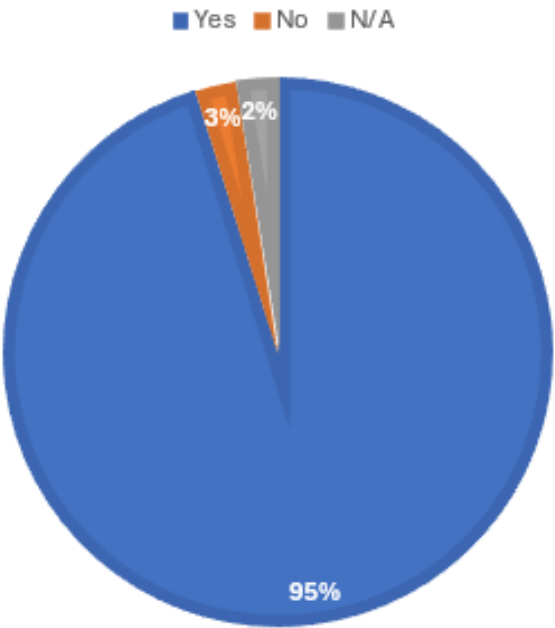


QUALITY ASSURANCE SURVEY - 2025

STAFF

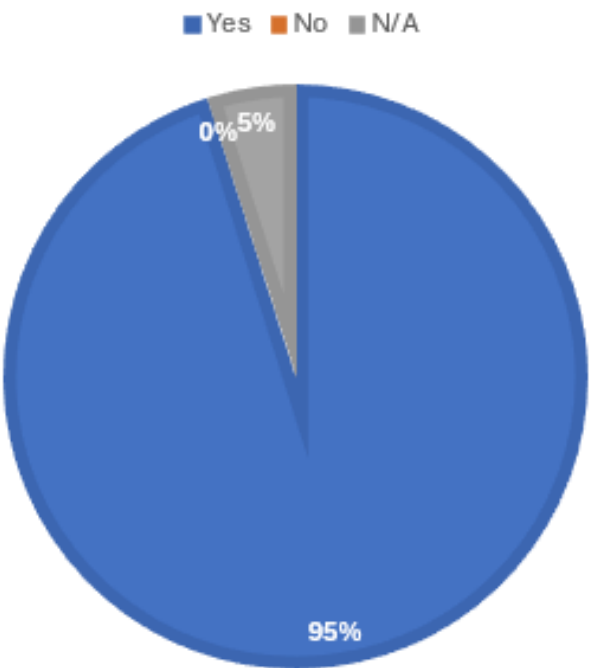
9. il feel confident in the skills. knowledge and ability of my care team

CONFIDENT WITH MY CARE TEAM



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

CARE TEAM ARRIVE WITHIN 30 MINUTES

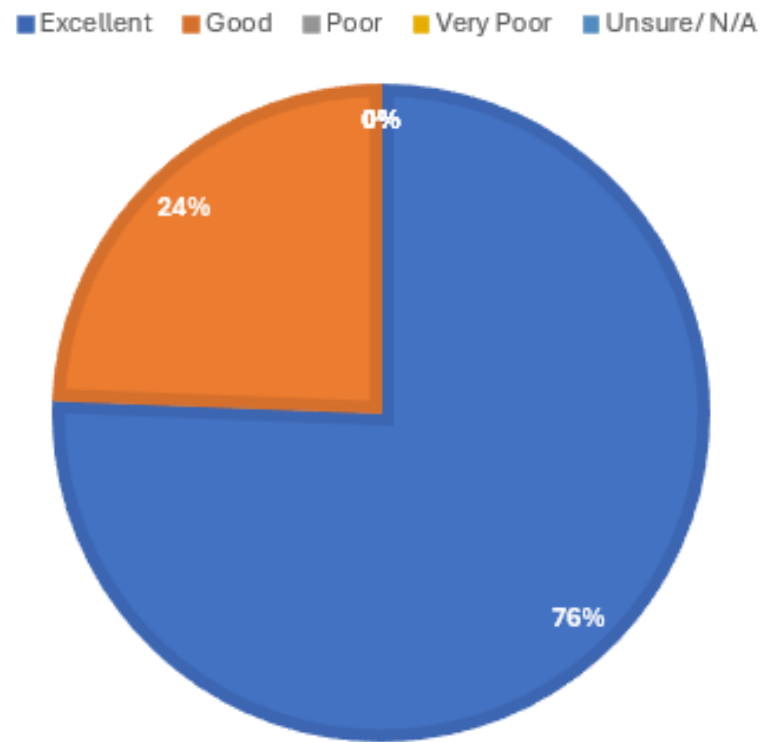


QUALITY ASSURANCE SURVEY - 2025

COMPANY

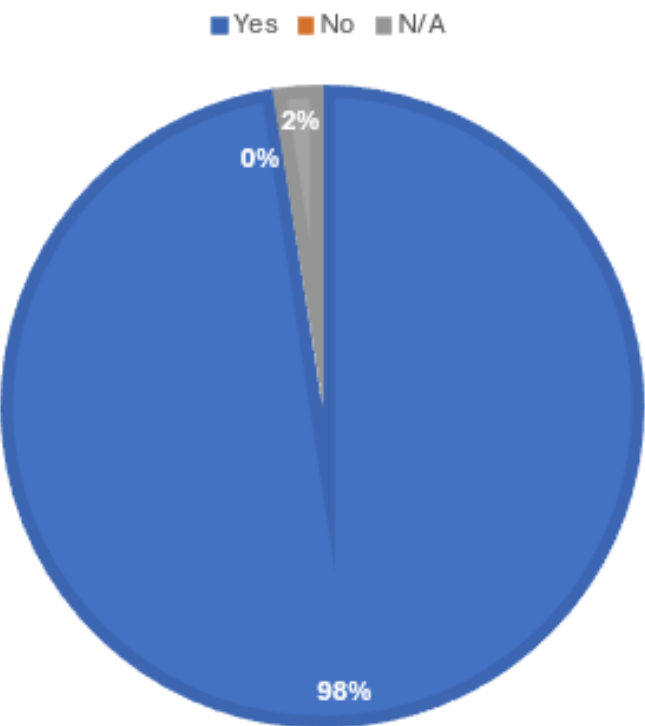
11. Overall rating of the care service

OVERALL RATING OF CARE SERVICE



12. CCWY is a caring provider?

CCWY IS A CARING PROVIDER

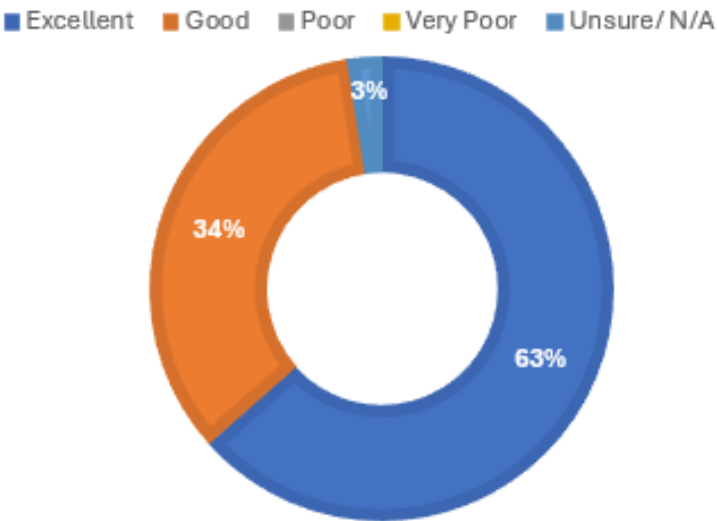


QUALITY ASSURANCE SURVEY - 2025

COMPANY

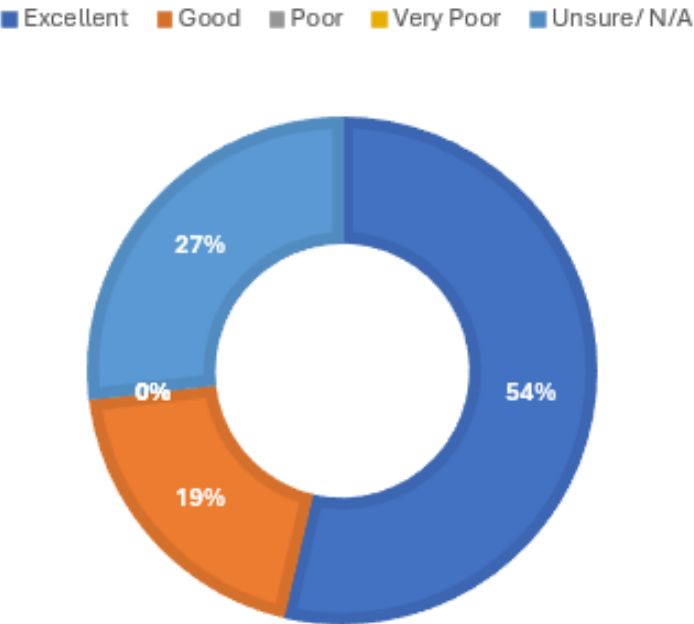
13. How would you rate your satisfaction with the response time and the support you received from the main office team? (Please select one)

RATE OF SATISFACTION WITH THE OFFICE TEAM



14. How happy are you with how quickly the On Call/Out of Hours team responded and the support they gave you? (Please select one)

RATE OF 'OUT OF HOURS' SERVICE

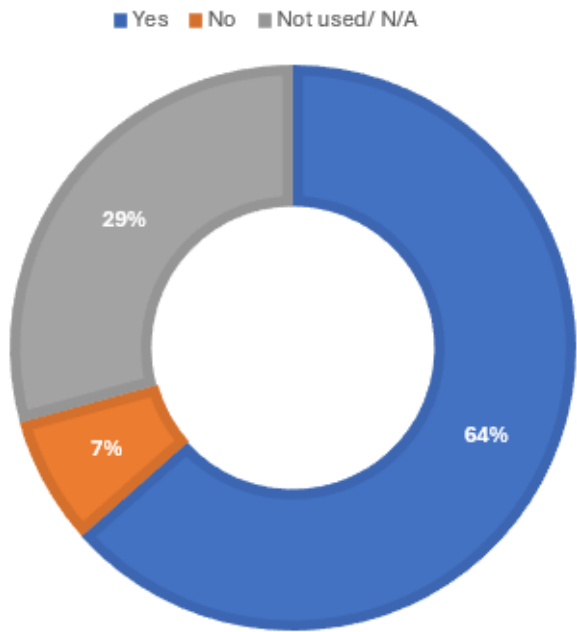


QUALITY ASSURANCE SURVEY - 2025

COMPANY

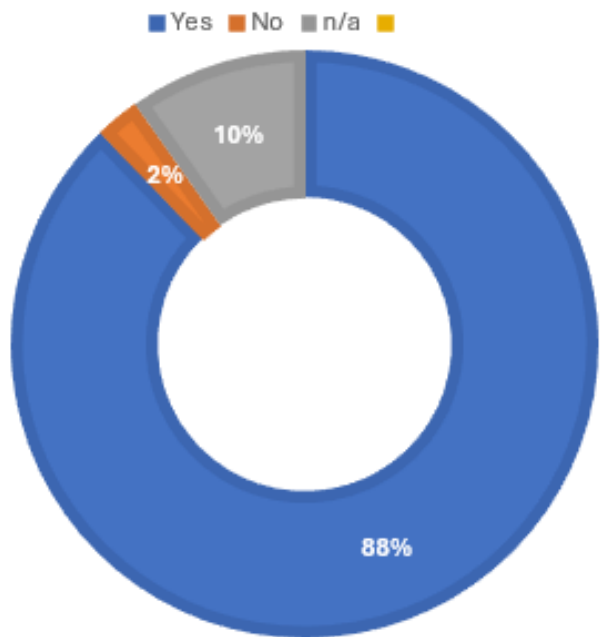
15. I, or my family/representative, can look at my care information on the PASS system, and it is easy to understand.

I HAVE ACCESS TO MY CARE RECORDS



16. The company helps me, or the people who speak for me, to give feedback about my care in a way that suits me. They also tell me what they have done in response to my feedback.

I AM ENCOURAGED TO LEAVE FEEDBACK



QUALITY ASSURANCE SURVEY - 2025

My Voice, view and opinion

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

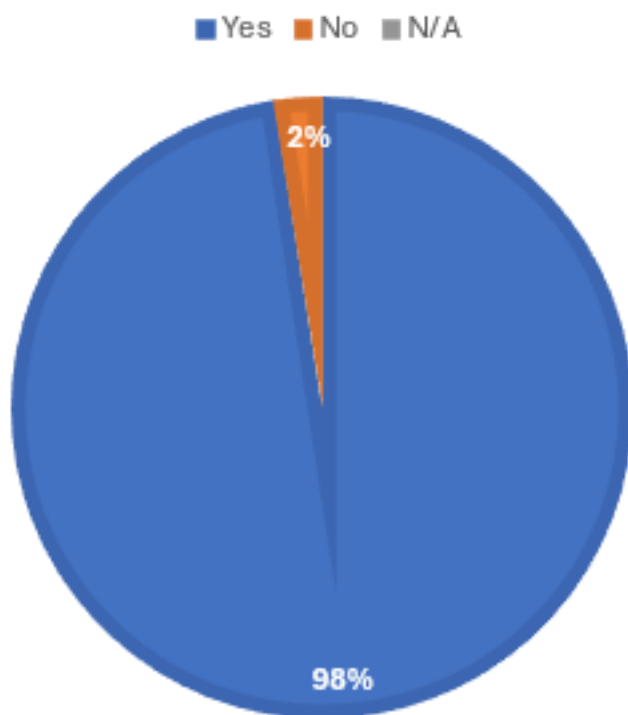
- Pass system could be improved by acknowledging that any messages left have been read by CCW.
- When someone has complex care needs I feel it is important for them to have consistent carers who fully understand the needs of the client and can fully deal with their needs. I understand there are issues re boundaries but if I am uncomfortable when positioned in my wheelchair frequently wet due to my pads being incorrectly positioned it impacts my wellbeing. I lead an active life and when at work it is embarrassing if I am visibly wet
- Happy with care and help given
- Absolutely fantastic company, kind caring and have compassion! Nothing much that could be changed
- If staff are struggling to support someone they may benefit from more training on their conditions
- Shadowing from staff who work well with the person receiving care
- The care package we receive is very basic x 2 daily. Requiring 2 staff. With regards to question. We have not as yet enquired about other alternatives to assess if we are getting value for money or how other arrangements could help and accommodate the family.
- All Carers are good, but not having different ones every call would be better
- As with all similar companies, recruit more carers to reduce the workload and pressure, but appreciate that this is difficult to manage!
- Nothing - we are very satisfied with the service. My mum has complex care needs on occasion, and they are dealt with very very well.
- We are happy with the care received and help given.
- Everything is working well for us as a family and the care you all give our auntie we have nothing but praise for the company
- I've not experienced any long-term issues with complete care's service.

QUALITY ASSURANCE SURVEY - 2025

COMPANY

18. Would you recommend Complete Care West Yorkshire Ltd?

I WOULD RECOMEND CCWY



19. What other services would you like Complete Care West Yorkshire to offer? We currently provide health checks and a nail care service, and we are looking at adding more services to support you.

Companionship during appointments.

It would be good if social days could be held encouraging those who live in a certain area and are able to meet up with each other for coffee tea nibbles and a chat

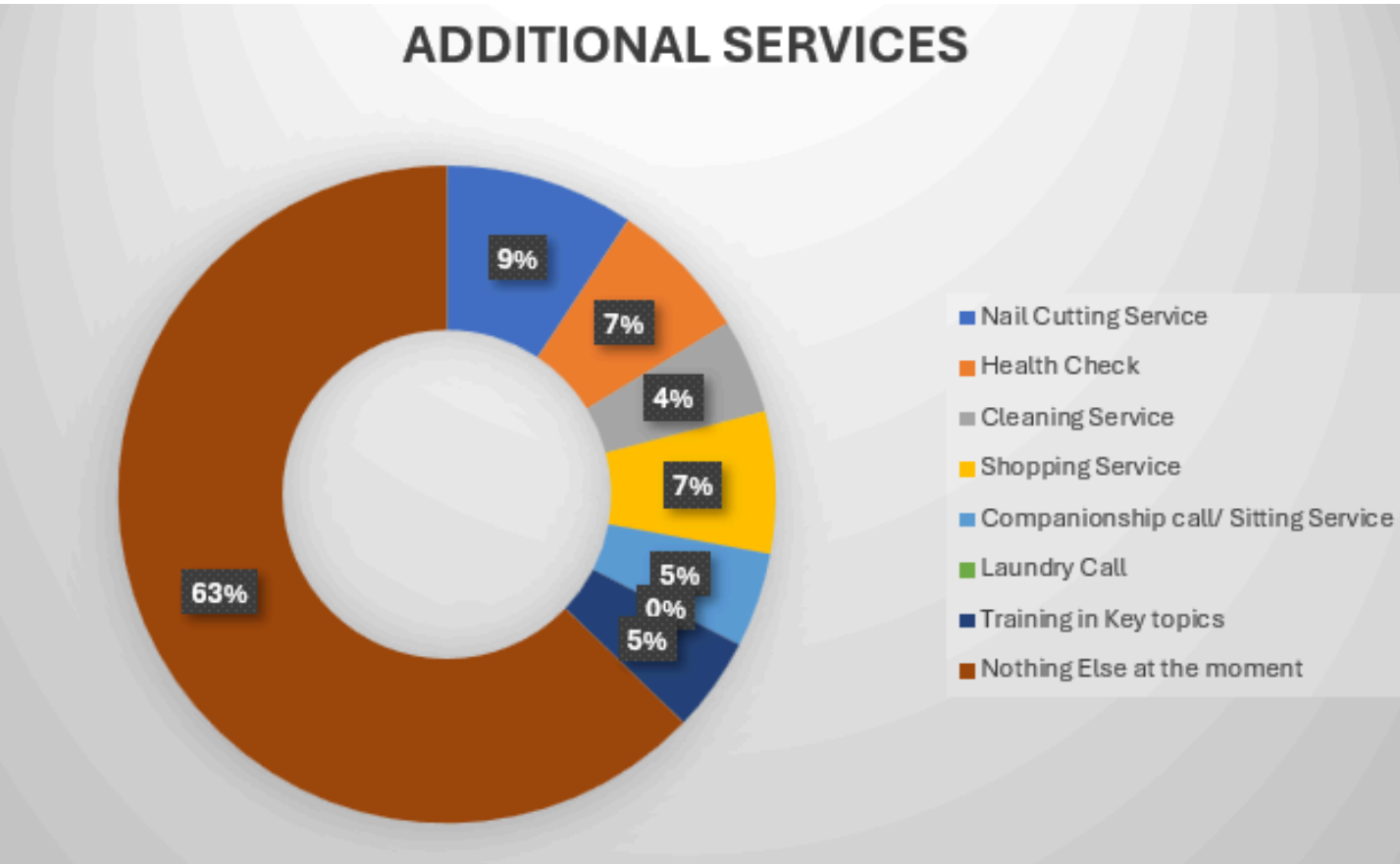
Nothing I'm happy with everything at the moment

In summer maybe staff could go out with us....

Provide a service for earwax removal as this is not available from most GP practices

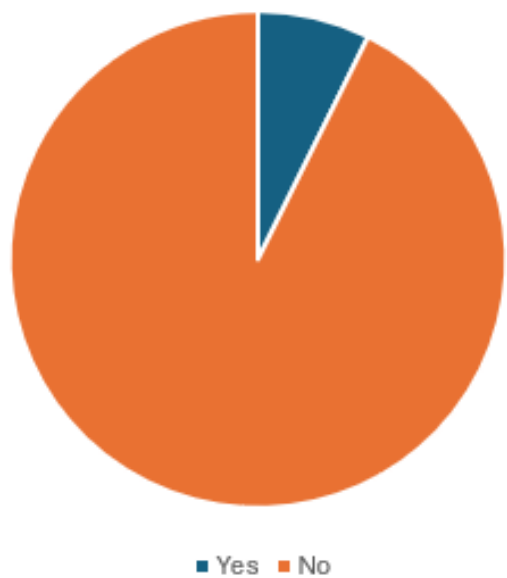
QUALITY ASSURANCE SURVEY - 2025

Which of the following would you be interested in receiving further information for;



21.Would you like to speak further with the Registered / Care Manager?

Would you like to speak with the Registered / Care Manager



QUALITY ASSURANCE SURVEY - 2025

SUMMARY

CARE

The survey results demonstrate very high levels of satisfaction with the care delivered by Complete Care West Yorkshire.

- 100% confirmed they were included in decisions about their care and support.
- 98% felt their care promoted choice and independence
- 100% stated they are treated with respect and dignity.
- 90% agreed their care is well organised and meets their needs.
- 85% felt care staff have adequate time to complete tasks
- 100% confirmed the service is reliable

Written feedback strongly reflects kindness, compassion and professionalism, with many respondents stating they are “very satisfied” and describing the service as “absolutely fantastic”.

However, a small number of respondents highlighted areas for improvement, particularly:

- The importance of care worker consistency, especially for people with complex needs.
- The need for enhanced condition-specific training and shadowing.
- Concerns where incorrect support (e.g. positioning and continence care) impacted dignity and wellbeing.

QUALITY ASSURANCE SURVEY - 2025

SUMMARY

STAFF

Feedback relating to staff performance is overwhelmingly positive:

- 100% said staff are well presented and maintain a professional appearance.
- 98% feel safe and supported by their care team.
- 95% feel confident in the skills, knowledge and ability of staff.
- 95% confirmed carers arrive within the agreed 30-minute call window.

These results demonstrate a skilled, reliable and professional workforce that service users trust and feel safe with.

The small percentage of lower scores aligns with feedback around:

- Time pressures / Travel time between calls
- The need for further training for more complex needs

QUALITY ASSURANCE SURVEY - 2025

SUMMARY

COMPANY

Overall feedback about Complete Care West Yorkshire as an organisation is extremely strong:

- 76% rated the service as Excellent and 24% as Good.
- 98% agreed CCWY is a caring provider.
- 63% rated office response and support as Excellent and 34% as Good.
- 54% rated the out-of-hours service as Excellent and 22% as Good.
- 98% would recommend Complete Care West Yorkshire to others.

Areas identified for improvement include:

- Improving communication via the PASS system, particularly acknowledging messages.
- Increasing visibility around how feedback is acted upon.
- Improving access to and understanding of care records for families.
- Exploring additional services, such as companionship, social opportunities and ear-wax removal.

QUALITY ASSURANCE SURVEY - 2025

Action Plan

You said

We will

Consistency of carers is important, particularly for complex needs	Review care rotas to maximise continuity of carers, particularly for complex packages.
Some conditions would benefit from more specialist knowledge.	Introduce condition-specific training and refresher sessions, supported by shadowing with experienced staff. Use feedback and supervision to identify where additional support or retraining is required.
Travel time between calls can be challenging.	Review travel times and care runs to ensure they are realistic and safe. Use supervision, team leader support and buddy systems to strengthen confidence and skills. Recognise and reward high standards of care and professionalism.
Some carers would benefit from additional training and experience.	Continue to invest in learning and development, including refresher and specialist training. Introduce a training review programme to support progression and competence.
PASS system communication could be improved.	Review and improve PASS system processes to ensure messages are acknowledged and responded to. Improve guidance for families on accessing and understanding care records.

QUALITY ASSURANCE SURVEY - 2025

Action Plan

You said

We will

You want clearer feedback on actions taken.	Strengthen our “You said, we did” feedback approach so actions are clearly communicated.
You would value additional supportive services.	Explore the feasibility of additional services including: • Companionship during appointments • Social opportunities and group activities • Additional health-related services where appropriate

The Quality Assurance Survey **2025** confirms that

Complete Care West Yorkshire

Delivers a high-quality, reliable and compassionate service, with strong relationships between staff, service users and families. The feedback received provides valuable insight and has been used to shape clear, measurable actions to further improve care, staff development and organisational systems.

We remain fully committed to listening, learning and continually improving the services we provide within our local communities

Thank you to all those that responded