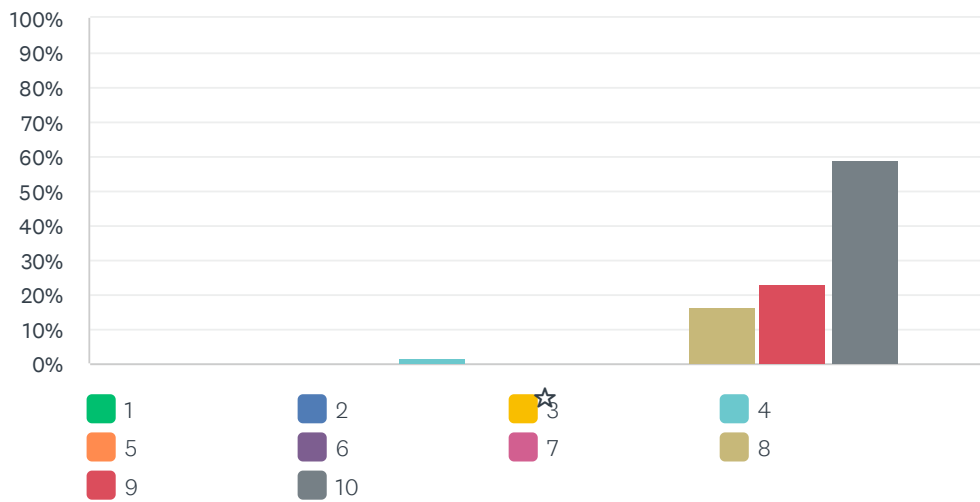


Q1 How satisfied are you with the care services you are receiving?

Answered: 56 Skipped: 1

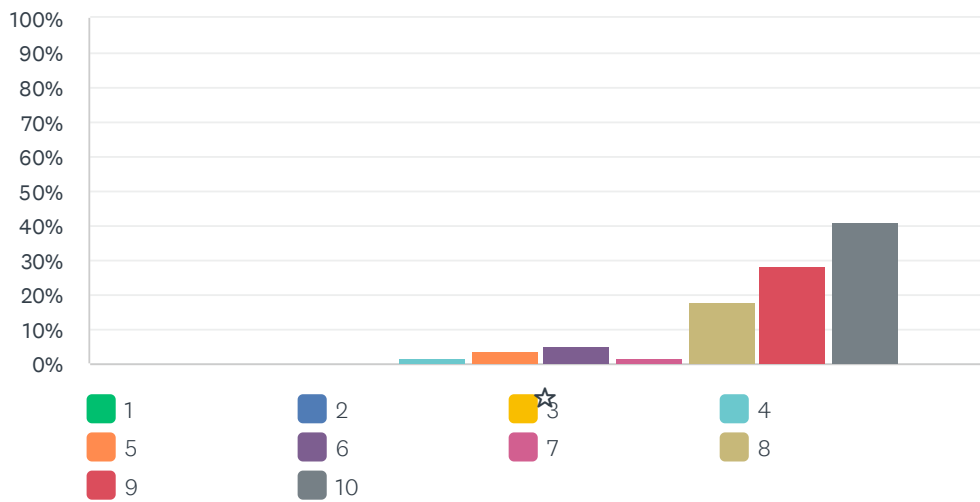


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	1.79%	0.00%	0.00%	0.00%	16.07%	23.21%	58.93%	56	9.34
	0	0	0	1	0	0	0	9	13	33		

#	COMMENTS	DATE
1	There have been some disruptions with A core team due to a brilliant team member leaving. We have seen a lot of staff and sometimes different staff dropping A off at the end of the day to the staff collecting him. Need an experienced core team of carers.	11/5/2021 1:50 PM
2	She likes to go to Freetime a lot.	3/23/2021 10:46 AM
3	Have an excellent core team of staff delivering quality of care.	3/23/2021 10:35 AM
4	We have no grumbles whatsoever. C is very happy and settled.	11/18/2019 1:35 PM
5	Good staff.	11/18/2019 1:33 PM
6	No problem with service provided.	7/5/2019 1:58 PM
7	SC has settled in really well and loves to come.	11/12/2018 12:51 PM
8	Fine	7/6/2018 1:11 PM

Q2 How do you feel about the range of activities on offer?

Answered: 56 Skipped: 1

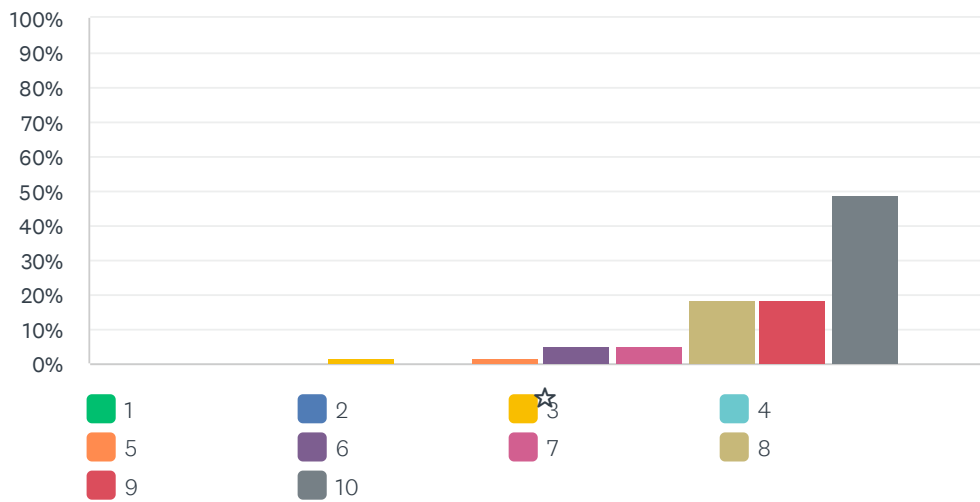


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	1.79%	3.57%	5.36%	1.79%	17.86%	28.57%	41.07%	56	8.80
	0	0	0	1	2	3	1	10	16	23		

#	COMMENTS	DATE
1	Should have been asked about the activities a bit more. All I know is that when they pick D up in the morning they ask what he wants to do and they let him do it.	3/22/2022 1:51 PM
2	Really difficult at present due to Covid restrictions. Very much look forward to soft play/sensory starting again? Worcester Snoezelen again.	11/5/2021 1:50 PM
3	Since Lockdown not a lot of activities on offer.	3/23/2021 10:46 AM
4	Due to Corona Virus I understand the range of activities is reduced. I am happy that as soon as it is safe he will access a few more/different activities.	3/23/2021 10:31 AM
5	Activities are good, no problems.	7/5/2019 1:58 PM
6	I feel activities are suitable for LS requirements.	7/5/2019 1:52 PM
7	EH has therapy at Worcester Snoezelen alternate weeks which is good. However, the rest of the time there is nothing happening to use her allowance. This needs to be rectified.	7/5/2019 1:45 PM
8	Lots of activities to offer to keep SC occupied.	11/12/2018 12:51 PM
9	Could be better	7/6/2018 1:11 PM

Q3 Do you feel there is sufficient access to community activities?

Answered: 55 Skipped: 2

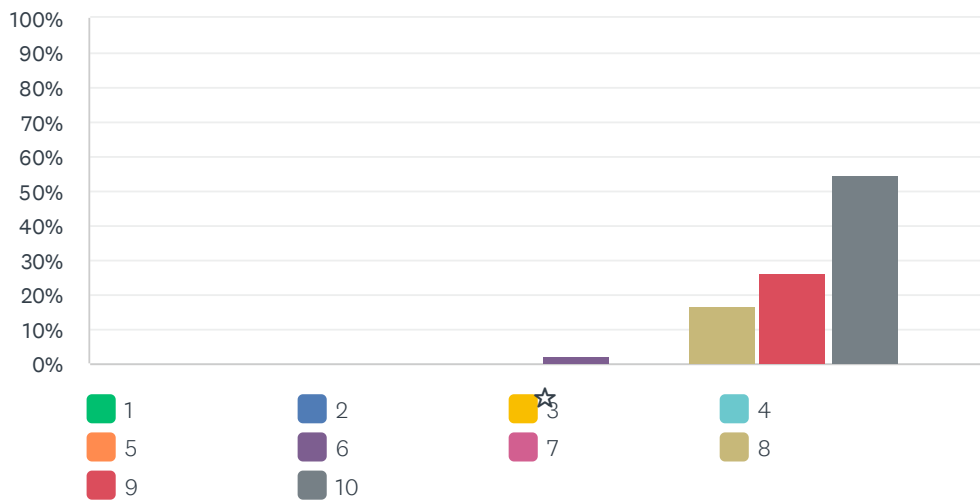


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	1.82%	0.00%	1.82%	5.45%	5.45%	18.18%	18.18%	49.09%	55	8.85
	0	0	1	0	1	3	3	10	10	27		

#	COMMENTS	DATE
1	Again restricted with Covid. Hopefully will increase as restrictions eased.	11/5/2021 1:50 PM
2	There should be more facilities made for disabled children so they can use them.	4/21/2021 12:18 PM
3	Yes.	3/23/2021 10:46 AM
4	Maybe more can be done in this area.	7/5/2019 1:58 PM
5	Relevant to suitability of LS.	7/5/2019 1:52 PM
6	Maybe	7/6/2018 1:11 PM

Q4 What level of choice do you have in how services are delivered?

Answered: 53 Skipped: 4

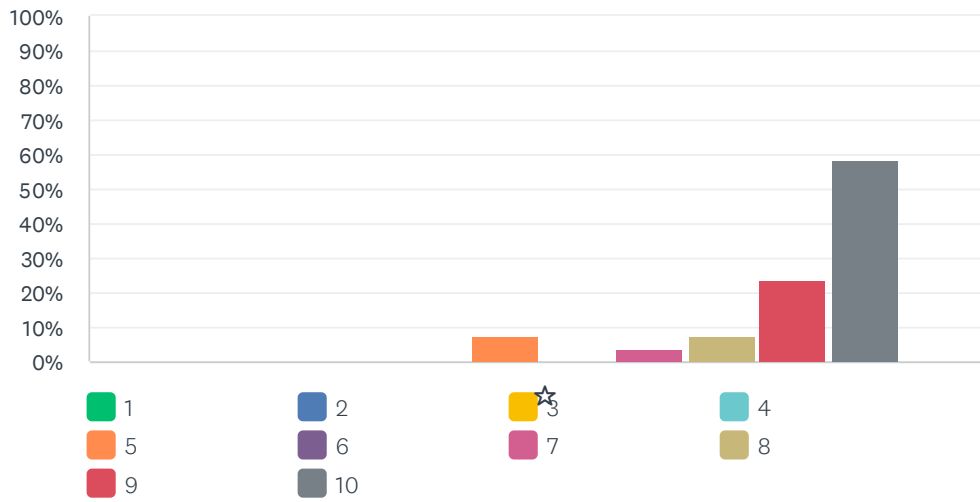


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	1.89%	0.00%	16.98%	26.42%	54.72%	53	9.32
	0	0	0	0	0	1	0	9	14	29		

#	COMMENTS	DATE
1	A lot of choice.	3/23/2021 10:46 AM
2	No problem here.	7/5/2019 1:58 PM
3	Fine	7/6/2018 1:11 PM

Q5 Are the company vehicles clean, tidy and acceptable?

Answered: 55 Skipped: 2

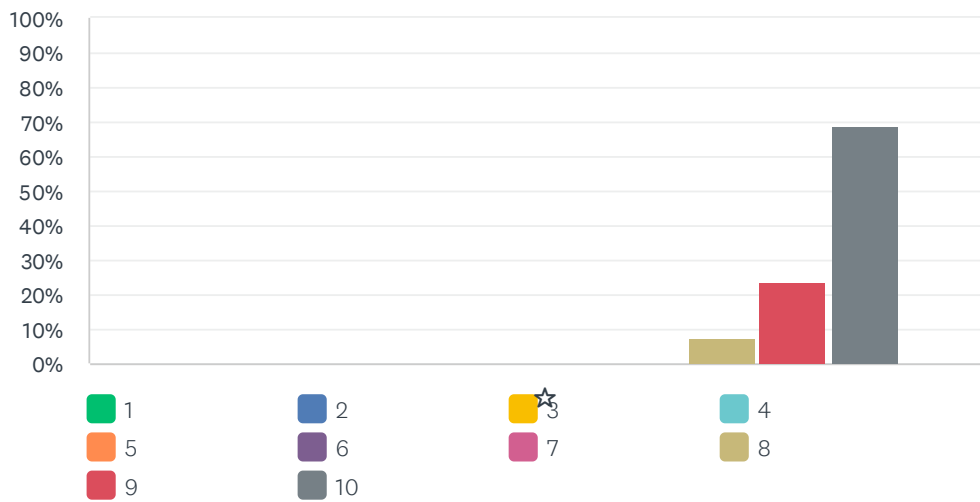


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	7.27%	0.00%	3.64%	7.27%	23.64%	58.18%	55	9.15
	0	0	0	0	4	0	2	4	13	32		

#	COMMENTS	DATE
1	Sometimes dirty from previous use but overall quite good.	3/22/2022 1:47 PM
2	Very acceptable, clean and tidy.	3/23/2021 10:46 AM
3	I think they are acceptable for the service they provide.	7/5/2019 1:58 PM
4	Vehicle floors and seating generally very untidy and stained	7/11/2018 10:15 AM
5	Yes	7/6/2018 1:11 PM

Q6 What is your view on staff presentation and appearance?

Answered: 55 Skipped: 2

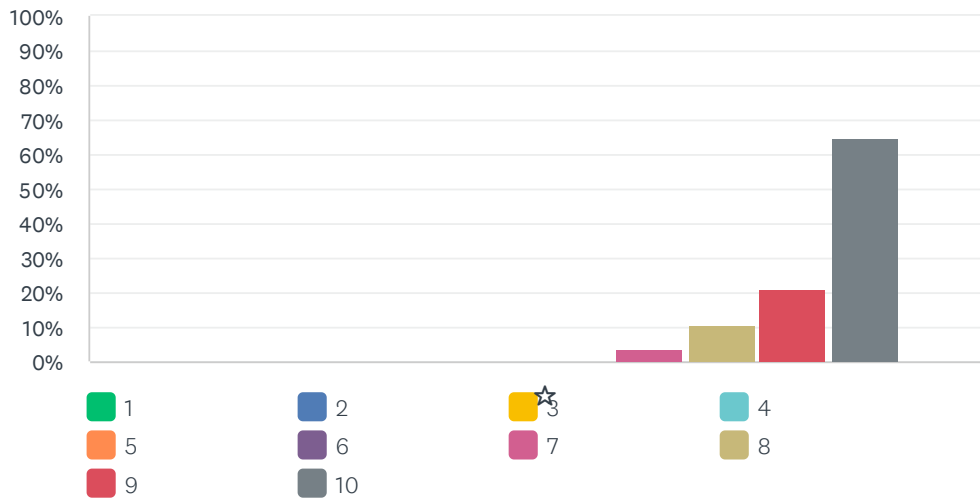


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.27%	23.64%	69.09%	55	9.62
	0	0	0	0	0	0	0	4	13	38		

#	COMMENTS	DATE
1	Staff very good in presentation and appearance.	3/23/2021 10:46 AM
2	Have no issues with staff presentation. Happy for them to wear jeans, shorts etc	3/23/2021 10:35 AM
3	Fine, no problem.	7/5/2019 1:58 PM
4	Staff reflect their own personalities which is great.	7/5/2019 1:52 PM
5	Staff always nicely presented.	11/12/2018 12:51 PM
6	Staff are always smart & friendly.	11/12/2018 12:44 PM
7	Fine	7/6/2018 1:11 PM

Q7 What is your view on staff performance?

Answered: 57 Skipped: 0

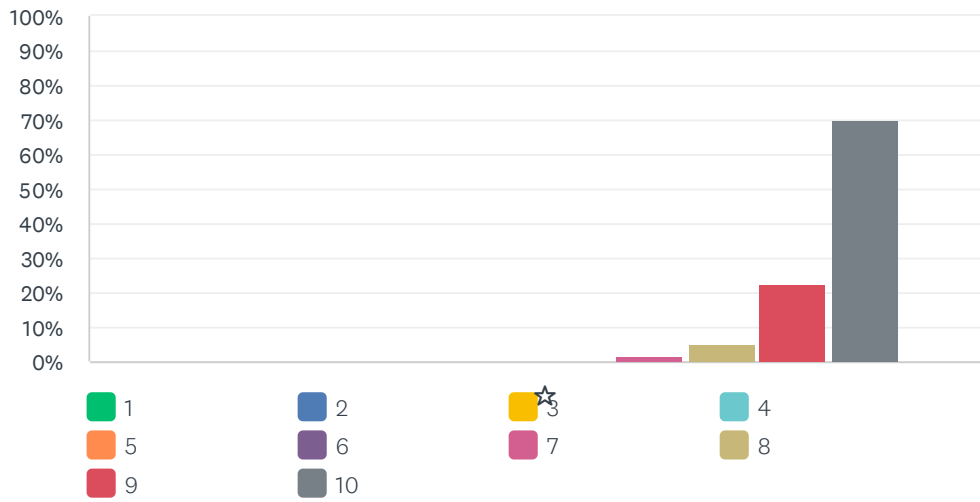


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.51%	10.53%	21.05%	64.91%	57	9.47
	0	0	0	0	0	0	2	6	12	37		

#	COMMENTS	DATE
1	Just lost a very capable experienced key member of A team who played a key role in providing an example of excellent care to others in the team. Staff who work with A need to be consistent members of his core team. This ensures that A receives the highest quality of care.	11/5/2021 1:50 PM
2	No problems at all.	3/23/2021 10:46 AM
3	Excellent!	3/23/2021 10:41 AM
4	Very happy with the performance of the core team. Deliver care focussed on his needs. Great team!	3/23/2021 10:35 AM
5	Just 1 member of staff we find to be not as professional as all the other staff.	3/2/2020 2:16 PM
6	No problem in this area.	7/5/2019 1:58 PM
7	Fine	7/6/2018 1:11 PM

Q8 Are staff member that deliver our services - friendly, polite & helpful?

Answered: 57 Skipped: 0

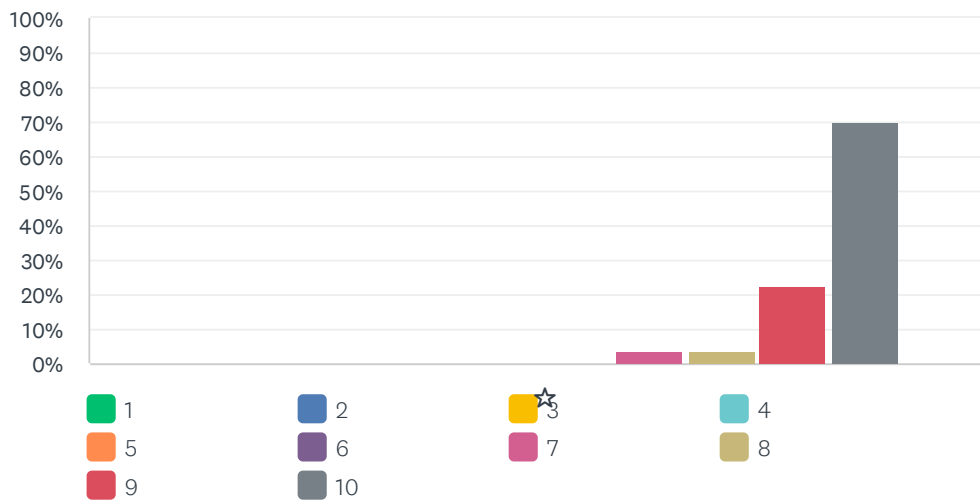


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.75%	5.26%	22.81%	70.18%	57	9.61
	0	0	0	0	0	0	1	3	13	40		

#	COMMENTS	DATE
1	Always.	3/22/2022 1:51 PM
2	Yes, very polite and helpful.	3/23/2021 10:46 AM
3	Definitely all of the above, great team!	3/23/2021 10:35 AM
4	Staff are always polite, friendly and helpful.	7/5/2019 1:58 PM
5	Yes very friendly and polite.	11/12/2018 12:51 PM
6	Most are polite and friendly, not all	7/6/2018 1:11 PM

Q9 To what extent do you feel that staff treat you with dignity & respect?

Answered: 57 Skipped: 0

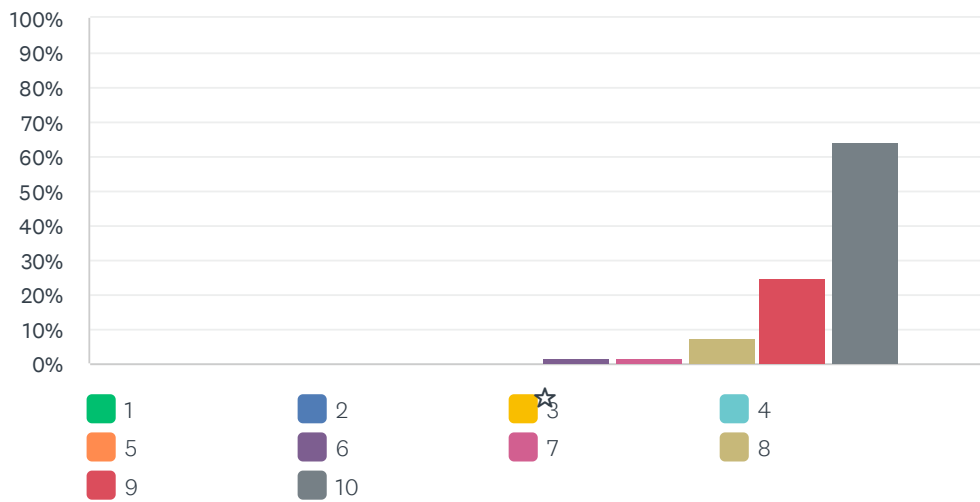


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.51%	3.51%	22.81%	70.18%	57	9.60
	0	0	0	0	0	0	2	2	13	40		

#	COMMENTS	DATE
1	No problems.	3/23/2021 10:46 AM
2	Yes if you treat them the same way.	7/5/2019 1:58 PM
3	Fine	7/6/2018 1:11 PM

Q10 How well do you feel confidentiality is maintained (Data Protection)?

Answered: 56 Skipped: 1

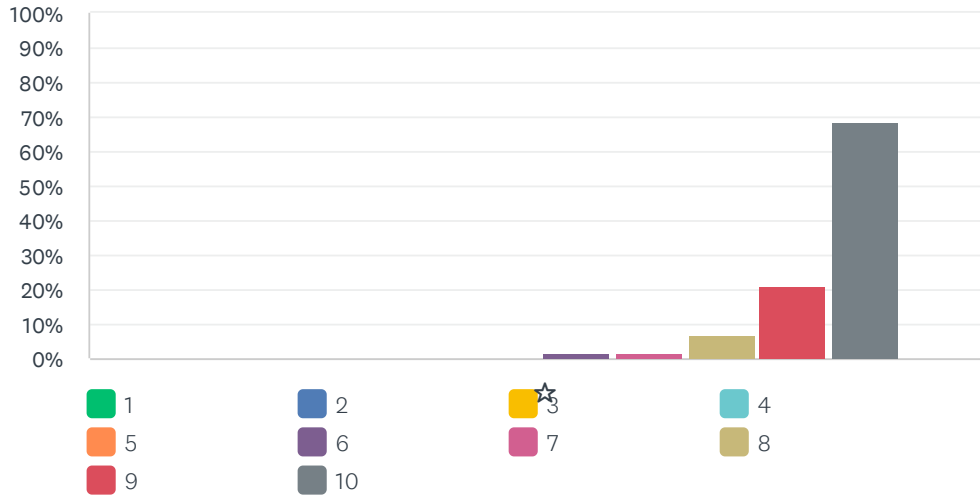


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	1.79%	1.79%	7.14%	25.00%	64.29%	56	9.48
	0	0	0	0	0	1	1	4	14	36		

#	COMMENTS	DATE
1	No problems.	3/23/2021 10:46 AM
2	No problem in this area.	7/5/2019 1:58 PM
3	I wouldn't really know	7/6/2018 1:11 PM

Q11 How happy are you with the level of communication you receive (verbally, by letter or telephone)?

Answered: 57 Skipped: 0

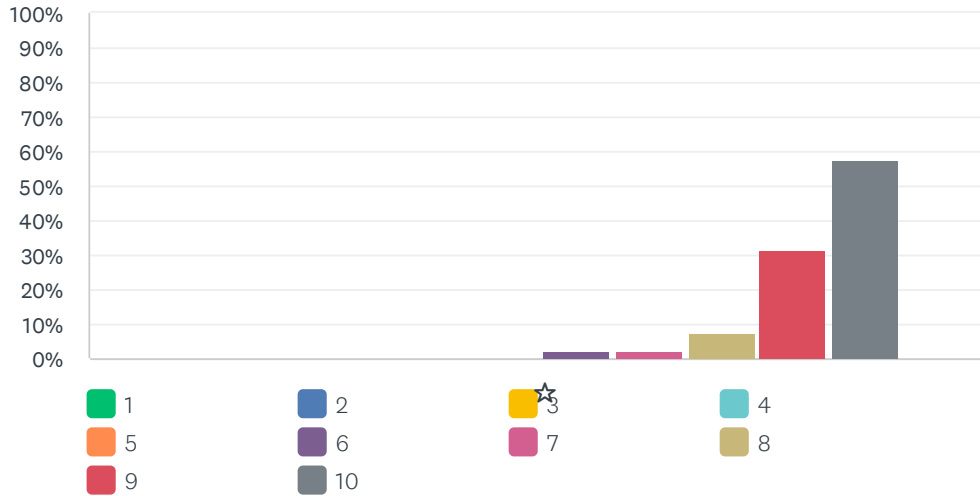


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	1.75%	1.75%	7.02%	21.05%	68.42%	57	9.53
	0	0	0	0	0	1	1	4	12	39		

#	COMMENTS	DATE
1	No problems.	3/23/2021 10:46 AM
2	Fine in this area.	7/5/2019 1:58 PM
3	Have a report every day.	11/12/2018 12:51 PM
4	Communication sheets not always filled in with details of activities, food and medication	7/11/2018 10:15 AM
5	Ok	7/6/2018 1:11 PM

Q12 How efficiently do you feel your concerns and requests are listened to?

Answered: 54 Skipped: 3

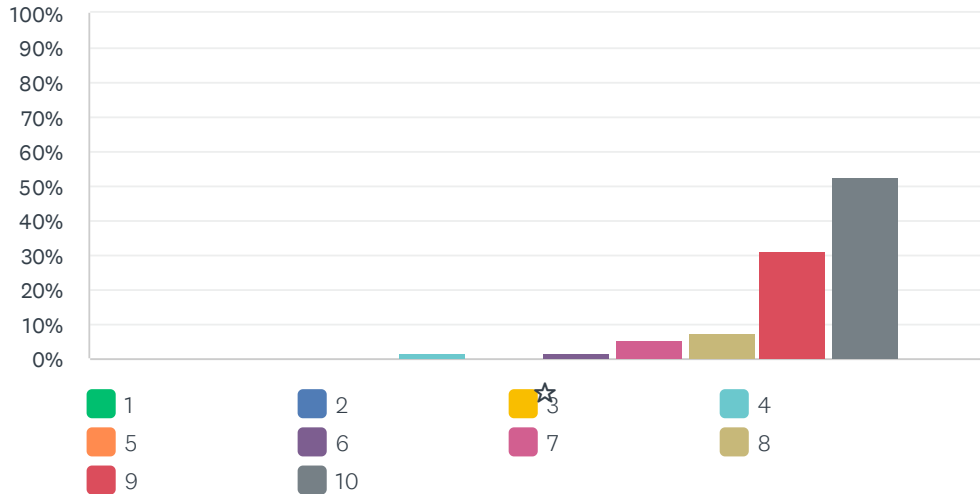


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	1.85%	1.85%	7.41%	31.48%	57.41%	54	9.41
	0	0	0	0	0	1	1	4	17	31		

#	COMMENTS	DATE
1	Never needed to voice any concerns.	3/22/2022 1:39 PM
2	We have recently raised some concerns, so would like to see how these concerns are addressed. Therefore no response to this question as yet.	11/5/2021 1:50 PM
3	Can be quite efficient.	3/23/2021 10:46 AM
4	Depends on situation. But normally if any concerns, problems, try to solve them the best they can.	7/5/2019 1:58 PM

Q13 What level of understanding do you have about Freetime's complaints procedure?

Answered: 55 Skipped: 2

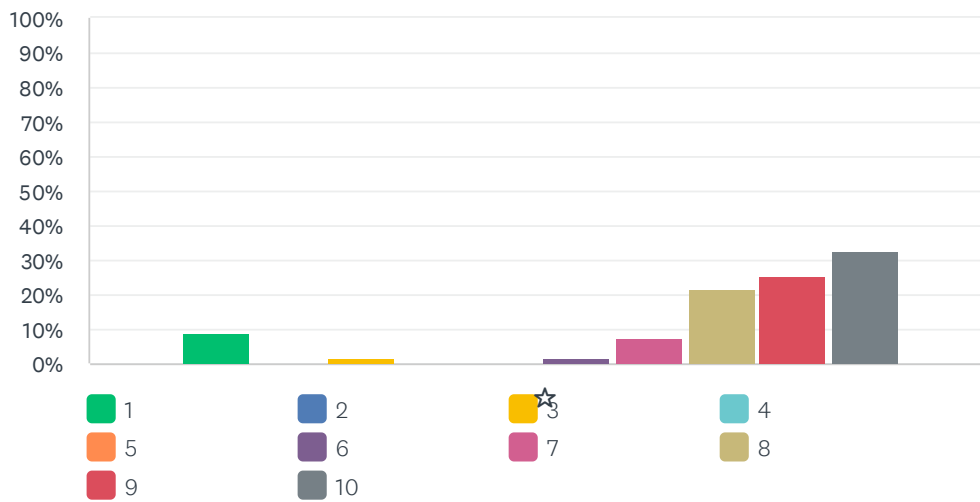


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	1.82%	0.00%	1.82%	5.45%	7.27%	30.91%	52.73%	55	9.20
	0	0	0	1	0	1	3	4	17	29		

#	COMMENTS	DATE
1	Never needed to complain.	3/22/2022 1:39 PM
2	Do not have much understanding about complaints procedure.	3/23/2021 10:46 AM
3	?	3/23/2021 10:31 AM
4	I have a very good understanding as I've been coming long enough. I'm older than some of the furniture.	7/5/2019 1:58 PM
5	Ok	7/6/2018 1:11 PM

Q14 What is your knowledge of Freetime's 'Charter of Rights'?

Answered: 55 Skipped: 2



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	9.09%	0.00%	1.82%	0.00%	0.00%	1.82%	7.27%	21.82%	25.45%	32.73%	55	8.07
	5	0	1	0	0	1	4	12	14	18		

#	COMMENTS	DATE
1	Do not know.	3/23/2021 10:46 AM
2	?	3/23/2021 10:31 AM
3	Not aware of it.	3/2/2020 2:34 PM
4	I'm not sure what that is.	7/5/2019 1:58 PM
5	Not sure	7/6/2018 1:11 PM

Q15 How can we improve the services we provide?

Answered: 19 Skipped: 38

#	RESPONSES	DATE
1	There isn't a lot you can do as you give a good service as it is to whom ever you care for.	3/22/2022 1:51 PM
2	Hard to improve on excellent.	3/22/2022 1:47 PM
3	Following lockdown activities have been restricted. Would like more varied physical activities.	3/22/2022 1:39 PM
4	Provide consistent core team of experienced staff who are used to working with A so they therefore understand his needs and can provide quality care. Mentoring of new staff. Incentives to retain good experienced staff.	11/5/2021 1:50 PM
5	More information of complaints, charter of rights.	3/23/2021 10:46 AM
6	Hard to improve, perfect!	3/23/2021 10:41 AM
7	Very satisfied with all aspects of care and service provision.	3/23/2021 10:40 AM
8	No.	3/23/2021 10:38 AM
9	Continue to provide high level, client focussed quality care. Very happy with the level of care received. Continue to provide core team to deliver care in order to meet his needs and provide continuity of care.	3/23/2021 10:35 AM
10	Unsure.	3/23/2021 10:31 AM
11	We are very satisfied.	11/18/2019 1:35 PM
12	Good service, keep it up!	11/18/2019 1:33 PM
13	Would like more hours if possible. But apart from that its ok. Don't feel 3 hours is long enough for certain activities and some things are restricted.	7/5/2019 1:58 PM
14	No improvement needed as long as LS shows no sign of not loving every minute he is out with FT.	7/5/2019 1:52 PM
15	Pick up activities as agreed with RB via telephone on 15.05.19.	7/5/2019 1:45 PM
16	Good service, keep it up!	11/12/2018 12:53 PM
17	It's working fine for us.	11/12/2018 12:51 PM
18	It's hard to see how Freetime could be any better, our daughter is very happy being there. Mom & dad are also very happy.	11/12/2018 12:44 PM
19	More activities. All be polite on the door. Much less time at base.	7/6/2018 1:11 PM

Q16 Any other comments or suggestions

Answered: 11 Skipped: 46

#	RESPONSES	DATE
1	No, we are very satisfied. Plus C is very happy.	3/22/2022 1:47 PM
2	Ideal environment for my son.	3/22/2022 1:39 PM
3	Happy with service. No complaints. Daughter is really to go. Enjoying activities. Behaviour is dealt with well. Staff always polite.	11/5/2021 1:32 PM
4	Satisfied and happy with care she receives. No concerns, she enjoys her time at Freetime.	3/23/2021 10:43 AM
5	Great staff members, kind and considerate. He's always happy to see them.	3/2/2020 1:37 PM
6	My son loves Freetime, is very happy and well looked after. Can't ask for more. Thank you.	11/18/2019 1:37 PM
7	Well done, keep it up!	11/18/2019 1:35 PM
8	Have always been happy with Freetime Care Services.	3/1/2019 2:19 PM
9	Excellent service, caring staff, any concerns dealt with speedily, HM very happy with care he receives.	11/12/2018 12:55 PM
10	No problems. Very happy with the service,	11/12/2018 12:51 PM
11	Not at moment	7/6/2018 1:11 PM