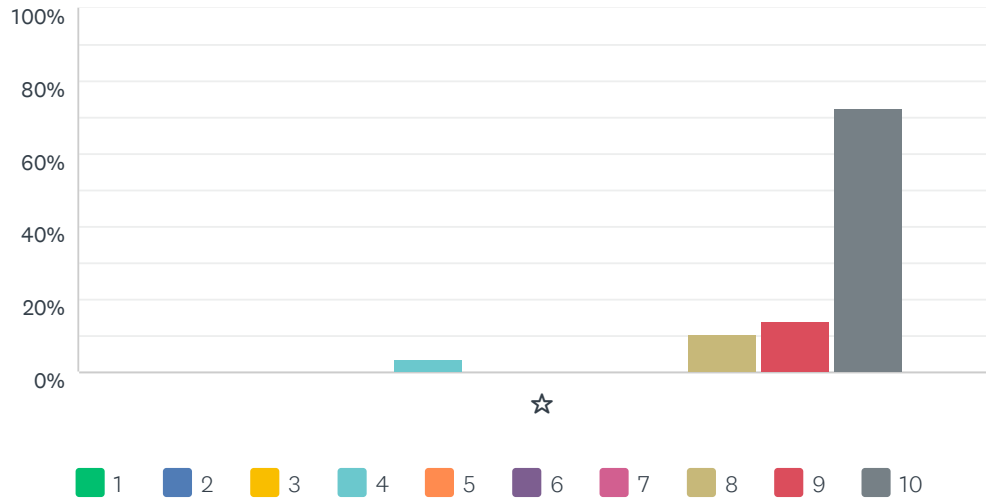


# Q1 How satisfied are you with the care services you are receiving?

Answered: 29 Skipped: 0

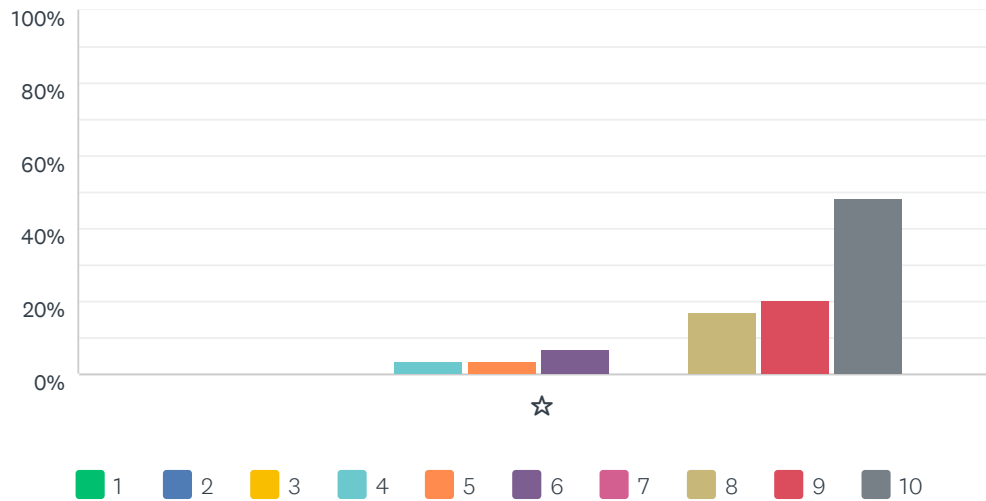


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	3.45%	0.00%	0.00%	0.00%	10.34%	13.79%	72.41%	29	9.45
	0	0	0	1	0	0	0	3	4	21		

#	COMMENTS	DATE
1	We have no grumbles whatsoever. C is very happy and settled.	11/18/2019 1:35 PM
2	Good staff.	11/18/2019 1:33 PM
3	No problem with service provided.	7/5/2019 1:58 PM
4	SC has settled in really well and loves to come.	11/12/2018 12:51 PM
5	Fine	7/6/2018 1:11 PM

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

Answered: 29 Skipped: 0

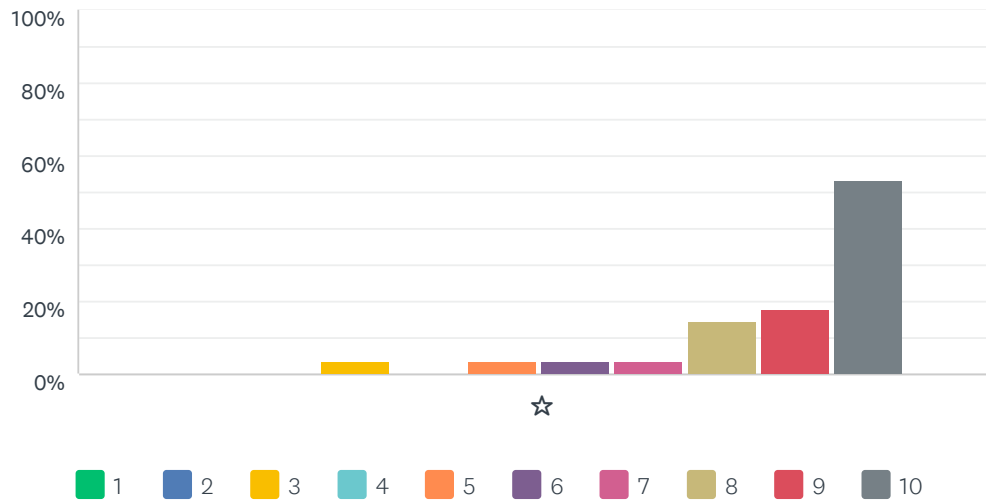


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	0.00% 0	3.45% 1	3.45% 1	6.90% 2	0.00% 0	17.24% 5	20.69% 6	48.28% 14	29	8.79

#	COMMENTS	DATE
1	Activities are good, no problems.	7/5/2019 1:58 PM
2	I feel activities are suitable for LS requirements.	7/5/2019 1:52 PM
3	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
4	Lots of activities to offer to keep SC occupied.	11/12/2018 12:51 PM
5	Could be better	7/6/2018 1:11 PM

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

Answered: 28 Skipped: 1

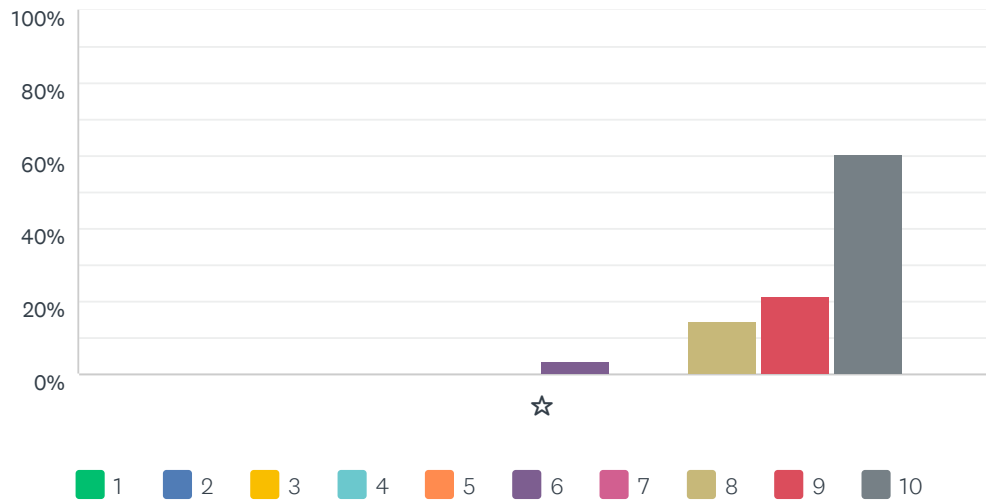


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	3.57% 1	0.00% 0	3.57% 1	3.57% 1	3.57% 1	14.29% 4	17.86% 5	53.57% 15	28	8.86

#	COMMENTS	DATE
1	Maybe more can be done in this area.	7/5/2019 1:58 PM
2	Relevant to suitability of LS.	7/5/2019 1:52 PM
3	Maybe	7/6/2018 1:11 PM

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

Answered: 28 Skipped: 1

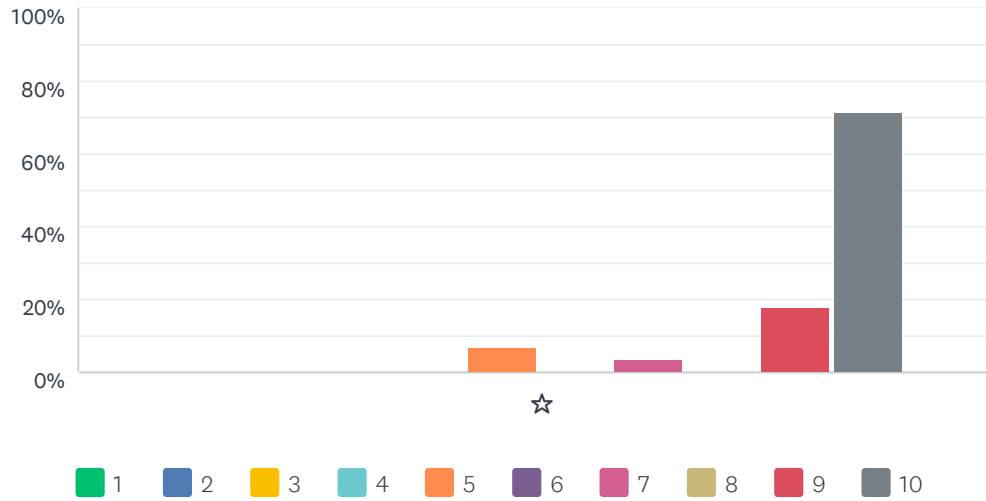


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.57%	0.00%	14.29%	21.43%	60.71%	28	9.36
	0	0	0	0	0	1	0	4	6	17		

#	COMMENTS	DATE
1	No problem here.	7/5/2019 1:58 PM
2	Fine	7/6/2018 1:11 PM

## Q5 Are the company vehicles clean, tidy and acceptable?

Answered: 28 Skipped: 1

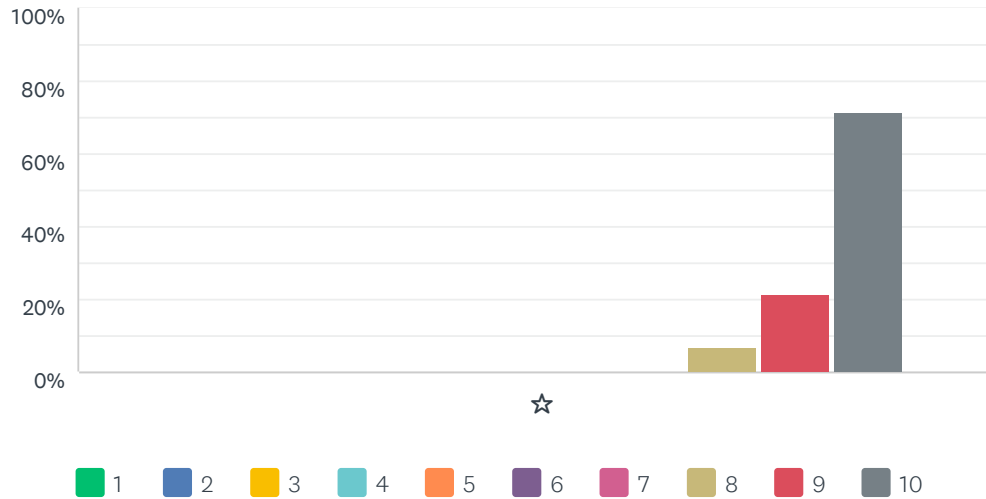


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	7.14%	0.00%	3.57%	0.00%	17.86%	71.43%	28	9.36
	0	0	0	0	2	0	1	0	5	20		

#	COMMENTS	DATE
1	I think they are acceptable for the service they provide.	7/5/2019 1:58 PM
2	Vehicle floors and seating generally very untidy and stained	7/11/2018 10:15 AM
3	Yes	7/6/2018 1:11 PM

## Q6 What is your view on staff presentation and appearance?

Answered: 28 Skipped: 1

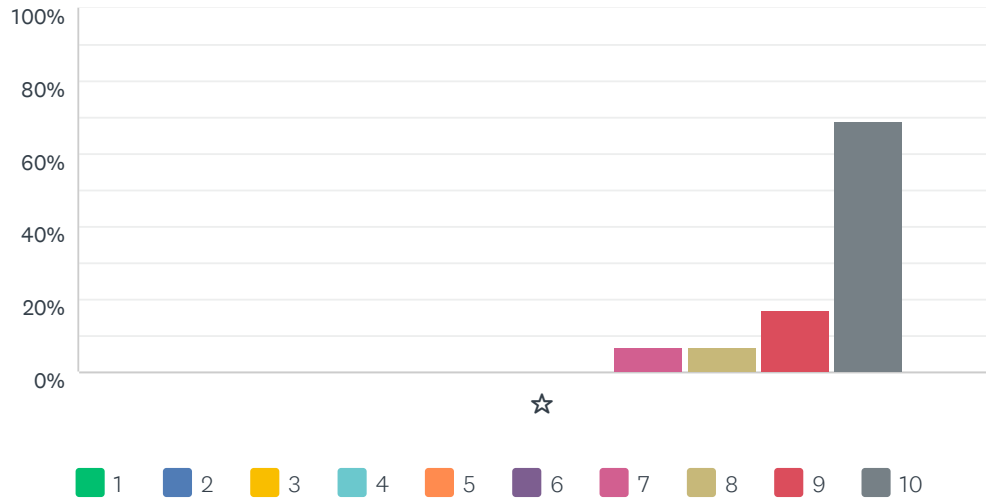


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.14%	21.43%	71.43%	28	9.64
	0	0	0	0	0	0	0	2	6	20		

#	COMMENTS	DATE
1	Fine, no problem.	7/5/2019 1:58 PM
2	Staff reflect their own personalities which is great.	7/5/2019 1:52 PM
3	Staff always nicely presented.	11/12/2018 12:51 PM
4	Staff are always smart & friendly.	11/12/2018 12:44 PM
5	Fine	7/6/2018 1:11 PM

## Q7 What is your view on staff performance?

Answered: 29 Skipped: 0

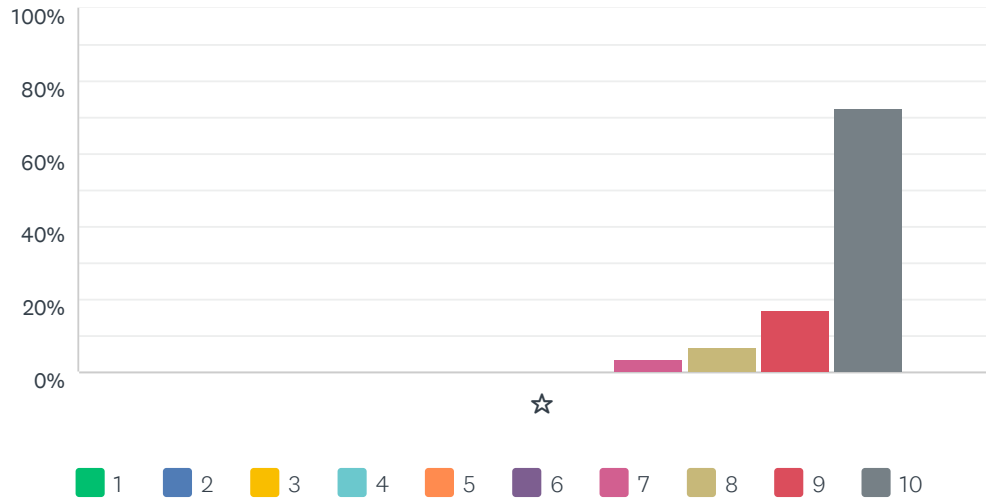


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.90%	6.90%	17.24%	68.97%	29	9.48
	0	0	0	0	0	0	2	2	5	20		

#	COMMENTS	DATE
1	Just 1 member of staff we find to be not as professional as all the other staff.	3/2/2020 2:16 PM
2	No problem in this area.	7/5/2019 1:58 PM
3	Fine	7/6/2018 1:11 PM

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

Answered: 29 Skipped: 0



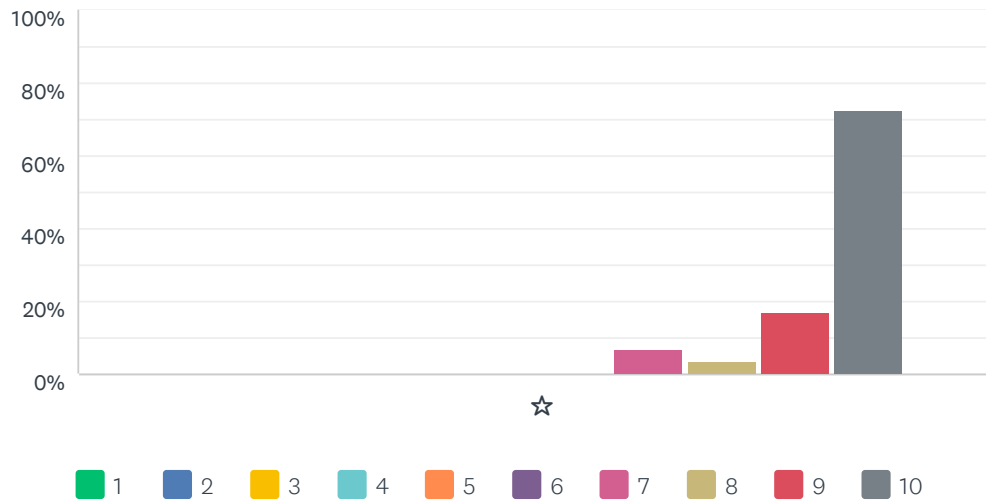
	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	6.90%	17.24%	72.41%	29	9.59
	0	0	0	0	0	0	1	2	5	21		

#	COMMENTS	DATE
1	Staff are always polite, friendly and helpful.	7/5/2019 1:58 PM
2	Yes very friendly and polite.	11/12/2018 12:51 PM
3	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: 29 Skipped: 0

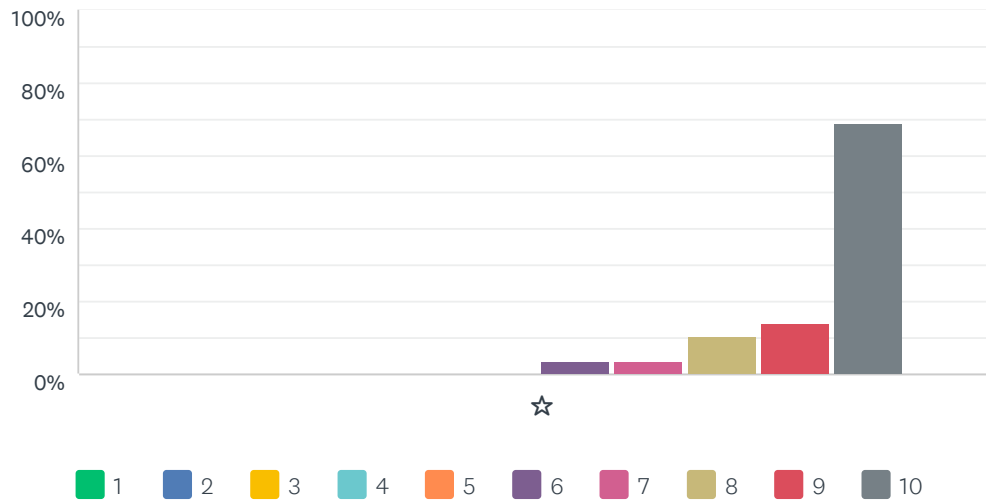


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.90%	3.45%	17.24%	72.41%	29	9.55
	0	0	0	0	0	0	2	1	5	21		

#	COMMENTS	DATE
1	Yes if you treat them the same way.	7/5/2019 1:58 PM
2	Fine	7/6/2018 1:11 PM

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

Answered: 29 Skipped: 0

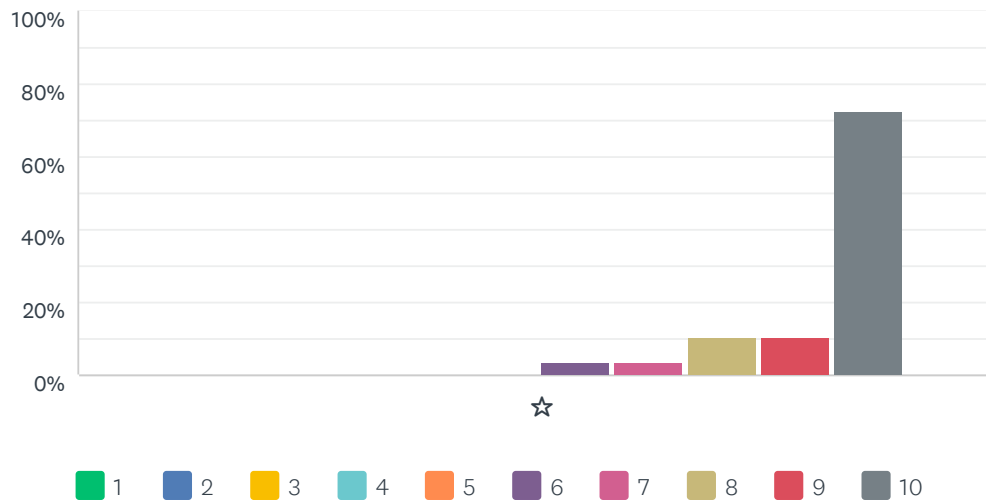


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	3.45%	10.34%	13.79%	68.97%	29	9.41
	0	0	0	0	0	1	1	3	4	20		

#	COMMENTS	DATE
1	No problem in this area.	7/5/2019 1:58 PM
2	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: 29 Skipped: 0

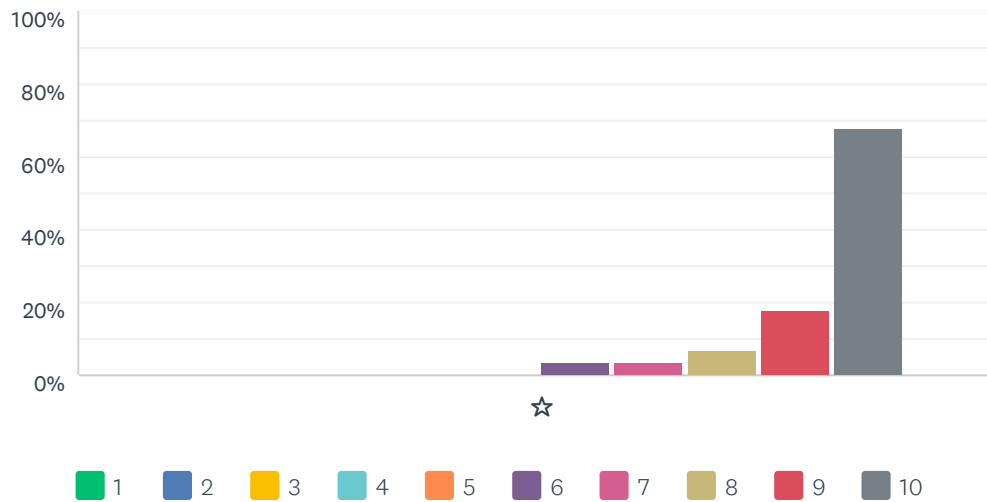


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	3.45%	10.34%	10.34%	72.41%	29	9.45
	0	0	0	0	0	1	1	3	3	21		

#	COMMENTS	DATE
1	Fine in this area.	7/5/2019 1:58 PM
2	Have a report every day.	11/12/2018 12:51 PM
3	Communication sheets not always filled in with details of activities, food and medication	7/11/2018 10:15 AM
4	Ok	7/6/2018 1:11 PM

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

Answered: 28 Skipped: 1

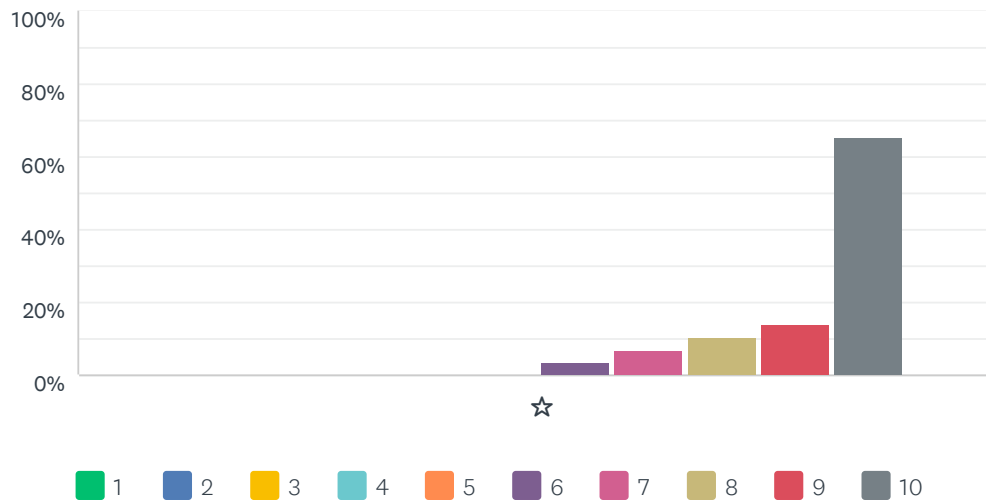


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3.57% 1	3.57% 1	7.14% 2	17.86% 5	67.86% 19	28	9.43

#	COMMENTS	DATE
1	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: 29 Skipped: 0

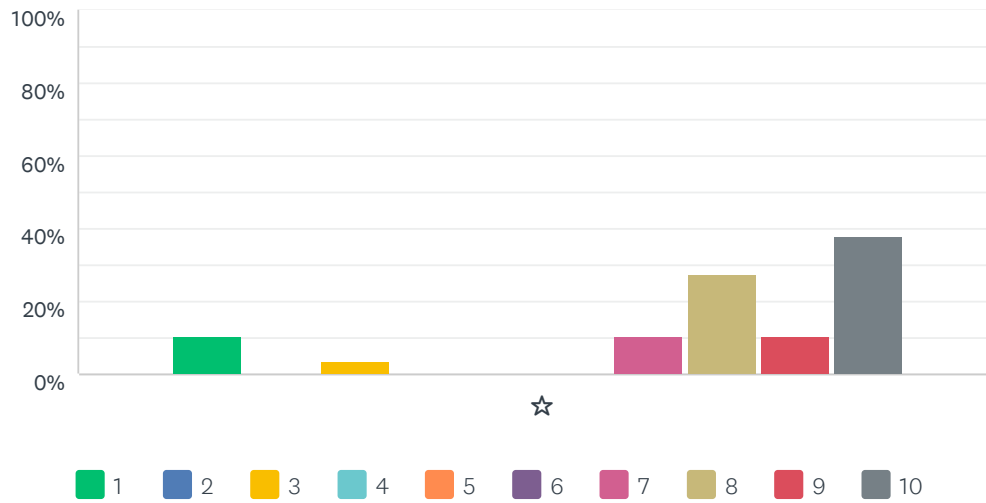


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	6.90%	10.34%	13.79%	65.52%	29	9.31
	0	0	0	0	0	1	2	3	4	19		

#	COMMENTS	DATE
1	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
2	Ok	7/6/2018 1:11 PM

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

Answered: 29 Skipped: 0



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	10.34% 3	0.00% 0	3.45% 1	0.00% 0	0.00% 0	0.00% 0	10.34% 3	27.59% 8	10.34% 3	37.93% 11	29	7.86

#	COMMENTS	DATE
1	Not aware of it.	3/2/2020 2:34 PM
2	I'm not sure what that is.	7/5/2019 1:58 PM
3	Not sure	7/6/2018 1:11 PM

## Q15 How can we improve the services we provide?

Answered: 9 Skipped: 20

#	RESPONSES	DATE
1	We are very satisfied.	11/18/2019 1:35 PM
2	Good service, keep it up!	11/18/2019 1:33 PM
3	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
4	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
5	Pick up activities as agreed with RB via telephone on 15.05.19.	7/5/2019 1:45 PM
6	Good service, keep it up!	11/12/2018 12:53 PM
7	It's working fine for us.	11/12/2018 12:51 PM
8	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
9	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: 7 Skipped: 22

#	RESPONSES	DATE
1	Great staff members, kind and considerate. He's always happy to see them.	3/2/2020 1:37 PM
2	My son loves Freetime, is very happy and well looked after. Can't ask for more. Thank you.	11/18/2019 1:37 PM
3	Well done, keep it up!	11/18/2019 1:35 PM
4	Have always been happy with Freetime Care Services.	3/1/2019 2:19 PM
5	Excellent service, caring staff, any concerns dealt with speedily, HM very happy with care he receives.	11/12/2018 12:55 PM
6	No problems. Very happy with the service,	11/12/2018 12:51 PM
7	Not at moment	7/6/2018 1:11 PM