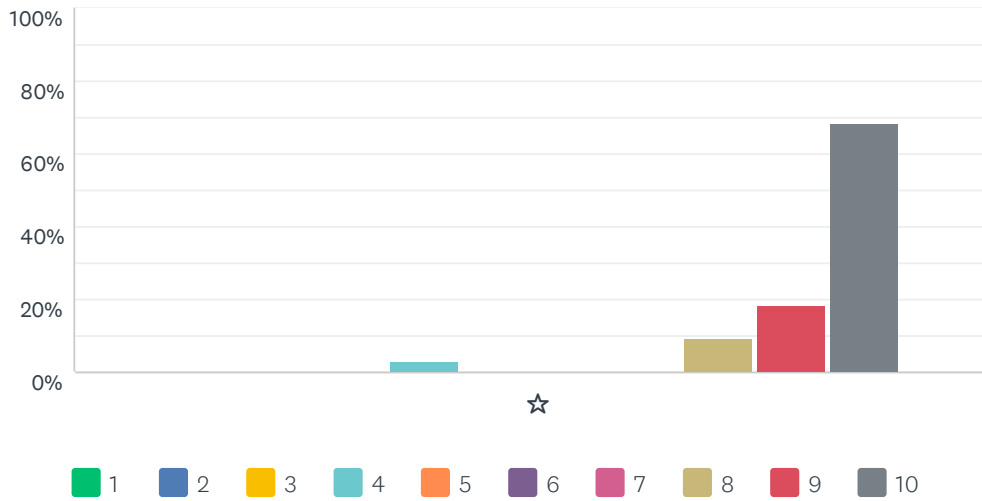


Q1 How satisfied are you with the care services you are receiving?

Answered: 32 Skipped: 0

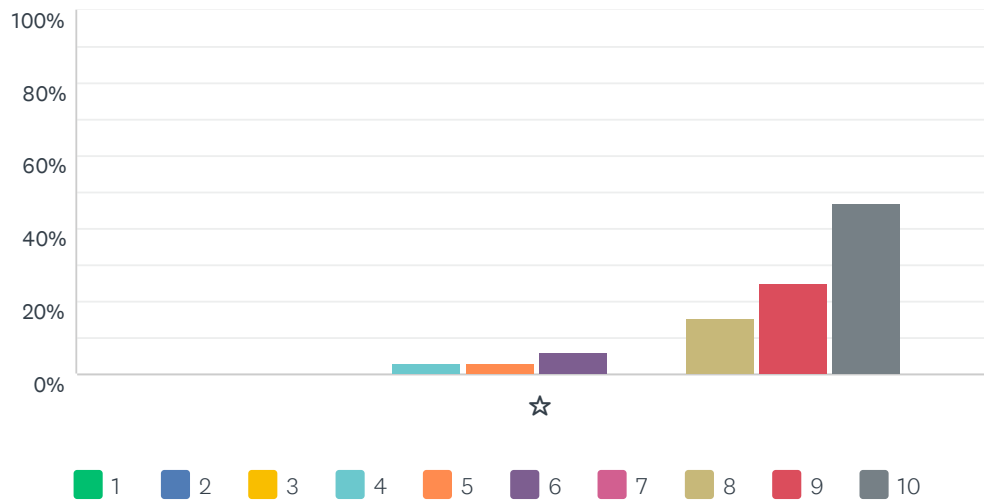


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	3.13%	0.00%	0.00%	0.00%	9.38%	18.75%	68.75%	32	9.44
	0	0	0	1	0	0	0	3	6	22		

#	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: 32 Skipped: 0

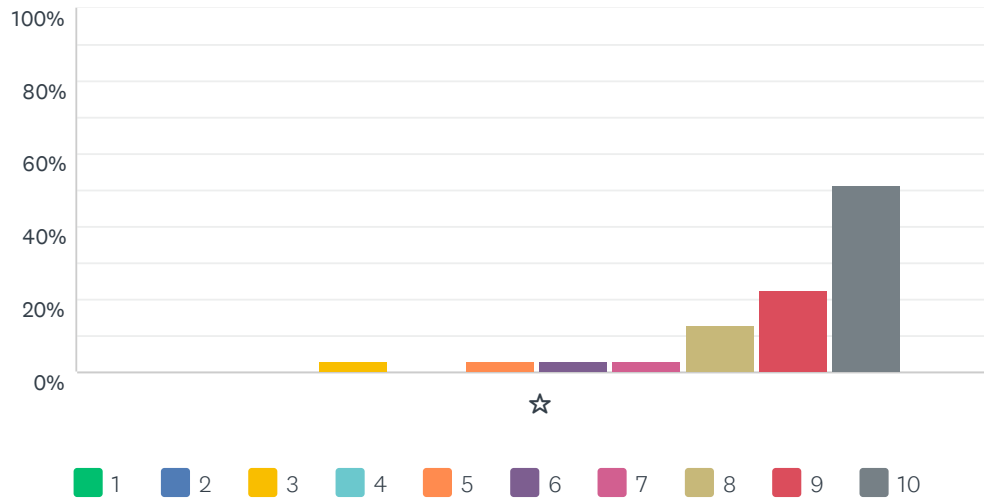


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	3.13%	3.13%	6.25%	0.00%	15.63%	25.00%	46.88%	32	8.84
	0	0	0	1	1	2	0	5	8	15		

#	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: 31 Skipped: 1

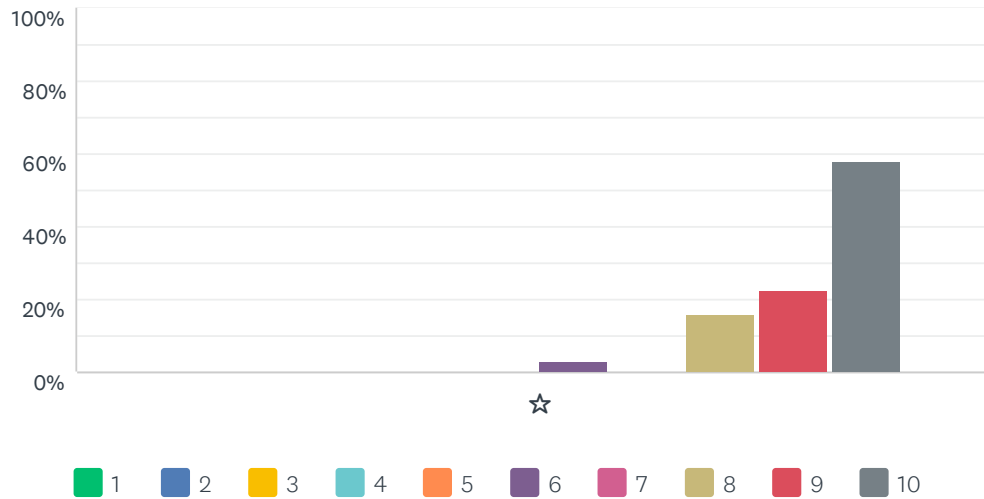


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	3.23%	0.00%	3.23%	3.23%	3.23%	12.90%	22.58%	51.61%	31	8.90
	0	0	1	0	1	1	1	4	7	16		

#	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: 31 Skipped: 1

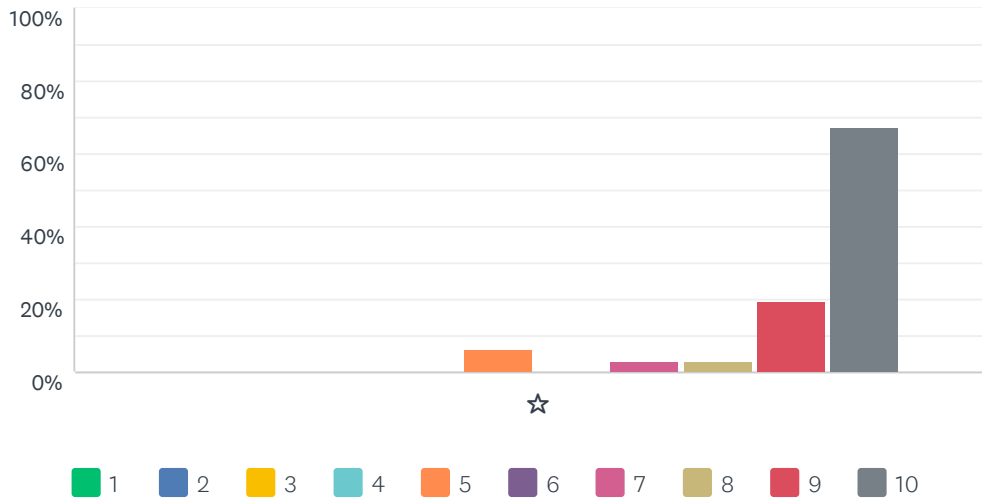


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.23%	0.00%	16.13%	22.58%	58.06%	31	9.32
	0	0	0	0	0	1	0	5	7	18		

#	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: 31 Skipped: 1

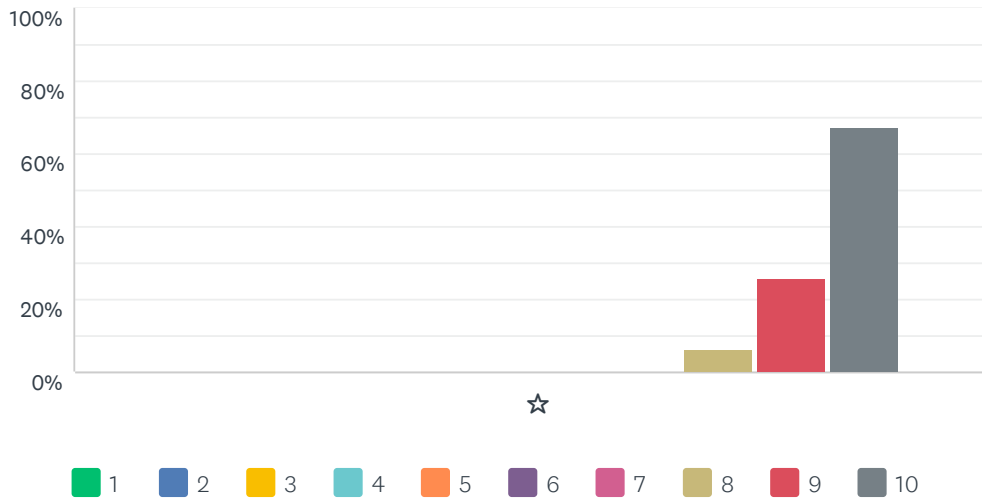


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	6.45%	0.00%	3.23%	3.23%	19.35%	67.74%	31	9.32
	0	0	0	0	2	0	1	1	6	21		

#	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: 31 Skipped: 1

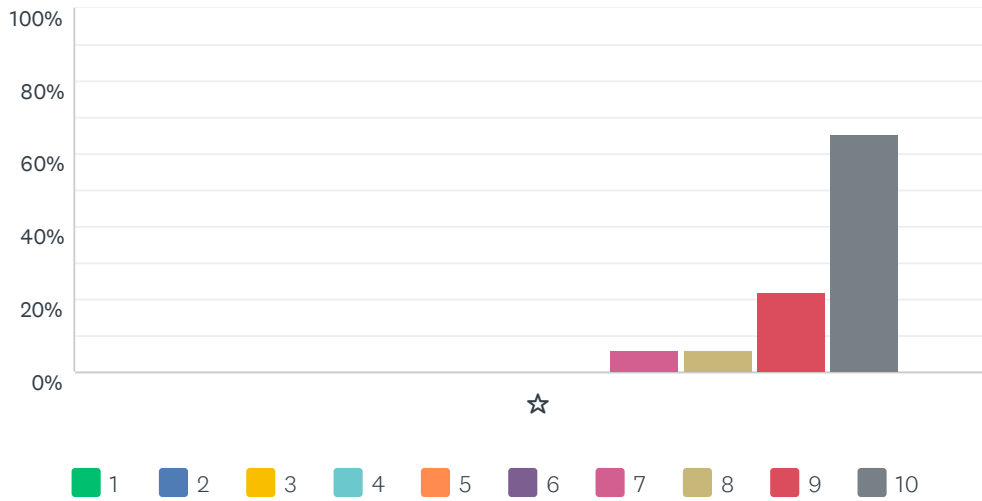


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.45%	25.81%	67.74%	31	9.61
	0	0	0	0	0	0	0	2	8	21		

#	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: 32 Skipped: 0

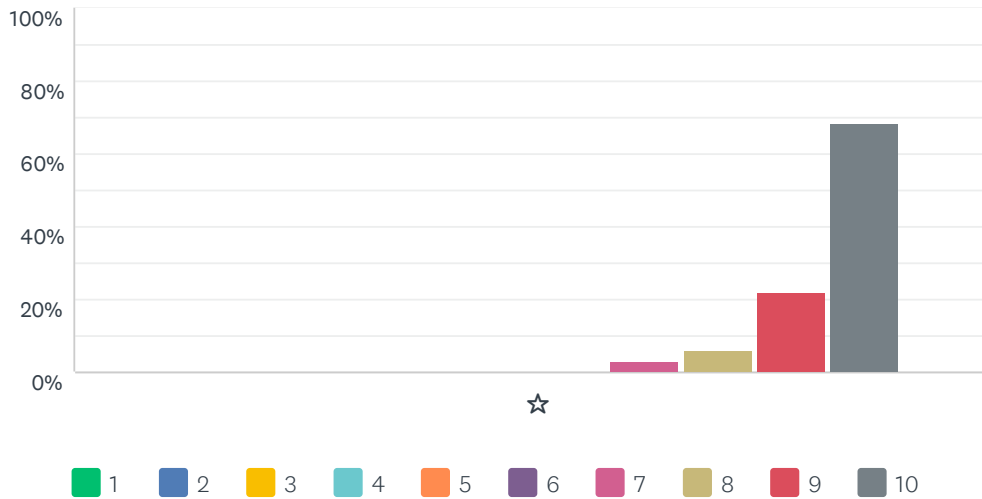


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.25%	6.25%	21.88%	65.63%	32	9.47
	0	0	0	0	0	0	2	2	7	21		

#	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: 32 Skipped: 0

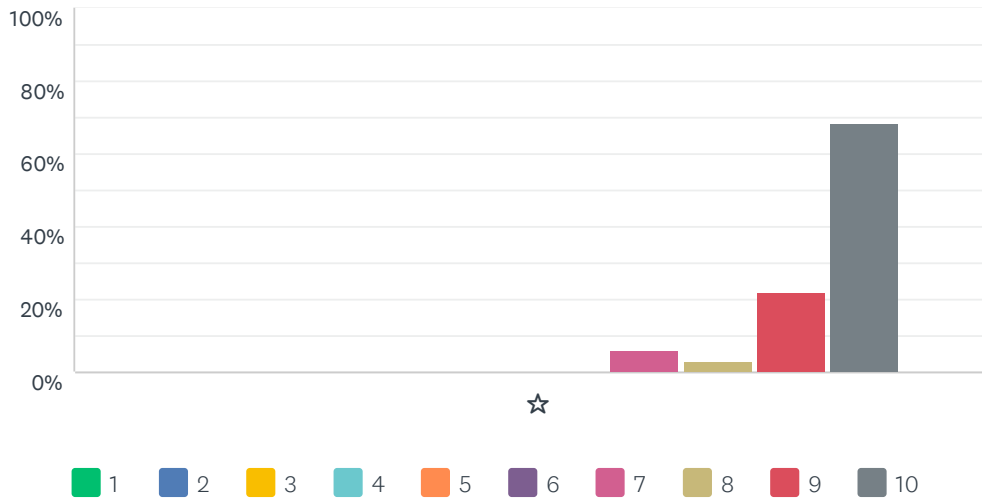


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	6.25%	21.88%	68.75%	32	9.56
	0	0	0	0	0	0	1	2	7	22		

#	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: 32 Skipped: 0

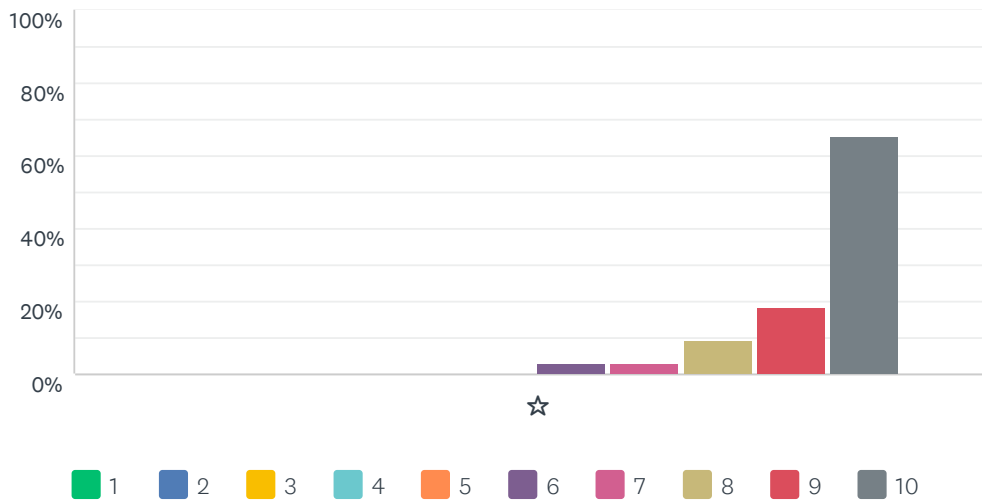


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.25%	3.13%	21.88%	68.75%	32	9.53
	0	0	0	0	0	0	2	1	7	22		

#	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: 32 Skipped: 0

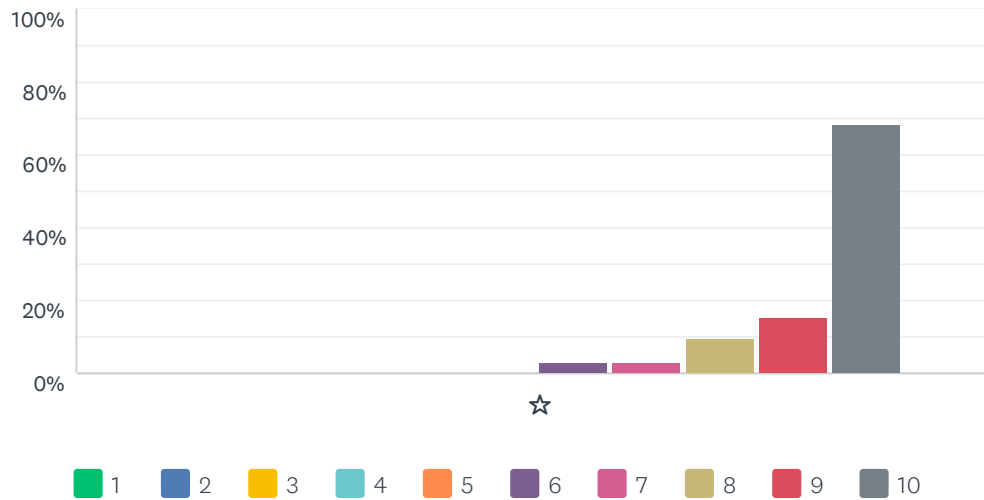


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	3.13%	9.38%	18.75%	65.63%	32	9.41
	0	0	0	0	0	1	1	3	6	21		

#	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: 32 Skipped: 0

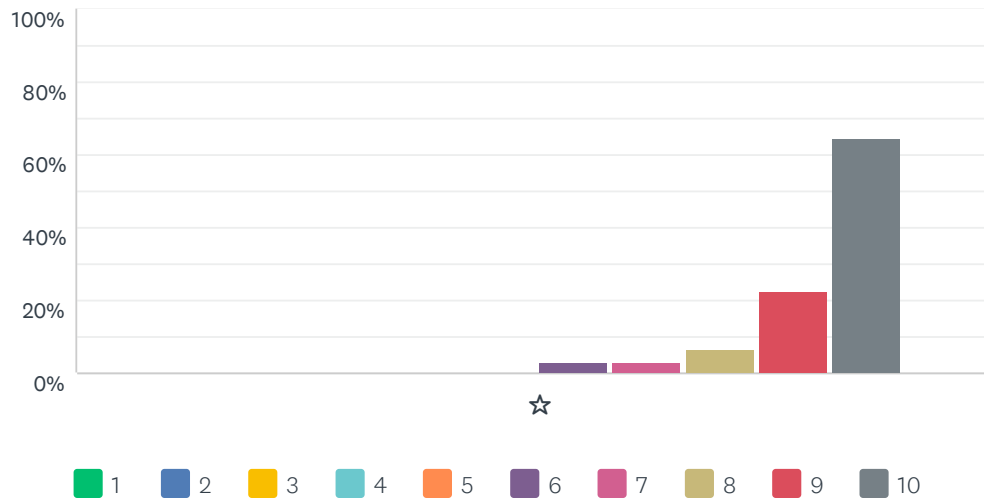


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	3.13%	9.38%	15.63%	68.75%	32	9.44
	0	0	0	0	0	1	1	3	5	22		

#	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: 31 Skipped: 1

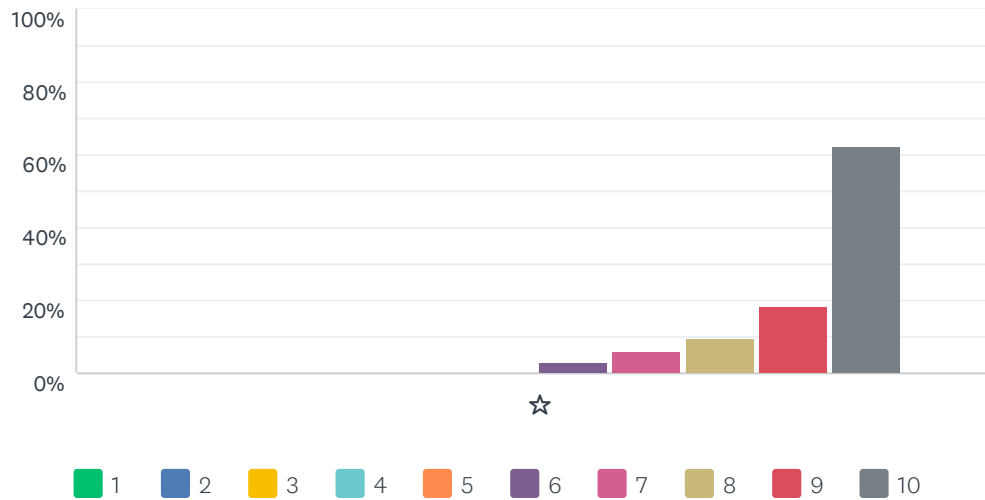


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3.23% 1	3.23% 1	6.45% 2	22.58% 7	64.52% 20	31	9.42

#	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: 32 Skipped: 0

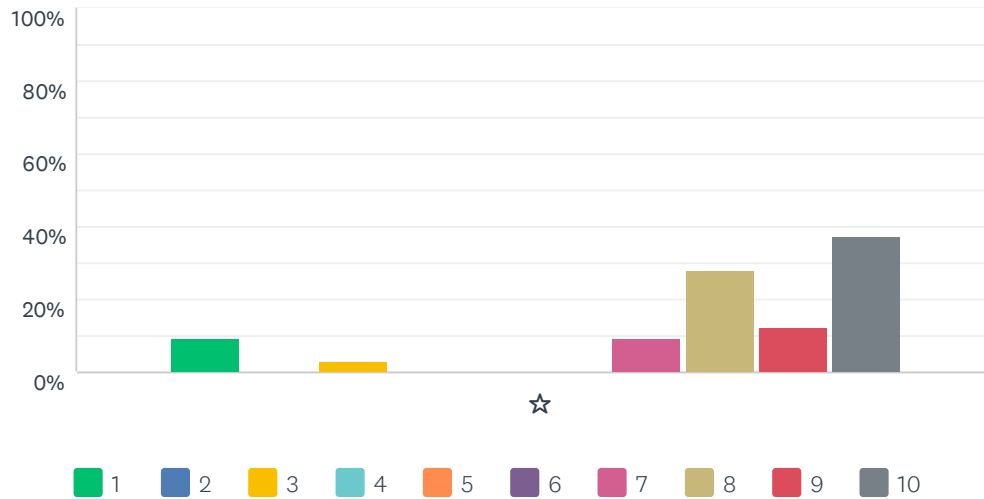


	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	0.00%	0.00%	0.00%	0.00%	0.00%	3.13%	6.25%	9.38%	18.75%	62.50%	32	9.31
	0	0	0	0	0	1	2	3	6	20		

#	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 you knowledge of Freetime's 'Charter of Rights'?

Answered: 32 Skipped: 0



	1	2	3	4	5	6	7	8	9	10	TOTAL	WEIGHTED AVERAGE
☆	9.38% 3	0.00% 0	3.13% 1	0.00% 0	0.00% 0	0.00% 0	9.38% 3	28.13% 9	12.50% 4	37.50% 12	32	7.97

#	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: 23

#	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: 25

#	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