

Annual Services Questionnaire 2003/2004 Report of Results

As part of Gateshead Crossroads commitment to continue to improve its standards of service, it is continually monitoring the services it provides to ascertain whether its goals are being met. Gateshead Crossroads is interested in hearing it's service users' views on the services it offers and how it can continue to improve the quality of those services. In order to achieve this an Annual Service Questionnaire is sent out annually to all Carers receiving a service (or who have received a service in the last 12 months) from Gateshead Crossroads.

The Annual Services Questionnaire was sent out to 351 clients who either are receiving a service from Gateshead Crossroads or have within the last twelve months. The questionnaires were sent to all clients of ALL services, excluding the Young Carers Service who complete a separate questionnaire. The Questionnaire was sent out in August 2004.

A total of **99** questionnaires were returned - **28%** of those sent out.

What services had clients received?

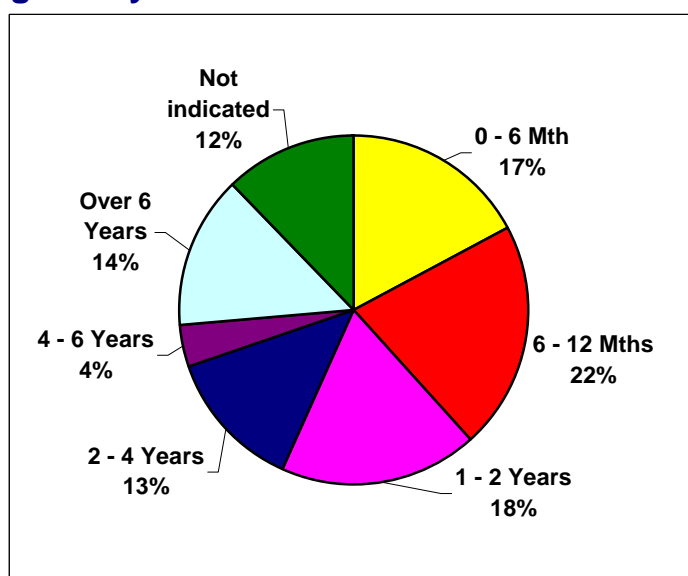
- Carer Support Service 52
- Community Service 12
- Both Services 9 (included in above totals)
- Not indicated on form 44

Section 1 – General Information

Question 1: Are you currently receiving a service from Gateshead Crossroads?

74 clients (**75%**) were currently receiving a service, 16 (**16%**) were not receiving a service anymore and 9 clients did not indicate otherwise.

Question 2: How long have you had a service from Gateshead Crossroads?



39% of respondents therefore have received the service for less than 12 months, **31%** between 1 and 4 years and **18%** over 4 years.

Question 3: How Did You Find Out About Gateshead Crossroads

Method	Number of People
Poster/Leaflet	4
Information Pack	4
Local Event	7
Talk/Presentation	2
Relative/Friend	13
Gateshead Council	49
Charity/Voluntary Organisation	7
GP/Nurse/Health Worker	6
Advert in Local Press	1
Can't Remember	4
Other	2

The two others both had worked for Gateshead Crossroads, one in paid employment and one in a volunteer capacity.

Question 4: Reception

- **Were you satisfied with the response time of staff in answering your phone call?**

99% of clients said yes they were satisfied

- **How helpful were they staff in dealing with your phone call or making sure you were put through to the right person?**

Excellent	81%
Good	17%
Average	2%

- **Were the reception staff polite and friendly?**

100% of the people who answered this question said yes.

Question 5: How would you prefer to pass on your views to Gateshead Crossroads?

Telephoning a Named Person	38
Answering a Questionnaire	44
Attending a Discussion Group	2
Letter	5
E-mail	2

Question 6: Have you received copies of Gateshead Crossroads newsletter and if YES, did you find this useful.

91% of respondents said yes they had received copies of the newsletter. 80% said that they found it useful.

Question 7: Did you receive a copy of Gateshead Crossroads Information Pack?

86% of carers had received the information pack, 8% had not received it and 6% did not indicate whether they had or not.

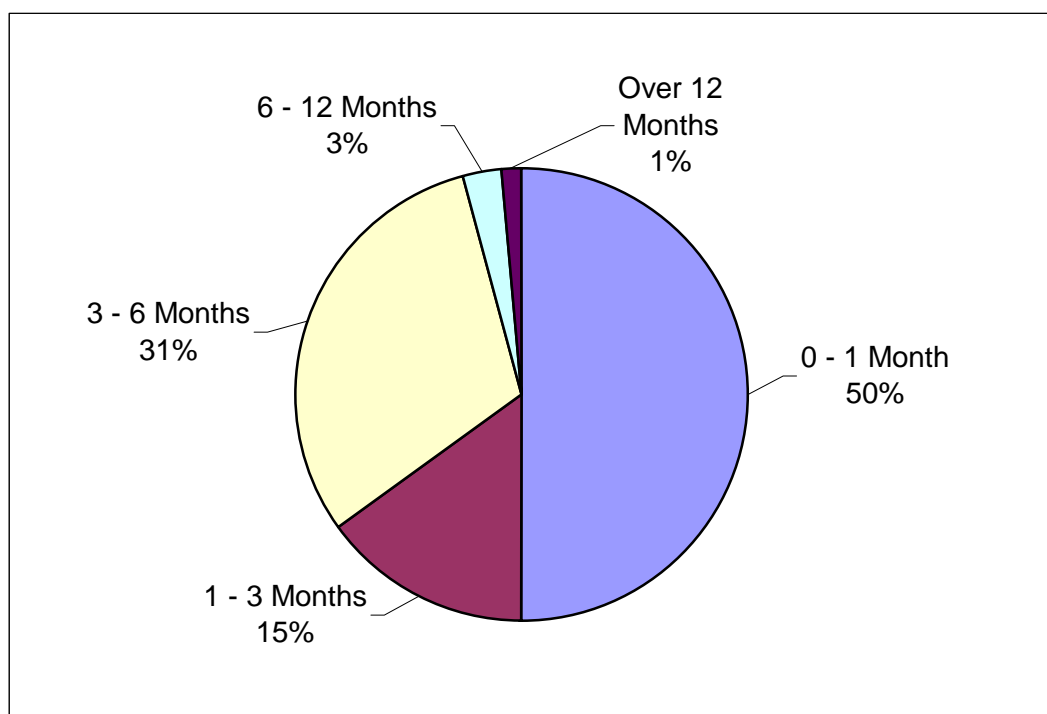
Question 8: Do you have access to Internet or e-mail services?

24% of respondents had access to Internet and e-mail and 6% of those gave their e-mail address and indicated a preference to receive information 'electronically'. 72% did not have access at all to these facilities.

Section 2 – Carer Support Service

Question 1: Waiting List.

a) How long were you on the waiting list for the Carer Support Service before the service was introduced?



b) Do you feel you had enough contact with Gateshead Crossroads while you were on the waiting list?

97% of clients said yes, they felt they had enough contact.

Question 2: Care Plan

a) Does your care plan meet your needs and the needs of the person you care for?

94% of respondents said yes their care plan met their needs.

Question 3: Information

This question was about the booklet “Information & Guidelines for Carers and Service Users” which is given to all carers when a service is introduced.

96% of clients found this booklet Easy to Understand.

Question 4: Care Staff

The first section of the question referred to the Carer Support Workers.

a) Are you and the person you care for treated with dignity and respect?

99% said yes.

b) Are our staff punctual?

99% said yes.

c) How would you describe the quality of personal care you receive?

88% described it as excellent, 8% as good, 2% as average and 1% as poor.

The second part of the questions referred to the care staff who work in the office:

a) Are you and the person you care for treated with dignity and respect?

100% of respondents said yes, they were.

How helpful are the staff in:

b) Understanding your needs and involving you in planning how to meet them?

80% of carers said staff were excellent at this. 17% said Good and 2% said average.

c) Answering your questions and explaining the next steps

80% of carers said staff were excellent at this. 18% said Good, 1% said average and 1% said poor. (The 1% was 1 person).

d) Responding to changes in your circumstances and helping to resolve difficulties

72% of carers said staff were excellent at this. 24% said Good and 1% said average and 3% said poor.

e) Are you able to get services when you want them?

92% said yes. 4% said no and 4% said sometimes they can.

Voucher Service

This section specifically asked questions about the Voucher Service Gateshead Crossroads provide. The voucher service offers carers the chance to plan their own services. Carers receive 4 x 3 hour vouchers for care periodically which they can use individually or together at a time of their choosing.

a) Have you used vouchers for care?

40% of carers said they had used vouchers and 60% had not.

If yes, carers were asked to describe HOW they used their vouchers:

- **Special Event/Social Event** **11 people**
Examples given by carers were: 60th Birthday Party, Wedding Reception, Christmas Pantomime, a show and a meal out with friends.
- **Time with Family** **3 people**
Comments: "Extra time with my husband to relax and be people again, not just parents"
- **Short Break** **7 people**
Examples given included: "an extra break when needed" "I was tired and exhausted" "I go to the town and take my time without having to worry"
- **Leisure Activities** **4 people**
Comments: "I had an Indian head massage at home, which was fantastic!" "Extra time for myself to go swimming" "A chance to swim"
- **Shopping** **2 people**
Examples given: "I used the vouchers when I needed shopping visits" "To go shopping in Newcastle on a Saturday"
- **Trips/Days Out** **3 people**
Examples: "enjoyed a day at Shields Market" "I was able to go on a day trip to Dumfries which is an annual outing given from firm that I worked for"
- **To keep appointments** **4 people**
Examples given included: Hospital and Doctors appointments.

If NO, carers were asked why they hadn't used vouchers:

- **Didn't need the vouchers at the time** **10 people**
- **Haven't yet received vouchers** **5 people**
- **Didn't have the time/opportunity to use them** **4 people**
- **Forgot about them** **2 people**
- **Unsure of how to use them** **2 people**
- **Planning to use them in the future** **3 people**
- **Other** **5 people**

What difference have the vouchers made to their caring role?

Sample of Comments:

- A great different - the feeling of more support if needed, when needed.
- Extra hours are always useful.
- Availability of extra cover if required.
- Realising a feeling of relief from tiredness, helping to cope with the situation.
- A huge comfort to know loved ones are in capable hands while a break is taken - peace of mind and satisfaction knowing mam has replacement help not only practically but emotionally - wonderful!
- Able to be more relaxed around the children. As our youngest makes you quite tense at times, the extra few hours we have away from 'home/family' life are very beneficial in allowing us to re-charge our 'caring' batteries!
- It means I know I can have that extra help when something special comes up.
- Took away the feeling of being a failure when you really need some extra help.
- When I get some vouchers I am able to arrange some time for myself and knowing my mam is well looked after while I'm away for a few hours.

Section Three – Community Service Team

Question 1: Outreach Service

Carers who had received a service from the Outreach Worker were asked to complete this section.

a) Are you and the person you care for treated with dignity and respect?

22 people said **yes** and **1** person said **no**.

b) Do you feel your needs were understood?

21 people said **yes** and **1** person said **no**.

b) Was the support/information provided helpful in your caring role?

21 people said **yes** and **1** person said **no**.

c) How would you rate the service you received overall?

21 clients described it as **excellent**, **1** as **good** and **1** as **poor**.

Comments from Carers on the Outreach Service:

- It is refreshing to know that I have got you to turn to when I do need help. Thank you all very much.
- The Outreach Worker understands the needs of carers, he is never condescending and nothing is a bother to him. Many thanks to all at Gateshead Crossroads.

- The Outreach Worker has also been very helpful and supportive during a particularly stressful period I had earlier this year.
- Almost two years ago I contacted Crossroads in Trinity Square and discussed my problem as at that time I had been refused a carers allowance. I was most impressed with the interest shown and the time and dedication they gave to me.

Question 2: Primary Care Service

Carers who had received a service from the Primary Care Worker were asked to complete this section. Note: The Primary Care Workers post was vacant for 2 months that this questionnaire covered.

a) Are you and the person you care for treated with dignity and respect?

9 people said **yes** and 1 person said **no**.

b) Do you feel your needs were understood?

9 people said **yes** and 1 person said **no**.

b) Was the support/information provided helpful in your caring role?

9 people said **yes** and 1 person said **no**.

c) How would you rate the service you received overall?

10 clients described it as **excellent** and 1 as **poor**.

Question 3: Community Support/Assistance

Carers who had received a service from the Community Support/Assistance Worker and attended a training course, outing or event were asked to complete this section.

a) Was the training useful and informative?

3 people said **yes** and 3 people said **no**.

b) If you have attended an outing or event did you find the experience helped you in your caring role?

5 people said **yes** and 1 person said **no**.

b) Did you feel the event was well organised?

5 people said **yes** and 1 person said **no**.

c) How would you rate the overall training/outing or event?

4 clients described it as **excellent**, **1** as **good**.

Comments from Carers on Community Support/Assistance:

- I had indian head massage at home which was fantastic!
- Thanks for an hour's free reflexology at my home in time convenient for me.

Question 2: Direct Payments – ‘Making the Connection’

Carers who had received a service from a Direct Payments Worker were asked to complete this section.

a) Are you and the person you care for treated with dignity and respect?

5 people said **yes** and **1** person said **no**.

b) Do you feel your needs were understood?

5 people said **yes** and **1** person said **no**.

b) Was the support/information provided helpful in your caring role?

5 people said **yes** and **1** person said **no**.

c) How would you rate the service you received overall?

4 clients described it as **excellent**, **1** as **average** and **1** as **poor**.

Section 4 – The Services Overall

A Sample of the Overall Comments on the Services of Gateshead Crossroads:

- I think Gateshead Crossroads are excellent and I am very grateful for the help they have given me. I shall always be grateful to them for their help and kindness.
- Another year of excellent service. Keep it up!
- Very happy indeed that you are they're there to help me. Thank you all.
- At present we receive a Carer Support Worker from Crossroads. This person has made a huge difference to our family life in the short time we have had the service. A big thank you to her and all staff at Crossroads.
- I think Crossroads are a really excellent service. They are on time too. Well done.
- The service is very reliable and I have a wonderful care worker. Nothing is a problem and she never grumbles! She really cares and copes. Thanks very, very much and keep up the good work.
- First class. Gold Star. I would be lost without the help from Crossroads.
- Excellent service from caring staff in both the office and our home.
- I was totally impressed with the very professional and caring manner that was given to both my needs and especially my mothers'. I completely felt I could trust the staff and turn to them for advice and support. They were my life-support at a very difficult time.

- Crossroads provide us with an excellent service. The staff who come to us are lovely. We would be hard pushed without them.
- Fabulous staff and service It's been a godsend to us as we struggles to have quality time together as a couple.
- The carer's at Crossroads have been a great help to my family and me. I think it's a great service in all aspects! Thanks.
- Excellent, we really trust Crossroads.
- Satisfactory at all times.
- I have found the Crossroads carers very punctual, reliable, caring and efficient. Many thanks!
- Great service - the commitment given to myself and my mother is admirable - Crossroads always try and meet our needs - My mam has felt very well looked after - so far excellent. Thank you. Love the fact mum can be taken outdoors for a change of scene!
- Life would be very dull and hard without the service.
- Carers from Crossroads have all been excellent. Also Crossroads staff so nice and friendly and helpful. (No complaints at all!)
- I have found all staff very helpful and friendly but in particular all the ladies who have cared for my mother at home. Not only are they well trained, but have become friends as well. They are patient and understanding and I feel glad to welcome them.
- A very useful service, keep up the good work.
- Excellent Service, Excellent staff.
- When ever I have telephoned the Gateshead Office, whatever the problem or just need to talk I have been made to feel as if nothing is any problem or no rush and it make's one feel as if there is a need to talk one just has to pick up the phone. Many thanks.
- You have enabled me to have odd days out with a fairly clear conscience and long may it continue - from both our points of view!
- They are all friendly, helpful and supportive when I have had problems as a carer.
- I cannot express my gratitude for the service fully enough, the provision of the service means agreed deal to my family.
- We have never had any problems with any staff and have always found all staff very helpful.
- I find the voucher scheme is most helpful in many ways. The staff are very good and helpful to my requests. I am very grateful for their help.
- At the present time I find Crossroads service very satisfactory, cannot think of any improvement.
- The carers we have had have all been very good and understanding with my husband. I certainly as his main carer appreciate the break and I am most grateful to all concerned.
- Staff very good and flexible.
- Both my wife and myself find the staff helpful and very understanding. They are always helpful, prompt and fulfil all of our needs.
- I used to attend meetings at vicarage court Felling but on hearing it was finished I have had no contact whatsoever.
- Excellent service!

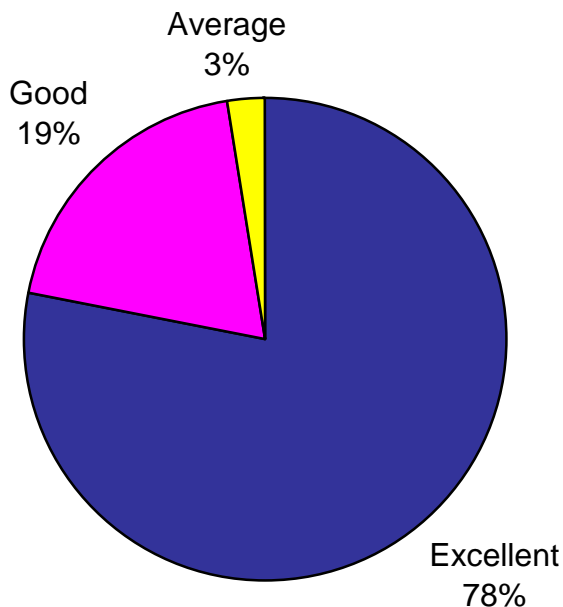
Can you suggest any developments that would improve the service that Gateshead Crossroads provides?

Sample Suggestions:

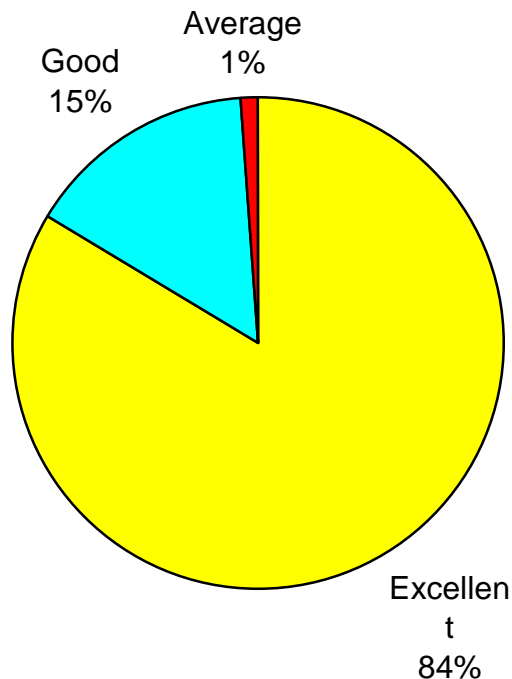
- Crossroads should re-think their policy on the transporting clients in staff cars and bring the service "up to date" to meet the needs of their clients. Young people want to go out to different places and not continually be taken to the same location - just because it's convenient to get to. Other organisations similar to Crossroads allow their workers to transport clients and having seen the benefits of being more flexible it makes for a much better service.
- What is the difference between Gateshead Carer and Gateshead Crossroads? Have found the Carers Association more proactive.
- It's difficult to get sitters - told due to lack of Carer Support Workers.
- I would like to discuss Direct Payments for my father.
- Would like to know if there are any holiday places for carer & partner.
- Last year I received information about light jobs but I have had no further contact about this issue as help with the garden and ironing would be nice.
- Website promotion. Carers of People with mental health problems services, i.e. discussion groups, support, information etc.
- It would be nice if they had mini buses with Crossroads name on it, so they could take the one we care for out on trips and weekends away.
- In a questionnaire I was asked if I would like help to make life a little easier for me (a month or 2 ago). Have not heard any Comments about this, or help offered, or any feedback at all from you.
- The Council should give more money to extend the already fantastic work Gateshead Crossroads provides so that more families can be supported.
- More Vouchers!!!
- Taking cared for out sometimes would be helpful.
- As a carer who is partially sighted I would prefer correspondence in large print.

Question 3 : How would you rate the service overall that you have received from Gateshead Crossroads in the last 12 months from the following:

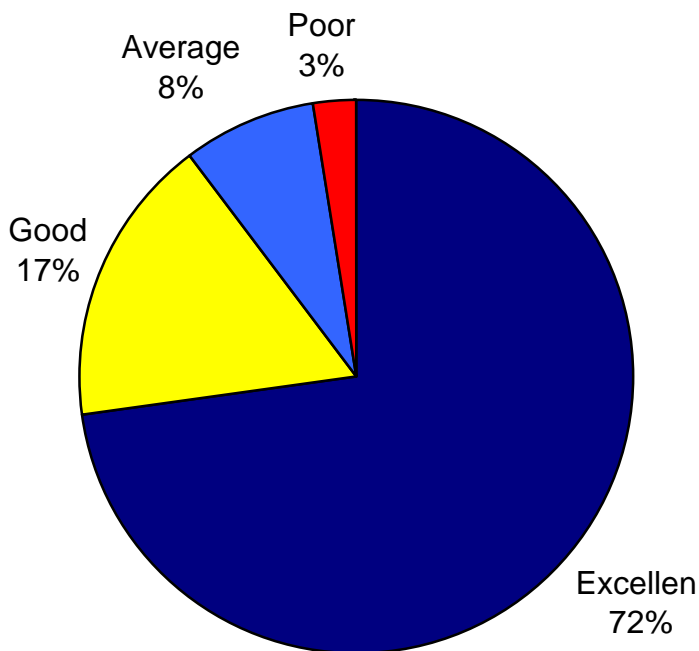
Reliability of Service



Quality of Service



Flexibility of Service



Politeness and Respect of Staff

