

Service User Satisfaction Survey-Domiciliary Care

Service User Satisfaction Survey – Summary Autumn 2025

Service User Satisfaction Survey Summary (Month):		Summarise the results of the individual responses using a scale of 1 to 5 (1=poor, 5=good)	
Date of survey:		August 2025	
Number of surveys sent:		94	
Number of surveys returned and analysed:		48	
Question	Scores	Maximum (respondents x 5)	% score (Total/Max x 100)
1	108	240	45%
2	203	240	85%
3	199	240	83%
4	197	240	82%
5	198	240	82.5%
6	192	240	80%
7	201	240	84%
8	193	240	80%
9	200	240	83.5%
10	203	240	85%
11	198	240	82.5%
12	187	240	78%
13	144	240	60%
14	171	240	72%
15	156	240	65%
16	179	240	74.5%
17	176	240	75%
18	156	240	65%
19	161	240	67%
Notes (enter here any significant written comments from the surveys, both good and bad):			
Key2support is happy that this year has seen a higher number of respondents at nearly 50% to previous years which has given us a better understanding of where the service is performing alongside an increase in spot checks/ reviews etc. Key2support has again seen growth slow from 2024/ 2025 and whilst we have faced challenges we have tried and maintained a quality service across our areas with little fluctuations in our % from previous years. This is with thanks to a dedicated staff team. This is currently causing some issues operationally and is ongoing between LCC and Key2support. This year has also seen unprecedented issues around staffing and people leaving the sector due to ongoing demands placed on services, this again is due cost of living crisis and the change in commissioning strategy in Lancashire. The general feeling across the service is our customers are happy with the staff and their current care arrangements. Some of the comments have been: "I would just like to thank my carer for all the help and support that she has given to me ☺" "I am really happy with the care I receive" "I feel comfortable and Safe with all my best carers" "No complaints at all, I get on really well with. My main carer, thank you"			

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"Overall the service from my regular carer is excellent.

"R is very happy with the care he receives and all his carers.

" Sharon & Sugra & Derek go over and above on care they deliver, they are a credit to the company!!
Thank you"

Each year we will continue to build on the service and maintain and improve quality.

Our highest scores remain questions 2-11 where staff are found to be professional and our customers feel comfortable with allocated support staff & the care they receive has improved their quality of life. Questions focused on the care staff/ routines/ choice and found to range in the low to mid 80% range. This overall shows care quality is good although we will continue to build on areas of weakness.

The lowest score was around explanation at service start (Q1), this again is mainly down to clients not answering the question as it is not relevant as they are long standing customers. The other low score at 60% was question 13, this was around office staff and communicating rota changes as and when they occur. Over the next 12 months this is an area that needs further development & communication improvements. At the minute any rota changes are communicated via the staff team as and when they occur but for some clients this has become apparent that this is also an important issue to them.

Our other low score was 75% and customers feeling they weren't able to discuss concerns with management, we have also seen a couple of feedback sheets regarding customers ringing but not getting call back/ messages not being passed on. We have increased our welfare calls to all clients and aim to do this between 1-3months, along with increased spot checks where necessary.

We have experienced issues around communication again not wholly to blame but an emphasis has to be on the increased pressures felt within the sector and the knock on effect from other services. Key2support has taken on two new recruits in the office to assist in alleviating this issue.

Another issue experienced by some clients have been irregular times of visits, We try where ever possible to plan all clients rota's but with the staffing crisis and short term sickness sometimes missed visits or visits being late/ early is unavoidable.

Question 14-19 saw the lowest scores and on investigating this a quarter of the respondents didn't answer them or were unclear in their answers, but again those that did answer tended to be in the agree boxes. Again as above main areas have been around communication which will be an area of improvement over 25/26.

Overall all the marks were mid 80's indicating the service provided is a good service.

Key2support is looking at ways to improve and will continue to look at areas of improvement.