

QUALITY ASSURANCE JULY 2020 (Clients and NOK)

We would like to thank you for taking the time to complete our Quality Assurance Feedback form during this difficult and unprecedented time of COVID-19. This information affords us the opportunity to provide the best possible care to our clients and allows us to implement improvements on an ongoing basis ensuring we are taking on board your views, wants and needs ensuring your safety.

We sent questionnaire forms to all of our clients and their families we had a very good and constructive response.

We are very happy to report that we have only had one client who had suspected COVID- 19, had three tests which all came back negative.

We aim to meet the 5 Key Line of Enquiry as stated by the Care Quality Commission:

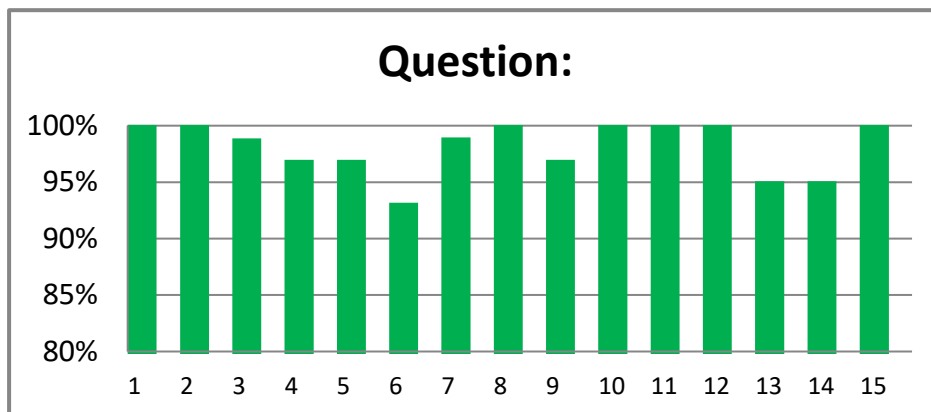
1. Are they safe?
2. Are they effective?
3. Are they caring?
4. Are they responsive to people’s needs?
5. Are they well led?

To ensure we are covering each key point; we set out 15 questions to ask our clients and their NOK.

Overall we found that the majority of our clients and their family members are happy with the service that we provided over the COVID- 19 pandemic and how we are aiming to come out of this particular time we find ourselves in.

We are continually evolving and learning new ways to deliver the high standard of care, and are taking up this challenge, we hope reflects in our performance as care givers.

Our Quality Assurance survey in July 2020 has given us an average score of 99.1% in positive feedback from our clients and their NOK.



The Constantia Care Team would like to say a thank you for taking the time to respond with constructive feedback and kind words. We would like to thank you for your ongoing support during this time as it was crucial to the success in keeping you or your loved ones safe.

Please feel free to contact us at any time with further feedback.

Please find a summary of the grading on each questions and the action we intend to take to rectify any concerns that may have been raised.

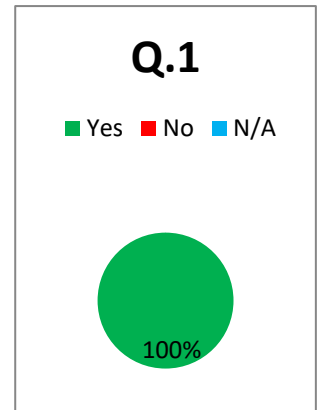
1. Has Constantia Cares Registered Manager been readily available to you during the COVID- 19 Pandemic?

100% of people who completed our questionnaire felt that the Registered Manager was readily available to them over the COVID- 19 Pandemic.

What will we do to improve?

We will strive to continue to give an excellent service moving forward and are fully equipped, should there be another spike.

The Registered Manager, as always will be readily available to you should you have any concerns that you wish to discuss.

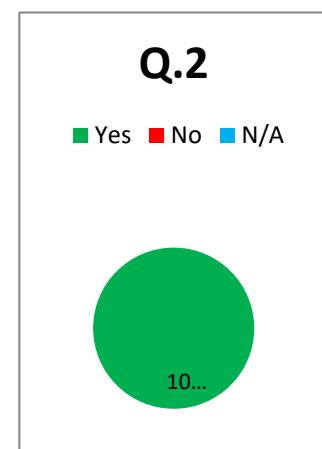


2. Do you feel that Constantia Care Ltd has dealt with the COVID- 19 pandemic in a good and proper manner, upholding the values of Constantia Care and CQC requirements?

100% of people felt that Constantia Care Ltd has dealt with the COVID- 19 pandemic in a good and proper manner, upholding the values of Constantia Care and CQC requirements.

What will we do to improve?

Constantia Care Ltd will continue to work to CQC guidelines upholding our protocols and ensuring that our carers have the equipment that they require to fulfil their role, keeping their clients and themselves safe at all times.

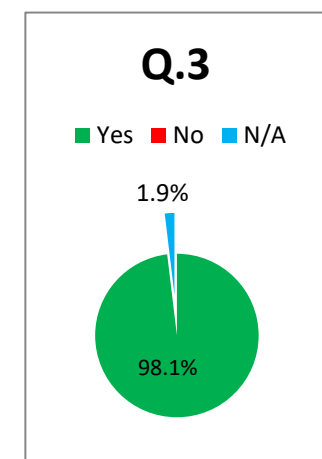


3. Do you feel that there has been good and open communication from Constantia Care Ltd?

98.1% of people agreed that there has been good and open communication with 1.9% of clients stating that this question was not applicable to them.

What will we do to improve?

Communication within this industry is so important and we are very happy to know that our clients feel that they receive good and open communication from us. We will strive to ensure that this continues.

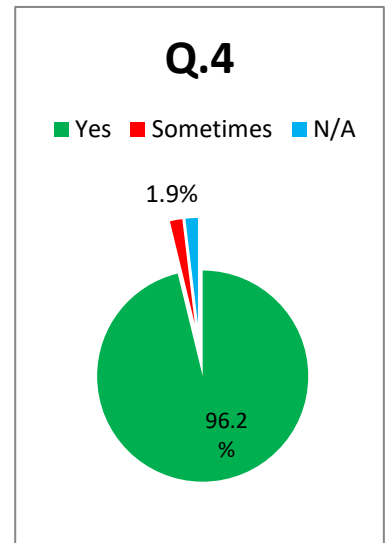


4. Do you feel that there has been good and open communication from your Care Coordinator?

Overall, 96.2% of clients said that they received good and open communication from their care coordinators. 1.9% of clients felt that this question was not applicable to them and a further 1.9% stating that they sometimes felt that they received good and open communication.

What will we do to improve?

As we mentioned above good and open communication creates the foundation of good care and we will strive to ensure that this is received by every client on every occasion by our care coordinators. During the lockdown, caused by COVID-19 our care coordinators were working from home. At the start there were a few wrinkles that had to be ironed out. This was addressed extremely quickly and can be seen with the results we have received for this topic.

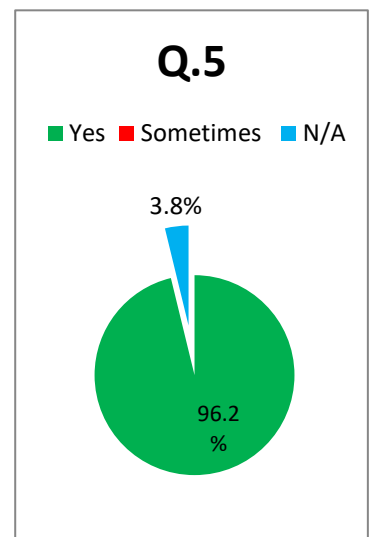


5. Have you felt supported by your care coordinator with regards to your care needs?

96.2% of clients stated that they felt supported by their care coordinator with regards to their care needs. 3.8% of clients felt that this question did not apply to them or stated that it was neither yes nor no.

What will we do to improve?

It is imperative that our clients always feel supported by their care coordinators. We will continue to train our care coordinators in how to support their clients to ensure that they always receive quality care. If a client ever felt that the support they received was not adequate they should discuss this with either the Senior Care Coordinator, Deputy Manager or Registered Manager.

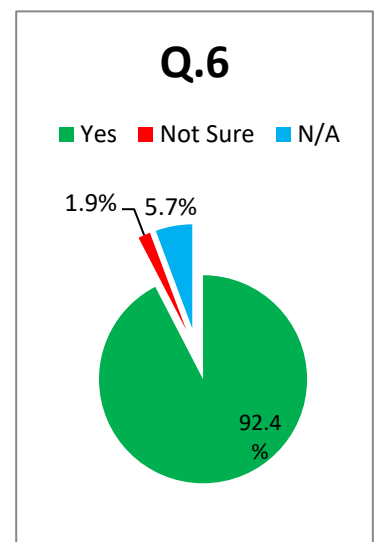


6. If you have had a concern during the pandemic have you known who to contact and has that Constantia Care employee been able to assist you??

92.4% of clients said that they knew who to contact if they had a problem and that that employee was able to assist them. 5.7% of clients felt that this question did not apply to them and 1.9% of clients stating that they were not sure.

What will we do to improve?

We feel that this question is linked to communication and that it is so important for clients to know that we are always available to them if they have a concern during the pandemic or beyond. I would like to highlight that we have a 24 hour helpline and if a client or their NOK have any concerns then please call the main office number 24 hours a day and a member of staff will be able to assist you.

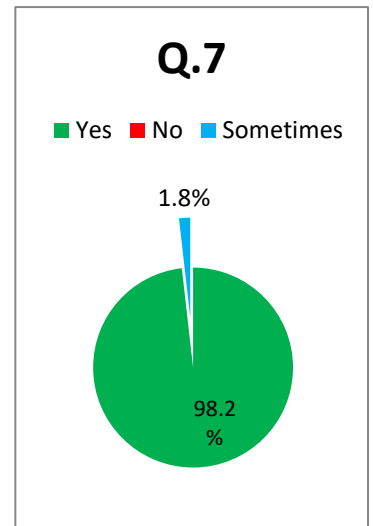


7. Have you felt safe in your home during the COVID- 19 pandemic?

98.2% of our clients informed us that they felt safe during the COVID- 19 pandemic lockdown. 1.8% of our clients stated that they sometimes felt safe other than when their domiciliary carers were needing to come in and that they needed to use public transport.

What will we do to improve?

Ensuring our clients feel safe and cared for in their home is one of the corner stones of our agency and we will continue to ensure that all our clients feel safe in their homes. Over the pandemic Constantia Care Ltd provided all necessary PPE and we will continue to do this.

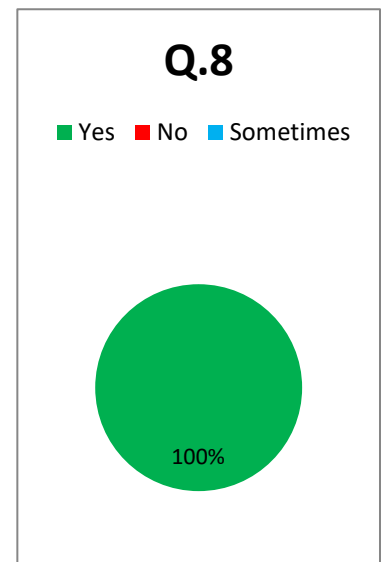


8.Has your carer ensured that infection control measures are upheld and that they wear PPE when leaving the home or as appropriate?

100% of our clients felt that the carer ensured that infection control measures were upheld and that they wore PPE when leaving the home.

What will we do to improve?

We were delighted all our clients felt that infection control was upheld during the COVID- 19 pandemic. Our carers complete all required training before being placed with a client and refresher training annually. We will continue to ensure that this high level of infection control continues.

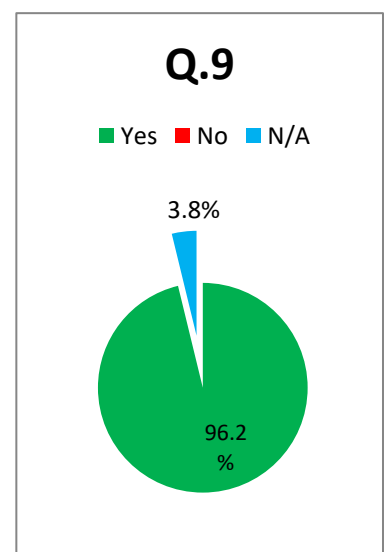


9. Did you find the COVID- 19 Daily emails sent to all clients and carers helpful and informative?

96.2% of our clients found our COVID – 19 update emails helpful, with 3.8% did not find this question applicable to them.

What will we do to improve?

During the COVID- 19 lockdown we found one of the best ways to communicate with our clients, NOK and carers was through a daily update email, informing our clients of changes to our policy and procedure and giving some ideas and activities that our carers could complete with their clients. We are thrilled to know that our clients found this helpful.

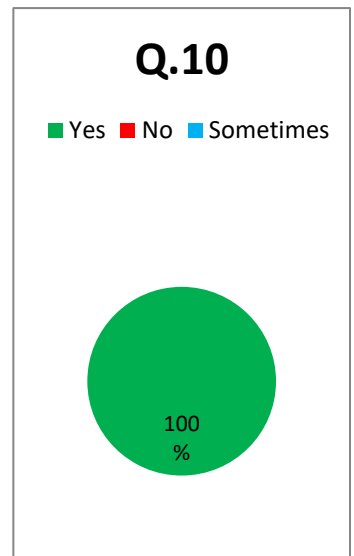


10. Does the carer treat the client kindly and with respect, ensuring that all care needs are met?

100% of our clients felt that their carer treated them kindly and with respect, ensuring that all care needs are met.

What will we do to improve?

Respect is fundamental to our service and we will continue to ensure that carers uphold these standards set by the agency. Over the lockdown we have not been able to do face to face spot checks but have continued these through Zoom and Facetime. We look forward to being able to meet with our clients again soon.



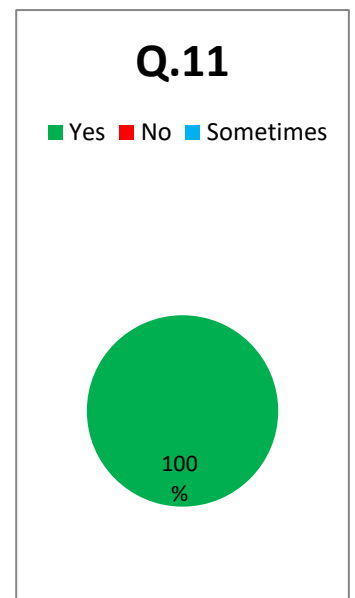
11. Do you feel Constantia Care Ltd has been able to make all necessary changes and implemented all requirements as per Government guidelines, to ensure that our clients and carers are safe and reassured during the current pandemic?

100% of our clients felt that we were able to make all necessary changes and implemented all requirements as per Government guidelines, to ensure that our clients and carers are safe and reassured during the current pandemic.

What will we do to improve?

In these unprecedented times there have been several changes to the care guidelines published by the government. We have ensured that we followed all government protocol and guidelines and amended our policy and procedure as required.

We would like to thank all our clients and their NOK for their support during this time.

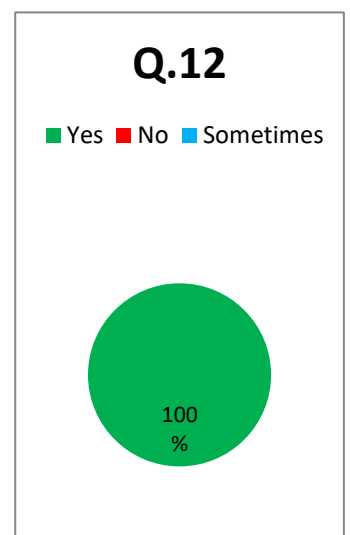


12. Do you feel that the above-mentioned changes have been communicated to you in a clear and concise manner?

100% of our clients felt that the changes implemented were communicated in a clear and concise manner.

What will we do to improve?

We are always looking for new ways to communicate information with our clients, carers and NOK and we are delighted to hear that during the COVID- 19 pandemic our clients felt that we communicated well ensuring that all required information was shared in a clear and concise manner.

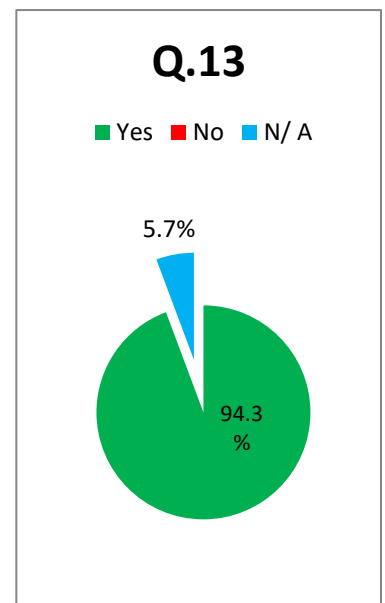


13. Has the carer been able to offer and/or encourage alternative activities during the pandemic ensuring that you have choice and control?

94.3% of clients felt the carer was able to offer and/or encourage alternative activities during the pandemic ensuring that you had choice and control with 5.7 % of clients feeling that this question was not applicable to them.

What will we do to improve?

During the lockdown and self-isolation/ shielding it was imperative that the carers were able to offer and/or encourage their clients to take part in alternative activities that would assist with their general health and mental wellbeing. We are happy to know that most of our clients found that this was helpful to them. We will continue to support our carers to ensure that our clients health and welfare is always maintained.

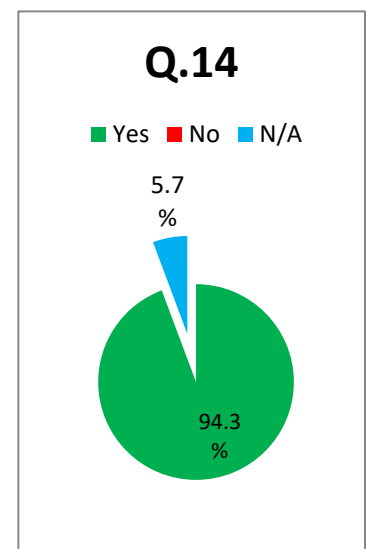


14. Has your carer assured and assisted you in keeping in touch with your family/ friends during the current pandemic?

94.3% of clients informed us that their carer ensured and assisted our clients in keeping in touch with their family/ friends during the current pandemic with 5.7% of clients informing us that this question was not applicable to them.

What will we do to improve?

During the lockdown, keeping in touch with family and friends was so important for our clients health and wellbeing and we were delighted to know that all our clients felt that their carers were able to assist them with this.

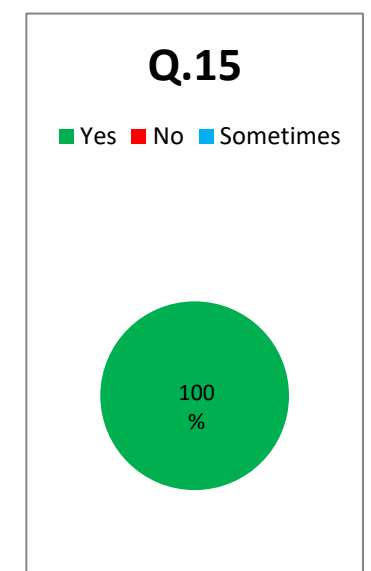


15. Has the carer ensured that you have the privacy you require?

100% of clients felt that their carer ensured that their received the privacy they required.

What will we do to improve?

We are delighted that our clients feel that their carers ensure they receive the privacy they require. When you have a live-in carer, privacy and understanding of this is essential and we will continue to monitor this aspect of our clients care packages and make amendments when required.



Clients Comments:

'We are very happy with the care my Mother receives from Constantia team and Beth as the lead resident carer.'

JC NOK

'I found the daily update emails very informative and comforting. I get first class care from my carer.'

HH Client

'I feel that Constantia Care have dealt with COVID- 19 very well. Fully satisfied.'

DB Client

'We are very happy with our carer.'

LH Client

'The carers help a lot. I am happy to be at home. Thank you for the support during the pandemic.'

JM Client

'A is a very good carer, very conscientious and nothing is too much trouble for her.'

EM Client

CONSTANTIA CARE

"Allowing you to live the life you choose"