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CARERS' FEEDBACK QUESTIONNAIRE 2018

In the summer of 2018 the Robin Centre carried out an opinion survey of those who care for our members. We wanted to know whether in their view we were doing the right things and doing them well, and where there was room for improvement.

We had 40 members and so we issued 40 questionnaires, and asked for them to be filled in completely anonymously, giving out stamped addressed envelopes so as to ensure full confidentiality.

We had 30 forms back, making a response rate of 75% which is good for surveys of this kind. For all the questions asking people to rate different aspects of our service there were five possible responses - two positive, one neutral and two negative. None of the answers fell into the negative categories. The great majority of them were in the positive categories, with just a few in the neutral.

Key findings were:

All carers said that the service we provide was **beneficial to their loved ones**, that it was provided in a **safe environment**, by **friendly staff and volunteers**, and that they and their loved ones were **treated with respect**. All carers also said that **our activities catered well through variety and stimulation for the needs of the member**.

81% said that their loved one was **happy with the food provided**, and of the remainder, who were described as neither happy nor unhappy, several said that they were unable to find out the views of the member.

93% of those using our transport were happy with **the friendliness, timeliness and comfort of the bus services**, the remainder being neither happy nor unhappy, in part for the same reason as above.

All said that it was easy to **contact us** and **all but one** said that **we helped with any changes needing to be made in the care of their loved one**.