

**Harmony Community Care Services – Annual Survey Response**

Thank you to everyone who took the time to complete this year’s client survey. 32% of the surveys issued were returned. 6% of surveys could not be returned due to the passing of a service user or their admission to hospital. 62% of surveys were not returned.

We truly value the responses received and through this audit we wish to provide you with collated data on how the 32% of respondents believe we are performing in each of the following areas:

* Person Centred Care
* Additional Services
* Staffing
* Comments, Compliments, Complaints and Further Information
* Management of Harmony Community Care Services

**Person Centred Care**

These questions centred on Harmony Community Care as a provider of care to clients in their own homes and how the service meets the standards expected by you the client.

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| **96%** of respondents agreed they were happy with the overall care provided to them, 4% remained neutral. **96%** of respondents agreed that they have an active involvement in the care provided, 4% remained neutral. **94%** agreed that they had received a service user guide, 5% were neutral in this regard and1% strongly disagreed. **99%** agreed they were encouraged to lead an independent life (as much as their condition allows) 1% were neutral in this regard. | **100% agreed that Service Users are afforded dignity privacy and respect, off those 67% strongly agreed, 33% generally agreed.** |  |

**99%** confirmed they know how to raise a concern and were confident their views would be heard 1% were neutral. **94%** of our clients agreed that they would recommend Harmony CCS to others 4% remained neutral and 2% generally disagreed.

**Comments included:**

*The standard of care my mother receives is excellent. I would be totally lost without the girls especially Izzie and Nicola”*

*“ Bernie has a fantastic relationship with my mum. She looks forward to her visits and this puts my mind at ease. Very happy with the service provided.”*

*“ Diane is brilliant”*

*“ G is happy with his carers and enjoys the chat with them”*

*“ All carers do everything I ask”*

*“ Excellent care”*

*“If possible it would be nice for the same girls to be on all day”*

*“ Well satisfied with the care”*

*“ The overall care is very good”*

*“ It all depends on which carer attends, some are more attentive than others”*

*“It’s all good”*

*“ Happy with service”*

*“ All the ladies are excellent and caring, Karolina has been with us a long time and is very much a sister to J….”*

*“ The carers generally listen to what I say and I find that they are very caring”*

*“ Sometimes the care is up to standard and sometime it’s not”*

**Choice and Services**

The focus in this section allowed us to measure how Harmony Community Care caters for those clients who receive meals feeding assistance, medication or additional private services in their own home.

Of those respondents who receive a meal service **92%** indicated that they were consulted on menus, were given choice and were happy with the level of service. 8% were neutral in this regard.

Of those respondents who receive medication assistance. **90%** confirmed that they were consulted on medication requirements, and were happy with the level of service related to medication. 10% were neutral in this regard

Of those respondents replied regarding private provision **95%** were happy with the service and 5% were neutral. It should be noted that we received 20 more responses relating to Private Service Users than the number of service users who are receiving a private service.

**Staffing**

**99%** of respondents believed staff are adequately skilled and trained to perform well in their roles.1% remained neutral in this regard**. We are grateful for this strong affirmation about the caring and attentiveness of our staff.**

**I believe Harmony Community Care employ staff that are caring and attentive to my needs**

**99%** of respondents believe staff are caring and attentive, of those 64% strongly agreed, 35% generally agreed and 1% generally disagreed in this regard.

**93%** of respondents believe they see the same staff on a regular basis. 4% were neutral in this regard and 3% generally disagreed**.**

**97%** of respondents believe staff are well presented and neat and tidy at all times. 2% were neutral in this regard and 1% generally disagreed.

**Comments Included:**

*“ All first class”*

*“ Staff are caring and professional at all times”*

*“ The care delivered is excellent and the staff deliver that care quietly and efficiently, thank you all especially Karolina"*

*“ The staff are absolutely fantastic and attentive at all times”*

*“ I have Shauna most days in the week she is very good at her job and always has a smile”.*

*“ Andy is a good carer”*

*“ David is very helpful”*

*“ C.. has special needs and the carers are brilliant with her she loves them all”*

*“Jordan is very caring she gets on with [my] husband and understands his memory problems”*

*“ Some staff members forget to say hello etc. who they are. Some don’t speak much. ( My regular carers are very good at communicating)”*

*“ Alison is always on time helps me with any problems I have”*

*“ it is good when you get the same careers because they know you and they understand things better and one knows who is coming into your home”*

*“ Well pleased with staff”*

*“ All mum’s staff our very kind and careing and willing to help”*

*“ Love them to bits”*

**Comments, Compliments, Complaints and Further Information**

The purpose of this section was to determine the awareness of further information and avenues to address any comments that clients and their representatives may have.

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| **I know who to approach with any comments compliments**  **or complaints I may have.** | **99%** agreed or strongly agreed that they knew who to approach with any  Comments, compliments or complaints they may have **1%** of respondents were neutral in this regard. **We are grateful for this strong affirmation.**  **100%** agreed or strongly agreed that they are confident any matter raised will be addressed in a prompt and effective manner. **We are again grateful for this strong affirmation.**  **95%** agreed that managers of the company are available with anything that may need escalated, and if appropriate I can approach the directors if I have an unresolved concern. **5%** were neutral in this regard.  **95%** agreed that they understood they had access to external bodies such as the Northern Ireland Ombudsman, the RQIA, Patient and Client Council, Health Care Trusts and Age NI **5%** of respondents remained neutral in this regard. |

**Comments Included:**

**“***Once again thanks to the frontline staff. We have never had a concern or anything close to a complaint. Thanks Ladies”*

*“ It is good when you know the careers that are coming in and the way some of them put you at ease, and the way some of the young ones put you at your ease especially if you feel embarrassed it helps when they do understand its not ease and you can relax when they come”*

**Management of the Agency**

**97%** of respondents believe the management structure in place lends itself to an effective and well run agency. **3%** remained neutral in this regard.

**99%** believe the managers in Harmony CCS are sufficiently skilled to perform well in their roles. **1%** remained neutral in this regard. **We are grateful for this strong affirmation that managers are skilled to perform well in their roles.**

**Comments Included:**

*“ Management are always available to discuss any issues and resolve”*

*“ Well satisfied”*

*“ Andrea and Vincent are great, happy with the care received”*

*“ Very happy with service”*

*“ Happy all round”*

*“ Very happy with all the girls……..all come on a regular basis”*

*“ The staff are very friendly and caring and relate well to their clients”*

*“ I have no reason to complain about the care received”*

*“ The washing of crockery and cutlery is not the best. Compliments to the staff they are helpful and friendly”*

*“ We are very happy with the care P is getting”*

*“ I appreciate the care I receive”*

*“ Overall staff do a good job. I am happy with most aspects of the care”*

**Evaluation, Action and Outcome.**

Harmony Community Care provides over 2000 service hours to around 250 different Service Users in the Community each week. Annual Audits were issued to Service Users in February this year with a response date of 31 March 2024. 70 responses were received by 31 March 2025.

Harmony Community Care provides services to adults with a wide range of physical and mental health needs. All Service Users are provided with the opportunity to complete a questionnaire. Those that are unable to complete themselves can avail of assistance from family members or a member of the Harmony Team. We are very grateful to all those who have responded and whose feedback has been shared with staff. Care Staff have appreciated the positive affirmations which are in a large part their motivation for the role they carry out. We are grateful for what has been a hugely positive response.

We are grateful that all questions received a positive response with over 90% of respondents for each individual question.

4 Returns requested follow up. Contact was made with each respondent and the outcomes are as follows.

143309 - Service user’s wife confirmed that she would like more consistency of staff. Follow up confirmed that this matter has been addressed by the Registered Manager. The keyworker had been on a period of annual leave, which had resulted in different staff covering. 143309’s wife spoke with the Registered Manager on 25/03/2025 who provided reassurance regarding the return of the keyworker, no further concerns have been identified.

11743 - Service user’s daughter confirmed that she was very happy with the service her father was getting but wanted to discuss the possibility of an earlier call time. The Registered Manager has confirmed that all relevant staff are aware of the preferred call time and no further concerns have been identified.

298659 **-** Service user’s daughter confirmed that she was happy with the service her mother was receiving and had ticked the response box by accident. Daughter was happy with the care being provided, her only concern is that her mother regularly declines assistance, some staff work better with her mother to ensure the tasks are completed. Service users daughter would like all staff attending to encourage her mother to let them provide assistance and especially to dispose of the bin in the hall. Service user’s daughter gave special praise from Alison R Team Leader who is the Keyworker in the call. – Guidance was provided to staff attending the call to ensure tasks are completed by all staff, no further concerns have been identified.

55314 Service user’s wife was not aware she had requested follow up. Confirmed they were very happy with the service and liked all the staff attending her husband. Special praise was given for Izzie Nicola and Shannon, her only comment was that she would prefer it if Shannon had a permanent partner. Shannon’s permanent partner took up a position outside social care. The Registered Manager has confirmed that a new start who has completed her probationary period has been assigned.

Referring to the comments that were received from respondents we are extremely grateful for the hugely positive response and the appreciation that you have directed to individual staff members. Harmony Community Care strives to provide a harmonious working environment where staff are supported in their role, and enabled to achieve the relevant skills and knowledge to provide a good service to our esteemed service users.

We received a comment regarding staff communication.

*“ Some staff members forget to say hello etc. who they are. Some don’t speak much. ( My regular carers are very good at communicating)”*

The Registered Manager has followed up with all staff in this regard. One of the 1st things staff are taught is to introduce themselves when they enter a call, and all staff are required to wear their name badges for identification. All care staff complete communicating effectively training and are assessed as part of their on going supervision assessment. The Registered Manager has confirmed follow up with staff in this matter and this will continue to be monitored. We would encourage any service user who has experienced staff not introducing themselves or engaging in conversation to discuss this with their key worker or during their monthly monitoring call or they can email [care@harmonyccs.co.uk](mailto:care@harmonyccs.co.uk) to raise a concern. Harmony is dedicated to ensuring all service users are listened to and engaged with. We are delighted that the majority of responses relating to communication have been of a positive nature.

We received a comment regarding the washing up of crockery and cutlery.

*“ The washing of crockery and cutlery is not the best. Compliments to the staff they are helpful and friendly”*

Staff have been reminded to ensure they are effective when undertaking housekeeping tasks as part of their timetable of services. This will continue to be monitored by the Team Leads. We encourage service users to discuss any housekeeping concerns with their key worker or during their monthly monitoring call or they can email [care@harmonyccs.co.uk](mailto:care@harmonyccs.co.uk) to raise a concern. Harmony Community Care seeks to ensure good housekeeping practices are upheld where it has been included in the service user’s timetable of services.

We note the comments made by one respondent that they would like the same staff to work all day. The current pressures in the system mean that staff are working hard to provide services to a large number of service users. Shifts start as early as 6.30am in the morning. It is not therefore feasible in many circumstances for staff to cover morning, lunch-time tea-time and evening calls. Harmony Community Care does work hard to ensure a consistency of staff in all calls, which is achieved through good rota management and staff retention techniques.

Thank you again for your responses. These responses are shared with the Directors and Management Team and will help to shape our policies and procedures. The next Annual Audit will take place in March 2026 but feedback is welcome all year round by emailing [care@harmonyccs.co.uk](mailto:care@harmonyccs.co.uk) or you can phone Harmony CCS on 028 9260 4464.



Dory Kidd

Director

10/04/2025