

# Annual Customer Satisfaction Survey Report 2020



## Introduction

**This past year has been one of the most challenging for the Care Connect service. However, we have continued to provide our 24/7 service throughout the pandemic by ensuring we followed government guidance. Care Connect has adapted its working practices to keep our customers and staff safe from COVID-19 by maintaining social distancing, working from home, and wearing PPE.**

Alongside this, we are approaching a new digital era and by 2025 British Telecom (BT) expect to have changed all UK telephone lines from analogue to a digital connection. We are working closely with our equipment supplier and other relevant bodies to ensure our equipment is digitally compliant, therefore enabling Care Connect to continue to provide a 24/7 supportive monitoring and response service. The first phase of the upgrade of our call handling system is now complete and we are planning to implement phase 2.

In June 2020 our external annual audit was carried out by the Telecare Services Association (TSA) and we are pleased to advise that the service retained its accreditation to the code of practice. The audit looks at all our procedures and working practices to ensure we deliver a safe and responsive service.

The service continues with its main priority of enabling people to maintain their independence in their own home through use of technology.

**24/7 service throughout the pandemic**



# Survey content

This annual survey has requested the views of current customers as to how we have delivered the service in a year of unprecedented change and asked for ideas on service improvements. We surveyed a random selection of 10% of our customers but, included a sample of new customers that had joined the service within the last 12 months. We also provided customers the opportunity to complete the annual survey online. The survey has enabled us to collect feedback from you, our customers. There were 1000 surveys sent and this includes those that were completed online. Care Connect received a high number of responses and a 27.6% response rate.

## Survey top-line results

The survey has produced some very positive headlines with some of the figures noted below, showing an improvement in customer satisfaction compared to the 2019 survey. Results show that:

- **98.5%** of customers state that Care Connect helps them to remain independent and safe and secure in their own home;
- **97.7%** state Care Connect helps to provide reassurance to their family/carers;
- **94.2%** state that the Care Connect service provides value for money;
- **95.9%** state that the services Care Connect provides are either very good or good.

Results showed very positive results in relation to our response to the pandemic:

- **98.3%** of customers felt safe knowing staff were wearing full PPE when responding to calls and visiting homes;
- **93.8%** of customers agreed that Care Connect has remained stable and supportive during this difficult time.



**Over 98%  
of customers  
felt safe**

## Survey top-line results continued . . .

The results from the responses provided by new customers are as follows:

- **100%** reported that they were treated with dignity and respect by staff on installation of their equipment;
- **100%** reported that they found Responder staff helpful;
- **98.9%** of customers stated that a convenient appointment was made for the equipment installation;
- **96.7%** stated that the service was fully explained to them.



**100%  
of customers  
said staff were  
helpful and  
respectful**

Of the customers who had contacted us for assistance:

- **98.7%** stated that Control staff handled their call appropriately;
- **99.4%** stated Control staff, were polite and professional in dealing with their call;
- **94.5%** stated that their calls were answered within 1-3 minutes;
- **100%** stated their support needs were met on that occasion.

We asked our customers to advise what they liked best about the Care Connect service and we received 211 comments:

- **87.67%** (185 comments) stated that, customers feel reassured, safe, and secure knowing that Care Connect is available 24/7, 365 days a year.

**Over 87%  
of customers  
said they feel  
reassured**

# Survey top-line results continued . . .

Other comments included:

- Friendly, helpful voices at the end of the phone
- The girls are very conscientious, friendly, and supportive
- They are always polite with positive instruction
- Always informative and cheerful
- Very caring and helpful
- They are pleasant and very helpful
- Good for doing most things
- Friendly service and helpful
- The personal caring and supportive service
- The friendly professional and attention to details all of the staff have
- They are always friendly and reassuring
- Their kindness, politeness explaining procedures and knowledge on moving and handling
- Quick service and polite and pleasant
- Everyone is so helpful on the phone
- Staff very helpful and stay until I am able to cope



“Everyone is so helpful on the phone”



“Very caring and helpful service”

Care Connect asked our customers what they liked least about the service and we received 52 comments. 38.46% (20) of the responses stated there was nothing they disliked about the service.

Of the remaining 32 comments, two specific issues were raised that we were aware of from previous surveys. These were:

- **21.88%** (7 comments) stated they disliked the fact the service had reduced the number of planned staff visits and felt they didn't get enough calls, which we are aware we reduced during the pandemic. However, telephone calls were placed to check information we held on customers and we reduced unnecessary contact with customers during the pandemic.
- **15.63%** (5 comments) stated the cost of the service was an issue. Due to these comments and the effects of the past year, there has been no increase in charges for the service for 2021.

# Survey top-line results continued . . .

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Other comments included:

- Good service makes feel safe reassured
- I am very happy with the service provided
- Keep doing what you're doing as it works well
- Quick response when asked for help
- Good to know that help is just a phone call away
- A call every 4 weeks would be nice
- Care Connect is an excellent service
- No comments to improve the service
- A call every now and then is not enough as some people are not getting visitor through the virus
- Would be nice for more contact to ask if things are ok
- The occasional phone call to say hello and check that all is ok would be appreciated this used to be the case
- Maybe a phone call every few months to see if everything is ok especially for some people who don't use care connect very often
- I'm not sure the service my husband has received can be improved
- If it is not broke don't fix it
- Do not change it - works well as it is!
- It works fine leave it alone
- I cannot think of anything to improve the service
- Don't think you can improve its perfect



**“Quick  
response  
when asked  
for help”**



**“Very happy  
with the  
service  
provided”**

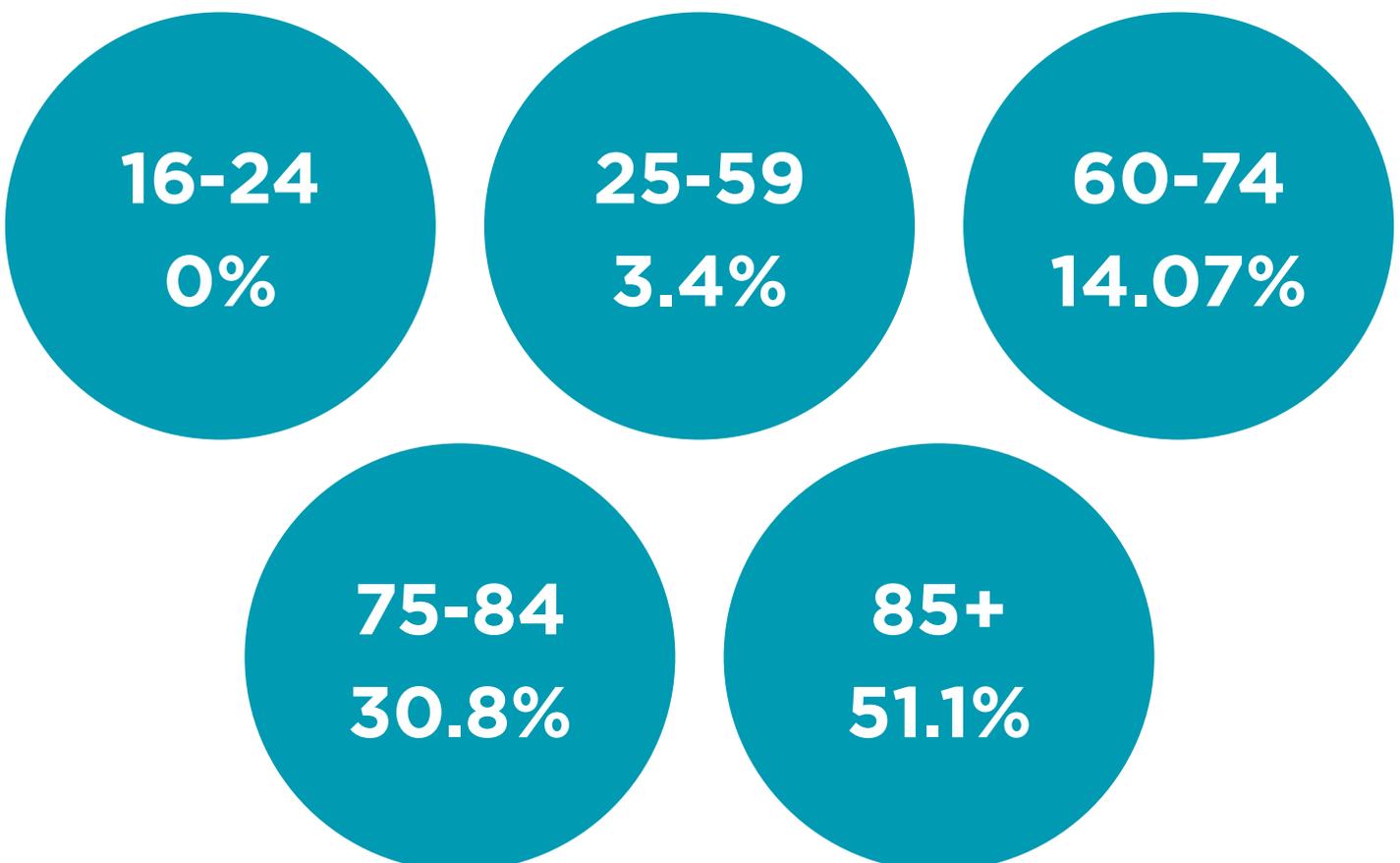
## Survey top-line results continued . . .

Whilst the survey has provided some excellent feedback in support of the service, there were areas Care Connect management noted from our 2019 report that required improvement:

- Notifying new customers of additional services on offer - The survey results show **82.1%** of customers stated they were made aware which is an increase of **14.02%** on our 2019 survey;
- Advising customers to place a test call using the equipment/pendant to demonstrate their understanding of its use - The survey results showed **90%** of customers of customers stated they had been made aware, which is an improvement of **2.27%** on our 2019 survey.

All new customers, upon joining the service are issued with a Welcome Pack that includes a leaflet which lists the additional services on offer, as well as a booklet explaining how to operate the equipment. Despite the improvements, we will continue to remind staff of the importance of improving satisfaction in these areas.

The age range of customers who completed the survey is as follows:



# Conclusion

This survey requested feedback from customers on the quality of service they received on initial sign up to the service, as well as how they viewed call handling by Control and the service provided by Responder staff when attending to support the customer in their home. It is positive that our customer satisfaction rates have improved in 1 of the 4 top-line survey results, with positive feedback.

Whilst most of the feedback has been positive, Care Connect recognises that there are still areas for improvement in ensuring our customers are made aware of the additional services on offer, placing test calls demonstrating their understanding of using the equipment and keeping in contact with all customers. We will be talking to staff to ensure there is improvement in this area.

All staff will be briefed on the results of the survey and a copy of the survey will be available on our website: [www.durham.gov.uk/careconnect](http://www.durham.gov.uk/careconnect)

Care Connect is now on Facebook, you can find us here: [CareConnectDCC](#)

To find out more information on the Care Connect service, you can watch our informative [video here](#).

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**13th April 2021**