

Appendix 4 - Reablement Survey Results

	Question	Response option(s) measured	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16
A1	Did you feel you had enough information about the Reablement Service prior to you being seen by them?	Yes	70.4% (19 out of 27)	83.8% (31 out of 37)	72.4% (21 out of 29)	60.6% (20 out of 33)
A2	When you were admitted to the service did the staff talk to you about how long you would be expected to remain in the service?	Yes	92.6% (25 out of 27)	86.5% (32 out of 37)	86.2% (25 out of 29)	81.8% (27 out of 33)
A3	Did you feel you were involved in planning your support?	Yes	88.9% (24 out of 27)	97.3% (36 out of 37)	75.9% (22 out of 29)	81.8% (27 out of 33)
A4	Did you feel you were involved in identifying your goals or aims?	Yes	85.2% (23 out of 27)	97.3% (36 out of 37)	89.7% (26 out of 29)	87.5% (28 out of 32)
A5	By working towards your Reablement goals, do you feel better able to manage your everyday activities?	Yes	81.5% (22 out of 27)	90.6% (29 out of 32)	92.9% (26 out of 28)	87.1% (27 out of 31)
A7	Were you kept informed by the service about any changes in you care? eg. your visit will be late?	Yes	95.5% (21 out of 22)	91.7% (22 out of 24)	89.5% (17 out of 19)	92% (23 out of 25)

	Question	Response option(s) measured	Q1 15/16	Q2 15/16	Q3 15/16	Q4 15/16
B1	Did staff treat you with dignity and respect?	Yes	100% (27 out of 27)	100% (33 out of 33)	100% (29 out of 29)	100% (32 out of 32)
B2	Do you feel the staff were competent to meet your needs?	Yes	96.3% (26 out of 27)	97.0% (32 out of 33)	100% (29 out of 29)	93.8% (30 out of 32)
C1	Did you feel you were encouraged to prepare your own light snacks and drinks?	Yes	95.7% (22 out of 23)	82.6% (19 out of 23)	95% (19 out of 20)	91.7% (22 out of 24)
C2	Did you feel you were encouraged to wash and dress yourself?	Yes	96.3% (26 out of 27)	96.3% (26 out of 27)	92.3% (24 out of 26)	96.4% (27 out of 28)
D1	How do you feel about the care you received when you were with the service?	Excellent/ Good	92.6% (25 out of 27)	97% (32 out of 33)	89.7% (26 out of 29)	90.6% (29 out of 32)
D2	Were you aware of how to report any concerns/complaints in relation to any aspect of the care you received from the Reablement Service?	Yes	85.2% (23 out of 27)	90.6% (29 out of 32)	79.3% (23 out of 29)	71% (22 out of 31)