

Carewatch (Bromley) Client Survey 2011

- Each year we carry out a survey of our clients to check that our service is meeting their expectations
- In 2011 Approximately 200 clients were surveyed and over half responded.
- The chart on the next page shows the responses we received to the questions which are detailed along the bottom of the chart.
- Here are the highlights:
 - Almost **90%** of our clients are satisfied with the service they receive from Carewatch and **over 80%** would recommend us to others.
 - Almost everyone (**98%**) thought that their Carewatch Care Worker was courteous
 - Almost 9 out of 10 clients believed that their Carewatch Care Worker was trained and competent to meet **their particular needs**
- **We are very proud of our service which reflects the attitude and commitment of our staff. However, we are not complacent and are constantly striving to improve to ensure we remain the first choice for anyone needing local care and support now and in years to come.**

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