**Dunstable Questionnaire 2022 Results**

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| --- | --- | --- | --- | --- | --- |
| **Questions** | **Total** | **Agree** | **Neither Agree or Disagree** | **Disagree** | **Don't Know** |
| **The standard of Care I receive has improved recently** | 50 | 40% | 32% | 22% | 6% |
| **My Care workers usually arrive on time (within 30 minutes leeway)** | 52 | 62% | 10% | 25% | 4% |
| **My carers complete all tasks and stay the full visit** | 51 | 67% | 14% | 20% | 0% |
| **My carers wear the correct uniform and ID Badge** | 53 | 79% | 6% | 11% | 4% |
| **My care workers wear the correct PPE** | 52 | 83% | 8% | 8% | 2% |
| **My care workers treat me with politeness and my home with respect** | 53 | 85% | 11% | 4% | 0% |
| **My carers give me the support that has been agreed in my care plan** | 52 | 71% | 17% | 12% | 0% |
| **My carers listen to my wishes and personal choices.** | 52 | 77% | 15% | 8% | 0% |
| **My care workers always carry out tasks effectively and professionally** | 52 | 73% | 17% | 10% | 0% |
| **My care meets my day to day needs** | 52 | 79% | 12% | 10% | 0% |
| **I feel safe with the service I receive** | 52 | 83% | 10% | 6% | 2% |
| **Communication from the daytime office has improved recently** | 47 | 34% | 32% | 26% | 9% |
| **I get contacted by the office if my care worker is running late** | 50 | 38% | 24% | 38% | 0% |
| **The office always listens to what I have to say** | 49 | 57% | 24% | 18% | 0% |
| **I find it easy to get through to the people in the office** | 51 | 57% | 27% | 16% | 0% |
| **The office staff answer the phone promptly** | 50 | 60% | 24% | 14% | 2% |
| **I feel that the office action my queries and things get resolved** | 49 | 49% | 35% | 14% | 2% |
| **The person I speak to is always polite** | 50 | 90% | 8% | 2% | 0% |
| **Communication from the On-Call team has improved recently** | 41 | 17% | 34% | 12% | 37% |
| **I get contacted by the On-call team if my carer is running late** | 44 | 27% | 25% | 34% | 14% |
| **The On-call team always listen to what I have to say.** | 41 | 37% | 29% | 15% | 20% |
| **I find it easy to get through to people in the On-call team** | 42 | 38% | 31% | 12% | 19% |
| **The On-call team staff answer the phone promptly** | 42 | 38% | 31% | 10% | 21% |
| **I feel that the On-Call team action my queries and things get resolved.** | 40 | 25% | 30% | 23% | 23% |
| **The person I speak to from the On-call team is always polite.** | 43 | 67% | 12% | 2% | 19% |