Collecting carers opinions and preferences: a telephone survey for keyworkers to carry out with carers of older people using the service

INSTRUCTIONS FOR KEYWORKERS:

Please call the carers of the people you keywork. All the information needs to be returned to [manager] by [date].

Have a quick friendly chat to put the person at ease. Ask them if this is a good time to have a quick chat with them – **you will tell them you need about 15 minutes of their time and have 5 key questions for them. Tell them this is in confidence and totally anonymous, so please do be frank.**

**There are 2 questions about their preferences which obviously we do need to identify them for.**

Tell them You may have responded to our last survey. (The questions are the same). If you did, I will take you straight to your preferences.

If **no**, they are too busy with something else, ask them when a good time is to call them and try to keep this time.

If **yes,** they are free, go on to say the following:

Thank you. Your input is important to us.

As you know we have been able to open in August 2020 and remain open throughout this last lock down. **[Note for template users: edit this text as necessary]**

We want to make sure we are getting things right and need your opinions and preferences.

Q1. Before Covid-19: Please rate the quality of contact you received from [name of day centre].

[ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

|  |  |
| --- | --- |
| Disappointing  | Exceptional |

If disappointing, please ask them for a comment

Q2. During Covid-19 lockdowns: Please rate the quality of contact you are receiving from Central Hill.

[ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

|  |  |
| --- | --- |
| Disappointing | Exceptional |

If disappointing, please ask them for a comment

Q3. Please rate the quality of contact you receive from [name of day centre].

[ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

|  |  |
| --- | --- |
| Disappointing | Exceptional |

If disappointing, please ask them for a comment

Q4. Please rate how confident you are in your loved one coming to [name of day centre]

[ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

|  |  |
| --- | --- |
|  Feel unsure OK Happy  | Totally happy More than happy  |
|  |  |

If unsure, please ask them for a comment

Q5. Please rate your overall satisfaction with the service we offer.

[ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  5

|  |  |
| --- | --- |
| Disappointing | Exceptional |

If disappointing, please ask them for a comment

**Preference 1.** How often do you wish to be contacted about (Name of their loved one here)?

Just delete the ones they do not choose before you send it to me

1. At the end of the day
2. Once a week
3. Once a fortnight
4. Only if there is an issue

**Preference 2**

We want to set up a way to pay for lunches which does not include collecting cash.

We want to start a TOKEN system where you pay for a set number of lunches up front. Your tokens will only be used if your loved one attends and has lunch.

We cannot accept cash for the tokens, and we cannot take a credit card.

Are you able to pay be cheque?

Y N

If you do not have a cheque book, can you order one from your bank?

Y N

Can someone send a cheque in on your behalf, and you pay them?

Y N