



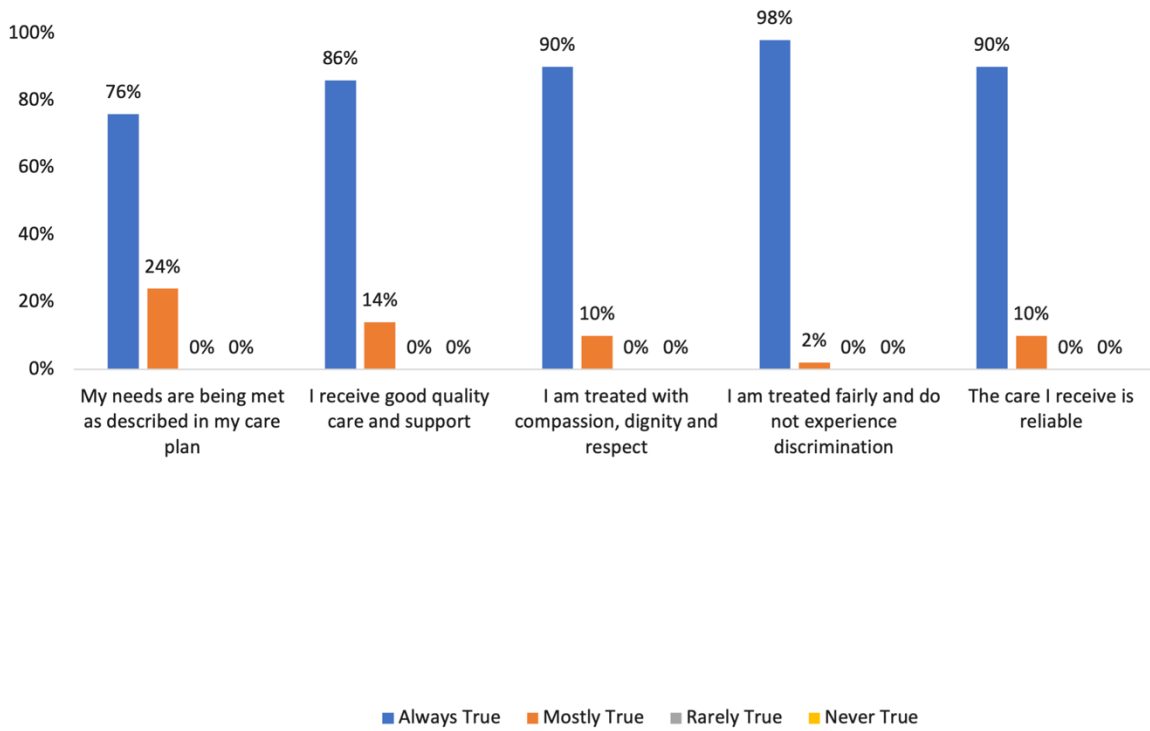
Service User Survey Results

APRIL 2026

In April 2026, service user survey forms were sent out by 1st Focus Homecare to all service user's home address, out of 108 invites sent, 42 were returned. Giving a 39% participation (2% decrease from October 2025)

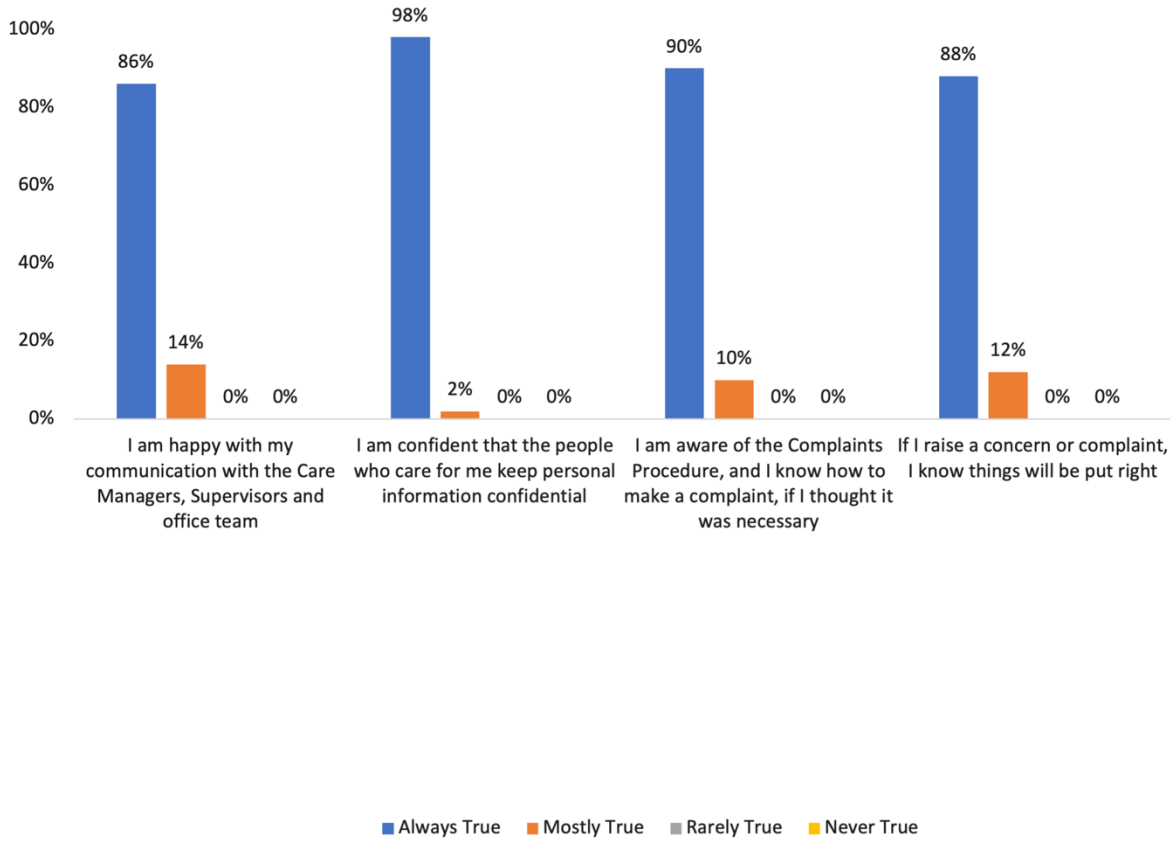
Q1

About the care and support I receive



	Always True	Mostly True	Rarely True	Never True
My needs are being met as described in my care plan	76%	24%	0%	0%
I receive good quality care and support	86%	14%	0%	0%
I am treated with compassion, dignity and respect	90%	10%	0%	0%
I am treated fairly and do not experience discrimination	98%	2%	0%	0%
The care I receive is reliable	90%	10%	0%	0%

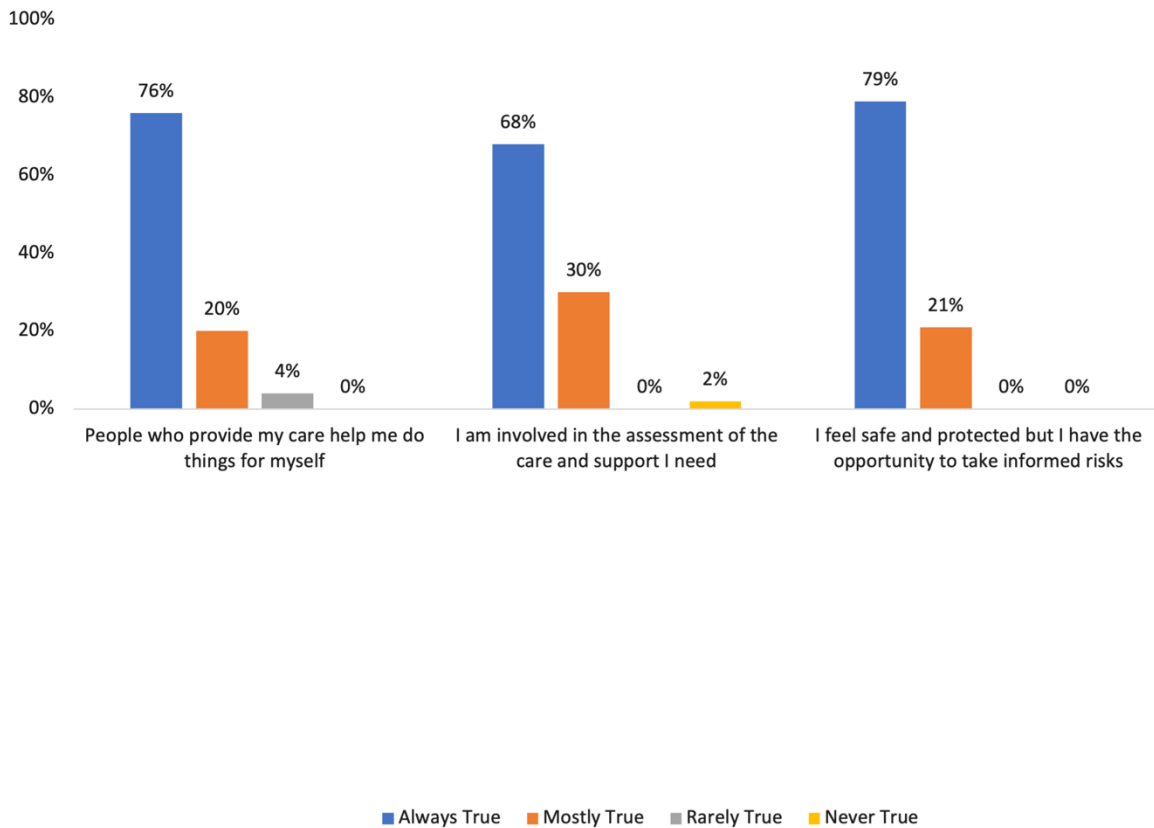
1st Focus Homecare as an organisation



	Always True	Mostly True	Rarely True	Never True
I am happy with my communication with the Care Managers, Supervisors and office team	86%	14%	0%	0%
I am confident that the people who care for me keep personal information confidential	98%	2%	0%	0%
I am aware of the Complaints Procedure, and I know how to make a complaint, if I thought it was necessary	90%	10%	0%	0%
If I raise a concern or complaint, I know things will be put right	88%	12%	0%	0%

Q3

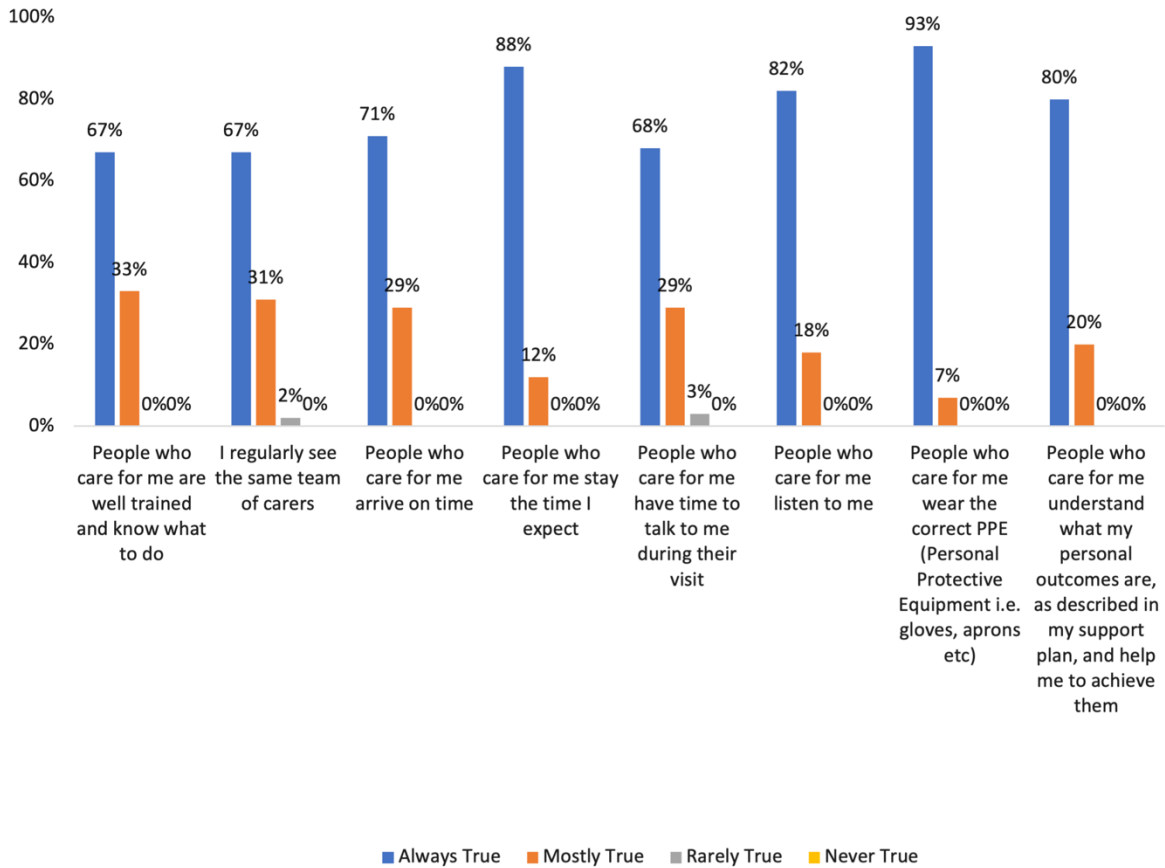
My involvement in decision about my care and support



	Always True	Mostly True	Rarely True	Never True
People who provide my care help me do things for myself	76%	20%	4%	0%
I am involved in the assessment of the care and support I need	68%	30%	0%	2%
I feel safe and protected but I have the opportunity to take informed risks	79%	21%	0%	0%

Q4

The people who support and care for me



	Always True	Mostly True	Rarely True	Never True
People who care for me are well trained and know what to do	67%	33%	0%	0%
I regularly see the same team of carers	67%	31%	2%	0%
People who care for me arrive on time	71%	29%	0%	0%
People who care for me stay the time I expect	88%	12%	0%	0%
People who care for me have time to talk to me during their visit	68%	29%	3%	0%

People who care for me listen to me	82%	18%	0%	0%
People who care for me wear the correct PPE (Personal Protective Equipment i.e. gloves, aprons etc)	93%	7%	0%	0%
People who care for me understand what my personal outcomes are, as described in my support plan, and help me to achieve them	80%	20%	0%	0%

What I like about the care I receive

Answers
"My mother's carer is a wonderful person with excellent communication skills and lots of patience"
"Both carers are excellent with my mum"
"All carers are friendly, polite and helpful. Communication with your office is efficient"
"Regular carers know mum well and make her feel very comfortable"
"A two way process of getting to know each other over time"
"All my care team are very kind and helpful"
"For a while she had different carers who didn't really know what they were doing, didn't understand instructions but all good now I have my regular ones back"
"Carers are always happy and caring"
"My carer is always on time, gets things done for me properly and is always smartly dressed"
"Always cheerful and respond to comments and interested in my history"
"My mums two regular carers are always kind, helpful and supportive with my mum, which I am really grateful for. Please pass on my thanks"
"Carer is always cheerful and listens to care requirements"
"The carers are always pleasant. My carer is good because she knows the routine and habits of my mum. Thank you for all the help and support"
"Excellent, proactive care from the carers overseen regularly by managers"
"We are receiving excellent care. The carers are great and friendly. They are both excellent stoma bag changers. We are delighted with the service we get from all of 1st Focus"
"They are very good. We chat and have a laugh. They are very organised and helpful"
"Friendly, cheerful and very helpful. Best so far. Shows initiative, willing and kind"
"We have found the carer to be of great help and support for mum. She does an absolutely fantastic job"
"That the carers ask how I am and if there is anything they can do for me"
"They are very friendly"
"It has been helpful to have a more tech savvy person (or a younger brain) on a number of occasions"
"Carers are friendly and patient"
"One is good at providing care and one is less so as I need to do the washing up when she leaves which I find difficult"
"All very nice. They always make sure I am ok"
"Both carers offer excellent care for my mum, my mum is much more settled when they are both on"
"I find 1st Focus exceptionally organised and easy to deal with. There are never any problems with this company. Your carer is a lovely lady and very charismatic and knows my needs"
"The care received is second to none. Very grateful thanks to the 24 hour carers and additional carers for personal care"

"The carer is great. She truly gets my dad, including his sense of humour and is strong enough to deal with his occasional shenanigans"
"My carer is a saint, an arch angel. She is extremely patient with me. She completes all her work professionally, correctly and perfectly, and does more and extra jobs for me. Please and thank you"
"Each carer has something different to contribute. I enjoy chatting about their everyday at home lives and past experience. I have particularly enjoyed chatting with my carer and seeing her developing pregnancy. I very much hope she brings the baby to show me and that I will see her again"

What I think could be improved.

Answers
"My mum gets very unsettled if there's a change in carer from regular carers e.g. when a carer arrives for a few hours for their break"
"Nothing at present but care needs may change"
"Early notification of carer holidays"
"Mum is often refusing food, and meals are not always prepared. She needs more encouragement to eat"
"Help with cleaning if time, communication and chat. Thank you for all you do"
"I would like to have a consistent time of arrival, if the time has to be changed I would like to be fully informed and consulted if necessary. It isn't easy to read the small print of the email so please would you use a larger font. For a quick message text is better as I am more likely to see it"