

In March 2020, an independent research company surveyed **21** of our Clients to understand how we can continuously improve the quality of our service. Also surveyed were **44** of our CareGivers, to help us understand how we can improve their experience of working for Right at Home.

WHAT OUR CLIENTS TOLD US:



said their CareGivers are **well matched** to their needs



said their CareGivers make them **feel safe** when they visit



of Clients would **recommend** Right at Home



said their CareGivers have an **excellent understanding** of their care needs



agreed their CareGivers make a **positive difference** to their life

WHAT OUR CAREGIVERS TOLD US:



agreed they are clear about what is **expected of them** in their role

98% would **recommend** Right at Home's care services



believe they are given enough time to deliver **quality care** to their Clients



agreed they have **access to the training** they need to do their job well



are **proud** to work for Right at Home



would rate the initial training as **"good"** or **"excellent"**



believe their job gives them the **opportunity to learn** and develop new skills



making a difference every day

www.rightathomeuk.co.uk