

Have your say

Customer Satisfaction Survey MLDP Day Time Provision

The following report explains the results of the customer satisfaction survey carried out throughout April/May 2010.

The table below shows the service level agreement places agreed by the Commissioning Team for each centre, with the actual number of placements taken up on register.

Name of the centre	Northfield	Abraham moss	Chapman place	Tabberner House	Oakwood	Buckthorn	Hall Lane	Millhouse	Wyth Park
SLA agreed places	66	10	26	23	35	9	22	31	14
Actual numbers on the register	87	13	31	40	41	13	31	44	21

Each customer was asked to fill in a customer satisfaction survey, these surveys asked:

- ❖ Which centre do you attend
- ❖ How would you rate the service
- ❖ Have you any suggestions for improving the service, or any comments.

Results:

Tabberner House

Numbers returned: 24

Excellent	Good	Average	Poor	Very poor
8	14	2		

Comments:

"I think it may be worthwhile looking into the possibility of doing a social club one evening a week. This is due to the fact that most clubs that were operating in the evenings have all finished. As you have the facilities it would be an idea to utilise them by setting up clubs at the different centres even if each centre had a club one a month".

The LEAF centre
Numbers returned: 17

Excellent	Good	Average	Poor	Very poor
9	7	1		

Wythenshawe Park:
Numbers returned: 3

Excellent	Good	Average	Poor	Very poor
1	2			

Comments:

"I am very happy with the service, offering extra hours would interfere with those who make their own way to the park, i.e adjusting bus times etc could cause distress when having to change their routine".

"The base room is ok, but the public toilets are not always clean, the walled garden will be fantastic, the staff are very friendly and nice".

Crossacres/Hall Lane:
Numbers returned: 8

Excellent	Good	Average	Poor	Very poor
5	3			

Comments:

"He is very happy at Crossarces, he is one happy customer"

"We do like the new building but are worried about space".

Millhouse:
Numbers Returned: 16

Excellent	Good	Average	Poor	Very poor
8	8			

Comments:

"Staff are very good and helpful"

"We are happy with the service as it has always been of a high standard, at least we get a service, as a care I want to say a big thank you, they really enjoy coming and are looked after very well by all members of staff"

"Transport is excellent"

"A little longer day would be nice"

"Staff training should be done after hours so it doesn't affect us, Staff do a good job".

"I am happy with the staff hopefully when they move to Hall Lane the same staff will be there".

**Northfield Resource Centre:
Numbers returned: 30**

Excellent	Good	Average	Poor	Very poor
17	10	2		1

Comments:

"More interaction with my daughter"

"My daughter has been unwell and we have been supported brilliantly by the staff",

"We rely on this service, we couldn't do without it, improves her quality of life".

"Transport could be better, more reliable it is sometimes late"

"I would like more days out"

"I would like more choice of foods at lunch time".

"I am more than happy with the activities, and the care my daughter gets"

**Abraham Moss
Numbers returned: 3**

Excellent	Good	Average	Poor	Very poor
1	1	1		

Comments:

"My son has come a long since attending, he has grown in confidence and assertiveness'. He has made lots of friends, his communication has astonished us since he started, he has a really good relationship with the staff, I would like to thank the staff for their dedication to provide the very best for my son".

"The staff are always nice and friendly".

**Chapman Place:
Numbers returned:14**

Excellent	Good	Average	Poor	Very poor
6	8			

Comments:

"We are very happy with the service"

"Add on respite would be good"

"The staff run an excellent service, I would have my son go nowhere else".

"I wouldn't change anything"

"I am happy with the service and don't want to change anything"

Oakwood Resource Centre:

Numbers returned: 14

Excellent	Good	Average	Poor	Very poor
8	5			1

Comments:

"The day care staff are wonderful, he always looks forward to going".

"The service is excellent, I don't know how it could be improved, the staff go out of their way to help, I feel that my son is safe when at Oakwood"

"The staff at Oakwood are excellent and very skilled at their jobs".

"Don't like that the training happens when my son there, he has to have time off and it doesn't suit me"

"The staff are excellent, always friendly, informative and caring".

"We would like more activities"

"It has changed in the last month or so, should have been as before"

"To carry on with the same excellent service"