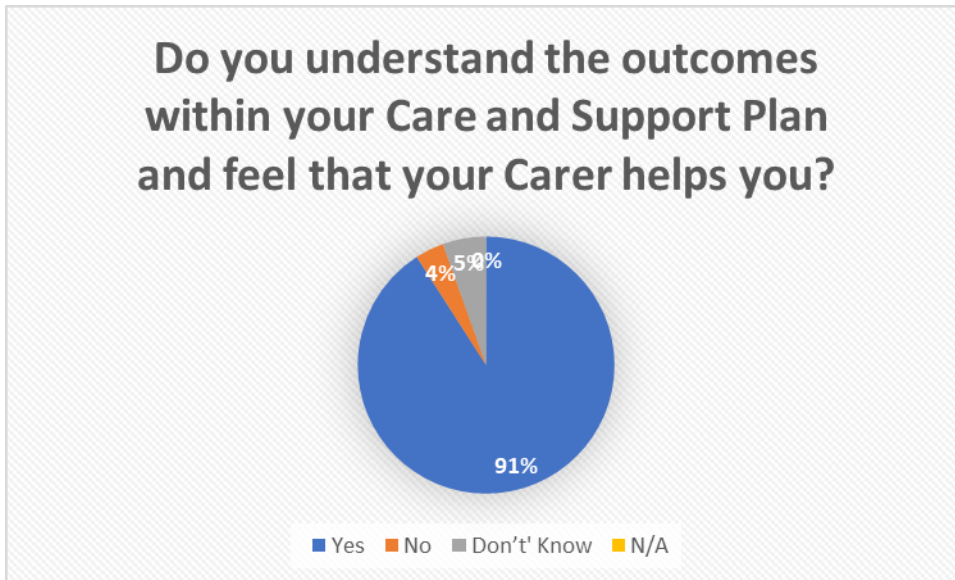
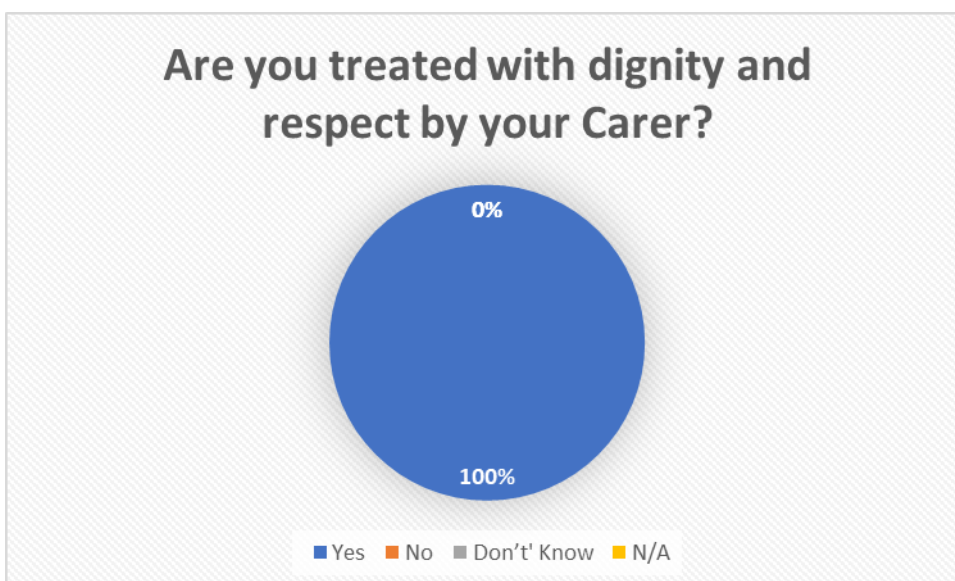


# Client Satisfaction Survey Results 2024

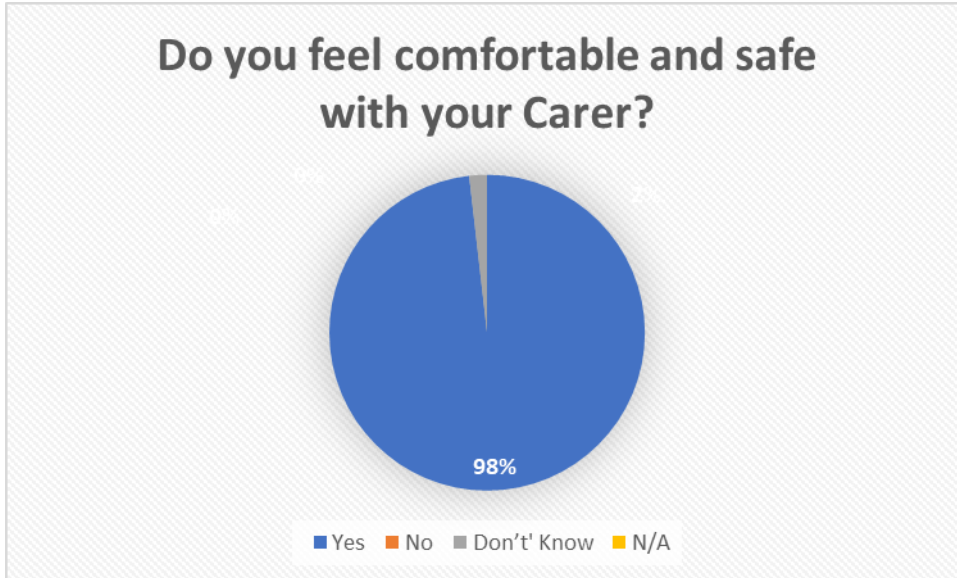
- 1) Do you understand the outcomes within your Care and Support Plan and feel that your Carer helps you?



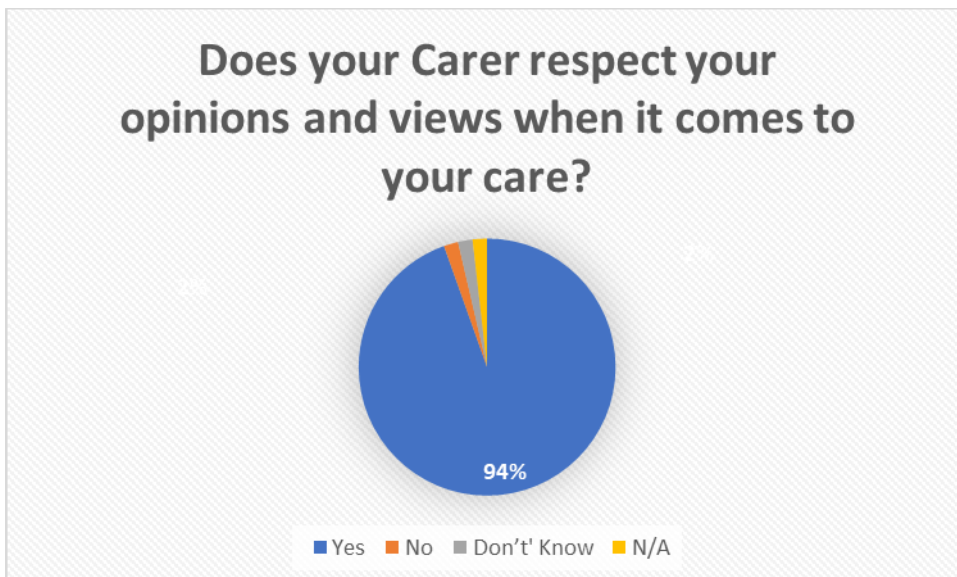
- 2) Are you treated with dignity and respect by your Carer?



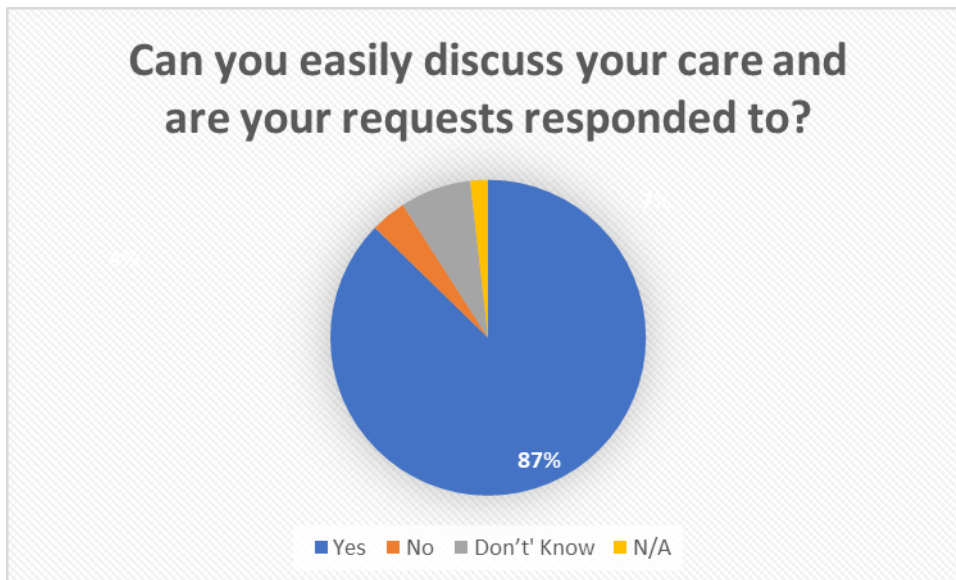
3) Do you feel comfortable and safe with your Carer?



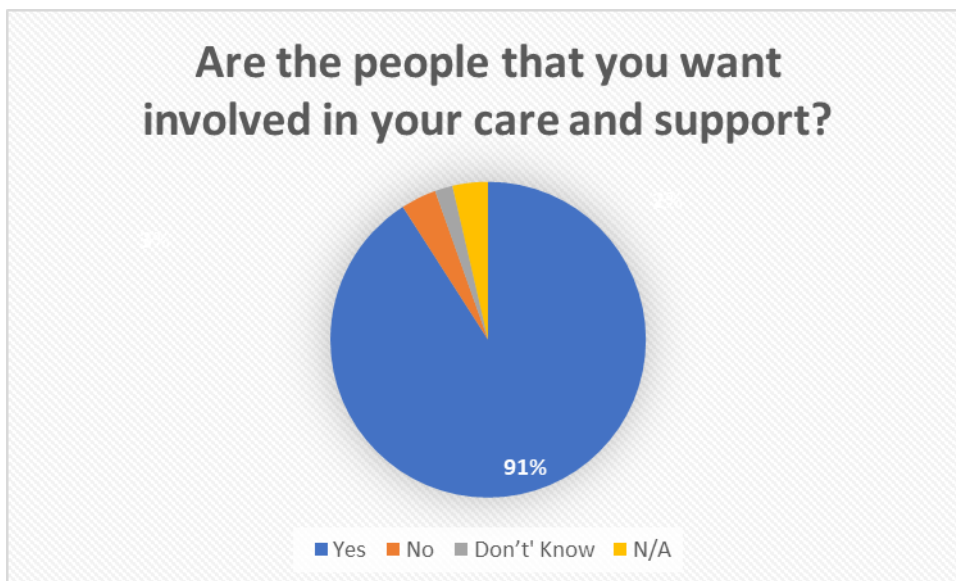
4) Does your Carer respect your opinions and views when it comes to your care?



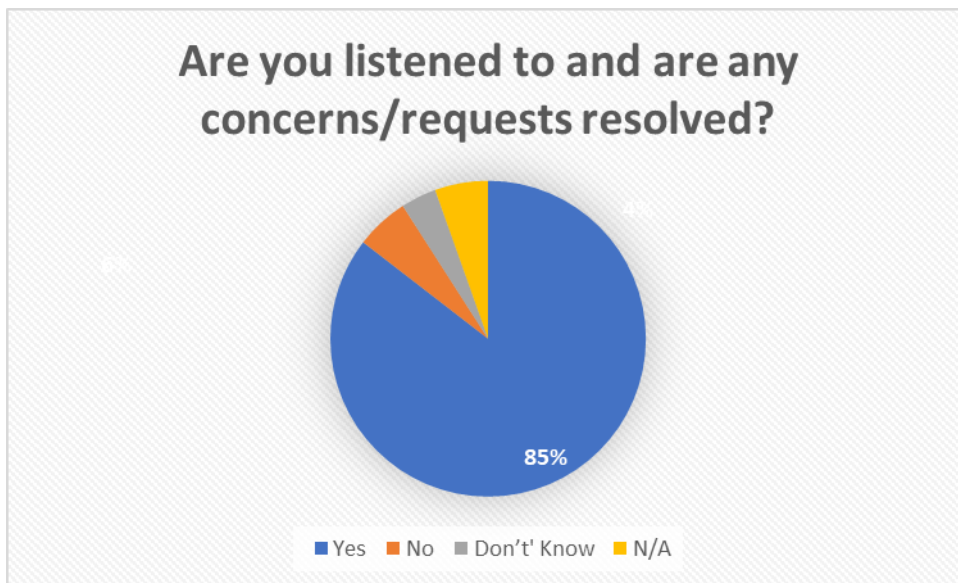
5) Can you easily discuss your care and are your requests responded to?



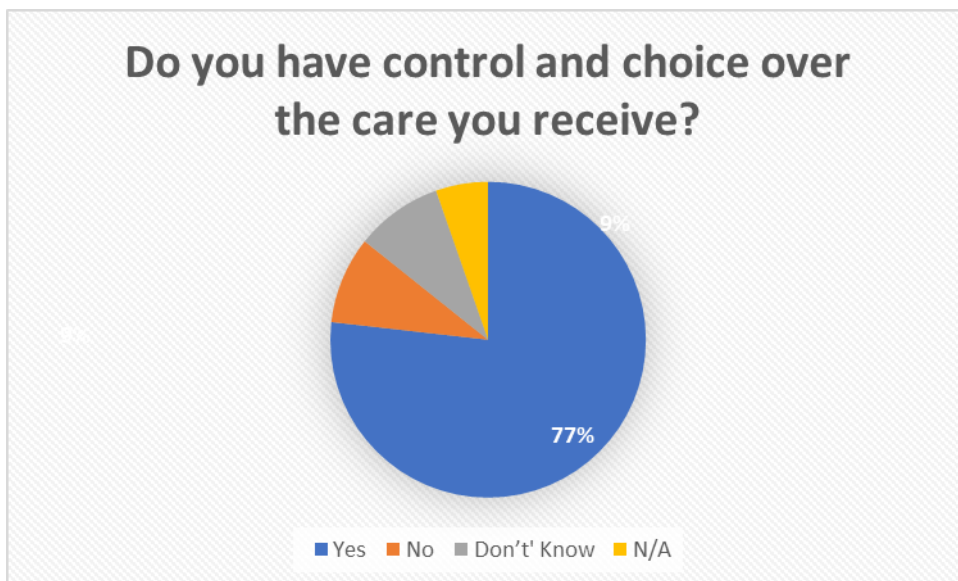
6) Are the people that you want involved in your care and support?



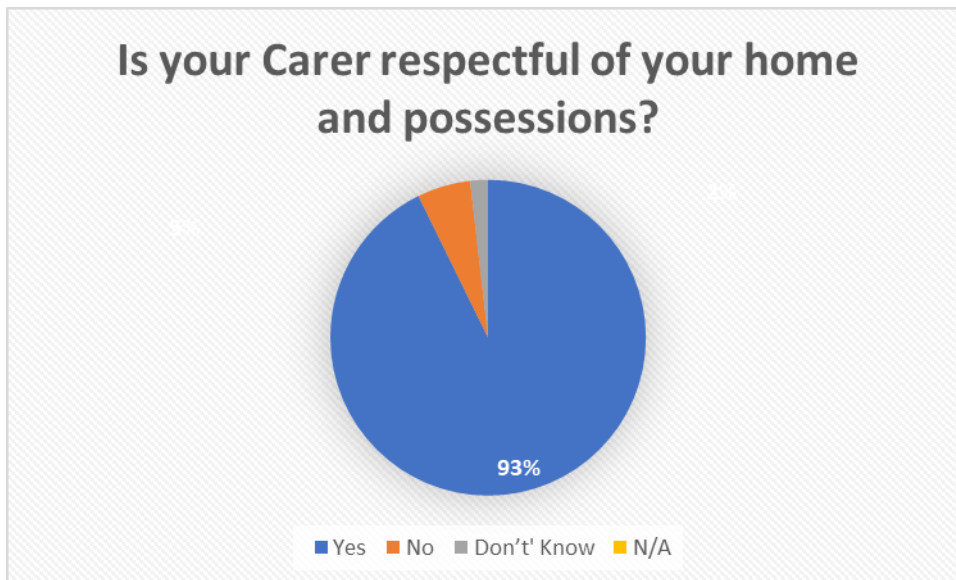
7) Are you listened to and are any concerns/requests resolved?



8) Do you have control and choice over the care you receive?



9) Is your Carer respectful of your home and possessions?



10) Does your Carer behave professionally when interacting with healthcare professionals?



11) Does your Carer behave professionally when interacting with your visitors?

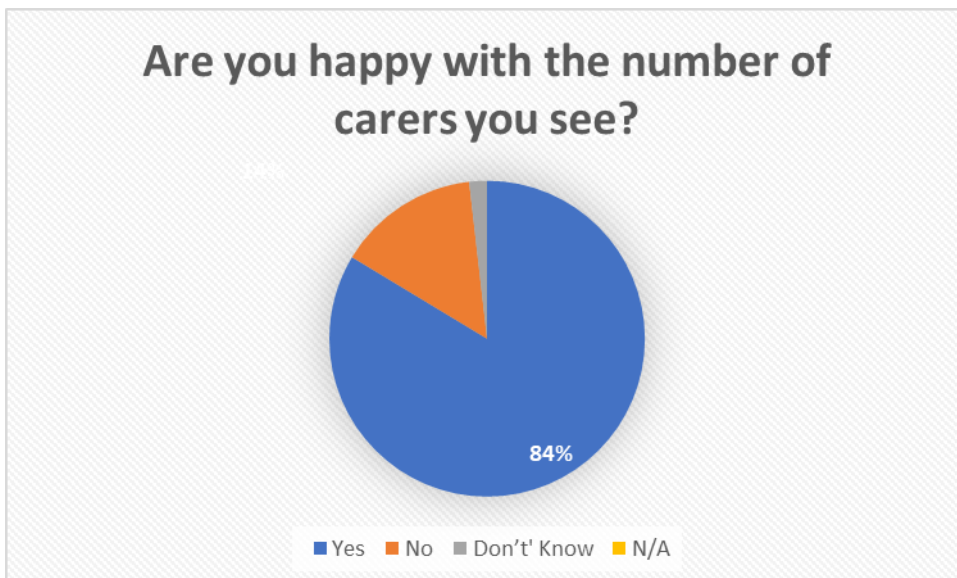


12) Do you feel your Carers are appropriately trained?

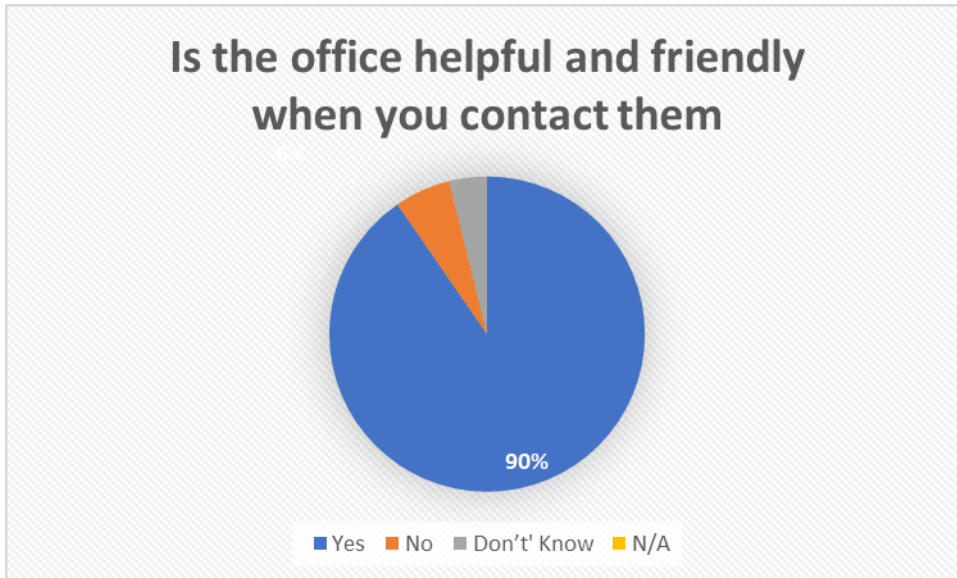




13) Are you happy with the number of carers you see?



14) Is the office helpful and friendly when you contact them



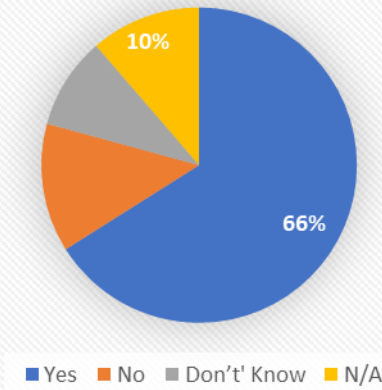
15) Are you able to contact us to discuss any concerns?



16) Do you feel comfortable requesting changes to the service you receive?

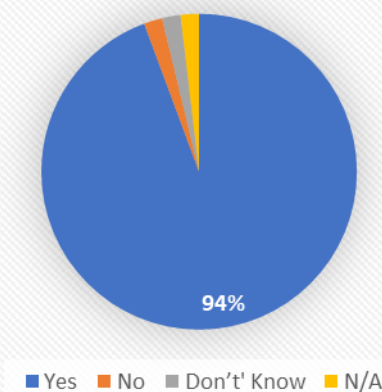


**Do you feel comfortable requesting changes to the service you receive?**



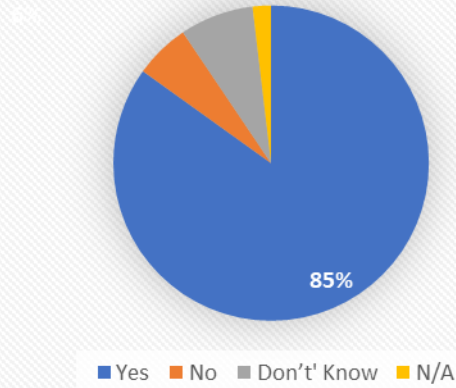
17) Does the care you receive help you maintain your independence?

**Does the care you receive help you maintain your independence?**



18) Do you feel the care you receive has improved the quality of your life?

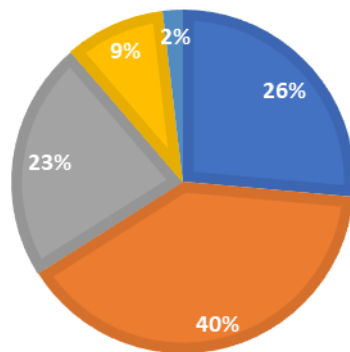
### Do you feel the care you receive has improved the quality of your life?



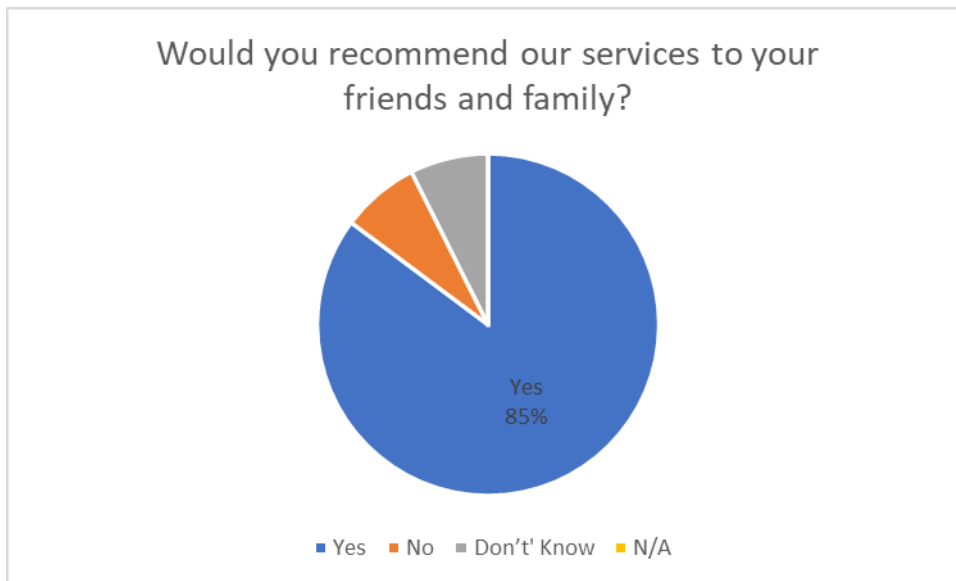
19) Are you satisfied with the care you are receiving from Novus Care?

### ARE YOU SATISFIED WITH THE CARE YOU ARE RECEIVING FROM NOVUS CARE?

■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Poor ■ Very Poor



20) Would you recommend our services to your friends and family?



### What our customers say...

*"We have only been with Novus for a few weeks after being with another care company and can honestly say my mums experience so far has been excellent, a couple of teething problems at the beginning were sorted out quickly and efficiently by the office staff. The girls who come into my mum are very caring and go above and beyond to make her feel respected and cared for and nothing seems too much."*

*"I am very pleased with the care and attention that my mother receives from her live in carer provided by Novus. They have developed a good relationship and get on well."*

*"Novus Care have helped look after my dad for the past four years. The carer staff have always been kind, patient and professional with him. The team in the office are lovely, and so helpful. They've never let me down and been there when I've needed them most. I can thoroughly recommend their care."*

*"Novus Care have been absolutely fantastic in helping me through a very difficult time with my wife. Right from the first meeting the staff were friendly, understanding and so helpful. They made me feel human again!!*

*The carers are brilliant, kind, and thoughtful. Nothing is too much trouble. I am so pleased that my wife is being cared for by such thoroughly nice people. I feel secure in the knowledge that she is in good hands. And whats more - Novus are looking after me too!! Thank you all very much."*

*"Morning*

*I just wanted to let you know that Bridget has been here this morning and I have to say she has been*

*impeccable. She completed all Tina's care needs and applied all her creams correctly x Bridget asked Tina if she wanted her hair washed which Bridget did and then went on to dry Tina's hair. This made Tina feel good which is good. I have to say Bridget is a really good carer in every sense of the word and wanted you to know that. Thank you Bridget from both myself and Tina."*

*"Novus Care offer great services and really helped my granddad when we were struggling. They helped us get back on our feet so would really recommend. The office team were super supportive and helpful. Thank you for your help."*

*"My father-in-law is being looked after by Novus care everyday in his own home. They really care and do far more than just applying his compression stockings each day for example checking his fridge for anything out of date.*

*This is definitely the best care company. Thank you Novus care"*

*"After experiencing other agencies since November last year, I can honestly say that Novus are incredible. Efficient, professional, their care workers are lovely lovely people. Every single one that's come to my house has been off the chart in terms of care and compassion."*

*"Always professional and provide great service. Couldn't be happier with the care they have provided."*

*"Novus have been helping to look after my dad following a hip and shoulder fracture. The carers have been professional, friendly and attentive."*

*"Novus look after my 89 year old mum and have done for about 4 years now. I CANNOT say enough about these people. They are loving and caring and give the very best personal care to her. Not just medical care but the kind of personal care a family member would offer. They are diligent and conscientious in their employed duties, but their efforts and care in giving my mum a fulfilled life is so far above and beyond, it fills my heart. I don't live locally, and their communication is phenomenal. I trust each and every carer as if they were family. Like I said, I can't say enough."*

*"Novus Care, Watford, were fantastic in helping us care for my mother-in-law. Their prices were very reasonable and they were very generous in their response to the only query we had on one of their invoices. The staff were excellent and dealt sympathetically with Fran no matter how challenging her behaviour became at times. We were also very pleased that they ALWAYS covered every shift that we booked, irrespective of any staff absences."*

*"I cannot thank the staff and carers enough for everything they have done to make my mums life as comfortable as possible over the last few years and for taking a lot of the pressure off myself and my sister. They really do go above and beyond. Enormous thanks!"*