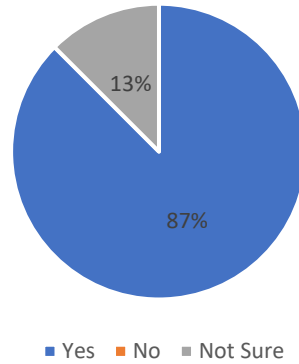
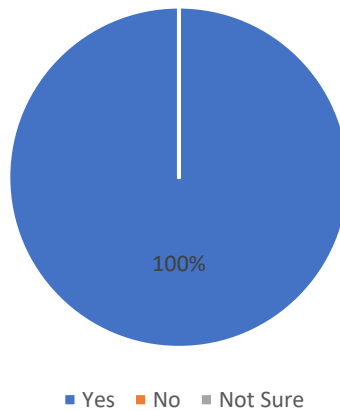


# Client Satisfaction Survey Results 2025

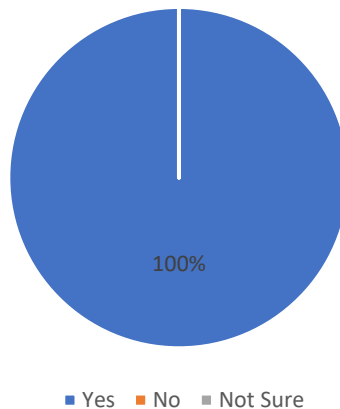
1. Do you understand the outcomes within your Care and Support Plan and feel that your Carer helps you achieve these?



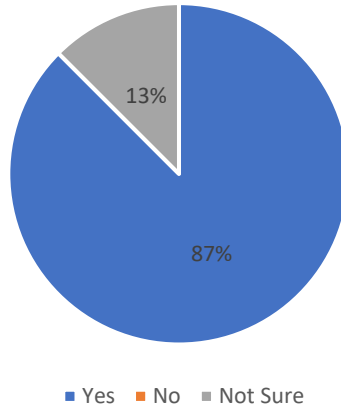
2. Are you treated with dignity and respect by your Carer?



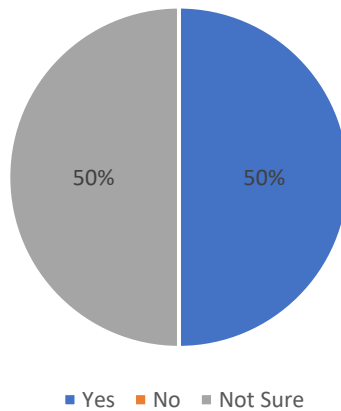
3. Do you feel comfortable and safe with your Carer(s)?



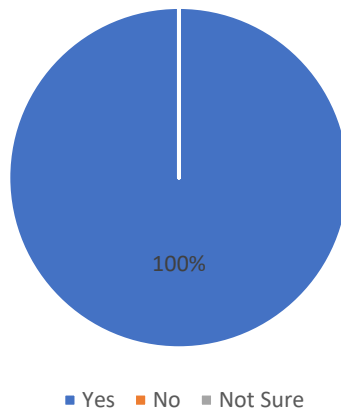
4. Does your Carer(s) respect your opinions and views when it comes to your care?



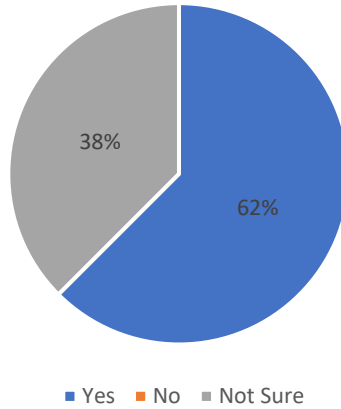
5. Can you easily discuss your care with Novus Care and are your requests responded to?



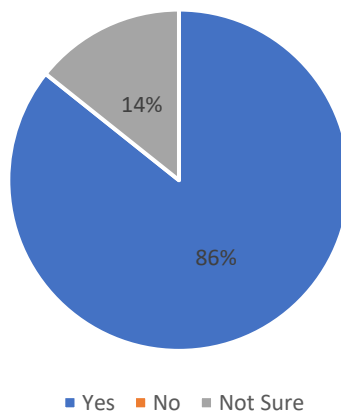
6. Are the people that you want involved in your care and support adequately involved?



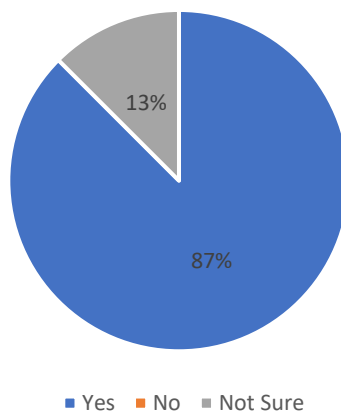
7. Are you listened to and are any concerns/requests resolved?



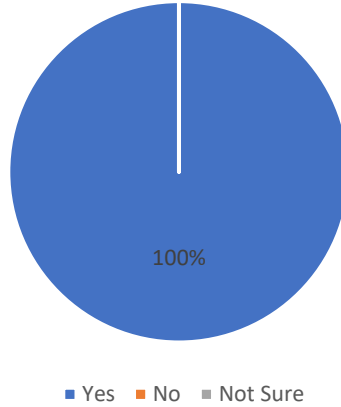
8. Do you feel you have control and choice over the care you receive?



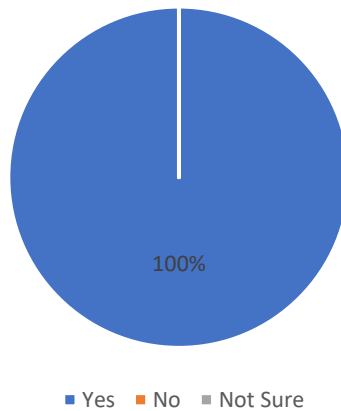
9. Is your Carer respectful of your home and possessions?



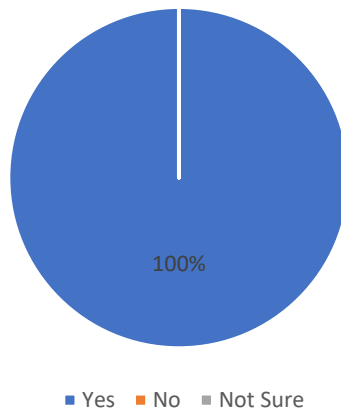
10. Does your Carer behave professionally when interacting with healthcare professionals?



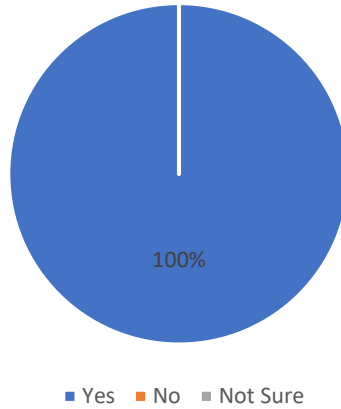
11. Does your Carer behave professionally when interacting with your visitors?



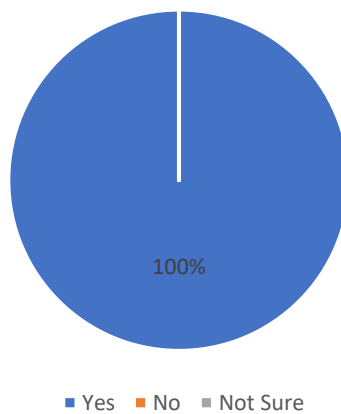
12. Do you feel your Carers are appropriately trained?



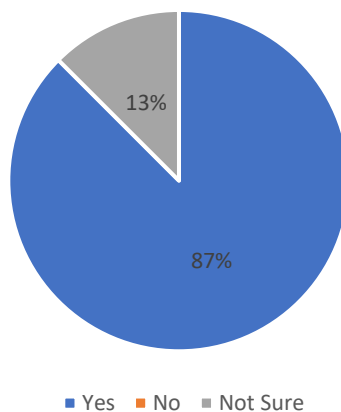
13. Are you happy with the number of carers you see?



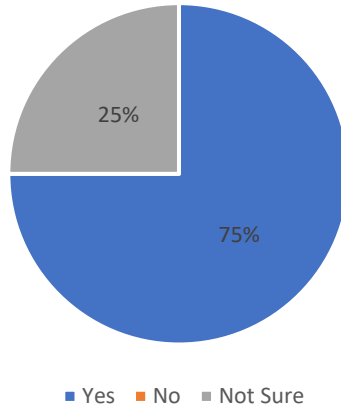
14. Are our office staff helpful and friendly when you contact them?



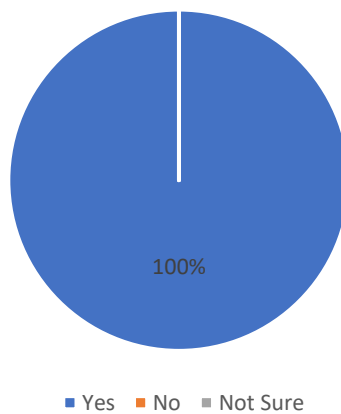
15. Are you able to contact the office to discuss any concerns?



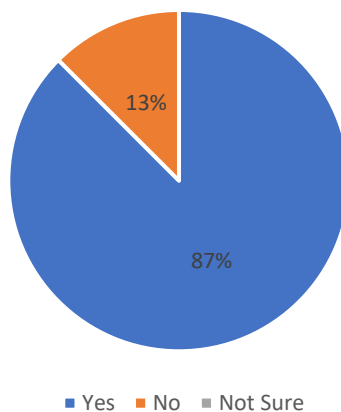
16. Do you feel comfortable requesting changes to the service you receive?



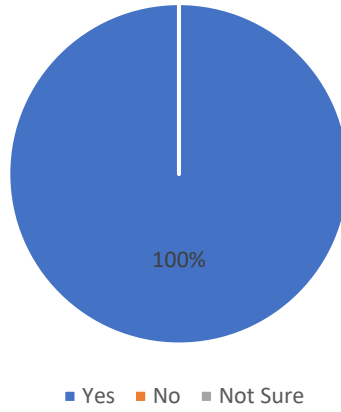
17. Does the care you receive help you maintain your independence?



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



19. Overall are you satisfied with the care you are receiving from Novus Care?



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

