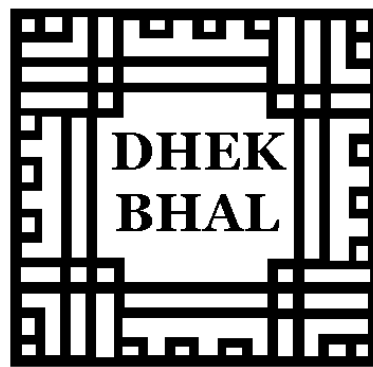


Quality Assurance Report on Dhek Bhal Services 20 February 2017



**Report based on data collected by: Independent
UWE Physiotherapy Students
as part of their Widening Opportunities Week
Activities**



University of the
West of England

Quality Assurance Report on Dhek Bhal Services

This report was produced as part of an Annual Quality Assurance Evaluation of the services provided by Dhek Bhal to assist in the continuous improvement of the services provided.

The majority of the data for this report and the report itself were produced by a group of 12 independent UWE students who were invited on 20 February 2017 to carry out this exercise as part of their Widening Opportunities Week activities which are organised by the University of West of England to enable them to go to many different organisations in the community within a 2 week period in February and learn about the services and work being done in the community to help enrich their learning experience and learn new skills.

A fair method was followed to record the responses.

Those service users who receive Domiciliary Care/Sitting Service and members of the Mens Daycentre were sent the forms to complete and return in 'Private and Confidential' envelopes.

Others who are mobile were invited to the centre to complete their forms with the students. Language Support was offered.

All the forms received before 20 February 2017 were given to the students for them to compile the data charts below.

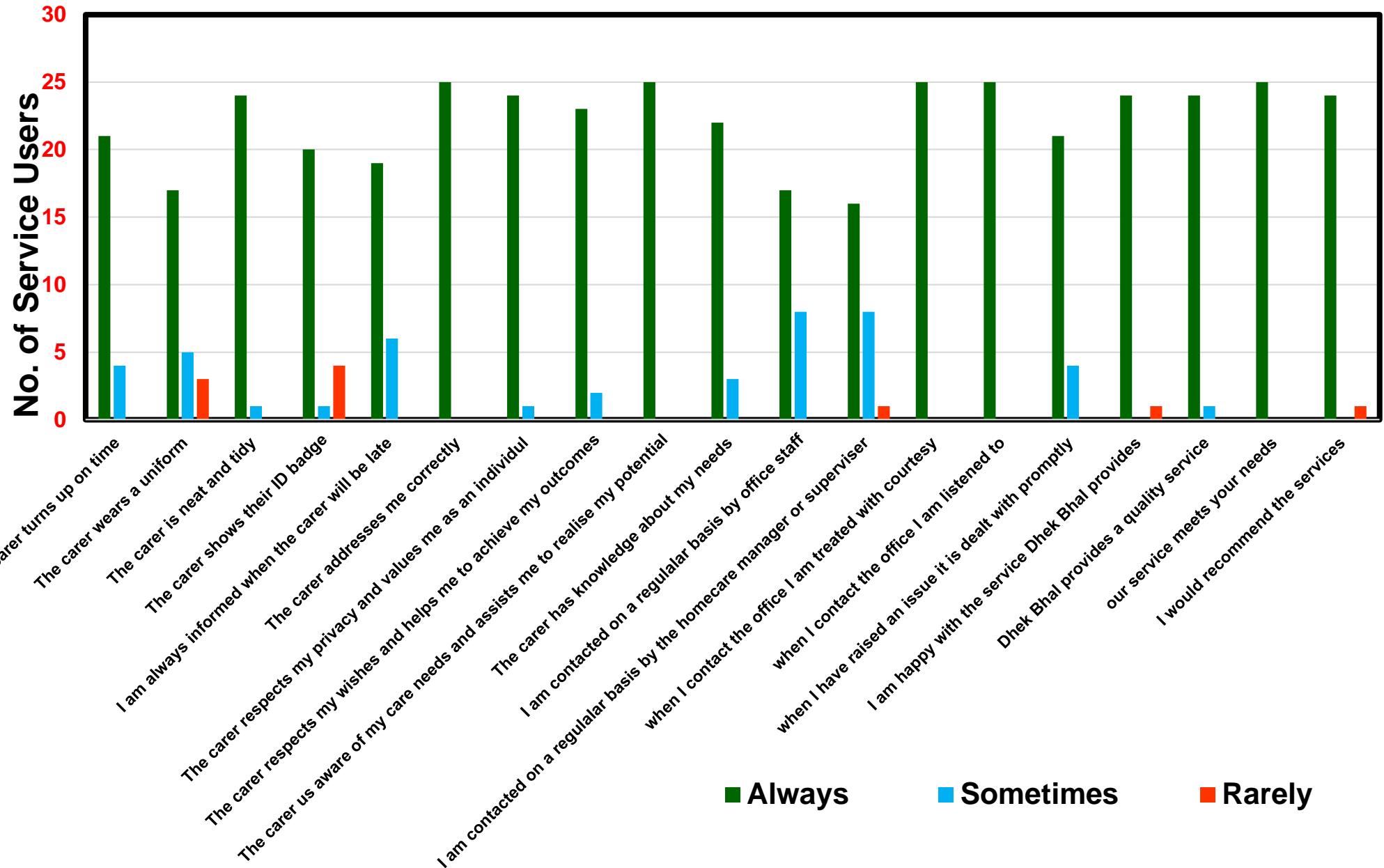
Overall, the service users were very happy with both services and appreciated being asked for their views and were candid about any issues they had. Confidentiality and anonymity have been taken care of at each stage by not including any names in the report.

This report is made for Dhek Bhal and the researchers have no rights to access the data for their personal use.

The service users completing the questionnaires during a one-to-one conversation allowed them to talk about their care and support which they receive from Dhek Bhal. It was noted that many service users found the process of talking reflectively about the services cathartic and make them feel reassured that they were being listened to.

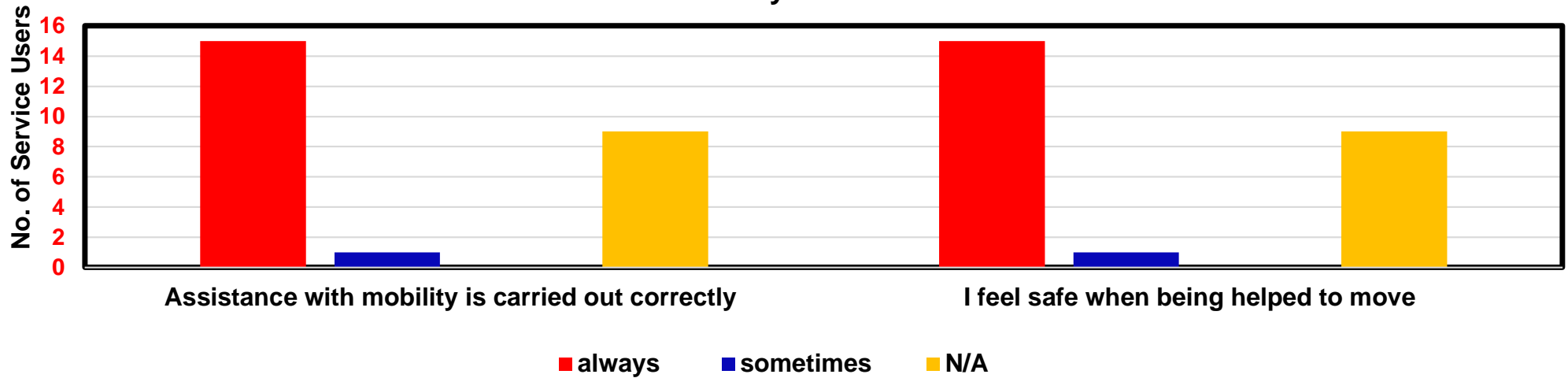
Domiciliary Care/ Sitting Service Survey Results

Care Staff and Care Monitoring Questions



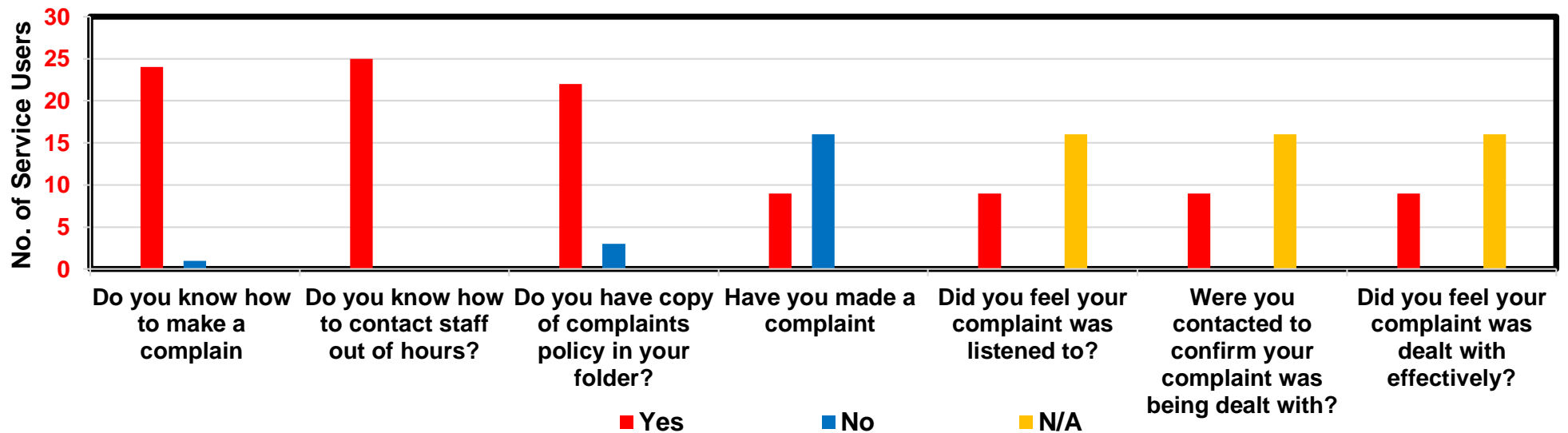
Domiciliary Care/ Sitting Service Survey Results

Mobility Questions



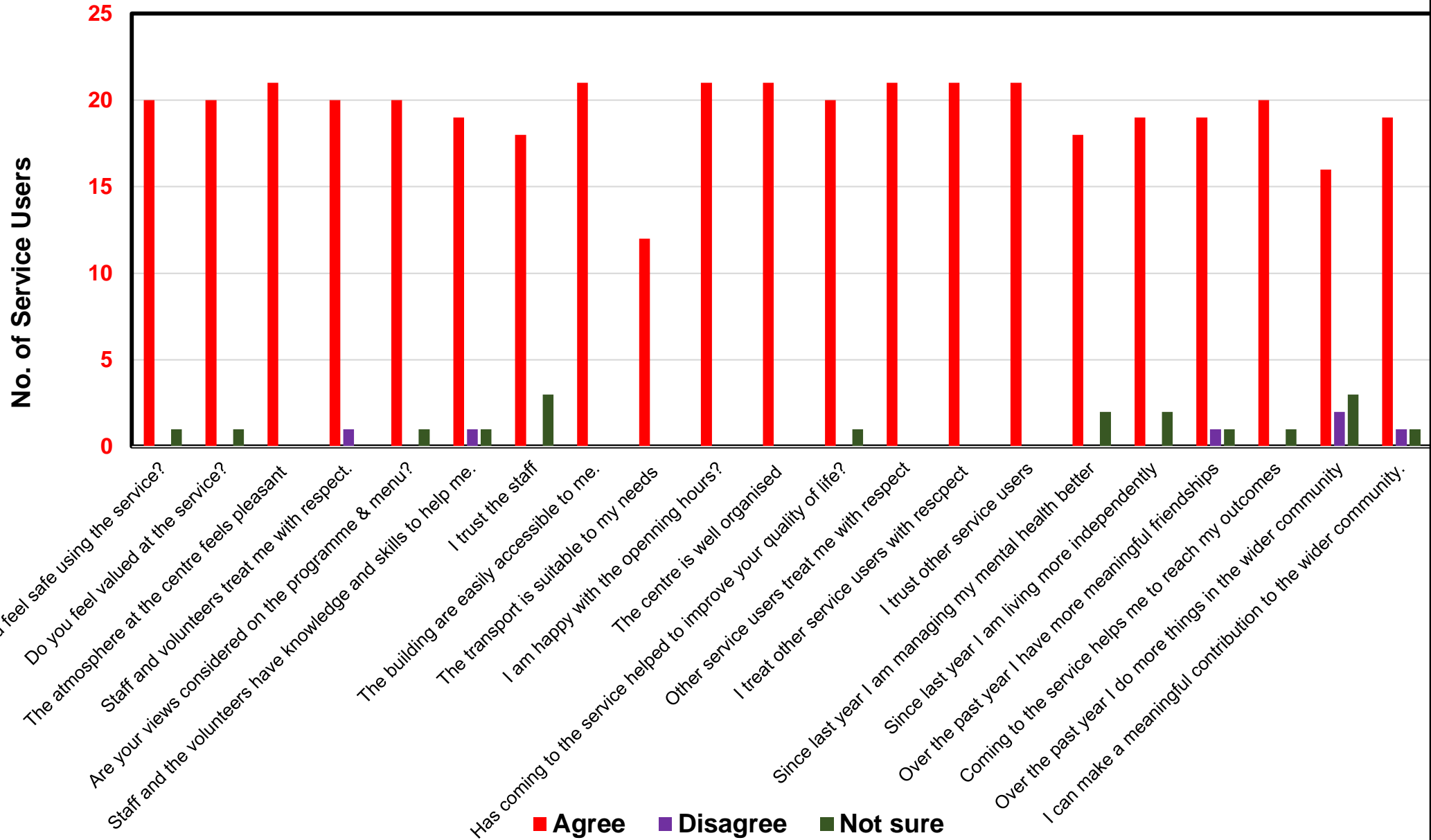
DOMICILIARY CARE/ SITTING SERVICE SURVEY RESULTS

COMPLAINTS QUESTIONS



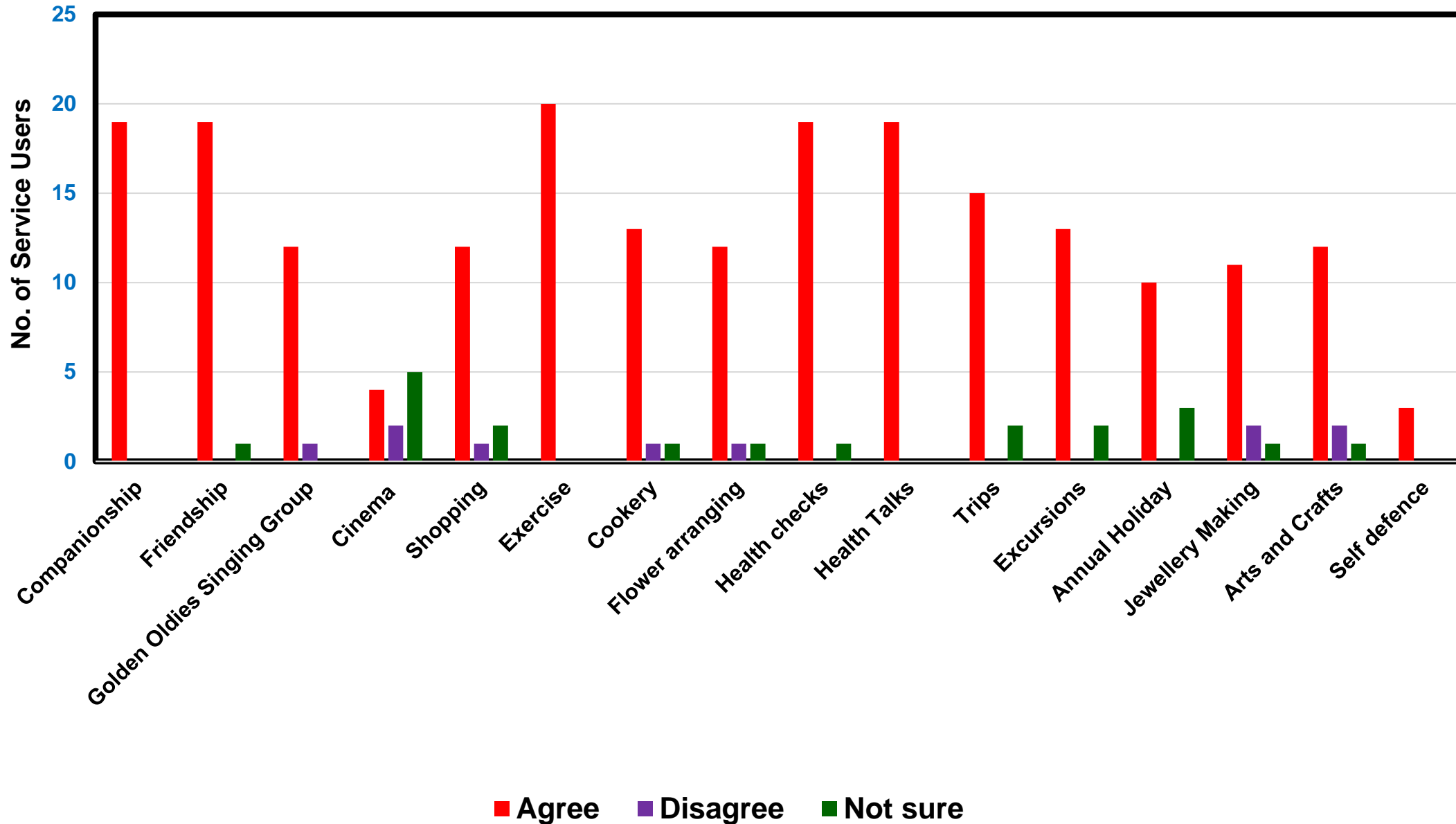
Men and Women Daycentre Services Survey Results

Health and Wellbeing



Men and Women Daycentre Services Survey Results

What Activities do you enjoy most?



Quotes

I would like to see the staff come and leave on time. I would like to see an improvement in their cleaning skills.

Dhek Bhal look after me. I feel very happy with them.

I am very happy with my care worker who helps me with my daily routine. Care worker helps me with my English class.

Like going out and about. Feel confident in community groups because of exercise and friendships. Maintains independence. Like exercising. Like to meet friends at the centre.

Dhek Bhal offers advocacy support when we require. Talking on my behalf

The manager listens to me and addresses my issue effectively. However, there is a care worker who I feel requires some communication training. Overall I am happy with the service.

Dhek Bhal is better than other Care Services.

Acupuncture is very helpful and eases a lot of my pain.

I recommended my friend to the daycentre and he enjoys attending. Is able to contribute a lot to the service.

Very happy with the service. A lot of people living longer will need this specialist support.

Dhek Bhal provide us a very good service but I would like office staff to have more contact with us. Very happy with the carer.

I am very happy with the service provided by Dhek Bhal.

Daycentre very helpful and supportive.

I have regained confidence with improved mental health by attending elderly men's

Medical/health advice much appreciated. Other service users feel like family. Would like extra 'women only' days during the week.

Special appreciation to cooking staff, they are very kind. Great learning opportunity from the other service users. Dhek Bhal has opened up the community to me.

Would like to have Zehra to visit once a while to have social conversation and to offer company. Feel lonely. Would like all care workers to smile and be patient with me as I am in lots of pain, tired and feel like I have no energy.

Quotes

Overall very pleased with the service. Excellent team of carers – All caring and go the extra mile. Thank you and well done.

Very happy with the care worker.

Enjoy service, able to converse with peer groups.

Helped me and my husband a lot.

Would like care worker to give insulin to my mother in law so that I can have break.

Dhek Bhal service has been most beneficial to me as a carer – am able to have a break to do some shopping, visit friends/family, social outings. Dhek Bhal has helped in advocating for me to get 24 hours care from my husband. When I visited my mum who was critically ill. Very pleased. Cannot do without the support.

Advocacy support – Much appreciated. Zehra provides support to me as a carer when I need to discuss any issues pertaining to my mother's care.

When the managers visit, I feel happy. I am able to speak with them openly about concerns I have. I feel lonely and request Zehra to find volunteers who can visit me at the weekend if possible. Can I call Dhek Bhal if I am in an emergency?

Dhek Bhal provides information on health to help stimulate wellbeing.

We are very happy with the service. When I was taken ill, Dhek Bhal gave me some extra support, which made a difference. They help with advocacy, treats me with respect and are like family but professional. I feel Zehra listens to me and understands my needs. I trust her with all my problems. She is caring. I would recommend Dhek Bhal to my community. Thank you Dhek Bhal.

The manager visits me regularly and I feel I can complain to her and she listens. She checks the folder in my home and explains it to me. I am feeling lonely and would like the manager to come to my house more often. She discussed volunteering – I am happy to have this service.

Overall very pleased with the service. Excellent team of carers – All caring and go the extra mile. Thank you and well done.

Escorting- the minibus door very heavy. Needs sorting out. Women's daycentre should be open for 3 days instead of 2.

Everything is good. Care worker makes breakfast and sits down with me. Except, I have to remind care workers which work they have to do and this annoys me.

Thank you for making my life better – emotionally, physically and mentally.