

Results

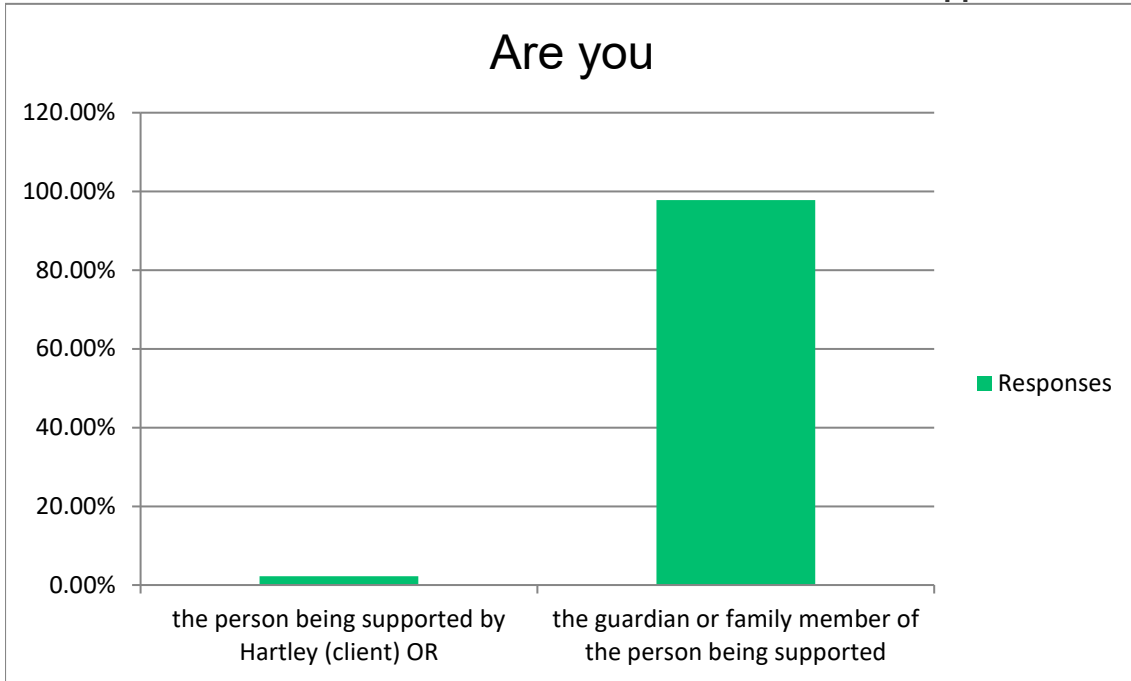
Hartley Lifecare 2023 Client and Family Survey



Client/Guardian Feedback Survey 2023

Are you

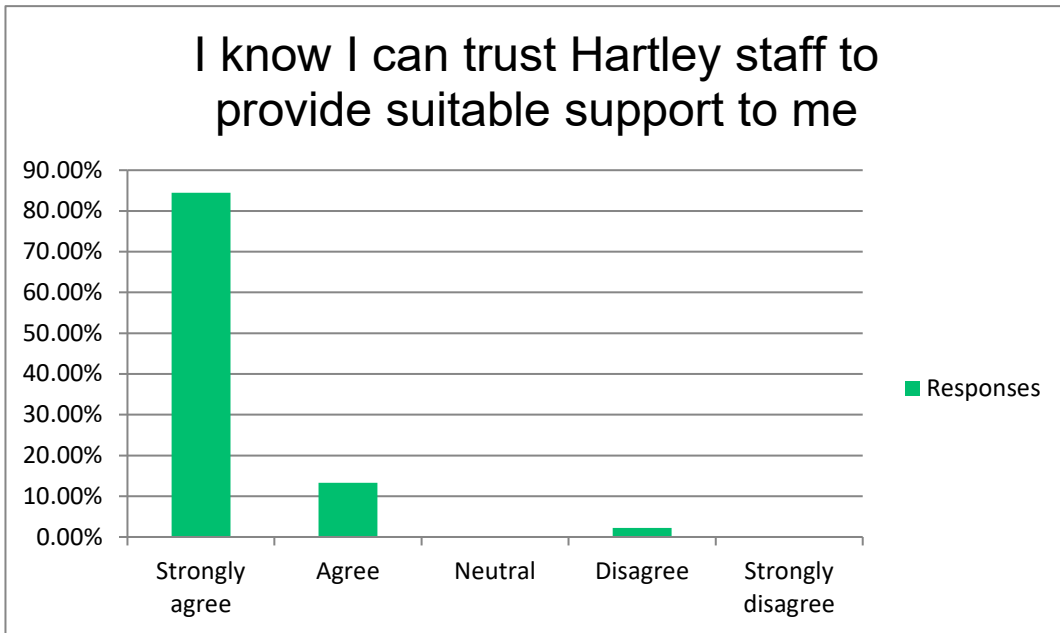
Answer Choices	Responses	
the person being supported by Hartley (client) OR	2.22%	1
the guardian or family member of the person being supported	97.78%	44
	Answered	45
	Skipped	0



Client/Guardian Feedback Survey 2023

I know I can trust Hartley staff to provide suitable support to me

Answer Choices	Responses	
Strongly agree	84.44%	38
Agree	13.33%	6
Neutral	0.00%	0
Disagree	2.22%	1
Strongly disagree	0.00%	0
Answered		45
Skipped		0

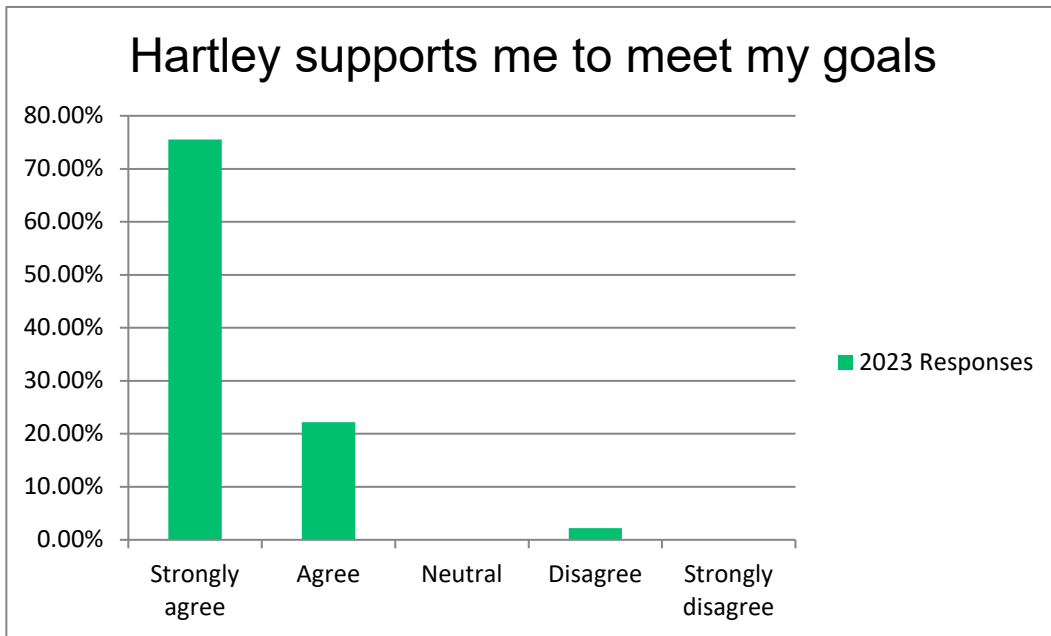


2022 report	
80.00%	12
13.33%	2
6.67%	1
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley supports me to meet my goals

Answer Choices	2023 Responses	
Strongly agree	75.56%	34
Agree	22.22%	10
Neutral	0.00%	0
Disagree	2.22%	1
Strongly disagree	0.00%	0
Answered		45
Skipped		0

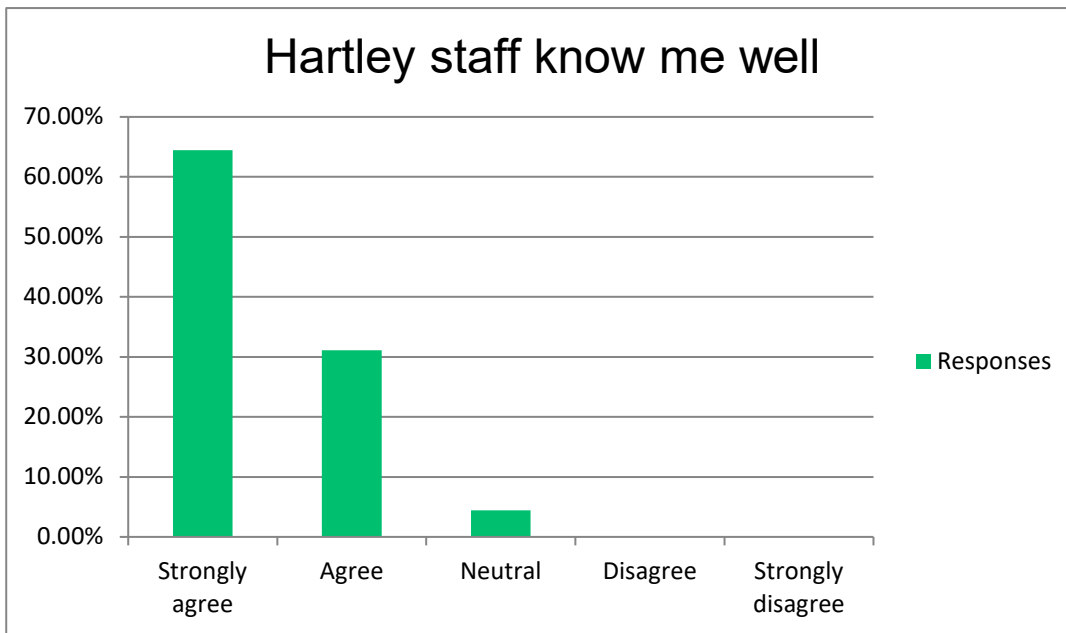


2022 responses	
60.00%	9
26.67%	4
13.33%	2
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley staff know me well

Answer Choices	Responses	
Strongly agree	64.44%	29
Agree	31.11%	14
Neutral	4.44%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered	45	
Skipped	0	

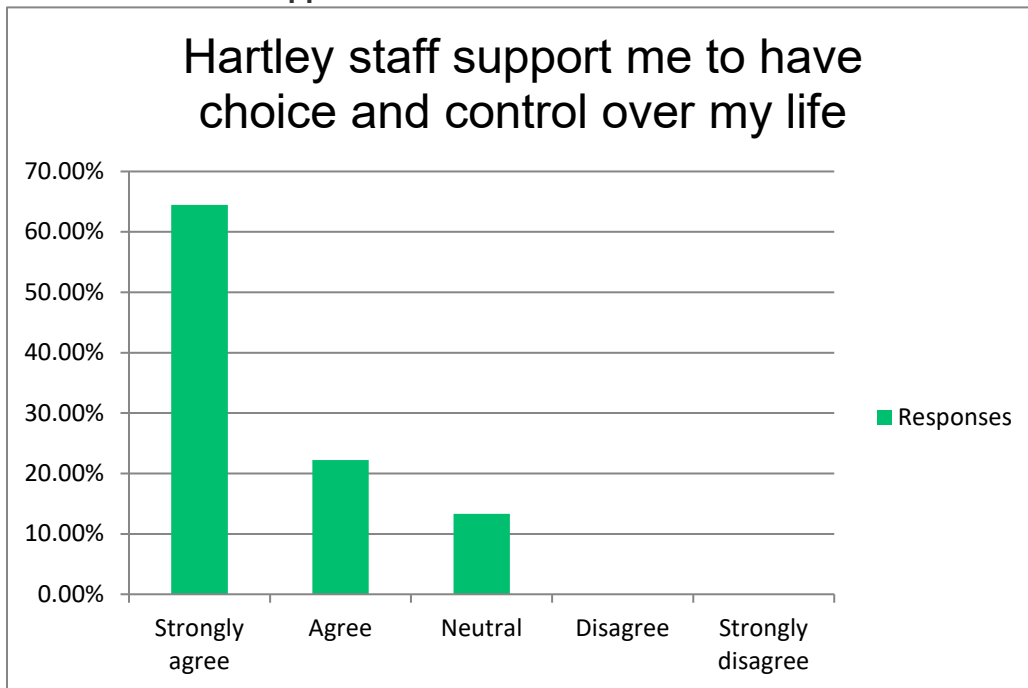


2022 report	
60.00%	9
40.00%	6
0.00%	0
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley staff support me to have choice and control over my life

Answer Choices	Responses	
Strongly agree	64.44%	29
Agree	22.22%	10
Neutral	13.33%	6
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered		45
Skipped		0

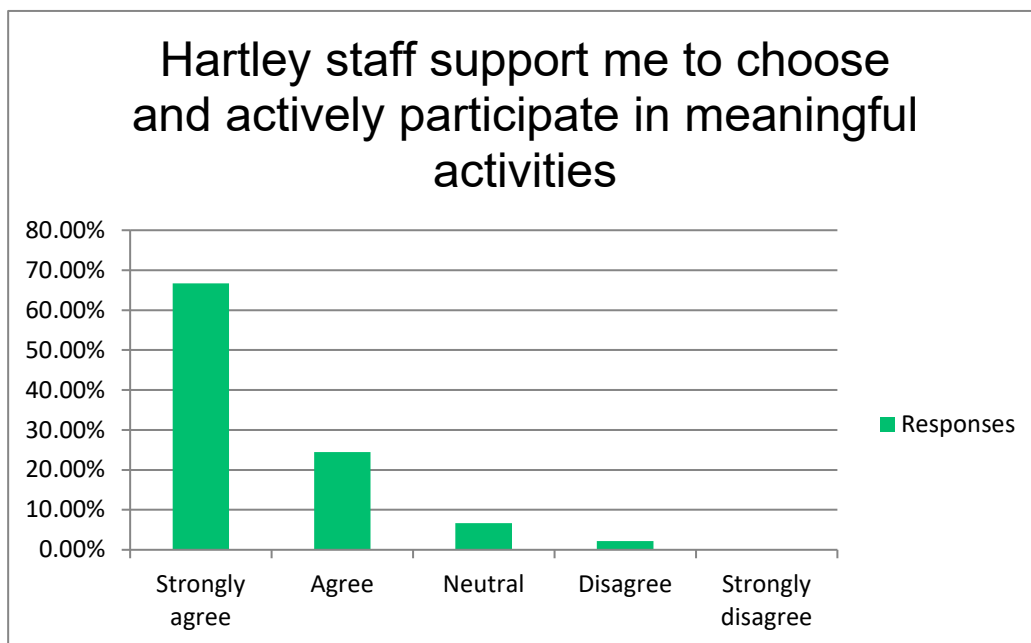


2022 report	
46.67%	7
33.33%	5
20.00%	3
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley staff support me to choose and actively participate in meaningful activities

Answer Choices	Responses	
Strongly agree	66.67%	30
Agree	24.44%	11
Neutral	6.67%	3
Disagree	2.22%	1
Strongly disagree	0.00%	0
Answered		45
Skipped		0

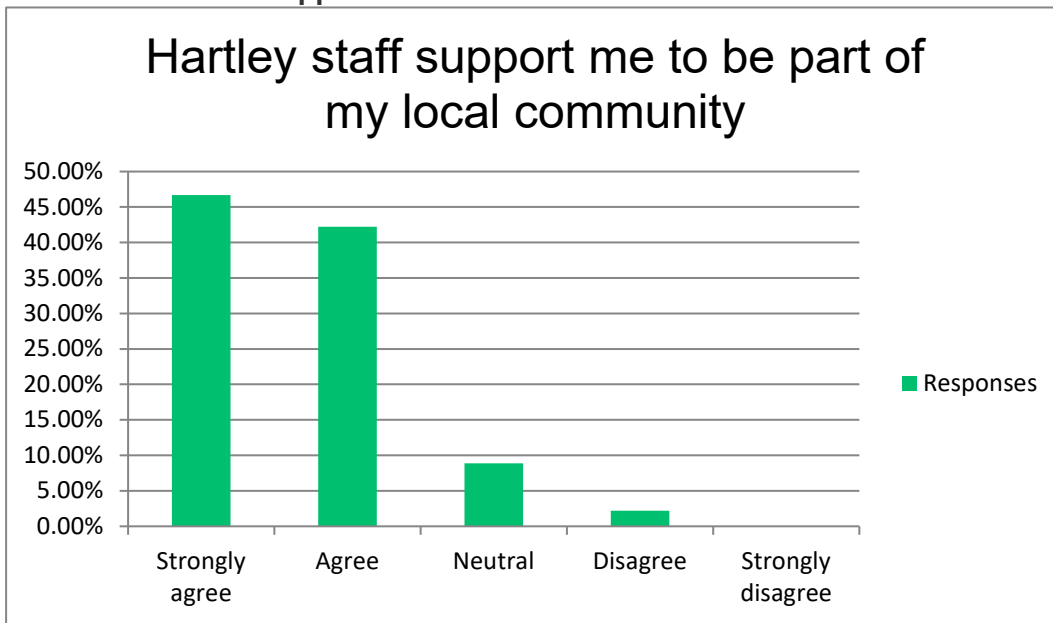


2022 report	
60.00%	9
26.67%	4
13.33%	2
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley staff support me to be part of my local community

Answer Choices	Responses	
Strongly agree	46.67%	21
Agree	42.22%	19
Neutral	8.89%	4
Disagree	2.22%	1
Strongly disagree	0.00%	0
Answered		45
Skipped		0

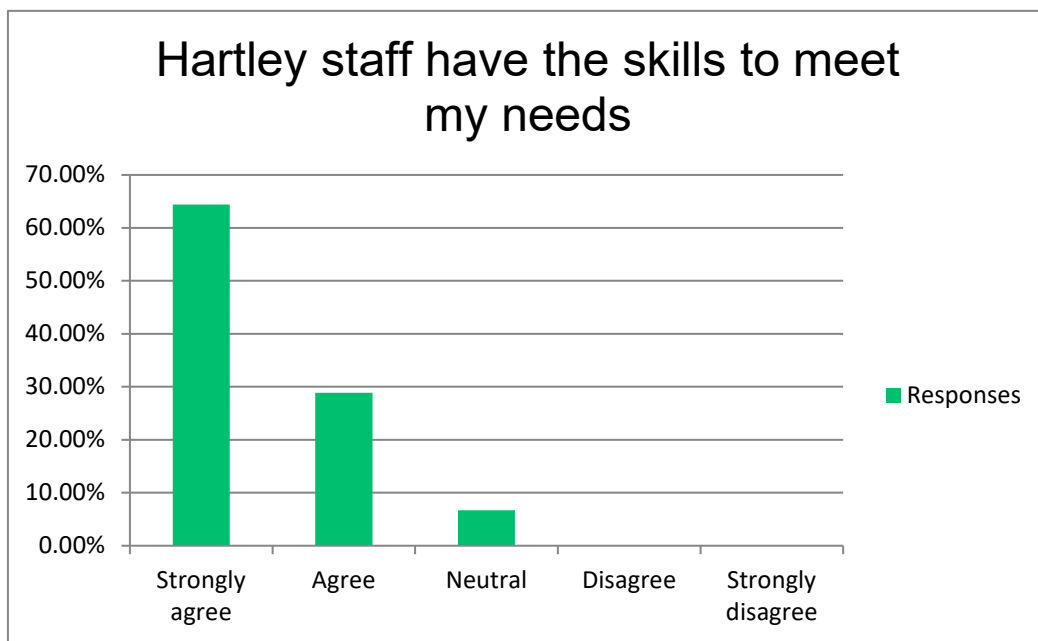


2022 report	
20.00%	3
53.33%	8
26.67%	4
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley staff have the skills to meet my needs

Answer Choices	Responses	
Strongly agree	64.44%	29
Agree	28.89%	13
Neutral	6.67%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Other (please specify)		2
Answered		45
Skipped		0

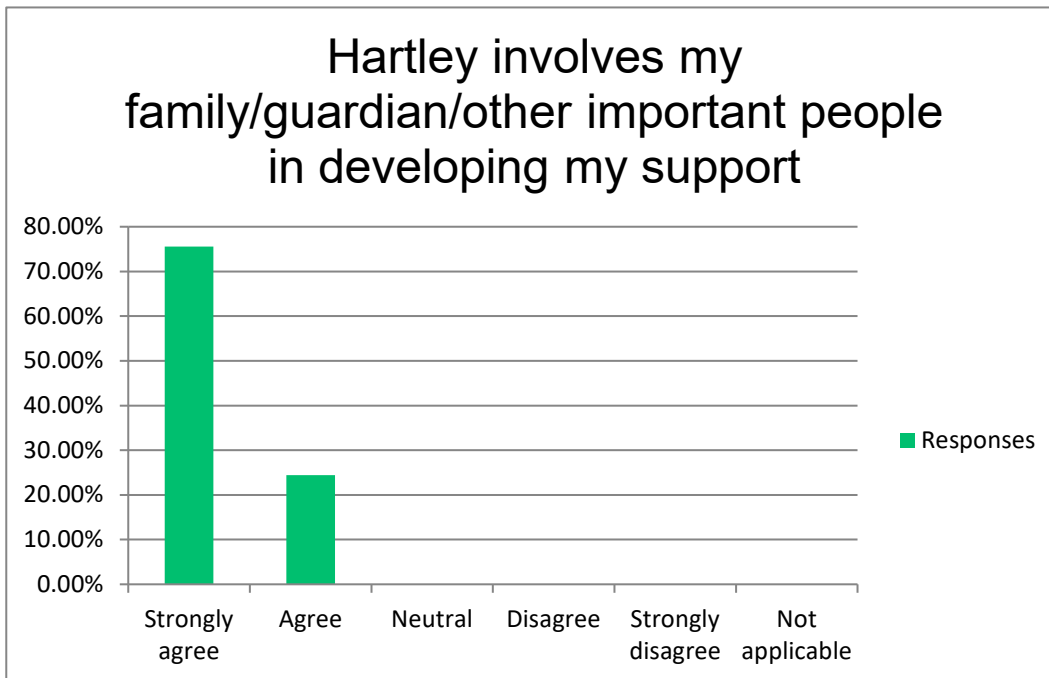


2022 report	
53.33%	8
40.00%	6
6.67%	1
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley involves my family/guardian/other important people in developing my support

Answer Choices	Responses	
Strongly agree	75.56%	34
Agree	24.44%	11
Neutral	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
Not applicable	0.00%	0
Answered		45
Skipped		0

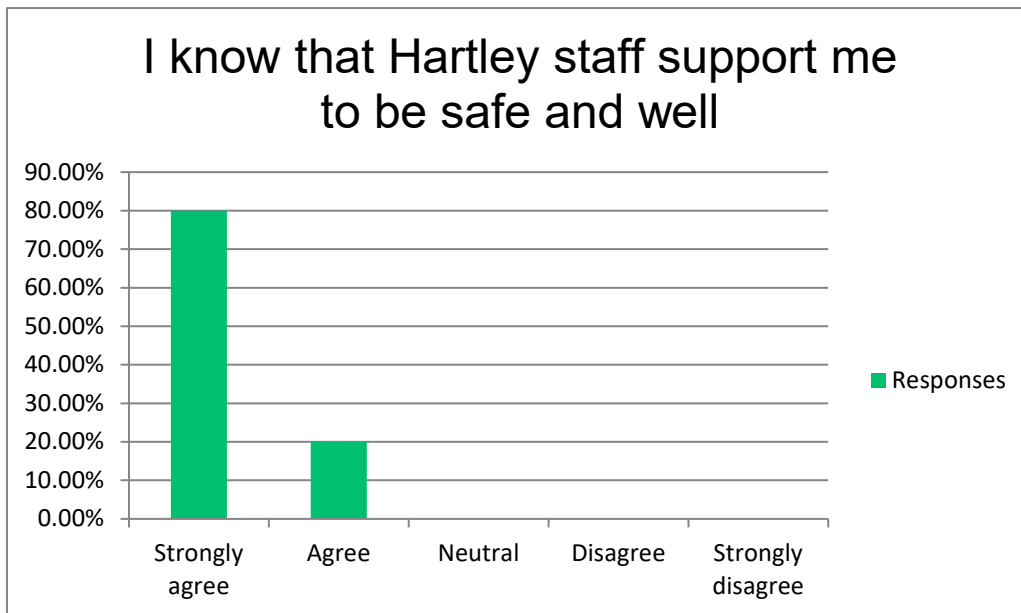


2022 report	
53.33%	8
26.67%	4
20.00%	3
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

I know that Hartley staff support me to be safe and well

Answer Choices	Responses	
Strongly agree	80.00%	36
Agree	20.00%	9
Neutral	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered		45
Skipped		0

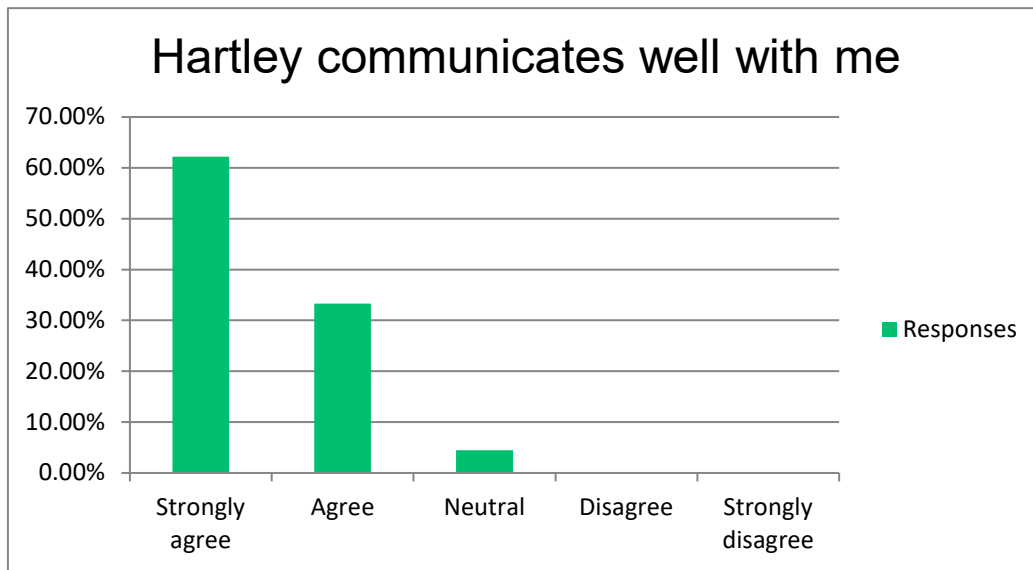


2022 report	
60.00%	9
33.33%	5
6.67%	1
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley communicates well with me

Answer Choices	Responses	
Strongly agree	62.22%	28
Agree	33.33%	15
Neutral	4.44%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered		45
Skipped		0

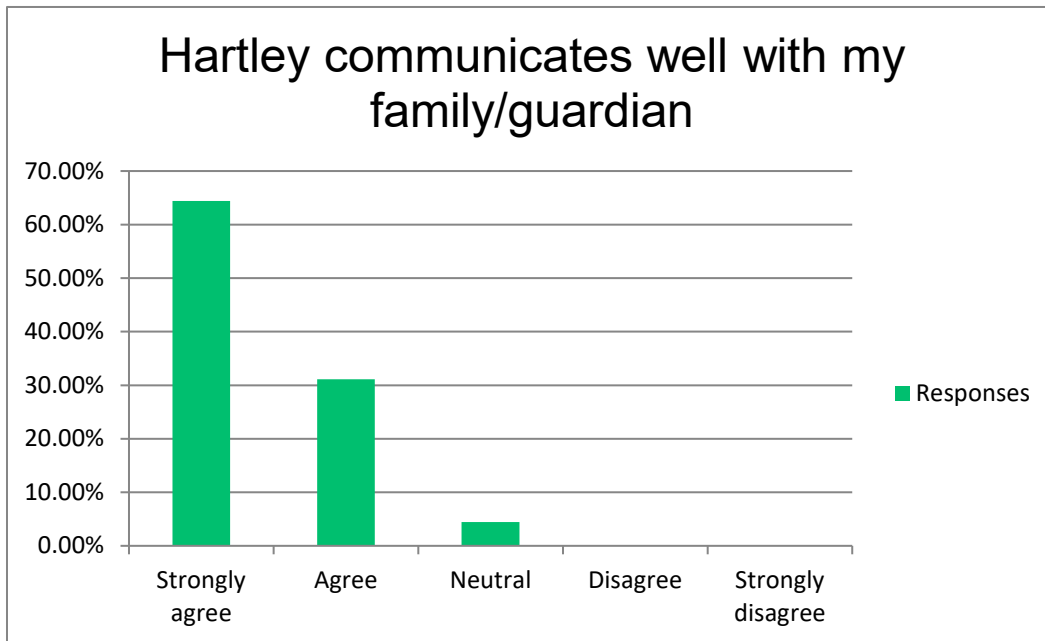


2022 report	
53.33%	8
40.00%	6
6.67%	1
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Hartley communicates well with my family/guardian

Answer Choices	Responses	
Strongly agree	64.44%	29
Agree	31.11%	14
Neutral	4.44%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered	45	
Skipped	0	

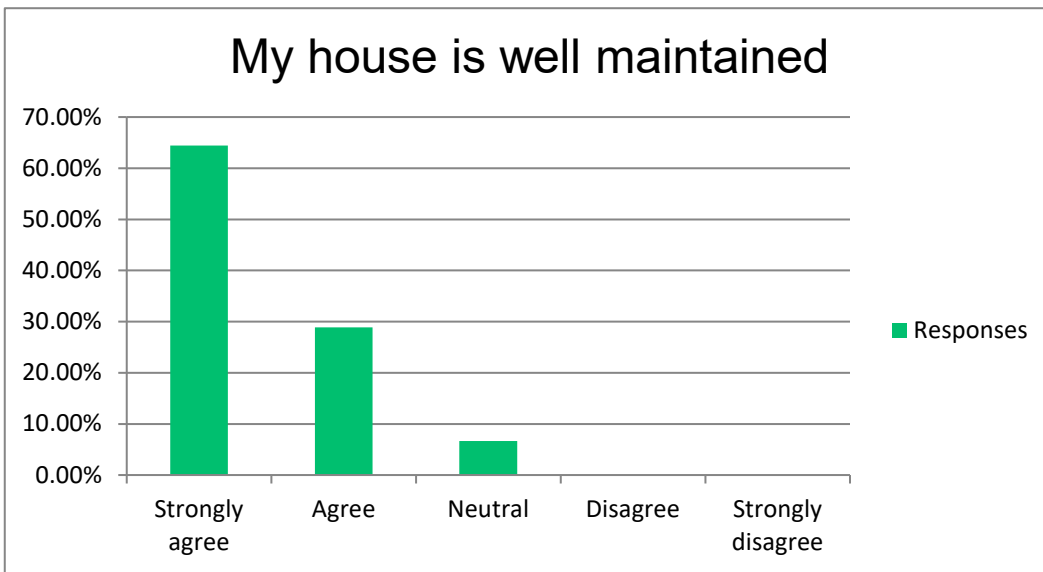


2022 report	
53.33%	8
40.00%	6
6.67%	1
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

My house is well maintained

Answer Choices	Responses	
Strongly agree	64.44%	29
Agree	28.89%	13
Neutral	6.67%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered	45	
Skipped	0	

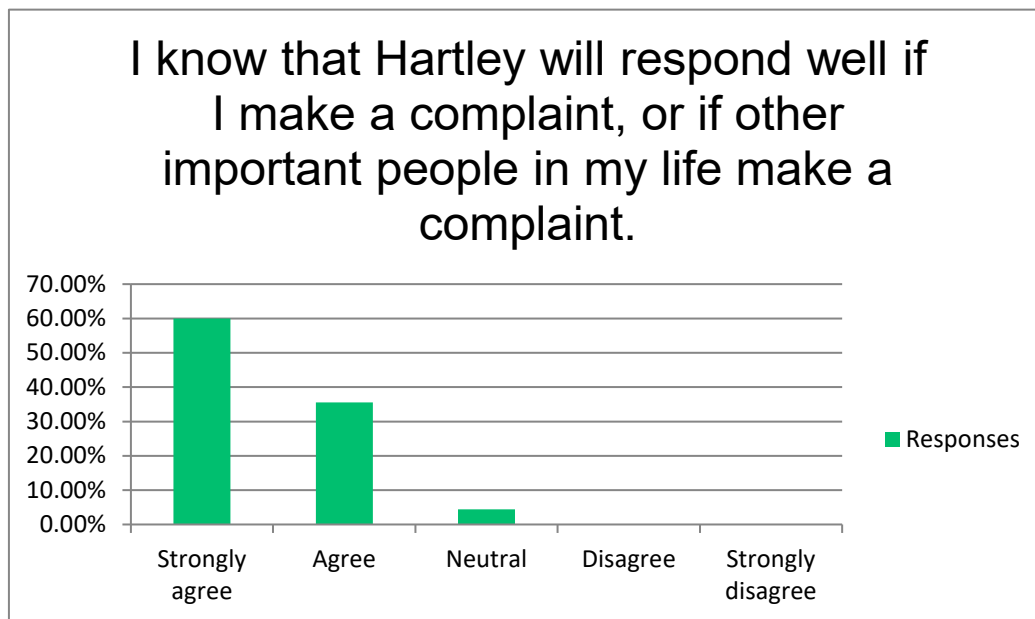


2022 report	
60.00%	9
26.67%	4
6.67%	1
6.67%	1
0.00%	0

Client/Guardian Feedback Survey 2023

I know that Hartley will respond well if I make a complaint, or if other important people in my life make a complaint.

Answer Choices	Responses	
Strongly agree	60.00%	27
Agree	35.56%	16
Neutral	4.44%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
Answered		45
Skipped		0



2022 report	
66.67%	10
26.67%	4
6.67%	1
0.00%	0
0.00%	0

Client/Guardian Feedback Survey 2023

Is there anything else you would like to tell us to help us improve the support provided?

Responses

Have been asking for years - Hartley can do much more to get clients together for regular/weekly activities - sppoort, bbq, outings - great need for socializing and community activites

I am aware that care is taken to have at least one staff with my son - **{name removed}**. It's most important - change does not sit well with him. But overall, my son's home provides WONDERFUL care in what is sometimes a medically challenging situation.

It would be terrific if we could be updated on staff in the house. ho is new and have photos of staff members as it is always lovely to greet the carers by name. Many thanks **{name removed}**

Very satisfied. Able to supply staff for **{name removed}** while she is in hospital. Very grateful as I am 5 1/2 hours away.

I agree that the Hartley staff support me to actively participate in meaningful activites but disagree that there is choice

Our family considers that Wendy Miller and her staff (Sutttor Street) provide an excelent home for our daughter **{name removed}**

It was a bit complicated giving responses because my daughter is currently receiving more support from another agency. The main thing I would like to say in regards to Hartley is that I think it is a wonderful organisation. The people I have been involved with over the years have been excellent. Kathy Mesurier, in particular, is exceptional. I have nothing negative to say about Hartley. I appreciate the reason why another agency was brought on board to assist with my daughter's care. However, I don't feel they have have brought anything extra to the table. It has just made things a little more complicated and I would prefer **{name removed}** to be 100% with Hartley. I feel the other organisation that is involved is lacking in communication. Maybe it is because people are very busy, but I have never felt that way about Hartley. Their communication is excellent. Many thanks for your help.

Hartley does not own this house. Hartley does keep the house clean and tidy. Very Happy with the support provided to my brother.

We are very happy with the services Hartley provide for our daughter.

Thank you for the great job you do

Staff are often touchy about any feedback regarding the meals, leading to a few rows. Indoor house paint is getting shabby. House has been in use for about 20 years. When clients are replaces, it would be good to back to a mixture of the sexes, giving where necessary, options among the company that each person keeps

Our family is extremely happy with the wonderful staff from Hartley, particularly those who have the day-to-day care of our family member. We couldn't ask for anything more to improve the support required.

I have always been more than satisfied with the Hartley support provided for my son, **{name removed}**

I have nothing but praise for the way Hartley cares for my family memeber and involves me in decisions. I feel completely confident in the support - both at the support level and all the office team. I can't thank Hartley enough for all they do!

Hartley Lifecare do an amazing job of supporting my brother. Only recommendation is to keep up the great work you do. Keep training and employ empathetic staff!!

The slightly lower responses for questions 11 & 12 only refer to the odd times when I feel communication has been a bit lacking. Otherwise Hartley rates very highly in my estimation - they are amazing.

No

To communicate esp by email when attending appointments

Cannot be happier with the care provided to my Mum.

Staff respond promptly to any suggestions or requests

Everything's good

WE ARE CONTINUALLY AMAZED BY THE KINDNESS, THOUGHTFUL CARE AND DEDICATION SHOWN BY THE STAFF AT LAMOND PLACE. THE STAFF HAVE INCREDIBLE LEADERSHIP FROM MUHAMMAD SAEED AND ALWAYS BEHAVE SENSITIVELY TO DO EVERYTHING THEY CAN TO PROVIDE OUR LOVED ONES WITH AN INTERESTING AND ENJOYABLE LIFE. WE ARE HUGELY GRATEFUL TO ALL OF THEM.

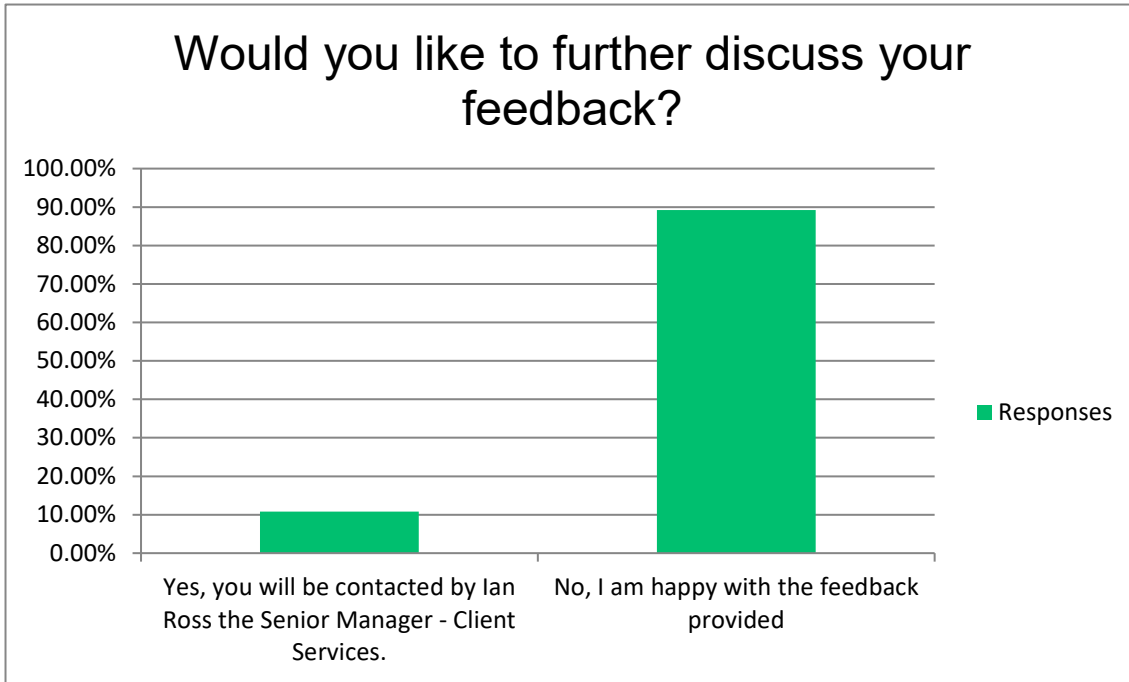
My son is very well cared for at his Hartley home.

No, I think the staff and Hartley itself are excellent

Client/Guardian Feedback Survey 2023

Would you like to further discuss your feedback?

Answer Choices	Responses	
Yes, you will be contacted by Ian Ross the Senior Manager - Client S	10.81%	4
No, I am happy with the feedback provided	89.19%	33
	Answered	37
	Skipped	8



Client/Guardian Feedback Survey 2023

I would like you to contact me about the information I have provided

Answer Choices	Responses	
Name	100.00%	8
What is the best contact?	100.00%	8
Answered		8

Skipped

37

Client/Guardian Feedback Survey 2023

I would like you to contact the following person about the information I have provided

Answer Choices	Responses	
Name	100.00%	1
What is the best contact?	100.00%	1
	Answered	1
	Skipped	44