



THANK YOU TO EVERYONE WHO PARTICIPATED

This summer we commissioned an anonymous independent survey from an outside specialist agency to ask Service Users, Relatives, Professionals and Employees about their satisfaction or otherwise with the standard of care we deliver, the way we treat our Clients & Staff and what we could do better.

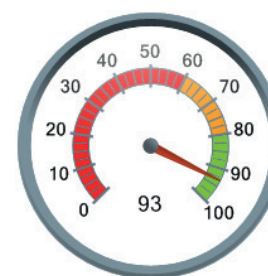
Staff summary of Satisfaction Results

92% - comments included

"No improvements needed in my opinion"

"Dignity is a high priority for Poppy's"

"Care that Poppy's provides is second to none"



STAFF

Service User summary of Satisfaction Results

90% - comments included

"Could not wish for better Carers"

"Superior Care Agency"

"Poppy's are adaptable to my needs"



SERVICE
USER

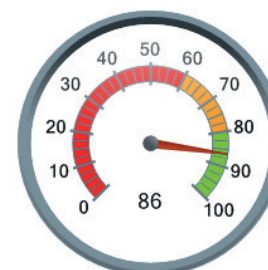
Relatives summary of Satisfaction Results

87% - comments included

"Everything completely satisfactory in every way"

"All staffing perfect in every way"

"We have a small team of Carers, this works very well"

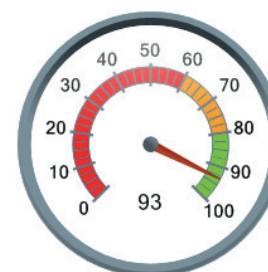


RELATIVES

Professionals summary of Satisfaction Results

90% - comments included

"During training sessions I am usually impressed with the staff's desire for knowledge and to improve care"



OTHER
PROFESSIONAL

We provide a wide range of homecare services direct to people in their own home. If you would like to discuss your requirements in the privacy of your home, please call our office **Telephone - 01934 815025** Our assessments are free of charge

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