

# INDEPENDENT SURVEY RESULTS 2015

## 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.

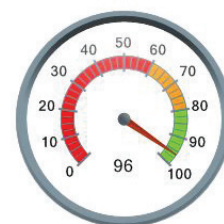
The results below are compiled from everyone that responded – thank you

### Staff summary of Satisfaction Results

96% - comments included

*"I have heard such positive comments from carers that work for Poppy's, the clients and other agencies alike. It is a great company to work for. As I am new to the company, I have also found all the staff to be welcoming and helpful."*

#### STAFF

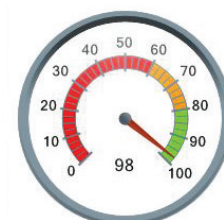


### Service User summary of Satisfaction Results

98% - comments included

*"Great service, superb staff. Very happy."  
"Management and office team have been excellent."  
"A wonderful service."*

#### SERVICE USER

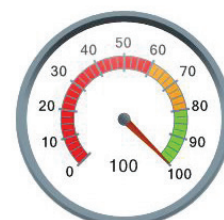


### Relatives summary of Satisfaction Results

100% - comments included

*"Without Poppy's my relative could not maintain living at home independently. As a relative who lives 250 miles away I know with Poppy's that he is supported and cared for. Without them I would be worrying constantly. I have full confidence in their ability, support, care and concern. When I have needed them to be 'flexible' to meet the unexpected, they have come up trumps. Without them my relative would be lost and I would have lost my relative. Thank you!"*

#### RELATIVES



### Professionals summary of Satisfaction Results

95% - comments included

*"Wish all care organisations that I supply training for are as dedicated, ensuring great staff training and supervision which flows through to high class service to all clients."*

#### OTHER PROFESSIONAL

