

In March 2020, an independent research company surveyed **17** of our Clients to understand how we can continuously improve the quality of our service. Also surveyed were **90** of our CareGivers, to help us understand how we can improve their experience of working for Right at Home.

### WHAT OUR CLIENTS TOLD US:

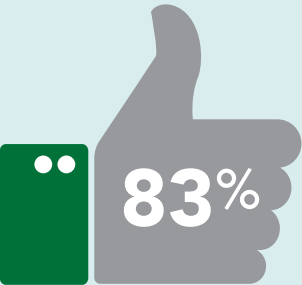


**82%**

said their CareGivers are **well matched** to their needs



said their CareGivers make them **feel safe** when they visit



of Clients would **recommend** Right at Home



said their CareGivers have an **excellent understanding** of their care needs



**88%**

agreed their CareGivers make a **positive difference** to their life

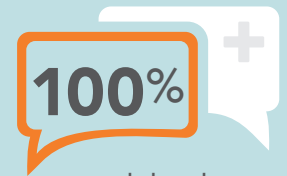
### WHAT OUR CAREGIVERS TOLD US:



**100%**

agreed they are clear about what is **expected of them** in their role

**100%** would **recommend** Right at Home's care services



agreed they have **access to the training** they need to do their job well



**95%**

believe they are given enough time to deliver **quality care** to their Clients



**99%**

are **proud** to work for Right at Home



**100%**

would rate the initial training as **"good"** or **"excellent"**

**99%**

believe their job gives them the **opportunity to learn** and develop new skills



*making a difference every day*

[www.rightathomeuk.co.uk](http://www.rightathomeuk.co.uk)