



## 2020 AUDLEY CARE SURVEY RESULTS

At Audley Care everything we provide is designed to enrich our customers' lives in their own home.

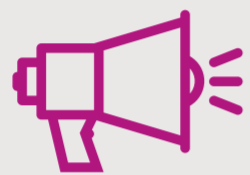
To ensure that we are continuously assessing and improving the service and care we deliver, we undertake an annual anonymous satisfaction survey.



**315** Completed surveys, 68% of clients responded

### RATINGS & RECOMMENDATIONS

★★★★★ **94%** Rate the service they receive as 'excellent' or 'good'



**93%** Are likely to recommend Audley Care

### THE CARE EXPERIENCE



**90%** Of clients feel Audley Care improves their lives 'Quite a lot' or 'Very much'



**99%** Said their carers are trustworthy



**99%** Said they are treated with dignity and respect



**98%** Said their carers make them feel safe



**96%** Said their carers are professional



**99%** Said their carers are kind and friendly

### WHAT OUR CLIENTS SAY

My carers are absolutely wonderful! I couldn't fault the ones I have. They go above and beyond for me and are an absolute credit to Audley Care.

Thanks to the Care team for regularly checking that we are okay during this lockdown. It is comforting to know that they are there and willing to help if needed.

The carers that have helped to support me are always kind and helpful. I can't do without them.

### CORONAVIRUS RESPONSE



**93%** Are happy with how Audley Care responded to the pandemic

**94%** Thought Audley Care responded quickly

**97%** Felt safe & protected

**90%** Thought Audley Care exceeded expectations