

Results of Performance Surveys conducted by Leonard Cheshire between January 2002 and February 2003

During this period 10 surveys were conducted, 6 with Elderly and Physically Disabled service users, 2 with Mental Health service users, 1 with Learning Disabilities service users, and 1 with Children, Schools and Families service users. The outcomes are shown in the tables below:-

Standard for the Continuity of Care

In any two purchasing quarters, 90% of service users receiving services under the contract should be introduced to no more than the following number of care workers by reference to the number of weekly visits that they are commissioned to receive:

- Up to 2 visits per week – 2 care workers
- 3 – 4 visits per week – 3 care workers
- 5 – 7 visits per week – 5 care workers
- 8 or more visits per week – 6 care workers

| Service User Group | Percentage of Standard Achieved |
|--------------------------------|---------------------------------|
| Elderly & Physically Disabled | 88% |
| Mental Health | 92% |
| Learning Disabilites | 96% |
| Children, Schools and Families | 100% |

Standard for the Arrival Time

As a minimum standard in each purchasing quarter carers must arrive at 80% of all visits within 15 minutes of the commissioned time.

| Service User Group | Percentage of Standard Achieved |
|--------------------------------|---------------------------------|
| Elderly & Physically Disabled | 97% |
| Mental Health | 97% |
| Learning Disabilites | 96% |
| Children, Schools and Families | 100% |

Standard for Attendance of Care Workers

The Council find non-attendance unacceptable, except where this is unavoidable and non-attendance is notified to and agreed with the service user, and as long as this does not place the service user at current or imminent risk.

| Service User Group | Percentage of Standard Achieved |
|--------------------------------|---------------------------------|
| Elderly & Physically Disabled | 100% |
| Mental Health | 100% |
| Learning Disabilites | 99% |
| Children, Schools and Families | 100% |

Standard for the Length of Visits

As a minimum standard, in each purchasing quarter 80% of all visits will be of the commissioned time. The remaining 20% of visits will not be more than 15 minutes short of the commissioned time.

| Service User Group | Percentage of Standard Achieved |
|--------------------------------|---------------------------------|
| Elderly & Physically Disabled | 58% |
| Mental Health | 83% |
| Learning Disabilites | 77% |
| Children, Schools and Families | 68% |