

**Complaints / Compliments Weighted Formula for Processing  
Monthly Monitoring Information**

Each of the 14 complaints and 1 compliment on the Monthly Monitoring spreadsheet has been given a weighted score. The scores are detailed below.

	<b>Weighted Score</b>
<b>Abuse</b>	- 400
<b>Continuity of Care</b>	-100
<b>Change of Day</b>	-100
<b>Compliments</b>	+100
<b>Health &amp; Safety Issues</b>	- 200
<b>Inadequate Agency Daily Records/Care Plans</b>	-150
<b>Late Call</b>	-100
<b>Lack of Agency Feedback</b>	-100
<b>Manual Handling Issues</b>	- 200
<b>Not fulfilling Commission Time/Task</b>	- 200
<b>No Call</b>	- 300
<b>Other</b>	-100
<b>Stage 1 Complaints</b>	- 200
<b>Unsatisfactory Contact With Agency Office</b>	-150
<b>Unsatisfactory Care Worker</b>	-150

The score will be calculated by the number of clients that the Agency serves. This figure will be obtained from the Social Services Information Systems.

**Formula used to Calculate score:**

<b>Weighted Score of Complaint or Compliment / Number of Clients</b>
E.g. Agency A (Manual Handling Complaint) - 200 / 2 = -100
Agency B (Abuse Complaint) - 400 / 114 = -3.5
Agency C (Late Call Complaint) - 100 / 69 = -1.5
Agency D (Compliment) + 100 / 200 = +0.5

Each Agency branch will initially start with a score of 1000 points. Any calculations made for complaints or compliments received, will be added or subtracted from that score.

## Contracts Unit Home Care Agency Quality Questionnaire (QQ1)

**Home Care Agency .....** **District**  
**Team.....**

The Contracts Unit is seeking information from the District Team about the Domiciliary Care provided by the above agency. The information provided along with other sources of data obtained by the Unit, will contribute towards compiling a Quality Rating for this and all other Agencies. I would therefore appreciate if you could spend some time to carefully consider each of the following questions.

On a scale of 0 to 10 (Poor - Excellent), would you please evaluate the following questions by ticking the appropriate box.

**1. How would you rate the helpfulness and response you receive from the agency when commissioning a service?**

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Poor                      Fair                      Average                      Good                      Excellent

**2. Based on your Knowledge of the Agency, how would you rate the Quality of the care provided by the agency's careworkers?**

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Poor                      Fair                      Average                      Good                      Excellent

**3. How would you rate the Agency's feedback, if any, on the following:**

**i. The under/over commissioning of the time required for a client's package?**

0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Poor                      Fair                      Average                      Good                      Excellent

**Annex E (continued)**

**ii. Problems the agency may experience with commissions (e.g. Difficulties with clients etc.)**

0      1      2      3      4      5      6      7      8      9      10  
                             

Poor                      Fair                      Average                      Good                      Excellent

**4. What is the Agency's record on making known to the team any complaints/compliments made whilst they provide care for your clients?**

0      1      2      3      4      5      6      7      8      9      10  
                             

Poor                      Fair                      Average                      Good                      Excellent

**5. What is the agency's record on attempting to resolve the complaints, if any, made against them?**

0      1      2      3      4      5      6      7      8      9      10  
                             

Poor                      Fair                      Average                      Good                      Excellent

**6. Taking into consideration the number of cases covered by the Agency, how do you rate the level of Complaints made against them?**

0      1      2      3      4      5      6      7      8      9      10  
                             

Poor                      Fair                      Average                      Good                      Excellent

**7. If you have received feedback from clients and their families about the agency, what have been their overall impressions of them?**

0      1      2      3      4      5      6      7      8      9      10  
                             

Poor                      Fair                      Average                      Good                      Excellent

**Annex E (CONTINUED)**

**8. Please place each of the listed factors below in an order that relates to the Agency, that you consider forms the basis to choose to commission a package with them?**

- A) Price, B) Availability of Service, C) Helpfulness, D) Standard Care provided, E) Feedback of information

**Example:**

1	2	3	4	5
<input type="text" value="C"/>	<input type="text" value="E"/>	<input type="text" value="A"/>	<input type="text" value="D"/>	<input type="text" value="B"/>
1	2	3	4	5
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Questionnaire Completed by: ..... Date: .....

Please send your completed questionnaire to the Contracts Unit,  
Mount Pleasant, Mount Pleasant Lane, Hatfield AL9 5PU.