CLIENT'S

Feedback analysis

Penny Care Reviews (11)

Reviews (11)Review Score Breakdown

Current Review Score: **9.6 (9.643)**

Overview of Review Score

The Review Score of 9.6 (9.643) out of 10 for Penny Care is based on a) the Average Rating and b) the number of positive Reviews.

a. The Average Rating is 4.9 out of 5 from 10 Reviews in the last 24 months.

b. The score for the number of positive Reviews is 4.8 out of 5 from 10 positive Reviews in the last 24 months.

Detailed Breakdown of Review Score

The maximum Review Score for a Home Care Provider is 10, which is made up from the Average Rating of Reviews (maximum of 5 points) and the Number of Reviews (maximum of 5 points) in the last 24 months:

a. 5 Points are available for the Average Rating from all Reviews in the last 24 months.

The Average Rating of 4.893 for Penny Care is calculated as follows:((51 Excellents x 5) + (4 Goods x 4) + (1 Satisfactorys x 3)) ÷ 56 Ratings = 4.893

b. 5 Points are available for the number of Positive Reviews in the last 24 months. A Positive Review is defined as any Review with an 'Overall Experience' of '4' or '5' (out of a max rating '5').

The 5 points available are broken down as follows: 3 points for the first Positive Review, 0.5 points for the second and third Positive Reviews, 0.25 points for each of the next two Positive Reviews, 0.05 points for the next five Positive Reviews, and finally 0.025 Points for the next ten Positive Reviews. (1st = 3, 2nd = 0.5, 3rd = 0.5, 4th = 0.25, 5th = 0.25, 6th = 0.05, 7th = 0.05, 8th = 0.05, 9th = 0.05, 10th = 0.05, 11th = 0.025, 12th = 0.025, 13th = 0.025, 14th = 0.025, 15th = 0.025, 16th = 0.025, 17th = 0.025, 18th = 0.025, 19th = 0.025, 20th = 0.025)

The 5 points relating to the number of Positive Reviews for Penny Care is based on 10 Positive Reviews in the last 24 months and is calculated as follows:3 + 0.5 + 0.5 + 0.25 + 0.25 + 0.05 + 0.05 + 0.05 + 0.05 + 0.05 = 4.75

•

[10:53, 23/06/2026] Eunice: Sorry I don't, thank you for the flowers and your team where excellent
[10:53, 23/06/2026] Eunice: Hi Eunice I can't thank you and your carers so much h for looking after my beautiful Sheila xx
[10:54, 23/06/2026] Eunice: Hi Pete,
It has truly been our privilege and honor to care for Sheila. Getting to know both of you has meant a great deal to us—she was a wonderful lady, and you have both been such kind and

CLIENT'S

genuine people. We are sincerely grateful that you placed your trust in us to support Sheila through her final days.
We also want to thank you for your kindness and hospitality throughout this time. It has been deeply appreciated by all of us.
Please remember that you are not alone—if there is anything at all you need, or if you would simply like some company, don't hesitate to let me know. I will always make time to come and see you.
Take comfort in knowing that Sheila is now at peace, free from pain and suffering. She will be remembered with great fondness and respect.
With our heartfelt sympathy and warmest thoughts,

Love Eunice
[10:54, 23/06/2026] Eunice: That is so nice you are wonderful people, I still new pads foam cleaning product can your team use the.
Love Pete xx

Funeral of Carolyn Jean Sullivan

From kim sullivan on 2026-06-23 10:44
Details Headers Plain text

- PHOTO-2026-06-05-18-28-34.jpg(~292 KB)

Hi Eunice

I know that all you wonderful carers will have jobs to be at and others to care for, but these are the details of the funeral, and a link to watch live. I know that you were only with the family for a short period of time, but what your team did for my mum and the care and kindness she received from all of them, is truly amazing and as a family we are so grateful for you all. You made the last few weeks of mums life and our time with mum so much easier to deal with.

Sending you and all your team all the love in the world. It takes special people to do your job.

Love

Kim

Web Streaming details for the service of Carolyn Jean Sullivan "Jean" at 13:00 (BST) on Thursday 25th June, at Thames View - Longfield are as below.

Watching Live & On Demand

Website
https://watch.obitus.com

Username
mesa8667

CLIENT'S

Password
030918

Good to Know
Owner
- Penny Care Ltd
- Private Owned

Person in charge
- Eunice Muteswa (Registered Manager)

Penny Care Reviews (11)
Reviews (11)Review Score BreakdownSubmit a Review
9.6
Penny Care has a Review Score of 9.6 (9.643) out of 10, based on 10 reviews in the last 2 years.
Over all time Penny Care has 11 reviews.
Overall Experience
10
1
0
0
0
Date Published
All Time11In last 6 months6In last 12 months10In last 2 years102 years +1
Reviewer Connection to Penny Care
Daughter of Client/Service User6Client / Service User2Husband of Client/Service User1Son of Client/Service User1Mother of Client/Service User1
Order by:
Most Recent First
Showing 11 reviews matching selected criteria
Review from sandra h (Daughter of Client) published on 14 May 2026 Submitted via WebsiteReport
Overall Experience
The girls are very good with mum, and mum is happy to see them . They have got time to talk to her, and do other little things for her . And they are very good on times what she likes . One of the ladies put her washing in the machine and put it on
Staff
Care / Support
Management
Treated with Dignity
Value for Money
Review from Graham S (Husband of Client) published on 7 May 2026 Submitted via Postal CardReport
Overall Experience
Everybody that has been to look after my wife has been very caring and professional with my wife. They all have a good sense of humour and are excellent in their job. I could not be more happy they are all professional.
Reply from Eunice Muteswa, Registered Manager at Penny Care
Thank you so much for your kind words. It means a great deal to us to know that our team has been able to support your wife with care, professionalism, and a bit of humour along the way. Were truly grateful for your feedback and delighted that you feel happy with the service we provide.

CLIENT'S

Staff
Care / Support
Management
Treated with Dignity
Value for Money
Review from D T (Client / Service User) published on 7 May 2026 Submitted via Postal CardReport
Overall Experience
Carers are very good.
Reply from Eunice Muteswa, Registered Manager at Penny Care
Thank you so much for your lovely feedback. We always aim to provide the highest standard of care and make sure you get the support you deserve.
Staff
Care / Support
Management
Treated with Dignity
Value for Money
Review from S S (Daughter of Client) published on 6 May 2026 Submitted via Postal CardReport
Overall Experience
Very happy with all care.
Reply from Eunice Muteswa, Registered Manager at Penny Care
Thank you for your lovely feedback. Were so pleased you feel supported, respected, and safe with the care you receive.
Staff
Care / Support
Management
Treated with Dignity
Value for Money
No Rating
Review from Ann E (Client / Service User) published on 1 May 2026 Submitted via Postal CardReport
Overall Experience
All the carers are always punctual, friendly and efficient. We have no complaints whatsoever.
Staff
Care / Support
Management
Treated with Dignity
Value for Money
Review from S W (Mother of Client) published on 16 April 2026 Submitted via WebsiteReport
Overall Experience
Nothing but praise from this organisation and it's staff.
Punctual, polite, friendly, kind and considerate carers.
It is a pleasure to bring this excellent team

Into our home to care for our family member.
Reply from Eunice Muteswa, Registered Manager at Penny Care
Thank you so much for your wonderful feedback. We are truly grateful for your kind words. It means a great deal to our whole team to know that our support is making a positive difference to your family.
Our carers take great pride in being punctual, polite, friendly and compassionate, and your... Read more
Staff

CLIENT'S

Care / Support
Management
Treated with Dignity
Value for Money
No Rating

Review from S G (Daughter of Client) published on 24 October 2025 Submitted via WebsiteReport

Overall Experience

Having had the Penny Care team for another member of the family, they were the immediate choice for our beloved 92 year old mother/grandmother. The care, consideration and kindness showed this time was just as it had been previously. Each member of the team is so dedicated and insightful. They not only do what is required they are always mindful of potential needs and nuances of the patient's condition. When a serious deterioration of wellbeing occurred the commitment to ensuring continuity of care was remarkable and included one member of the team staying many extra hours until we could get there. This level of care is simply above and beyond and marks Penny Care out as exemplars of their profession. I am very happy to shout from the rooftops about this company - their team deserve all the credit they get!

Reply from Eunice Muteswa, Registered Manager at Penny Care

It was truly our privilege to care for your mum. Thank you so much for your kind and thoughtful words they mean a great deal to our entire team. Knowing that our efforts made a positive difference is both humbling and motivating. We remain committed to maintaining the highest standards of care and will continue striving to support every individual and family with the same compassion and dedication.

Staff
Care / Support
Management
Treated with Dignity
Value for Money

Review from Juliet K (Daughter of Client) published on 22 October 2025 Submitted via WebsiteReport

Overall Experience

'Penny Care' have been outstanding during the period of time that they attended my dearest father.
They have shown professionalism, empathy and dedication throughout this time.
Often going above and beyond with support wherever needed.
It was also reassuring that senior management team made frequent visits to attend my father as well as calls and emails to follow up with anything necessary.
All team members were diligent and caring not just for my father but also the wider family.
They were always respectful and followed all hygiene protocols.
The App to track notes and health records was also extremely beneficial.
It was a pleasure to have 'Penny Care' take care for my father right up until his final days.
Special thanks to Eunice and Clarence for the compassion they have shown to my family even after he passed which was exceptional.
We sincerely could not have wished for a better care company. We are eternally grateful,
Thank you

Juliet

Reply from Eunice Muteswa, Registered Manager at Penny Care

Thank you so much for your kind words. It was a privilege to care for your father, and I'm glad our team could support your family during this time. Your appreciation means a great deal to all of us.
Warm regards,

Eunice

CLIENT'S

Staff
Care / Support
Management
Treated with Dignity
Value for Money
No Rating

Review from S D (Daughter of Client) published on 5 September 2025 Submitted via WebsiteReport

Overall Experience

I would thoroughly recommend Penny Care who have been looking after my mother before she went into a care home. The wonderful staff were punctual, reliable, respectful and so kind and caring. They adapted to her needs quickly and always cheered her up with their beaming smiles. They were also a great support to my brother and I at a very difficult time. I cannot thank them enough.

Reply from Eunice Muteswa, Registered Manager at Penny Care

Thank you so much for your kind words. It was a privilege to support your mother and your family, and were delighted to hear our team made a difference during such a difficult time.

Staff
Care / Support
Management
Treated with Dignity
Value for Money

Review from Denise C (Daughter of Client) published on 17 July 2025 Submitted via WebsiteReport

Overall Experience

My family and I cannot thank Penny Care enough for the end of life care they provided to my mum. Always friendly and Attuned to my mums needs.

Excellent care provided with nothing being too much trouble. This went for carers and managers who were always quick to respond.
It was a comfort for the family to know that the care mum received upto her passing was provided by carers who really cared. It made such a difference . The carers came with a friendly face and willingness to do what was best for mum.
I know my dad will also miss the daily contact he had with the carers and the friendship he built up with them.
A huge thankyou to Penny Care who made a difficult period easier.
Thankyou one and all

Reply from Eunice Muteswa, Registered Manager at Penny Care

Thank you so much for your kind and touching words. It truly means the world to our entire team to know that we were able to support your mum and your family during such a difficult time. Providing care at the end of life is both a privilege and a responsibility we never take lightly. Were deeply... Read more

Staff
Care / Support
Management
Treated with Dignity
Value for Money
No Rating

Review from Sean A (Son of Client) published on 20 June 2024 Submitted via WebsiteReport

Overall Experience

Excellent service and fantastic staff. Excellent 24-hour care. Would highly recommend, nothing was ever too much trouble from start to finish. The staff were so accommodating and the care was exceptional. Would highly recommend their services.

CLIENT'S

Staff
Care / Support
Management
Treated with Dignity
Value for Money

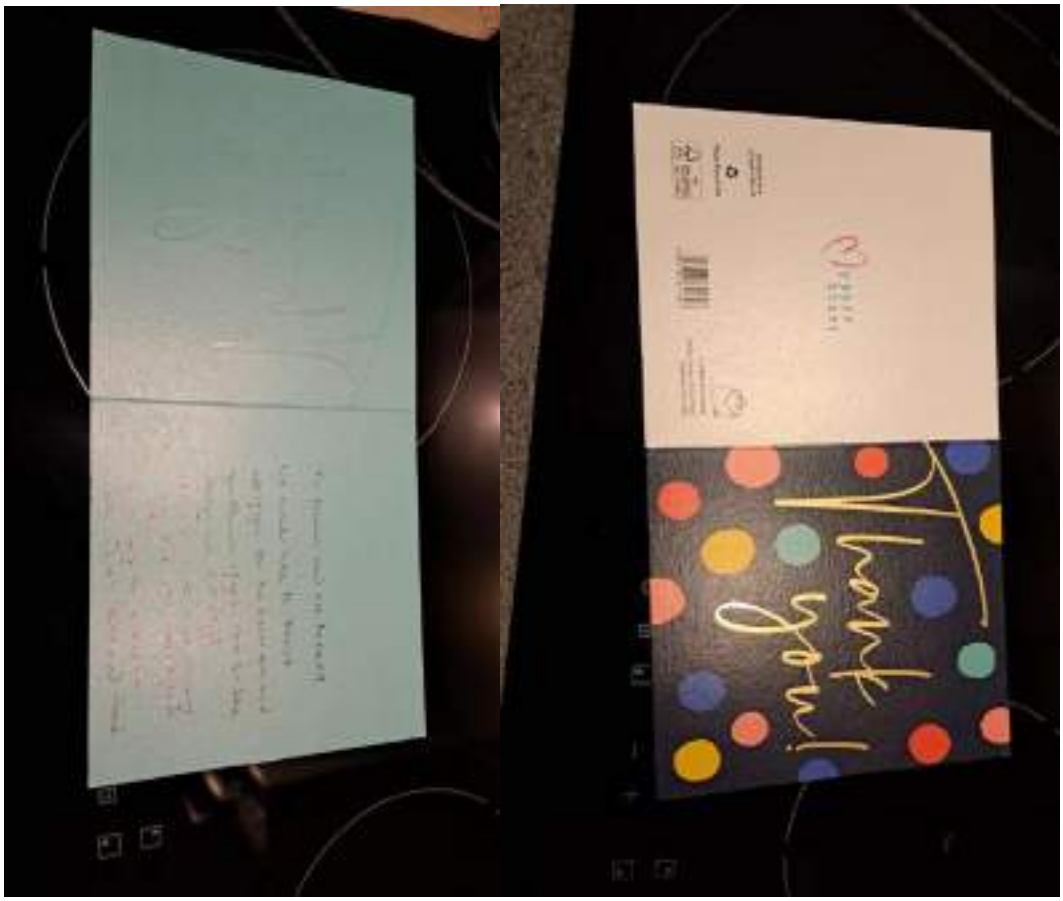






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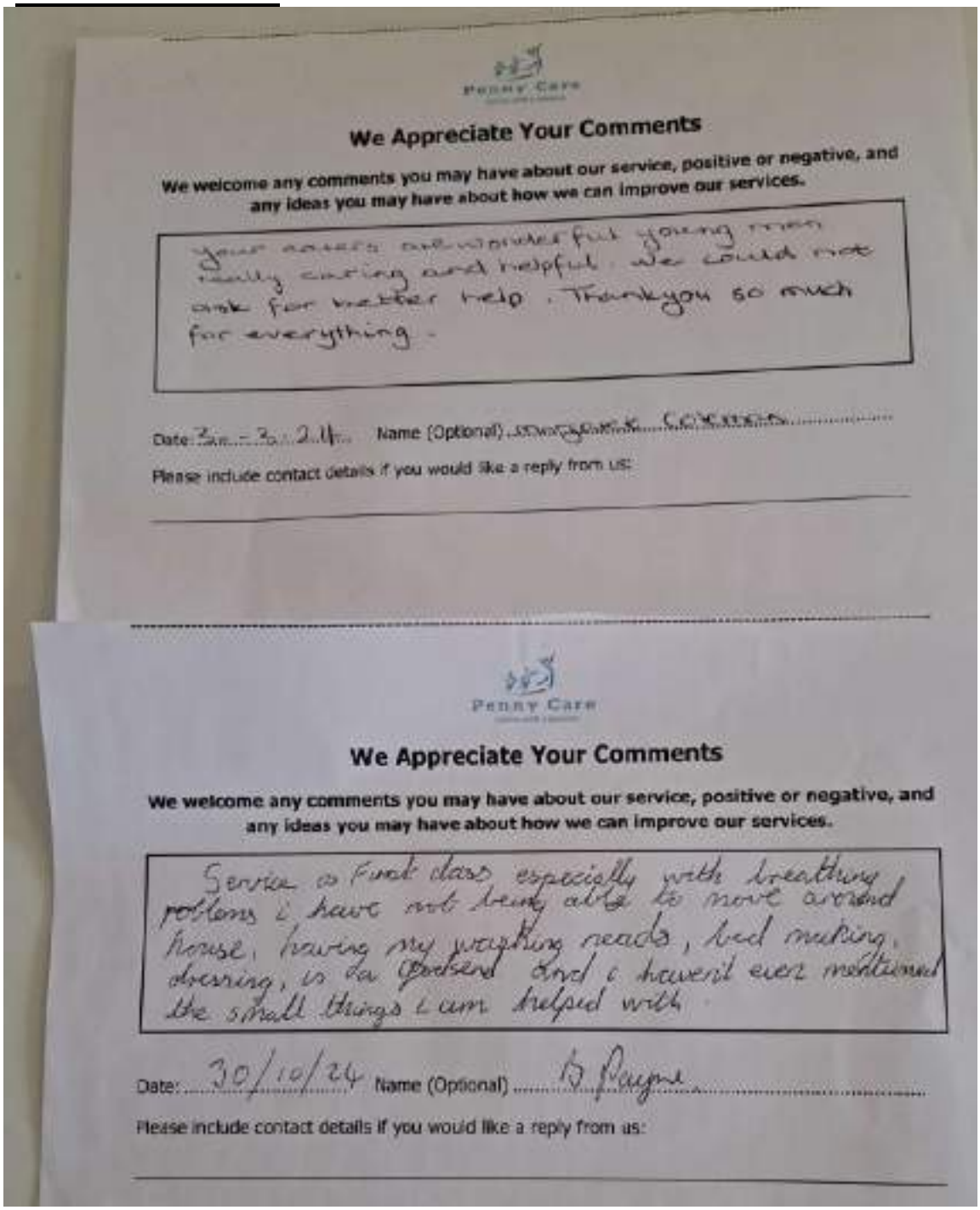
CLIENT'S



CLIENT'S



CLIENT'S



Penny Care

We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Your carers are wonderful young men really caring and helpful. We could not ask for better help. Thankyou so much for everything.

Date: 3rd - 3rd 24 Name (Optional) [illegible]

Please include contact details if you would like a reply from us:

Penny Care

We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Service is First class especially with breathing problems I have not been able to move around house, having my washing reads, bed making, dressing, is to Godsend and I haven't even mentioned the small things I am helped with.

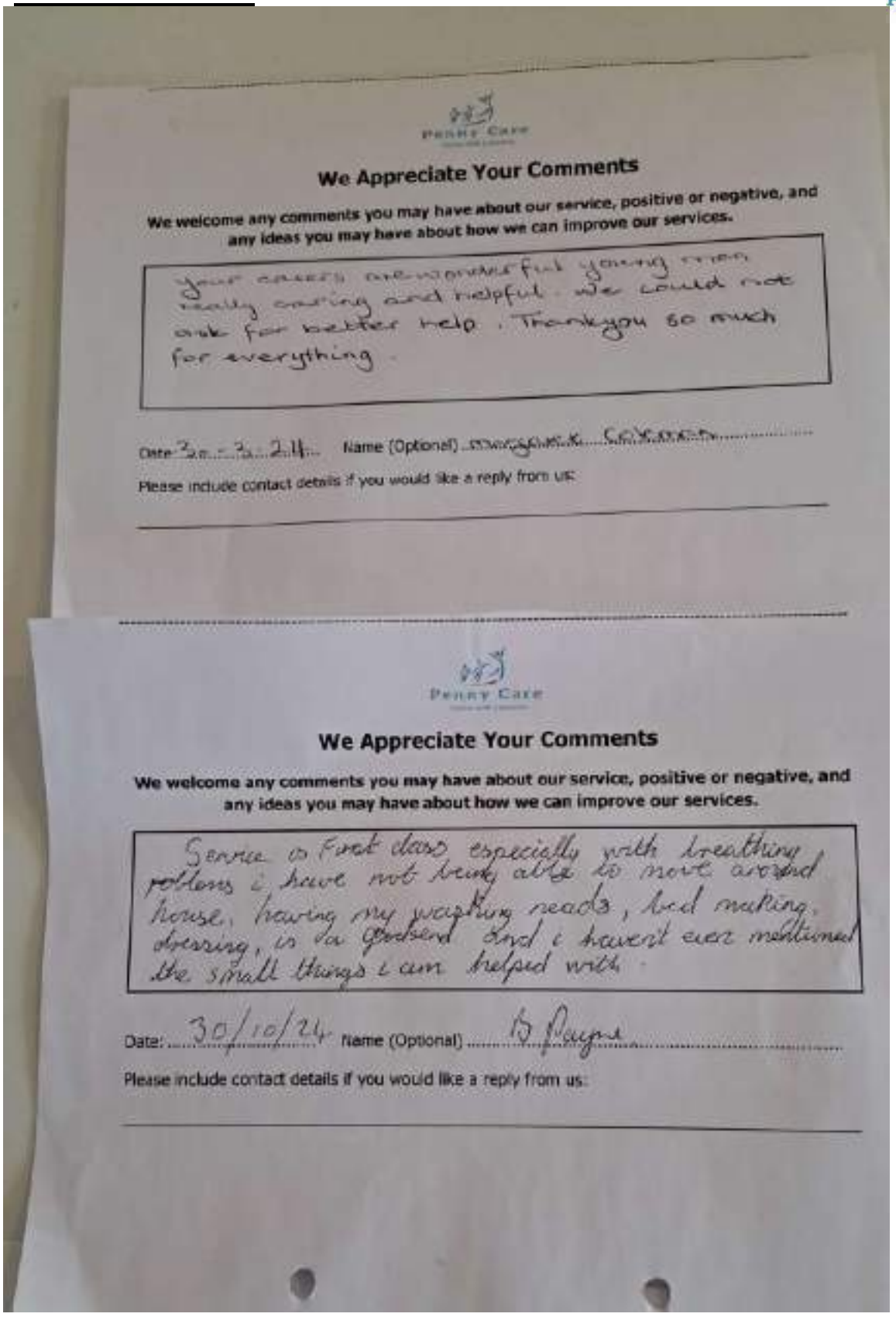
Date: 30/10/24 Name (Optional) B Payne

Please include contact details if you would like a reply from us:

CLIENT'S



CLIENT'S



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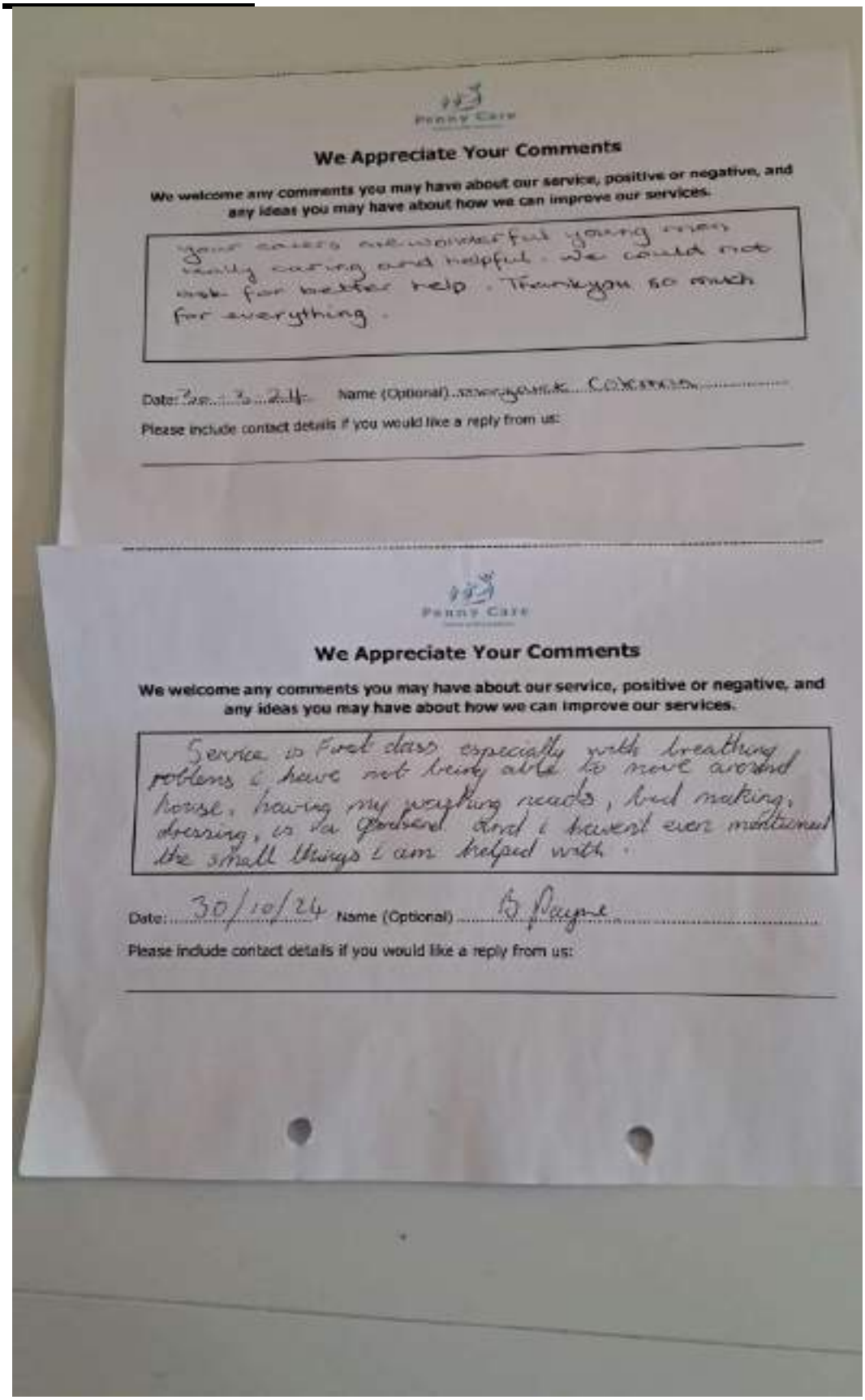
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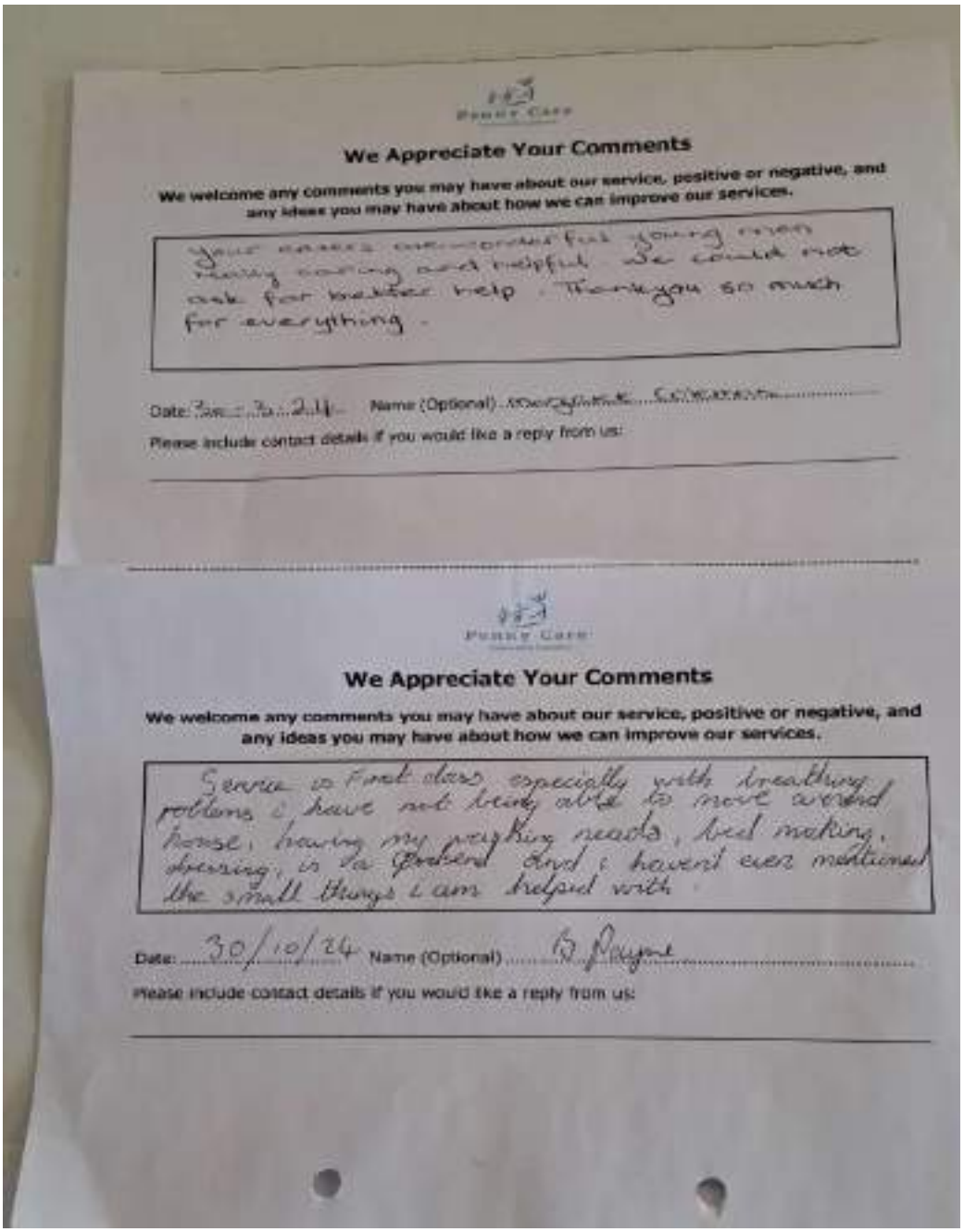
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Date: 3rd - 3 - 24 Name (Optional) [illegible]

Please include contact details if you would like a reply from us:

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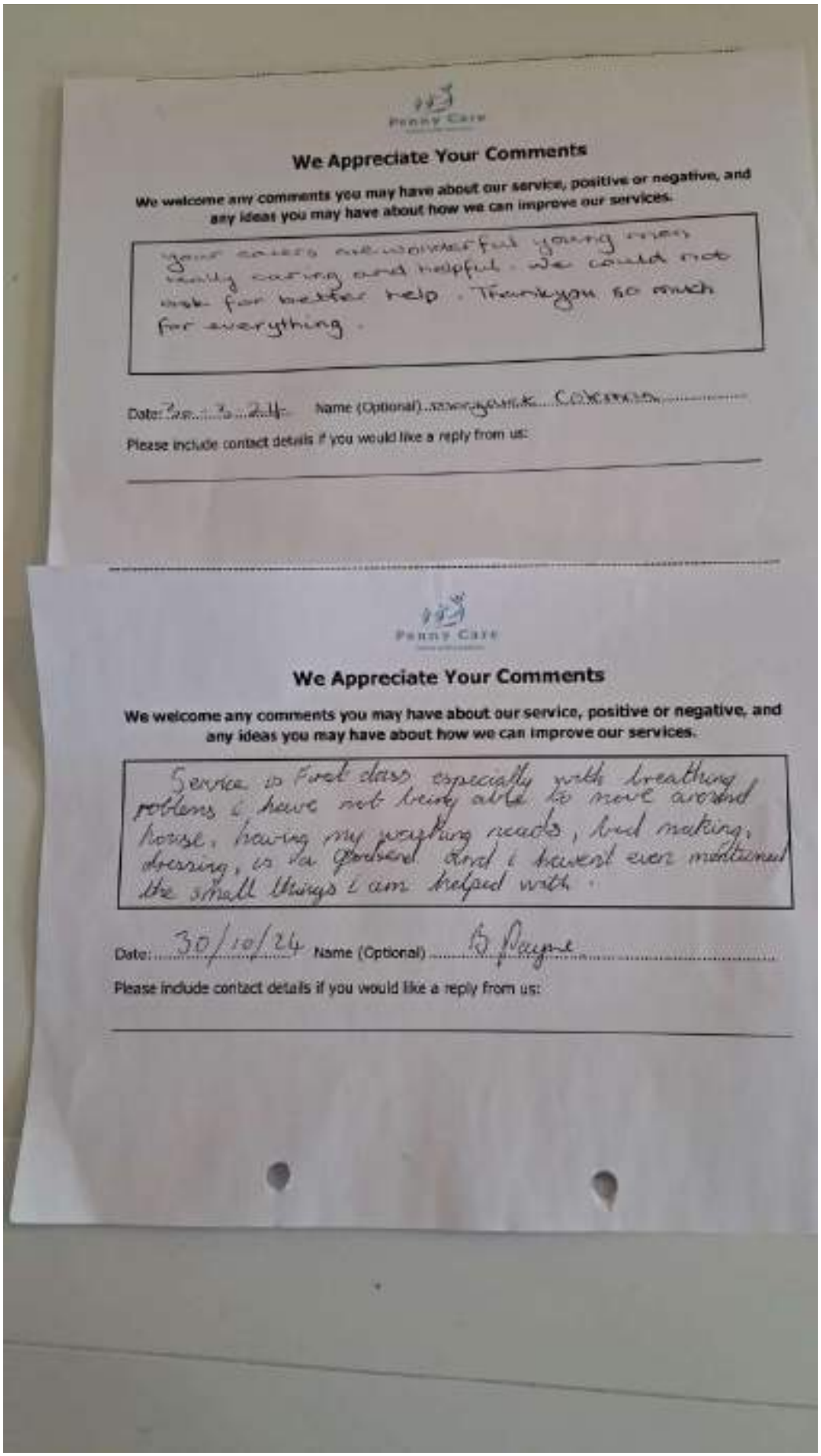
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Date: 30/10/24 Name (Optional) B Payne

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Date: 2nd 3 24 Name (Optional) [redacted]

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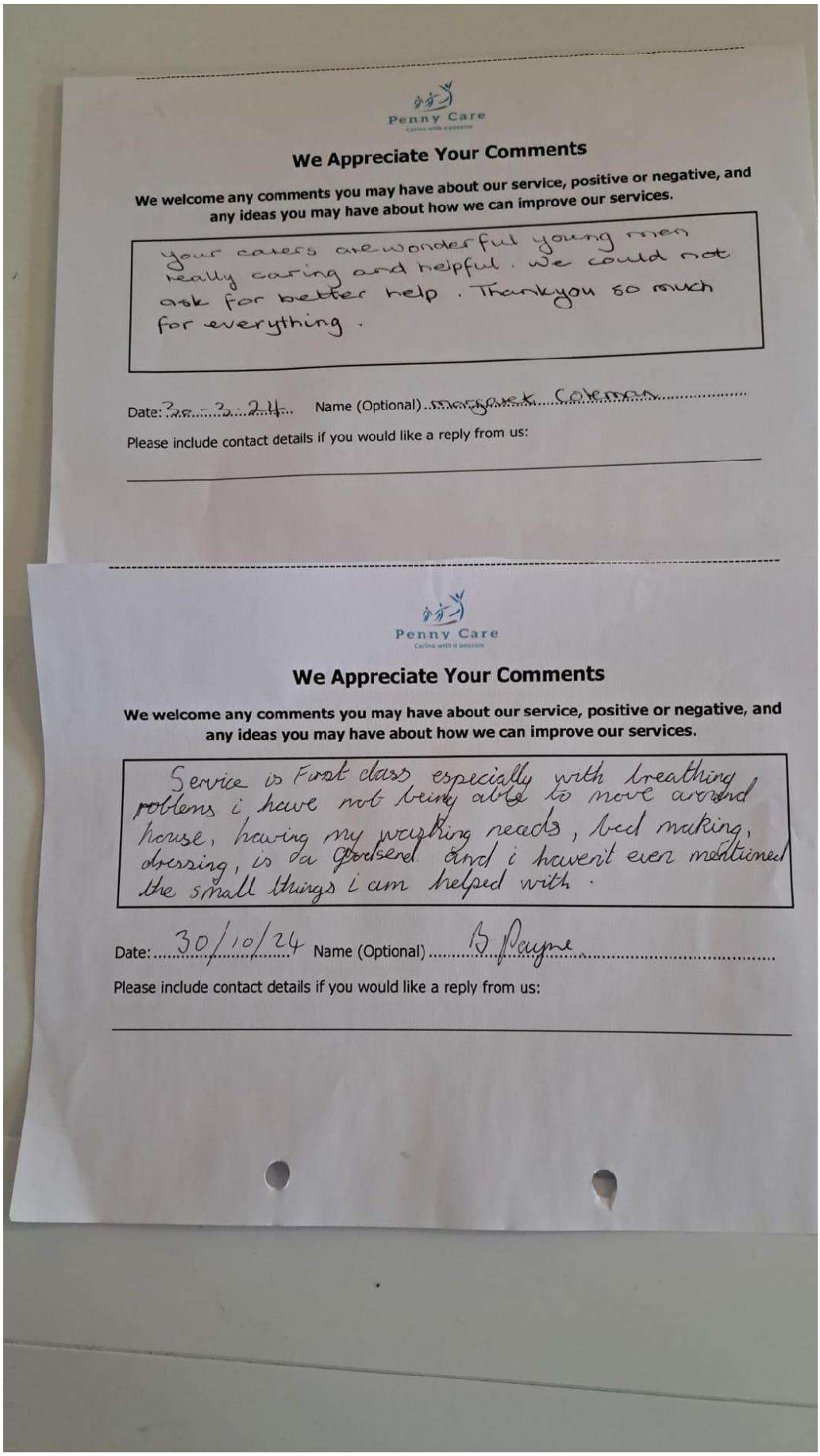
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Date: 30/10/24 Name (Optional) B Payne

Please include contact details if you would like a reply from us:

CLIENT'S



Penny Care

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your carers are wonderful young men really caring and helpful. We could not ask for better help. Thankyou so much for everything.

Date: 2.8.3.24 Name (Optional) margaret coleman

Please include contact details if you would like a reply from us:

Penny Care

We Appreciate Your Comments

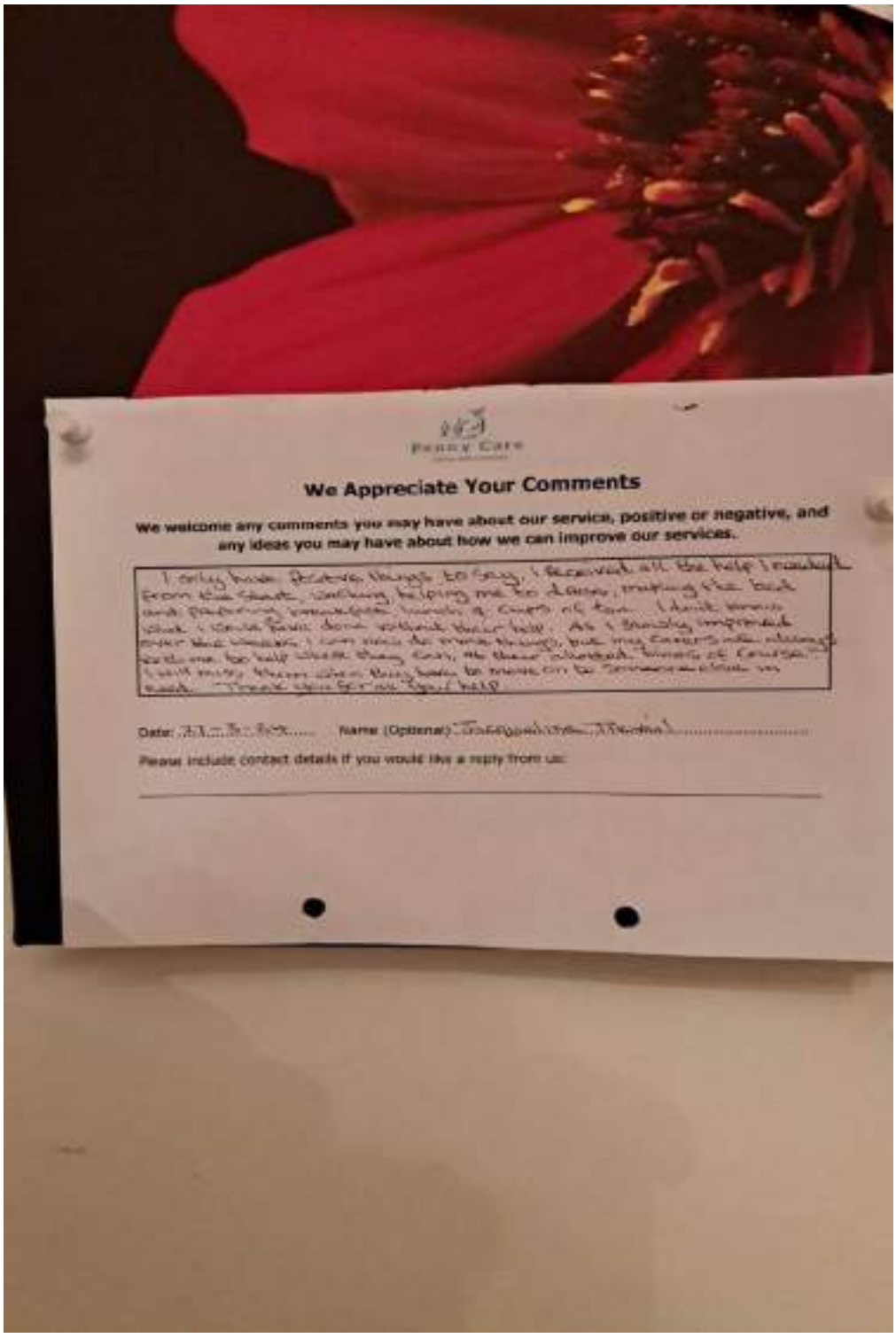
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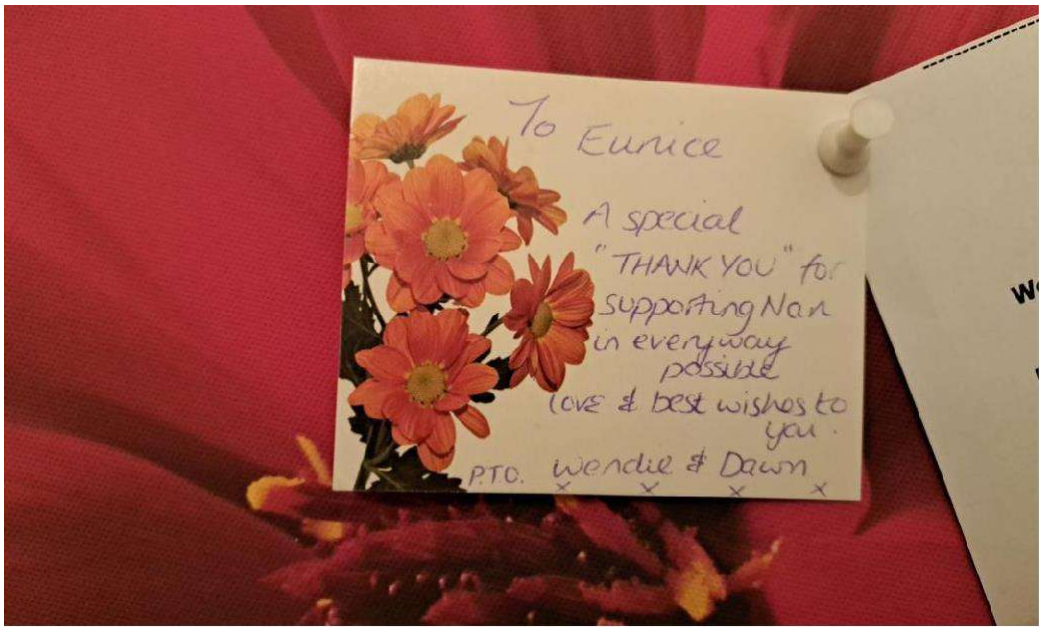
Date: 30/10/24 Name (Optional) B Payne

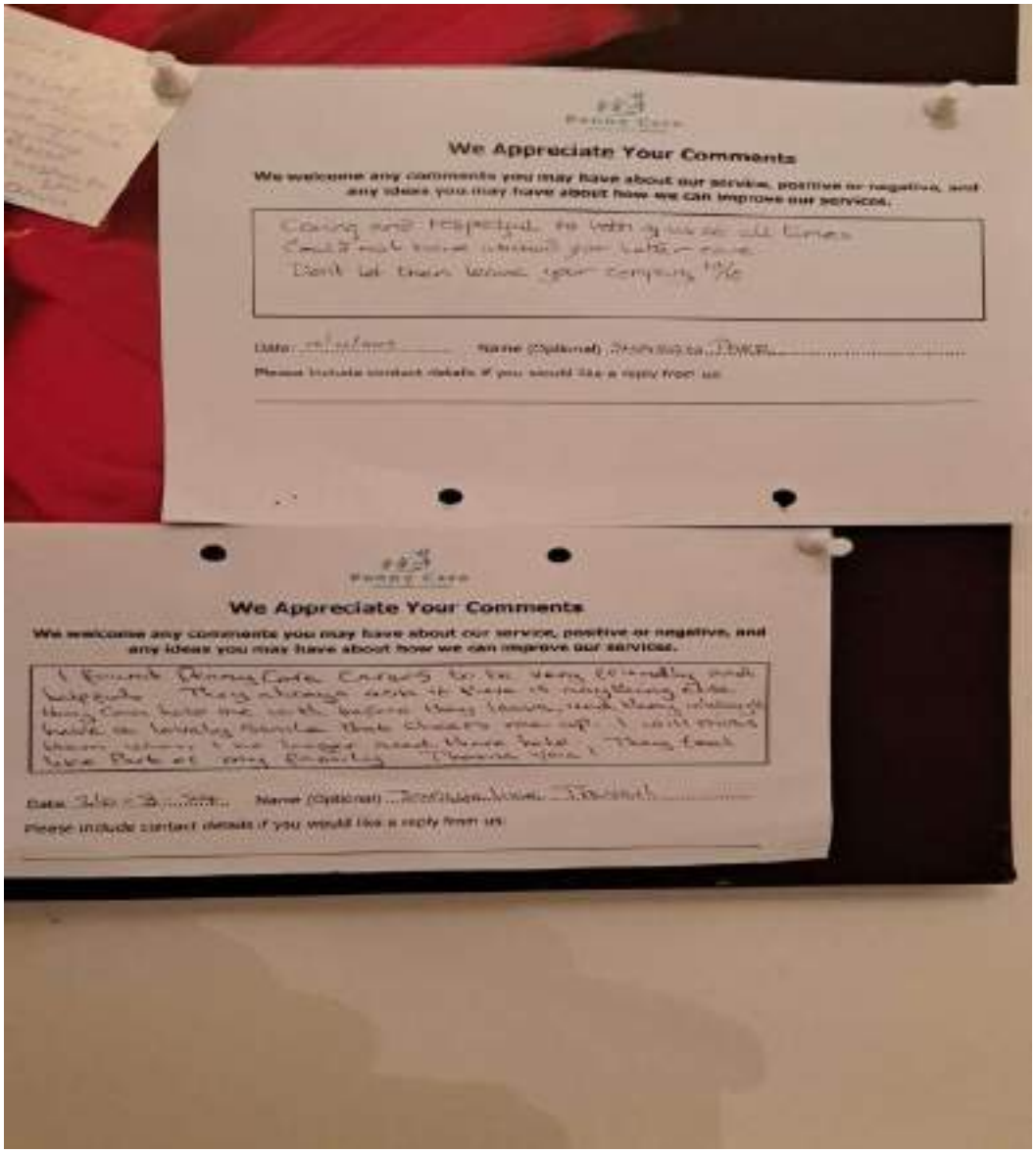
Please include contact details if you would like a reply from us:

CLIENT'S

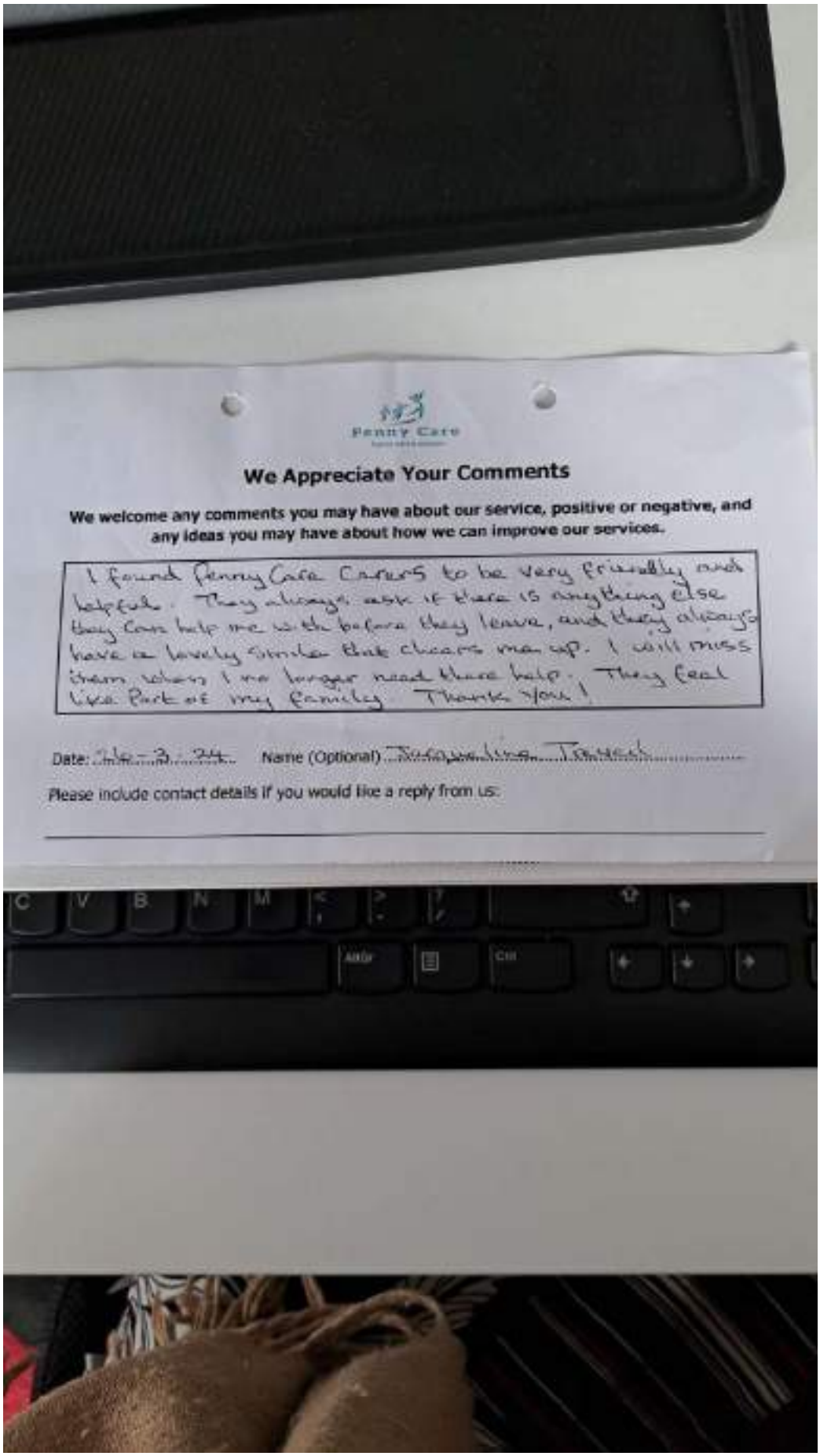

We Appreciate Your Comments
We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.
Date:
Name (Optional):
Please include contact details if you would like a reply from us:

CLIENT'S


To Eunice
A special
"THANK YOU" for
supporting Nan
in every way
possible
love & best wishes to
you.
P.T.O. Wendie & Dawn


We Appreciate Your Comments
We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.
Please include contact details if you would like a reply from us
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CLIENT'S



Penny Care

We Appreciate Your Comments

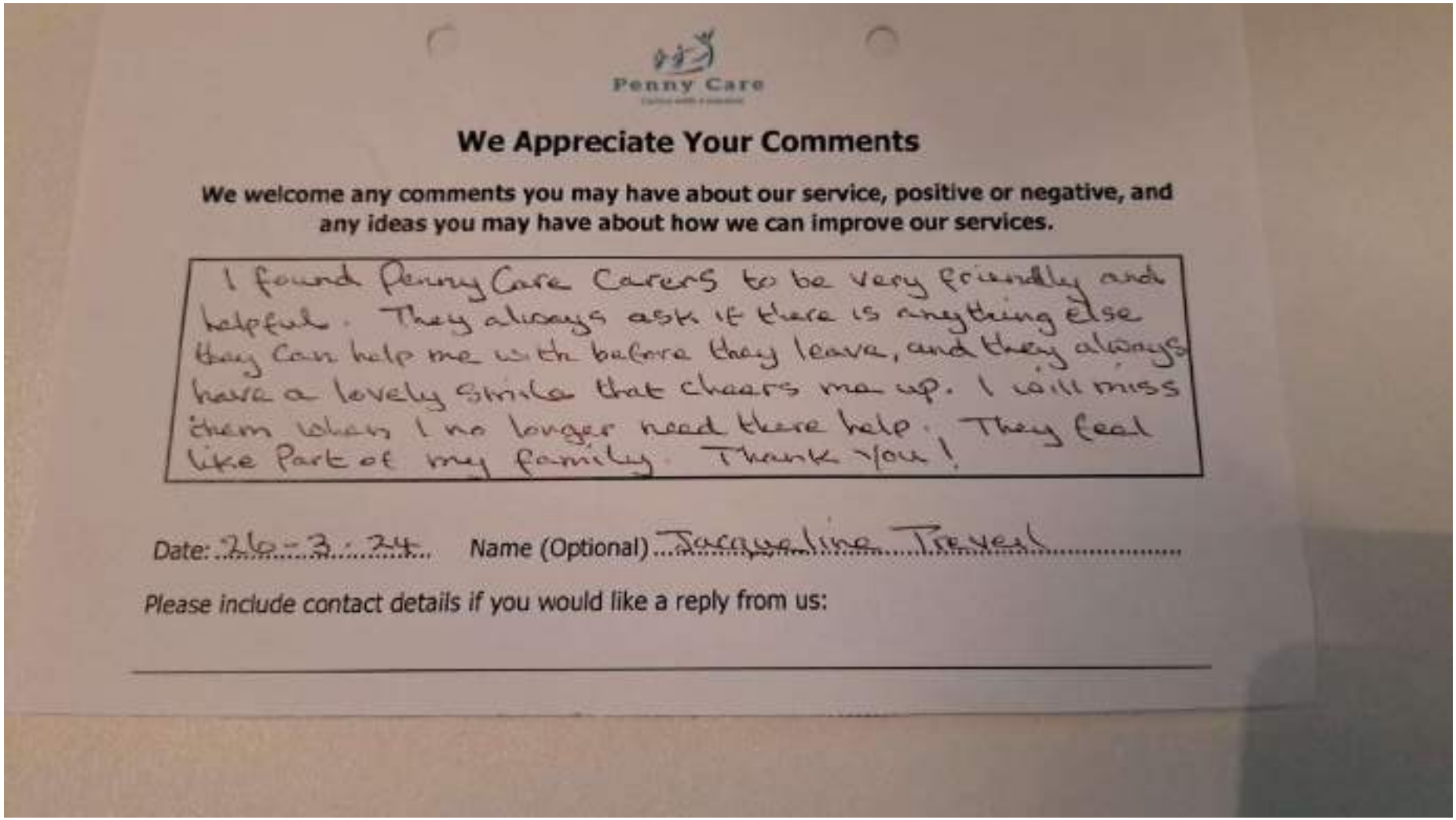
We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I found Penny Care Carers to be very friendly and helpful. They always ask if there is anything else they can help me with before they leave, and they always have a lovely smile that cheers me up. I will miss them when I no longer need their help. They feel like part of my family. Thank you!

Date: 16-3-24 Name (Optional) Josephine Tench

Please include contact details if you would like a reply from us:

CLIENT'S



Penny Care

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Date: 26-3-24 Name (Optional) Jacqueline Trevett

Please include contact details if you would like a reply from us:

CLIENT'S

Hi, I'm working with a person in Salisbury who has had Penny Care support for a few months. They had a very negative experience with their previous agency and are dependent on carer's support to manage daily tasks.

They have recently advised that all the carers from Penny agency are very good and their regular carer is wonderful.

Thank you to your team for your support.

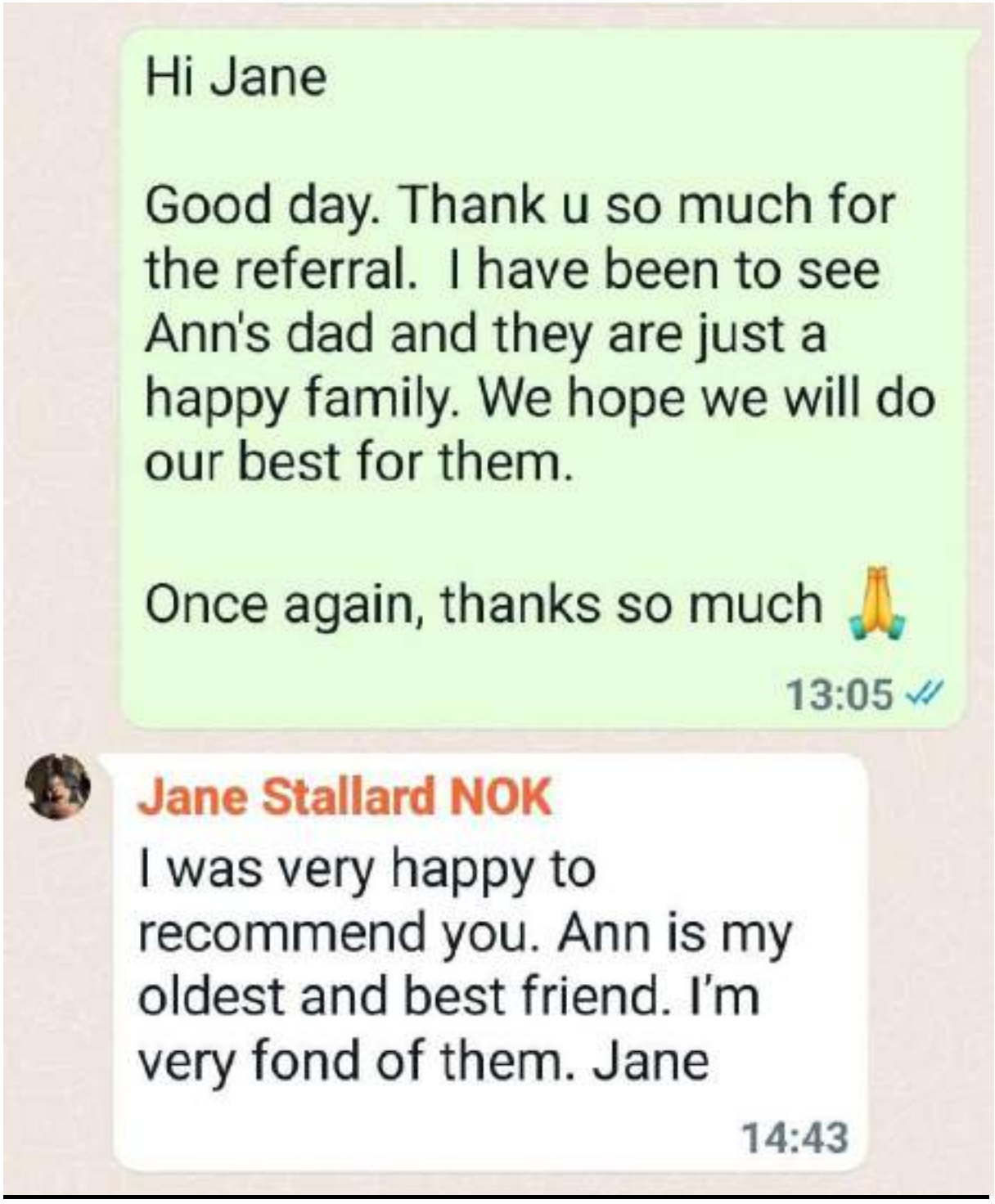
Best wishes, Liz

Liz McAllister

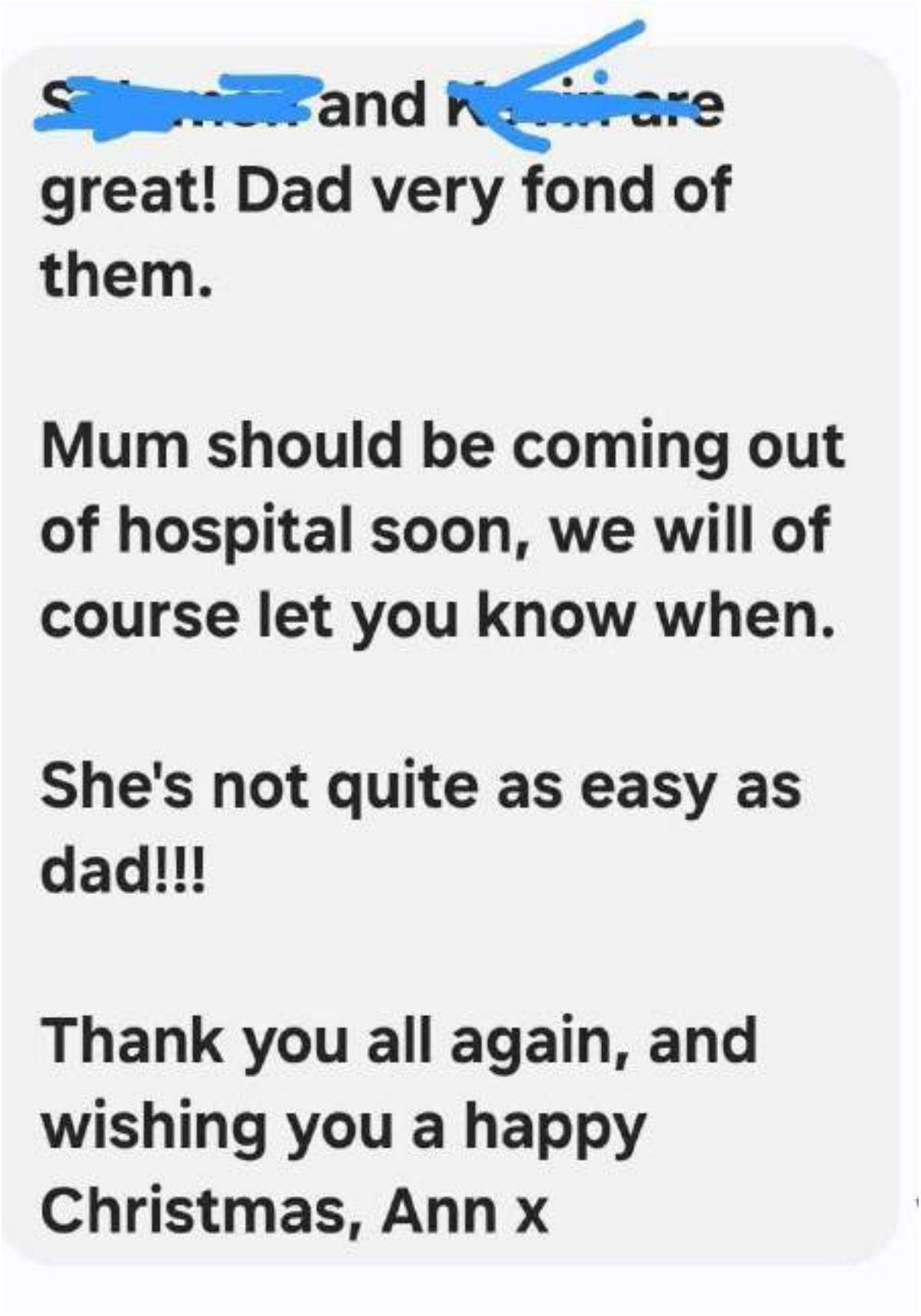
Social Care Practitioner Sarum Ongoing Support Team

Adult Social Care

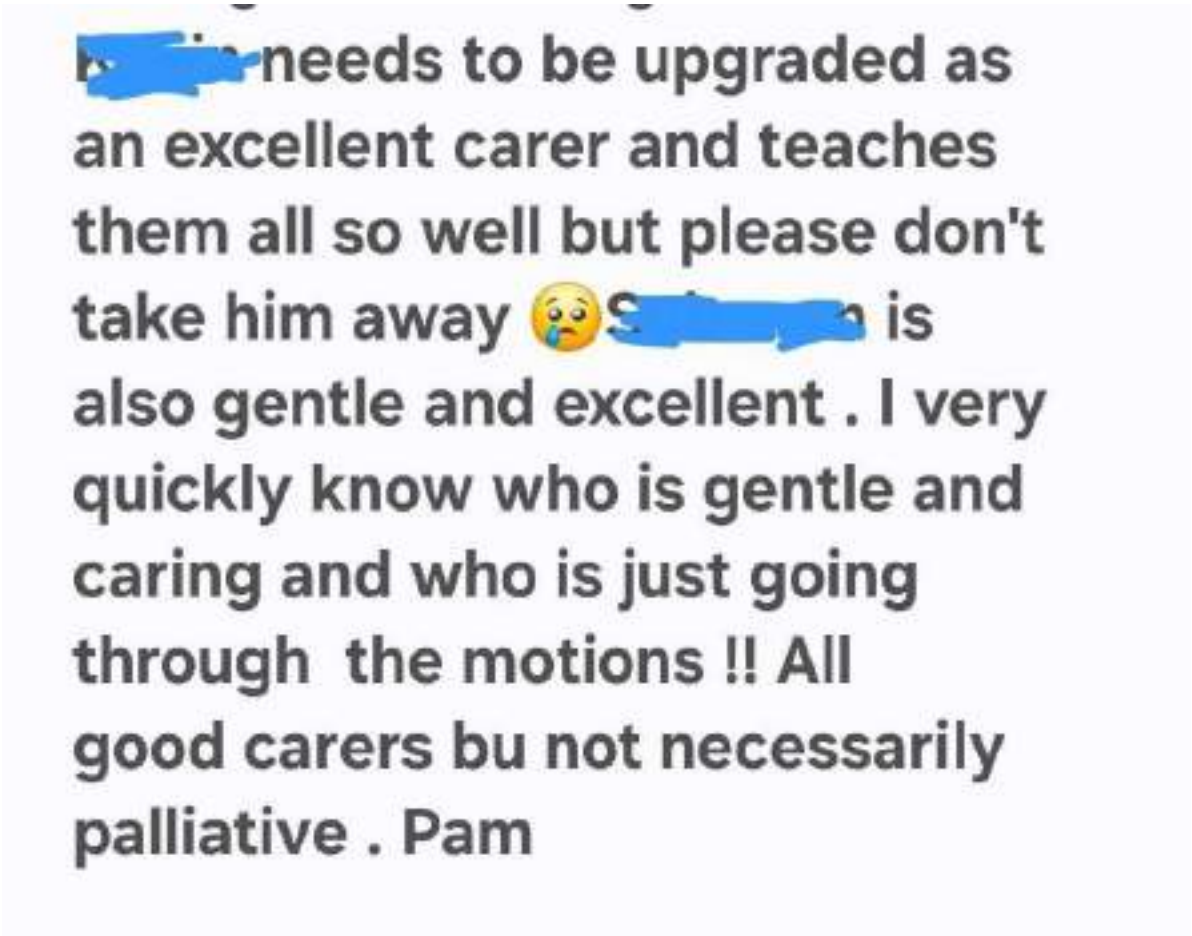
CLIENT'S


Hi Jane
Good day. Thank u so much for the referral. I have been to see Ann's dad and they are just a happy family. We hope we will do our best for them.
Once again, thanks so much 🙏
13:05
Jane Stallard NOK
I was very happy to recommend you. Ann is my oldest and best friend. I'm very fond of them. Jane
14:43

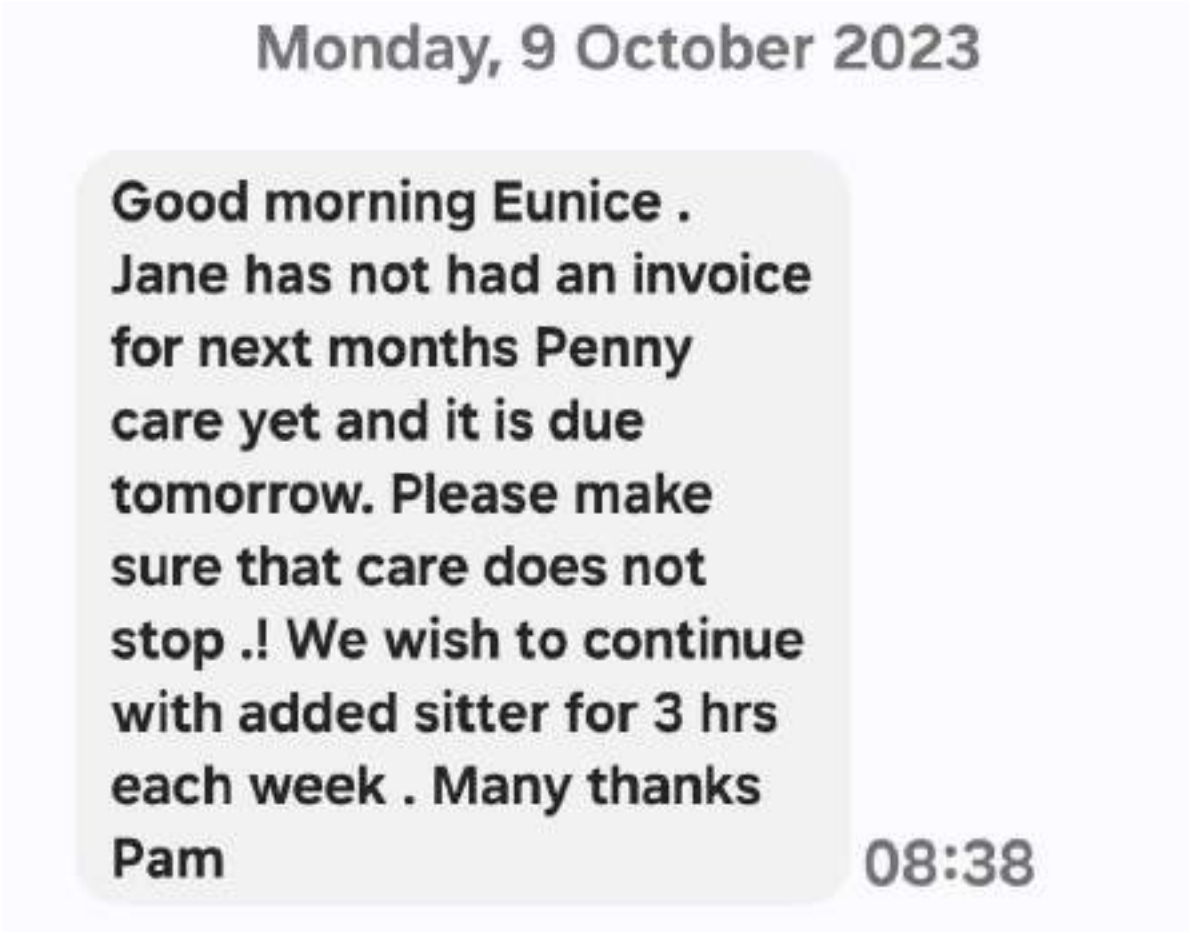
CLIENT'S


and
great! Dad very fond of them.
Mum should be coming out of hospital soon, we will of course let you know when.
She's not quite as easy as dad!!!
Thank you all again, and wishing you a happy Christmas, Ann x

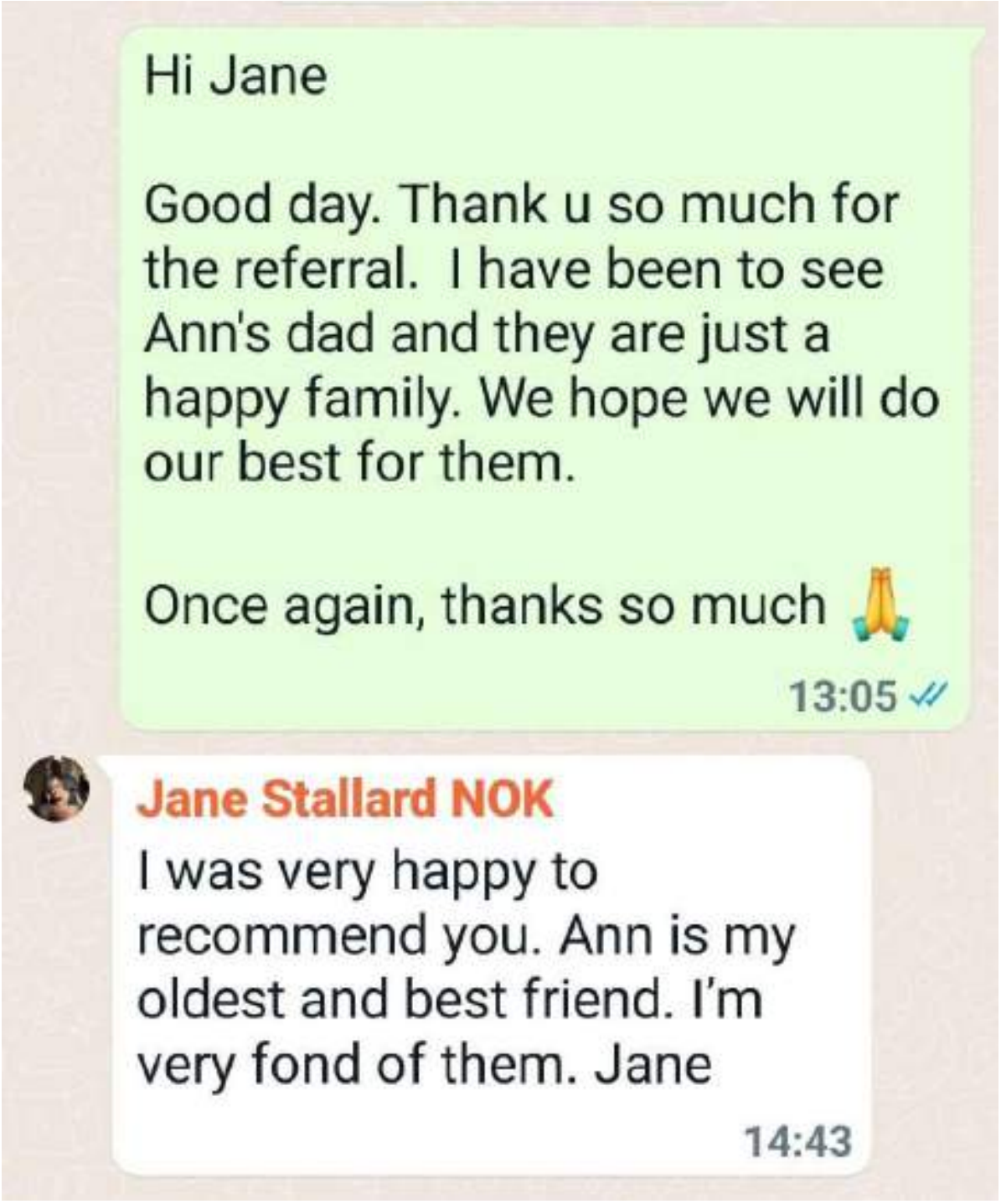
CLIENT'S


needs to be upgraded as
an excellent carer and teaches
them all so well but please don't
take him away
is
also gentle and excellent . I very
quickly know who is gentle and
caring and who is just going
through the motions !! All
good carers bu not necessarily
palliative . Pam

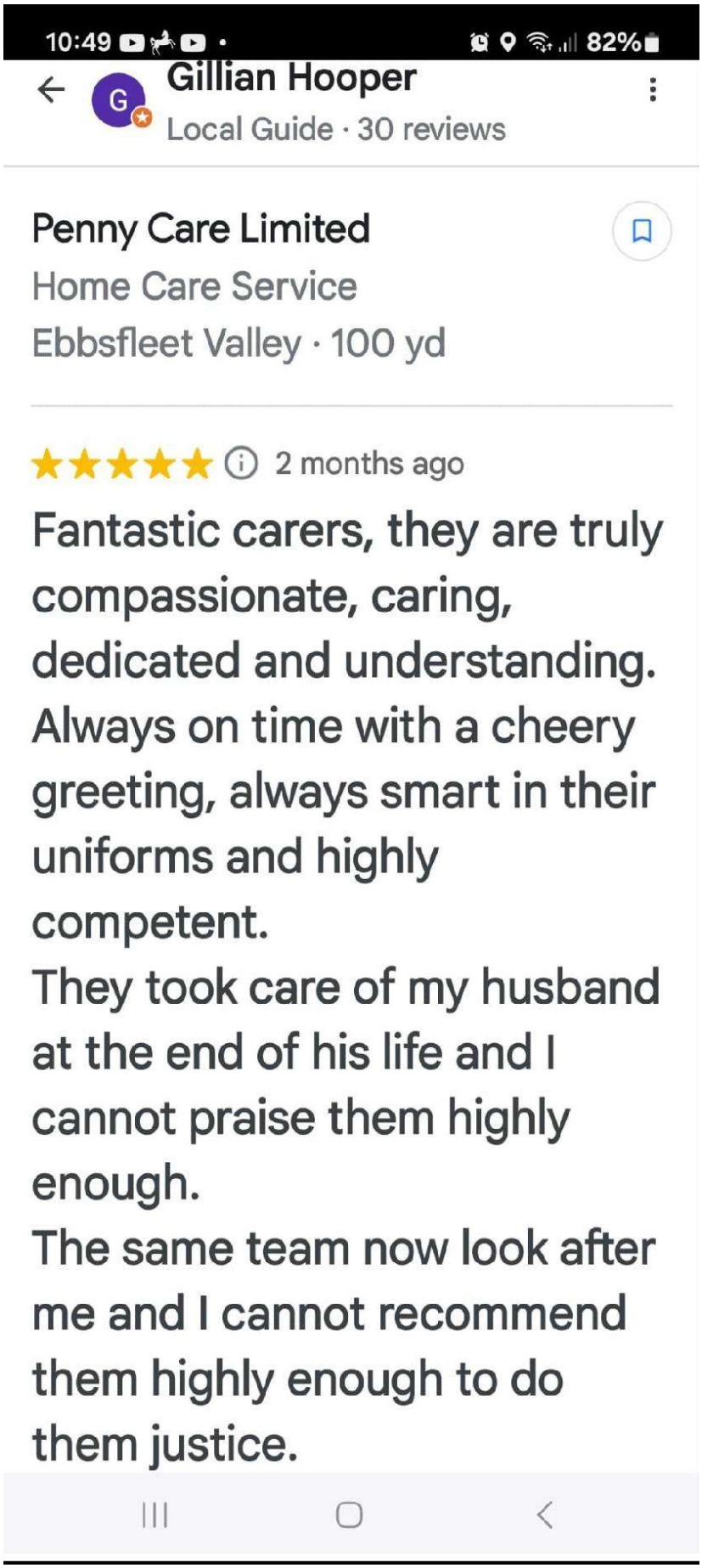
CLIENT'S


Monday, 9 October 2023
Good morning Eunice .
Jane has not had an invoice for next months Penny care yet and it is due tomorrow. Please make sure that care does not stop .! We wish to continue with added sitter for 3 hrs each week . Many thanks Pam
08:38

CLIENT'S


Hi Jane
Good day. Thank u so much for the referral. I have been to see Ann's dad and they are just a happy family. We hope we will do our best for them.
Once again, thanks so much 🙏
13:05
Jane Stallard NOK
I was very happy to recommend you. Ann is my oldest and best friend. I'm very fond of them. Jane
14:43

CLIENT'S


10:49
82%
Gillian Hooper
Local Guide · 30 reviews
Penny Care Limited
Home Care Service
Ebbsfleet Valley · 100 yd
2 months ago
Fantastic carers, they are truly compassionate, caring, dedicated and understanding. Always on time with a cheery greeting, always smart in their uniforms and highly competent.
They took care of my husband at the end of his life and I cannot praise them highly enough.
The same team now look after me and I cannot recommend them highly enough to do them justice.

CLIENT'S

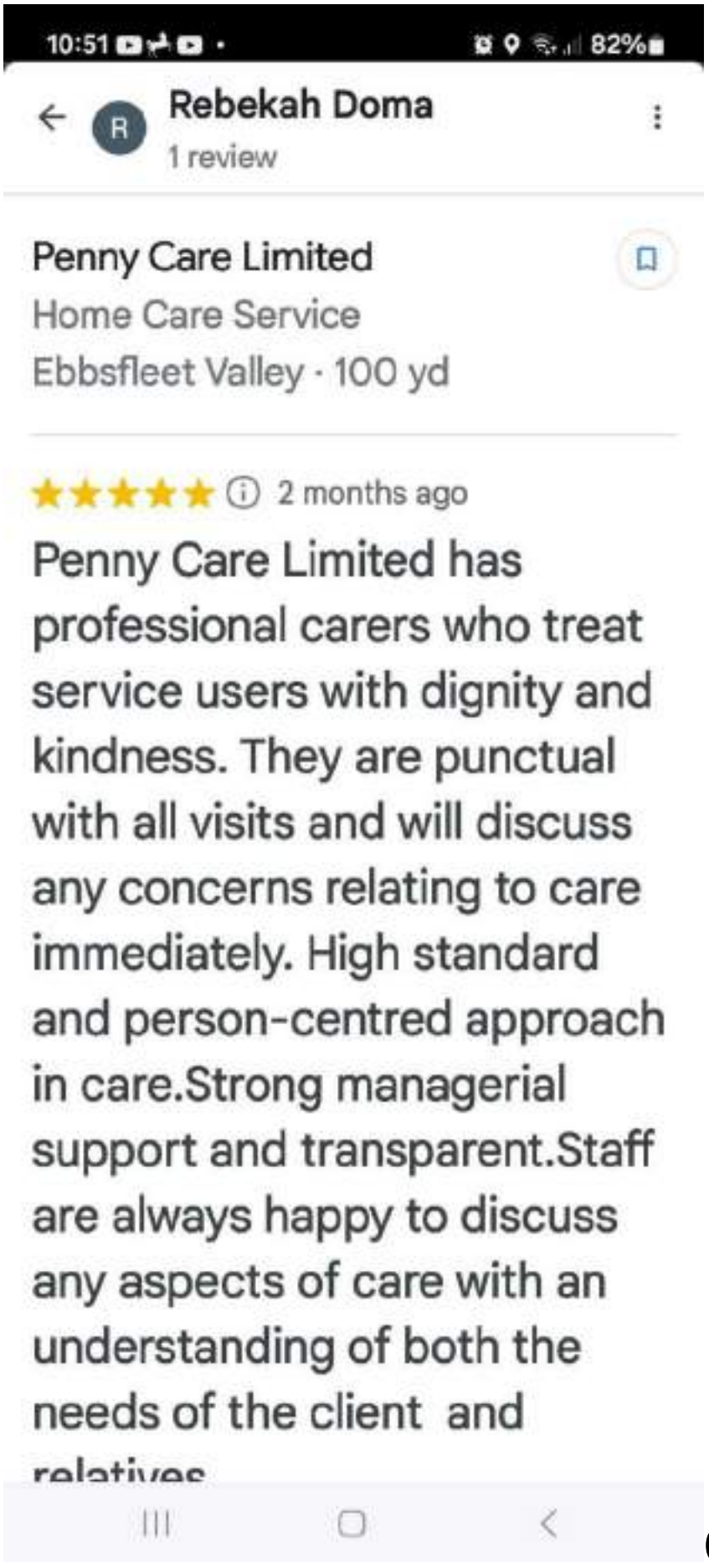


2 reviews

★★★★★ 2 months ago

What an awesome and excellent caring team they have at Pennycare. A friend of mine at work was struggling with the care of her Mum, and I assured him that with Pennycare he was not going to regret, boom, a 2 month after, he brought me a present to say thank you because all his worries we now in the hands of well trained careers at Pennycare. I wouldn't hesitate to recommend it to anyone again because they have proved to be the best within the county.

CLIENT'S

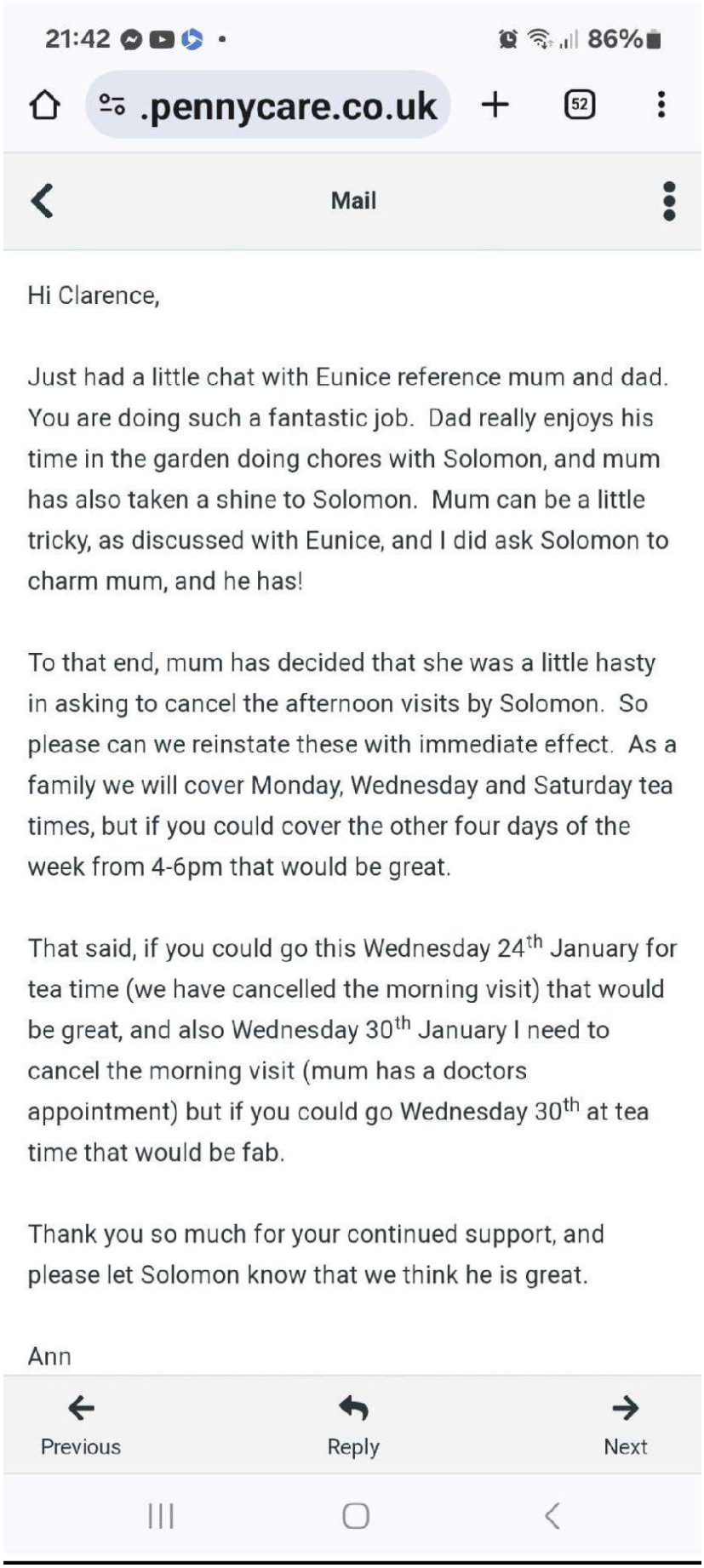

10:51
82%
Rebekah Doma
1 review
Penny Care Limited
Home Care Service
Ebbsfleet Valley · 100 yd
2 months ago
Penny Care Limited has professional carers who treat service users with dignity and kindness. They are punctual with all visits and will discuss any concerns relating to care immediately. High standard and person-centred approach in care.Strong managerial support and transparent.Staff are always happy to discuss any aspects of care with an understanding of both the needs of the client and

C

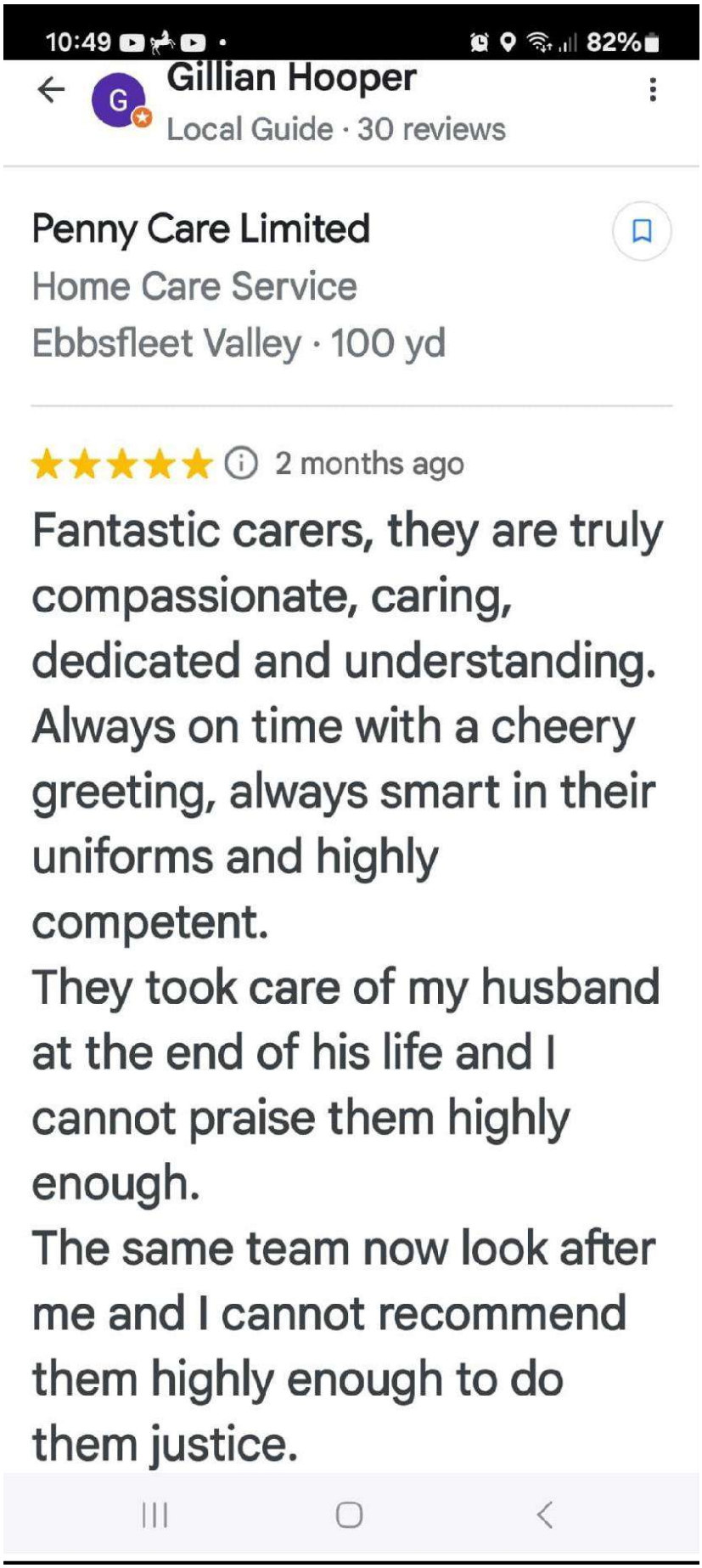
CLIENT'S

[redacted] needs to be upgraded as an excellent carer and teaches them all so well but please don't take him away 😢[redacted] is also gentle and excellent . I very quickly know who is gentle and caring and who is just going through the motions !! All good carers bu not necessarily palliative . Pam

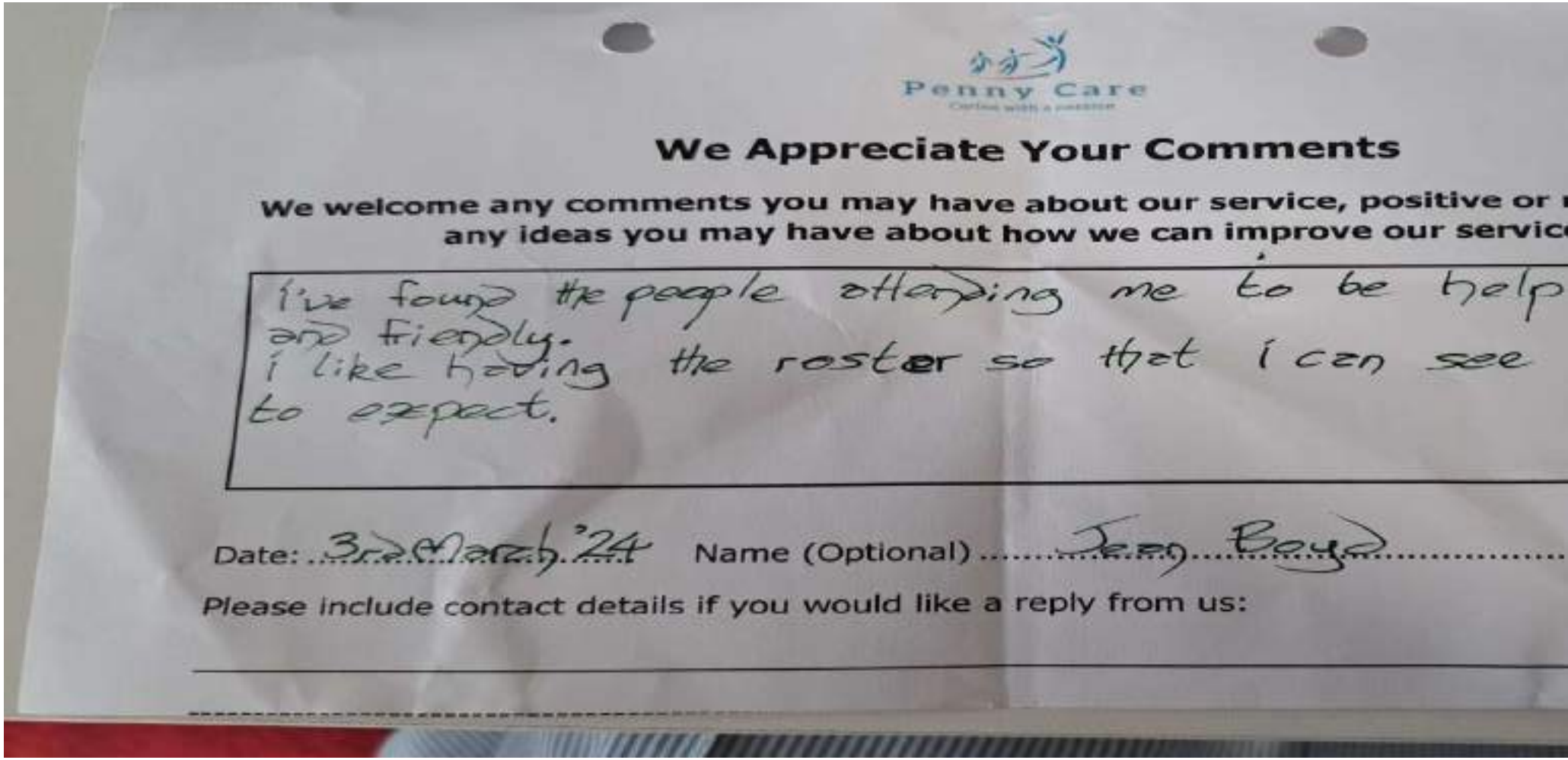
CLIENT'S


21:42
86%
.pennycare.co.uk
52
Mail
Hi Clarence,
Just had a little chat with Eunice reference mum and dad. You are doing such a fantastic job. Dad really enjoys his time in the garden doing chores with Solomon, and mum has also taken a shine to Solomon. Mum can be a little tricky, as discussed with Eunice, and I did ask Solomon to charm mum, and he has!
To that end, mum has decided that she was a little hasty in asking to cancel the afternoon visits by Solomon. So please can we reinstate these with immediate effect. As a family we will cover Monday, Wednesday and Saturday tea times, but if you could cover the other four days of the week from 4-6pm that would be great.
That said, if you could go this Wednesday 24th January for tea time (we have cancelled the morning visit) that would be great, and also Wednesday 30th January I need to cancel the morning visit (mum has a doctors appointment) but if you could go Wednesday 30th at tea time that would be fab.
Thank you so much for your continued support, and please let Solomon know that we think he is great.
Ann
Previous
Reply
Next

CLIENT'S


10:49
82%
Gillian Hooper
Local Guide · 30 reviews
Penny Care Limited
Home Care Service
Ebbsfleet Valley · 100 yd
2 months ago
Fantastic carers, they are truly compassionate, caring, dedicated and understanding. Always on time with a cheery greeting, always smart in their uniforms and highly competent.
They took care of my husband at the end of his life and I cannot praise them highly enough.
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CLIENT'S



Penny Care

We Appreciate Your Comments

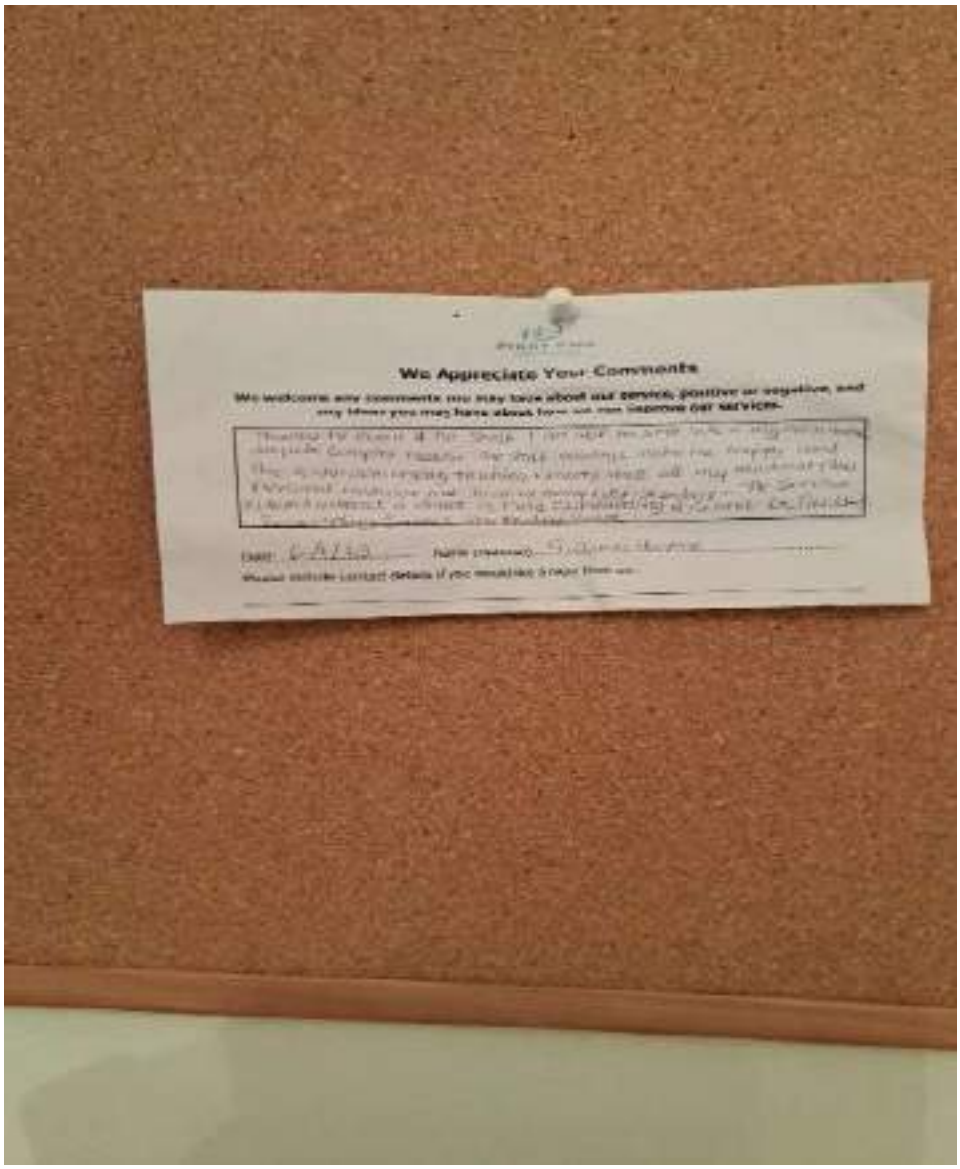
We welcome any comments you may have about our service, positive or
any ideas you may have about how we can improve our servic

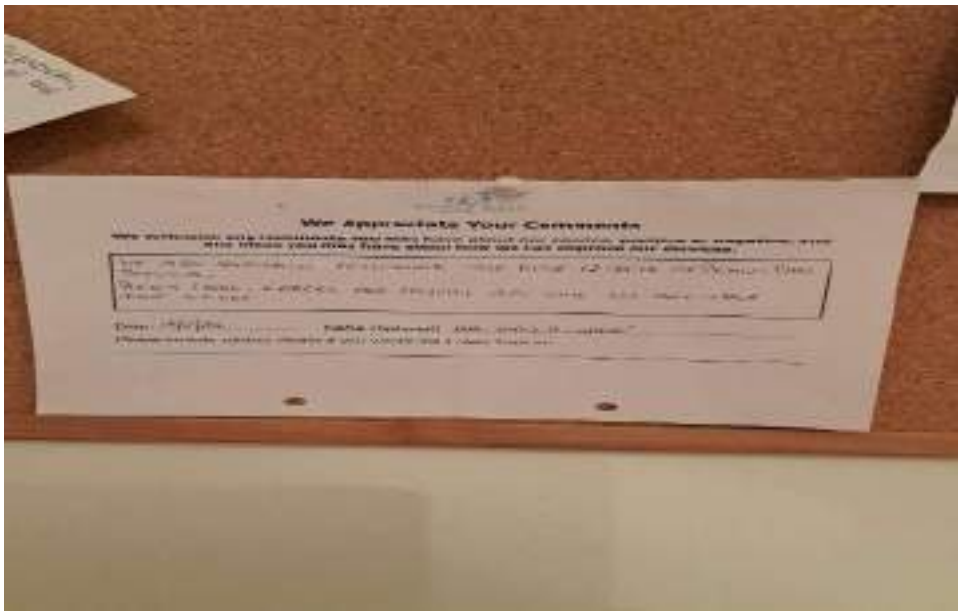
I've found the people attending me to be help
and friendly.
I like having the roster so that I can see
to expect.

Date: 3rd March '24 Name (Optional) Jean Boyd

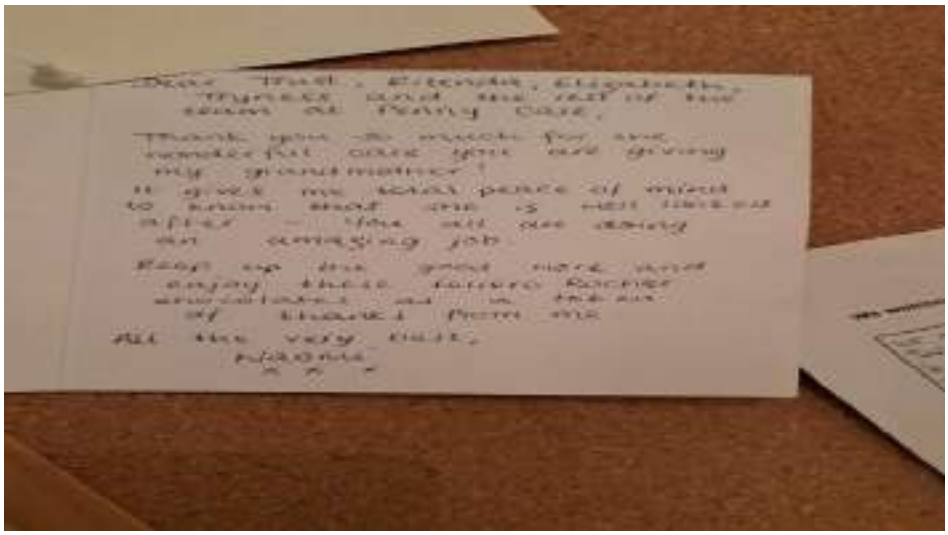
Please include contact details if you would like a reply from us:

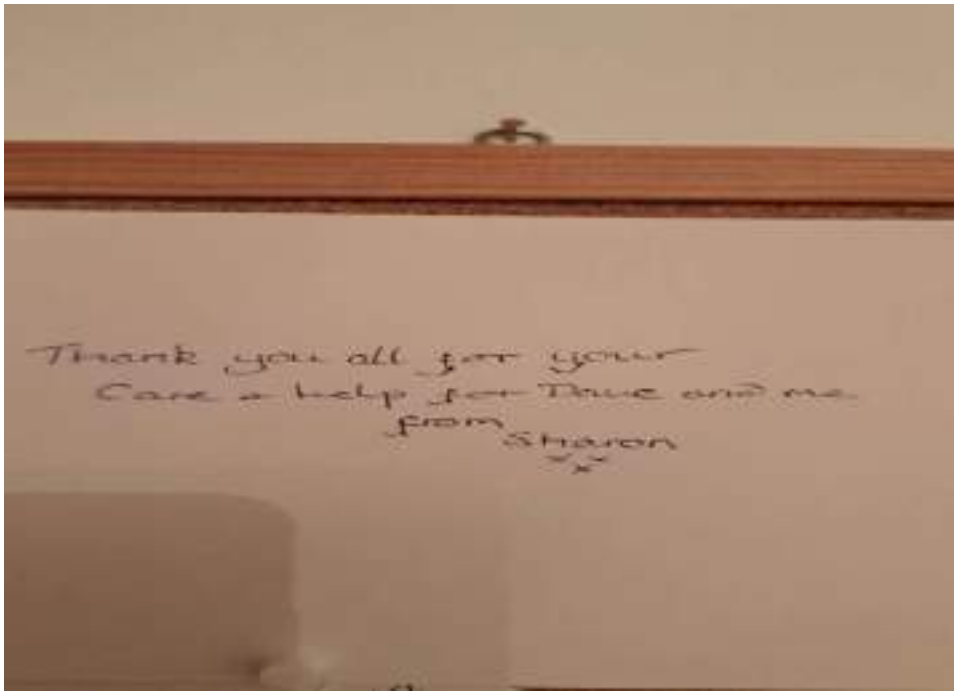
CLIENT'S





CLIENT'S


Thank you so much for the
wonderful care you are giving
my grandmother!
It gives me total peace of mind
to know that she is
after - the all are doing
an amazing job
Keep up the great work and
enjoy their forever Rachel
and Graham as the
of Thanet from me
All the very best,
Yvonne


Thank you all for your
Care + help for True and me.
from
Sharon

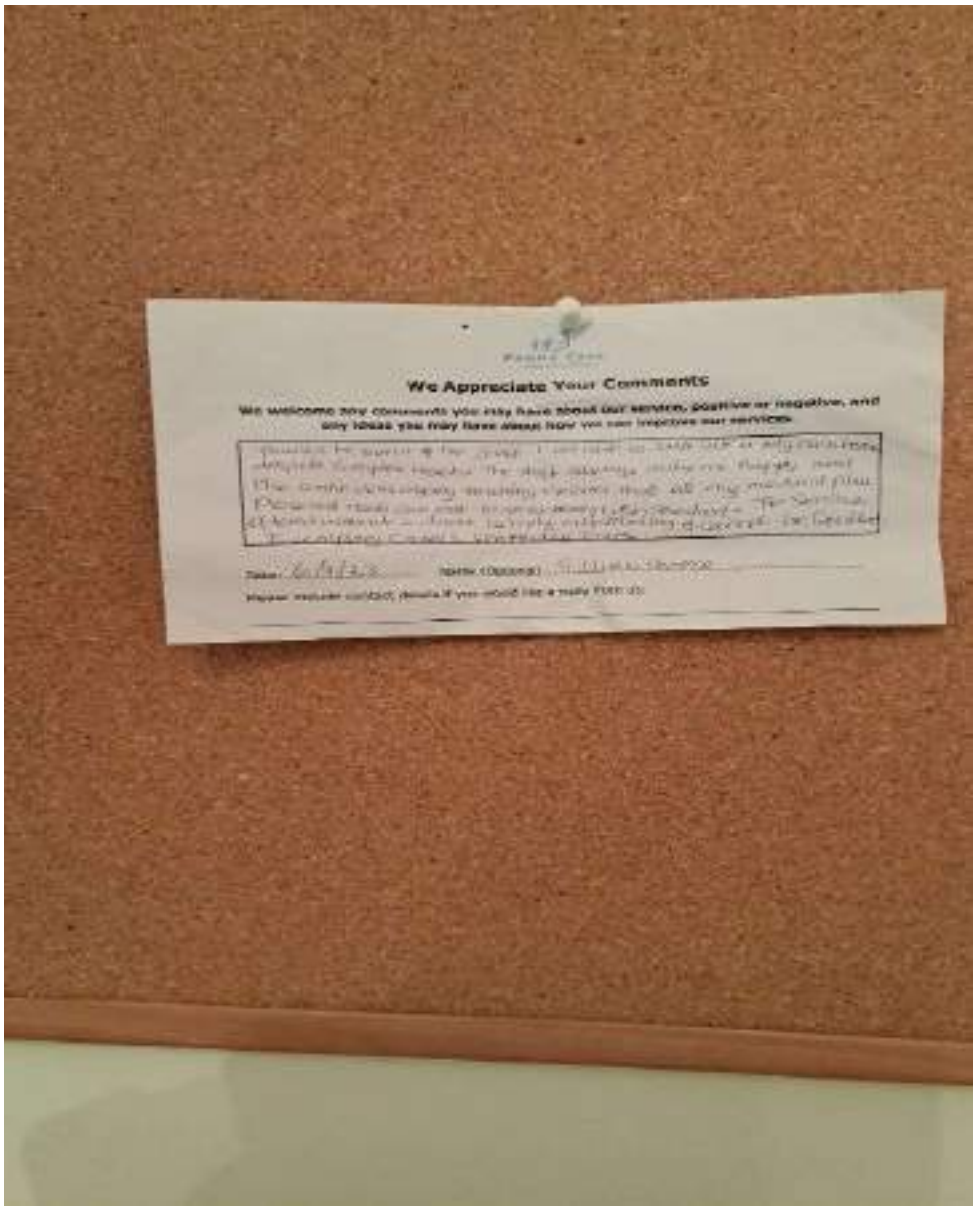
CLIENT'S

We Appreciate Your Comments

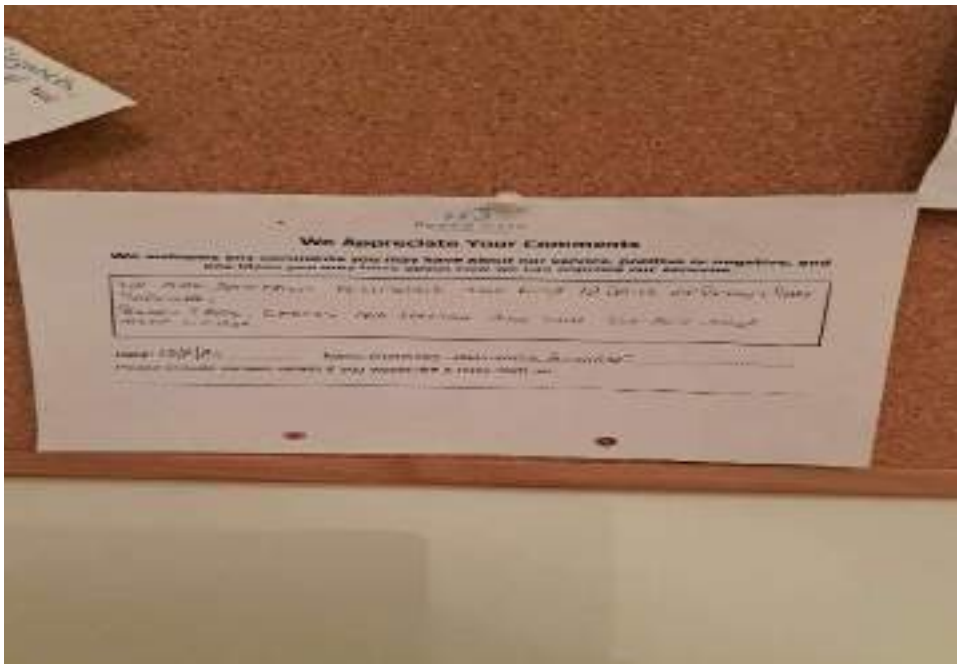
We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Please include contact details if you would like a reply from us

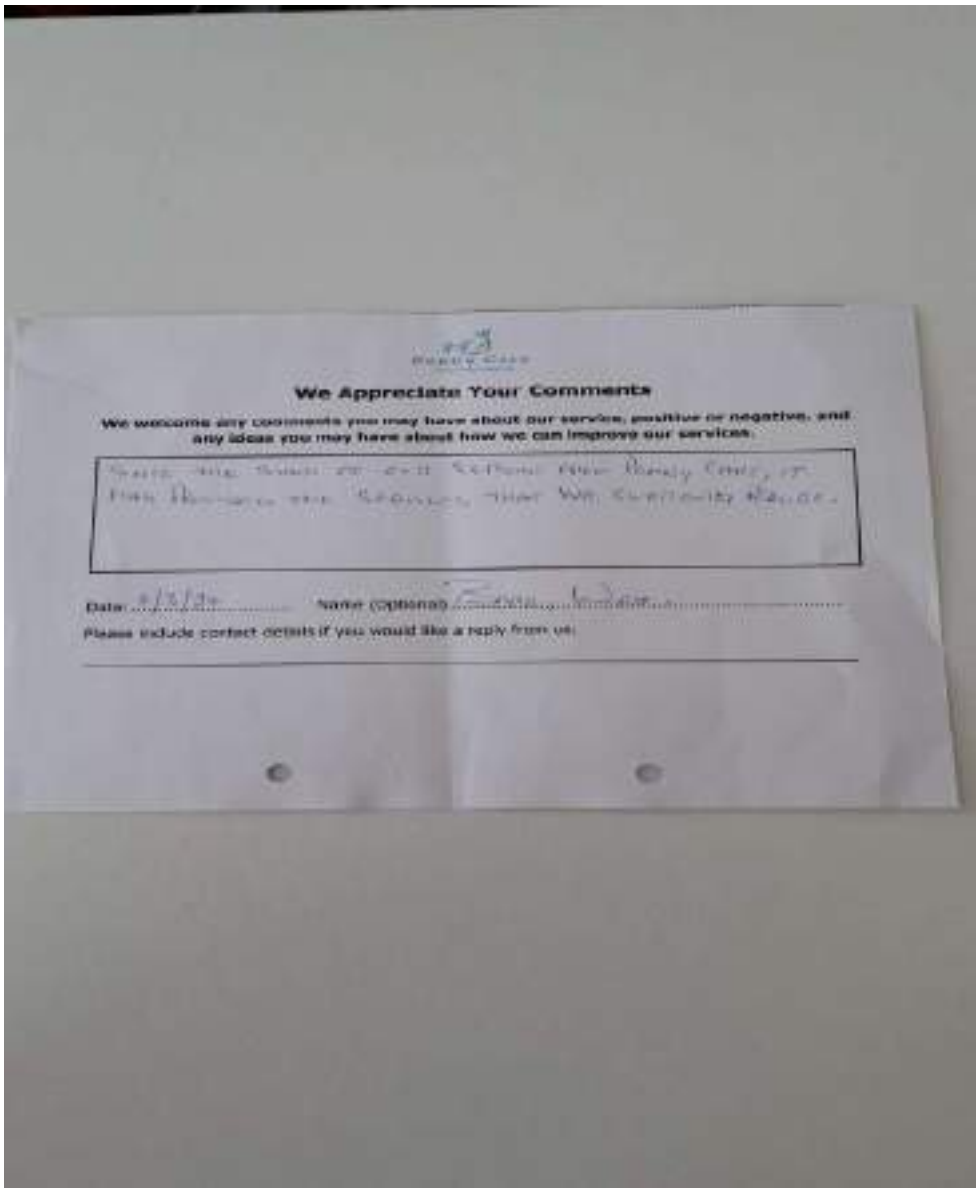
CLIENT'S


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CLIENT'S



CLIENT'S



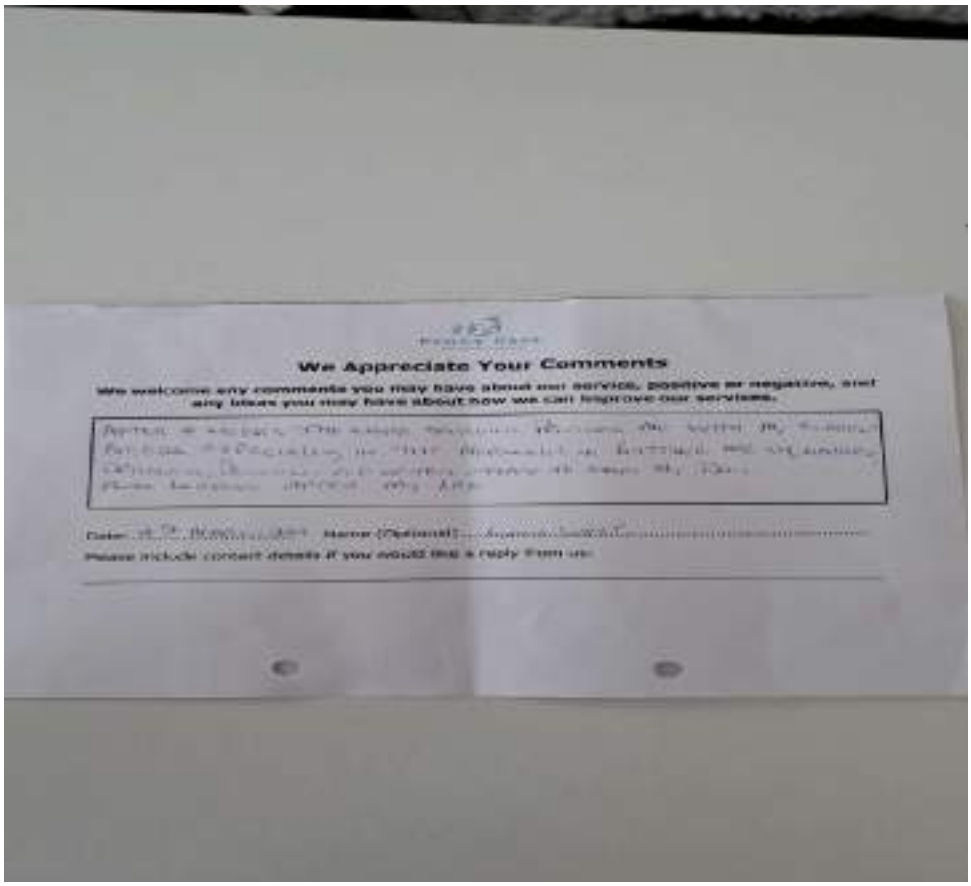
We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Date: 3/12/14 Name (optional)

Please include contact details if you would like a reply from us.

CLIENT'S



We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

Date: Name (Optional):

Please include contact details if you would like a reply from us:

Penny Care
Caring with a passion

We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

I AM VERY GRATEFUL FOR THE HELP BEING GIVEN BY THE CARERS. ESPECIALLY WITH CHANGING MY STOMA BAG AND SHOWER. I REALLY COULDN'T MANAGE TO DO EITHER OF THESE THINGS WITHOUT THEIR HELP. THEY MAKE MY BED AND PREPARE MY BREAKFAST. THEY ARE ALWAYS POLITE ASKING HOW I AM WHEN THEY ARRIVE AND IF I NEED ANY HELP WITH ANYTHING ELSE BEFORE THEY LEAVE.

THANK YOU PENNY CARE.

Date: 09/07/2024 Name (Optional) MRS ANN GAYMER

Please include contact details if you would like a reply from us:

Penny Care
Caring with a passion

We Appreciate Your Comments

We welcome any comments you may have about our service, positive or negative, and any ideas you may have about how we can improve our services.

The care I have received these past weeks has been Wonderful. Nothing has been too much trouble day or night, no improvement needed!!!

Date: 24-5-24 Name (Optional) Mrs Jennifer Appleton

Please include contact details if you would like a reply from us:

Penny Care

Caring with a passion

Family and Friends Satisfaction Questionnaire

We are carrying out our satisfaction survey. We invite you to take time to complete and return the questionnaire.

Your feedback is important to us and we will use the responses to the questionnaires to look at how we can improve the services for customers.

Please tick (✓) the boxes that you most agree with and write anything else you would like to say in the comments box.

You do not have to put your name on the questionnaire unless you wish to do so.

Please return the questionnaire in the envelope provided.

Care Visits

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Do staff arrive at the time expected?			✓
If staff are delayed do they contact your relative or friend to let them know? NEVER HAPPENED		✓	
Do staff stay for the full allocated visit time unless they are asked not to?			✓
Are staff knowledgeable about the care your relative or friend needs?			✓
Do new staff introduce themselves to your relative or friend?		✓	
Do staff arrive in uniforms and are they dressed smartly?			✓
Do staff wear gloves and aprons when they are caring for your relative or friend?			✓
Do staff tidy up and leave the home clean after providing care?			✓
Do staff leave your relative's or friend's home secure when leaving?		✓	

Do you have any comments about your care visits?

VERY HAPPY WITH YOUR TEAM

The Care We Provide

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied with the care and support provided?			✓
Are you satisfied that your relative or friend gets all the help that they require?			✓
Are you satisfied with the opportunity to be involved in your relative's or friend's Care Plan (if they wished and consented to this)?		✓	
Are you satisfied with how we respond to meet the changing needs of your relative or friend?			✓
Are you satisfied that your relative or friend has access to medical services when needed?			✓
Are you satisfied that we encourage your relative or friend to maintain their independence?			✓
Are you satisfied that staff respect your relative's or friend's home and personal belongings?		✓	

Do you have any comments about the care provided?

Our Carers

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied that our staff are friendly?			✓
Are you satisfied that there are enough staff to meet the needs of our customers?			✓
Are you satisfied that our staff treat your relative or friend with dignity and respect?			✓
Are you satisfied with how our staff communicate with your relative or friend?			✓
Are you satisfied that our staff are smartly dressed and well presented?			✓
Are you satisfied that our staff are knowledgeable and capable?			✓

Do you have any comments about staff?

VERY PLEASED WITH THEM.

Management

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied with the availability of the manager to discuss any problems when you need to?			✓
Are you satisfied that we keep you well informed about your relative or friend?			✓
Are you satisfied that management appreciates your input into your relative's or friend's care?			✓
Are you satisfied with how we deal with concerns and complaints? NONE			✓
Are you satisfied with the way managers get things done when asked?			✓

Do you have any comments about the management of the service?

What Can We Do Better?

NOTHING

SERVICE IS EXCELLENT.

What Do We Do Well?

EVERYTHING

Do You Have Any Other Comments?

I AM VERY HAPPY.

THANK YOU FOR TAKING TIME TO COMPLETE THIS QUESTIONNARE

Name (Optional): .....

Penny Care

Caring with a passion

Customer Satisfaction Questionnaire

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You do not have to put your name on the questionnaire. You can ask your family or friends to help you to complete it if you wish. Please let us know if you would like some help to complete this.

Your Care

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied with the care and support that you receive?			✓
Do you get all the help that you need?			✓
Have you been involved in your Care Plan?			✓
Are you happy with your Care Plan?			✓
Do you feel we are responsive when your needs change?			✓
Are you encouraged to be independent?			✓
Are you supported to access doctors, nurses and medical care when you need to?			N/A
Do we get medical help for you when you are unwell?			N/A

Do you have any comments about the care that you receive?

Only that it is excellent!

Your Care Visits

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Do staff arrive on time?			✓
If staff are delayed do they contact you to let you know?			
Do staff stay for the full allocated visit time unless you ask them not to?			✓
Are staff knowledgeable about the care you need?			✓
Do new staff introduce themselves to you?			✓
Do staff arrive in uniforms and are dressed smartly?			✓
Do staff wear gloves and aprons when they are caring for you?			✓
Do staff tidy up after providing care?			✓
Do staff leave your home secure when leaving?			✓

Do you have any comments about your care visits?

Excellent.

Your Carers

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you happy with the care provided by staff?			✓
Do you feel that staff are kind to you?			✓
Do you feel that staff treat you with respect and dignity?			✓
Do you like the way staff speak and communicate with you?			✓
Do staff listen when you have something to say?			✓
Are staff sensitive to how you feel?			✓
Do you feel that staff respect your home?			✓

Do you have any comments about your carers?

Excellent.

Management and Office Staff

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
If you have contacted the office staff were you satisfied with how they responded to you?			✓
Do you feel office staff communicate well with you?			✓
Are you able to speak to a manager when you need to?			✓
Are you satisfied with how we deal with concerns and complaints?			✓
Would you recommend our service to others?			✓

Do you have any comments about managers and office staff?

Excellent.

What Can We Do Better?

Nothing!

What Do We Do Well?

Everything!

Do You Have Any Other Comments?

Only that the kindness, caring. Happiness and much more I have received from Bailey is exemplary.

THANK YOU FOR TAKING TIME TO COMPLETE THIS QUESTIONNARE

Penny Care

Caring with a passion

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Care Visits

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Do staff arrive at the time expected?			✓
If staff are delayed do they contact your relative or friend to let them know? NEVER HAPPENED		✓	
Do staff stay for the full allocated visit time unless they are asked not to?			✓
Are staff knowledgeable about the care your relative or friend needs?			✓
Do new staff introduce themselves to your relative or friend?		✓	
Do staff arrive in uniforms and are they dressed smartly?			✓
Do staff wear gloves and aprons when they are caring for your relative or friend?			✓
Do staff tidy up and leave the home clean after providing care?			✓
Do staff leave your relative's or friend's home secure when leaving?		✓	

Do you have any comments about your care visits?

VERY HAPPY WITH YOUR TEAM

The Care We Provide

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied with the care and support provided?			✓
Are you satisfied that your relative or friend gets all the help that they require?			✓
Are you satisfied with the opportunity to be involved in your relative's or friend's Care Plan (if they wished and consented to this)?		✓	
Are you satisfied with how we respond to meet the changing needs of your relative or friend?			✓
Are you satisfied that your relative or friend has access to medical services when needed?			✓
Are you satisfied that we encourage your relative or friend to maintain their independence?			✓
Are you satisfied that staff respect your relative's or friend's home and personal belongings?		✓	

Do you have any comments about the care provided?

Our Carers

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied that our staff are friendly?			✓
Are you satisfied that there are enough staff to meet the needs of our customers?			✓
Are you satisfied that our staff treat your relative or friend with dignity and respect?			✓
Are you satisfied with how our staff communicate with your relative or friend?			✓
Are you satisfied that our staff are smartly dressed and well presented?			✓
Are you satisfied that our staff are knowledgeable and capable?			✓

Do you have any comments about staff?

VERY PLEASED WITH THEM.

Management

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied with the availability of the manager to discuss any problems when you need to?			✓
Are you satisfied that we keep you well informed about your relative or friend?			✓
Are you satisfied that management appreciates your input into your relative's or friend's care?			✓
Are you satisfied with how we deal with concerns and complaints? NONE			✓
Are you satisfied with the way managers get things done when asked?			✓

Do you have any comments about the management of the service?

What Can We Do Better?

NOTHING

SERVICE IS EXCELLENT.

What Do We Do Well?

EVERYTHING

Do You Have Any Other Comments?

I AM VERY HAPPY.

THANK YOU FOR TAKING TIME TO COMPLETE THIS QUESTIONNARE

Name (Optional): .....

Penny Care

Caring with a passion

Customer Satisfaction Questionnaire

We are carrying out our customer satisfaction questionnaire.

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You do not have to put your name on the questionnaire. You can ask your family or friends to help you to complete it if you wish. Please let us know if you would like some help to complete this.

Your Care

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you satisfied with the care and support that you receive?			✓
Do you get all the help that you need?			✓
Have you been involved in your Care Plan?			✓
Are you happy with your Care Plan?			
Do you feel we are responsive when your needs change?			✓
Are you encouraged to be independent?			✓
Are you supported to access doctors, nurses and medical care when you need to?			
Do we get medical help for you when you are unwell?			✓

Do you have any comments about the care that you receive?

I have applied for extra care to enable PennyCare to assist me in going out of my home in Safety under my care plan.

Your Care Visits

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Do staff arrive on time?			✓
If staff are delayed do they contact you to let you know?			✓
Do staff stay for the full allocated visit time unless you ask them not to?			✓
Are staff knowledgeable about the care you need?			✓
Do new staff introduce themselves to you?			✓
Do staff arrive in uniforms and are dressed smartly?			✓
Do staff wear gloves and aprons when they are caring for you?			✓
Do staff tidy up after providing care?			✓
Do staff leave your home secure when leaving?			✓

Do you have any comments about your care visits?

no need for uprons on all calls. in my opinion only for showering calls.

Your Carers

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
Are you happy with the care provided by staff?			✓
Do you feel that staff are kind to you?			✓
Do you feel that staff treat you with respect and dignity?			✓
Do you like the way staff speak and communicate with you?			✓
Do staff listen when you have something to say?			✓
Are staff sensitive to how you feel?			✓
Do you feel that staff respect your home?			✓

Do you have any comments about your carers?

Excellent in all these areas.

Management and Office Staff

Please tick to indicate whether you agree or disagree with each of the areas below	No	Don't Know	Yes
If you have contacted the office staff were you satisfied with how they responded to you?			✓
Do you feel office staff communicate well with you?			✓
Are you able to speak to a manager when you need to?			✓
Are you satisfied with how we deal with concerns and complaints?			✓
Would you recommend our service to others?			✓

Do you have any comments about managers and office staff?

highly recommend to anyone/everyone. Appreciate the way that they try to rearrange calls at short notice when doctors/dentists etc change my appointment dates or times at short notice for my care.

What Can We Do Better?

Look at times of evening calls. !!!!! Some of us are 'night owls'!

What Do We Do Well?

Everything

Do You Have Any Other Comments?

Continue carrying on with your excellent outstanding work

THANK YOU FOR TAKING TIME TO COMPLETE THIS QUESTIONNARE