

Christchurch Care's domiciliary service is focused on supporting individuals to live the most independent and fulfilling lives possible. We value greatly our service-users' feedback; this short questionnaire can be completed by you at any time and returned to us via email, fax, or in person.

1. Please rate your experience of our home care staff on a scale of 1 to 5, with 5 being the highest score. *Please circle.*

Punctuality	5	4	3	2	1
Professionality	5	4	3	2	1
Friendliness	5	4	3	2	1
Helpfulness	5	4	3	2	1
Clarity	5	4	3	2	1
Respect	5	4	3	2	1

2. Overall, how satisfied are you with the home care that you receive? *Please circle*

Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied

3. How well-informed and in control of your care do you feel? *Please circle*

Extremely well Quite well Moderately well Not very well Not well at all

4. What one improvement would you like to see in our service?

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5. Do you have any special interests or hobbies that we could help you to enjoy more fully (for example, finding and accompanying you to local clubs, groups, or social events)?

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6. Do you have any other comments, questions or concerns?

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Name.....(optional)