

Quality Assurance, Home Visit



Client: Duncan Client1

Date: 03-03-1971

C.Mgr: DuncanKerin

Sign: signature Signature and or type unknown

Client ID: 121212

Sign: signature Signature and or type unknown

Survey ID: AA

Type: Public

Condition: Cognitive

Performance & Quality Confirmation

CAREGiver	Kind / Caring Score	Competent Score	Reliable Score	Carer Average
CareGiver007	8	7	7	7.33
Combined Ave.	7.33			
CAREManager		Back Office		
Helpful Score	3	Helpful Score	9	
Identify Needs Score	8	Promptness Score	9	
High Standards Score	7	Competent Score	9	
Average	6.00	Average	9.00	
Comments:jljlkj		Comments:kjl;klj		
Overall Combined & Weighted CSAT Score:		N / A		

Service Advocacy

Who	N / A	Expectation	N / A
Overall Value of Service:	Great		
How likely are you to recommend HISC to a friend on a scale 0 to 10?			10
NPS Comments	great		

Client Profile			
Quality of Life	N / A	Client Name	Duncan Client1
Details of Client Profile Changes:	N / A		

Solving a 'Need'/ Any Additional Hours or Services?	
Are there any 'unmet needs' ? Expand	Help with cooking, meals
Review Care Plan. Actions?	Yes
Other Services Required?	Yes
Capture Next Steps	talk to back office

Service Review			
Deal with Meds?	N / A	Medi-set Type	N / A
Have Home Keys?	N / A	Key Form Signed?	N / A
Client Key Safe?	N / A	Safe Info Provided?	N / A
Equipment	Service Date	Equipment	Service Date
Bath Hoist? - yes	08/03/2021	Stairlift? - yes	28/02/2021
Hoist ? - yes	2021-01-04		
Actions?	N / A		

Client Journal & House Inspection			
Client Journal accessible	N / A	Preference Sheets done	No
Logs / binder refill	No	Journal Med. Guidelines	No
Content Log OK	N / A	Home Save & Hygienic	N / A
Times Recorded OK	No	Other	no time logs
Comments / Reasons / Actions : N / A			

For Office Use			
Compatible with Client?	N / A	Recommendable?	no
PP Updated?	Yes	Date	2021-03-02

Training Needs	
Dementia	CareGiver007
PM & H	CareGiver007
CATHETER CARE	CareGiver007
Personal Care	CareGiver007
MEAL PREPARATIONS	CareGiver007
Stoma Care	CareGiver007
Notes: more test 10	