

Quality Assurance, Home Visit



Client: <u>Old Man OfTheSea</u>	DOB: <u>27/11/2020</u>	C.Mgr: <u>Test</u>
Sign: _____	Client ID: <u>101</u>	Sign: _____
Survey ID: <u>AA</u>	Type: <u>Private</u>	Condition: <u>Physical</u>

Performance & Quality Confirmation				
CAREGiver	Kind / Caring Score	Competent Score	Reliable Score	Carer Average
Jim O'Shaughnessy	8	5	8	8
Combined Ave.	7			

CAREManager		Back Office	
Helpful Score	9	Helpful Score	9
Identify Needs Score	8	Promptness Score	9
High Standards Score	8	Competent Score	9
Average	8.33	Average	9.00
Comments:Test Comment		Comments:Test Comment	
Overall Combined & Weighted CSAT Score:		78	

Service Advocacy			
Who	Sponsor	Expectation	Not meeting Expectations
Overall Value of Service:		Test	
How likely are you to recommend HISC to a friend on a scale 0 to 10?			8
NPS Comments		Test	

Client Profile			
Quality of Life	Same	Client Name	Old Man OfTheSea
Details of Client Profile Changes:	Test		

Solving a 'Need'/ Any Additional Hours or Services?	
Are there any 'unmet needs' ? Expand	Test
Review Care Plan. Actions?	Test
Other Services Required?	Physiotherapy
Capture Next Steps	Test

Service Review			
Deal with Meds?	No	Other Services	
Have Home Keys?	No	Key Form Signed?	No
Client Key Safe?	No	Safe Info Provided?	No
Equipment	Service Date	Equipment	Service Date
Bath Hoist? - Yes	19-May-21	Stairlift? - Yes	19-May-21
Hoist ? - Yes	21-May-21	Profile Bed - Yes	22-May-21
E wheelchair - Yes	23-May-2021		
Actions?	Test		

Client Journal & House Inspection			
Client Journal accessible	Yes	Preference Sheets done	Yes
Logs / binder refill	Yes	Journal Med. Guidelines	Yes
Content Log OK	Yes	Home Save & Hygienic	Yes
Times Recorded OK	Yes		
Comments / Reasons / Actions : Test			

For Office Use			
Compatible with Client?	Yes	Compatible comment	
Reliable and dependable	Yes	Reliable comment	
Capable of providing reqd care	Yes	Capable comment	
Recommendable for more hrs comment	Test		
Training Needs			
Dementia			

PM & H	
CATHETER CARE	
Personal Care	
MEAL PREPARATIONS	
Stoma Care	
Notes: Test	