

Date	Score (1-5)	Comments (client)
01/04/2024`	5	Reliability was good when hospital calls where required. Good communication to explain needs.
01/04/2024	5	All SCA's kind and caring.
01/04/2024	5	All SCA's where clear, respectful, patient and professional.
01/04/2024	4	All SCA's very helpful and do not quibble about anything.
02/04/2024	5	The SCA's have treated me like a human being and have been ever so kind. I felt as if I was wanted.
02/04/2024	5	Very impressed with everyone. All very helpful. Made sure i took my medication
28/03/2024	0	Admitted to hospital
30/03/2024	0	Admitted to hospital
09/04/2024	0	Admitted to hospital
26/03/2024	5	Everyone was lovely, (staff member) was obviously lovely she went over and beyond
11/04/2024	5	Service was perfect and exceed my expectations.
09/04/2024	0	Declined after assessment family to support
14/04/2024	4	The support i received was very good. Timings was a bit of a issue
17/04/2024	5	Everyone has been very good.
21/04/2024	5	I found all the SCA's who visited very helpful and approachable. They all listened to what I was saying and took a interest.
17/04/2024	0	Declined assessment, family support.
24/04/2024	5	Brilliant, everybody has been so nice. Don't want them to go.
25/04/2024	5	Everyone was vey nice and helpful
26/04/2024	0	Admtted to hospital
30/04/2024	4	Very patient and calm and listened to me when i said no i can manage. Very friendly.
30/04/2024	5	found the service very useful.
03.05.24	4+	Inappropriate language - ignored question
03.05.24	4+	(staff member)said although she only met with them briefly, she found the SCA's very professional and caring.
06/05/2024	4	(staff member) is so helpful. Support has been very good.
08/05/2024	5	They are all very supportive cannot fault them, there are all nice.
01/05/2024	5	Can't fault them at all. Very supportive. Always trying to do things so helpful.
09/05/2024	5	No complaints, Very helpful. They don't rush me.
10/05/2024	5	I couldn't do without them. They were brilliant.
07/05/2024	5	Never late and very nice
05/05/2024	4	All SCA's looked after me very well. Jackie Bennett was very good she would visit regular
04/05/2024	4	Everyone of the SCA's who visited were very friendly, social and polite. I could not fault them. Always very chatty
13/05/2024	0	Admitted to hospital
10/05/2024	0	Admitted to hospital
19/05/2024	5	In all aspects each and every SCA is superb at their job and each make me feel they are my friend. I think that bit is important because I feel that I can talk to them about the most intimate details without feeling embarrassed and feeling that I can trust them.
19/05/2024	2	My wife thinks they have been kind considerate and fantastic.
		(staff member) has been pleased with the service and found (staff member) very helpful.
19/05/2024	4	Only timing where pretty bad. All the girls where lovely and we had good chats. My dog will miss them as she like a fuss.
16/05/2024	0	Independent pending equipment. Service not required
20/05/2024	5	All really lovely, Service has really made a big difference to me.
18/05/2024	5	Everyone was very good and would do whatever she asked them.
17/05/2024	5	Sad to lose them. Everyone has been very helpful.
23/05/2024	5	I thought they were very good. Very helpful. Never gave me any problems at all. They came on time, what more could you want?
21/05/2024	5	I feel all the SCA's have been wonderful and I have felt looked after.
24/05/2024	5	All SCA's where all kind and lovely, I cannot speak highly enough of them. Whoever interviewed all the SCA's made great decisions.
20/05/2024	3	Very prompt assisted where needed.
23/05/2024	5	Can't fault them, they do everything i ask them.
	4	Most of the SCAs are very caring and kind which I appreciate. They all seem to be very professional. Some of them are very nice indeed.
28/05/2024	4	All very chatty.
24/05/2024	5	All SCA's where all kind and lovely, I cannot speak highly enough of them. Whoever interviewed all the SCA's made great decisions.
31/05/2024	5	All very nice, the support helped me and to build my confidence
22/05/2024	4	Found it very supportive and helpful.
31/05/2024	4	Service was very helpful
01/06/2024	5	The SCAs were very good - they really helped me.
01/06/2024	5	I thought they were really good.
30/05/2024	4	SCA's all very good. (staff member) was exceptional. If I could employ her I would there was something special about her.
30/05/2024	5	(service user) has been very happy with the service and could not fault any of the SCA's. (Service user and family member) will miss all the SCA's.
30/05/2024	0	Declined service
01/06/2024	4	
01/06/2024	5	Good trained talking staff, willing to help when I needed help. Difficult to work on a 30 minute basis and very good. I am so much better with the help I have had.
02/06/2024	4	SCA's were very friendly, helpful and willing to have a nice chat with me.
04/06/2024	5	<i>What I asked was not too much and helped with a happy heart. We worked together to prepare my breakfast.</i>
04/06/2024		Indpendent,with equipment
05/06/2024	5	I could not find any fault in them.
05/06/2024	4	Staff were cheerful, they lifted me and all be helpful and you never felt rushed.
01/06/2024	0	Admitted to hospital
03/06/2024	5	Everyone is polite, helpful there are a example i cannot fault them.
06/06/2024	5	When I asked for anything they never said no.
07/06/2024	4	Al been very good. i will miss them.
07/06/2024	0	Admitted to hospital
08/06/2024	0	Admitted to hospital
07/06/2024	4	All the people have been kind and helpful. Helpful service
12/06/2024	0	Hospital - no assessment took place
31/05/2024	0	Hospital
15/06/2024	5	There were 3 SCAs that particularly stood out, (staff member) and 2 others - I can't remember their names, sorry.
		They were cheerful, got on with the job efficiently.
		The only thing I would say is that some of the SCAs did not offer to support (service user) with a bath, even though it is in the support plan.
15/06/2024	5	I haven't got anything to say really.
16/06/2024	5	I just cannot fault any of the care and attention I have received. Everyone has been outstanding sympathetic and kind. I really appreciate all of the SCAs
19/06/2024	5	Whatever we asked for all the SCA's helped and all very jolly.

24/06/2024	3	Smaller window of times for visits would of been appreciated. In the early stages with timings were awkward as mobility was not as good. If anyone was like (staff member) I would love them all the time.
24/06/2024	5	The service has been a tremendous help to get me independent. The service has aided my recovery.
30/06/2024	4	4 and a half. A lot of the time I don't need anybody to get my lunch as I have had something for breakfast and sometimes I am not ready to eat lunch. (staff member) is wonderful - he has recommended a book for me and recommended a counselling service for me. I always feel like I have learnt something about him. He is such an exceptional young man.
30/06/2024	3	All SCA's helped me and did what I wanted them to do.
30/06/2024	5	Everyone was nice and it was reassuring to see a smiley face. Nobody has tried to take over.
02/07/2024	4	The SCA who visited explained all tasks I had to complete well .
09/07/24`	4	
	5	Very helpful, very cooperative
13/07/2024	5	
13/07/2024	4	From informal carer.
13/07/2024	4	The SCA's who visited where cheerful overall. (staff member) was very nice, always with a smile on her face
13/07/2024	5	All SCA's very helpful, friendly. If we had time we had a nice chat.
14/07/2024	5	I am quite happy with the SCAs. I haven't had a bad one. They all had a good chat with me.
14/07/2024	5	The SCAs were all very good. Top marks.
30/07/2024	5	No comments.
30/07/2024	5	All the SCA's were lovely.
31/07/2024	3	It would be a individual basis as I found some SCA's more helpful than others.
20/08/2024	5	All SCA's have been very helpful and good company.
16/08/2024	4	The SCA's were always there when I needed them.
22/08/2024	5	All SCA's have listened and chatted well.
25/08/2024	4	No comments.
		: I struggled with my right hand and all the assistance I have had has been great and now I have better grip in my right , I can now get on my socks.
27/08/2024	5	
27/08/2024	5	SCA'S HELPED ME WITH EXACTLY WHAT I NEEDED.
27/08/2024	4	There was always someone arriving and they do more than I ask.
18/07/2024	4	no comments
11/08/2024	5	The only thing I didn't like was the male carers.
15/07/2024	0	hospital
30/07/2024	5	They have all been charming. I have fallen in love with all of them. They have all been very interesting to talk to.
28/07/2024	5	The SCAs have been wonderful.
06/08/2024	0	Hospital
14/08/2024	5	SCA were very helpful and polite
13/08/2024	0	Hospital
28/08/2024	0	Independent - referrrals made
30/08/2024	0	
17/08/2024	4	No comments
07/09/24`	3	No comments
07/09/2024	5	All the SCA's gave me confidence in the mornings making life easier.
07/09/2024	5	SCA's worked well with me when I had my catheter. All SCA's have been very pleasant.
08/09/2024	4	No comments
12/09/2024	5	The care I have received has been excellent, the carers couldn't have been nicer'.
		: 'I thought the care my wife has received was brilliant, the carers were very friendly and allowed myself to observe what they were doing so now I am able to take over and help my wife when needed'.
12/09/2024	5	
17/09/2024	4	ALL SCA'S VERY PROFESSIONAL AND BRIGHT AND SHINY. I MET A FEW PEOPLE A FEW TIMES WHICH WAS NICE. I FOUND THE TIMES A LITTLE UN-PREDICTABLE.
21/09/2024	5	They are good-hearted people
22/09/2024	5	Nothing I can really say as there is not a lot they can do for me because I am stubborn and I like to do everything for myself
22/09/2024	5	They were all great. There were some that went beyond what they had to do and they stood out
19/09/2024	3	Not very specific with timing. All very nice SCA's.
22/09/2024	5	All SCA's just so caring.
22/09/2024	5	Attentive and making my (family member) feel comfortable and well looked after.
22/09/2024	5	All SCA's very friendly and helpful. Very nice people.
01/10/2024	5	The HIT team were absolutely wonderful
01/10/2024	5	It has all been wonderful. All friendly and caring. (staff member) can't have my dog!
03/10/2024	5	Wife said : They are top notch. They all spoke brilliant English and we could understand them. The new carers aren't so easy to understand.
03/10/2024	0	Independent - decliend service
08/10/2024	5	I think they have all been lovely.
08/10/2024	5	They are worth every penny and more. They were all dedicated to their work.
06/10/2024	5	I don't think I can fault them in any way.