

MYTON AT HOME 2013 SURVEY REPORT

This is the second year we have undertaken a survey of the Myton@Home Service asking relatives who have had someone they cared for die whilst receiving Myton@Home care. A total of 46 relatives were surveyed for the period October 2012 – April 2013. A 39% response rate was received compared to 59% in 2012 (a total of 37 relatives were surveyed during the same period 2011 - 2012).

100% of respondents felt the service enabled the person they cared for to stay at home and die in the place of choice.

Our survey shows scores have improved with a 100% satisfaction rate achieved for:

Nursing Care

Answering questions fully and in a timely response

Being clean, tidy and unobtrusive in the household

Caring about hygiene

Treating the person being cared for with dignity and respect.

The survey highlighted areas for improvement in the speed and response when contacting the Myton@Home team; training on how to care and involving the carer fully regarding decisions made about the person they cared for.

	2012 %	2013 %
How good was the explanation of what the Myton at Home service would provide	89	94
Do you think the Myton at Home service was provided at the right time	98	100
What did you think about the quality of information (written and verbal) provided	92	93
If you needed to contact the Myton at Home team how satisfied were you with the speed and quality of response	91	89
How satisfied were you with the service from Myton at Home for:		
Nursing Care	96	100
Emotional support	92	94
Practical Help for You	95	97
Advice	91	94
Training on "How to Care"	85	84
Help Controlling Symptoms	90	91
Respite Care/Time Out from Caring	90	88
Cover Overnight to help you sleep	86	93
Help only in a crisis situation	100	100

	2012 %	2013 %
How would you rate the team that attended your home for the following:		92
Being punctual	92	95
Answering your questions fully and in a timely manner	95	100
Being clean and tidy and unobtrusive in your home	97	100
Being polite	98	99
Being attentive to the needs of the person you cared for	97	100
Caring about their hygiene	96	100
Explaining what they were doing and why	93	99
Involve you as fully as you wished in decisions regarding the person you cared for	94	89
Asking you appropriate questions about the person you cared for	94	97
Treating the person you cared for as an individual, fully respecting their privacy and dignity	98	100
Do you feel the service helped to keep the person you cared for at home	100	100
Did the person you cared for die where they wanted	97	100
How effective were we in helping you and the person you cared for cope with emotional distress	89	94
Did we treat the person you cared for as an individual and fully respect their privacy and dignity	99	99
Overall how satisfied were you with the care and support provided	95	100
Was there anything else Myton at Home could have done for you or the person you cared for	95	100