

April
2018



Professionals Evaluation Report 2017/18

Summary

In February 2018 the Borders Carers Centre issued a total of 76 surveys to Professionals by email. We are very grateful to all who took the time to respond. 15 completed surveys were returned

The survey demonstrates a high level of overall satisfaction with the service with the average percentage score being 90% satisfaction .

Every professional who made a referral or request said it was dealt with timeously.

It was clear from the survey that finding ways to update professionals and maintain our partnership working was important.

We look forward to continuing to work to improve the lives of unpaid carers and their families in he Borders in partnership with the Integrated Health and Social Care team as well as other third party organisations.

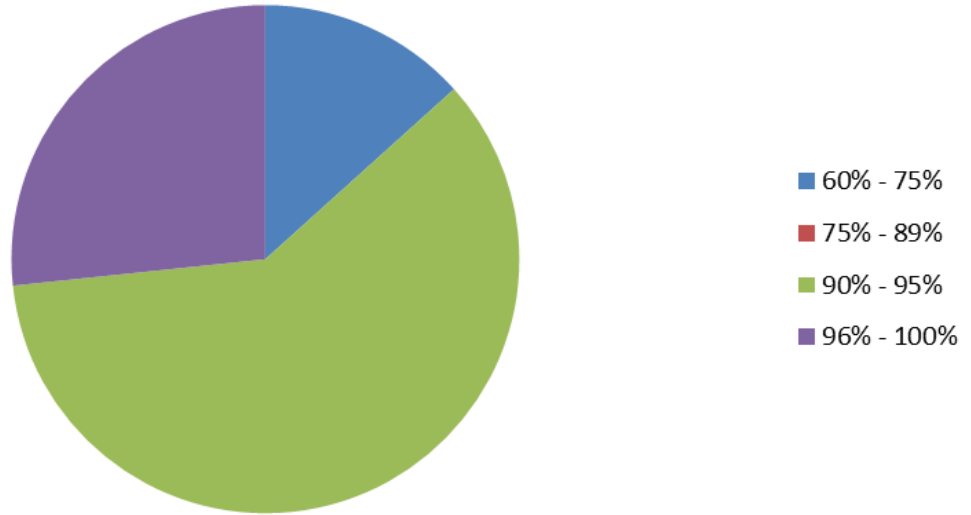


- 100% of professionals said they received the support and Information they required.
- 100% of professionals said that their referral/ query was dealt with timeously.

“I have always received the information required without delay and feedback from people who have used the service has been very good, so I am happy to recommend as part of the service I provide.”

Service

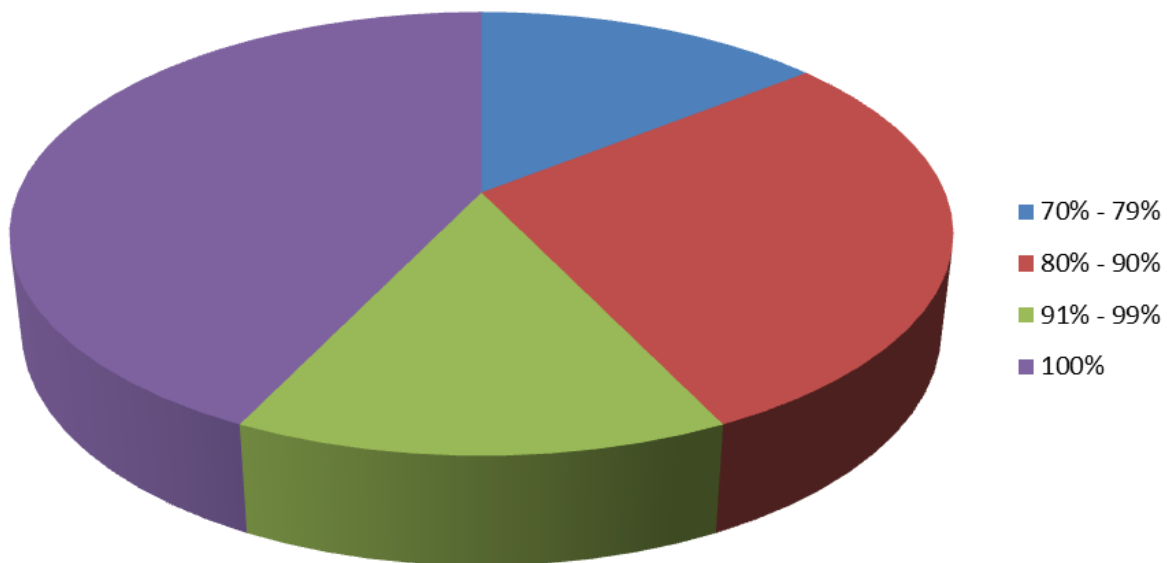
How would you rate the service received from the Borders Carers Centre



How do you rate our e-bulletin



How do you rate our website?



Our website is currently being re-designed, and we asked if there was anything professionals particularly wanted to see included:

- Perhaps a professional section for info like The Carers Act, Training, Resources, Research.
- Jobs
- Anonymised case studies that demonstrate the positives and challenges of being a carers. People are always looking for guidance from others who have faced difficulties.

Working Together



Quotes

“My links have been on a more formal level than links through families. I think this is a valuable source which we would use better if links and relationships were developed”

“Always had a prompt response to referrals and professional dealings with clients who are referred.”

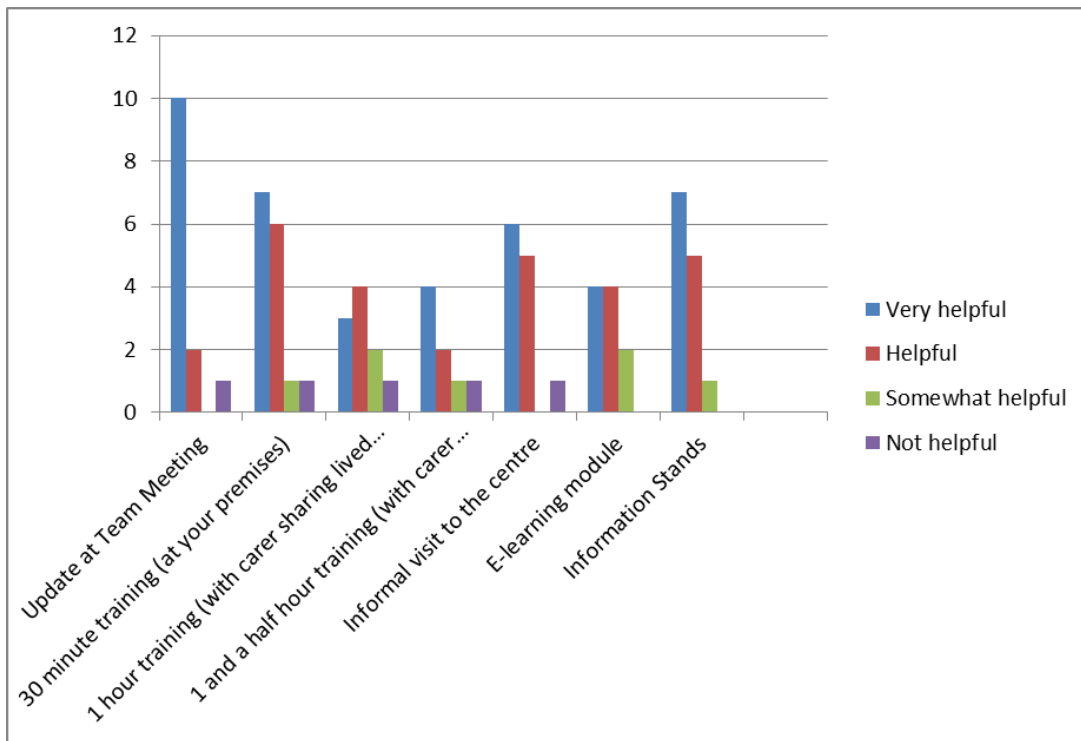
We asked what we could do better:

“Communicate the outcome of referrals to us (the referrer) as often people we refer don’t know how long it will be before they will be seen and may say that no-one has been in touch, therefore we are left thinking the referral has not been followed up”

All referrals are dealt with in accordance with our carers pathway. The volume of referrals means that it is not always possible to communicate directly with all referrers. It is our policy to only share information with the carers consent.

“More staff!”

With the increase in the workload at The Borders Carers Centre, we are hopeful more funding will be made available to help us cope with the demand.



We asked how you would like to interact with us:

In order of preference:

1. Update at team meeting
2. 30 minute training (at your premises)
3. Information stands
4. Informal visit to the centre
5. E-learning module
6. 1 and a half hour training (with carer sharing lived experience and workshops. (at our premises)
7. 1 hour training (with carer sharing lived experience. At your premises)

Quotes

“Service is always prompt. New changes ahead with the Carers Act may require closer interaction between carers centre and social work and updates about how this is working for people would be helpful”

“I have always received the information required without delay and feedback from people who have used the service has been very good, so I am happy to recommend as part of the service I provide.”

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