

Some of the things you have asked us to improve

You Want:

- To be informed of any changes to your rota
- To be involved in decision making
- More copies of the RehabCare information pack and complaints procedure to be made available
- More information on RehabCare's out-of-hours contact service



CareLink is committed to ensuring that the service you receive is delivered to a high standard. We complete spot checks, conduct quality calls, a yearly evaluation and twice yearly individual service reviews to ensure the quality of our service delivery.

What we are doing to enhance our service:

- We have looked at the way we develop the rota for your service and are implementing improvements in the way we plan your service
- RehabCare reviews your service at least twice a year. These reviews are completed with yourself and are focused on your needs
- Each client should have a copy of our information pack which contains documents about your service such as your care plan, our contact details and our complaints procedure. If you do not have a copy please contact 01 205 7237 and we will send one out to you.
- In the coming weeks we will be sending you a magnet with details of our after-hours service. Keep this somewhere visible in your home and give us a call on 01 205 7237 (7am - 11pm) if you need to find out about your service.



Some of the things that people have said about RehabCare

"The service provided is excellent and enables me to continue to care for my wife at home, mainly due to the kindness and diligence of our RehabCare Home Support Worker. This is very much appreciated. Thanks to all involved."

"I am very happy with the service - 100%"

"Gives me the energy to be with my children"

Thank you for taking part in
RehabCare's Satisfaction Survey 2013

Your feedback is very important to us as it helps us to listen, respond and continuously improve the service we provide to you.

Tel: 01 205 7237 Email: info@carelink.ie Web: www.carelink.ie

RehabCare Satisfaction Survey 2013 Your Views Mattered!

Results at a glance



382 (50%) of you returned the questionnaire



96% of you were happy with your service



97% of you agreed that the service improves the quality of your lives



94% of you felt that your Home Support Worker is punctual, reliable and dependable



92% of you were happy that your Home Support Worker is trained and has the necessary skills to support your needs