

**St. John's In-Home Care
December 2008 Client Survey Results**

Surveys were sent to 37 clients in December of 2008 to help us see how well St. John's In-Home Care is meeting their needs. Where it was appropriate, the survey was sent to a family member rather than the client. 14 completed surveys were returned and 12 of the 14 were signed. St. John's received high marks in most areas. Comments have been included in this summary.

1) Have St. John's caregivers helped you improve or maintain your physical abilities by helping you with any of the activities of daily living (bathing, grooming, dressing, toileting, incontinence problems)?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
7	2		4 & 1 no answer

2) Has your health or pain management been maintained or improved because caregivers remind you to take your medicines?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
3	1	1	8 & 1 no answer

3) Have caregivers helped maintain or improve the cleanliness of your home?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
9	2	2	1 no answer

4) Are you getting better nutrition because St. John's caregivers are cooking for you?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
4	2	2	5 & 1 no answer

5) Are caregivers doing a satisfactory job when they change the bedding and/or do the laundry?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
9	1		3 & 1 no answer

6) Are St. John's In-Home services a factor in allowing you to stay in your home?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
10	1	1	1 & 1 no answer

The one that rated this at "3" said, "We are not at this stage yet."

7) Are our services providing relief for your family caregivers so that they don't have so much responsibility in caring/doing for you?

Definitely	Somewhat	No	Not applicable
5	4	3	2
1	1	1	1
8			4 & 2 no answer

8) Has St. John's been helpful by referring you to other community services such as: Faith in Action, Alzheimer's/memory loss support and respite services, Meals on Wheels, Answers on Aging, Community Care, Lifeline, MCT bus, Collinsville Senior Shuttle? (Circle any programs for which you would like more information).

Definitely		Somewhat		No	Not applicable
5	4	3	2	1	
3	1	1		1	5 & 3 no answer

9) Is your schedule meeting your needs? Yes No
13 0 1 no answer

If not, what adjustments would you like?

One person, an IL Dept. of Rehabilitation Services (DRS) client, would like more hours. This, however, is decided by their DRS case manager, not St. John's.

The following are the comments we received under the heading "I am happy with St. John's In-Home Care for these reasons":

- I have a good lady that comes to me.
- When I need help they are always there.
- Toni is great...does an excellent job.
- Kathy's personality.
- They have Alma as a caregiver.
- Everything everyone has done, I am grateful.
- I am happy with this service.
- Friendly people and they are always there when the time is scheduled.
- Help me to be able to continue to work. I feel comfortable leaving knowing that Mom is being taken care of.
- Each caregiver is thorough, pleasant to be around and very professional.
- They care for my husband, allowing me to peacefully run errands and/or enjoy time away from home.
- Janie does a great job. The supervisor works out the scheduling well.
- I want to thank FIA and all the volunteers.

The comments received when asked "I am NOT happy with St. John's In-Home Care for these reasons" were:

- I am very happy.
- Kathy's car.
- None.

Comments under “Other Comments or Needs” were:

Y'all are wonderful!

Thank you for your compassion and well being of my mother.

I am very pleased to have St. John's. I also used them in 1997 for my mother.

I am very pleased with everyone associated with St. John's.

Thanks for being there for the community.

The results show that clients and their families are for the most part pleased with St. John's In-Home Care. They appreciate the services we offer and the individual caregivers, confirming that we are fulfilling our mission to make a positive difference in the lives of people challenged by aging or disabilities.

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