



Enliven Home-based Support Services

FY2024 Evaluation Summary

November 2024

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Published

November 2024

Conflict of Interest Declaration

The Home-based Support Services is a Presbyterian Support Northern service and this evaluation report has been conducted by the Presbyterian Support Northern Service Evaluation Team.

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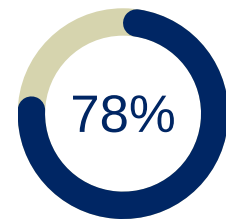
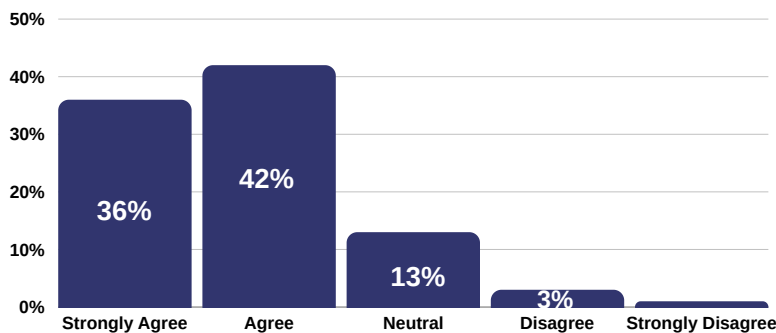
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Enliven Home-based Support Services FY2024 Evaluation Results

In total, 2217 of the 3251 supported clients were sent a survey, with a sample size of 68%. There were 692 responses to the FY2024 HBSS evaluation, a response rate of 31%, which was slightly lower than last year (33%). Respondents provided feedback about service quality and delivery, the helpful aspects of the service and suggested recommendations for service improvement.

HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY

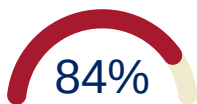


Overall Agreement Rate



A vast majority of respondents (78%) expressed positive feedback about the Enliven Home-based Support Services' quality and delivery. This satisfaction indicator / agreement rate is calculated by adding the "Strongly Agree" and "Agree" responses together. Thirty-six percent of respondents selected "Strongly Agree" and 42% "Agree" which shows that the clients are happy with the service.

AGREEMENT RATE BY QUESTION THEMES



Satisfaction with Service



Accessibility & Communication



Goals/Needs Met



Client Wellbeing



Value & Dignity



Connection with Other Services



Privacy & Confidentiality



Inclusion of Family



Recommend Service



- Most respondents (91%) felt that their privacy and confidentiality are respected.
- Most respondents (90%) indicated the service supports their wellbeing.
- Lower rates of agreement were received around the Connection with Other Services domain.

WHAT CLIENTS FOUND HELPFUL

Practical service assistance

"I'm extremely happy with the people and services that is offered to me and thankful of it all."

"I'm so grateful as I have found my health has declined and sight not good, the staff are so helpful and do their job well. Thank you so much Enliven."

Improved wellbeing

"Without the service of Enliven I would be forced to go into a retirement home & there is NO WAY I want that. I appreciate everything 'My Domestic Goddess(es)' do for me. Being supported with dressing, showering and some exercise helps me maintain some independence rather than my husband having to do everything for me."

Helpful, friendly and supportive staff

"My caregiver treating me with respect is a delight. I don't feel as if I'm a trouble to her. It is hard not to be able to do some things, and she gives me encouragement, to relax and do the things I can. She is much more than medicine."

Consistency in support workers/carers

"Having same staff when possible makes it easier on clients dementia and wellbeing and that they're aware of clients' needs and dislikes. Makes for better relationship between staff & client."

Overall, for the reporting period, respondents expressed great satisfaction with the Enliven Home-based Support Services (HBSS) they received and 80% of respondents would recommend this service to others. This is also reflected in comments provided about the positive aspect of the services, such as practical service assistance, improved wellbeing, helpful and friendly staff and consistency of the support workers/carers.

Over a third of respondents stated that there are no changes to the service needed. Those who provided key areas for improvement, recommended to enhance overall communication, optimising service scheduling and timing, improving staff training to increase knowledge and awareness of clients' unique needs, ensuring consistency among some support workers, and improving phone response times.

Enliven thanks all respondents for participating in this survey. The HBSS team values the feedback provided and will make improvements based on the suggestions. This helps us to continuously improve our service to clients and their families.