



Enliven Home-based Support Services

FY2023 Evaluation Summary

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Author

Dr Sheri Zeng
Researcher/Evaluator, Presbyterian Support Northern

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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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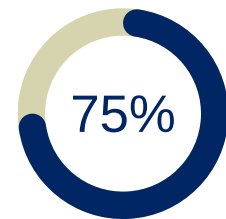
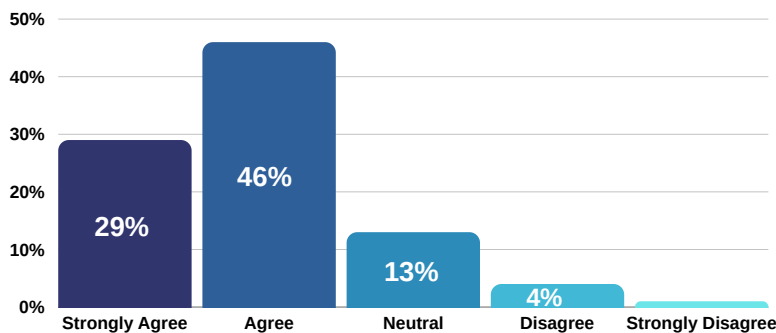
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Enliven Home-based Support Services FY2023 Evaluation Results

In total, 2173 of the 3108 supported clients were sent a survey, at a sample size of 70%. There were 711 responses to this evaluation, a response rate of 33%. Respondents provided feedback about service quality and delivery, and helpful aspects of the service and also provided recommendations for improvement.

HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY

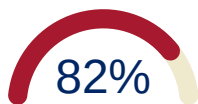


Overall Agreement Rate



A vast majority of respondents (75%) expressed positive feedback about the Enliven Home-based Support Services' quality and delivery. This satisfaction indicator is calculated by adding the "Strongly Agree" and "Agree" responses together. Twenty-nine percent of respondents selected "Strongly Agree" and 46% "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 (92%) felt that their privacy and confidentiality are respected.
- Many respondents (84%) indicated the service supports their wellbeing.
- Lower rates of agreement were received around the Connection with Other Services domain.

WHAT CLIENTS FOUND HELPFUL

Helpful, friendly and supportive staff

"They are just wonderful, very helpful, caring, thoughtful and treat you with respect. I am thankful and grateful that they are in my life."

"The carers who came each day to shower dad were always pleasant, friendly and efficient. Dad felt very comfortable with them and appreciated their care and humour."

Assistance with house chores

"Assistance in cleaning as we are both unable to bend down and clean major areas like toilets and bathroom where hygiene is required."

"I really appreciate the help with washing and housework."

Assistance with personal care

"Getting me washed and dressed and the small kitchen jobs that I struggle with. Little things always make a difference."

"Enliven staff coming to my home to help with shopping which takes the stress away."

Client wellbeing

"Family knowing that I have Enliven support makes a big difference to my independence and wellbeing. Thank you."

"Without Enliven's very valuable support, my father would have been in a rest home years ago. The support workers are 'Angels on the ground' who help my father live alone (independently) with dignity and respect."

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.

The key areas of improvement identified by respondents include enhancing service scheduling and timing, ensuring consistent support workers and improving communication and phone response.

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.