

A photograph of two women walking outdoors at sunset. The woman on the left has long brown hair and is wearing a white t-shirt under a maroon cardigan. The woman on the right is wearing glasses, a floral patterned shirt, and a smartwatch. They are both smiling and holding hands. The background shows trees and a sunset sky.

Enliven Home-based Support Services

FY2022 Evaluation Summary

January 2023

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Published

January 2023

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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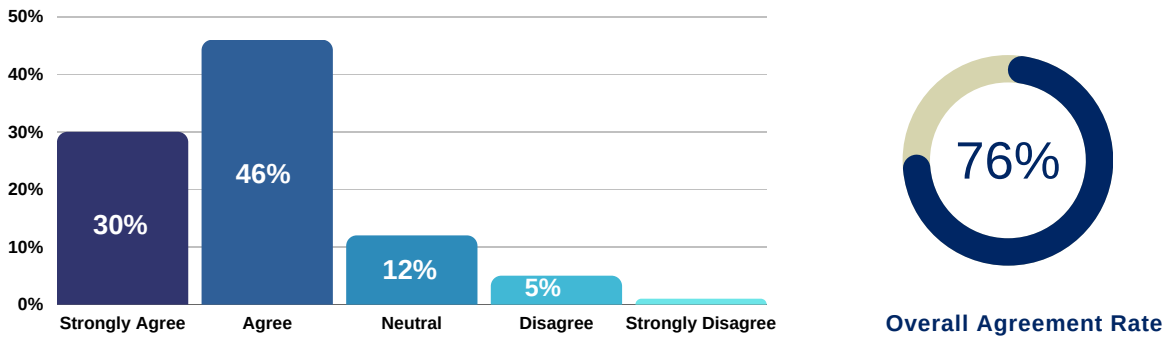
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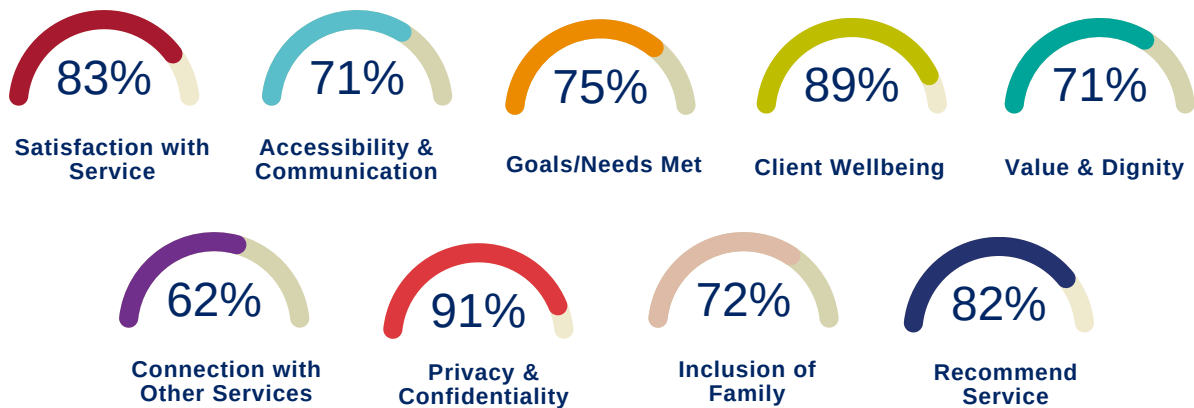
In total, 2071 of the 3050 supported clients were sent a survey, at a sample size of 68%. There were 602 responses to this evaluation, a response rate of 29%. Respondents provided feedback about service quality and delivery, and helpful aspects of the service. Respondents also provided recommendations for improvement.

HOW CLIENTS RATE SERVICE QUALITY AND DELIVERY



A vast majority of respondents (76%) expressed positive feedback about the Enliven Home Based Support Services' quality and delivery. This satisfaction indicator is calculated by summing "Strongly Agree" and "Agree" responses. Thirty percent of responses were "Strongly Agree" and 46% "Agree" which shows that the clients are happy with the service.

AGREEMENT RATE BY QUESTION THEMES



- Most respondents (91%) felt that their privacy and confidentiality are respected.
- Many respondents (89%) 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

"The carers enable me to leave the house via a wheelchair. I could not manage without their assistance and help. My carers are very patient."

"Caregivers seem well trained and most of them go the extra mile to assist."

Regular visits and checks

"I look forward each week for my home helper's visits. She listens and discusses things with me and is very caring."

"Regular visits have helped my family be able to have me in my own home."

Assistance with personal care

"Encouragement to shower and with my exercises and mobility."

"The showering help gets me motivated and encourages me to help myself where possible."

Client wellbeing

"The way Enliven listen and focus on the client. Feeling respected and listened to."

"Having company and knowing I'm not alone."

"Hope and understanding and short conversations are helpful to my feelings of well-being."

The key areas of improvement identified by respondents related to service delivery such as scheduling and timing, having the same support worker and wanting a better phone system. For staff, respondents recommended improve communication and training.

Overall for the reporting period, respondents expressed their great satisfaction with the Enliven Home-based Support Services (HBSS) they received and 82% of respondents would recommend this service to others. This is also reflected in comments provided about the positive aspect of the services.

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.