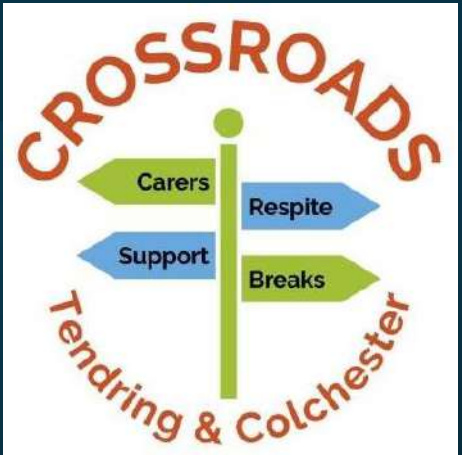


Crossroads Tendring & Colchester Quality Monitoring Survey June 2026

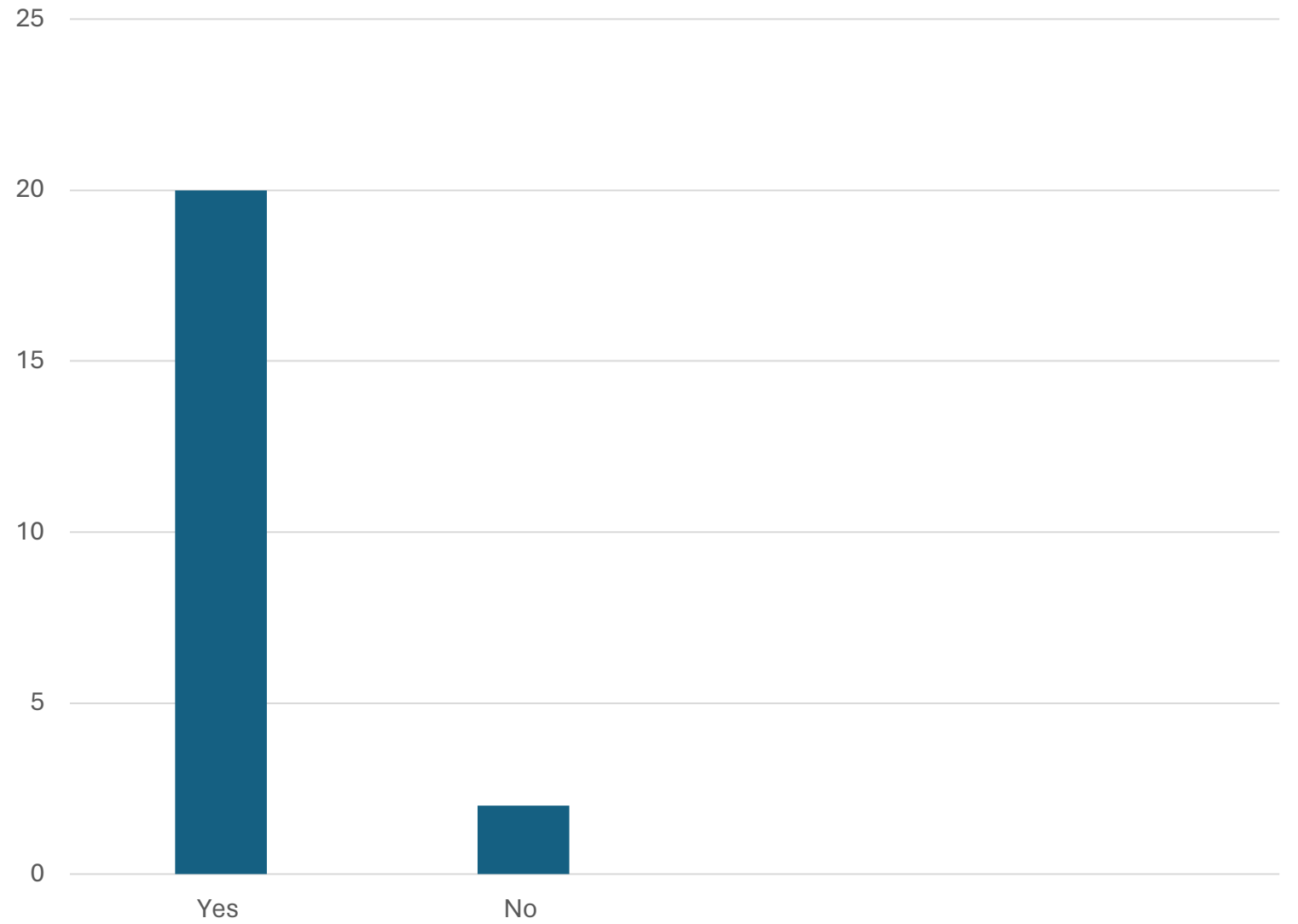


Overview

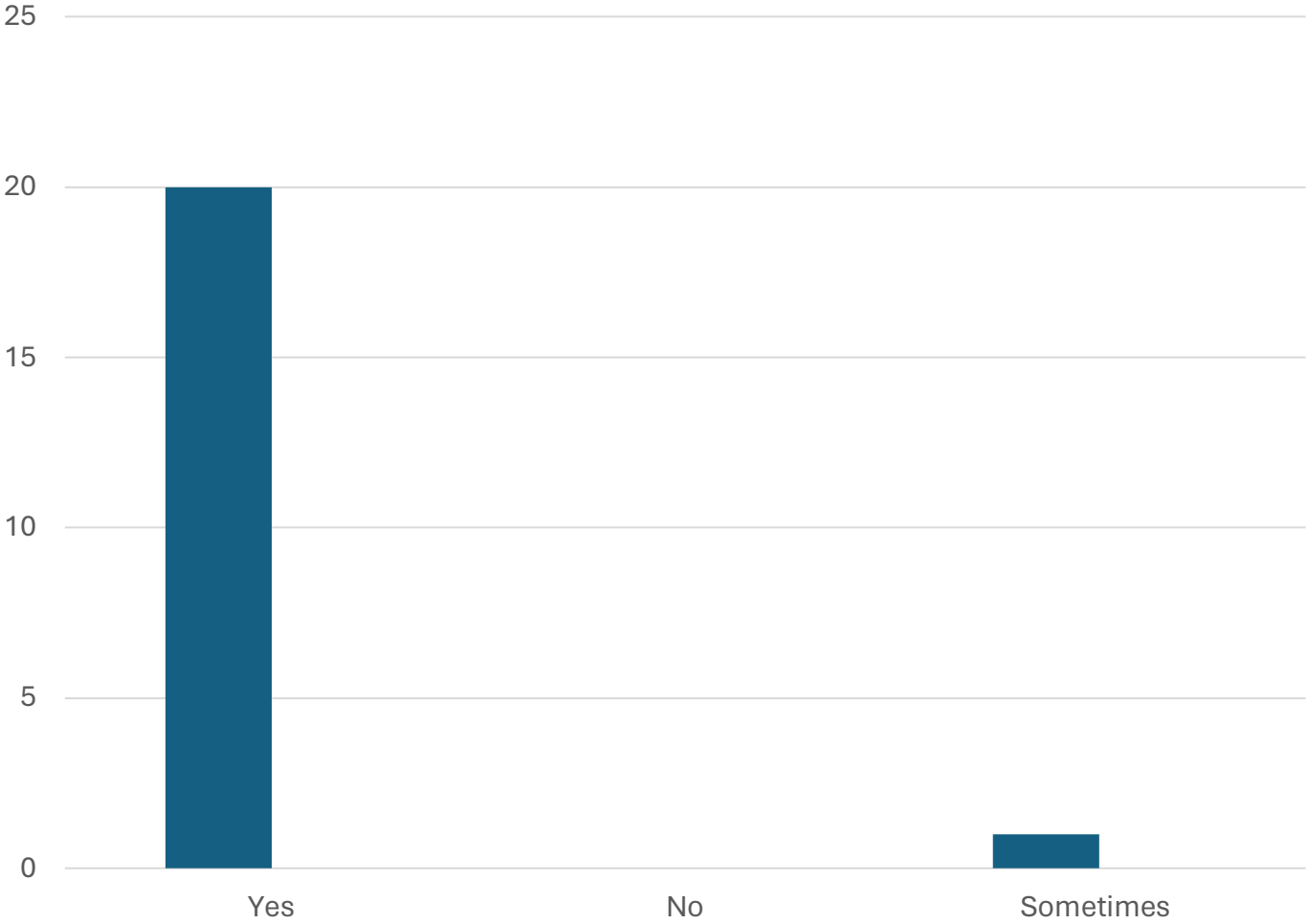
The June 2026 Client Survey shows excellent satisfaction across all areas. Clients report that care plans are followed, scheduling is easy, and communication is clear. Care Support Workers are consistently rated as friendly, respectful, professional, and reliable, with many clients praising their compassion and rapport.

Most clients feel less stressed, more supported, and more able to manage their caring role. Overall satisfaction is extremely high, with nearly all clients very likely to recommend Crossroads. Only minor issues were raised, such as occasional scheduling mix-ups and lack of after-hours contact.

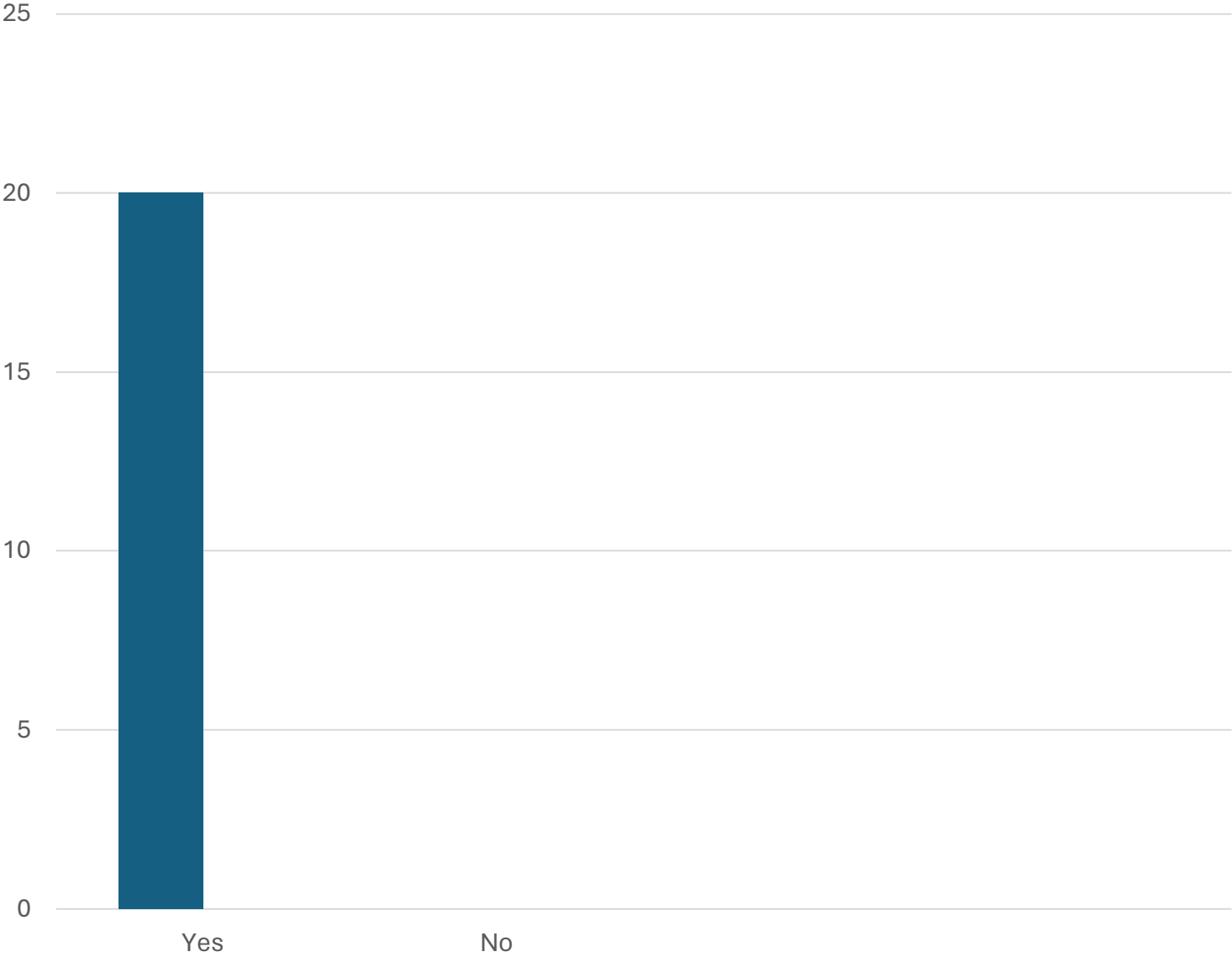
Is there a care plan in your home.



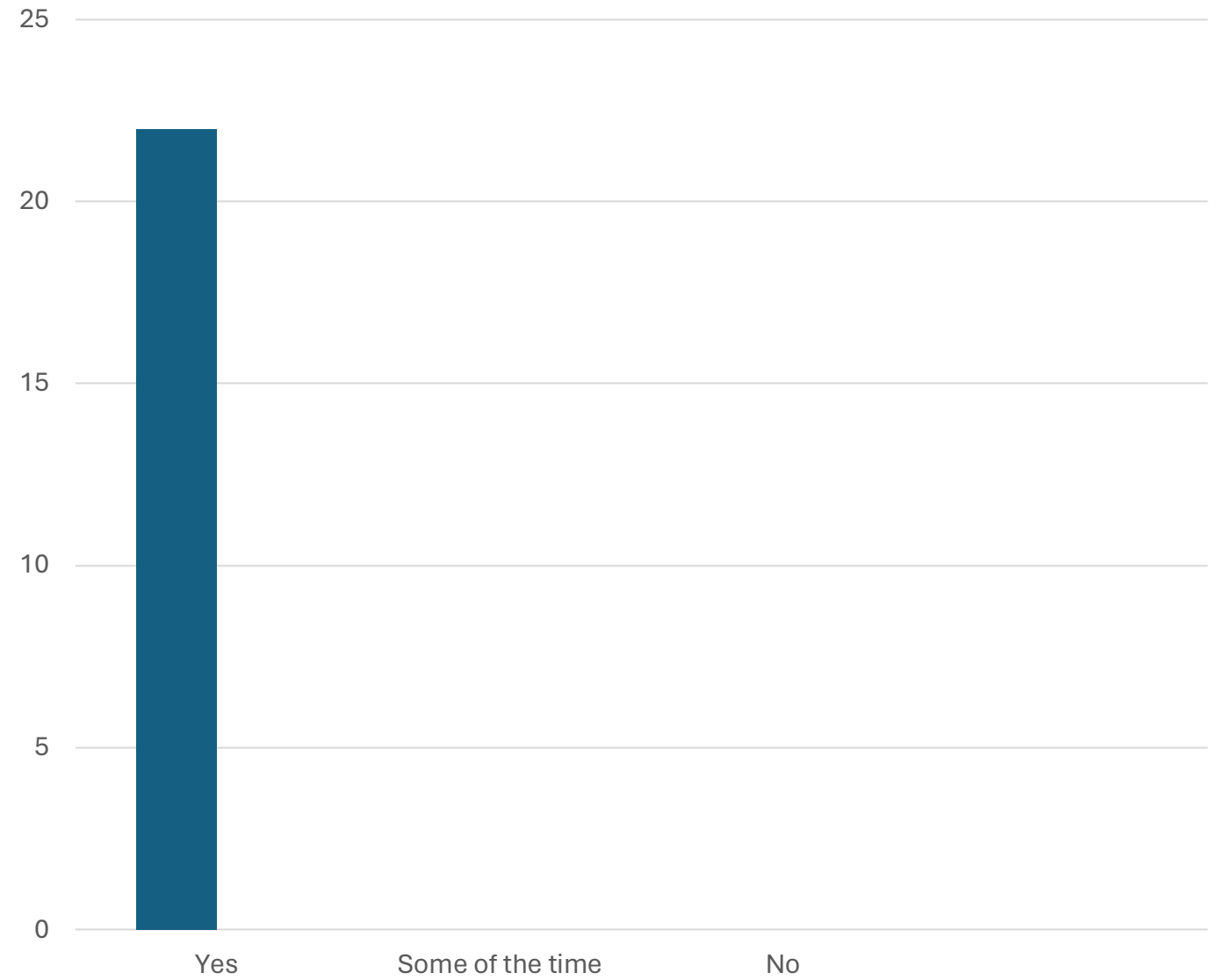
Do you receive the care that is set out in the Care Plan.



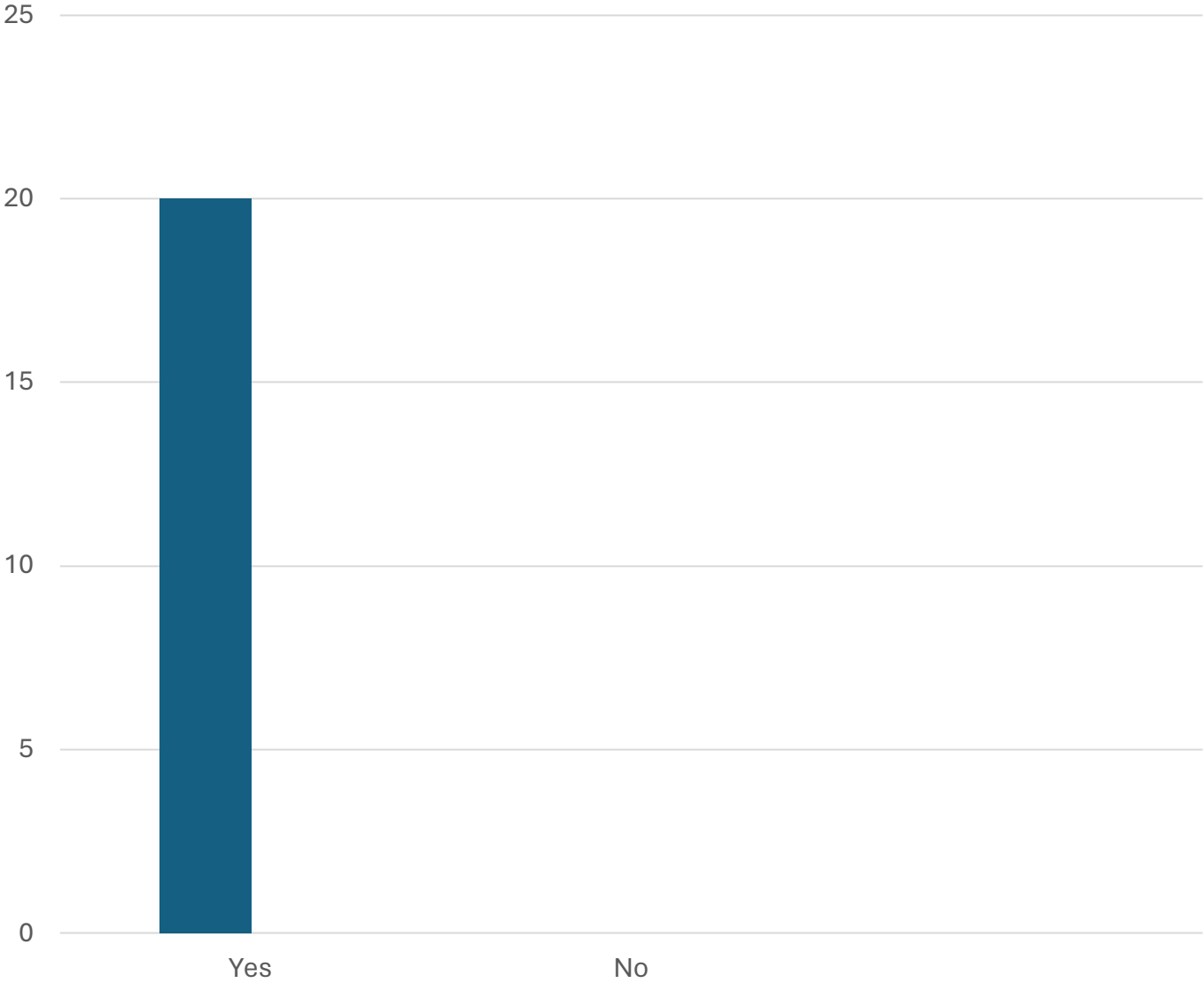
Was the service scheduling process easy and convenient.



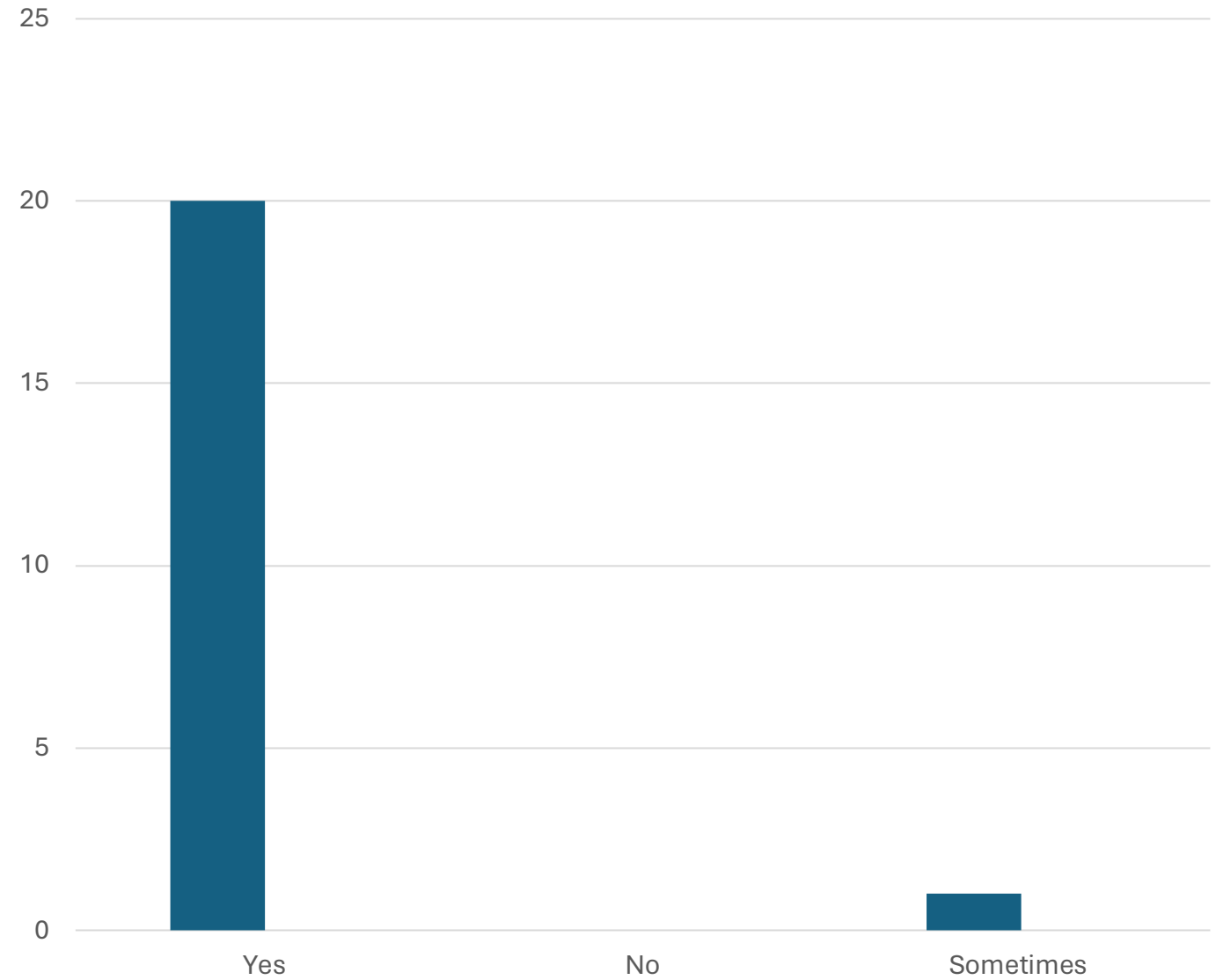
Are your views
listened to.



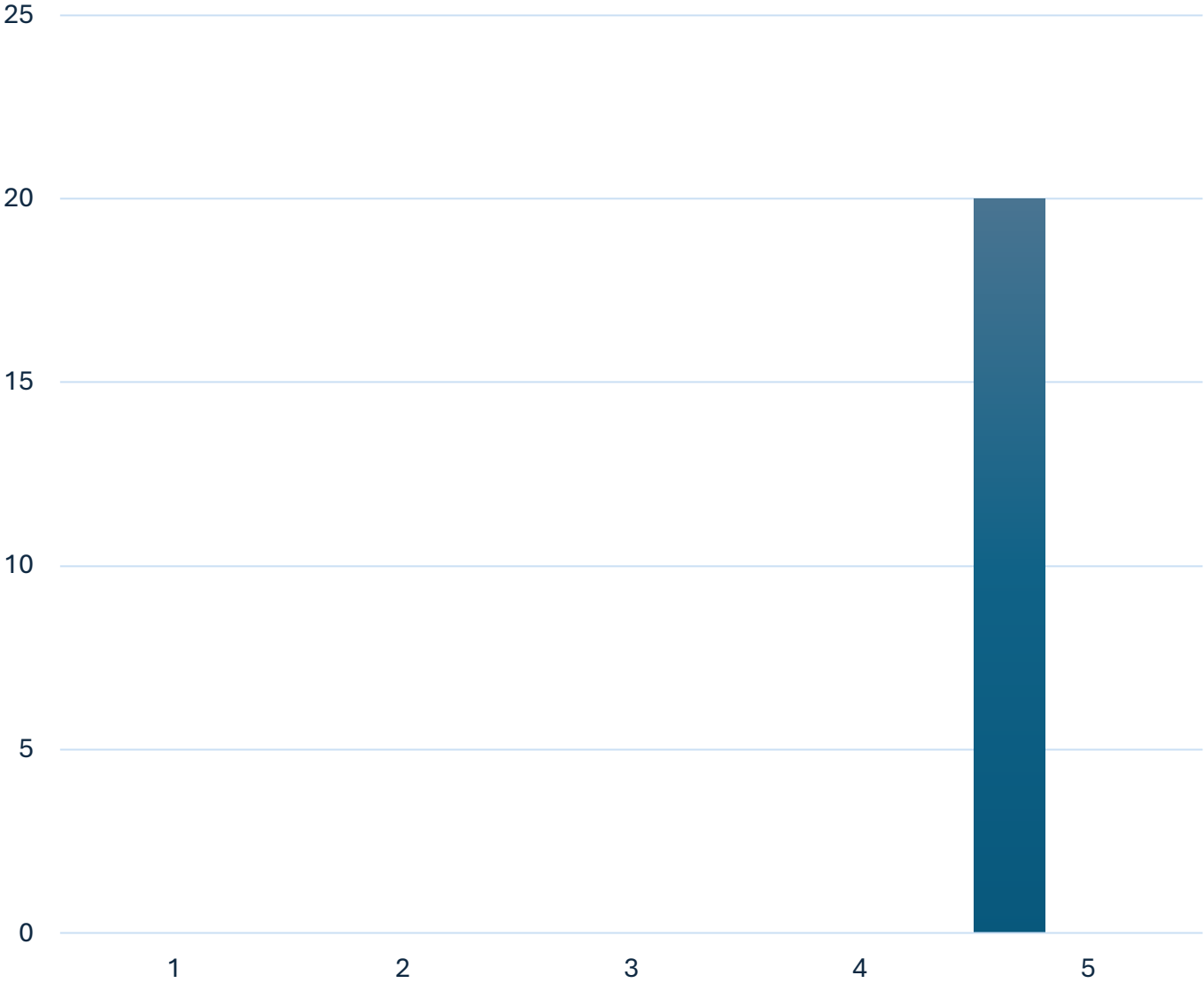
Have you been provided with information about Crossroads Complaint procedure.



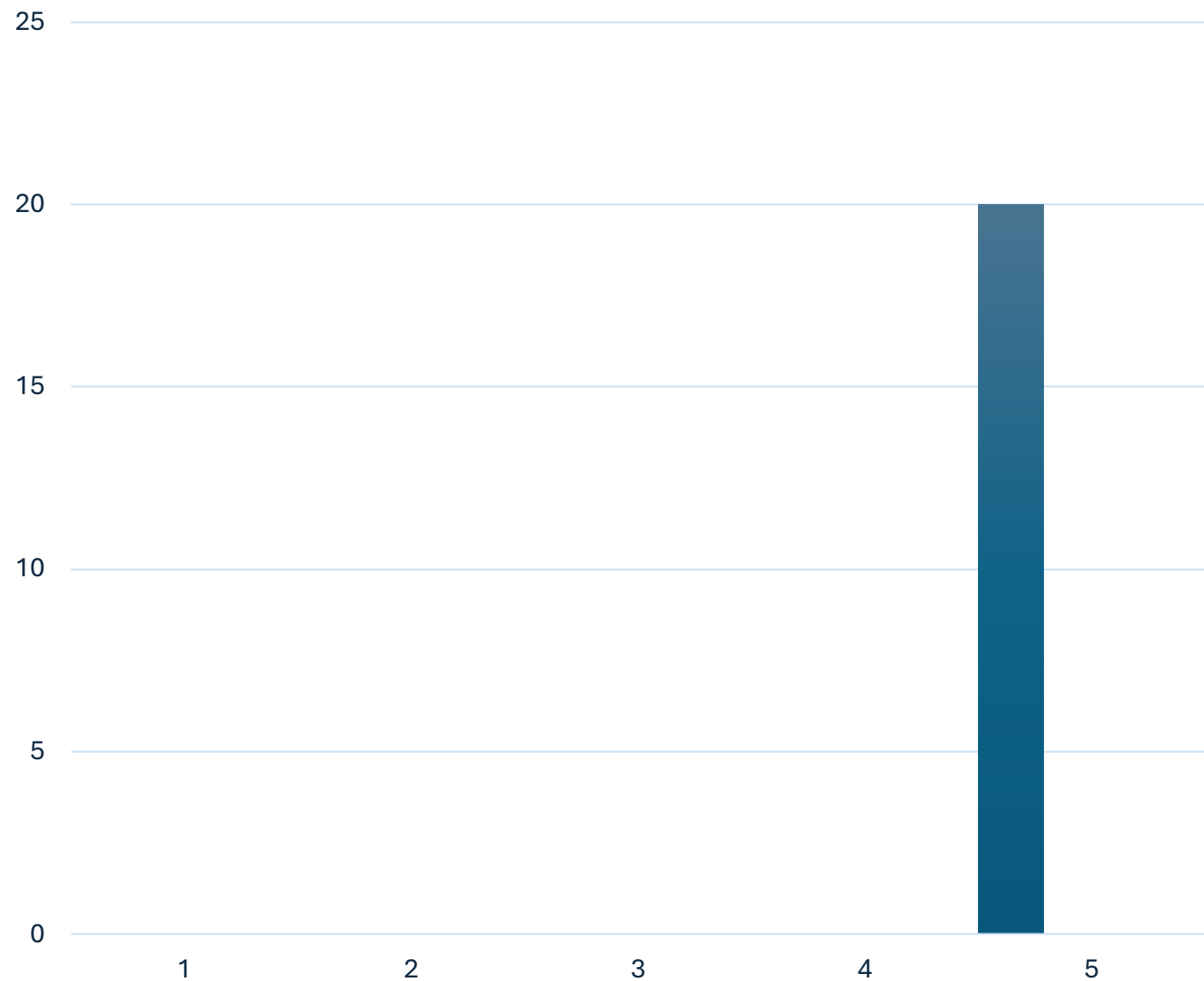
Are you able to request changes to the support you receive.



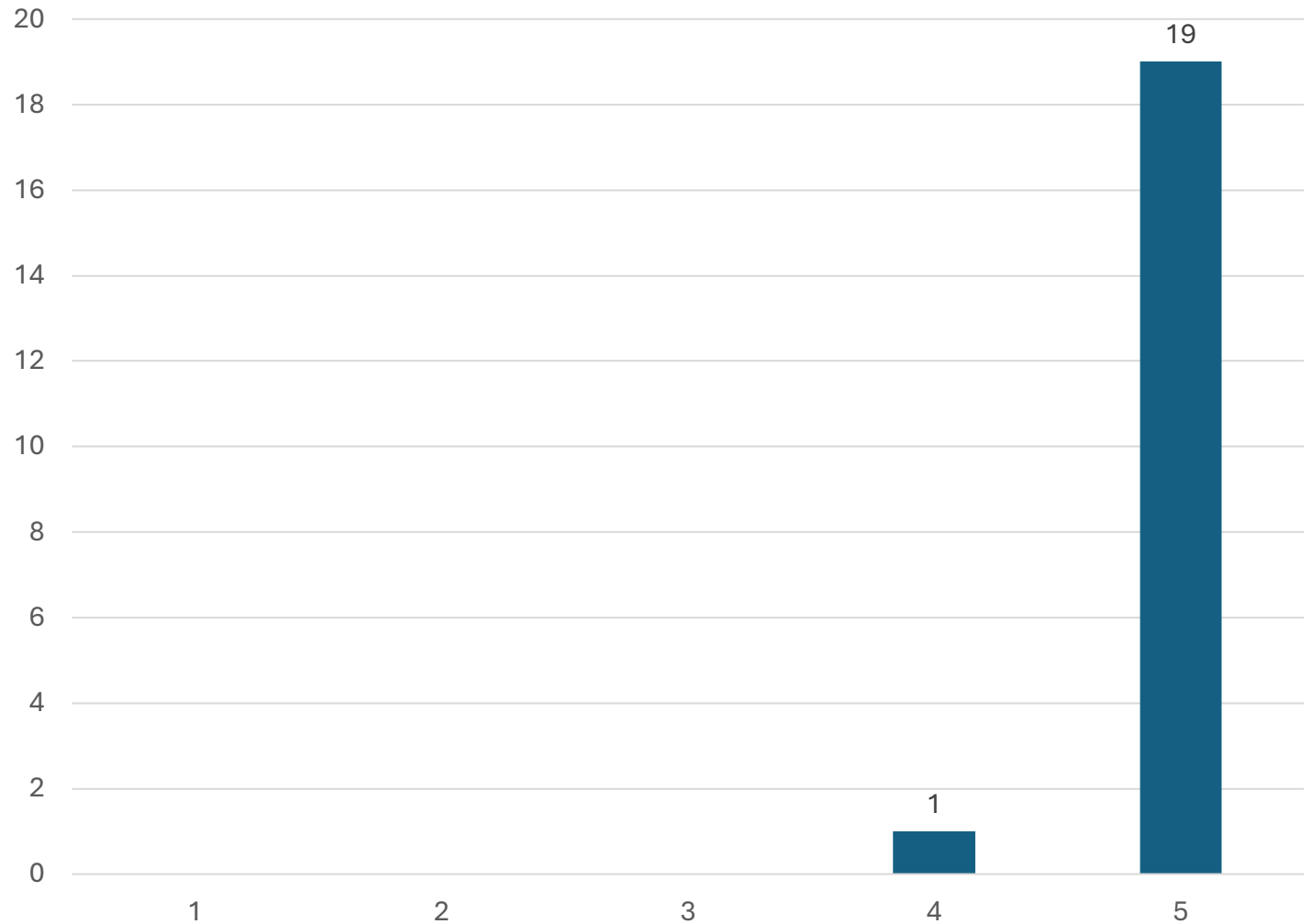
How friendly and polite is your care support worker on a scale from 1-5, 5 being outstanding.



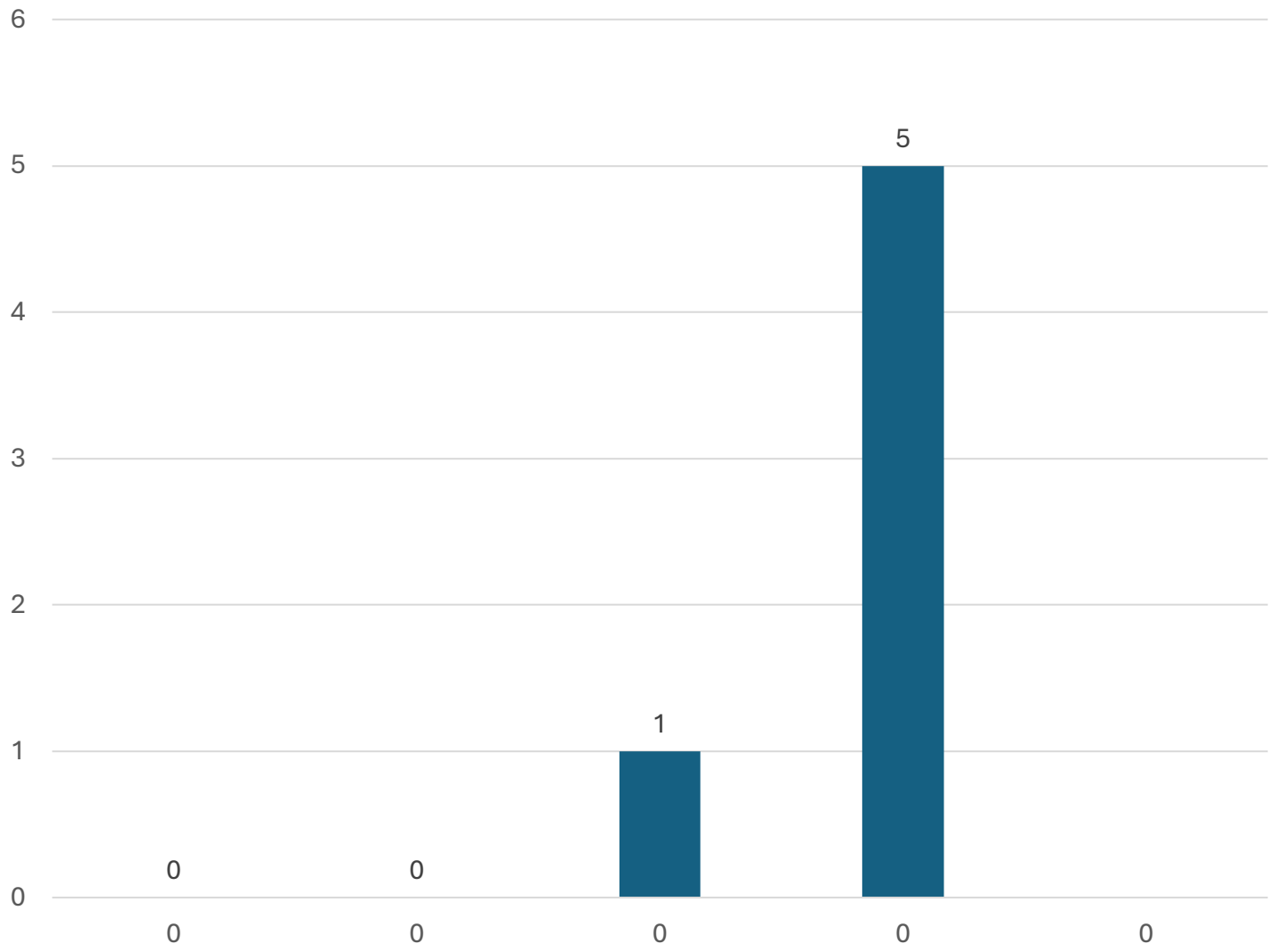
How would you rate the level of respect and dignity shown to you by your community support worker.



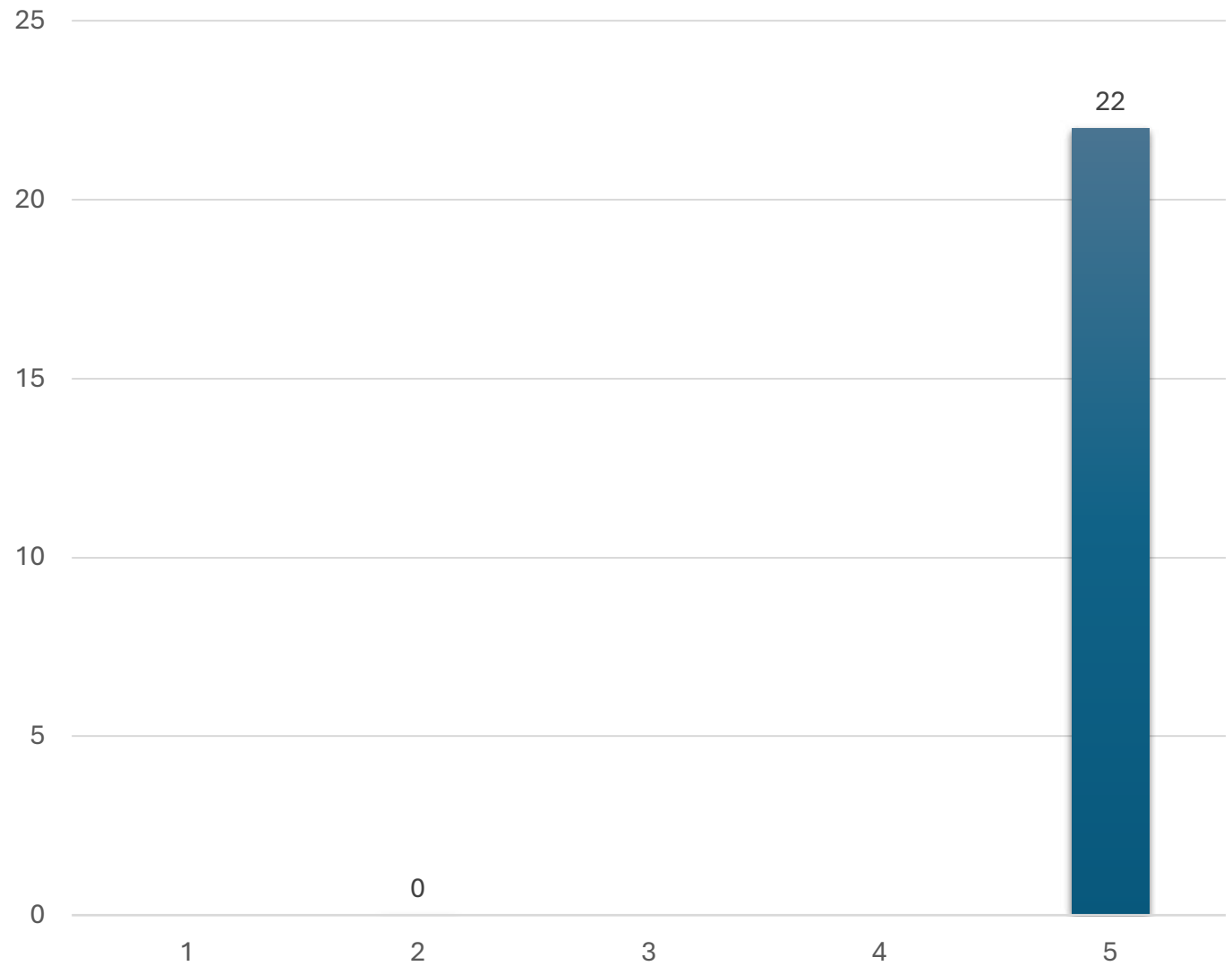
How confident are you that the community support worker provided has the relevant experience to preform task as set out in the care plan.



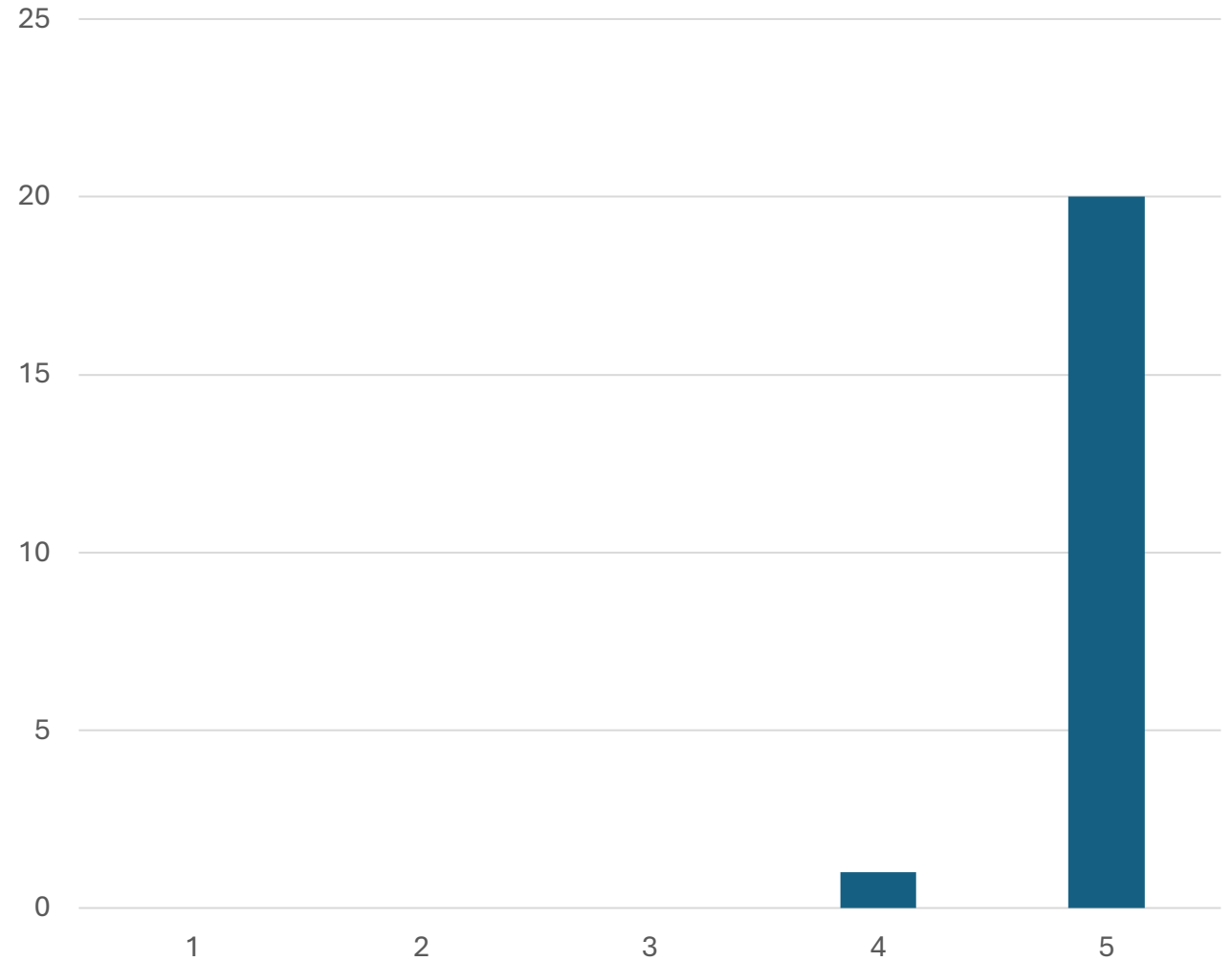
How would you rate the community support worker being suitably dressed to carry out their work.



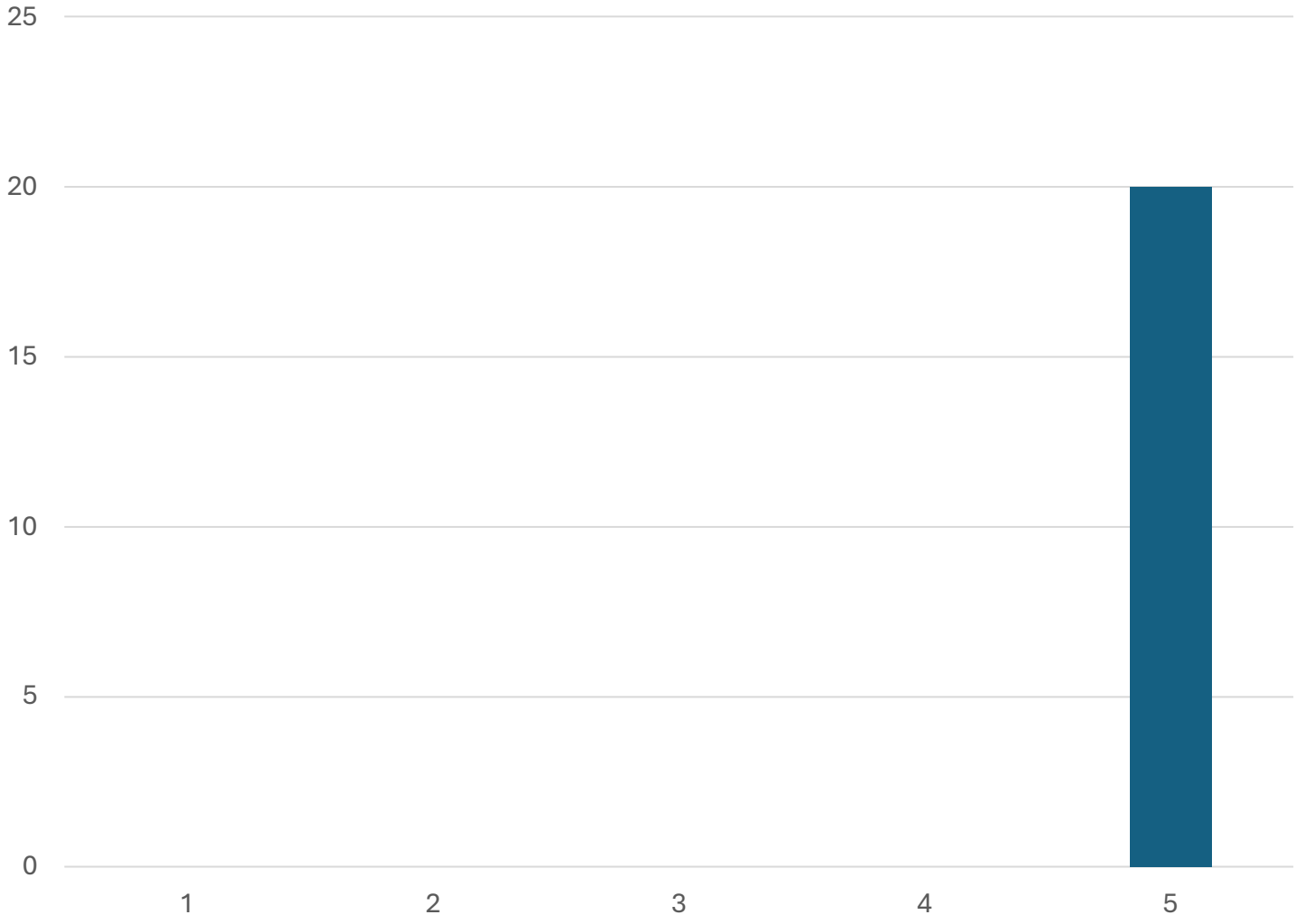
How would you rate your community support worker in regard to how comfortable you feel around them.



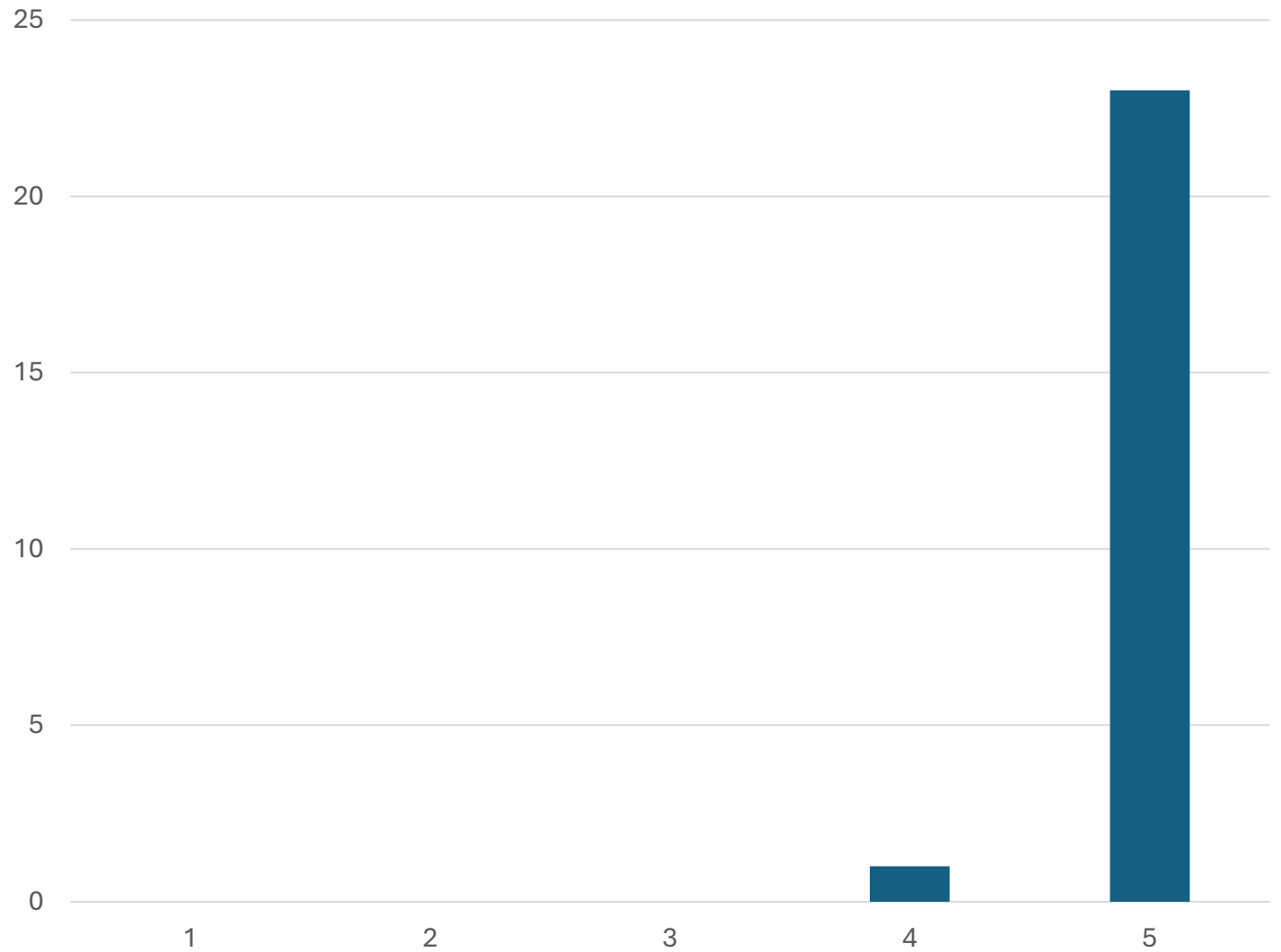
How would you rate your community support worker in relation to doing the things the way you want them done.



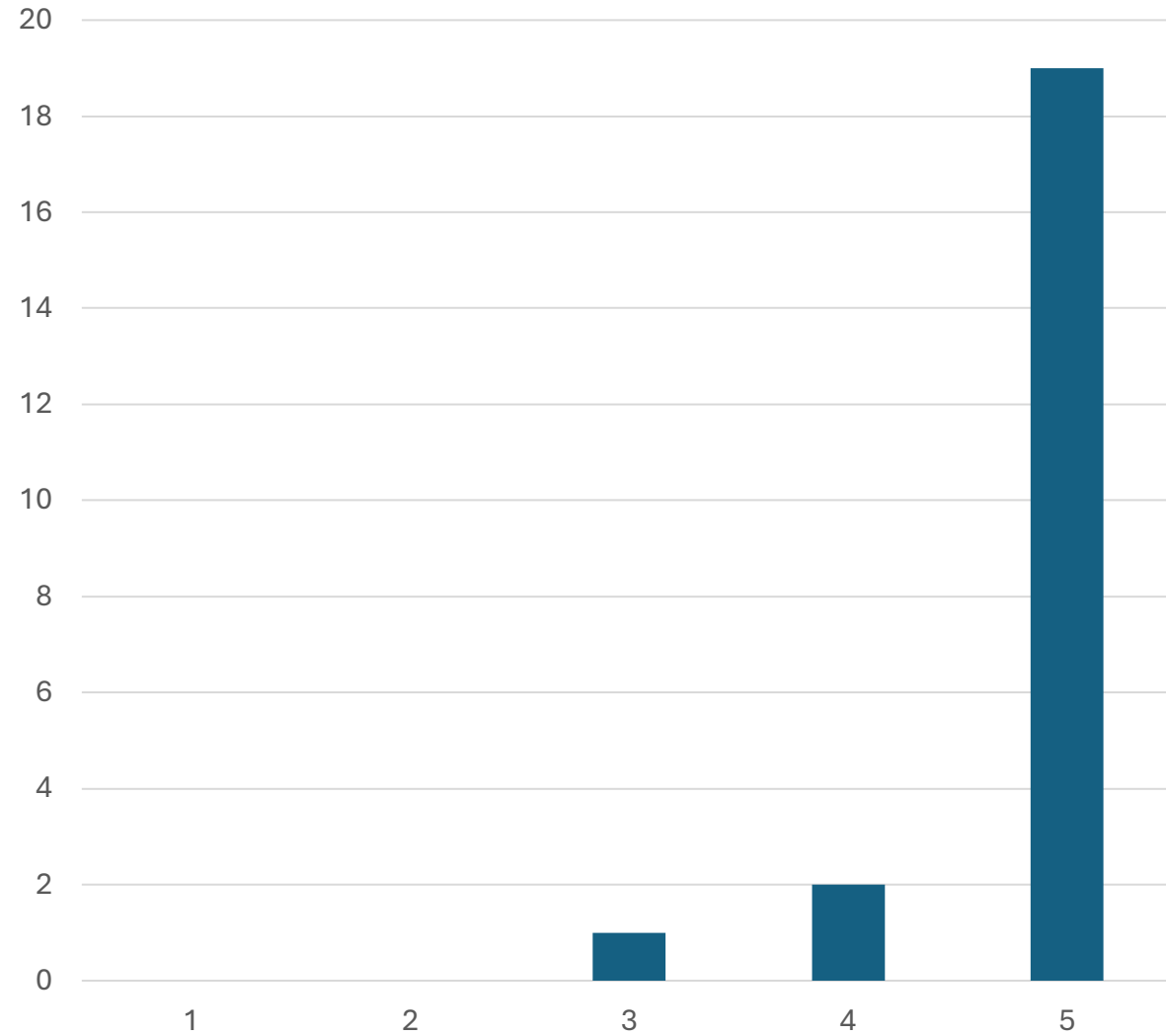
How would you rate your community support worker in relation to providing you with the full-service time.



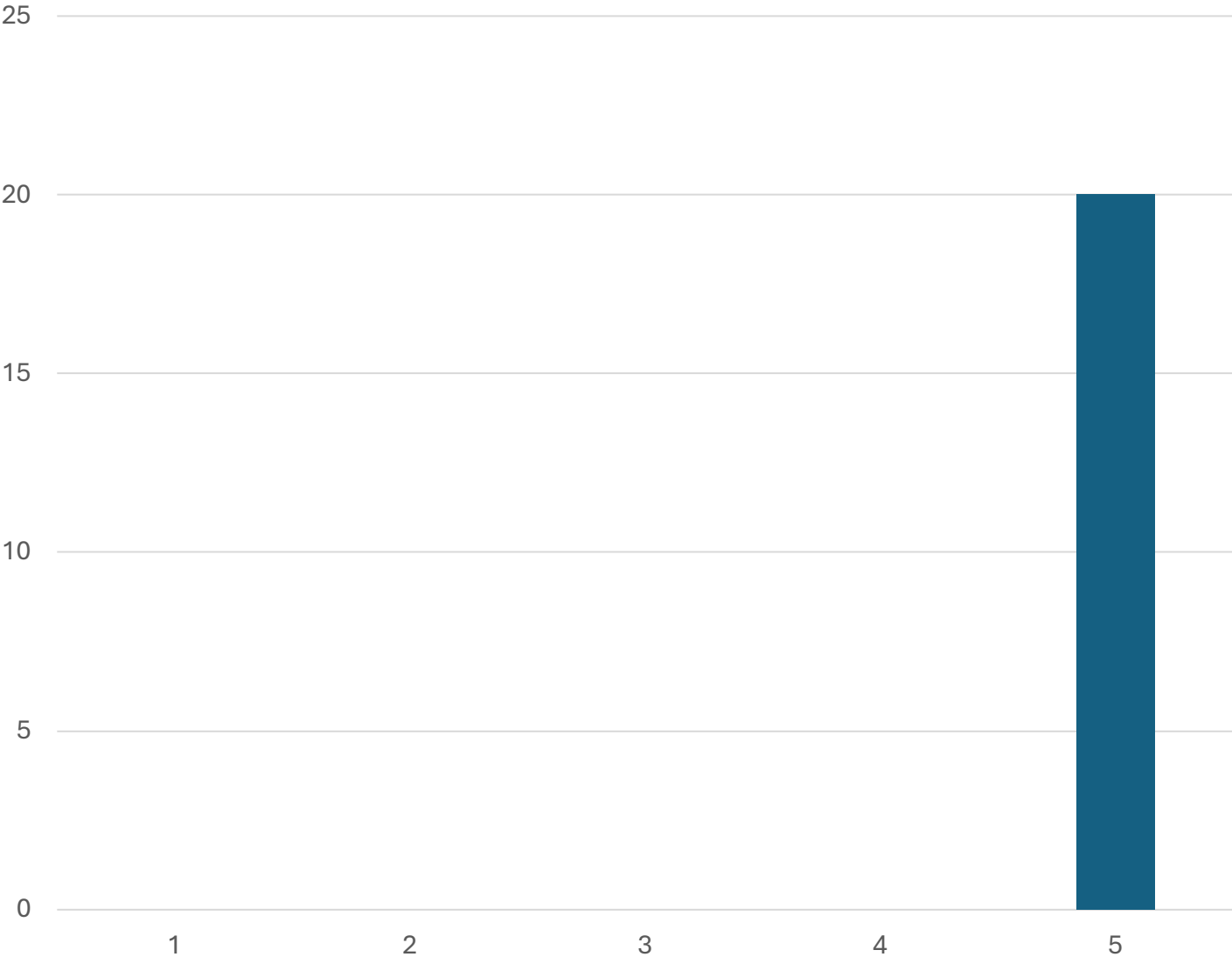
How would you rate
you community
support worker
about advising you if
they are going to be
late.



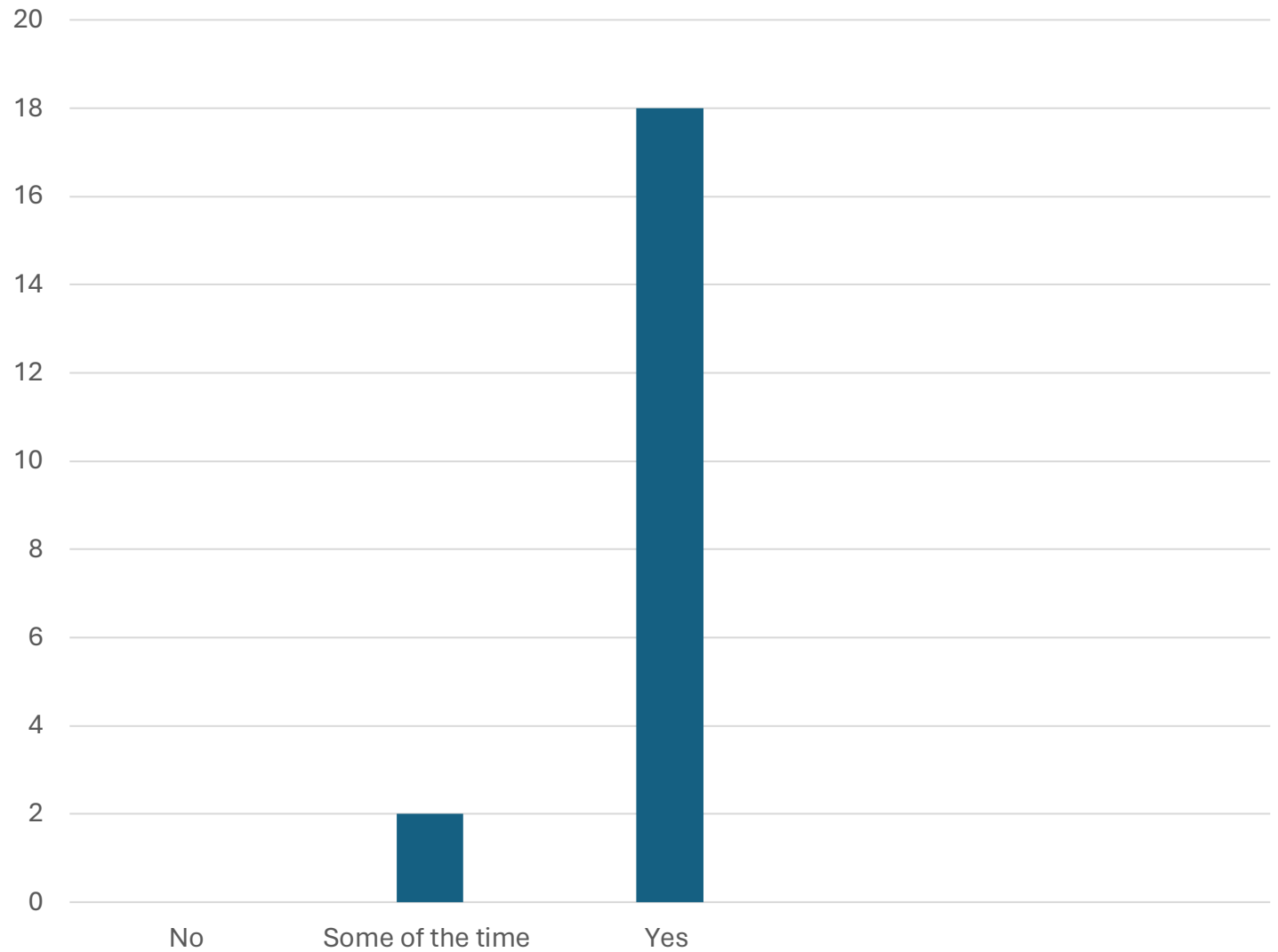
How comfortable do you feel to discuss problems or concerns with the Care Managers.



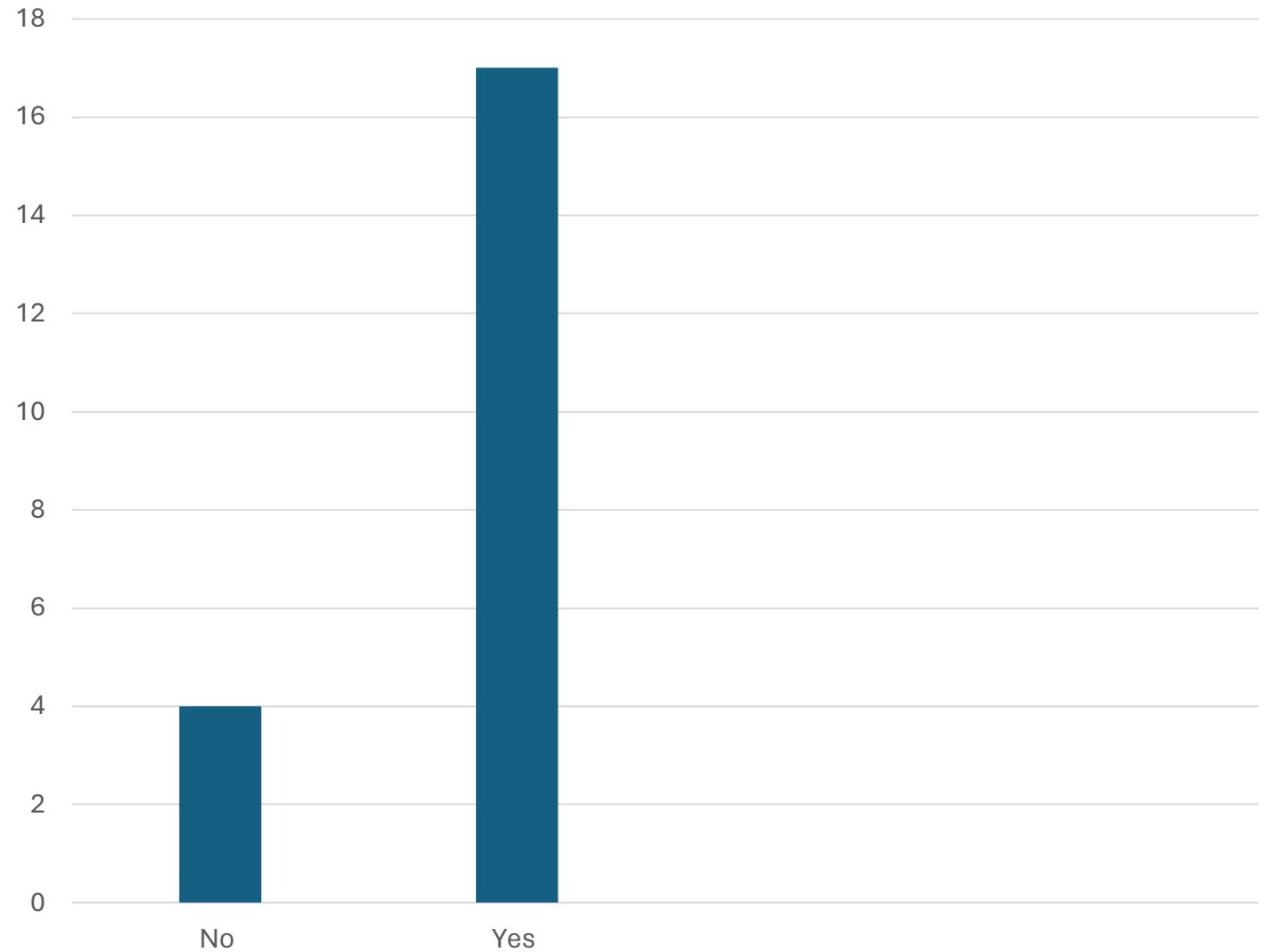
How would you rate the office staff about advising you of changes to your services times.



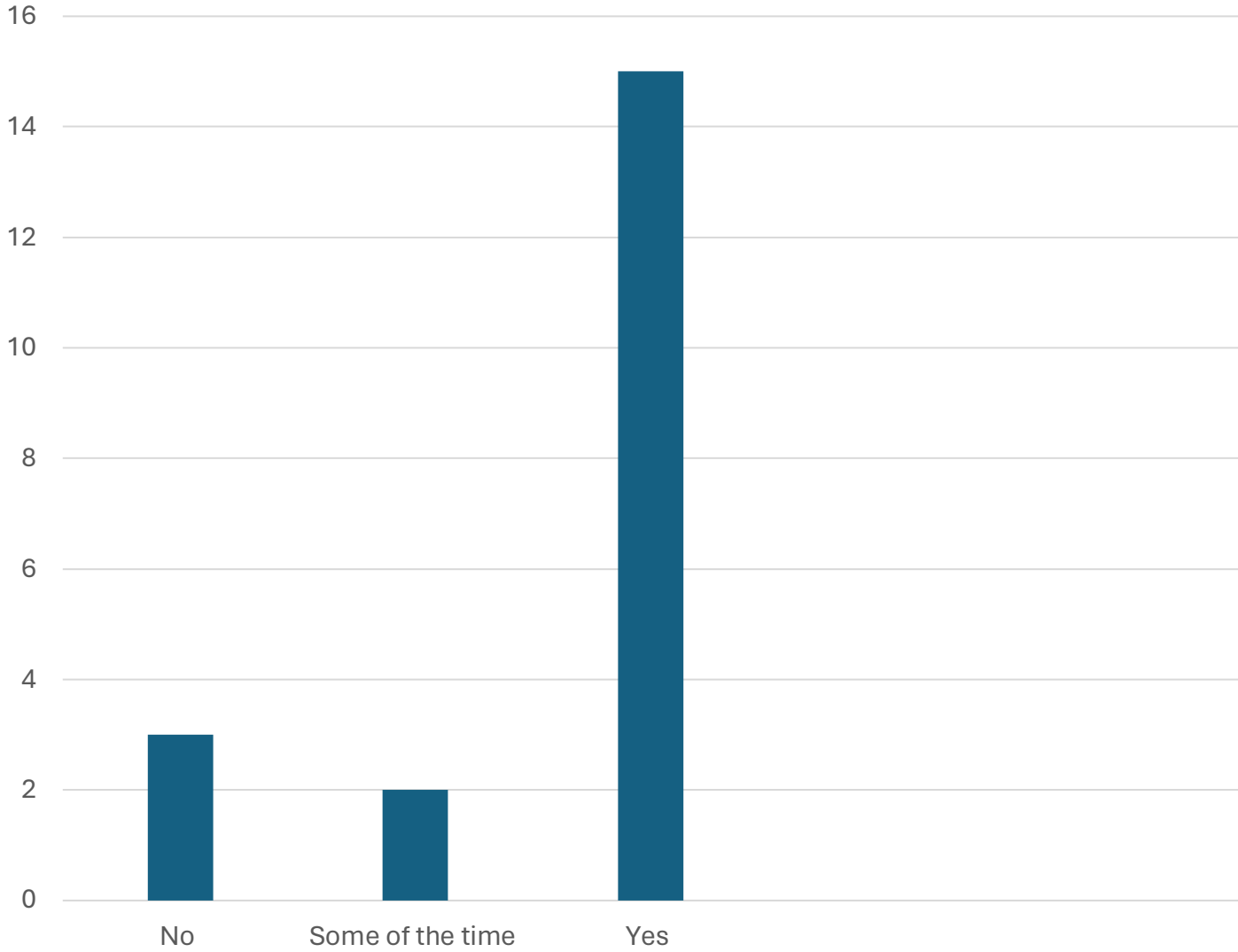
Do you feel the service has supported you to feel less stressed in your caring role.



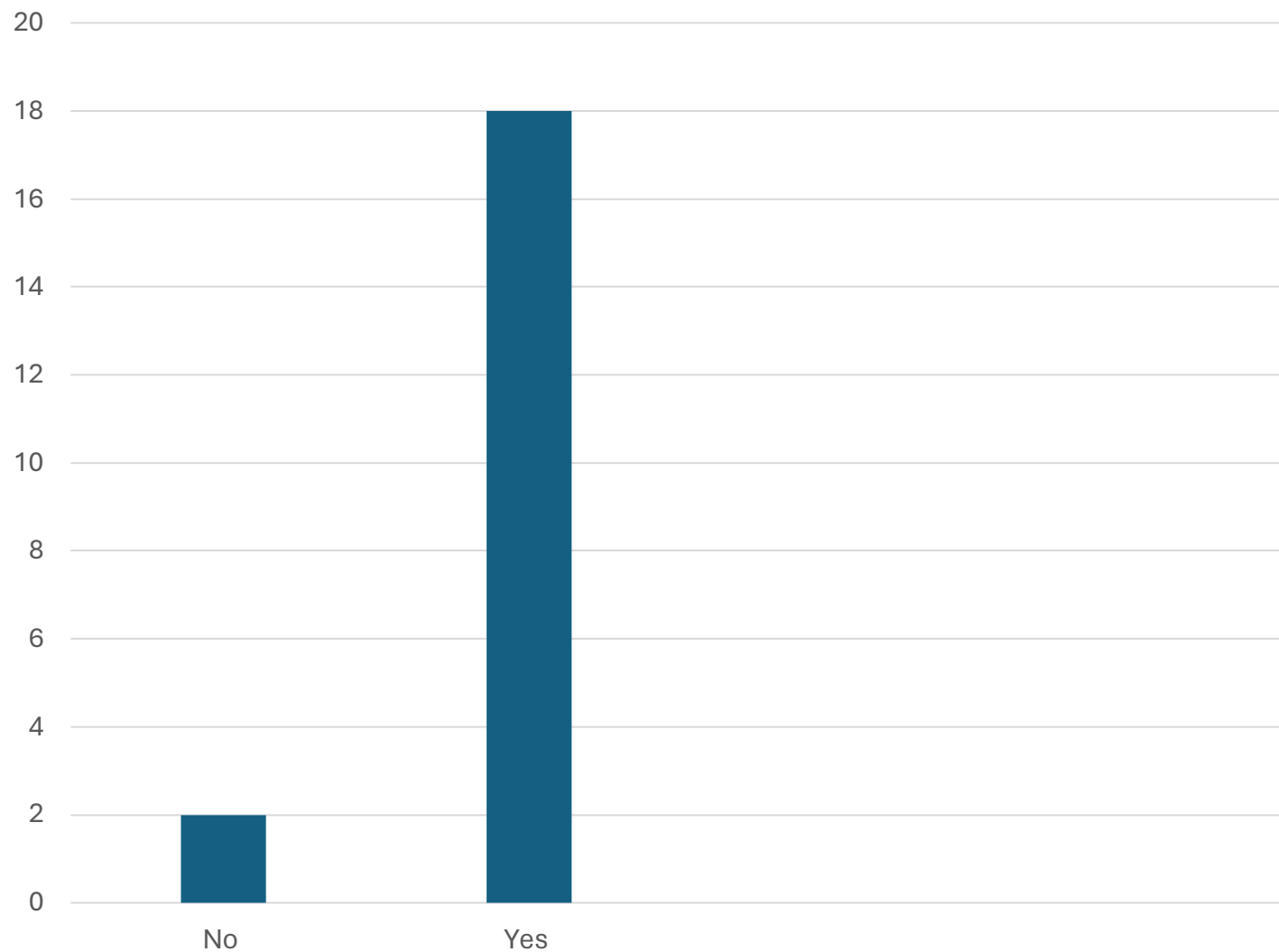
Do you feel less isolated now you can get out of the house during the day.



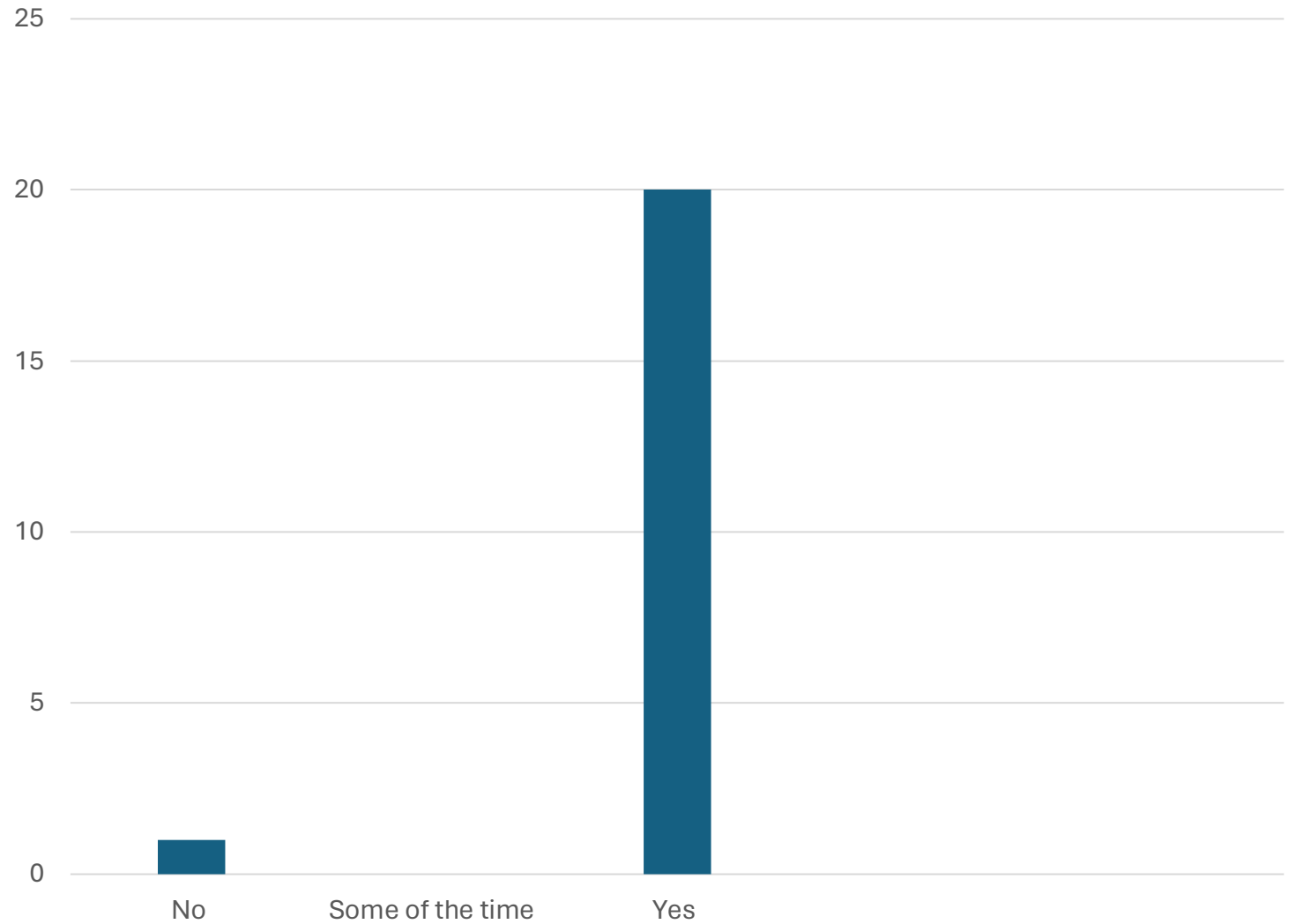
Do you think the respite break helps you to plan and attend to your own health needs.



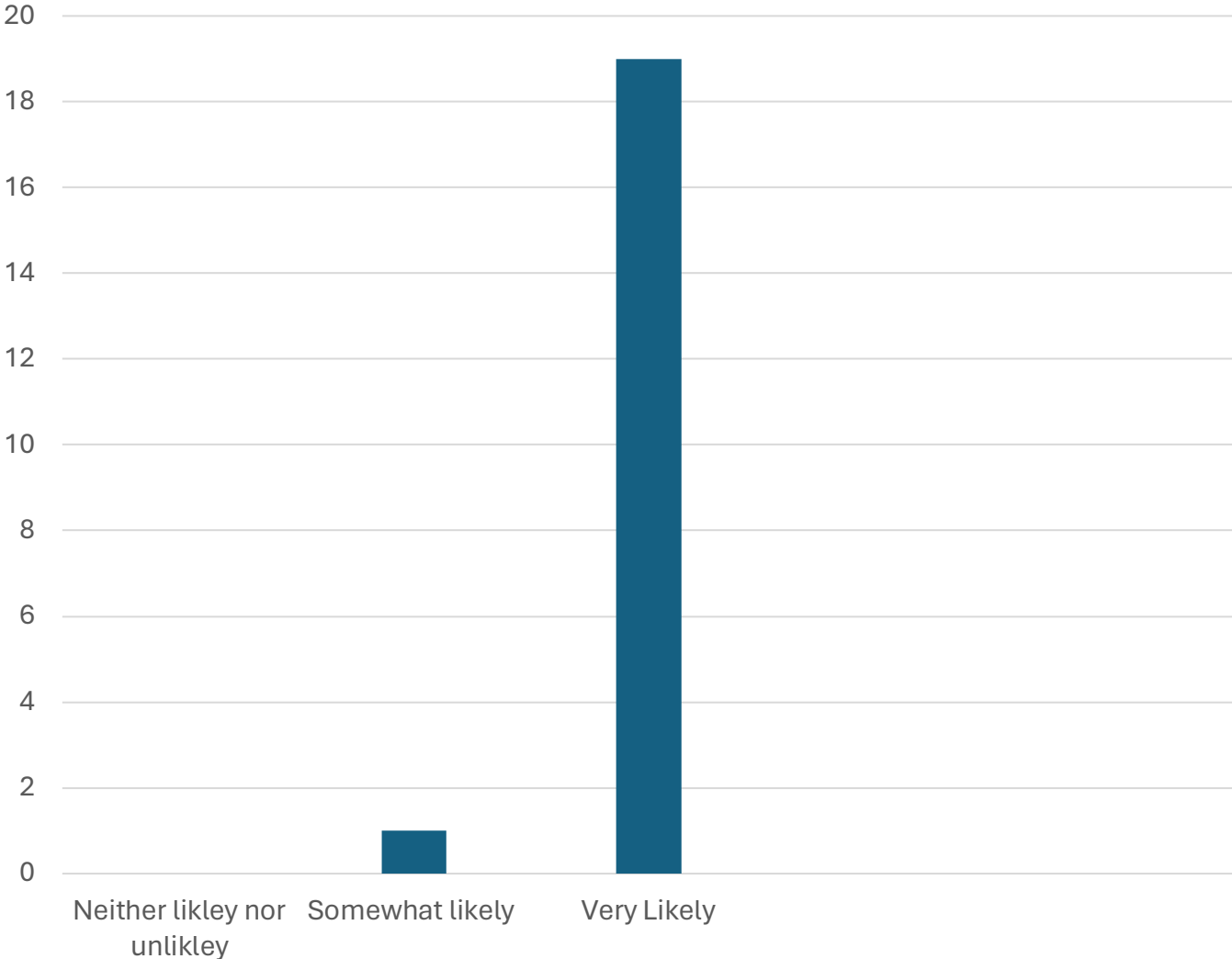
Dose having a community support worker staying with your cared for, gives you peace of mind whilst you are out.



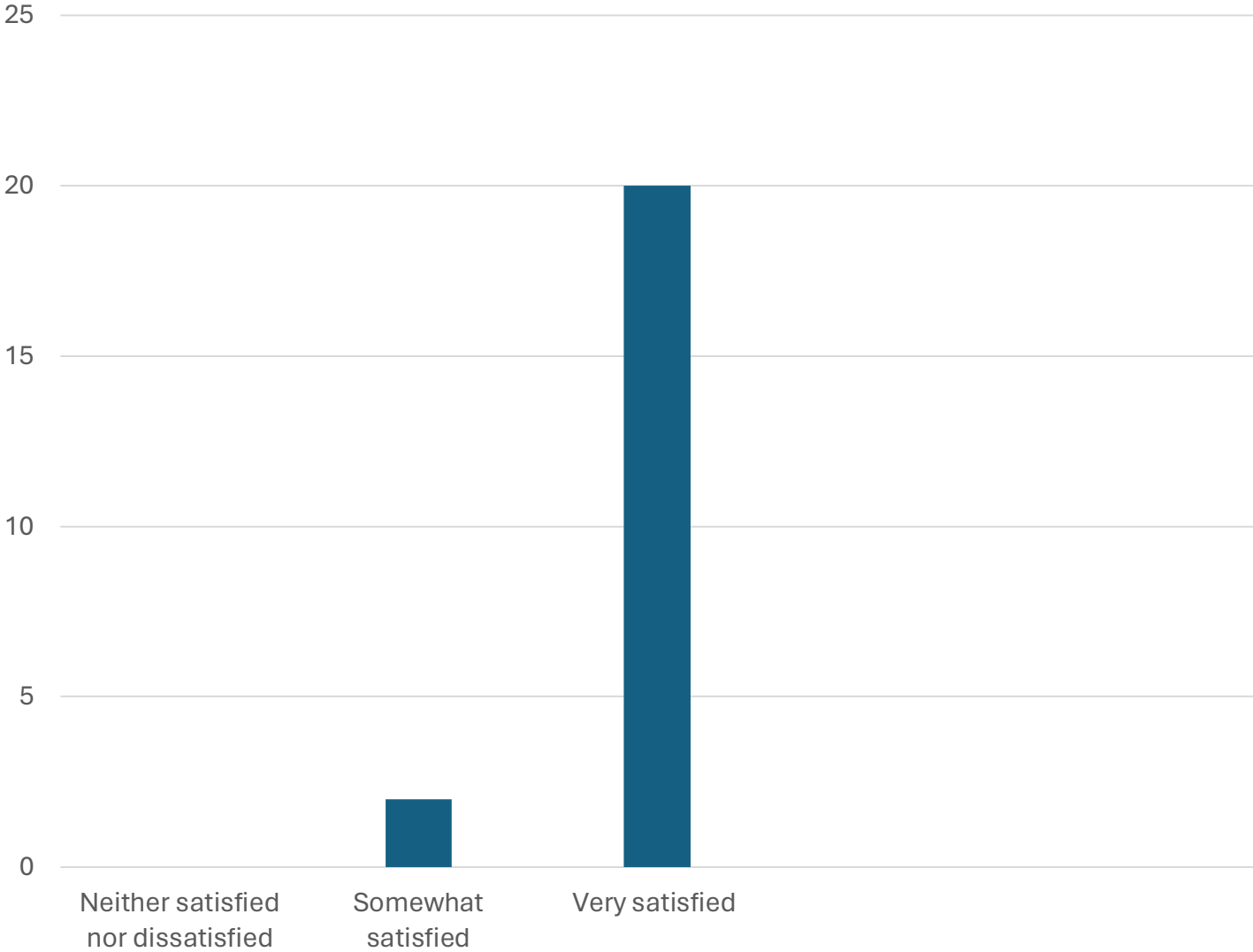
Is the support you receive from Crossroads helping you to achieve the goals set out in the care plan.



How likely are you to recommend our service.



Overall, how satisfied are you with service from Crossroads.



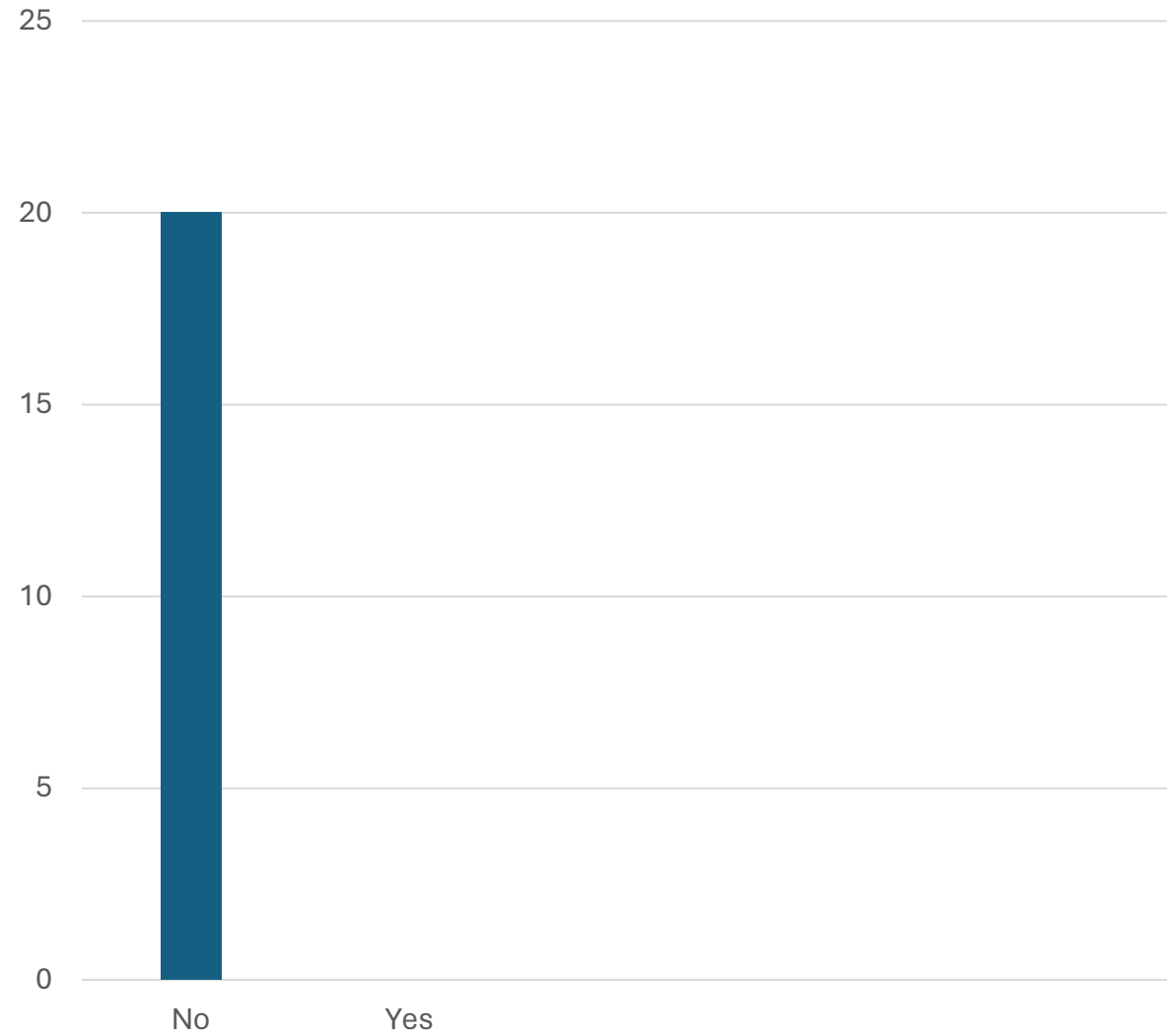
Do you have any other service request we are not currently meeting.

- **Not at the moment, but I will need more hours in the future.**
- **We disagree with the decision that our worker can only support one child and not both, but it is not proper respite as a parent always needs to be present.**

Is there anything
your community
support worker
dove well that
you would like to
tell us about.

- **Always very approachable.**
- **Extremely friendly and takes the time to get to know Elaine.**
- **Frank really listens to my Dad and has a fantastic rapport with him. My Dad looks forward to seeing Frank each week.**
- **Always on time, 100% caring, friendly and totally committed to the role of a support worker.**
- **Lisa is very caring and understands Brians needs.**
- **Vicky is wonderful, she is good with my husband, and I feel totally relaxed leaving him in her care.**
- **Makes my Mum's bed just how she likes it, Mum is fussy about her bed.**
- **Mandy is excellent with Mum, they have a good relationship, and it gives my mum someone to sound off with, which is good for her.**
- **Tracey is kind and thoughtful and easy to get along with.**
- **Lee is really kind and respectful.**
- **CSW is supported, kind and friendly with Jacqueline. I have no doubt that would do everything in her power to ensure Jacquelin's wellbeing.**
- **He is wonderful, caring and compassionate.**

Can you tell us about anything your community support worker dose you do not like.



Is there anything that you would like to tell us about.

- **Frank is kind, caring and fantastic with my day. I have complete trust in him that he will take care of my dad.**
- **More than satisfied with the service**
- **I think there are very nice people and have been a great help**
- **We are over the moon with the service and with everyone we have been dealing with.**
- **If there is a problem after office hours there is no one to talk to.**
- **My only issues have been a couple of times there has been a mix ups about when support is happening.**