



# True Colours Consumer Report

Community Care: 2023 - 2024

**Whiddon**  
Award-winning care

Our True Colours Reports aim to provide honest and easily understandable insights into our performance across client satisfaction, governance, workforce, and quality care. Our Community Care Consumer Report compiles feedback from clients and their families through our Satisfaction Surveys and Advisory Bodies. In our 2023-2024 Annual Survey, 35% of clients and 34% of families participated.

## Client Experience

### Customer Satisfaction index

**79%** 

↓ Client satisfaction has seen a decrease over the past 12 months, comparing to 86% last year

### Relationship Based Care

**88%** value relationships with our carers

**90%** agree carers know them well & are responsive to their needs

### Quality of Life & Independence



**96%**

Happy living at home with the support of Whiddon



**88%**

feel quality of life is improved



**91%**

feel supported to live independently

## Family / Next of Kin Experience

### Customer Satisfaction index

**83%** 

↓ Family Satisfaction has experienced a slight drop in the last 12 months, comparing to 86% last year

### Relationship Based Care

**95%** agree carers have the right skills

**93%** say the same familiar people care for their loved one

**89%** rate their loved one's relationship with our carers highly

### Quality of Life & Independence



**95%**

feel that their loved one is happy living at home with the support of Whiddon



**89%**

feel their loved one is supported to live independently

## What can we do better?

### Social Support

 **40%**

say we support them to stay socially connected

**65%** 

agree we have provided support to resume normal social activities

### Billing & Compliance



**39%**

understand monthly fee statements



**81%**

know how to make a complaint

## What we're doing to improve

### Relationship Based Care (RBC)



Whiddon's Relationship Based Care Model is being strengthened through employee training

### Social Connection



New Volunteer strategy to recruit more volunteers



Introduction of Whiddon's Wellbeing programs including Cooking Clubs, dance, intergenerational & men's activities

### New Finance System

Whiddon is transitioning to a new finance and billing system



Monthly fee statements are being reviewed as part of this process