



True Colours Consumer Report

Home Care: 2024 - 2025


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 Home Care Consumer Report compiles feedback from clients and their families through our Satisfaction Surveys and Advisory Bodies. In our 2024-2025 Annual Survey, 32% of clients and 21% of families participated.

Client Experience

Customer Satisfaction index

85% 

 Client Satisfaction has seen an increase over the past 12 months, comparing to 79% last year

Relationship Based Care

92% value relationships with our carers

96% agree carers know them well & are responsive to their needs

Quality of Life & Independence

100%  Happy living at home with the support of Whiddon


96%  feel quality of life is improved

93%  feel supported to live independently

Family / Next of Kin Experience

Customer Satisfaction index

83% 

 Family Satisfaction has remained steady with no change in the last 12 months, comparing to 83% last year.

Relationship Based Care

97% agree carers have the right skills

95% 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

97%  feel that their loved one is happy living at home with the support of Whiddon

90%  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

45% 
agree we have provided support to resume normal social activities

Billing & Compliance

 **80%**
understand monthly fee statements

 **83%**
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



A new volunteer program has been launched to recruit more volunteers



The introduction of AlayaCare and it's Family Portal for enhanced communication with Whiddon

New Finance System



Whiddon has transitioned to a new finance and billing system.

New Scheduling Platform

In August we rolled out AlayaCare to improve service delivery and communication.