

2023

HOME WELLNESS CLIENT SATISFACTION SURVEY



vantageaging.org/homewellness | 330-253-4597

ABOUT HOME WELLNESS SOLUTIONS

Mission

Promoting a positive perspective on aging.

Vision

Every older adult has the opportunity to live a healthy life and age with independence, purpose, and dignity.

Home Wellness Solutions provides non-medical homecare, cleaning services, and wellness support to help seniors stay independent in their homes.



SATISFACTION SUMMARY

Survey Process

Homecare clients received a survey to be completed and mailed back. Clients who received services between October 2021 and September 2022 were surveyed.

95%

Clients reported Home Wellness services helped them to stay independent in their homes.

90%

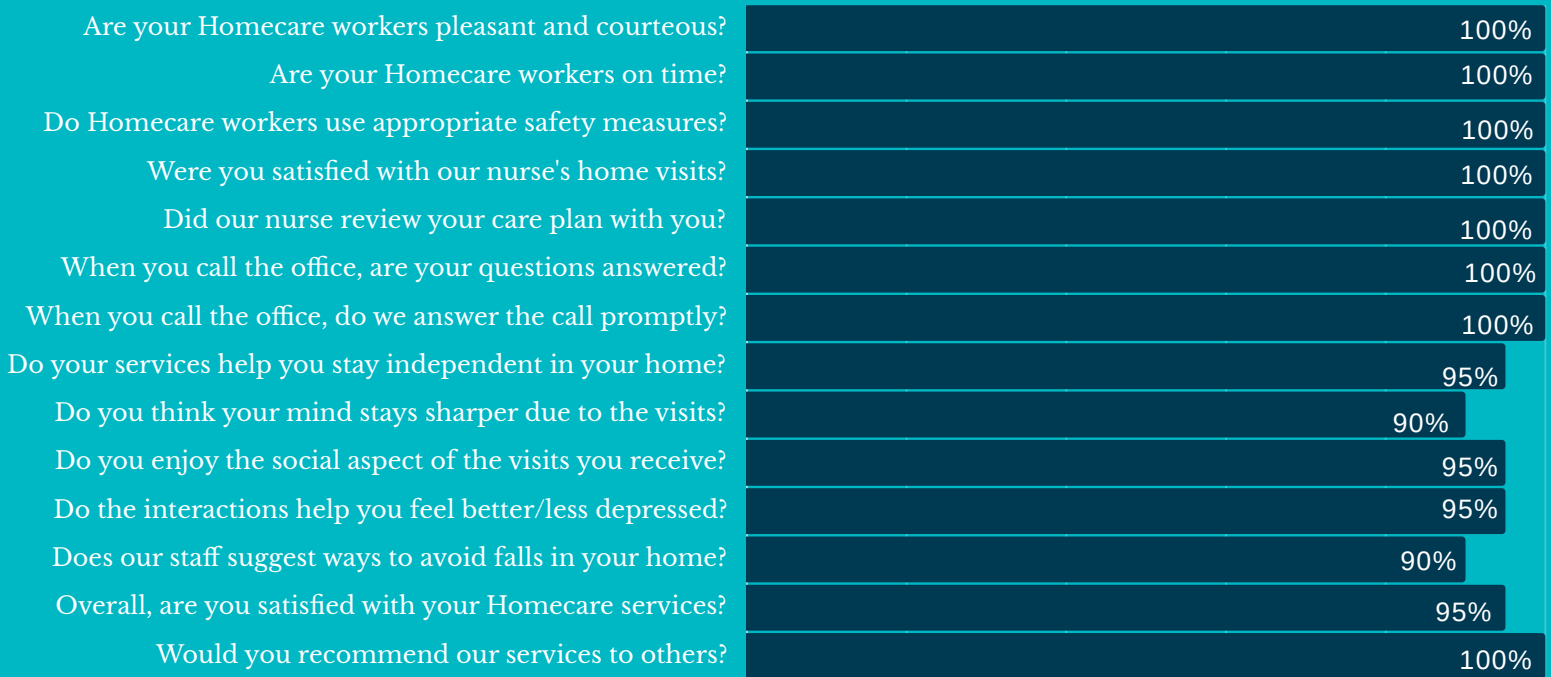
Clients acknowledge the Home Wellness staff suggests ways to avoid falls in their homes.

100%

Clients would recommend these services to others.



HOMEMAKER & PERSONAL CARE SERVICES



The Results

Many times, our staff members and nurse are the consistent contacts in our clients' lives who recognize issues and get appropriate help.

One-hundred percent of clients agree the nurse reviews the care plan with them.

One hundred percent of clients report their Homecare worker arrived on time.

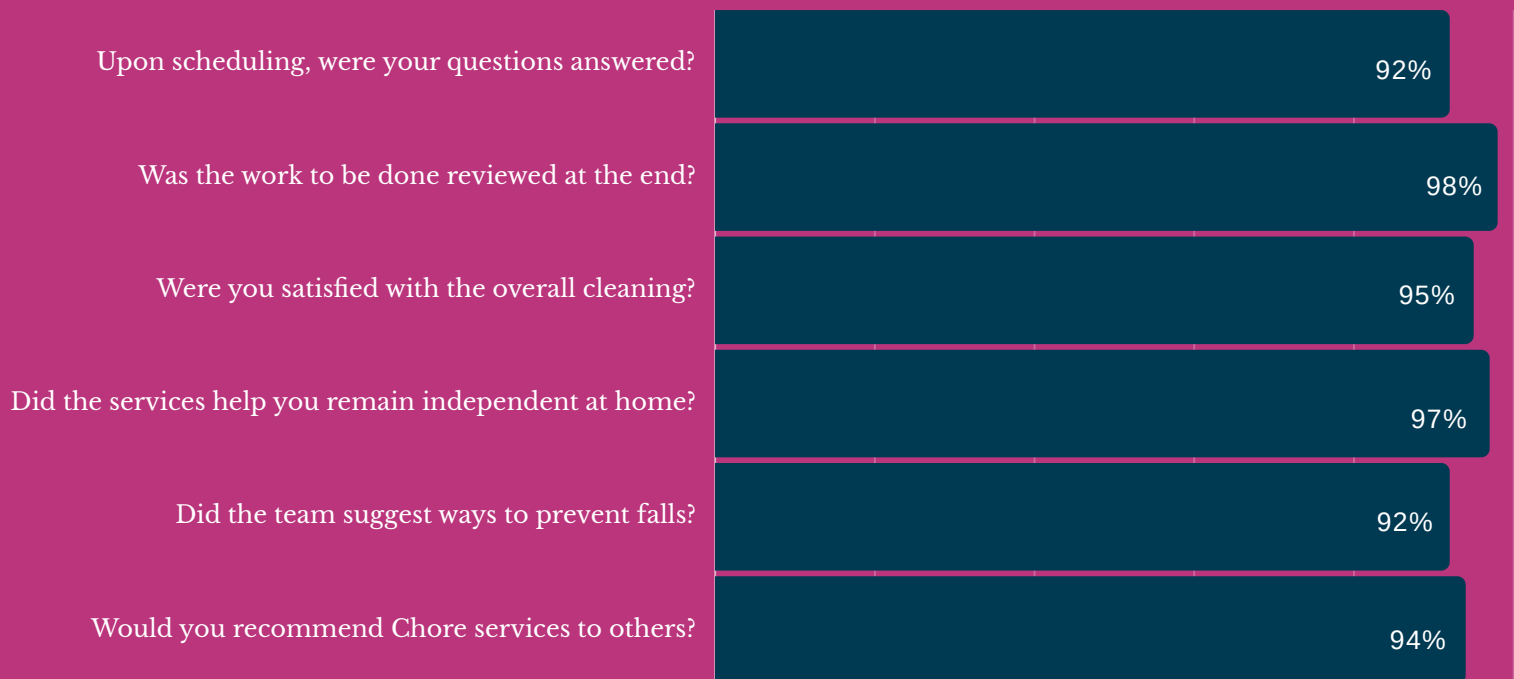
100%



Clients surveyed said they would recommend VANTAGE Aging.

Of the 28 individuals who received the personal care and homemaker survey, 20 returned a completed survey.

CHORE SERVICES



The Results

One ninety-four percent of clients would recommend VANTAGE Aging Chore services.

Ninety-two percent of clients said staff members gave suggestions on ways to avoid falls in the home.

Ninety-seven percent of clients reported that the chore team helped them remain independent at home.



Clients said Chore Services helped them stay independent at home.

Of the 152 individuals who received the chore survey, 65 returned a completed survey.

Highly satisfied with the overall cleaning. Highly recommend the chore services. No suggestions, excellent work and highly professional, courteous and friendly.

“ **Were kind and efficient.**

All is well, very pleased. Thank you for your service.

Thank you for the cleaning service.

They provided smiles when they came in which was much appreciated. I'm grateful for them. They responded with professionalism and diligence.

WHAT CLIENTS SAY ABOUT THEIR SERVICES

They always do a wonderful job of cleaning my home. They are friendly and well liked.

Keep doing a fantastic job cleaning and continue being friendly and polite to customers.

They were Great!!

“ **They asked me to read the fall prevention information. These ladies were so pleasant and really did a thorough job.**

Both were exceptionally nice, helpful, and thorough. They make a good team! Nice personalities! Nice to have met them!