

2024

**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 2023 and September 2024 were surveyed.

100%

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

100%

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

95%

Clients would recommend these services to others.



HOMEMAKER & PERSONAL CARE SERVICES

Are your Homecare workers pleasant and courteous?	100%
Are your Homecare workers on time?	100%
Do Homecare workers use appropriate safety measures?	100%
Were you satisfied with our nurse's home visits?	100%
Did our nurse review your care plan with you?	100%
When you call the office, are your questions answered?	95%
When you call the office, do we answer the call promptly?	100%
Do your services help you stay independent in your home?	100%
Do you think your mind stays sharper due to the visits?	100%
Do you enjoy the social aspect of the visits you receive?	100%
Do the interactions help you feel better/less depressed?	100%
Does our staff suggest ways to avoid falls in your home?	100%
Overall, are you satisfied with your Homecare services?	100%
Would you recommend our services to others?	95%

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 uses appropriate safety measures.

95%



Clients surveyed said they would recommend VANTAGE Aging.

23 Homemaker and Personal Care surveys were sent to clients and 19 surveys were returned.

CHORE SERVICES

Upon scheduling, were your questions answered?	100%
Did the Chore team arrive in the timeframe you were expecting?	97%
Was the work to be done reviewed at the start?	100%
Was the work to be done reviewed at the end?	100%
Were you satisfied with the overall cleaning?	100%
Did the services help you remain independent at home?	100%
Did the team suggest ways to prevent falls?	100%
Would you recommend Chore services to others?	100%

The Results

One hundred percent of clients were satisfied with the overall services provided by VANTAGE's Chore services.

One hundred percent of clients said staff members gave suggestions on ways to avoid falls at stay safe at home.

One hundred percent of clients reported that the chore team helped them remain independent at home.



**Clients said they would recommend
Chore Services to others.**

153 Chore client satisfaction surveys were sent to clients and 34 surveys were returned.

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.**

Keep up the good work. Your staff is very pleasant.

Team was delightful to be around, they asked before doing stuff. Great people.

My aide is like a God send. I thank God for your agency, every staff person I've met shows interest in their job and with us.

WHAT CLIENTS SAY ABOUT THEIR SERVICES

They make my life easier and I enjoy their company.

It has been very helpful, the work is great, and helpful companionship is very nice.

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Wonderful people!

Thank you so much for this service. What a blessing! It feels so good to be refreshed this way.

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