

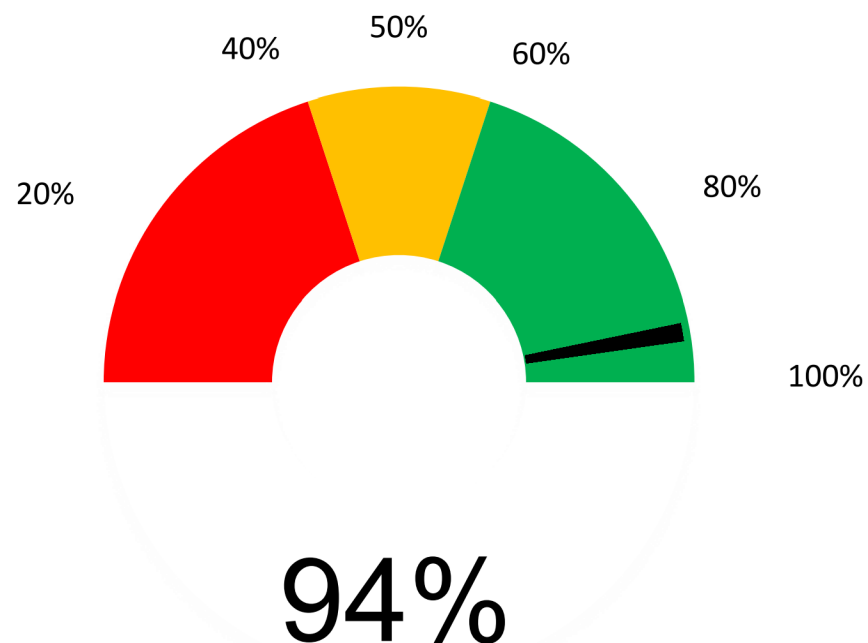


Evaluation Analysis Report

RTS Healthcare Services

JULY 2025

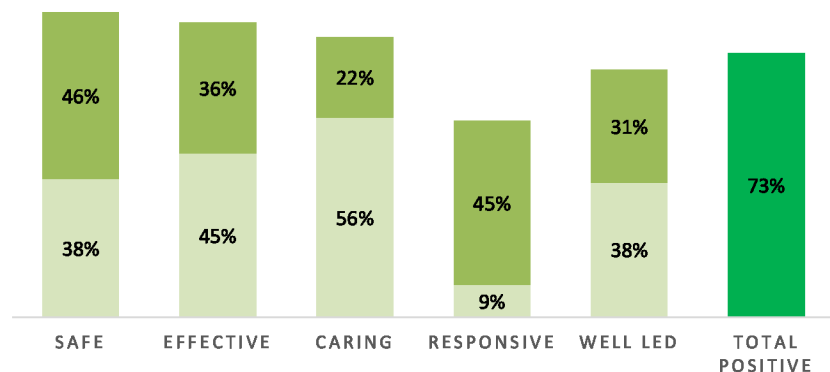
All Responses - Overall Satisfaction



	Strongly	Agree	Neutral	Disagree	Strongly	TOTAL
Safe	54%	42%	0%	5%	0%	100%
Effective	50%	46%	4%	0%	0%	100%
Caring	61%	34%	0%	5%	0%	100%
Responsive	60%	30%	6%	4%	0%	100%
Well Led	48%	43%	8%	1%	0%	100%
TOTAL POSITIVE	94%		6%			100%

The Speedometer illustrates the overall level of satisfaction recorded by the survey and shows all the Strongly Agree and Agree responses as a percentage of all the questions answered.

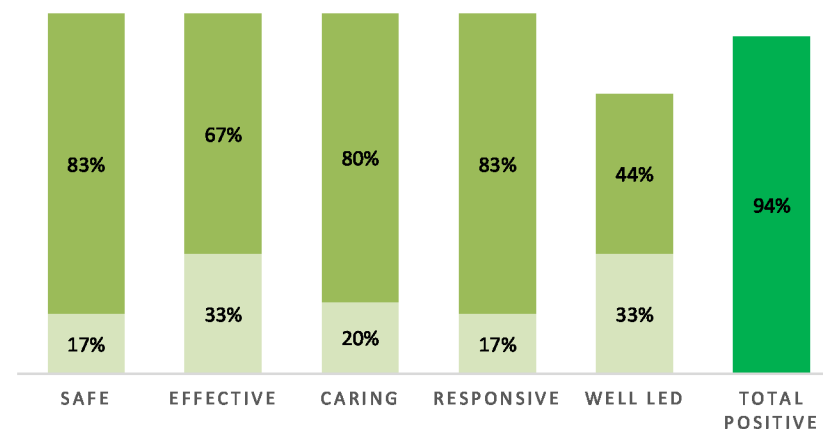
People Using Service - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	46%	38%	0%	15%	0%	100%
Effective	36%	45%	18%	0%	0%	100%
Caring	22%	56%	0%	22%	0%	100%
Responsive	45%	9%	27%	18%	0%	100%
Well Led	31%	38%	25%	6%	0%	100%
TOTAL POSITIVE	73%					

This graph illustrates the overall level of satisfaction recorded by People Using Service and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

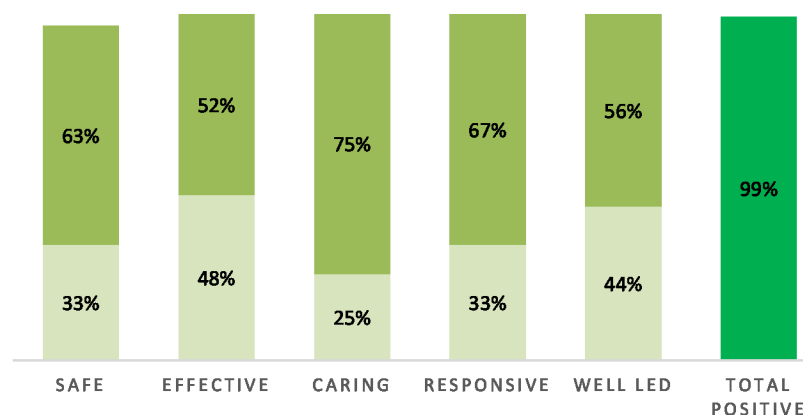
Friends & Family - Overall Satisfaction



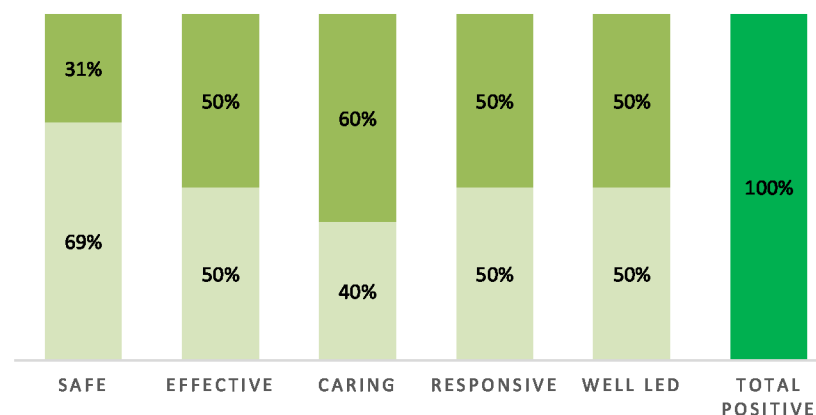
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	83%	17%	0%	0%	0%	100%
Effective	67%	33%	0%	0%	0%	100%
Caring	80%	20%	0%	0%	0%	100%
Responsive	83%	17%	0%	0%	0%	100%
Well Led	44%	33%	22%	0%	0%	100%
TOTAL POSITIVE	94%					

This graph illustrates the overall level of satisfaction recorded by Family Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Team Members - Overall Satisfaction



Professionals - Overall Satisfaction



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	63%	33%	0%	3%	0%	100%
Effective	52%	48%	0%	0%	0%	100%
Caring	75%	25%	0%	0%	0%	100%
Responsive	67%	33%	0%	0%	0%	100%
Well Led	56%	44%	0%	0%	0%	100%
TOTAL POSITIVE	99%					

This graph illustrates the overall level of satisfaction recorded by Team Members and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
Safe	31%	69%	0%	0%	0%	100%
Effective	50%	50%	0%	0%	0%	100%
Caring	60%	40%	0%	0%	0%	100%
Responsive	50%	50%	0%	0%	0%	100%
Well Led	50%	50%	0%	0%	0%	100%
TOTAL POSITIVE	100%					

This graph illustrates the overall level of satisfaction recorded by Professionals and shows all the Strongly Agree and Agree responses as a percentage of all the questions they answered.

Safe:

Safe satisfaction score this survey **95.4%** This is above the IFS Survey Average of **94.3%**

S1 - Safeguarding

- 100% of people using service agreed to feeling safe and secure
- 100% of friends and family agreed to the person using the service being safe and secure
- 100% of team members agreed that the people using service were left feeling safe and secure
- 100% of professionals agreed to the person using the service being safe and secure

S2 - Risk Management

- 100% of people using service agreed that staff help them understand any issues that may cause them harm, whilst being able to do the things that matter to them
- 100% of friends and family agreed staff help the person using the service understand any issues that may cause them harm and help them to do the things that matter to them
- 100% of team members agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly
- 100% of professionals agreed Risk assessments for the people using the service to access their chosen activities are carried out and updated regularly

S3 - Safe and effective staffing

- 50% of people using service agreed there are always enough staff to ensure my well-being, needs and safety are met at all times
- 100% of friends and family agreed there are always enough staff to ensure that all my family member / friend's wellbeing, needs and safety are met at all times
- 100% of team members agreed there are sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met
- 100% of professionals agreed the provider seems to have sufficient numbers of staff employed to ensure that the wellbeing, needs and safety of the person using the service are met

S4 - Medication Optimisation

- 100% of people using service agreed If applicable they are happy with the way staff support them in taking any medication and support them to understand any changes in their medication
- 0% No responses were received for this question from friends or family
- 100% of team members agreed Medication is managed in line with the company policy
- 100% of professionals agreed they were aware that where applicable medication is managed safely in line with regulations

S5 - Infection Prevention and Control

- 100% of people using service agreed the staff always wear gloves, aprons and masks (when needed) as they carry out their personal care
- 0% No responses were received for this question from friends or family
- 100% of team members agreed Infection control policies are followed by all staff
- 100% of professionals agreed they were aware that where appropriate staff use protective equipment to prevent infection in line with regulations

S6 - Learning Culture

- 50% of people using service agreed If mistakes were made they were confident management would ensure things are changed to put them right
- 100% of friends and family agreed they believed they would be informed If mistakes are made, and informed what remedial actions were to be taken
- 100% of team members agreed If safety incidents occur a process is in place to learn and improve to ensure it cannot reoccur
- 100% of professionals agreed If safety incidents occur they were aware a process is in place to learn and improve to ensure it cannot reoccur

S7 - Safe Environment

- 100% of people using service agreed the service supports them if their private space requires any adaptation or special equipment to keep them safe
- 100% of friends and family agreed the service will support and guide my family member / friend if their private space needs adaptation or special equipment to keep them safe
- 100% of team members agreed the service ensures that each of the people using the service have any individual needs for special equipment and adaptation to keep them safe met
- 100% of professionals agreed the service ensures that each of the people using the service have any individual needs for special equipment and adaptation to keep them safe met

S8 - Safe Systems Pathways & Transitions

- 100% of people using service agreed they feel supported to access all care, support and treatments they need, when they need it
- 100% of friends and family agreed they believe their family member / friend is supported to access all care, support and treatments they need, when they need it
- 75% of team members agreed they support the people using the service to access all care, support and treatments they need, when they need it
- 100% of professionals agreed they believe the service supports the people using the service to access all care, support and treatments they need, when they need it