



Quality Survey Results & Client Testimonials

Right at Home is dedicated to providing quality, in-home care for those in need. Confidential questionnaires are periodically mailed to clients who have used our services to solicit feedback on our clients' and their family members' level of satisfaction with our services, our caregivers and our office staff.

In addition to the quality surveys, our caregivers complete a weekly Care Plan form which lists all the tasks they perform each day for our clients. These forms are signed by each client. The form provides for additional write-in comments about our services and our caregivers.

All of this feedback is used as input to our employee training program, our internal procedures and our employee performance reviews. The goal is to continually improve the quality of services provided to our clients and their family members.

A summary of these survey results and customer comments follows.

100% of our clients believe our caregivers are courteous as well as caring

- "Fatmata is a sweet [and] very helpful person. She has lots of energy and enjoys helping people." –W.M.
- "Sally was not only kind and caring, but so pleasant. I still miss her!" –J.L.

98% of our clients would recommend Right at Home to seniors in need of in-home care and assistance

- "Lucy...is a real gem. Her kindness, consideration, and concerns for me were very comforting. I would highly recommend her." –A.C.
- "We will never forget Sam and how wonderful he was...I will be sure to share your company name with my friends for kind and safe eldercare." –R.P.

98% of Right at Home clients feel safe and comfortable with our caregivers

- “Henrietta has been a wonderful addition to our household. She has fit in well, been very helpful, and [is] safety conscious. My father is being well cared for.” –C.H.
- “My mother loves Phyllis, and believe me, that’s saying a lot. I can’t imagine how we survived without her. I now feel much more comfortable leaving my mother alone.” –B.S.

According to our clients, 98% believe our caregivers are competent in their jobs

- “Henrietta is a very professional lady. She is very conscious about her work...industrious, and is very quick to react to an emergency.” –P.F.

97% of clients are able to understand and communicate with their caregivers

- “Cokie and [my father] are getting along well. They are the best of friends.” –B.F.

90% of our caregivers arrive on time, as expected

- “Gladys is perfect-she is always on time- has breakfast and medication on the table...and is very nice company.” –N.B.

97% of our clients felt the office staff of Right at Home was able to provide adequate answers to their questions in a professional manner

- “Excellent. Professional. Personable TLC. Thanks!” –B.F.
- “Mom & I so appreciate your efforts in recommending a skilled nursing facility. If there is a home care option, we will certainly be back in touch.” – E.H.

Right at Home’s bills are accurate, according to 97% of our clients

- “We would like to commend Victoria who cared for my mother on this billing. Please express to her our appreciation.” –B.S.

With regard to our overall services and care, 98% of our clients felt that Right at Home had met their needs

- “My personal thanks to you for the excellent care provided to my mother in her home. We are quite happy with your CNA live-in!” - D.V.
- “Mark...visited my home many times to see that the help [he] sent to my home was going well.” –P.S.

Right at Home proudly maintains a customer satisfaction rate of 98%

- “Eva is a wonderful aide, [she is] welcome in my home at any time.” –L.O.
- “Mary is delightful. She is an asset to [Right at Home]. Courteous, helpful, and caring.” –A.W.