

ANNUAL CARERS SURVEY RESULTS

Surrey

Each year Crossroads Care Surrey sends out a survey to all clients to assess the quality of our services and to highlight any areas for development. In 2017 Crossroads Care Surrey sent out 850 questionnaires to clients. We achieved a 43% response rate.

98%

of Carers said that they have peace of mind when Crossroads Care Surrey takes over.

Response Rate
43%

97%

of Carers said that Crossroads staff are very well trained.



94%

of Carers said that they do not feel guilty having time for themselves thanks to the support from Crossroads.

83%

of Carers said that Crossroads helps them stay in better health.

WHAT OUR CARERS SAY

“Crossroads is a wonderful organisation. Staff are very well trained, caring and empathise with the family. I really appreciate their support. Thank you so much.”

“Crossroads gives me peace of mind, knowing my child is happy, safe and well cared for makes a huge difference to my state of mind, helping me to continue caring and fighting for my daughter.”

“Being a carer can be very hard, tiring and frustrating. My three hours weekly and for my husband to attend the Farleigh club is important to us both, giving me free time and my husband has some company and brain stimulation.”

Giving a break to those who need it most

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97% of Carers said that they would recommend Crossroads Care Surrey to any Carer.

94% of Carers consider their quality of life to be improved by Crossroads' respite breaks.

94% of Carers said Crossroads helps them to keep going.

WHAT OUR CARERS SAY

“Being a Carer can be difficult as watching a loved one deteriorate is so hard and upsetting. The Crossroads staff are always ready to listen to me as well as looking after my spouse whilst I have a few hours break which gives me more time for myself.”

“Your attitude is friendly, very supportive. Much admire the work that you do.”

“Crossroads Care Surrey do a wonderful job and they offer a vital service to the Carer who is forgotten by visitors who just ask how the cared for loved one is. It is nice to hear someone say ‘How are you?’”



Giving a break to those who need it most