



Your Experience of Service Survey Summary Report

ANHF has been continuously striving for customer service excellence that aligns with the core spirit of the new Aged Care Quality Standards. From time to time, we extend our invitation you and your carers to give us feedback and suggestions through newsletters, monthly meetings and information forums. A comprehensive survey was conducted in September 2020. The result was overwhelmingly positive and encouraging. It highlighted our strengths and allow us a moment to reflect on our weaknesses. This exercise has inspired us to think how we can deliver better services to you. On behalf of management, thank you for your participation in the September survey. This summary report highlights the survey findings as well as our continuous improvement plan to be carried out this year. Please contact your service manager for a detailed report.

Here are the findings:

Number of questionnaires sent to consumers: 288

Number of completed questionnaires received: 92

Based on your feedback, here are what we are doing well...



You felt comfortable using this service.

Your individuality and values were respected (such as your culture, faith or gender identity, etc.)

You felt safe using this service.

Based on your feedback, here are what we need to improve...



You had opportunities to help improve the service if you wanted (such as attending meetings to give your opinions or views)

If something goes wrong, the staff explain what went wrong and how they will prevent it from happening again.

Information available to you about this service (such as how the service works, what to expect, how to make a complaint, upcoming changes that may affect you, etc.)

Written comments from respondents:

Compliments:





Feedback and complaints :



Since the last survey in 2019, the following are the three most favourable / improved responses and three least favourable / decline.

2020 response

 Average score of the questions increased most	 Average score of the questions declined most
Information available to you about this service (such as how the service works, what to expect, how to make a complaint, upcoming changes that may affect you, etc.)	The organization makes improvements based on feedback from you and other people
You felt comfortable using this service	You had opportunities to help improve the service if you wanted (such as attending meetings to give your opinions or views)
The facility and environment met your needs (in terms of cleanliness, private space, transport vehicle, furniture, common areas etc.)	The care, services, resources or activities available met your needs

How do we improve our service:

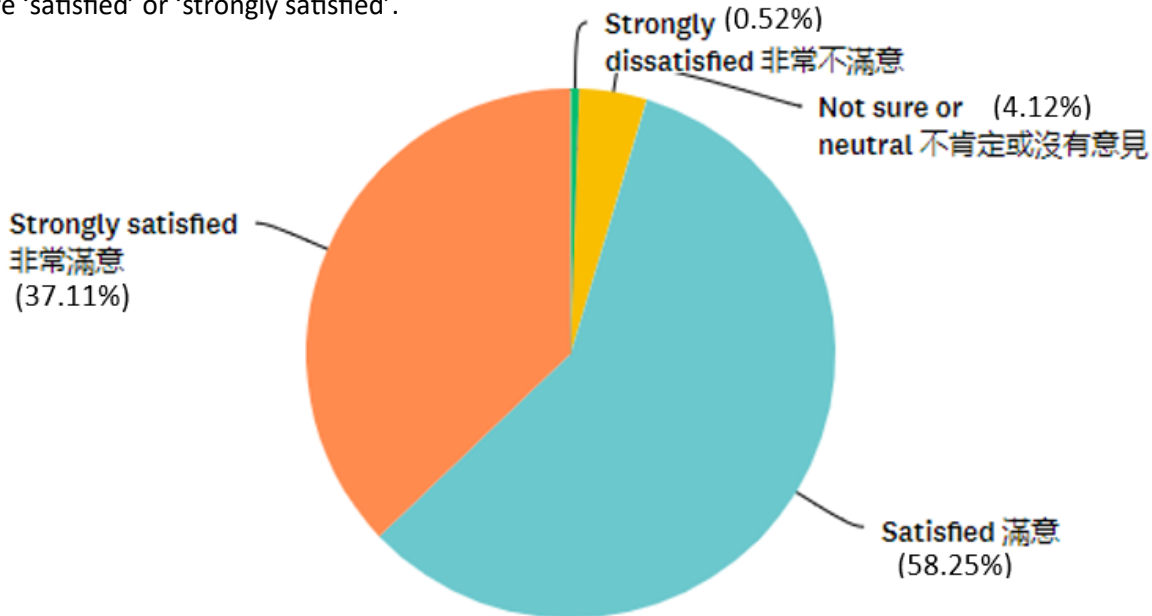
Issues	Actions	Estimated time frame to complete
To improve the organisation makes improvements based on feedback from you and other people	<ul style="list-style-type: none"> • promote the complaint and feedback channel to consumers, their family, friends or carers • ensure a transparency and open disclosure process in response to complaints, including sending acknowledgement of their feedback/ complaint, informing complainants of the handling process and outcome through email and/or letter or phone in according to their request/ preference • engage the complainants involve in the evaluation of improvement regarding to the feedback / complaints • provide training to staff and educate them how to response to consumers' request /enquiry/feedback/complaint in a respectable way 	<p>Next issue of Newsletter</p> <p>Now</p> <p>Now</p> <p>Next Monthly meeting</p>
To create more opportunities for you to help improve the service if you wanted	<ul style="list-style-type: none"> • encourage consumers and family members to involve in reviewing care plan or when consumer conditions changed. • actively collect consumers feedback during care plan review. • resume carers forum as soon as possible. • promote the feedback and complaint channel on ANHF website 	<p>Now</p> <p>On going</p> <p>To be confirmed</p> <p>Next issue of Newsletter</p>
To improve the care, services, resources or activities available met your needs	<ul style="list-style-type: none"> • consult consumers of their needs during regular care plan review or when consumers conditions changed. • empower consumer to make informed decisions by providing information / resources via newsletter, family conference or on request. • improve communication among team members to have a better understanding of consumers' needs. 	<p>On going</p>

COVID-19 Consumer Awareness Survey 2020

Along with Your experience of service survey, COVID-19 consumer awareness survey 2020 was conducted between mid-September to early October 2020 among Home care, CHSP and Community Housing consumers/tenants. 211 responses were received in this anonymous survey which consisted of three parts — service satisfaction, knowledge of COVID-19 and own health conditions.

Service Satisfaction

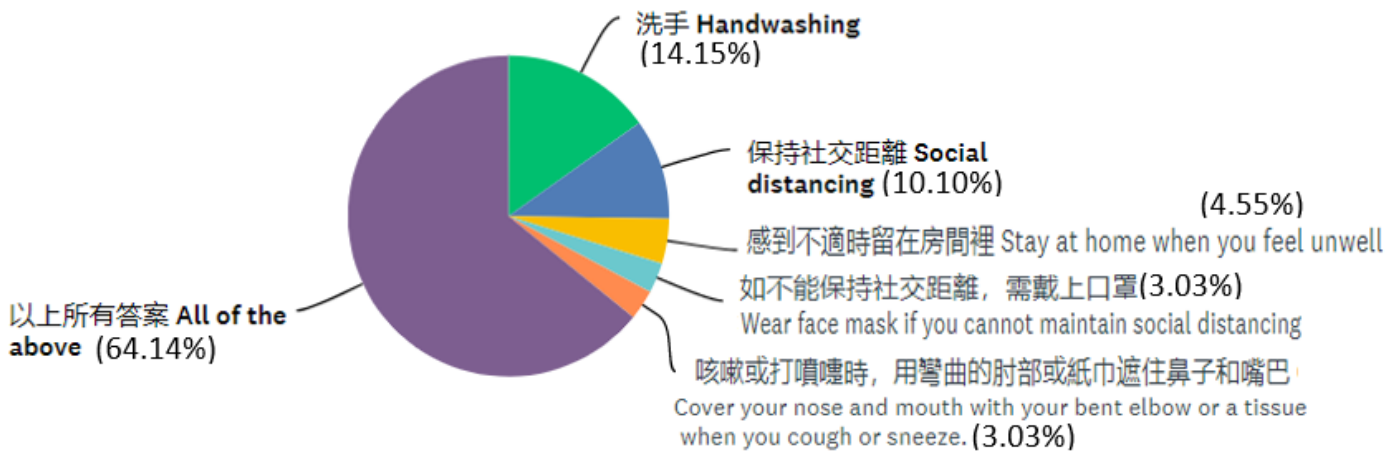
The majority of responses towards ANHF responsive measures and support from ANHF during COVID-19 pandemic were 'satisfied' or 'strongly satisfied'.



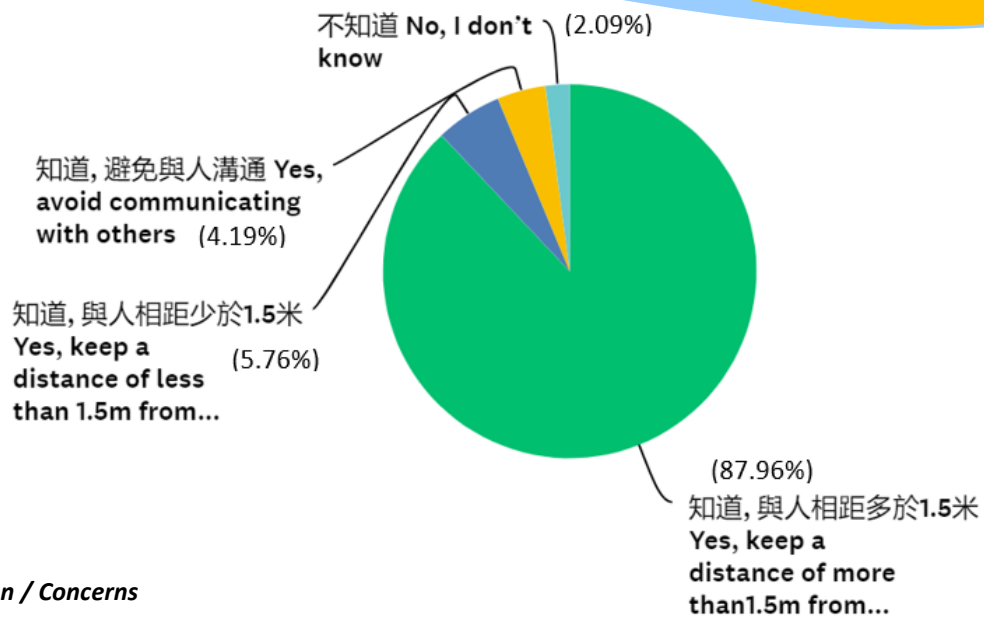
Knowledge of COVID-19

168 out of 191 respondents answered Question 4: social distancing correctly and 4 respondents did not know the answer. However, the correct answer rate of Question 3: how to prevent the spread of COVID-19 was less than 65%. The findings were affected as some respondents selected more than one answer.

Q3 Do you know how to prevent the spread of COVID-19?(select one only)



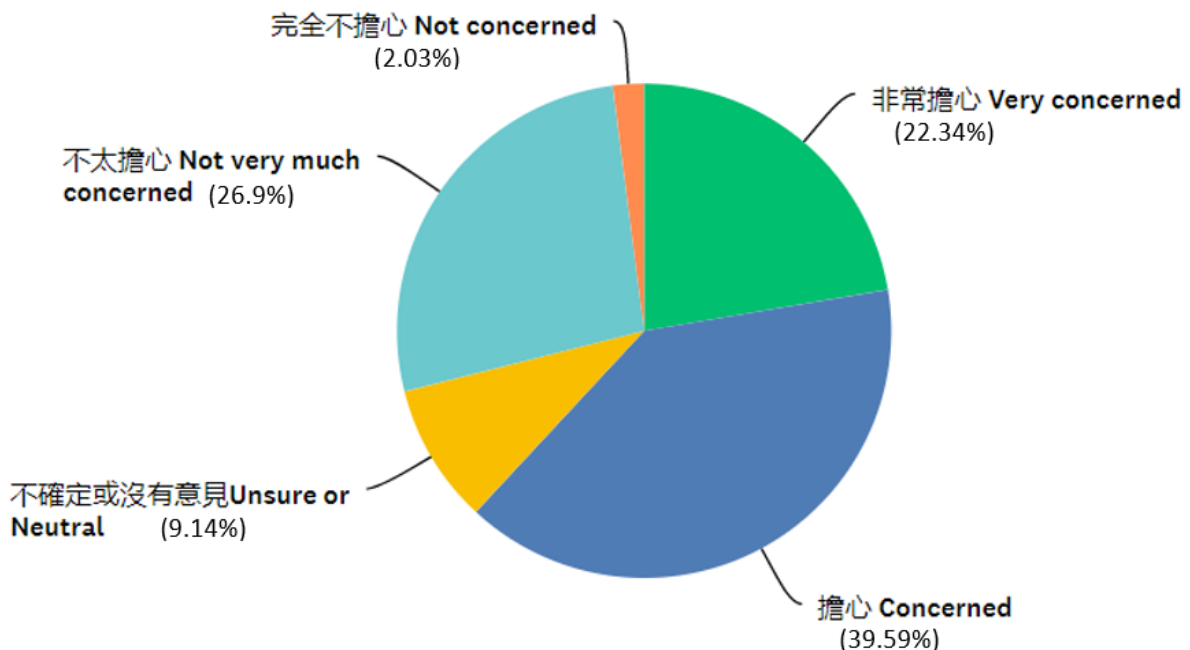
Q4. Do you know what social distancing is?



Own Health Condition / Concerns

Nearly 62% of 197 responses expressed either feeling concerned or very concerned about their health deterioration. 14 respondents chose not to answer. By contrast, less than 27% of the respondents were not very much concerned about their health deterioration. More than half of those who were concerned about health deterioration had their top concern on the increased chance of infection when going out, followed by physical health decline, then psychological health.

Q5. How much are you concerned about the deterioration of your health?



Action Plans

- ◆ Consumers and their family members should be continuously updated with COVID-19 information, including regularly reminding them how to prevent the spread of COVID-19 through newsletters, correspondence and social media e.g. Facebook and newspaper.
- ◆ Care service employees will continue to observe standard precautions like using appropriate personal protective equipment. Regular competency tests should also be in place.
- ◆ Continuous in-service training for Care service employees on how to identify signs and symptoms of consumer health deterioration, responsive actions and report.



Happy Birthday to Ms May Heung LAM, the Centenarian

There goes a Chinese saying: A man of virtues enjoys longevity. We are very much honoured to have been providing services for Ms Lam, whose life spans over two centuries and is heading for her 100th birthday in December. What joy and blessings are for the Lam's family to witness the brilliant life of a centenarian.



On the day of our recent interview, our care service employee carefully accompanied Ms Lam to walk out of the room to greet us. She was in high spirits and often laughed heartily as we chatted with her and her daughter. Ms Lam told us that she was grateful to have such tender loving care from her daughter and our dedicated care service employee. Willingly she shared with us her health tips: eat more vegetables every day, especially her favourite 'choi sum'.

Her birthday wish is simple: health!

It was indeed a pleasure to interview her. May we wish Ms Lam a happy birthday and may she have longevity, health and happiness in the days to come!



COURTESY REMINDER

Please take note that 25/12/2020, 26/12/2020, 28/12/2020, 01/01/2021 are public holiday. 31/12/2020 is ANHF Picnic Day. Hourly service fee(s) will be charged double of the basic rate. Please contact your Home Care Advisor if you still need service on this day.

General Enquiry : 9784 0840

Rostering Enquiry : 9784 0848

After Hours : 9784 0868

Wishing you and your family peace, health, happiness, and prosperity in the coming year. Merry Christmas.