

# Customer Scrutiny Team Caretaking service review

April 2025 - September 2025



## Why did we choose this service?

We chose to look at the caretaking service in general needs homes after noticing customer satisfaction had dipped last year and the service had not been reviewed for some time.

## How did we carry out this review?



Document reviews

Staff interviews



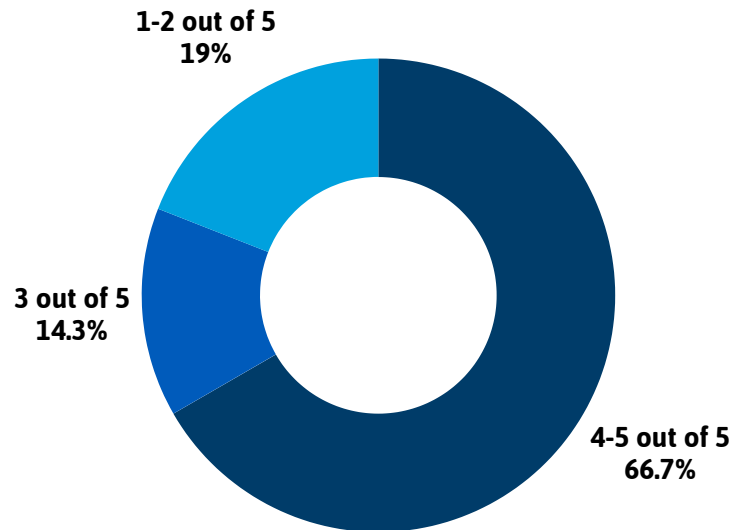
Customer conversations

Site visits with caretakers



## Our Key Findings:

- Customer online survey revealed a satisfaction rating of 4.4 out of 5
- Equipment audits showed a need for upgraded tools, particularly for deep cleaning
- Plans for a change in management structure
- A desire for more customer involvement in general needs homes
- A communication issue when caretakers report repairs



**67% of customers rated  
the service 4 out of 5**

## **Our Recommendations:**

- Clear standards of service for general needs and sheltered housing
- Update cleaning plans so tasks can be completed on time
- Upgrade cleaning equipment
- Provide training on handling difficult situations
- Improve the process for caretakers to report repairs
- More approaches for customer involvement
- Use noticeboards in communal areas to display cleaning schedules and checklists.

**We would like to thank the customers and staff of Selwood Housing for their contribution and cooperation during our review of the caretaking service.**