

Assisted Short Survey V4

Turkish Cypriot Community Association

The Survey manager is: Nurhan Mustafa

SAFE

1: Staff help me to stay safe



Answer	Frequency	Percentage
Strongly Agree	59	72.0%
Agree	21	25.6%
Neutral	2	2.4%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

2: I get staff help when I need it



Answer	Frequency	Percentage
Strongly Agree	66	80.5%
Agree	15	18.3%
Neutral	1	1.2%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

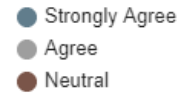
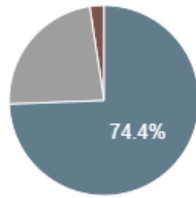
3: Staff treat me with respect and kindness



<i>Answer</i>	<i>Frequency</i>	<i>Percentage</i>
Strongly Agree	63	76.8%
Agree	16	19.5%
Neutral	3	3.7%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

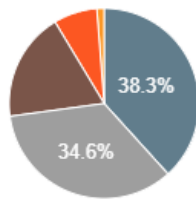
EFFECTIVE

4: Staff are good at their jobs



<i>Answer</i>	<i>Frequency</i>	<i>Percentage</i>
Strongly Agree	61	74.4%
Agree	19	23.2%
Neutral	2	2.4%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

5: Staff help me to make my decisions



<i>Answer</i>	<i>Frequency</i>	<i>Percentage</i>
Strongly Agree	31	38.3%
Agree	28	34.6%
Neutral	15	18.5%
Disagree	6	7.4%
Strongly Disagree	1	1.2%

CARING

6: Staff are kind and caring to me



Answer	Frequency	Percentage
Strongly Agree	60	73.2%
Agree	21	25.6%
Neutral	1	1.2%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

7: I plan my care with staff



Answer	Frequency	Percentage
Strongly Agree	34	42.0%
Agree	32	39.5%
Neutral	11	13.6%
Disagree	3	3.7%
Strongly Disagree	1	1.2%

8: I have private time when I want it

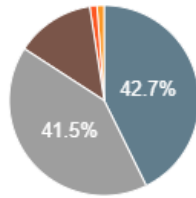


Answer	Frequency	Percentage
Strongly Agree	48	58.5%

<i>Answer</i>	<i>Frequency</i>	<i>Percentage</i>
Agree	24	29.3%
Neutral	8	9.8%
Disagree	1	1.2%
Strongly Disagree	1	1.2%

RESPONSIVE

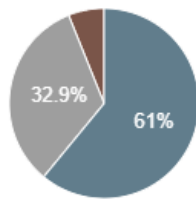
9: Staff help me to have the life I choose



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Answer	Frequency	Percentage
Strongly Agree	35	42.7%
Agree	34	41.5%
Neutral	11	13.4%
Disagree	1	1.2%
Strongly Disagree	1	1.2%

10: Staff help me if I am not happy

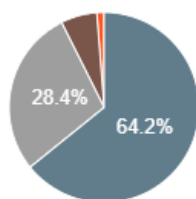


- Strongly Agree
- Agree
- Neutral

Answer	Frequency	Percentage
Strongly Agree	50	61.0%
Agree	27	32.9%
Neutral	5	6.1%
Disagree	0	0.0%
Strongly Disagree	0	0.0%

WELL-LED

11: The service has high standards



- Strongly Agree
- Agree
- Neutral
- Disagree

Answer	Frequency	Percentage
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Answer	Frequency	Percentage
Strongly Agree	52	64.2%
Agree	23	28.4%
Neutral	5	6.2%
Disagree	1	1.2%
Strongly Disagree	0	0.0%

Please add any additional comments you would like to make:

- i am very happy with the carers and the agency staff who support me when ever i need.
- he is happy with the help he recieves
- The two member of staff my mother have are very helpful, they both care for her and she waits for them everyday to come. My family and I are very lucky to have such good people looking after our mum. They help her with everything. My family and I like to thank there 2 staff for their help they are very very good to her. Thank you Gulay and Nilgun
- I am very happy with the help i am recieving
- Mrs Ali is severly Alzheimers therefore is not in control of how life is ived on a daily basis. She does like interaction with people even though she doesnt understand all language. She is like a 2 year old.
- Helping me to read my letters some application forms to fill for me.
- NONE
- i am very happy with the care i get
- Very happy with the carer and the agency, always happy to help and go that extra mile.
- Staff are very caring; they have become my family.
- very happy with my carer. she makes me feel safe and look afters me well.
- my grandmother is really happy with her care. she has a really close relationship with her and treats her like family.
- Great Service Fantastic Carer
- Very happy with staff and agency as they give a lot of support.
- As service user is non verbal and has learning disability mum makes decision on her behalf.
- She goes above and beyond to care for me and respect my needs
- Carer goes beyond her duty.
- Very happy to have a Turkish Agency.
- Fantastic service.
- Glad that they speak Turkish so I can communicate my needs.
- Learning disability.
- Very happy with current carer.
- Would like a more rapid response from the office staff.
- Would be good if a Day trip could be arranged.
- Service user needs to be supervised at all times and I (brother) make decision for his best interest.
- Talk though and double check, that he (Richard) has understood.
- generally
- Glad the carer speak Turkish so my mum (Gulistan) can communicate with them.
- I am very happy with the carer she has been coming for many years and we are like family.
- Carer on time every time.
- Generally happy with level of care, good communication with all staff.
- Carer spend time (knitting, puzzle and having Greek coffee), talks to her (Phytou) and convince her to have a wash.
- Very happy there is a Turkish agency that we can fully communicate with.
- Happy with the Agency they are very accomodating to his (Mustafa) needs.
- Extremely happy with service not rushed, Greek speaking carer, wouldn't want to change anything.
- Happy that there is a Turkish Agency, we can communicate as a family to carers and office staff.
- Happy that there is a Turkish Agency.
- I have a very good carer.
- Very happy the carer speaks Turkish, is kind and patient.
- we Have no concerns and am happy with the care my son receives.
- No answer: 42

Please add your contact details (only if you would like to):

Name:

- Mr Ali Yesilkusak
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- Mr Ibrahim Hakki
- Miss Sansel Ali

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- [Rahile Aykit](#)
- [Ibrahim Aziz](#)
- [Figen Polat \(next of kin Emine Cokelek\)](#)
- [Hassan Mehmet \(on behalf of Pembe Rasih\)](#)
- [Dondu Arslan](#)
- [Ayse Arslan](#)
- [Serman Hussein](#)
- [Mehmet Mesegulu](#)
- [Feride Celebi](#)
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- [Mrs Nicole Ah'hang](#)
- [Maria Auxentiou](#)
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- [Mr Hakki Ibrahim](#)
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- [Elif \(for Haci Aygun\)](#)
- [Ersin \(For Ibrahim Aziz\)](#)
- [Ali Beyser \(for Oguz Beysir\)](#)
- [Duzgun Dogan \(for Umit Dogan\)](#)
- [Senay Arif \(for Tanya Arif\)](#)
- [Denise \(for Richard Hoult\)](#)
- [Gusel Hussein \(for Irfan Houssein\)](#)
- [Gulay \(for Gulistan Karakas\)](#)
- [Mehmet Mesegulu](#)
- [Emine \(for Figen Polat\)](#)
- [Deniz \(for Aliye Said\)](#)
- [Maria \(for Phytou Lacovou\)](#)
- [Gulay \(For Hidir Ozturk\)](#)
- [Hatice Saygin \(for Mustafa Saygin\)](#)
- [Zoulla \(for Vasaliki Stavrou\)](#)
- [Elif \(for Hasan Topalca\)](#)
- [Ummuhan \(for Bahar Dogan\)](#)
- [Mehmet Komesogutlu](#)
- [Ayse Arslan](#)
- [Ayse \(for Dondu Arslan\)](#)
- [Hatice Itmec](#)
- No answer: 16

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- No answer: 77

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- No answer: 11