

Embec Care Ltd The Wise Choice Fact sheet

EMBEC CARE – CUSTOMER SATISFACTION SURVEY 2010

ADDITIONAL COMMENTS

- Mrs. H states that nothing could have been improved for her, everybody was most helpful.
- Very happy with the care given. My carers give me comfort and help when needed.
- Embec staff work with my private carers – all fine thank you.
- “It’s okay as far as I’m concerned”! I’ve never had contact with a care agency before but Embec have shown me that anyone of any age can need help and have help, not just older bodies and gentleman.
- Super.
- Just keep up the good work! You are good for my amour .
- Embec take real trouble to ensure I never meet a strange person – they are always introduced in advanced. It is appreciated – Excellent staff – very good throughout.
- Very good.
- My experience of Embec is first rate!
- I have only just started using your services but already feel very comfortable with my ladies. Margaret is a real treasure and being of my generation we have lots of common ground. I was a little apprehensive about Josie at first as she was so young but I feel very relaxed now and enjoy hearing what’s going on in her world, as on both occasions I emerge refreshed and sweet smelling. I am very pleased with how things are working out and cannot fault your service.
- Your carers were very good at carrying out their duties –they are friendly thoughtful and helpful.
- All your staff looked after my mother during the time they were with her. They were all excellent.