

## Carers Trust North Wales – Crossroads Care Services

### Annual Satisfaction Survey – Combined Summary Report (2024/25)

A total of 89 carers responded to the survey, providing valuable insights into the quality and impact of support services provided.

#### Overall Summary of Findings

##### 1. How do you rate our services?

- Summary: The vast majority of respondents rated the service between 9 and 10 out of 10, describing it as reliable, compassionate, and professional. No major dissatisfaction was reported across any region.

- Examples:

- 'Excellent service'
- 'Very helpful staff'
- 'Kind, respectful, professional carers'

##### 2. What difference do we make for you and the person you care for?

- Summary: Carers consistently reported significant positive impact from the support received, particularly around emotional relief and ability to maintain their caring roles effectively.

- Examples:

- 'Gives me time to rest'
- 'Helps us maintain our routine'
- 'The support makes all the difference'

##### 3. Are you or the person you care for better off receiving our service?

- Summary: Unanimous agreement across all counties that service users are better off, with emphasis on mental health support, peace of mind, and practical assistance.

- Examples:

- 'Better emotional wellbeing'
- 'Feel supported and less alone'
- 'Much better quality of life'

#### 4. What effect would it have if you didn't receive our service?

- Summary: Most carers said the absence of the service would have a severe negative effect, including increased stress and an inability to cope.

- Examples:

- • 'Wouldn't manage without it'
- • 'I'd be completely burnt out'
- • 'It would be overwhelming'

#### 5. Suggestions for improvement

- Summary: Most respondents indicated no improvements were necessary. A few suggested enhanced flexibility, continuity of carers, and weekend or extended hour support.

- Examples:

- • 'More flexible hours'
- • 'More consistent staff'
- • 'Weekend visits'

#### 6. Further comments

- Summary: Carers repeatedly praised the staff, the organisation's reliability, and the overall value of the service. Many expressed heartfelt gratitude.

- Examples:

- • 'Absolutely brilliant service'
- • 'They go above and beyond'
- • 'I couldn't do this without their help'

#### 7. Other services that would be useful

- Summary: Respondents mentioned a desire for more peer support groups, emotional wellbeing activities, and advice on benefits or care planning.

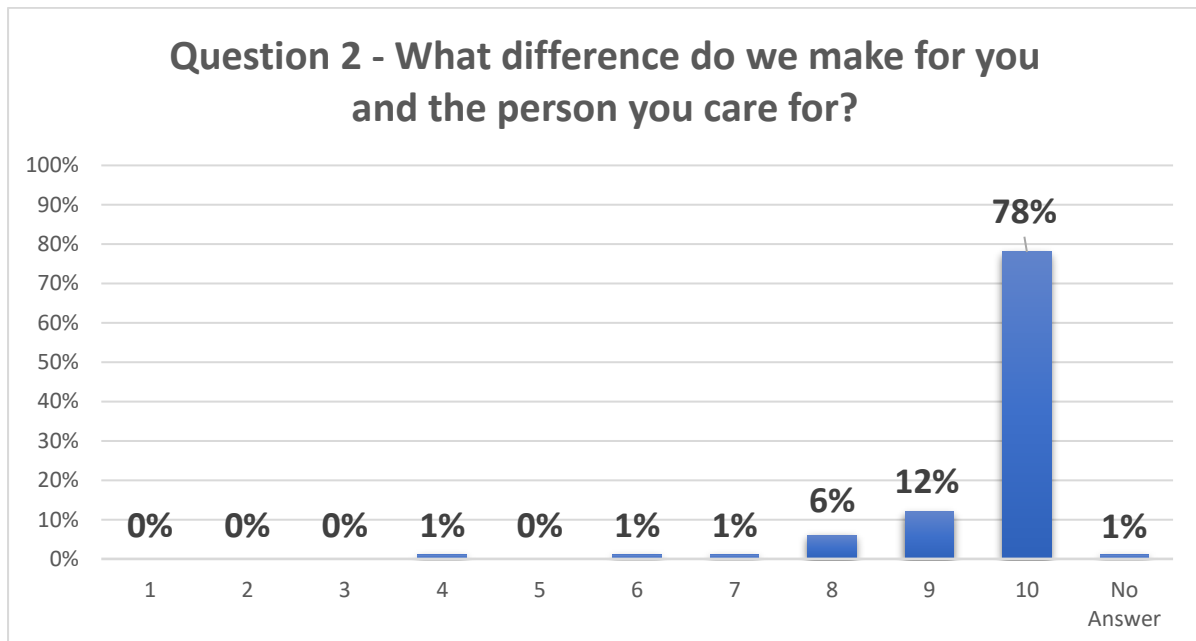
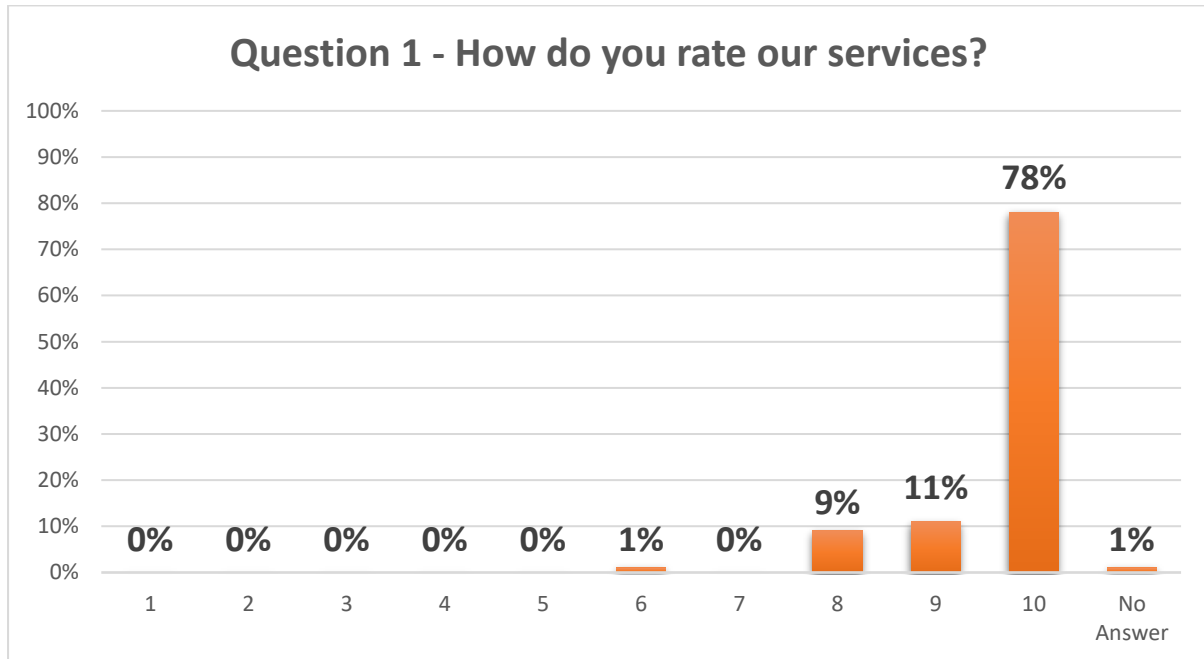
- Examples:

- • 'Information and guidance'
- • 'Support groups or coffee mornings'
- • 'Help with planning and respite holidays'

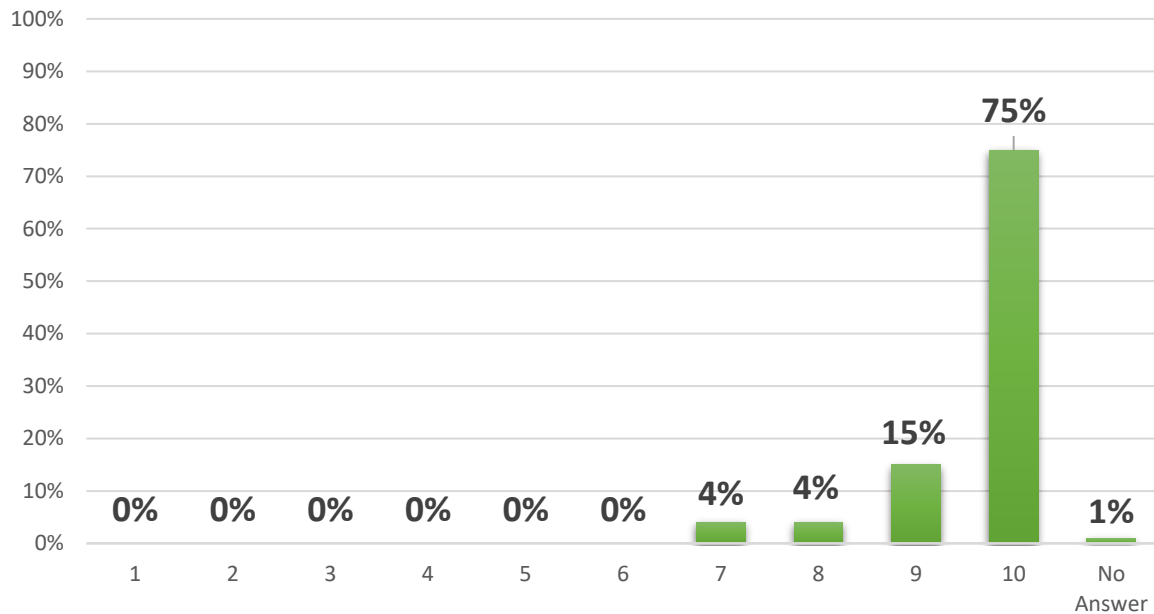
## Conclusion

Across all counties, feedback demonstrates a consistently high level of satisfaction with services provided by Carers Trust North Wales Crossroads Care Services. The organisation is seen as essential to supporting carers in maintaining their own wellbeing while continuing their vital caring roles. While most carers feel fully supported, there remains opportunity to expand access to additional emotional support and carer wellbeing resources.

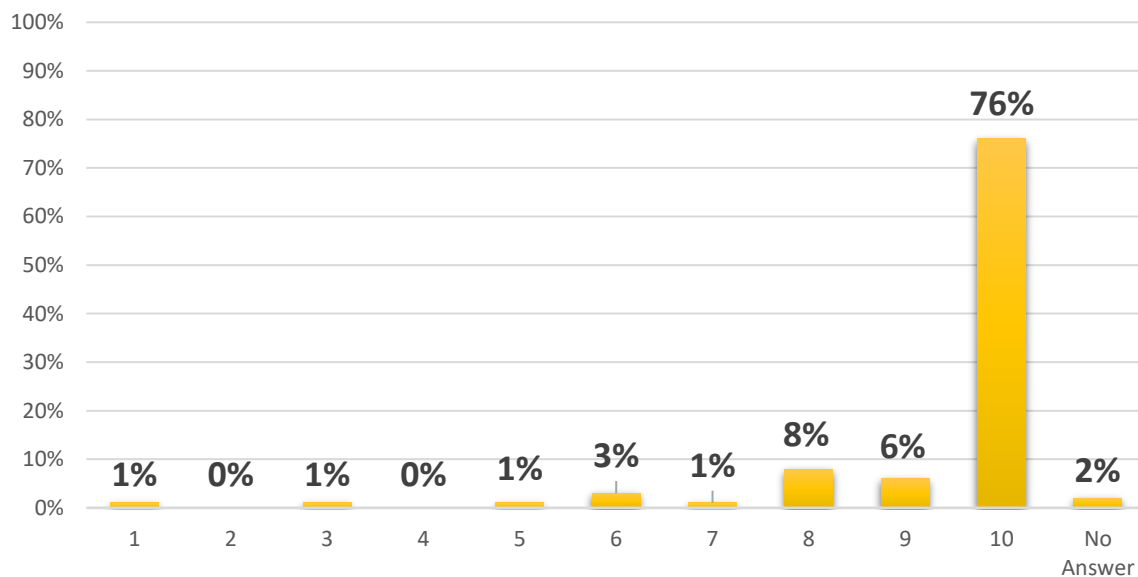
# Overall North Wales Annual Customer Survey Results 2024-2025



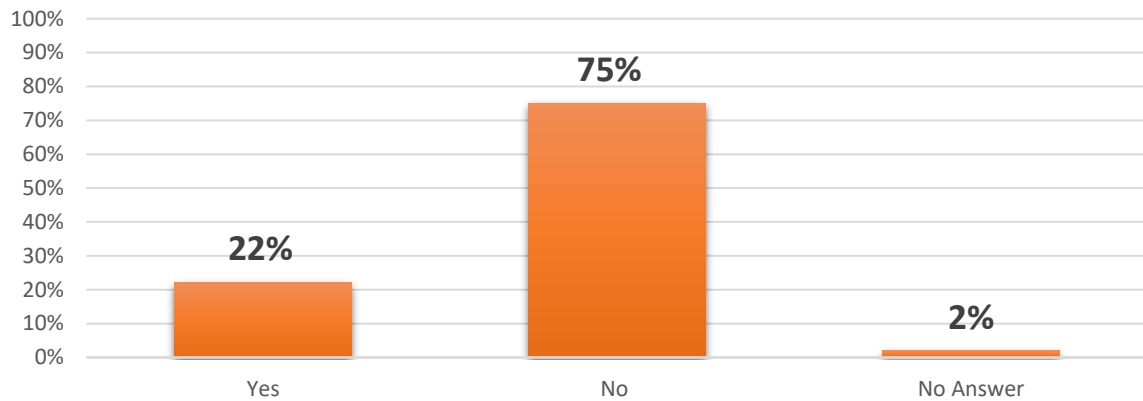
**Question 3 - Are you or the person you care for better off receiving a Carers Trust North Wales service? (either emotionally, health wise or in any other way)**



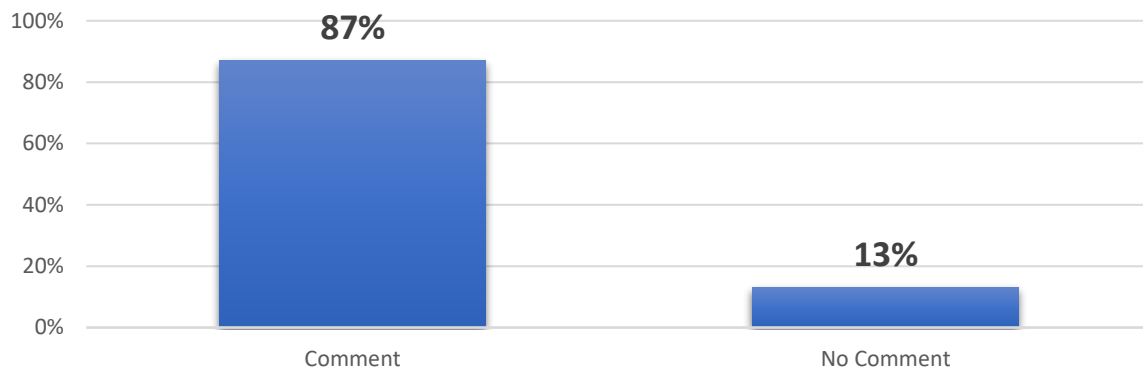
**Question 4 - If you did not receive a service from us, what effect might this have on your caring role?**



### Question 5 - Is there any way we could improve our services?



### Question 6 - In your own words please add any further comments on the service you have received.



### Question 7 - As a carer, what other services would you find useful.

