

NAME: Elizabeth (Betty) McGrath	Responsible Party: Lisa McGrath	Interview Type: Active Client	Avg. Rating: 9.14/10.00
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Interview Rating Summary		
Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
9	9	9.5

Why did you select [Plan Life Care, LLC] over others?

I selected them because I had to find a replacement.

Outcomes

How likely are you to recommend [Plan Life Care, LLC] to others? <i>I like that they follow up if there is a problem with the aide, which is why I would recommend them.</i>	9
How would you rate the impact of the services on your daily life? <i>I know that we have someone there when they are scheduled to be there. I can count on them.</i>	9

Caregiver Satisfaction

How would you rate your caregivers' work ethic? <i>Some have been better than others, but they arrive on time, and I don't have to track their hours. The owner tracks the hours. If there is a delay they let us know.</i>	9
How would you rate the ability of your caregivers to provide the care needed? <i>They encourage her to take baths and assist her to the shower.</i>	9
How would you rate the compassion of your caregivers? <i>They show they care because my mother seems to be happier. I don't live in the same state, so I don't know exactly.</i>	9

Office Staff Satisfaction

How satisfied are you with the communication and overall helpfulness of the office staff? <i>The office staff is very good about letting you know when things change and they keep you advised of things.</i>	10
How well are the caregivers matched with your needs and preferences? <i>Everything has been good with meeting her needs as far as bathing and taking care of her.</i>	9

What is one thing [Plan Life Care, LLC] could do to improve your satisfaction with their services?

We are fairly new to them, but I was impressed with everything. I know they can't do medicine, but it would be better if they could dispense medication.

Consent to use feedback for marketing purposes

No