

REPORT

Motivation & Co (UK) Ltd.

By

Elaine Everett Managing Director

Evaluation Customer Service Survey

Sent out 26th March 2009

(letter & questionnaire enclosed in report)

Evaluation Concluded 30th April 2009

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(File original questionnaires & List of homes data posted out to homes)
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INTRODUCTION

2.1 This report was undertaken following the discussion's from the franchisee Meeting in February 2009. The Report is designed and developed to evaluate on a **National level** the Motivation & Co **Service** provided into the Care Sector.

2.3 At present the Motivation & Co Service has a good reputation in that it has won an Award "**The BA Award**" (**B**usiness **A**chievement) Motivation & Co Award of Excellence within The Care Industry 2006.

2.4 August 2008, Motivation & Co had a **Class Evaluation** independently **researched** by **Leeds Metropolitan University** (The Leeds Teaching Hospital NHS) by Dr Mima Cattan Centre for health Promotion Research LMU, along with (Geriatricians) Dr L J Gomez, Dr G M Fox and Dr J C McCreanor St James University Hospital Leeds, on the effects of the class structure and delivery to participants. The findings from the report showed that the Motivation Class does make a difference and that wellbeing does improve.

2.5 You may ask yourself, why research something that seems to be working? The reasoning for this is simply to allow ourselves the opportunity to investigate this area of the Service on a national level, to identify if there are any problems or if there is a need to review areas of information available for the Customer.

2.6 The Report will however exclude the Evaluation on the affects of the Class itself as this has been researched independently.

2.7 The following report includes the background information, methodology, findings, conclusion and recommendations.

BACKGROUND INFORMATION

3.1 The questionnaire (See appendix 6 attached at back of Report) was divided up into 4 sections.

- Home Information (Q1 - Q12)
- Personal service from Motivational Therapist (Q13 - Q19) & (Q20 - Q21)
- Observation of the Motivation Class (Q29 - Q34) & (Q35 - Q38)
- Company & local Business Information regards Motivation & Co (Q23 - Q28) & (Q39 - Q45)

The questionnaire was split into these sections so that we could review each area of the service provided.

3. 2 The Procedure and Contact that a home presently receives from the Motivation & Co service is as follows:

Initial Contact x 7

- Initial Sales letter with Leaflet
- Tele Sales
- Personal visit
- Letter of Confirmation of a Demonstration Class
- Demonstration Class
- Follow up Call by phone/personal
- Welcome letter/Poster/Agreement/Date slip (by Post)

On going Contact x 3 per month with a monthly class

- The motivation Class Delivery
- The Record/Participants sheet at end of class or by post.
- Invoice

Follow up contact per Year x 5

- Home information sheet (personal visit, end of Class or via post)
- Xmas/New year Card with covering "Thank you" letter
- Customer care evaluation Sheet (in original Admin files)
- News letter (as and when)
- Phone call/Personal Visit

3.3 The Motivation Class Format, Presently delivered to the homes is as follows:

- Four Clear Sections, Mental Stimulation, Exercise, Game Section & Relaxation
- With in the **Mental Stimulation** Section itself there are 3 separate thought processes using Long & Short term memory:
 1. Warm up Word sayings (they either know or don't know the answer. Followed by:
 2. Themed Quiz (e.g. all the answers Colour's) followed by:
 3. Either Alphabet mat or Number mat keeping it themed to the Quiz used.

For variety we have music & Sound CD Quizzes & Picture Cards for those who are deaf.

- The **Exercise** Section we have a variety of different levels and ability, currently levels 1 – 6 & the Xmas exercise CDs.
- The **Game** Section we have a variety of Games developed & Patented by Motivation & Co. Some of our Motivational Therapist may use from time to time for variety games that have been bought into the Class with approval from Motivation & Co.
- The Relaxation Section we have many compilations (25 CD's) put together for the entertainment value for the residents along with a Relaxation CD developed by James Barlow (Relaxation Therapist) who trained in America.

3.4 The Motivational Therapist should be presenting the Class with the Logo Motivation Kit Bag, Micro phone (if needed) and in Uniform with the Motivation Logo Polo shirt.

3.5 We have compiled the information into the following:

- **File 1, appendix 1:** contains **The Original Home Data** and the questionnaires received by the 20th April which have been used in the survey results.
- **File 2, appendix 2:** contains the **remaining** questionnaires received out of time, not used in the survey results.
- **File 3, appendix 3:** Contains the **results** of all the individual questionnaires to each of the individual franchise areas.
- **The Report, appendix 4:** Contains the overall **total** of the results in descending order from the information contained in File 3. Each question has been given a number at this stage for easy reference.
- **The Report, appendix 5:** Contains **graphs** showing the results from appendix 4. Split into the **4 sections**.

3.6 We have decided to do the research report in this way, to see if the service information and contact provided is satisfactory to the customer needs, and if all the Franchisee's are working in unison to the system. The report will also give us an indication in which areas; improvements can be made and implemented.

METHODOLOGY

4.1 A list of 10 homes were randomly picked from the sales sheets of the franchisee's areas which are held at Head Office, this was produced onto a data sheet (see appendix 8)

4.2 From this data we then proceeded to post out, to the homes, the questionnaire along with a covering letter (appendix 7) enclosed with a stamped addressed envelope for their reply.

4.3 In Total there are 15 franchise areas. We sent out 144 questionnaires on the 26th March 2009 and received 68 (47%) at the close of date (20th April 09).

4.4 The percentage was worked out on this equation;
(Total Result score *(from appendix 3)* ÷ 68 x 100 = %)

4.5 The results from the questionnaires were entered into 3 stages as follows:

- **Stage 1:** All results were entered form each franchisee area per Question and a total score recorded for each reply. (Appendix 3)
- **Stage 2:** From the total results of stage 1, the percentage was worked out. This was entered in the report in descending order. (Appendix 4)
- **Stage 3:** from the report in stage 2, on the percentage totals, we have produced graphs (Appendix 5) to illustrate side by side the 4 areas covered in the questionnaire.

4.6 It is from stage 3, the graphs and the comments from stage 1 that we have evaluated the results in our findings and conclusions.

FINDINGS

Section 1: (Q1 – Q12)

5.1 Home information section (1 – 9) showed that the overall results were that, the contact is with the manager and that we are delivering the classes to residential homes with the elderly dementia residents.

5.2 The classes are mostly delivered on a monthly basis and have been using the service for over a year.

5.3 This survey showed that the class was delivered mainly at the 10.30 am slot. This may be coincidental.

5.4 The average size of a class is between 15 to 20 residents.

5.5 All the above is on the basis of this survey a more accurate survey would have to be done with each of the franchisee's on all of there homes. *(This could be done with the Franchisee Customer Care questionnaire later on in the Year and the results fed back to Head office)*

5.6 The class participation record sheet is mainly received by post which indicates that they are put in with the invoices at the end of the month (31%). There was a high result for No response, Never received, and No, which grouped together (38%) indicates that More of the homes are **not** receiving this information than receiving.

5.7 Overall there is some form of contact and interaction with staff during the delivery of the motivation class.

5.8 Care Home Satisfaction Results (10 – 12) This is a good result in that the all 3 main area's, The Service, the Class, and the affect of the class on residents, came out tops exceeding the other comments by 60%.

Section 2: (Q13 – Q19) & (Q20 – Q21)

5.9 Personal Service from the Motivational Therapist (13 – 19 & 20 - 21) This again showed good results in 7 area's, Presentation, Politeness & manner, Appearance, Personality, Efficiency, Time keeping and Professionalism. This exceeded the other comments by 69%.

5.10 Mainly the same Motivation Therapist delivers to the same home but there is a small proportion that has different persons delivering, this does not seem to have an effect of the standard of service which is provided. All kits were in good repair save for 1 which is an excellent result.

Section 3: (Q29 – Q34) & (Q35 –Q36) & (Q38)

5.11 The Class Content (29 -34 & 35,36,37, & 38) This section shows that the motivation Class delivery Format is presented on the whole as it should be. Micro phone worn, 4 clear sections variety of Mental stimulation, word sayings, quiz sheets, alphabet/number mat.

5.12 The results from the delivery of the levels of exercise we find that variety must be in place as 63% answered yes but did not specifically state which level were being used.

5.13 With the Game section the main game used is the Board game but there is some variety shown. 31% grouped together in other, don't know or no comment.

5.14 Variety of Music a high response showing we do have a good variety delivered.

5.15 With the Themed Classes there was a 49% Yes and Named Themes to 51% on, No Comment , don't know and No, so we can assume on that basis that only 50% of the Motivational therapists are delivering the Themed Classes available.

Section 4: (Q23 –Q28) & (Q39 – Q45)

5.16 Information regards to information/knowledge about Motivation & Co Franchise Business area (23 -28) The results show that 57% answered No to do you have **regular contact** with your Area Service manager. 65% answered No comment to **do you know** your Service Manager. 72% answered No comment as to the **format of the contact**.

5.17 We assume that either the questions were not clear in that we were implying that the Franchisee was the “Operation/Area/Service, manager” .

5.18 The response from the Customer Care Question showed a 50/50 result in Happy and No Comment. This finding shows that we do need to look at a Good Practice in Customer Care.

5.19 Information regards to information/knowledge about Motivation & Co the Company (39 -45) This section gave us a lot of useful information, bringing to light that with regards to the Website 90% of the Survey have **Not** visited our website. 38% not interested in having their link on our sit, and 57% did not know that we have dementia news links on our website.

5.20 56% of the homes did not know that we have been researched by Leeds University.

5.21 Interestingly 58% of the homes are **interested** in having a free Quarterly **newsletter** sent to them.

5.22 With regards to the **Class Gift vouchers** 38% are interested and will **display** a **poster** within their home. 52% had no Comment about this.

5.23 18% of the homes said yes to sending us a testimonial about the Motivation & Co Class & Service which we will follow up and place onto the Mini websites of the appropriate areas.

CONCLUSION

6.1 The summary of this report is that we have gained a wealth of useful information which we can work with to improving the Service we provide.

6.2 On the whole we provide a good all round approach of Professionalism in the personal Service we provide in way of the Class delivery & presentation of the service.

6.3 I was impressed with the comments made on how the Homes would improve on the service provided. The comments made are available to see in (appendix 3) which will be available on the Franchisee Intranet not for public view. The one comment which stands out to me is: "remembers resident's names! Long may you reign!"

6.4 These results were an accepted certainty to the business Reputation. One would expect the Class delivery and Motivational Therapist presentation to be of a high standard. As this is the nature of our business and our aim which we strife to achieve.

6.5 The area which came as an unexpected result was the consistency and continuity of the Class participant's record sheets. This is an important part of the service as it is part of our USP when selling the Class to the home.

6.6 It was apparent in the survey that in the section of the Business information, we as a group must work together in keeping our Customers up to date with the News of the Company & the Communication/information of the local Business area.

6.7 Over all the survey has proved to be beneficial in that the information collected has given us an insight to the areas of our strengths and weaknesses and our quality control throughout the Franchise system.

RECOMMENDATIONS

7.1 My recommendation is for all the franchisee's to look at appendix 3 and view all the results & Comments from the questionnaires. This will benefit each franchisee in the importance of Standardisation and continuity through out the organisation for quality control.

7.2 The delivery of Class records we have found at Head office that if the Class record is handed in at the end of each class, particularly the monthly classes this will save on time and cost in posting with invoices back at the office.

7.2.1 If handed in at the end of each class the record is more likely to be given to the correct person to be filed forthwith. With post, it may be diverted to accounts and the record does not always make its way back to the admin for residents Care plans.

7.2.2 Two new Participants/record sheets were implemented in March following the Franchisee meeting. It would be recommended that one of the questions in the franchisee questionnaire is for how the home would like to receive the record sheet?

7.3 The lack of information/communication with regards to the Business will be elevated with the quarterly News letter which is available from Head Office, to send out to existing customers. This will also be available on the Website under the NEWS TAB. There will be 3 news letter's a year plus the Christmas/New year card. If homes wish their news letter to be sent electronically by e-mail this can be arranged.

7.4 The recommendation with regards the Website is for improvement in marketing the Website this can be done in various ways one of which will be a big presence in the News letter and promotional materials. Head Office is working with Katrina to add the links already received via the questionnaire to our website.

7.4.1 Another of our recommendations on this subject is that when a home comes on board along with the Home information sheet we will add an extra sheet to be passed to head office requesting their consent for Head Office to add their website as a link to ours. In addition a request for consent, to take their e-mail addresses to link with our e-news letter at Head Office.

7.5 The implementations of these recommendations will have a huge impact on the Full package of the service we provide.

Summary:

We have had great success from this survey, the knowledge and information we have received has been invaluable and can be put to good use in creating a Customer Care Survey to all our franchisees existing customers. This can improve the quality of our after service to our clients.

The News letter is going to be the main source of Communication on a National level along with the local area News letter from individual franchisee areas.

This report & survey has highlighted the need to create a good customer care relationship with our clients and to have a good level of contact with our clients. Listed below in summary are some recommendations to be implemented.

- National News letter
- Local Area News letter
- Customer Care survey (annually)
- Appraisal of the Motivation Class by the Home (annually)
- Head Office Home information sheet to be completed when home comes on board (to be created)
- Implementing a more efficient way for delivery of the Participants/Record sheets to the home. (The home can decide the best way to receive this information)

APPENDIX 4
MOTIVATION & CO UK

REPORT

SERVICE EVALUATION
TOTAL RESULTS FROM
QUESTIONNAIRES APPENDIX 3
IN DESCENDING ORDER

SENT OUT 26TH March 2009 Concluded 30th April 2009
10 questionnaires were sent to randomly picked homes in each of the
15 franchised areas. Total sent out 144 Questionnaires. 68 returned.

Elaine Everett Managing Director Motivation & Co UK Ltd ©2009

1: Position in company

Manager:	57%
Activities Co-ordinator	15%
Deputy Manager	7%
Administrator	6%
Proprietor	6%
Officer in charge	3%
Care Assistant	3%
Team Leader	1.5%
Directors	1.5%

2: Type of Home

Residential	68 %
Dementia/EMI	12 %
Nursing Home	7%
Elderly/Dementia	4%
Learning Disability	4%
Day Care	3%
Sheltered Housing	2%
Mental Health	0%

3: Type of Residents

Elderly Dementia	69%
Residential	15%
Dementia/EMI	7%
Learning Difficulty	6%
Nursing Home	1.5%
No Comment	1.5%
Day Care	0%
Mental Health	0%

4: How often do you have the class

Monthly	39%
Fortnightly	31%
Weekly	18%
Eight weekly	9%
Other	3%

5: How long have you been a service user:

Not sure	27%
1 year	24%
2 year	16%
3 year	10%
0 – 6 months	7%
4 year	6%
5 year	6%
6 – 12 months	3%

6: Time of Class

10.30 am	27%
Other	21%
11am	16%
3pm	16%
1.30 pm	10%
2pm	9%
3.15	1%

7: Number of residents in a class

10 -15	34%
15 – 20	26%
Other	22%
20 – 25	9%
5 – 10	7%
25 – 30	2%
0 – 5	0%

8: How do you receive the record sheet

Post	31%
No Response	25%
End of Class	18%
Never received	10%
Other	7%
Personal visit	3%
Yes	3%
No	3%
With Invoice	0%

9: Do any members of staff observe the class or stay during class delivery

Yes	71%
Sometimes	28%
No	4%
No comment	5%

10: Are you happy with the service

Very Satisfied	78%
Satisfied	19%
Not Satisfied	3%
Other	0%

11: Are you happy with the class

Very Satisfied	79%
Satisfied	16%
Not Satisfied	3%
Other	2%

12: Are you happy with the result of the class on your residents

Very Satisfied	79%
Satisfied	18%
Not Satisfied	3%
Other	0%

13: How is your Motivational Therapist Motivation

Very Good	78%
Good	16%
Fair	1.5%
Poor	1.5%
Other	1.5%
No Comment	1.5%

14: Politeness & manor

Very good	87%
Good	10%
Fair	1.5%
Other	1.5%
Poor	0%

15: Appearance

Very good	79%
Good	18%
Fair	1.5%
Other	1.5%
Poor	0%

16: Personality

Very Good	81%
Good	12%
Other	4%
Fair	3%
Poor	0%

17: Efficiency

Very Good	79%
Good	15%
Fair	3%
Poor	3%

18: Time Keeping

Very Good	84%
Good	13%
Fair	1.5%
No comment	1.5%

19: Professionalism

Very Good	87%
Good	9%
Fair	3%
No comment	1%
Poor	0%

20: Do you have the same Motivational therapist for each class

Yes	82%
No	18%

21: Is their Kit/bag in good repair

Yes	99%
No comment	1%

22: Other Comments regarding Motivational Therapist (See original data for actual comments)

Comments	50%
No Comments	50%

23: Do you have regular contact with your area Service Manager

No	57%
Yes	24%
No comment	9%
When required	6%
Not sure	4%

24: Do you know who your service Manager is

No	53%
No Comment	25%
Yes	22%

25: How often do you have contact

No comment	65%
Other	13%
Never	9%
When needed	6%
Yearly	3%
Monthly	3%
6 monthly	1%

26: What format is the contact

No comment	72%
Telephone	15%
Personal visit	7%
Other	5%
Post	1%

27: Are you happy with the Customer Care service/follow up

No comment	38%
Very satisfied	27%
Satisfied	18%
Other	10%
Not satisfied	7%

28: How would you improve this (actual comments in data)

No comment	85%
Comment	15%

29: Is a Microphone worn

Yes	56%
No	34%
Other	4%
No comment	4%
Not sure	2%

30: Are there 4 clear sections

Yes	94%
No comment	6%
No	0%

31: Variety of Mental Stimulation

Yes	93%
No comment	7%
No	0%

32: Word Sayings

Yes	96%
No comment	4%
No	0%

33: Quiz sheet/CD quiz/ Picture Cards

Yes	90%
No comment	9%
No	1%

34: Alphabet Mat/Number Mat

Yes	90%
No comment	7%
No	1.5%
Not sure	1.5%

35: Level of Exercise: 1 – 6

Yes	63%
No comment	19%
Not sure	6%
Level 1,2 & 3	6%
Level 4,5 & 6	4.5%
As needed	1.5%

36: Game used

Bean bag board game	30%
No comment	25%
All games mentioned	18%
Yes	13%
Bean bag tree	8%
Other	4%
Don't know	2%
No	0%

37: Variety of Music

Yes	69%
No Comment	28%
Good	1.5%
No	1.5%

38: Themed Classes

Yes	44%
No Comment	40%
No	9%
Christmas	3%
Don't Know	2%
Valentine	1%
Autumn	1%
VE day/St Patricks Day/Easter	0%

39: Have you visited our Website

No	90%
Yes	6%
No Comment	4%

40: Would you be interested on having your link on our website

No	38%
No Comment	37%
Yes	18%
Maybe	7%

41: Did you know we have updated Dementia News links on our web site

No	57%
No Comment	34%
Yes	6%

42: Are you aware that the Motivation Class has been researched by Leeds University

No	56%
No Comment	32%
Yes	12%

43: Are you interested in a free quarterly news letter

Yes	58%
No comment	27%
No	15%

44: Are you interested in Class Gift Vouchers

No Comment	52%
Yes	38%
No	10%

45: Are you interested in sending us a testimonial

No Comment	67%
Yes	18%
No	15%

46: Overall comments (actual words on data)

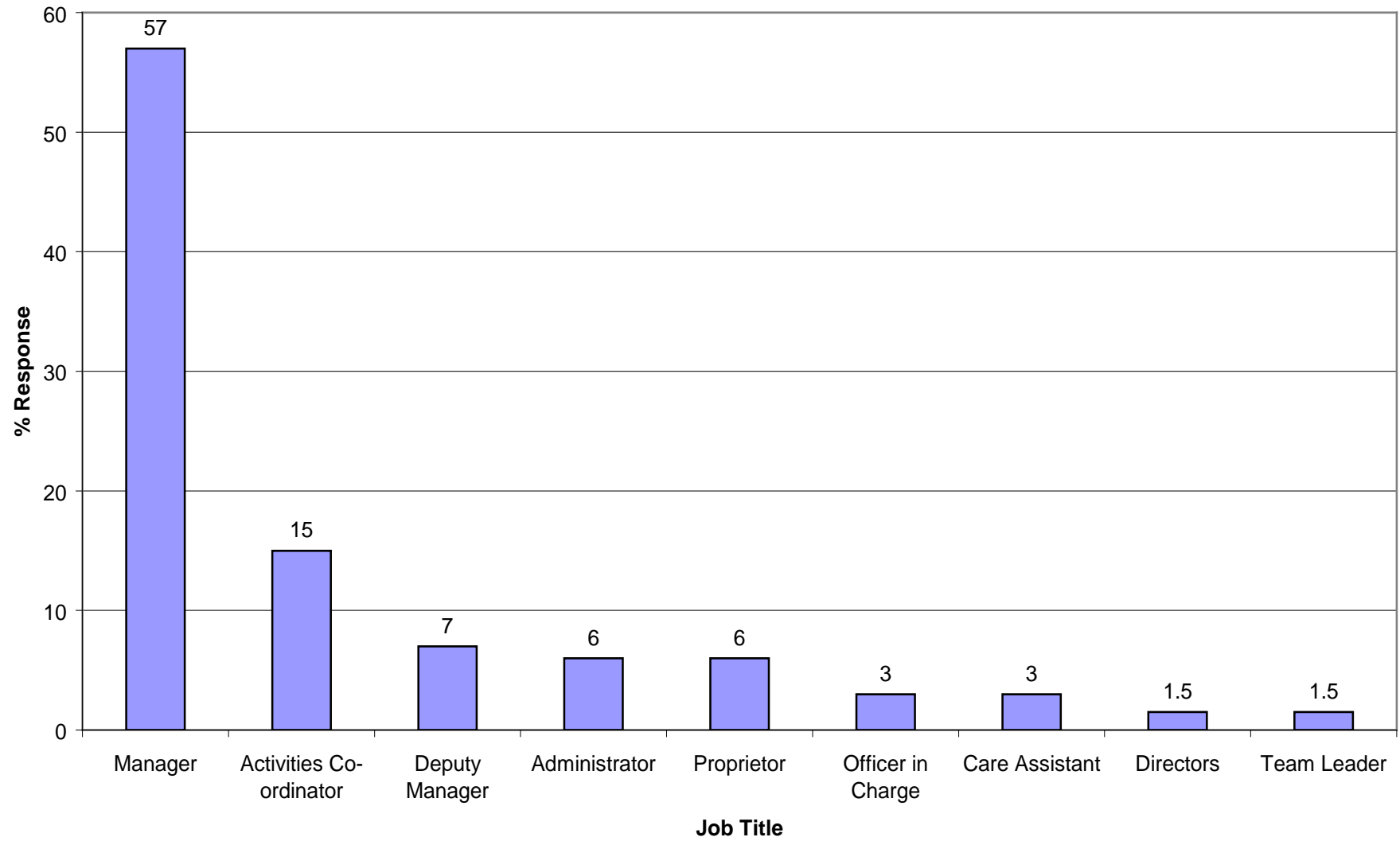
No Comment made	84%
Comment made	16%

APPENDIX 5

GRAPHS RESULTS

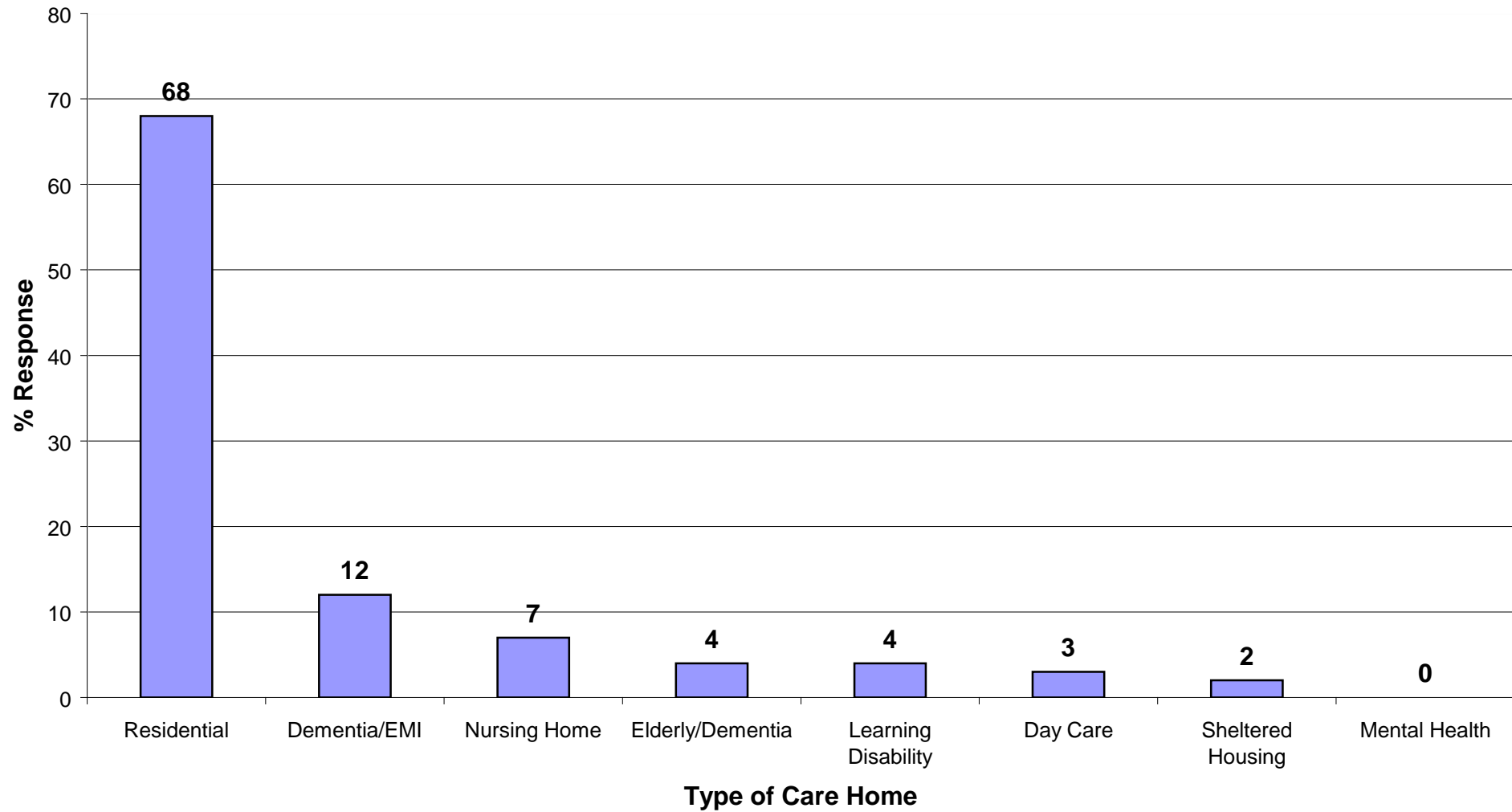
Question 1

Position of the person in the Care Home responding to the survey



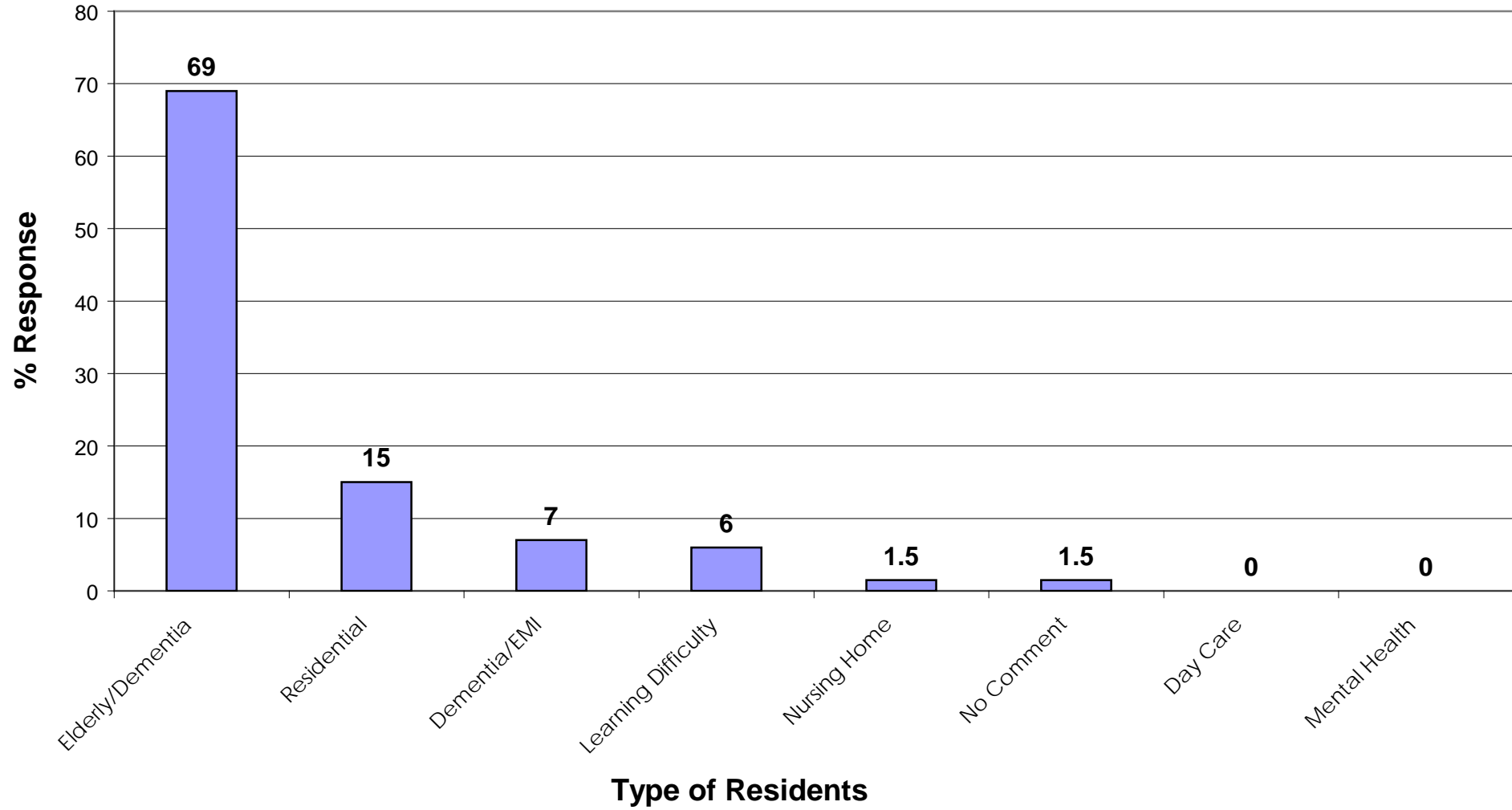
Question 2

Type of Care Home involved in the survey



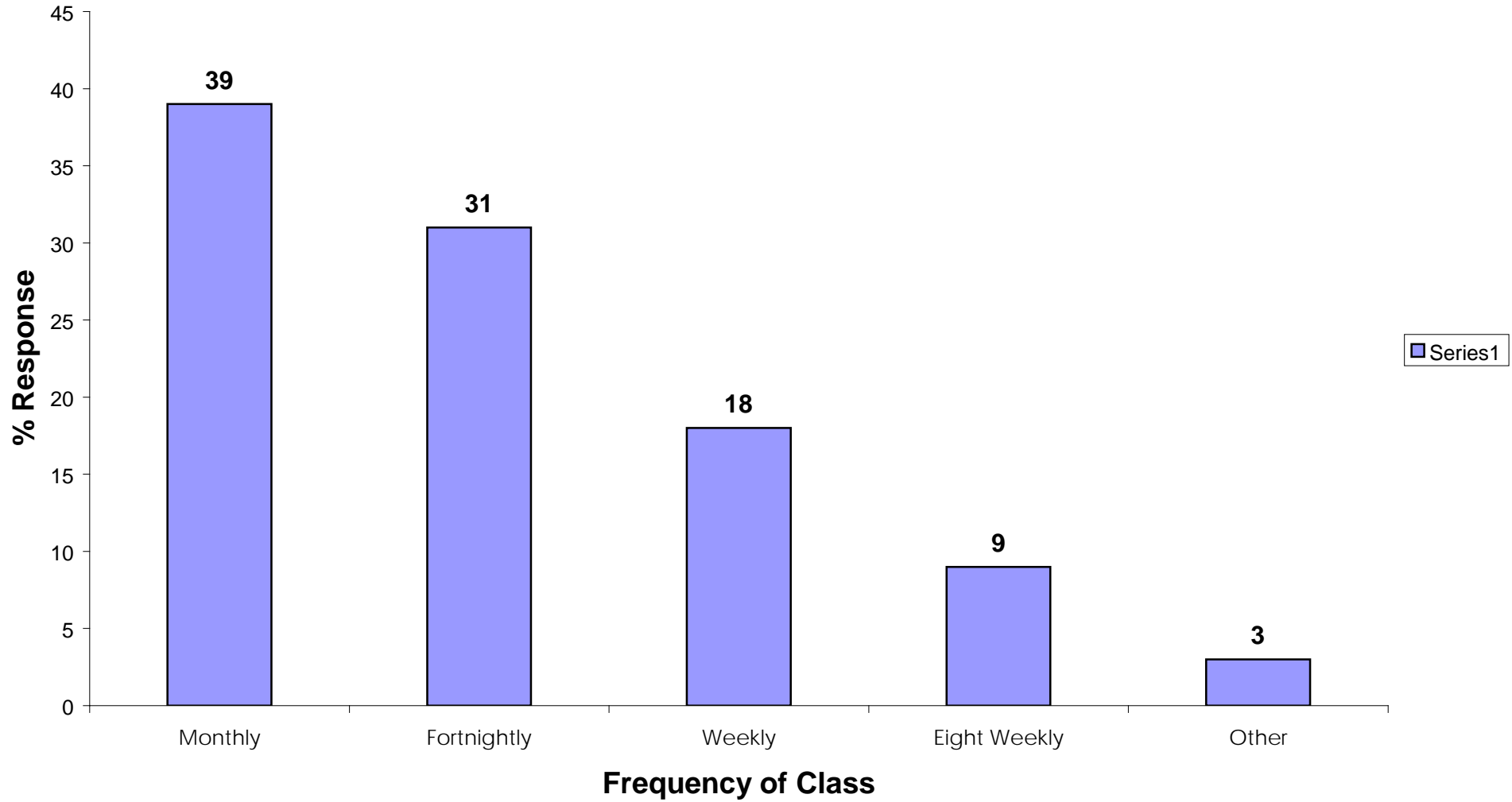
Question 3

Type of Residents within the Care Homes involved in the Survey



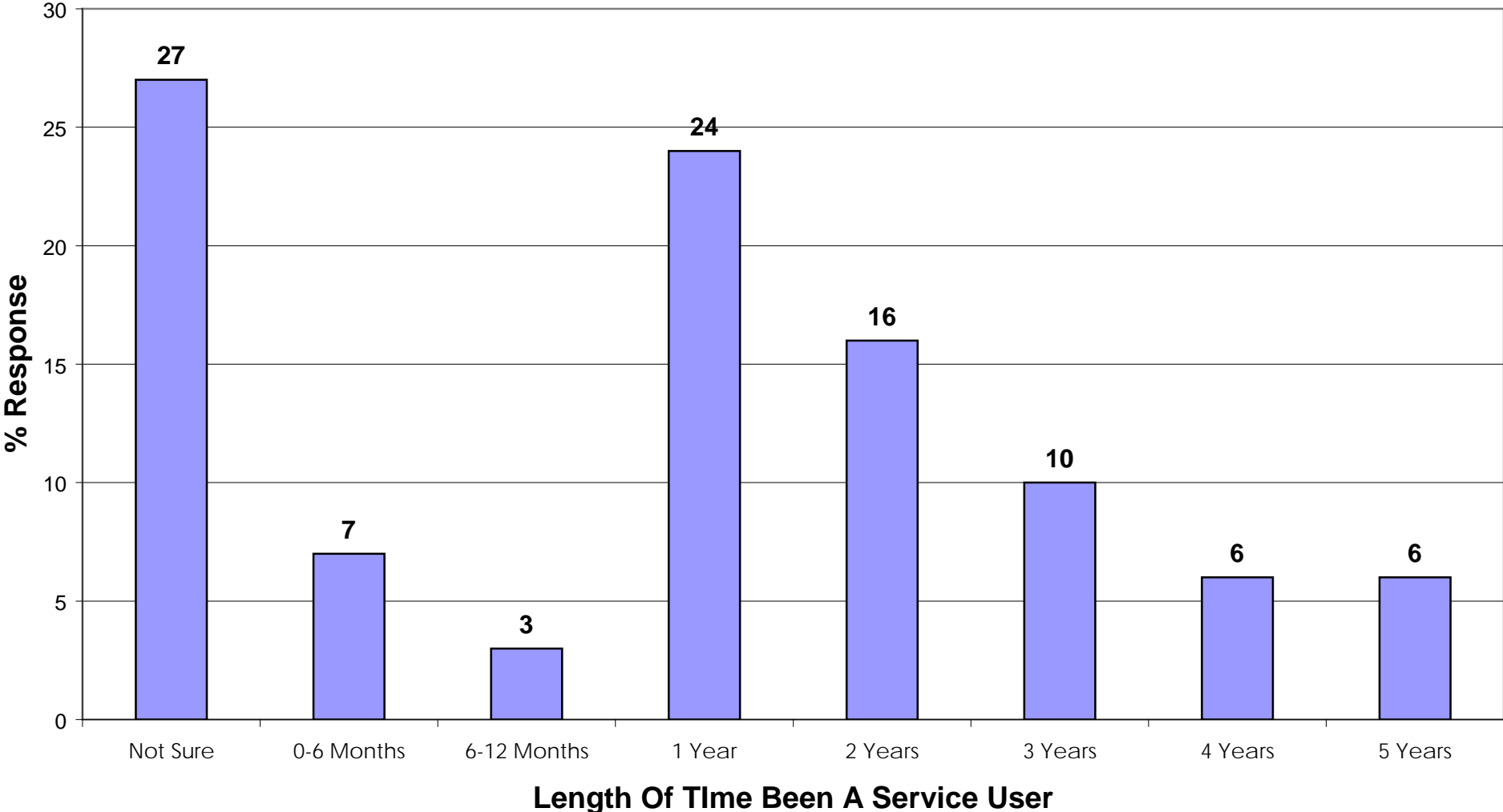
Question 4

How Often Does Your Home Have A Motivation & Co. Class?



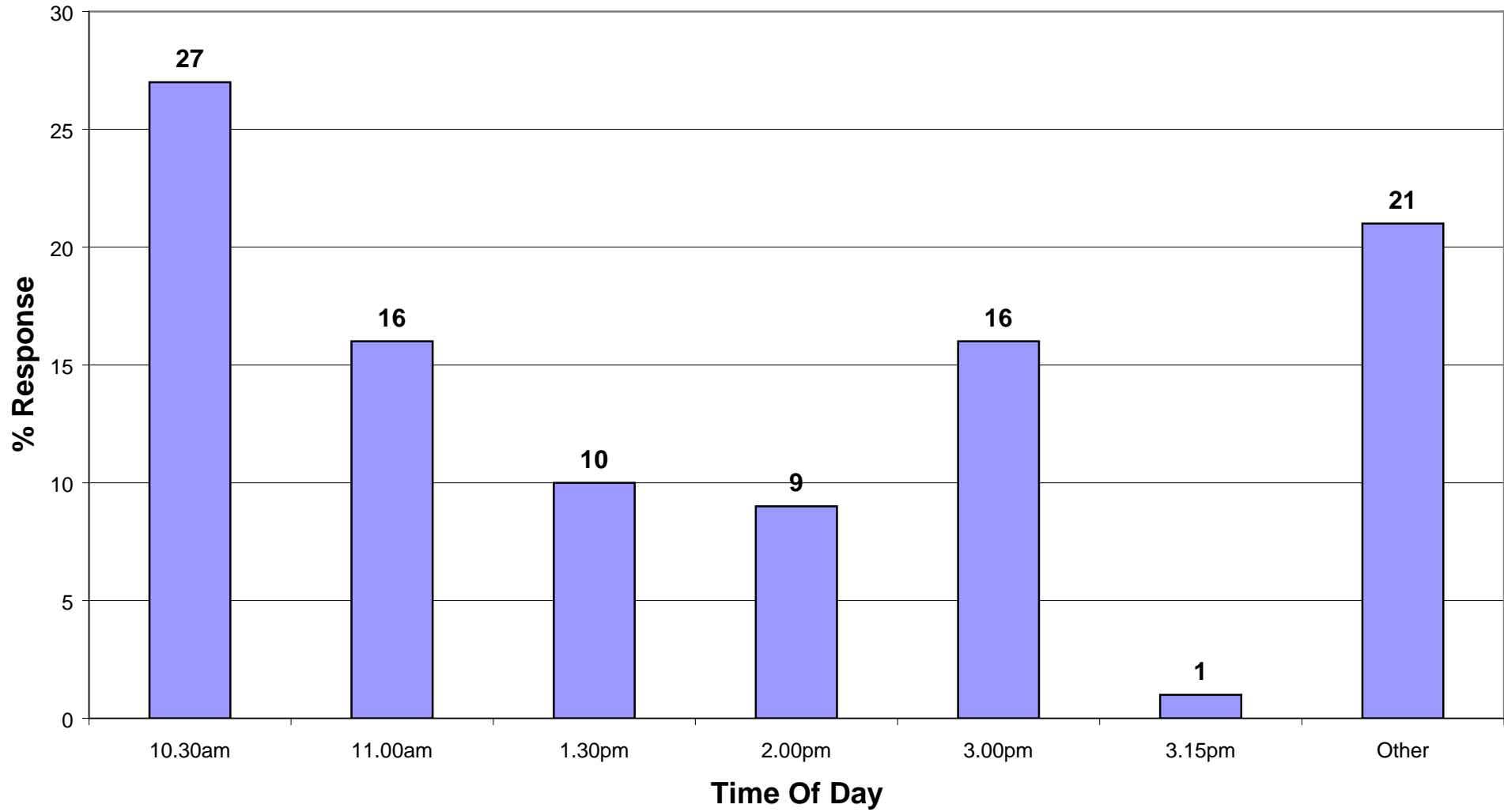
Question 5

How Long Have You Been A Service User of Motivation & Co.?



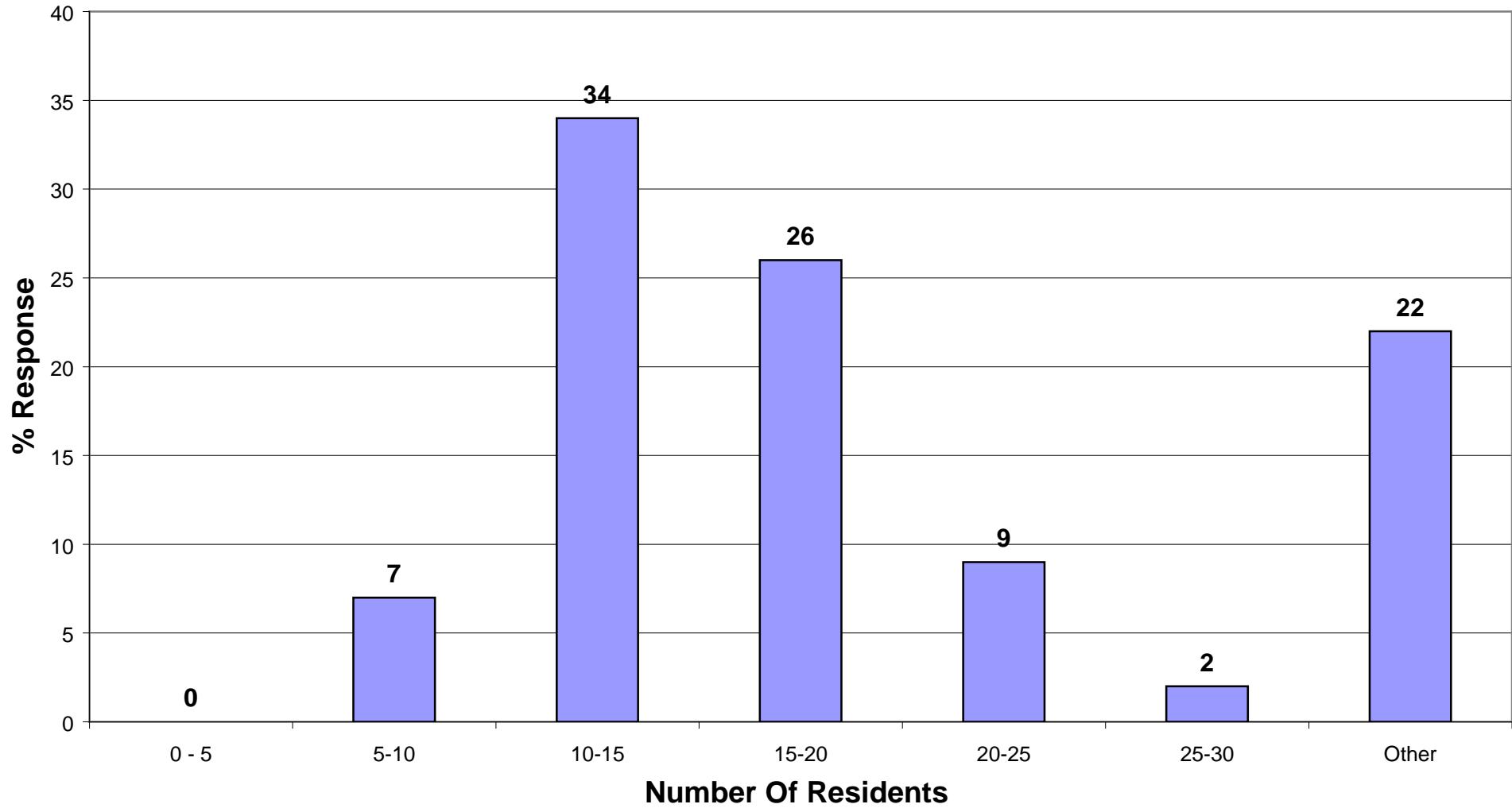
Question 6

What Time Is Your Motivation & Co. Class?



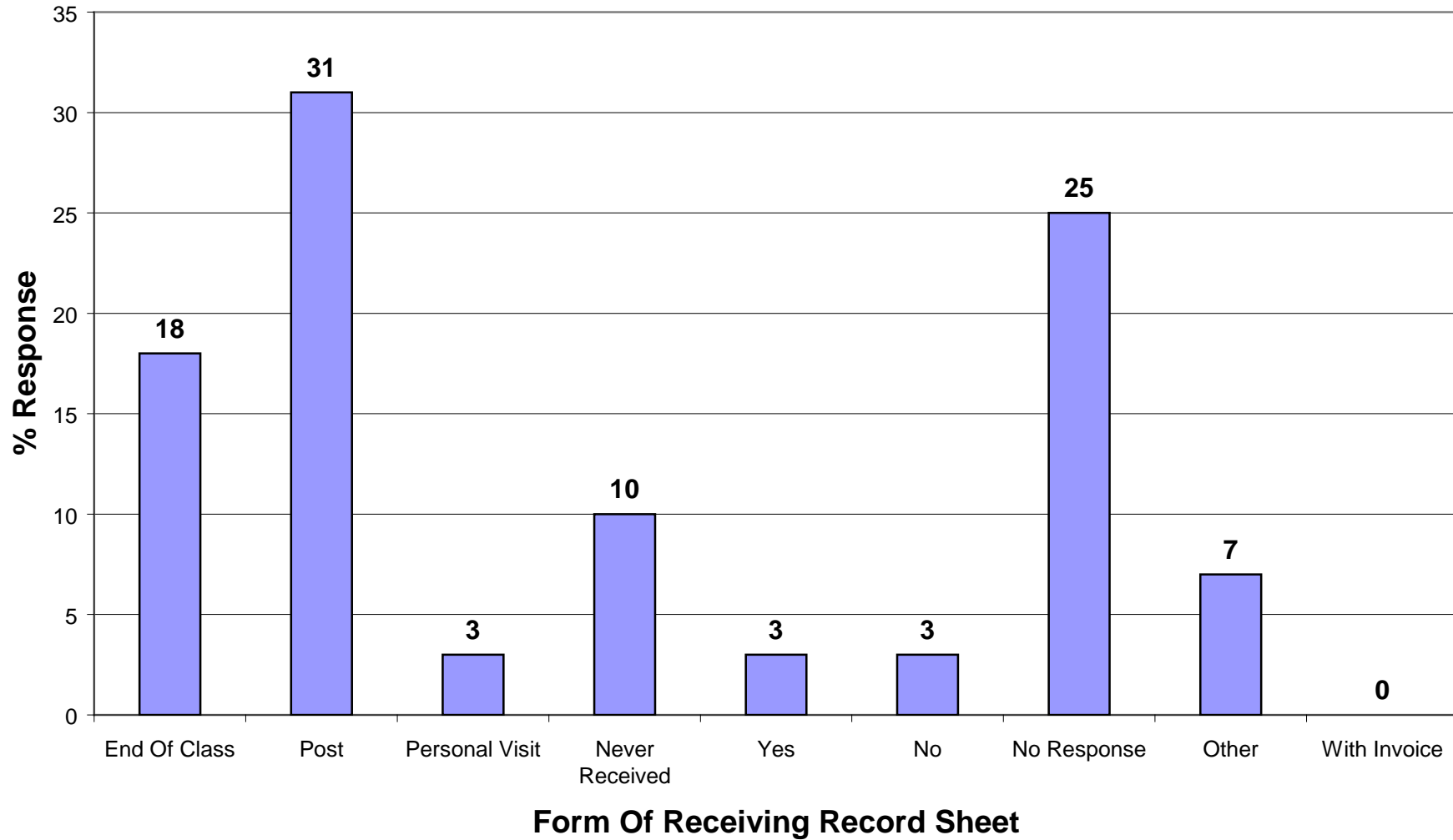
Question 7

Number Of Residents Participating In The Motivation & Co. Class



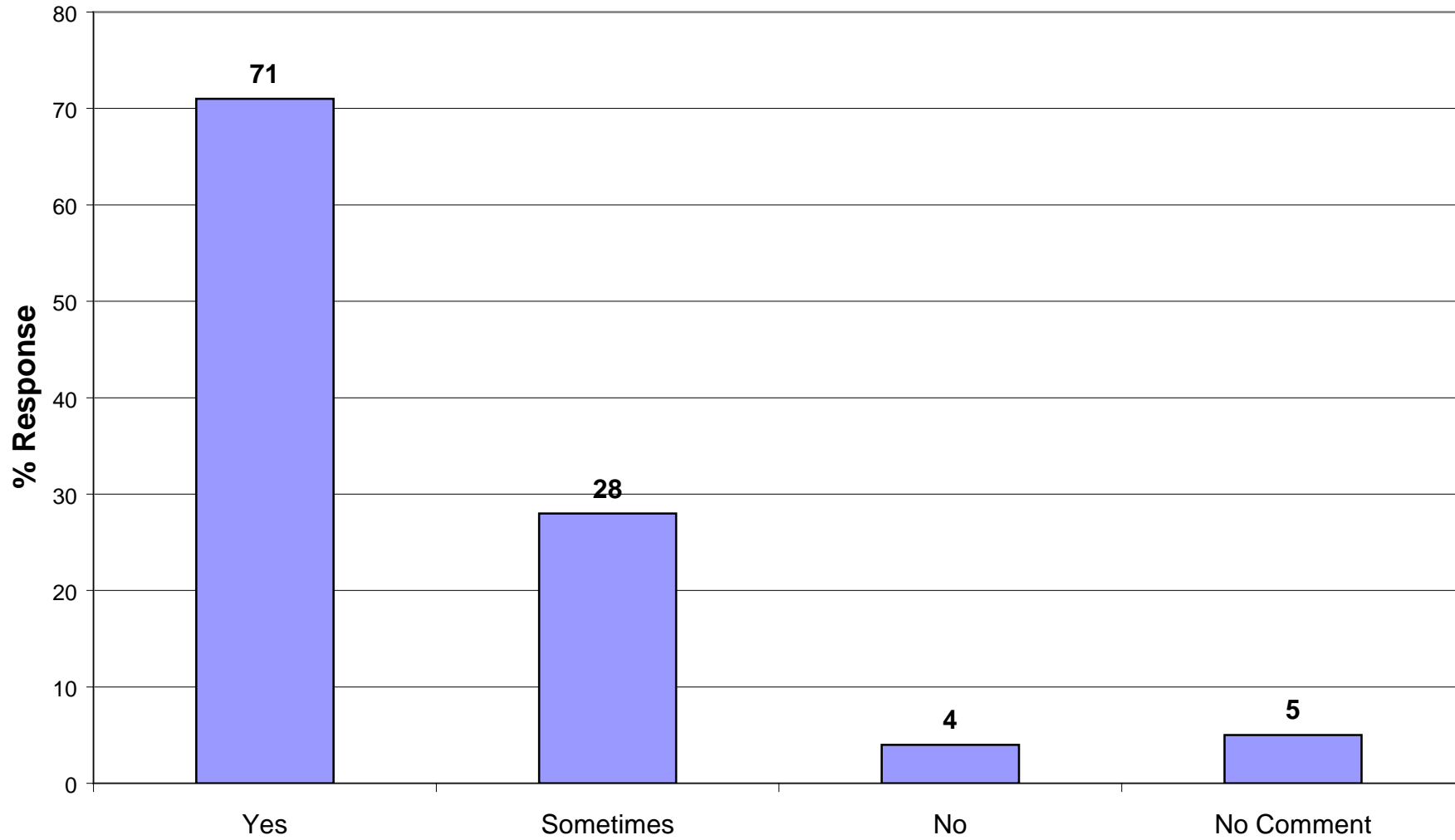
Question 8

How The Care Homes Receive the Class Record Sheet

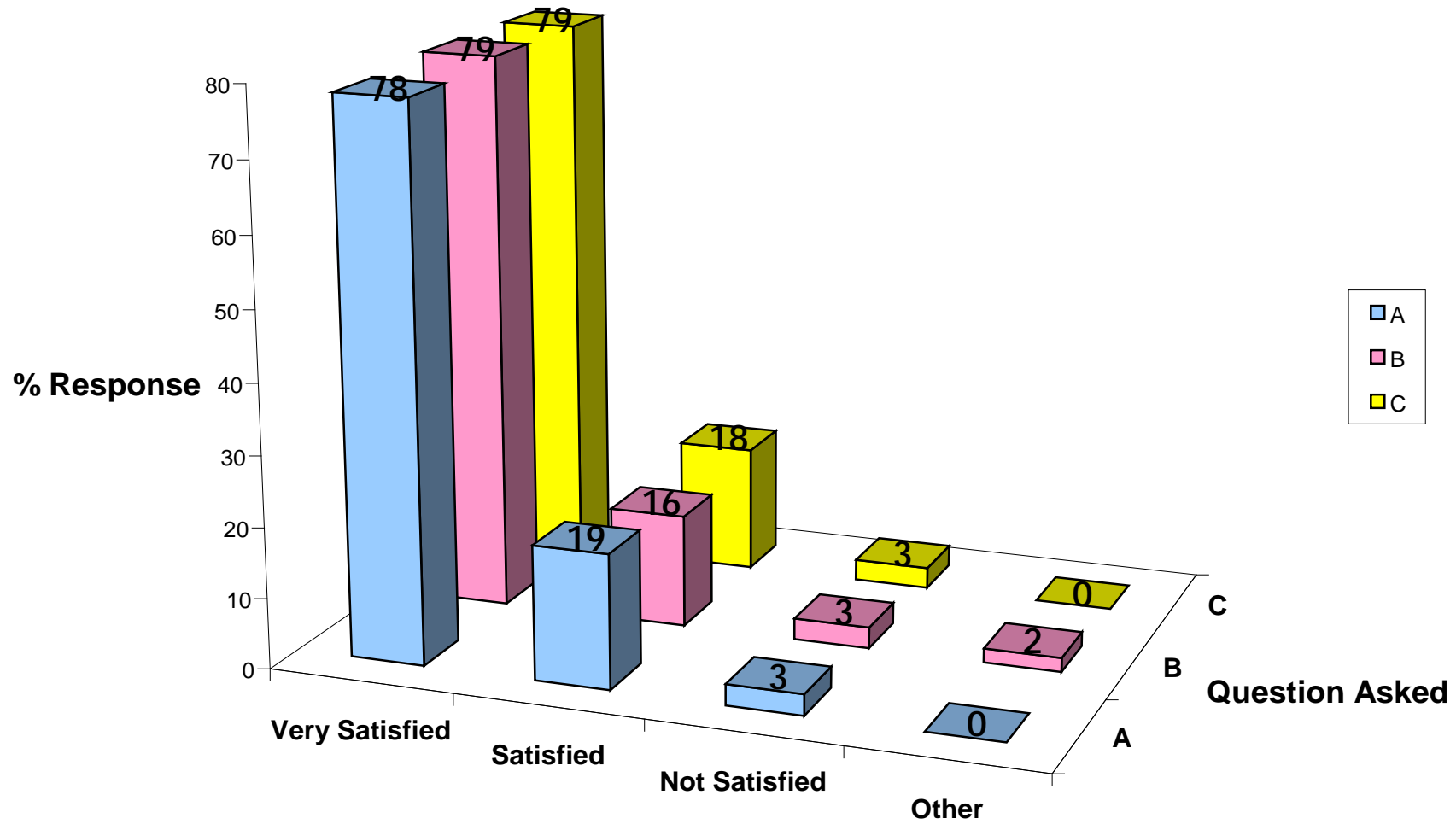


Question 9

Do Members Of Staff Observe Or Stay During Class Delivery

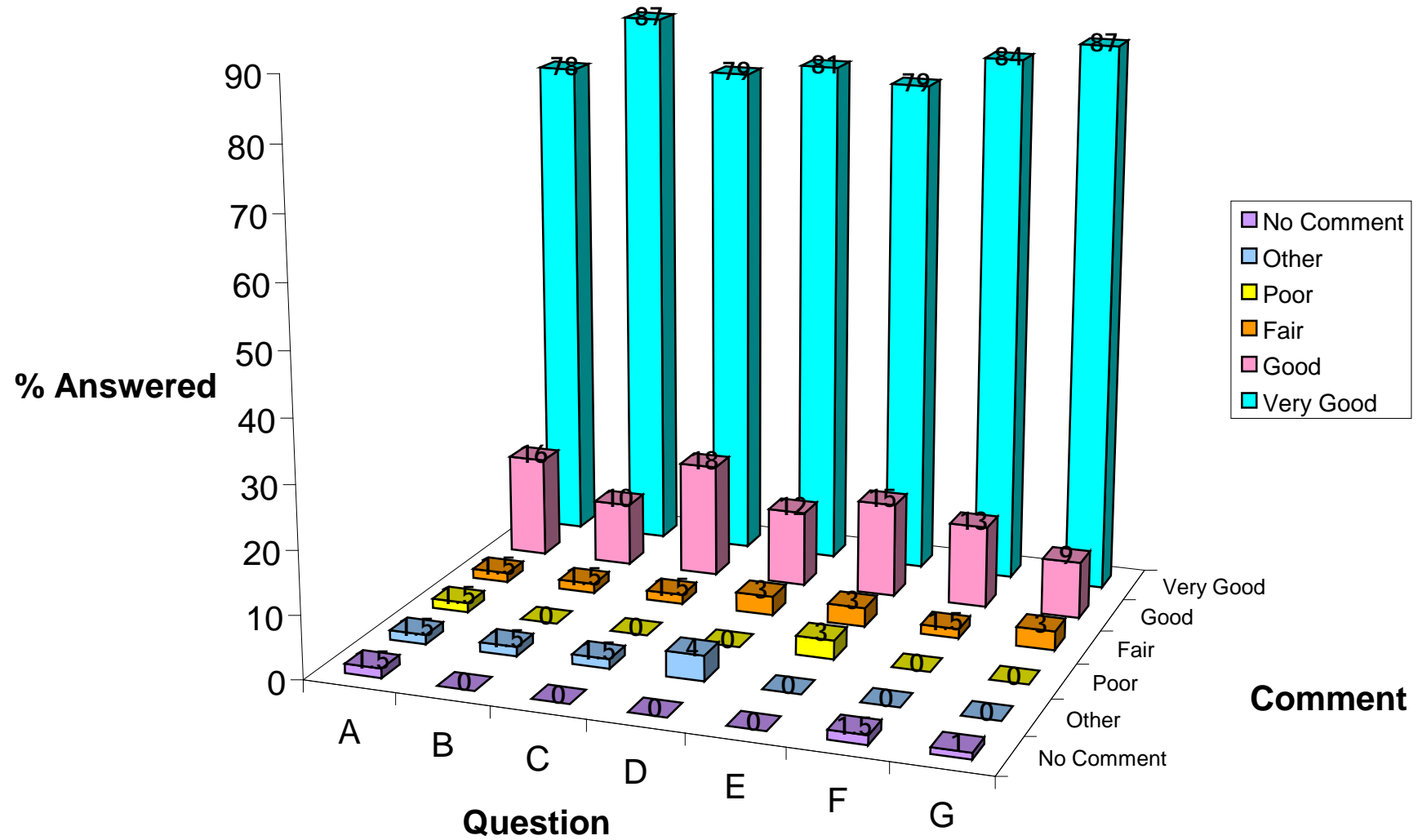


Care Home Satisfaction Results



KEY: A – Are You Happy With The Service?
 B – Are You Happy with the Motivation & Co. Class?
 C – Are You Happy With The Results Of The Class On Your residents?

Chart showing results of survey on Motivational Therapist



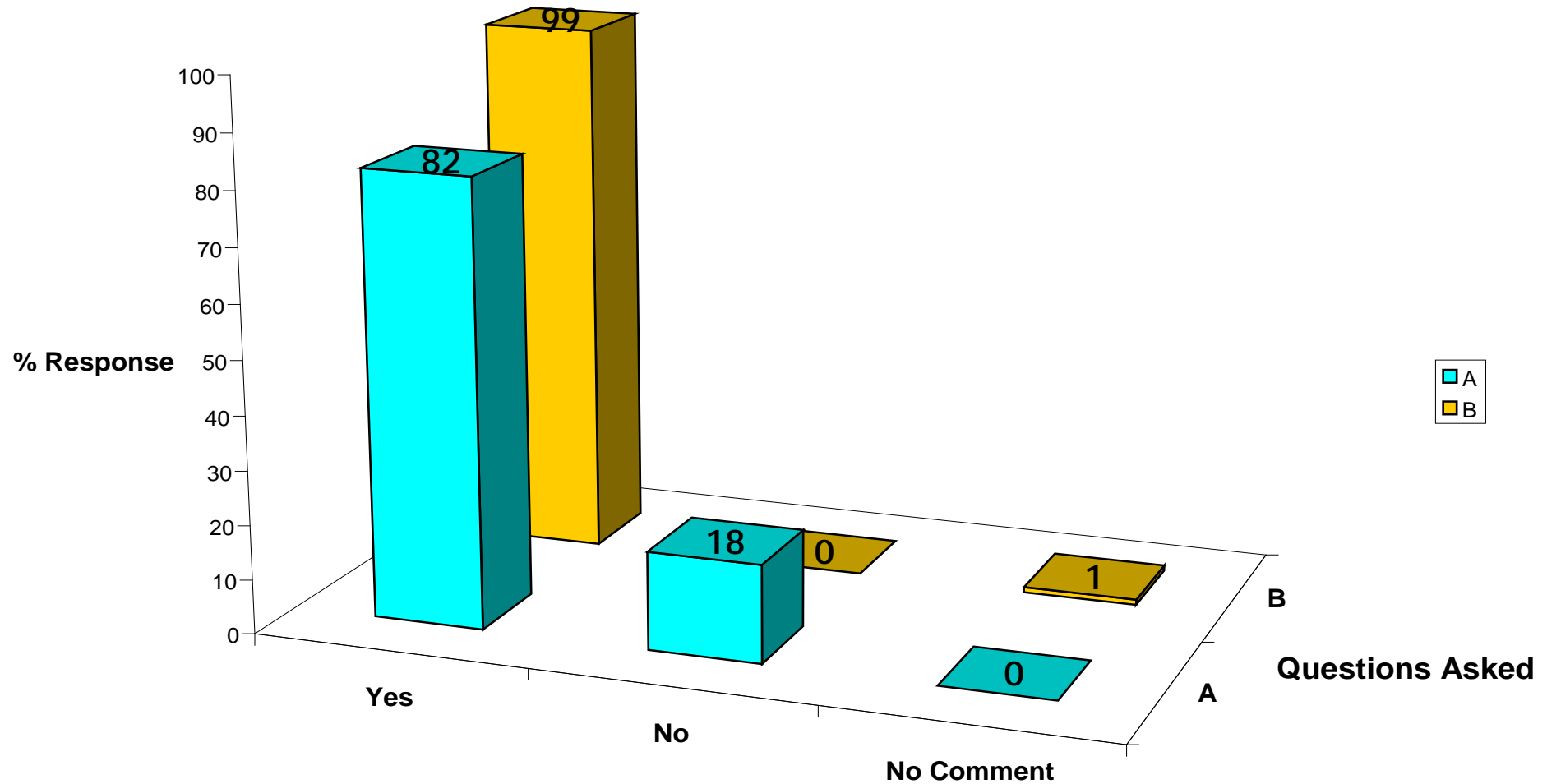
KEY :

A - Presentation
 B - Politeness & Manner
 C - Appearance

D - Personality
 E - Efficiency
 F - Time Keeping

G - Professionalism

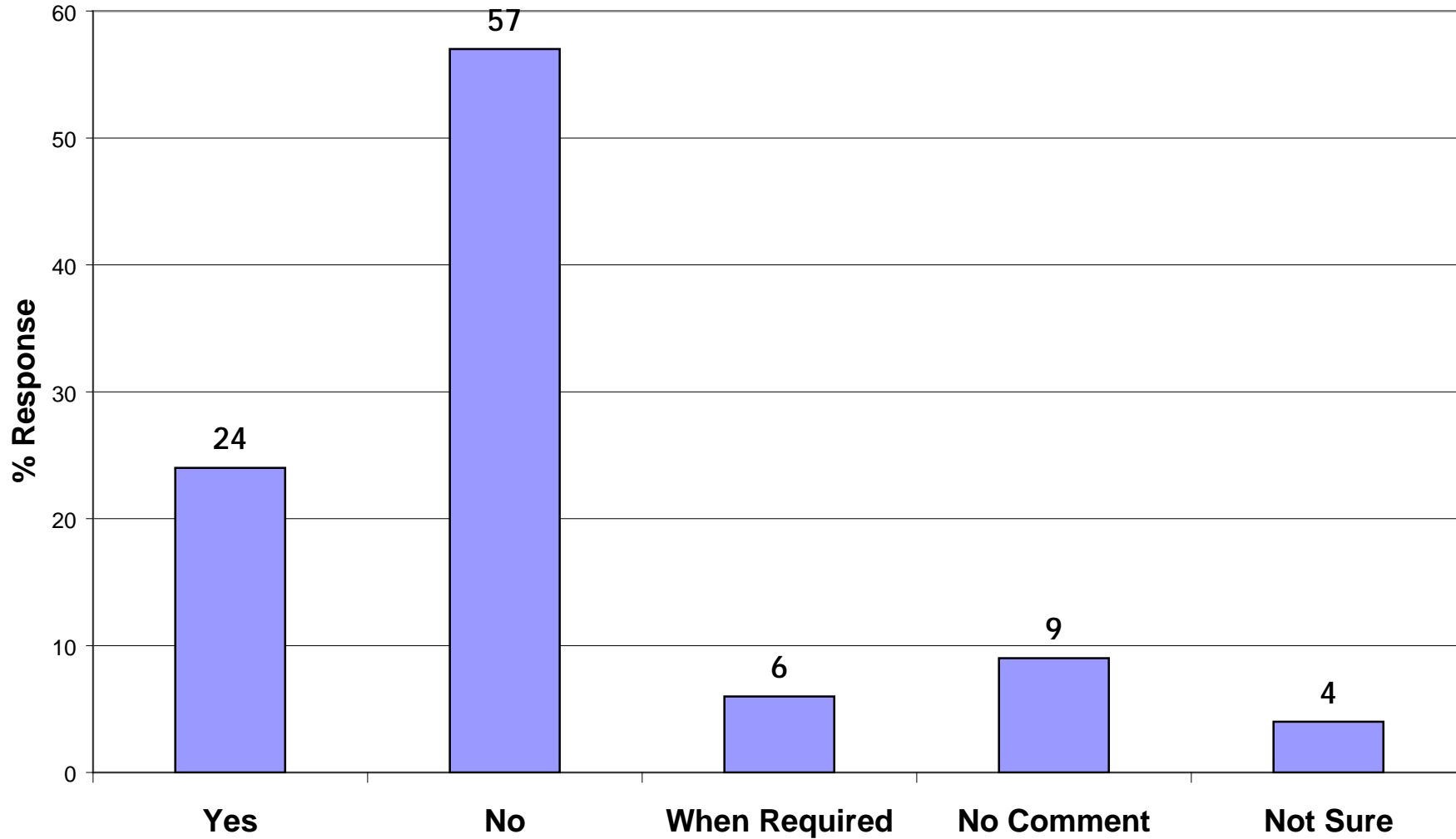
Response To Questions Regarding The Motivational Therapist & Their Kit Bag



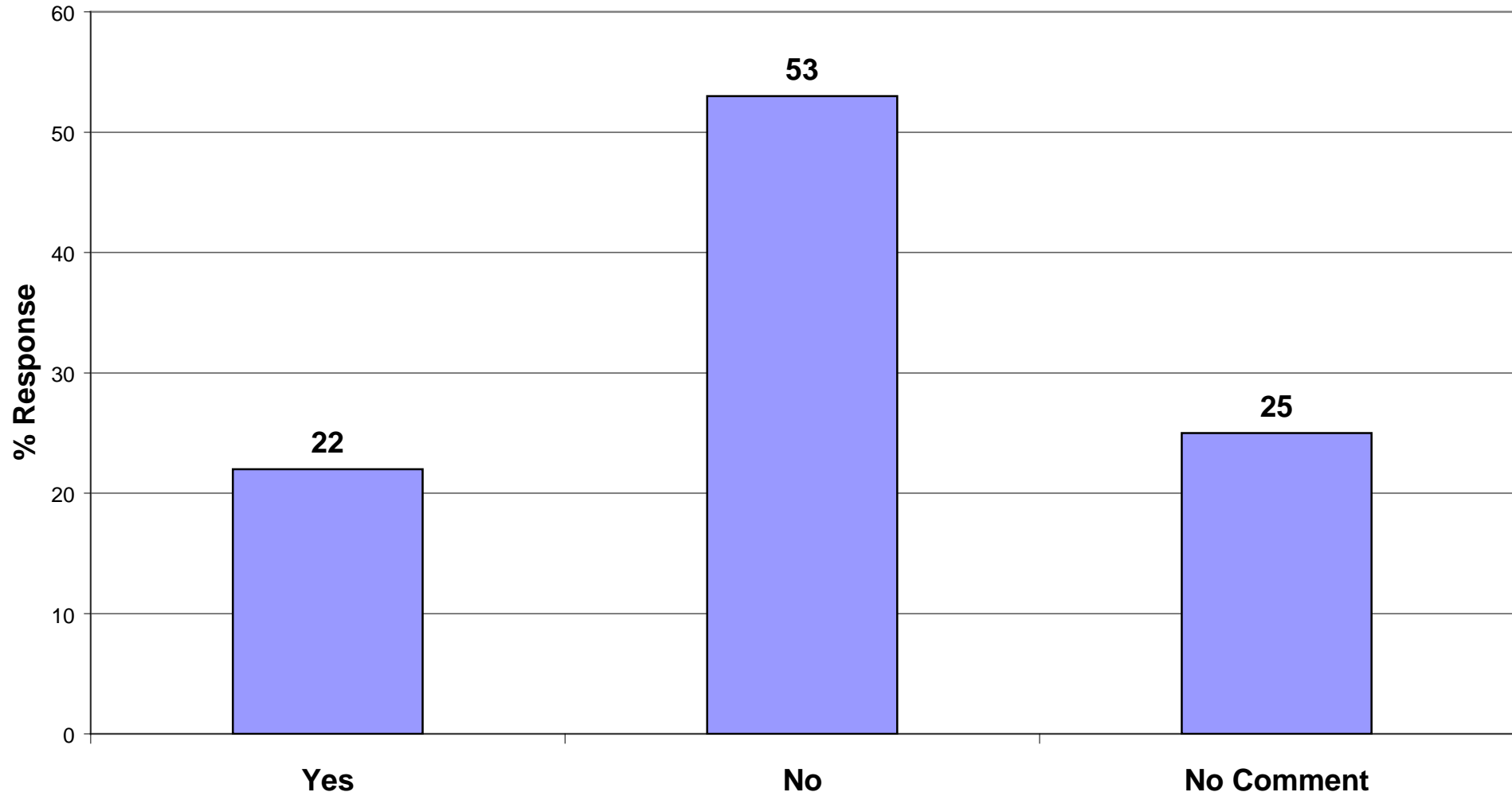
KEY: A – Do You Have the Same Motivational Therapist for Each Class?
B – Is the Motivational Therapist’s Kit/Bag in Good Repair?

Question 23

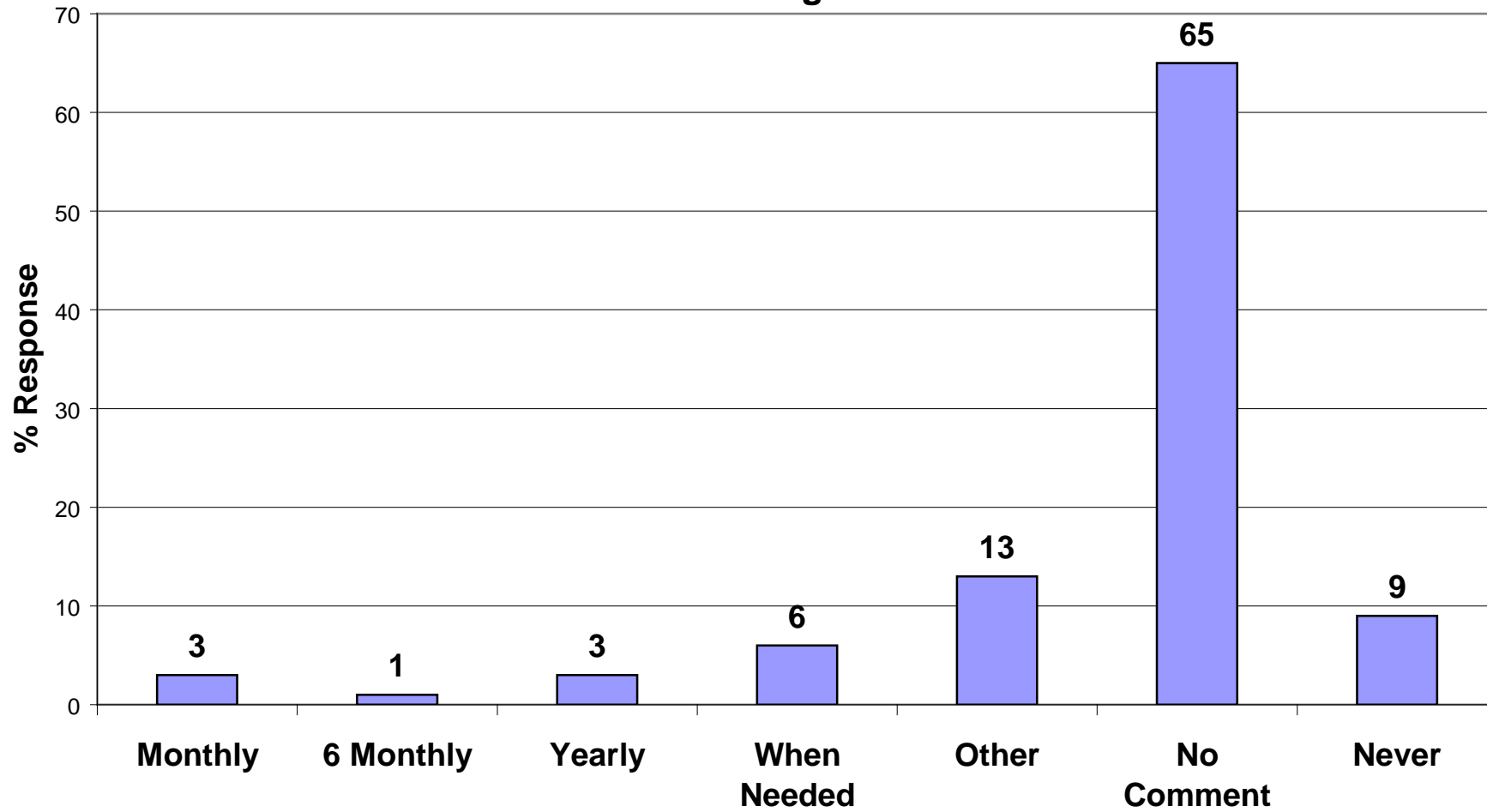
Response to "Do You Have Regular Contact With Your Area Service Manager?"



Response to " Do You Know Who Your Area Service Manager is?"

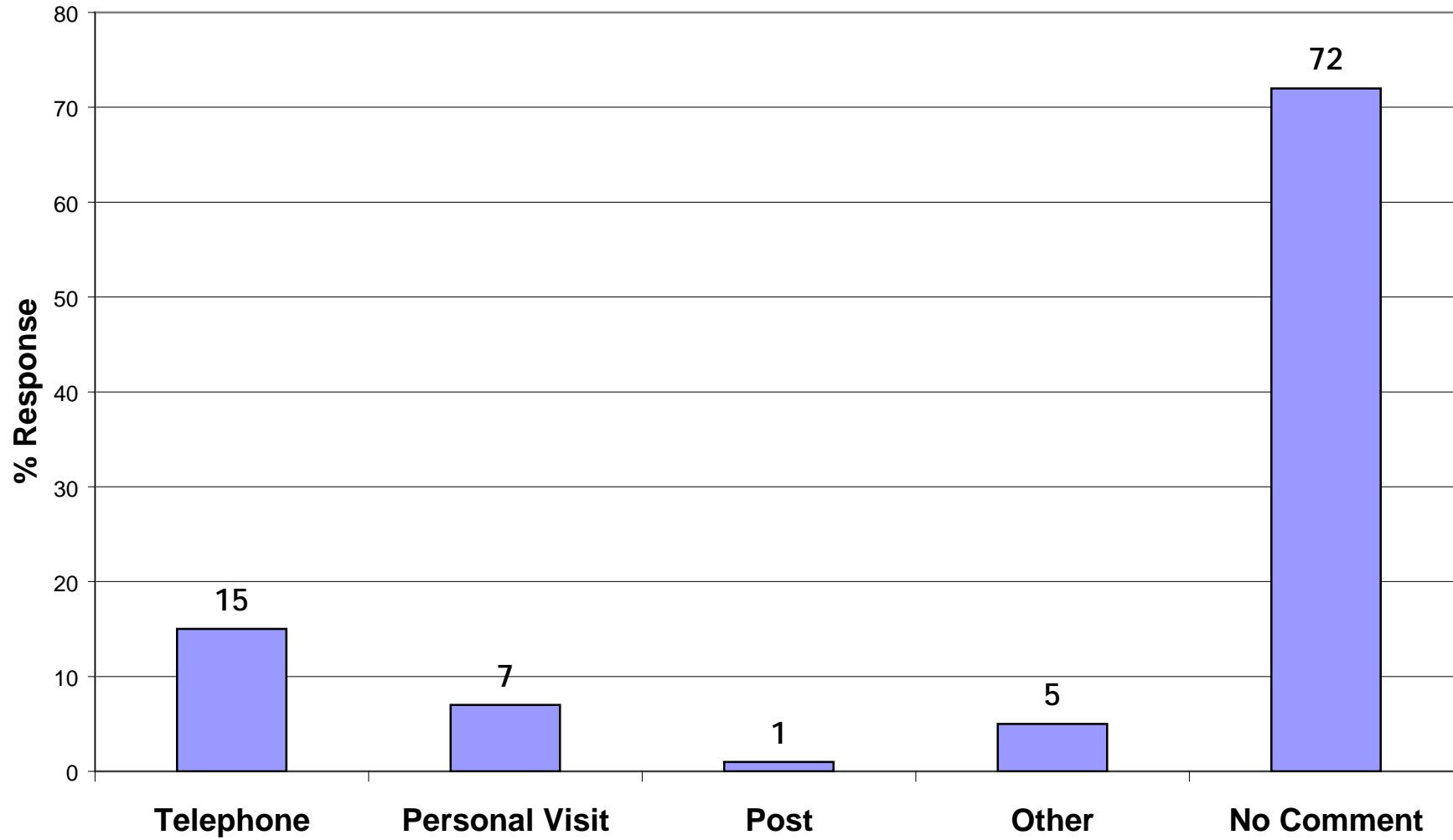


Response to "How Often Do You Have Contact With Your Service Manager?"



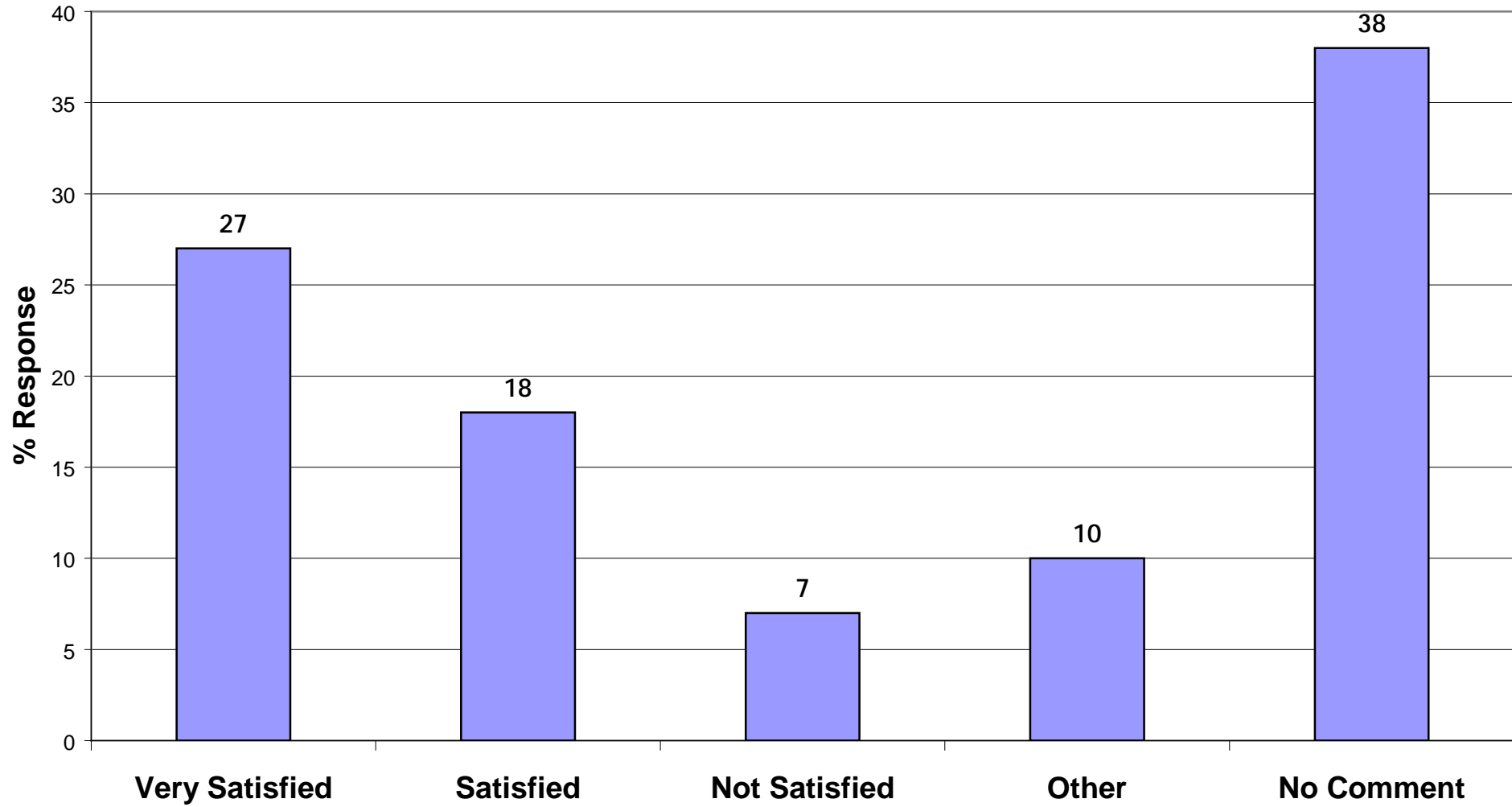
Question 26

Response to " What Format Is The Contact With The Service Manager?"

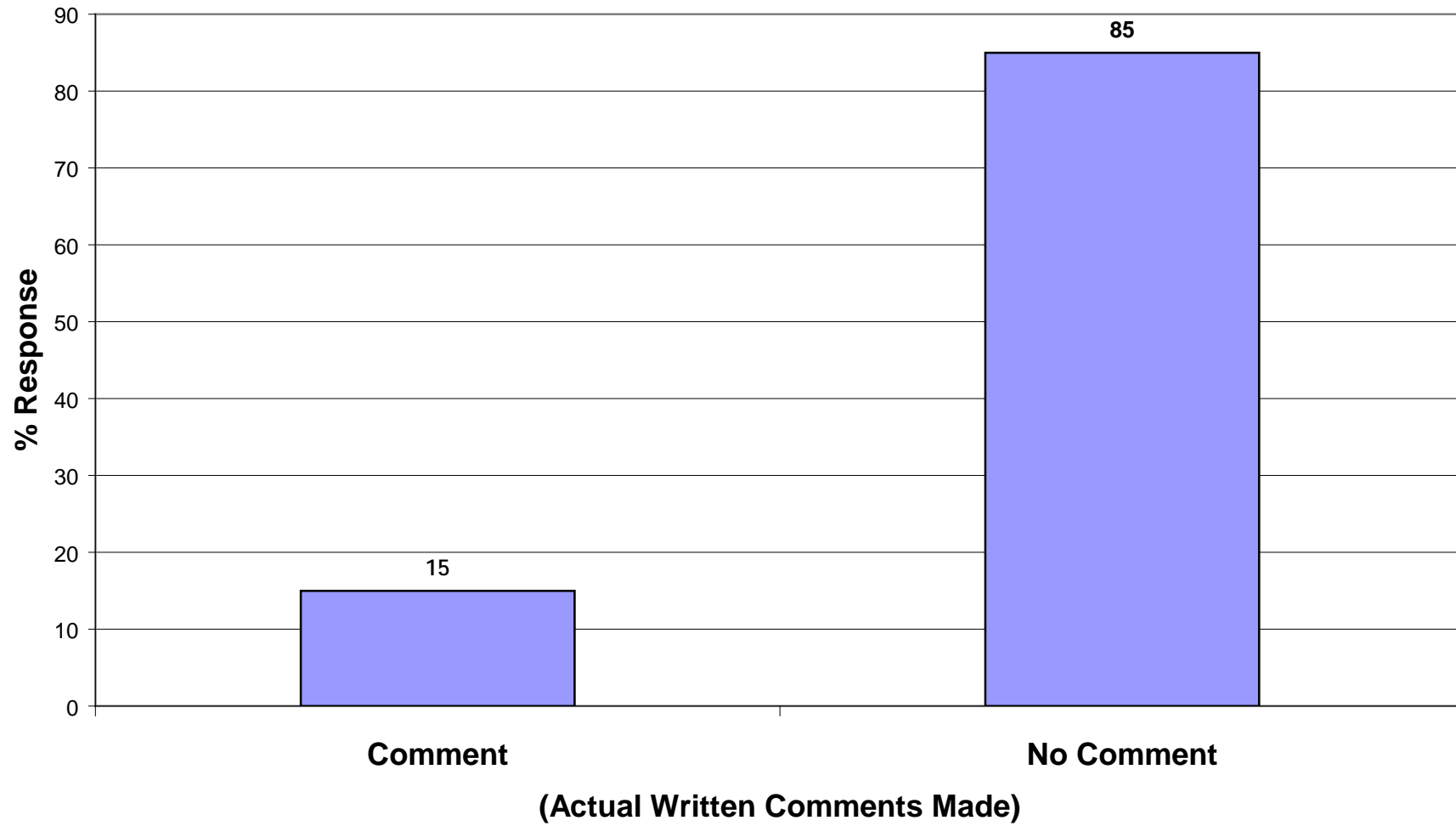


Question 27

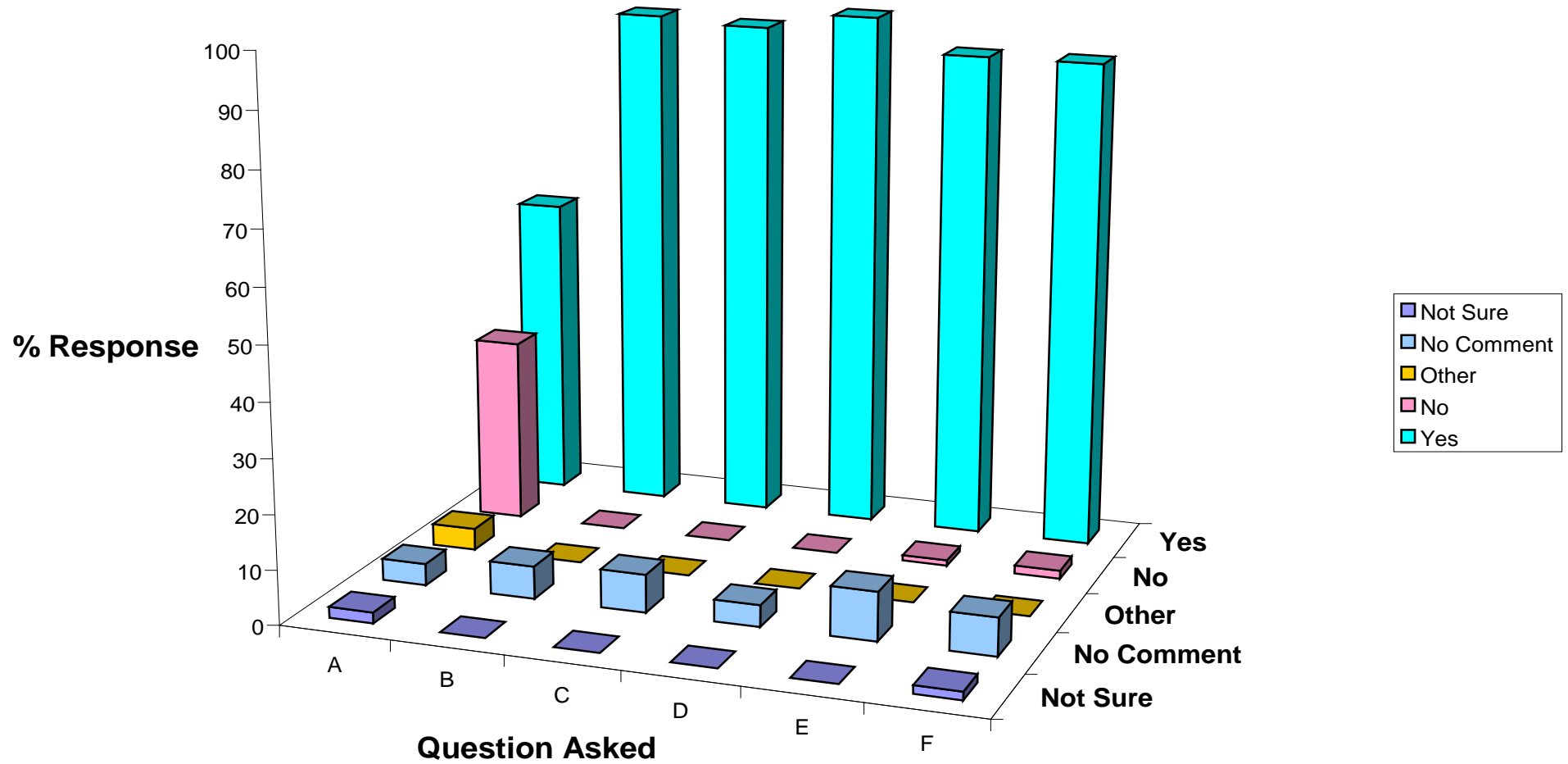
Response to " Are You Happy With The Customer Care / Service?"



Response to " How Would Improve The Service Received?"



Section 3 Class Content

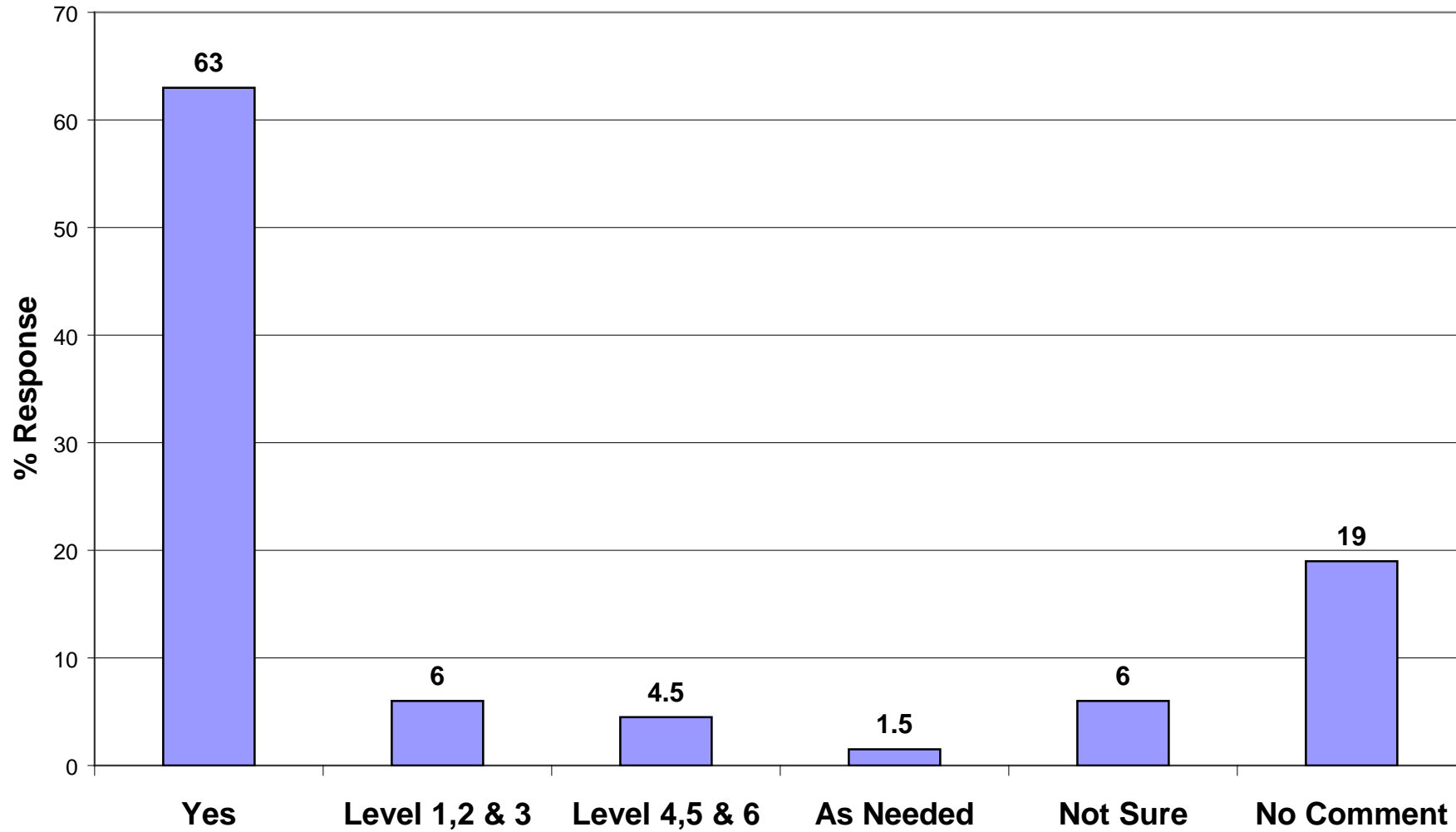


KEY: A – Is a Microphone Worn?
 B – Are There 4 Clear Sections?
 C – Is There a Variety of Mental Stimulation?

D – Is There A Word Sayings Section?
 E – Are Quiz Sheets/CD Quizzes/Picture Cards Used?
 F – Is an Alphabet Mat / Number Mat used?

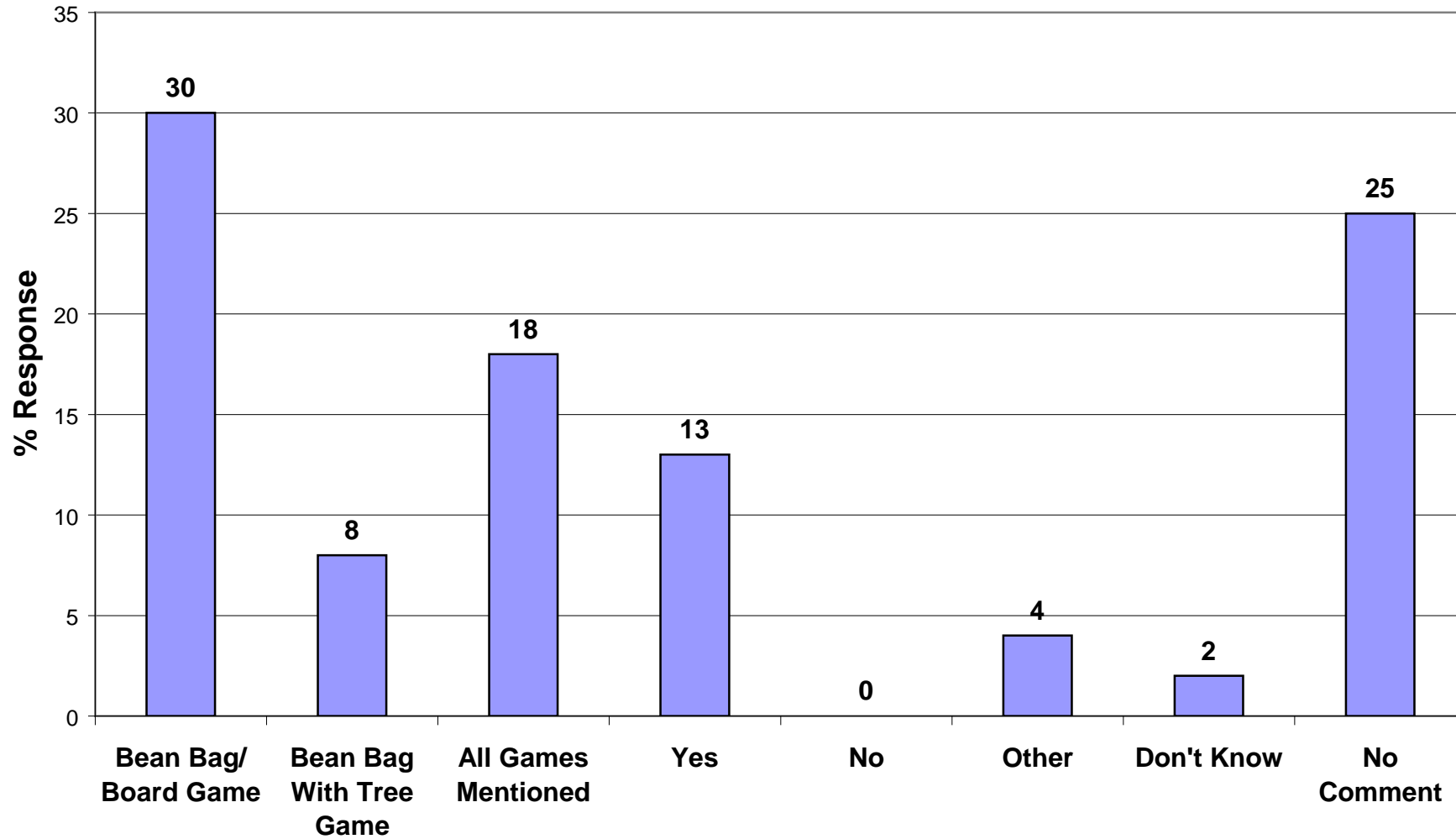
Question 35

Level Of Exercise in the Motivation & Co. Class



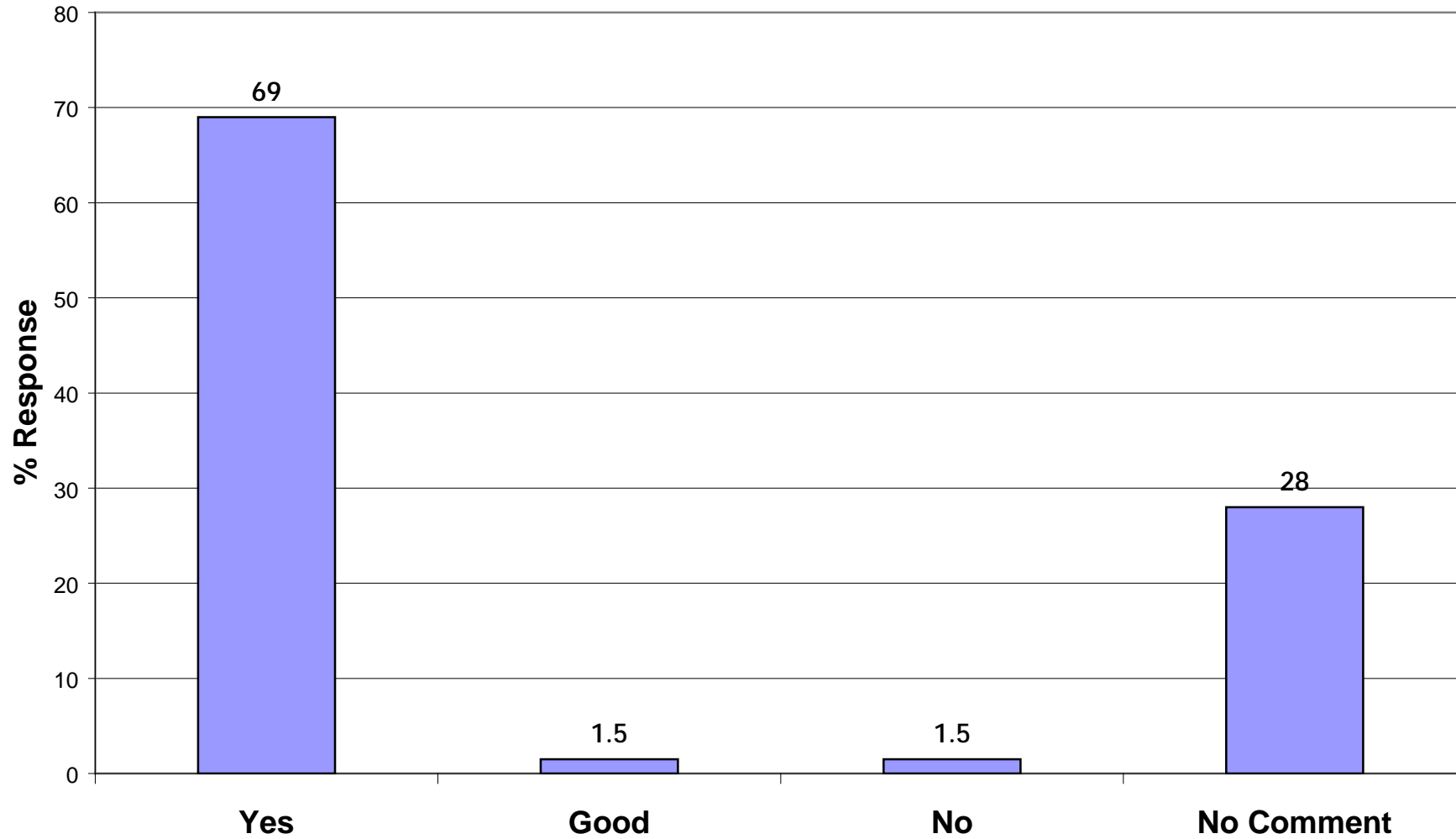
Question 36

Games Used Within The Motivation & Co. Class



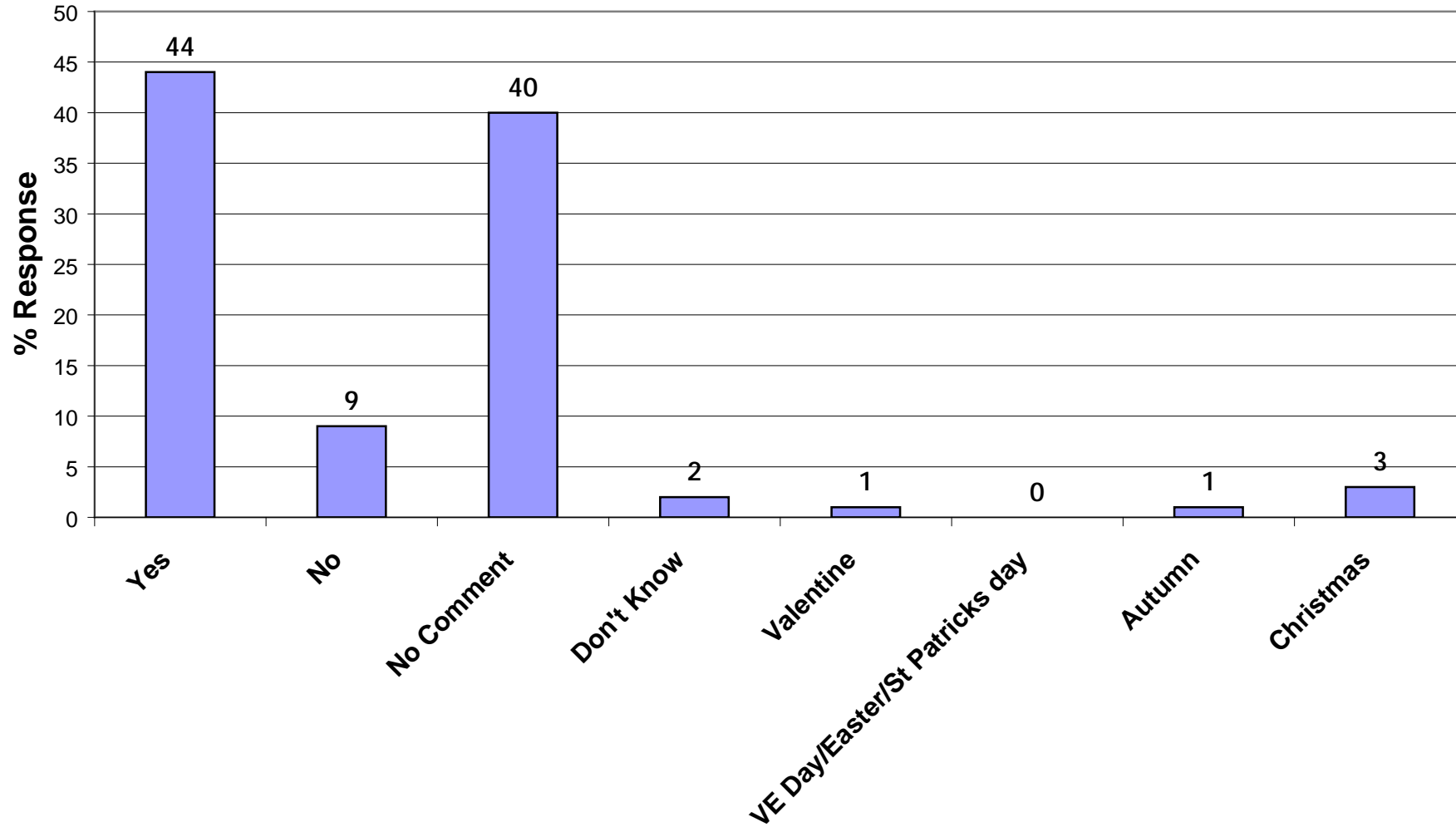
Question 37

Response to " Is There A Variety Of Music In The Motivation & Co. Class?"

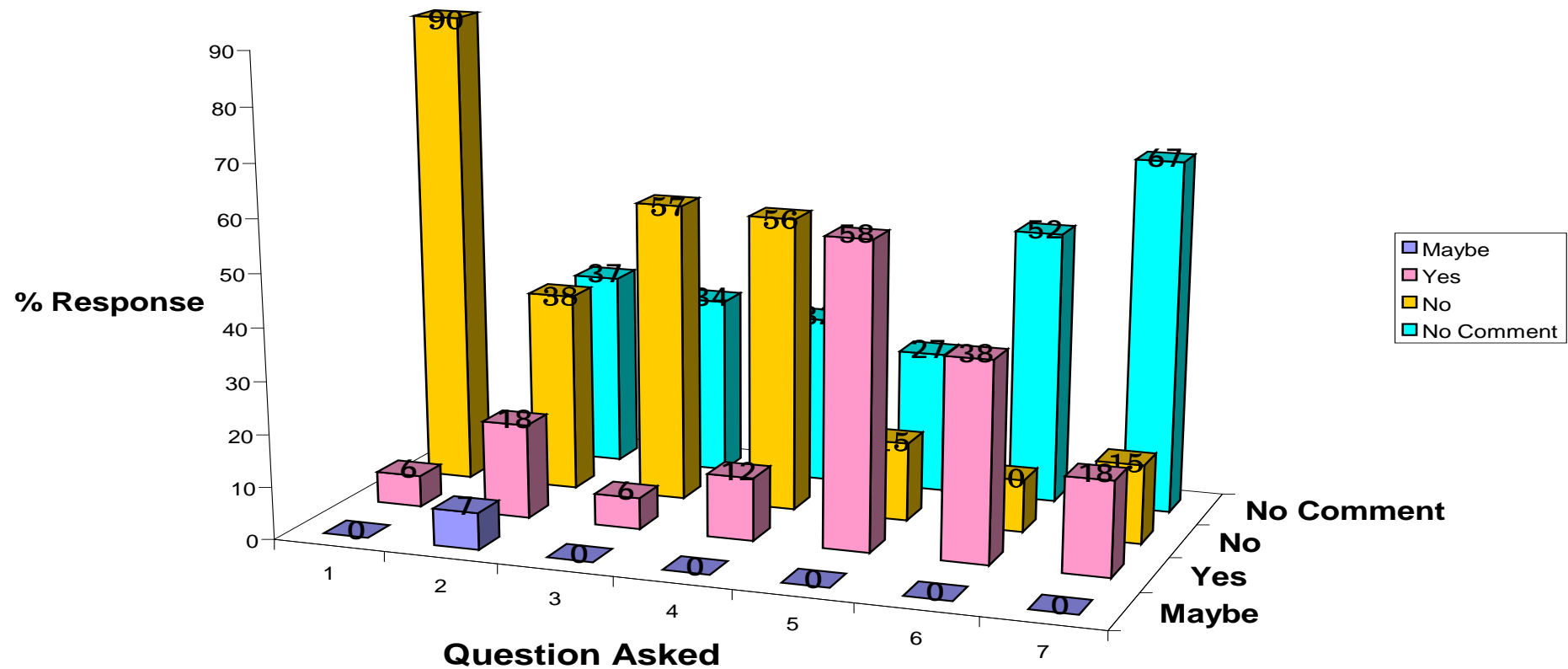


Question 38

Response to " Have you observed the following Themed Classes?"



Section 4 Results



- KEY:**
- 1 – Have You Visited Our Website?
 - 2 – Would You Be Interested In Having Your Link On Our Website?
 - 3 – Did You Know We Have Updated Dementia News Links on Our Website?
 - 4 – Are You Aware That the Motivation Class Has Been researched By Leeds University?
 - 5 – Are You Interested In A Free Quarterly Newsletter?
 - 6 – Are You Interested in Motivation & Co. Class Gift Vouchers?
 - 7 – Are You Interested In Sending Us A Testimonial?

APPENDIX 6

QUESTIONNAIRE

Motivation & Co Home Service Evaluation Report

(please take a few moments of your time to complete.)

Home Name:	
Home Address:	
Telephone Number:	
Contact Name:	
Position in Company:	
Type of Home:	Residential/Nursing/Day Care/Dementia/Learning Disability/Mental Health/ Other:
Type of Residents:	
How often do you have the class?	
How long have you been a service user of Motivation & Co?	
Time of Class?	
Number of residents in Class?	
How do you receive the Class evaluation record sheet?	
Do any members of your staff observe the class or stay during class delivery?	
How happy are you with the service?	Very satisfied. Satisfied. Not satisfied. Other
How happy are you with the class?	Very satisfied. Satisfied. Not satisfied. Other
How happy are you with the result of the class on your residents?	Very satisfied. Satisfied. Not satisfied. Other
How is your Motivational therapist's presentation?	Very Good. Good. Fair. Poor. Other.
Politeness/Manner	Very Good. Good. Fair. Poor. Other.
Appearance:	Very Good. Good. Fair. Poor. Other.
Personality:	Very Good. Good. Fair. Poor. Other.
Efficiency:	Very Good. Good. Fair. Poor. Other.

Time Keeping:	Very Good. Good. Fair. Poor. Other.
Professionalism:	Very Good. Good. Fair. Poor. Other.
Do you have the same Motivational therapist for each class?	Yes / No
Is their Kit/bag in good repair:	Yes / No
Other comments regarding Motivational Therapist:	
Do you have regular contact with your Area Service Manager:	Yes/NO
Do you know who your Service Manager is?	
How often do you have contact?	
What format is the contact?	
How happy are you with the Customer care service/follow up?	Very satisfied. Satisfied. Not satisfied. Other
How would you improve this?	
The Motivation Class: Have you seen/observed the following?	Yes/No
Is a microphone worn?	
Are there 4 clear sections: Mental Stimulation/Chair exercises/Game section/Relaxation Music	
Verity: Mental stimulation:	
Word sayings:	
Quiz sheet/CD Quiz/ Picture Cards	
Alphabet Mat/ Number Mat	
Level of Exercise: 1 -6	
Game Used:	Bean bag board game/ Bean bag Tree with bowls. Other:
Variety Music:	
Themed Classes:	Valentine/VE Day/Easter/St Patrick's day/Autumn/Christmas

Have you visited our Website? www.motivationandco.com www.motivationandco.co.uk	Yes/No
Are You interested:	
Having your link on our website?	
Sending us a testimonial? info@motivationandco.com	
A Free Quarterly News letter ?	By post/via web site/both/other: Yes/No
Motivation Class “Gift Voucher” Poster for display in your Home?	
Did you know:	
You can book a class on line?	
We have updated Dementia News links on our web site?	
The Motivation Class has been researched by Leeds University?	

Any further comments please write on back of these sheets. Thank You.

Head Office: Motivation House, 16 Northfield Terrace, Church Fenton, Tadcaster, North Yorkshire, LS24 9RQ. Contact: Elaine Everett or Sarah Day Tel: 01937 557166
(Office Information: Postal/Telephone Results)

APPENDIX 7 COVERING LETTER

Date: 26th March 2009

Dear Customer

Motivation & Co (UK) Ltd at Head Office wish to take this opportunity in thanking you for being a **valued customer** of Motivation & Co.

Motivation & Co believes in maintaining a good customer relationship important. We ensure the required levels of competence are met and continue to develop, through training Motivational therapists to deliver the class working from the Motivation Kit. We recognise and appreciate that our success in giving a high quality service is substantially dependent on the contributions of its associates and therefore our core principles acknowledge the requirements for continuous improvement in the services given and continuous development in training.

We have randomly Picked 10 homes from each area through out the UK to take part in this National Survey.

In order for us to provide a quality service to yourselves and on a National basis, we would like you to take a few moments of your time to complete the Motivation & Co Home Service Evaluation Report.

This will help us greatly to improve our service to you and to monitor the quality of the Service and the Motivation Class on a national basis.

We have enclosed a stamped addressed envelope for your convenience.

We are allowing two weeks for the return of the Evaluation by post. If we do not receive this, we will then at a convenient time to you, follow up with a short phone call to go through the evaluation.

We wish to thank you for taking part in helping us with our National Evaluation Survey.

Yours sincerely

Elaine Everett
Managing Director Motivation & Co (UK) Ltd.

APPENDIX 8 HOME DATA

HOME DATA

	Contact	Name of Care Home	Postcode	Tel No.
1	Ms Sheila C'Conner	Ardenlea Court Nursing Home	B91 2AF	0845 1900354
2	Ms J Dodd	Barkat	B13 8ET	0845 1900156
3	Manager	Coombes House	B90 1JT	0121 430 3677
4	Mrs C O'Connell	Dudley Court	B27 6QR	0845 1900181
5	Mrs Barbara Hancock	Glenfield House	B38 0DG	0845 1900414
6	Mrs Mary Ann Coakley	Grey Gables	B27 7TH	0845 1900106
7	Ms Sheila Naisbitt	Lyndon Croft Care Centre	B92 8ED	0121 742 3562
8	Miss Sarah Owen	Millwater	B25 8LD	0121 706 3707
9	Mrs Zoe Collis	Rayner House	B91 2PP	0845 1900147
10	Ms Linda Norton	Selly Park Care Centre	B29 7HW	0845 1900367
1	Mrs Jane Morris	Chine Breeze Court	BH4 8HP	01202 761307
2	Mrs J Jenkins	Delph House Nursing & Residential Home	BH18 8BY	01202 692279
3	Alan Coggins	Knyveton Hall	BH1 3QR	01202 557671
4	Mrs J L Haigh	The Old Rectory	BH19 3HB	01929 425383
1	Mrs D Owasil	Alma Lodge	BN20 7LH	01323 734208
2	Mrs N Miles	Avalon	BN22 9PR	01323 502487
3	Julian Fry	Burdyke Lodge	BN25 4JS	01323 490880
4	Mrs Adele Erinle	Farmstead	BN27 4EW	01323 442050
5	Mrs C Nahoor	Hartfield House	BN21 2AP	01323 731322
6	Mrs Diane Thorp	Longacre Nursing Home	BN13 3EA	01903 261648
7	Mr Dean Langford	Ravelston Grange	BN20 7SU	(01323) 728528
8	Mrs N Moss	Shandon House	BN21 2LY	01323 723333
9	Mrs B Cording	The Heathers	BN13 2JU	01903 265515
10	Mrs Elaine Hanaghan	The Shires	BN22 8XL	01323 721032
1	Ms Julie Burton	Abberdale	CV1 3AD	024 7622 5437
2	Mrs C Leahy	Applegarth	CV6 2EG	024 7633 8506
3	D Walmsley	Clifton Court	CV23 0BB	01788 577032
4	Ms Shirley Randle	Drayton Court	CV10 9DL	024 7639 2797
5	Mrs P Mackey	Four Ways	CV32 7PE	01926 421309
6	Ms J Wilson	Galanos House	CV47 2BL	01926 812185
7	Mrs S Gibbons	Hall Green Rest Home	CV6 7BX	024 7658 1616

8	Mrs G Saxton	Kilsby House	CV23 8XX	01788 822276
9	Ms Molly Murphy	Lavender House	CV6 4GF	02476 666062
10	Mrs P Ashwell	Woodside	CV34 5SP	01926 492508
1	M A McCowen	Althorpe Care Home	DN17 3HJ	01724 783363
2	A J Kitching	Ancholme Lodge	DN20 0AF	01652 657349
3	Mrs Margaret Greaves	Barnby Court	DN22 8QS	01777 705902
4	Ms Alison Nicholls	Clumber Court Care Centre	DN22 6SU	01777 700823
5	Mrs R Farmery	Dovecott	DN32 0PY	01472 878133
6	Mrs B Snape	Eaton Court Care Home	DN34 4UD	01472 341846
7	Mrs C Kirwin	Homefield House	DN32 0DT	01472 341909
8	Mrs Caron Rogers	Parklands	DN14 8QP	01405 839226
9	Ms Gail Nelthorpe	St Anne's Rest Home	DN6 9JL	01302 700319
10	Mrs J Moorhouse	Westvilla	DN22 7BT	01777 701636
1	Robin Mahachi	Carmel Lodge	LS17 8DP	0113 237 1133
2	Mrs Carol Prior	Claremont Nursing Home	LS28 5BF	0113 236 0200
3	Mrs P McGown	Dyneley House	LS7 3QB	0113 268 1812
4	Mrs Betty Noble	Ferndale	LS27 0DW	0113 253 3196
5	Mrs Pearl Jackson	Harewood Court Nursing Home	LS7 4HA	0113 226 9380
6	Mrs A Snowden	Homecroft	LS29 9BW	01943 608062
7	N S Lidhar	Parkside	LS8 2ES	0113 266 5584
8	Mrs L M Brown	Rose Bank	LS15 4BT	0113 265 0027
9	Ms Jennifer Taylor	Southlands	LS8 2JU	0113 265 5876
10	Mrs Karen Lesley Birse	Stone Gables	LS27 7HR	0113 252 9452
1	Mrs C Dennis	Alexandria's Residential Home	DA11 0QL	01474 534539
2	Ms Claire Evans	Dovedale	DA16 3BU	020 8855 7227
3	Ms Christine Brent	Fairby Grange	DA3 8ER	01474 702223
4	Ms Frances Maynard	Haslington Residential Home	DA9 9JB	01322 383229
5	Ms Ivay Dixon	Abbeyfield Rogers House	ME8 0NX	01634 262266
6	Dr M & Mrs C K Navaratne	Bower Croft	ME16 8AX	01622 672623
7	Mr & Mrs R G Hartley	Durland House	ME8 8AT	01634 364305
8	Mrs Cowell and Mrs MacLean	Jeannette Lodge	ME7 4AS	(01634) 852894/576555

9	Carla Wilson	Sutton Valence Care Home	ME17 3LW	(01622) 843999
10	Mrs Sue Watson	Winchester House Care Centre	ME1 3TR	01634 685001
1	Mrs Mercy Cofie-Cudjoe	Alexandra Lodge	NG3 5EU	0115 962 6580
2	Miss S Doma	Broadlands	NG12 1AF	0115 933 2727
3	Ms Sherry-Ann Seetul	Edward House	NG16 3GS	01773 531591
4	Ms Jaqueline Gamble	Falcon House	NG9 1FX	0115 934 0900
5	Mr & Mrs L Ramchurn	Friary Fields	NG24 1LE	01636 706105
6	Ms Jo Ollerenshaw	Hazelgrove Nursing Home	NG15 6DP	0115 968 0706
7	Ms Alison Walters	Langwith Lodge	NG20 9ES	01623 742204
8	Ms Anna-Marie Baldwin	Peacemills Care Home	NG5 3AH	0115 960 2539
9	Mrs Lota Hopewell	Radiant Care Home	NG6 9DD	0115 241 9898
10	Mrs L Orchard	Westdale	NG2 6FG	0115 923 3128
1	Mrs Joan Spicer	Ashfield House	NN9 6DX	01933 622647
2	Mrs P Y Crossley	Clanfield	NN14 3LH	01832 732398
3	Ramsamy Nullatamby	Foxhill Manor	NN6 7BG	01788 510262
4	Miss F Silsby	Freestones	NN9 5TY	01933 650430
5	Mrs Linda Kench	Kingsley Nursing Home	NN2 7BL	01604 712411
6	Mr & Mrs J Robinson	Margaret's	NN2 7BL	01604 710544
7	M Vinodnair	Redclyffe	NN10 0LN	01933 314645
8	Mrs Cheryle Horne	St Christopher's Home	NN3 3AD	01604 637125
9	Darren Stephen Weeks	Symphony House	NN2 6LP	01604 722772
10	Mrs Rachel Rodgers	Templemore	NN5 6AA	01604 751863
1	Ms B Yanquoi	Abbeyfield House	RG1 6NL	0118 957 2826
2	Mrs Natalie Betsworth	Applewood	RG26 5BZ	01256 881756
3	Mrs G M Kirk	Beech House	RG42 4AB	01344 451949
4	Ms Hilary Truscott-Sinclair	Birchwood Care Home	RG14 2PP	01206 854555
5	Lydia Makuyana	Bracknell Care Home	RG12 7DN	01344 484 584
6	Manager	Chestnut Walk	RG17 0DB	01635 42400
7	Ms Fiona Honeyman	Lovat House	RG40 2DB	0118 978 6750
8	Mrs Y Little	Parkview	RG30 2DF	0118 942 0596
9	Manager	Tanfield	RG2 7UG	0118 901 5355
10	Mrs V M Fearn	Trafalgar Court	RG7 5HW	01635 550222/0118 930 2029
1	Mr & Mrs J Price	Abbeycroft	SO19 9ES	023 8042 0820

2	Ms Lynne Sansome	Beechwood Care Home	SO19 9BE	023 8043 6880
3	Ms Margaret Duncan	Oak Tree Lodge Care Home	SO40 7AU	023 8029 2311
4	Mrs S Waugh	Oakwood	SO18 6PN	023 8046 6143
5	Ms Nicole Summers	Pinewood Rest Home	SO30 3EX	023 8047 2722
6	Ms Maureen Johansson	Stoke Knoll	SO50 6DS	023 8061 2402
7	N Sykes	Sundial Cottage	SO45 1YW	023 8024 3091
8	June Duncan	Sunrise of Bassett	SO16 7AG	02380 706050
9	Mr & Mrs M Poordil	Thornfields	SO41 8DJ	01590 676191
10	Miss E Hampton	The White House (Curdridge)	SO32 2DP	01489 786633
1	Mrs Aline Ongley	Birkin Lodge Care Home	TN2 5AE	01892 510538
2	Mrs Dianne Westray	Ashridge House	TN40 2HT	01424 222200
3	Mrs S Grist	Capel Grange Residential Home	TN12 6SQ	(01892) 834 225
4	K Hewlett	Hale Place Care Homes	TN12 5EN	01622 871081
5	Mrs S Apps	Holywell Park	TN15 7LE	01732 822215
6	Mr & Mrs C Wallis	Molyneux Park Rest Home	TN4 8DY	01892 544322
7	Ms Nicola Cox	Southdowns Nursing Home	TN38 0SY	01424 439439
8	David Pollard	Southlands Court Care	TN40 2HJ	01424 210628
9	Ms T Stevens	The Firs at Crowhurst	TN33 9AE	01424 830591
10	Ms Michelle Fairall	The Ridge	TN34 2RD	01424 755803
1	Manager	Benkhill Lodge	DL8 2ED	01677 422407
2	Mrs J Pearson	Castle Bank Residential Home	DL13 4AE	01388 731152
3	Ms Patricia Slater	Chilton Care Centre	DL17 0EX	01388 724060
4	Mrs M Smith	Moorlands	DL3 7AP	01325 353592
5	Mrs Lynne Smith	The Grange Residential Care Home	DL1 3PT	01325 464900
6	Mrs M Humberston	Ascot Nursing Home	TS26 9PW	01429 265722
7	Ms M Middleton	Kenilworth	TS13 4PR	01287 640203
8	Mrs C Breeze	Linthorpe Nursing Home	TS5 6QW	01642 850032
9	Miss Rachel Dewdney	Moorlands Nursing Home	TS14 6JU	01287 630777
10	Dan Yates	St Mark's Nursing Home	TS18 3QJ	01642 670777

1		Willow House	WF8	
2		Stella House	WF8	
3		Holme house	BD	
4		Cedars Care Home	WF8	
5		Garlands Care Home	WF	
1		Selby District Vision	YO	
2		St Cecilia's	YO	
3		Eastbourne Villa	YO	
4		Round Stone	YO	
5		Meadowfeild lodge	YO	