

Social Janitor service, Elderly Clients' Satisfaction Survey

Instructions for the interviewer: Circle or tick the most suitable alternative in the Client's opinion. If the Client cannot answer, leave the question unanswered. Note that the middle alternative is not the same as 'cannot tell'. Try to get an answer to all questions. The empty boxes are reserved for the Client's comments brought up during the discussion.

- 1= 😞= little, poor
 2= rather a little, rather poor
 3= 😐= not little nor much, not bad nor well, neutral
 4= quite a lot, quite well
 5= 😊= very much, very well

Theme 1.

Information about the Social Janitor service and co-operation with the counsellors

1. How did you hear about the Social Janitor service? (choose one or more alternatives)

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|----------------------------|--------------------------|-----------------------------|---|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1. from municipal homecare | 2. from my near ones | 3. read about it in a paper | 4. from elderly people's meeting/ activity points | 5. other |

2. If you answered 5, from what source did you hear about the Social Janitor service?

	😞		😐		😊
3. Have you received enough information about the Social Janitor service?	1	2	3	4	5
4. Has the co-operation with the counsellors been satisfactory?	1	2	3	4	5

5. Open comments concerning information about the service and co-operation (strengths mentioned during the discussion, areas for improvement and any questions the Client has in mind)

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Theme 2..

The janitor's work input

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6. Have you been satisfied with the janitors' work?	1	2	3	4	5
7. Is a change of janitor acceptable for you?	1	2	3	4	5

8. Open comments concerning the janitor's work input (strengths mentioned during the discussion, areas for improvement and any questions the Client has in mind)

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Theme 3.

How the Social Janitor Service is fulfilling its social objectives




	😞		😐		😊
9. Has your loneliness been alleviated?	1	2	3	4	5
10. Have you been able to do things together?	1	2	3	4	5
11. Have you been given time?	1	2	3	4	5

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|---|---|---|---|---|---|
| 12. Have you been listened to? | 1 | 2 | 3 | 4 | 5 |
| 13. Has the service been provided on your terms? | 1 | 2 | 3 | 4 | 5 |
| 14. Is the relationship based on mutual respect and equality? | 1 | 2 | 3 | 4 | 5 |
| 15. Have you been treated with trust and humanity? | 1 | 2 | 3 | 4 | 5 |
| 16. Do these questions matter to you? | 1 | 2 | 3 | 4 | 5 |

17. Open comments concerning social objectives (strengths mentioned during the discussion, areas for improvement and any questions the Client has in mind)

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Theme 4. The impact of Social Janitor service on coping at home.

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|---|---|--------------------------|---|---|---|
| |  | |  | |  |
| 18. Has the Social Janitor service made it easier for you to cope at home? | 1 | 2 | 3 | 4 | 5 |
| 19. Do you think the Social Janitor service has helped you cope longer at home? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| | 1.No | 2. Yes | | | |

20. In the present situation, how well would you cope at home without the janitor service?

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Theme 5. The Client's requirements and wishes for the future

21. Besides those services you are getting, what additional services would you like to get from the Social Janitors?

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22. Anything else you wish to say to the Social Janitors?

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