



Spotlight on home care

Report summary

Why home care?

1. Recent national reports on issues
2. Healthwatch Conference 2015 priority
3. Few monitoring bodies, compared to health
4. Service users are seldom heard & vulnerable group
5. Healthwatch didn't know views of service users
6. Hidden & underfunded service
7. Opportunity to influence before commissioning

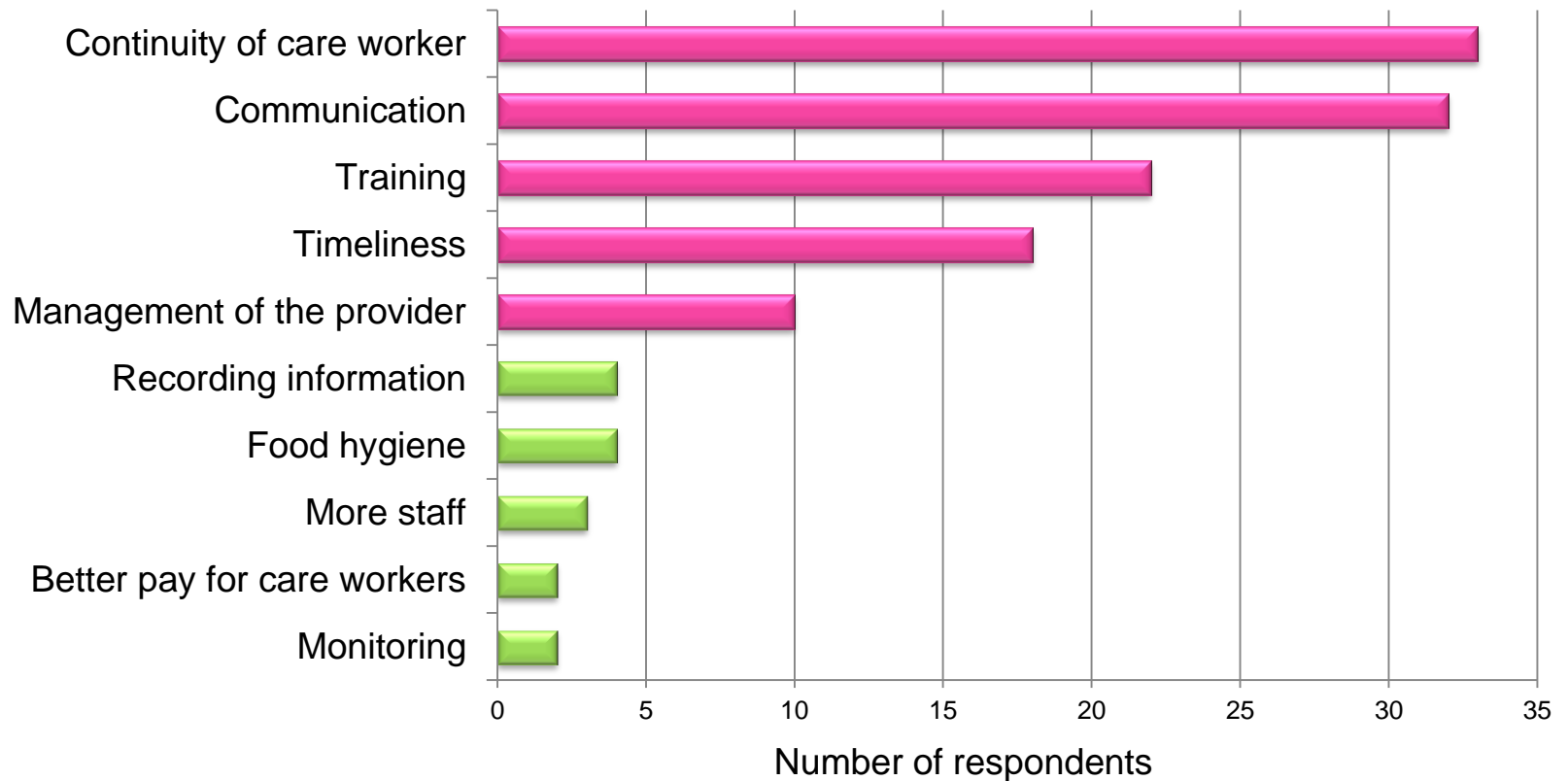
Responses

Provider	Service user survey	Carer and relative survey	Care worker survey	Total
Allied Healthcare	36	16	0	52
Careline	49	39	4	92
Carewatch	30	19	0	49
CASA (Care and Share Associates)	24	20	3	47
St Anthony of Padua	24	14	0	38
Other	35	15	33	83
Provider field empty in survey	1	1	0	2
Total	199	124	40	363
Total surveys sent out	1376	909	na	na
Response rate	14.5%	13.6%	na	na



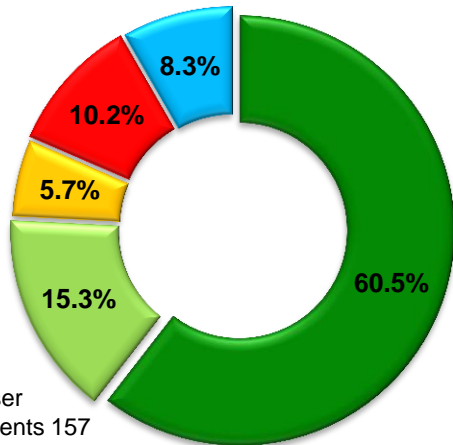
Improvements

Q23: Is there anything that can be improved with the service?



Other areas of concern: Medicine management & Complaints handling

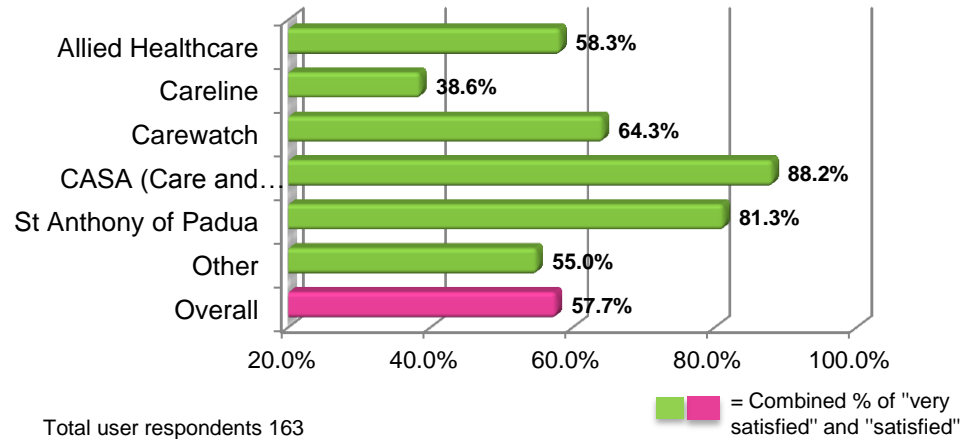
Q12: If the care worker helps the person you care for with their medication, do



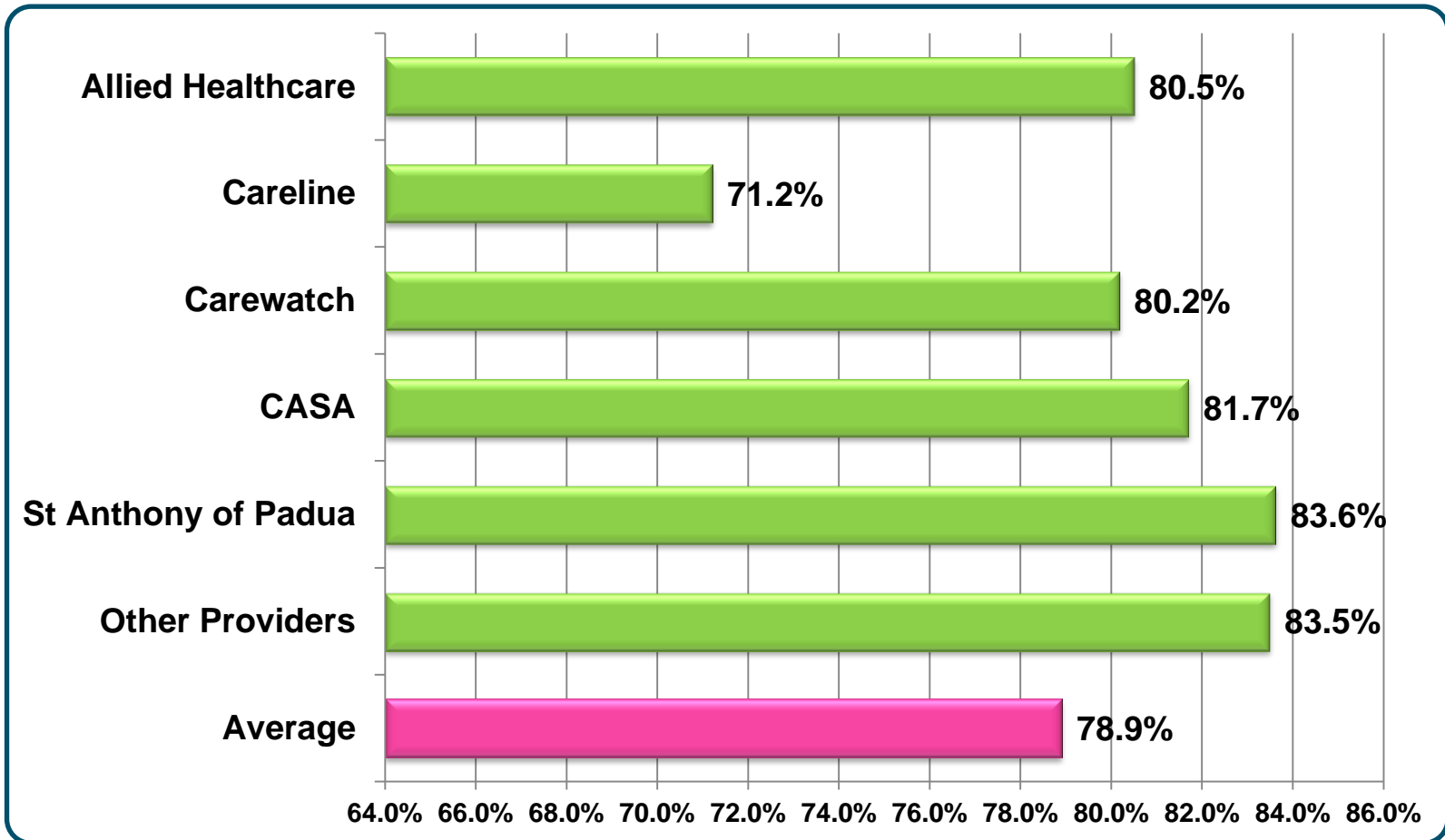
Total User respondents 157

■ Always ■ Mostly ■ Partly
■ Never ■ Don't know

Q19: If you have made a complaint to the home care service, have you been satisfied with how the complaint was handled?



Results by provider



Recommendations

Continuity of care worker

Importance, performance indicators, NICE guidance

Medicine management

NICE guidance, Performance indicators, training, lapses investigated

Communication between provider and user

Performance indicator

Complaints procedure

Performance indicator, best practice sharing

Sufficient time for visits

NICE guidance, quality assurance system



Influencing the service

Commissioner

- Presented finding
- Valued
- Agree incorporate all the findings!

Health Scrutiny Committee

- 45 minutes
- Endorsed that recommendations be incorporated in tender
- Agreed that continuity of care worker be prioritised

Wider distribution

- Presented to Elder Council, Wellbeing and Health open Forum, report send out widely





THANK
YOU

For your participation