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’t know views of service users
6. Hidden & underfunded service
7. Opportunity to influence before commissioning

Responses

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

Q18B: Overall are you satisfied with the quality of care provided by the home care service?

- Very satisfied: 40.7%
- Satisfied: 50.6%
- Dissatisfied: 7.1%
- Very dissatisfied: 1.3%
- Don’t know: 0.3%

Total respondents 317
Q23: Is there anything that can be improved with the service?

- Continuity of care worker
- Communication
- Training
- Timeliness
- Management of the provider
- Recording information
- Food hygiene
- More staff
- Better pay for care workers
- Monitoring

Number of respondents
Other areas of concern:
Medicine management & Complaints handling

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

- Always: 60.5%
- Mostly: 15.3%
- Partly: 8.3%
- Never: 10.2%
- Don’t know: 5.7%

Total User respondents 157

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

- Allied Healthcare: 38.6% satisfied
- Careline: 40.0% satisfied
- Carewatch: 55.0% satisfied
- CASA (Care and...): 58.3% satisfied
- St Anthony of Padua: 64.3% satisfied
- Other: 81.3% satisfied
- Overall: 57.7% satisfied

Total user respondents 163

= Combined % of "very satisfied" and "satisfied"
Results by provider

- Allied Healthcare: 80.5%
- Careline: 71.2%
- Carewatch: 80.2%
- CASA: 81.7%
- St Anthony of Padua: 83.6%
- Other Providers: 83.5%
- Average: 78.9%
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
For your participation