



Healthwatch Stockport Quality of Home Care Provision Report

Wednesday 11th December 2013

Executive Summary

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Quality of Home Care Provision Report

Report from: Healthwatch Stockport Quality of Home Care Provision Task & Finish Group

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Report Date: Wednesday 11th December 2013

1) Introduction

Healthwatch Stockport is an independent organisation which has the responsibility to take the health and social care experiences of local people to the appropriate authorities to be used to help shape and improve local services.

In view of the escalating needs of the population and the increasing number of providers of social and personal care we felt the need for more local information on care received in the home. This is an initial attempt to get some figures and also some narrative, which in many cases is more powerful, to the local providers.

The Quality of Home Care Task & Finish group first met as a LINK in April 2012. Research was carried out by the group on other work carried out in relation to the topic. Reports read by the group were:

- Who is looking after Uncle Albert (Lancashire LINK, 2011)
- Your Homecare, Your Rights (Manchester LINK, 2011)
- What standards you have a right to expect from the regulation of agencies that provide care in your own home (Care Quality Commission, 2011)
- The state of health care and adult social care in England: An overview of key themes in care in 2010/11 (Care Quality Commission, 2011)
- Close to home: An inquiry into older people and human rights in home care (Equality & Human Rights Commission, 2011)

The group were invited to visit Home Instead Senior Care, Cheadle Health to help gain an understanding of the homecare provision process. This experience helped the group understand the role of home care agencies, what they look for when recruiting candidates and their training,



CRB checks, travelling times between visits, consistency of staff and standards which they expect staff or the organisation to adhere to.

Following this, a survey was designed by the group to look into understanding user experience. We recognize that 44 responders naming approx 10 providers may be inadequate for accurate statistical analysis but it should not diminish the value of the information to the providers.

The results and the interpretation of some of the questions has, of course, left us with a need to follow up this report.

The survey design was started on 22nd July 2012 and completed on 26 July 2013. The prolonged period was due to governmental changes from LINK to Healthwatch Stockport made to strengthen up the voices of the people.

2) Acknowledgments

The Healthwatch Stockport Quality of Home Care Task & Finish group would like to extend many thanks to all the respondents who took time to complete our survey.

In addition, we would like to thank the following organisations for helping us in circulating the survey: Disability Stockport, Signpost Stockport For Carers, Stockport Library, Stepping Hill Hospital, Evergreens, Citizen's Advice Bureau, East Go Community Transport, Family Info Link, Stockport FLAG (For Local Advice and Guidance), Salvation Army, Stockport CP, Stockport Mind, The Wellbeing Centre, Walthew House, Care Needs Limited, Home Instead Senior Care Cheadle Heath, Home Instead Senior Care High Peak, Independent Options, Council Home Care Services, Quality Care Cheadle and Bluebird Care.

Thank you to Home Instead Senior Care Cheadle Heath for their support in helping the group to understand the role of home care agencies.

Thank you to the Healthwatch Stockport Reading Group for proof reading the survey and responding with many suggestions and advice.

The support of all of our stakeholders has been invaluable.

We hope this report is read by all care providers in Stockport.



3) Circulating the Survey

In June 2013, Healthwatch Stockport launched a survey for people who receive home care. The survey was circulated throughout June with a deadline for responses for 26th July 2013. The survey was circulated via the following organisations:

- Healthwatch Stockport
- Age UK Stockport
- Disability Stockport
- Signpost Stockport For Carers
- Stockport Library
- Stepping Hill Hospital
- Evergreens
- Citizen's Advice Bureau
- Easy-Go Community Transport
- Family Info Link
- Stockport FLAG (For Local Advice and Guidance)
- Salvation Army
- Stockport CP
- Stockport Mind
- The Wellbeing Centre
- Walthew House
- Care Needs Limited
- Home Instead Senior Care Cheadle Heath
- Home Instead Senior Care High Peak
- Independent Options
- Council Home Care Services
- Quality Care Cheadle
- Bluebird Care

A promotional piece on the survey was featured in the Stockport LINK newsletter in June 2011 and December 2012 and the Healthwatch Stockport newsletter in June 2013.

Articles on the task & finish group were featured in the Stockport Express and in May 2012 and May 2013. A piece was also featured in the Manchester Evening news in June 2013.



4) Executive Summary

Below is a summary of the results received from the 44 respondents to the survey:

- 86% stated that they had been involved in the planning of their care with three quarters stating that their care planning had involved their family or someone they trust. The majority of respondents said that their care plan was discussed yearly.
- 93% felt they knew who to speak to if they had a problem with their homecare service and 89.3% said they would feel comfortable speaking to somebody if they had a problem with their service.
- Over 1 in 5 said they were not always kept up to date with any changes such as change of staff visiting and pricing changes.
- A third of respondents said that their carers were always good time keepers with two third noting they were sometimes or mostly good time keepers. Just under 1 in 5 had received at least one missed call or visit in the last 6 months).
- 41.9% said their carer(s) did not always spend the time allocated in their care plan.
- Just over 9 in 10 said that times of visits were convenient to their needs.
- The majority of respondents had two different carers per week, with 10 respondents stating they had over four different carers per week.
- 95.1% reported a good relationship with their carers although over half said they had different carers unfamiliar to themselves at some point. 94.6% said that they could be flexible their carer(s) are flexible if their needs temporarily change.
- Nearly half of respondents said that their carer(s) always fulfil their needs according to their care plan, whereas the other half said that their carer(s) fulfil their needs sometimes or most of the time.
- Of those who needed help at mealtimes 3 in 5 respondents said that they got the help they needed, 95.2% said they had access to drinks as required and 93.1% said they got the help they need with personal care.
- Nearly a third of respondents said that they did not or only sometimes received the help they need with taking their medication.
- 83.7% said that they felt safe, comfortable and relaxed with their carer(s) and that their personal items or goods are safe.



- 4 out of 5 respondents felt their carers were able to assist them with equipment/aids all the time.
- 1 in 5 respondents felt they were only sometimes listened to by their carers
- 77.3% (34) said that their carer(s) can easily understand them and the same amount said that they can easily understand their carers.
- 92.1% (35) felt their cultural needs were well understood by their carers
- All respondents said they were treated with dignity and respect, with 88.1% of respondents noting this was all the time and 11.9% some of the time.
- Nearly half of respondents said that nobody had explained to them what a personal budget was.
- Over 7 in 10 respondents said they would recommend the provider/agency they use to other people.



5) Conclusion.

There are many questions regarding personal relationships with the carers, these have given us cause for confidence, although it can always be better. 86% had been involved in planning their own care, 93% knew who to contact and 89% fully comfortable in speaking up if they had a problem. 95% had a good relationship with their carer whilst 84% felt their property and they themselves were safe as well as comfortable. 92% felt that their cultural needs were met and 88% felt that they were always treated with respect and dignity.

There was a question around the number of carers, with the majority of respondents having two different carers per week and 10 respondents stating they had over four different carers per week. Questions were also raised around help at mealtimes with 2 in 5 respondents saying they did not get the help they needed at mealtime.

Communication was also flagged up, with 22.7% of respondents being unable to always understand their carers and have their carers understand them.

It is mainly in the questions relating to the administration and to elements of staff training that resulted in lower figures and some discontent. Two of our really big concerns relate to medication and knowledge of home and personal care equipment (Q1.21 + Q1.23). The rest are based around planning of care such as missed calls, information not up to date, changes in pricing and poor time keeping (possibly related to travel schedules).

We also have some concerns about knowledge of personal budgets. We are unable to clarify the situation of people who are “self funding” and may be unaware of possibilities and those funded in some way by the Local Authority who should be aware.



6) Recommendations.

a) Recommendation to the Local Authority Social Care Provider

What inspections are in place to ensure that recipients' care plans are fulfilled? We would like Healthwatch Stockport members to be involved in these if appropriate and possibly through our Enter & View Team.

b) Recommendation to Healthwatch Stockport Adult Social Care Team

This group should be involved in all future work.

c) Recommendation to Stockport Foundation Trust

For circulation as appropriate within the Trust.

d) Recommendation to Stockport Clinical Commissioning Group

We suggest that this could be distributed to Practice Managers to be brought to the attention of all staff who may do home visits where other Home Care Agencies are involved.

e) Recommendation to The Health & Wellbeing Board

For a possible agenda item and discussion at their meetings and/or circulation as they see appropriate.

f) Recommendation to NHS England Patient Experience Team (Greater Manchester)

For its possible help in the development of the KNOW ME TOOL, which we believe may be tested out in Stockport's first Integration Hub.