

# Healthwatch Stockport Quality of Home Care Provision Report

Wednesday 11<sup>th</sup> December 2013

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## Quality of Home Care Provision Report

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

**Task group:** Mike Lappin, Les Pattison, Lucie Newsam, Joyce Drummond, Carol Stokes, Sheelagh Peel.

**Report Date:** Wednesday 11<sup>th</sup> December 2013

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### 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 26<sup>th</sup> 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.

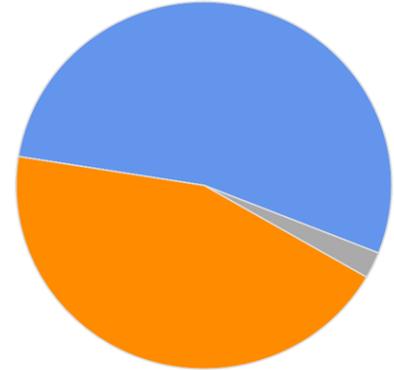


## 4) Survey Respondents

Overall 44 responses were received to the survey although not every respondent answered every question. Of those who completed the survey:

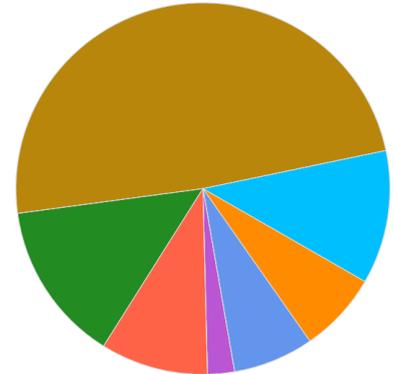
### Gender (Q3.1)

53.5% were female and 44.2% were male. 2.3% preferred not say. This meant a fairly even response rate from both male and female residents who receive home care.



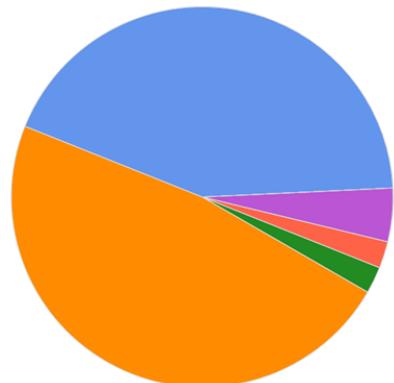
### Age (Q3.2)

48.8% were aged 80-89, 14% were aged 70-79, 11.6% were aged 90+, 9.3% were aged 60-69, 7% were under 40 years old, 7% were aged 40-49 and 2.3% were aged 50-59. This means that over half of the people surveyed were over 80 years old.



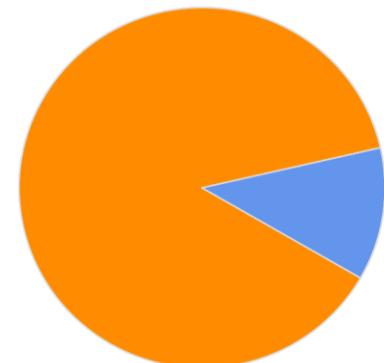
### Ethnicity (Q3.4)

47.7% identified as White British, 43.2% identified as White English, 4.5% identified as White Irish, 2.3% identified as White & Asian and 2.3% identified as another ethnic group.



### Disability (Q3.5)

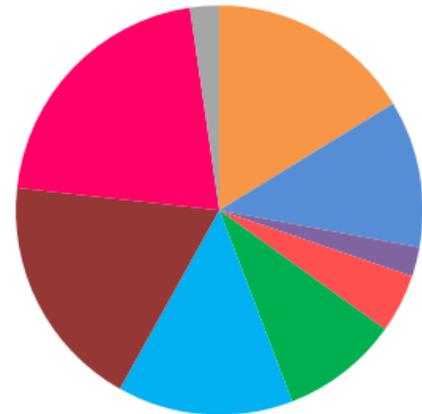
88.1% stated they had a disability and 11.9% stated they did not have a disability.





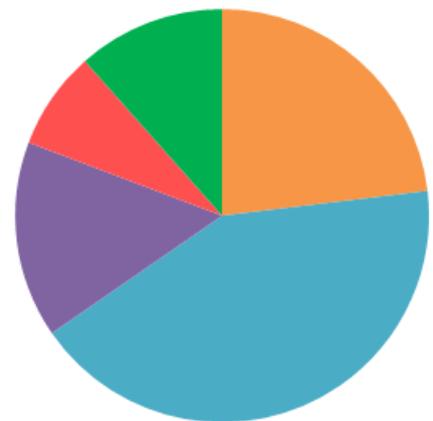
### Area of Stockport (Q3.3)

**20.90%** were from SK8, **18.60%** were from SK7, **16.3%** were from SK1, **14%** were from SK6, **11.6%** were from SK2, **9.3%** were from SK5, **4.7%** were from SK4, **2.3%** were from SK3 and **2.3%** were from outside of Stockport.

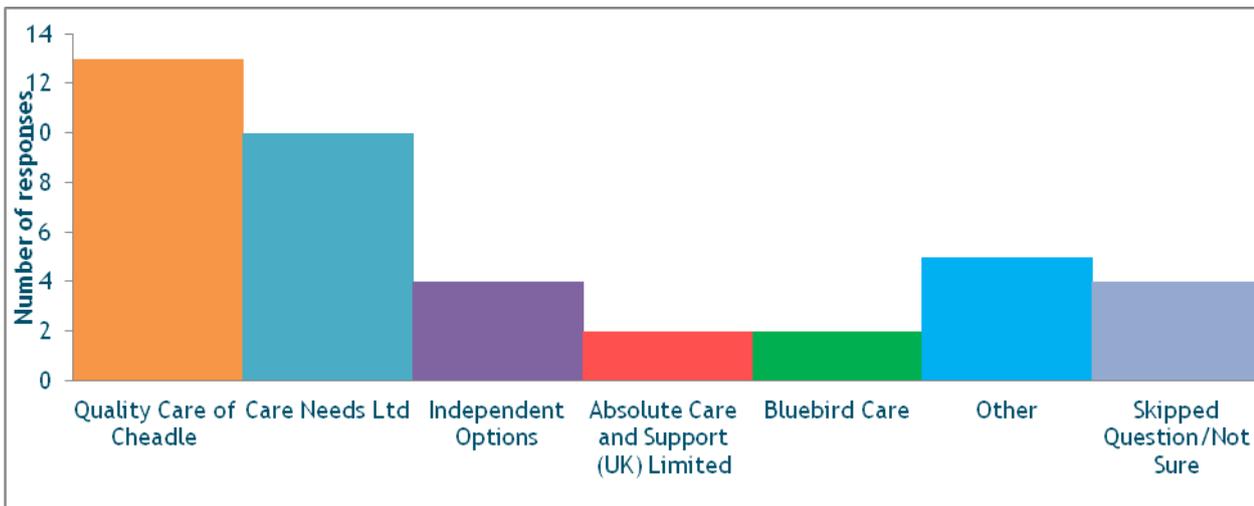


### Completing the survey (Q3.7 & Q3.8)

**61.4%** of respondents had support to help them complete the survey. **42.3%** of respondents had support from their child **23%** had support from a partner, **15.4%** had support from a parent, **7.7%** had support from a friend and **11.5%** had support from their support worker or carer.



### Which homecare/personal care service provider/agency do you use? (Q1.29)



Others included: Abacus Homecare, Stockport CP, Individual Solutions SK, Bridge Care Service and Assured Care Stockport. Feedback on providers corresponded to the organisations who supported in circulating the survey, with the exception of Home Instead Senior Care.

For a blank copy of the survey, please contact the Healthwatch Stockport office on 0161 477 8479 or email [info@healthwatchstockport.co.uk](mailto:info@healthwatchstockport.co.uk).



## 5) 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.

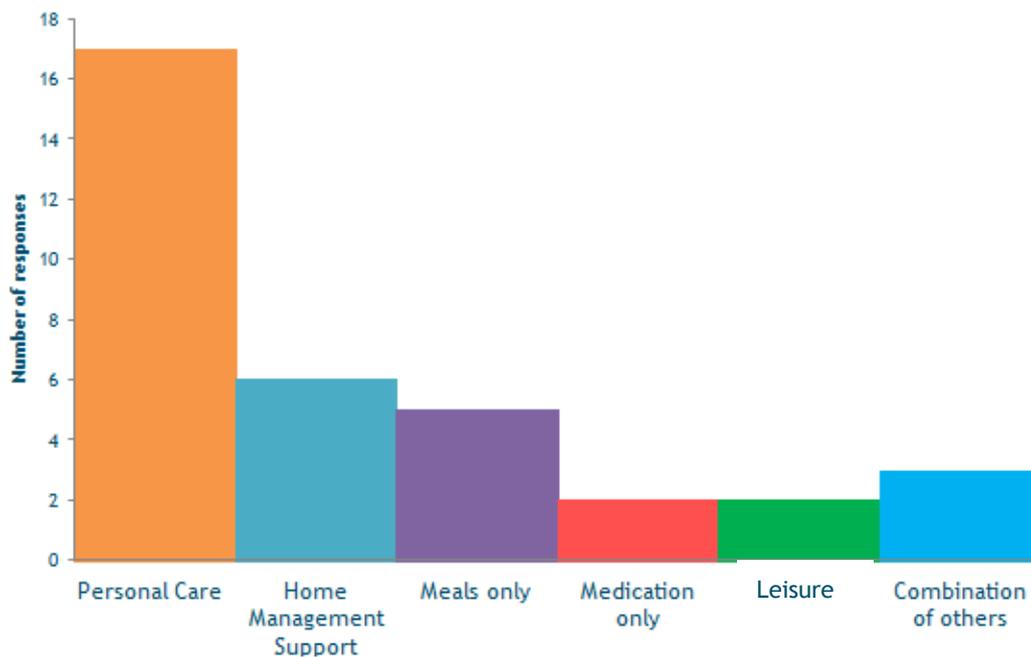


## 6) Key Findings

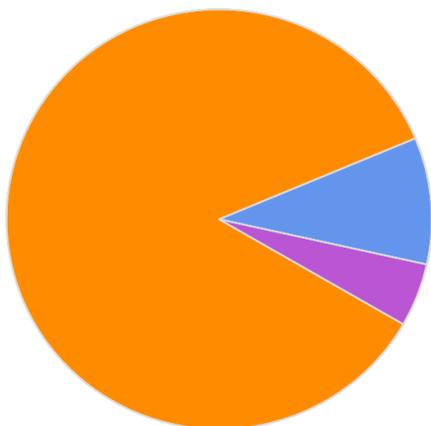
The research has identified a number of key findings as summarised above. What follows are more detailed analysis of the data collected including both qualitative and quantitative information.

### About Your Care

Please describe the type of homecare/personal care you receive (Q1.1)



Do you have an on-going health or social care need? (Q2.1)

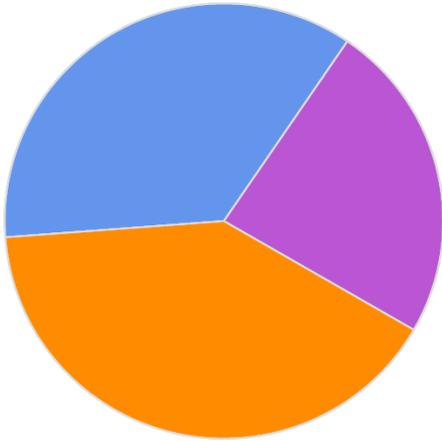


**72.7%** (32) of respondents had an ongoing health or social care need, while **25%** (11) said they might have and one person (**2.3%**) said they hadn't.

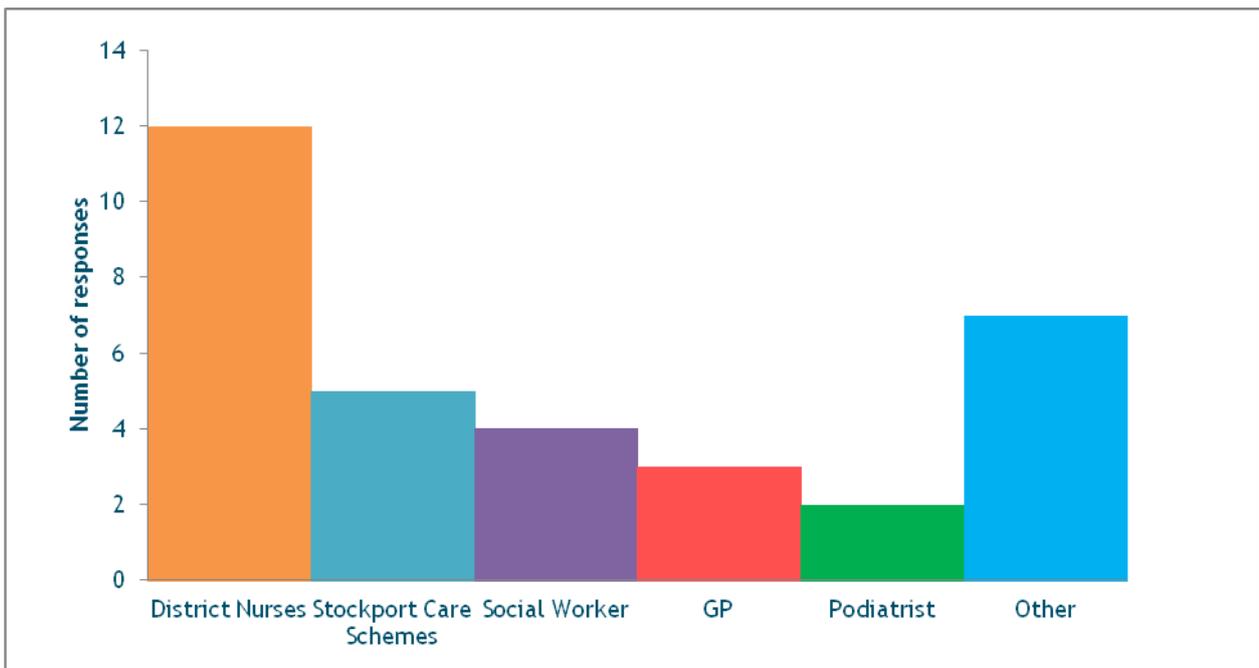
Respondents had a variety of ongoing health and social care needs including issues with eyesight, mobility, dementia, learning disabilities, diabetes, stroke survivors, osteoporosis, mental health issues, Down's Syndrome, anxiety, Parkinsonism and loneliness.



Do you see other health & social care professionals on a regular basis (for e.g. District Nurse, Social Worker, Age UK etc)? (Q2.2)



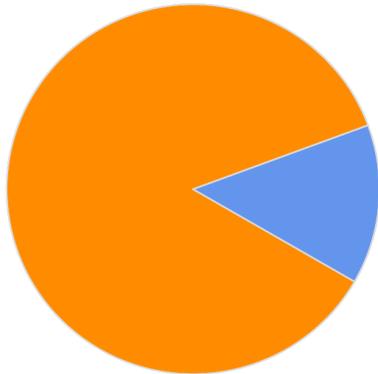
40.5% (17) saw other health and social care professionals on a regular basis, 35.7% (15) sometimes saw other professionals and 23.8% (10) did not see anybody else.



Of the 76.2% (32) respondents who did see other health & social care professionals on a regular basis, 12 people saw a district nurse, 5 used Stockport Care Schemes, 4 had a social worker, 3 saw their GP and 2 saw a podiatrist. Other visitors include a physiotherapist, an oxygen nurse, a CPN support worker, an occupational therapist, psychiatrist and Age UK Stockport.



## Were you involved in the planning of your care? (Q1.2)



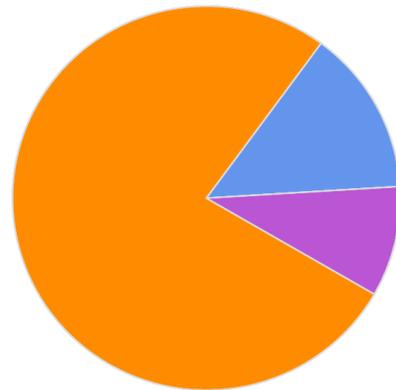
86% (37) of respondents stated that they had been involved in the planning of their care.

Of the 14% (6) who stated that they had not been involved in the planning of their care, those who added an additional comment noted that either social services or the hospital arranged the care.

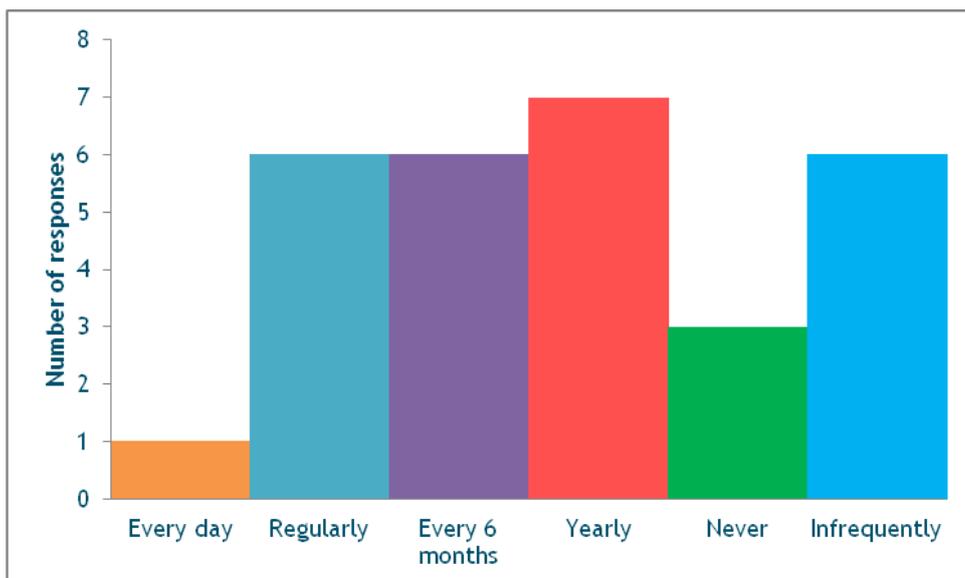
## Did this planning involve your family or someone you trust? (Q1.3)

76.7% (33) of respondents said that their care planning had involved their family or someone they trust and 14% (6) of respondents said that they were not asked if their family or someone they trust would like to be involved.

9.3% (4) said they did not need or want to involve family or somebody they trust.



## How often is your care plan discussed between you and your homecare provider? (Q1.4)



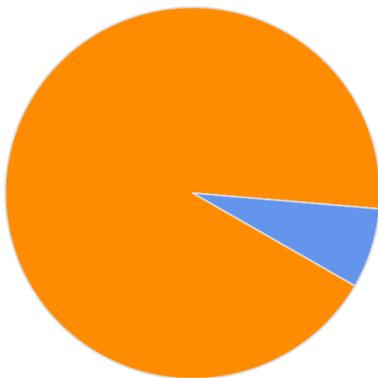
On being asked how often their care plan is discussed between themselves and their homecare provider, the majority of respondents said that their care plan was discussed **yearly**.



As this question was open, not every respondent answered with an exact timeframe, with equal amount of respondents indicating that their care plan was discussed **regularly** or **infrequently**. The same number of people had their care plan discussed **every 6 months**, while three people said that their care plan had **never** been discussed and one person noting theirs was discussed **every day**.

Many comments noted that if they wished to discuss their care plan, they could when needed: *“Long term plan so manager discussion when needed”*, *“As required a care plan is discussed with my social worker and relayed to the provider”* and *“Never - if required we would telephone and discuss our requirements.”*

### Do you know who to speak to if you have a problem with your homecare service? (Q1.5)

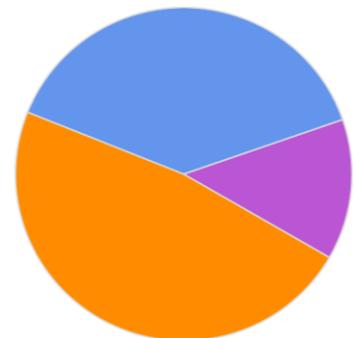


**93%** (40) felt they knew who to speak to if they had a problem with their homecare service.

89.30% (28) of respondents said they would feel comfortable speaking to somebody if they had a problem with their service. Of those who said they would not feel comfortable, one respondent said they had *“questioned them once and have blotted my copybook”*.

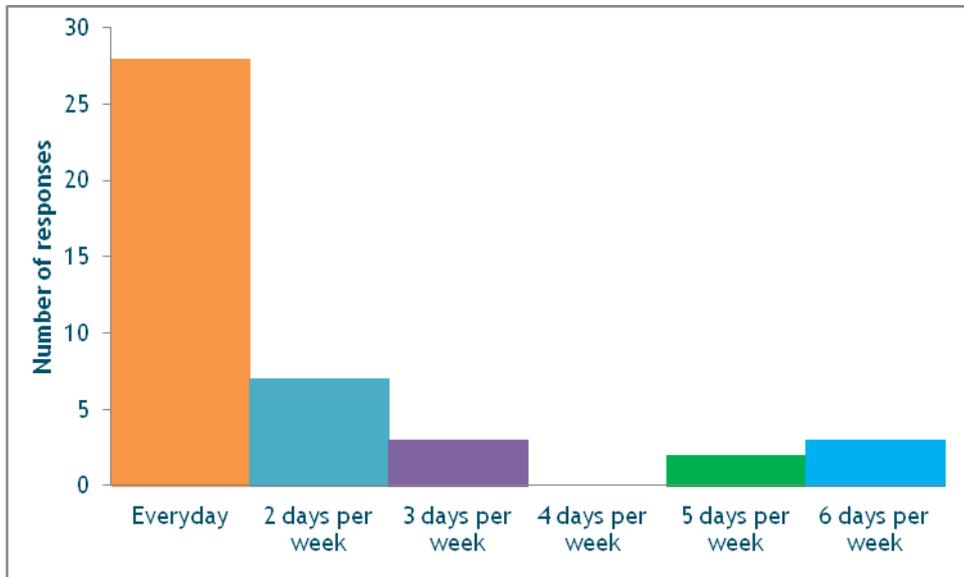
### Does the Homecare provider keep you up to date with any changes (e.g. change of staff visiting, pricing changes etc.)? (Q1.6)

**47.7%** (21) said they were always kept up to date with any changes such as change of staff visiting and pricing changes. **38.6%** (17) respondents said they were sometimes kept up to date on such details and **13.6%** (6) said they were never kept up to date.

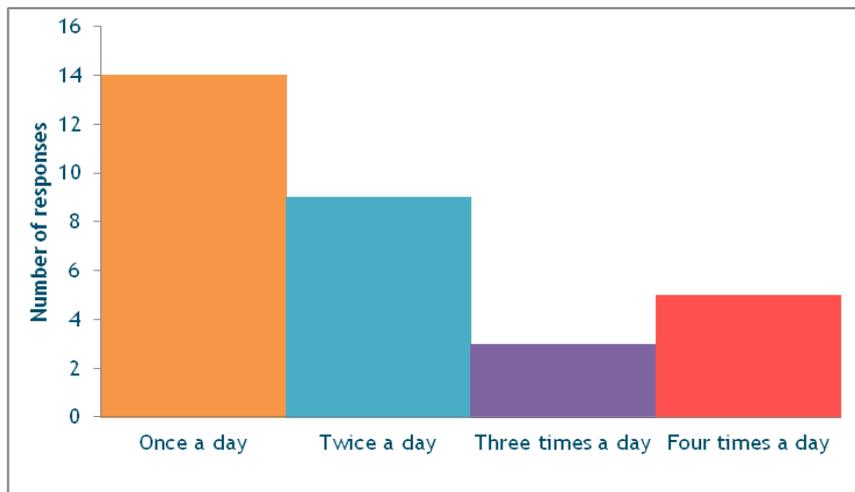




How often does your carer(s) visit? (Q1.7)



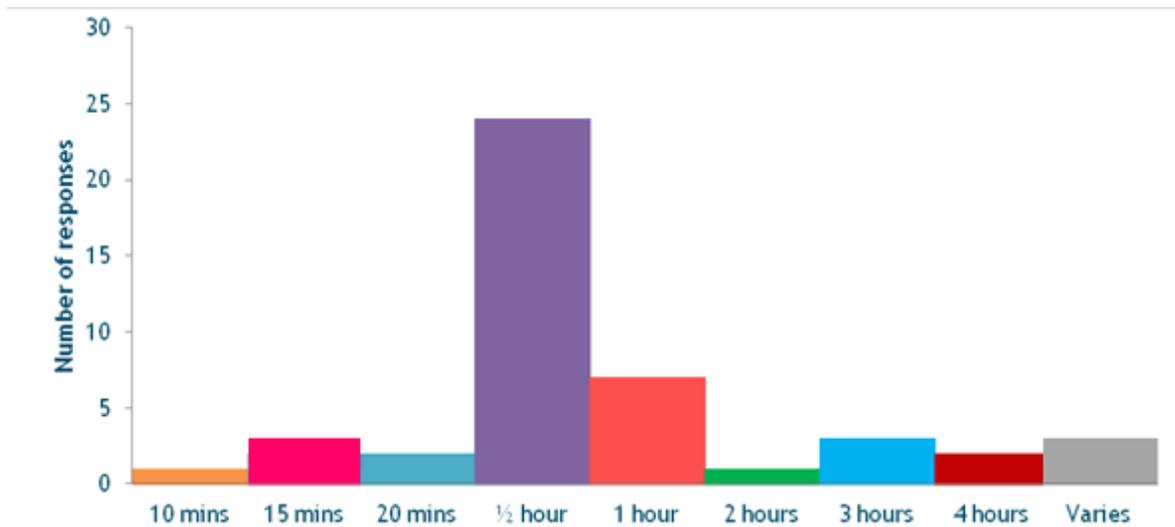
The majority of respondents (65.1%/28) had home care every day, with 16.3% of respondents (7) receiving care 2 days per week and the rest between 3-6 days a week.



The majority of respondents (45%/14) were visited once a day by carers, with 29% of respondents (9) receiving care twice a day, 9.7% (3) three times a day and 16.1% (5) four times a day. One respondent received different numbers of visits dependent on what day the visit as carried out.

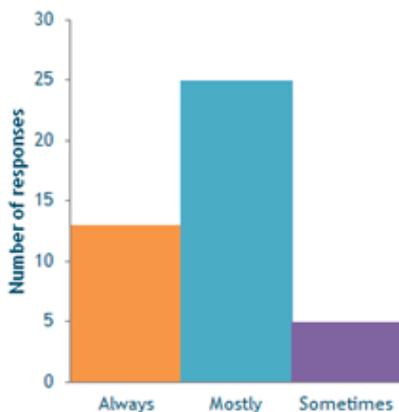


### How long does your carer(s) spend with you at each visit? (Q1.8)



The majority of carers were with respondents for ½ hour per visit (24). Some visits varied, such one respondent who noted that their carer stays for a minimum 2 hours and a maximum of 8 hours per day. Another noted that time spent with them varies based on whether the carer is carrying out shopping or cleaning.

### Are your carer(s) good time keepers? (Q1.9)

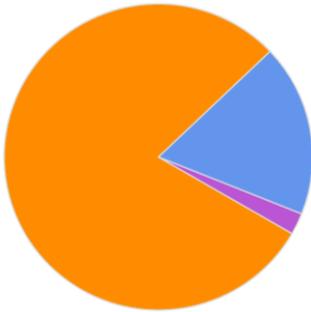


58.1% (25) said that their carers were mostly good time keepers, 30.2% (13) said they were always good time keepers and 11.6% (5) said they were sometimes good time keepers.

The majority of respondents who commented said that the carers usually get in contact if there are any changes (5 respondents). Several respondents noted the time between appointments as an issue, with comments on travelling time and the complexity of the treatment of the person seen before them.



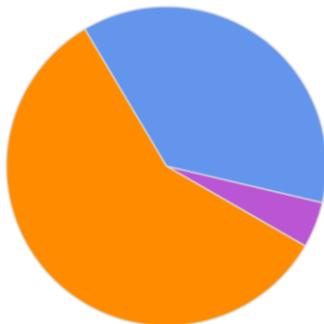
## Have you ever had any missed calls/visits? (Q1.10)



On being asked if respondents had ever had any missed calls or visits, **79.5%** (35) said they had never had any missed calls or visits, **18.2%** (8) said that they sometimes had missed calls or visits (between 1-5 times in last 6 months).

**One** person said that they frequently had missed calls or visits (more than 5 times in last 6 months).

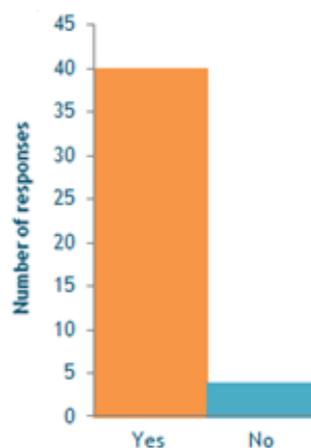
## Does your carer(s) spend the time allocated in your care plan? (Q1.11)



**58.1%** (25) said their carer(s) always spent the time allocated in their care plan, **37.2%** (26) said that carer(s) mostly spent the time allocated in their care plan and **4.7%** (2) said that carer(s) sometimes spent the time allocated in their care plan.

## Are the times of the visits convenient to your needs? (Q1.12)

**90.9%** (40) said that times of visits were convenient to their needs **9.1%** (4) said that times of visits were inconvenient to their needs.

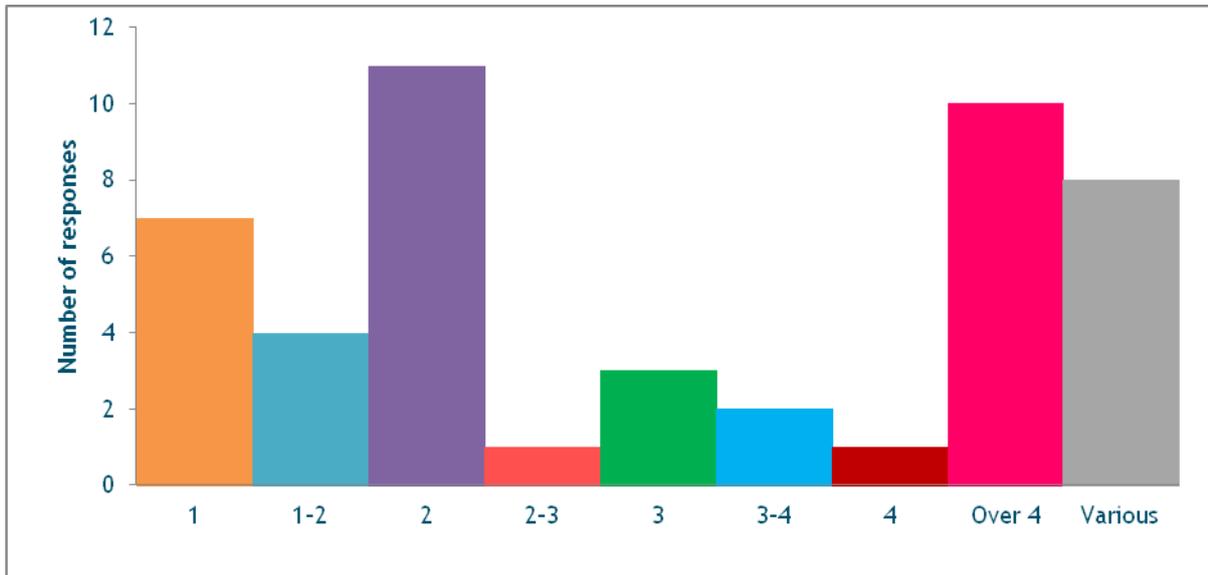


Of those who responded that times were not convenient to their needs, one respondent felt their carer visited too late in the evening and another said that the office doesn't keep to the regular times - however, they stated that this is not the carers fault. Some respondents commented that some visits are too early.



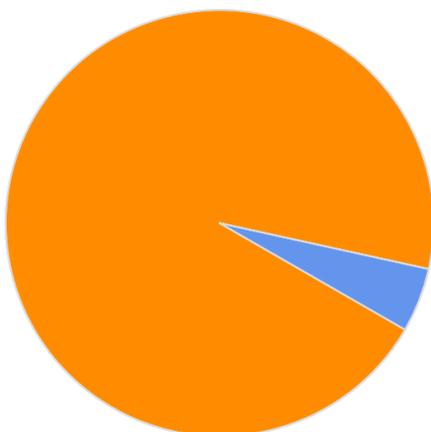
Of those who responded that times were convenient to their needs, some commented that carers will fit into working hours of family or other professionals. Carer’s ability to be flexible (such as when hospital appointments need to be arranged) was also outlined as a positive.

**How many different carers do you usually have in one week? (Q1.13)**



The majority of respondents (11 people) had two different carers per week, with 10 respondents stating they had over four different carers per week. 8 respondents said that the number of different carers varied week to week. Additional responses to this question included a respondent stating that they “mostly have the same two carers in the week but can have different ones at the weekends” and another that felt that they received “Many different carers. Continuity would be better.”

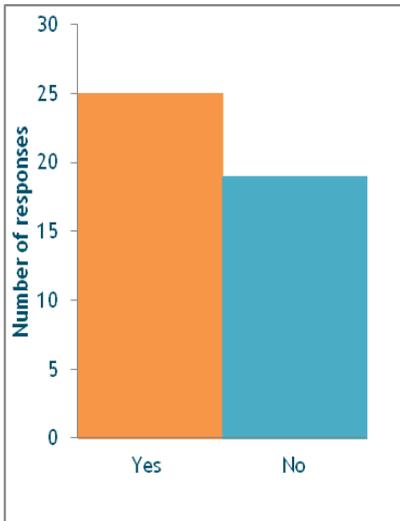
**Do you feel you have a good relationship with your carer(s)? (Q1.14)**



95.1% (39) reported a good relationship with their carers with 4.9% (2) saying they did not have a good relationship with their carers.



**Do you ever have different carers that are unfamiliar to you? (Q1.15)**



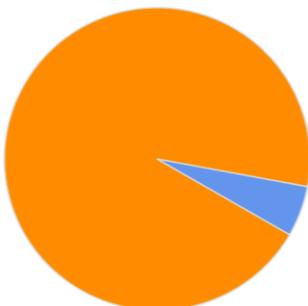
**56.8%** (25) said they had different carers unfamiliar to themselves at some point.

Although several commented that this only happened occasionally (such as when their usual carer was on holiday or sick leave), some commented that happened ‘all the time’ or ‘every week’.

One comment, completed by a relative noted that “this is quite upsetting as I cannot build up relationships with same people (very important especially in dementia)”. Another comment said that if the agency is sending a new carer they would, “prefer to know as I don’t know who to expect on the day”.

Positive comments from respondents included that new carers “always introduce themselves as I’m able to show them where everything is kept” and that “any new carers shadow first”. One respondent took the opportunity to note that they are very satisfied with their current carers.

**Are your carer(s) flexible if your needs temporarily change (for e.g. you need help to attend an appointment)? (Q1.16)**



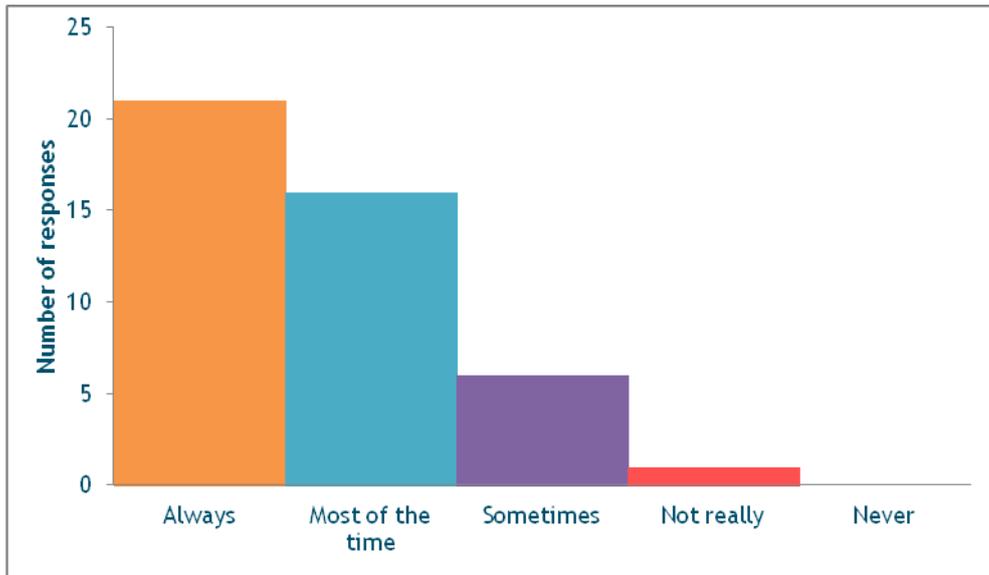
On being asked if their carer(s) are flexible if their needs temporarily change, **94.6%** (35) said that they could be flexible and **5.4%** (2 people) saying could not.

The majority comments on this subject from respondents said that carers were sometimes flexible (4 comments). Others said that they could be flexible with notice and prearranging.



One respondent said that carers were usually very cooperative; however another said that they cancelled the care package for one weekend in hospital, “I was just in one day and they suspended care.”

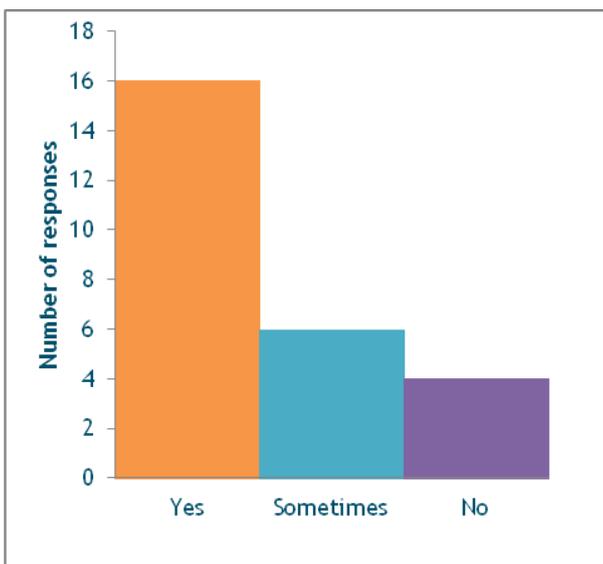
**Do you feel your carer(s) fulfil your needs according to your care plan? (Q1.17)**



**48.8%** (21) said that their carer(s) always fulfil their needs, **37.2%** (16) said that their carer(s) fulfil their needs most of the time and **11.6%** (6) said that their carer(s) only sometimes fulfil their needs according to their care plan.

**Do you get the help you need at meal times? (Q1.18)**

43.9% of respondents did not need help at mealtimes, of the 56.1% who needed help:



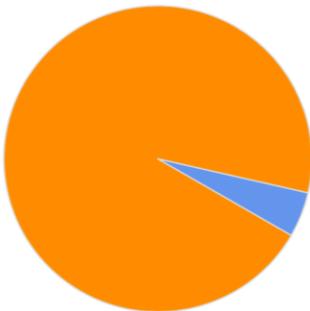
**61.5%** (16) said that they got the help they needed at mealtimes. **23.1%** (6) said they sometimes got the help they needed and **15.4%** (4) said they did not get the help they needed.

One respondent said that they are refused help from carers in help at meal times and another noted that some carers ask if the respondent has had their tea but only 2 or 3 occasions made a proper meal.



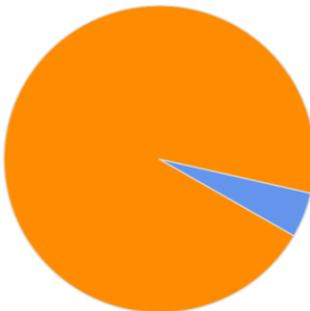
One comment was received noting that when the family member went away on holiday, they arranged with the agency that the carer would stay for an hour at lunchtime to give [the person being cared for] for a meal. A detailed list of instructions was left in the carer's book on where food was and how to use the oven etc. The office staff did not tell the carer who assumed [the person being cared for] was making a mistake in expecting lunch and must not have read the detailed instructions.

### Do you have access to drinks as required? (Q1.19)



95.2% (40) said they had access to drinks as required, 4.8% (2) said they did not. One of the respondents who noted they did not have access to drinks as required noted that they had to be given drinks as they are immobile at present and totally reliant on others.

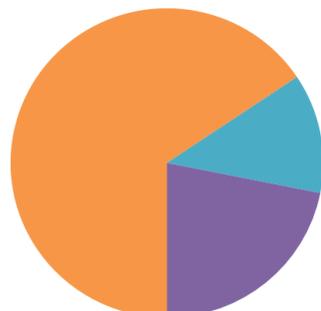
### Do you get the help you need with personal care (e.g. washing, dressing, going to the toilet)? (Q1.20)



93.1% (27) said they got the help they need with personal care and 6.9% (2) said they sometimes got the help they need with personal care.

No respondents said they did not get to help they needed.

### Do you get the help you need with taking your medication? (Q1.21)

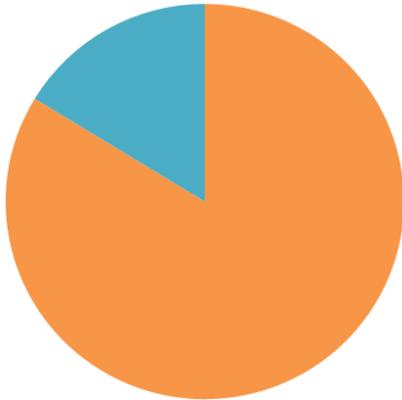


67.7% (21) said they received the help they need with taking their medication, 22.6% (7) of respondents said they did not receive the help they need and 12.9% (4) said they sometimes received the help they needed. No respondents who stated they did not receive the support they needed with taking medication left any additional comments.

One respondent noted that the care agency had worked with the pharmacist to supply easy to open bubble packaging to enable them to continue to take their own medicine without support.



Do you feel safe, comfortable and relaxed with your carer(s) and that your personal items/goods are safe? (Q1.22)



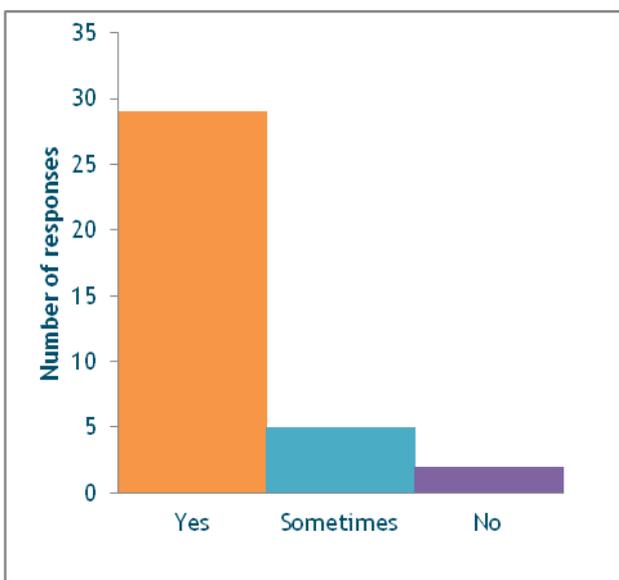
**83.70%** (36) said that they felt safe, comfortable and relaxed with their carer(s) and that their personal items or goods are safe and **16.30%** (7) said that they sometimes felt this way.

The majority of comments on this question were from relatives of those cared for. One relative commented, “with most [carers] I feel very comfortable, with some I don’t” and another said they felt safe with the carers, “but don’t like [person cared for] going upstairs on [their] own.”

One person cared for said, “I am not comfortable with all of my carers, some I only see once or twice. I don’t think that my things are unsafe necessarily.”

Positive comments included, “They give me no reasons to mistrust them”, “Excellent” and “[name of person cared for] is always treated with respect and care. Staff are fully trusted.”

Does your carer(s) know how to assist you if you need equipment/aids to help you around your home? (Q1.23)

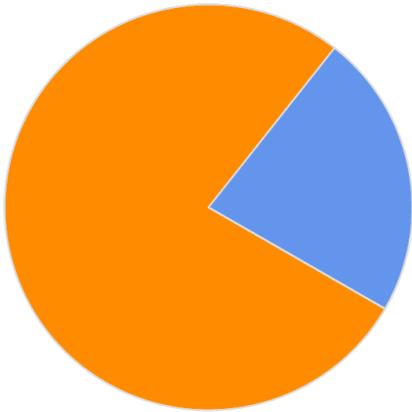


**80.6%** (29) felt their carers were able to assist them with equipment/aids, **13.9%** (5) sometimes felt of respondents felt their carers were able to assist them and **5.6%** (2) felt their carers were unable to assist them with equipment/aids.

One person commented that they did not have special aids but their carers don’t know how to operate the shower.

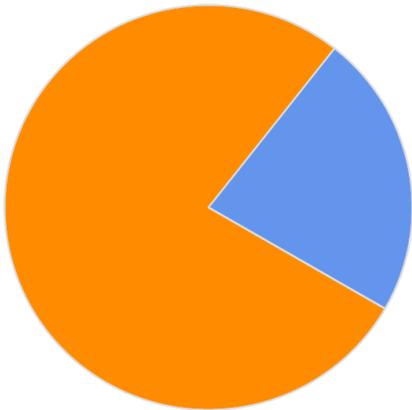


Do you think your carer(s) easily understand what you are saying? (Q1.24)



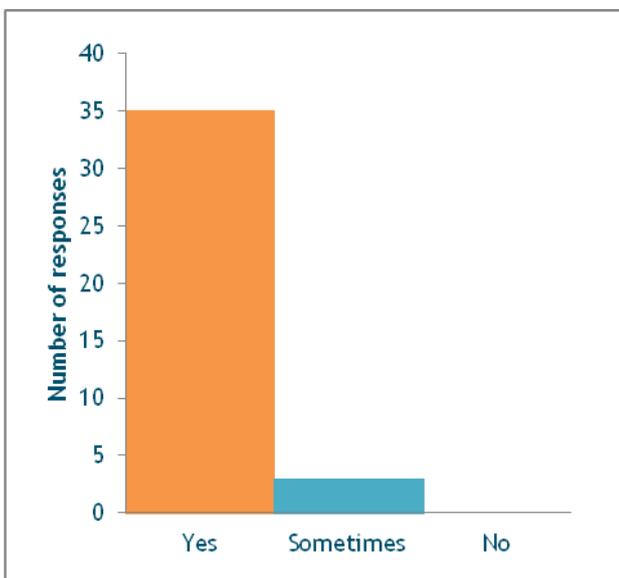
77.3% (34) said that their carer(s) can easily understand them and 22.7% (10) said their carers can sometimes understand them.

Do you easily understand what your carer(s) is saying? (Q1.25)



77.3% (34) said that they can easily understand their carer and 22.7% (10) said they can sometimes understand their carer.

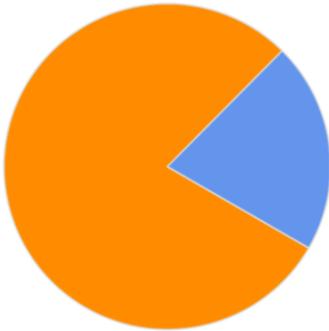
Do you believe your cultural needs are well understood by your carer(s)? (Q1.26)



92.1% (35) felt their cultural needs were well understood by their carers and 7.9% (3) felt their cultural needs were sometimes understood by their carers.



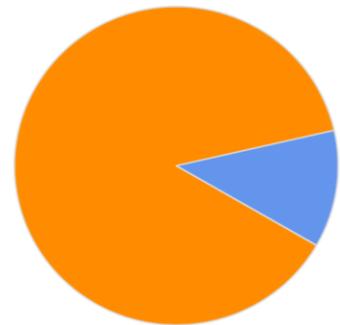
**Do you feel listened to? (Q1.27)**



79.1% (34) felt that they were listened to and 20.9% (9) felt they were sometimes listened to.

**Do you believe you are treated with dignity and respect? (Q1.28)**

88.1% (37) felt they were treated with dignity and respect and 11.9% (5) felt they sometimes were.



**Have you previously changed your homecare provider due to poor service? (Q1.30)**



90.5% (38) said that they had not and 9.5% (4) said they had previously changed their homecare provider due to poor service.

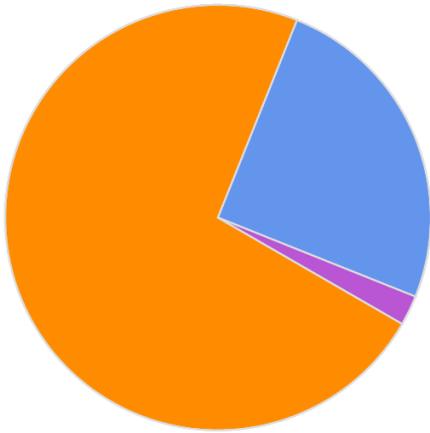
Of those who had changed their provider, one respondent noted that their original provider was not suitable because “they could only offer very early starts” and that they “also lapsed in other ways.” Another respondent said that they had changed because of “poor time keeping”, “sometimes no visit at all” and “different carers”. Another respondent said they switched because of “care workers discussing other service users with myself.”

Another respondent, who noted that they has not changed their provider said that “initial provider could not offer me times of day to meet my needs.”

For those who had not changed their providers, comments included, “new homecare provider highly recommended by a close friend” and “fully satisfied with the service”.



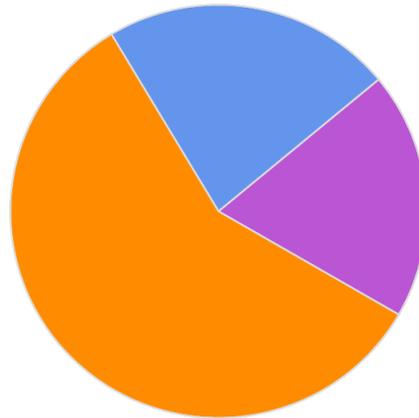
## Overall would you recommend the provider/agency that you use to other people? (Q1.31)



72.7% (32) said they would recommend the provider/agency they use to other people, 25% (11) said they would maybe recommend and one person (2.3%) said they would not recommend.

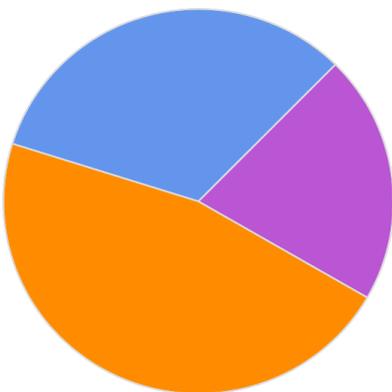
## Of those who would recommend their home care provider to other people:

58.1% (18) paid for all of their own care, 22.6% (7) paid for part of their care and 19.4% (6) did not pay for their own care



## Additional Information

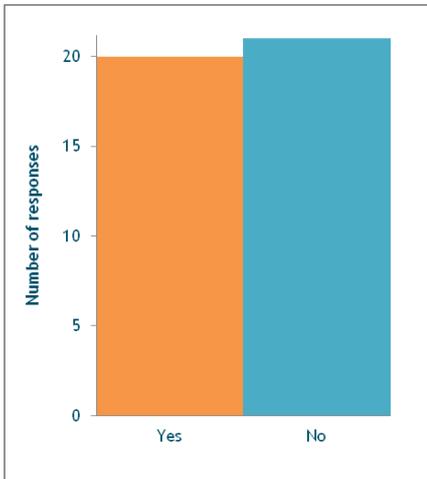
### Do you pay for your own care? (Q2.3)



46.5% (20) respondents paid for all of their care. 32.6% (14) paid for part of their care and 20.9% (9) had their care paid for them.



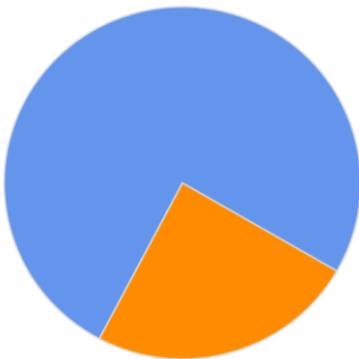
**Has someone explained to you what a personal budget is? (Q2.4)**



51.2% (21) said that someone had not explained what a personal budget was, whereas 48.8% (20) had been told.

Of those who had **not** received information on what a personal budget is, 38.1% (8) received partial support to pay for their care and 9.5% (2) did not pay for their own care.

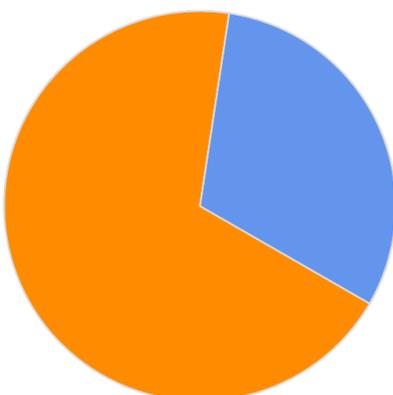
**Do you use a personal budget? (Q2.5)**



75.6% (31) of respondents did not use a personal budget and 24.4% (10) did. The majority of respondents did not have any issues with their personal budget. One person said they did have concerns, but did not state what.

Some budgets were managed by parents or families of those receiving care.

**Has the possibility of alterations to your home (e.g. equipment, handrails, showers, ramps etc...) been discussed? (Q2.7)**

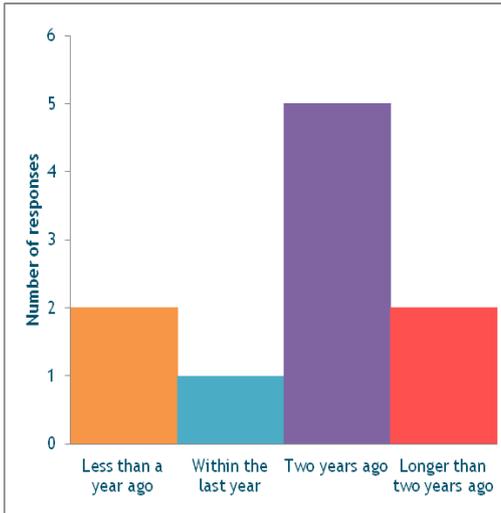


69% (29) of respondents had had a discussion around alterations to their home 31% (13) had not.



If yes, have you had an assessment for the possibility of alterations to your home (e.g. equipment, handrails, showers, ramps etc...)? If so when? (Q2.8)

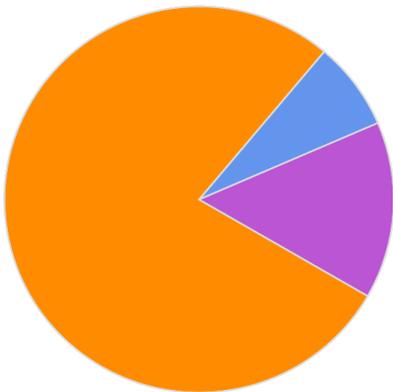
Of those who had discussed the possibility of alterations to their home, 16 had received an assessment, with one person waiting for a second assessment. One respondent noted their family has fitted handrails to stairs.



Of those who had received an assessment, **two** respondents had been assessed less than a year ago, **one** within the last year, **five** two years ago and **two** longer than two years ago.

The majority of respondents did not state when they received their assessments.

Has the work been carried out yet? (Q2.9)



Of those who were receiving alterations to their home, **77.8%** (21) were complete, **7.4%** (2) were currently receiving the alterations and **14.8%** (4) had not been started.



## 7) 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.



**8) 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.



## 9) References

Who is looking after Uncle Albert (Lancashire LINK, 2011)

<https://www.ewin.nhs.uk/resources/item/309/report-on-domiciliary-care-whos-looking-after-uncle-albert>

Your Homecare, Your Rights (Manchester LINK, 2011)

<http://www.manchesterlink.org.uk/yourhomecare>

What standards you have a right to expect from the regulation of agencies that provide care in your own home (Care Quality Commission, 2011)

[http://www.cqc.org.uk/sites/default/files/media/documents/6436\\_cqc\\_carehome.pdf](http://www.cqc.org.uk/sites/default/files/media/documents/6436_cqc_carehome.pdf)

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)

[http://www.cqc.org.uk/sites/default/files/media/documents/state\\_of\\_care\\_2010\\_11.pdf](http://www.cqc.org.uk/sites/default/files/media/documents/state_of_care_2010_11.pdf)

Close to home: An inquiry into older people and human rights in home care (Equality & Human Rights Commission, 2011)

<http://www.equalityhumanrights.com/legal-and-policy/inquiries-and-assessments/inquiry-into-home-care-of-older-people/close-to-home-report/>

*Healthwatch Stockport [December 2013]*



## 10) Distribution

This report will be distributed to the following:

Local Authority Quality Team

Health and Wellbeing Board

Health & Wellbeing Scrutiny Committee

Adults and Housing Scrutiny Committee

Local Authority contracting department

Safeguarding Board

NHS Stockport Clinical Commissioning Group

Care Quality Commission

Healthwatch England

Head of Community Nursing Services

Head of Community Podiatry services

Adult Social Care Personalisation Services

Voluntary Organisations

- Age UK Stockport
- Disability Stockport
- Signpost Stockport For Carers
- Easy-Go Community Transport
- Family Info Link
- Stockport FLAG
- Stockport CP
- Stockport Mind
- Walthew House

Home Care Agencies

- Care Needs Limited
- Bluebird Care
- Independent Options
- Home Instead Senior Care Cheadle Heath
- Home Instead Senior Care High Peak
- Council Home Care Services
- Quality Care Cheadle

Healthwatch Stockport website [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk)



## Appendix i - About Healthwatch Stockport

Healthwatch is an independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

Healthwatch Stockport is a membership organisation run by volunteers with an interest in health & social care.

They are supported by a team of staff to offer help to members carrying out activity on behalf of the organisation. Healthwatch Stockport is part of a network of other local Healthwatch organisations and is supported by Healthwatch England, a national body.

**Healthwatch Stockport has been given powers in legislation to help them carry out their role.**

**These include being able to:**

- Enter & View places where publicly funded health and social care takes place;
- Promote and support local people to be involved in monitoring, commissioning and provision of local care services;
- Obtain local people's views about their needs for and experience of local care services;
- Tell agencies involved in the commissioning, provision and scrutiny of care services about these views;
- Produce reports and make recommendations about how local health and care services could or should be improved;
- Have a seat on the local authority statutory Health & Wellbeing Board where they are an important contributor to the local work on reducing health inequalities;
- Help Healthwatch England carry out its role as national champion by telling it about the views and experiences of local people;
- Work with Stockport FLAG, who provide the information and advice function to signpost people to appropriate services.

[Ends]