

Homecare Services

SERVICE USER EXPERIENCE REPORT

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Tammi Wright
Office Manager

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Homecare Services - Service User Experience Report

Domiciliary care is a term for support provided in the home by care workers to assist someone with their daily life. This support is designed to ensure that people can remain in their own home despite temporary incapacity, long term conditions or as they become less able to manage without help.

1.0 Rationale

Healthwatch Derbyshire recognised that we had not received many comments regarding domiciliary care services. This concerned us as the users of such services often live alone and are isolated and, as such, there is little opportunity for them to have their say, therefore leaving them inherently vulnerable.

This piece of work was designed to engage with users of domiciliary care services and their carers, friends and family in order to strengthen their voice and to play an active part in how domiciliary services are delivered and designed in the future.

2.0 Methodology

2.1 Development of the Survey

A very simple, easy to read and complete survey was developed as the main tool for collecting these experiences. The survey was professionally designed, self-addressed with our Freepost address and self-sealing so the content could not be exposed to anyone other than Healthwatch Derbyshire.

Additionally respondents could add their contact details, but this was not obligatory. However those who did were entered into a prize draw.

Initially the survey remained live from July 2014 - October 2014. However, the decision was taken to extend the closing date to 1 December 2014 in order to allow more time for responses to be received.

The survey was open to those whose care is funded fully, or partly, by Derbyshire County Council Adult Care as well as those who are self-funders.

2.2 Survey Questions

The survey consisted of 7 questions in total.

Question 1 (tick box) asked if the respondent was the service user; or a carer, relative or friend of the service user.

Question 2 asked for the name of the Homecare provider.

Question 3 asked how long the service receiver had been having Homecare Services.

Question 4 (tick box) asked how the respondent chose their provider.

Question 5 (tick box) asked how the care is paid for.

Questions 6 and 7 were both qualitative questions. These invited the respondent to briefly tell us about their experiences of using Homecare Services and then further asked the respondent what they would change if they had the option.

2.3 Distribution of the Survey

This survey was distributed accompanied by a covering letter, developed in conjunction with Derbyshire County Council (DCC), in three phases.

Phase 1: To clients receiving Derbyshire County Council in-house services and distributed by care workers.

Phase 2: To clients receiving Homecare Services from private providers but who are accredited by DCC. These providers were asked to widely distribute to their clients who live within Derbyshire.

Phase 3: To clients receiving services from non-accredited private providers. These providers were asked to widely distribute to their clients who live within Derbyshire.

The survey was also available on the Healthwatch Derbyshire web site for on-line completion. Eight surveys were completed using this tool.

Healthwatch Derbyshire also held a series of 7 Coffee and Cake Mornings across the county in an attempt to encourage people to 'drop in' to one of the accessible venues to talk about their care. This was not only open to the service receivers but also their carers, family and friends. These were held in Belper, Bolsover, Buxton, Glossop, Long Eaton, Matlock and Swadlincote.

Despite the timings and location of these events being widely advertised by Healthwatch Derbyshire, and through other networks, very little intelligence was obtained from this approach.

In addition, Healthwatch Derbyshire Engagement Officers also encouraged people receiving Homecare Services to complete a survey as and when they came across qualifying service users, during the course of their engagement activity.

3.0 Summary of Findings

A total of 248 responses were returned as a hard copy along with an additional 8 surveys which were completed on-line. Therefore a total of 256 surveys were returned to Healthwatch.

Of these 256, 225 surveys were deemed suitable for analysis and these were transferred verbatim onto an electronic version of the questionnaire using Survey Monkey, and were subsequently analysed using this tool.

The 31 surveys that did not form part of the analysis either did not provide the name of their service provider, provided an invalid response or were poorly and/or inaccurately completed.

It must be noted that not every returned survey provided a response to every question.

- 135 were returned by receivers of Derbyshire County Council (DCC) in-house services and were valid for analysis.
- 90 surveys were received from clients using independent domiciliary services. A total of 40 different agencies were named as providers from these 90 respondents. .

All responses were themed.

3.1 Positives

-Overall respondents were positive about the care received resulting in 201 indicating that they were very satisfied/satisfied with the care they, or their loved one, received.

“Excellent service. Always on time. Goes above and beyond what’s required.”

“Very impressed with them, amazing, the staff are so reliable. They go the extra mile ...”

“Excellent and flexible service. Lovely carers and supportive, helpful managers ...”

-A total of 57 respondents recorded that they found the care staff to have a good attitude and/or appearance and that they were caring and compassionate.

“Excellent. Come in the morning to dress me and in the afternoon. They treat me with dignity and respect.”

“Excellent service, carers very helpful and do things how I ask them. They are always cheerful and take an interest in our feelings.”

“Excellent carers, carers all excellent and not just what they do but their attitude.”

3.2 Negatives

-Of the three main negative themes identified the lack of consistency with the carers visiting the service user was the most numerous issue.

“If I did have such a choice I would not have such a great selection of people coming into what, after all, is my home ...”

“... apart from having too many different carers, around 13 different ladies, so unable to get used to them all.

“Keep to regular carers where possible. When a new person arrives you feel, ‘how many more people have to see me naked?’ You lose your dignity.”

-Additionally 20 respondents were dissatisfied with either administrative functions or experienced poor communication with managers.

“All the carers that come to see me are very good but the administration leaves a lot to be desired.”

“Not enough communication between office, carers and client ... When office is contacted they do not ring back when they have said they will. Client has to ring again.”

“All the carers that come to see me are very good but the administration leaves a lot to be desired.”

-Seventeen respondents found the lack of consistency with the timings of the home visits an issue.

“Sometimes I’m having breakfast at 11.20 am and lunch at 12 noon so my medication is one hour apart.”

“To me there doesn’t seem to be a system - different times every day and different people ...”

“Regular time slots ... to keep my mum at ease with regular visits ...”

-It is worth noting here that 173 respondents did not record any negatives.

4.0 Findings

The responses to the qualitative question (Question 6 and 7) were analysed by theming the responses as follows:-

POSITIVE	
KEY	
P1	Consistency with times/reliability of visit(s).
P2	Consistency with carers (same carers visit).
P3	Good staff attitude/appearance. Staff caring and compassionate.
P4	Very satisfied/satisfied with care received.
NEGATIVE	
N1	Lack of consistency in times of visits/reliability.
N2	Lack of consistency with carers (different carers).
N3	Poor attitude of carers.
N4	Insufficient time allocated to carry out duties.
N5	Dissatisfaction with quality of duties/time spent with client (less than allocated).
N6	Poor dignity/respect shown to client. Lack of care and compassion.
N7	Lack of trust in carers.
N8	Poor administration. Poor communication with managers/office staff.
N9	Funding.
N10	Client would like more visits/hours. Earlier/later times of visits.
N11	Staff training.
N12	Hygiene of carers.
N13	Inconsistency in standard of care.

All responses received, both positive and negative, can be found by provider in Appendix 1.

Prior to the publishing of this report, where we had received more than 1 comment for a provider, these comments were shared with the relevant service providers, who were given the opportunity to respond to the comments.

Where only 1 response was received for a provider (19 in total), these were not shared and therefore do not appear in Appendix 1. However, these 19 comments were included in the analysis.

4.1 Positives

- P1/2: Two respondents indicated that they found the timings of visits to be consistent/reliable and/or they have consistency with the carers themselves.
- P3: A total of 57 respondents recorded that they found the care staff to have a good attitude and/or appearance and that they were caring and compassionate.
- P4: A total of 201 responses indicated that they were very satisfied/satisfied with the care they, their cared for, their family member or friend receives.

4.2 Negatives

- N1: Overall 17 clients cited a lack of consistency in the timings of their visits - therefore, in some cases, presenting reliability concerns. Of these 17, 7 had indicated their satisfaction with the service provided.
- N2: Overall 24 clients were unhappy with the lack of consistency in the actual carers coming into their homes to provide care. Of these 24, half had indicated their satisfaction with the service.
- N3: Only 2 respondents felt their carers had a poor attitude.
- N4: Seven clients stated that their carers were allocated insufficient time to carry out their duties.
- N5: Two respondents recorded their dissatisfaction with the quality of the duties performed and/or the time spent with client being less than allocated.
- N6: One comment was recorded against poor dignity/respect shown to client.
- N7: One respondent recorded a lack of trust in some of their carers, but did not give reasons as to why.
- N8: A total of 20 respondents indicated their dissatisfaction with either the administrative functions of the care organisation, or poor communication with manager of the organisation.
- N9: Four respondents recorded concerns with funding.
- N10: A total of 13 respondents stated they would like to receive more visits/hours of care or would like earlier/later times of visits.
- N11: Nine returned surveys indicated a need for more staff training.
- N12: There was just one concern regarding the hygiene of carers. However, this single comment needs to be taken in context of the full comment which exceedingly praised the carers.
- N13: One comment recorded an inconsistency in the standard of care received.
- N14: A total of 13 respondents stated they would like to receive more visits/hours of care or would like earlier/later times of visits.

However, it must again be reiterated that not every respondent answered every question.

5.0 Recommendation

On the whole, the findings were mainly positive. However, we would ask that providers of Homecare Services take into consideration the main negatives of the service and look at ways of addressing these concerns.

6.0 Response from Service Providers

Response from Derbyshire County Council:

Derbyshire County Councils in-house Home Care service was very pleased to be included in the home care survey undertaken by Healthwatch and would like to thank all of the people who participated. The service supports over 1800 people with various conditions and levels of complexity. Home Care offers short and long term provision to help promote independence to enable people to continue living in their own home.

We are always keen to receive independent feedback on our services to help us understand what we do well and where we need to improve.

The feedback from the information gathered assured us that we do provide a quality service with professional home care staff that treat people with dignity and respect. Responses included comments such as 'fantastic', 'extremely helpful', 'carers are wonderful, and very good service', 'good attitude.' The synopsis provided by Healthwatch identifies 135 responses from clients receiving services from DCC. This represents 7% of the total clients receiving a service. Responses have been received from all areas across the County inclusive of some not specified.

Area	Responses
Not Specified	27
Amber Valley	21
Bolsover	14
Chesterfield	14
Derbyshire Dales	17
Erewash	12
High Peak	7
Glossop	5
North East Derbyshire	7
South Derbyshire	9
Out of County	1
Derby City	1
Total	135

105 responses were complimentary, with clients being either satisfied or very satisfied with their care and support provision and having no comments or suggestions for improvement.

23 additional people were satisfied with the service they received but made suggestions for improvement.

7 respondents raised concerns about the service they received.

All of the suggestions for improvement will be shared with managers and staff and, where possible, responded to.

Areas of concern were focused around the following themes:-

- Lack of consistency with the timings of visits, both when and how long.
- Lack of consistency of care staff visiting.
- Communication not being up to a standard required.

We will improve our communication with clients and endeavour to improve our service in relation to both consistency of carers and timings of calls, wherever possible.

As part of our commitment to continuous improvement we will distribute the feedback to all of our home care service locations with an expectation that the Registered Manager will provide an action plan to respond to comments and concerns.

The results of the survey will be shared with all of our care workers as part of their team meetings and this will both support engagement with developing action plans for improvement and reinforce the positive feedback about good practice that people have shared.

This information will also be shared with the Care Quality Commission on inspection.

Response from Susan Henry, Manager, Bradcare

In response to the comment made by ID no.28: Please note, in November and December 2014 the company experienced a lot of sickness. We value consistency of staff and pride ourselves on continuity of services. We never use agency staff to cover any calls. When there are unavoidable delays, for example when a carer is unable to work through sickness and another carer has had to pick up the call at short notice, we always strive to contact the service user to make them aware of the delay and to let them know who will be going in place of their regular carer.

In response to the comment made by ID no.16: Please note, we always make DCC aware of the time slots we have available, before any agreement is made to start a new service. These times can vary from the times requested. DCC discuss the times with the potential service user and if they accept them, we are informed and commence the service with the time slots we offered. If a more suitable time becomes available we do let the service user know, however, until that time, we continue to provide the service that was agreed at the start. We do have service users that would prefer a different time however they do accept that they agreed these times before the service started.

Response from Sue Page, Registered Manager, Pegasus Care

We at Pegasus Care welcome service user feedback. In response to the three comments about our service contained in the Heathwatch Derbyshire report, I can advise that we always endeavour to maintain consistency with carers. We are aware that this is of value to both the service user and carer as often a rapport and trust is built up between them.

Unfortunately, sometimes due to sickness/holidays etc such continuity is not always possible. However, dignity and respect is of the utmost importance to us at Pegasus Care, and we sincerely trust that we uphold this at all times.

Follow up, March 2016, from Derbyshire County Council

We pride ourselves in ensuring clients have a schedule on a weekly basis prior to their service start. This identifies the care worker, times of calls and purpose of visit. It is when there are changes to this that can sometimes result in clients not knowing of changes, managers are alerted to the fact that this has an impact on the client and staff are informed to provide the service as per schedule. The care staff are also versed in ensuring clients are aware of absence and changes where possible.

Recruiting to the Care Worker Community role over the last 12 - 18 months to ensure we have the capacity amongst the staff group to offer a key worker to reduce the amount of staff that visit a client and to offer continuity. There will always be a number of staff who visit due to the regular worker having their days off, AL etc but we are working hard to minimise the workers who visit. We have to accept we will struggle to offer the same continuity to complex packages where they need 2 staff four times a day.

Coupled with this areas have reviewed care worker rotas to ensure there is a good balance of staff over the 7 days this further enhances the continuity of care.

We are now monitoring the informal complaints on our electronic social care record and circulating to Service Managers bi monthly so they can audit their services and pick up on any issues relating to the outcomes below evidencing progress in managers one to ones and client feedback in reviews.

We have developed a satisfaction survey for our re-ablement service and will be looking at reviewing the in house home care survey once this has been evaluated.

7.0 Appendix 1

ID NO	Tell us about your experience of Homecare Services	Provider	What would you change if you had the option?
44	Very polite and helpful. I have no concern about the care I receive.	Audley Care	For me personally a little earlier night call to 5pm to 5.30 instead of 6.45pm would suit me better.
38	Some are really good, some good but need a little nurse training but altogether they do show understanding of parent's needs.	Audley Care	More training.
28	Commentator said, has made some good friends as carers have come in. They talk nicely and will have a natter if they have a minute or two. They come at times wanted, more or less but they are very short staffed at the moment. Get a list of who will come and when.	Bradcare	Carers come 3 times per day. In evening they come and do their stuff but client likes to go to bed later. Is just right for service-user as carer comes at the time wanted in the morning too.
43	My carers are very good they do an excellent service.	Bradcare	
16	Social Worker suggested them because they work for council. No fault, properly and thoroughly come twice per week 10.00am in the morning.	Bradcare	Would like them to come earlier than 10am. Happy with current set up.
54	C & S very cheerful and helpful to my dad and a great help to me.	C&S Homecare Ltd	Not a lot, keep up the good work.
85	Excellent	C&S Homecare Ltd	
24	Rude. Turn up when they want. Staff don't know what to do.	Careline, Morton	Everything.
44	We've had one or two occasions to ring Careline to sort issues out. These were issues around coming too early to put mum to bed etc etc. These are sorted out quickly and satisfactorily.	Careline, Morton	I would like that one team of carers, maybe four would work with one service user. My mum finds it difficult working with new carers, she is blind and new carers don't always put things back where they got them from and this distresses my mum.
104	Excellent. Come in the morning to dress me and in the afternoon. They treat me with dignity and respect.	Careline, Morton	No. doctor good treatment. [Named Doctors] in Stonebroom. Get appointment within a week, they will come out to see me. DN every 4 days - oh yes very happy.

122	Good service, quite satisfied. Occasionally timing is out but due to other unforeseen circumstances.	Careline, Morton	Elderly people need continuity and to be able to build up relationships and trust with few carers rather than many.
123	Relative is bathed twice a week. The carers visit 4 times a day- am, lunchtime, tea and evening (8-9pm), all ok. The staff do their best they can in the time allocated. Some more experienced than others, some younger than others.	Careline, Morton	Nothing.
26	Late, don't keep to time. Always on phone. Not smart. Always talking but not to me.	Careline, Morton	Council should check the people they send.
222	Overall extremely good. Carers vary, some better than others.	Care Link	Help with MINOR medical things, i.e. if a dressing comes off - to be able to put it right.
36	Basic but good. Often go long periods with no contact from wardens.	Care Link	More contact, office number changed and moved not informed. Staff unaware of what equipment and aids we use so advice often wrong. Days to get equipment fixed/altered.
47	Carers sitting service is an excellent provider with first class carers.	Carer Sitting Service	n/a
11	The Carers Sitting Service has sent carers who have done a good job caring for my mother in sometimes difficult circumstances. Occasionally, it is difficult to speak to the manager and communication through the manager makes it difficult sometimes to sort out problems.	Carers Sitting Service	See previous comment. It is difficult to choose care options when you live far away and have no local knowledge and recommendations.
23	Excellent service. Always on time. Goes above and beyond what's required.	Carers Sitting Service	Nothing.
120	Generally very good. Care Manager excellent and will accommodate [service user] in terms of changing times, ensure carer is matched to [named service user]. [Named Regional Care Manager Regional, very good].	Crossroads Care	Nothing as they are so efficient and accommodating.
162	Visit every other Friday. 10.00 am 4pm. Brilliant company. If carer goes on holiday they arrange cover. They can also take my husband out.	Crossroads Care	Absolutely nothing, they are a super company.
163	No response given.	Crossroads Care	

102	Very impressed with them, amazing, the staff are so reliable. They go the extra mile. They take him shopping, they do anything for him. Try and have groups of staff so the clients get to know the staff. Brilliant way at doing it.	Daisy Chain	No improvements. Come out of hospital, had [another provider], he was in a terrible mess - missed calls and meals. Daisy Chain have got it sussed having local carers.
107	3-month's supply not a lot of storage space and Dietician has come out as struggle with incontinence pads, causes bed sores. Struggle to get assessed - 8 pads a day, 10 week to assess. Stroke last October, very happy with the care. Nursing staff were excellent. Couple of strokes, very accommodating, even the bosses show the girls the ropes, they aren't frightened to get their hands dirty. They made friends with my wife, which I like. I'm not afraid to leave. I want someone to rely on or trust.	Daisy Chain	Odd problems, but they sort it out. A girl came to see us 3 weeks ago, she hurt her back, I helped out - rung up, told her to go home. I would recommend them.
65	The carers are reliable and friendly giving support to mum when she needs it but allowing her to make decision.	Daisy Chain	Happy with the service as it is.
55	I once had another provider but when [named person] left, the management deteriorated and although workers very caring, some were not trained to use equipment and our relationship with management went downhill. With advice from the Brokerage Services, we moved to Daisy Chain a year ago and they are very good.	Daisy Chain	No comment made.
96	Excellent service but this was our only option of care as County Council or doctor offered nothing.	Daisy Chain	Nothing, Daisy Chain offers a superb service.
57	Excellent service, carers very helpful and do things how I ask them. They are always cheerful and take an interest in our feelings.	Daisy Chain	No comment made.
60	Daisy Chain visit 4 times a day. Have been very thorough and professional in addition to providing a friendly service to my mother. They have also been very flexible in adapting the changing needs.	Daisy Chain	Nothing. I live 75 miles away and they have filled the gap perfectly.
51	I was not satisfied with social services, also not satisfied with [another named provider]. Daisy Chain Homecare Services are the best. They are kind, caring and helpful, nothing is too much trouble and they are very professional.	Daisy Chain	I think people should be offered a choice of all agencies covering their area instead of social services insisting on the ones that are on the earned accredited list of care. I was provided with by these agencies in the past and wasn't

			satisfied with them.
73	Excellent and flexible service. Lovely carers and supportive, helpful managers. Mum has really responded well to the carers who do a wonderful job. They have put my mind at rest knowing that my mum is well looked after. Thank you	Daisy Chain	I would like the night sitting service to be better funded by the NHS or social services. A bit more evidence of hand washing not total reliance on gloves - both for the carers and clients.
9	We get good advice and she sorts out problems. [Named Housing Provider] does not listen to anyone. When our carer rings, she gets results.	Derbyshire County Council	We know this is not possible but twice a week would be good.
17	Carers visited twice a day, to dress and shower. Also prepare lunch. Carers were extremely helpful. Although they would come at different times, they always kept mum and carer informed of what was happening. Used to come morning and evening.	Derbyshire County Council	Nothing
21	I am very satisfied with the care and help given to me	Derbyshire County Council	Not stated.
33	The girls are very, very nice. The food they cook is very nice. There is absolutely nothing wrong with the cooking. They visit 3 times per day. It is always very clean.	Derbyshire County Council	He could do with slightly less food as there is a tendency to put him off - "over faced" by food - but not their fault.
42	Looked after him for 3 years at first morning visit only, then increased to AM & PM. Lady very good "brilliant" treated him really well. Lovely person she changed his bag and if this wasn't possible, specialist nurse sent for.	Derbyshire County Council	Not stated.
48	Mum had brilliant support. Carers went in to wash and bath mum. Carers were wonderful. One particular carer had come 5-6 years she became like a 4th daughter. This named carer had 1/2 hour to get mum out of bed, bathe and get breakfast ready. Mum's carer educated and gave tips to daughter too which she will always be grateful for. If time is cut the carers will have to rush even more.	Derbyshire County Council	The service should remain under Derbyshire County Council and not be privatised, this will not be good for the users. Trust the Derbyshire County Council name/financial impact could be negative.
52	All the carers have been wonderful. They have given me back my confidence and I am now independently doing my own lunch	Derbyshire County Council	Nothing.

	but still needing some assistance with showering. Such a life saver.		
70	They visit 12-12.30 every day. I am very happy with them. All the staff are ok and they come at a convenient time.	Derbyshire County Council	Nothing.
72	Visit 3 times per day, very good, really good. AM - dress me, lunchtime - get sandwiches for me - Night - 15 mins slot, carry juice/milk into bedroom only. Everything is fine.	Derbyshire County Council	Nothing.
74	Quite happy with service. If in bed very helpful or if you want a bath, they help. No problems, really good. No complaints at all. Never had a nasty one yet. They can access house via keysafe.	Derbyshire County Council	Very satisfied - nothing.
75	Call every morning to check if ok. All staff are ok and if you are not well, they help me send for ambulance if needed.	Derbyshire County Council	Worried that it may alter April/May 2015 in terms of short term respite care - may go to Whitworth which we don't want or like.
76	Do a good job. I do also attend day care. Mostly nice staff. Just give me a visit once a day.	Derbyshire County Council (Assume: Derbyshire Dales)	I sometimes find it a bit "flustering" thinking they are coming in.
77	Very pleased with it, everything that I have needed was done except I have requested a 'grabber' which is still to come. Otherwise the helpers or my family assist, otherwise absolutely wonderful and excellent. They wash me and dress me.	Derbyshire County Council	Just to have the grabber would relieve me of frustration as I am very independent.
86	Staff are very friendly. Initially when only 1 carer coming the times were very varied. There are too many different carers visiting which means I have to explain any changes several times.	Derbyshire County Council	The same carers coming most of the time would make it a lot easier for me the main carer. Things get missed because they assume someone else has done it. I have to repeat messages about creams etc and they forget between visits.
90	One visit per day, all ok. Seem to be rushed sometimes. Reasonably pleased with service.	Derbyshire County Council	Nothing.
97	I was in hospital and when I came out Social Services said I had to have help to give my children a break as their schooling was suffering but then I get a bill, so not happy.	Derbyshire County Council (Assume: Run by Social Services, I think)	The carers themselves are amazing they are all really kind and help out loads but whoever does the rota is silly. Sometimes I'm having breakfast at 11.20 am and lunch at 12 so my medication is one hour apart.

105	Yes, I'm happy, turn up on time, nice attitudes. Two calls in the day. I am satisfied with them all.	Derbyshire County Council	No. Tablets on time.
106	Comes in the morning for an hour - dinner time - turn up on time, get me up early in the morning and have enough time to help me with dinner. Help with medication. They come back to put my nightie on. [Named worker] is very good.	Derbyshire County Council Home Help	Making adaptations - taking bath out - expecting a new wheelchair.
109	Very good service. Treat me ok. Really nice people. Visit twice a day.	Derbyshire County Council	Nothing.
110	Visit 3 times a day but does depend on if Onhel takes me out. Get me dressed, washed, breakfast, warm meds and get me undressed at night. Am ok to date, happy with service.	Derbyshire County Council	Nothing.
111	Carers come in 3 times per day unless I am at day centre. All nice carers. Look after me ok. All good to me.	Derbyshire County Council	Nothing.
112	Alright. Look after me and my budgie. Carers get me ready in the morning and then come at night to get me ready for bed.	Derbyshire County Council	Sometimes I am still in bed when they arrive - sometimes a bit too early.
113	Appreciate it but forgotten how it works in terms of visits. When they come in they get me ready and sometimes get food for me if needed. They are very good and kind. I was a carer and appreciate what it's like and I have never thought I would need carers.	Derbyshire County Council	Nothing.
114	They come in, watch me shower, help with my stockings (male). Have a shave and then they do me some toast and medication, water tablets etc. In the evening they come in and take stockings off, make a cup of tea/tablets. Very nice people, have a laugh and joke. No complaints at all.	Derbyshire County Council	Nothing except I would like couple of pints of beer.
115	Very good service. Come in every morning, timings suit client. Staff are lovely, my favourite is [named worker].	Derbyshire County Council	Nothing.
116	Look after me, nice people, timings of visits are ok.	Derbyshire County Council	Nothing.
117	Very good service, I can determine what time I want the service for my husband. One girl takes [named	Derbyshire County Council but then said private and	My concern is that he may have to go into day care initially, which may then lead to full residential

	husband] out to the theatre. Also got young man who is trained to do job at weekend.	indicated (DCIL) Derbyshire Coalition for Inclusive Living	care.
119	Fantastic service. Sitting service once a week which allows husband to get out.	Derbyshire County Council	12 pages of paperwork received every year despite the fact that person is terminally ill. Has to ring up and repeat process again and again
121	Carers are fabulous, they go over and above what they should do. They are very caring, they treat Dad with dignity and respect. I have nothing negative to say.	Derbyshire County Council	Mum/Dad has a carer (particularly for Dad), which allows me to take Mum out. The carer comes 2 hours/week. An additional session would allow me to take Mum out while Dad has care (on another occasion).
124	Very good pleasant staff. Helpful as possible.	Derbyshire County Council	More time should be given particularly at lunch time.
125	Very good. Every person who has attended my wife has been excellent.	Derbyshire County Council	Nothing at all.
126	A very good experience, very friendly.	Derbyshire County Council (Assume: Bolsover Council)	No.
127	On the whole the care received is very good.	Derbyshire County Council & [Named Provider]	More time for lunch with medication, 15 minutes is not long enough and 11.00am too early. Full house in morning for personal care, breakfast, dressing etc, medication, bathing.
128	I am very pleased with my service. My carers are like daughters to me. They go above and beyond to make my life more comfortable. They bring joy into my life.	Derbyshire County Council - Council Carers	Nothing, my carers make me laugh every day. It is an excellent service and I don't want to lose it.
129	Timing of visits very poor. Carers leave us at approx 20-30 hours, yet early morning visits sometimes missed after 09.00 leaving his wife alone over 12 hours until second visit. Gap of over 12 hours yet 2nd visit can be within 1 hour. This frequently causes wet bedding and excessive laundry which costs extra money. I blame this on poor management of carer costs.	Derbyshire County Council	Visiting times of carers. Added carers are very good.
130	Deteriorating badly due to cut backs, less carers. They are being treated unfairly and worn out. This then reflects on the type of service we get.	Derbyshire County Council	Get more carers, treat them properly and then our service would be better.

131	Good service provided.	Derbyshire County Council	No.
132	I am highly satisfied with all my carers.	Derbyshire County Council	I wouldn't change anything. Nothing is too much trouble. I have 3 calls, 7 days a week.
134	Good service, hands on staff. Rota info can be iffy as to who will attend. Robotic times, DSOs seem too reluctant to communicate direct if staff changes or times.	Derbyshire County Council	Familiar team and times to help day to day living. Stand-by bank staff.
135	Mostly very good and friendly and helpful. Mainly the carers are very helpful and considerate.	Derbyshire County Council	Would love to look after myself.
136	Generally the carers are very good.	Derbyshire County Council	Advise of any changes to time or cover to rota. Stop sending out time wasting and money wasting surveys.
137	Very good.	Derbyshire County Council	Because I am known as [name], on occasions male carers have arrived not aware of me being a female [due to male name]. When this has happened it is someone from another area that don't know me. I prefer female carers for my personal care.
138	I am very happy with the services as I have used it for 25 years but would like to have a regular carer and times.	Derbyshire County Council	I am happy with the service as it is.
139	Very satisfied with the help I receive.	Derbyshire County Council	Nothing.
140	Wonderful	Derbyshire County Council	No.
141	Only fair, good and bad.	Derbyshire County Council	More time allowed.
142	Most of the time they are very good. They have regular training and are very helpful.	Derbyshire County Council	I would limit them to working seven days and then they should have some rest days. Some of them work ten days after the seventh day they start to tire and they start to make silly mistakes. If you mention it to them they take the huff and get grumpy. I think this is an accident waiting to happen. I also believe they put people to bed far too early. Tea time calls and bedtime calls should be done on separate runs.

143	I am satisfied with all the carers I have. They are all very helpful.	Derbyshire County Council	None.
144	Excellent service.	Derbyshire County Council	None.
145	Excellent carers, carers all excellent and not just what they do but their attitude. Care worker, [named worker] brilliant too. Pleased to have opportunity of placing on record our appreciation.	Derbyshire County Council	No response.
146	Initially care was dual agency with Derbyshire County Council & [another provider]. We were not happy with the standard of care given by [another provider]. Derbyshire County Council staff are generally very good.	Derbyshire County Council	More information on choosing care provider, poss with personal recommendation from existing service users. Better time keeping - possible tele alerts if carer very early or late. Experience of carer requesting night visit 1 3/4 hours before scheduled. Refused visit on that occasion.
147	I find them very friendly and helpful.	Derbyshire County Council, Swadlincote	Should not have to pay when we go on holidays.
149	A very good service with generally very efficient and caring carers who are reliable and pleasant.	Derbyshire County Council	Happy with the service received. Any issues have been dealt with very promptly.
150	I couldn't manage without help to wash or dress myself. I fully appreciate the help given to me cheerfully every morning.	Derbyshire County Council	No answer given.
151	Very happy with my care.	Derbyshire County Council	More regular carers instead of different ones and more talks with family.
152	Very good.	Derbyshire County Council	Nothing.
153	Good basically, poor administration.	Derbyshire County Council	No.
156	Some of the carers do more than others but overall the service is very good.	Derbyshire County Council	A lie-in at the weekend would be nice once in a while.
157	Very helpful and kind.	Derbyshire County Council	No response.
158	Carers come Monday to Friday to help bath/shower and help dress. They come any time after 6.45am. Get the same girls but will be a different carer if main one is on annual leave.	Derbyshire County Council	Would like someone to come on a Sunday because individual likes to go to Chapel. Doesn't feel clean and tidy.

159	Provided 7 days per week. They come once in the morning to help shower, dress, make a sandwich for tea time. Get regular carers, now and then get different ones. Some are more "slap dash" than others.	Derbyshire County Council (Assume: Don't know, provided by Amber Valley Borough Council)	Would like all carers to provide the same standard and thoroughness of care. E.g. some give shower and are thorough, others are not.
160	Care workers come in first thing in the morning and tea time. Always get on better with older people so prefer them, but all ok. They can let themselves in but one or two don't know how to use it. They check my tablets and stay with me if I have a bath and they don't bother me but sit at the top of the stairs while I bathe.	Derbyshire County Council	Nothing.
161	Come in morning and gets me up. Come at lunch and gets me anything I want. Can't fault them. The girls are lovely, they are marvellous with me, very good.	Derbyshire County Council	Nothing.
165	On coming out of hospital, I was given 3 calls a day which was very good, the same caller every day in the morning. All the carers were very good.	Derbyshire County Council	I only have 2 calls now and a different carer each morning which I don't like and I am being put to bed too early.
166	The majority of the staff are very friendly, helpful and very good at their job. Others are always in a hurry to get home to their children, or think every consideration should be given to them because they have children. If they choose to work they should make suitable cover.	Derbyshire County Council	If I did have such a choice I would not have such a great selection of people coming into what, after all, is my home. Quite often they are the only people you have daily contact with and if we live alone it is nice to see a friendly face, not a complete stranger.
167	Reliable and very nice, caring staff.	Derbyshire County Council	Slight change in wake up time and bed time.
168	During my illness the support of Derbyshire County Council Homecare has been immeasurable. I would not be living independently without them. Fifteen years ago there was no choice of Homecare support, but I was offered the choice from 3 years ago. I chose Derbyshire County Council because the quality, reliability and standard of care is unbeatable.	Derbyshire County Council	I would encourage Derbyshire County Council Homecare to operate as a competitive business selling their services against other agencies and concentrating on their unique selling points of quality, reliability and standards of care. Service users are willing to pay a little extra for this, against an agency who doesn't offer continuity of care and excellent standards, and the detrimental effects that has on illness.

169	Perfectly satisfied and extremely grateful.	Derbyshire County Council	Nothing.
170	Excellent.	Derbyshire County Council	Nothing.
172	I have been asked several times to do Direct Payments. The longer I have been a carer the more I appreciate the service SS give both to me and my husband. I have had the experience of 'agency staff' coming to do a sit-in service and it was NOT an experience to repeat.	Derbyshire County Council	That you stop cutting back on services and staff instead increase your commitment to we service users on a larger scale rather than people being told they have to have agency staff. They are not trained to the high degree of Homecare or have the focus.
173	Employees who visit the home are excellent and easy to contact Derbyshire County Council morning care service, contacting respite care staff, i.e. Adult Social Care Worker not easy. At present my husband has no dedicated Social Care Worker.	Derbyshire County Council	I would like a Social Care Worker to visit my husband and be aware of his needs as used to be the case before his previous care worker left and we were not even informed of this. No idea who to contact now!!
174	Very good, excellent.	Derbyshire County Council	Nothing.
175	Brilliant, I'm ever so happy. I like all the ones that are coming now. I don't like change. I love all of you. You're the only contact I have.	Derbyshire County Council - Community Mental Health Team	Visits between 8am and lunch are good. I am quite happy. I wouldn't change anything. (Written by carer [named] at request of [named] service user).
176	Very good given by very good carers.	Derbyshire County Council	Nothing.
177	All the carers are worth their weight in gold - very, very good, patient and quite fond of the service user who is in late 80's and has advanced dementia. The family couldn't function without them.	Derbyshire County Council	No, definitely not. Myself and my sister could not carry on working without these ladies.
178	The care we receive for my mother is great. The carers are lovely and very professional. However, the service is under-staffed so the carers often have too many people to see resulting in my mum washing and dressing herself as they are too late. Care at weekends is just a waste of time and money!!	Derbyshire County Council	We need the carers to come at the allotted time - 8am - 8.30am and not 9am - 10.30am. They need more staff.
179	Most of the time everything OK. No worries at all. Occasionally we do get the odd cock-up mostly due to the office blunders.	Derbyshire County Council	Nothing really, on the whole everything OK.

180	I am against outsourcing Homecare services to third party providers. The support my relative receives from our local team is excellent. We have been extremely lucky to have had a core of regular carers over the last 10 years. Regular carers are essential to my relative's welfare. I find everyone very helpful and consider the girls part of the family.	Derbyshire County Council Glossop	From time to time I have been critical regarding office efficiency and outdated process but thanks to the 'girls' everything runs smoothly. No major changes required from a 'user' perspective and certainly no extension of outsourcing.
181	Some Homecare carers only half do the job and then in a very rough shod manner. I sometimes wonder if they would leave their mothers' in a stained bed or nightie. Some are excellent, efficient and caring. All carers should be of the same high standard. They should have enough time to complete their duties although I feel some take advantage. They should arrive on time. In fact some do not arrive at all! There should be continuity, regularity - not different carers daily.	Derbyshire County Council	I would choose the carers who attend. I would have them trained to a high standard. Management should control more. Telephone lines more accessible - either engaged or on hold to a call centre. Carers should read the plan. Check hearing aids are in, walking stick at hand. No use continually asking a patient with dementia what they want. Carers should do it.
185	Excellent!	Derbyshire County Council	None.
186	Not bad. They even sweep the cat's grit up in the kitchen, they put nearly everything on my kitchen stand where everyone can see it. It is awful.	Derbyshire County Council	I'd waken them up - (unable to decipher rest of comment).
187	Very good.	Derbyshire County Council	No response.
188	Very good.	Derbyshire County Council	Nothing.
189	Generally quite good.	Derbyshire County Council	No response.
191	Very good.	Derbyshire County Council	None.
192	It's OK now that the Home Help workers have been sorted and all the mistakes are put right.	Derbyshire County Council	Change the person in charge of the carers because she makes a lot of errors which causes bad feelings.
194	I prefer female carers as I am showered every day. I don't think it is appropriate for a male as I live alone. Carers are 90% perfect. The young ones in their 20's-30's are	Derbyshire County Council	I think the new trainees should be chaperoned by a senior for a few times before left alone. They don't seem to have the experience.

	hopeless.		
195	The majority of carers are proficient, the odd one is not compatible with the patients. Not always the carers fault.	Derbyshire County Council	The person who is the DSO. She does not help her staff and her organisation is not conducive with her clients.
196	I am very happy with the carers who come in three times daily. They are all very pleasant and helpful to me as I am in my 90s and housebound. Nothing is too much trouble for them.	Derbyshire County Council	Definitely not.
197	We find some care aids are more dedicated than others. Morale is low due to cut backs from local government and low pay for care aids.	Derbyshire County Council	That local care aids to look after local people, as traveling cuts time down for disabled or sick people.
198	Mostly satisfactory.	Derbyshire County Council	I prefer the same regular carer who I am familiar with.
199	I have been very satisfied with the care given to my husband.	Derbyshire County Council	The only SMALL complaint I have is my husband is put to bed very early in the evening, but I realise it is difficult to arrange times for everyone.
201	We are very satisfied with all the care we receive. All our carers are excellent - we have no complaints.	Derbyshire County Council	Everything fine as far as we are concerned.
202	Very pleased with care and staff sent to care with me.	Derbyshire County Council	Nothing with my circumstances and carers.
203	Carers are very good, kind and considerate. We like the same carer to attend.	Derbyshire County Council	Quite satisfied.
205	All the carers that look after me do an excellent job. I don't know how I would survive or manage without their visits.	Derbyshire County Council	Possibly to allow the carers slightly more time per visit. They always appear to be clock-watching even though they do a magnificent job.
206	Very good service.	Derbyshire County Council	Nothing.
207	Fantastic service.	Derbyshire County Council	Nothing.
208	My experience of Homecare Services is good and I am very satisfied.	Derbyshire County Council	Nothing.
209	Excellent service.	Derbyshire County Council	No response.

210	Reablement very happy and fabulous. Come to make sure he gets himself up - very supportive. Confused about how long I will have it for.	Derbyshire County Council - Reablement	Nothing.
211	Excellent.	Derbyshire County Council	No.
212	All the carers that come to see me are very good but the administration leaves a lot to be desired.	Derbyshire County Council	Administration communication very poor. Perhaps a 'time and motion' study would be an advantage both to Admin and Carers as Carers are not given enough travelling time.
214	Some good, some not so good.	Derbyshire County Council	More time and care while washing him - not 8 mins is not good.
215	To me there doesn't seem to be a system - different times every day and different people. Half of them don't want to stop the half hour, they make you a cup of tea, empty your catheter and away.	Derbyshire County Council	I would like a regular carer, I know it's impossible but I would like regular times like 9.00am - 9.30am; 12.30 at dinner time and 6.00pm-7.00pm in the evening. That doesn't seem hard to me - you never see a DSO.
216	I have had the carers for some years now and could not do without them. They are a nice bunch of girls and some are like daughters to me. I wish they could stop longer but I know there are so many that they have to see, so I am grateful for my time. I wish we could meet up more in club and do things, we have a lot of spare time that could be put to good use.	Derbyshire County Council	I wish we could have more outings, going shopping as paying bus fare that does us a world of good being able to get out. Some of us never get out and it is so sad but in this day and age everyone is rushing about, nobody has the time yet we sit hours on our own. I would collect weekly money for trips in the Summer and a Christmas trip each year, it would give us all something to look forward to.
217	All the women who provide care are friendly, efficient and professional.	Derbyshire County Council	More regular carers - this is usually the case where we have 2 per week, but some weeks there are 5 or 6.
218	Good	Derbyshire County Council	No
219	I am very pleased with the care I have received over the years. The staff who come to me are very well trained and treat me with respect and kindness especially when I've had days due to my health problems and at times have organised things when I have had to go in hospital. I couldn't manage without their care.	Derbyshire County Council	I am quite happy and satisfied with the care I receive from the staff who attend me, the only thing would be, if I wanted change, would be the times of my calls, but I am not complaining about that as I fully appreciate it is hard to organise times to suit everyone, especially when staff

			have holidays and go off sick. So am happy if things stay the same as they are.
220	We, as a family, are very happy with mum's carers. They provide a good service, are kind, friendly and efficient. Any problems and they are dealt with, if they are notified.	Derbyshire County Council	Regular time slots. Probably give us the opportunity to choose our carers. To keep my mum at ease with regular visits, mum needs to be comfortable with her carers creating confidence and stability.
221	I have had services for approximately 2 months. Prior to that they attended to my late wife. They have provided a very caring and professional service in that time.	Derbyshire County Council	No response.
223	Very good.	Derbyshire County Council	Nothing.
224	My care has always been exceptional. The team which comes to help me with my personal care has always been very good.	Derbyshire County Council	Nothing to complain about the system, it does me very well.
225	Satisfied.	Derbyshire County Council	Having to pay.
226	The carers are excellent - very professional but friendly and always pleasant.	Derbyshire County Council	The office side not so good. Very slow - it would help if it was easier to get in touch with the organiser. Email would help.
227	I have been very impressed with the professionalism of the carers and also their kindness in putting up with my (sometimes grumpy) father. [Named worker] deserves a special mention, she has been really proactive at making life more comfortable for my father and has shown lots of initiative when liaising with doctors, district nurses, physios and us. We feel really fortunate to have her looking after dad.	Derbyshire County Council	After discharge from hospital, there were a few communication issues between hospital, home care and nursing care. It was not anyone particular group's fault but discharge on a weekend was especially difficult, especially relating to the catheter care my father needed. However, the carers were great at suggesting how we could manage the problems and within a day or so everything was resolved. Hospitals are not good with issuing MARS sheets - a big headache for the carers!!
229	Professional, caring and friendly and clean. Nothing any trouble.	Derbyshire County Council	No response.
230	All the carers have been very good to me. Helping me in every way.	Derbyshire County Council	Nothing at the moment.
231	Through all the years of my care each and every one has looked after me like mothers. I am very grateful	Derbyshire County Council (assume). I have several, they	There is nothing more for me to say.

	to them and the County. They have made my life so much easier.	are all delightful.	
235	Very good indeed.	Derbyshire County Council	Nothing!
237	The service I receive is of a very high standard. Carers are very, very good. Always on time, other than emergencies.	Derbyshire County Council	No, I would not think of changing from Derbyshire County Council. The support they give is fantastic.
238	Good enough.	Derbyshire County Council	Nothing.
239	We have no complaints regarding the carers who attend my husband to deal with his condition. The home he has attended for respite care has been satisfactory also.	Derbyshire County Council	That all carers are trained up to deal with my husband's condition especially after a new DSO takes over and sends non-trained staff.
240	First class!	Derbyshire County Council	Satisfied.
241	Excellent - the carers and current organiser could not be bettered. Would not be happy with private providers.	Derbyshire County Council	No response.
242	Help with dressing and showering. Also with meal preparation.	Derbyshire County Council	Very satisfied.
243	Very pleased with the service I get.	Derbyshire County Council	I am happy with everything as it is.
244	My experience has been very good.	Derbyshire County Council (Assume: [Named worker] Derbyshire County Council).	I would give the carers more time.
245	Excellent!	Derbyshire County Council - Care Package	Nothing!
247	All my carers are very good at their job. They are very kind and caring.	Derbyshire County Council	Nothing.
248	Very, very good.	Derbyshire County Council	Free, as they cost me half my pension.
249	I am happy with the care that I receive from Derbyshire County Council.	Derbyshire County Council	Nothing.
250	Not sure how care is paid for so selected Derbyshire County Council. They are very good, I could not fault them.	Derbyshire County Council	No, I am very satisfied with the help I get thank you.

251	Very good.	Derbyshire County Council	Happy with service.
252	I really have no complaint, I have been treated really well.	Derbyshire County Council	No.
50	The firm I'm with now are excellent. I've no problems at all, I would recommend them to anybody	Independent Care Link	I would stop Derbyshire County Council putting up the prices of co-funding. They will end up with hardly any service users
67	Very reliable and have no problem with anything they do	Independent Care Link	At this present time the care is good but in the future as my mum is 98 we may have to increase the level of care.
20	Poor. Had no change from [named previous provider] who weren't very flexible and had quite a few problems. Independent Care Link carers mixed. Wouldn't advise anybody to have carers at home too many problems.	Independent Care Link before that [named provider]	More training. Carers with common sense. More options other than two care companies to pick from. More reviews from service users and more advice.
92	Ok, apart from having too many different carers around 13 different ladies so unable to get used to them all.	Independent Care Link	The price change from, the 29th September I will have to pay full costs for 11.25 hours a week costing £193.29.
91	Very good, patient and caring. Had to have ambulance as I had a fall. The carer stayed with me till the ambulance came and took me to hospital, which I thought was very good	Independent Care Link	Would not change anything.
69	Satisfied.	Independent Care Link	Nothing.
93	They are all very helpful. They help me to live independently.	Independent Care Link	Nothing, I am happy with things the way they are.
10	12/10 - wonderful help, consistent.	Making Space	Nothing.
8	Fine, if I want anything, they do it for me.	Making Space	Nothing.
12	In one word - Brilliant!	Making Space DOAFT Service	I would not change!
98	Friendly, polite, trustworthy, helpful	Millenium Homecare Services	Nothing so far
99	No complaints.	Millenium Homecare Services	No.

34	Generally good. (Attached comments as follows: -) Wife has severe dementia and he wanted to add on that when carers come to visit, especially when providing sitting service, there is the problem of parking on his street only being available for up to 2 hours without a permit. He has a permit for himself but feels the carers need one as there has been at least one instance when a carer has received a parking fine when they have been there for over two hours.	Millenium Homecare Services	Only minor petty changes that really are not worth mentioning except for excuses like useless safety issues used quite frequently by various people nowadays. Please note this was filled by [named service user's] husband and full time carer.
79	So-so.	Millenium Homecare Services	Not stated.
82	Am very pleased with the services provided to me.	Millenium Homecare Services	Not response.
81	Very good, helped downstairs. Help with putting on jewellery and shoes. Necessary for AM care, pyjamas off, elastic stockings on, washed, shaved, dressed, cereals and tea got ready and knee support on, hearing aids put in.	Millenium Homecare Services	No.
15	Not enough communication between office, carers and client. Carers are generally very good. Nothing to complain about there. When office is contacted they do not ring back when they have said they will. Client has to ring again.	Millenium Homecare Services	Just more communication.
80	I am highly satisfied with them. There is nothing too much trouble for them.	Millenium Homecare Services	No.
14	I have been very satisfied on the whole with the services. If I have had a complaint about timings on essential medication etc or helpers not turning up on time, they have been quickly dealt with.	Millenium Homecare Services	No response.
19	The senior staff are first class, juniors not so. The office staff could do better.	Millenium Homecare Services	No response.
35	Slow to start with but when I moved finally out of Oaklands they were and are fine now.	Nottingham Community Housing Association	I have not enough experience to voice my opinion on this question.
37	Friendly and helpful.	Nottingham Community Housing Association	Nothing.

68	I just start to get used to one carer then they change it.	Pegasus Care	I would like to keep the same carer all the time.
63	Very good, excellent apart from when communication breaks down or carers don't come. Otherwise the care I receive is wonderful.	Pegasus Care	Buy carers a spare car for when they break down.
83	Some really nice caring personnel.	Pegasus Care	Keep to regular carers where possible. When a new person arrives you feel, 'how many more people have to see me naked?' You lose your dignity.
164	Absolutely superb and brilliant, friendly, courteous. I can't praise them enough. They will do anything for me. Their team leader [named] is brilliant at the job. Firm but fair. All excellent without exception. So lucky to have them to look after my husband.	Positive Horizons	No, as such good service. They have recently introduced night call which is excellent and see to all his personal care.
234	Very good.	Positive Horizons	A later call 7-7.30am would be better, at present its 6.30am.
5	[Named workers] reassessed but had a small amount of support. January [named worker] rang me to talk through the support. All the Support Workers are nice.	PST Derbyshire	Nothing, but has had hours cut due to Derbyshire County Council funding - would like more hours.
6	Enough support to do what I want - I struggle with reading and writing, bills and phone calls. Independent to go to the cinema on my own. Listens, good Support Worker - really happy.	PST Derbyshire	Nothing.
7	I like [named worker] coming, she helps me a lot. She helps me do housework and make telephone calls. She helps me with money. She makes sure I've taken my medication on a Friday.	PST Derbyshire	Nothing - I rate them 10/10.
3	Always get support on a Tuesday and Thursday for 1 hour each day. Likes Take 5 Course - based on 5 national outcomes as it helps me to learn new skills. Likes it as likes to meet new people.	PST Derbyshire	I used to have quite a lot of hours but they were reduced - I would like more hours. I get a rota and it is wrong - admin issues. A few glitches but they have tried to sort it.
4	I like all staff, I have different hours. I get help with shopping and budgeting. [Three named workers] talk to me nicely and they are helpful.	PST Derbyshire	Nothing 10/10 - great!
258	They are not a bad care agency but they are a little expensive - they charge a minimum of £14.50 an hour and 40pence per hour. The carers only	Right at Home	

	get around the basic minimum wage and 20pence towards their wage, but as a service user, I was told by the office staff that their staff get good hourly wages. I know some staff are a bit unhappy as they get irregular hours. I think also that because the local councils are cutting direct payments for disabled people, it is cutting adult care budgets for people like myself. Then it is cutting the hours given to care agency staff. Right At Home aren't a bad agency but sometimes I have to keep moaning to them about small issues, like not always getting the choice of my preferred carers regularly, having staff turn up to early or too late, etc...		
	Service User submitted comment, which contributed to the theming of comments, but requested that it was not published.	Right at Home	Service User submitted comment, which contributed to the theming of comments, but requested that it was not published.
66	Generally excellent service. Carers very friendly and respectful. Also have spotted problems very quickly have made life very much easier	Shirebrook Miners Welfare Centre	No response.
84	A cheerful bunch of carers who work hard to provide a positive service.	Shirebrook Miners Welfare Centre	Nothing (other than perhaps minor details).
87	My experience is very good. These carers are very helpful. They will do anything and everything that needs doing including personal care and general cleaning	Shirebrook Miners Welfare Independent Living	There is not much to change apart from perhaps more carers should be trained better to perhaps change stoma bags etc
255	Excellent.	United Response	Assessment giving us more hours.
78	They are all nice and friendly staff at United Response.	United Response	Not a thing as they are always nice and polite and caring.
95	Gives me my independence.	United Response	None.