



Where The Heart Is

An investigation into home care services

healthwatch
Dorset

TABLE OF CONTENTS

SUMMARY.....	2
THANKS.....	3
1. INTRODUCTION.....	4
2. BACKGROUND AND METHODOLOGY	5
3. Findings	10
4. Analysis of survey results.....	20
LOCAL AUTHORITY-FUNDED/PART FUNDED SERVICE USER SURVEY.....	20
PRIVATELY FUNDED SERVICE USER SURVEY.....	37
5. Areas that need attention.....	53
Next Steps.....	56
Appendices.....	57
A. The Service Providers whose clients responded to our survey	57
B. Verbatim (redacted) responses for Question 21: If you could change one thing about your home care service, what would it be?	58
Funded/part funded survey respondents.....	58
C. Verbatim (redacted) responses for Question 21: If you could change one thing about your home care service, what would it be?	69
Privately funded survey respondents.....	69
D. Verbatim (redacted) responses for Question 27: Any other comments you would like to make about the home care you receive.	72
Funded/part funded survey respondents.....	72
E. Verbatim (redacted) responses for Question 27: If you could change one thing about your home care service, what would it be?	84
Privately funded survey respondents.....	84
BIBLIOGRAPHY	89
Distribution List.....	90

SUMMARY

Many people need help and support to live as independently and safely as possible in their own homes. Home care is one of the main ways in which this support is provided, either funded/part-funded through local authority social services or privately funded. Abuse, neglect and general bad treatment of home care recipients regularly grabs the headlines but the findings from our investigation suggest that, in general, most people are happy with the care they receive across Dorset and Poole.

The headlines from our investigation:

What people receiving home care services told us when they responded to our survey:

- Most people would like to see the same care workers regularly or at least have more continuity in care workers in order to develop a trusting relationship.
- Most people told us their care workers are understanding, obliging, friendly and excellent at what they do although they can be rushed and keeping to time can sometimes be an issue.
- People would like to be listened to more and have more choice and flexibility in their care services.
- There are many people who do not receive regular contact from either social services or care agencies to check whether they are satisfied with their care.

What service providers and care staff told us:

- Lack of communication between NHS acute care, primary care, community care and home care service providers leads to lack of co-ordinated care. There is a lack of lateral working across boundaries.
- Workforce issues cause problems with capacity.

- Lack of communication between acute/community hospitals and service providers (especially upon transfer of care) causes problems with, and delays in, care being available.
- There needs to be more flexibility with care packages for funded/part funded care and an overall review of the commissioning process to ensure sustainability, continuity and equity.

THANKS

Healthwatch Dorset would like to thank all those who contributed to this investigation, in particular the survey respondents who gave their time and effort to tell us about their experiences. Thanks also to those friends, family members and carers of respondents who helped many to complete our survey. We are grateful to Dorset County Council and Poole Borough Council for agreeing to take part in the work, allowing us to reach over 2400 people. We are also grateful to all the service providers and their staff who answered our questions with honesty and to the service provider who agreed to send our survey to over 600 private clients.

1. INTRODUCTION

- 1.1. Healthwatch is the national independent consumer champion in health and social care established throughout England in 2013, under the provisions of the Health and Social Care Act 2012 and with statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.
- 1.2. Healthwatch Dorset is one of 148 local Healthwatch organisations with a dual role to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public. The remit of local Healthwatch encompasses all publicly funded health and social care services for both adults and children. Healthwatch Dorset covers the area of the three local authorities of Dorset, Poole and Bournemouth.
- 1.3. Healthwatch Dorset collects feedback from people of all ages and from all parts of the community, through community events; contact with community groups; comment cards which people send to us in the post; online through web site and social media; from callers to our telephone helpline; and through the Citizens Advice Bureaux in Dorset, Poole and Bournemouth, all of whom offer a face-to-face service. As part of the remit to gather views Healthwatch Dorset also has the power to “enter & view” services and undertake announced and unannounced visits.
- 1.4. The following report documents the findings of an investigation into people’s experiences of home care across Dorset and Poole - the objectives of the work being to gather views of service users which can directly influence the future commissioning, design and delivery of home care services.

2. BACKGROUND AND METHODOLOGY

2.1 There are many examples of poor home care highlighted in national, and sometimes, local media. Healthwatch Dorset had received various comments about the quality of care and wanted to find out how people across Dorset felt about the services they receive, both when funded through local authority social services and also through privately funded services. We also wanted to know how service user feedback is used by commissioners to help improve services. Some of the comments we had received include:

“Unable to change rota, therefore Mum is in bed 12 hours a day causing pressure sores. Never turn up at time on the rota. Rota is never correct, so we never know who is coming. Training given to carers is insufficient, they do not know how to carry out tasks required. There is a huge staff turnover, Mum will see a carer once and then they leave. The best carers leave because of the way they are treated. Complaints and queries go unanswered. Instances of front door being left unlocked. Instances of 1/2 hour visits being rushed and completed within 15 minutes because carer has had extra clients added to their round. Basic tasks like how to wash a person are not known. How to dress a disabled person is not known. Even something as simple as washing up. Carers not happy with their treatment by the company which shows in their training and the completion of tasks in their care plan. No continuity of care or carers.”

“Lady 95 and has had 3 suspected strokes in the last 2 years. She chose xxx agency a year ago because they promised no more than 4 different carers. Since then she has had 44 different carers. Last month she had 7 different carers and the previous month 8. Client does not trust people very easily and is very distressed by the situation”.

“Lady receives care at home from xxx. She is unhappy with the service she has received in several respects, including that different care workers come to her home each time, meaning there is no continuity or development in their understanding of her needs; poorly trained staff in general; meals provided are not properly cooked”.

“Booked appointment for Mum on New Years day for wash/get up/breakfast but no cover turned up. Phone call, agency said cover would be visiting, no one turned up. I had to go at midday, Mum was so upset and could not phone me any earlier. On getting there, in bed, no drink since 7.30 the night before, no food, no medication, still in bed and unable to get out. I phoned agency, still unable to say why no one had come. I feel this is a critical incident as Mum had become confused and disorientated, because of this she needs a medical follow up”.

“Of course you always have the odd paid carer who takes short cuts to get out of the house quickly. Others on the other hand really care what they are doing - they used to talk to my mother and tell her rude rhymes - and she told them some too! Their timings were excellent which is what you want when they are using the one bathroom in the house. You don't want them turning up 2 hours early when maybe you are in the bathroom or worse still - still in bed! We had that happen with another agency which is useless because routine is essential. Some carers are not very responsible and need watching all the time to make sure they do a good job but that can happen in any job. How they act when the person they are caring for lives on their own I don't know as it wasn't our experience. We were with my mother all the time and the carers were always very pleasant and friendly. Even the times when I was really upset or stressed they were very understanding. Ask yourself how you would like to clean someone up (who is not a relation) when they have had an incontinence problem during the night. Those carers are brilliant and so are the office staff”.

2.2 Through discussions with all three local authorities we established that service user engagement was something that was not necessarily consistent across all three areas and often relied on the Personal Social Services Adult Social Care Survey (www.hscic.gov.uk) - a stratified random sample survey and thus not delivered to every service user. However, we were advised by Borough of Poole that all clients receiving a service are sent questionnaires and have an opportunity to provide their views on the service they are receiving. Any actions identified are then included in an action plan for the service.

2.3 We therefore decided to produce a survey (using questions already pre-tested and verified) that we could send to every person receiving home care services across Dorset, Poole and Bournemouth. We also gave every person the opportunity for a phone interview should they wish and we offered a limited number of home visits. This is, as far as we know, one of the largest surveys of its kind undertaken and gave every person receiving services the opportunity to have their say. These are some of the most isolated and potentially vulnerable people in our society and are unlikely to have the opportunity to engage and provide their views through engagement events or other engagement/consultation methods and we wanted to provide every single person, not just a random sample, with the opportunity to be involved. In order to do this, we had to have the collaboration of the local authorities to send out our survey, covering letter and freepost return envelope to their service users on our behalf (as they could not share people's personal details with us because of data protection and client confidentiality). Healthwatch Dorset covered all costs for developing, printing and sending the surveys.

2.4 Dorset County Council and Borough of Poole agreed to work with us - surveys were delivered pre-sealed and stamped in order that each authority only had to print labels, attach them and post the envelopes. Bournemouth Council decided that at this time they did not feel that they could be involved as they had recently undertaken some engagement work with users of the service and felt that the Healthwatch Dorset survey and the Personal Social Services Adult Social Care Survey were too close together and they did not wish to overload their service users.

2.5 During this stage, we learned that The Better Together Programme (the three local authorities and local NHS bodies working together towards new ways of delivering health and social care services in Dorset www.dorsetforyou.com/better-together) had begun a project looking at the commissioning of Domiciliary Care Services across the whole county. The aim of that project is to identify the current position and performance, study evidence for local and national research and guidance, identify possible models and service options and to agree final option(s) and commissioning model(s) by mid-September 2015. In order not to duplicate work, we have liaised closely with their Project Manager to ensure that the findings from our investigation can inform their review and influence how commissioning will change. As stated in the Better Together Project aims, any background research, gathering of relevant data and statistics has already been completed by the Better Together team and therefore will not be duplicated here in our own report. In turn, the Better Together project has not undertaken any additional service user engagement, again in order not to duplicate. We should reiterate that our investigation is completely independent of both local authority and NHS bodies and as such our findings are documented separately from any report that may be produced via Better Together.

2.6 We wanted our investigation to be as rounded as possible, speaking with service providers, care staff and commissioners as well as undertaking the service user surveys. Through these discussions we were approached by one particular service provider who invited us to undertake the survey with their private clients. We wanted to establish if privately funded service users had differing experiences and views to those of people receiving funded care. Although we cannot make conclusive comparisons due to only one provider being involved, we can still draw some interesting inferences (see Findings). It would be valuable to do this piece of work with

privately funded users of other providers in the future should the opportunity arise. (Note - the service providers we talked to covered all areas of the county.)

2.7 Service providers have not been individually named in this report. Our investigation wished to gain an overall impression of services across the county, not all providers are represented by the responses and some responders could possibly be identified if providers were named. This is not an investigation about any specific provider or group of providers, so naming them would not be appropriate. However, Healthwatch Dorset retains the right to comment publically about any organisation that receives public money for providing health or social care services for residents of Dorset, where we judge this would be in the public interest.

3. FINDINGS

3.1 Findings from our surveys.

The full analysis (figures and percentages) of our survey findings can be found below in Chapter 4. Here we provide a summary with comments where appropriate. Although we highlight some of the obvious differences, we have not sought to make direct comparisons between the views expressed from funded/part funded service users and those of privately funded service users. This is because we are aware that all the views of private service users are regarding one particular service provider and are therefore not representative. This particular service provider does not have clients across all areas of the county and therefore comments may not reflect issues of rurality.

(Note - A significant number of respondents had help completing the survey, either from care workers or from someone else. Although there remains a possibility that help with the answers may bias results, a separate analysis of surveys completed by service users themselves reflects the overall figures and there are no significant differences).

- 3.1.1 The majority of respondents know the name of their social worker or care manager.
- 3.1.2 The majority of respondents, 84% (funded) and 86% (private), have a written care plan. Even though the figures are relatively high we would expect ALL service users to have some kind of care plan.
- 3.1.3 People receiving funded care tend, on average, to receive 7hrs of care per week whilst those privately funding their care receive, on average, 1hr per week.

- 3.1.4 Most people also receive practical help from family/friends and/or neighbours. This reflects the huge numbers of informal carers who are, in effect, subsidising the care system. If these informal carers became unavailable people would require more formal support, potentially straining our care system even further. This comment, from a carer, reflects how difficult the caring role can be:

“I care for my wife; we find Poole Hospital really good but it's been a bit of a wait this morning. We had an appointment at 10am today and I left home (only 10 miles away) at 7.30am to get a parking space. We have a blue badge but still you can't always get parked here and with my wife in a wheelchair I have to park as close as possible. Now it's nearly midday and we still have to wait at pharmacy. At home my wife has care 3 times a day from xxx and they are wonderful. District nurse pops in twice a week to redo my wife's leg bandages too. I was 81 yesterday and I've never worked so hard in my life as this last year. It's hard being a carer”.

- 3.1.5 Help with personal care is the largest type of care received by funded service users. For privately funded service users personal care, help with housework and help to go out are the largest. We believe this reflects the fact that funded care tends to cover more basic care needs.
- 3.1.6 Most people know how to raise a concern about their care should they need to. Even though the figures are high (83% and 86%) there are still potentially vulnerable people who are unaware of how to get their voice heard.
- 3.1.7 The majority of people told us they are satisfied with their care.
- 3.1.8 Of some concern is the considerable number of people (both funded and private) who have no contact from either social services or their care agency to check that they are satisfied with their care.

- 3.1.9 The majority of people told us that care workers always or usually arrive on time.
- 3.1.10 A considerably larger number of private clients advised that asked-for changes are always made. We make an inference here that private funders have more choice and flexibility whilst changes to local authority-funded care plans need to be agreed with social workers/care managers and care packages re-assessed. Are requested changes more likely to mean more hours and thus unlikely to be available for local authority-funded clients if not seen to be essential?
- 3.1.11 Although the majority of people said care staff never spend less time than they should with service users, there are still a significant number who sometimes have less time than they should. This will obviously have impact on the care received.
- 3.1.12 Many people advised that care workers rush. Again, this impacts on the quality of care and the quality of the experience received.
- 3.1.13 The majority of people are happy with the number of care visits they receive.
- 3.1.14 Most people either always or nearly always see the same care workers. Continuity of care workers is one of the biggest issues people raised.
- 3.1.15 Most people advised that care workers always do the things they want done although a considerable number advised “nearly always” or “sometimes”.
- 3.1.16 Most people are kept informed about changes in their care routines.

- 3.1.17 Most people are always or usually happy with the way care workers treat them. We have some concerns with the number who are “usually” happy. People may have issues around staff rushing or times but that should not impact on the quality of care.
- 3.1.18 Most people agreed that the vast majority of care workers are understanding, obliging, friendly and excellent at what they do. However, a large number of those receiving local authority-funded care said that care workers can be less thorough than they would like and a number of both funded and private service users said that care workers often do things their way rather than the service user’s.
- 3.1.19 When asked what they would change about their care many people said that they would like better continuity of care workers, to have care provided at the times that suit them, to be listened to more and to have more choice. People would like care to be less rushed and to be kept informed about changes.
- 3.1.20 Most respondents were women, most were over 75 and most advised they had some kind of disability. The vast majority identified as White British.

3.2 What Service Providers told us (not in any order of priority):

- 3.2.1 Many prefer to have private clients rather than local authority-funded. Not necessarily because of the additional income but because there is more flexibility to negotiate a more person-centred approach with the client.
- 3.2.2 In rural areas travel times, weather and distances between clients can cause delays. Staff need to be paid for their travel time.

3.2.3 Lack of effective communication between many primary care providers (such as GPs and pharmacists) and home care service providers can act as a barrier to co-ordinated care. At Healthwatch Dorset, we recognise the need to protect patient confidentiality but building relationships with those closest to clients/patients can only enhance the care they receive. Many people receiving home care have no relatives and the home care provider staff know them better than anyone else does. Some of the issues we heard about include:

- a) Care staff attempting to inform GPs when clients are ill but not being listened to.
- b) Some GP practices only taking urine samples in sample bottles provided by the practice (even though providers had sterile bottles) leading to delays in diagnosis and increased/unpaid care staff time.
- c) Service providers requesting GP callouts to ill clients but surgeries only phoning clients back. Problems for those who may be hard of hearing or who have some kind of dementia (even though care staff advised the surgery this would not be the most appropriate form of communication).
- d) GPs changing patient/client medication but not informing the care staff who help that person to take their medication.
- e) A GP may prescribe medication for a client that needs to be taken 4 times a day for example, but the client's care package is for 2 visits a day.
- f) Community care staff such as district nurses and OTs (Occupational Therapists) visiting clients/patients to provide care/treatment and not documenting it on care plans - thus making care staff unaware of how to provide appropriate care afterwards.

g) These are only examples of where a better working relationship between primary care and home care providers could enhance the care received. It should be noted that we did hear of areas of good practice as well, with some GPs working closely with care providers, noting medication changes on care plans and listening to care staff.

- 3.2.4 Some clients have not had a medicines review for 3 years.
- 3.2.5 Providers are not funded to undertake care reviews but are often requested to attend time-consuming assessments. Some clients have not received a review within the last 3 years.
- 3.2.6 There is a lack of peripatetic dentists and opticians. There are some private providers but they are very expensive. Many rural clients cannot get into town to have, for example, glasses checked or hearing aids checked or to have dental treatment.
- 3.2.7 All providers told us about workforce issues. Low unemployment rates across Dorset, high cost of living for low paid staff, zero hours' contracts, cost of housing, problems with travel times in rural areas and so on are all impacting on the availability of care workers. These issues are being taken up through the Better Together work stream and will not be discussed in any further depth in this report. However, these issues obviously effect the quality of the care received.
- 3.2.8 Some local pharmacies can be very helpful advising about medicines (when and how they should be administered, for example), advice that some GPs do not provide.
- 3.2.9 Brokerage services in the three local authorities work differently, with Poole providing more information about potential clients to providers than Dorset (these issues are being addressed through Better Together). There seems to be some lack of trust between commissioners and providers.

- 3.2.10 Social services out of hours can be a concern. Some people have experienced a lack of support, advice and signposting after hours.
- 3.2.11 Transfer of care from acute hospitals and community hospitals can cause problems. Delayed transfers of care mean carers can be waiting for people at their homes but they are still in hospital. There is a lack of communication in some cases about the needs of the client once they have left hospital. Some people are sent home without the home care service provider being informed (even though the provider can request 48 hours' notice). Some providers are very concerned about unsafe transfers of care. People may be assessed when in hospital by an OT, they can walk the required number of steps along the ward, they are judged ready to leave hospital. So they go home, but to a house with lots of steps, no downstairs toilet etc. (Note -Some providers are involved in discharge planning and will visit the person in hospital to discuss their needs).
- 3.2.12 If a person's needs change, it can take weeks to arrange a re-assessment in some cases. Everything requires "evidence" even though the provider, who knows their clients, can tell that the care package needs to be adjusted. People working in different parts of the system need to trust each other more, and focus on the needs of the person rather than inflexible processes.
- 3.2.13 Safeguarding triage teams in the local authorities are, in general, very supportive. However, some people reported a lack of support from Safeguarding for people who self-harm or self-neglect.
- 3.2.14 Quality of communication with community services (e.g. district nurses) appears to be dependent on area. Some complete notes in care plans; some do not.

- 3.2.15 There are long waiting times to have an OT visit, meaning people can often be bedbound for a number of days or weeks.
- 3.2.16 All service providers we spoke with had concerns about the 15-minute time slot. Even if a person only needs help with medication it can still take time to help someone swallow tablets or to sort out blister packs etc.
- 3.2.17 There are concerns with the NHS111 service. They often will not speak with care staff even if the person receiving the service cannot communicate directly with them and there is no available family member.
- 3.2.18 Flexibility to deliver local authority-funded care packages (in a similar way to that of privately funded clients) would mean a more person-centred approach, better use of time and less gaps.
- 3.2.19 Care workers (as well as informal carers) and relatives need to be more involved in care assessments.
- 3.2.20 Lack of capacity in the home care provider system may have an impact on the quality of care provided. It seems that commissioners' /social care services' priority is often about getting ANY care for a person in need; sometimes to the detriment of quality.
- 3.2.21 There seems to be a huge backlog of work for social workers. One service provider reported putting in a referral for a person they had concerns about in December and received no response until February. In the meantime, they themselves implemented the changes they thought necessary.

3.3 What care staff told us (not in any order of priority):

- 3.3.1 Travel times are the main issue. If there are traffic problems or weather problems, it means carers are rushed.
- 3.3.2 Not being paid for travel means a carer could do a 12-hour day but only be paid for 8 hours.
- 3.3.4 Carers can be tempted to change to working at care homes or as HCAs (Health Care Assistants) in hospitals, where they will have set hours, no travel and are paid for the time they work.
- 3.3.5 Often issues arise with GPs because of a lack of communication. Care workers can find a new set of medication that they do not know about. They have to contact their office, who then have to try to contact the GP. This can cause delays and can mean the client does not get the service they need.
- 3.3.6 Care staff would like more flexibility with local authority-funded clients. They have to stick to the care plan, whether it is still appropriate for the client or not. This can be very frustrating for everyone involved.
- 3.3.7 It can be hard not to “take over” and do the things that the carer thinks should be done e.g. tidying up for a client when actually they quite like all their papers in piles! Often social services think they know what is best for a client and have not even discussed the care package with them.
- 3.3.8 Care workers would like more time to spend with people, just to help alleviate some of the isolation issues they face. Often the care worker is the only person they may ever see.

3.4 What carers (family and friends) told us:

- 3.4.1 Carers told us that the Direct Payments system can be a problem. It can be very difficult to choose an appropriate care provider for a loved one. It can take a long time, there is a lot of paperwork and assessments and then after going through all those procedures the provider can advise they do not have enough staff or capacity and the whole process has to start again.

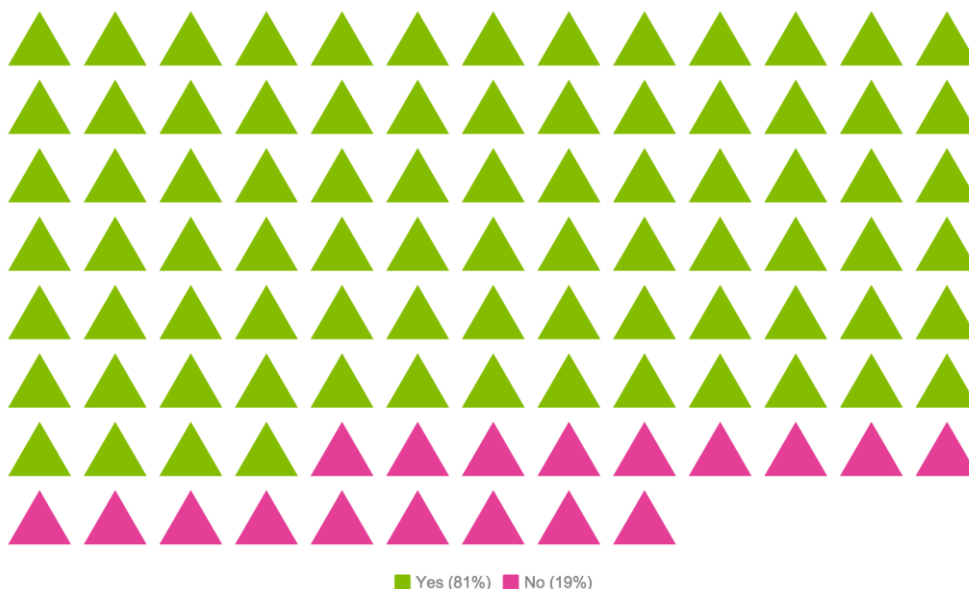
4. ANALYSIS OF SURVEY RESULTS

LOCAL AUTHORITY-FUNDED/PART FUNDED SERVICE USER SURVEY

2400 surveys were sent to service users in Dorset and Poole. The survey was also available online. We received a total response of 518 paper surveys with an additional 20 online replies (a 22% response rate). The results below are amalgamated.

- Questions 1 and 2 asked for service user name (optional) and the name of the service provider. 62 providers were mentioned with the largest receiving 20%. (Note - analysis shows that 20% responses for one service provider has not altered the overall results and percentages in any question more than 5% either way.)
- **Question 3: (515 responses)**

Do you know the name of your care manager/social worker?



- **Question 4: (509 responses)**

Do you have anything in writing that says what your care workers are supposed to do for you?



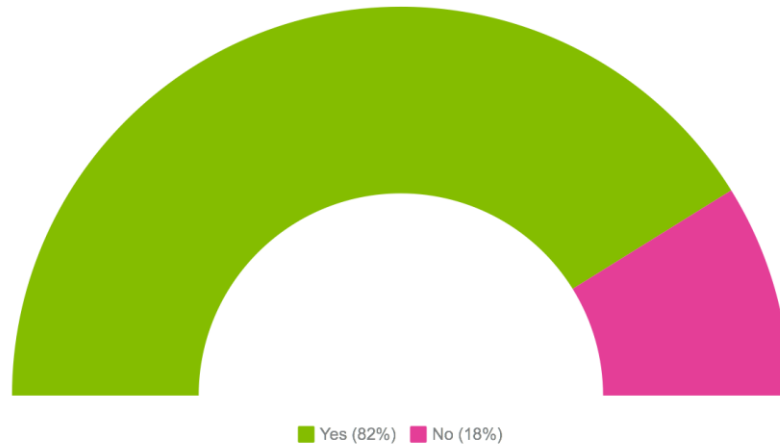
■ Yes (85%) ■ No (8%) ■ I don't know (7%)

- **Question 5: How many hours of home care do you usually receive each week? (486 responses)**

Answers ranged from half an hour to 24/7 full time live in care. Largest group (12%) received 7 hours.

- **Question 6: (520 responses)**

Do you receive any practical help from friends, neighbours or family members?

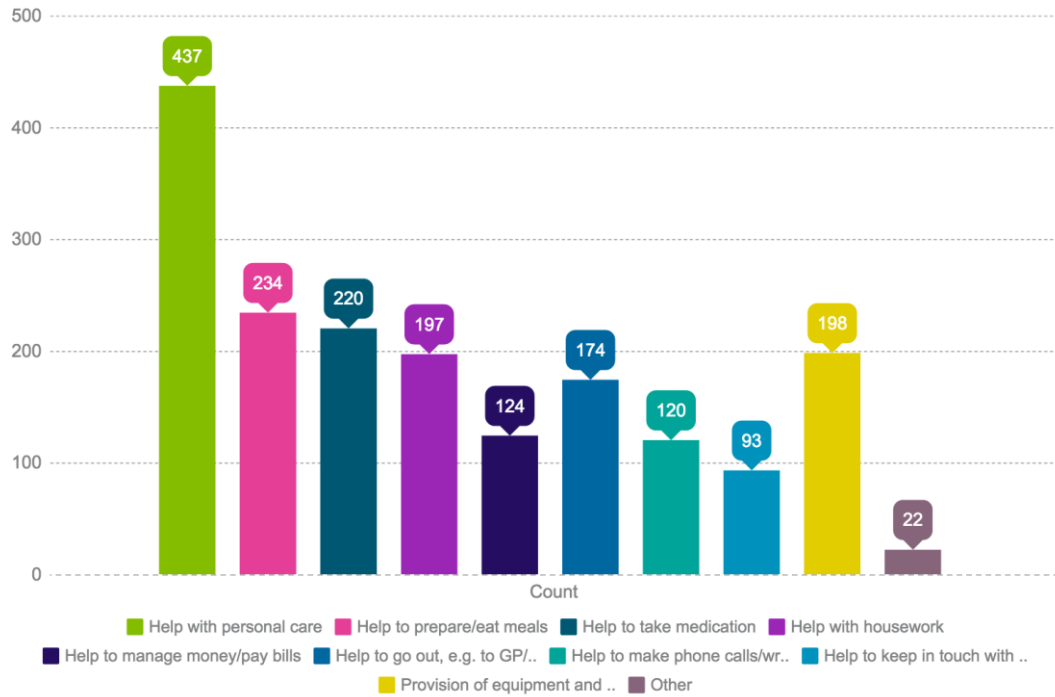


■ Yes (82%) ■ No (18%)

data collected on
 SurveyMonkey

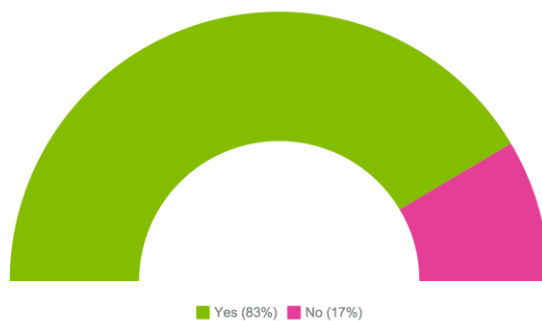
- **Question 7: (524 responses)**

What kind of home care services do you usually receive?



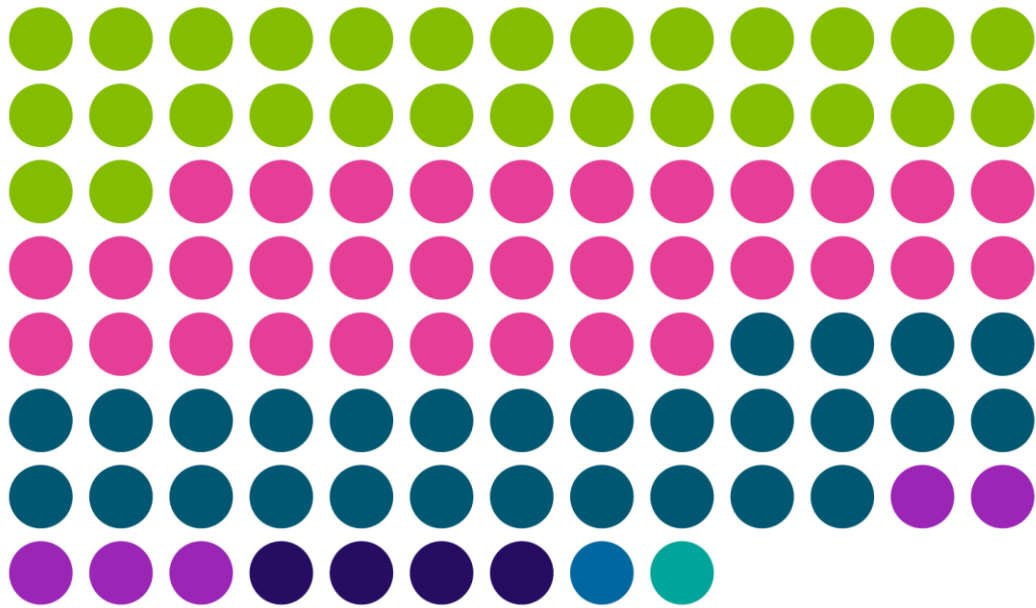
- **Question 8: (516 responses)**

If you have a problem with your home care or wish to raise a concern with your home care provider, do you know how to do so?



- **Question 9: (515 responses)**

Overall, how satisfied are you with the help that you receive?



■ Extremely satisfied (27%)
 ■ Very satisfied (33%)
 ■ Quite satisfied (28%)
 ■ Neither satisfied nor d.. (6%)
 ■ Fairly dissatisfied (4%)
 ■ Very dissatisfied (1%)
 ■ Extremely dissatisfied (1%)

- **Question 10: (515 responses)**

Does anyone contact you from either the care agency or social services to check that you are satisfied with the care that you receive?



■ Yes (65%)
 ■ No (27%)
 ■ Don't know (8%)

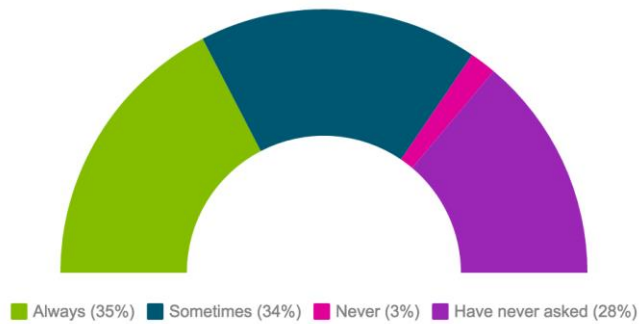
- **Question 11: (515 responses)**

Do your care workers come at the times agreed on your care plan?



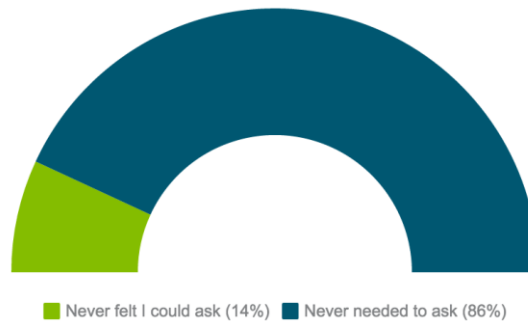
- **Question 12 (a): (515 responses)**

If you ask for changes in the help you are given, are those changes made?



- **Question 12 (b): (137 responses)**

If you have never asked for any changes, why is that?



- **Question 13: (504 responses)**

Do your care workers spend less time with you than they are supposed to?



- Question 14: (514 responses)

Are your care workers in a rush?



■ Never (43%) ■ Sometimes (44%) ■ Often (9%) ■ Always (4%)

- Question 15: (502 responses)

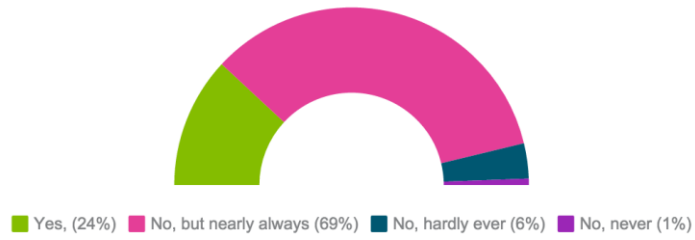
Do you have as many visits from your care workers as you need?



■ Yes (89%) ■ No, I need a few more (10%) ■ No, I need a lot more (1%)

- **Question 16: (516 responses)**

Do you always see the same care workers?



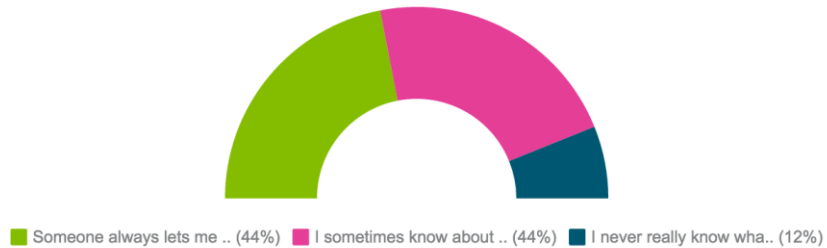
- **Question 17: (514 responses)**

Do your care workers do the things that you want done?



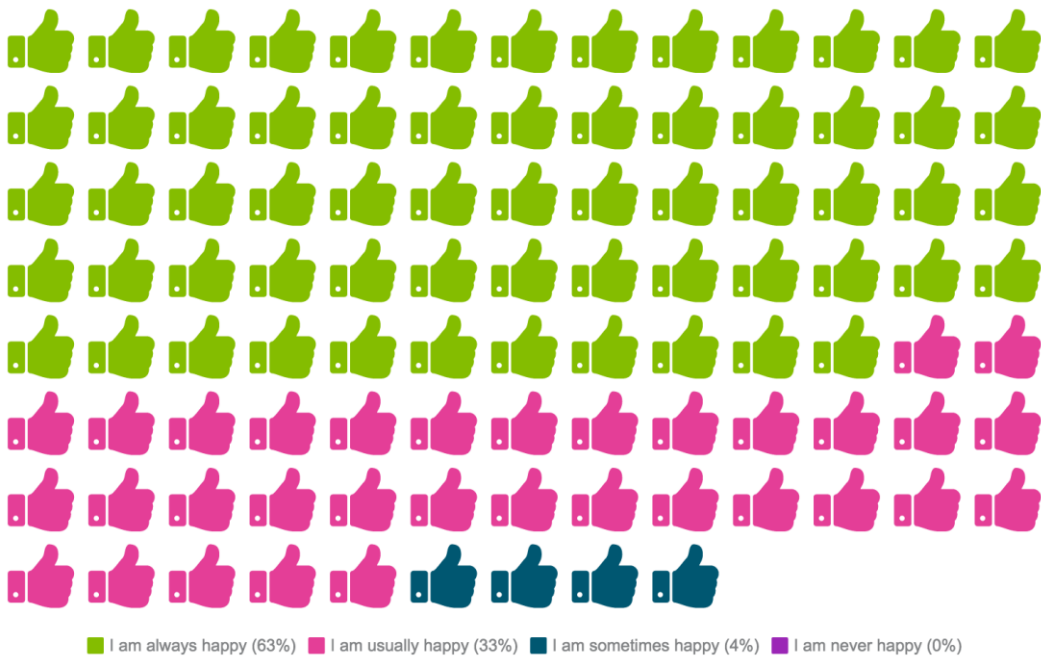
- **Question 18: (508 responses)**

Are you kept informed, by your home care service, about changes in your care? (e.g. your visit will be late or you'll have a different care worker.)



- **Question 19: (519 responses)**

Overall, how do you feel about the way your care workers treat you? (e.g. whether they are understanding and treat you with respect).

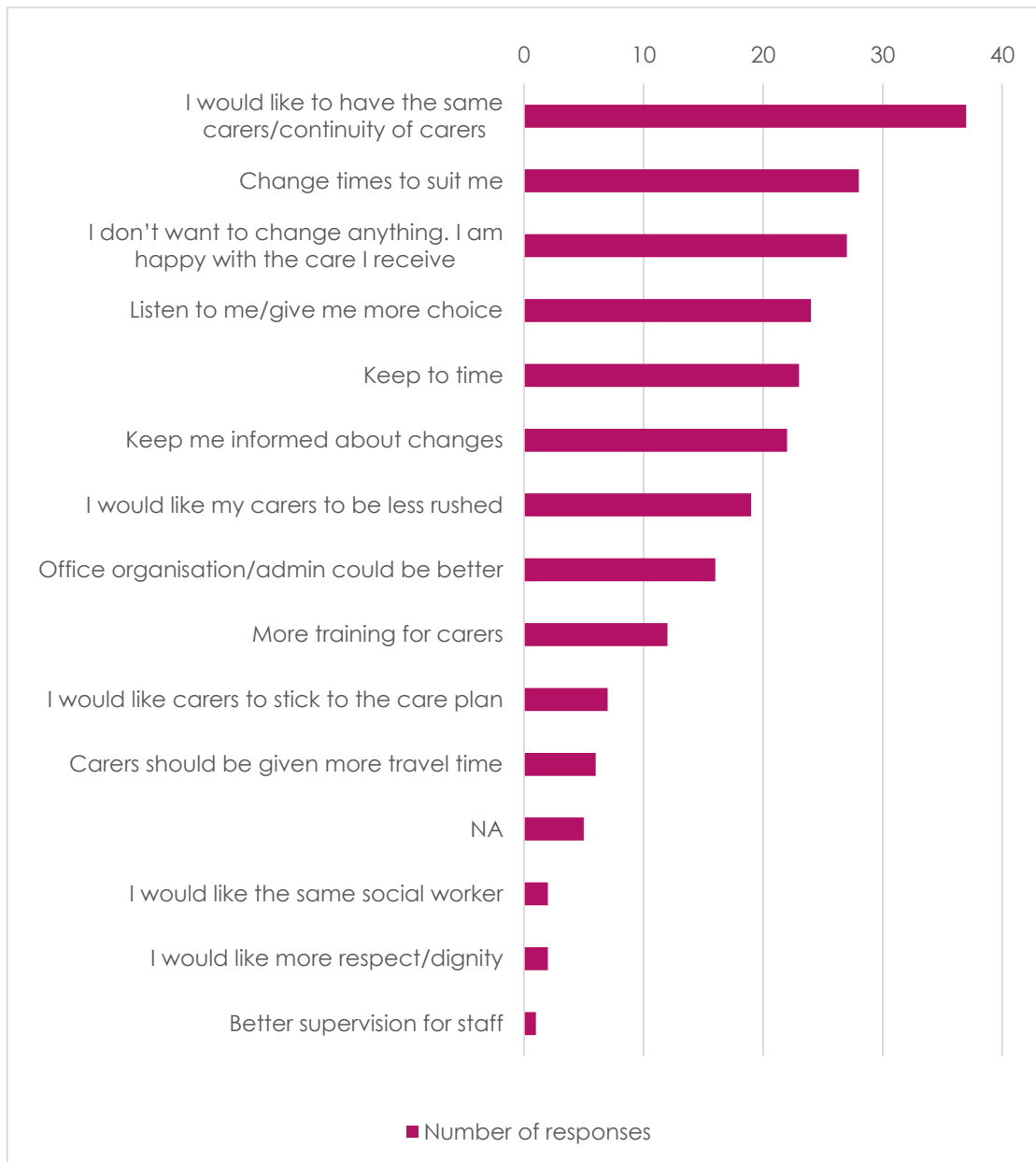


- **Question 20: Please read the following statements and then put a tick next to each statement under the answer that comes closest to the one you want to give.**

	Strongly Agree	Agree	Disagree	Strongly Disagree
My care workers are understanding (501 responses)	45%	54%	1%	0%
My care workers are obliging (497 responses)	45%	54%	1%	0%
My care workers are friendly (507 responses)	54%	45%	1%	0%
As far as I know my care workers keep any personal details they know about me to themselves (487 responses)	41%	55%	3%	1%
My care workers gossip to me about other people they care for (467 responses)	3%	7%	45%	45%
My care workers are excellent at what they do (476 responses)	41%	50%	8%	1%
My care workers are less thorough than I would like (450 responses)	5%	19%	48%	28%
My care workers treat me with respect (493 responses)	54%	45%	1%	0%
My care workers do things in their way rather than mine (455 responses)	6%	25%	50%	19%
My care workers are gentle with me (491 responses)	45%	52%	2%	1%
My care workers are careless (440 responses)	0%	6%	47%	47%
My care workers are honest (498 responses)	53%	45%	1%	1%

- **Question 21: (230 responses)**

This was a free text response question. Replies are coded into themes below
 - see Appendix for all verbatim responses (redacted to ensure anonymity).



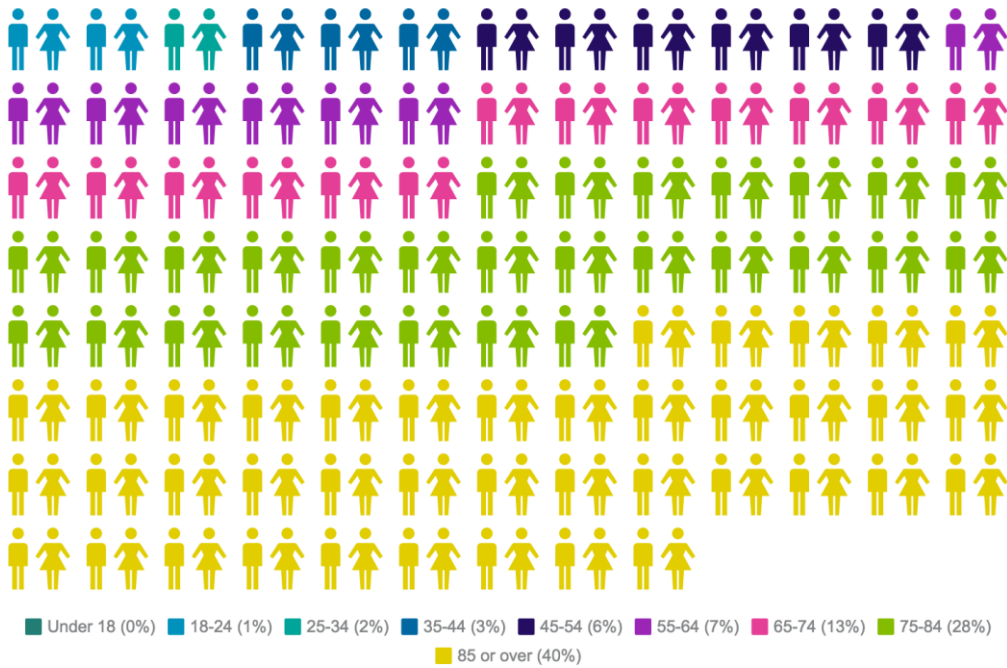
- Question 22: (515 responses)

Are you male or female?



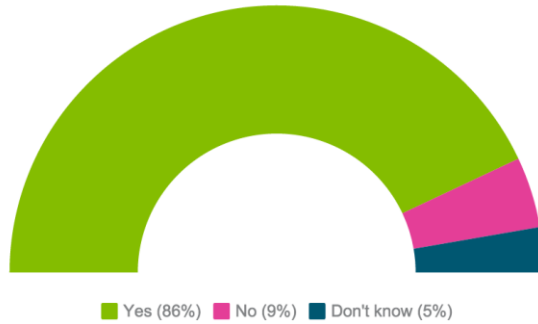
- Question 23: (520 responses)

How old are you?



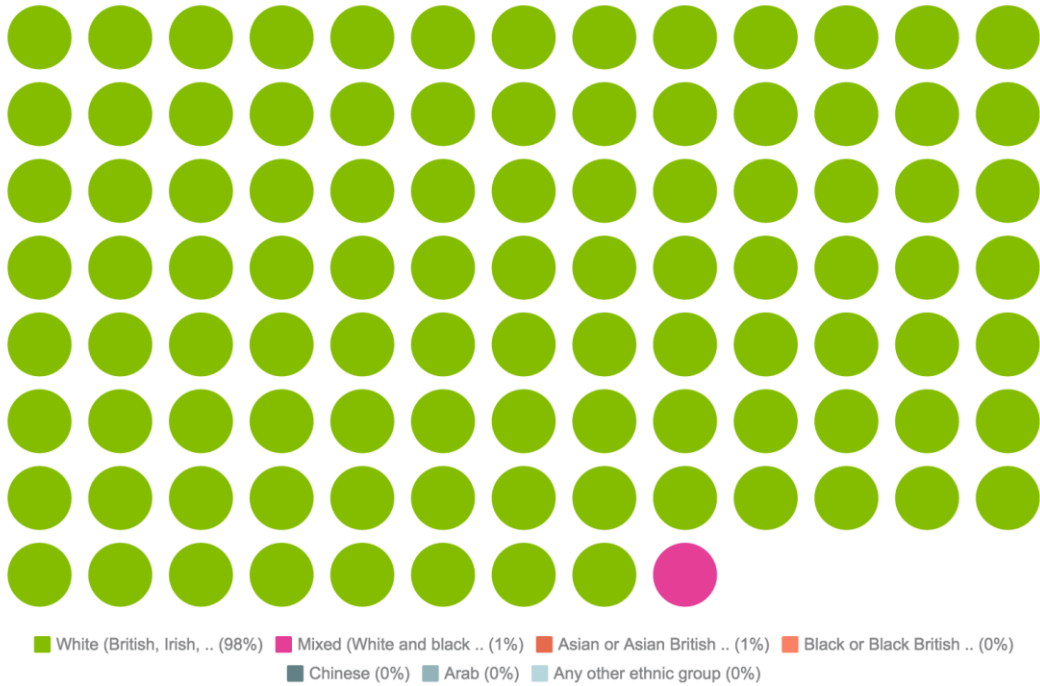
- **Question 24: (514 responses)**

Do you consider yourself to have a disability?



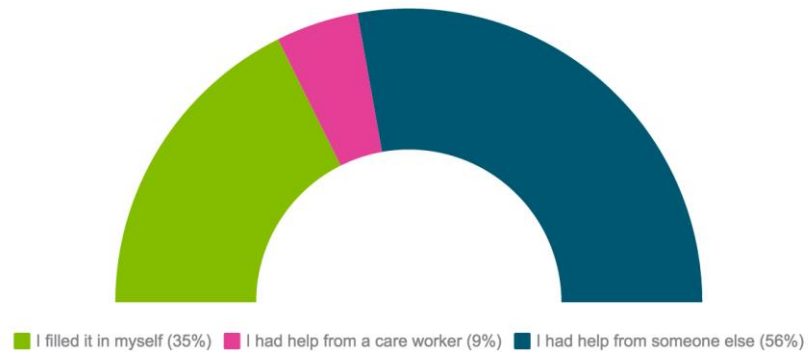
- **Question 25: (519 responses)**

To which of these groups do you consider you belong?



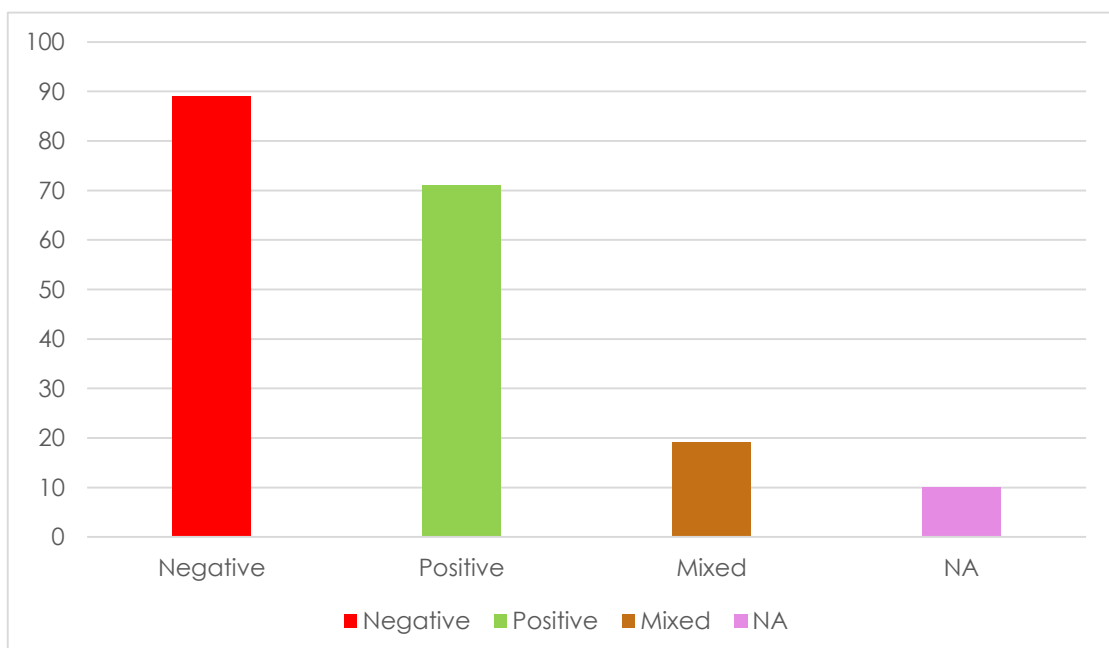
- **Question 26: (524 responses)**

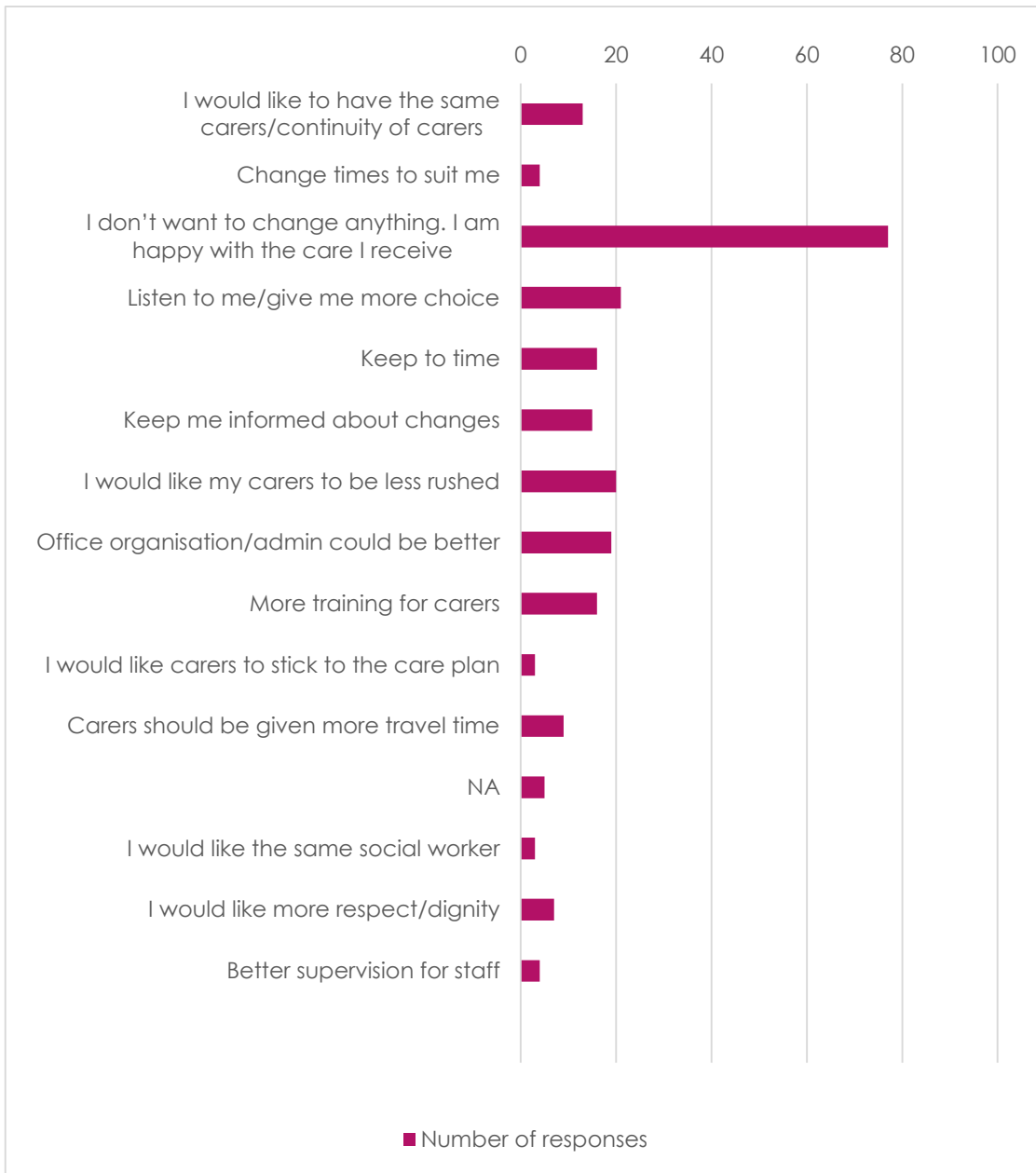
Did you fill in this questionnaire by yourself or did you have help from someone else?



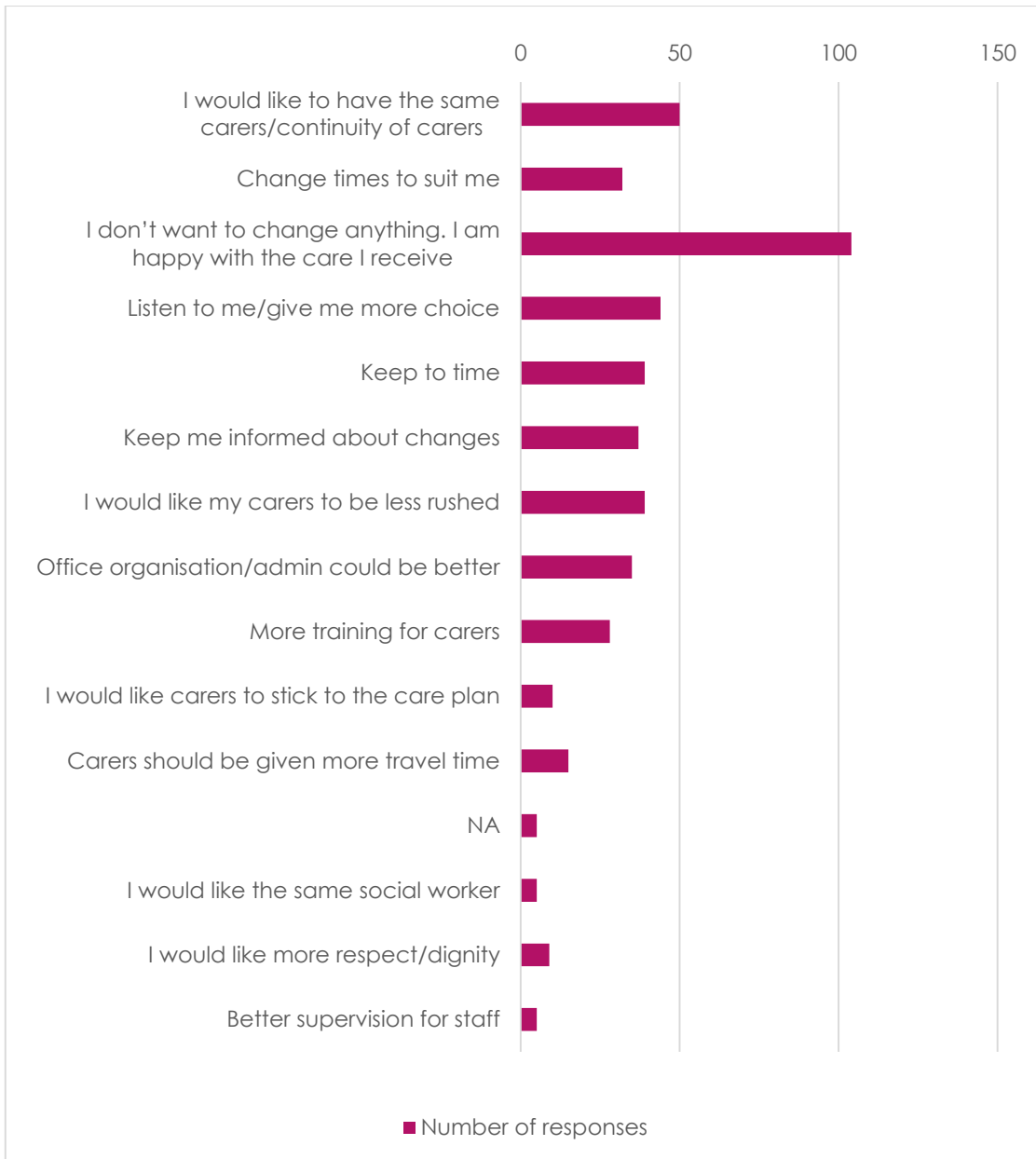
- **Question 27: Please write any other comments you would like to make about the home care you receive (189 responses)**

Free text response question. Replies are coded depending on sentiment below - see Appendix for all verbatim responses (redacted). All responses have also been coded into the same themes as for Question 21 (note - individual comments may be coded more than once if they include multiple issues/concerns/themes).





- Responses from Question 21 and Question 27 (free text) amalgamated:



PRIVATELY FUNDED SERVICE USER SURVEY

600 surveys were sent to privately funded service users of one service provider in the Poole area. We received a total response of 152 (a 25% response rate).

- Questions 1 and 2 asked for service user name (optional) and provider
- Question 3: (148 responses)

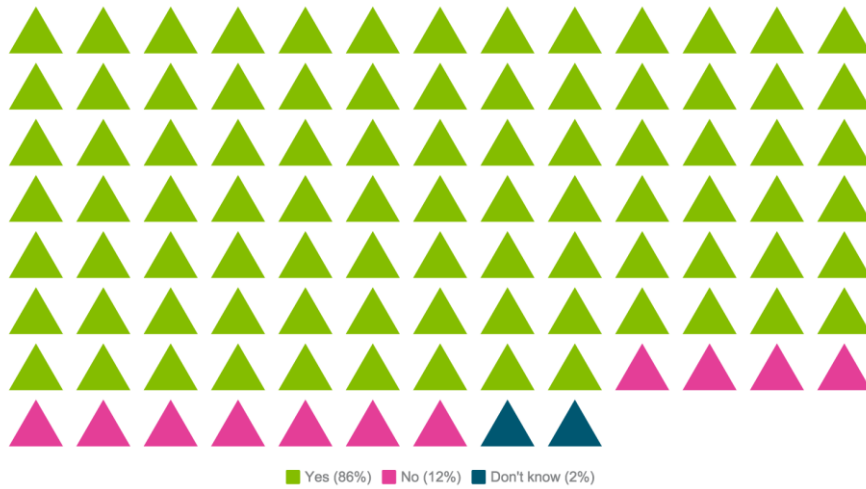
Do you know the name of your care manager/social worker?



■ Yes (80%) ■ No (20%)

- **Question 4: (148 responses)**

Do you have anything in writing that says what your care workers are supposed to do for you?

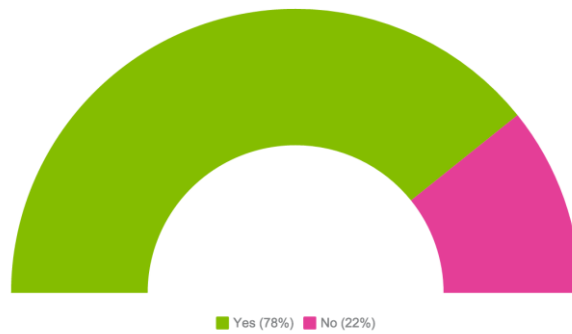


- **Question 5: How many hours of home care do you usually receive each week? (140 responses)**

Answers ranged from 15 minutes to 70 hrs. The largest group (15%) received 1 hour.

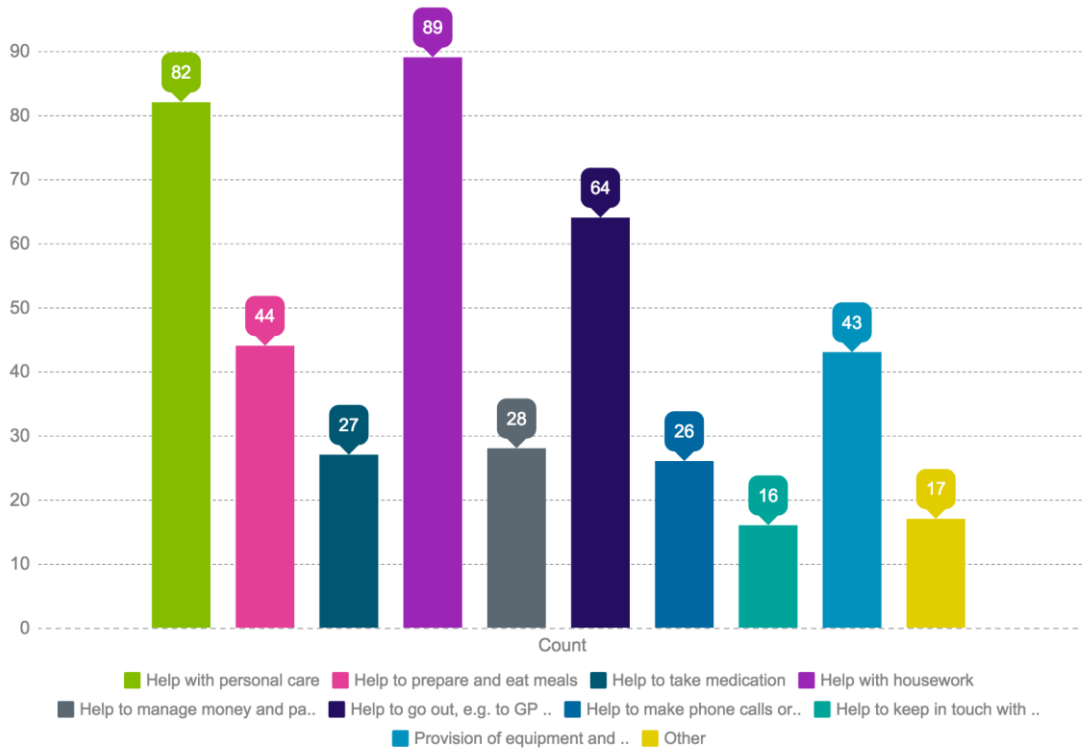
- **Question 6: (145 responses)**

Do you receive any practical help from friends, neighbours or family members?



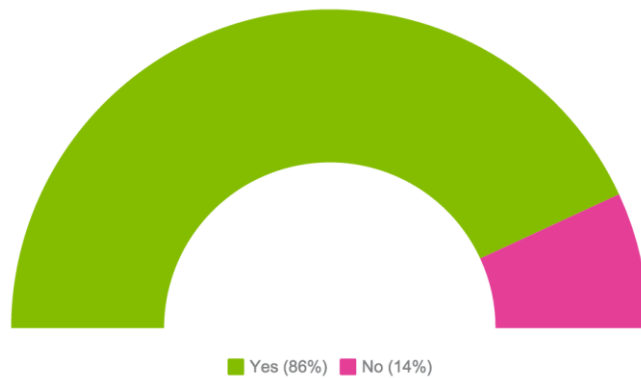
- **Question 7: (147 responses)**

What kind of home care services do you usually receive?



- **Question 8: (146 responses)**

If you have a problem with your home care or wish to raise a concern with your home care provider, do you know how to do so?



- **Question 9: (148 responses)**

Overall, how satisfied are you with the help that you receive in your own home?



- **Question 10: (143 responses)**

Does anyone contact you from either the care agency or social services to check that you are satisfied with the care that you receive?



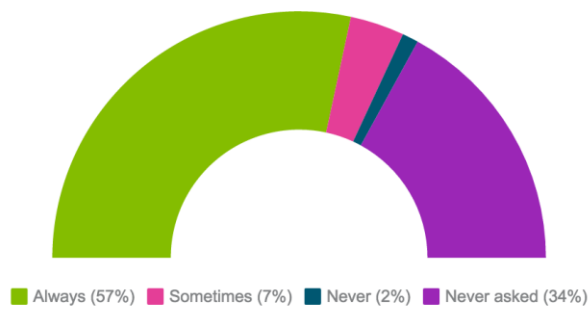
- **Question 11: (146 responses)**

Do your care workers come at the times agreed on your care plan?



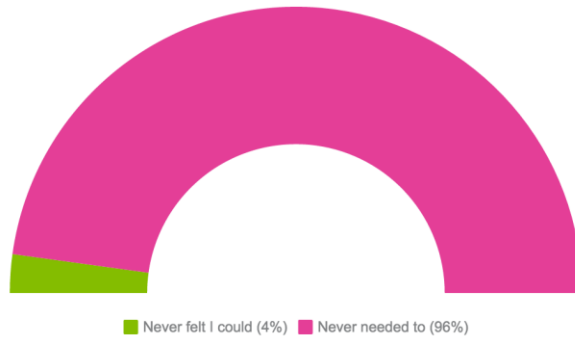
- **Question 12 (a): (141 responses)**

If you ask for changes in the help you are given, are those changes made?



- **Question 12 (b): (69 responses)**

If you have never asked for any changes, why is that?



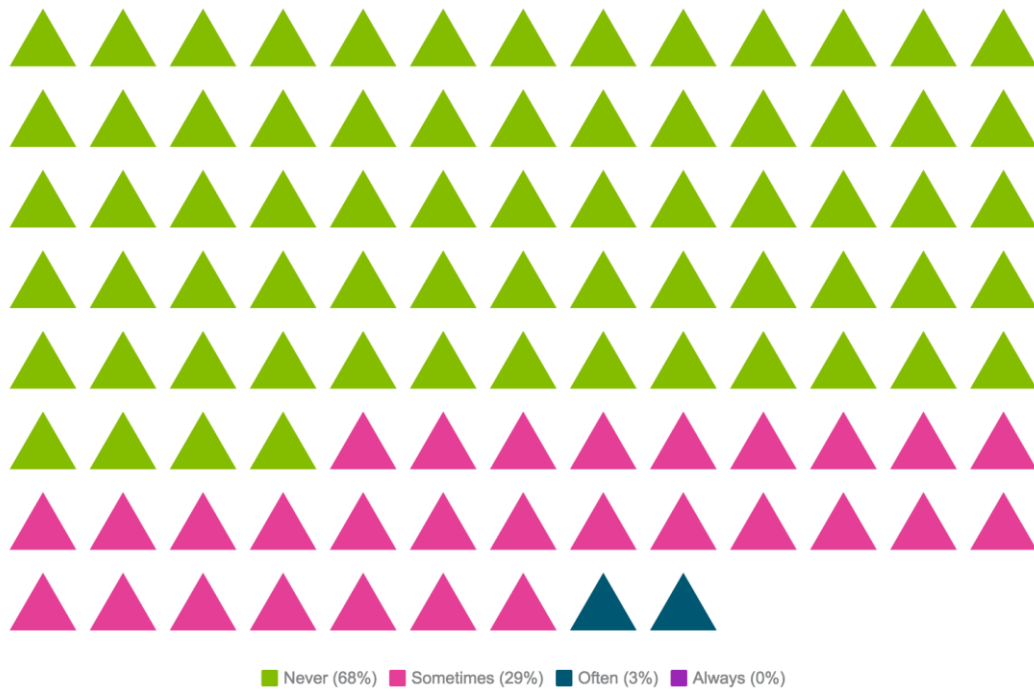
- **Question 13: (140 responses)**

Do your care workers spend less time with you than they are supposed to?



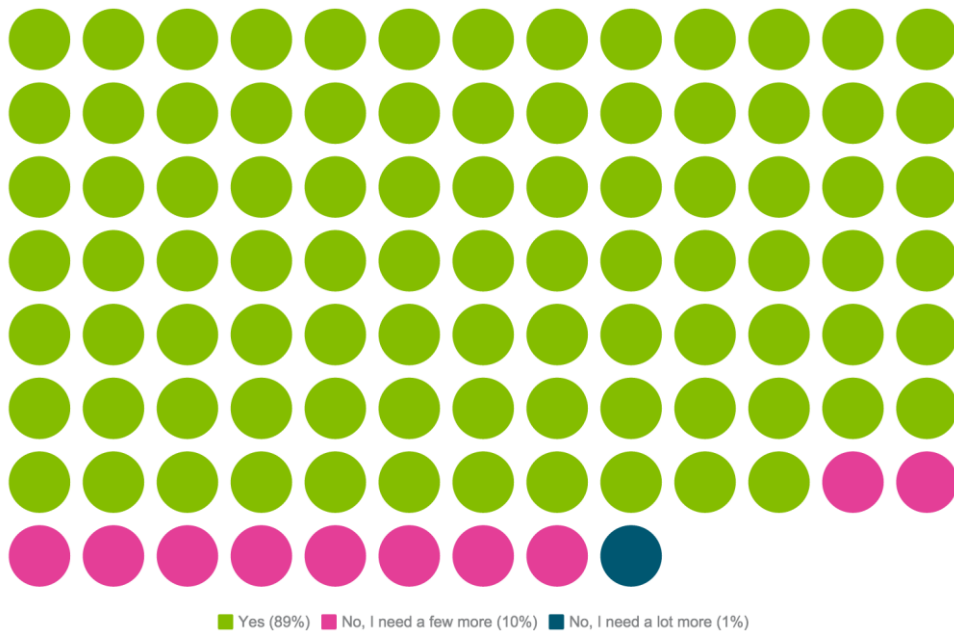
- **Question 14: (146 responses)**

Are your care workers in a rush?



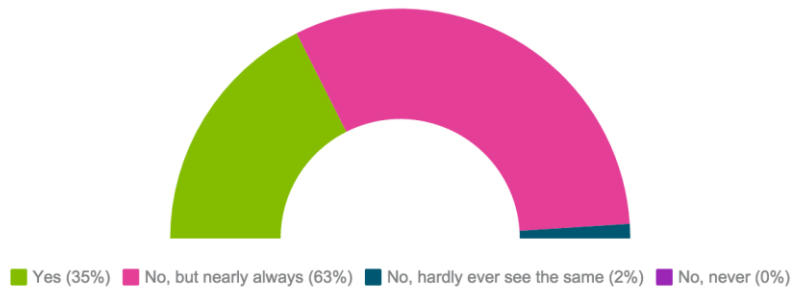
- **Question 15: (142 responses)**

Do you have as many visits from your care workers as you need?



- **Question 16: (149 responses)**

Do you always see the same care workers?



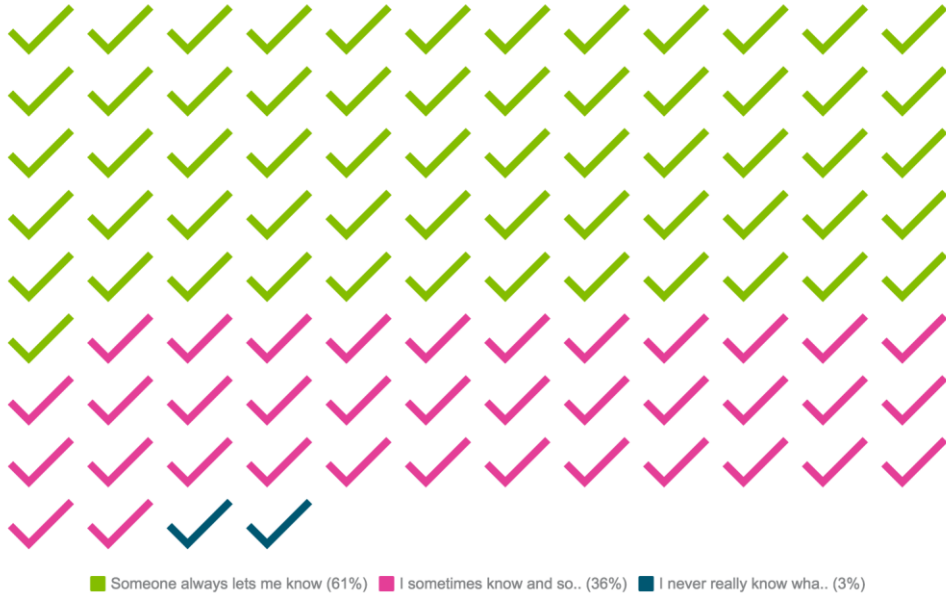
- **Question 17: (149 responses)**

Do your care workers do the things that you want done?



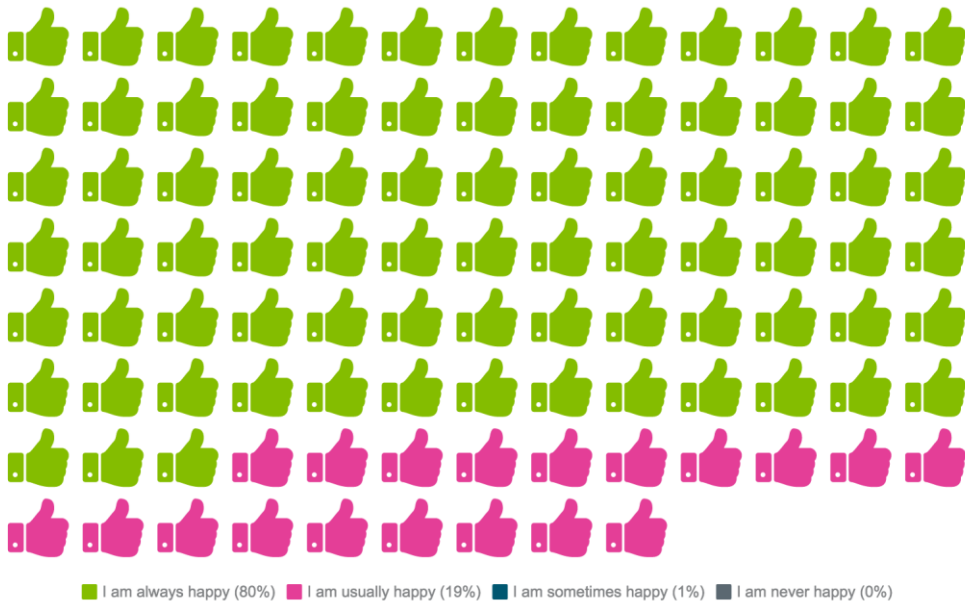
- **Question 18: (143 responses)**

Are you kept informed, by your home care service, about changes in your care? (e.g. your visit will be late or you'll have a different care worker)



- **Question 19: (147 responses)**

Overall, how do you feel about the way your care workers treat you? (e.g. whether they are understanding and treat you with respect.)

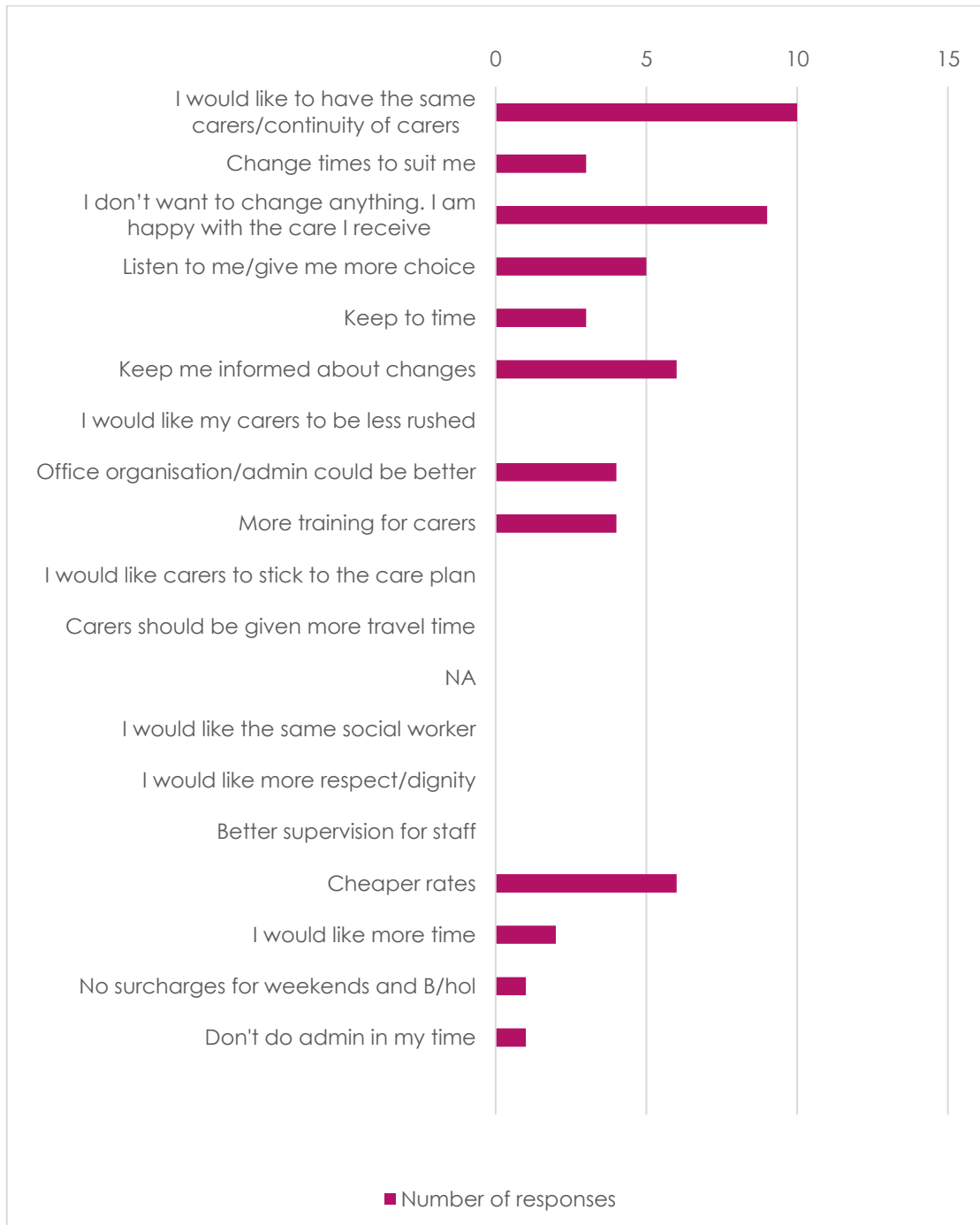


- **Question 20: Please read the following statements and then put a tick next to each statement under the answer that comes closest to the one you want to give.**

	Strongly Agree	Agree	Disagree	Strongly Disagree
My care workers are understanding (147 responses)	58%	41%	1%	0%
My care workers are obliging (143 responses)	62%	38%	0%	0%
My care workers are friendly (146 responses)	66%	34%	0%	0%
As far as I know my care workers keep any personal details they know about me to themselves (139 responses)	58%	41%	0%	1%
My care workers gossip to me about other people they care for (131 responses)	3%	6%	35%	56%
My care workers are excellent at what they do 141 responses)	51%	46%	2%	1%
My care workers are less thorough than I would like (130 responses)	2%	14%	47%	37%
My care workers treat me with respect (146 responses)	64%	35%	1%	0%
My care workers do things in their way rather than mine (127 responses)	6%	20%	46%	28%
My care workers are gentle with me (135 responses)	62%	36%	1%	1%
My care workers are careless (130 responses)	0%	2%	42%	56%
My care workers are honest (143 responses)	67%	31%	1%	1%

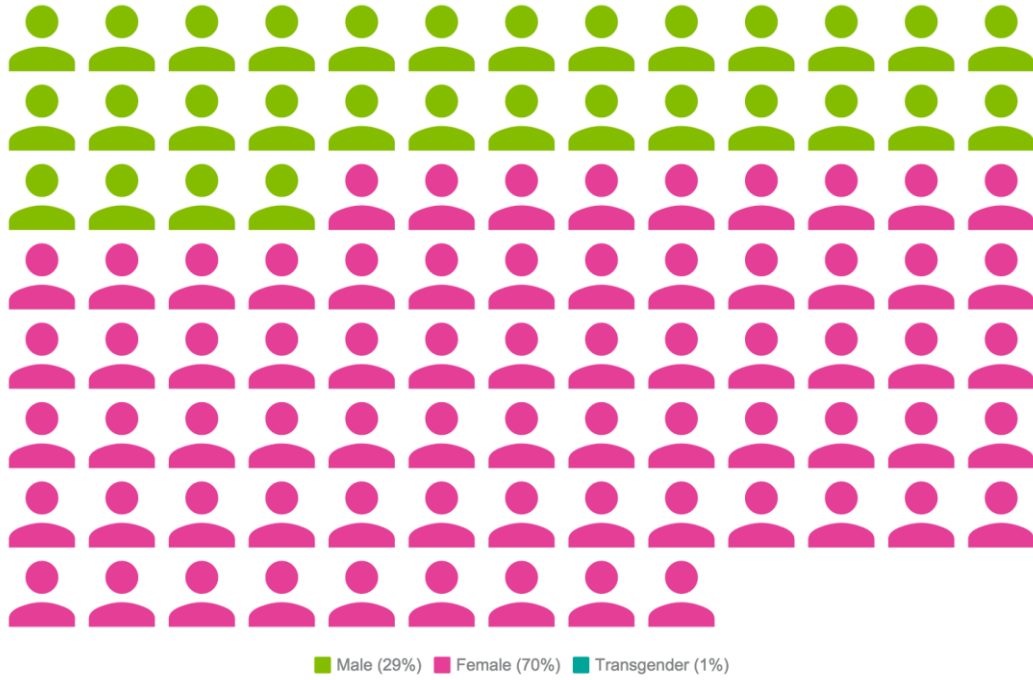
- **Question 21: If you could change one things about your care services, what would it be? (54 responses)**

This was a free text response question. Replies are coded into themes below - see Appendix for all verbatim responses (redacted to ensure anonymity).



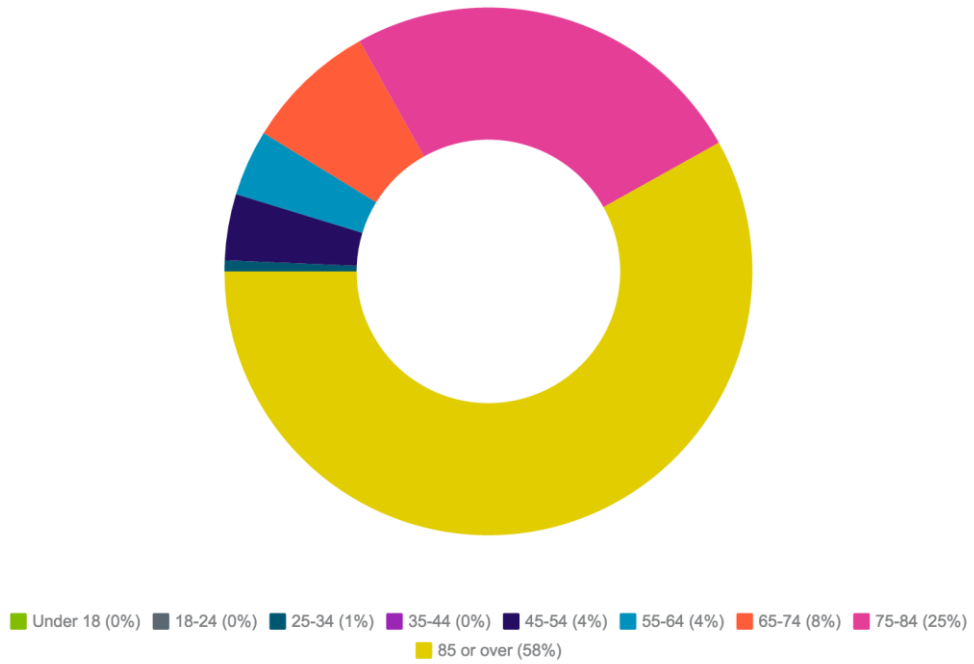
- Question 22: (149 responses)

Are you male or female?



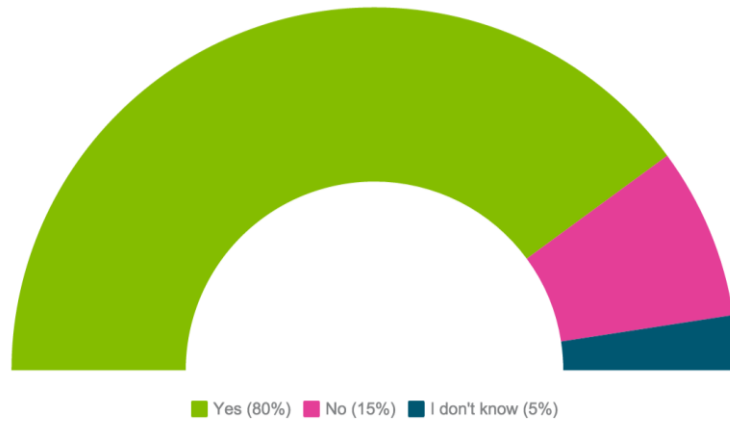
- Question 23: (149 responses)

How old are you?



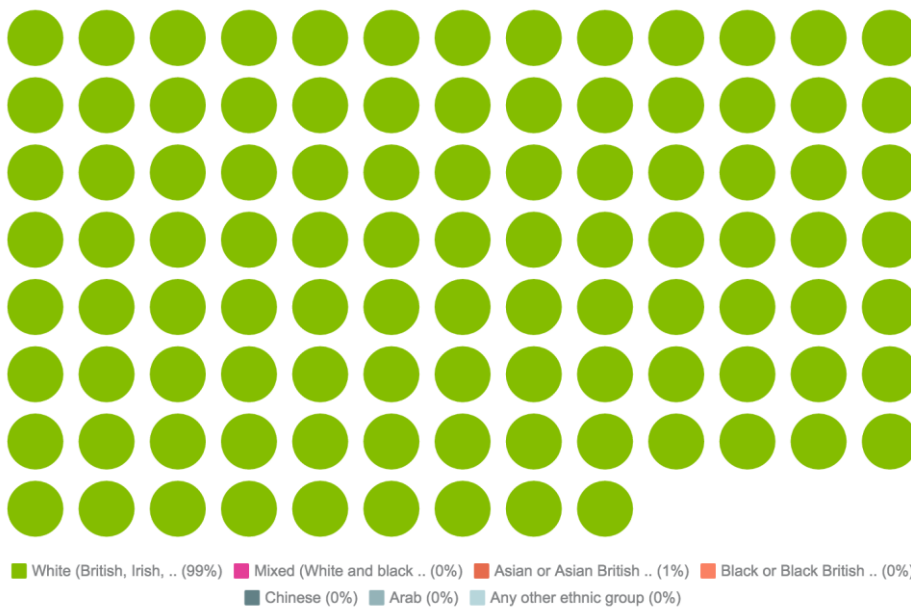
- **Question 24: (146 responses)**

Do you consider yourself to have a disability?



- **Question 25: (149 responses)**

To which of these groups do you consider you belong?



- **Question 26: (149 responses)**

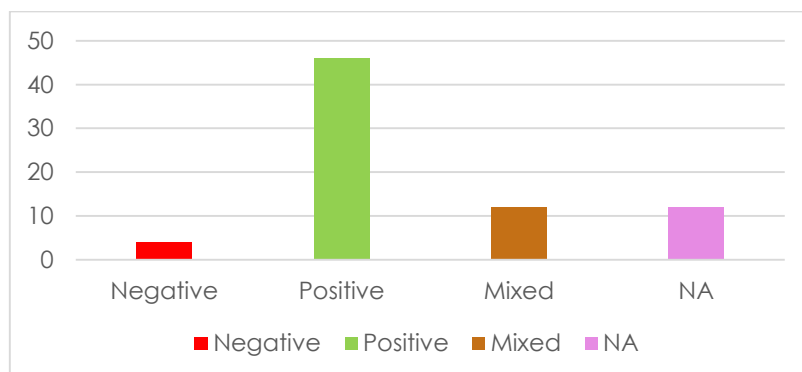
Did you fill in this questionnaire by yourself or did you have help from someone else?

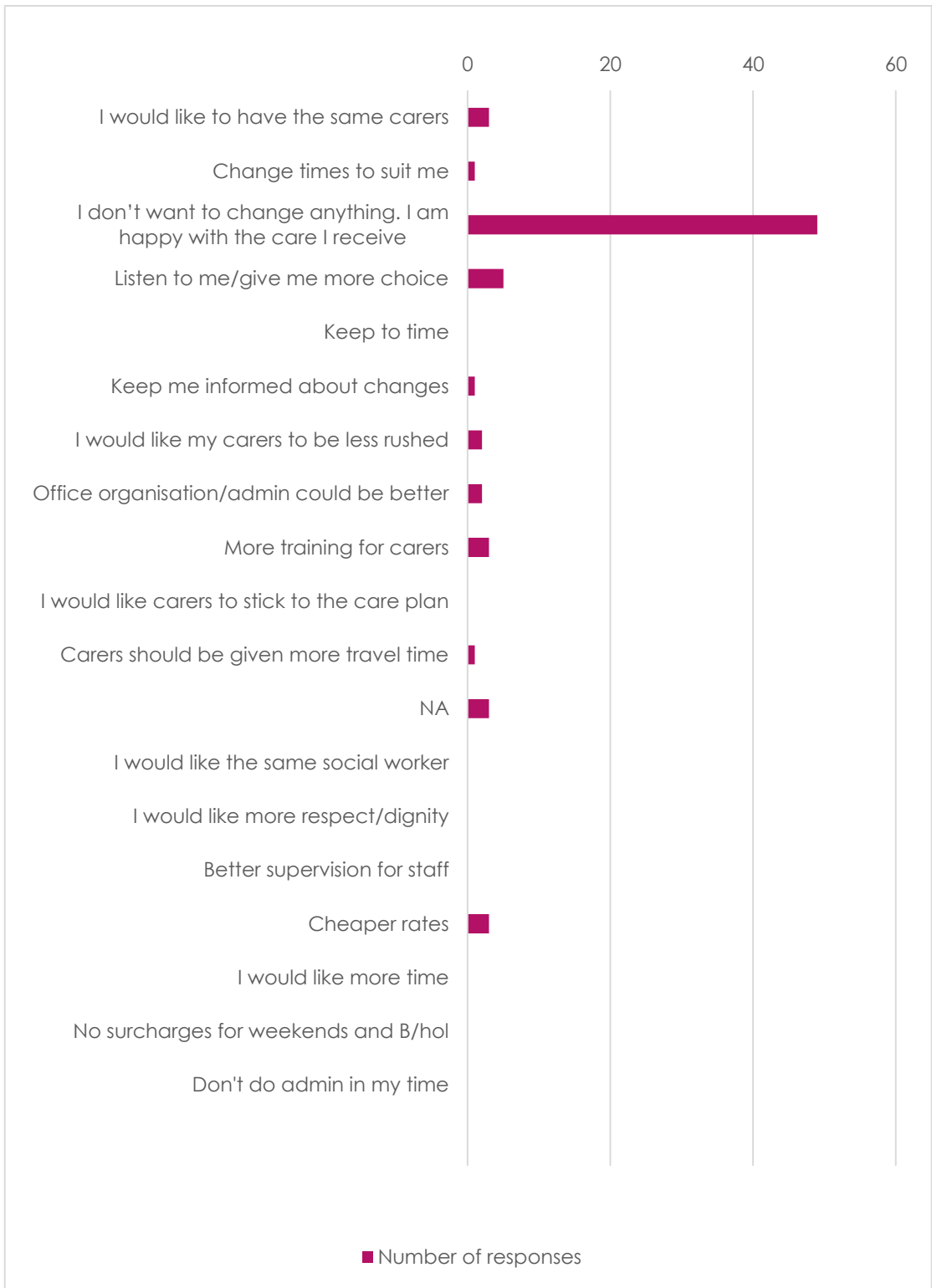


■ I filled it in myself (57%) ■ I had help from a care worker (7%) ■ I had help from someone else (36%)

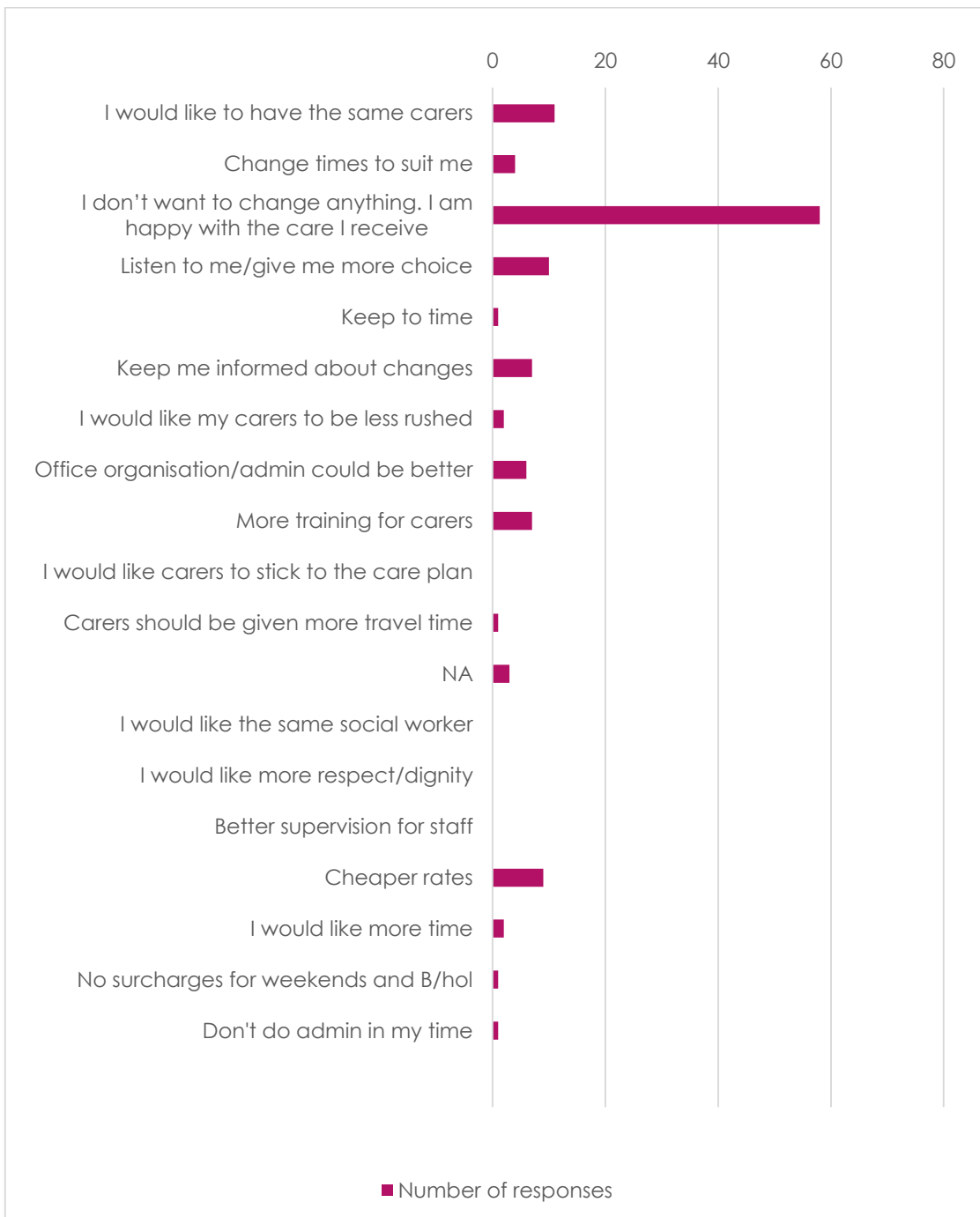
- **Question 27: Please write any other comments you would like to make about the home care you receive (74 responses)**

This was a free text response question. Replies are coded depending on sentiment below - see Appendix for all verbatim responses (redacted to ensure anonymity) All responses have also been coded into the same themes as for Question 21 (note - individual comments may be coded more than once if they include multiple issues/concerns/themes).





- **Responses from Question 21 and Question 27 (free text) amalgamated:**



5. AREAS THAT NEED ATTENTION

One of the core principles that lie at the heart of Healthwatch's work is that every single person matters and every single person is entitled to the highest quality of care. Therefore, while it is good to be able to report that the majority of the people who shared their experiences with us had a good experience of home care services, nevertheless there is still work to be done to ensure that 100% of people experience the same standards. In addition, there are some aspects of the service where there is need for improvement. Some of the areas for attention are:

- 5.1. More continuity in the particular care worker(s) supporting a particular person, to develop a trusting relationship. We heard of someone who had been promised no more than 4 different carers but in the space of one year there were 44.
- 5.2. More opportunities for people to be listened to and to have more choice and flexibility in the service they receive.
- 5.3. Ensuring that every single person receives regular contact to check that they are satisfied with the service they receive.
- 5.4. Not all people receiving home care services have a written care plan. They should.
- 5.5. Although most people reported knowing how to raise a concern about their care, should they need to, there is work to be done to ensure that everyone knows how to make their voice heard.
- 5.6. There are disconnections between different players in the system, which can lead to the person receiving disconnected care (especially on transfer of care). Acute care, primary care, community care and

home care service providers need to work more closely together. The needs of the person should be at the centre and people working in different parts of the system need to trust each other more. Processes and systems should be such that they are able to bend to meet the person's needs, rather than the person having to bend to meet the demands of the system. This includes providing different numbers and lengths of visit and a willingness to vary the tasks carried out, according to the person's needs and wishes. A visit of 15 minutes' duration may sometimes be enough. At other times not. The system needs to be flexible enough to deliver that. It is notable that some of the service providers told us that the reason they prefer to have private clients rather than people whose care is funded by the local authority is that in the case of private clients there is more flexibility to provide a person-centred approach.

5.7. It is not only providers who need to work more collaboratively.

Commissioners bear a responsibility to play their part too, to ensure that services are person-centred and prepared to work across traditional boundaries. The work currently being undertaken by the Better Together programme, and to which our investigations into home care services is contributing, could be the driver for change.

5.8. There are a number of major issues centred around the workforce, which currently are affecting service capacity. Areas to be addressed include pay and conditions, recruitment, training and ongoing support. Services need a high quality and stable workforce, rewarded and recognised appropriately for the essential and, at times, demanding work that they do. It is striking that some of the people who completed our survey expressed concern for their care workers, particularly in relation to issues such as pay and working conditions (including not being paid for travel times) and the stress they are working under.

- 5.9. Communication is key. Inevitably, there will be times when a care worker is delayed. It is crucial that on these occasions the person is informed as soon as possible and is given a new estimated arrival time.
- 5.10. Our perception is that there is no consistency across the three local authorities in Dorset as to how they collect feedback from people who receive home care services, and their relatives, friends and carers. Or in how they use it to learn and to improve services. We are concerned to have heard from some people that they had had no contact from either social services or their care agency to get their feedback and check that they were satisfied with the care they receive. We would like to see a review carried out by all three local authorities and a common and consistent approach established. Healthwatch Dorset is ready to support and advise the local authorities in that exercise.
- 5.11. We were concerned to hear that some people have not had medicines reviews or reviews of their care plans in three years. The National Service Framework for Older People stated: “All people over age of 75 should normally have their medicines reviewed at least annually and those taking four or more medicines should have a review 6-monthly”. This is mandatory for NHS organisations. Care plans should be reviewed at least annually.

NEXT STEPS

This report has been shared widely. The areas for attention listed above will need action to be taken by a range of organisations. In particular, we have asked the following to respond and to let us know what action they will take:

Dorset County Council

Borough of Poole

Bournemouth Borough Council

NHS Dorset Clinical Commissioning Group

Better Together

The service providers listed in the Appendices

APPENDICES

A. THE SERVICE PROVIDERS WHOSE CLIENTS RESPONDED TO OUR SURVEY

AAI Care	Diverse Abilities Plus	Premier Care
Abicare	Dorset Blue Care	Prime Care
Agincare	East Boro Housing	Priority Homecare
All About Care	Eldercare	SCA
Allied Healthcare	Eleanor Care	Scope
Altogether Care	Essential Nursing & Care	St Bridgets
Angel Carers	Ethos Care Services	Surecare
Apex Care	Fairhome Care	Synergy
AQS Homecare	Hillcrest	The Care Division
Astercare	Home Instead Senior Care	UK Supported Living Services
Axe Valley Homecare	Horizon Home Care	Willow Tree Home Care
Bluebird Care	Kivernell Care	Wisteria Care
Candlelight Home Care	Kylemore Care Services	
Care & About	Leonard Cheshire	
Care Service 24	M C Care Solutions	
Care South	MiHomecare	
Care UK	Mencap	
Caremark	New Forest Homecare	
Carewatch	Nightingales Home Care	
Christchurch Care	Nurse Plus	
Community Wessex	Park House Care	
Darwin Care	Phoenix Care	
Dimensions	Prama	

B. VERBATIM (REDACTED) RESPONSES FOR QUESTION 21: IF YOU COULD CHANGE ONE THING ABOUT YOUR HOME CARE SERVICE, WHAT WOULD IT BE?

FUNDED/PART FUNDED SURVEY RESPONDENTS

Different CPN
More tidying up but they are excellent.
No changes without notice.
To see the same care workers on a regular rota.
Since xxx who came for 15 years, I could not fault in anyway. When they stopped, I have had at least 7 agencies, I live in a small village, which did not suit agency managers as they felt carers were driving in prime time.
I would prefer to get up earlier - they don't come until 9.30am which is far too late
Time keeping
To come a bit earlier in the morning, 1st call a bit earlier and last call at night.
That they could provide all the calls I am allocated
I am quite satisfied with the service
I have older ladies rather than young girls who are experienced and have the know how! Also think they need more training, especially when it comes to giving out meds!! How can you go wrong in blister packs for the morning and night!!
A definite time each day
Not at this time but maybe in the future
The times that they come are not that convenient
To have the same ones that I get on with
To keep the agency I now have, they are cancelling my care package.
Not to be so rushed. They are in and out so quickly, I feel as if I'm too much trouble.

That they keep to time or let me know if they are going to be late
I would like to be looked after by regular more experienced ladies. I am attended by a regular dozen different people in one week.
Regular/same carers
Little extra time
Wish the office would let me know when time changes or the carer is changed, the one listed was changed.
Too early in the evening (6pm)
Nothing we are very happy with Mums care
I think the carers do the best in the little time they are allocated to their client
That when I am alone someone could help me get to bed at a time later than 9.30pm.
Nothing
I am very happy thank you
I am happy as it is all care workers I have are excellent!
Fewer workers, greater frequency, longer visits
Having to explain everything/Wrong time/Not long enough
To have one or at most two workers - not more
Regular carers same one's of regular visits
I wouldn't change anything
Have them help me more than just watching me do it
Having at least one person that knows what they are doing on each visit.
To try and keep to the agreed times
I am happy with my help as it is
Occasionally visits are a bit close together but we understand this is done to staffing at busy times such as public holidays.

More supervision and spot checks on carers by agency management.
Nothing, everything okay.
I have stroke but home care service would it be.
To have a 45 minute visit rather than 30
The management are not helpful
Set times every day
To have the same care worker all the time
They rush when they have extra calls to do
A regular time between 10 and 11
To call at the times I would like.
To be on time
I would like to change timing of calls
xxx were better
The same key carers each day
More continuity and keep you more informed
I would like to see the same carer
Keep same person all the time
For the office to inform me every time times of carers are changes in plenty of time
Keep to regular carers
Not having to clock watch
They did things how I'd like them done and arrive on time
We would like better continuity. Many different carers visit and they don't read the guidelines in place
Being confident that things aren't going to change last minute

Get my rota on time
Longer visits
Sometimes a longer visit
Tell me always who is coming to do the care
Appropriate time devoted to the job and not rushed
To have same carer every day
Want regular staff
Would like carers of my choice as often as possible because of health problems
Would prefer same carer each day
Maybe a little later with last call of the day
More continuity in evening care workers
Come a bit earlier in the morning
New carers should be shown what is required before they come
Door alarm should be quiet in the day time
Not to have such early morning call
More time for personal care and for cooking and meals
Keep regular times for visits each day
Same carers all the time
When making cancellations for various appointments for have to give 48 hours notice. You cannot always know in advance. I would change the amount of time to give carers within reason
To have more time
Advise me of changes in advance so I know who is coming and when
Have the same carer every visit
A regular morning carer

To get more care at times of crisis
Maybe more flexibility with hours
Care workers to show more respect and understanding about problems. To receive more training in simple things e.g. how to wash and wipe a bottom
Have salad for lunch
To be able to choose 3 carers and have the same ones
They talk between themselves about other clients in front of me. Consistency in their skills and abilities would be good. I feel a lot more confident in some of them than others
I need a little more time
Helping me have a shower
Carers are good but they organisation of the coordinators could improve
To let me choose my meals. They take out of the freezer to defrost
That they arrive at the same time every day
I am so happy here and comfortable
I do not care for very young girls giving me personal care
Erratic times of visits and would prefer no male care workers
Get to me on time and stay for time allowed
Let me know if they wont be coming and a touch of courtesy from management
More time
More regular care workers as we build a good team. Most never read the care plan if new to me. I then have to try to explain it all again (I have dementia). Also so important to have early evening shower times. Mostly always they do their best with this.
To know my care plan
Would like to have weekly schedule of times

Be able to choose specific carers
My care plan is out of date and not adhered to. Phone calls are ignored. Times on their rota don't always agree with mine. All they do at lunch is get cup of tea. I do a lot of the prep if I am able. They try to make up time for over runs and compensate for lack of travel time between calls. There would be no problems if all care workers worked to the level of the good ones.
Inform me who is coming in advance
I used to have xxx but they just pulled out of my care without letting me know. I didn't know I have a care plan
See Mum more
Be on time
I can not speak or write so communication can sometimes be a problem but we usually sort it out. Sometimes they contact my wife if there is a problem and they leave each other notes if I am tired etc.
More visits
Extra shopping time
To have the same carer at the same time each day
Improve communication with parents - inform them of GP appointments in advance and results after
Better back up systems when staff are unable to work due to sickness etc.
Stick to the timetable
Same time each day
They should be given more travel time
Same time for visits
Some of the visit times
I would like a rota so that I know who is coming and what time

More help for my wife, she finds it hard
The smell of cigarettes on care workers who smoke
Keep to scheduled staff allotted
Same carer each day
Regular start times in the morning. Stop changing times to ones which are not agreeable for us
Let me know when someone is not coming. Tell carers not to come after 6.30 at night or door is locked and they can not get in
The dreadful administration at the office
I would like them early every morning. They are trying to work me in earlier as I am fairly new to them
More truthful - managers should admit their mistakes
Have male carer replaced by female
To let us know when they are running late, when nurses are off sick and late
Ensure they have basic cooking skills
To have a regular morning time
To have regular carers
Teach them how to make a bed properly
More male carers
I would like my hours at a more regular time and always informed of any changes
Would like same carer all the time
That they didn't put my soiled sanitary pads in the kitchen bin with its lid open
Sometimes I wish times could be earlier in the morning
Better communication e.g. agency contacting me about changes and remembering changes I have requested

Keep to time
Send list of who is coming each morning
More consistency with carers. Not all carers are good
Not have so many changes i.e. different carers daily with no experience - too young students
More time with me
To phone if they are going to be late
Keep same care worker and keep to said time
That they phone when they are going to be late
That they did not change so much
The office to be more competent with paperwork
Would like to feel that when phoning the office they are really listening and not just paying lip service
Give carers more travel time
Would like same carer as much as possible and twice the time
The age of the carers and the way the office operates
More one to one time
I would like them to be on time but I know this isn't always possible
Everyone should be able to drive
Keep to time
To action specific requests about my father's wellbeing
More training
Need earlier times
Timing of visits. Needs to be earlier in the morning and later at night
A bit longer stay

Set times and consistency of care workers
Have same care worker
Punctuality
Reliability
If they could sometimes be more flexible re times to suit me (especially lunchtime) but I appreciate its difficult
Pay them more and don't put them under so much pressure
Would appreciate a call when carer is running late
Pay them more
I would not want to change anything
To come at same time daily. Sometimes you see them 7.30 to 8.30 or 8.45 each week can be different
I would prefer to have the same care workers instead of having to explain my needs to different ones
To come earlier but the company needs more staff
Timing
Be on time in the mornings
They have inappropriate/insufficient travel times.
I would like them to earn more money
The time recorded on the sheet is not always the time spent! Honesty
Try to keep to the same people that come in to help me. I do understand that they cant always do that
I would like to have British care workers so I am able to understand them a lot better
Same time every week
Do not feel quarter hour visits on Thurs and Sat are required.

To call if any changes to time
Keep to time
Would like to see same carer regularly
I would not change a thing
Don't change anything
I am completely satisfied with the care I get from my friend
Letting you know when they are going to be late
Time of visits need to be consistent
I appreciate all care
No need to change anything
Come and stay longer
Change franchise and bring in new management (more younger and up to date in looking after young care team)
I am quite satisfied with my care
A later call in the evening
Valuable
Nothing needs changing
Nothing to change
Make me pay for only half an hour, not one hour
Same carers instead of all different
More contact on phone when changes are made
The rotation of care workers stimulates conversation instead of same
None, all perfect.
I don't know
Nothing

Nothing I can change
Nothing, all is just fine as it is
Fine as it is
Not sure
Not so many different carers on rota
More time if it was possible
To spend at least the time they are supposed to doing what I need
Younger fresh fun funky new 'More staff helper carers supports worker More to do at the weekends and evenings More fun time more kids time More pets time More chat times More friendship family Times new org To live with live under
I have changed one thing. I stopped this service as I couldn't put up with the different times they would arrive, which was not the day or time I actually wanted
I was really happy when they came until my husband could have time off work. The team leader organised a perching stool and toilet frame for me free of charge to borrow for as long as I need it .I did not feel that any changes were required I was happy with the service I received .
I asked for a care alarm and grab rails which is all I need at present
That they would not leave my husband exposed while washing with no clothes and they would all be trained to same high standard
To have an allocated social worker I can talk to rather than a different person each time
To have the same good carer every day
I am self supporting at the moment with only a mentor from My Health My Way - A very helpful facility.
Not need it.
I need carers to heat up a dinner for me but I nearly always have sandwiches every day as they have no time to heat a meal. I am losing weight and not having healthy food. Also they have no time to help me shave so I have been unshaven for several months now.

Management could re-organise the system that the care workers have to carry out. That is both manually as well as with a laptop fill in their reports. The current system is a waste of their precious time and puts them under unnecessary strain.

C. VERBATIM (REDACTED) RESPONSES FOR QUESTION 21: IF YOU COULD CHANGE ONE THING ABOUT YOUR HOME CARE SERVICE, WHAT WOULD IT BE?

PRIVATELY FUNDED SURVEY RESPONDENTS

More staff/helpers would be advantageous
That they would listen to my very few requests
Nothing
To know about changes
Put my hearing aids in properly
I wouldn't change anything
I have only used the service for 1 month
We would like to know who is coming and when so my Wife could go out.
no change
If it could be an earlier time
An occasional extra hour with a carer who knew my Wife
Could not get better treatment!
To provide the same regular carers
Original crew gradually replaced, some better, some not so good
I would have to say, letting their work be more widely recognised and acknowledged as an example of best practice.
I'd have them here longer

Weekly care plan in advance even when I have not received care due to holidays/respice care in the previous week
Have the same carers at the same time each week
My regular care worker is great. My main problem is when they are away, they don't always know what is expected of them
I do not want any change
I would have the same care worker each time
I would like better time keeping
That they were cheaper
A bit cheaper
I am happy with the services I require at the moment
That the time I pay for isn't for their notes
If I could afford it I would like more time
Nothing
If could afford it, extended hours
That the changes I request are implemented when ask. That I could get through on the phone to a person.
Better communication from office staff - not informed if my carer isn't coming unless I phone to check and more visits needed.
I wish I didn't need them but they are very necessary and very good.
I wouldn't change anything
Remove surcharge for weekends and bank holidays
Currently unable to get weekend coverage from xxx (first asked for 2 months ago)
Would like it to be less expensive
An increase in flexibility for future needs

sometimes care workers I don't know come to me and I have to show them how to do things
The grey file makes us all is absolute menace, it does not help it just rules things it is more important than anything else or anyone else
to keep the same, care workers
confirmation of availability sooner
that they always came at the time I would prefer I don't like having very early or very late visits which mean I am in bed for a very long time
They are not given adequate travel time between clients
See the same care worker more often rather than so many different ones
take me out for a 2/3 minutes walk
Cheaper so I could afford more hours
to be informed every time there is a change charges don't often happen but it is helpful if I know when the person I'm expecting isn't coming
The same person (carer) to come all the time
Having the same carers on the same day each week. continuity
Like a phone call if late or change carer and time
Better timing with some of their visits
Choice of care worker coupled with regularity - the same person once or twice a week to familiarise routines
More continuity of carers
Regular time keeping

D. VERBATIM (REDACTED) RESPONSES FOR QUESTION 27: ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ABOUT THE HOME CARE YOU RECEIVE.

FUNDED/PART FUNDED SURVEY RESPONDENTS

My psychiatrist and CPN forced a change in my medication by removing my old and confusing me totally with their attitudes and at the moment I am only happy to deal with my GP

My Mother is much improved since having more care.

I consider the carers are ordinary people with no nursing knowledge.

I become distressed if I do not know who is coming and when so having lots of different care workers coming from agencies makes me anxious and confused. I do not think there is any communication between the agencies so I am concerned changes in my condition will not be adequately catered for.

Xxx are the best carers I've had since home care became Reablement. I have a regular carer at least 4 mornings a week.

Not getting any care at the moment as I will not allow them in my flat. I have sacked 6 for stealing

Wouldn't want to change anything but a little more communication with social worker would be good

Both my Wife and I are quite satisfied with all the carers, some of them go out of their way to do anything for us and to help as much as they can , e.g.; pick up prescriptions, take out rubbish, shopping etc.

My main carers are amazing. They respect and treat me with dignity. I will miss them.

I think it is a very good thing

Having mentioned about the meds, these are controlled drugs and it is very easy to follow 2 containers on a blister pack that states morning and evening, these are not given for 2 nights running and apparently, it was the supervisor called xxx that worked those 2 evenings. I asked her about it and she said she gave her other nights meds instead, which I did not understand. I have found several pills around the house which hadn't been given, this made Mum very unwell and had to have a Doctor in.

My care workers are always a pleasure to see, a good start to the day
I'm her Son xxx and I have filled in this form, asking Mum the questions as we went. All's ok at this time but with Mum's very poor eyesight she may need help in the future.
Very satisfied with care workers
I am very happy with xxx
Very pleased
I often wonder if they know what the word care means!! All they care about is how quick they can get out of my home.
The older more experienced ladies ensure that I receive a hot meal everyday. During the last 26 days of 2015 a hot meal was given 4 times only! The social worker was informed but I was discouraged from contacting my care giver and felt that I had no control, even though I was paying for my care. There is a lack of understanding for dementia, much more training needed.
Both young and senior carers are so friendly and helpful, I asked for women only
Office management seems a bit amateurish
Not enough time is given to the carers for travelling between clients. They arrive on occasions but stressed and hurried.
At the moment my Mother sees a small number of regular care workers and it is working very well. It took a long time to achieve this though so it is really important to maintain this.
If carers are not rushing, they are not careless
The help we have is fantastic, we are so grateful
Too few care assistants, too many clients, too fleeting. Visit times in my case are all controlled by inadequate and inefficient office administration. Formal complaint regarding completely missed calls currently in hand-I hope!
As stated overleaf, wrong times, not long enough
We are pleased with the care received and the liaison between me, care team and social worker. The care team are well trained and take pride in the fact that they

manage my Mums various care needs well. Very impressed by some of the youngest carers as they are very bright and breezy.
They don't follow the care plan for me and I have to prompt them to do things for me.
I have been very unhappy with some of the care with my Husband. Sometimes they rush him and he gets difficulty with his breathing. We often have 2 new carers together so I have to tell them what to do and often have to put things away after them.
No more comment, happy with all my help
I greatly appreciate the care I receive as I couldn't manage without this friendly team of people.
This questionnaire has been filled in by my Husband and as I have severe dementia.
I am xxx carer and have been for over 6 years. I filled this in as honestly as possible with her thoughts and feelings in mind. I can honestly say that xxx is happy with her care.
My Care workers are nice to me and help me as much as they can
I had to wait one month after my hospital exit to get paid for care. I had to pay privately costing £500 +!! That should be reimbursed. I would like help with housework as I am wheelchair bound.
False times logged on sheet. Bad personal hygiene e.g., not changing gloves. Rotas late and not getting to client. Some staff not checking water temperature before washing legs (result - burning foot in hot water)
We find the care would be better if it was the same care worker all the time and we could understand them
We see too many different care workers
Unable to rely on carers to give me complete wash. I just let them wash my hands and face. I have asked my social worker to try and get me back with xxx when there is a vacancy
Organisation of office is lacking
Time keeping of visits are particularly bad, this makes life difficult when trying to arrange appointments for dentists/Dr's etc. around the care visits. Although I have

asked for regular 'familiar faces' to visit my Mum (particularly as she has Alzheimer's and gets very confused). There often is quite a lot of different faces throughout the week of carers. Rotas are often not given in time and things like emptying the bin are often not done, only by a few selected carers. Even when you raise these or any issues, nothing changes.

I feel all my carers are excellent at their job. They are all very friendly, understanding, gentle and caring.

Carers are good although there is a problem of communication (they are Polish speaking) but management are poor (lacks continuity)

I had hoped that as my relative is doubly incontinent that he would have been thoroughly cleaned in-between tenor pads - but I had to urge this with the care agency as they were merely swopping pads over - and this was having dire consequences on his skin

I'm glad they come

xxx are good but my family are my main support

They need to show a bit more consideration

Always different carers and in a rush. They are not given enough travel time

There has been one bad fault. Carer did not put entry key back in box which is used by doctors, nurses etc. Two workmen found it on a shelf shortly afterwards. I was frightened

They dump any staff in with me when they are short staffed which is often even though I may not be able to communicate with them

Care workers need more time which means more money

We don't look forward to weekends as the company struggles to send the carers we know

I guess its difficult meeting the needs of all clients if we all want the same times.

Not to have so many different people everyday. Half an hour is not enough time to give proper care

xxx has a severe LD. I am her sister and am very happy with all regular carers. She is very happy in her own flat

On the whole my care has been good and most of the carers are friendly. I think communication can always be improved within the office. New carers don't know key codes for buildings and are not briefed regarding clients situations.

I would like someone to spend some time with me doing the things I can't do as I am not very mobile e.g. housework and retrieving things which have been put away

Sometimes care workers do not visit in the morning due to sickness etc. This is very disruptive as this visit is most important

Currently not receiving care due to times not being met/no social worker. Husband is currently caring. It would be good to have a carer to build trust up with

They should contact us when running late. Also when carer has changed due to sickness and always let us know about spot checks.

I am very grateful for what I get and feel I may need further help in the future as I am 92 years old and am scared of falling due to balance issues

Carers are always rushing as they got no time allowance between calls and sometimes they have to travel several miles between calls

I enjoy my care worker visits

All sessions should be covered so I don't miss out and get negative and depressed

I appreciate having the same carer all the time (apart from days off)

The care my father received is excellent. They are kind and friendly and above all very efficient in the time frame allowed

I am glad with all my support at my own house and as long as my supporters are here than I am well

The carers are never given travelling time. This is very unfair on the carers and it takes 5 mins off our times

The visits aren't always well organised. The carers don't get travelling time planned into their schedule so they are often late, stressed and in a rush

Lots of changes to staff. Staff unhappy and the people they care for. I feel I am never really heard. I asked for a permanent social worker but it didn't happen. Have lost out on additional 2 hours for other activities because of short staffing. Even the simplest of tasks at times are not carried out well. A few carers are good. If you make

<p>any changes or raise concerns it has for me had repercussions - change of carers, change of times. I do not see original carers very often - so a complete change for me with new young carers. I have various concerns about my care and how the office is run and feel the quality of care and administration has declined</p>
<p>I am sorry but at 92 I am too old for reading this</p>
<p>Very happy with xxx. Not very happy with xxx. In process of changing support team</p>
<p>They have not turned up twice this month and my daughter had to phone and complain</p>
<p>My neighbour raises concerns on my behalf</p>
<p>Sometimes management call to cancel carer. On one occasion, the manager was quite rude to me regarding lateness of carer, not apologising. The very young male manager is very disorganised with no experience</p>
<p>I always look forward to them coming</p>
<p>I am so grateful for the wonderful care I receive. The girls are worn out, stressed and overworked. They are given no travel time and some work all day no breaks! My girls are my friends. We laugh, we cry. They would do anything for me</p>
<p>Tell the truth. The sometimes say the carer is off ill when they are not. They change the carers at the last minute and make excuses like sick or their care has broken down. I abhor untruths</p>
<p>Carers should have training before being sent to a client. Showering is not always carried out by certain carers</p>
<p>Social worker left - we were not told nor a replacement provided</p>
<p>Rotas need serious changes and considerations to enable carers to do things that need doing. Complaining makes no difference. Some carers are better than others. Some are embarrassed at washing certain areas. Should be consistency with rotas and people on rota. I am careful what I leave in the open.</p>
<p>Agreed to do more when daughter away but twice in last three years let me down within 3 days prior. Had to have new people - very worrying for me when family are away and I know nobody</p>
<p>Sometimes I get very annoyed by a member of staff called xxx she keeps calling me Darling. I hate it, it makes me feel unsafe. I asked her not to say it but she ignores me</p>

Lovely friendly smiling helpers
The carers do a wonderful job but they could do with some help from their office
They may sometimes be in a rush but always make the most of the time here
They are all very responsible and loyal to each other and to their organisation which is very good
They are not bad when you get to know them
Weekly list of bookings sometimes arrives very late sometimes on day of first listed visit
An hour shopping time is not enough to do the extras such as call at bank, post office, library etc.
Support for holidays is lacking resulting in elderly parents having to take me even though I live independently in supported living (Dad helped me write this)
At the moment the service is in a very bad way. Its not always the carer on your list that turns up and not at the right time
The care company is professional in all areas.
Not all carers are as good as others.
I truly believe I have very good care from my agency. The ladies are extremely caring and good at what they do. Also the office is careful in taking the right money which is important.
I have met some of the different carers that attend my husband while I am at work and they have been very pleasant and professional
I am very satisfied and grateful for all the care services I receive
They are always obliging and understanding absolutely no problem
The office keeps changing the morning call times without asking us first
They sometimes send complete strangers to me and so cannot get in after 6.30pm as wife will not have strangers coming in if she does not know them as she is disabled and goes to bed early and will not leave the door unlocked

I see the social worker once a year and the care company office staff once a year. This is meant to be coordinated but never is. My complaints and issues with xxx office are always apologised for. Action is always promised but never EVER happens. Senior staff at office are either incompetent or ignorant
I am most grateful that PICS recommended me to have them as all at xxx are so supportive when my sister died.
They are FAB
There is a lack of training given to carers which reflects in the standards for example cleaning of commodes which is poor
Once I have got the girls doing what I need things are OK
Carer training could be better. Some weeks there are too many difference carers
It took a long time and a struggle to get my small amount of care but it has made a large amount of difference to my daily life as I suffer very poor health
I only have high praise for all my carers
It would be nice to always receive a prompt reply when phoning the office. I really like all the carers but feel that they are not fully appreciated by the company for which they work. I strongly feel they deserve better.
My daughter does a lot of things to help me too, often tidying up after a carer has been. They are not given time to drive from A to B
They are brilliant
Excellent can't fault it. I live in a 24 hour supported living residence and I receive extra personal 1 to 1 time
It could be improved
Not always enough cooperation with office staff
Carers are not given realistic times to travel between clients
Each one of the care workers are very kind to us. They will do anything I ask
Excellent company. I'm always treated with respect and am well looked after by them

<p>Too expensive for hours provided. Half hour not sufficient to complete chores. Carers not turning up so have to wait for replacement long past time expected.</p>
<p>It seems a lovely care service but they do not have any help in place for holidays and illness and can be three hours late with no phone call. When it runs smoothly I have a lovely rota of girls</p>
<p>Husband is now in care home so these questions don't apply.</p>
<p>Sometimes I wish the office was more organised</p>
<p>Office needs to get sorted and let people know what is happening. They don't follow up phone calls</p>
<p>Either on phone of their carers are always polite and obliging. I will probably need to use them more soon</p>
<p>I have a regular am carer but mostly a different evening carer. The carer only spends a little less time when she has extra patients, has had to spend more time with someone or maybe has an emergency</p>
<p>Because my husband oversees the initial visit of any new carer mostly care is by and large acceptable but not always</p>
<p>One of the best companies I have had</p>
<p>I am happy to have someone here while I shower. If I fall at least I am not alone</p>
<p>We have asked for overshoes as my wife has to clean the floors everyday after they have been. As yet no overshoes</p>
<p>New carers should shadow my regular carers to fully understand my disability. I don't feel the office fully understands my situation or listens to me always.</p>
<p>Excellent care shown to my mother</p>
<p>xxx are very disorganised and unprofessional. They do not make the changes I require unless I ring them several times. I feel they do not meet the needs of a young person.</p>
<p>Carers are all very good but it seems the office people are kind of disorganised.</p>
<p>I would like to see the same people all the time</p>
<p>Could not have never girls seeing me. Look forward to their visits.</p>

Care officer must make less changes to the times of day shown on the schedule
I made several requests which were never actioned from personal care to catheter issues to monitoring food being in date in fridge. Leaving gloves on after catheter check to serve lunch and denying leaving with key causing concern over unlocked house.
When regular carers are on holiday or days off some of the stand in carers could do with refresher courses for some aspects, catheters for example
It could be better
I am happy with the help and its also a support for my wife
More consistency with proper care. Stay the duration. Arrive on time. Abide by schedule. Consistency with schedule
Generally I am very happy with the care - the staff do their best in very difficult circumstances especially when shorthanded - their care is to quite a high standard
Excellent in every way
My mother is blind - I filled in form for her
Sometimes they change my care worker without telling me. Also they keep changing the times of my visits. I am diabetic and needs my meds at the same time. The times they come can vary between 7am and 8.30am I would prefer earlier times each morning. The evening visits vary 6pm to 6.45pm this is not compatible with my diabetes
Could do with extra quarter of an hour
The service I receive is very good. They always let me know if there is a problem if late. The carers always contact the office to let them know they have been. They are very polite and helpful
I am his carer and wife. Overall the care my husband received is good we just wish their timing was better but with 4 calls a day - they are double ups, quite good really. Would not change the care services at this present time.
I am more than happy with the care given to me
My house is well adapted thanks to social services

I think they do a very good job. I just wish they would be on time in the mornings as my wife wakes me about 20 mins before they are due and some days I am left waiting for some time before they arrive. Their times don't match my timetable.

I would like better continuity. Better rising times esp. diabetic regularity. Care girls tell me the agency does not want us to get too friendly. If I dislike a care worker they will move them.

Young carers do not know what cleaning/tidying needs to be done unless I tell them. They don't do all the tasks the social worker would do. I am blind so it is difficult to check sometimes e.g. empty bins, wipe my tray, pick up items off floor

Overall I am happy with the care given but as in any job there are better carers than others

I cannot complain with the help I get. I consider myself very lucky

My Care workers always phone if any change to my times especially if they cant get here on time due to an emergency or anything that held them up

Carers never have time to travel between clients

The girls are excellent and do what you want and need

All care workers are very kind and helpful. Sometimes come earlier or later than specified but my father knows this cant be helped.

Seem to be under pressure.

The care is excellent and both for myself and my husband the support is invaluable

Most care providers do not employ enough staff to cover sickness or holidays and consequently their workers have far too many people to care for and are having to rush from place to place and do not have any breaks. They are always under too much pressure and get fed up with their jobs.

My husband had dementia - I am his wife and filled this out on his behalf

They are all so kind and trust us as family

Lack of communication between carers and office at times. Discrepancies on rotas leading to delays in arrival of care worker (not their fault - office fault)

As already stated I am completely happy with the care I receive from my live in carer. He does everything to keep me happy and well. I used to use xxx but it was cancelled due to unsuitable hours. They were coming too early for me
No return calls when they have said they will get back to me
Been with provider for 7 years and receive excellent care
Very pleased with my care worker and I would be lost without their help
I had to have a chair lift fitted as I was refused a downstairs toilet. I have 4 carers a day, 0.5 hour each time
My experience as a World War 1 in the army and then in my job. I can see some weaknesses in the care organisations that need guidance.
Caring
The service is very flexible and responds to my changing circumstances
I would like to organise it myself
I am well looked after by my carers who I don't think are paid enough.
None, all perfect.
The home care I receive is excellent, occasional hick ups but very few
Preference for female care workers is ignored as they assume because I am male I would prefer a man - not so!
Could not do without their care. My Wife, family, friend and neighbours all contribute with my care one way or the other.
They sometimes forget to comb my hair when I get up
Quite satisfactory
Very good to me
The carers do not have enough time to do what they are supposed to and a lot of them are not capable of boiling an egg or making porridge so some of them are not trained fully in basic care
I am filling it in on behalf of my neighbours, with their permission.

The home care I received from xxx was excellent for the three days that I required it

Sometimes can be bad, some staff not trained, make comments about one another. Some are excellent at all times and in every way

Agency staff do not have enough time to care properly. A lot of the carers cannot cook, so a lot of my food is thrown out. They do not have the proper training.

E. VERBATIM (REDACTED) RESPONSES FOR QUESTION 27: IF YOU COULD CHANGE ONE THING ABOUT YOUR HOME CARE SERVICE, WHAT WOULD IT BE?

PRIVATELY FUNDED SURVEY RESPONDENTS

xxx first involved when Wife fell ill, sometime after she went into care home, although I was effectively judged not disabled enough to qualify for aid.

My care workers do very well but I feel they often have too much to do. More staff needed

Most care workers are angels, I like them very much but there is one or two who go out of their way to avoid work and be helpful. I have them.

Xxx are excellent, even to the extent of sending someone to help me if my other helper is sick or on holiday

This is my 3rd care company and the best by far!

No longer receiving home care as moved into residential care home

After my operation I had xxx for 2 months. I have finished using them now.

Xxx attendants are the best I have had

xxx are excellent providers of care

A few years ago, I was high dependency and xxx looked after me. Now I need to shower and my first thought was xxx as they looked after me so well. I was so happy with them.

The care given to me is excellent, as it was for my late Wife who died in xxx after a long battle with xxx
Excellent service
Service expensive, workers poorly paid and management poor.
My Disappointment: I am not allowed to give them a cup of tea and biscuit. I would like to have one and share it!! Small gift should be allowed.
Very satisfied
Excellent
I find it all helpful
I have absolutely nothing to complain about. We are the best of friends I hope!
I have had the services of xxx for the last xxx years - I would rate them as an agency that go out of their way to deliver high quality care to their clients. The continuity of having the same carer for xxx years, I think says it all. I trust xxx with my life, from the top to the bottom. Some agencies have good care staff but management that demonstrate a lack of concern or the other way around. In my personal experience, xxx seeks to deliver outstanding care across the board.
I think the occasional criticism of care workers may be justified but I haven't come across any reason for it. They do a splendid job and I wish they weren't so expensive.
I would like help to go out more often
I have had the same care worker for five yours and we are now friends
I appreciate them coming
Satisfactory
The care I receive is excellent
I am confident that when I require further assistance xxx will be ready and willing to help, very re-assuring!
I am still spoilt by my regular carer. She knows how I like my meals and what jobs she does each day.
My care worker are both friendly and thoughtful in every way

I filled in this form as my husband has Alzheimer. I hope this is in order. I am most grateful for all the help I get
The help I receive is excellent, xxx girls are 1 st class and I always get a replacement if there is a problem
my carers are always cheerful, always ask if they can do anything else for me , I am grateful that are people to help people of any age
xxx have helped me greatly since my operation
We are new to the care system (6 weeks). My husband receives the care but declined to full in the form
All my dealings with xxx have been very good and helpful
I would like the continuity of the same care worker for each of the visits. I accept that due to absences and holidays there has to be other helpers of which I am always informed
My carers are lovely, very caring
I am delighted with the care I receive and look forward to my visits. The carer is more like a friend and I enjoy her company as much as the jobs she does for me
Excellent
Overall, very good
I am very pleased with care given by xxx and their carers
Some carers are more professional than others. 2 weeks ago a new carer left the access door unlocked and actually open. The organisation is as strong as its weakest link.
I only have ½ hour help from xxx. I have had privately for several years.
Generally very happy with xxx
From filled out entirely by my daughter - therefore not all questions answered. As a family we are satisfied with xxx on the whole but we cannot currently get any weekend cover !
satisfied in general

I will need more time and assistance in future
my carers are very helpful
xxx provide a good service
Form complete by daughter. xxx unable to respond to or complete form herself. A
my regular carers are very good. But when they are off I get people I don't know and who don't know my routine. This bothers me and I get Flustered. I am 92 and like consistency
Efficiency is not important, it breeds cruelty. Hardness, love and understanding is what we all need in our jobs
None that I can think of
I use care workers for nail cutting service when needed (after operation etc.). I and my wife have used for personal care.
My carers only give a fraction of the care I need, my family do everything else
All very nice ladies, some more observant than others but having been a nurse myself for 35 years I feel quite comfortable with making appropriate requests.
Telephone contact with head office is difficult, usually answer phones, messages are seldom returned
I like the fact that my carers don't wear a uniform
I only have my carer for ½ hour and this is to shower, she also brings VP my wheelie bins when they have been emptied
In only receive occasional care which is satisfactory
My care was extended during a period following some elective in 2014. It was a more full care service for 2 months and was exemplary
the level of care I receive is always excellent (as much as I can afford)
Could not answer questions with choices provided
My wife helped me complete this form because of my dementia I cannot honestly assess my needs. I think I can manage without help!! My wife could not manage without xxx EXCELLENT

I am very happy with xxx
Always to be contacted if carer has to change her time of visiting me. Give the carers more time to travel between clients
Very thankful and grateful for the care received from xxx. Praises them
xxx managed to extend care to my husband when I went into hospital unexpectedly and provided extra care on my return home until I was able to manage on original 1.5 hours
I am satisfied with the care I received
I would like more help with social care but finding carers has been difficult - priority naturally has to go to physical care needs
Basically very pleased with care but one or two blips e.g. commode emptied down side of toilet, re-scheduled carer time not communicated (x2) and one kind but rushed carer constantly assigned despite request for max once per week!
Very helpful and enjoyable and I couldn't manage without it. I am so lucky
The care enables me to remain in my own home for which I am very grateful
For the most part I am extremely happy with my care. They are a bit expensive though and I would like less changes in the carers they send.
They work under extreme pressure as they keep having more clients added on to their lists

BIBLIOGRAPHY

- UK Home Care Association Ltd, *UKHCA Commissioning Survey 2012: Care is not a commodity*, [online] Available from: [http://www.ukhca.co.uk/pdfs/UKHCACommissioningSurvey2012.pdf#search="commissioning survey"](http://www.ukhca.co.uk/pdfs/UKHCACommissioningSurvey2012.pdf#search=) [Accessed May 2015]
- NICE (2015) NICE Draft Guideline, *Home care: delivering personal care and practical support to older people living in their own homes*, [online] Available from: <http://www.nice.org.uk/guidance/indevelopment/gid-scwave0713> [Accessed May 2015]
- Koehler, I. (2014) *Key to Care: Report of the Burstow Commission on the future of the home care workforce*: LGiU the local democracy think tank
- Geron, S et al. (2000) The Home Care Satisfaction Measure: A Client-Centred Approach to Assessing the Satisfaction of Frail Older Adults With Home Care Services. *Journal of Gerontology: Social Sciences*. **Vol.55B No5**, S259-S270

DISTRIBUTION LIST

- Dorset County Council, Bournemouth Borough and Poole Borough
- Home Care service providers
- Dorset Clinical Commissioning Group
- Dorset Health & Well-Being Board
- Bournemouth & Poole Health & Well-Being Board
- Public Health Dorset
- Dorset, Bournemouth and Poole Health Scrutiny Committees
- CQC (Care Quality Commission)
- Healthwatch England
- NHS England Wessex
- Dorset, Poole & Bournemouth NHS Foundation Trusts
- Dorset Healthcare University NHS Foundation Trust
- Citizens Advice in Dorset
- Dorset Race Equality Council
- Dorset Community Action
- Bournemouth Council for Voluntary Service
- Poole Council for Voluntary Service

Other formats are available upon request.

This Report is published on the www.healthwatchdorset.co.uk website.



Healthwatch Dorset

Freepost RTJR-RHUJ-XBLH

896 Christchurch Road

Bournemouth

BH7 6DL