

Homecare **in Barnet**

A Report on Service User Experiences



Executive Summary

Healthwatch Barnet sought the views of people using homecare services and their relatives/carers, including those who use council services, and those who pay for their care privately. Over 40 responses were received.

The findings highlight the following:

- A lack of continuity of homecare workers, where a service user may have a different number of homecarers to work with over a short period of time. Only 63% had a regular carer.
- A lack of awareness among service users and carers on how to make a complaint.
- 27% of service users were reluctant to raise a complaint, in fear of reprisal.
- 15% of service users were not satisfied with the service or the carer they work with, due to the carer's lack of knowledge or skills in care.
- Varied experience with the number of care plan reviews between Council-funded and private homecare agencies; users of Council-funded agencies report a lower rate of reviews (37% compared to 74% of self-funded users).
- A lack of understanding among service users and carers about the funding arrangements for homecare following a hospital stay.

Introduction

Healthwatch Barnet is one of a national network of independent local charities that aim to help local people get the best out of their health and social care services. Healthwatch enables residents to contribute to the development of quality health and social care services, and to provide information on local services in Barnet. It was formed in April 2013.

In recent years the media has highlighted many cases of neglect and poor practice in homecare services provided to people needing care and support in their own homes.

At Healthwatch Barnet we have also had feedback from local residents who are concerned about the quality of care they, or their friends and relatives, have received through Homecare agencies, covering a number of different aspects of the services. Concern is high about this service area in particular as homecare workers generally work on their own in vulnerable people's homes. They are often a lifeline to vulnerable people who are therefore reluctant to raise concerns. It is widely acknowledged that it is very difficult to fully monitor services and to ensure quality is being provided.

Healthwatch Barnet therefore decided to seek feedback from local residents about the care they are receiving or have recently received, to assess the extent of the issue within the borough.

To enable us to reach as many people as possible we worked closely with the local voluntary organisation Advocacy in Barnet on the design of the project. Advocacy in Barnet offers a free, independent and confidential advocacy service to people aged 50 and over living in the London Borough of Barnet and surrounding boroughs. They work to ensure that service users are supported appropriately to enable them to participate in decisions that affect their lives, giving choice and control. They have been actively engaged with people receiving homecare services.

Background

Homecare (or “domiciliary care”) is care provided in an individual's own home, often of a personal nature such as help with dressing, washing or toileting. Care packages including homecare are designed to help people remain living independently in their own homes and give them choice and control over how they live. These can be arranged by Adult Social Care Services following an assessment of need, or can be arranged privately by the individual themselves, or someone acting on their behalf. Some homecare is arranged following a stay in hospital or a crisis which is referred to as an Enablement package and is generally for a short period of time, around 6 weeks.

London Borough of Barnet has recently introduced a new model for home and community support services. Each locality within Barnet (North, West and South) will have two main providers and a cohort of additional approved providers that will work across the borough. There was significant service user involvement in the design of this process and the development of the new specifications.

At the time (during 2015-16) when we undertook this research there were a series of Council approved suppliers in place to meet the homecare needs of the community. It is hoped that the newly procured model will drive quality improvements and increase capacity within the homecare service, generate jobs and have a positive impact on the local economy. The approved providers are the only ones who provide homecare services to the Council, but members of the public can independently access services from any of the registered care providers in the borough. There are in the region of 70 providers registered with the CQC (Care Quality Commission) in Barnet.

Methodology

A small group of staff and volunteers from Healthwatch Barnet and Advocacy in Barnet formed a working group and designed questionnaires seeking feedback on homecare

services. The group were very aware that although many care packages are arranged by the Council or on discharge from hospital, there are a significant number of people in the Borough who fund their own care known as 'self funders', or who use direct payments so we intended to reach as many of these as possible.

The service user questionnaire was first advertised (details below) in November 2015 and closed in April 2016.

It was available online on Healthwatch Barnet website via 'surveymonkey' and in printed format (also in easy read version) and was distributed in the following ways:

- The questionnaire was advertised widely on social media via Streetlife, Facebook and Twitter (aimed at engaging those client groups active in this medium and also younger carers who may arrange care for relatives/friends).
- A number of other voluntary sector organisations who support people receiving homecare were contacted and asked to promote the questionnaire.
- A flyer with the QR code (Quick Response code which when scanned by mobile phone connects straight to a website) was distributed, enabling people to link straight to the survey.
- Advertised twice in The Archer local paper.
- Printed copies were distributed to members of the public via public events and at meetings that AiB and Healthwatch attended.
- Questionnaire was advertised via newsletters and websites to Community Groups in Barnet and in particular via the Healthwatch Barnet Charity Partners (Barnet Mencap, Barnet Carers Centre, Jewish Care, Mind in Barnet, Inclusion Barnet, Age UK Barnet).
- An easy-read version of the questionnaire was produced and distributed via local voluntary groups supporting people with mental health conditions and learning disabilities, as well as being uploaded onto the Healthwatch Barnet website.
- Volunteers from Advocacy in Barnet attended a number of day centres and lunch clubs within Barnet to talk about the project, and to complete the questionnaire offering one-to-one support, with those receiving homecare. These were at Age UK Meritage Centre; Barnet Carer's Centre; Anand Day Centre; Farsophone Association and Friend in Need Day Centre.

The Homecare working group also decided that it would be helpful to hear the views and concerns of homecare workers who work in the Borough and therefore designed a questionnaire to seek their opinion on the role they perform. This was distributed to a number of private care agencies and again advertised via social media.

Findings

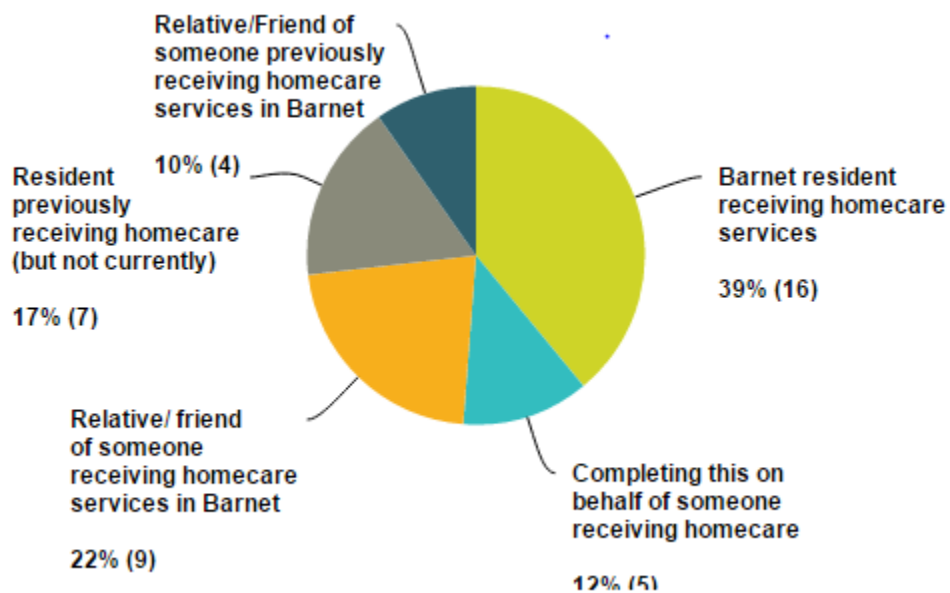
Service User Findings

1. General Responses

We received 41 full responses to the service user questionnaire. Approximately half of these were from direct discussions held with people receiving a service, and the rest were completed online. We were very disappointed with the level of responses that we received. We found that it was particularly difficult for people to feel comfortable giving feedback about the care that they receive. We extended the completion date and worked with a number of local organisations to try and increase the number of responses.

30 responses were received from/on behalf of people currently receiving homecare services in Barnet, and the remaining 11 from /on behalf of people who are not currently receiving services but have done so in the last 2 years.

Of the 36 people who answered the question, 26 were female and 64% were over 60 years of age. 43% classified themselves as white British, and 20% as Indian Asian. The rest referred to themselves as other.



11 people were self-funding, and three paid for services via a personal budget. The rest were funded directly by Health or Barnet Council’s Adult Social Care Services. Participants recorded using 17 different agencies showing the wide range of services available in the Borough. As there was such a wide range of organisations represented we feel that this

gives a good general picture of the services available, and we can draw some conclusions about the validity of issues raised.

40% of respondents had been receiving care for more than 6 months, and 30% for fewer than 12 weeks.

2. About the Homecare Visits

We asked service users about arranging the care visits that they receive/d. 97% told us they felt they/family members/carers had been actively involved in agreeing suitable care, with only one person not feeling this was the case.

87% of people felt the timings of the planned visits were suitable or some of them were suitable for their needs. However, there were many comments about the varied nature of the actual visits:

“Always same time during the week, but at weekends variable”

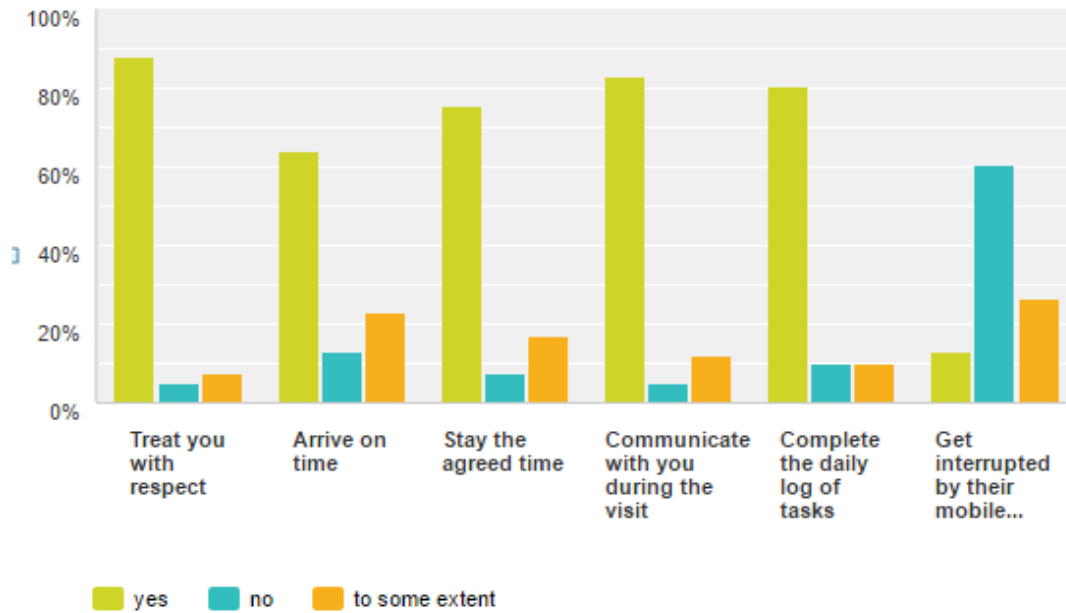
“If they had arrived on time would have been suitable, but were often late.”

“I am diabetic and sometimes carers are late or don’t show up and that really affects my medications and insulin administration”

Overall only 60% of service users felt that their care had been reviewed by the care agency. Interestingly, eight out of the 11 (73%) self-funders said that this had happened whereas only 59% (15) of those who are funded by the statutory sector (and answered the question) felt that this had happened. One of the key aims of homecare is enablement and helping people become more independent where this is reasonable and possible. This may mean that service users need less care in some cases. Alternatively some people’s care needs may change either increasing or decreasing due to their conditions. Either way it is important that these are regularly reviewed to ensure the care provided is meeting needs. It would seem that this could be done more effectively.

“The Council distances themselves once care has been arranged and do not monitor the carers or the agencies adequately. I complained once to the care agency about the carer's attitude but it fell to deaf ears as they refused to change the carer. After that I did not complain for fear of reprisals from the carer.”

We asked people about how they felt the home care workers treated them during visits. The results are shown below. There were a number of worrying aspects highlighted.



Notably only 63% of people said that homecare workers arrived on time, and only 75% were recorded as staying the agreed amount of time.

Some of the comments that were given about these aspects are shown below.

“Homecarers were usually very good. The organisation however needs to improve, certainly in filling in rotas”

“Care has been excellent”

“Some homecare workers are useless, have no idea of my needs”

“Some homecare staff do not treat me with respect. Sometimes home care agency calls care staff in the middle of their shift to inform them of their next client!”

“Generally did not communicate well and several had poor English. Lots of different people - so little continuity. Were not very aware of the condition so did not understand his needs.”

We asked people if they were informed when staff were running late. 21 out of 32 said they were. There were very mixed comments with some saying that they were always kept well informed, and others much less positive:

“Sometimes arrived late. Sometimes did not arrive”

63% of people told us they had had a regular homecare worker. This appears to be quite a low figure and many of the comments reflected a general dissatisfaction with this. Where

people told us about having a regular carer they were very positive about the continuity and the benefits brought about by this.

“Every day different person. I had to explain everything over and over again to the next person. It would have been better if one person had come regularly, then they would have become familiar with what was needed.”

“I never knew who would come or at what time.”

“She has been working with me for the past five years. I am very happy with her.”

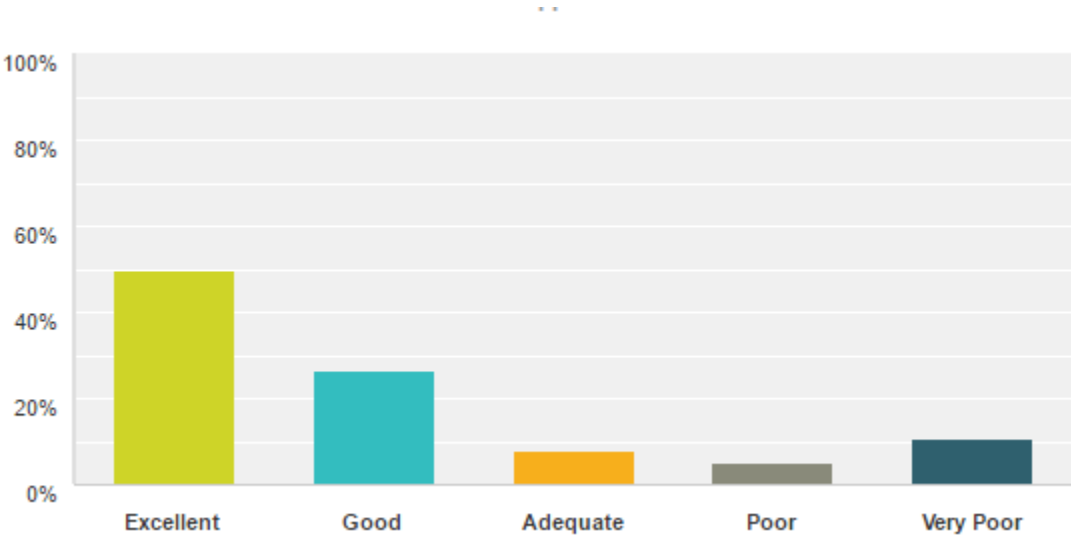
3. Overall satisfaction with service

We asked service users how they would rate the quality of the overall services provided. It was encouraging that 76% said overall they rated it as good or excellent. However 15% said poor or very poor. There were a wide range of comments:

“The carers are very kind, effective and competent. Almost all of them have empathy. Training and supervision seems thorough. We can talk about any issues and feel confident that they will take them on board and try to change.”

“Impossible question! One is excellent, one is good, most replacements are only average.”

“I feel that some care staff have been good, but most of the time they are not good and are not very helpful.”



4. Comments/Complaints Procedures

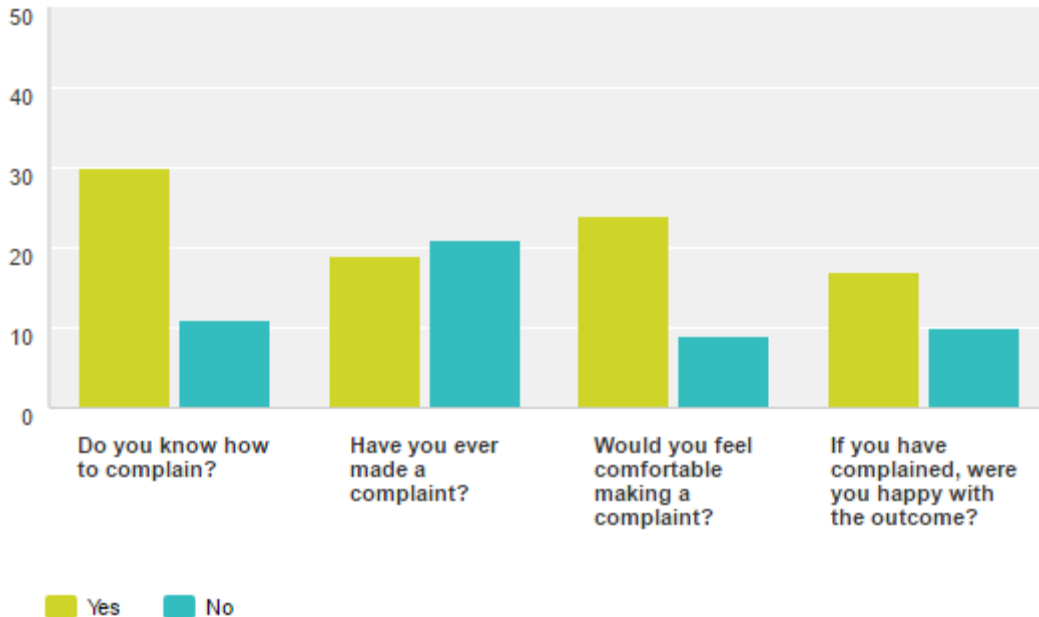
We asked service users about their awareness of the complaints procedures.

11 people (27%) told us they were not aware of how to raise a complaint.

More than half of the respondents had raised a complaint but 37% of this group did not feel happy with the outcome.

Nine people told us they would not feel comfortable with making a complaint, and therefore we assume their concerns about their care are unlikely to be heard or known about by the agency. This is a high figure (27% of those who responded) and highlights the reluctance of many service users to give feedback perhaps due to the vulnerable position they feel they are in.

“The Agency appears to wait for complaints to come in, before taking action.”



5. Homecare after a Hospital Stay

We had a small number of responses (5) specifically to this question, with variable experiences.

80% of respondents were not told about the ongoing costs of homecare that they may have to pay at the end of the six week period and this had come as a shock to some when the six week care package ended. We spoke to some families who had found this aspect particularly stressful and felt that more information in writing at this stressful time would have been helpful.

None of the five respondents had any sort of care review during the six week period. This is disappointing as the aim of this type of care is to support a patient on discharge from

hospital and the level of care during the six weeks would be expected to change, significantly in some cases, and a review to ensure the correct level would benefit all parties.

6. What would make the service better?

We asked service users what would help improve the service/care they receive. There were some key themes that emerged from these replies.

1. **Better organisation of rotas and staffing arrangements.** Many recipients of care feel that the carers are given rotas that are unrealistic and are expected to travel between appointments within unachievable timescales. They feel that better practical organisation of this would benefit the ultimate service delivered, and reduce the stress on carers enabling them to perform their role more effectively.

“To allocate carers if possible in one area and not send them from one side of Barnet to another usually by bus.”

“I would really like carers to turn up on time and show up when agreed.”

2. **More background knowledge and understanding.** Several service users felt that carers were not given sufficient background information about their needs and conditions, and if more time and information were given to the homecarers it would benefit them greatly. For homecarers to arrive at a home they have not visited before with just "Unspecified care" written on the information given is insufficient.

“Detailed notes were made at the assessment of my husband's interests and family but I get the impression that Carers have not read these details which are in the care journal, left at our house. Although all staff chat to my husband these notes might inform them more fully about his interests.”

“Carers should have some idea why they have to provide the service.”

“Get somebody to understand and meet my needs. Turn up on time. I hope services do improve.”

3. **Consistency.** The majority of service users told us they value having a familiar group of carers to support them and where at all possible want this arrangement. They dislike having too many different people providing their care.

“More consistent carers. Better communication skills. More engaged carers”

“Stability with regards to the carers. Consistency in having carers who know how to support me, and my requests.”

Homecare Workers Questionnaire

We received seven questionnaires from homecare workers (though three were not fully completed). We also interviewed one homecare worker to gain further insight into the role. Overall the responses were very positive, though we recognise that this is a very small sample.

All of the respondents had been doing their role for two years or more, and three were on fixed hours contracts, while five had zero hours flexible contracts. None of them identified their contract arrangements as an issue for them.

All of the homecare workers said they talked regularly with their supervisors about issues as they arise, largely by phone, but none said that they had a regular supervision/review meeting. Their communication was based around current issues or feedback on particular cases.

None of the staff were paid for anything other than their actual working hours, ie not paid for any time travelling to or between clients, and did not report that they were paid for the travelling costs. They identified that the main issue for them with their role was the low rate of pay. It was also suggested that the organisation of the rotas can be problematic and if better arranged the role would be easier. None raised an issue with a lack of training or confidence in completing the tasks required.

The homecare workers who responded all worked with a regular group of clients (service users) and enjoyed their roles and the fact that they could make a difference to people's lives.

“delivering care and knowing in myself that I can help to make a difference in a person's life genuinely makes me happy and keep going to do the work” (homecare worker)

“I would not change anything with my clients as I am happy and support amazing people. Generally would be great if this job would be paid better” (homecare worker)

Conclusions

We were very disappointed with the number of responses that we received to this survey in particular as many organisations and individuals had previously talked to us about the need for such work. However the uniformity of responses makes us confident that although a number of people had received very good care and were happy with all aspects, many had experienced a much more patchy level of support. Many service users felt that their needs were not fully understood, the organisation of the staff was poor, the quality of some homecare workers was poor, and the review mechanisms were insufficient.

We hope that these issues will have been picked up by the new Homecare contract that has just been introduced by Barnet Council in summer of 2016. However we recognise that this contract only covers those service users whose care is funded, and not necessarily those who are self-funded or using direct payments. We hope that the homecare agencies in Barnet will also read and take note of the recommendations below, to help improve the homecare services in Barnet.

We recognise there is much more work to do in this area, and would like to develop further engagement with service users in the near future to gain an even better understanding of the issues they are facing, and to assist in improving services offered.

Recommendations:

Healthwatch Barnet recommends that all Homecare Agencies providing a service to residents in the Borough consider the following recommendations to ensure they are providing good quality services.

Barnet Council are responsible for commissioning and monitoring a proportion of the Homecare provided in Barnet and we hope that they will also consider these recommendations.

1. Ensure that agencies use rotas that are achievable and realistic and enable staff to arrive on time, stay the full allocated time and complete the tasks required in the time they are allocated for a visit.
2. Where it is necessary for agencies to change the care worker or time for visiting a service user, ensure processes exist to inform the service users and to keep them updated of any changes and delays.
3. Ensure that all homecare workers have a minimum number of face to face review meetings per year with their supervisors focusing on their development and training needs, and exploring ways of maintaining or expanding their skills.
4. Ensure that all agencies use rigorous recruitment procedures to select staff with the necessary skills and knowledge to undertake the role, and are empathetic to the client group they are working with.
5. Explore paying homecare staff for travelling time and costs between appointments.
6. Ensure that all agencies undertake reviews of all the care packages (including reablement packages) in place in a regular and timely way to confirm that they continue to meet the service users' needs and monitor progress.
7. Ensure that clear complaints processes are in place and that all service users are aware of how to use these and to give feedback on any concerns, comments or compliments in a safe and supported way.
8. Ensure that the costs of care after an enablement package set up following hospital discharge, are explained to service users and where appropriate their families in a

timely way in writing, so they are fully aware of the situation in time to plan their care.

Acknowledgements

We would like to thank Healthwatch volunteers - Helena Pugh and Ann Graham, who both gave very generously of their time and expertise in developing and writing up this report, and also in analysing the results. Thank you also to the Advocacy in Barnet volunteers, Karin Forrest and Anne Kessler who assisted in gathering the information and feedback from service users; and Peter Headland who assisted with the development of the project.

Thank you also to our colleagues in Advocacy in Barnet, especially Heena Cornwell, who worked alongside Healthwatch staff in undertaking this project.

And finally we would like to thank all of the local organisations who arranged for us to come and talk to their service users about their experiences of Homecare services.

Appendices

1. Three Case Studies from local residents
2. Homecare Questionnaire
3. Homecare Worker Questionnaire

Appendix 1

The following three case stories are typical of many of the people we spoke to about their homecare experience in Barnet.

Case Study 1:

Mrs. Jones is in her late 50s and has had her leg amputated due to diabetes. She is a wheelchair user, she uses a commode and needs help with personal care, with meals and tidying the house. Due to her health conditions, Mrs. Jones is fully reliant on homecare support.

Mrs. Jones has been receiving homecare support for over three years now. In the last three years, she has had to change homecare agencies several times as she was not happy with the services she had received. She faced similar issues with all the care agencies; carers not coming on time, agency not informing her if carers are running late or have had to cancel, many different carers visiting her and most of the time carers not having an understanding of her needs and how to use equipment.

For Mrs. Jones it has been an ongoing struggle and where she relies on the Council for homecare service funds she feels that she is unable to access good homecare services. It was only the other day her afternoon homecare support did not turn up till 8pm and, she was not even contacted by the homecare agency to inform her of the delay.

She also feels that her social worker/case worker does not understand her needs and feels that she is not well supported by her.

Mrs. Jones is tired of being treated as if she does not have any feelings. She feels helpless, frustrated and abandoned. She really hopes that the homecare service improves and that her needs are met with dignity and respect.

Case Study 2:

Mrs. Smith is in her 90s, she has been using homecare services for over 10 years now. She lives on her own and leads an independent life. She attends a day centre twice a week and enjoys it.

Mrs. Smith needs help with personal care and gets homecare support twice a day for a 45 minute session each time. She has the same carer who has been supporting her for a long time and feels her carer treats her with dignity and respect. She does get lonely when at home and hence, appreciates her carer's company. She has no complaints about her homecare agency and is very grateful.

Case Study 3:

Miss Farouk has health complications that affect her spine, back and legs which have affected her mobility. Although, she is able to walk with the help of a walking stick, she needs help in the mornings with dressing.

Miss Farouk received homecare services twice a day for 6 weeks following a hospital discharge. She needed help with bathing, breakfast (mainly tea/coffee) and shopping. She was not happy with the service she received. She said carers would not turn up at the agreed time, and if they were running late no one would inform her. She had to wait for hours in the morning for the help. She was informed that carers could come anytime between 7am to 12pm. When they did turn up, they would not communicate well with her during the visit and would get interrupted by their mobile phones.

She was so disappointed with the service that she cancelled it before the completion of the care package. She complained the homecare agency about the appalling services but did not receive positive reply. Miss. Farouk now relies on her cleaner to help her. She feels her cleaner is a better care giver then the trained carers from the homecare agency.

Appendix 2

Survey document

Healthwatch Barnet is the local statutory body set up to bring views of patients, services users and carers into the heart of decision-making in Health and Social Care.

Healthwatch Barnet is interested in hearing what people think about Home Care (also known as Domiciliary Care) in the London Borough of Barnet.

We would be very grateful if you would complete the questions below to help us understand Barnet residents' experience.

We hope to use the information that we gather to improve the services offered in Barnet.

If you would like someone else (eg a relative or friend) to complete this survey on your behalf that is fine - we are pleased to hear all views. We are also interested in opinions of relatives/friends/carers.

Thank you for your help and participation. Your feedback is important.

Closing date for completed forms is 01 March 2016

If you would like some help completing this questionnaire please contact us on 0208 201 3415/3148.

1. Are you? (please tick)

- Barnet resident receiving homecare services
- Completing this on behalf of someone receiving homecare
- Relative/ friend of someone receiving homecare services in Barnet
- Resident previously receiving homecare (but not currently)
- Relative/Friend of someone previously receiving homecare services in Barnet

Other (please specify)

2. Please tell us how the Home Care Services in Barnet that you are receiving, or have received, is paid for. Please tick all that apply.

- Home Care Service paid for by me or my family. (ie self funding)
- Home Care Service paid for by the Council.
- Home Care Service paid for by Health Service.
- Enablement package following hospital stay, paid for by the Council or Health Service
- Home Care Service paid for by my personal budget from the Council or Health Service
- Unsure
- Other (please specify)

3. Which Home Care Agency provides/ed your care?

4. How long have you been receiving/did you receive Home Care?

- Less than 6 weeks
- More than 6 weeks but less than 12 weeks
- More than 12 weeks but less than 6 months
- More than 6 months
- Other (please specify)

5. Please tell us how often you receive visits from Care Staff.

- Once a week
- Once a day
- Twice a day
- Three times a day
- Four times a day
- Other (please specify)

6. Are/were the time/s of your home care visits suitable for you?

- Yes
- No (please specify)
- Some of them are/were convenient

Other (please specify)

7. What type of care do you/did you receive?

- Help with getting up and going to bed
- Help with preparing meals
- Help with personal care
- Help with cleaning and keeping the home tidy
- Help with shopping
- Other (please specify)

8. Were you and/or your family/carers actively involved in agreeing the services provided?

- Yes
- To some extent
- Not at all

Any comments

9. Have/were the level of services/care provided been reviewed by the care agency since they were put in place ?

Yes

No

If yes how often did this happen?

10. Does/did the home care worker generally:

| | yes | no | to some extent |
|--|----------------------------------|----------------------------------|----------------------------------|
| Treat you with respect | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Arrive on time | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input checked="" type="radio"/> |
| Stay the agreed time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Communicate with you during the visit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Complete the daily log of tasks | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Get interrupted by their mobile phone during the visit | <input checked="" type="radio"/> | <input checked="" type="radio"/> | <input checked="" type="radio"/> |

Any comments

11. Are/were you informed of any changes to the planned home care worker due to come to you? e.g. if someone is running late, or a replacement worker is coming?

Yes

No

Please give any details

12. Do/did you have a regular home carer/s who supports/ed you?

Yes

No

If appropriate please give details

13. How would you rate the quality of services provided?

Excellent

Good

Adequate

Poor

Very Poor

Please tell us why you have chosen this option.

14. All agencies should have a complaints procedure.

| | Yes | No |
|--|--------------------------|--------------------------|
| Do you know how to complain? | <input type="radio"/> | <input type="radio"/> |
| Have you ever made a complaint? | <input type="radio"/> | <input type="radio"/> |
| Would you feel comfortable making a complaint? | <input type="radio"/> | <input type="radio"/> |
| If you have complained, were you happy with the outcome? | <input type="checkbox"/> | <input type="checkbox"/> |

15. Do you think there is anything that could be/could have been done to make the service/ care better?
Please give details.

16. If you have been receiving/received home care to support you after a stay in hospital, please answer the following questions:

| | Yes | No | To some extent |
|--|-------------------------------------|-------------------------------------|-------------------------------------|
| Did the home care start immediately after you were discharged from hospital? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Was any necessary equipment installed or available on your discharge from hospital? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Did you/did you have goals that you were aiming to achieve after your discharge from hospital? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Did/do the home care workers help you to achieve these? | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Was the care reviewed during the initial 6 week period? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Were you told about any costs you might have to pay after the initial 6 week period? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Any additional comments

17. Do you/did you receive any other care services eg attend a day centre, telecare, district nurses attending?

18. If you would like to sign-up to become a Friend of Healthwatch Barnet please complete your details here and we will keep you updated with our work.

| | |
|----------------------|----------------------|
| Name | <input type="text"/> |
| Address | <input type="text"/> |
| Address 2 | <input type="text"/> |
| Postal Code | <input type="text"/> |
| Email Address | <input type="text"/> |

Diversity Monitoring Information

Diversity Monitoring Information.

To enable us to fully analyse the information we have gathered, it would be very helpful if you could provide us with the following details. This information will be kept confidentially and individuals will never be identified using any of it.

19. Please tell us your age

- Age 18 - 29
- Age 30 - 39
- Age 40 - 49
- Age 50 - 59
- Age 60 - 69
- Age 70 - 85
- Over 85
- Prefer not to say

20. Please tell us your gender

- Female
- Male
- Prefer not to say

21. Please tell us your ethnicity.

- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Black or Black British - African
- Black or Black British - Caribbean
- White - British
- White - Greek
- White - Irish
- White - Turkish
- White - other - please specify
- Chinese
- Mixed - please specify
- Other - please specify
- Prefer not to say

Further details

22. Do you consider that you have a disability?

- Yes
- No
- Prefer not to say

23. Please tell us your sexual orientation

- Bisexual
- Gay/ Lesbian
- Heterosexual
- Other
- Prefer not to say

Thank you for completing this questionnaire - your contribution will help us improve services for people in Barnet.

Appendix 3

Homecare Staff Survey

Your job

We are researching the Homecare Services in Barnet and in addition to getting service users' views we would really like to hear from some Homecarers who provide this vital service to the most vulnerable people of the Borough. It is really important to us to understand some of the issues you face as a Homecarer to help us see the whole picture.

Your feedback is important as it will help us to improve the Homecare services on offer locally.

Please complete the survey and send it to us by

The Freepost return address is:

FREPOST RLYA-CCEJ-HSUR, Community Barnet, 1st Floor, Barnet House, 1255 High Road, N20

0EJ, London.

All responses will be confidential and the information provided will not be used to identify you in any way.

Thank you very much for taking the time to complete this survey.

Should you have any queries please don't hesitate to contact us on 0208 201 3415/3148.

1. What is your current job/role?

2. How long have you been doing this job?

3. What sort of employment contract do you have?

- Full time contract
- Part time fixed hours contract
- Zero hours flexible contract
- Other - please give details

Please give details

4. Did you have an induction/training when you started?

Y
e
s

N
o

If yes was it helpful?

5. Please tell us about any training you have received other than as part of your induction.

6. Do you meet regularly with your supervisor to discuss your work? If yes how often does this take place?

7. Are you paid for your travelling time and travel costs, and any other expenses you may incur eg mobile phone costs? If yes please list which expenses you are paid for.

8. When you first visit a client do you feel you have enough information to provide the right support?

9. Do you generally have enough time in a visit to do all that you are required to do - including making records?

10. On average how long are the visits that you undertake

15 minutes

30 minutes

60 minutes

Very variable -

please give details

Other - please give
details

Please give details

11. Do you support the same group of people regularly?

12. Do you find your job enjoyable and satisfying?

13. Could you tell us one part of the job that you really enjoy?

14. What would make your job better/easier?

Thank you for taking the time to complete this survey. We really appreciate your support.

We will combine the information we gather with the data from our Homecare survey for service users, to help get a clear picture of the Homecare Services within Barnet, and to help improve services across the Borough.

Once the report is complete it will be available on the Healthwatch Barnet website. (www.healthwatchbarnet.co.uk)