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Care

At

Home

A Task and Finish Group Report
by Healthwatch Cheshire West

Background to the project

In the first 18 months of its' life Healthwatch Cheshire West noticed that many of the comments, questions and concerns shared by members of the public focussed upon domiciliary care.

Domiciliary care provides people with practical help and support so that individuals can continue to live in their own home. In recent years there has been a rise in short term domiciliary care support to enable people to avoid admission to a care home or organised following a period in hospital to regain independence. Sometimes referred to 'intermediate care' this can be key to people regaining confidence and honing the skills needed to carry out daily living tasks which enable independence. In the case of long term domiciliary care being required to support someone's ongoing personal care and wellbeing needs an individual plan is developed and agreed.

Demand for domiciliary care is rising.

In the borough of Cheshire West and Chester the number of people aged over 85 living is expected to increase by at least 25% over the next ten years. Health and social care decision makers in Cheshire West and Chester are committed to supporting people to live in their homes for longer and want to reduce the number of people having to go into hospital or live in residential or nursing homes.

In October 2014 commissioners at Cheshire West and Chester Council and Healthwatch Cheshire West discussed and agreed that a piece of work in relation to domiciliary care services could and should be undertaken. In particular, Healthwatch was asked to seek feedback from people across the borough who were paying for care themselves delivered in a home setting or using direct payments to fund their support.

While care delivered by companies directly under contract with Cheshire West and Chester Council is monitored and regularly reviewed, feedback on care provided by the many different companies employed by individuals is more difficult to collect.

Having strong links with Cheshire Centre for Independent Living and Age UK - both third sector organisations with clients receiving this type of care - Healthwatch was in a good position to collect this information so established a Task and Finish Group (TFG) to undertake a project.

In this report we share what that project found.

Healthwatch Cheshire West would like to express its thanks to Age UK Cheshire, Cheshire Centre for Independent Living (CCIL) and the Older Peoples Network (OPN) for their help with this project.

Our Project:

Given that a number of issues relating to Care at Home had been flagged and recorded via engagement with local people, Healthwatch Cheshire West was keen to look at the quality of this provision from the point of view of individuals who use the service and their families and friends many of whom act as informal carers. Healthwatch decided to:

- *contact a number of people who receive care in own home setting*
- *collect their views on how their care is delivered, including what is being done well and not so well*
- *identify any trends in quality of service delivery; in terms of strengths and weaknesses and gaps in any provision*
- *share views with those who plan and provide care at home to influence positive change.*

Domiciliary care can be organised and funded in different ways.

In 2009 Cheshire West and Chester rolled out personal budgets. With a personal budget an individual eligible for domiciliary care can cover all or part of the cost of their care. Personal budgets are local authority social care funding intended to meet personalised outcomes and eligible needs. A personal budget may be paid through the regulated Direct Payment Scheme, alternatively the Council can arrange services direct, or people can have a bit of both and people are free to choose to pay for some services from their own funds. Here are some examples of how social care personal budgets may be spent depending on assessed needs:

- *to pay for personal care and support to help you live in your own home*
- *to employ a personal assistant, or buy services from a care agency to help you with personal or domestic care tasks*
- *to pay for short breaks at home or somewhere else so that you or your carer can take a break from your normal routine*
- *fund activities such as college courses, driving lessons, which enhance your wellbeing and quality of life.*
(Source Cheshire West and Chester Council (CWAC) Website).

This project focussed on individuals and family members of individuals who receive their care via a Self-Funded or Direct Payment route.

The aim was simply to collect views from people actually receiving the service and use their experience to respond to two key questions:

- What is being done well?
- What could be done better?

Key objectives/priorities:

- Collect voice and experience regarding different services: how services are accessed, what is working and is not working for people
- Collect specific data on service provision such as timekeeping and administration of medicines
- Examine the information and communication process between service user, carers and company for example do people receiving care feel listened to?
- Explore whether care at home satisfies the requirements of an individual's care plan
- Record any problems or difficulties that have been encountered with auxiliary services when care is delivered in home setting
E.g. access to podiatry, dietician or GP.

Methodology

From the outset, it was clear that to make contact with a significant number of individuals who received the relevant care, would involve working closely with partners. Healthwatch Cheshire West held details of some individuals who had raised concerns about their care, however, the TFG felt that contacting these people alone would provide a small sample and contain bias as the cohort had mainly complained about the services they had received.

To widen the number of participants in the study to include different ages, localities and complexities of care; the TFG identified a number of local agencies with clients across the borough who may be using services under the category Care at Home, namely:

- Age UK Cheshire (Age UK C)
- Cheshire Centre for Independent Living (CCIL)
- The Older People's Network (OPN).

Everyone agreed to send out a letter from Healthwatch Cheshire West (Appendix 1), a paper questionnaire (Appendix 2) and a freepost envelope funded by Healthwatch to their membership/clients.

In the cover letter, people were encouraged to take part in the survey and invited to either be interviewed in their home setting or be involved in a telephone interview - options which were also included on the questionnaire. Questionnaires could be returned confidentially.

In addition to the paper questionnaire Healthwatch Cheshire West Authorised Representatives also completed home visits and telephone interviews by invitation to record real conversations with individuals who received a care package at home.

Questionnaire details - The TFG developed the questionnaire based on the model used by Cheshire West and Chester Council to monitor the performance of home care services commissioned by the council. At this time six companies were providing services to individuals who had decided not to follow a direct payment route. This design decision created the opportunity for 'like for like' comparison between the council's existing data and this project. The TFG added specific demographic questions.

An online version of the questionnaire was constructed using Survey Monkey. The questions were identical and it provided access to an alternative method of participation. A link for the online version was placed on the Healthwatch Cheshire West website opening participation to anyone not included in our three mail-shots.

Results:

There were two separate parts to the project:

- part one involved distributing, receiving and analyzing questionnaire data
- part two involved organising and conducting a series of home visits and telephone interviews with individuals who had indicated that they would be willing to do this.

Paper and Online questionnaires - September, October and November 2015

Partners assisted Healthwatch Cheshire West to dispatch 1380 paper questionnaires to individuals across the borough of Cheshire West and Chester. This was a targeted distribution with the three agencies, Age UK, CCIL and OPN involved identifying individuals from their database who were most likely to be in receipt of a care package or paying for care themselves.

Responses

- 176 responses to the questionnaire of which
- 164 were paper based - a response rate of 12%
- 12 responses* were online

**Low participation through the online version might be explained by the fact that many of the individuals receiving care at home are elderly, frail and may not have computer access; however this was not intended to be the main method of the enquiry.*

Home visits and telephone interviews

Nearly 40% respondents to the questionnaire indicated their willingness to be involved in either a home visit or telephone interview following completion of the questionnaire.

Due to limited interviewer capacity within Healthwatch (in terms of availability of hours of trained volunteers) the TFG decided to complete 12 home visits and 12 telephone interviews using a template pro-forma to facilitate consistency of approach see Appendix 3.



Here are the headline findings from feedback on more than 40 companies delivering care.

Headlines from Questionnaires

- Most individuals (86%) 'Very' or 'Quite' satisfied with care received
- Most individuals feel that carers delivering the service treat them with dignity and respect
- A number of individuals have commented that they like the freedom direct payments give them to employ their own staff
- Individuals have commented on the professional nature of staff and the willingness of them to also help with other tasks
- Generally individuals were full of praise for those carers delivering the service
- Generally people appreciate it when carers follow a routine, are the same carers and are punctual

But

- A number of individuals have experienced significant care difficulties
- Just under a quarter of individuals have complained about the service at some point
- Criticisms fall mainly on company organisation and communication between company and client. Specific issues commented on including not getting back to clients who have raised specific concerns and not listening to clients' views.
- Some issues identified in relation to timekeeping and stress placed on staff who are rushing to fit things in
- Roughly one fifth of respondents commented that carers do not always arrive within agreed times
- In terms of cost, a number of individuals expressed the view that all should be entitled to a basic care package without having to pay and that the current system penalises those who have saved all their life
- Communication in relation to answering phone calls and responding to voicemail in a reasonable time is identified as a problem and often leads to enhanced stress levels
- Some individuals comment that care staff talk to each other but not the person they are supporting
- Some companies are perceived by customers as having high staff turnover which leads to problems in relation to continuity of care
- Generally people do not appreciate when carers change regularly and they are being cared for by different carers each day or visit.



Headlines from home visits

- Most individuals who are in receipt of care seem to be happy with the service they receive.
- Most individuals value the communication and contact they have with individuals who provide for their care needs.
- Individuals value the support of district nurses.

- A number of individuals value the system of direct payments feeling that it gives them greater flexibility and control over their care.
 - *“Direct payments are bureaucratic but you have control. As the nurses are recommended by our daughter they have all been good. You are left to your own devices.”*
 - *“I feel the Direct Payments Service is an excellent vehicle for funding the right people.”*

- A number of comments were received in relation to good quality of care received.
 - *“They treat her as an equal and chat about things which they share an interest in. They provide company and friendship.”*
 - *“The carers know X well and are experienced in caring for children. The system is flexible so can save hours for school holiday periods.”*
 - *“I am happy with the carer I employ.”*

- A number of comments were received in relation to poor quality of care received.
 - *“The carers were just girls - doing a job. He was never treated as a person in his own right!”*
 - *“There was no community support.”*
 - *“I am worried about vulnerable people not having someone to speak up for them. Sometimes carers have only had 15 minutes so there was hardly time to say Hello before it was time to go.”*

- A number of individuals expressed concern about timekeeping and missed visits.
 - *“It is important to have an emergency number to make contact with the carer. On one occasion she had to make contact with them at the weekend and spoke to somebody in (city) because the carer hadn't come and was told there was nothing she could do and would have to ring the local office on Monday morning.”*
 - *“The late call is too early for my needs!”*



- Because of difficulties experienced, some individuals had felt the need to change from the original company that provided care for them or their relative.
 - *“I ended up using another company - this was the third!”*
- Individuals commented on some financial issues that worry them, including provision for respite, allowances not increasing since 2013 and responsibility for pension contributions for staff.
 - *“I would like to see DPS improve hourly rate to support the care staff Carer A employs for X. Also less bureaucracy - due to all the paperwork Carer A has now employed a lady to keep all the finances up to date. Under the DPS terms Carer A is responsible for making sure all the staff pay their tax.”*
- Individuals commented on the value of respite opportunities.
 - *“The break we get for all the family, works well. Support time is used to allow my husband and I to do things with X’s sister and brother.”*
- Some people thought they had received enough information, others thought more would be helpful.
 - *“Advice and support on where to go to find suitable carers would be helpful.”*

Headlines from telephone interviews

- Most individuals commented that they were happy with the care they received.
 - *“I really appreciate that my son gets one-to-one care.”*
 - *I appreciate the same staff looking after me each day.”*
- Interviewees were full of praise for individuals who delivered their care on a daily basis.
- Many commented on the dedication and commitment of the district nurses who came to see them.
- Individuals who relied on relatives’ input were full of praise for family members who supported them and concerns were expressed in support for unpaid carers (usually relatives) who found it difficult to get a respite opportunity.
- Very few problems were noted in terms of initially setting up care provision although a couple of individuals commented on how long it took them to adjust and find the right company for their particular needs.
 - *“Six months to get the care I wanted.”*
 - *“When I got home I was seen by a community matron but nothing happened as a result”*

- As well as care needs some individuals paid privately for extra help that included cooking, washing and housework.
- Some individuals described problems with discharge from hospital - areas flagged include having to wait for the right care package to be sorted out and equipment needed for the home.
“A meeting is being arranged with PALS regarding discharge. My GP didn’t receive a discharge summary and I was left to do all the chasing up of medication and equipment.”
“Improved joint working and co-ordination between services is sorely needed.”
“I was told that I would get some rehabilitation from (place) but this wasn’t the case. All I got were two phone calls from a nurse and a new Zimmer frame.”
- A number of comments were received about social care assessment and packages and changing provider.
“A social care assessment was easy to get once I had the right contacts. Starting the process of provision was a little difficult but once in place it works well.”
“After a period when things seemed to be going well things started becoming not so good. As we were paying for most of the care ourselves in 2008 we decided to change company. The new company were excellent but eventually they were taken over by a bigger concern and staff rotas and timekeeping seemed to slip a little.”
- A number of individuals expressed concern about difficulties experienced when going out of the home - some said it was impossible.
“I hate going out. It’s not a phobia or anything. It’s just too much hassle! When I go to hospital for treatment I now need an ambulance to take me. Because I am attached to a feed, I have to take someone who is trained - I can’t take a friend with me and last time my carer had to go separately in a car!”
- It was noticeable that few individuals appeared to have any knowledge of reviews of their care package either annually or following changes to circumstances.

Conclusions:

- **Scale:** our survey found over 40 separate companies involved in providing care at home services across the borough; a figure that does not include individual carers directly employed on a one to one basis. The local authority and Adult Safeguarding bodies acknowledge that this scale makes monitoring the actual quality of care challenging.
- **Good News:** most individuals receiving care at home do seem to be happy with the service provided. In some instances people have indicated that they have experienced some difficulties but by changing provider (sometimes on more than one occasion) they now receive a service that they are now happy with.
- **Good News:** mostly individuals were full of praise for the professionals who directly cared for them, the carers who called on a day to day basis. Respondents often commented favourably about staff and in some instances carers could not be praised highly enough.
- **Not Good News:** nearly a quarter of respondents had made a complaint about the service at some time. In changing a provider, or trying to change, some people had experienced difficulty in finding an alternative company that operated in their geographical area.
- **What Matters:** people value consistency, parity and a stable routine. Generally people appreciate when carers follow a routine, are the same carers and are punctual. Where problems occur it is often a breakdown here that is the root cause of unhappiness.
- **What Matters:** mostly individuals appreciate the flexibility of direct payments; though quite a number commented on the high cost of care and financial restraints on council funding, particularly when individuals were paying privately towards their care package.
- **Money Matters:** Some relatives spoken to have indicated that they were shocked to find out the financial costs involved with the care of loved ones. Some individuals have expressed concerns about the system in terms of not understanding fully who pays for what. Some commented that the system seemed unfair with those who had worked hard all their life and saved being penalized.

Areas of good practice identified:

- Carers who are dedicated, keen to assist, friendly, please the client and who often do more than expected of them.
- Carers who are punctual and contact the client if they are running late.
- Care companies who communicate well with their clients.
- Well written care plans.

- Carers who are willing to work at flexible times.

Concerns expressed:

- **Timekeeping** - Issues around not arriving at agreed times and changing times at short notice and carers who rush. Some individuals felt the timing for visits (particularly evening calls) were set to suit the provider's needs rather than those of the person.
- **Staffing:** Inconsistency of staffing - different carers coming each time and gender of carer (i.e. female when male had been requested).
- **Communication** - Most individuals seemed to know who to contact in an emergency or who to contact to discuss their care, however, difficulties seem to exist in relation to call handling and response times. A few individuals commented on problems in communicating with individual carers feeling that they were not being listened to.
- **Change of circumstance/Review of care package** - In many cases people felt that as circumstances changed it was difficult to adjust their package of care. Of those people interviewed it appeared some were worried about the bureaucracy involved, others were worried about a significant cost increase.

In detail:

Through the home visits and telephone interviews the value people place on the input from other services to their care needs was highlighted. The role played by district nurses and some social workers was particularly prominent, with many individuals commenting positively on these individuals in relation to their care and support.

Conversations during both the home visits and telephone interviews suggested a lack of consistency in the review of someone's care. It may be that a further piece of work could explore what flags are in place (particularly as a condition worsens or a loved one passes away) to ensure that an individual's care needs are reviewed on a regular basis and to ensure that the individual is receiving their full entitlement to care at home support.

Generally most people tell us that they don't like to complain - in some cases worried about getting others into trouble - but others tell us that "***Things only get done,***" after a complaint.

Some individuals commented that they had experienced some difficulty in recruiting a care company that operated in their geographical area and that as a result their choice was limited. Others commented on the apparent shortage of male carers in the system.

Recommendations

- That a central list of agencies providing Care at Home services in our area is published (perhaps something that can be added to the Local offer documentation) and updated regularly and that such a directory includes:
 - The geographical area covered by the agency
 - A clear statement on the gender of carers and in particular, if male carers are available
 - Policy on handling enquiries - response to telephone, how to provide feedback, complaints process
 - Illustrations of pricing and cost with example care packages.
- A system for regular review should be established and monitored - a review that should include input from other professionals involved in care i.e. district nurses, social workers, G.P.
- Paper based (hard copy) material should be available to the individual explaining in clear language clear pathways for care and who is responsible for which part.

Healthwatch Cheshire West believes that care plans should be person centred, detailed and regularly reviewed and delivered by well trained and supported professionals.

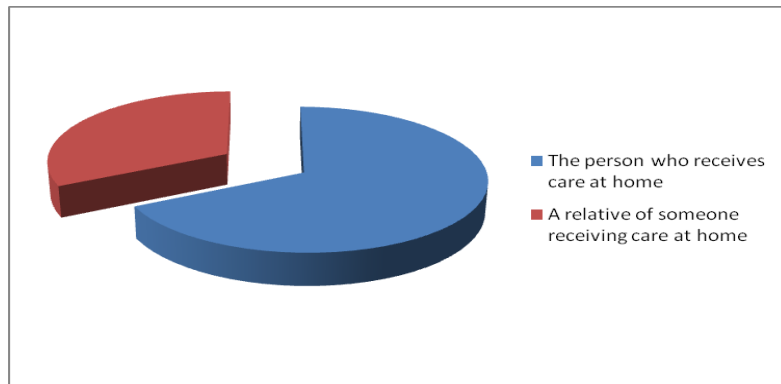
Appendix Items:

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Appendix 1 - Data from questionnaires

General Questions

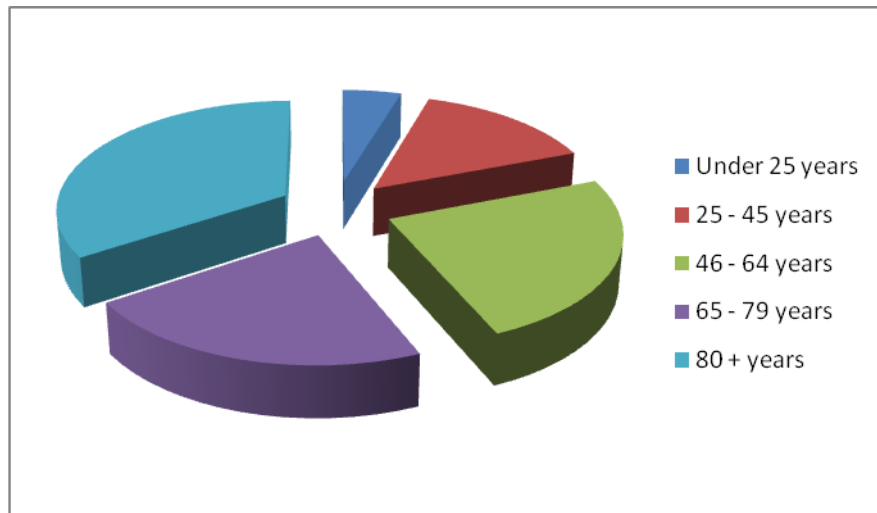
Who are you?			Questions
I am ...			
Answer Options	Response Percent	Response Count	
The person who receives care at home	67.6%	117	
A relative of someone receiving care at home	32.4%	56	
Does the person who receives care normally live alone? Please answer 'Yes' or 'No'		39	
		answered question	173
		skipped question	3



Question 1

Age Category?

Answer Options	Response Percent	Response Count
Under 25 years	4.7%	8
25 - 45 years	14.5%	25
46 - 64 years	24.4%	42
65 - 79 years	22.1%	38
80 + years	34.3%	59
answered question		172
Skipped question		4

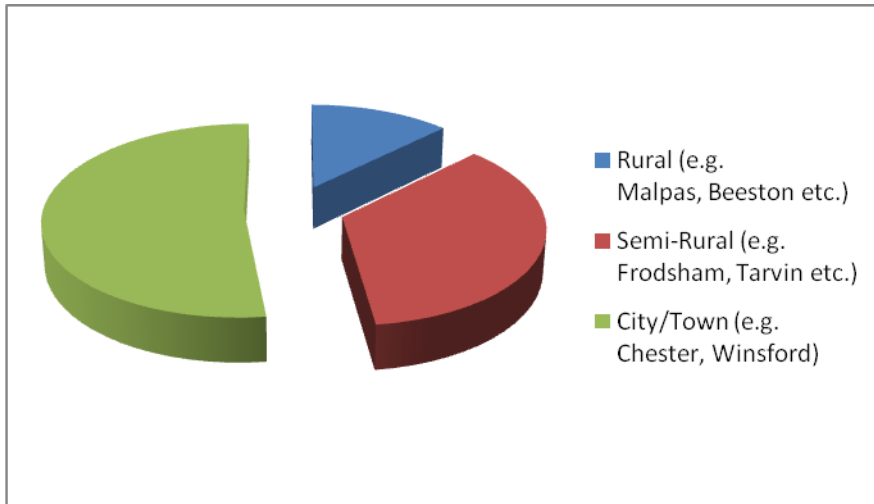


56% of respondents were over the age of 65 years.

Question 2

Where do you live?

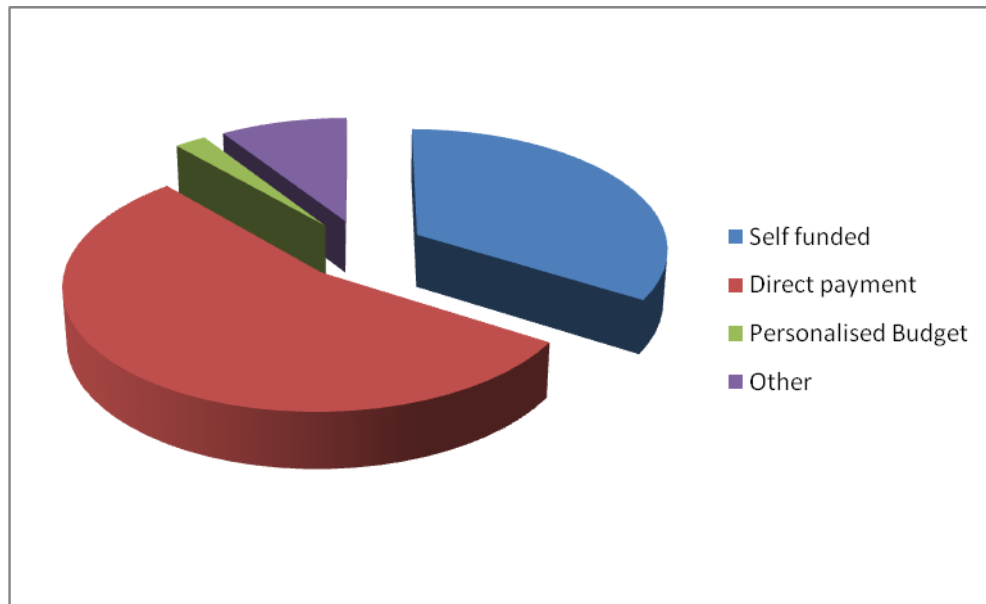
Answer Options	Response Percent	Response Count
Rural (e.g. Malpas, Beeston etc.)	12.7%	22
Semi-Rural (e.g. Frodsham, Tarvin etc.)	35.3%	61
City/Town (e.g. Chester, Winsford)	52.0%	90
<i>answered question</i>		173
<i>skipped question</i>		3



Question 3

How is your care funded?

Answer Options	Response Percent	Response Count
Self funded	33.9%	59
Direct payment	54.6%	95
Personalised Budget	2.3%	4
Other	9.2%	16
<i>answered question</i>		174
<i>skipped question</i>		2



Question 4

What is the name of the Company or Agency that provides your care?

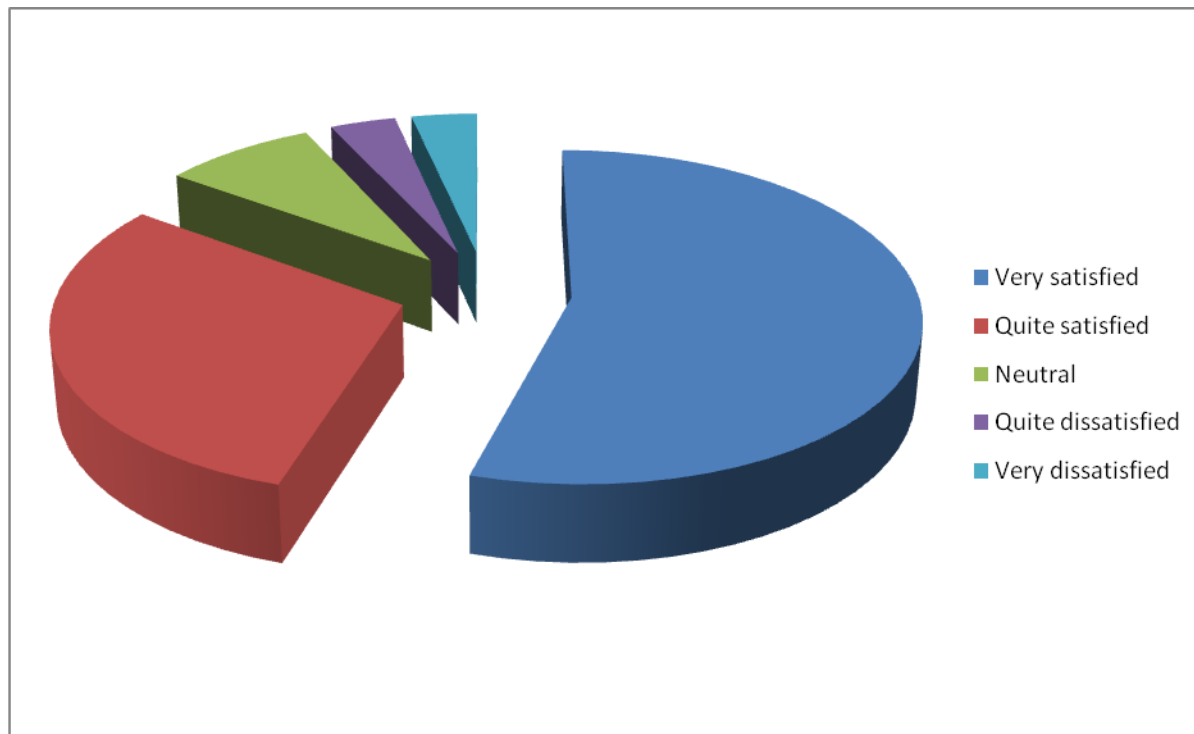
Comments received

1. AMG Ltd, Cestrian Care	2. Personal Care Services Ltd	3. Employed directly / private individual employed	4. Generations and Companions Care
5. Cheshire West and Chester Council	6. Macintyre Care	7. Allied Healthcare	8. Jane Lewis Care
9. Social Services	10. We Support	11. Sharing Lives	12. Sanctuary Home Care
13. Unique Care	14. 1st Enable	15. Chester Link	16. Ladybird Care
17. Bespoke Care Ellesmere Port	18. Caremark (Cheshire West and Chester)	19. Happier at Home Care Ltd	20. Jane Care
21. Trainee Nurses	22. Heritage	23. Doreen Kennedy Care Agency	24. Carewatch
25. Cheshire Homecare Services Ltd	26. Bluebird Care	27. Starcare	28. Tattenhall Local Care Ltd
29. Employ own team	30. Care Connect Services	31. Caremark (Vale Royal)	32. Home Instead
33. Caring Hands Cheshire	34. Ace Care Professionals	35. Aspire Care Services	36. Elizabeth Senior Health Care
37. Archangel	38. Living Ambition Ltd	39. Sure Care	40. Vivo Care Choices
41. Carewatch Care Ltd	42. A Relative Employed	43. Premier Care	44. Grace Community Care
45. Direct Health	46. Magenta Living		

Question 5

Overall, how satisfied or dissatisfied are you with the quality of care you receive?

Answer Options	Very satisfied	Quite satisfied	Neutral	Quite dissatisfied	Very dissatisfied	Response Count
Please choose	94	52	14	6	6	172
				<i>answered question</i>		172
				<i>skipped question</i>		4



Comments received on Question 5

Broadly positive Comments

- Really. Enjoy everything I do!
- Husband very well cared for, with kindness and respect.
- I'm happy with things.
- My carer - she has a good disposition and nothing is a problem.
- Carers are lovely, professional, reliable - always on time and very caring to my mum.
- The carers take time with my father. They are always on time and get him a newspaper every day.
- Girls who come to the house are very good.
- The carer is absolutely amazing - she is so caring and will do anything - **The management of the service, however, is something else!** They have always attended calls - with very few late calls and are professional.
- Prompt, clean, helpful, talkative.
- Very helpful and inform family of any problems straight away.
- The manager and carers seem genuinely keen to assist and their manner is pleasing.
- I have Parkinson's Disease and a Parkinson nurse would be greatly appreciated in my area. I have a catheter and only have it checked over by a district nurse.
- It is working - I am healthy and independent.
- We employ two people directly via a care management company and use a unique agency which provides a regular team of carers.
- My carer works around me - We get on very well.
- Nurses visited morning and evening helping me with everything I could not manage myself.
- Staff are always there to help me.
- Reliable. They have got to know my mother and how to deal with her.
- We employed X as a respite carer several years ago and have had no problems at all. The best bit is the continuity of care by not going through an agency. On top of this we have someone who is utterly reliable and has never let us down.
- Efficient, friendly, likable. Send Chart every week telling which carer to expect.
- I am in charge of the employee and can direct the care she gives.
- My current carer answers my physical, emotional and social needs, over and above her job description. She is the best ever.
- The client is supported by a stable team with varied skills managed by a computerised rota and diary log.
- Carers are excellent, punctual, helpful and kind.
- My husband and I would never have been able to stay in our own home without the constant support of our carer.
- I have my own choice of carer and have control of my own life as much as possible.

- Qualified and appropriate staff.
- Approachable when required, treat client with respect and dignity.
- I like being able to chose my own carers.
- The manager of the service has a good team of carers. They help me with my care. Without the team I could not live alone in my home. I will be 100 years old in May 2016.
- My carer goes above what is needed of her - nothing is too much trouble.
- My carer is well trained and highly motivated.
- Very client/person centred.
- Because they assist me with tasks that I struggle with.
- The care I have works well - I feel I have as much say and control that is possible given my disability.
- Staff can perform tasks of 'my' choosing not as controlled by Cheshire West and Chester Council.
- Good team in support.
- Professional, reliable and kind.
- It is within my control.
- Staff punctual, polite, fully committed to the role also understanding and adaptable to need.
- Careful and accommodating to my needs
- The staff are nice.
- We have trainee nurses who are excellent - they stay with us at year one and stay with us until they qualify. We are very lucky to have the care we receive.
- I have freedom to employ my own staff with Direct Payments.
- I am well cared for also helped at all times.
- Since my husband became ill, I have been very impressed by the level of help - something I had not realized that I needed until I was offered by the social worker.
- I like to think that if I need more help, I only have to ask.
- Flexible, pleasant, takes our son's requests into account, safe and reliable.
- They provide care in one hour slots. Expensive but includes companionship for quality of life.
- They are very supportive to me and my daughter, reliable, trustworthy. They give excellent care.
- The care provided is outstanding and it is easy to communicate with the office and the carers.
- The carer is very good and on time morning and evening.
- I can organize my arrangements every week.
- The carers carry out my care very well in a professional way.
- Very attentive care manager. Staff are well trained and cater for patient's needs well.
- The carers are very willing and helpful and friendly.

- The carers meet my needs at all times.
- Nice and easy to get on with and they do a very good job.
- Our carer is thorough in everything.

Broadly Neutral Comments

- Quality of care received is good but cost is very high I think.
- The girls who come are very good and look after my husband very well. The organization of the staff leaves, however, a 'lot' to be desired. Calls have been missed on occasion.
- Depends if carers are regular ones.
- Changing carers all the time.
- At times it seems difficult for carers to actually appreciate exactly what is needed care wise but I do enjoy the company!
- Mostly satisfied - Sometimes late or lack of continuity with different carers due to shortages and due to illnesses.
- Most of the carers provided by the company are satisfactory.
- Basic needs catered for but I am in need of re-assessment which takes ages.
- When regular carers are calling things run smoothly. At times of holidays or sickness, when stand in carers are sent out, there can be problems - e.g. late calls.
- New budget only just confirmed - originally carers ourselves - too early to comment.
- They do their best to work with me and my mother as a team. Only slight concern is that I don't always know which carers are visiting which would improve service.
- One carer good the other not so good.
- I have only employed people I know to work with my daughter and would never have strangers working with us.
- I get full time provided my carers don't try and get off early and it's on a one to one basis plus twelve hours through the night.
- Has been left sometimes with a wet drawer sheet due to the fact that you can't tell if this is the case when wearing gloves. I make sure they change it every morning.
- Improved communication would help.
- Training of carers is inadequate, although some are competent. Major issue is timekeeping and reliability of provision - not enough staff to cover sickness and holidays. Also I think that care companies find it difficult to find suitable staff.
- Some of the carers are good - others not prepared to do much to help.

Broadly Negative Comments

- Very dissatisfied, because the actual providers of care are only interested in making money not providing actual care - although the carers are put in a position by the providers which prevents them giving the care that is needed by their clients.
- I feel the company' office and organisational side needs work.
- Very poor communication. Inconsistency with timing of visits. Very dissatisfied! When moved, they stopped a call causing serious health problems for my mother. (They were informed two months before we had to move and we only moved two minutes up the road from

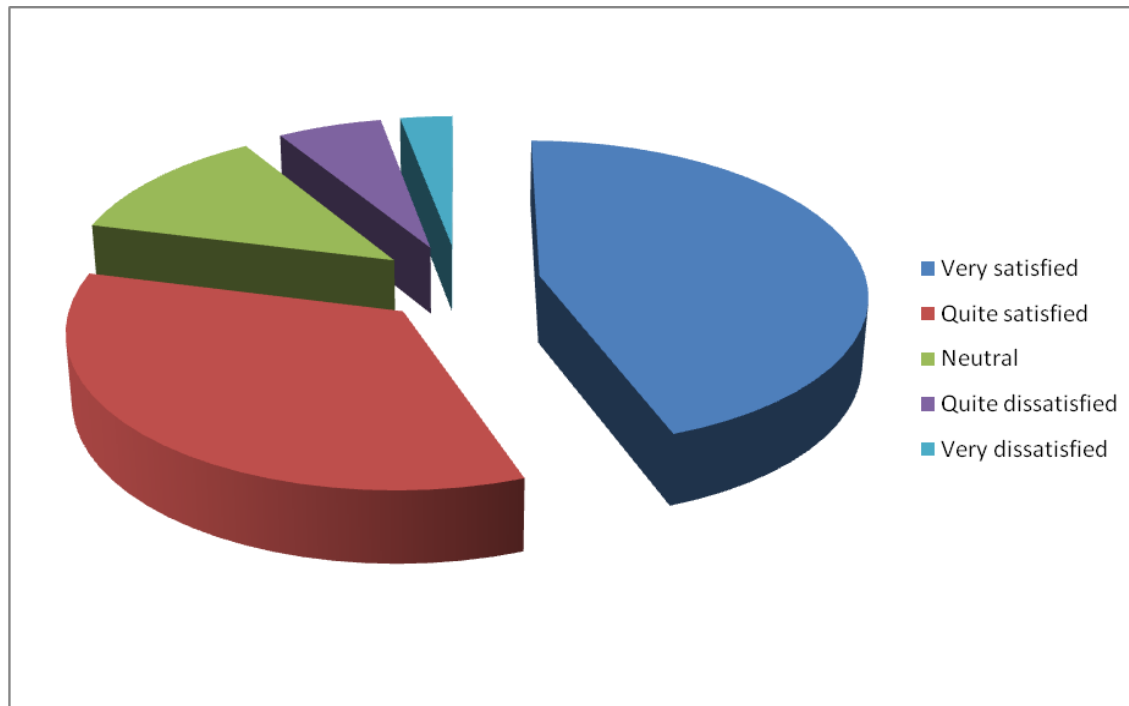
where we were before.)

- Cancelling calls (social and care) without letting me know. Rotas changing daily. Short staffed.
- Administration not so good re incorrect billing and changes to girl's hours.
- Visiting times are erratic.
- Carers come and go a lot, talk to themselves but not to me. Appear to just want to get the job done and into their car.
- At first they were quite good with mum so we used the company for my aunt as well but the quality of service deteriorated somewhat.
- On occasions no carer has turned up.
- Most of the people sent to me do not know what they are doing - very disappointing. Time spent at home is always rushed and carers change regularly.
- They change carers too often day to day.
- Continual Staffing problems around quality and consistency. Agency often relies on family to fill gaps.
- The communication between the office and me could be better.
- Sometimes (roughly 3 in 8 occasions) carer does not arrive without prior notification.
- Care varies a lot according to which carer comes. Timekeeping is also varied - often late. Some staff appear to lack training and sometimes rush a bit.
- The company seem incapable of keeping the same carers.
- Overall the service is good but the timekeeping is very poor.
- The carers are very good but due to staff shortages lately, the times that they now come to me are different to the original ones and these times keep changing.
- I am happy apart from the fact that they are sometimes late - usually on a Saturday morning.
- It has taken a great deal of time and energy on my behalf to ensure my mother is cared for well.
- Good but the daily calls vary due to the different carers and their approach.
- Quality of care received is good, but the cost is very high.
- Only using people known to and trusted by us.
- Care generally good - Office support chaotic!
- Too much turnover of staff as my husband has very personal needs and would like regular staff to see to him.
- Sometimes don't turn up at all.

Question 6

In terms of the care you receive - Do you feel that you get 'Value for Money'?

Answer Options	Very satisfied	Quite satisfied	Neutral	Quite dissatisfied	Very dissatisfied	Response Count	
Please choose	76	59	21	10	5	171	
						<i>answered question</i>	171
						<i>skipped question</i>	5



Comments received on Question 6

Broadly positive Comments

- Yes - Great Value.
- Yes the carers and I get on well.
- Very satisfied.
- They look after me extremely well.
- I am pleased that my mother's care is now fully funded.
- Direct Payments cover costs.
- Because it is a private arrangement the hours are completely flexible and it gives us a much needed break when we most need it!
- In the half hour that they see me; they see me safely out of bed into the shower chair etc.; help me out with clothing etc. and with breakfast and some other household jobs.
- I have everything that I want.
- The lady I have is very caring and we get on very well.
- Flexible - Reasonable rate received and paid.
- The carers come in four times a day for 30 minutes each call. I am registered blind so could not manage without them.
- As I control the employee, I ensure that value for money is obtained.
- Nice personality and she gets on with the job.
- They are prepared to do whatever I need.
- I was offered ½ hour charges.
- Yes my carer meets all my daily requests.
- All the money is spent on supporting the client's education, entertainment and inclusion in the community.
- Flexible - able to choose own carers.
- Because I get to know my carer well and they know what I need.
- I am able to pay for my carer and 'horse' therapy sessions.
- Agency is reasonably priced; staff paid well and I always get cover when I need it.
- Happy, because the carers do what is shown on the care plan and also ask if they can do anything else for you.
- Direct Payments is excellent and they are very helpful. Having these carers has made my family's life so much better.
- I feel that I get a lot more care than what is paid for. The staff; in my opinion; are meant to do this job - they care and understand.
- They understand my needs.
- They seem to have lots of time for me.
- If I wish to change anything, I can. 'Value' to me is getting the service I require - I can do that by employing the carer myself.
- Yes the carers are very helpful.

- Very good service given.
- The staff are lovely and never rush me. They are gentle and helpful. They make sure that I have everything I need and sometimes buy me anything I run out of e.g. eggs.
- They are a good caring agency
- A good service.
- Carers help me to carry out things that I struggle with.
- I have a good group of carers who understand my needs.

Broadly Neutral Comments

- I feel that the care varies depending on the individual we get on the day.
- It is able to prolong the time that mum can spend at home. However, attendance allowance only goes to about one third of the full cost.
- The carers themselves are of varying standards in terms of what they do. However, all are caring and respectful.
- Carers OK but organization of them poor
- Not the most expensive but really increased costs.
- Reasonable value.
- Yes because I don't need too much help at the moment.
- Hoping things will improve as the contract progresses.
- Difficult to know what to compare this service with. They have not carried out a detailed study of need or monitoring provision.
- The only small issue I have is that I have not been able to give my carer a pay rise for five years.
- I get value for money off my carer - can't say the same about the government.
- I have to top up with my own money.
- Company give good service but are expensive. My daughter's employee can spend the hours direct payments can afford. Agency workers work purely to the clock and not the client.
- I have used an agency before and it is not good with them often not turning up. One night I was left in the porch all night!! As a result, employing my own through direct payments works well for me.
- A little bit expensive but everyone charges more or less the same.
- I would like to see greater input from district nurse teams - visiting routinely, rather than only in a crisis.

Broadly Negative Comments

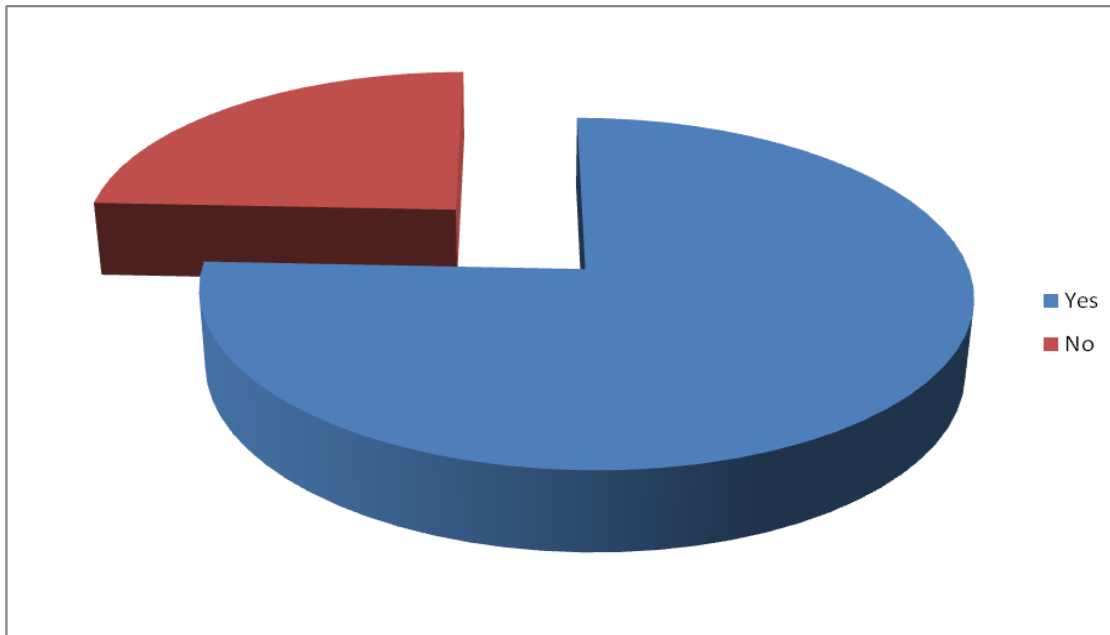
- Very dissatisfied because 15 minutes to see how a vulnerable person eats, washes, and takes medication plus check on their wellbeing and vulnerability in this short time is totally unrealistic.
- My needs involve assistance with washing and dressing in a morning. A number of the carers have little idea how to wash someone properly.
- At weekends sometimes no carer has turned up.
- Arrive late leave early - some don't turn up. Never any replacements organized.
- Could be cheaper.
- Often I do not get the full allocated time!
- My care seems quite expensive.
- Lack of continuity - different carers who come for first time not knowing what to do and sometimes late.
- Costs have gone up since I started.
- It costs a lot - we should get more help from the government. It seems all those who have worked hard, paid tax and saved get nothing - those who have not done anything get everything paid for. Fairness and evenness for all is not considered.
- The tasks were not always completed to a high standard.
- I feel very frustrated that there is no sliding scale of payments i.e. - care is provided fully or not at all at no cost. It is time that thriftiness and saving is rewarded rather than punished - the care is very costly.
- Should someone who has saved all their life have to pay when someone next door who has not gets the same care for free?
- Care is very expensive.
- Carers do not spend enough time - do not even stay for the amount of time charged for!
- They charge a minimum of half an hour care - even though at night time the carer is here a maximum of 15 minutes!
- Would like more one to one communication - my two carers spend a lot of time talking to each other but not to me.
- Doesn't cover all of the expenses - I have to top up.
- There appears to be no continuity - I get too many different carers, some days four different ones!
- Feel that care in general is expensive and further assistance is definitely required to ensure all get help.

Timekeeping and punctuality questions

Question 7

Do your carers always arrive within the agreed time?

Answer Options	Response Percent	Response Count
Yes	75.7%	128
No	24.3%	41
<i>answered question</i>		169
<i>skipped question</i>		7



Comments received on Question 7

Broadly positive Comments

- My employee would have to explain if she was late and time is made up if necessary.
- If not they inform team leader by text as soon as possible.
- Odd times can be delayed by traffic jams etc. but always let me and mum know.
- We have a window of ten minutes either way. I have had no complaints so far.
- Is very punctual and will ring or text if there is a problem.
- They are excellent time keepers.
- Very punctual.
- Yes 95% of the time.
- Very punctual.
- They arrive at my chosen time on most days.
- Except in unusual circumstances.
- We have good communication.
- No but do telephone me if they are going to be more than 15 minutes late.
- No but they do ring to let me know in the case of illness or delay.

Broadly Neutral Comments

- It must be hard for them to juggle their family needs around working with me.
- Yes but not recently since we have sorted it.
- They mainly arrive within the agreed time, but occasionally this does slip which is a worry.
- Mainly but not sometimes on a Saturday for some reason.
- Depends on carers having problems with other clients and replacements having to take over.
- Some problems but they have been solved.
- Times vary depending on other clients needs.
- In the main but can be delayed or call rather early e.g. 14:30 as 'Teatime'?
- Sometimes the timetable changes.
- Sometimes once a fortnight they are late.
- 80% of the time they are on time.
- A lot depends on previous calls and traffic etc.
- Sometimes have been late.

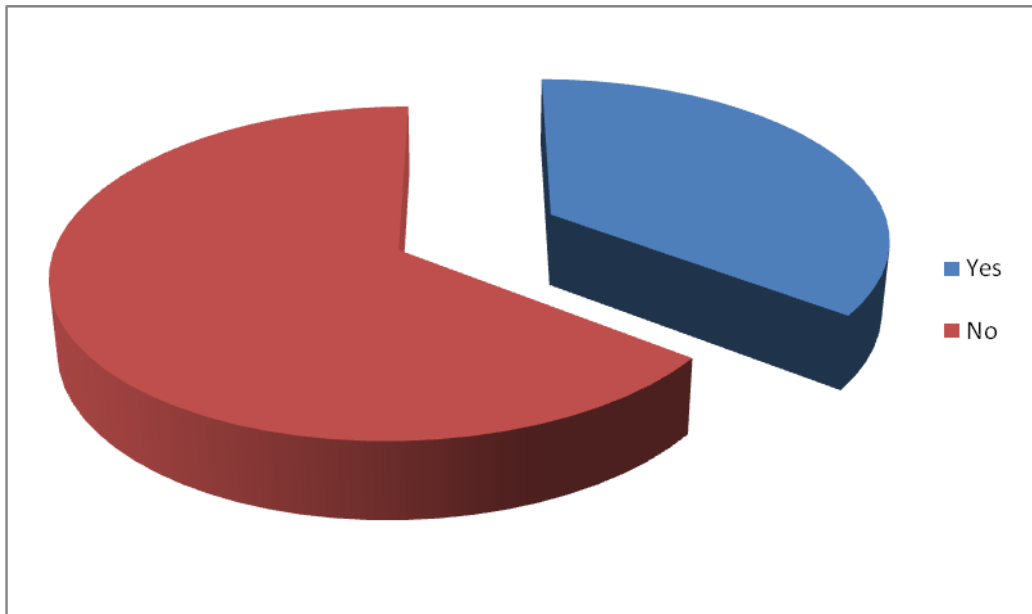
Broadly Negative Comments

- Carers never arrived within the agreed time and when someone has dementia this can be very confusing for that person.
- No. Very chaotic organization.
- No - I think sometimes short staffed!
- I like people to be on time. They do not always ring me if running late.
- Because of the great distances the carers have to travel, my time slot can vary - from an hour beforehand to an hour afterwards.
- Always late! In a morning my mother is left wet from 6 pm till 11 am in morning.
- The company seems to be based in Runcorn and they appear to leave calls in our area until last. I have discussed this with the manager.
- Often late - frequently in fact.
- Times vary a lot.
- Timekeeping can become dodgy. Office staff filling in!
- The time my carer should attend is 9 am. In one week this varied from 8.35 am to 9.25 am.
- Often late with no call
- They are sometimes late. When they come late in the morning my husband may be waiting with his stomach bag leaking. When late in the afternoon he is left with a wet pad on as he has kidney failure.
- This has been a problem all along.
- Does vary sometimes. Traffic on M56 sometimes causes problems when they come from Runcorn.
- Timing is poor without warning - especially in the mornings and often one hour late at bedtime.
- Sometimes come too early in the morning and evening.
- Sometimes don't turn up at all.

Question 8

Have your carers ever failed to arrive?

Answer Options	Response Percent	Response Count
Yes	35.3%	59
No	64.7%	108
<i>answered question</i>		167
<i>skipped question</i>		9



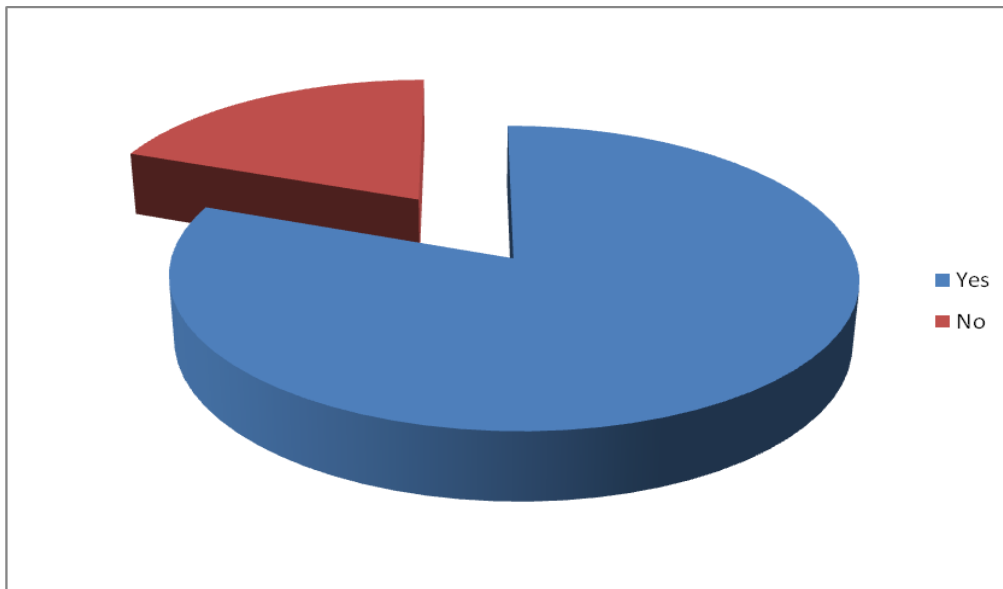
Comments received on Question 8

Occasional	More Frequent
<ul style="list-style-type: none"> • Once - completely forgot! • Once only • Very rarely. • My carer always phones and asks about the week ahead. • On one occasion. • Once - a carer new to my area got lost! • Only on a couple of occasions. Person has 24 hr care, so staff cannot leave until next member of staff arrives. • Once. I have had quite a few different carers recently. • The agency is strict on them phoning in if any problems. • Twice in 6 years. • Yes but not often. • Very rarely failed to arrive but if very late we phone the company to cancel and carry out the care ourselves. • Very occasionally. • Once only. • A couple of occasions several years ago. Recent performance has been excellent. • Once when ill. • Once - three months ago but they did offer to come later on. • Only a couple of occasions missed due to an admin mix up. • A breakdown in communication was the cause of someone not coming. • This has happened on a couple of occasions. • I had trouble with one carer but she is no longer with me. • No but on occasion I have had to ring to make sure someone is coming. 	<ul style="list-style-type: none"> • My stepfather - some carers left him without a dinner time call for a whole week whilst I was on holiday, which meant he saw no one from 9.30am until 6.00pm and that was if they were on time for the evening call! They failed to come on dinner time calls at weekends on several occasions. I don't believe this is the fault of the carers but the providers! • 3/4 times a year. This does not sound many but it causes much stress being dreadful for the person and horrendous for me as a carer as there is enough guilt anyway. • Yes sometimes at weekends - I think they struggle to get staff. • Difficult to remember but at least once in a month. • One weekend I had no one to do my tea on both evenings and I was left waiting for my social call who failed to turn up on another occasion. • About three out of eight times they do not turn up. • Frequent failures to provide services. • Care company failed to tell carer to come. • Once three times in one week they did not come. • In the past it has been as often as once a fortnight. • Not this company but the previous one did. That's why I changed. • Sometimes they are late. • I have to ring up sometimes to check.

Question 9

Do the same carers attend regularly to your home?

Answer Options	Response Percent	Response Count
Yes	80.8%	135
No	19.2%	32
<i>answered question</i>		167
<i>skipped question</i>		9



Comments received on Question 9

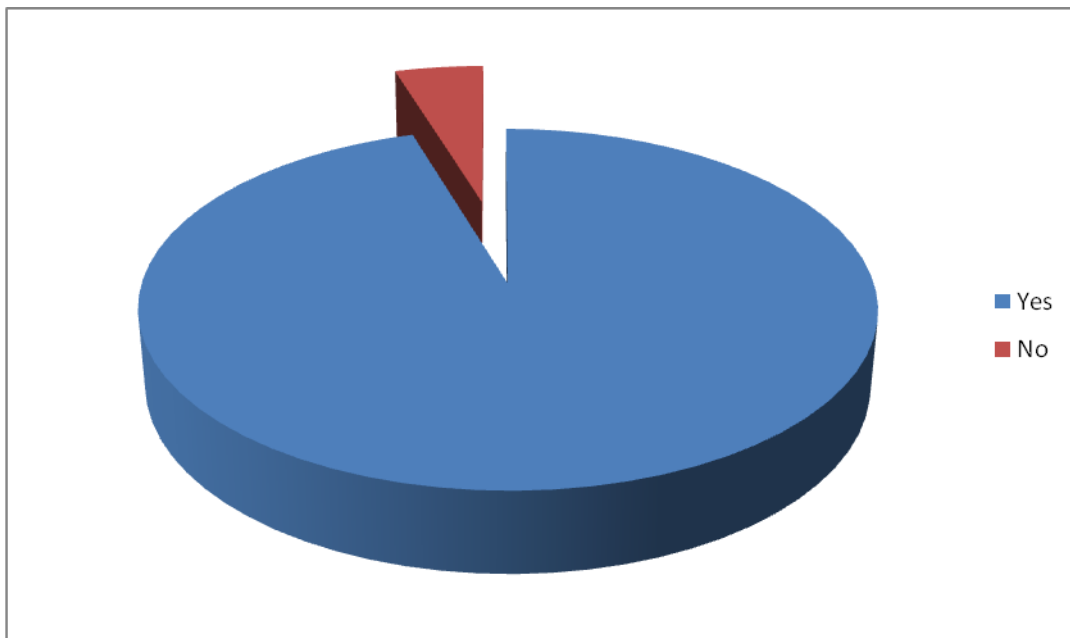
Broadly Positive Comments	Broadly Negative/ Concerned Comments
<ul style="list-style-type: none"> • As I employ the carer, I know exactly who is looking after my daughter, which provides peace of mind. • Shift basis but familiar faces. • Care is divided between two people. • Usually, the staff attending are from a core number of possibly six people. • They work in a team of two which means you know who is coming. • Lovely to have the same reliable person - always happy. • There are about five carers who regularly attend. • Yes. We are able to do this with the personal health budget. • Having the same carers is very important to me. • I have had the same carer for eleven years. • Sometimes. • Company send chart every week telling which carer to expect. • I do know most of the carers and I do like that because they know me. This has been helpful - because they do know me they were able to spot changes in me and called the doctor. I ended up in hospital so this was a 'good catch.' • They try to keep the same. • I am very happy that the same carer always comes. • This is important to me as they know the routine. • Yes - they all have keys so that they can let themselves in. • They do now but previously carers varied from day to day. • Usually the same ones but a lot of turnover of staff. • Two carers share the role. • Team of 11 carers - different ones visit but we receive a rota so know who is visiting. • Mostly. If new, they are accompanied by someone I know and introduced which is good. 	<ul style="list-style-type: none"> • My Stepfather had three different care providers due to the fact he had someone to speak up for him (ME) but what happens to those who have no one to speak up for them? • This is our biggest and most problematic issue. • I have had quite a few different carers recently. • We would prefer regular carers but are unable to arrange this. • Vary from day to day. • Not all the time. • At first carers were always the same, then about three months before my mother went into a home they were constantly changing. • This is the problem. • There has been a great turnover of staff over the past six months so I don't get to know them well and vice versa. • We thought that we had a regular carer but she has now left. • No, I seem to get all the newly employed carers and have to talk them through my care - I find this very tiring sometimes. • One is regular, the others vary. My husband needs two carers to attend to him. They do not always arrive together and one often has to make a start on her own. • Some periods of regular carer only depending upon day of week and time of year. • Often get new carers then after a few weeks they leave and I get the old carers back. • Mostly, although in February of this year I had 10 different carers over a 25 day period. • At my husband's request he has mainly men carers - as the company only employs women this can be difficult. • This is my main area of complaint - different carers and don't always arrive together.

<ul style="list-style-type: none">• Generally the same but not always.• Mostly the same carers.• They have to get me prepared washed and dressed.• Most of the time the same ones.• Rotation of carers around a small team.	<ul style="list-style-type: none">• Has happened occasionally.
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Question 10

Are you clear on what tasks and support carers who visit should be performing?

Answer Options	Response Percent	Response Count
Yes	95.3%	163
No	4.7%	8
<i>answered question</i>		171
<i>skipped question</i>		5



Comments received on Question 10

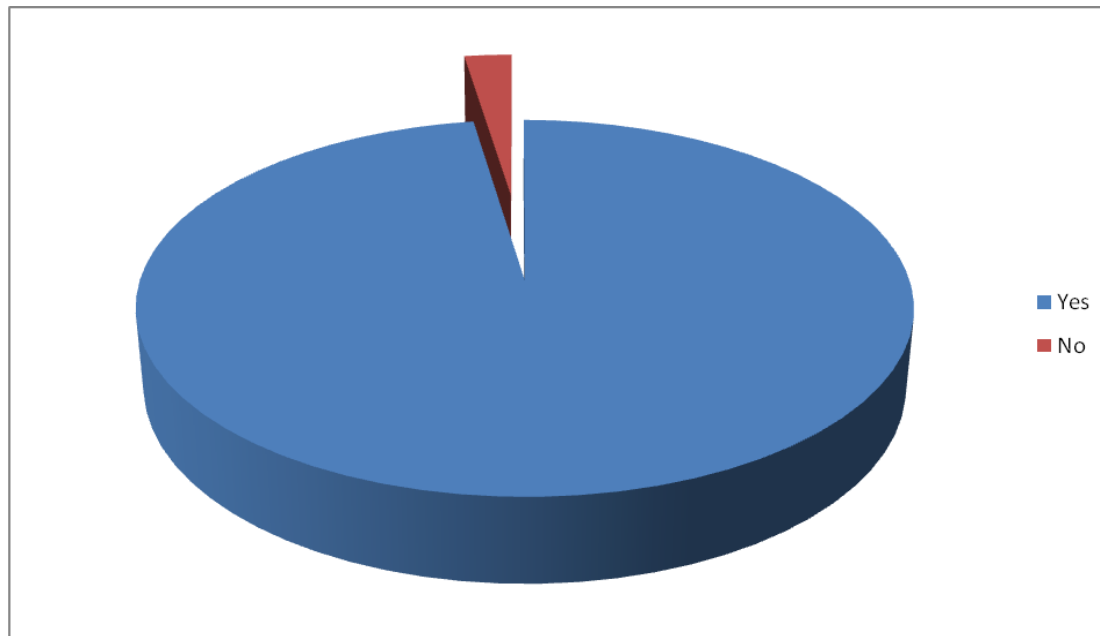
General Comments	Some Concerns
<ul style="list-style-type: none"> • Each shift has its basic appropriate tasks and then the supporter adds activities using their own interests and skills. • A detailed job description is given to staff. Various documents are kept in file at home entitled "how to support me when..." Plus check lists and a DVD. • I have a clear care plan. • I try to be effective - communication is the key. • There is a care plan and the carers complete a worksheet at the end of their visit. • Clearly written care plan available at all times. • I show them a list of what I desire. • We often have good times, listening to me, she takes me out for a 'Costa' coffee and to the garden centre. • They remember everything and clean up bathroom etc. • Recently - far more satisfactory. • I am very much involved in all my care. • A board is positioned on the wall with notes about tablets and appointments etc. • Lists are pre-prepared. • Yes, and these change daily. • Yes - I explain to them. 	<ul style="list-style-type: none"> • Only because I asked the questions and kept a check on them. I have also kept all records of his care. • Because of the large amount of turnover of carers I find it wearing having to explain and show them what is expected and performed. • All carers I have, seem to do things differently. • I would like to go out occasionally. • It would be helpful to have more contact with whoever runs direct payments to get advice on rates of pay and what is not allowed under the scheme etc. • I am clear - carers on the other hand are often sent training and some have never done this kind of work before. • My biggest problem is that the carers cannot check my blood sugar - I cannot do this because of paralysis on my left side. • Medication not being administered at the correct time. • I only get a quarter of an hour in the morning to wash me.

Contact and Complaints questions

Question 11

Do you know how to contact your care provider if you have a problem?

Answer Options	Response Percent	Response Count
Yes	97.6%	161
No	2.4%	4
<i>answered question</i>		165
<i>skipped question</i>		11



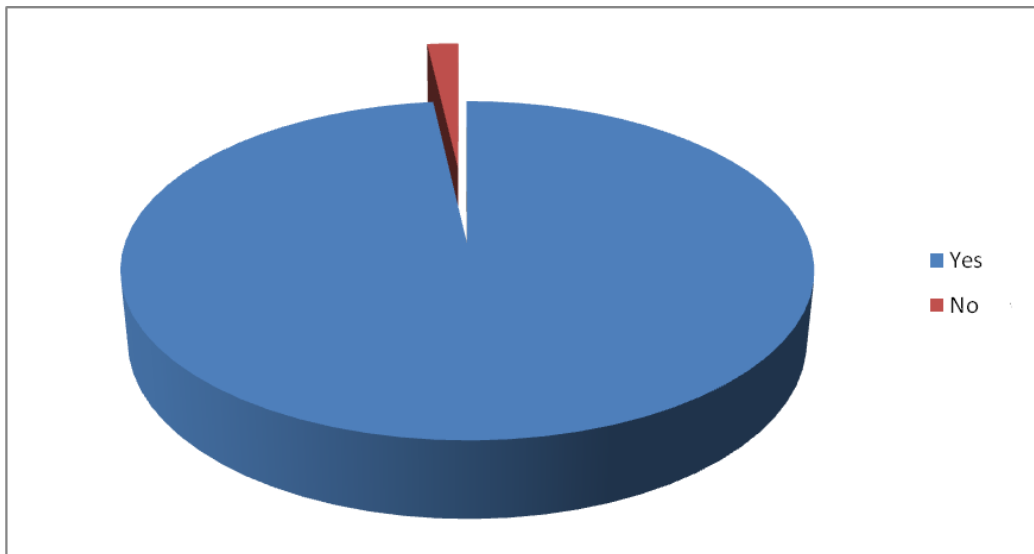
Comments received on Question 11

General Comments	Some Concerns
<ul style="list-style-type: none"> • I have a telephone number and will call them. • In the past I have had to sack a carer who caused me some problems. • I have both mobile and landline numbers. 	<ul style="list-style-type: none"> • Yes but there was an occasion when I had to contact one of them at the weekend and I got through to a lady who was in Leicester! As my stepfather's carer had not come, I asked what actions would be taken and was told there was nothing she could do and that I would have to ring the local office on Monday morning to sort it out. • Yes I do but am not sure if the person receiving the care is able to. Therefore, difficult to answer. X certainly by his behaviour, at a time when he is upset, can make his feelings known that a problem exists. • Phone seldom answered - especially outside normal hours - messages left remain unanswered. • Sometimes they do not return calls. • Goes to voicemail - always! • Not really - the council? • I would only contact my carer directly. I would not contact the main office as I have no faith in them. • The phone is not always manned. Emergency contact numbers do not always elicit a response. • A very difficult person to get hold of. • Because of all the problems, I have to ring quite a few times a week - but sometimes the line goes 'dead' on their end. • Often on answer phone during day and don't return messages.

Question 12

Do carers treat you with dignity and respect?

Answer Options	Response Percent	Response Count
Yes	98.2%	166
No	1.8%	3
<i>answered question</i>		169
<i>skipped question</i>		7



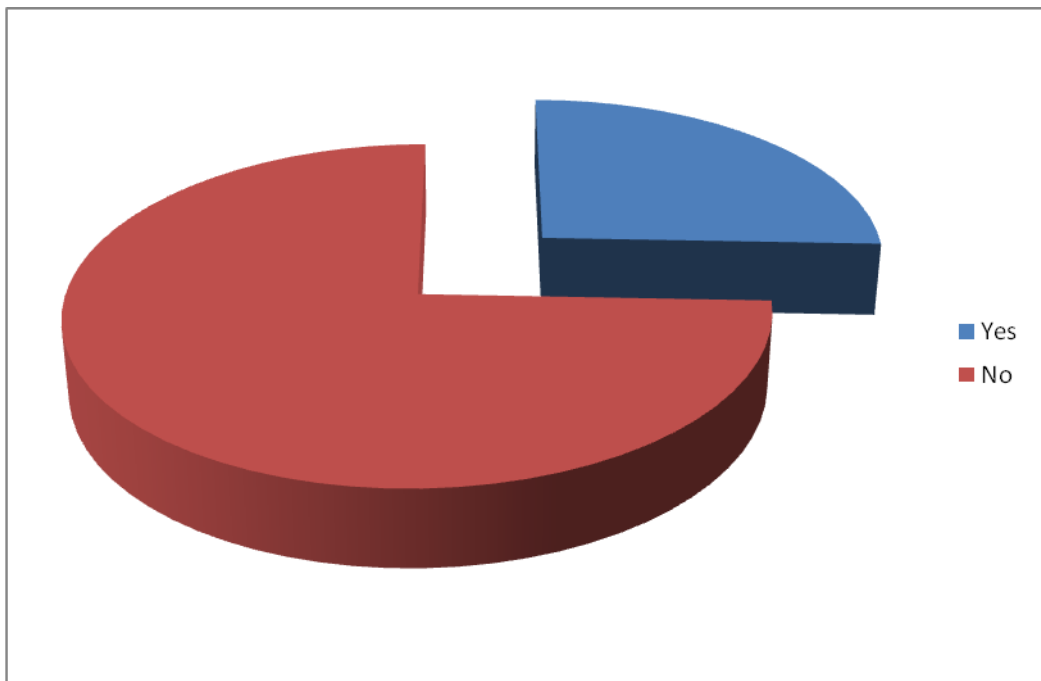
Comments received on Question 12

General Comments	Some Concerns
<ul style="list-style-type: none"> • Absolutely! - He is the only carer that I have ever had that has been totally trustworthy. • Carers have become part of our family. • My daughter is cared for and respected very well. • Very much so - they are wonderful. • Friendly and communicative always told of any problems and quick to report health problems. • My mother speaks well of the staff/carers. • Mostly, yes, but not always. • Mostly they are respectful but sometimes rude and I have to put them right. • Always, it's all about what I want and she always asks how the day went. 	<ul style="list-style-type: none"> • I believe the carers care very much and given the right amount of time, would be able to give the right kind of care that would give all their clients the right amount of dignity and respect. But when they have to force their client medication down their throat - because they have to rush to their next client, respect is often compromised. I would say that our pets in this country get treated better than some of our elderly. • In the main I would say yes but not always - if they haven't they are asked to leave and not return. • Live in carers are fine but sometimes relief carers who aren't familiar with me treat me differently, not badly, just differently. • Only one carer in six years has given cause for concern by visiting regularly - uninvited and outside 'work' time (concern dealt with efficiently when reported) - but leaves one feeling vulnerable. • Mostly but some I feel do not talk enough to my husband whilst caring for him. They talk too much to one another about work and other appointments. • I have had problems with one member of staff but she seems to be alright now and has apologized. • Mostly but don't always chat to X - Instead talk to each other!

Question 13

Have you ever had to make a complaint against your current care provider?

Answer Options	Response Percent	Response Count
Yes	25.6%	42
No	74.4%	122
<i>answered question</i>		164
<i>skipped question</i>		12



Comments received on Question 13

- I had to make a complaint about two care providers and although the third provider was far better, there were times that they missed a call. The two providers that I complained about were replaced but I state again - that this was only because I insisted that my stepfather was entitled to be treated in a certain way. What happens to those who have no one to speak up for them?
- I had to make a complaint about timekeeping.
- There have been issues over incorrect invoicing, though sorted out this took considerable time. Another issue was over a double booking.
- In the matter of failure to turn up and on changing the times without letting us know. They said it would not happen again!! It has!
- All problems now solved.
- About quantity of work done during the visit.
- Failure to keep to the call at 5.00 pm.
- The supervisor arranged a meeting and we resolved the issues and it is now more of a monitored arrangement.
- Social services have been problematic at times.
- Am seriously contemplating changing provider.
- I complained about timekeeping - this was resolved.
- Not often but at one stage the carer was not staying for the full 30 minutes but this was sorted out quickly and promptly.
- I get very upset when the carers are late in the mornings particularly if I have had a bad night with my husband owing to a bag bursting or something - I can't change and clean him on my own and are waiting at the mercy of their arrival.
- In the past - not recently.
- Yes - I was told that the incident would not be repeated as I told them I would look elsewhere if it did. Communication is still very poor from office staff.
- Incorrect bill sent - easily solved.
- Timekeeping and not turning up - they appeared to listen but they still are as bad! Director kept reassuring us that things would improve - but they did not!
- I complained about lateness.
- The company tried to blame me for poor care.
- Formal complaint about a serious shortcoming.
- They tell me that I can have extra hours - then double book the carer - ridiculous.
- It was investigated; proved valid; apology and recompense given.
- Carer not doing job correctly - trainers being sent.
- Yes to the management as they don't do what they are supposed to do and do not carry out what they say that they will do - not impressed!

- Yes. The staff member in question was dismissed.
- Not yet but will be doing so soon unless things improve.
- My complaint was dealt with speedily.
- Care provider now sends one carer as relief instead of a different one every visit.
- After complaining I changed my service provider.
- Medication not being administered at the correct time.
- Sorted within days.
- I was pleased and grateful for the care package I received. They also arranged a Red Cross volunteer to take me shopping.
- They stopped a carer coming to me. After a carer mixed up my medicines they told the carer off.
- About time keeping. Waiting for them to come when my husband is in a state. It has got better - his time is locked in to save this situation.

Question 14

General Comments on service

Broadly Positive Comments	Concerns Expressed
<ul style="list-style-type: none"> • It's just a great service. • The manager arranges visits to the doctor and hospital when my daughter is working. • The caring is very good. I lived in Nottingham before and when my husband fell ill the caring was rubbish - my current firm are excellent. I would say they treat you as if you are special! • I realize that I provide all of my husband's care myself. I am, however, very impressed by Age Uk's input and that of my social worker. They have helped me greatly as has my family doctor. • My daughter only receives three hours per week which really only provides us with respite. My daughter really needs close supervision rather than "care." My carer is very flexible about the hours she works for us. • My carer helps me by preventing choking and helping me with my toileting needs. • Just to say I feel at ease and I trust my carer. • Always they arrive with a cheery smile and are always willing to help with my needs • I get 24hr cover. A married couple live upstairs and cover 9pm-7am. Breakfast shift 7-9 a.m. covered by three people. Daytime activities between 9-5 p.m. mostly off site - gym, work placements, craft lessons Maths, independence training. I can't complain about this. • I have three visits a week - a total of twelve hours support. I would like more but what I get is good. • A small care company visits us three times daily. Cover is for 1.5 hrs daily. Same carers visit each time and this suits my husband and me very well. We also employ others to help with other tasks. • I have 24 hour care given although my carer is only paid for 50 	<ul style="list-style-type: none"> • Had he not had me to speak for him, I believe the care my stepfather received, would have, at times, amounted to what I would call abuse of the elderly. What I have learnt about care provided in own home; from seeing my step father through his long illness; has made me <u>so</u> determined to see that changes are made concerning care in the home. • I feel that it is very, very important that the number of carers attending is kept to a minimum so that a relationship can develop and there is a clear understanding of the care and duties required. • My mother has now passed away but prior to this I was very disappointed with the care provided by the company. • My morning call is supposed to be 45 minutes but on many occasions I have had reduced time as they do not have travelling times factored in properly from the office. I feel that I really need the full 45 minutes. My calls at the weekend can vary too as staff are leaving at a great rate. • Given that the management of X's service from the agency continues after three years to be unsatisfactory we are now looking for other care providers. We have learned much of what challenges service providers and feel ready to make life easier for X. • For people paying for their own care the number of visits has to be guided by cost. This also applies to the number of carers. The system is extremely discriminatory as this does not apply to people who have spent their money during their lifetime. It must be appreciated that much of the so called 'wealth' is not so quickly realisable. My advice to anyone would be to spend everything you earn on yourself before you need care - it will then be provided for FREE - if you go without you will end up paying a

hours a week. He is flexible, reliable and trustworthy. He cares for me and about me. This is not attainable through other agencies or carers as he is my husband and understands my complete needs.

- I have three calls per day which is about right.
- I am satisfied with the care I receive.
- Direct payments for holiday respite from college - We like being able to widen this flexibility to meet daughter's wider family needs.
- I have 2/3 visits a day + help with driving - which is important to me.
- It is good. I like the staff they are great.
- Flexible staffing depending on tasks that need completing.
- As well as my carers the district nurse visits.
- I have up to five visits per day plus twelve hours sleeping night. This enables me to live in my own apartment.
- My support allows me to live in my home and community.
- I have care generally twice a week and sometimes three times.
- I have two carers four times a day.
- I have care once a day at the moment.
- I have three visits per day.
- Two visits per day.
- My mother receives three care visits per day to prompt tablet taking. The carers also oversee her making small meals.
- Two visits daily plus extended care on a Friday to allow me to go out.
- I need help every day from 9.00 am to 10.00 pm.
- I have four visits per day for varying amounts of time that involve two people plus one community call each week.
- I have carers twice a day. To put cream on my legs in morning and put on compression hosiery and make my bed. In afternoon to take off the stockings and cream my legs again and empty commode. My bed is also changed once a week.
- Carers friendly and caring. Organization flexible and responsive to requests to modify visiting rota to accommodate our social or

fortune - what a ridiculous system!

- This care business is all wrong. People who have worked their whole life and have saved are really penalized by those in power. All should be entitled to basic care provided for free. If you are willing to pay more then this can be improved. If you have not got the extra then tough! - you should have worked or saved! My next door neighbour is Polish and her mother came over and got a full care package straight away - and she does not have to pay! How is this fair?
- My mother has sadly died and an aunt who used the service is now in a home but things got really bad before we did this and we were surprised that she wasn't poisoned with the way they stored the food. These girls who care are on minimum wages with little time and more importantly not enough training especially in food hygiene and preparation.
- It is very, very difficult to recruit age appropriate staff for a 22 year old, particularly staff that have a proper understanding of autism.
- There is a lack of autism friendly activities in the area.
- My husband has three visits a day. He is bedbound and reliant on others for all his needs. I empty his bag midday or else it would be too long before the afternoon visit - I can't change his pad myself as this is a two person task and so he has to wait.
- The care that we have arranged is good but the guidance about what direct payments can be used for is poor and there is very little available if we do not employ a carer ourselves.
- Major problem is irregularity of calls (with no notice) which causes some difficulty e.g. visits to toilet when one is immobile. Another problem is that the carers are frequently rushed and unable to give the full time of the call.
- Found it a very difficult process to get the right carer in place, however, I did get excellent support from social services. The issue I have now is simply one of expense.
- My husband is classed as needing 'double handed' caring. I have

other plans.

- Since my beloved husband passed away this year my carer has been even more important. Also recently my carer comes for two extra hours in the evening so I can now have a very beneficial bath twice a week.
- I need double handed visits.
- I am lucky to have help from carers as there are some jobs I couldn't do on my own. They come three times a day.
- 'X' has three visits a day. He is bed bound so relies on carers and me for all his needs which are very intimate so I need good reliable carers to come or both he and I get upset.
- I employ my own care staff using direct payments and I've had the same staff of carers for eight years.

taken on the role as the second carer for two years now. I am, however, now 72 years of age and am starting to find it difficult as I feel that my husband is getting less mobile. He has recently had a stroke and also has vascular dementia. I have currently two visits per day at the moment which I realize has to be increased.

- Some of my carers do not wear a badge.

Appendix 2 - Letter requesting individuals to take part in the study

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Care at Home Project We invite you to be involved

As you may be aware, Healthwatch Cheshire West gives the whole community, adults, young people and children, a powerful voice to comment on the services they receive both locally and nationally.

Whether it's improving these services today or helping to shape them for the future, Healthwatch Cheshire West is all about local voices being able to influence the delivery and design of local services. Not just for people who use them now, but for anyone who might need to in the future.

As part of our work plan this year and in following up priorities identified by members of the public as well as certain issues that have been brought to the attention of our organisation, Healthwatch Cheshire West has identified a need to research care provided to service users in their own homes and in particular those who are receiving this service in a number of ways:

- Paying for this service themselves - full or part costs
- Receiving direct payments (have undergone an assessment in terms of hours of care entitlement)
- Paying via a personalised budget (following an assessment on entitlement).

Healthwatch Cheshire West expects its work on this research to influence services so that they might be improved.

You may receive this type of service yourself or organise it for others. If this is the case, you are in the best position to comment, are vital to our survey and therefore, your responses have great value.



Outline of project

Healthwatch Cheshire West hopes to hold a number of research activities during September and October 2015 to obtain your thoughts and suggestions.

Activities will be:

- Questionnaire
- Telephone Interviews (with your consent)
- Interviews at home (with your consent)
- Focus groups - arranged in localities.

How you can help - your response is really important to us to influence the way that services are delivered.

Enclosed with this letter is a questionnaire. It would be really helpful to us if you could spend a few minutes answering the questions and returning it in the envelope provided. At the bottom of the questionnaire there are some options explaining further assistance you can offer us with this piece of work. Please tick all that apply and a member of our team will be in touch.

Please note that all responses will be treated in strictest confidence and any comments will be written anonymously in any report produced.

For those who would prefer to complete the questionnaire online an electronic version can be found at <https://www.surveymonkey.com/r/P9F6PX6>.

Yours sincerely

Jonathan Taylor

Jonathan Taylor
Chief Executive Officer

Encs Questionnaire
Prepaid envelope



Appendix 3 - Paper Questionnaire

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Healthwatch Cheshire West - Care at Home Project - Questionnaire

Please tell us about yourself

I am	The person who receives care at home	or	A relative of someone receiving care at home	Does the person that receives care live alone? (Tick if yes)
Please tick				

Question 1

Which age range category are you?

Under 25 years	25 - 45 years	46 - 64 years	65 + 79 years	80+ years

Question 2

What type of area do you live in?

Rural (e.g. Malpas, Beeston etc.)	Semi-Rural (e.g. Frodsham, Tarvin etc)	City/Town (e.g. Chester, Winsford)

Question 3

How is your care funded?

Self Funded	Direct Payment	Personalised Budget	Other

✍ If other, please explain here...

Question 4

What is the name of the company or Agency that provides your care?

✍

Question 5

Overall, how satisfied or dissatisfied are you with the quality of care you receive?

Very satisfied	Quite satisfied	Neutral	Quite dissatisfied	Very dissatisfied

Please tell us the reason for your answer to question 5

✍

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Telephone - 01606 351134

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Cheshire West

Question 6

In terms of the care you receive - Do you feel that you get "Value for Money"?

Very satisfied	Quite satisfied	Neutral	Quite dissatisfied	Very dissatisfied

Please tell us the reason for your answer to question 6

✍

Timekeeping and punctuality

Question 7

Do your carers always arrive within the agreed time?

Yes	No

Further Comments

✍

Question 8

Have your carers ever failed to arrive?

Yes	No	If 'yes' please indicate frequency in further comments below.

Further Comments

✍

Question 9

Do the same carers attend regularly to your home?

Yes	No

Further Comments

✍

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Question 10	
Are you clear on what tasks and support carers who visit should be performing?	
Yes	No
Further Comment	

Contact and Complaints

Question 11	
Do you know how to contact your care provider if you have a problem?	
Yes	No
Further comment	

Question 12	
Do carers treat you with dignity and respect?	
Yes	No
Further comment	

Question 13	
Have you ever had to make a complaint against your current care provider?	
Yes	No
If 'yes' what was the outcome of your complaint?	

Question 14	
Please use the space below to tell us anything else about the care you receive this might involve number of visits per day, times etc.	


Question 15			
Can you help us further with the study? (Please tick all that apply)			
	Yes	No	
I am willing to be interviewed on the telephone (at a time convenient for me).			
I am willing to be interviewed at home by a representative from Healthwatch Cheshire West. (by arrangement)			
I would like to take part in a focus group arranged in my area.			
I am interested in this study and would like to find out more about Healthwatch Cheshire West activities.			
If you have answered 'yes' to any of the four questions please leave your contact details below.			
Name		Telephone	h. - m. -
Address	Please indicate a suitable time to call		
Postcode			


Thank you for taking the time to complete this questionnaire. Please feel free to attach additional sheets if you have more to tell us on this subject.



Completed questionnaires should be returned in the Freepost envelope enclosed with this correspondence.

Appendix 4 - Pro-forma used for interviews at home and on telephone

							
Healthwatch Cheshire West Care@Home Project - Interview at home proforma.							
Subject.	Interviewed by						
Name:							
Address	Date and Time						
<p>SCRIPT: Thank you for agreeing to take part in our study. Our Representatives are now visiting a number of individuals across the borough to find out about their care and the services they use. It is hoped that the report produced as a result of the study will inform commissioning decisions, improve service and provide greater safeguards for individuals. The answers that you give to Representatives today will be recorded but all responses will be treated as confidential and presented as anonymous in any report.</p> <p>Our survey is aimed at receiving feedback from a range of service users across the borough. In order to obtain this widest possible range and to find out more about you please tell us a few things about yourself.</p> <ul style="list-style-type: none"> • Age • Circumstances • Home • Medical Condition - Any problems with a hospital discharge? • Years receiving care • Family Circumstances? Local? 							
Notes							
<table border="1" style="width: 100%;"> <tr> <td style="width: 80%;"> How did you originally sort out your care? </td> <td></td> </tr> <tr> <td> <ul style="list-style-type: none"> • Name of company providing care. • Were you given a choice or recommendation? (1) • Who did you ask for advice/information on care? </td> <td style="text-align: center;">1. <input type="checkbox"/></td> </tr> <tr> <td>Notes:</td> <td></td> </tr> </table>		How did you originally sort out your care?		<ul style="list-style-type: none"> • Name of company providing care. • Were you given a choice or recommendation? (1) • Who did you ask for advice/information on care? 	1. <input type="checkbox"/>	Notes:	
How did you originally sort out your care?							
<ul style="list-style-type: none"> • Name of company providing care. • Were you given a choice or recommendation? (1) • Who did you ask for advice/information on care? 	1. <input type="checkbox"/>						
Notes:							

	
Have you ever had a social care needs assessment?	
<ul style="list-style-type: none"> • To do with care needs (2) • To do with non care needs equipment/fitings/adaptation etc. (3) 	2. <input type="checkbox"/> 3. <input type="checkbox"/>
If NO would you like to have such assessment?	
Notes	
Have there been any changes to your care needs?	
<ul style="list-style-type: none"> • Has anyone been to check on your care needs? (4) • Do you know who to speak to? 	4. <input type="checkbox"/>
Notes	
How is change managed?	
<ul style="list-style-type: none"> • What meetings are arranged? • Are your family involved in decision making? (5) • Do any family carers receive respite opportunities/support? (b) 	5. <input type="checkbox"/> 6. <input type="checkbox"/>
Notes	
What aspects of your care are good - what aspects are most valuable to you?	
Notes	



What aspects don't you like?	
Notes	
Would you like to see any improvements made to your service?	
Notes	
Does your homecare meet any medication needs you may have?	
Notes	
Has your home care agency checked that the level of care you receive continues to meet your needs?	
Notes	
Breakdown of care received per day	
Notes	



Do your care workers spend the full time with you that they are supposed to?	
<ul style="list-style-type: none"> Do they actually talk to you? (7) Do they discuss other things - visitors, shopping needs etc. (8) 	7. <input type="text"/> 8. <input type="text"/>
Notes	
Are you kept informed by your home care agency about changes in your care? (9) (e.g. your visit will be late or you'll have a different carer?)	9. <input type="text"/>
Notes	
Have you any general comments about the arrangements for care?	
Notes	
'Brightlife' are currently developing schemes around loneliness and isolation. Their objective is to provide opportunities for individuals to meet and socialise. Would you be interested in finding out more about this project in your area? (10)	10. <input type="text"/>

Summary of key questions

Name										
Q	1	2	3	4	5	6	7	8	9	10
A										

Completed by - (Names of Authorized Representatives)

Methodology

- Planner to be filled in by representatives
- Team to forward contact details for individuals involved
- Representative to ring individual to arrange suitable time for visit
- Treat visit as E and V
- Complete questionnaire and forward to office.



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