

## Quality Assurance Visit Report

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**Service:** Continuing Care  
**Date:** 02/10/2017  
**Time:** 10am-12pm

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### **Summary**

Healthwatch Newham (HWN) visited this service as part of joint Quality Assurance Visits with Newham Clinical Commissioning Group (CCG).

The NHS continuing healthcare (NHS CHC) is a package of care arranged and funded solely by the health service in England for a person aged 18 or over to meet physical or mental health needs that have arisen because of disability, accident or illness.

On the day of the visit service users were not on the premises as staff members conduct any Continuing Care requirements in a person's home. HWN consulted with 8 users on the phone, who were contacted with prior permission.

### **Involvement in Care Discussions:**

All users felt involved with discussions around their care particularly at the start of their care.

### **Staff relationship:**

All users have an excellent relationship with staff. Users felt staff cared about them and their treatment. Although one user raised concerns regarding agency staff that continuing care uses regularly, who have a tendency to not introduce themselves.

### **Treatment plan:**

Most users had their treatment explained to them by staff both verbally and in writing. However two users stated that they were unsure about how long their treatment plan should last for.

### **Communication and information:**

Most centre staff communicated very well with users. Users also reported that staff ask for their consent before delivering treatment and explain what they will do.

### **Call for assistance:**

Some users were aware of the numbers to call if needed and were also using a buzzer that could alert staff to come to their house for assistance within 5/10 minutes.

### **Referral:**

All users explained how excellent and fast the referral process was, many being referred within 72 hours or less, although one service user further commented on the process being unorganised.

### **Overall**

Users have had a good experience with Continuing Care.



**Patients’ comments about the service:**

“I would like to know more about what is happening.”

“Nobody told me my entitlement, I have to look after myself.”

“Didn’t know I was on continuing healthcare.”

One patient mentioned not being sure about their long term plan particularly around medication  
 Gave details that the food was terrible despite complaints asking for more vegetables

“They have been excellent, I am overwhelmed by the support I received...they have been so good!”

“Staff care are exceptional. Mum has warmed to them.”

“Helps with problems before the health issue escalates.”

“Medication I ask for they give me.”

**Recommendations**

Users felt that the management team was excellent at all times yet that did not always apply to staff. Users felt that the issues are due to irregular agency staff, for example with treatment plans and the overall process not being clearly explained. They would appreciate it if staff (permanent or agency) were more regular to help build rapport and make users feel more comfortable.

**Service Response:**

Thank you Healthwatch for taking the time to visit our service. We value your input and we will use this feedback to ensure that our service users have a positive experience, with our service and address all concerns raised in the report. The Continuing Healthcare (CHC) team specialises in facilitating nursing home placements and domiciliary care packages for our service users in their own home. We have regular review meetings to ensure that the package of care or nursing home placement meets the needs of our service users. Referrals to our service are received from Social services or a healthcare professional.

Some of the comments received from the service users, refer to the carers who provide direct care to our service users and the day centres that they attend. Our service provision is explained to our service users on our first contact, we are currently in the process of producing a leaflet, with details about our service provision.