

Focus on Nursing Care at Home

Summary of feedback from people receiving nursing care at home on the Isle of Sheppey



We know that thousands of people are cared for by nurses at home in Kent. On the Isle of Sheppey alone, 700 people are looked after by VirginCare every month. Many of those people are housebound and are hard for us at Healthwatch to reach and hear from.

We wrote to all 700 patients on the Isle of Sheppey asking them to share their experience of being cared for at home with us. We offered them a safe and secure way of anonymously sharing with us their story.

This report puts a spotlight on nursing care at home and shares everything we heard.

How did we go about it?



- Nurses from Virgin Care were given sealed envelopes to give to every patient on the Isle of Sheppey during the month of November 2017
- In the pack was a letter from us explaining who we are and why we wanted to hear from people about their experience of being nursed at home
- We offered people a number of ways to share their story with us including a paper questionnaire to send to us for free, a free phone call, email, text or a home visit
- Only 19 people responded

What did we hear?



- The majority of the people we heard from were elderly and disabled. Most of them received daily visits from a nurse at their home.
- The feedback was broadly positive about the service provided by VirginCare
- Some patients mentioned challenges contacting Virgin with specific mention of the call centre.
- 10 patients felt they weren't offered a choice about the time of their appointment but most of them knew how to change their appointment if they needed to
- People were very positive about their care and the attention given to them by nurses

What are we going to do?

We are disappointed by the poor response rate but we feel it is important that we offered all 700 patients on the Isle of Sheppey the opportunity to share feedback with us.

We will share the details of our findings with VirginCare and the organisation that commissions them. It is really important to us that we hear from patients who are being cared for us at home especially if they are housebound. Therefore we will explore new ways of reaching them and encouraging them to share their stories with us in a safe and independent way.

If you know anyone who is cared for at home, encourage them to get in touch with us

We have a freephone helpline on 0808 801 0102 or email us anytime on info@healthwatchkent.co.uk

We can arrange home visits too