

Care At Home

**Review of People's Experience
of Care provided in their homes**

September to November 2019

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Summary

Introduction

This was a follow up project from the previous work that we had done to find out about people's experience of homecare. We wanted to speak to people who receive homecare and their families/friends to ask them about their experience of the service and to check if anything had changed following our reports in 2016 and 2017. This was also an important opportunity to feed into the redesign of the new homecare contract in Leeds.

A total of 185 surveys were completed by post, online or telephone, by people receiving care in their own home and/or their family members or friends.

Key Findings

- Overall satisfaction levels had dropped significantly from our findings in 2016 and 2017.
- Almost a quarter of people said they did not know all the care workers that visited them.
- Only a quarter of respondents said they had a key worker.
- While many respondents told us that care workers came at days and times that they need them, over a quarter said that they were not always arriving on time.
- The majority of people knew what the care workers should be doing.
- Over half of respondents said they 'always' do what they are meant to do.
- Half of respondents told us that they were not informed when there were any changes to their regular care.
- Almost a fifth of respondents told us they had not been involved or given the option to be involved in planning the care.
- There were significant variations in how and when reviews of care were carried out.
- A number of potential safeguarding concerns were highlighted while carrying out this project.

Key Messages/recommendations

Below is a summary of our key messages (full details are on p22 -23)

Staffing and Timeliness

- There needs to be consistent care provided by regular staff.
- Care workers should be arriving on time all/most of the time.
- There should be a clear key worker system.

Communication

- People receiving care and their families should always be communicated with about their care.
- There should be clear and up to date contact information for the agency, including out of hours.
- Everyone should be involved or have the option to be involved in planning their care and have regular reviews.

Systems and Monitoring

- There should be clear processes for involvement and reviews.
- All agencies should have a complaints procedure and people should know what this is.
- Agencies need to ensure service user details are accurate and up to date.
- Leeds City Council Complaints information should be given to all.
- Better systems for checking and reviewing providers should be in place.
- Clearer systems need to be in place for picking up safeguarding issues.
- Ongoing feedback should be gathered from service users and families.

Main Report

Background

Homecare is funded and commissioned by the local authority and enables people to be cared for and supported to live independently in their own home. Homecare includes a range of support such as help with getting up and going to bed, personal care and help with food and medication.

In 2016 Leeds City Council (LCC) contracted for the provision of homecare services after extensive consultation with service users and service providers. A total of 12 organisations were awarded a contract to deliver homecare across specific geographic locations within Leeds. The new contract came into effect in June 2016, to run for 5 years.

Coming to the end of the fourth year of this contract (December 2019), there are now 10 organisations contracted to deliver homecare across Leeds and they are currently delivering homecare to 1335 people. Leeds City Council also works with a range of 'spot' providers (providers that are not contracted), across the city to provide additional care on an ad-hoc basis.

Why we did it

People receiving homecare can be isolated and vulnerable and may not be given opportunities to share their views about the service they receive. A key part of our role is to ensure that everyone is given the opportunity to have their say about the service that they receive and feel that they can have some influence over the way the service is delivered.

Following the work we did with people receiving homecare in 2017 and the issues that were raised we wanted to find out if things had changed and if LCC and providers had taken on board the feedback given by service users and carers. As the current 5-year contract is coming into its final year we were also keen to use this opportunity to ensure the views of those receiving the service and their families are fed into the redesign of the new contract.

What we did

We worked in partnership with LCC to develop a survey (see appendix 1) that could be completed by service users or their family/friends. Letters and consent forms were sent out to 1335 people receiving homecare and they were given the option of completing the survey online or giving their consent for Healthwatch to telephone them and complete a survey.

There was a delay in starting the telephone surveys as some of the homecare agencies were unable to provide up to date and accurate lists of those that they currently provided homecare to. The response rate was very low and we only received 94 completed consent forms. We were able to contact 58 people to do telephone surveys during September and October 2019.

There were a range of reasons why we were unable to complete surveys with the remaining 36 people who had given their consent to be contacted. These included people not answering the phone despite several attempts being made to contact them, communication issues, incorrect numbers or people not wanting to complete the survey once we made contact or not being aware of why they were being contacted.

Due to the very low response rate we made a decision to send out postal surveys with freepost envelopes to all those that had not returned consent forms and extended the deadline until the end of November. The postal surveys were given to the agencies to distribute to their service users.

We received a total of **185** completed surveys including the telephone and postal ones and any that had been completed online.

The data for each provider has been shared with Leeds City Council to enable them to pick up on any issues and concerns relating to individual homecare providers.

What we found

Care provider and respondents

We received a total of 185 responses. Out the total responses received 102 (55%) were completed by a family member/friend, 82 (44%) were from the person receiving the care and 1 was filled in by another person (housing support worker).

The table below lists the number of surveys sent to each provider and how many were received back. While the overall rate of response was 14%, there were large variations between providers with some having a 35% return rate while the lowest two only had a response rate of 6%.

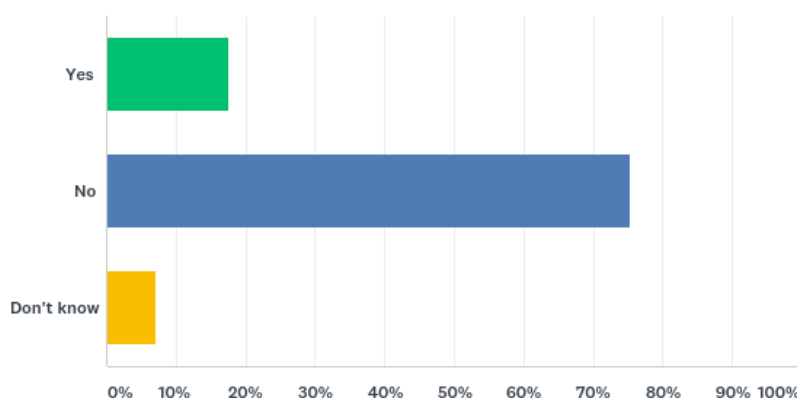
Agency	Number of people contacted	Completed surveys (% return rate)
Hales	108	11 (10%)
Be Caring	215	34 (16%)
Care 247	16	5 (31%)
Comfort Call	127	7 (6%)
Allied Healthcare Group	91	5 (6%)
Mears	74	13 (18%)
Medacs	163	15 (9%)
Springfield	221	25 (11%)
Synergy	69	24 (35%)
Homecare Support (HSG) HSG_Sub New Line HSG Sub_Epoch HSG Sub_Comfort Call HSG Sub _ Caring Partnerships HSG Sub_Kalcrest	251	46 (18%)
Total	1335	185 (14%)

About the Care Received

184 people answered the question about if they knew who provided their/their relative's care. The majority of those that responded (96%) told us they knew who provided the care, with only 8 people saying that they did not know who provided the care. Out of the 176 people who said they knew who provided the care, 168 matched the care provider, however 8 stated a different agency from the one that was listed as their provider.

Out of the 183 people who responded to the question, three quarters (75%) told us that the care agency that provided their care had not changed in the last 12 months. However 13 people (7%) said they did not know if the agency had changed and 32 respondents (18%) told us that there had been a change of agency.

Has the agency that you get care from changed in the last 12 months?



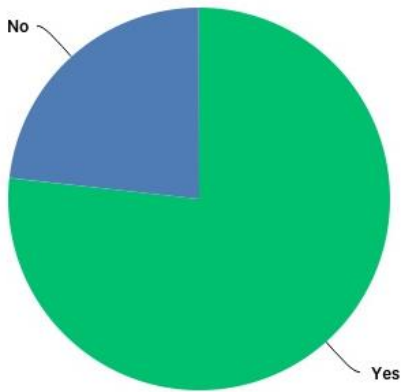
Respondents were asked to tell us why there had been a change of agency and were able to select more than one reason. The highest two responses selected were that they were unhappy with the staff and unhappy with the service. The table (page 9) lists the key reasons people stated for changing agencies. The 6 people that selected 'other' stated a range of reasons for changing provider. These included changing care needs that the current provider could not support, change in address and change in circumstances.

“Other provider couldn't do both me and my wife”

“My mum was in hospital and needed more care when she came out so it changed”

Reason for changing provider	Number of responses
Unhappy with the service	8
Unhappy with the staff	8
Charges	3
The provider closed	6
Not sure	4
Other	6
Total	35

Do you know the carers that visit you?



We asked people if they knew the staff that visited. 142 respondents (77%) said that they did know who visited them, however 43 people (23%) told us that they did not know who visited them.

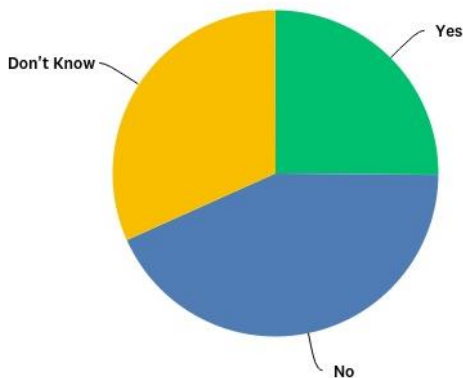
When we asked people for further comment on why they had said no, the key reasons given were the numbers of different staff visiting and the high turnover of staff. People told us that while they knew some of the care workers, they kept changing or sending new ones so they did not know all the staff that visited. Others told us that they did not know the care workers at all as they were changing so frequently or there were too many that visited.

“New carers suddenly turn up on a weekly basis. One weekend she had 12 different carers”.

“Different ones all the time, but they are all excellent and there is one lady who comes regularly”.

“Some regulars but a lot of turnover. Would prefer regular carers”.

Do you have a key worker?



We asked people if they had a key worker. Out of the 183 people that answered this question 79 (43%) told us that they did not have a key worker, while 58 (32%) said that they did not know and only 46 (25%) told us that they had a key worker.

Out of the 177 people that answered the question about care workers coming at days and times they need them to, the majority (86%) told us that they do come when they need them to. 24 people (14%) told us that they did not come at days and times that they needed them to.

184 out of 185 respondents told us about whether the care workers arrived on time or not. Of these 28 (15%) said they were always on time and 106 (58%) told us that they mostly arrived on time. However over a quarter of respondents (26%) said they only sometimes arrived on time and 3 people told us that the care workers never arrived on time.

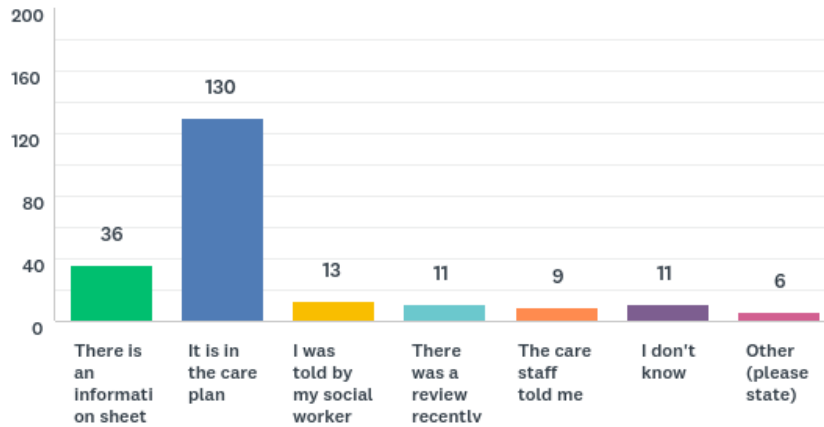
When we asked if they knew what the care workers should be doing 181 people responded. 171 respondents (95%) told us that they did and 10 (5%) said that they didn't know what the care workers should be doing.

People selected a range of reasons for how they knew what the care workers should be doing. 166 people responded to this question and as they could select more than one option a total of 216 responses were given.

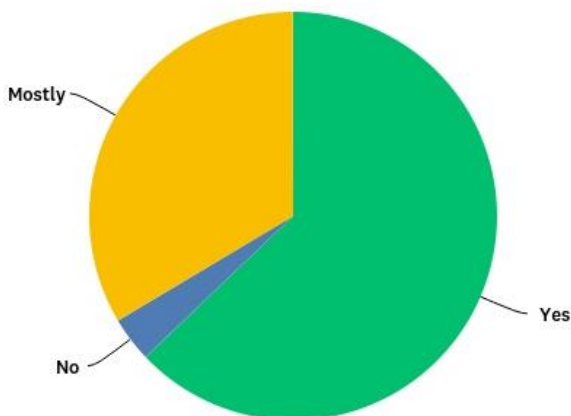
The option with the highest response was 'because it was in the care plan' and 130 people selected this, with the second most common method being the 'information sheet' which was selected by 36 respondents. There was quite an even split between other options where 13 people 'were told by their social worker', 9 'were told by the care staff' and 11 'had a recent review'. 11 people said they 'didn't know' and 6 people stated other ways they knew. These included they had just told them what needed doing, discussions had taken place with the agency and an agreement had been reached on what needed doing.

"I have worked with the Synergy manager to provide a list of tasks".

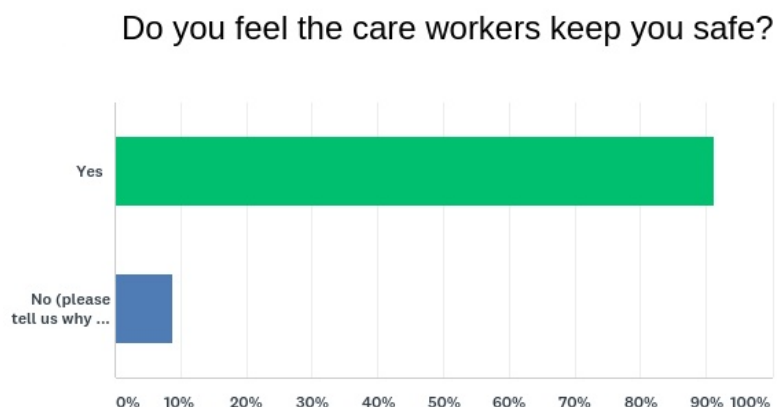
If yes how do you know what they should be doing? (Please select all the options that apply)



Do care workers do what they are meant to do?



We asked people to tell us if care workers do what they are supposed to. Out of the 167 people that responded to this question 105 (63%) said that they do and 56 (33%) said that this happens mostly. The remaining 6 (4%) people told us that care workers do not do what they are meant to.



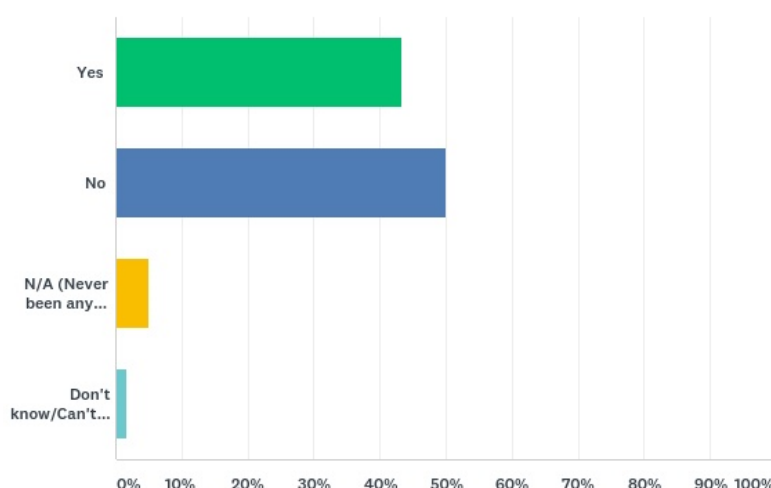
Out of the 183 people that responded to the question about being kept safe, 167 (91%) felt that they/their relative or friend were kept safe by the care workers with the remaining 16 (9%)

stating that they did not feel the care workers kept them safe.

When asked why they felt they were not kept safe the comments mainly related to inconsistencies with care workers and agencies, where some knew what to do and others did not. Others talked about practical issues such as doors not always being locked and issues with equipment. *(All individual concerns regarding safety have been shared with Leeds City Council.)*

180 people responded to the question about if the agency let them know when things were going to be different with the care. Out of those that responded, 90 (50%) told us that they were not told when things were going to be different and only 78 (43%) said that they were informed about changes. The question was not applicable to 9 (5%) as there had not been any changes and the remaining 3 respondents said they were unsure or could not remember.

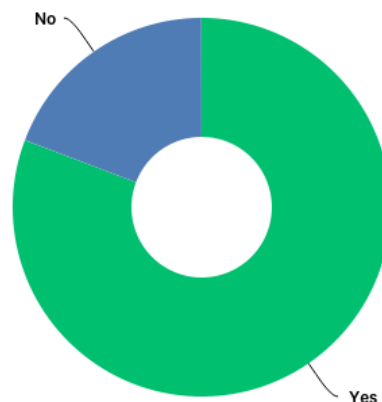
Does the care agency let you know if anything is going to be different with the care, such as the worker is running late or there is a different worker coming instead?



Involvement in Care

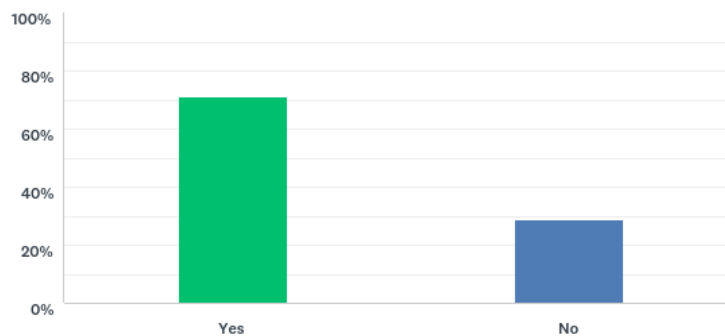
We asked respondents if they felt they had been involved in planning the care needed or given the option of being involved. 182 people responded out of which 147 (81%) stated that they did feel they had been involved or given the option to be involved in the planning of their or their relative/friend's care and 35 (19%) felt they hadn't.

Do you feel you have been involved in planning the care needed by you or your relative/friend or given the option of being involved?



Of the 35 respondents who felt they hadn't been involved in care planning, 22 (71%) said they would have liked to have been involved or at least given the option. 9 (29%) stated they wouldn't have wanted to be involved and 4 did not reply to this question.

If no would you have liked to be involved or have been given the option to be involved?



“Would like to have more chance to have voice heard”.

“I'm not involved in choosing my bedtime”.

Those respondents that told us they had been involved in planning the care were asked to let us know how they had been involved. 129 of the 147 respondents who felt they had been involved in the planning of their or their relative/friend’s care replied to this question. 64 (50%) had been involved in establishing and modifying the care plan, most frequently at the initial assessment. A further 47 (36%) had regular meetings with their care provider, and 9 people (7%) said they had a good rapport with the staff themselves so felt involved through this. The remaining 9 (7%) gave a range of responses including being asked by the care workers or agency, seeing it in the care plan and through ongoing discussions.

“Social worker made a care package for me for when I came home from hospital”.

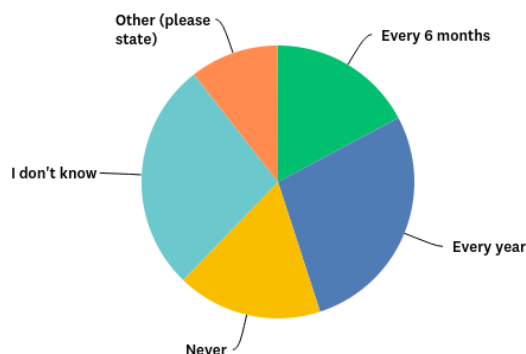
“Meeting held at my residence. My husband and I were present. We were involved throughout”.

“Involved in all discussions of care”.

When asked how often there was a review of the care received, 180 people responded. 50 respondents (28%) said they had the care plan reviewed annually, and a further 31 (17%) stated that the reviews occurred more frequently at 6 monthly intervals. 19 (11%) respondents selected ‘other’ and these generally were very infrequent or only occurred after prompting, with 3 people stating that reviews had taken place more frequently at 3 or 4 month intervals.

However 31 (17%) respondents stated their homecare provision had never been reviewed and a further 49 (27%) were unsure whether their care provision had been reviewed and responded ‘I Don’t Know’.

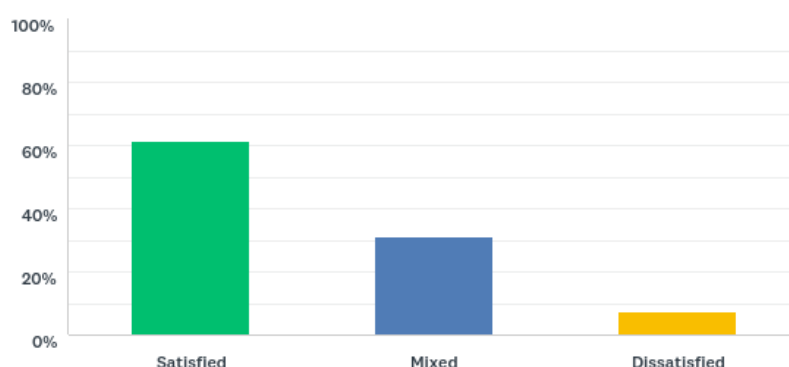
How often do you have a review of the care received to make sure it continues to meet your or your relative/friends needs?



Overall Experience of Care

We asked respondents to rate their overall experience of the care received. 177 people responded to this question out of which 109 (62%) told us they were satisfied, 55 (31%) said their experience was mixed and 13 (7%) said they were dissatisfied with the care received.

Overall how satisfied are you or your relative/friend with the care provided by the home care agency?



56 people gave reasons for feeling satisfied with the care received. The most commonly mentioned was the staff who provided the care, with this being mentioned by almost half of those that responded. Respondents talked about the kindness and care shown by staff as well as friendliness and familiarity with the people they were caring for. Other factors mentioned by those with high levels of satisfaction included receiving a good service from the provider and feeling that the service was reliable and regular.

“Carers are professional and are sympathetic towards my relative’s needs”.

“The service is running really smooth now. Wasn't always the case though”.

“Very satisfied and very happy, always really good, don't think it could be better”.

38 respondents that rated the care as mixed told us about their reasons for selecting this option and three key themes emerged. Almost half talked about issues with care workers including a lack of consistency in care and not having regular staff. The lack of consistency meant that

while some care workers were really good others did not provide the same level of care. The other two key issues mentioned related to care workers not turning up on time and not providing the care they were meant to. Many people also told us that the care received was good, however there were issues with the agency, especially in relation to organisation and communication.

“When the regular care worker is here everything is good. When she is on holiday there is cause for concern with occasional missed calls, staff who don't know my Mum and her needs, medication missed”.

“I would prefer the same carer if possible to come as having different ones is awkward as they don't know where things are and what to do”.

“The regular carers that come out are really good but the agency is poor and do not communicate and seem disorganised and chaotic”.

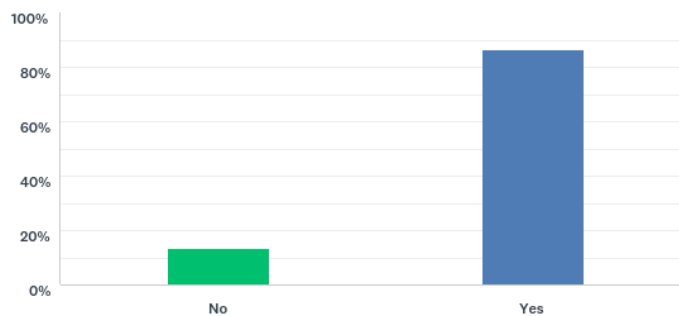
Out of the 13 people that were dissatisfied with the care 12 left comments. The key themes were around a lack of consistency with the staff and issues around carer workers not coming at the times they were meant to. People also told us about staff not doing what they were meant to do and rushing the care and some mentioned poor communication and a lack of information from the agency.

“Consistently late, and not providing the services that they should do. Also poor communication from the service, even with complaints”.

“The care provided is inconsistent, not good and does not meet my partners needs”.

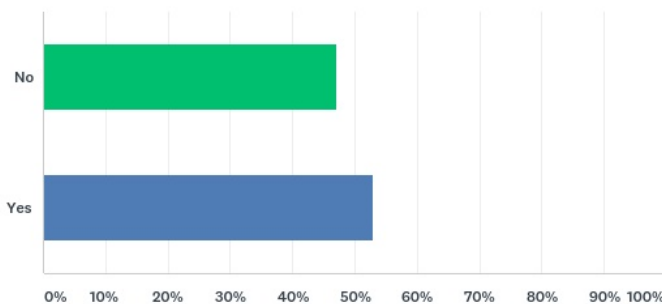
We asked respondents if they would know who to contact if they had a concern. 169 people responded and 146 (86%) said they would know who to contact with 23 (14%) telling us they would not know who to contact.

If you were not happy with the service that you received or had any concerns would you know who to contact?



Out of those that said they would know who to contact 85 (58%) said they would contact the homecare agency, however many of them said they did not have a name but would just call the office. 28 (19%) said they would contact their social worker or care co-ordinator, 19 (7%) said they were not sure and 23 (16%) people did not give a response.

Have you ever raised any concerns?



When asked if they had ever raised any concerns 172 people responded of which 91 (53%) told us they had raised a concern with the homecare provider.

Of those that had raised a concern 23 (25%) said that their experience had been **positive** as they had felt listened to and the process had been straightforward. Others were happy that their complaint was acknowledged and an apology was given.

“The process was easy to follow and we were treated with respect, and with understanding”.

“The process was easy to follow and although I haven't got the outcome I wanted I feel that I was treated fairly”.

“Concerns acknowledged and apology given”.

24 (26%) respondents told us they had a **negative** experience of making a complaint. Sometimes people had difficulty logging their complaint with the homecare agency, others found the complaints process unclear. Some respondents told us that, although they were able to make a complaint, the homecare agency did not do enough to address it.

“After numerous calls and being passed all over, no one took any responsibility and never get back to me. After getting no satisfaction, informed social worker and also had a meeting with care agency manager. Became very stressed and frustrated with constantly having to report concerns”.

“Process is not clear, I have complained and it’s never resolved”.

“Things have been reported but nothing seems to be getting done about it”.

12 people (13%) had a **mixed** experience of making a complaint. A number of these found that problems were resolved, but only over the short term. Others had encountered a variety of difficulties. Again, a lack of responsiveness was flagged as a concern:

“Things change for a bit then go back to being normal”.

“In the end a genuine apology was made but this was after several weeks of concerns being ignored”.

“Listened to but feel like the complaints aren't taken seriously, or are never contacted about any resolution”.

The remaining 32 respondents (35%) told us they had raised a complaint but didn’t say whether they had a positive or negative experience.

We asked people if they had contact details for the care agency and 178 people responded, with the majority (93%) saying they did.

When asked if they had tried to contact the agency out of hours 177 people responded out of which 83 (47%) said they had contacted the agency and the remaining 94 (53%) told us they had not made contact out of hours.

47 people told us about their experiences when contacting the agency out of hours. Many respondents (60%) said it was ok or satisfactory with

15 (32%) reporting a negative experience and 4 (8%) people saying the experience was mixed. Those that talked about positive experiences mostly told us this was down to being able to speak to someone and getting the issue resolved. When people had negative experiences this was because they were unable to speak to someone or were not called back despite being told they would be. People also talked about poor communication and messages not being passed on to staff. Where people had mixed experiences this was mainly because of delays in being able to speak to someone.

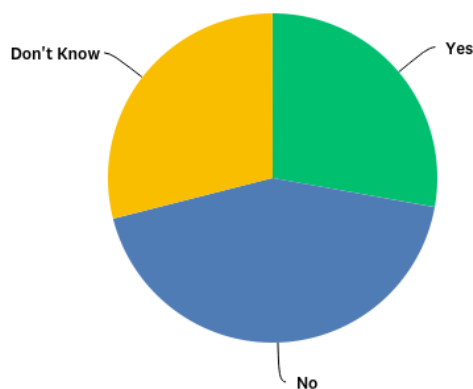
“Never have a problem about calling out of hours”.

“Out of hours is patchy at best especially at the weekend”.

“Generally they ring you back as they don't always answer”.

176 people answered the question about whether they had a copy of the Leeds City Council complaints leaflet. The response was mixed with 49 (28%) people saying they did have a copy of the complaints leaflet, 76 (43%) said they did not and 51 (29%) said they didn't know.

Do you have a copy of the Leeds City Council Complaints Leaflet?



99 people shared their general comments with us about the homecare they or their relative receives. 39 of these (39%) were **positive**. A significant number of these respondents praised the front-line staff and their kind and caring attitude:

“We have a team of lovely carers who come and make it so we can cope with mum at home. Without them, we would by now have had to look into permanent care homes which she would hate. The care they provide is helping us to keep the family at home together for as long as possible. Thank you.”

“The carers are excellent at what they do, keep me fully informed about mum’s needs. A very hard job well done!”

26 people (26%) shared **negative** comments about their homecare with us. Many of these were related to organisation and communication issues, particularly with the agency staff. People also talked about inconsistencies in the care and a lack of regular staff was highlighted as being a concern, as well as timeliness and care workers rushing the care provided.

“The carers seem stressed with extra calls and are often feeling tired”

“Any messages reported to the office, never get passed on to the RELEVANT carer”

“The care provided is very poor and inconsistent. There are different carers all the time and many do not know how to provide the care and have to be directed. They are not thorough and rush things. They do not turn up on many occasions and do not communicate. The information at the front of the care plan is also incorrect.”

“I cannot read. [They] often send me letters and I have to get someone else to read for me.”

34 people (34%) made comments that detailed a **mixture of good and bad experiences** of homecare. Very often, these respondents praised the care staff, but said that back office and organisation issues reduce the quality of their care. The most prevalent complaints are that quality of care is inconsistent when regular staff are absent; pressures on care workers prevent them from being able to keep to schedules; and homecare companies are unresponsive and impersonal:

“The individual carers are very good. The organisation behind the company has been a concern at times. Occasionally carers have been scheduled to come at inappropriate times, despite the family explaining why this has caused problems”.

“The carers that visit regularly are of the best quality but when carers come that have not been very often it can be very different. Office administration could be improved so that carers know where they are going and when. Staffing cover could be improved as there have been times when no-one came, due to sickness and

sometimes when carers are going to be late we don't always know".

We asked people what would make a good life for them/the person they are caring for.

52 people responded to this question. The most common responses were about improvements to care, indicating that changes to homecare services could significantly improve service users' lives. The 24 responses we got about care largely mirrored the findings in the rest of this report, for example:

"Consistency of regular experienced carers. Build up trust and rapport with regular carers."

The second most common answer (15 people) was about how people wished their medical condition didn't affect their lives so severely:

"To be able to walk better"

"For my knee and hand to be less painful"

"If my wife could walk properly after her stroke."

10 people told us that they would like to have the chance to socialise, enjoy family life and get out of the house more:

"For me and my wife to eat in the dining room together every day as I don't feel like I see her enough"

"A chance to have a life outside our four walls"

"To have a friend I could trust, a companion to talk to"

5 said having more independence would make their life better:

"Being able to continue to live in her own home for as long as this remains feasible"

Our messages / recommendations

This report gives a clear message in terms of what is working well for people who receive homecare and where the issues are. Many of the key findings of this report echo what we have been told previously by people in receipt of homecare and their families. There are clear areas that need addressing and people's levels of satisfaction with the care received is the lowest it has been.

While the issues that were identified before have been highlighted once again in this report, there have been some noticeable changes. Fewer people told us they were being kept informed about changes in their care and the numbers telling us that staff arrived on time was also lower. Questions that had similar figures or were slightly improved touched upon respondents knowing what care workers should be doing, and doing what they were supposed to and coming at times that the person wanted them to. However the most significant change was in overall satisfaction levels, in the 2016 survey 90% of people had told us they were very satisfied or satisfied with the care, this figure dropped to 75% in the 2017 survey and was 62% in this survey.

We were also concerned to note the number of potential safeguarding concerns that were picked up by our team during the telephone interviews, despite the small sample of people (58) that we spoke to. This highlights the vulnerability and isolation of many people in receipt of homecare. All of these concerns were passed on the LCC and have been followed up and dealt with.

Based on what people have told us and the findings in this report we have provided some key messages/recommendations which we hope will be taken into consideration when looking at the new model of homecare in Leeds. However measures also need to be put in place to address the concerns highlighted in this report during the interim period.

Staffing and Timeliness

- There needs to be consistent care provided by a regular team of workers who are familiar and knowledgeable about the needs of the person they are caring for.
- When new or different care workers are attending they should be fully briefed and this should be communicated to the person they are providing care for.

- Care workers should be arriving on time all/most of the time and any lateness or issues should always be communicated to the person receiving the care.
- There should be a clear key worker system and everyone should know who their key worker is.

Communication

- People receiving care and their families should always be communicated with in an appropriate and timely manner relating to any issues to do with their care.
- Contact details and information on who to get in touch with and for what should be clear, up to date and provided to those in receipt of the care and their families.
- Any contact numbers should be staffed appropriately and as advertised in the contact information that people have.
- Everyone should be involved with or have the option to be involved in planning their care and have regular reviews.

Systems and Monitoring

- All agencies should have a clear process for how they involve people in the planning and review of their care.
- All agencies to ensure that they have accurate lists of people in receipt of their service and these are kept up to date.
- All agencies should have a clear complaints procedure and this should be shared with those that they provide care to.
- Everyone in receipt of homecare should have access to Leeds City Council Complaints information in a way that is accessible to them.
- Clear systems need to be in place to ensure safeguarding concerns are picked up and people know how to raise these.
- There need to be systems and checklists in place to ensure that providers are complying and providing the service that they should be.
- Service users and families should be able to feed back about the care they receive in a format that works for them and without fear of recrimination. This feedback should be used to inform service changes and provision.

Service Provider Response

We are grateful to Healthwatch for providing an opportunity for service users to give their feedback, positive or negative to an independent body, for us to then address. We welcome feedback from service users as a tool to help us continue to identify what is working well and to make any improvements needed in specific areas shared.

Next Steps

This report and the recommendations will be shared with Leeds City Council. We will work with Leeds City Council to ensure the findings are considered when redesigning the new homecare contract. We will also be looking for reassurances about measures to be put in place in the interim to address the issues that have been raised.

Thank you

This report has been written by Sharanjit Boughan, Community Project Worker at Healthwatch Leeds.

Thank you to our volunteers Anna Chippindale and Oliver Corrado for helping analyse the data.

Appendices

Appendix 1 - Survey questions

- *1. Survey Access Code
2. Homecare Provider/Agency
3. Who receives home care services?
4. Do you know who (which agency) provides you/your relative/friend's care?
5. Has the agency that you get care from changed in the last 12 months?
6. If Yes please tell us the reason for changing
7. Do you know the carers that visit you?
8. Do you have a key worker?
9. Do care workers come at days and times that you/your relative need them to?
10. Do care workers arrive on time?
11. Do you know what the care workers should be doing?
12. If yes how do you know what they should be doing?
13. Do care workers do what they are meant to do?
14. Do you feel the care workers keep you safe?
15. Does the care agency let you know if anything is going to be different with the care, such as the worker is running late or there is a different worker coming instead?
16. Do you feel you have been involved in planning the care needed by you or your relative/friend or given the option of being involved?
17. If no would you have liked to be involved or have been given the option to be involved?
18. If yes please tell us how you have been involved.
19. How often do you have a review of the care received to make sure it continues to meet your or your relative/friends needs?

20. Overall how satisfied are you or your relative/friend with the care provided by the home care agency?

Tell us more about why you chose the answer that you did.

21. If you were not happy with the service that you received or had any concerns would you know who to contact?

22. Have you ever raised any concerns?

23. Do you have contact details, both office hours and out of hours for the care agency?

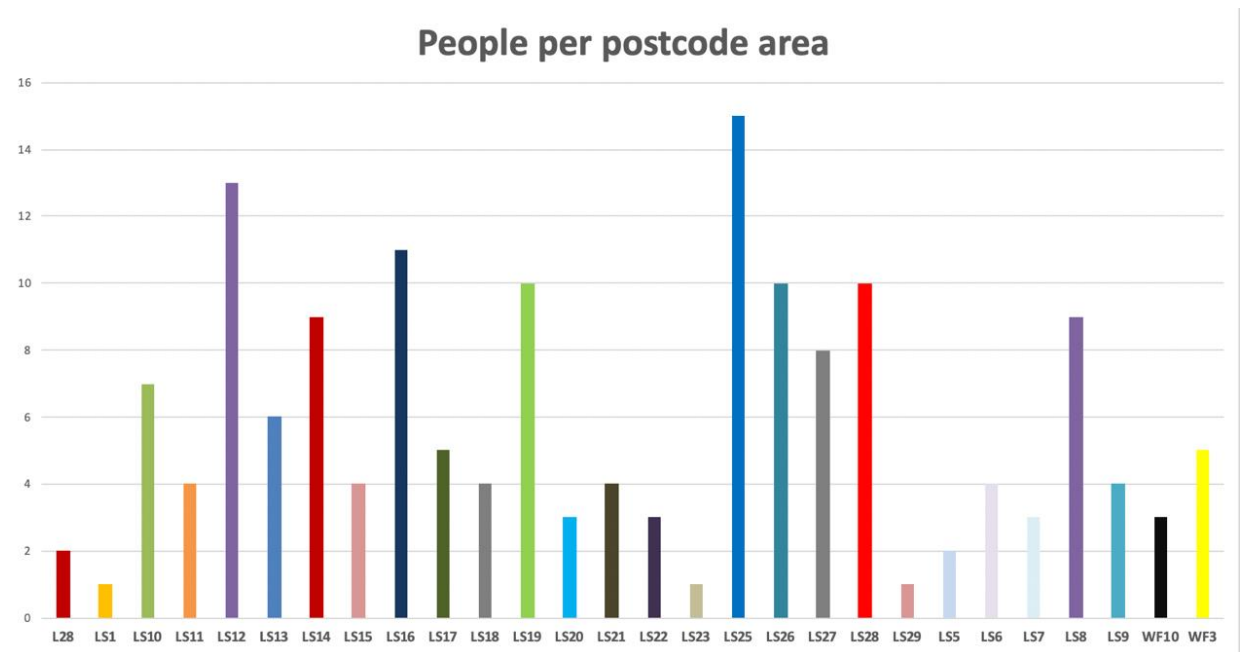
24. Have you ever tried to call out of hours? (this is at the weekend or after 5pm on weekdays)

25. Do you have a copy of the Leeds City Council Complaints Leaflet?

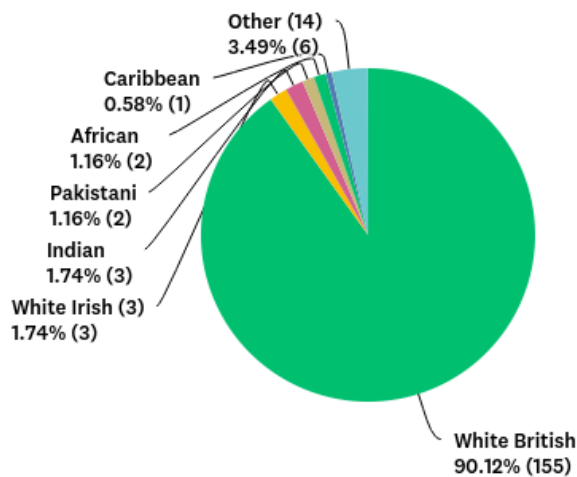
26. Do you have any other comments about the care that you or your relative/friend receives?

(These can be about the carers or the service and can be positive or negative or a mix of both and should be about things that you have not already had a chance to tell us about in the survey)

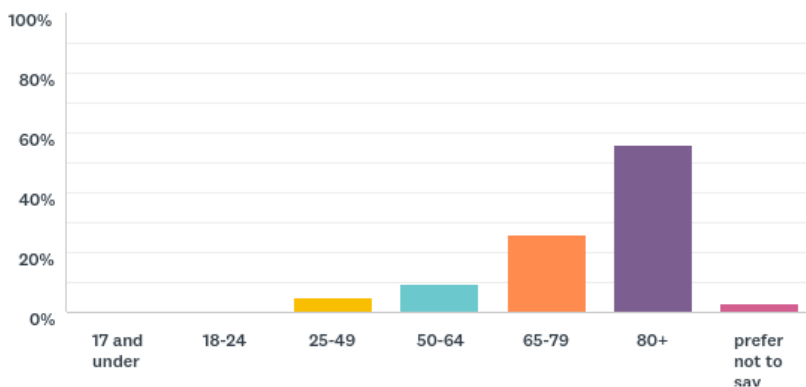
Appendix 2 - Monitoring Information



Q28 Ethnicity: How would you describe your ethnic group?



Q30 What age group do you belong to?



Q29 Do you consider that you have a disability?

