



Independent survey on Watershed's domiciliary care provision in Bracknell Forest – update 2020



Reasons for undertaking the survey

Healthwatch Bracknell Forest is the local independent consumer champion of health and social care services. One of its functions is to collect feedback on local services. Since April 2017 Healthwatch Bracknell Forest has been a part of the local authority's Care Governance Board. This board, which comprises senior local authority officers and representation from the East Berkshire Clinical Commissioning Group, monitors the quality of the social care provision commissioned by the local authority. The board can enforce action on providers to improve quality, prevent further placements at underperforming providers and liaises with other agencies, such as the Care Quality Commission, to ensure social care provision is safe and effective. Healthwatch brings independent evidence and a different insight into these discussions and decisions.

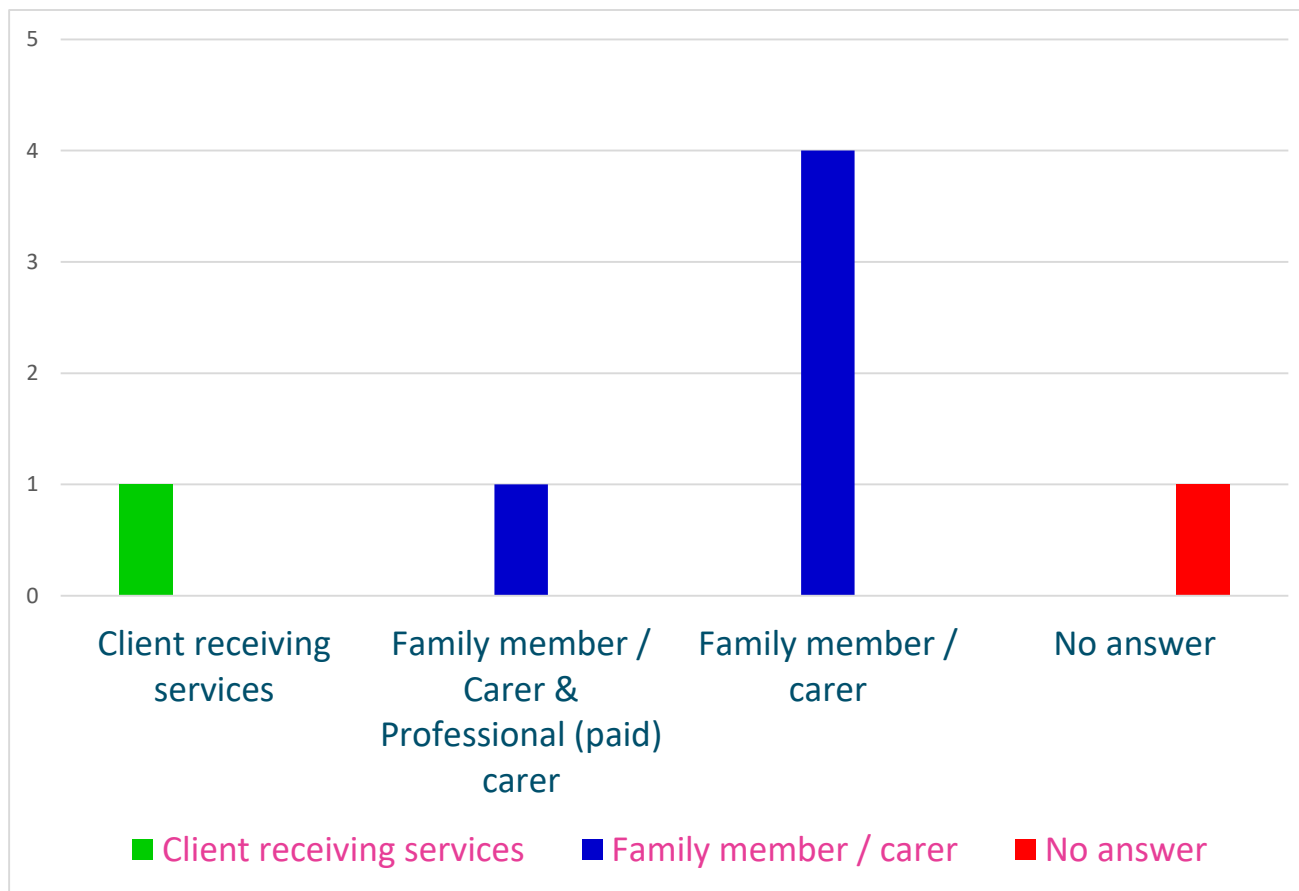
In May 2017 the local authority introduced a new approach to home-based (domiciliary) care. Five care providers were chosen to deliver this and were regularly monitored to evaluate the standard of care provided. Healthwatch Bracknell Forest, through its links with the carers support service, SIGNAL, received negative feedback at the start of the contracts about domiciliary care in general – not just Watershed.

Concerns had been raised about Watershed at Care Governance by other partners, mainly around management and leadership rather than provision. Healthwatch Bracknell Forest offered to undertake an independent survey of Watershed clients to seek reassurance that they were happy with their care and support. This was undertaken in July/August 2018.

In January 2020, this survey was repeated to see if the experience of service users had improved. This is the report of the results (which are presented alongside relevant results of the 2018 survey for comparison).

Due to data protection regulations, the local authority cannot identify or disclose personal information about clients of Watershed directly to Healthwatch Bracknell Forest. Therefore it was agreed that the survey, a covering letter and a freepost return envelope would be sent out by the relevant local authority department.

Information on who completed the survey



Who completed the survey

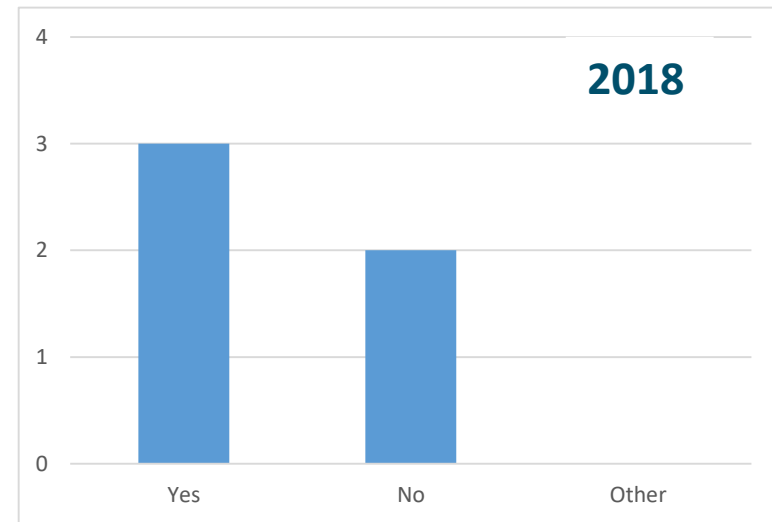
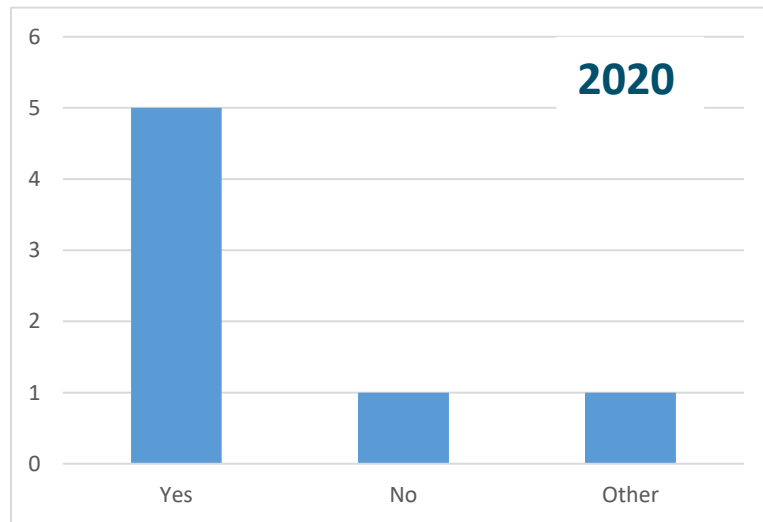
Reflecting the views of

Survey questions and answers

10 surveys were sent out on the 10th January 2020. By the 28th February 2020, 7 surveys were returned. This is a response rate of 70%; the 2018 survey had a response rate of 20% - 25% (exact number of surveys sent in 2018 was not recorded by BFC)

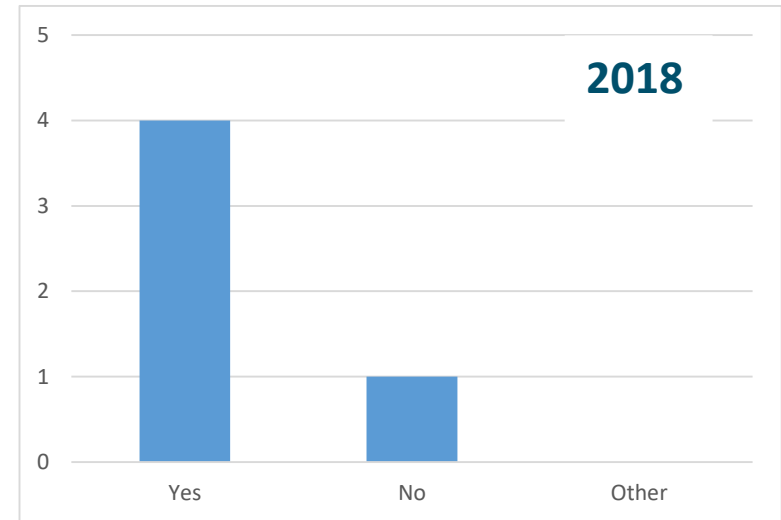
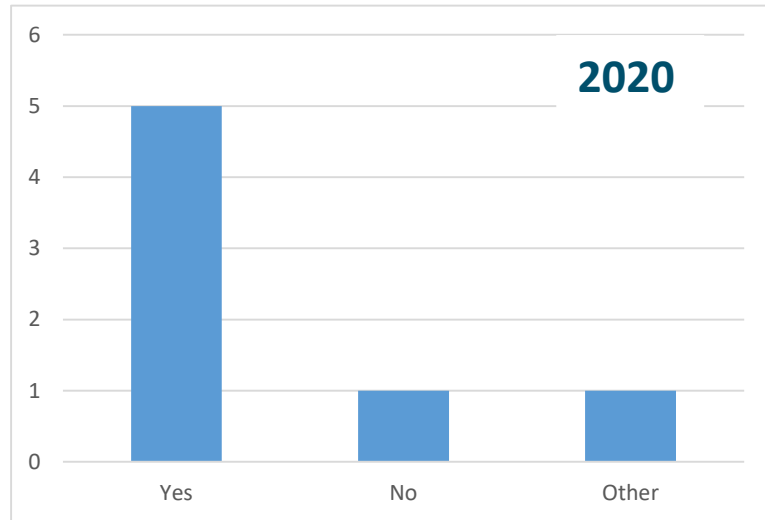
The survey comprised of eight statements which respondents were asked to agree, disagree or provide an 'other' response - with a text box for more information. There was also a box for additional comments about the care received at the end of the survey and a question about who completed the survey and who's views were represented. Below are details of the responses received.

1) My care is provided by the same staff most of the time.



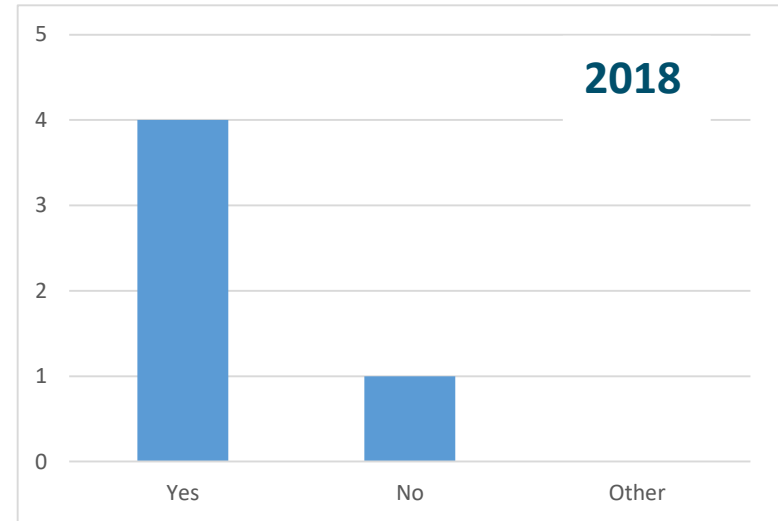
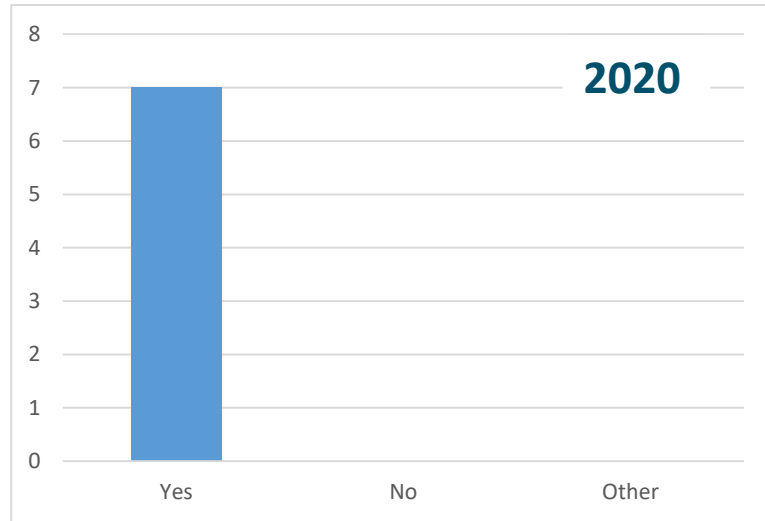
Breakdown of 'Other' answer(s)
"Not known"

2) My care staff understand my past and present health and support needs and treat me as an individual.

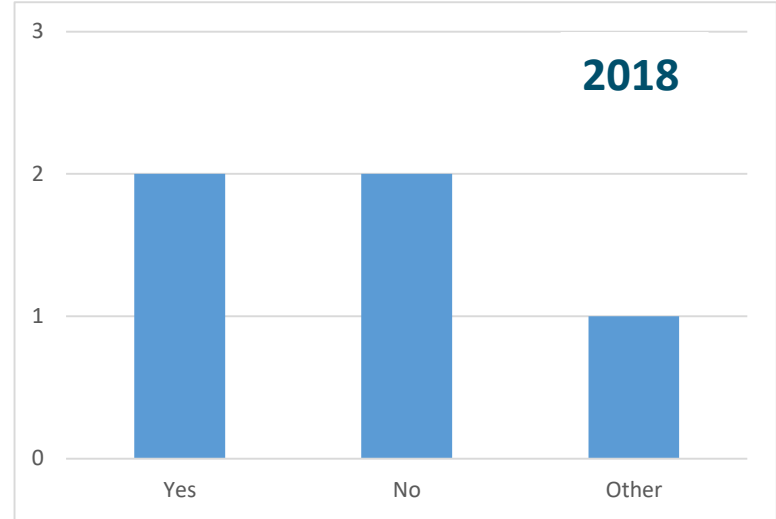
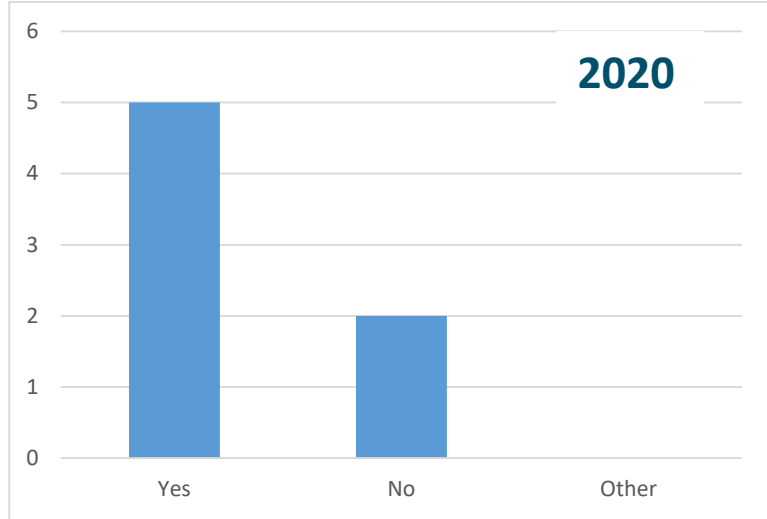


Breakdown of 'Other' answer(s)
"Not always"

3) I know who to contact if I need additional help and support for my health and wellbeing.



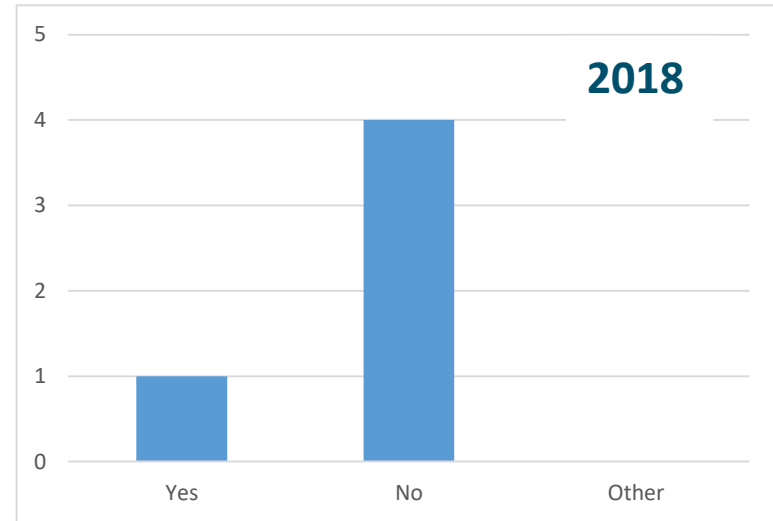
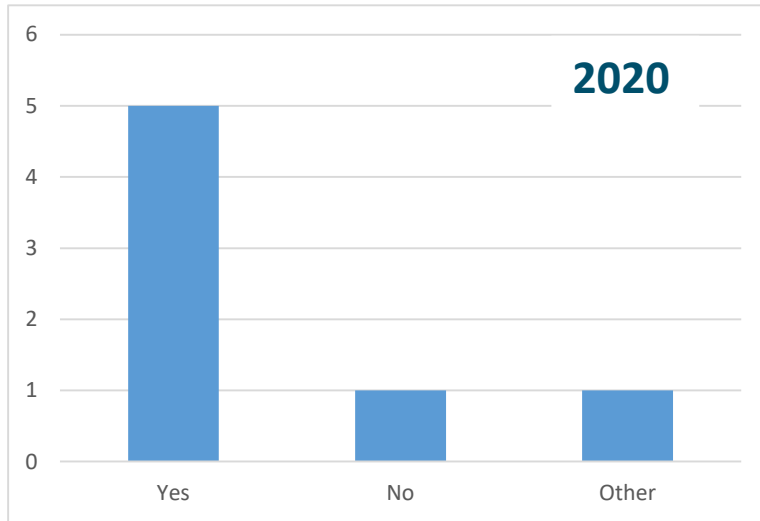
4) My carers and family members feel supported by my care team and know where to go to get independent support.



Breakdown of 'Other' answer(s)

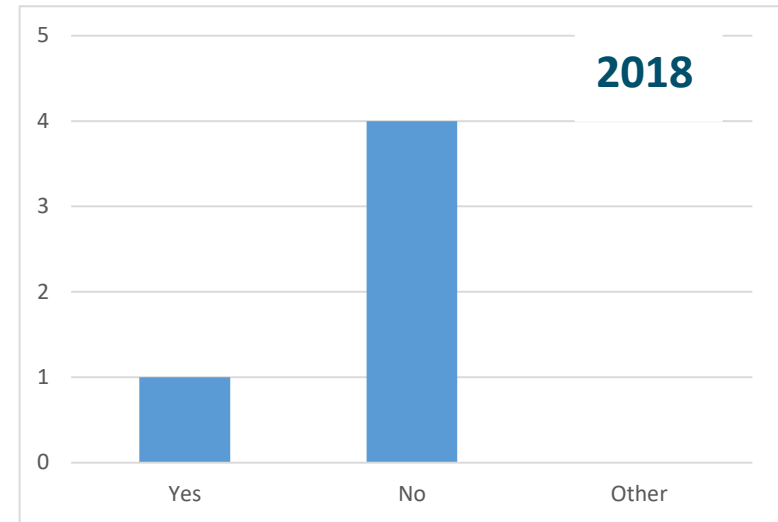
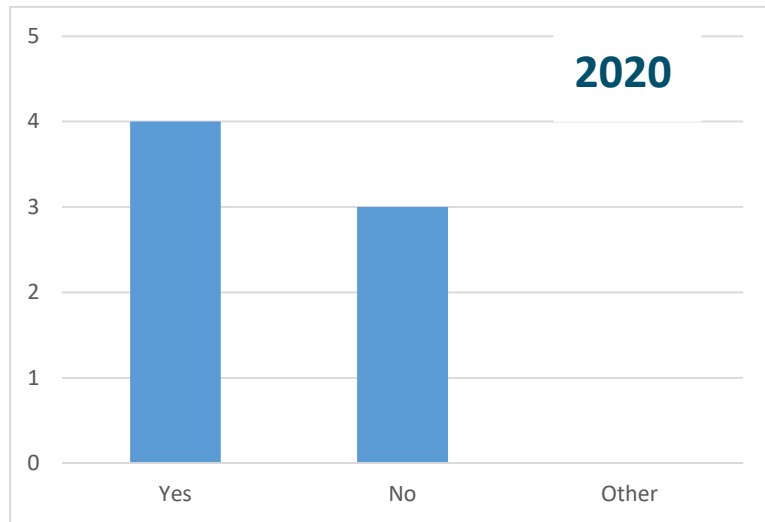
“The family and other carer are not always advised that they are running short of essentials required i.e. wipes, soap, toothpaste. Do not always clean away properly after feeding client”

5) My care turns up at the requested time but is flexible if I need to change the time.

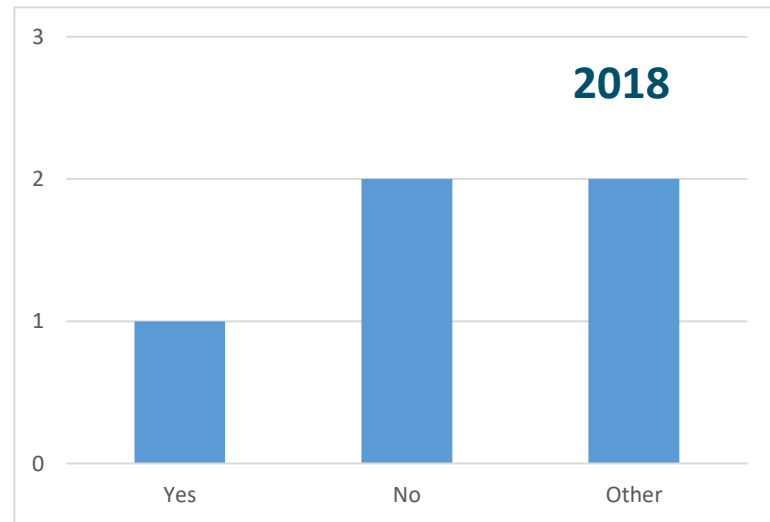
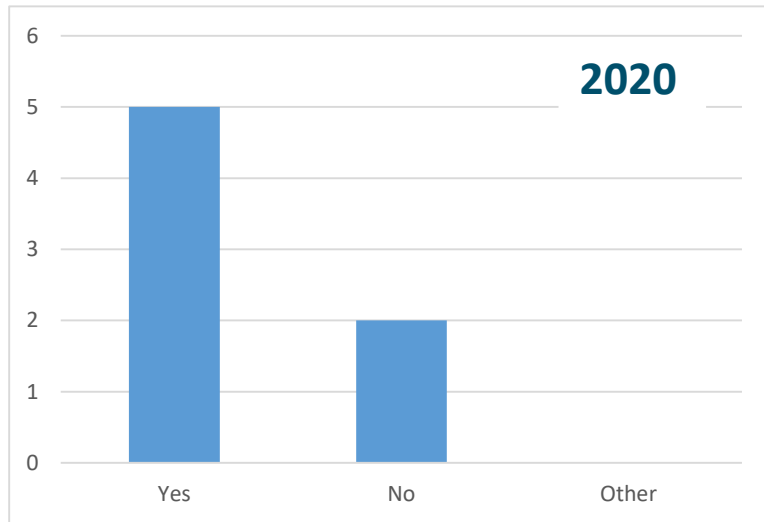


Breakdown of 'Other' answer(s)
No answer given

6) I am happy with the way my care company communicates with me and other people who may support me.

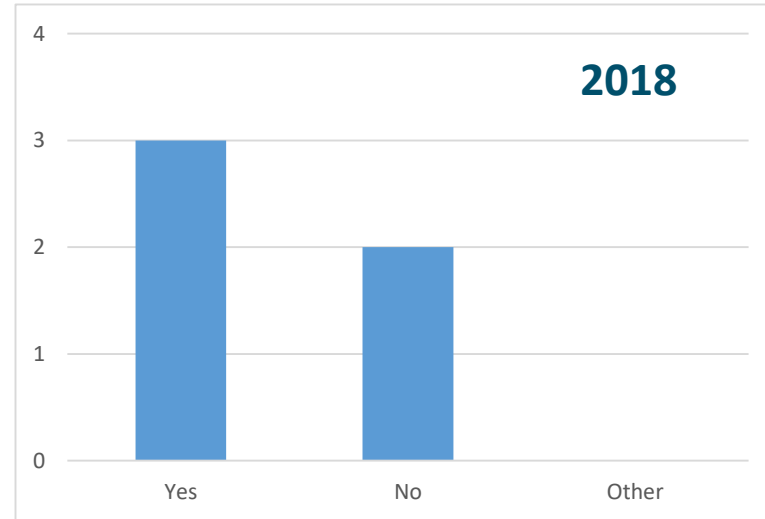
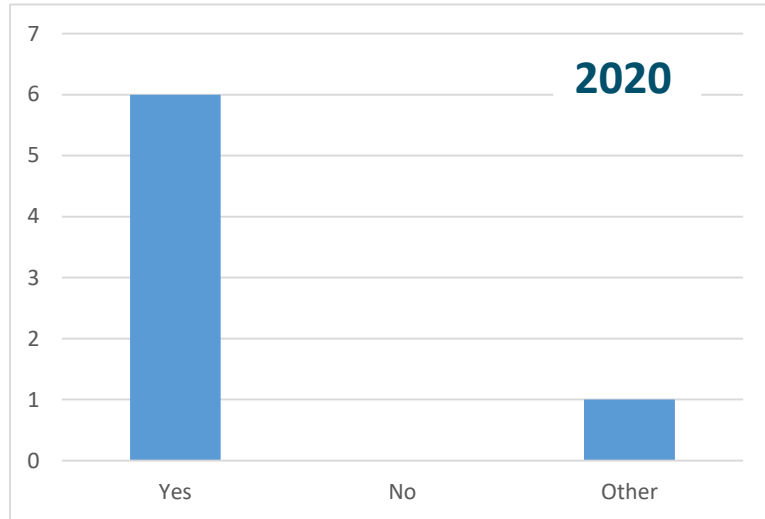


7) Overall I am happy with the company that currently provides my support.



Breakdown of 'Other' answer(s)
"Mixed"
No answer

8) I know who to contact if I have a concern, complaint or compliment to make.



Breakdown of 'Other' answer(s)
"What if the complaint is about someone who is also a manager?"

People were also provided with space to provide additional comments:

“Difficult to contact by telephone.”

“Carers are all lovely. They talk to him and hold conversations. They don’t get cross if he repeats himself in asking questions – which he does often.”

*“There is an issue with my shower chair and I cannot get it fixed for 2 weeks and my carer is not happy with this. She tried to have a conversation with me about issues during my night visit. I do not think this is an appropriate time. I have been told by the carer that she doesn’t like me as a person and that I am the most difficult person she supports.” ****This person also called Healthwatch for advice and has been signposted to SEAP for advocacy support to raise these issues.***

The 5 comments received during the last survey indicated the support provided by the carers was good but organisation, communication and management seemed to be a problem.

Conclusion and Recommendations

Although the sample size is small it represents 70% of the people receiving care and support from Watershed.

Most people seem happy with the care and support received and there has been improvement in responses in all areas, particularly where to get additional support and how to raise concerns. However, for 3 people, representing nearly 43% of survey respondents and 30% of the total number of people receiving care and support from Watershed, communication still remains an issue.

Recommendations:

- The provider should ensure there are robust procedures in place to ensure effective and accessible communication with clients and their families; advising them of unavoidable delays of care visits, the timeframe to responding to telephone calls/emails, and that these are communicated to clients and relevant family members and monitored to ensure they are being met.
- All social care teams should continue to ensure people who receive support and their unpaid carers/relatives are given information about local independent support and sources of information such as Healthwatch WAM, the CQC, Carers Support Services (currently SIGNAL4Carers) and advocacy services.