

7 Volunteers



225 Interviews



68 home visits

157 by telephone 



16 people (7%) needed help to communicate due to sensory, learning or memory issues

About their Carers



207 people (92%)

were happy with how their carers treated them

190 people (85%) felt carers were competent and trained



About the...

194 people (86%) felt their care package met their needs.

159 people (71%) thought their wishes were considered when decisions were made about their care.

9 Homecare Providers

143 people (64%) thought the office staff were very helpful

86 people (38%) had made a complaint, and only **52 people (60%)** were satisfied with how it was handled.



Referrals Made

3 safeguarding concerns raised

20 service review requests

34 requests for support and information from community services.

Other concerns

29 people (13%) raised concerns about feeling lonely or isolated, worried about food, finances, debts, benefits, or housing issues.

Down from 20% in 2023.



207 people (92%) thought it very useful their feedback was used to assess provider

Summary

Run in partnership with the local council, our volunteers regularly interview people receiving homecare services that are fully or partly funded by the council. We report our findings monthly so they can share them with the care providers and assess service quality and safety.

This year, our volunteers spoke with 225 people.

Although they remain largely positive about their carers and care packages, satisfaction levels have dipped slightly compared to the previous report in 2023. Significantly, the number of complaints has increased, and the council is working with the specific providers to address the concerns.



Examples of positive feedback:

"Main carers are all excellent, office staff very responsive - couldn't do anything better."

"Communicate well, listen, treat me with respect and support my goals."

"Son said that he could relax because his dad was being well cared for."

"They do everything I ask for and sometimes extra bits, having regular staff really makes the difference."

Examples of negative feedback:

"Food prep not always adequate, domestic work not always very thorough, training might help. More consistent, regular people coming would be good as its very unsettling and tiring dealing with new people all the time."

"They should send out rotas and provide better communication with the office, not different messages on different days."

"Complained about having male carers as she wanted female careers for privacy and dignity reasons given her age."

"They had an issue with one of the carers asking her for financial and practical support which was completely inappropriate. She made a verbal complaint and the carer has not attended again."

Since **September 2018**, our volunteers have interviewed **845** residents about their home care, from **19** different providers and produced **53** reports for the Council - with interview data and service user comments - highlighting the concerns of those receiving home care and giving them a chance to be heard.

They have been used by the council to hold discussions about performance levels with care providers and supported the appointment of new providers."

[**Watch a video explaining the Homecare Check Service**](#)