



'My Care at Home'

People's experiences of
home care services in
Suffolk (2023)

Cohort 3 (Ipswich & East)

healthwatch
Suffolk

Background and contents

The project aims to explore people's experiences of receiving and providing home care services in Suffolk. It will support Suffolk County Council to monitor the quality of home care services and provide independent assessment as to whether care is meeting the needs of service users and carers.

In addition, HWS will share insight into the experiences of people delivering home care, to understand the issues and challenges they face. The findings will be used to inform workforce strategy or plans to support recruitment and retention within the care sector.

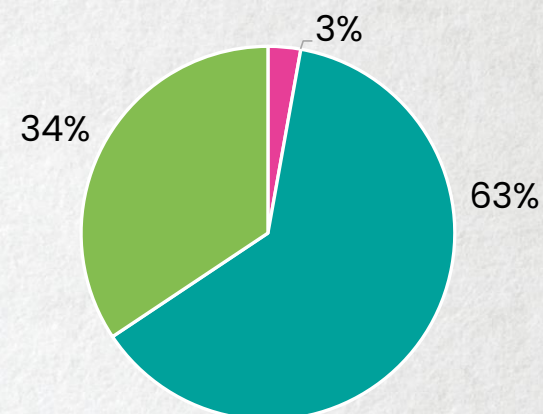
The survey will be issued to home care users in each of the three alliance areas covering Suffolk (Ipswich and East Suffolk, West Suffolk, and Waveney) at different points throughout the year.

This report is based on responses from the **Ipswich & East**.

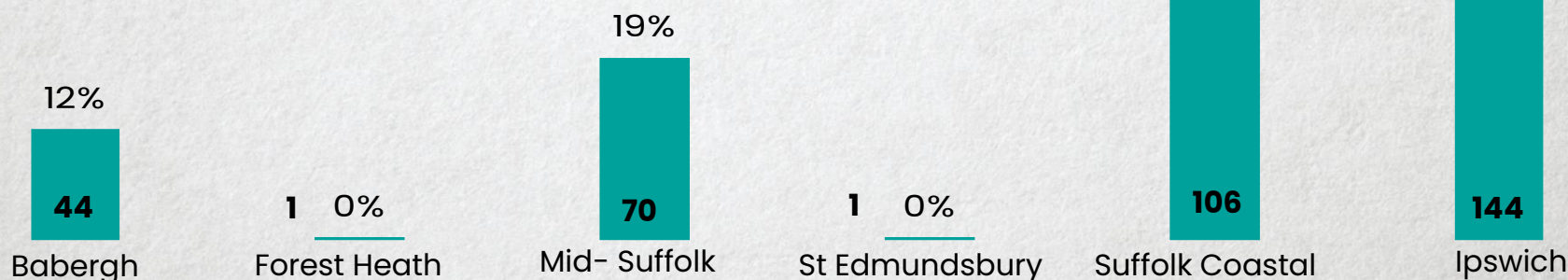
Contents	Slide number
Demographics summary	pg. 3-4
Results	pg. 5
<i>Information about home care</i>	pg. 5
<i>Care plans</i>	pg.6
<i>Carers</i>	pg. 7-14
<i>Complaints</i>	pg. 16-19
<i>Time keeping</i>	pg. 20-24
<i>Missed visits</i>	pg. 26-27
<i>Improvements</i>	pg. 29-32
<i>Care provider information</i>	pg. 33-34

Demographics Summary

- A total of **1958** surveys were sent out and **399** responses were recorded, including **26** easy read.
- Most responses were from a person receiving home care (**63%/ 248**) or a relative of a person receiving home care (**34%/ 136**).
- **56% (211)** identified as female and **43% (162)** as male.
- **94% (349)** were White – English/Welsh/Scottish/Northern Irish/British – followed by white – Any other White background (**2%/ 9**).
- **92% (320)** identified as heterosexual/straight.
- The largest proportion of responses were from people living in Ipswich (**40%/ 144**) and Suffolk Coastal (**29%/ 106**).
- **52% (200)** of people lived alone.



- a friend of a person receiving home care.
- a person receiving home care.
- a relative of a person receiving home care.

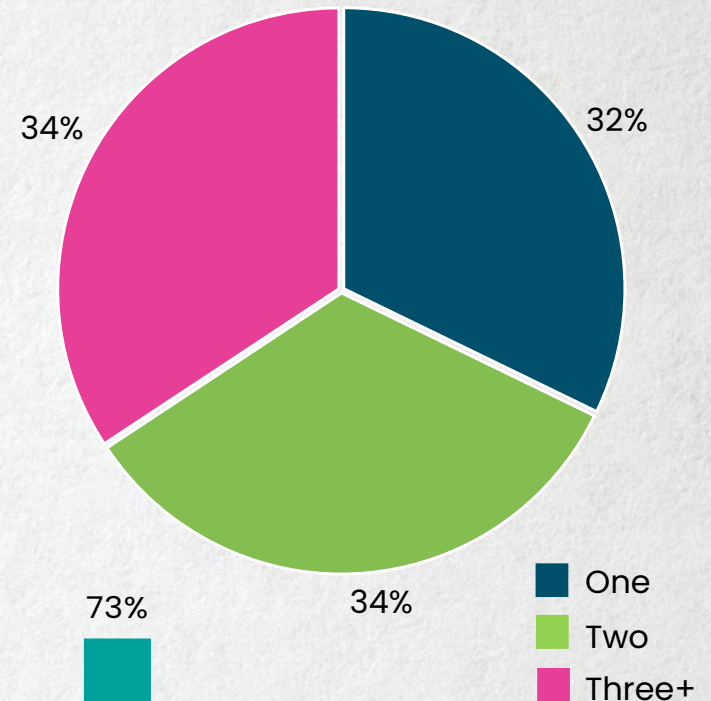
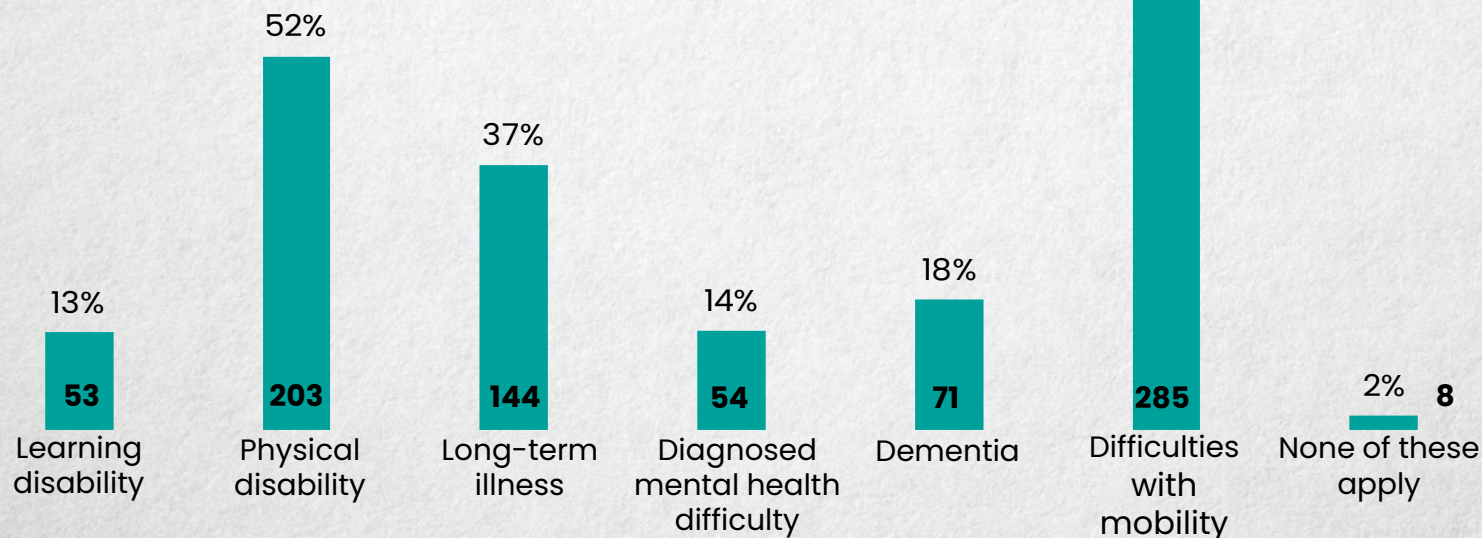


Vulnerabilities

We asked home care users to tick all statements that applied to them.

Of those who responded:

- The largest proportion of people **(73%/ 285)** reported difficulties with their mobility. This was followed by **52% (203)** who said they had a physical disability and **37% (144)** with a long-term illness.
- 32% (123)** identified with one of the listed vulnerabilities and **68% (259)** identified with at least two or more.



Care arrangements

We asked, 'How long have you been with your current care provider?'

- **383** people answered.
- Most people had been with their care provider for over a year **(57%/ 220)**.
- This was followed by those who had been with their provider for six months to a year **(20%/76)** and two to six months **(14%/ 52)**.

Length of time with provider	Count	%
Less than 2 months	26	7%
2 to 6 months	52	14%
6 months to a year	76	20%
Over a year	220	57%
Can't recall	9	2%

We also asked, 'How many care visits do you receive a day?'

- **388** people answered, and of these:
 - **27% (105)** received four or more care visits a day (the highest proportion).
 - **25% (98)** had two visits per day.
 - **25% (96)** had one visit per day.
 - A further **4% (14)** had live in care.

Number of care visits a day	Count	%
Less than 1 a day	33	9%
1 a day	96	25%
2 a day	98	25%
3 a day	42	11%
4 or more	105	27%
I have live in care	14	4%

Care plans

We asked, 'Has your care agency talked to you, and made a record (care plan) of, the care and support that you need?'. We also asked, 'Is the record (care plan) of your care and support accurate and up to date?'.

- Most respondents reported their service has talked to them about the care they needed, and there was a record of it **(74%/ 264)**.
- Similar to previous reports the data inconsistencies indicated that some people may not fully understand care plans and their purpose.
- For instance, **ten** respondents initially claimed their care agency discussed and recorded their care needs, but later reported they did not have a care plan.

	Yes, it's up to date and accurate	No, it's not up to date or accurate	I don't have a care pan
Yes, they have talked to me and there is a record.	225	21	10
Yes, they have talked to me but there is no record.	22	6	27
No, they have not talked to me.	5	4	25

There were only a few comments that mentioned care plans. One response highlighted that their care plan was not accessible to family members as it was not online. The use of online apps to store information about care plans and notes was mentioned as useful by another respondent as it allowed family members to monitor it.

"I am sure there is some sort of record but none of it is accessible to my brother who cares for mum (No internet or modern devices)". – 2 to 6 months

"My sister is signed into the "app" access care planning and can check on my visit times". – Over a year

Your carers

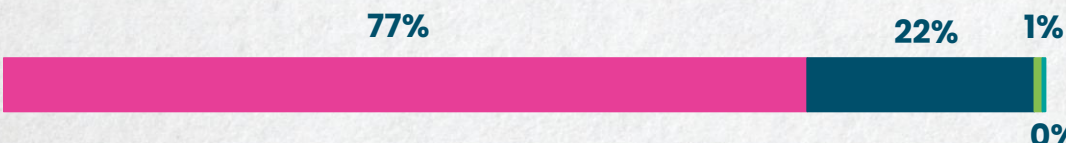
We asked, 'For each of the following statements, please tell us whether they apply to all of your carers, some of your carers, or none of your carers.'

Some people did not respond to every statement, therefore total response numbers varied (between 386 and 370) across the different statements

'My carers respect my cultural and religious needs and values.'



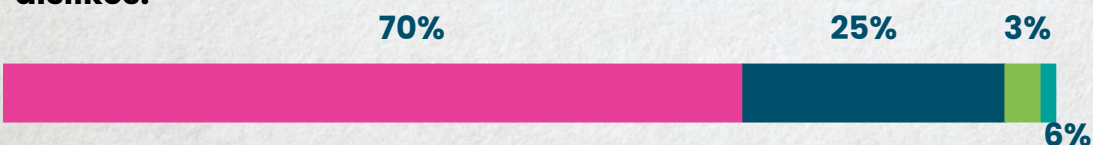
'My carers are friendly and make me feel comfortable.'



'My carers check that I am happy to receive care from them. They ask for my permission each time.'



'My carers know about me and are familiar with my likes and dislikes.'



■ All of them ■ Some of them ■ None of them ■ Not applicable

Our statements were based on aspects of care identified by regulators in England as being indicators of good home care provision. Positively, most respondents felt each statement applied to all of their carers.

Other key findings included (see more across the following slides):

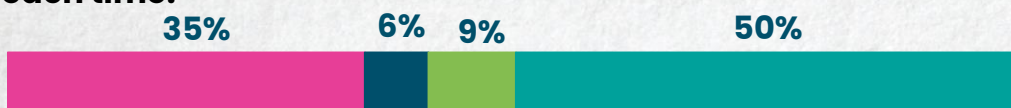
- **7% (28)** people felt their carers did not check they were happy to receive care from them each time.
- A quarter **(25%/95)** said only some carers are familiar with my likes and dislikes.
- **77% (297)** of people said all of their carers are friendly and make them feel comfortable.

Continued...

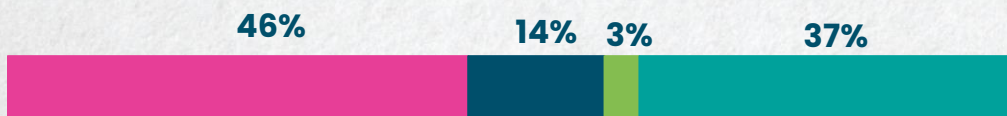
'My carers have the right skills to support me and meet my needs.'



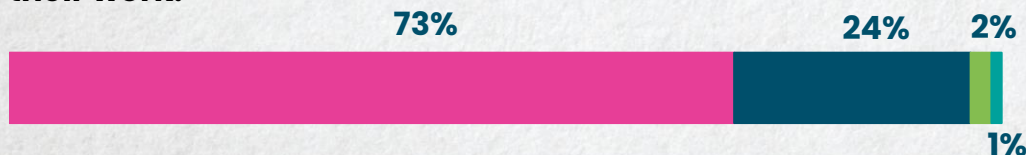
'My carers give me my medication safely and store it correctly each time.'



'My carers make sure I get the right food and drink, and there is enough of it to keep me well.'



'My carers know what is expected of them and seem happy in their work.'



'My carers understand my overall health and would notice any changes.'



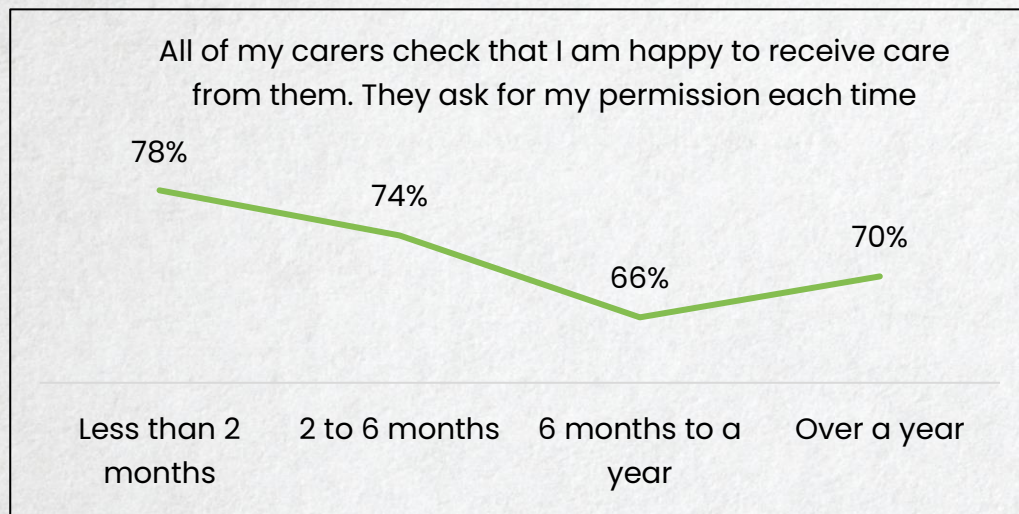
■ All of them ■ Some of them ■ None of them ■ Not applicable

More key findings:

- Most respondents **(68%/ 258)** said all of their carers have the right skills to support them and meet their needs.
- **33 (9%)** said none of their carers know how to give them medication safely and store it correctly.
- **14% (51)** said only some of their carers make sure they get the right food and drink, and there is enough of it to keep them well.
- Most respondents **(73%/282)** said all of their carers know what is expected of them and seem happy in their work.
- Over a quarter **(27%/102)** said some of their carers understand their overall health and would notice any changes.

Statements about carers continued...

We looked at how people responded to our statements about carers differently according to the length of time they had received home care from their provider.



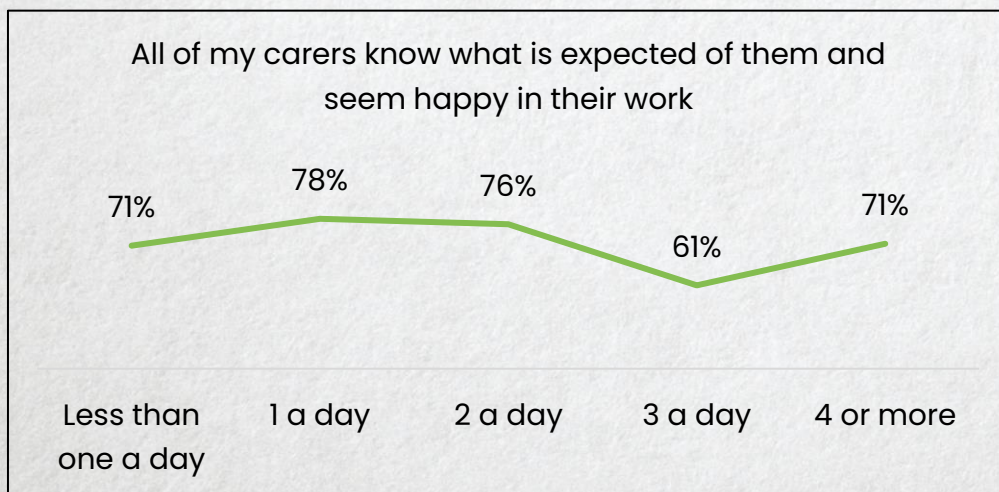
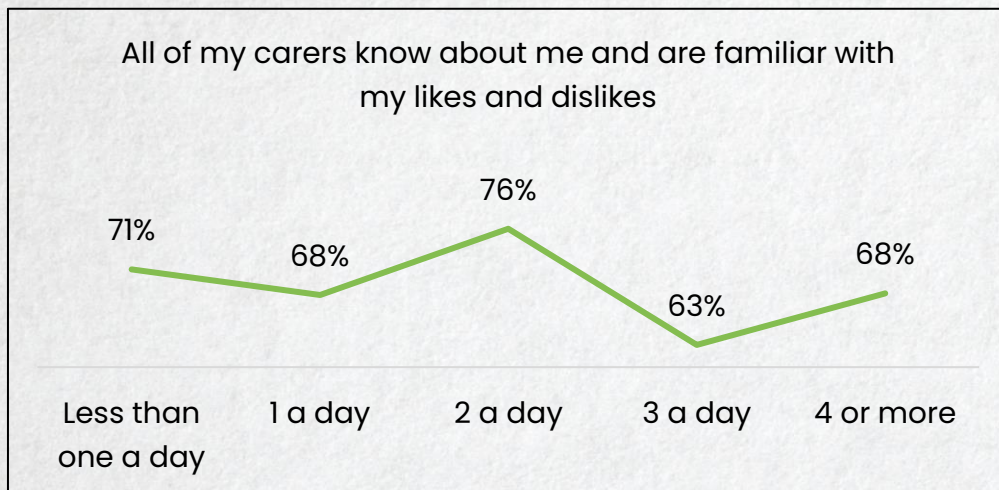
Please note: Due to small sample sizes, caution should be exercised when generalising these results.

Broadly:

- Respondents who had been with their care agency less than two months tended to provide slightly more positive feedback compared to those who had been with their provider for longer.
- For instance, **78%** of respondents receiving care for less than two months said all of their carers checked they are happy to receive care compared to **70%** of respondents receiving care for more than a year.
- This trend was not the case in the second graph. As shown, respondents receiving care for over a year were more likely to say all of their careers are friendly and make them feel comfortable. Compared to respondents receiving care for less than two months (**81% vs. 67%**).

Statements about carers continued...

We looked at how people responded to our statements about carers differently according to the number of care visits they receive from providers.



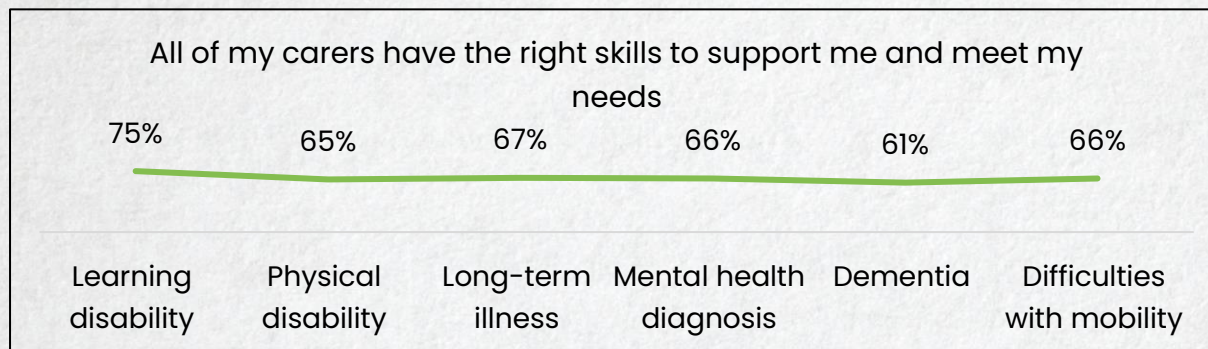
Please note: Due to small sample sizes, caution should be exercised when generalising these results.

Broadly:

- Respondents that receive fewer care visits a day tended to provide slightly more positive feedback compared to people receiving three or more care visits a day.
- For instance, people that received three visits a day or four or more visits a day were less likely to affirm that 'all of my carers' are knowledgeable about them and familiar with their likes and dislikes.
- Similarly, people that received more visits a day were less likely to say, 'all of my carers know what is expected of them and seem happy in their work'. For instance, **78%** of respondents who received one visit a day said all of their carers know what is expected of them. This is compared to **61%** of respondents who received three a day.

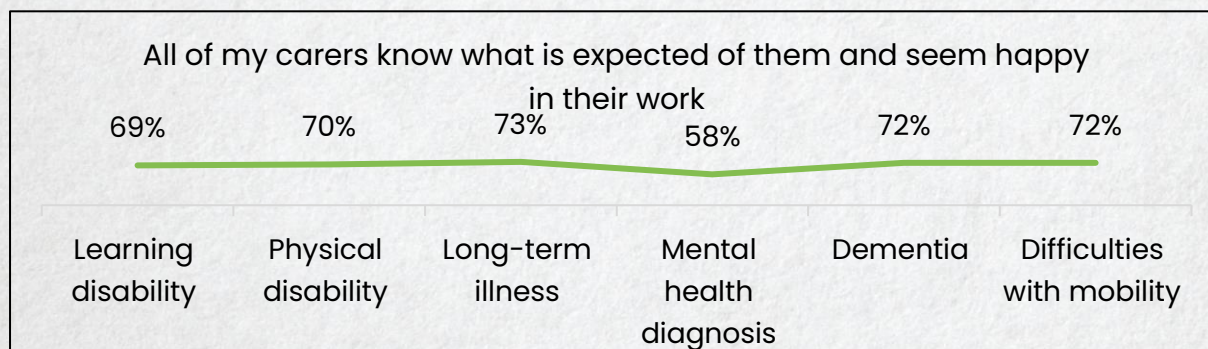
Statements about carers continued...

We looked at how people responded to our statements about carers differently according to 'vulnerabilities' listed in the survey.



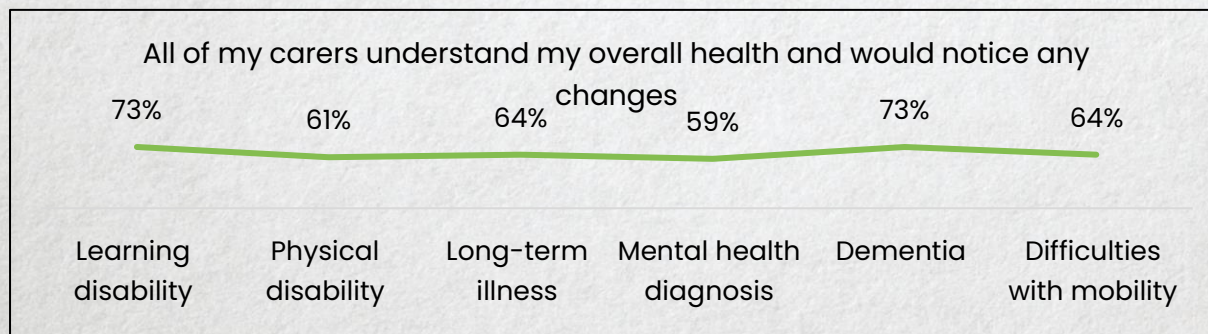
Please note: Due to small sample sizes, caution should be exercised when generalising these results.

- These graphs show how respondents with different 'vulnerabilities' responded to the statements about carers.



- Overall, responses are very similar across the different subgroups, with minimal variation.

- People with dementia were the least likely to say all of their carers have the right skills to support them and meet their needs.



- People with a mental health diagnosis were the least likely to say all of their carers know what is expected of them and understand their overall health.

Qualitative insights

About... carers

We asked people to describe their experience of home care services. **277** comments mentioned carers. Most (**193**) were positive.



- Carers were described as 'polite', 'friendly', 'understanding', 'helpful', 'caring', 'trustworthy', and 'cheerful'. It was frequently mentioned that carers made respondents feel 'safe', 'respected', 'supported', 'comfortable', and 'listened to'. Furthermore, respondents reported that the care they received 'met their needs'. It was considered professional, 'excellent', and often carers would go 'above and beyond' what was required. Various respondents also mentioned they considered carers as 'friends' and they would look forward to their visits as carers would often engage in conversation.

"Carers are fabulous. Always informative. We have conversations about my care and any changes of medication. I think the girls i have must be the best in the business, we always have a laugh and joke".
– **Over a year**

"My care team are great. They do my care and more sometimes. They treat me with kindness and respect. My team are fab I am very lucky". – **Over a year**

- Various respondents further highlighted the importance of their home care to themselves and their families. For instance, receiving good quality home care meant respondents were able to stay in their own homes, they felt less lonely, it helped with their mental health, supported them to get out into the community, and enabled them to have a good life. Whilst for families it provided them respite and security that their family member was being cared for.

"Having undergone a major life change from walking to losing a leg and now being wheelchair dependent. The carers enable me to still have a really good life". – **Over a year**

"By having carers come into me not only gave me a reason to get up in the mornings, but they motivated me to have breakfast and to take my medication" – **Over a year**

Continued...

55 comments about carers were mixed and 29 comments were negative.

Some common themes emerged from these responses, and these are illustrated by the following quotes from our respondents.

1. > Communication/ language



Communication was the biggest problem. In particular, the lack of communication around changes to their rota but also language barriers, strong accents, and limited English language skills. This made it difficult for customers to create conversations and understand carers.

"I do struggle to understand the accents of some carers, this is due to my hearing loss & maybe my learning disability". – Over a year

"All carers but one are from overseas so it can be difficult for some older clients to understand the accent". – 6 months to a year.

2. > Attitudes



A few people felt carers had a negative attitude and were often 'rude' and 'patronising'. They often showed a lack of respect for the customer's home.

"Some are rude. I cannot understand some of them. Very abrupt. Some are very lazy". – Over a year

"Some carers are patronising and rude. Some don't know what they are doing. Some rush things to try to leave early and also leave things in places they shouldn't be - i.e. dirty clothing!". – 6 months to a year

Continued...

3. ➤ Quality & consistency



Some respondents mentioned that the quality and consistency of care were lacking and varied between carers. Particularly due to high staff turnover and strict schedules, which meant carers were often new, lacked training, or rushed.

Specifically, the quality and consistency of care were questioned around food preparation. It was frequently mentioned that carers would leave food out, not prepare food correctly, not store food correctly, not offer customers choices of food, and only prepare frozen or ready meals.

"Carers do not appear to use any initiative to offer available food. They will offer the frozen meals from Wiltshire Farm Foods but won't look in the fridge and remind the client that she has cheese or ham etc. that needs using before it goes out of date". – 6 months to a year.

"Some are better qualified than others. Some can cook others haven't got a clue". – Over a year.

➤ Knowledge of customer



Several comments mentioned that carers frequently lacked awareness of customers' specific needs and their daily routines and requirements. This lack of awareness impacted the quality of the care they received.

"Most of the carers are very pleasant and care about mum, however, it is clear that some don't know her and are simply doing their job". – Over a year

"I'm less keen to have new carers as they don't know me as well or my particular support needs". – Over a year



"All my carers are polite and courteous. All show a genuine concern about my welfare and health on a daily basis. All my care needs are met. Communication is very good between the care provider & me. We have a monthly meeting with the provider rep & family to ensure all is well".

- Has received care for over a year.



Complaints

We asked respondents 'If you had any concerns or complaints about your care, would you know how to raise them?'

- **387** people answered the question.
- **84% (327)** said **'yes'**. However, this means that **16% (60)** do not know how to raise a complaint.

We also asked, 'Is there anything that would stop you from making a complaint?'

- **33** people answered.
- The most common reason someone wouldn't complain is that they believe nothing will be done about the issues raised, or they previously complained, and nothing changed.

"Some of the carers are argumentative with me and have destroyed my belongings. I have reported all of this. Nothing has been done about it". – Over a year.

"We have had issues previously with raising concerns and complaints. The complaints were not taken seriously, and they were not dealt with, this went on for around 4-6 months, so it seems pointless complaining as you don't get listened to". – Over a year.

"Complaints ignored and dismissed". – Over a year

Themes	Count
Nothing is done	8
Worried about the carer's reaction	7
Need support to complain	5
Don't know how to complain	5
Don't want to upset or get carers in trouble	4
Fear of losing care	3
Confidentiality of the complaint	1

Qualitative insights... about complaints

1. >> Worried about carer's reaction

Several comments said they would be worried about the carer's reaction. This included the carer's attitudes towards them and creating an uncomfortable atmosphere.

"I would worry about creating an uncomfortable atmosphere and break down of the relationship". – 2 to 6 months.

2. >> Need support to complain

Five people mentioned that they would require support to complain due to problems with communication.

"I have Asperger's Syndrome, which is part of the Autism Spectrum. I need someone to help me understand the complaints process". – Over a year.

3. >> Don't know how to complain

Five people mentioned they didn't know how to make a complaint or who they should be complaining to.

"Just not knowing how to make a complaint". – Over a year.

4. >> Upsetting carers

Four people mentioned they would not want to upset carers or get them in trouble by making a complaint.

"I wouldn't want to get the carers in trouble... some seem worried about getting into trouble". – 6 months to a year.

5. >> Fear of losing care


A couple of people mentioned they would be worried about losing care if they complained and it would be difficult to find alternative care options.

"Fear of care company saying mum's needs too complicated, find another company" – Over a year.

6. >> Confidentiality

One person mentioned they would be concerned about carers knowing who made the complaint.

"Not wanting carers to know I had complained". – Over a year.



"I complained about a visit where notes relating to the visit were entered on the company app before the visit! I raised the issue and requested a call as a follow-up, but this never happened.

- Has received care for over a year.



Previously complained

We asked respondents 'Have you ever raised a complaint?'

- **359** people answered the question, and **66% (236)** respondents said they had not raised a complaint before. This means **34% (123)** had raised a complaint.

We then asked people who had raised a complaint before to "tell us about their experience".

- **51** people described their experience of raising a complaint.

Action was taken

27 people said their complaint was taken seriously, and action was taken.

*"I went to management with my complaint and it was resolved quickly and I am now happy with my new team of carers".- **Over a year.***

Action was taken but didn't continue

3 people said that whilst action was initially taken it didn't continue, and further reminders were needed.

*"Got a quick reply, but the changes implemented didn't last long". – **Over a year.***

No action was taken

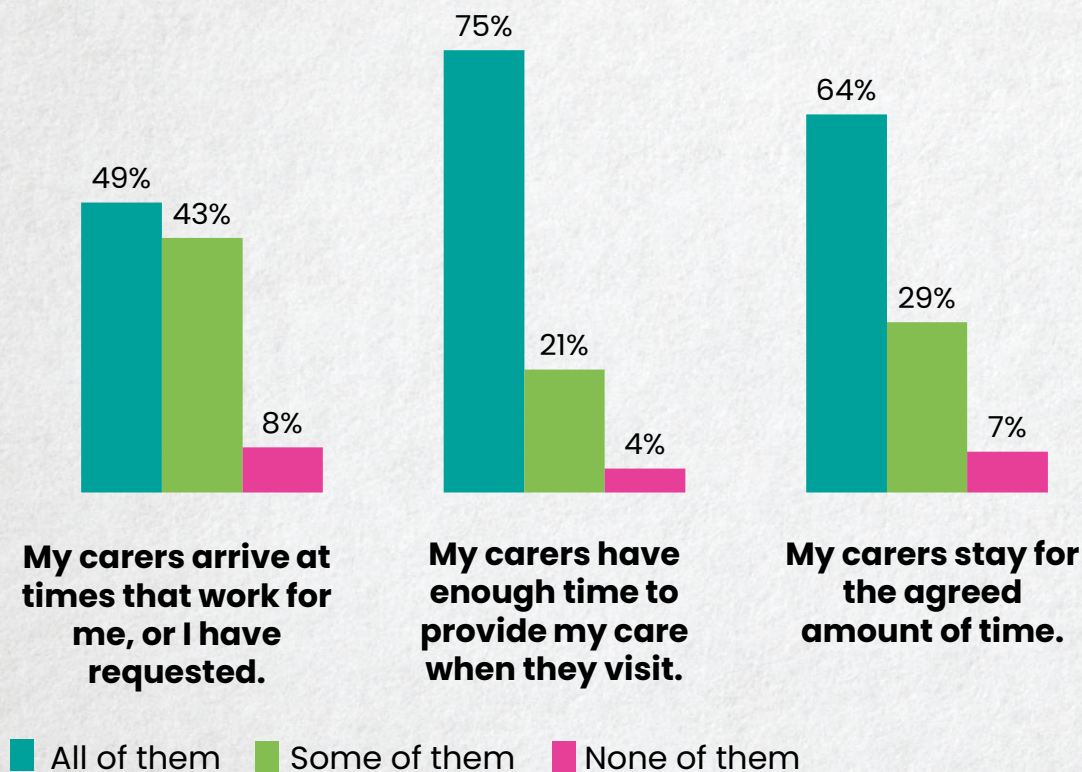
21 people who said their complaints were not investigated or responded to.

*"The telephone call is taken and the concern raised, they say they will come back to us with a solution and then nothing happens, we even chase and still nothing happens". – **6 months to a year.***

*"The office said they will look into it. I never received any further information and do not know the outcome". – **Over a year.***

Response	Count
Action was taken	27
Action was taken initially but didn't continue	3
No action was taken	21

Time keeping



We asked, "For each of the following statements please tick the option that best applies."

Total response numbers varied between 360 and 370 for each statement.

- Only half (**49%/181**) felt all their carers arrived at times that worked for them, or they had requested.
- Most respondents felt all carers had enough time to provide care (**75%/227**) and stayed for the agreed amount of time (**64%/231**).

Almost a third (29%/ 104) felt their carers did not consistently stay for the agreed time, and 7% (25 people) indicated that none of their carers stayed for the agreed time.

Qualitative insights

About... timekeeping

We asked people to describe their experience of home care services. There were **26** comments that related to timekeeping.

Whilst our quantitative data reveals high levels of positivity about timekeeping. These comments highlighted some specific concerns (e.g., carers not arriving at allocated times).

Not arriving at allocated times

12 comments highlighted that the arriving time for carers would vary to their allocated times on their care plan. In particular, this related to carers arriving later than their allocated time.

"The time of carer visits is supposed to be 10am each day but this is later than i would like. In practice the visit is usually between 10:30 and 11:00. My husband has had to call the care agency several times to check whether a carer is arriving". – 6 months a year.

"They do not come at my agreed times and they come a lot later. At least 2-3 times a month they will turn up 2+ hours late with no warning or explanation". – Over a year.

Care times aren't suitable

7 comments mentioned that carers arrive at times that aren't suitable for the client. Similar to previous reports this was particularly relating to morning and evening visits.

"They seem quite unable to get their staff here at a reasonable time in the morning, 11am and sometimes later. It is not good as I have been in bed from 7pm to 8pm the previous evening.". – Over a year.

Negative themes	Count
Carers don't arrive at times suitable to them.	7
Cares don't arrive at allocated times.	12
Carers don't have enough time to provide care.	2
Carers don't stay for the allocated amount of time.	5

Continued...

Carers leaving early

5 comments highlighted that carers often don't stay for the agreed amount of time stated in their care plan. As a result, they often don't do their job properly and rush their clients.

"Not all staff carers are friendly and polite. Some don't do their job properly, rarely stay the 30 mins they should". – Don't recall.

"I used to get very annoyed because my mother was paying £650 for 4x30 minutes per day. They were usually here for 30 minutes throughout the whole day.". – 6 months to a year.

"Some don't know what they are doing. Some rush things to try to leave early". – 6 months to a year


"Carers don't always stay for an agreed amount of time. So nighttime visits are rushed". – Over a year.

Carers don't have enough time

2 comments suggested that carers are often rushed and don't have enough time to provide care.

"Time is often cut short mainly due to too many clients. Time given is really not long enough. " – Over a year.

"Dad likes to be in his home he is happy with all carers but feels sometimes they do not have enough time to fulfil all duties". – 6 months to a year.



"My carers are very good, and I am treated well by all the staff. At present my needs are met. Communication is very good. The owner of the care company should be proud of the service and staff. If necessary, carers use livetanscribe with me because I am deaf. Home care helps to ease the pressure of my live in carer by coming in to wash and dress me".

– Has received care for over a year.

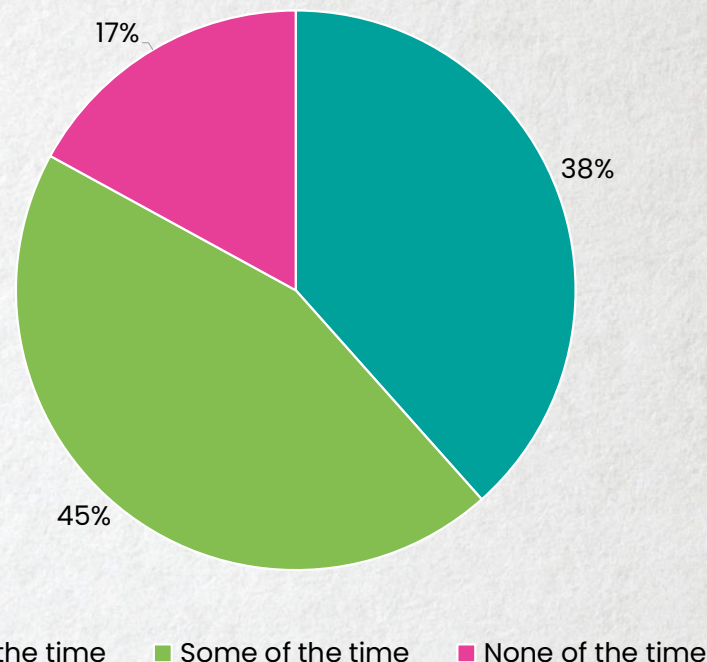


Changes to your care

We asked, 'Are you kept informed about changes to how your care is delivered?'

368 people answered.

- Almost half (**45%/ 166**) said they were kept informed about changes to how their care would be delivered 'all of the time'.
- **17% (62)** of respondents were kept up to date about changes to their care 'none of the time'.




Whilst almost half of respondents said they are kept informed about changes to the rota. Various comments highlighted that this wasn't the case for everyone. In particular, **11** comments mentioned that they were often not notified when scheduled care times and named carers changed.

*"Had been very satisfied with every aspect of my care until approx 3 months ago, then carers and times started to change without notice or being informed". – **Over a year.***

*"The staff rota issued by the office is very rarely adhered to times of visits and personnel change without notice". – **6 months to a year.***

*"I often have to call for my times so me and my husband can plan our day". – **Over a year.***

*"I am not informed at all when there is a different carer. When a different carer to my regular the time is always different". – **Over a year.***



"I like that a lot of the time I get the same carer as I get to build relationships and they get to know my routine. Unfortunately, I often don't feel listened to by my carers and my concerns are dismissed."

An issue with the carers is that there is a language barrier, and this makes communicating my needs difficult as they don't understand what I am saying. Another issue is their timing. They never come at my agreed times and instead will turn up 2+ hours later with no warning or explanation".

- Has received care for over a year.



Missed visits

We asked, 'In the last year, has there been an occasion when carers have not turned up at all to provide care (missed visit)?'

375 people answered.

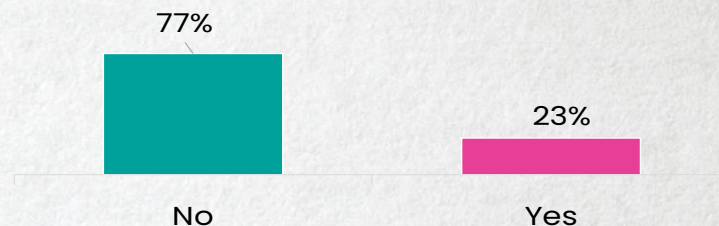
Almost **1 in 4 (87)** had experienced a missed visit in the last year.

- **3** people mentioned they missed a visit as an alternative carer was not available following sickness, holiday, and request for a female carer.
- **32** people highlighted the impact of missed visits.

The most common impact caused by missed visits was the need to rely on others for support. This commonly included relying on friends, family, and neighbours to help them get dressed, washed, and fed.

"I called my son to come and help which sometimes he was not immediately able to". –
Over a year.

"Number of occasions where the carer has not turned up and my wife has had to come out of work to come and do my care. It got to a point where I was going to leave my current provider". –
Over a year.



Themes	Count
Relied on friends, family, neighbours for support	10
Missed personal care	7
Caused upset and anxiety	6
Missed food & drink	5
Missed medication	3
Unable to get out of bed	3

Continued...

Missed personal care

7 people said missed visits meant going long period of time without showering or changing incontinence pads. This left them upset and uncomfortable.

"I didn't get washed and no cream applied which should be done everyday". – Over a year.

Upset & anxious

7 people mentioned missed visits caused them to become upset and anxious. This often left them feeling low or unsettled for the rest of the day.

"I became anxious, very unhappy and very frustrated". – Over a year.

Missed food & drink

5 people said missed visits meant they were unable to have a cook meal and weren't able to get water when needed.

"I didn't get any lunch and was short water". – Over a year.

"I didn't get a cooked meal". – 2 to 6 months.

Missed medication


3 people said that a missed visit meant they didn't receive their medication on time.

"My mum has phoned to ask if she should taken medication. On a couple of occasions she has not taken as carer not there". – 2 to 6 months.

Unable to get out of bed

3 people said they were unable to get themselves out of bed. This meant they were left in bed for a long period of time and were unable to leave to use the toilet.

"I am bed bound I have to lay all day in my own mess not very good". – Over a year.



"I am very happy with the support I get! They go above and beyond to support me and help me with my needs. All the carers are so lovely, and they brighten my mood on every visit, and I really enjoy the company of the carers and it really helps me having them to speak to about my worries!

I also enjoy having them to help me cook meals and get out in the community as recently I've struggled more going out on my own so having support really helps me! I'm treated lovely by all the carers, and they all communicate well with me! They give me information in a way I can understand as with my learning disability I struggle to understand things sometimes! This is an amazing care company, and I am very thankful for all they do for me! I would be lost without them! "

- Has received care for less than 2 months.



Qualitative insights

About... suggested improvements

There were **101** comments about things that could improve local home care services in Ipswich & East.

1. > Better communication

Twenty-four people mentioned they wanted to be kept informed about changes to their rota. This included changes to care times (earlier or later) and changes to carers.

"Communication from the office about changes could be better as it's always last minute so I don't know what happens and it triggers my anxiety". –

Over a year

"Better communication about changes and timing. Also, let me know if carers are going to be late as I can be anxious when they aren't here on time". –

6 months to a year

"It would be nice if we could be mailed or texted when delays are excessive, so we can have breakfast before they arrive rather than having to wait for an unknown length of time for them to turn up". –

6 months to a year

Themes	Count
Better communication	24
Abiding by care plan (arrival time & length of time)	21
Regular carers	15
Staff training	12
Choice of care times	12
Longer visits or more visits	11
Friendly & respectful approach	7
Quality of tasks	5
Involve clients in decisions	5
Choice of carers	3

Continued...

2. > Abiding by care plans

Twenty-one people mentioned they wanted carers to arrive at allocated times and stay for the time arranged in their care plans.

"The carers do not spend the allotted time. I am paying (and the council are paying) for a certain number of hours. Why does this not happen?" – Over a year.

"Possibly if the time slot was the main concern, rather than job and finish. 30 minutes care has to be better than 15 minutes." – 6 months to a year.

"It would be helpful if they came on time but i know it isn't always possible". – 6 months to a year.

"Getting here on time to get mum up". – 2 to 6 months.

3. > Regular carers

Fifteen people mentioned that they would like to have the same carers every day. This would allow them to build a trusting relationship and routine.

"A regular person instead of lots of different people". – Over a year.

4. > Staff training

Twelve people suggested that some staff needed more training. This included training on mental health, learning disabilities, medication, food preparation, and English language skills.

"They should be able to do basic cooking and be able to make a cup of tea. They should be able to give medication" – Less than 2 months.

"Better awareness of mental health, learning disabilities and autism." – 6 months to a year.

Continued...

5. > Choice of care times

Twelve people mentioned they wanted a choice of care times, in line with their own preferred schedule. In particular, people wanted to be able to have later evening visits and morning visits.

"I would like later bedtime calls and if possible a slightly later teatime visit as at the moment it is 5pm and I am not always hungry at that time. Even if this could be 30 minutes to an hour later I would be very grateful. Sometimes not having anything to eat from 5pm to 10am, I get hungry." – 6 months to a year.

"I prefer to have my dinner no earlier than 11am. Sometimes carers arrive earlier than this." – Over a year.

"I would like more time in the morning and less time in the evening as im usually in bed." – Over a year.

6. > Longer visits or more visits

Eleven people mentioned that they wanted longer care visits or more visits in a day. This would allow for additional support could be provided.

"More time. Half an hour when i need to shower, wash, dress and have breakfast as i cannot do it due to mobility" – Over a year.

7. > Friendly & respectful approach

Seven people mentioned that carers should be more respectful to them, their families, and their homes when visiting.

Slightly more consideration in the style of communication with me. Having a more friendly approach would help. – Less than 2 months.

"Respect my home, keep it tidy. Respect the people in my home". – Over a year.

Continued...

8. >> Quality of tasks

Five people mentioned that some carers needed to improve the quality of tasks carried out. This was particularly related to cleaning tasks.

"The only difficulty is the time of lunch and tea time visits. The bathroom and toilet is not always cleaned after visit". – Not identified.

10. >> Choice of carers

Three people mentioned they wanted to be able to choose their carers. This was particularly related to clients wanting female carers or older carers.

"If the company was able to recruit more female carers then we could have someone different and better suited to our needs" – 6 months to a year.

9. >> Include clients in care & decisions

Five people said that carers should include the client in their care and decision-making, responding to their wants and needs, and asking for consent. Particularly when it comes to long-term decisions and personal care.

"Talk to the person receiving care first before the care plan is put together." – 2 to 6 months.

11. >> Other improvements

Other suggestions included improved personal hygiene of carers and working conditions. Further, people wanted a 24-hour helpline, regular feedback, and staff to be in uniforms.

"Yes, my family could receive regular feedback when there are issues as I'm not assessed regularly enough". – 6 months to a year.

Care provider

The tables show care providers and the number of positive, negative, and mixed comments about each from the question “please describe your experience of homecare services”.

Care Provider	Positive	Mixed	Negative	Total
3HA	2			2
A Class	1			1
A1	1	2		3
ABC	1			1
Addocare	1			1
Ambient Support	1			1
Anglia Care	5	2	2	9
Ann Mason Care	2	1	1	4
Avail Care			1	1
Beyea Care	4			4
Bloomsbury Care Agency		1	1	2
Bluebird	4			4
Briarcare	4			4

Care Provider	Positive	Mixed	Negative	Total
Care watch	2			2
Caring Wings	1	1		2
Cephas	2	1		3
Christian Homecare	3	2	2	7
Daily Care	1			1
Deben Willow	5	2	5	12
Ekklesia	2			2
Errand Plus	1			1
Eternity Healthcare		2		2
Exon		1		1
Fame 24		1	2	3
First Choice	1			1
Fountain of Health	1			1
Fuchsia Homecare	13	4	5	22
Graceage	1			1
Hales	5	6		11
Harmony	2	1		3

Care provider

The tables show care providers and the number of positive, negative, and mixed comments about each from the question “please describe your experience of homecare services”.

Care Provider	Positive	Mixed	Negative	Total
Headway	2			2
Helping hands	2			2
HomeFirst	4			4
Inspiring Support	1	1		2
JCM Care	2	1	1	4
Kingsley Homecare	1		1	2
Leading Lives	2			2
Life Tree	2	1		3
Lora	1			1
Mencap	1			1
Nayland Care	6	2	3	11
Nobilis	4	2	1	7
Prestige Nursing	1			1
Primary Healthcare	3	3	1	7
Quality Care	1			1

Care Provider	Positive	Mixed	Negative	Total
Rula Care	1			1
Safe & Sound	4			4
Sanctuary	1			1
Sigma Care	2			2
Suffolk Arc	1			1
Sunflower	3			3
Thera	2			2
Trueark	3	1		4
Universal Care	3			3
Versacare	1			1
Walfinch Homecare	6	1		7
Walsingham	1			1
We simply care	2	1		3
Westminster Homecare	4	3		7
Xem Care	1	1		2
ZenCare		1		1

For more information:

info@healthwatchsuffolk.co.uk
www.healthwatchsuffolk.co.uk/homecare

Published September 2023