



'My Care at Home'

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

Cohort 2 (North)

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.

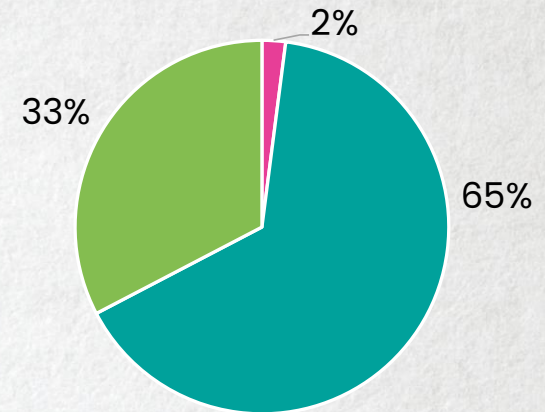
The survey will be issued to home care users in each of the three alliance areas covering Suffolk (Ipswich and East Suffolk, West Suffolk, and Waveney) at different points throughout the year.

This report is based on responses from the **North**.

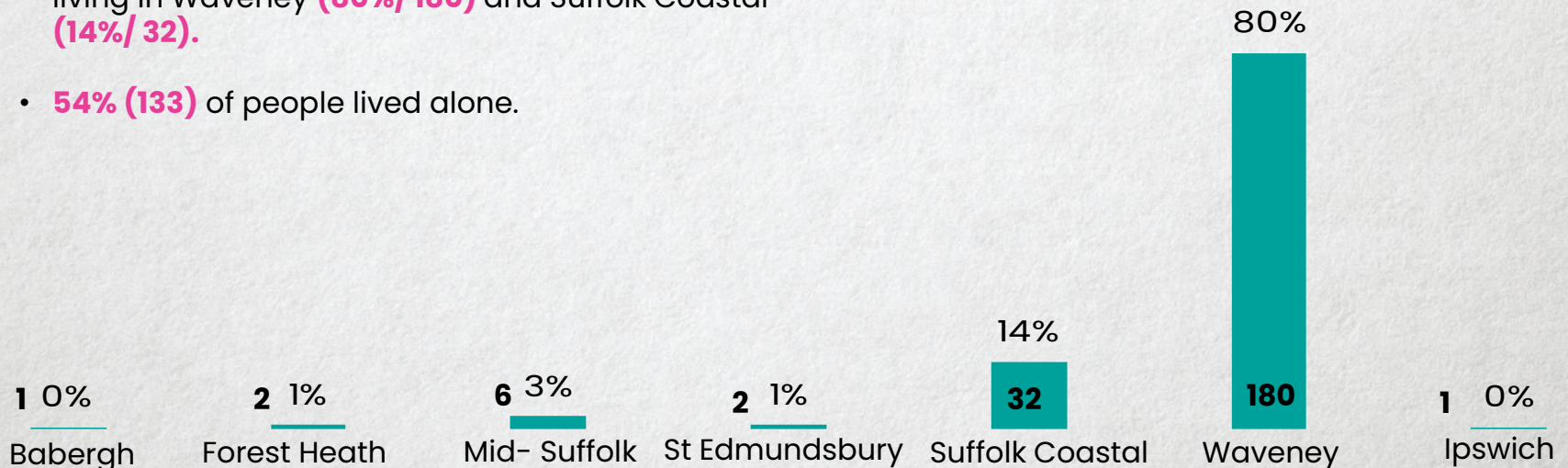
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Demographics Summary

- A total of **982** surveys were sent out and **249** responses were recorded, including **15** easy read.
- Most responses were from a person receiving home care (**65%/ 160**) or a relative of a person receiving home care (**33%/ 80**).
- **61% (139)** identified as female and **38% (86)** as male.
- **97% (216)** were White – English/Welsh/Scottish/Northern Irish/British – followed by white – Irish (**1%/ 2**).
- **95% (195)** identified as heterosexual/straight.
- The largest proportion of responses were from people living in Waveney (**80%/ 180**) and Suffolk Coastal (**14%/ 32**).
- **54% (133)** 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.

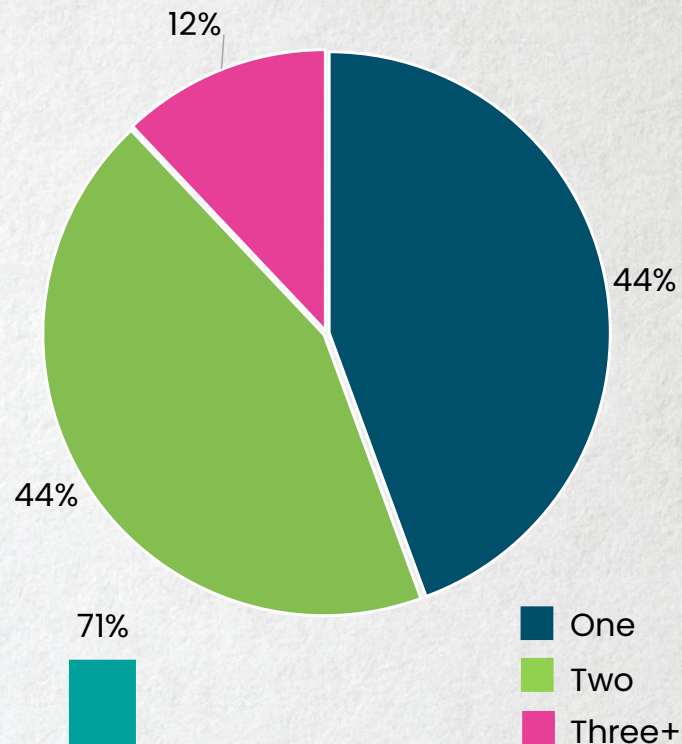
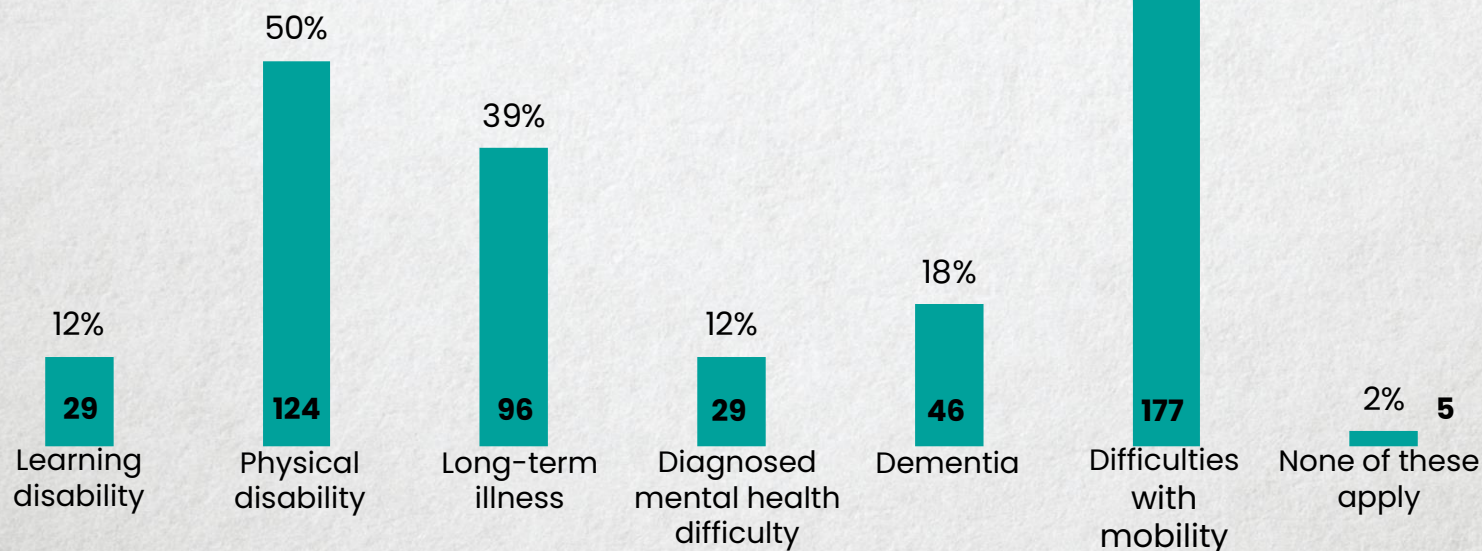


Vulnerabilities

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

Of those who responded:

- The largest proportion of people **(71%/ 177)** reported difficulties with their mobility. This was followed by **50% (124)** who said they had a physical disability and **39% (96)** with a long-term illness.
- 44% (107)** identified with one of the listed vulnerabilities and **56% (134)** identified with at least two or more.



Care arrangements

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

- **246** people answered.
- Most people had been with their care provider for over a year **(57%/140)**.
- This was followed by those who had been with their provider for six months to a year **(18%/44)** and two to six months **(16%/39)**.

Length of time with provider	Count	%
Less than 2 months	17	7%
2 to 6 months	39	16%
6 months to a year	44	18%
Over a year	140	57%
Can't recall	6	2%

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

- **243** people answered, and of these:
 - **31% (78)** received four or more care visits a day (the highest proportion).
 - **23% (56)** had two visits per day.
 - **19% (47)** had one visit per day.
 - A further **2% (5)** had live in care.

Number of care visits a day	Count	%
Less than 1 a day	22	9%
1 a day	47	19%
2 a day	56	23%
3 a day	40	16%
4 or more	78	31%
I have live in care	5	2%

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 **(86%/192)**.
- A few data inconsistencies indicated that some people may not fully understand care plans and their purpose. For instance, **three** respondents initially claimed their care agency discussed and recorded their care needs, but later reported they did not have a care plan. Similarly, **11** respondents who reported they had no record of their care later reported their care plan was up to date and accurate.

	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.	166	22	3
Yes, they have talked to me but there is no record.	11	4	6
No, they have not talked to me.	1	1	5

- There were **two** comments that mentioned care plans are not regularly updated.
"The first weeks a record was made but nothing since". – 2 to 6 months.
- A further **two** comments reflected the lack of understanding carers have about the purpose of care plans.
"They are nice but don't always seem to know what Mum's care plan is or that they have not been informed". – 6 months to a year.

Your carers

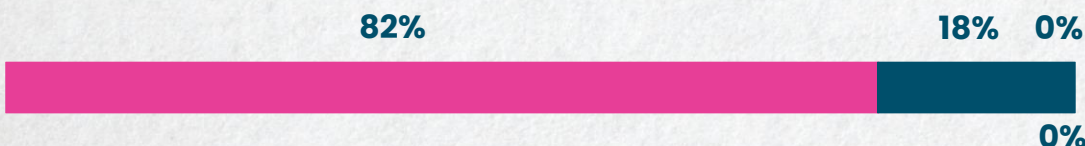
We asked, 'For each of the following statements, please tell us whether they apply to all of your carers, some of your carers, or none of your carers.'

Some people did not respond to every statement, therefore total response numbers varied (between 237 and 244) 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):

- **Nine (4%)** people felt their carers did not check they were happy to receive care from them each time.
- **18% (45)** felt only some of their carers were friendly or made them feel comfortable.
- Over a quarter (**29%/ 70**) said only some carers are familiar with my likes and dislikes.

Continued...

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



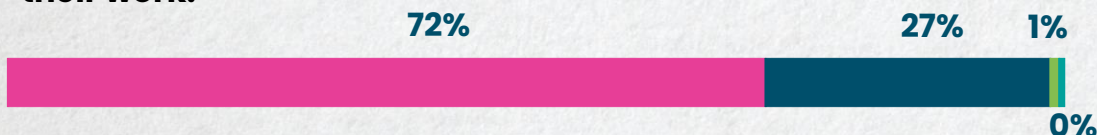
'My carers give me my medication safely and store it correctly each time.'



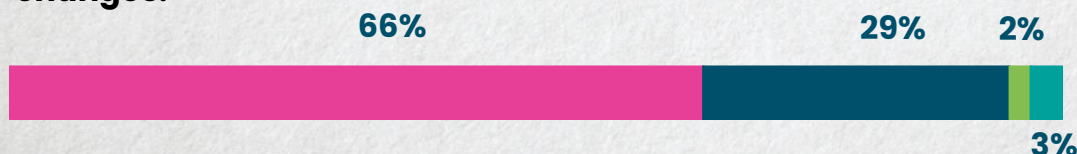
'My carers make sure I get the right food and drink, and there is enough of it to keep me well.'



'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.'



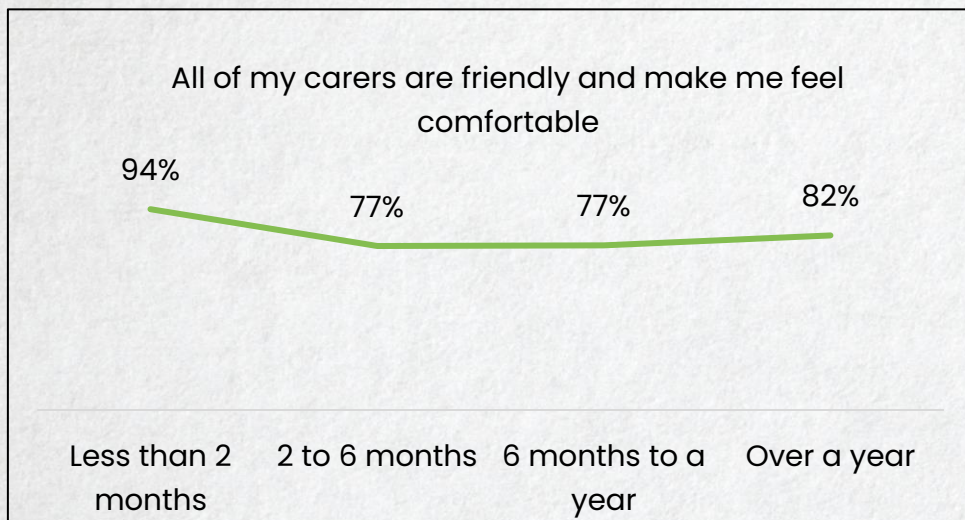
■ All of them
 ■ Some of them
 ■ None of them
 ■ Not applicable

More key findings:

- Most respondents **(71%/ 173)** said all of their carers have the right skills to support them and meet their needs.
- **2 in 3 (66%/ 159)** said all of their carers understand their overall health and would notice any changes.
- **Around 1 in 4 (27%/ 65)** said some of their carers know what is expected of them and seem happy in their work.
- **1 in 8 (12%/ 28)** said none of their carers know how to give them medication safely and store it correctly.
- Some respondents **(5%/ 11)** said none of their carers make sure they get the right food and drink, and there is enough of it to keep me well.

Statements about carers continued...

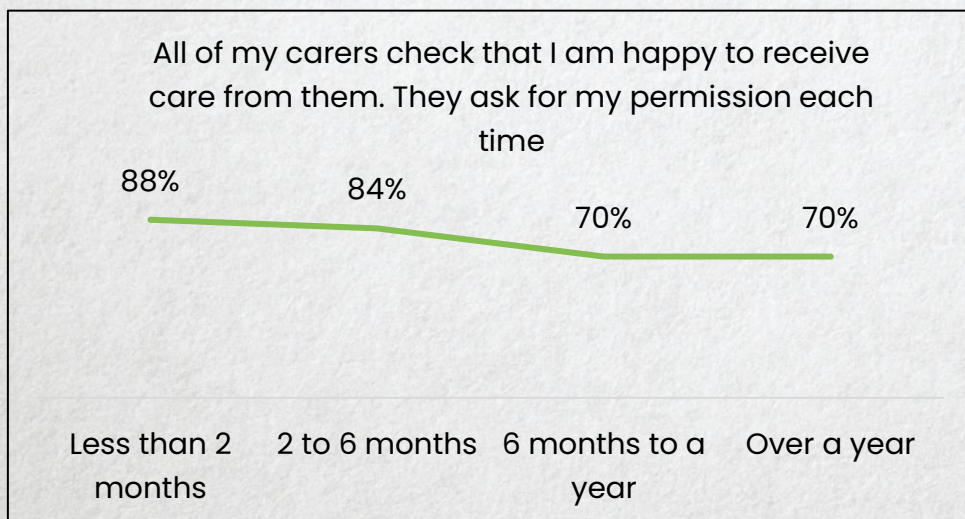
We looked at how people responded to our statements about carers differently according to the length of time they had received home care from their provider.



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

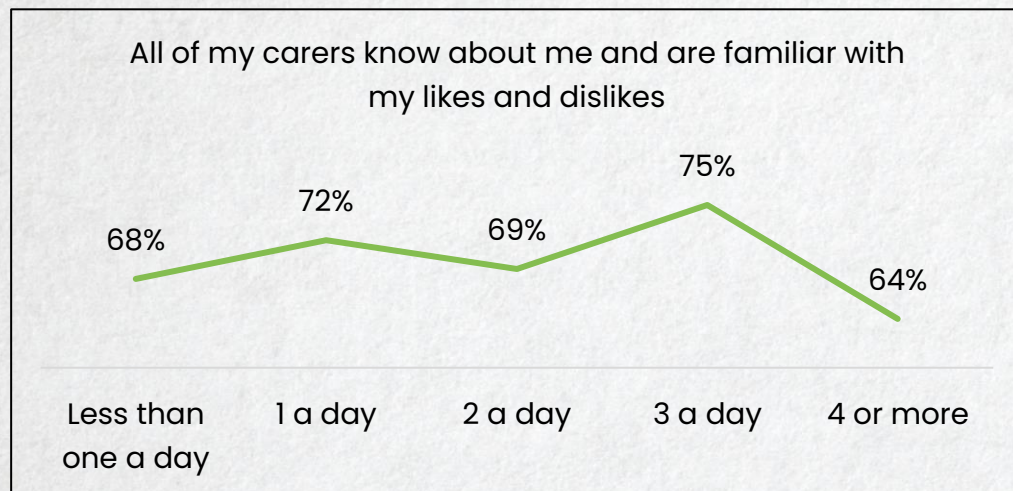
Broadly:

- 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.
- A similar relationship is evident when considering people's experiences of consent/permission practices. Overall, **88%** of respondents receiving care for less than two months said all of their carers check they are happy to receive care compared to **70%** of respondents receiving care for more than a year.



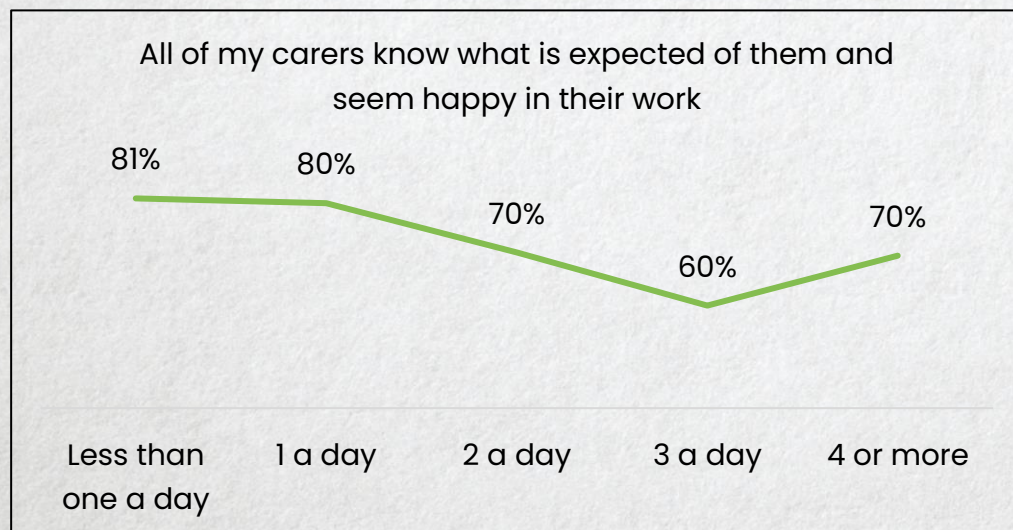
Statements about carers continued...

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



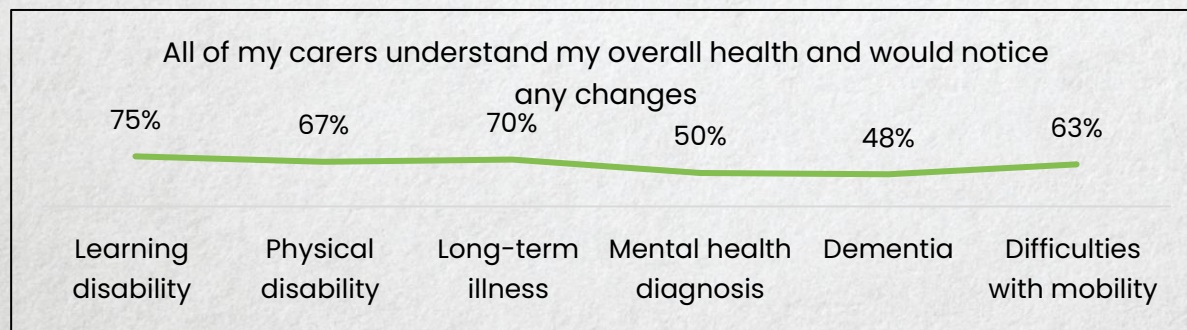
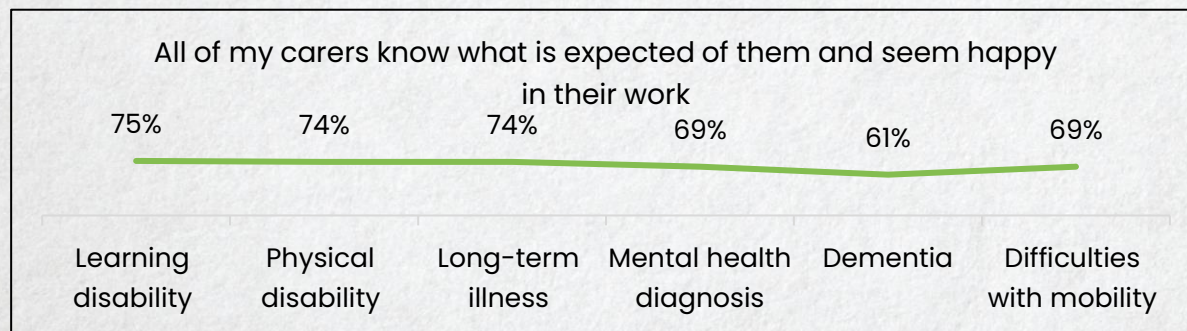
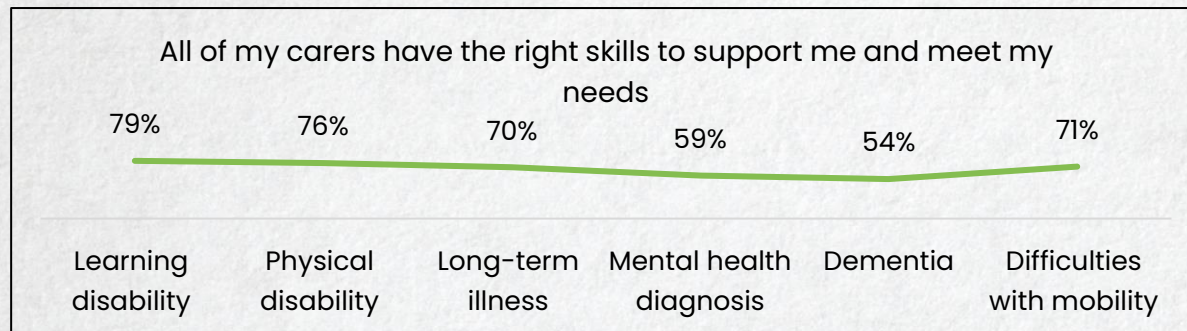
Please note: Due to small sample sizes, caution should be exercised when generalising these results.

- Responses to the initial statement seem aligned with the frequency of care visits per day. However, it's noteworthy that individuals receiving four or more visits a day were the least likely to affirm that 'all of my carers' are knowledgeable about them and familiar with their likes and dislikes.
- Responses to the statement 'all of my carers know what is expected of them and seem happy in their work' indicate that people who receive more care visits a day are generally less positive about their carers. For example, **81%** of respondent who received less than one visit per day said all of their carers know what is expected of them. This is compared to **60%** of respondents who received 3 a day and **70%** of respondents who received 4 or more 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 least likely to say all of their carers have the right skills to support them, 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. **148** comments mentioned carers. Most **(107)** were positive.



- Carers were described as 'kind', 'professionals', 'polite', 'attentive', 'hard-working', and 'friendly'. Respondents frequently expressed that their carers created an environment where they felt 'comfortable', 'respected', 'supported', and 'happy'.
- Furthermore, most respondents indicated that the care they received consistently 'met their needs', was 'fantastic', and deemed as 'very good'. A noteworthy aspect highlighted by many was that carers often engaged in conversations and asked if they needed anything else.

"Carers are kind, and ask permission before showering etc. They also ask what I want for tea". – Less than 2 months.

"My carer takes care of all my needs including showers cleaning shopping". – Over a year.

"I'm happy with my carers & their approach to my care. Some are excellent with good attention to detail. They make me laugh and respect me". – 6 months to a year.

"Very satisfied with my care and have a good repour with them. and they are always cheerful & chatty". – Over a year.

"I am pleased with the care provided I like the regular person coming as she knows us best but the team are always very friendly when contact/ phone. Very Obliging and happy to assist". – Over a year

"I like they come twice a day, do my needs and have a chat. They are lovely and kind. – 2 to 6 months.

Continued...

32 comments about carers were mixed and 9 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 frequently highlighted as a problem. This was due to language barriers, strong accents, and not communicating in a way for the customer to understand.

"I understand as i need it broken down so i can understand in my language". – Over a year.

"Unfortunately, I do have difficulty understanding their English, which makes conversation almost non-existent". – 6 months to a year

2. > Quality & consistency



Some respondents suggested the quality of care was lacking and often varied between carers. This was particularly the where carers were new, lacked training, or rushed .

Specific areas where the quality and consistency of care were questioned included cleaning tasks and personal care. For instance, basic cleaning tasks (e.g., emptying bins & cleaning work surfaces) were not carried out even when reminded by family and friends.

"Would be great if they could use initiative e.g do the cleaning(?) without being asked, put out washing etc. Usually have to ask many times before job done". – Over a year.

"I asked if carers could wash my bathroom floor with Flash once a week. It has still not been put on the system". – Over a year

Continued...

3. ➤ Knowledge of clients' needs & care plan



Several comments mentioned that carers frequently lacked awareness of customers' specific needs and their daily routines and requirements. It was also commonly noted that carers often attended without prior knowledge of customers' needs, lack adequate training to meet their needs, and neglected to review care plans to understand the care needed.


"It would be nice if new carers (to me) were aware of my condition & needs before the first visit". – Over a year.

"They constantly change and a lot of them are not aware of mums needs and not appear to have much training regarding equipment and showering someone with needs like mum". – Over a year.

"I have a rare neurological condition that affect my mobility and cognitive function. As a result, my needs are complex often care staff have no understanding of my condition or my needs. It then falls to my wife to instruct them as to how to care for me". – 6 months to a year.

"Carers change often, and new carers do not know my needs enough or are unable to cook and help me cook a hot meal". – Over a year

"There have been several occasions when a new carer turns up, who I am not familiar with and doesn't know the routine, it makes me very cross. I have impaired vision, am nearly deaf and live on my own and these carers first walk into my lounge and scare me because they haven't announced themselves to me or turned the light on. I also get carers who turn up first once and I never see them again and this frightens me because they know my key safe number". – Over a year.



" I would like to have fewer carers, who understand dementia. Continuity is very important to me. Also, when new carers are sent, they need to be made aware of my routine and where my clothing etc. are kept. Sometimes new carers are sent, and they are not aware of my needs. Not all carers read the book on arrival either to find the information that is required".

- Over a year.



Complaints

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

- **242** people answered the question.
- **88% (213)** said **'yes'**. However, this means that **12% (29)** do not know how to raise a complaint.

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

- **17** people answered.
- The most common reason someone wouldn't complain is being concerned they would upset carers or get them in trouble.

*"I don't want to upset carers. I don't want to upset the system". – **6 months to a year***

*"Wouldn't want to get individual into trouble". – **Over a year***

*"I don't like to complain or upset anyone". – **2 to 6 months***

*"I don't like to get the carers in trouble as some of them are new or learning but if I need to say something I can". – **Over a year***

Themes	Count
Don't want to upset or get carers in trouble	7
Family would raise concern or support them to raise complaint	6
Loosing care	5
Being treated differently	2
Confidentiality of complaint	1
Worried about the outcome	1
Told not to complain	1

Qualitative insights... about complaints

1. >> Family will raise complaints

Some comments highlighted that friends and families would raise complaints, even if the person receiving care would not.

"My daughter would call the agency on my behalf". – less than 2 months.

2. >> Fear of losing care

Some respondents were worried about potentially losing care if they complained about the care provided.

"The lack of carers, the possibility the care agency decline to care for me in future". – 2 to 6 month.

3. >> Previously complained

Two comments mentioned they had previously complained and were concerned about being treated differently or considered as moaning.

"Scared I would be treated different afterwards as I previously have". – 6 months to a year.

4. >> Confidentiality

One person spoke about the lack of confidentiality of the complaint.

"Lack of confidentiality and insufficient support structure/ management awareness". – Over a year.

5. >> Worried about the outcome

One comment highlighted they would be concerned about the outcome which might prevent them from reporting.

"I would be frightened of the outcome". – Over a year.

6. >> Advised not to complain

One comment mentioned they were advised off complaining about their care as good care is often hard to get.

"We have been told that it's very difficult to find good care agencies so told to leave well alone". – Over a year.



"It made me worried and upset. It also made me worried about them if their car had broken down or they had had an accident or were in trouble.

I was told I should have telephoned the office to tell them of this, and they would have sent out another carer, so I suppose it was my fault really for not phoning".

- Over a year.



Previously complained

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

- **222** people answered the question, and **63% (139)** respondents said they had not raised a complaint before. This means **37% (83)** had raised a complaint.

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

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

Action was taken

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

*"I was able to speak with the manager via video chat as that was easier for me....I felt listened to. I was given all the time I needed to explain. The carers in question never came to my home again. I was pleased with the way it was dealt with". - **Over a year.***

Action was taken but didn't continue

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

*"They listened and acted appropriately but needed reminding due to staff turnover". - **Over a year.***

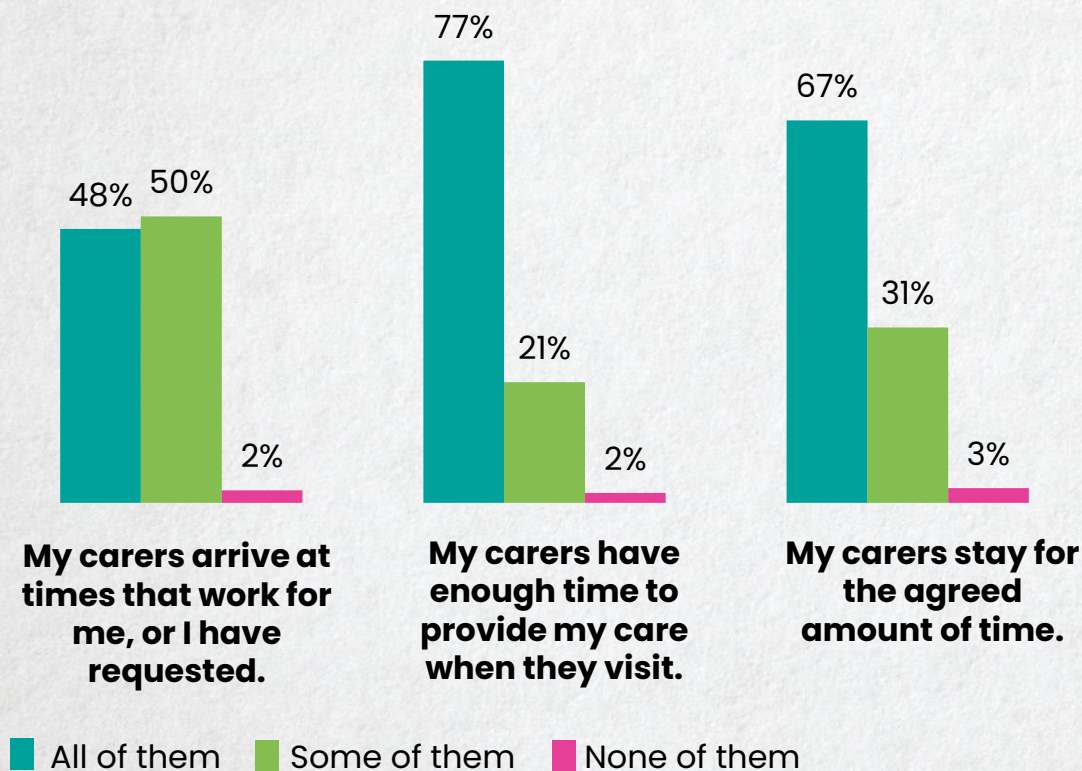
No action was taken

2 people that said their complaints were not investigate or responded to.

*"I reported an incident and send video showing mess left in kitchen, i am still waiting for a response". - **Less than 2 months.***

Response	Count
Action was taken	11
Action was taken initially but didn't continue	2
No action was taken	2

Time keeping



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

Total response numbers varied between 233 and 235 for each statement.

- Most respondents felt all of their carers had enough time to provide care (**77%/ 180**) and stayed for the agreed amount of time (**67%/ 157**).
- However, only some respondents (**50%/ 117**) felt their carers arrived at times that worked for them, or they had requested.

Almost a third (31%/ 72) felt their carers did not consistently stay for the agreed time, and 3% (6 people) indicated that none of their carers stay for the agreed time.

Qualitative insights

About... timekeeping

We asked people to describe their experience of home care services. There were **21** comments that related to timekeeping.

Whilst our quantitative data reveals high levels of positivity about timekeeping. These comments highlighted some specific concerns (e.g., that carers were rushed or did not stay for long enough).

Not arriving at allocated times

8 comments highlighted that the arriving time for carers would vary to their allocated times on their care plan. This included both arriving early and arriving late.

"The rest are never on time and some have little interest in me or what I need doing". – Over a year.

"Never turn up on time which was supposed to be 9am, lunch time and bedtime. Normally arrive 11-11:30 so cancels lunch time visit". – Over a year.

Leaving early

7 comments mentioned that carers would commonly leave earlier than their planned amount of time.

"The main issue is the erratic times e.g the morning visit might end at 10.30 and the lunch visit can be just one hour later. Some carers are only here for less than 10 minutes, but record 20 minutes in the log". – Over a year.

"The carers leave before their allotted 30 minutes. They usually ask do you want anything else but I have given up asking because anything suggested they respond we don't do that or that not part of our job". – Not identified.

Negative themes	Count
Carers don't arrive at times suitable to them.	4
Cares don't arrive at allocated times.	7
Carers don't have enough time to provide care.	5
Carers don't stay for the allocated amount of time.	8

Continued...

Care times aren't suitable

4 comments highlighted that carers arrive at times that weren't suitable for the client. This was particularly relating to morning and evening visits. As a result, clients were being put to bed early and getting up early.

"Night visits seem to get earlier and earlier. Cannot get into bed very well as I have spina bifida and a dislocated hip. So have to get into bed sometimes as early as 8". – Over a year.

"The only negative comment was from her being put to bed too early in the evening – but she's always been a night owl & it was understandable as the carers have a time schedule to adhere to". – Less than 2 months.

Carers don't have enough time


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

In various comments that mentioned carers being late and not having enough time suggested it was due to the lack of travel time between each call.

"The carers communicate very well but they need more time at a call instead of rushing around". – Less than 2 months.

"My carers aren't being given enough time to get to each client + are usually worn out hence plenty are off sick exhausted" – Over a year.

"The carers are not happy that they do not get travel time between calls. This causes them to get later and later as the days go on which means that they cannot get to calls on expected times which causes the carers stress, and can upset and worry the person being cared for". – 6 months to a year.



“The staff are the most suitable kind and understanding staff I have had in my life. As an adult in the care system, I am happy for the first time. I’m treated very well with kindness, care, dignity, respect, and understanding. I genuinely feel my care needs are fully met. They are very good at explaining and communicating information in a way I can understand. Depending on the information it can be presented to me in a range of ways including Makaton or picture”.

– **Over a year.**

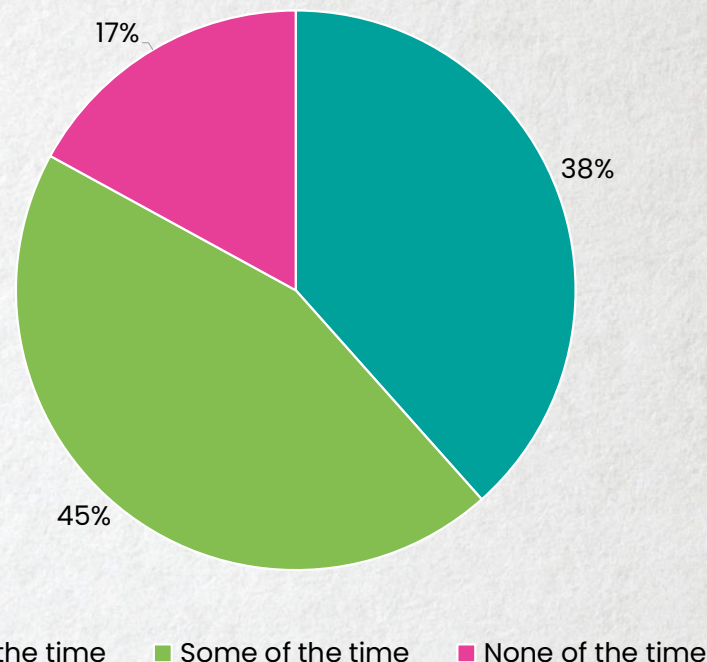


Changes to your care

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

229 people answered.

- Almost half (**45%/ 102**) said they were kept informed about changes to how their care would be delivered 'some of the time'.
- **17% (39)** 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 whilst many carers are communicating with clients effectively, it is often management where communication fails.

*"Mostly good communication - the management is lacking at times e.g carer required written on the schedule". – **Over a year.***

*"My carers tell me about changes that are coming up but management is more tricky as the information is passed onto my dad. I would prefer the information to come to me". – **Over a year.***

*"The office are not always telling us if there going to be late or if a carer is going to been her own. Several times I've been second carer". – **Over a year***



"The care I have received has been excellent. Nothing I ask for has not been given. The carers I have meet have all been very willing to help get ready for the morning and again in bed in the evening. So far whatever I ask for is done with a smile and willingness to help. The care I have had has been 100%. I have no problems whatsoever long may it continue.

Thanks to a wonderful team of carers".

– 2 to 6 months.



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)?'

239 people answered.

Almost 1 in 4 (58) had experienced a missed visit in the last year.

- **34** people highlighted the impact of missed visits.

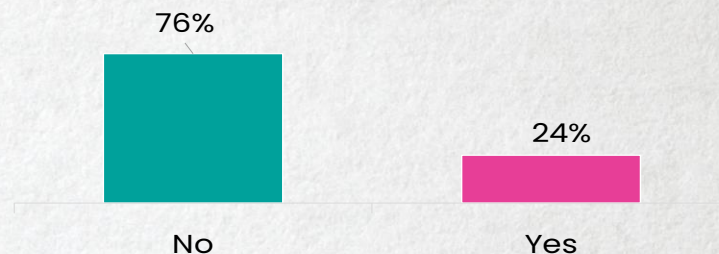
The most common impact caused by missed visits was the need to rely on others for support. This commonly included relying on friends, family, and neighbours to help them get dressed, washed, and fed.

A couple of these comments also mentioned that the people they relied on to support them following a missed visit also had medical difficulties.

"It means my husband has to dress (or undress) me and help washing. This is difficult as he is awaiting an operation on his shoulder and can only use one hand/arm". – Over a year.

"I have 4 to 5 missed visits a year. My partner has to do it and i need my pad changed. It is not right". – Over a year.

"Sometimes I am the second carer as no one is available". – Over a year.



Themes	Count
Relied on friends, family, neighbours for support	13
Missed meals	9
Caused stress and anxiety	8
Missed medication	4
Getting washed & dressed (morning & evening)	3
Left alone all day	1
Couldn't get out of bed	1

Continued...

Missed meals

9 people said that due to a missed care visit they did not have anyone to make them a meal.

"As I don't use the oven I waited a long time for a carer and had to make a sandwich for tea as no one turned up". – 2 to 6 months.

Missed medication

4 people mentioned that a missed visit meant they didn't receive their medication.

"My Mum's evening meal and medication was not given, so she did not eat or receive her heart medication which could cause a stroke without it". – Less than 2 months.

Stress & anxiety

8 people said missed visit caused them to be stressed, anxious, and sad. As they were worried about the welfare of the carer, and it caused stress for family members stepping in.

"It has caused stress to my daughter as she sorts things out. If my daughter cant help, we call our cleaner who is also a carer". – Over a year.


Struggled to get wash & dressed

3 people said that a missed visit meant they were unable to have a shower and get dressed until their next care visit.

"My mother was left for 18 hours before being washed and changed". – Less than 2 months.


Other impacts...

There was one person that mentioned the negative impact missed visits had on their mental health as they were left alone all day. Whilst another person said that missed visits meant they were unable to get out of bed as they were bedridden, and they relied on carers to get them up.



One comment recorded an experience where their parent was left on the toilet as the carer “couldn’t get them off” because “she wasn’t allowed to and had to leave them to go to another client”. After rushing to their parent’s house, they found them extremely stressed and “they were rushed into hospital where they were told that their cancer had come back so they were end of life”. It was later said that their parent “didn’t pass peacefully as they were in so much pain. So, one carer who left them on the toilet and the hospital didn’t care... Absolutely disgusting, no care whatsoever. I’m glad I’m not a carer now”.

The family member also mentioned they were previously a carer and said “a lot of things have changed with carers nowadays. A carer goes in for half an hour, and gives medication, a microwave meal, or something quick. It should be an hour each time so they can get to know the client, talk to them, and do their jobs without rushing. Having someone to talk to would make a big difference to the person”



- Less than 2 months.

Qualitative insights

About... suggested improvements

There were **72** comments about things that could improve local home care services in the North.

1. > Abiding by care plan

Seventeen people wanted carers to arrive at allocated times and stay for the time arranged in their care plan.

"I think the biggest improvement would be if I received the whole length of my call time. Currently carers frequently stay for less time. My worst case of this was when a carer doing a three hour social call stayed less than an hour" – Over a year.

!A more consistent routine".- Over a year.

"I would like the care staff to spend the allocated time with me, even if just to talk. Sometimes the carers is only here for 5-10mins. Others than this i am generally happy with the care I receive". – 6 months to a year.

"Yes, they could arrive on time and stay for the correct time of the visit". – Over a year.

"I know they have to look after other people but it would be better if the carer turned up at the same time each day". – 2 to 6 months.

Themes	Count
Abiding by care plan (arrival time & length of time)	17
Longer visits or more visits	11
Kept up to date with changes to rota	10
Staff training	10
Different care times available	9
More carers & carers given more time to travel	9
Regular carers	3
Care rota	3
Staff uniform	2

Continued...

2. >> More & longer visits

Eleven people said they wanted longer care visits or more care visits in the day. Often these people wanted longer care visits so additional support could be provided like exercise, but also so they could have more company.

"More visits and more time but the agency are very short staffed". – 6 months to a year.

"My main concern is the amount of time my brother spends on his own. If you take into account the accumulated time the care are in attendance, its only 2 hours a day. He spends 22 hours a day totally on his own". – 6 months to a year.

"I would like more time to help with my mobility. At the moment it is just getting worse". – 2 to 6 months.

"More time to make the bed properly". – Over a year.

3. >> Kept updated

Ten people said they wanted to be kept updated with changes to their rota (e.g., when carers are late). This will help mitigate stress and anxiety caused by late or missed visits.

"Tell me when carers are late as it makes me worry. they are never on time and are always late". – Over a year.

4. >> Staff training

Ten people suggested that some staff needed more training. This included training on dementia, communication, hearing aids, surgical stockings, food safety, and chair lifts.

"More training for carers who deal with patients with dementia". – Over a year.

"More training on hearing aids and putting batteries in hearing aids, surgical stockings". – Over a year .

Continued...

5. > Choice of care times

Nine people mentioned they wanted a choice of care times. In particular, people wanted to be able to have later evening and morning visits.

"The last visit is too early between 7pm and 7.30pm. I have asked the office twice to make it later but it hasn't changed. My Mum will not go to bed at these times and ends up sleeping in her armchair which she is in all day because she can't walk on her own and needs assistance". – 6 months to a year.

"Later bed times for those of us who are disabled and perhaps elderly but still active and do volunteer work. My friends cannot come to see me in the evening due to bed visits". – Over a year.

"We have requested earlier visits (9.00–9.30) but it is getting later and later. I have to sit and wait till up to 11.15 which is very frustrating". – Over a year.

6. > Increased travel time for carers

Nine people suggested that care providers needed to employ more carers or allow carers extra time to travel between clients.

"They are not given enough time to get from one place to the next. One of the carers last week said she had been given 5 minutes for a 20–25 minute journey". – 6 months to a year.

7. > Regular carers

Three people mentioned that they would like to have the same carers everyday as they will allow them to build a routine and ensure carers have a good understanding of them and their needs.

"Better continuity of carers, who get to know me and my needs". – Over a year.

"Smaller, consistent team of carers and allow the opportunity to choose within reason who that team consists of". – Over a year.

Continued...

8. >> Care rota

Three people said they wanted to be given a rota detailing their schedule care, so they know what carers to expect and what time.

"It would be good to know what carer would be in and what time. We used to have a rota until the new manager started". – Over a year.

"Regular time sheets so I am aware of the time they are coming". – Over a year.

9. >> Staff uniform

Two people mentioned that staff should be required to wear uniform including a name badge.

"All staff should be wearing uniform". – 6 months to a year

"Perhaps they could wear a name badge, first name would be ok". – 2 to 6 months.

10. >> Other improvements

Other suggestions included staff having an awareness of client needs before attending, better communication between carers, ensuring double assists are available, and taking more time administering medication.

"Staff need to communicate more". – 2 to 6 months.

"Sort change of medications out straight away". – 2 to 6 months.

"Do not send the one carer who I have issues with". – 6 months to a year.

"The care provider needs to make carers aware of specific medical conditions and how this affects the care they need to give". – 6 months to a year.

"Need to concentrate when administering my meds and make sure they are given 4 hourly and not before". – Over 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
A Class Care	1			1
Amari Care Service	9	1		10
Butterfly Days Care		2		2
Caring Forever	3	2		5
Caring Moments	4	1	1	6
Carlton Hall Residential Home	1			1
Cavell Care	2	1	1	4
District Care	2	1		3
Errand Plus	1	1		2
Fig Tree Home Care	4		2	6
First Choice	4	1		5
Fuschia Homecare	2			2

Care Provider	Positive	Mixed	Negative	Total
Greenstaff	1			1
Hales	2			2
Harmony Homecare	1	1		2
Home First	1			1
Home Support Matters	5	2		7
Kingsley Homecare	2	1		3
Leading Lives	3	1		4
Manor Court Homecare	3	1		4
Nightingale Care Home	15		1	16
Nobilis	2	1	1	4
One to One Homecare	8	4		12
Prestige Nursing	2	1		3
Purest Support	3			3
Spot on Homecare	1			1
Waveney Care	4	1	3	8

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