

Homecare Check Annual Report 2024–25

January 2026
Healthwatch Brighton and Hove

**Residents' experiences
of home care services contracted by
Brighton & Hove City Council.**





"Brighton & Hove City Council thanks Healthwatch and the Home Care Check Service for producing this report and for supporting efforts to improve home care and extra care services. Feedback from people using these services is essential in shaping quality and ensuring provision meets residents' needs.

The council continues to work with providers to make improvements based on individual feedback and wider themes identified across the city. While it is positive that most people are satisfied with their care, we remain committed to addressing areas for development and ensuring people have choice and control over how their outcomes are achieved."

Claire Rowland

**Commissioning and Performance Manager - Home Care and Extra Care -
Homes and Adult Social Care**

Brighton & Hove City Council

Experiences of being a volunteer on the homecare check service:

"Visiting people to talk about their experiences of the care they receive at home is a real eye-opener and it is also tremendously rewarding. It makes you aware of the many challenges people face and how care givers can really make a difference to their well-being. It also allows people to share any concerns they have, and you realise that even small changes in their care arrangements can make a big difference to them. Part of the work of a volunteer is feeding back such issues to care provider organisations, via the Healthwatch core team, who are then able to act upon these.

I think the other important aspect of volunteer home visits is the opportunity to engage more informally with people and enjoy a 'bit of a chat' with them. I have been enthralled by the many stories I have heard from people about the fascinating lives they have led!"

Conor Sheehan, Lay Assessor Volunteer



Homecare Check Annual Report 2024-25

Contents

Summary – An annual report of residents' experiences of home care services	5
Summary of findings.....	5
Common themes	7
Main report – Residents experiences of home care services.....	8
Introduction	8
Method	8
Sample Profile	10
Findings.....	12
About the care workers.....	12
Do you often see the same care workers?	12
Do new care workers wear a uniform, and show their ID?	13
Are your care workers competent and trained?	16
Do your care workers complete all tasks in accordance with the care plan?..	18
Do your care workers stay for the duration of the planned care call?	20
Do you have a good working relationship with your carer workers?	21
Are you happy with the way your care workers treat you?.....	23
About the office staff	25
Do you find the office staff helpful?	25
Do you know how to get in touch with your carer worker's supervisor?	27
Can you talk openly with the supervisor about your care and any concerns you have?.....	29
Have you ever made a complaint about the care service you receive?.....	31
If you made a complaint, were you happy with how it was handled?	33
In the last 12 months, have you asked your homecare provider for help in finding information and advice about support, services or benefits?.....	35
If you asked for help, were you happy with the support received?	36
About the Service	36
Do you get a rota of which care workers will visit and who they will be?	36
Do the times your care workers visit suit you?.....	38

Homecare Check Annual Report 2024-25

How much does your homecare provider keep you informed about changes in your care?	39
Does the care you receive meet your needs?	41
Do you feel your wishes are considered when your care provider makes decisions about your care?	43
Overall, is the help you get from your care provider useful to you?	44
What do you think your homecare provider does well?	46
What do you think your homecare provider could do better?	48
Other	50
Do you know what to do if you're unhappy with the service?.....	50
Do you know what to do if you think someone is being hurt or harmed?	51
We use your feedback to check how well homecare providers are doing. Do you think this is a good and useful thing to do?.....	52
Common themes	55
Appendix 1 – Leaflet.....	56

Homecare Check Annual Report 2024-25

Summary – An annual report of residents' experiences of home care services

On behalf of Brighton & Hove City Council, Healthwatch Brighton and Hove volunteers regularly interview residents who have homecare services provided by independent companies, but that are paid for – fully or partly – by the council.

Residents may be living in their own home, private or council rented accommodation, or private or council senior housing venues with extra care facilities on site. Throughout the report we refer to those receiving home care as Service Users or SU's.

The volunteers ask those receiving care about the quality of service they receive from their homecare provider. We report our findings to the council so they can share them with the care providers and assess the quality and safety of services being provided.

For this report, we have taken the interviews from 211 people receiving care from 9 different providers that were assessed between June 2024 to July 2025. Two of the providers were delivering services in Extra Care facilities – senior housing venues which have care staff on site – which is reflected in some of the responses and comments.

Summary of findings

Service users were very positive about their main carer workers and the relationship they have with them. There was variability in the responses across the 9 care providers reviewed in that whilst the majority of care workers were praised, there were many that were criticised for their attitude or lack of training.

Service users were less positive about the office staff, not always considering them helpful. Whilst many knew their care workers' supervisor, fewer felt they had the opportunity to talk to them about their care. Over a third of service users had made a complaint.

Whilst many were happy with the arrangements in place, considerably fewer felt their wishes were considered when changes were made. Over half said they were kept informed about changes in their care. Just over half said they received a rota.

About their care workers

- Service users said they were happy with the way their care workers treated them (91%, 92 people), and that they had a good working relationship with them (88%, 185 people).

Homecare Check Annual Report 2024-25

- They said their care workers arrived on time, and they did the tasks they were supposed to do (87%, 183 people).
- They reported that they often saw the same care workers, and that they spent their allocated time with them (86%, 182 people).
- They felt their care workers were competent and trained, and when a new carer visited, they wore a uniform and/or showed ID (84%, 178 people).

About the office Staff

- The majority of service users said they knew their care workers' supervisor and how to get in touch with them (79%, 166 people) and had the opportunity to talk to them frankly about their care or any concerns they may have (66%, 139 people).
- Just under two-thirds felt the office staff were helpful (65%, 136 people).
- Over a third had made a complaint (37%, 78 people), and of those that had, less than two-thirds said they were satisfied with how the complaint was handled (59%, 46 people).
- A minority had asked their homecare provider for help in finding information and advice about support, services, or benefits (7%, 14 people). Of these, the majority (79%, 11 people) were satisfied with the help they provided.

About the Service

- The majority of service users felt their care package met their needs, and the help they received from their service providers was useful (86%, 181 people).
- The majority felt the scheduled times suited them (79%, 167 people).
- Just under two-thirds agreed that their wishes are considered when the care provider made decisions about their care (69%, 146 people).
- Over half said the homecare provider kept them informed about changes in their care (56%, 119 people).
- Just over half said they received a rota of times and care workers (53%, 111 people).

Other

- Just under three-quarters said they knew what to do if they were unhappy with the service (74%, 156 people).

Homecare Check Annual Report 2024-25

- Just over two-thirds said they knew what to do if someone was being harmed (67%, 143 people).
- The majority of service users thought it was a good thing that the council uses their feedback to check how well homecare providers are doing (94%, 198 people).

Common themes

Although there can be a variability of service within and across providers, there are a number of common themes.

1. Care workers are greatly valued, but there can often be a considerable variation in opinion, often with the same provider. The regular core team is generally rated higher than those that cover evenings/weekends and staff holiday/absences (especially newer employees)
2. The relationship with the office team and managers is less positive, with fewer service users knowing who is in charge or who they can speak to about their care. This is reflected in how they feel about when their complaints are dealt with.
3. The majority of service users find the support they receive from their care provider is very useful and meets their needs. Though fewer feel that they are listened to when decisions are made about their care.
4. Many service users do not get a regular rota and are often not told when there are changes to their planned care, which can be very frustrating for them.
5. Some service users suggested that carers being trained to prepare food during the visit would be welcomed and in consideration of specific needs such as diabetes.

Homecare Check Annual Report 2024-25

Main report – Residents experiences of home care services

Introduction

During the period from June 2024 to July 2025, Healthwatch Brighton and Hove volunteers interviewed 211 local residents about their home care services which are fully or partly funded by Brighton & Hove City Council.

Healthwatch volunteers speak to residents – or care workers, family and friends – about their homecare providers and the quality of care they receive. We then report back to the council and care provider for review.

Healthwatch volunteer Lay Assessors may have experience of working in health services, but more often are patients, care workers, or someone with lived experience who contribute to the evaluation and improvement of public services, especially in healthcare, by offering an independent, non-clinical perspective.

Method

The council selected a different provider each month to be assessed, not including August and December due to the high level of holidays at these times.

The process starts with the council obtaining a list of current service users from a particular service provider. The list is checked by the council to remove duplicates, errors, service users deemed inappropriate for interview, or where there may be considerations of risk.

The council then writes to all the residents to inform them of the survey, giving residents the opportunity to be excluded, or ensure they are included. Once the letters have been sent out, the council send the list to Healthwatch Brighton and Hove so we can arrange the interviews.

From this list we select service users and allocate them to our volunteers, who then contact service users directly to arrange interviews. This allocation is either based on geographic areas to reduce travel time for volunteers who are visiting, or is assigned randomly if they are conducting telephone interviews.

The interviews produce both qualitative and quantitative data, which is collated, analysed and compiled into a report for the council and provider. The volunteers still note comments, even when the question itself was not directly answered.

SU refers to the service user that was interviewed unless indicated otherwise (daughter, friend, etc.).

All comments were written by the volunteer and quoting the SU.

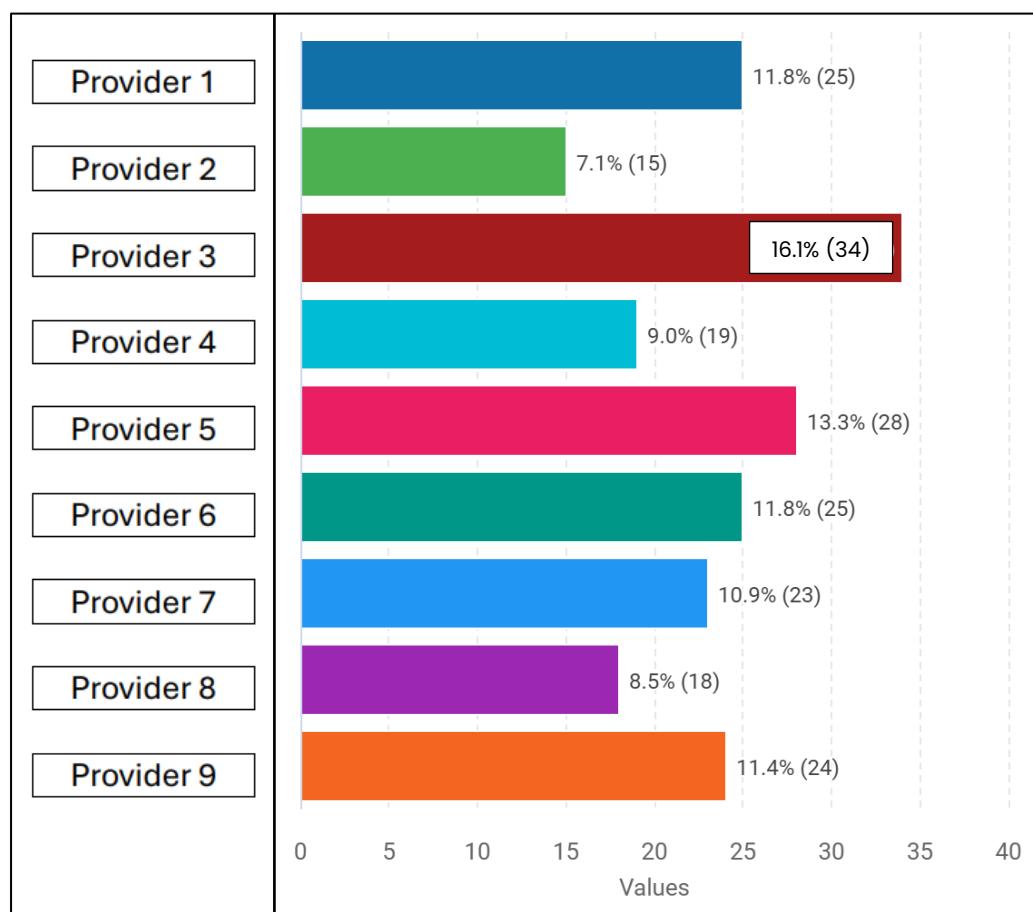
Homecare Check Annual Report 2024-25

Any issues of concern raised in the surveys are immediately reported to the council, often as requests for an urgent service review, or on occasion for safeguarding.

Once a report is completed it is sent to the council to assess, who then prepare a set of targeted questions for that provider based on any issues raised in the report. The report and questions are sent to the provider, who will be given time to read the report and then respond to the questions raised. The provider is expected to share information/explanations on any concerns raised, outline what steps they will be taking to address the concerns, and specifying the timescales for this to be done. This provider response is shared with Healthwatch.

Number of interviews for each provider

As these are contractual agreements between the council and the providers, we cannot name the providers in this report.



The majority of the interviews (74%) were by telephone, with 26% performed in person.

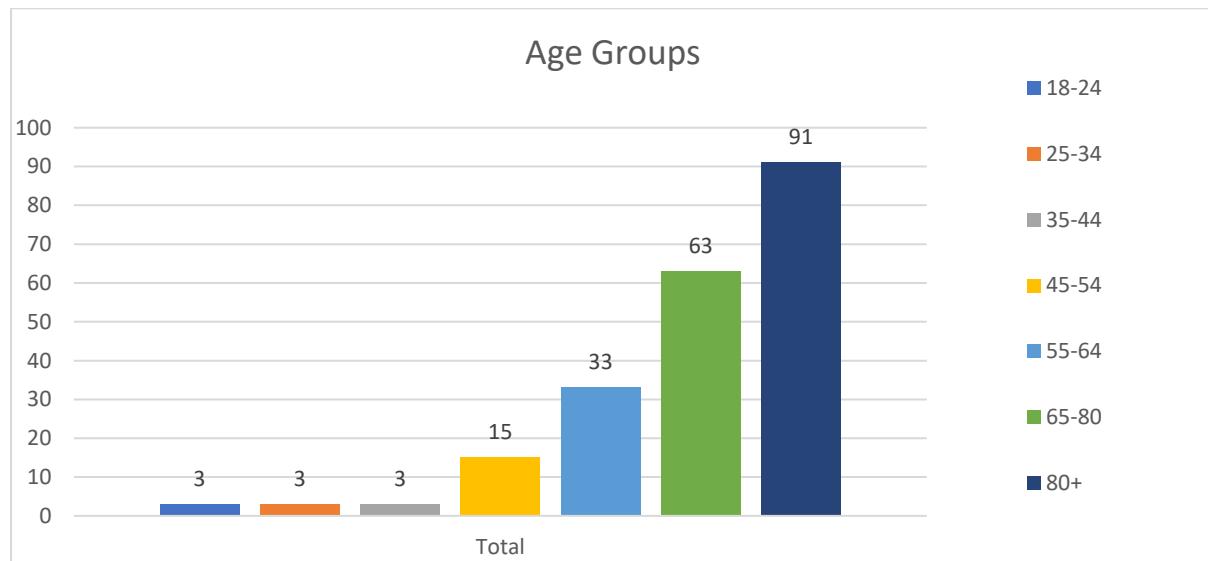
The interviews took place between June 2024 and July 2025.

Homecare Check Annual Report 2024-25

Sample Profile

Most of those interviewed were listed as female (62%, 130 people), and the majority of the remaining listed as male (37%, 78 people). Three people (1%) were not listed as either.

Looking at the age data, the largest group by far is those aged 80 and over, making up almost half the total (43%, 91 people). If you include the 65-80 age group (30%, 63 people), older adults account for almost three-quarters of those interviewed. There were very few people across the 18-44 range (4%, 9 people).



The care they are receiving:

- 181 people (86%) were receiving support with shopping.
- 176 people (83%) were receiving medication support.
- 146 people (69%) were receiving support with meals.
- 122 people (58%) were receiving support with housework.
- 112 people (53%) were receiving support with personal care.
- 74 people (35%) were receiving physical support.

In total, 211 interviews were completed from a list of 402 service users (44%).

- 9 home care providers were assessed.
- 7 Lay Assessor Volunteers conducted the interviews.
- 56 of the interviews were in person (27%), with the remaining 155 by phone (73%).

Homecare Check Annual Report 2024-25

- The majority of those interviewed were listed as female (63%, 130 people), with the remaining balance as male (37%, 78 people).

The survey questions were grouped into the following categories, and are reflected in the way the findings are presented.

1. Care workers
2. Office staff
3. The service
4. Other

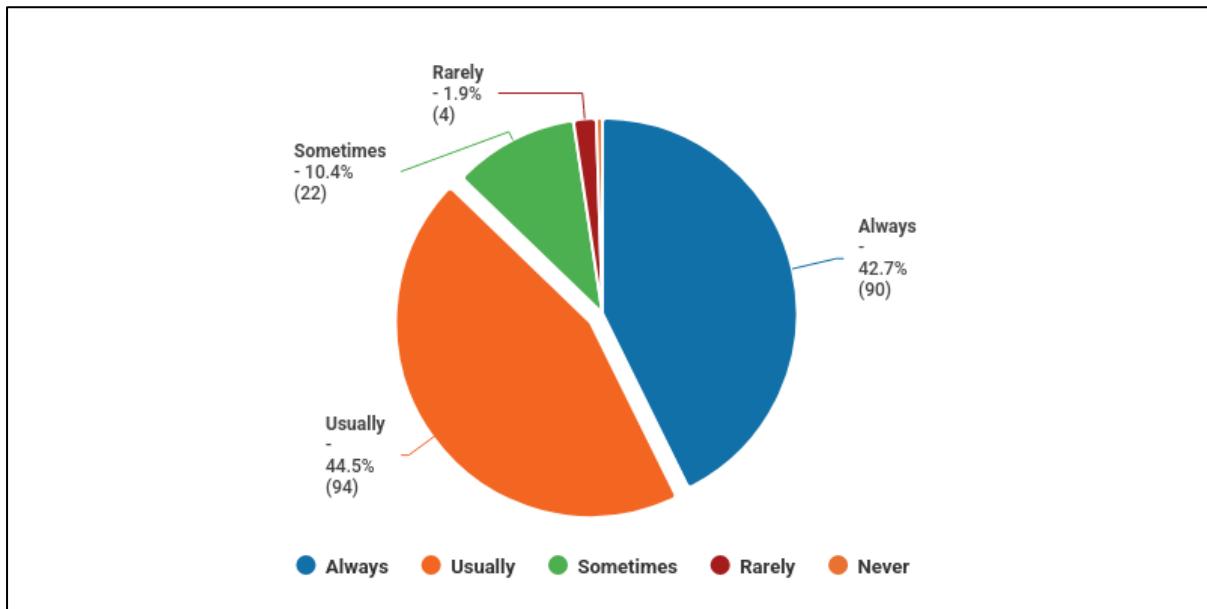
Findings

For the detailed findings refer to the summary table at the end of this section.

About the care workers

Do you often see the same care workers?

The majority (87%, 184 people) said they always or usually saw the same care workers. Only 2% (5 people) had said this was rarely or never.

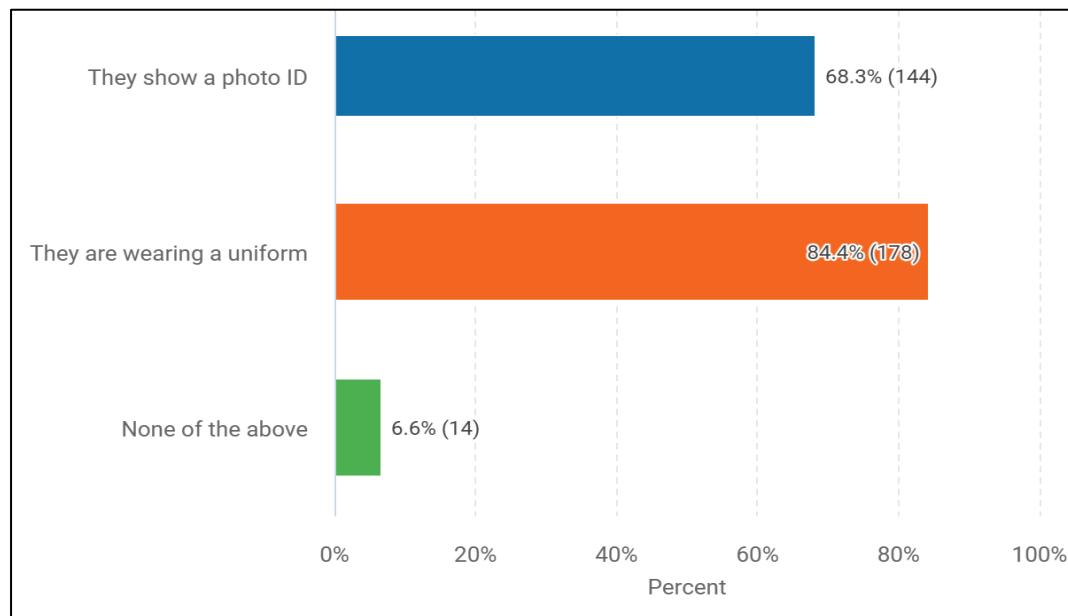


Mostly positive comments around a core group of care workers:

- Stable group of carers.
- One main carer who is one of the most experienced – often brings new carers with him as part of their training.
- Usually in the morning but not so in the evening, it can be anyone.
- SU has been Client for over 11 years and has a stable group of Carers.
- Very happy. Two main carers and a regular back up team.
- Mix of carers but SU happy with this arrangement.
- Regular carers for 6 days but Sunday tends to be a complete lottery.
- Nearly always see the same two carers, very stable.
- There is a pool of 8 to 10 carers and SU knows most of them.
- Regular carers weekday mornings, weekends and evenings erratic.
- One particular carer usually, but obviously cover from others when carer on holiday/sick, etc.

Do new care workers wear a uniform, and show their ID?

The majority of new care workers were wearing a uniform (84%, 178 people). And over two-thirds showed a photo ID (98%, 144 people). Only 14 people (7%) said this was not the case.

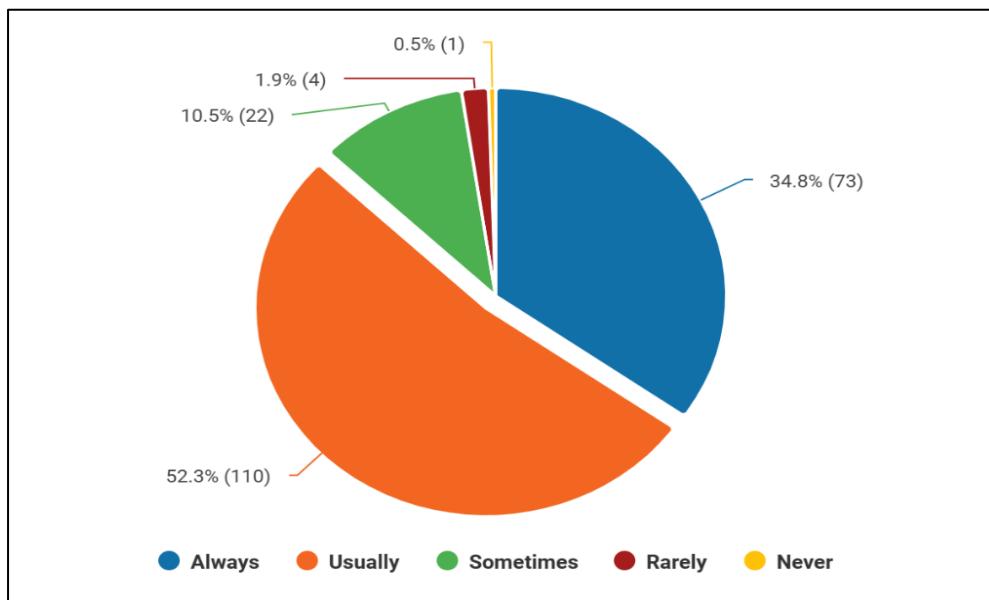


Homecare Check Annual Report 2024-25

Do your care workers usually arrive on time?

Note: A leeway of 20 minutes to account for travel is allowed, and is not considered early or late.

The majority said their care workers were always or usually on time (87%, 183 people), with only five people saying this was rarely or never (2%)



Positive comments included:

- His carer is very punctual.
- Very occasionally late and will have good reason for that.
- SU is very happy with his regular team, and tolerant about the flexibility of arrival times.
- Very prompt, no complaints.
- *"If delayed, they always let me know."* (Italicised indicates verbatim quote from SU).

Neutral comments included:

- On a couple of occasions have not turned up but generally ok.
- Carer is sometimes late but SU feels it is not their fault and is flexible.
- Sometimes come a bit earlier or later and that's ok.
- They usually come at the same times when expected
- If they are late, usually SU will be made aware except for a few times.

Negative comments included:

Homecare Check Annual Report 2024-25

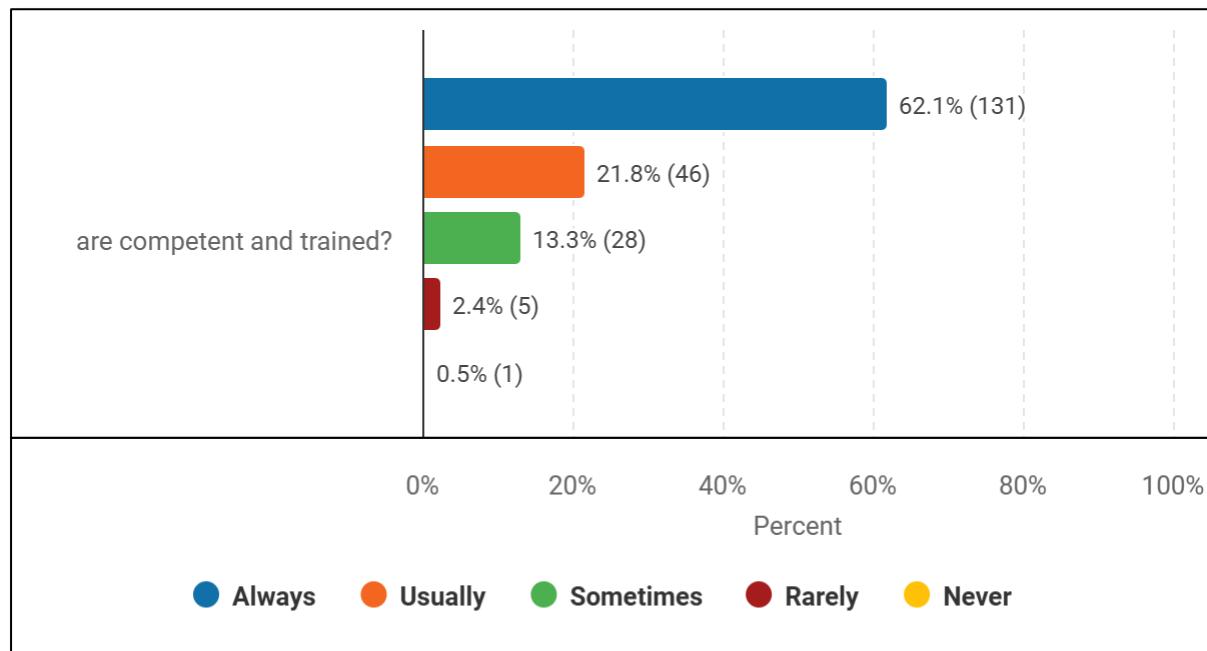
- Times on rota are fine but actual times a bit varied.
- Often late and rushed. On the day of the interview, we had to move it back as the carer was an hour late.
- Timekeeping can be an issue, and morning call, due at 8 am, often happens nearer 10 am.
- There have been occasions where carer did not turn up (to 2-3 hours late). And sometimes, they did not apologise too. SU expects at least some kind of explanation if they are ever late for a long time.
- They all depend on the public transport and are rarely on time.
- Evening carers come too early and then want to leave early too.

Homecare Check Annual Report 2024-25

Are your care workers competent and trained?

The majority (84%, 177 people) felt their care workers were always or usually competent and trained.

Although only a minority (2.4%, 5 people) felt this was rarely the case, the majority of comments were about the variability of competence amongst the care workers.



Positive comments included:

- Has one main carer who goes out of her way to help SU, to the point where SU credits carer for saving her life at a time when she was feeling suicidal.
- Son said that he was very happy with the carers.
- Very positive about her main carers - *"more like friends than carers"* and some have been with her for about 10 years.
- Definitely all very competent, and will do all tasks and any extras that may be needed without SU having to ask.

Mixed comments included:

- SU said that this was a difficult question to answer as some carers were brilliant, but others really didn't know what they were supposed to do nor how to do it.
- Some of them know what they are doing but the others haven't got a clue.

Homecare Check Annual Report 2024-25

- Felt that 80% of carers are well trained and most complete tasks pretty well. Language can be a problem with some carers who speak limited English which makes communication difficult at times.
- Main carer is excellent but feels other staff are very inexperienced and often do not complete tasks or stay appropriate amount of time.
- Competency depends on experience, and some new carers fall a bit short.
- Main carer faultless, but others at weekend are not experienced and don't always carry out tasks.

Negative comments included:

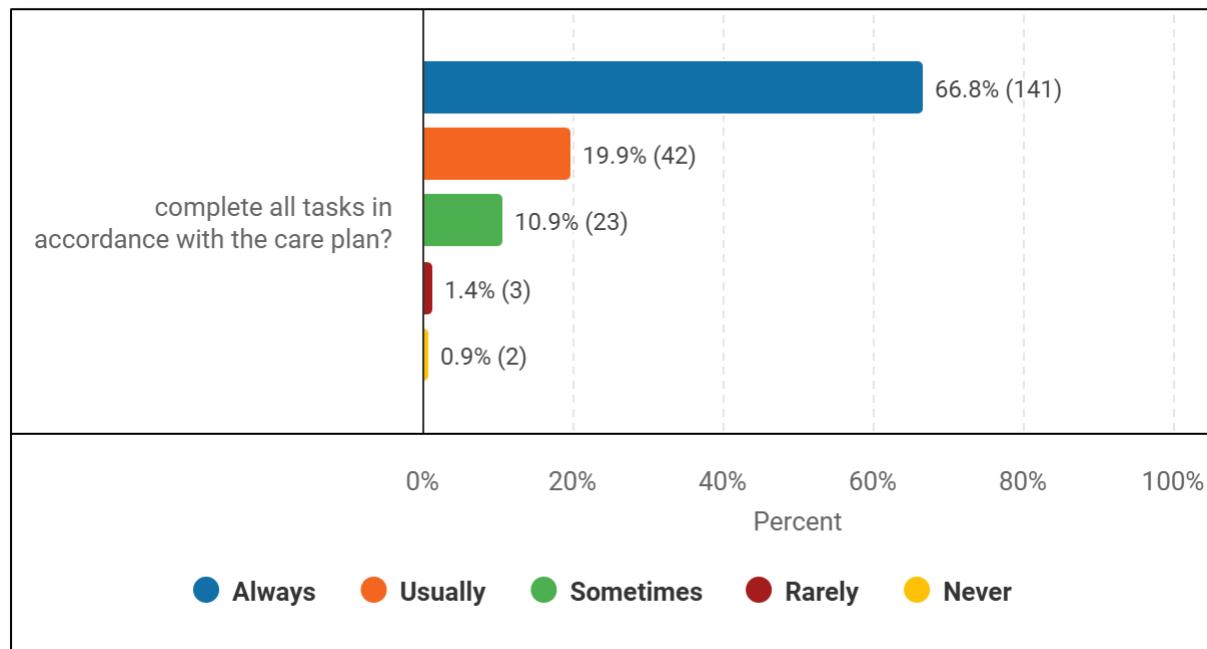
- Some of them can't cook the most basic things such as porridge, they don't have training in skills needed, diabetes, etc, really worrying.
- SU's daughter works in similar field, for the council feels that the training given to staff (carers) is very minimum and it is evident they didn't get trained properly. When calling the office, they will brush it off and say training is provided and things never get properly dealt with.
- Morning person is fine, evening people it depends on who you get. Most have no idea, one just sat on his phone and played games.
- SU feels that the carers are all kind and lovely but have not been shown (trained) on how to do things.
- *"Have confidence in some more than others."*
- Daughter says that mum has personal care in the mornings and likes to have a bath as she has a bath seat. Unfortunately, this isn't always possible as not all the carers know how to use a bath seat. Daughter thought that maybe, they could be trained.
- Has to show carers what to do sometimes and remind them at other times.

Homecare Check Annual Report 2024-25

Do your care workers complete all tasks in accordance with the care plan?

The majority (87%, 183 people) felt their care workers always or usually completed all the expected tasks, with the majority of comments reflecting this positively.

Only a minority (2.4%, 5 people) felt this was rarely the case.



Positive comments included:

- "They are pretty good and chatty", and states looks forward to seeing them.
- "Always excellent, very professional and 5 Star..
- Carers normally ask if anything else needs doing in addition to normal tasks.
- SU expressed a very high degree of satisfaction with all aspects of the care she receives.
- SU was very complimentary about all members of his care team.
- "They are absolutely fantastic", and understand what they're required to do.
- There was reservation at the beginning when SU was first matched with the carer, a young man aged 22, and the family a bit concerned with how this will pan out, but it is so much better than their expectation. Everything was just above and beyond, exceptionally amazing service.
- Carers are flexible and will carry out tasks as requested - SU is very jolly and tries hard to build a good relationship with carers who visit

Mixed comments included:

Homecare Check Annual Report 2024-25

- Provider ensures any new carers are required to shadow experienced carers for several visits which is very positive. Morning calls are only 30 minutes and can be difficult for carers to complete all their tasks.
- Son said that some carers are dedicated to the job and do it well, carrying out the tasks. Others can't wait to get away and hardly acknowledge mum.
- SU's wife stated some carers are more responsive and attentive than others.

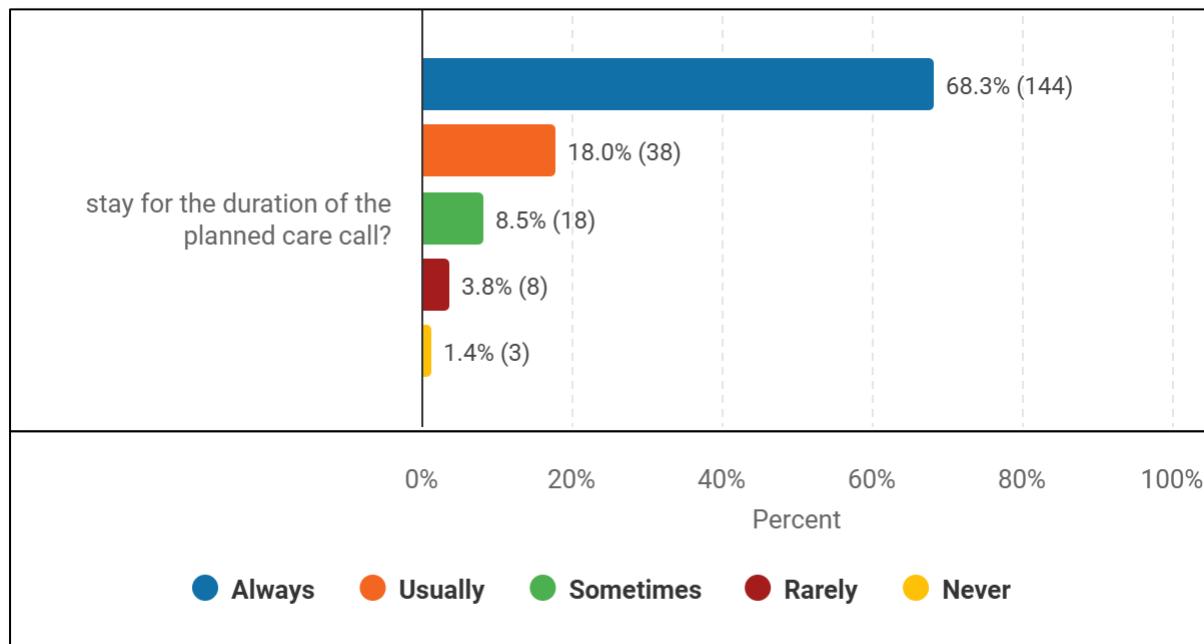
Negative comments included:

- Daughter said that quite often the carers were just looking at their phones and on a couple of occasions they had fallen asleep on the sofa. Some were good, but many weren't interested in the SU.

Homecare Check Annual Report 2024-25

Do your care workers stay for the duration of the planned care call?

The majority (86%, 182 people), felt their care workers stayed for the full duration of the call. A minority (5%, 11 people) felt this was not the case.



Positive comments included:

- "Carers are never rushed and always make me a cuppa."
- "Always give time and no sense of rushing."
- SU wanted to point out that the times are made to be flexible to suit them and all the carers adapt to this and are very adaptive.
- Always stay the allocated time.

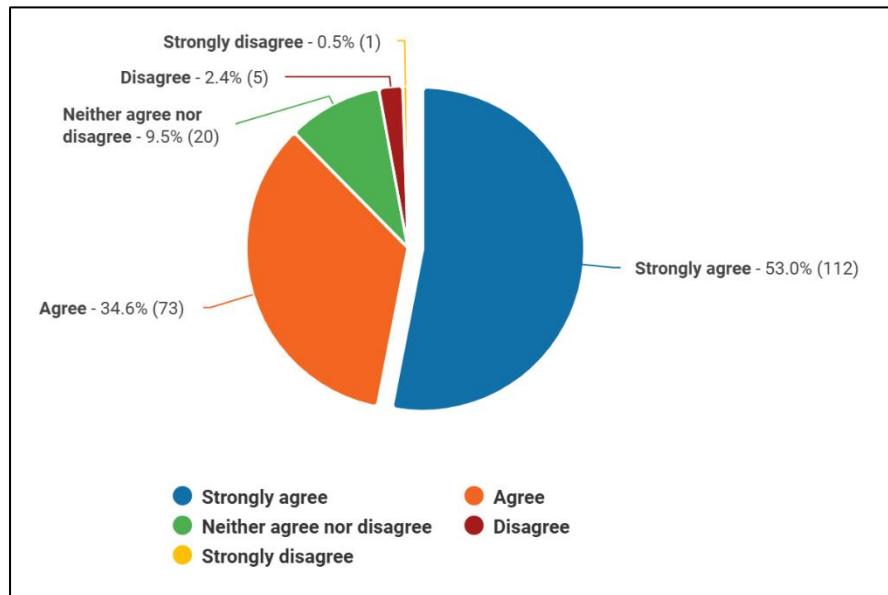
Negative comments included:

- They always seem in a rush.
- Carers come ONCE per week, takes SU's shopping list and does shopping, that's it. But SU is in a right mess (quoting him), that he does not have any help with cleaning, and caring for himself. He really is struggling.
- Not always the full hour.
- Has medication supervision and carers do not stay for allocated 30 mins.
- Rushing through the tasks, only a few carers treat the SU like a human being, and the rest do not really talk, do not read the note. SU needs to constantly be telling them things, and it is really annoying.
- Quite often, carer is in a rush to get out the door and hardly has time to chat.
- Always in a rush to get to the next job.

Homecare Check Annual Report 2024-25

Do you have a good working relationship with your carer workers?

The majority (88%, 185 people), felt they had a good working relationship with their care workers. A minority (3%, 6 people) disagreed or strongly disagreed.



A very positive response, with a few negative points made. Positive comments included:

- SU said that as they work in the building seeing others, it is easy to build up a good working relationship.
- He said that they are all lovely.
- Says that his carer is more like a friend, as he sees him so often.
- *"We are more like comrades."*
- *"I have a very good relationship with all the carers."*
- SU said that her carers set her day off.
- Her carers really look after her and she is thrilled with them.
- Daughter said that her mum has a lovely group of carers.
- Very positive about main carer in particular who goes out of her way to make SU feel comfortable and recognises her physical and mental health needs.
- Son said that carers are competent and treat his mum with respect and make sure that they take care of her needs.
- *"100% all very caring and respectful."*

Homecare Check Annual Report 2024-25

Mixed comments included:

- He said they are all good, but some are more friendly than the others. He did admit to having his favourites.
- Loves her main carer, wishes her second carer was a bit more chatty.
- Depends on who you get.
- He felt that he did with some but not with others. That some just weren't interested in the job or the clients at all.
- Son said his mum has a good relationship with some carers she knows and who talk to her, but not with others who hardly communicate with her. Also, there is quite high turnover of staff.
- He did have a good relationship with a few, but they were always changing.

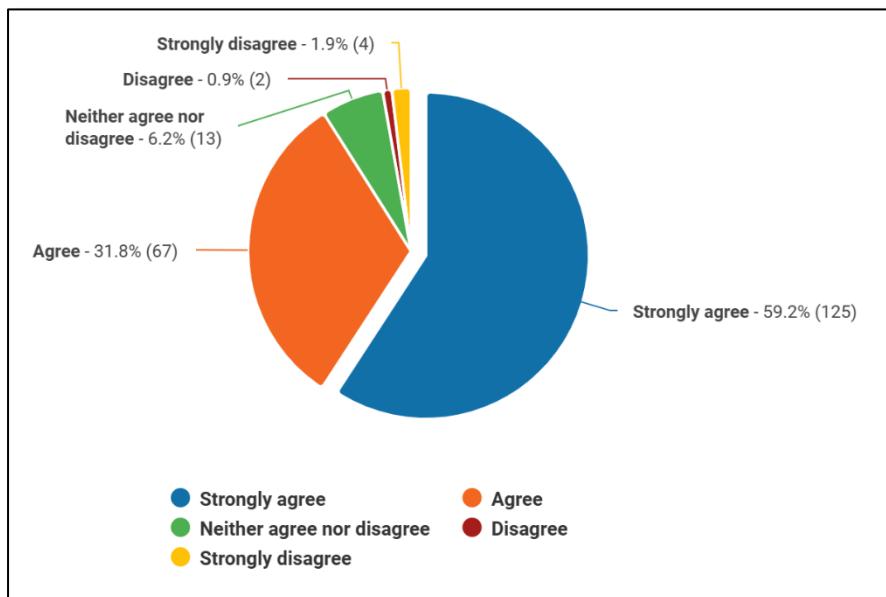
Negative comments included:

- Most of them do not even care to chat, when that is one of the most important interactions SU might get throughout the day. It was very upsetting for the children to learn that carers do not use the remaining time (when they finish earlier than the 30 minutes call time), they will just rush out instead of spending a couple of minutes chatting with the service user.
- The carers do not seem to care, he feels really down – never gets any help.
- Some of the carers are excellent and the service user has a great rapport with them, but they are often redeployed elsewhere, sometimes quite suddenly, and the SU does not see them again for a longtime.
- There are language barriers. Most of the carers are male and SU is uncomfortable with that.

Homecare Check Annual Report 2024-25

Are you happy with the way your care workers treat you?

The majority (91%, 192 people), were happy with how their care workers treated them. A minority (3%, 6 people) disagreed or strongly disagreed.



Mostly positive comments, which included:

- Says that his carer treats him really well.
- *"They are all very kind and respect my privacy, particularly around personal care."*
- SU very happy with the care received – both carers are friendly and efficient
- *"Carers are all kind."*
- The carers matched with SU, they are compassionate, caring, efficient and empowering. Just perfect match. Can't ask for any better service.
- Said that she phoned the office to say how lovely her carers are.
- They really understand what 'care' means – really caring and nothing is too much trouble.
- *"Very happy."*
- SU scored 10/10.
- *"They are all very kind and always listen if I need to talk."*
- Said that he has an excellent relationship with his carer.

Mixed comments included:

- Said it was difficult to answer that question. Yes, he was happy with the way that some carers treat him, but not others.

Homecare Check Annual Report 2024-25

- Said that the properly trained ones treat her very well.
- Some are better than others, but generally OK.
- It is a mixture of carers who really care and treat you with dignity and respect, and others who really don't care.

Negative comments included:

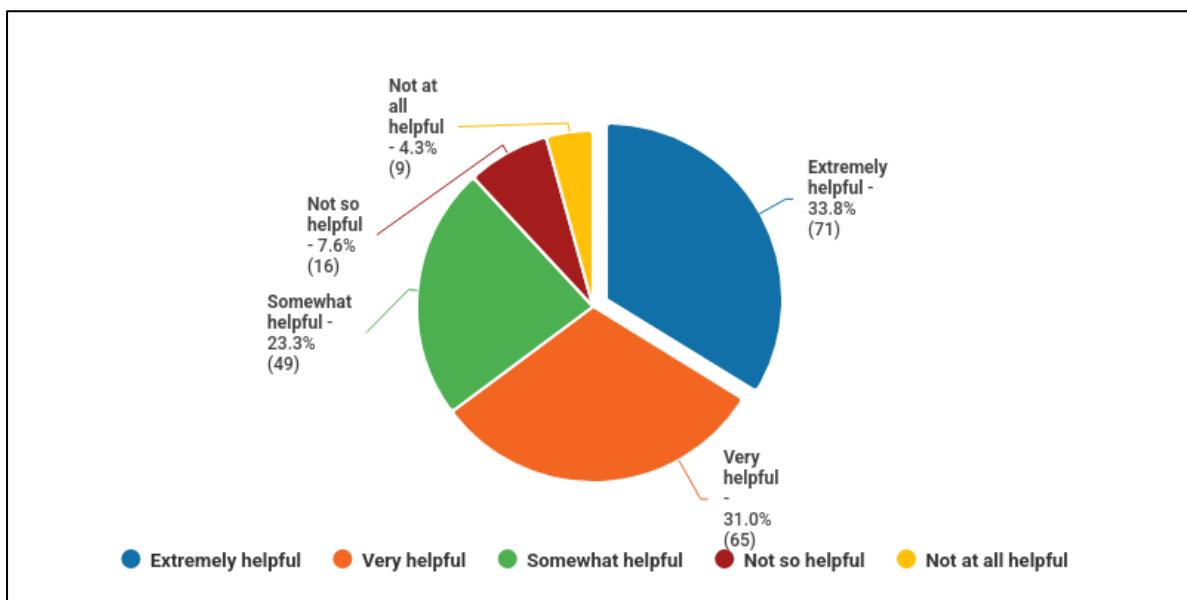
- Carers come and they didn't know what to do, children feel that they are not sufficiently trained. And as the SU is 90, she has her routines and the particular ways she needs things to get done. No continuity of staffing, no consistency of service, care provided. Only a few of the carers are quite on board.
- He feels very upset and disheartened.
- On a few occasions where carer comes and says NOTHING, literally no introduction at all (when they are new). SU expects that at least.

Homecare Check Annual Report 2024-25

About the office staff

Do you find the office staff helpful?

Just under two-thirds (65%, 136 people), found the office staff helpful. 25 people (12%) found them not so or not at all helpful.



A mix of positive and negative comments around the office staff. The positive comments included:

- The office staff also play an important role in looking after SU
- If I have a problem, I just pop to the office and have a chat with them.
- *"Pretty good, always on the end of the phone".*
- *"Great, perfect, always answer phone".*
- Called daughter who confirmed they are very responsive and *"brilliant"*, and named [office staff member] particularly.
- The office is very helpful and the last week when SU's daughter went away for a holiday, she tried to arrange extra cover, there was delay from the council, even though she has given more than 3-weeks' notice. In the end, the office told her that they would make sure that those hours will be covered, so the daughter was very appreciative of this gesture.
- Office staff are very helpful to clients and come to visit regularly to ensure service is delivered correctly – will even undertake care visits if short staffed.
- Said that the Office Manager has been out to visit to check that everything is going ok and even carries out sessions herself from time to time

Homecare Check Annual Report 2024-25

- Regular contact as SU is frequently in and out of hospital. Office staff will visit SU at home to check that programme running well.
- *"They are my go-to in an emergency - they have rota for someone to be on call to answer the phone".*

Mixed comments included:

- Support when you call during the day is generally good - evening and nighttime support is outsourced to a call centre and is hopeless.
- Sometimes responsive.
- Respond well and try to do their best

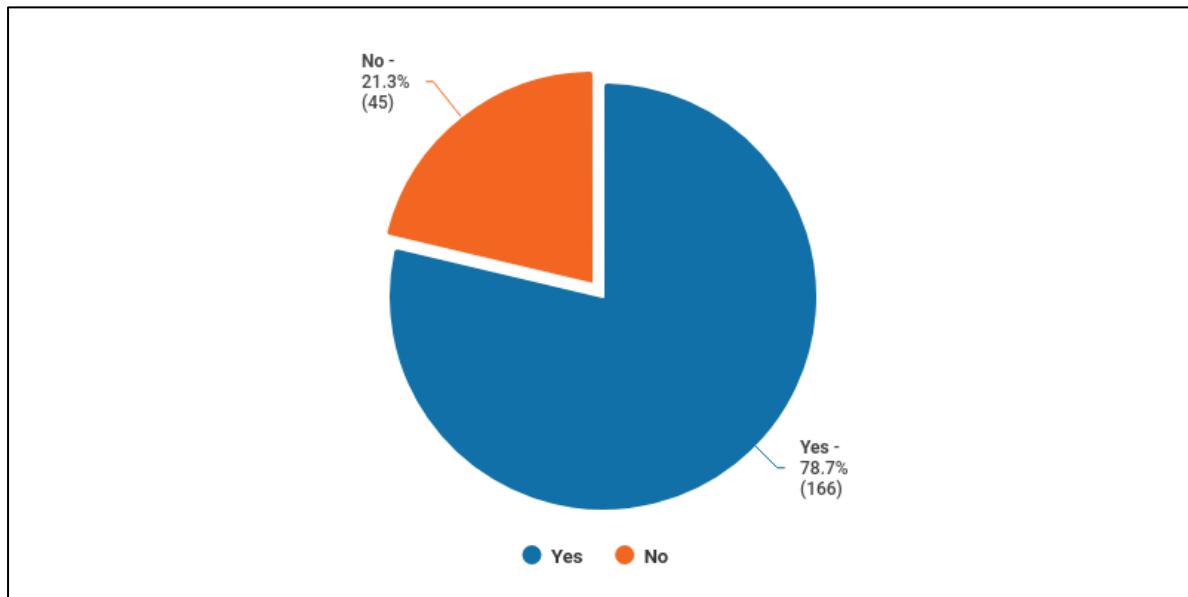
Negative comments included:

- They tend to pass the buck, and not deal with the issues at hand.
- It took them a long time to resolve issues and on several occasions, it is more about being proactive - and never is this the case.
- He says that he phones them up, when he is not happy about something, they promise to look into it, but nothing gets done.
- SU said that they don't listen. She said that she won't have male carers for personal care because of abuse she received, but the office continues to send them, in spite of them knowing this
- When she has contacted them, they have promised to come back to her but quite often they don't, emails aren't answered. There is a distinct lack of communication.
- Staff are helpful but sometimes they have struggled to understand which number to use to call the office - website is confusing and it is difficult to find a point of contact. Never really given clear instructions.
- They are not very reliable, and fail to inform carers if the SU has cancelled a call, even if they are informed a week before.
- They don't pass messages on to the supervisor.
- Feels that office staff do what they want to do rather than what you ask
- Daughter is main point of contact - said office staff are pleasant but don't always complete tasks or meet requests.
- SU thinks the office is completely removed from the reality. They are not making any effort to the least.

Homecare Check Annual Report 2024-25

Do you know how to get in touch with your carer worker's supervisor?

The majority (79%, 166 people) said they knew how to get in touch with their carer's supervisor.



A mix of responses, with the positive comments including:

- Don't need to know the supervisor – if has a problem SU is happy to call the office and raise with them.
- Family have number on their phones.
- Thinks the supervisor has visited before to see how they are getting on with the service.
- Been given a booklet with relevant contact numbers, which is very useful.
- SU knows to call the office.
- Have a couple of different people they can call.
- Have folder with all the information and the supervisor's number is in SU phone.
- "I don't know them as they are new, but I know how to get in touch".
- Knows how to contact office staff.

Mixed comments included:

- Has a number on the phone but does not recall meeting with the supervisor.
- First carer was introduced by a staff member who then left – not been informed who took over.

Homecare Check Annual Report 2024-25

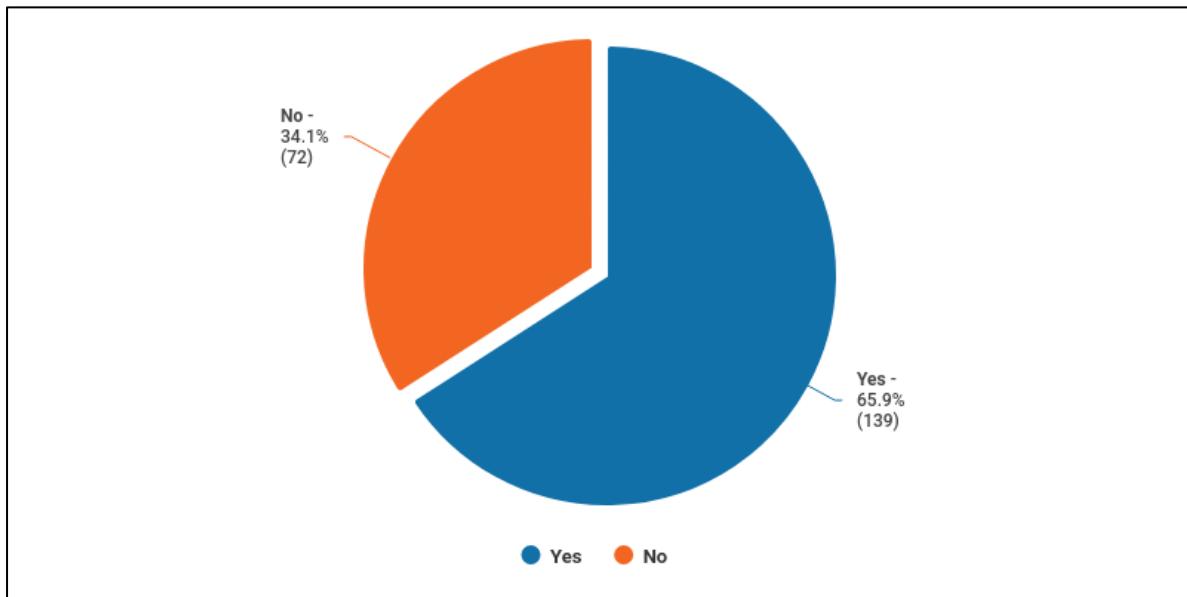
- There have been a number of personnel changes and SU is unsure who is who. Not clear on titles and responsibilities so could not identify 'supervisor', although they knew the Managers name.
- Yes – the co-ordinator called to say they would visit to have a chat about the service and review it, but that was a couple of months ago and she has not been, and has not been in touch to explain.
- Thinks she knows who the supervisor is, but has never seen her.
- "Think so, but not sure of job titles for office staff".

Negative comments included:

- SU feels a bit vulnerable and afraid to contact them very often as she anticipates an indifferent response to any concerns she may have.
- A very complicated process, even at the start of the complaint lodging, SU's wife never really knows which number to contact, when there were changes to be made.
- Said that she has no idea who the supervisor is.

Can you talk openly with the supervisor about your care and any concerns you have?

Two thirds (66%, 139 people), felt they could talk openly with their supervisor.



A mix of responses, with the positive comments including:

- Has opportunity but no issues.
- Opportunity is always available.
- Supervisor has helped SU to sort dentist and changing prescription drugs to a blister pack. SU feels they are very helpful.
- Supervisor recently visited to check calls are working well. SU is quite happy
- The supervisor is extremely helpful.
- Have met with supervisor and they know SU is unhappy with current times
- Had concerns about 2 carers and they were replaced after conversation with the supervisor
- Feels able to ask for help if needed and has done so in the past but felt office staff are not proactive.
- One carer was uncomfortable with tasks required of them and made disparaging comments about the SU - resolved by a call to the office.
- Office Manager well known to SU and spouse and always available.
- Regular contact between office manager and family.
- Provider good at following up health issues without prompts.

Homecare Check Annual Report 2024-25

Daughter said that when her mum was in hospital, a supervisor visited her to discuss her care.

Mixed comments included:

- Son said that he has spoken to the supervisor when the care isn't good, and he is promised that changes will happen. It improves for a couple of weeks and then is back to the usual mismanagement.

Not really – but the service is ok. It is quite hard to get hold of the SU's primary contact in the office as she is so busy.

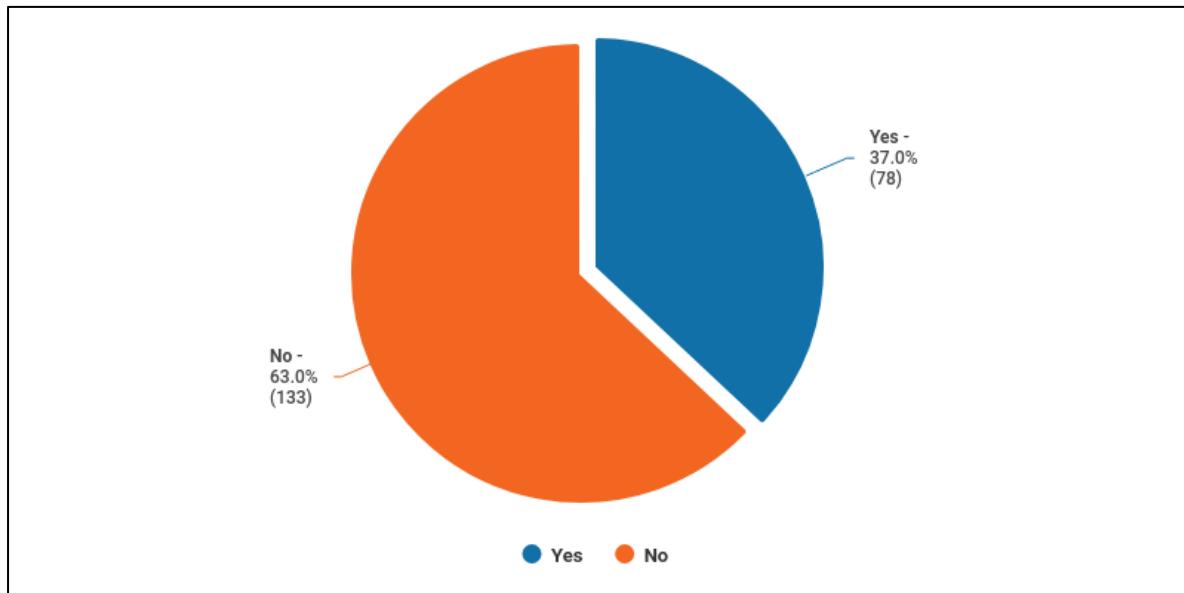
Negative comments included:

- She didn't think that she had really had a talk with anybody from the providers for the past couple of years.
- *"No, I have no documentation or paperwork on the company, Know nothing about them at all. I don't even know how or if I can ask my carer to go shopping for me, let alone who the supervisor is".*
- SU would welcome a visit and opportunity to talk about the service and feedback.
- Two meetings were arranged with the Care Agency and Social Services, and they did not attend one and were an hour late for the second so could not go ahead.
- SU's daughter said yes, she has tried to speak to the office but never with any resolutions.
- I have been desperately trying to get this situation dealt with, but no one is listening, it is becoming increasingly frustrating. She is going to bed too early, and I am having to try to deal with her or she will end up soiled all night until they come in the morning, it's too long. They need to come when they are supposed and not rush off early.

Homecare Check Annual Report 2024-25

Have you ever made a complaint about the care service you receive?

Over a third (37%, 78 people) had made a complaint about their care.



A mix of comments with a significant number of negative comments. Positive comments included:

- He said he was very happy so didn't need to complain.
- Every issue is dealt with quickly and then resolved too.
- I made a complaint about the carer who didn't like the dog because he gets so upset being locked in the kitchen and they said they wouldn't send her again.
- At the beginning, there was some issues with the medications, but it was quickly resolved.
- Daughter has called the office in the past they the issues are usually resolved.
- Once there was a carer that was unprofessional and they called the office, it was quickly resolved, that particular carer was never again sent.

Yes - a couple of months ago SU had an issue with one of the carers asking her for financial and practical support (items to furnish a flat) which was completely inappropriate. SU made a verbal complaint, and the carer has not attended again.

Mixed comments included:

- Family complained about poor time keeping when programme started - has improved.

Homecare Check Annual Report 2024-25

Once, SU was locked in her own home. It was scary but quickly resolved – she had to call the office.

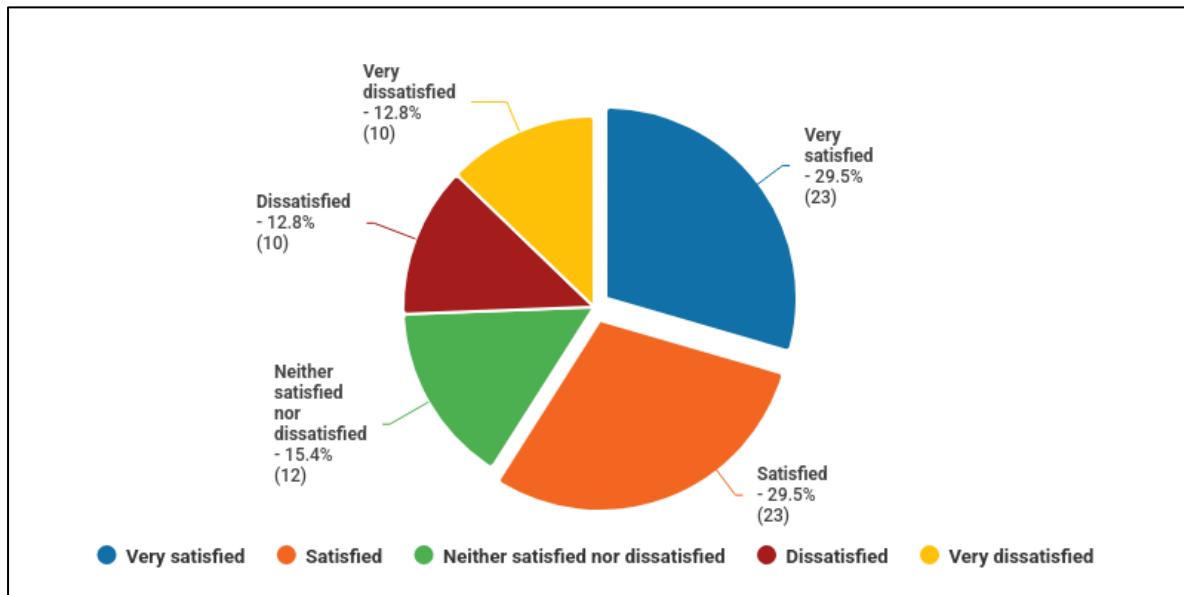
Negative comments included:

- Agreed to alert here anonymously. General areas around maintenance and length of time to fix things.
- Many times, complaints have been made. SU was left unattended, and she went to the balcony, then she was robbed by drunk people, also she went missing a couple of times, although they found her as the police were also called, Service User managed to get out through the side doors.
- Son has complained about outsourced night service – feels they hide behind the data protection act too much when you just need help.
- Complained about having male carers as wanted female careers for privacy and dignity reasons given her age.
- Concerning lack of rota and lack of information about any changes in his care.
- She was unhappy about how a male carer was treating her.
- Verbal comments/complaints about communications, abilities, personal care skills of some caregivers.
- Complained that she felt uncomfortable with one carer – [provider name] agree they would not visit again but did turn up once more and was told not to enter.
- Complained about one carer in particular who was not doing the job well – very sloppy – told the office that they didn't want to see them again and they did not come back
- Not a big complaint, but it would be good to be given the information in a timely manner, as SU usually does wait for the carer to arrive first thing in the morning.
- SU had situation when an inexperienced carer was covering who proved not to be competent. The office was called and carer replaced.
- Complained that one carer was not delivering medications in accordance with instructions.

Homecare Check Annual Report 2024-25

If you made a complaint, were you happy with how it was handled?

The majority (59%, 46 people) were satisfied with how their complaint was handled, though just over a quarter (26%, 20 people) were dissatisfied.



Though the majority were 'satisfied', there were more mixed or negative responses for this question. Positive comments included:

- Has never seen this one carer again.
- Has not happened again.
- The issue was sorted and carers changed.
- Was dealt with very satisfactorily.
- Promptly resolved.
- Apology given and provider undertook to provide training for carer.
- Gave example of a new carer who ignored SU completely whilst in her apartment – spoke to office who apologised and made sure she has never returned, so very satisfied with support and level of response.

There was no follow up, but the carer did not return – so SU happy with result.

Mixed comments included:

- Family made several complaints, and it took them a long time with many incidents happening in between, until she was moved to a nursing home around 3 weeks ago.
- Initially female carers came, but it has reverted to anyone including male carers in the evenings.
- SU is hoping that her issues are being dealt with.

Homecare Check Annual Report 2024-25

- Fingers crossed, they were normally sorted out.
- Satisfied that the carer has stopped coming but it shouldn't have happened.
- The carer was dismissed from the company, but then started to call her late at night. She complained and the company dealt with the issue.
- Always treated with respect by the care company core team and the carers, but while concerns are acknowledged, they do not seem to be acted upon.
- SU had difficulties with one carer and provider supervised additional training, and the carer has now returned.
- That particular carer has not been sent again, although SU understands they are still employed.

Negative comments included:

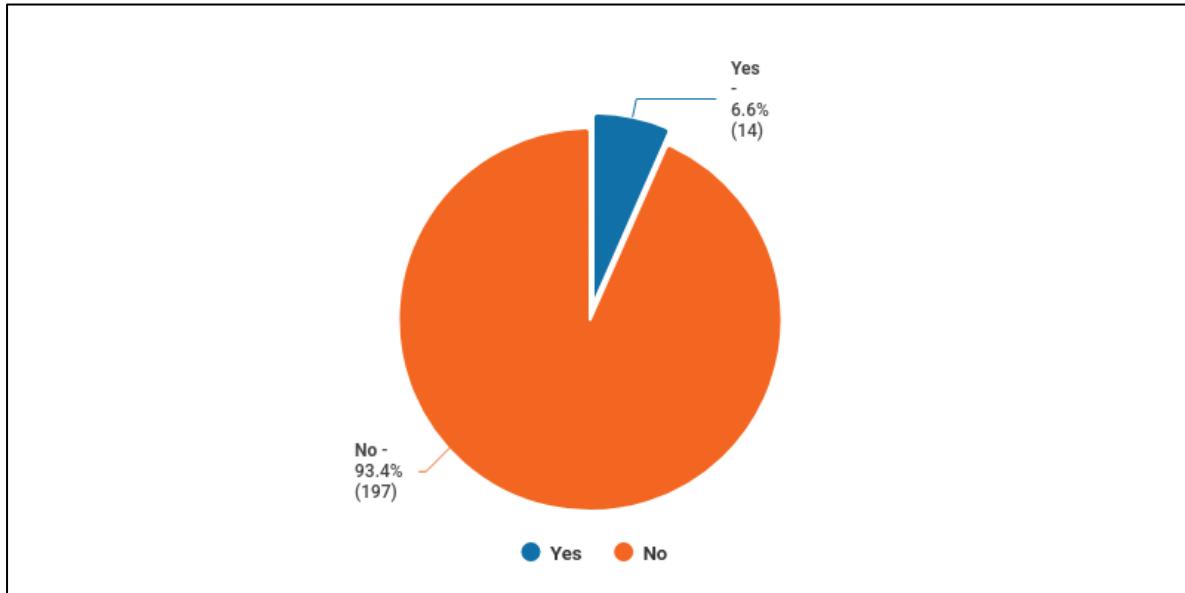
- Effectively unresolved.
- They sent her again.
- He said that he was definitely dissatisfied, because nothing has changed.
- SU said that she still gets male carers for personal care calls in spite of complaining.
- Moved agency.
- Not really as nothing done. All the same.
- Son visited mother and waited for the carer who did not arrive. He called office and investigated and then called him back. The carer had logged the visit. Company managed complaint efficiently notifying HASC/CQC as visit was for medication which, if son had not been present, would not have been administered.
- Member of staff was dismissed.
- SU said that there was no improvement, and she is still getting a strip wash.
- No one seems to be interested nothing has happened my complaint is still outstanding and still carers come to early at night.
- *"Carer was abusive, and I called office. Carer was changed and did not attend me, but saw was named as Carer of the month the following month. Not sure how that could happen."*
- SU felt that care company management were very defensive and did not act to resolve properly.

Homecare Check Annual Report 2024-25

In the last 12 months, have you asked your homecare provider for help in finding information and advice about support, services or benefits?

Only a small minority (7%, 14 people) had asked for help in finding information.

White



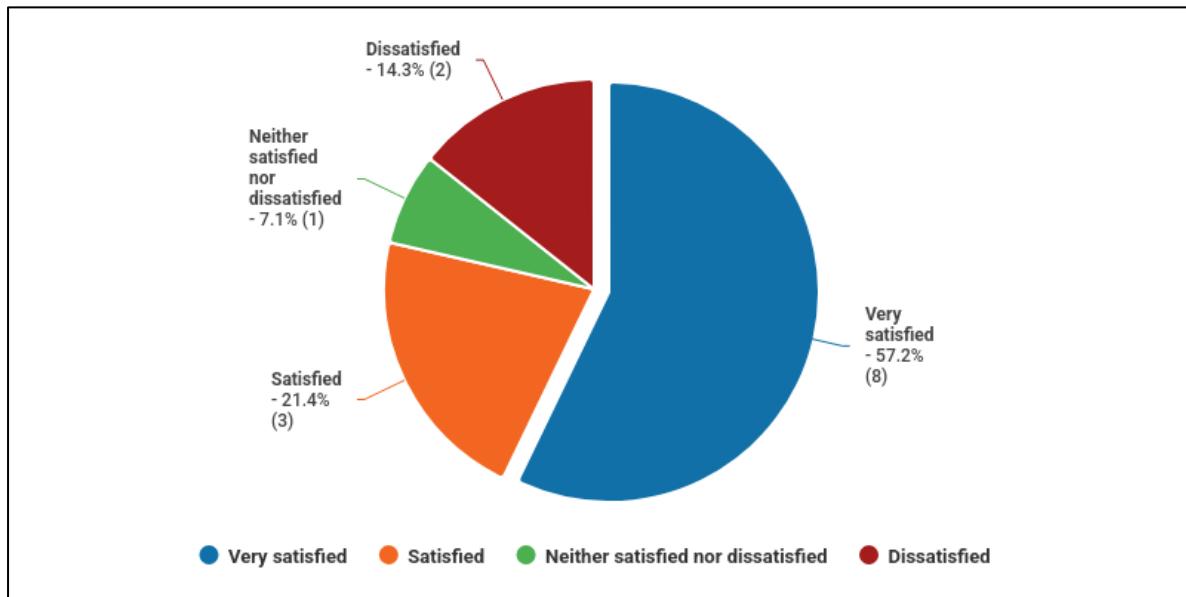
Comments included:

- Father is main carer and still very capable of accessing additional support when required.
- Would look to accommodation manager for this type of support rather than care company.
- SU went on to commend the fact that Provider put them in touch with Carers Connect within the first 2 weeks of her becoming a client.
- Daughter very competent and able to source help as required – would ask for help if needed.
- [Provider name] has been helping with the process of the transition to care home.
- SU does not feel confident that care staff would be disposed to providing such advice.
- SU stated that he does not need to as his daughter and son in law would take care of any issues relating to support or benefits.
- SU can ask neighbours for help.

Homecare Check Annual Report 2024-25

If you asked for help, were you happy with the support received?

The majority (79%, 11 people) were happy with the support received, though a minority (14%, two people) said they were dissatisfied.



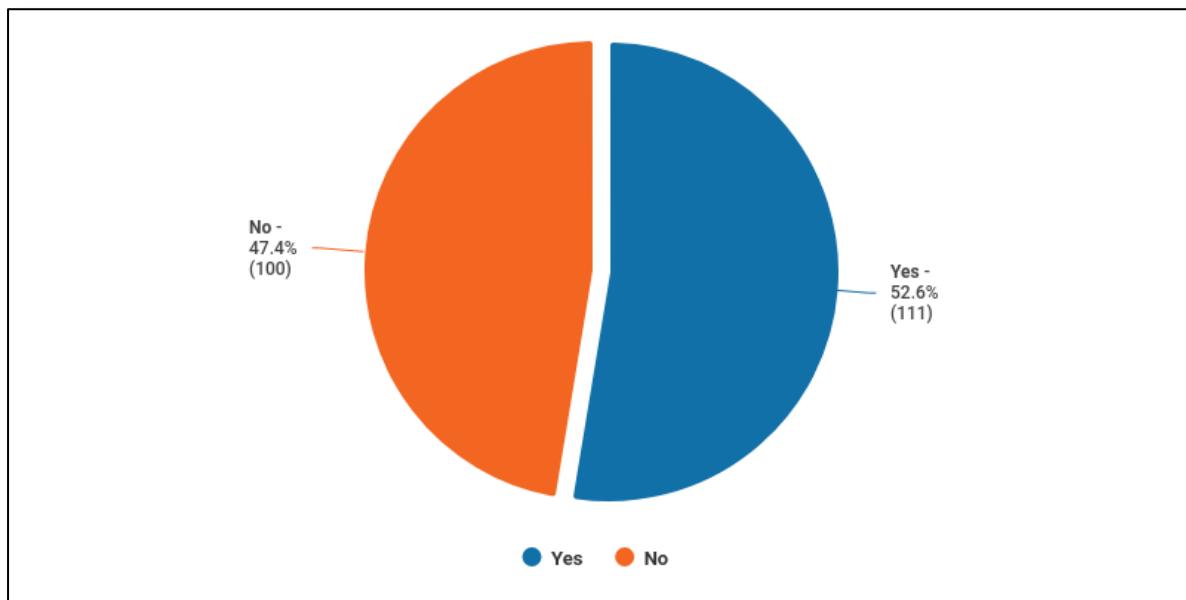
Comments included:

- Carer very helpful and has strong relationship with SU.
- Ongoing but very supportive.
- She is still not getting on with the neighbour (apparently). She does not feel that it is resolved to her satisfaction.
- But still unresolved.

About the Service

Do you get a rota of which care workers will visit and who they will be?

Just over half (53%, 111 people) said they received a rota, with the balance reporting they did not receive one (47%, 100 people).



There was a mix of responses for this question. Positive comments included:

- Received weekly by post.
- Carers update and they will look up on their phones if SU asks.
- They send by email to her.
- Daughter gets rota and shares with family on a Family WhatsApp group.

Neutral comments included:

- This is posted, and has usually changed by the time rota has arrived.
- She would like to know who is coming. Sometimes a carer will say "I am coming to see you on Friday" so she knows when a carer is coming again.
- Has access to the on-line schedule, but rota can change 5 mins before, which is tricky as they may not be able to cook the meal they have prepped.

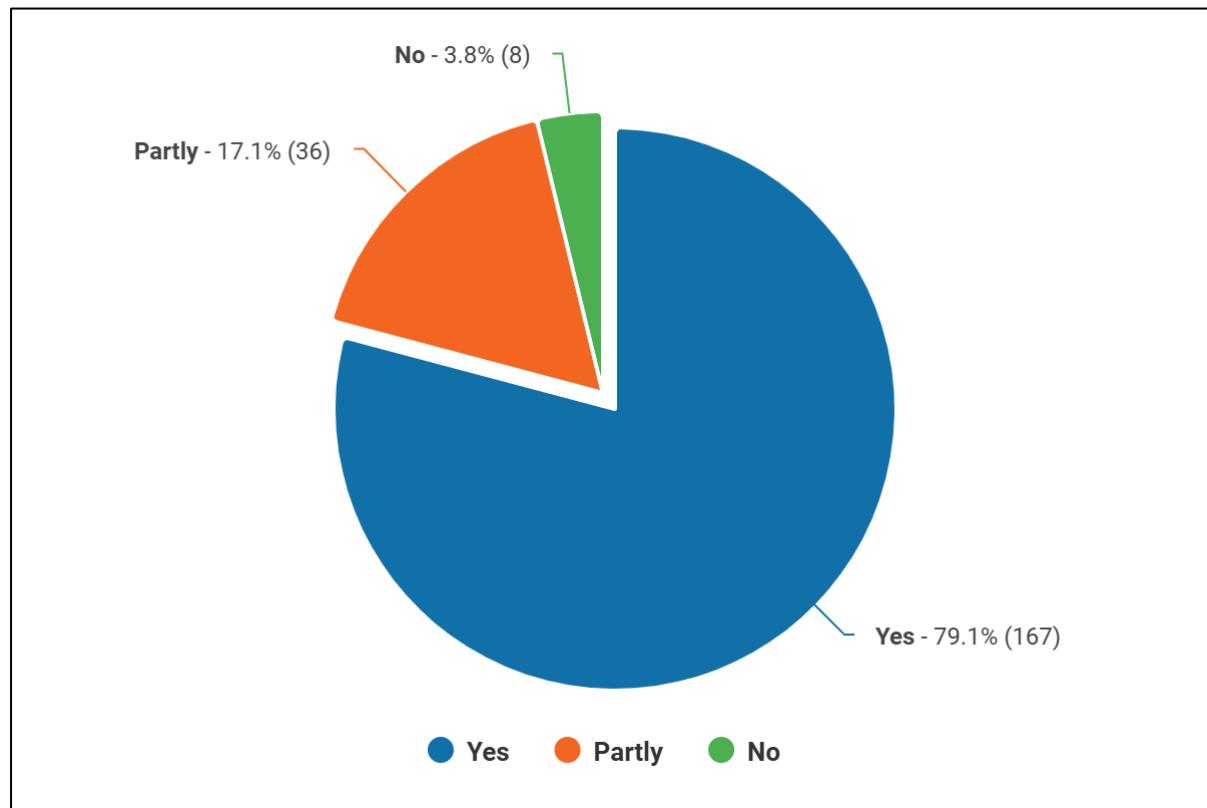
Negative comments included:

- She wished she got a rota and then she would know who was coming.
- Have asked but has never had one.
- Daughter said this would be very helpful for her and for her mother as mum gets very anxious about not knowing who is coming.
- The timing was all over the place.
- SU has not received any rota in 6 months.

Homecare Check Annual Report 2024-25

Do the times your care workers visit suit you?

Over three-quarters (79%, 167 people) said the scheduled times suited them, with only 8 people saying this was not the case (4%).



Though the response was very positive, the comments were more balanced.

Positive comments included:

- Carers are always flexible.
- Carers can be a little late, but she knows they will come, so it is fine. She speaks to nobody, also doesn't know whom to tell if there were any issues.
- Happy with mornings – likes to go out for lunch and in afternoons.
- Yes, the time is very convenient.
- Although times are not consistent SU is not too concerned

Negative comments included:

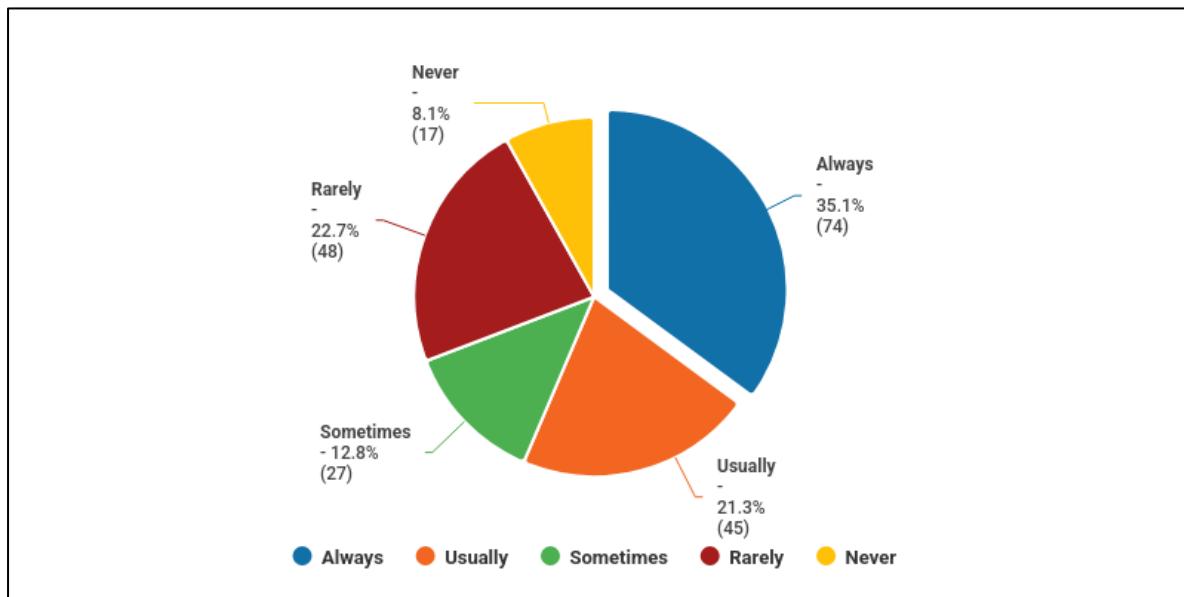
- Gets put to bed too early so misses TV programmes she wants to watch.
- Morning calls can be very late. SU can be left in bed until 11 am.
- Very difficult to plan things. I have a daughter I have to work around as well.
- Would rather it be a different day.

Homecare Check Annual Report 2024-25

- Daughter said that the carers arrived at different times which totally confused her dad.

How much does your homecare provider keep you informed about changes in your care?

Just over half (56%, 119 people) said they were kept informed about changes in their care. And almost a third (31%, 65 people) said they were rarely or never informed of changes.



There was a mix of positive and negative comments to this question, with positive comments including:

- The Carers usually pass the message on
- They will always try their best and so far, there is one carer she likes a lot, and they got along really well. When that particular carer is off on leave or sick, she gets a bit unsettled, but the office is very understanding of this situation. They always have provided a very good service to accommodate her needs.
- Either office or carer will call if running late
- They tell me if they are going to be late
- Kept up to date by carers giving information at each visit
- Daughter said that she was very impressed with how they had kept her informed.
- The (company) deserve special recognition – they are very professional, and the staff are wonderful

Usually a phone call and then followed up with a letter

Homecare Check Annual Report 2024-25

Mixed comments included:

- Will often call in morning if carers running late - no contact if evening staff are running late
- May contact if running late
- This is intermittent and not reliable

Most communication about service is 'ad hoc' coming from members of the care team themselves- there is not so much communication from head office about changes to care arrangements.

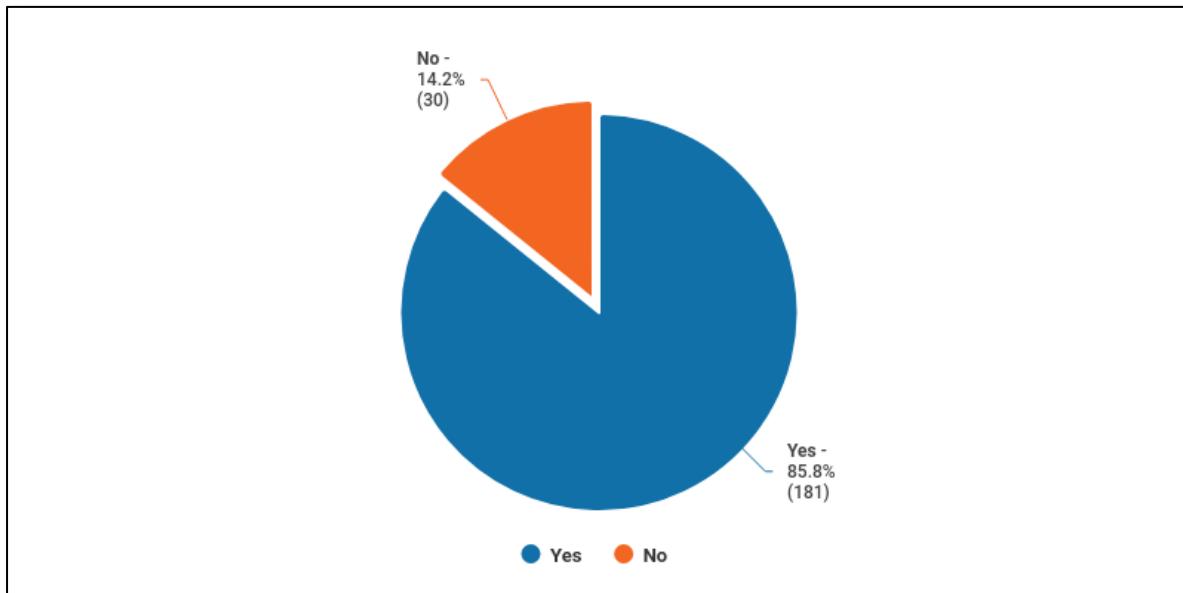
Negative comments included:

- Rarely contact to say if carers running late
- Feels some carers are regularly late
- Said that one of the biggest problems with the company is lack of communication. If he raises an issue, nothing happens, they never communicate with him about any changes regarding times and carers.
- SU said that she has a key safe and just has to wait to see who comes.
- SU get her carers to come and help her with the shower, and she has told the office that she does not want male carers. They still sent a male carer (as we spoke yesterday) a male carer was sent to her, and she was a bit upset by it. So, she cannot have her shower.
- The SUs sons have asked to be informed of any changes, but it doesn't happen.
- Communication is very poor now it has moved online.
- On day of the interview Carer arrived unexpectedly and SU had not received notification.
- Daughter said that they never call to let her mum know that she has a new carer, and that her mum finds it very confusing to have a stranger in the house.

Homecare Check Annual Report 2024-25

Does the care you receive meet your needs?

The majority (86%, 181 people) felt the care they received met their needs.



Though the majority responded positively to this question, there was a mix of positive and negative comments. Positive comments including:

Positive comments included:

- Happy with programme and level of support.
- Also has support from PA and social worker
- Is very happy with his current care package.
- SU said that she likes her independence and that bit of care is all she needs.
- "Absolutely".
- Totally satisfied with arrangement that's been in place for the last 4 years.
- SU stated that the care team 'go beyond the call' of their agreed duties.
- Yes – it feels about right.
- The carers are all very reliable, perfect in so many ways. It is a great relief to the family.
- Yes, and includes mother tongue language support, which is fantastic.

"Perfect, meets my needs".

Mixed comments included:

- *"I could be better myself"*, but she knows that she needs help, and accepted things are okay considering.

Homecare Check Annual Report 2024-25

- Son feels that level of care needs to be further increased – health of SU has deteriorated after a stay in hospital.
- Happy with care programme – family would like SU to have more help but SU wants to remain independent as long as possible.
- To a certain degree, but can be better in many ways.
- Only a handful of carers are helpful, but majority of them are "*horrible*" – quoting SU's daughter.
- He said it should meet his needs if the carers were all properly trained and actually did the job properly according to his care plan.
- Yes, to some extent, it would be helpful to have a bit more time, so it is not so rushed.
- In broad terms yes – the key personal care, housekeeping and medication services are provided to an acceptable standard albeit that some carers need very close instruction from the service user.
- Package meets needs when delivered fully and on time.

If care package timings were adhered to, SU would be happy.

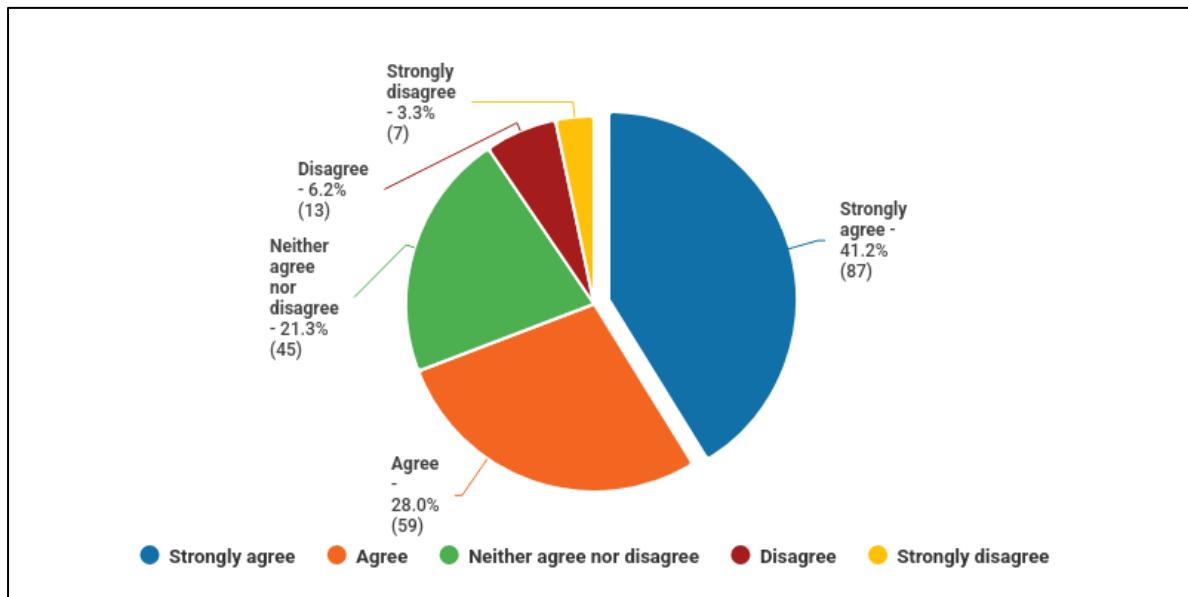
Negative comments included:

- It is more the assessment done on his mum. Thinks it was very flawed. Otherwise, his mum would not need to suffer from those different incidents.
- SU doesn't have any support anymore and he does not even have any help getting in the shower / bath. He feels that everything is so neglected now that his mental health is badly affected.
- This family member thought that palliative care would be more suitable for SU at this point.
- Used to before, but not lately. Prefer 8am visit.
- Would be helpful to have 2 visit times matching mealtimes, as previously recorded.
- The package is fine and meets SU needs, but the competence of the young carers needs to be improved. SU feels students are being recruited and the general culture does not support or praise carers, so they feel undervalued.
- Delivery too erratic.

Homecare Check Annual Report 2024-25

Do you feel your wishes are considered when your care provider makes decisions about your care?

The majority (68%, 146 people) agree that their wishes are taken into consideration, though a minority (10%, 20 people) disagreed.



A mix of comments, with positive comments including:

- Any changes have been agreed, *"Have never had a cross word"*.
- He said that these changes are always discussed with him.
- They are lovely.
- SU is happy with the package of care.
- [Provider name] helped in discussions with Council to obtain an extra 30-minute session for exercise.
- *"Totally agree. 100% listened and matched all needs"*.
- Have been very responsive to requests to make changes to visits.
- *"Feel I have been consulted"*.
- *"Am very happy"*.
- Very happy with level of support.
- *"Always come to me first before any changes made"*.

Very pleased with programme which is running well.

Mixed comments included:

- Not from the office. but yes from the carers.

Homecare Check Annual Report 2024-25

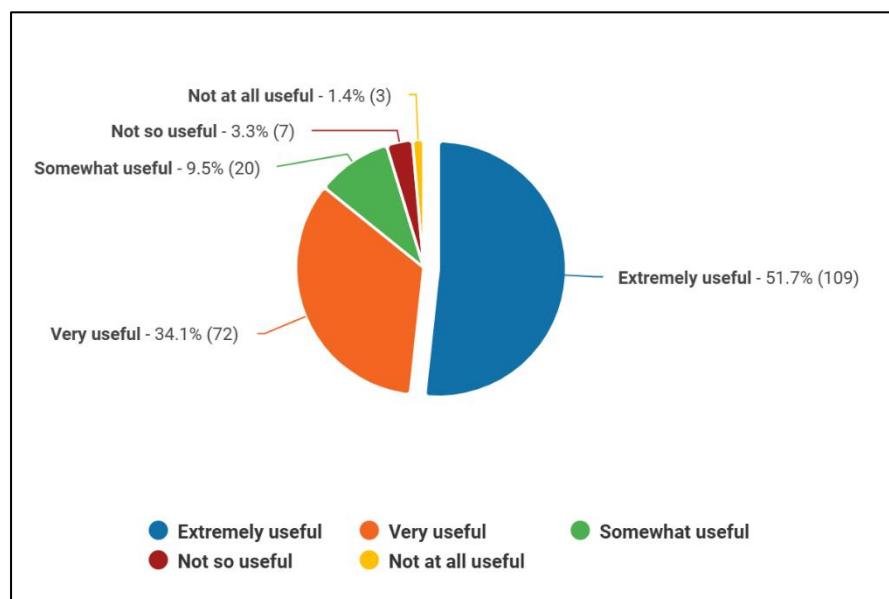
- Whilst the service user feels that he might be listened to and his concerns acknowledged, there does not appear to be much follow-up action in response to these.
- Broadly happy with programme but said he would ideally like a 45-minute call in the evening, so it feels less rushed.

Negative comments included:

- Son says that he has to insist that he and his brother are consulted.
- SU stated that she is not really consulted. She asserted that better use could be made by carers of the allocated time (e.g., the 1/2 hour of attendance at lunchtime could be better utilised).
- SU said that she couldn't remember any consultation.
- SU said that she felt that if she raised an issue, she wasn't then consulted about the outcome.

Overall, is the help you get from your care provider useful to you?

The majority (86%, 181 people) thought the help they received from their providers was useful to them. Though a minority (5%, 10 people) felt it was not useful.



Broadly positive responses and comments, with positive comments including:

- "Great, very useful".
- SU said that it was very useful as her carers helped her to start the day.
- "I feel very lucky".

Homecare Check Annual Report 2024-25

- SU stated that he is treated with great respect, compassion and has a close bond with his carer.
- Appeared to be very happy with all aspects of the care support services that she receives.
- Happy with service.
- Parents' carer, son, finds all help very useful.
- *"Very useful, could not live without it"*,
- Daughter said that without the package, she couldn't stay at home.
- SU said that it really helps as they do tasks that she is no longer able to do.
- Sister said that without the support, SU couldn't have stayed at home for so long.
- *"It gets me out and help my confidence"*.
- *"It is vital and essential to my day to day living"*.
- SU said that because of her mobility difficulties she wouldn't be able to do quite a few of the tasks unaided.
- Wonderful, eased a lot of strain, lovely people to talk to.
- Son said that without the help his dad wouldn't be able to stay at home.
- *"Very good and extremely useful to me"*.
- *"They all go over and above basic requirements"*.
- *"Amazing because of the main carer"*.

Would struggle without it.

Mixed comments included:

- But it can hugely be improved, if they can provide more trainings to the staff member (carers and office)
- He said that it was useful, but it could just be so much better if staff were properly trained.
- Useful rather than brilliant.
- Any help is better than NO help.

SU said that it could be very useful if she was able to have a proper shower.

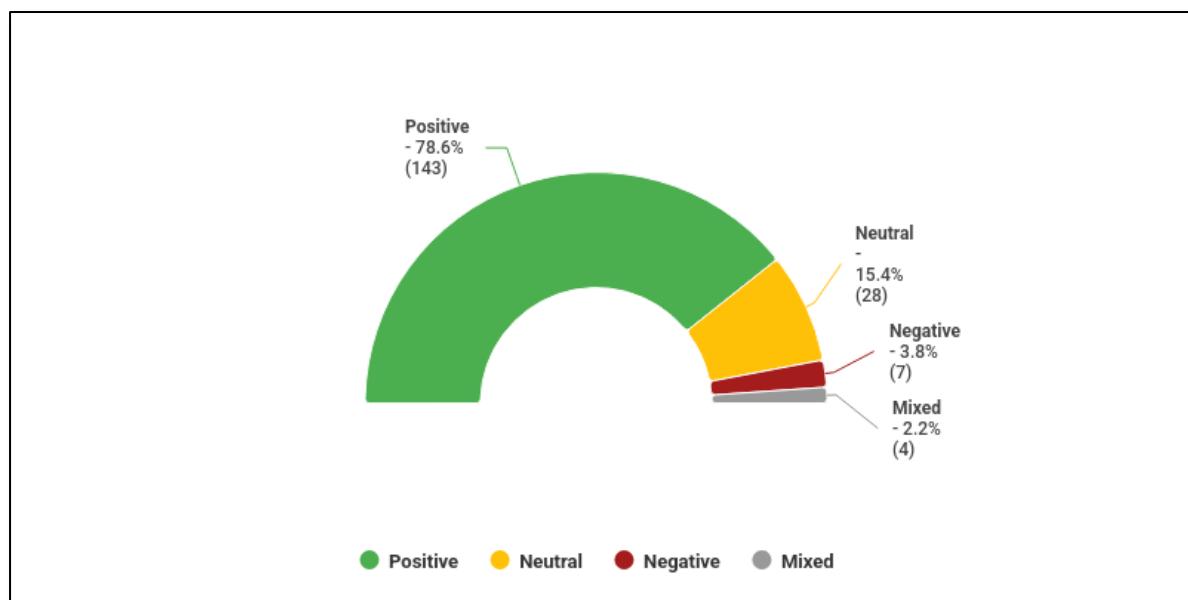
Negative comments included:

- Doesn't meet increased needs.
- But see issue about very late morning calls which are clearly an issue.

Homecare Check Annual Report 2024-25

- Finds some of the care delivered "not so useful". There seems to be a significant difference in quality of care provided by regular carers and those who provide cover or are filling in.
- Although husband feels that he is "part of the team" and things are not completed.
- Looking to change.

What do you think your homecare provider does well?



Positive comments included:

- The staff are absolutely amazing. No complaint at all. Been with [the provider] since February and all goes very well.
- Good, caring staff.
- The carers are all lovely and they treat me with respect.
- Helps keeping all clean. Carers do not rush off "they have a chat".
- Gives time for a chat and prompt for breakfast visit.
- "Everyone is very helpful and accommodating. Everything is going so well. Can't ask for more" (Quoting her mother) .
- All is well and SU is very pleased with the care provided, "Ticky-boo".
- Described them as a good care company – previously with [previous provider] who he did not get on with.
- The carers are very good, doing an amazing job. SU is very happy.

Homecare Check Annual Report 2024-25

- [Provider name] is excellent, things get done immediately after being reported. Supervisors and managers are all very helpful, brilliant team.
- *"Sends me wonderful carers."*
- *The regular callers / carers are very good, no doubt.*
- *The carers, at the moment a rotation of 3 carers, they are all very good.*
- *They are very caring, nice and helpful.*

Mixed comments included:

- They were there, at times and SU did need help but it was not sufficient.
- Help received is very good, just not enough of it.
- Some of the carers are very good and proactive.
- Carers are really good, not perfect but they are normally doing a good job.
- Usually they are okay.
- There are some good carers, but they are very few.

Negative comments included:

- Rather not have to keep telling them what to do (i.e., cleaning jobs).
- Nothing outstanding.
- *"Nothing, they are terrible".*
- So many complaints, no good things.

Homecare Check Annual Report 2024-25

What do you think your homecare provider could do better?

Positive comments included:

- All is great.
- All is good - happy with service provided
- No problem.
- Can't think of anything
- Not an issue, so far everything has been great.
- SU said that they can't improve on perfection.
- So far, they have done an amazing job.

Negative comments included:

- Assessment process needs to be more meticulous.
- Train staff better, food hygiene and when issuing medication to pay more attention, as SU has been issued the wrong medication, which is worrying.
- Provide better option for evening / night care support.
- Ensure early morning calls take place on time.
- Be more proactive.
- More training and some common sense (i. e., don't serve baked beans out of tin - cold).
- *"Actually cleaning and not send male carers to put my knickers on."*
- They could turn up on time and when they are supposed to!
- Pay their staff more.
- SU said that the office staff should receive more training.
- SU said that she hasn't felt the need to make any complaint so far, as everything is just fine and good, she is very pleased.
- Office admin and communication could be better.
- Keep carers to same arrival time if possible.
- Improve the office organisation and let us have a rota.
- Daughter said there were so many things wrong that the company would need a thorough overhaul of the management.
- Offer a slightly more 'friendly' service.
- Improve training, particularly cooking skills. Be in more contact with Supervisor.

Homecare Check Annual Report 2024-25

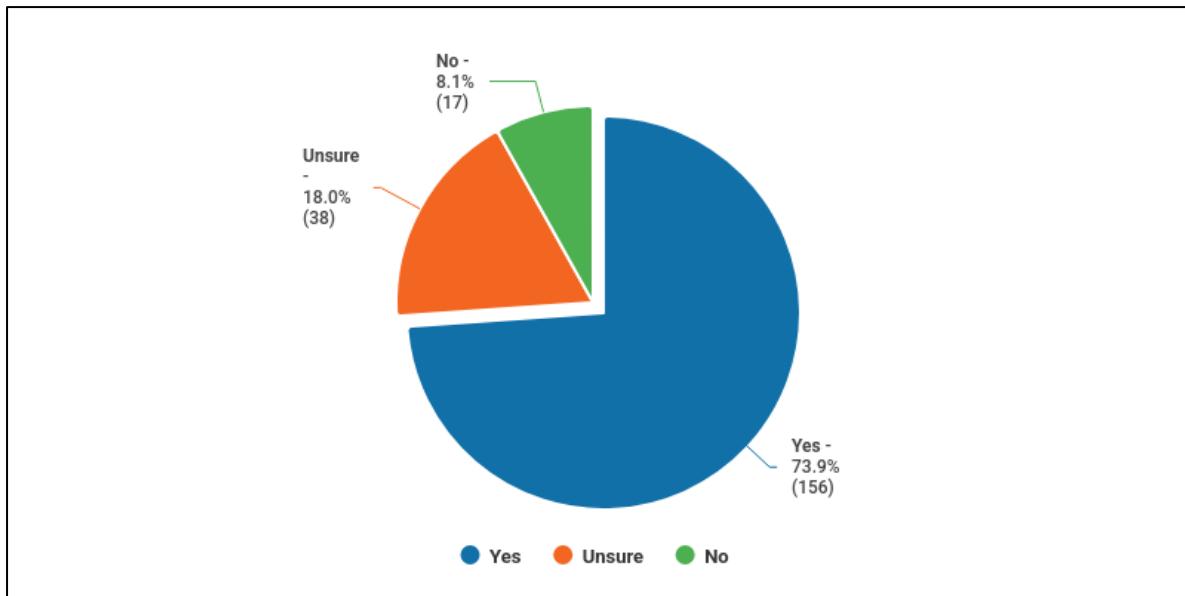
- Rota not always received weekly.
- Wish carers would stay a bit longer to chat.

Other

Do you know what to do if you're unhappy with the service?

Note: Volunteers informed service users that if they're not satisfied with the provider's service or their response to any issues raised, they can complain to the council directly by calling 01273 291 229.

Almost three quarters (74%, 156 people) said they knew what to do if they were unhappy with the service.



Comments included:

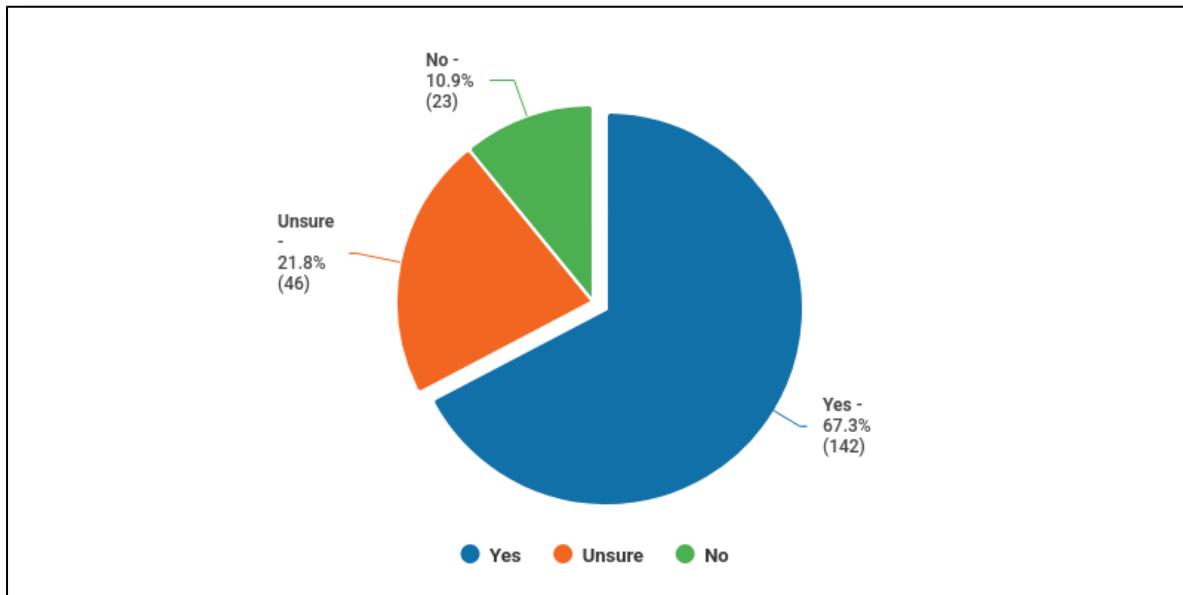
- Explained the system to her and left our [Healthwatch Homecare Check Service] pamphlet.
- Talked about how the first call should be made to the Office and that the Council had a direct line. Agreed to text the Council Number to the user.
- Prompted SU to access the stored number in the mobile phone. Also gave the Council number.
- Said that they would talk to [staff name] who is the care manager.
-
- SU knows to call office.
- The Council complaint number was given to the SU during the call
- Texted Council Complaints number to be shared on Family WhatsApp
- Yes, SU was given a booklet listing all relevant contacts.
- Did not want to take the number.

Homecare Check Annual Report 2024-25

Do you know what to do if you think someone is being hurt or harmed?

Note: Volunteers informed service users that if someone they know is at risk of harm, they can call the council safeguarding team on 01273 295 555.

Over two thirds (67%, 142 people) said they knew what to do if someone is being hurt or harmed.



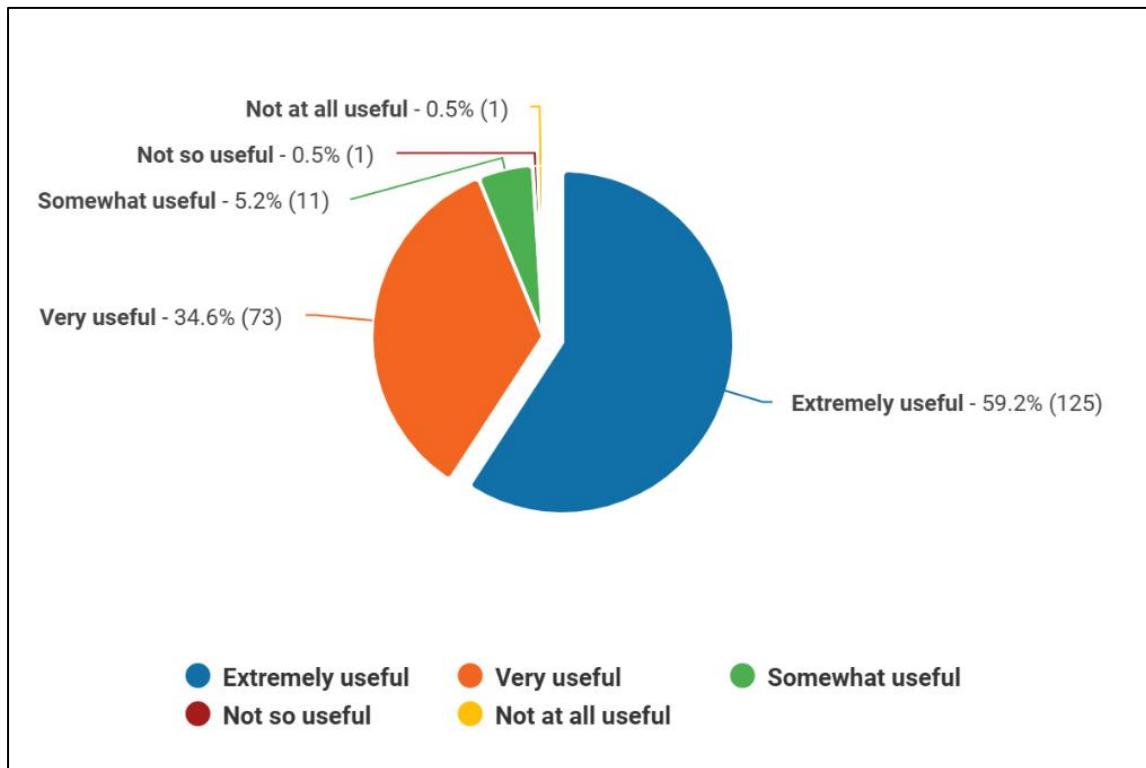
Comments included:

- Healthwatch [Homecare Check Service] leaflet provided.
- He said that he would tell the care manager.
- This number was left with son
- Gave this number to the SU to keep safely in case of the unlikely event it may be needed.
- SU has Advocate so would defer to them if necessary.
- We talked about it, and I left the leaflet.
- Gave great granddaughter both Council Complaints and Safeguarding numbers.

Homecare Check Annual Report 2024-25

We use your feedback to check how well homecare providers are doing. Do you think this is a good and useful thing to do?

Nearly all (94%, 198 people) thought collecting their feedback to see how well homecare providers were doing was a good and useful thing to do.



A very positive response, with positive comments including:

- Happy to be visited.
- SU thought that it was great.
- Said she was a bit nervous about being visited.
- Happy to chat over phone but too busy to be interviewed face to face - constantly out meeting friends.
- Said it was important they received feedback about the standard of care.
- He said that he was pleased that he had the opportunity to say what he felt without any repercussions, but it was only useful if things improved.
- "*Very important as there may be people where services are not as good, and it is a way to monitor*".
- "*In my opinion, this is really good as some may not be lucky to have good carers like me*".
- "*Very good way to understand if all is well*".

Homecare Check Annual Report 2024-25

- Son said it was vital for the council to receive feedback on how the care companies are doing, so improvements can be put in place if necessary.
- The council should know how the company is performing.
- Daughter said that they need to know how bad it is.
- SU thought it was a great idea to ask people receiving homecare their views.
- Said that if the providers have to take board what the SUs are saying, then this should improve outcomes.
- Very useful indeed, at least listened to.
- *"Provider could learn what they could do better on the basis of feedback"*.
- *"Vital - important to ensure confidence in Providers"*.
- SU thinks it important that good practice is recognised so that other service users could choose this organisation to provide their care.
- *"Very important check process"*.
- He said that he hoped that the findings from the surveys helped to improve the service.
- *"This is very useful, as maybe will provide assurance of good care but also maybe areas where things could improve"*.
- Happy to be contacted.

Homecare Check Annual Report 2024-25

Summary Table

This table represents a summary of the 211 responses across all 9 home care providers:

Question	Oct-25
Do you often see the same care workers?	86%
Do all your care workers wear a uniform and show you their ID?	84%
Do your care workers usually arrive on time?	87%
Are you happy with the way your care workers treat you?	91%
Do you have a good working relationship with your care workers?	88%
Do you feel your care workers are competent and trained?	84%
Do you feel your care workers complete all tasks in accordance with the care plan?	87%
Do you feel your care workers stay for the duration of the planned call?	88%
Do you find the office staff helpful?	65%
Do you know how to get in touch with your care worker's supervisor?	79%
Can you talk openly with the supervisor about your care and any concerns you have?	66%
Do you know what to do if you're unhappy with the service?	74%
Do you know what to do if you think someone is being hurt or harmed?	67%
Have you ever made a complaint to the homecare provider about the service?	37%
If you did, how satisfied or dissatisfied were you with how the complaint was handled?	59%
In the last 12 months, have you asked your homecare provider for help in finding information and advice about support, services, or benefits?	7%
If you did, how satisfied or dissatisfied were you with the help they provided?	79%
Do you get a rota or are told what time your care workers will visit and who they will be?	53%
Do the times your care workers visit suit you?	79%
Does your homecare provider keep you informed about changes to your planned care?	56%
Do you agree that you have choice and control, and that your care provider listens to you, when making decisions about your care?	68%
Does the care you receive meet your needs?	86%
Overall, how useful do you feel is the help you get from the provider?	86%
We use your feedback to check how well homecare providers are doing. Do you think this is a good and useful thing to do?	94%

Common themes

Although there can be a variability of service within and across providers, there are a number of common themes.

1. Care workers are greatly valued, but there can often be a considerable variation in opinion, often with the same provider. The regular core team is generally rated higher than those that cover evenings/weekends and staff holiday/absences (especially newer employees)
2. The relationship with the office team and managers is less positive, with fewer service users knowing who is in charge or who they can speak to about their care. This is reflected in how they feel about when their complaints are dealt with.
3. The majority of service users find the support they receive from their care provider is very useful and meets their needs. Though fewer feel that they are listened to when decisions are made about their care.
4. Many service users do not get a regular rota and are often not told when there are changes to their planned care, which can be very frustrating for them.
5. Some service users suggested that carers being trained to prepare food during the visit would be welcomed and in consideration of specific needs such as diabetes.

Homecare Check Annual Report 2024-25

Appendix 1 – Leaflet

The Homecare Check Service leaflet which is sent to residents being interviewed, and left with residents when visited.



The image shows the front cover of a Homecare Check leaflet. At the top left is the Brighton & Hove City Council logo, which includes a stylized building icon and the text 'Brighton & Hove City Council'. To the right is the 'healthwatch' logo with 'Brighton and Hove' underneath. The main title 'Homecare Check' is in large, bold, blue text. Below it, a paragraph of text reads: 'On behalf of Brighton & Hove City Council, our volunteers talk to those receiving home care to get your feedback on the quality of the homecare service you are being provided with.' Below this text is a photograph of two people in scrubs holding hands. One person is wearing a blue top and the other a maroon top with a stethoscope. The bottom section of the leaflet features the heading 'Community Support' in pink text, followed by a paragraph: 'This leaflet also contains details of services from the council and local community organisations, that can help with advice and support.' At the very bottom is the date 'March 2025'.

Homecare Check

On behalf of Brighton & Hove City Council,
our volunteers talk to those receiving home care
to get your feedback on the quality of the
homecare service you are being provided with.



Community Support

This leaflet also contains details of services from the council and local community organisations, that can help with advice and support.

March 2025

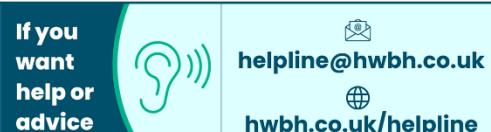
Homecare Check Annual Report 2024-25



Health and care can be difficult to navigate

As part of the Homecare Service, our volunteers talk to people about the quality of their homecare, but as the independent local champion for Health and Social Care, we also want to hear about your experiences of using NHS service such as GPs, dentists and hospitals.

With your feedback, we have the power to make sure NHS leaders and other decision makers listen and improve standards of care.



Or call us on **01273 234 040**



Brighton & Hove City Council

Community Hub

If you are struggling to pay for food, energy, and other essential costs, or you need welfare or wellbeing information, they can help with advice and support.

01273 293 117 and select option 2

Adult Social Care

Where to find information on the adult care services provided by the council, including support, payments, and reporting concerns.

brighton-hove.gov.uk/adult-social-care

Adult Social Care Hub

The hub provides a list of all the local organisations and services available in the city.

brighton-hove.gov.uk/adult-social-care-hub/health-and-adult-social-care-directory

Contact the council on **01273 293 117**
accesspoint@brighton-hove.gov.uk



Ageing Well Service

Ageing Well is a council funded partnership of organisations supporting city residents aged over 50.

It is led by Impact Initiatives and includes Together Co, TTB, BHFP, TDC, Switchboard, Citizens Advice, Clare Project, Bridging Change, HKP and others.

Their **Information, Help and Advice Team** can support people 50+ across the city with activities and social groups, information and advice, befriending, and tailored services for people living with dementia.

What support can you get

- Information & Advice
- Dementia Support
- LGBTQ+ Groups
- Multicultural Groups
- Activities - things to do
- Befriending - providing company
- Social Prescribers - helping people to connect
- Connectors - supporting people to groups

Who can apply

Brighton & Hove residents aged 50+

Contact them on **0808 175 3234**
info@ageingwellbh.org



The Carers Hub

Carers Hub is a partnership of three local charities and city council assessment staff, offering a focal point for supporting unpaid carers.

They aim to improve the quality of life of carers in the city by offering a wide range of services and comprehensive local resources for carers of all ages.

What support can you get

- Information & Advice
- Support for young carers
- Carers assessment
- Carers discount card
- CareLink Plus & Telecare
- Carers Reablement Service
- Dementia Carers Support
- Emergency Back Up Scheme
- Mental Health
- My Health Matters
- Online help

Who can apply

Brighton & Hove residents acting as unpaid carers.

Contact them on **01273 977 000**
info@carershuh.co.uk

Homecare Check Annual Report 2024-25

Possibility People

Possibility People run many different projects and services - including grants - to support people with disabilities, giving them access to the right information, with the right support, so they are enabled to make personal choices.

What grants can you get

Grants to make a home safer; urgent repairs housing adaptations deep cleans or de-cluttering Handy Person Grant for urgent small building repairs

Who can apply

The service is available to disabled city residents or those aged over 65, living in their own home, housing association property or private renting.

Referrals need to be from a health professional.

Contact them on **01273 069851**
hds@possabilitypeople.org.uk

UOK Mental Health Support

Previously known as Community Roots, **UOK** is a partnership of community services working together to support good mental health in Brighton and Hove and East Sussex. They can signpost and support you to link you in with services, groups & activities to help improve your well-being. Contact them on **0808 1961768** or chat@uok.org.uk

Emergency Support

24/7 Mental Health Crisis Line
Call **NHS 111** and select the mental health option to be connected to the 24/7 mental health crisis line, also known locally as the Sussex Mental Healthline.

Sussex Mental Health Rapid Response Service
This service supports adults experiencing a crisis with their mental health, who think they are at risk of harming themselves or others.

0300 304 0078
Mon-Fri 8am-10pm / Weekends 10am-10pm

Homecare Check Contacts

Healthwatch Brighton & Hove

If you want to talk to us about your homecare visit, or any other health and social care issues, please call **01273 234 040** or visit hwbh.co.uk for more information

Making a complaint!
If you are not satisfied with the quality of service you are getting from your homecare provider, or how they respond to issues you raise, then you can complain to the council directly on **01273 291 229**

Raising a safety concern
If you believe you or someone you know is at risk of harm, then please call the council safeguarding team on **01273 295 555**

Healthwatch would like to thank all of our fantastic volunteers for their support on this project


healthwatch
Brighton and Hove 

Thank you

Healthwatch Brighton and Hove would like to thank our volunteer Lay Assessors who gave their time to support this work. Without them, this would not be possible.

We would also like to thank the Homecare service users and their family and friends for giving us their time.



Healthwatch Brighton and Hove

113 Queens Road,

Brighton

BN1 3XG

01273 234 040

office@hwbh.co.uk

For more information about Healthwatch Brighton and Hove and what we do, visit [**hwbh.co.uk**](http://hwbh.co.uk).