

Isle of Wight Clinical Commissioning group response to Healthwatch 'Care at Home' report – a Healthwatch report on the experiences of people who use care at home on the Isle of Wight.

The Isle of Wight Clinical Commissioning Group (CCG) welcomes the opportunity to comment on the Healthwatch Care at Home report. We value the contribution that the report makes in taking note of people's experiences of Care at Home including highlighting good practice and improvement that is necessary, so people in receipt of this care have a positive experience. We are committed to sharing good practice and the report provides valuable insight into people's experiences, providing recommendations which can support future improvements.

It was encouraging to note that "...most answers to structured survey questions were positive. Similarly, nearly all the general comments about the care being received were contented and appreciative". It was interesting that a number of themes that were identified were comparable with previous national, reviews and reports on care at home, such as; arranging care, contact with care staff, consistency of care staff, timings of visits, standards of care and discussing care.

It is really encouraging that the feedback from the report is being shared with individual agencies, to enable them to use the responses in their own quality assurance processes and continual improvement plans.

Recommendations (pages34/35)

A- **Greater access is needed to sources of support to arrange and review care**, for individuals deemed responsible for their own funding. A clear protocol needs to be adopted by the Isle of Wight council to ensure there is ready access to such support, without undue cost to individuals. Robust monitoring will be needed to assess effectiveness.

Response

Implementation of this recommendation would ensure that people can access the appropriate support, without undue cost. It is agreed that this would need to be monitored effectively, to ensure that people's experiences of this are equitable and lead to appropriate outcomes for people reducing length of stay and transitions through services.

B- An urgent review should take place of **information, correspondence and communication** between people arranging or using care at home and the Isle of Wight social care department. This review should be based on service user involvement to identify problems and propose solutions. Any required changes should be made promptly to ensure consistent standards of clarity, timeliness and respectful tone.

Response

Ease of access through the range of information, correspondence and communication that is possible between organisations discussed in a timely and clear way will help the person to access support and crucially promote independence of people. It is agreed that the focus

should be on service user involvement those who have arranged care, or recipients of care at home to identify the problems and shape services. This promotes self-management and positive respectful relationships which will enable solutions which are fit for purpose.

C- **Training requirements** for care staff should be systematically identified by commissioners with regard to matters highlighted in this report. Training on communication and supporting people with Dementia should be prioritised. Training should be arranged where applicable to ensure a consistent standard of preparing and presenting food. A clear agreement should be developed, in parallel with suitable training, to clarify expectations on care staff supporting people who show initial reluctance to receive nutrition or personal care.

Response

There is a NHS Standard contract for the provision of Domiciliary care services and providers are expected to be able to demonstrate that their staff have the right skills and competencies to meet the needs of the individual receiving the service.

All new employees must receive induction and training appropriate to the tasks expected of them

Appropriate induction and training must be completed prior to undertaking any unsupervised contact with Service Users.

Staff will (amongst other things):

- a) Be trained to recognise and manage challenging behaviour in a consistent and professional manner.
- b) Aim to minimise service user's stress, anxiety and frustration to maintain an optimum level of emotional wellbeing.
- c) Make the safety and wellbeing of the individual's and all those around them of paramount importance.
- d) Be trained to communicate effectively and appropriately with people using the service.
- e) Understand what to do in the event of medication issues, for example (but not limited to), if the individual does not wish to take medication.
- f) Be adequately trained in the use of all relevant equipment by the relevant Professional(s), and that checks of equipment are made to ensure no risks are posed to safety.
- g) Be sufficiently skilled to prepare meals to the satisfaction of the individual and that the individual is able to exercise choice as to their timing and content, within the scope of the Care Plan and resources available.
- h) Have received Safeguarding Vulnerable Adults Training.
- i) Be aware of what to do in the event of an Individual being unexpectedly absent from their home.

There is scope within this standard contract to develop some local guidelines and it is recognised that this report highlights the experiences of people receiving care on the island. It is agreed that the areas highlighted on the recommendations should be prioritised as local guidelines.

D- Mechanisms need to be further developed to allow for **quality standards** of providers to be rated by recipients of care. There should be a medium through which this can inform purchasing decisions, both on the part of the Isle of Wight council and people who fund their own care. Categories within a quality mechanism of this kind should include:

- Consistency of visits by familiar care staff, and being kept informed of unavoidable changes.

- Adherence to agreed time and length of visits, whilst allowing for flexibility in content of tasks if needs or choices fluctuate.
- Level of satisfaction with preparation of food, appetising presentation and appropriateness to individuals dietary needs.
- The presence of robust and effective processes for reviewing care, and resolving any problematic issues which may arise.

Response

Within the NHS standard contract previously mentioned, there are quality requirements to ensure that people have a positive experience of care. There are Quality visits and reviews by the CHC team to ensure that providers are proactively working to achieve this.

It is acknowledged that the quality standards could be developed further and that these should take into account the views of recipients of care, reflected in this report such as consistency of visits, agreed time and length of visits, satisfaction with food presentation and an effective and robust process for review care and learning to resolve problems through continual development. The Isle of Wight CCG will commit to taking these forward.