

Care at Home

Scrutiny Review – Provider Consultation

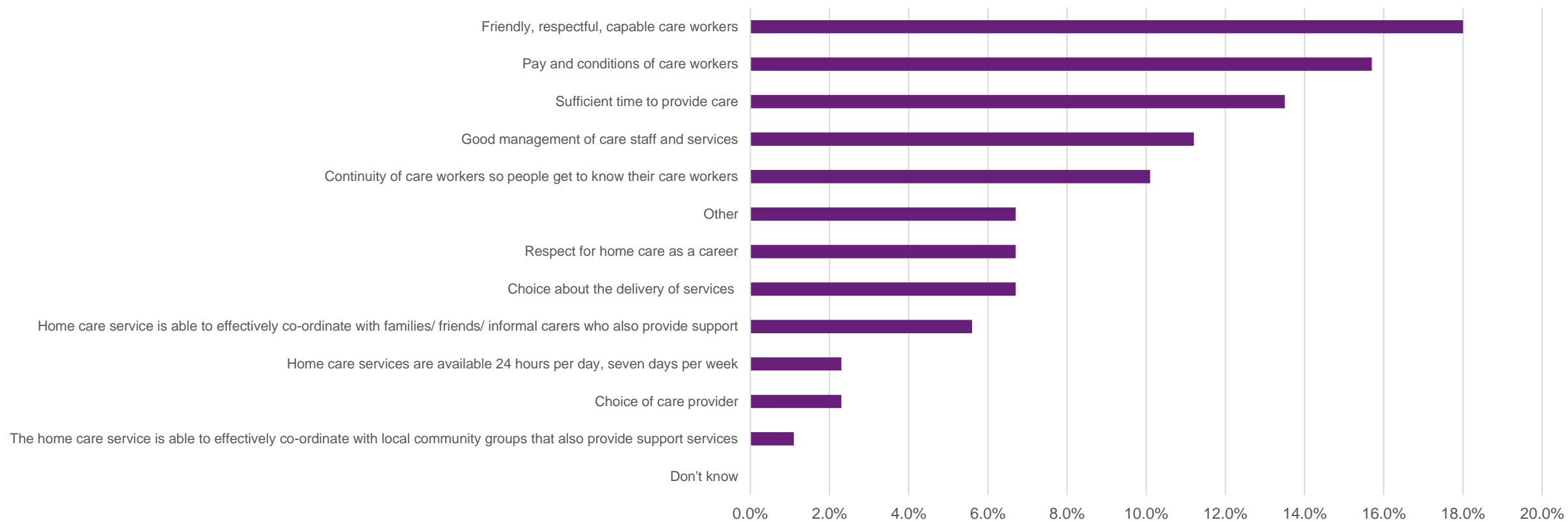
CONSULTATION WITH SERVICE PROVIDERS, July 2021

- Contacted each Service Provider.
- Meetings were arranged with 16 Care Providers to obtain their views about the delivery of the Care at Home service.
- Responses were obtained as part of a conversation with the Providers, rather than asking them to complete a survey.

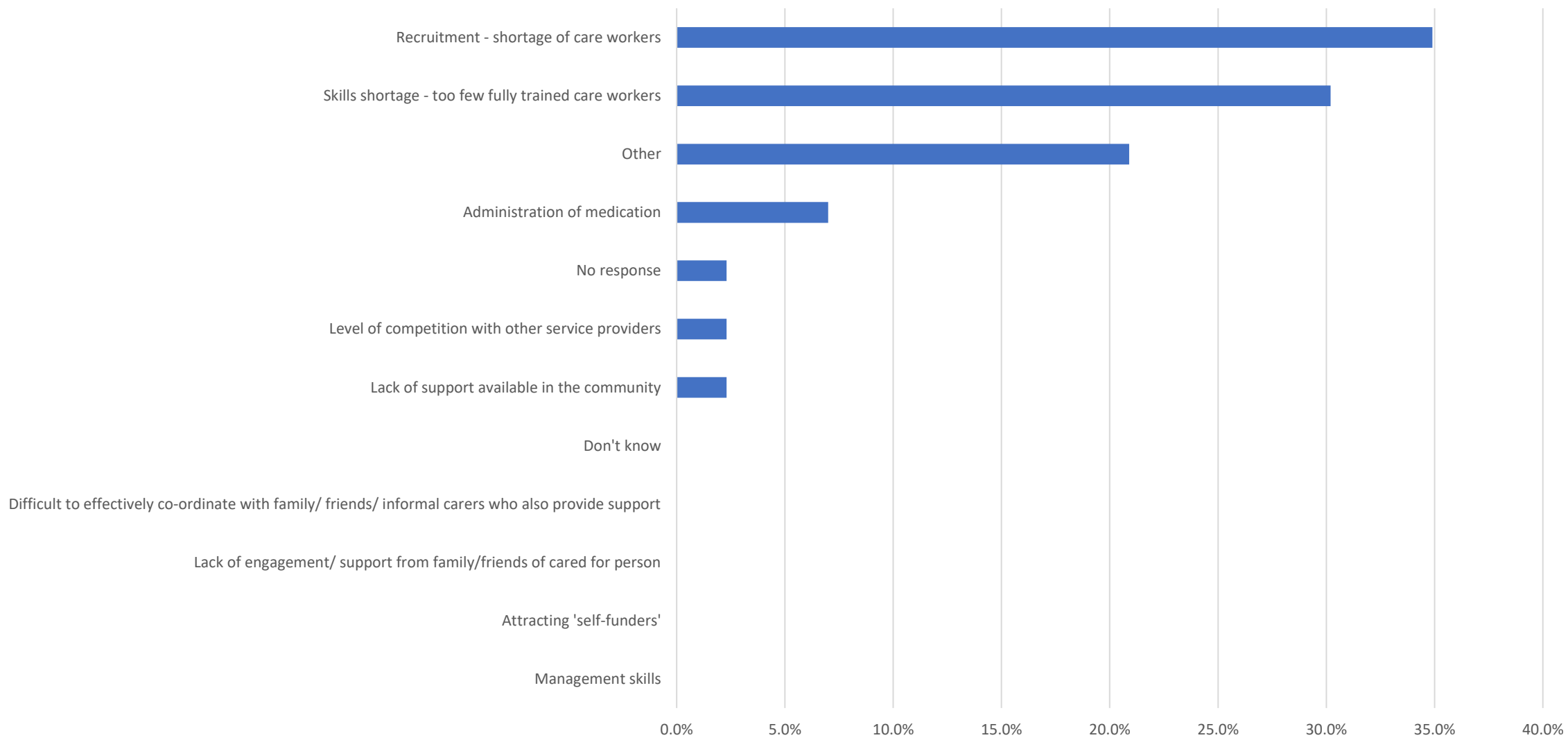
Questions to frame the conversations

- What do you see as the factors that are most important in offering good home care?
- What do you see as the key challenges your organisation faces in delivering home care services?
- What, if anything, would help you to overcome the challenges you face in the delivery of good quality home care services?
- In general, how satisfied are you with the relationship and communications you have with Stockton-on-Tees Borough Council to support the delivery of good quality home care?
- Please can you tell us the reason for your rating.
- Do you have any suggestions for how the service could be improved? Is there anything that could be done differently in the future?
- Is there anything else you would like to tell us about?

The most important factors in offering good home care



Key challenges to delivering home care services



Challenges

- Recruitment and retention difficult, particularly given low hourly rates.
- Insufficient time to undertake tasks required in ISO, particularly 15 minute calls.
- Managing expectations about what the Provider will do.
- Customers want same workers and times but not always possible.
- Lack of information sharing with NHS.
- Low status of care staff makes role unappealing.
- COVID-19 added to challenges already faced, particularly recruitment.

What would help Providers to overcome challenges?

- Support around recruitment and retention of staff.
- Promotion of care as a valued career.
- Social workers managing the expectations of the person and their families.
- Stop the use of 15 minute welfare calls which are unrealistic in terms of what can be done and are difficult to rota.
- Guaranteed hours from the Council would help with staff retention.
- Higher hourly rates to support staff retention.
- Less focus on tasks and more on outcomes.

Satisfaction with the relationship and communications with Stockton-on-Tees Borough Council

Of the 16 Service Providers we met with, 13 were 'very satisfied' and three were 'satisfied.'

- Welcomed Provider Forum, Well Led Programme and Registered Managers Meetings to share good practice and discuss topics of interest.
- Good working relationships with Quality Assurance and Compliance Team, Social Workers and Safeguarding Team.
- Good support from SBC during the pandemic.