

SCRUTINY REVIEW OF CARE AT HOME

Summary

This third evidence-gathering session for the review of Care at Home will focus on the views of those accessing local services, as well as their families and informal carers.

Detail

1. It is part of their contractual obligations that providers engage with service-users to ascertain views on their experience of the service. Local providers have therefore been asked to give details of what information they collect and how regularly they seek views. A summary of this, and the feedback received from their most recent engagement, will be considered.
2. Stockton-on-Tees Borough Council (SBC) Quality Assurance and Compliance Officers talk to service-users when conducting PAMMS assessments of Care at Home providers. Feedback on this, and any themes in relation to this engagement, will be presented back to the Committee for those assessments undertaken since April 2021.
3. To supplement (and compare against) information from providers, a simple Committee survey was devised and made available for service-users and their families / informal carers during July / August 2022. Responses to the survey will be presented back to the Committee along with any identified themes.
4. A copy of the agreed scope and plan for this review is included for information.

Name of Contact Officer: Gary Woods

Post Title: Scrutiny Officer

Telephone No: 01642 526187

Email Address: gary.woods@stockton.gov.uk