

CARE AT HOME PROVIDERS' ENGAGEMENT WITH SERVICE-USERS / FAMILIES / INFORMAL CARERS

Following the presentation of evidence by some of the Borough's Care at Home providers in June 2022 as part of the Adult Social Care and Health Select Committee's ongoing Scrutiny Review of Care at Home, contracted services across Stockton-on-Tees have now been asked to demonstrate how they seek feedback from those accessing their offer (and their families / informal carers), and how this information is used to improve service delivery.

Existing contracts state that service-user satisfaction surveys should be conducted by providers on an annual basis, though some may prefer to undertake these more regularly. The following table demonstrates the approach of local providers:

Contract Type (standard / enhanced / complex)	Provider	Survey Frequency	Comments
Standard	Care Matters	Six-Monthly	Aim to use such feedback to improve our services.
Standard	Comfort Call	Annually	Our quality team do annual surveys with our service-users and we also carry out these in branch as you can see on the attached. We complete QNA'S with service users and we monitor this by using the report on a weekly basis. This enables us to improve in any areas we may need to and also allows us to pick up on any actions we may find we need to carry out to improve our service.
Enhanced / Complex	Community Integrated Care (CIC)	Annually	Only one person in Teesside responded to the last survey. The next survey will be issued in September 2022. Throughout Covid we held at first weekly family / PWS webinars, then moved to fortnightly and then onto monthly.
Enhanced / Complex	Creative Support	Annually	
Standard	Dale Care	Annually	
Standard	Five Lamps	Six-Monthly	Ask for feedback continuously (i.e. through feedback cards in service-user files).
Standard	Green Square Accord	Six-Monthly	A 'you said we did' is produced and fed back to service-users. Any serious comments are collated into an action plan which the manager directly addresses with the service-user (if it is not anonymised).
Standard	Partners4Care	Six-Monthly	As part of our Governance Framework, Customer Satisfaction Surveys are distributed to our entire customer base every 6 months. The results of the survey will be shared with our care staff via our social media and our customers via a "you said" and "we did", feedback newsletter.
Standard (spot provider)	Prioritising People's Lives (PPL) Ltd	Annually	Surveys are sent to Osiris to collate and results are based on CQC requirements.

Summary of Feedback

An overview of feedback received as part of the latest provider engagement with service-users is outlined below (note: in some instances, the data submitted may cover a wider area than just Stockton-on-Tees). **Providers have been anonymised, and the tables below show the providers in a different order to those in the previous table above (on page 1).**

Provider 1	July 2022
Headline Data (number of responses not stated)	
<ul style="list-style-type: none"> Overall Service: 29% outstanding; 48% good; 15% req. improvement; 8% inadequate Safe: 27% outstanding; 57% good; 9% requires improvement; 7% inadequate Effective: 24% outstanding; 49% good; 16% requires improvement; 10% inadequate Well-Led: 30% outstanding; 40% good; 22% requires improvement; 7% inadequate Response: 35% outstanding; 35% good; 20% requires improvement; 9% inadequate Caring: 34% outstanding; 50% good; 12% requires improvement; 8% inadequate 	
Comments	
<i>All carers are very helpful and where possible they come on time, they always listen to me and all staff have been great.</i>	
<i>My Regular carer knows me very well, she always treats me with respect and dignity. Staff who I see on a regular basis on the whole treat me with respect and dignity.</i>	
<i>Everyone working for the company are very professional and caring and I cannot thank them all enough for the outstanding care my mum receives.</i>	
Identified Actions	
People did not always receive weekly care schedules: Rota's will be redistributed Every Saturday; Family Portal Accessible to All customers / family – Newsletter to be distributed.	
Not informed if time of care visit had changed: Care rosters to be fully audited and weekly spot checks to be carried out. Front of House Administrative Staff to be Increased to manage volume of internal calls. Changes to domestic / social / shopping support will only be authorized by manager once customer has been notified and accepts the change.	
Not notified when care workers changed / cancelled at short notice: Sickness & Absence Monitoring – Bradford Factor Introduced to reduce number of Persistent short-term sickness absence, with no underlying medical condition or other reasonable reason.	
Continuity of care: Recruitment campaigns increased to reflect staffing levels. Weekly monitoring in place.	
Improve communication between office & customers: Staff training / reinforce standards.	
Addressing customer feelings of rushed visits: Live data from each visit is collated, this is reviewed on a weekly basis. Staff who frequently leave visit early without justification are currently under supervision and observation.	

Provider 2	2021 (Teesside & North Yorks)
Headline Data	
Supported Living (21 responses)	
<ul style="list-style-type: none"> • Large majority (18) knew how to make a complaint / suggestion • Large majority (16) knew what to do if they or someone they knew felt unsafe • 7 respondents wanted more opportunities to have their say (inc. in recruitment of staff) • Large majority felt they were always respected (17), listened to (15), and happy (17) 	
Floating Support Model and Independent Support (21 responses)	
<ul style="list-style-type: none"> • Large majority (18) said support workers were arriving on time for support visits • Small number (3) said they were not given enough notice when visits were rearranged • Small number (6) did not know how to make a complaint if unhappy with their support • Large majority felt they were always respected (16), listened to (15), and safe (17) 	
Comments	
Supported Living	
<ul style="list-style-type: none"> • <i>Still nervous with new staff as they don't understand my moods and what I say.</i> • <i>Unhappiness not to do with the service .</i> 	
Floating Support Model and Independent Support	
<ul style="list-style-type: none"> • <i>Smaller group of support workers to visit me; quite stressful with new support workers.</i> • <i>Let staff communicate where there's a cancellation; have other staff to cover the call.</i> 	

Provider 3	2021
Headline Data (69 responses locally)	
<ul style="list-style-type: none"> • 77% of customers were 'very satisfied' (41%) or 'satisfied' (36%) with the service 	
<ul style="list-style-type: none"> • On a scale of 1-10 (1 being 'dissatisfied / highly unlikely'; 10 being 'very satisfied / highly likely'), average scores for the following were: <ul style="list-style-type: none"> ○ How comfortable would you feel in raising concerns – 8.0 ○ Have we supported you to keep safe during the COVID pandemic – 8.3 ○ Have we communicated appropriately during the COVID pandemic – 7.6 ○ How likely are you to recommend the service to someone you know – 7.6 	
<ul style="list-style-type: none"> • Nearly 60% were either 'very satisfied' or 'satisfied' about being kept informed about service changes; this was the same for the provision of opportunities to raise views 	
<ul style="list-style-type: none"> • Large majority felt they were treated with dignity / respect (around 85% 'very satisfied' / 'satisfied') and as an individual (nearly 90% 'very satisfied' / 'satisfied') 	
Identified Actions	
Evidence provided that identified issues raised by customers had been addressed by the provider directly with the service-user, and that actions had been put in place in response to the stated issues to the satisfaction of all parties (these included changes to medication, notification of delays to scheduled visits, staffing numbers / continuity, and ability of office staff to answer calls).	

Provider 4	March 2022
Headline Data (21 responses)	
<ul style="list-style-type: none"> • Vast majority happy with service and large majority felt carers arrived on time • Most felt privacy / dignity was respected when assistance was being given • A small number felt staff were not well trained • Over half did not receive a rota every week identifying which carer will be assisting • A small number did not know how to raise complaints / comments / compliments • Large majority would recommend the service to others 	
Identified Actions	
Care Co-ordinators to send all care staff and service-users weekly rotas every Thursday.	
Care staff now set on a two-week rolling rota to ensure consistency (this had previously been difficult due to the impact of COVID).	
Care staff reminded of current COVID guidelines and to ensure full PPE is worn on visits.	

Provider 5	2022
Headline Data (34 responses)	
<ul style="list-style-type: none"> • Majority felt they received a high standard of care (41% agreed; 35% strongly agreed) • In terms of having regular carers who they were familiar with, 15% strongly disagreed and 21% neither agreed nor disagreed • Majority knew who to contact if they had a query / concern about their care (44% agreed; 32% strongly agreed) • Majority felt supported – 24% neither agreed / disagreed; 6% strongly disagreed • Large majority were treated with dignity / respect (38% agreed; 53% strongly agreed) 	
Comments	
<i>'Disappointed in early stages at keeping to the times, has now improved.'</i>	
<i>'The girls who come to bath X are all lovely but we have a lot of different ones. The only thing I'm unhappy about is contact with the office...'</i>	
<i>'Office staff consistently put timings for calls at completely inappropriate times, care staff change it, so why can't it be allocated correctly? Care staff try their best but are restricted by what the office will allow.'</i>	
<i>'I've said I don't receive a high standard of care because they are forever changing time. I'd be happy with the service if the times were kept as they should be'</i>	
<i>'I am very well looked after but I have no particular person coming which I think is a pity'</i>	
<i>'The office should remember clients who self-medicate need regular times the same as the ones who need the carers to give medicines if to be taken with meals.'</i>	
<i>'Do not agree with the removal of visit books as we are no longer able to monitor visits and when medication is given. These books should be reinstated.'</i>	

Provider 6	March 2022
Headline Data (number of responses not stated)	
<ul style="list-style-type: none"> • Since support began <ul style="list-style-type: none"> ○ 43% of customers reported improved confidence (0% decreased) ○ 19% had improved health (3% decreased) ○ 38% had improved happiness (0% decreased) ○ 27% had improved independence (3% decreased) ○ 24% had improved life (0% decreased) • High praise for staff – vast majority of customers rated them ‘excellent’ for friendliness, helpfulness, the ability to do their job, and understanding of their needs • 54% were extremely satisfied with the service; 39% were satisfied. 	

Provider 7	Survey date not stated
Headline Data (53 responses regionally)	
<ul style="list-style-type: none"> • 83% of family members felt that the team were always or usually quick to respond, whenever they had any questions or concerns • 89% of family members rated the support delivered to their loved ones as either excellent or good • 87% of family members felt that they were always or usually kept updated with regards to how their loved one is • 72% of family members would be extremely / highly likely (scores 10-8) to recommend CIC to their family or friend; 20% would not be at all likely / very unlikely (scores 1-3) • 75% of family members felt that they were extremely or very well involved within decision-making 	
Comments	
Positive comments specifically referenced the colleagues who care for their loved one – these included: ‘caring’, ‘committed’, ‘passionate’ and ‘exceptional’.	
Family members specifically highlighted communication issues and a shortage or high turnover of support colleagues. Specifically with reference to turnover, concerns were raised in relation to communication in terms of colleagues joining and leaving.	
Identified Actions	
Investigate different strategies for increasing engagement with family members.	
Potential areas for improvement / exploration: understanding of family member questions / concerns; frequency of updates regarding loved one; involvement in decision-making.	

Provider 8	2021-2022
Headline Data (number of responses not stated)	
<ul style="list-style-type: none"> • Service-Users: positive feedback received in relation to most elements of the survey – only aspects that scored less highly were: <ul style="list-style-type: none"> ○ the maintenance of equipment ○ the notification of any changes in the staff member who is scheduled to care for them (so the service-user knows who to expect) 	
<ul style="list-style-type: none"> • Staff: very positive feedback received in relation to most elements of the survey – the only aspects that scored slightly less highly (though were still very high) were: <ul style="list-style-type: none"> ○ staff who administer medication have competency assessments completed regularly ○ I receive supervision and appraisal which help me develop skills ○ I have an employment contract and understand the terms and conditions ○ Staff are involved in the development of the aims and objectives of Prioritising People's Lives Ltd 	

Provider 9	2020-2021
Headline Data (21 responses)	
<ul style="list-style-type: none"> • All felt their privacy was well protected (29% very well; 71% extremely well) 	
<ul style="list-style-type: none"> • All felt safe and cared for (38% very well; 62% extremely well) 	
<ul style="list-style-type: none"> • Just under half felt the consistency of care was 'well enough' (19% very well; 33% extremely well) 	
<ul style="list-style-type: none"> • All felt involved in decisions about their care (43% very well; 57% extremely well) 	
<ul style="list-style-type: none"> • All felt supported to achieve their goals (19% very well; 81% extremely well) 	
<ul style="list-style-type: none"> • Very small number (5%) did not know how to make a complaint 	
Comments	
Numerous positive comments about the staff (friendly, well-trained, good standard).	
Consistency of carers and making service-users aware of changes to schedules or any delays was raised more than once.	
Uncertainty around how to make a complaint.	
Identified Actions	
Continuity: all rotas to be reviewed and templated.	
Communication: Care Co-ordinator / Seniors discussion regarding informing service-users of changes where possible.	