

Scrutiny Review of Care at Home

SERVICE-USER / FAMILY / INFORMAL CARER SURVEY

Survey

To supplement (and compare against) information from providers, a simple Committee survey was devised for service-users and / or their families / informal carers to complete and return by Friday 26th August 2022 – see **Appendix 1**.

Promotion

The survey was made available, and disseminated, through a variety of mediums:

- During August 2022, an online version was accessible via the Council's website.

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Current and partner consultations

Consultations are key to our decision making and we ask questions on many aspects of our service planning and delivery.

On this page:

- [Current consultations](#)
- [Consultations by our partners](#)
- [Consultation terms and conditions](#)

Current consultations

National and Local Validation Requirements Consultation

The Planning Policy team consult on the National and Local Validation Requirements List document from 1 July 2022 for 9 weeks until 2 September 2022. This document is to advise applicants and agents on what information needs to be provided when submitting planning applications.

[Read the proposed list of validation requirements. \(PDF\) \[283KB\]](#)

[Validation requirements consultation >](#)

Yarm Road Muga

This consultation is to gain feedback from residents regarding the construction of a Multi-Use Games Area (MUGA) at Yarm Road Recreation Ground (AKA Riggies Rec). Closing date for feedback is 30 September 2022.

[Yarm Road MUGA consultation >](#)

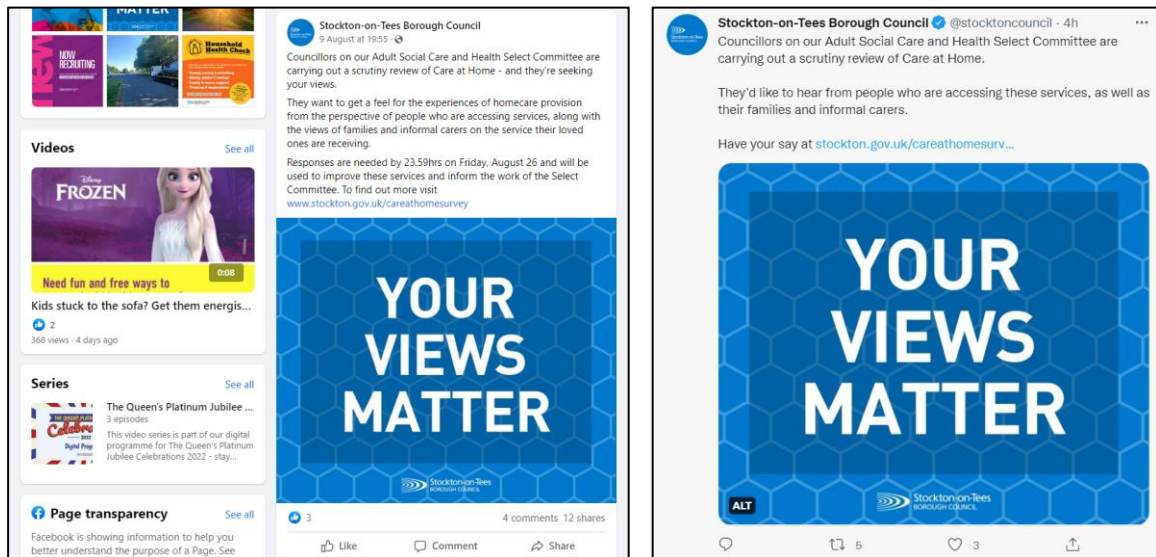
Care at Home survey

The Council's Adult Social Care and Health Select Committee are conducting a scrutiny review of Care at Home. The review aims to understand the current Care at Home system, assess the quality of local provision, ascertain the impact of COVID-19, and establish the important existing issues facing this element of the care sector to inform future priorities.

A key part of this work is to understand the experiences of homecare provision from the perspective of individuals who are accessing services, as well as the views of any families or informal carers on the service their loved one is receiving. The Committee would therefore welcome your response to the Care at Home survey.

[Care at Home survey >](#)

- The online link was circulated to all local Care at Home providers who were asked to raise awareness of this survey to those accessing their service (including the families and informal carers of service-users). Hard-copies of the survey were also posted to each provider for their staff to issue when visiting an individual in their own home.
- As requested by Members, the Council's social media platforms (Facebook and Twitter) also raised awareness of the Committee's survey.



- The survey was shared with colleagues in Adult Services to include in the Adult Carers Service and LiveWell Hub communication channels such as e-bulletins / Facebook page.
- Survey link forwarded to Catalyst for inclusion in their e-bulletin.
- Survey (and links to online version) forwarded separately to Stockton & District Advice & Information Service (SDAIS) and the Halcyon Centre to raise awareness with clients, and to Eastern Ravens to raise awareness with young carers.

Summary of Feedback

A total of 23 responses were received:

- 4 were from the individual receiving care
- 16 were from relatives
- 3 were from informal carers

A summary of these responses is outlined below:

1) Briefly describe what sort of support you / your relative receives from your current Care at Home provider and how much contact the service has with you / your relative each week.			
ID	Provider (anonymised)	Time with Provider	Support Received
Person receiving care (4)			
11	Provider 2	2014	5.5 hours a week help and support with domestic tasks meal preparation and personal care
12	Provider 9	7 months	Attends 3 times a day giving medication making sure I am comfortable
21	Outside provider list	4 years	26 hours. Personal care, homework, laundry, mobility assistance, shopping and care during paralysis.
23	Provider 9	29 months	Personal Care, Lunch Visit, Domestic Calls some days up to 4 visits a day 7 days a week.
Relative (16)			
1	Outside provider list	3/4 years	Hardly any
3	Outside provider list	6 years	3 visits per day. General home help, personal care and meals and shopping. Medication
4	Provider 3	9 years	Preparation of evening meals, cleaning, shopping, washing
5	Outside provider list	2 years	Approx 6/8 hours per month
6	Provider 3	3 months	2 hr
7	Provider 5	8 months	Supposed to be 5 hrs one day per week home care / befriending
8	Provider 9	18 months	Not much as I have done most things by the time they arrive
9	Provider 4	5 months	Care visits 4 times a day to give medication, prepare meals and support mental well being.
10	Outside provider list	17 months	Very limited
13	Provider 1	8 months	Morning and evening call for breakfast and tea, also to administer tablets on morning. One 2hr call each week to help with cleaning, shopping and taking relative outdoors
15	Provider 2	3 years	My son receives support to go shopping, prepare meals/do housework and support him to engage in activities In community
16	Outside provider list	3 years	Full nursing care
17	Private Provider	15 years	Help with DIY. Accompanying me on a walk. Taking me out. Chatting with me. Shopping for me.
18	Private Provider	11 months	3 visits per day, 7 days per week, with either one or two carers for intimate care, nutrition, wellbeing checks - mainly for bedbound client (mother) but also for dementia-diagnosed father
19	Provider 4	1 month	Personal care. Help getting mam up, washed & dressed. Provide meds & basic meals 2 hours per day 7 days a week
22	Outside provider list	3 months	Short respite breaks, 2 x 3 hours per week.
Informal Carers			
2	Provider 6	8 months	personal care and meds, two visits daily
14	Provider 9	2 years	3x daily Support with meals,laundry,cleaning home personnel hygiene and shopping
20	Outside provider list	2 years	If my relatives fall at home then they can call the XXXX Team 24hrs/day for support to help raise my relative and to assess to see if medical intervention is required.

Comments:

- Only eight respondents had been with their current provider since before the COVID pandemic emerged in early-2020 (only four of these were using the main local providers).
- Wide range of support provided, from hardly any to full nursing care.

2) What do you like / value about the service you / your relative currently receives?			
ID	Provider (anonymised)	Time with Provider	What is liked about the service currently received
Person receiving care (4)			
11	Provider 2	2014	
12	Provider 9	7 months	It breaks my day up and having company till my family can call after work
21	Outside provider list	4 years	Friendly and comfortable enviro
23	Provider 9	29 months	Caring loyal Staff
Relative (16)			
1	Outside provider list	3/4 years	Care plans to be upto date the right information in them
3	Outside provider list	6 years	Lovely supportive team. Go the extra mile
4	Provider 3	9 years	He gets on well with carers
5	Outside provider list	2 years	Some Free time with a person I can trust
6	Provider 3	3 months	
7	Provider 5	8 months	Not much. When they do turn up it does give me a break.
8	Provider 9	18 months	Not much
9	Provider 4	5 months	It helps me to have a break from full time care.
10	Outside provider list	17 months	Not a lot
13	Provider 1	8 months	Knowing that my relative actually sees someone every day [especially when we can not get round due to work commitments] is reassuring
15	Provider 2	3 years	There are some very good staff who take into account my sons needs and wishes
16	Outside provider list	3 years	XXXX is a excellent care home The staff are excellent My mum receives excellent care
17	Private Provider	15 years	My husband cannot do without it. It is invaluable. It increases his social activity. There is no doubt that it keeps him out of hospital.
18	Private Provider	11 months	Professionalism, Diligence, Flexibility and genuine care shown
19	Provider 4	1 month	I like the fact that I finally get some me time & have the ability to spend more quality time with mam, becoming daughter rather than career again.
22	Outside provider list	3 months	Usually arrive on time & have been a big help as my mum has needed care recently as well. Carers are friendly and have sent photos to me if my child while out
Informal Carers			
2	Provider 6	8 months	peace of mind
14	Provider 9	2 years	They make sure they are independent and safe at home
20	Outside provider list	2 years	Provider always promptly answer the alarm whenever my relatives have raised it and they have visited my relative very quickly to help them. They have always acted very professionally and with utmost care and confidence and have given excellent advice.

Comments:

- Service-Users: good care, social benefits
- Relatives: provides much-needed respite, social benefits for loved one
- Informal Carers: good care / professionalism

3) What do you not like about the service you / your relative currently receives?			
ID	Provider (anonymised)	Time with Provider	What is not liked about the service currently received
Person receiving care (4)			
11	Provider 2	2014	Its inconsistent in terms of staff that come in to support me. No opportunities to build rapport . Some of the staff unable to carry out personal care tasks.
12	Provider 9	7 months	Nothing
21	Outside provider list	4 years	
23	Provider 9	29 months	When they change my time or carer without telling me and also when they put new carers on that I haven't met before which can have an impact on my anxiety and mental health.
Relative (16)			
1	Outside provider list	3/4 years	
3	Outside provider list	6 years	
4	Provider 3	9 years	Uncertainty over times of visits, failure to provide advance rota for visits. Emails of admin staff members not accessible to colleagues when they are absent.
5	Outside provider list	2 years	N/A
6	Provider 3	3 months	
7	Provider 5	8 months	Unreliable. Most of the time they have been unable to provide the service, but never bother to let me know in advance that they can't find anyone. It's only when I phone up to ask that I find out. That means I have had to cancel arrangements at last minute, sometime incurring cancellation charges. Occasionally they would phone me up to apologise for not having been able to send anyone - after the time they were supposed to be here
8	Provider 9	18 months	Dont call early enough often late dont have time for a chat even if nothing to do very little contact through office would not recommend
9	Provider 4	5 months	There are still a few issues related to timing of visits, length of visits, care provided and interaction with my mother.
10	Outside provider list	17 months	They never call or visit unless I contact them
13	Provider 1	8 months	That it is so quick[carers are in and out within 30 mins, and they always seems rushed to get to next appointment
15	Provider 2	3 years	Sadly there are some staff, particularly in management who have no appreciation of how my sons anxiety levels and mental health are affected when support is cancelled/ cut short, particularly at short notice. My sons support is supposed to encourage him to try new and healthy food alternatives and do any necessary cleaning in his home but this rarely happens.
16	Outside provider list	3 years	
17	Private Provider	15 years	Nothing.
18	Private Provider	11 months	No problems
19	Provider 4	1 month	The differing levels of care provided from each carer. The inexperience of many of the carers. Not turning up at agreed times for varying reasons. Lack of continuity of carers - I was told there would be the same 5 carers (mam has dementia) but having discussed this with the company, hopefully this will improve after the holidays
22	Outside provider list	3 months	Carers do not stay for the full 3 hours No young male carers, the carers are female & not much younger than myself they need to have fun with younger people. Hours are over 2 days at lunchtime, my child ends up going for lunch every time there isn't enough time to do much else - the time allocated doesn't work for cinema trips, there is very little flexibility

Informal Carers			
2	Provider 6	8 months	If I went via social services I could have 15 minute visits which on a night would be enough to check they have had meds and are safe. But because we have to pay the shortest visit is 30 minutes which is totally unfair. Double system
14	Provider 9	2 years	As above
20	Outside provider list	2 years	I have found nothing to dislike !

Comments:

- Service-Users: continuity of staff, communication of changes
- Relatives: timing / length of visits, communication of visits and any changes, staffing continuity / ability
- Informal Carers: ability to access services

4) How often are you asked to provide feedback to your / your relatives Care at Home provider, and are you aware of how to make a complaint / raise a concern? If you have provided feedback / made a complaint / raised a concern in the past, has this been acted upon?			
ID	Provider (anonymised)	Time with Provider	Requests for service feedback and raising complaints / concerns
Person receiving care (4)			
11	Provider 2	2014	Once a year ad - hoc things change for a few weeks. Then go back to normal
12	Provider 9	7 months	None at the moment
21	Outside provider list	4 years	Yearly reviews and I know how to leave comments and complaints
23	Provider 9	29 months	We are not asked very often to provide feedback only if they're getting inspected by CQC, yes I'm aware of how to make a complaint as I have done previously to the registered manager of Comfort Call and it was acted upon with immediately affect.
Relative (16)			
1	Outside provider list	3/4 years	Once a week
3	Outside provider list	6 years	Yes.
4	Provider 3	9 years	About every 6 months. Aware of system. Some complaints have been acted on.
5	Outside provider list	2 years	This is the first time
6	Provider 3	3 months	
7	Provider 5	8 months	This is the first time I've been asked for feedback. I am aware of how to raise a concern
8	Provider 9	18 months	Not asked for feedback at anytime raised a complaint and concerns eventually went to local government ombudsman who ruled in my favour after care provider dismissed complaint so changed provider
9	Provider 4	5 months	Never, but I raise issues as they arise.
10	Outside provider list	17 months	They never ask for feedback. If I contact them sometimes it is never acted upon
13	Provider 1	8 months	Never been asked for feedback I have raised quite a few concerns/complaints in the short time my relative has been with provider Has been acted upon to the best of my knowledge, but have not have any feedback from the complaint raised
15	Provider 2	3 years	Once a year but I regularly contact them to express my concerns. Improvements do happen but are short lived.
16	Outside provider list	3 years	Yearly
17	Private Provider	15 years	Have never been asked to give feedback and have never complained. I would know where to go to complain.
18	Private Provider	11 months	Feedback is welcomed and acted on immediately and I have not had reason to make any complaints or concerns
19	Provider 4	1 month	I've not technically been asked to provide feedback but was advised if there was an issue, to contact the company & give them the opportunity to put it right. I did & they did.
22	Outside provider list	3 months	No I'm not aware of this, I was not aware of this service before.
Informal Carers			
2	Provider 6	8 months	never been asked, I am aware because of my job and it is in the handbook provided at the beginning. I did raise a payment concern and it was dealt with and resolved
14	Provider 9	2 years	Yes and yes
20	Outside provider list	2 years	I haven't had to provide feedback until now, I am aware of how to raise a complaint if required.

5) Has the level of service you / your relative receives changed as a result of the COVID-19 pandemic? Has this been for the better or the worse?

ID	Provider (anonymised)	Time with Provider	Impact of COVID-19 pandemic
Person receiving care (4)			
11	Provider 2	2014	It's stayed the same
12	Provider 9	7 months	Noi
21	Outside provider list	4 years	No change. Had excellent support during covid.
23	Provider 9	29 months	Some times the level of staffing as been affected due to the COVID-19 pandemic which has resulted in some of my calls being cancelled as they didn't have the staff to accommodate them. Also carers are't staying for the allocated time given to me as they're back to back with calls and no breaks especially the walkers.
Relative (16)			
1	Outside provider list	3/4 years	Worse
3	Outside provider list	6 years	No change. Care continued when parents had covid
4	Provider 3	9 years	Yes. Staff shortages have resulted in reduced consistency
5	Outside provider list	2 years	Much more difficult during pandemic
6	Provider 3	3 months	
7	Provider 5	8 months	Not applicable as it only started as we came out of Covid19
8	Provider 9	18 months	Worse
9	Provider 4	5 months	No care provided during Covid 19 pandemic.
10	Outside provider list	17 months	I don't know because my wife was diagnosed with dementia during the pandemic
13	Provider 1	8 months	..
15	Provider 2	3 years	Service certainly deteriorated as result of covid and shortage of staff and still struggles to provide an acceptable level of service
16	Outside provider list	3 years	No
17	Private Provider	15 years	No.
18	Private Provider	11 months	Same
19	Provider 4	1 month	N/A
22	Outside provider list	3 months	N/A
Informal Carers			
2	Provider 6	8 months	no
14	Provider 9	2 years	No change always been there
20	Outside provider list	2 years	The only change is that XXXX staff have worn appropriate PPE at al times when they have visited my relatives.

Comments:

- Service-Users: mainly no change, one experienced cancelled / shorter visits
- Relatives: mixed – more comments regarding worse service
- Informal Carers: no change (aside from PPE requirements)

6) What would you like to see change as a result of this review? How could your / your relatives current Care at Home provider make their service even better?			
ID	Provider (anonymised)	Time with Provider	How could the service be made better?
Person receiving care (4)			
11	Provider 2	2014	More training and support and consistency of staff . Higher wages for carers
12	Provider 9	7 months	I am totally happy with everything
21	Outside provider list	4 years	
23	Provider 9	29 months	More carers and drivers and try to help their current carers from running late to calls as sometimes carers can be anywhere from 60 minutes to 90 minutes late for my calls which seems to be on a regular basis at the minute due to staff been back to back on calls they should have a set of carers on doubles on a set of carers on singles as if they give carers on doubles singles in between their doubles it seems to have an impact on the single calls as sometimes double calls can take longer than their allocated time which then makes them late for their next calls and so on.
Relative (16)			
1	Outside provider list	3/4 years	Paperwork and cared better
3	Outside provider list	6 years	
4	Provider 3	9 years	If hourly rates for carers were increased by the LA, recruitment would be easier and a more consistent service should follow
5	Outside provider list	2 years	not sure
6	Provider 3	3 months	
7	Provider 5	8 months	Better and more timely communication
8	Provider 9	18 months	The council should take more interest in the provision of care at home the care provider give more effective training to staff in certain mental health circumstances the time given to provide care not long enough 1 person 30 minutes to get someone out of bed showered or bathed dressed then made breakfast is not long enough especially if late walking from client to client is not efficient takes up time
9	Provider 4	5 months	Spend more time with my mother, ensure she eats food that's prepared and paperwork fully completed as multiple carers appear to not give continuity of care. I have emailed the care company today about my concerns and am currently waiting for a response.
10	Outside provider list	17 months	More visits and phone calls to see how we are doing and if I am coping ok
13	Provider 1	8 months	Keep the same regular carers to one person, so they are not seeing lots of new faces and can build up a friendly relationship.new carers coming and going do not know or understand the needs of relative whom has just been diagnosed with dementia
15	Provider 2	3 years	Provide the requested level of support. Not cancel support at short notice.. give service user more notice of support hours. Actively encourage service users to make changes to lifestyle.
16	Outside provider list	3 years	Nothing
17	Private Provider	15 years	Can't think of anything.
18	Private Provider	11 months	No suggestions
19	Provider 4	1 month	I would like to see more training & improved terms & conditions for the staff & an end to the zero hour contracts they are currently on. Hopefully that way, morale would improve & they would in turn provide an improved service.

22	Outside provider list	3 months	Better match of carer to client - I felt pushed into this service and the service manager turned up with a female carer I wasn't given an opportunity to explain my child's needs, the type of person who would be best suited to them ect. I hadn't met the 2nd carer & was expected to allow a stranger to take my child out - I have no other family support, my child hadn't been out on their own before. I no longer want to use this service, it doesn't fit family needs across the holidays. I sent an email to my social worker at the end of June to move to a direct payment/personal budget but we have not made any progress despite speaking to a Key Worker almost 4 weeks ago. We have 2 young experienced carers available to support my child.
Informal Carers			
2	Provider 6	8 months	provide the same service i.e. 15 min calls for payed and council provided care and abolish the two tier system
14	Provider 9	2 years	More manager checks so the service is kept to a high standard for those that have no relatives to keep check that service is delivered properly.
20	Outside provider list	2 years	I can't think of any improvements at the moment.

Comments:

- Service-Users: staff consistency, scheduling of rotas
- Relatives: staff pay / training / support, consistency of staff, length of visits
- Informal Carers: consistency of services, service scrutiny