



Adult Social Care and Health Select Committee

SCRUTINY REVIEW OF CARE AT HOME

Stockton-on-Tees Borough Council's Adult Social Care and Health Select Committee is conducting a scrutiny review of Care at Home. The Committee are aiming 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 / informal carers on the service their loved one is receiving. The Committee would therefore welcome your response to the following questions, and it would be greatly appreciated if you could forward completed forms by **Friday 26th August 2022** to:

- [Scrutiny Team, Room 66, Municipal Buildings, Church Road, Stockton TS18 1LD](#)

Alternatively, if you would prefer to submit your response electronically, you can access the questions below at the following link:

- www.stockton.gov.uk/CareAtHomeSurvey

If you have any queries regarding this review, please feel free to contact Gary Woods (Scrutiny Officer) on 01642 526187. Thank you for your time.

Person completing survey (please circle):

Person receiving care / Relative / Informal Carer

Name of Care at Home provider you / your relative accesses:

How long have you / your relative been using this provider?:

Any information that is given will be used to improve services by informing the work of the Select Committee. It will be collated and anonymised, and may be published as part of the final report of a Committee's work. This will be passed to relevant departments and will be made publicly available, including through publication on the Council's website.

- 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.**

- 2. What do you like / value about the service you / your relative currently receives?**

3. What do you not like about the service you / your relative currently receives?

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?

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?

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?