A report on people’s experiences of domiciliary home care services in Luton

Your Health & Social Care Champion
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The Healthwatch Luton “Home Care Working Group” is very pleased to present the findings from a review of domiciliary home care services in Luton. We would like to formally thank Luton Borough Council, home care providers, NHS organisations and the Community and Voluntary Sector for their support and involvement in promoting our review to people who use home care services in Luton. We would also like to express our gratitude to the people who shared their personal experiences with us and participated in our review.

Healthwatch Luton staff and volunteers have had the opportunity to meet and speak with people in their homes. It has given us the opportunity to really understand the experiences of people who require assistance in their homes, enabling us to identify what works well, what needs to be improved and what particular aspects of health and social care are most important to people.

I am extremely pleased that we have successfully captured people’s experience and opinion about home care services, and also information about the wider determinants of health. We hope our findings lead to positive changes to the current system.

Angela Andrews, Volunteer
Healthwatch Luton
Acknowledgements

Thank you James Stevens, Alan Fletcher and David Palmer, and to all of our volunteers and external staff for supporting this review.
Our results highlight both good practice and areas which require further research and planning for improvements. We acknowledge our sample size is relatively small however there are several key trends identified in our results which form the basis of our key recommendations.

We asked people to provide an overall satisfaction of the care and treatment received from their home care provider. People were asked to provide an overall rating between 1-10. 5 out of 25 people (20%) were dissatisfied with the care and treatment provided by their home care provider (scores between 1 - 4). 7 out of 25 people (28%) were neither satisfied or dissatisfied with the care and treatment provided by their home care provider (scores between 5 and 6). We are pleased to report that 13 out of 25 people (52%) were satisfied with the care and treatment provided by their home care provider (scores between 7 - 10).

We asked people to rate specific areas of home care services and we found the majority of people rated personal aspects of care as good or excellent. 15 out of 20 people (75%) rated the quality of washing and dressing as good or excellent. 9 out of 15 people (60%) rated the quality of assistance for toileting as good or excellent, and 10 out of 16 people (63%) rated the quality of food and drink services as good or excellent. 8 out of 12 people (67%) rated the quality of assistance provided for getting in and out of bed as good or excellent, 7 out of 10 people (70%) rated the quality of assistance for getting around the home as good or excellent and 10 out of 13 (77%) rated the quality of assistance provided for taking and managing medication as good or excellent.

We asked people if they felt they had a good relationship with their social worker. 9 out of 22 people (41%) said ‘no’, and reasons provided mainly revolved around the point that people no longer have an assigned social worker.

We asked people if their care plan had been reviewed in the past 12 months. 19 people were able to answer this question and 6 people (32%) said that their care plan needed to be reviewed. One person said their care plan was last reviewed 3 years ago and another person said their care plan was last reviewed 2 years ago.

We asked people if carers are normally on time. 15 people said ‘yes’ and 10 people said ‘no’. Of the 15 people who answered ‘yes’, 10 people included a negative comment about carers normally visiting on time. In total, 20 out of 25 people (80%) had something negative to say about carers visiting on time. 9 out of 10 people who answered no receive services from one of Luton Borough Council’s strategic homecare providers.

We are pleased to report 22 out of 25 people (88%) said carers treat them with dignity and respect, and 22 out of 25 people also said all carers and kind and caring. 23 out of 25 people (92%) said their health and social care needs are being met.

12 out of 25 people (48%) said they found it difficult to find information and advice about support, services and benefits. 13 out of 25 people (52%) said they have received medical care at home, and 11 out of 13 people rated the quality of the last visit from a General Practitioner or District Nurse as good or excellent.

We asked over 40 questions about people’s experience and opinion of health and social care services and we also received a total of 252 comments from the 25 people surveyed. We found 42 comments (17%) to be positive (highlighting good practice and/or positive feelings about a particular aspect of health and social care services).

We found 74 comments (29%) to be neutral (providing additional information and/or points of clarification). Unfortunately the majority of comments received, 136 comments (54%) were found to be negative (highlighting poor practice and/or dissatisfied feelings about a particular aspect of health and social care services).

Out of the 136 negative comments, we found 86 to be specifically about communication. 63% of all negative comments received were about problems with communication.

Our sample of people surveyed consistently highlight problems with communication. Poor communication is a significant theme which features throughout our results. Examples of poor communication are highlighted in areas such as visit times being changed without informing the carer or person receiving the care, lateness of carers without notification, cancelling a visit but still having a carer turn up, problems with care plans, lack of consistent communication with a social worker, difficulty in accessing information and advice, no opportunity for people to provide feedback to home care providers and general problems with communication between office staff and people receiving care in their home. 24 out of 25 people surveyed (96%) highlighted problems with communication.

This research was carried out to capture people’s experiences of domiciliary home care services in Luton, and the wider determinants of health including people’s level of social contact, access to support, information and advice, access to different places in the local community, access to medical care and adult social care services.
We have identified 10 key recommendations

1. Our results highlight both good practice and areas which require further research. We recommend a similar study take place with a larger sample size in order to further evaluate and assess people’s experiences and satisfaction levels.

2. We recommend that Luton Borough Council develop a system for allocating a named social worker to a person whilst they are receiving services from the adult social care team. Consistency and continuity of services is a crucial factor in improving people’s health and wellbeing. 41% of people said they did not have a good relationship with their social worker.

3. Our research identified 32% of care plans required a review. We recommend Luton Borough Council, the Care Quality Commission and Homecare providers in Luton work together to create an action plan to ensure an effective system is in place to record and monitor care planning, including reviews.

4. We recommend Luton Borough Council complete a review of the processes in place for care planning, specifically in relation to the transfer of people from temporary care to ongoing home care.

5. 40% of people said carers are normally not on time, and a total of 80% of people had negative comments about carers not attending on time. We recommend Luton Borough Council and Homecare Providers develop an effective system to monitor and improve the timings of visits.

6. We recommend Homecare Providers adopt a clear and consistent process to inform people when carers are arriving late.

7. 48% of people said their home care provider did not offer them the opportunity to provide feedback about the services they receive. We recommend homecare providers take the necessary steps to ensure people have an opportunity to provide feedback anonymously about services - a customer survey should be circulated at least once a year.

8. 48% of people said they found it difficult to find information and advice about support, services and benefits. We recommend that Luton Borough Council work with all homecare providers to develop a system to ensure people accessing adult social care services receive regular information on how to access support services, information and advice available to them, in appropriate formats.

9. Problems with communication are highlighted as a consistent theme throughout our results. 24 out of 25 people identified problems with communication. We recommend homecare providers review and refresh their communication policy and procedures, in consultation with people who use their services.

10. We recommend Luton Borough Council and the Care Quality Commission undertake specific activity to monitor and assess the quality of communication methods in place for homecare providers in Luton.

We asked over 40 questions about people’s experience and opinion of health and social care services.

24 out of 25 people surveyed (96%) highlighted problems with communication. Communication between the carer and person receiving care was not highlighted as a problem.
Luton is a densely populated urban authority, divided into 19 wards, with more similarities to some London boroughs than to the surrounding towns and cities in its region. The official estimate of the population of Luton in 2011 was 203,600.

According to the 2011 Census, the age structure of Luton’s population differs from that of the population as a whole. Luton has a younger population than that of England and the eastern region. The under 15 age group account for 22% of the Luton population compared with 18% nationally. The 15-64 age group account for 66% of the Luton population compared with 66% nationally and 65% in the eastern region. The “over 65” age group represents 12% of the Luton population compared with 16% nationally and 18% in the eastern region.

The town is ethnically diverse, with over half (55.4%) of the population being of black and ethnic origin, with significant Pakistani, Bangladeshi, Indian and African Caribbean communities.

Luton is ranked as the 69th (out of 326) most deprived local authority. In 2007 Luton was ranked as the 87th most deprived local authority and in 2004 as the 101st. This indicates that Luton is becoming relatively more deprived in comparison to the other local authorities of England. Luton has nine output areas in the top 10% most deprived areas in the country. Two in each of Biscot, Dallow and Northwell wards and one each in Farley, High Town and South wards.

Using the NHS England ‘any town’ typology, Luton is typical of an urban area with one feature of a suburban archetype, which is a higher than average prevalence of long term conditions in the population.
About Healthwatch Luton

Created on 1st April 2013 by the Health and Social Care Act 2012, Healthwatch Luton is the independent local consumer champion for health and social care services in Luton. We are in place to bring together people’s views and experiences in order to improve services and enable people to access advice and information about local services and understand the choices available.

The Healthwatch Network is made up of 152 Local Healthwatch organisations and Healthwatch England is a national organisation in place to offer leadership, guidance and support to Local Healthwatch. Healthwatch England works with Local Healthwatch organisations to identify trends and gaps within services in order to influence national policy, advice and guidance.

Under the Health and Social Care Act 2012 Healthwatch Luton has the following powers and functions:

- A duty on service providers and commissioners to respond to requests of information within 20 working days.
- A duty on service providers and commissioners to respond to recommendations made by Healthwatch Luton within 20 working days.
- Make reports and recommendations about services known to commissioners, providers and regulators of health and social care services in Luton.
- A mechanism to refer matters to the local Overview and Scrutiny Committee.
- A duty on service providers to allow entry to authorised Healthwatch Luton members to conduct announced or unannounced ‘enter and view’ visits to assess services.
- A seat on Luton’s Health and Wellbeing Board, to promote health improvements and tackle health inequalities.
- A mechanism to make recommendations to Healthwatch England, which may include advising the Care Quality Commission about special reviews or investigations to conduct.
Background and methodology

Why did we carry out this research?

In July 2013 we held our launch event at the University of Bedfordshire and it was attended by over 200 people from the local community, including professionals within the local health and social care sector and approximately 40 community and voluntary sector organisations. During this event we asked all attendees to assist us in identifying specific priority work programme areas. Several key areas were identified including General Practices, the Luton and Dunstable Hospital, services for young people, mental health services and adult social care services including domiciliary home care and care homes.

Our work programme is determined by the following four considerations; (1) priority areas identified through our stakeholder consultation (April - July 2013), (2) issues/concerns that are brought to our attention by the general public, (3) issues/concerns identified via consultation and engagement activity within the voluntary and community sector and (4) opportunities to influence services based on service reviews and commissioning cycles.

Between the financial year of 2013 - 2014 we focused our efforts on a review of General Practitioner’s and services for young people. Between 2014 - 2015 we focused our efforts on reviewing services provided at the Luton and Dunstable Hospital and conducting research on domiciliary home care services.

Copies of our reports can be found on our website. Visit www.healthwatchluton.co.uk/gp-report

How did we plan and prepare this research?

We invited Healthwatch Luton volunteers, with interest, experience and knowledge of domiciliary home care, to come together to form the Healthwatch Luton Home Care Working Group.

We met with Luton Borough Council’s quality assurance team to assess the timing and impact this review would have on service design and delivery.

We attended a meeting with home care providers who have strategic provider status to Luton Borough Council for the supply of home care services. The council has 7 strategic partners; Allied Healthcare (Luton), APT Care Ltd, Better Healthcare Services, Caremark (Luton and Beds), Prime Care Support Ltd, Sevacare and Westminster Homecare (Luton).

We studied the tool used by Luton Borough Council to monitor quality and assess contract compliance of home care providers (ADASS East of England Quality Monitoring Toolkit). We studied the questionnaire used by Luton Borough Council’s adult social care team to capture feedback from local residents (Your Social Care and Support Services). We studied the Care Quality Commission’s essential standards of quality and safety, and we also studied the 2013 Guardian Social Care Network and the Department of Health, home care survey results.

Using the sources of information detailed above, we drafted a questionnaire to be completed with people who access home care services in Luton. In order to capture the “lived experience” we compiled a questionnaire which collected qualitative and quantitative data. We selected open and closed format questions to capture a range of data along with people’s personal experiences. Using a questionnaire ensured that the same questions are being asked to each person to ensure consistency and accuracy of data collection and reporting.
We took our questionnaire to Age Concern for feedback and advice, and made changes accordingly. We then tested the questionnaire on 5 people, already known to us, who use domiciliary home care services in Luton. This resulted in further changes being made to the questionnaire before being finalised.

**How did we select our sample of people?**

We agreed that random sampling would be the most effective way to capture people’s feedback. Random sampling is when individuals are chosen randomly, by chance and all have the same probability of being chosen. We produced an “invitation to participate” letter and asked all General Practices in Luton to publicise the letter in their surgery. Luton Borough Council agreed to send our letter out to residents known to them and the Strategic Homecare Providers agreed to distribute copies of the letter to all customers receiving their services.

We then waited for people to respond to our letter and complete the questionnaire using the individuals preferred method; in person, over the telephone or by post. The letters were sent out between October 2014 – January 2015. The cutoff date for completing questionnaires was 30 April 2015.

When completing the questionnaire over the telephone or face to face, all Healthwatch Luton staff and trained volunteers followed the questions in the questionnaire entirely and recorded all information on the questionnaire verbatim.

All questionnaires were completed anonymously as no personal or identifiable information was recorded, however demographic information including age, gender, disability and ethnicity was collected where possible. By collecting demographic information we were able to monitor the diversity of our sample to ensure that it was representative of the town.

In total we completed/received 25 valid questionnaires.
What did people tell us

The care is good
Carers are excellent
Social worker went above and beyond
Problems with transport
Agency staff are regularly late
Care plan needs reviewing

I feel safe
Some carers are better than others
Social worker treats me with dignity and respect
Kind and caring

Care plan needs reviewing
Problems with transport
Agency staff are regularly late
Care plan needs reviewing

Never call me
Never contact me
Too many different carers
Different social workers

Poor management
Always running late
Never call me
Never contact me
Too many different carers

The care is bad
Always running late
Never call me
Never contact me
Too many different carers

**Total number of completed questionnaires: 25**

Our sample of people surveyed:

<table>
<thead>
<tr>
<th>GENDER</th>
<th>MALE</th>
<th>FEMALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>16</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGE</th>
<th>0 - 5</th>
<th>30 - 39</th>
<th>50 - 59</th>
<th>60 - 69</th>
<th>70 - 79</th>
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<td>1</td>
<td>2</td>
<td>4</td>
<td>9</td>
<td>7</td>
<td>1</td>
</tr>
</tbody>
</table>

**ETHNICITY**

8 out of 25 people (32%) surveyed were Black and Ethnic. 17 out of 25 people (68%) surveyed were White British.

Our sample of people receive services from 13 different organisations: 11 homecare providers, 1 Luton Borough Council extra care scheme and medical care provided by the local NHS Continuing Care Team.

<table>
<thead>
<tr>
<th>Name of provider</th>
<th>Number of people surveyed per provider</th>
<th>Additional information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Healthcare (Luton)</td>
<td>9</td>
<td>Luton Borough Council Strategic Homecare Provider</td>
</tr>
<tr>
<td>Applegrove Extra Care Scheme (Luton Borough Council)</td>
<td>1</td>
<td>Managed by Luton Borough Council</td>
</tr>
<tr>
<td>APT Care Ltd</td>
<td>1</td>
<td>Luton Borough Council Strategic Homecare Provider</td>
</tr>
<tr>
<td>Better Healthcare Services</td>
<td>2</td>
<td>Luton Borough Council Strategic Homecare Provider</td>
</tr>
<tr>
<td>Bluebird Care (Luton)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Care as you like it</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Caremark (Luton and Beds)</td>
<td>2</td>
<td>Luton Borough Council Strategic Homecare Provider</td>
</tr>
<tr>
<td>Luton Friendship Homecarers Ltd</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>NHS Continuing Care Team (CCS)</td>
<td>1</td>
<td>Provided by Cambridge Community Services NHS Trust</td>
</tr>
<tr>
<td>Premier Homecare</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Prime Care Support Ltd</td>
<td>2</td>
<td>Luton Borough Council Strategic Homecare Provider</td>
</tr>
<tr>
<td>Roses Homecare Luton</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Westminster Homecare (Luton)</td>
<td>2</td>
<td>Luton Borough Council Strategic Homecare Provider</td>
</tr>
</tbody>
</table>

Local authority strategic homecare providers: 18 out of 25 people (72%) surveyed receive home care services from a company who have strategic provider status to Luton Borough Council for the supply of homecare services.
Key Findings

1. Length of time receiving home care services

We asked people how long they have been receiving care in their home. 25 people answered this question. We compared the length of time with the average score for people’s overall rating of service satisfaction.

<table>
<thead>
<tr>
<th>Length of time</th>
<th>0 - 6 months</th>
<th>7 - 12 months</th>
<th>1 year</th>
<th>2 years</th>
<th>3 years</th>
<th>4 years</th>
<th>5 years</th>
<th>6 years</th>
<th>7 years</th>
<th>8 years</th>
<th>13 years</th>
<th>15 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of people</td>
<td>5</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Overall satisfaction score (average)</td>
<td>6.6</td>
<td>4.5</td>
<td>3</td>
<td>8</td>
<td>7</td>
<td>5.5</td>
<td>9</td>
<td>7</td>
<td>8</td>
<td>4.5</td>
<td>4</td>
<td>10</td>
</tr>
</tbody>
</table>

2. Changing homecare provider

We asked people if they had previously change home care provider. 25 people answered this question:

9 people (36%) said they had previously changed home care provider and provided the following comments:

- preferred carer changed company
- previous carer left old company
- previous company no longer able to offer me with the services required
- they did not have two carers to use the hoist
- previous company could no longer find carers to cover my area
- temporary care provided post discharge from hospital - they could only offer me temporary care however no one told me that this would be the case and it was very upsetting and disruptive to have to start again with a new care provider
- automatically handed over from temporary to long term provider
- poor carers - some carers were lazy, time wasting, neglectful and or incompetent
- poor service - carers were always coming late and refused to provide me with care the way I wanted it
3. Washing and dressing

We asked people if they required assistance with washing or dressing and how they would rate the quality of this service. 20 people answered this question.

15 out of 20 people (75%) rated this particular service as good (9 people) or excellent (6 people). However, a third of people who rated this service as good (3 out of 9 people) provided a negative comment.

2 people rated this service as poor and provided the following comments:
- too many different people, have to repeat what’s needed. Some are better than others. They do the job but it’s frustrating
- staff don’t know how to use the rota stand (assisted transfer from one seated position to another)

3 people rated this service as okay and 1 person provided the following comment:
- some are better than others when helping with mobility

9 people rated this service as good and 3 people provided the following comments:
- overall friendly and kind however some are better than others. I had to make a complaint about getting bed sores once - things have got better. Mum was put in bed at 5:30pm once
- I have to have it at a time that suits them
- sometimes teeth are not included in washing requirements

6 people rated this service as excellent and 1 person provided the following comment:
- time keeping is very bad
Key Findings

4. Toileting

We asked people if they required assistance with toileting and how they would rate the quality of this service. 15 people answered this question.

9 out of 15 people (60%) rated this particular service as good (6 people) or excellent (3 people).

2 people rated this service as poor and provided the following comments:
- they do the job but are always late
- mum would scream as her arms and hands are stiff, carers would put this in their notes

4 people rated this service as okay and 1 person provided the following comment:
- some carers don’t ask and assume and do it their way

6 people rated this service as good and 2 people provided the following comments:
- better now - used pads were being left in a bag in the room - this has now improved since staff noticed that I was taking the bags out myself
- empty and clear overnight bottle

3 people rated this service as excellent.
Key Findings

5. Food and drink intake

We asked people if they required assistance with food and drink and how they would rate the quality of this service. 16 people answered this question.

### Food and Drink Intake - Quality Rating

![Food and Drink Intake Quality Rating Graph]

10 out of 16 people (63%) rated this particular service as good (6 people) or excellent (4 people).

- **2 people rated this service as poor and provided the following comments:**
  - The office changed the visit time without informing the carer.
  - Mum does not have any teeth. The carers do not have enough time to allow her to eat at her own pace.

- **4 people rated this service as okay and provided the following comments:**
  - Sometimes given cake for breakfast as quickest option.
  - Whilst they prepare the food, my mum probably requests it’s not always what I would expect for the time of day, i.e. pizza at breakfast! This adds to my mum’s confusion around what time of day it is.
  - My daughter doesn’t feed oral as unsafe swallow. Feeds through tube in her tummy area. Requires monitoring and observations and lots of care.

- **6 people rated this service as good and provided the following comments:**
  - Carer buys me my food and cooks everything I like.
  - Enjoy the uncle Phil’s meals on wheels service.

- **4 people rated this service as excellent**.
6. Getting in and out of bed

We asked people if they required assistance with getting in and out of bed and how they would rate the quality of this service. 12 people answered this question.

8 out of 12 people (67%) rated this particular service as good (6 people) or excellent (2 people)

4 people rated this service as okay and provided the following comments:

- some carers have no idea how to manage the rota stand - they lack basic training
- daughter doesn’t walk or yet to sit on her own so have a portable hoist and sling and hospital bed that moves

6 people rated this service as good and provided the following comments:

- I get my mum up but the carers put her to bed. Although they left the bed high on numerous occasions
- things have improved since I expressed concerns. The carers that are not so good now work with someone else

2 people rated this service as excellent
7. Getting around the home

We asked people if they required assistance with getting around the home and how they would rate the quality of this service. 25 people answered this question. 15 people stated that they require assistance with this and 10 people said staff help them with getting around the home.

![Getting Around the Home - Quality Rating](image)

7 out of 10 people (70%) rated this particular service as good (6 people) or excellent (1 person).

1 person rated this service as poor and provided the following comment:
- some help and others don’t which is not helpful. They say things like “she can manage herself”

2 people rated this service as okay and provided the following comments:
- good points and bad points
- needs help with everything down to keeping on top of care to creaming all over to help skin and also stretches and movement and position change regularly to keep body and muscles from tightening

6 people rated this service as good and one person provided the following comment:
- majority of carers are nice and polite

1 person rated this service as excellent and provided the following comment:
- is wheelchair bound
8. Taking and managing medication

We asked people if they required assistance taking and managing their medication and how they would rate the quality of this service. 25 people answered this question. 17 people stated that they require assistance with this and 13 people said staff help them with taking and managing their medication.

### TAKING AND MANAGING MEDICATION - QUALITY RATING

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Poor</td>
<td>1</td>
</tr>
<tr>
<td>Poor</td>
<td>2</td>
</tr>
<tr>
<td>Okay</td>
<td>5</td>
</tr>
<tr>
<td>Good</td>
<td>6</td>
</tr>
<tr>
<td>Excellent</td>
<td>4</td>
</tr>
</tbody>
</table>

10 out of 13 people (77%) rated this particular service as good (6 people) or excellent (4 people).

1 person rated this service as very poor and provided the following comment:

- always coming late, disturbing my sleeping pattern and messing up my medication times. Never informing me when running behind

2 people rated this service as okay and provided the following comments:

- has lots of meds all via gastrostomy tube and have to keep on top of those as that’s what helps her stay alive
- administer medication for mum

6 people rated this service as good and provided the following comments:

- they follow the MAR (Medication Administration Record) Chart
- on occasions mum would refuse medication or eye drops but the carers would not let me know despite mine and the managers request to do so, as I could leave work if need be

4 people rated this service as excellent
9. Keeping the home clean and comfortable

We asked people if they required assistance with keeping the home clean and comfortable. 19 people said they require assistance with keeping the home clean and comfortable.

**Keeping the Home Clean and Comfortable - Quality Rating**

8 people privately fund a home cleaning service and 75% (6 out of 8 people) rate this service as good or excellent.
10. Managing bills and letters

We asked people if they required assistance with managing bills and letters. 16 people said they require assistance with this.

15 people stated that they receive assistance with this. 1 person stated that they have no one to help them with this and are trying to find someone.

11. Managing finance

We asked people if they required assistance with managing their finances. 13 people answered this question.

All 13 people stated that they receive the support they need for this.

12. Assistance with shopping

We asked people if they required assistance with shopping. 22 people answered this question.

All 22 people stated that they have someone to help them with their shopping needs.

13. Assistance with laundry

We asked people if they required assistance with laundry. 21 people answered this question.

All 21 people stated that they have someone to help them with their laundry.

Two people provided the following comments:

- hit and miss - sometimes mother is left in dirty clothes
- happy with this service
14. Relationship with social worker

We asked people if they have a good relationship with the social worker. 22 people answered this question.

13 people said ‘yes’ (59%) and provided the following comments:
- this cover was a for week period only
- has been very good and helpful
- went above and beyond for us
- she’s quite good
- every time I need respite we have to start a new application and assessment. This happens 3 times a year and it is never with the same social worker
- only met her once
- conversations are mainly through my daughter
- very nice and explained things clearly
- they helped me out
- no permanent social worker assigned but able to access advice/assistance when required
- very friendly and will always try to help

9 people (41%) said they did not have a good relationship with their social worker and provided the following comments:
- I have not seen her for months and I would like more contact
- does not get in touch much. Responses take over a week and we have to chase and follow-up from meetings. We have to chase her for updates.
- hardly ever seen her, maybe once a year. I can contact her whenever I need to - I am happy with this arrangement
- keep changing the social worker and the current one is not listening to me. They have reduced my entitlement.
- she is ok but doesn’t really understand/consider all my mother’s needs and the needs of family members
- no contact
- saw her a long time ago
- social worker changes too frequently - hard to receive updates on previous agreements
- I don’t have a social worker - after everything was in place they closed the case with social services
15. Care Planning

We asked people if they were involved in putting their social care plan together. 24 people answered this question.

19 people said ‘yes’ (79%) and provided the following comments:

- I have a copy
- there were many errors in the written plan. I sent it back with corrections and have heard nothing since. Nor have I had any contact
- in conjunction with family
- involved in care planning with APT - switched to Allied and a care plan review is required

5 people said ‘no’ (21%) and provided the following comments:

- temporary care - care plan not created
- not capable of communicating my needs. Was completed with my daughters input
- my daughter
- the social worker at the hospital put the care plan together with APT Care - it is out of date (states 4 visits a day required when I only need and have one)
16. Care plan review

A person’s care plan should be reviewed by social services within the first three months, and then at least annually (NHS Choices). We asked people when their care plan was last reviewed. 19 people answered this question.

**WHEN WAS YOUR SOCIAL CARE PLAN REVIEWED?**

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the last 6 Months</td>
<td>14</td>
</tr>
<tr>
<td>Between 7-12 months ago</td>
<td>1</td>
</tr>
<tr>
<td>Over 12 months ago</td>
<td>2</td>
</tr>
<tr>
<td>Not been reviewed</td>
<td>6</td>
</tr>
<tr>
<td>Needs to be reviewed</td>
<td>1</td>
</tr>
</tbody>
</table>

13 out of 19 people (68%) completed a care plan review within the last 12 months.

6 out of 19 care plans (32%) needed to be reviewed. One person said their care plan was last reviewed 3 years ago and another person said their care plan was last reviewed 2 years ago.

3 people (16%) stated that their care plan was last reviewed over 12 months ago:

- One person said their care plan was last reviewed 3 years ago
- One person said their care plan was last reviewed in 2013
- One person said their care plan was last reviewed over 1 year ago

1 person (5%) stated that they received their care plan electronically in June 2014 and it had not been reviewed.

2 people (11%) stated that their care plan is not accurate and needs to be reviewed:

Both people began receiving home care services 2 months ago and both received temporary care before being transferred to a new home care provider for ongoing care. Both stated that their care plans were no longer accurate and had not been reviewed since they were transferred from temporary care to an ongoing home care provider.
17. Care plan agreement

We asked people if they had signed their care plan. 24 people answered this question.

** HAVE YOU SIGNED YOUR CARE PLAN? **

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency</td>
<td>14</td>
<td>8</td>
<td>2</td>
</tr>
</tbody>
</table>

13 people (54%) said ‘yes’

9 people (38%) said ‘no’ and provided the following comments:

- outstanding issues - does not seem to be progressing cannot agree on needs and resources
- my daughter undertook this role
- not been asked to - it just appeared on my dining table and has not been reviewed
- they are always diminishing and patronising
- no accurate copy received. However carer comes as needed
- did not know that it even exists
- not happy with timings (arrival of carers)
- needs updating
- think daughter did

2 people (8%) did not know if they had signed their care plan
18. Meeting personal needs

We asked people if home care services met their personal needs such as culture, religion, gender and disability. 23 people answered this question.

21 people said ‘yes’ (91%) and 2 people provided the following comments:

- they sent a carer to help me with personal care but she could not do it due to religious reasons - the company should have known this
- the home care service looks at the whole family

2 people said ‘no’ (9%) and provided the following comments:

- I asked a carer to remove shoes before entering a room which is also used for prayers - carers said that they were not allowed to do that
- the carers don’t understand my personal preferences and don’t remember to follow this when they come back

19. Feeling safe

We asked people if they felt safe in their home. 25 people answered this question.

23 people (92%) said ‘yes’. 2 people (8%) said ‘no’ and provided the following comments:

- I am worried about falling over. I would like a walk in shower and hand rail in the bathroom
- regularly have burglars trying my doors; which they managed to open twice, before I realised how

20. Feeling safe (Question 2)

We asked people if home care staff help them feel safe.

20 people answered this question and all 20 people said ‘yes’ and one person provided the following comment:

I stopped the evening visit because of the different number of carers visiting - I was never sure who was going to be coming out to the house and that made me scared. I did not want to take the risk so decided to cancel the care, even though it is needed.
21. Number of visits

We asked people for the number of visits they receive from carers in a week, and the average number of different carers visiting during a week. 25 people answered this question.

- 1 person said carers visit 4 times a week with an average of 3 different carers visiting per week.
- 1 person said the same carer visits 5 times a week (this person uses direct payments).
- 1 person said carers visit 6 times a week with an average of 3 different carers visiting per week.
- 6 people said carers visit 7 times a week with an average of 3 different carers visiting per week.
- 1 person said the same carer visits 10 times a week (this person uses direct payments).
- 6 people said carers visit 14 times a week with an average of 5 different carers visiting per week.
- 4 people said carers visit 21 times a week with an average of 4 different carers visiting per week.
- 5 people said carers visit 28 times a week with an average of 7 different carers visiting per week.

22. Choice of visit times

We asked people if they are able to change visit times and what carers do when they visit?

24 people said ‘yes’ and one person said they were not sure as they had not changed any times so far.
23. Familiarity with care plan

We asked people if all carers visiting were familiar with their care plan. 24 people answered this question.

**ARE ALL CARERS FAMILIAR WITH YOUR CARE PLAN?**

- 16 people (67%) said ‘yes’ and provided the following comments:
  - they have a good level of interest
  - one will show the other (new) carer
  - new worker usually looks at the plan on arrival
  - they know what to do when they visit
- 4 people (17%) said ‘no’ and provided the following comments:
  - they just ask me directly each time
  - It is quite rare for them to look at this - they just ask me what needs doing
  - the care plan has never been returned
- 2 people (8%) said they do not know and one person provided the following comment:
  - don’t know, hope so
- 2 people (8%) said not applicable and one person provided the following comment:
  - there isn’t one
24. Punctuality

We asked people if carers are normally on time for visits. 25 people answered this question.

15 people (60%) said ‘yes’ and provided the following comments:

- generally yes but one in particular is regularly late
- non-regular carers are often late
- I have called them a few times to cancel a visit but they have sent a carer out when we are not there
- there are blips but normally resolved within a reasonable period of time
- sometimes 15 minutes late. Have not arrived at all on two occasions and not bothered to call and inform me
- sometimes (once a week) the visit is scheduled for a later time without notice despite repeated requests to be informed of any time changes
- usually
- there were an initial couple of months that were unreliable
- normally yes
- don’t always work out times they say as sometimes have to go to other children or end up at meetings

10 people (40%) said ‘no’ and provided the following comments:

- it varies during evening visit
- I have missed visits to the day centre because carers are late. I complained and it improved but lateness is always a problem. Times when the carer is over one hour late for my evening call and there is never any notification
- up to 90 minutes late - never contact me
- sometimes they change it and punctuality varies
- 25% of visits are over 15 minutes late. Normally within one hour but sometimes it can be over. Sometimes carers are late for a sit in which can cause me problems
- really late two times without informing me. Normally 5-15 minutes late. No one ever lets us know
- hours late at times - never informed me
- notification of lateness rarely communicated
- regularly inconsistent and late. My husband is always chasing them to see when the carer is going to arrive

Are carers normally on time?
15 people said ‘yes’, 10 people said no. 10 out of 15 people who answered ‘yes’ included a negative comment about carers normally visiting on time. In total, 20 out of 25 people (80%) had something negative to say about carers visiting on time. 9 out of 10 people who answered no receive services from one of the council’s strategic homecare providers.
25. Dignity and respect

We asked people if carers treat them with dignity and respect. By dignity and respect we mean doing things the way people like it, being polite and courteous, making eye contact and communicating clearly and respectfully. 25 people answered this question.

Do carers treat you with dignity and respect?
22 out of 25 people (88%) said ‘yes’

22 people (88%) said ‘yes’ and provided the following comments:
- most of them
- only one girl who is not like this - does not say hello, does not communicate. I feel embarrassed about this - she’s very negative but does what is required
- staff are good
- yes they are very polite and the agency is run on values

3 people (12%) said ‘no’ and provided the following comments:
- they won’t listen to my comments and have no flexibility
- two are good two are not
- some ok, others are not caring

26. Dignity and respect (Question 2)

We asked people if carers address them by their preferred name.
24 people answered this question and all 24 said yes.
27. Kind and caring

We asked people if all carers are kind and caring. 25 people answered this question.

Are all carers kind and caring?
22 out of 25 people (88%) said ‘yes’

22 people (88%) said yes and provided the following comments:
- there was one incident where one carer was not good - we complained and she doesn’t come anymore
- mostly - if not, complaints are made and persons removed
- in all my time only one has asked me if I would like a cup of tea
- now but certainly not in the past. Been okay since changing (provider) in July 2014
- mostly
- very much so
- they all have good nature and show warmth

3 people (12%) said ‘no’ and provided the following comments:
- some are rough and some are really good
- some are good others are not
- it’s just a job
Key Findings

28. Making a complaint

We asked people if they knew who to contact if they had a concern or wanted to make a complaint. 25 people answered this question

• 21 people (84%) said yes
• 4 people (16%) said ‘no’

29. Making contact with senior staff

We asked people if they had the contact details for the supervisor or manager of their home care provider. 24 people answered this question

• 20 people (83%) said yes
• 4 people (17%) said no

30. Providing feedback

We asked people if their home care provider offered them the opportunity to provide feedback about the services they receive. 25 people answered this question

• 13 people (52%) said yes
• 12 people (48%) said ‘no’

12 out of 25 people (48%) said their home care provider did not offer them the opportunity to provide feedback about the services they receive.

One person said “they mentioned a survey but we never received it. We would like to give feedback”. Another person said “yes they did however my feedback went straight back to the carers which caused me problems”.

DO YOU KNOW WHO TO CONTACT IF YOU HAD A CONCERN OR WANTED TO MAKE A COMPLAINT?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>21</td>
<td>4</td>
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</tbody>
</table>

DO YOU HAVE THE CONTACT DETAILS FOR THE SUPERVISOR OR MANAGER OF YOUR HOME CARE PROVIDER?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>20</td>
<td>4</td>
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</table>

HAS YOUR HOME CARE PROVIDER GIVEN YOU THE OPPORTUNITY TO PROVIDE FEEDBACK ABOUT THE SERVICES YOU RECEIVE?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>12</td>
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</tbody>
</table>
31. Good or bad experience

We asked people to describe either a good or bad experience that they have had in terms of the quality of care and treatment received from the home care provider. 21 people answered this question.

**8 people (38%) chose to share a good experience:**
- I can have a bath or shower everyday - it is up to me
- mum put toast in the microwave - they called me right away and gave me some good advice to reduce the risks of harm
- they organise an annual trip to the seaside which is great
- a younger girl visits me in the morning and is very good. She listens to me and is very calm
- the best thing they done was provide care for 10 days for my wife whilst I had a hip operation - it was the same person caring for my wife and I felt confident that good personal care was being given
- I get on really well with the carer - we have a laugh
- all carers say hello and ask me what I need doing
- a couple of girls on the team are a credit to their job as the way they care show compassion is amazing and can make you as a parent feel very relaxed and at ease

**13 people (62%) chose to share a bad experience:**
- the carer always puts their finger in my ear to clean them when I am having a shower even though I have told them that I don’t like it
- carers have to wait, at my expense, for me to finish my meal so they can give me my medication - this system is wrong
- carer turning up late with poor excuses and with chicken and chips. Bad attitude when questioned and delay and cited anti racist comment. Reported and removed, never to return
- not coming on time, make you wait around and turn up when they are ready
- left me sitting in the dark several times and one day left the front door open
- waiting over 1 hour after the agreed visit time without being informed. Care plan states ‘care time critical’ to fit in with medication times
- I stopped the service because it was actually causing me harm due to my medication not being given to me at regular intervals
- my mother was left all night and found drenched in urine at 8am it was summer time and a fan was on therefore she was very cold
- One woman threw out my newly delivered medicine, and said it wasn’t where the chemist leaves it. I found it in the outside bin, still in its bag next day. She still said it couldn’t possibly have been her and was very defensive even though I hadn’t been blaming her.
- the girls are good but sometimes they cannot find anyone to come and see me as no one is available! It is poor management and they simply say ‘sorry no one is available in your area’.
- we returned from holiday nearly one week ago and no carers have arrived despite agreeing all of this before we left
- one care worker helped herself to my food on a visit
- there are some excellent carers - the issue is the management
32. Personal priority areas

We asked people to provide us with 3 areas of care which are most important to them. A total of 72 responses were provided, covering 18 different areas.

**LIST 3 AREAS OF CARE WHICH ARE MOST IMPORTANT TO YOU**

<table>
<thead>
<tr>
<th>Area of Care</th>
<th>Total Number of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timekeeping of carers</td>
<td>15</td>
</tr>
<tr>
<td>Consistency of care</td>
<td>8</td>
</tr>
<tr>
<td>Medication</td>
<td>8</td>
</tr>
<tr>
<td>Washing and dressing</td>
<td>6</td>
</tr>
<tr>
<td>Dignity and respect</td>
<td>5</td>
</tr>
<tr>
<td>Quality of care</td>
<td>5</td>
</tr>
<tr>
<td>Understanding needs</td>
<td>5</td>
</tr>
<tr>
<td>Visiting places</td>
<td></td>
</tr>
<tr>
<td>Washing and dressing</td>
<td></td>
</tr>
<tr>
<td>Trust</td>
<td></td>
</tr>
<tr>
<td>Consistency of care</td>
<td></td>
</tr>
<tr>
<td>Clear communication</td>
<td></td>
</tr>
<tr>
<td>Being listened to</td>
<td></td>
</tr>
<tr>
<td>Carer hygiene</td>
<td></td>
</tr>
<tr>
<td>Caring carers</td>
<td></td>
</tr>
<tr>
<td>Cleanliness</td>
<td></td>
</tr>
<tr>
<td>Clear communication</td>
<td></td>
</tr>
<tr>
<td>Consistency of care</td>
<td></td>
</tr>
<tr>
<td>Dignity and respect</td>
<td></td>
</tr>
<tr>
<td>Exercise</td>
<td></td>
</tr>
<tr>
<td>Food and drink</td>
<td></td>
</tr>
<tr>
<td>Medication</td>
<td></td>
</tr>
<tr>
<td>Quality of care</td>
<td></td>
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<tr>
<td>Respite</td>
<td></td>
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<tr>
<td>Time to socialise</td>
<td></td>
</tr>
<tr>
<td>Timekeeping of carers</td>
<td></td>
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<tr>
<td>Trust</td>
<td></td>
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<tr>
<td>Understanding needs</td>
<td></td>
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<tr>
<td>Visiting places</td>
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<tr>
<td>Washing and dressing</td>
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</table>

Timekeeping of carers was identified the most common area accounting for 21% of all responses. 15 out of 25 people (60%) identified timekeeping of carers as an important area.

- 8 people (32%) identified consistency of care as an important area
- 8 people (32%) identified medication as an important area
- 6 people (24%) identified washing and dressing as an important area
- 5 people (20%) identified dignity and respect as an important area
- 5 people (20%) identified the quality of care as an important area
- 5 people (20%) identified understanding needs as an important area

The 7 areas of care listed above account for 72% of the total responses received.
33. Health and social care needs

We asked people if their health and social care needs were being met. 25 people answered this question.

We asked people if their health and social care needs are being met. 23 out of 25 people (92%) said ‘yes’.

23 people (92%) said their health and social care needs are being met.

2 people (8%) said their health and social care needs are not being met.

34. Funding and care package entitlement

We asked people how their home care service is funded.

19 people said they are funded by Luton Borough Council (5 people use the direct payments system), 1 person said they are funded by a local authority outside of Luton and Bedfordshire, 1 person said they are funded by the NHS and 4 people said they pay for the service themselves.

We asked people if they buy any additional care or support to ‘top up’ their care package.

21 people answered this question.

6 people (29%) said they or their family pays to top up their home care package.

15 people (71%) said they do not buy any additional care or support to top up their care package.
35. Choice in daily life

We asked people how much choice they have in their daily life. 25 people answered this question.

![How much choice do you have in your daily life?](chart)

4 people (16%) said they have as much choice over their daily life as they want.

9 people (36%) said they have adequate choice over their daily life.

8 people (32%) said they have some choice over their daily life but not enough. The following comments were provided:

- I would like to get out more - going to the shops but none of my carers have transport.
- Lack of transport services restricts me.
- Has been reluctant to use the bed call, has felt pressured to do things convenient to the carers (going to bed early etc).

4 people (16%) said they have no choice over their daily life.

1 person provided the following comment:

- I’m on my own and I am restricted. I do arrange days out with my granddaughter now and then.
36. Home design

We asked people how well their home is designed to meet their needs and we compared this with the number of people living in council owned housing. 25 people answered this question.

7 people (28%) said their home meets their needs very well
8 people (32%) said their home meets most of their needs, with 4 people living in council housing (extra care scheme, sheltered accommodation, council house and residential home with independent living)
8 people (32%) said their home meets some of their needs, with 1 person living in sheltered accommodation
2 people (8%) said their home is totally inappropriate for their needs, with 1 person living in sheltered accommodation
37. Visiting places in the local area

We asked people what their situation is when getting around, outside of their home. 25 people answered this question.

![Graph showing the distribution of responses to the question: What is your current situation when getting around, outside of your home?]

- 6 people (24%) said they can get to all the places in their local area.
- 3 people (12%) said at times they find it difficult to get to all the places in their local area.
- 10 people (40%) said they are unable to get to all the places in their local area.
- 6 people (24%) said they do not leave their home.
38. Social situation

We asked people to describe their current social situation. 25 people answered this question.

Overall, 16 people (64%) said they had enough social contact and 9 people (36%) said that did not have enough social contact with people.

- 8 people (32%) said they have as much social contact as they want with people they like.
- 8 people (32%) said they have adequate social contact with people.
- 8 people (32%) said they have some social contact with people, but not enough.
- 1 person (4%) said they have little social contact with people and feel socially isolated.
39. Access to information and advice

We asked people if they found it easy or difficult to find information and advice about support, services and benefits. 25 people answered this question.

IN THE PAST YEAR, HAVE YOU GENERALLY FOUND IT EASY OR DIFFICULT TO FIND INFORMATION AND ADVICE ABOUT SUPPORT, SERVICES OR BENEFITS?

12 out of 25 people (48%) said they found it difficult to find information and advice about support, services and benefits.

11 people (44%) said they had no difficulty in finding information and advice, and 12 people (48%) said they found it difficult to find information and advice.

2 people (8%) said they found it very easy to find information and advice.

9 people (36%) said they found it fairly easy to find information and advice.

4 people (16%) said they found it fairly difficult to find information and advice.

8 people (32%) said they found it very difficult to find information and advice.

2 people (8%) said they never tried to find information and advice.
We asked people to tell us who they would contact for this type of information and advice. Some people identified more than one source:

**Contacting the local authority for information and advice was identified 10 times (33% of total responses)**

**Contacting community organisations, charities and centres for information and advice was also identified 10 times (33% of total responses)**
40. Help from family and friends

We asked people if they receive any practical help on a regular basis from people who are not paid carers. 25 people answered this question.

23 out of 25 people (92%) receive help from people who are not paid carers

9 people (36%) said they receive help from someone living in their household
12 people (48%) said they receive help from someone living in another household
2 people (8%) said they receive help from someone living in their household and someone living in another household
2 people (8%) said they did not receive any practical help on a regular basis from someone who is not a paid carer
41. Medical care at home

We asked people if they received any form of medical care at home. 25 people answered this question:

12 people (48%) said they have not received any medical care at home.

13 people (52%) said they have received medical care at home. We asked people to tell us when the last visit was, who it was that visited and the quality of the last visit.

4 people said the last medical visit they received was from a GP. 1 person rated the quality of the visit as okay, 2 people rated the quality of the visit as good and 1 person rated the quality of the visit as excellent.

9 people said the last medical visit they received was from a District nurse. 1 person rated the quality of the visit as okay, 5 people rated the quality of the visit as good and 3 people rated the quality of the visit as excellent.

11 out of 13 people (85%) rated the quality of the last visit from a GP or District nurse as good or excellent.
42. Overall Satisfaction Score

We asked people to score their overall satisfaction of the care and treatment received from the home care provider.

**OVERALL SATISFACTION SCORE**

<table>
<thead>
<tr>
<th>Satisfaction score</th>
<th>Number of people</th>
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<tbody>
<tr>
<td>1</td>
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<td>2</td>
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<td>10</td>
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<td>9</td>
<td>5</td>
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</table>

Satisfaction score: 1 = extremely poor - 10 = excellent

1 person rated their overall satisfaction as 1 out of 10 and provided the following comment:
- can be hours late and turn up at 11pm - very poor service

2 people rated their overall satisfaction as 3 out of 10 and provided the following comments:
- lack of training, lack of interest and knowledge of my needs. Too many carers, don’t keep to time and never notify me - can be up to 90 minutes late
- had emergencies, puncture, left sitting in the dark, timekeeping atrocious

2 people rated their overall satisfaction as 4 out of 10 and provided the following comments:
- the timings are bad, I don’t know the carers names, they don’t listen when I am explaining what/how it needs to be done, the carers keep changing, they never ask to see the care plan, I have to explain each time - they need to do it the way I want them to do it - one carer questioned why I want things doing in a certain way
- poorly managed office, managers keep changing, hardly call or communicate with me and have lots of excuses
3 people rated their overall satisfaction as 5 out of 10 and one person provided the following comment:

- they are friendly, but there is not much they can do for me

4 people rated their overall satisfaction as 6 out of 10 and one person provided the following comment:

- I am happy with the way the provider has responded to my concerns. It took time and their initial response was not good enough

4 people rated their overall satisfaction as 7 out of 10

4 people rated their overall satisfaction as 8 out of 10 and provided the following comments:

- they are quite good however there are too many different carers
- times changed without notice

1 person rated their overall satisfaction as 9 out of 10 and provided the following comment:

- I would have scored them 10 however there is the odd day when they don’t show up and I have to call them to say don’t bother coming now as the care is not needed (managed on my own)

4 people rated their overall satisfaction as 10 out of 10

5 out of 25 people (20%) were dissatisfied with the care and treatment provided by their home care provider (scores between 1 - 4)

7 out of 25 people (28%) were neither satisfied or dissatisfied with the care and treatment provided by their home care provider (score between 5 - 6)

13 out of 25 people (52%) were satisfied with the care and treatment provided by their home care provider (scores between 7 - 10)
### 43. Average satisfaction score

<table>
<thead>
<tr>
<th>GENDER</th>
<th>NUMBER OF PEOPLE</th>
<th>AVERAGE SATISFACTION SCORE (1-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>16</td>
<td>7</td>
</tr>
<tr>
<td>Male</td>
<td>9</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGE RANGE</th>
<th>NUMBER OF PEOPLE</th>
<th>AVERAGE SATISFACTION SCORE (1-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 5</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>30 - 39</td>
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<td>80 - 89</td>
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</tr>
<tr>
<td>90 - 99</td>
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<table>
<thead>
<tr>
<th>ETHNICITY</th>
<th>NUMBER OF PEOPLE</th>
<th>AVERAGE SATISFACTION SCORE (1-10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White British</td>
<td>17</td>
<td>7</td>
</tr>
<tr>
<td>Black and Ethnic</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>
44. Comments received

We received a total of 252 comments from the 25 people surveyed.

We found 42 comments (17%) to be positive (highlighting good practice and/or positive feelings about a particular aspect of health and social care services).

We found 74 comments (29%) to be neutral (providing additional information and/or points of clarification).

We found 136 comments (54%) to be negative (highlighting poor practice and/or dissatisfied feelings about a particular aspect of health and social care services).

Out of the 136 negative comments, we found 86 of those comments to be specifically about communication. 63% of all negative comments received were about communication.

Our sample of people who receive home care services consistently highlight problems with communication. Poor communication is a significant theme which features throughout our results. Examples of poor communication are highlighted in areas such as visit times being changed without informing the carer or person receiving the care, cancelling a visit but still having a carer turn up, lateness of carers without notification, problems with care plans, lack of consistent communication with a social worker, difficulty in accessing information and advice, no opportunity for people to provide feedback to home care providers and general problems with communication between office staff and people receiving care in their home.

24 out of 25 people surveyed (96%) highlighted problems with communication.

Communication between the carer and person receiving care was not highlighted as a problem.
Next Steps
The results from our sample of people highlight many areas of high quality service and positive feedback from people that use home care services in Luton. Our results also identify key trends, themes and areas which require improvements. We recommend a similar study takes place targeting a larger sample size.

Despite having a relative small sample size, our results clearly highlight trends and key themes which form the 10 recommendations detailed in this report. We have been successful in capturing people’s experience and opinion of services in detail, and our role is to ensure this detail is not lost and the necessary steps are taken to make sure people’s experience are central to all decisions made about the design and delivery of home care services in Luton.

We now need to discuss and work through our results and recommendations, and we require a range of people to come together to celebrate areas that are working well and to address the areas which require improvements. The people that need to come together to drive up the quality of services provided, include people who manage and deliver home care services, people who contract manage and quality assure home care services, people who use home care services and people who regulate and inspect home care services in Luton.

We look forward to having these conversations and taking our recommendations forward on behalf of people who access home care services in Luton.