

# Care in the home

Healthwatch Sunderland  
February 2023



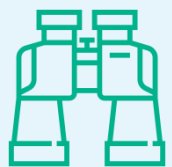
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# Who is Healthwatch Sunderland

## Your health and social care champion

Healthwatch Sunderland is your local health and social care champion. Working city wide, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Executive summary



During October and November 2022, in partnership with Sunderland City Council, we designed and launched a survey to gather people's experiences of receiving care in the home, also known as domiciliary care.

This piece of work is a priority for Healthwatch Sunderland for 2022-2023.

This report covers those 75 respondents who completed the survey during this period. The main findings of the survey are as follows:

- **Visits from carers** – 53% of service users and 65% of family members/friends informed us that it is always important that carers arrive on time. 35% of service users and 34% family members/friends added that carers always arrive for their visit at the time that has been planned.
- **Quality of care and treatment** – 88% of service users felt that their carers always or usually know them well, in comparison 80% of family members/friends felt this was the case. 79% of service users told us carers always treat them with kindness and in compassionate and caring way, whereas 65% of family/friends felt that way.
- **Time** – 21% of service users and 24% of family members/friends state that the carers sometimes, rarely or never stay at their visits for the length of time that they should.
- **Skills and training of carers** – 90% of service users and 76% of family members/friends told us that they always or usually feel safe when carers are operating equipment within the home.
- **Contacting the care agency** – When contacting the care agency 61% of service users felt that the agency staff were always friendly and helpful, in comparison 56% of family members/friends felt this was the case.
- **Overall satisfaction levels** – 90% of service users informed us that they are either very happy or happy with the service they receive from their care agency in comparison to 66% of family members/friends.

After reporting an issue with their care agency two service users informed they had no response from their care agency and two family members/friends who reported an issue told us that nothing had changed.

85% of service users said they would recommend their care agency to a family member or friend, whilst 69% of family members/friends stated they would do the same.

Service users and family members/friends informed that a good care agency is one that listens and understand their care needs and employs carers with a range of caring attributes, whilst family members/friends added that good communication is also important.

- **A bit about yourself** – The majority of those who responded to the survey were female (58%), between the ages of 60 – 90 years old (37%) and of white ethnicity (96%), for full breakdowns of demographics see appendix 1.

# Introduction

## What we wanted to find out



Domiciliary care is a term commonly used to define the range of services put in place to provide care and support to an individual care in their own home. Broadly, the type of care and support that is provided to people may include help with getting out of and into bed, washing and dressing, personal care, such as using the toilet or support with continence care; preparing meals and drinks; support with medication, support accessing activities and their local community or other types of support that people need to help them live as independently as possible. The care and support provided to each person will depend on what their individual adult needs assessment has identified as being needed to meet their needs and achieve their outcomes.

Across the City of Sunderland this service, where applicable is funded by Sunderland City Council who at the time of the report commission 21 providers to deliver this service, (see appendix 2).

Healthwatch Sunderland receives very little feedback regarding home care /domiciliary care services because these services are in service users own home, making it difficult to assess service delivery. We require this feedback to gain a broader understanding about the issues faced by people who use these services.

As a result, it was voted as an area that members of the public would like to feature on our workplan during 2022-23.

At the same time Sunderland City Council, as part of its quality assurance process were also looking to gather feedback from service users to help them to better understand the current delivery of services and what services need to look like in the future.



# Methodology



In partnership with Sunderland City Council, we designed a survey to collect feedback from those individuals who have carers in the home or where more appropriate their family members or friends (see appendix 3).

Questions were designed around key categories, aimed at identifying how recipients felt about their domiciliary care service and support service, if services could be better or different in the future and what service users think makes a good domiciliary care and support service.

Sunderland City Council provided the Healthwatch Team with the details of a 10% sample of all those individuals in receipt of domiciliary care services. At the time this equated to approximately 220 individuals details.

During the month of October and November the Healthwatch Sunderland engagement team made initial telephone contact to all 220 service users. Healthwatch staff offered individuals the option to complete the survey either over the phone at a time convenient to them, or if preferred they could request a paper copy which was posted out complete with a self addressed envelope.



Feedback on the domiciliary service being provided was collected from the individual in receipt of care or where appropriate to do so was collected from the recipients family members or friends.

In addition surveys were also made available to the general public who could either complete these online using Survey Monkey or via the paper-based version.

These surveys were promoted via the Healthwatch Sunderland e-newsletter, social media channels, website, during attendance at community events and via networks and contacts across the local voluntary and community sector.



In total we received feedback from 75 individuals. 49 were from care receivers (45 of these were from the names provided by the Local Authority and 4 from members of the general public). A further 26 were from the recipients family members or friend. (22 of these were from the names provided by the Sunderland City Council and 4 from members of the general public). Please note not all respondents answered all questions in the survey.

# Findings

We received a total of 75 responses to the survey. 49 were from individuals who are in receipt of care and 26 were from a care recipients family member or friend.



## Visits from carers - Service user responses

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total count
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
I have a care and support plan put in place	40	82%	1	2%	2	4%	0	0%	1	2%	4	8%	1	2%	49
My care and support plan is regularly reviewed to ensure it is correct and up to date	28	58%	3	6%	4	8%	2	4%	4	8%	7	14%	1	2%	49
The care and support that I receive at each care visit is what has been agreed in my care and support plan	31	64%	8	16%	2	4%	2	4%	2	4%	3	6%	1	2%	49
It is important to me to know which carers will be visiting me	29	59%	5	11%	1	2%	6	12%	5	10%	1	2%	2	4%	49
I know which carer will be visiting me	17	35%	11	22%	10	21%	3	6%	6	12%	1	2%	1	2%	49
I am informed before my visit if there is going to be a change in who will be visiting me	11	23%	9	18%	6	12%	1	2%	17	35%	2	4%	3	6%	49
It is important to me that my carers arrive on time	26	53%	12	25%	2	4%	4	8%	1	2%	2	4%	2	4%	49
My carers arrive for my visit at the time that has been planned	17	35%	14	29%	8	16%	3	6%	4	8%	2	4%	1	2%	49
I am informed before my planned visits if my carers are going to be late	14	29%	7	14%	8	16%	4	8%	12	25%	2	4%	2	4%	49

The findings above show that most individuals (82%) always feel they have a care and support plan in place and 58% feel it is always up to date and regularly reviewed. 57% of individuals either always or usually know which carers will be coming to visit them and 41% are always or usually informed if there is going to be changes to the care staff who will visit them. In comparison 37% are either rarely or never informed of these changes.

53% of individuals always feel that it was important that their carer arrives on time. 29% of respondents are always informed when carers are going to be late for their visits and 25% are never informed.

The comments received within this section related in the main to, changes to visits from carers or lateness of carers arriving to the service users home:



*"I used to have one carer but now they have a shortage of staff, and this is no longer the case. I understand that they may not always get to me on time, as they are seeing to other people."*

*"I only know what carers are coming if they tell me they are coming again later for lunch, tea or the next day."*

*"Carers can be over an hour late, so I am left in bed up to 14 hours. I have to ring to find out where they are. Always excuses."*





## Visits from carers - Family member/friend responses

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
My family member/friend has a care and support plan put in place	20	76%	2	8%	0	0%	1	4%	1	4%	2	8%	26
My family member/friend's care and support plan is regularly reviewed to ensure it is correct and up to date	13	50%	5	19%	3	12%	0	0%	3	12%	2	8%	26
I feel the care and support that my family member/friend receives at each care visit is what has been agreed in their care and support plan	16	61%	2	8%	2	8%	1	4%	3	12%	2	8%	26
It is important to my family member/friend to know which carers will be visiting them	19	72%	2	8%	2	8%	1	4%	1	4%	1	4%	26
My family member/friend knows which carers will be visiting them	10	38%	7	26%	3	12%	1	4%	4	16%	1	4%	26
I believe my family member/friend is informed before their visit if there is going to be a change to who will be visiting them	14	53%	0	0%	2	8%	4	16%	5	19%	1	4%	26
It is important to my family member/friend that their carers arrive on time	17	65%	5	19%	0	0%	1	4%	1	4%	2	8%	26
My family member/friend's carers arrive for their visit at the time that has been planned	9	34%	10	38%	2	8%	0	0%	4	16%	1	4%	26
My family member/friend is informed before their planned visits if their carers are going to be late	11	42%	3	12%	2	8%	4	16%	5	19%	1	4%	26

The findings show that most respondents (76%) state their family member/friend always has a care and support plan in place, with 70% stating the plan is either always or usually up to date and regularly reviewed.

72% of respondents stated it is always important that their family member/friend know which carer will be visiting them with 38% stating this is always the case and 16% stating this never happens.

53% of respondents stated that their family member/friend is always informed of changes to the care staff who will be visiting them and a further 19% stated this never happens.

65% of respondents stated that it is always important to their family member/friend that carers arrive on time, with 34% stating carers always arrive on time and a further 16% stating this never happens.

The comments received in the main related to, carers being on time for visits, carers informing respondents which carer(s) will be visiting, lateness of carers arriving for their visits and issues with care plans not being up to date or read;



*"Filling this in for sister and brother. Meets needs alongside support from sister, wouldn't be enough otherwise. He has more understanding than she does. Carers are never late. They are very good."*

*"Care Plan is relatively new so no need to be updated. Important to wife that she knows who is visiting. Carer tells me who will be coming to next visit."*

*"There has always been problems with call times. When the agreed times seemed problematic, I tried to be flexible and negotiated mutually acceptable times, but within weeks the agreed times went 'out of the window.'"*



## Quality of care and treatment – Service user responses (not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
The carers who support me are the same carers	11	23%	19	40%	9	19%	2	4%	4	8%	2	4%	1	2%	48
The carers who support me know me well and how I like and need to be supported	28	58%	14	30%	1	2%	1	2%	0	4%	1	2%	1	2%	48
I feel that I am listened to and that my carers talk to me in a way that I understand	31	65%	9	19%	2	4%	0	0%	3	6%	2	4%	1	2%	48
The carers who support me involve me in how I would like my support to be provided	29	60%	10	22%	3	6%	0	0%	4	8%	1	2%	1	2%	48
The carers who support me treat me with kindness and in a compassionate and caring way	38	79%	4	8%	2	4%	0	0%	2	4%	1	2%	1	2%	48
The carers who support me treat me with dignity and respect	38	80%	5	10%	0	0%	1	2%	2	4%	1	2%	1	2%	48
The carers who support me help me to be independent	34	71%	8	17%	2	4%	0	2%	1	2%	1	2%	1	2%	48

The findings show that 63% of survey respondents feel that the carers supporting them are always or usually the same carers and 88% feel that the carers always or usually know them well.

Most service users (79%) also always feel that carers treat them with kindness and compassion and with dignity and respect (80%).

The comments received from survey respondents in the main related to, how well the carers know service users and the carers visiting service users being different across visits;



*“Whoever comes I know them and they know me. They know what they have to do and given privacy when needed during personal care.”*

*“The carer is different every time but I know them all so it's one of them from the same set of carers.”*

*“Sometimes new carers start but another carer tells them what to do. They ask me what I would like them to do today.”*



## Quality of care and treatment – Family member /friend responses

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
I believe the carers who support my family member/friend are the same carers	10	38%	7	26%	5	20%	1	4%	3	12%	0	0%	0	0%	26
I feel the carers who support my family member/friend know them well and how they like and need to be supported	14	53%	7	27%	3	12%	0	0%	2	8%	0	0%	0	0%	26
I feel that my family member/friend is listened to and that their carers talk to them in a way that they understand	16	61%	3	12%	3	12%	0	0%	3	12%	1	4%	0	0%	26
I feel the carers who support my family member/friend involve them in how they would like their support to be provided	15	57%	4	16%	4	16%	0	0%	2	8%	1	4%	0	0%	26
I believe the carers who support my family member/friend treats them with kindness and in a compassionate and caring way	17	65%	3	12%	2	8%	1	4%	2	8%	1	4%	0	0%	26
I feel the carers who support my family member/friend treats them with dignity and respect	19	73%	2	8%	2	8%	0	0%	2	8%	1	4%	0	0%	26
I feel the carers who support my family member/friend helps them to be independent	15	57%	2	8%	3	12%	1	4%	2	8%	2	8%	1	4%	26

The findings above show that 64% of survey respondents feel that the carers supporting their family member/ friend are always or usually the same carers and 53% feel that the carers always know them well and how they like and need to be supported.

61% of survey respondents feel that carers always listen to and talk to their family member/friend in a way in which they can understand, a further 24% believe this happens sometimes or never.

Most survey respondents (81%) always or usually feel that carers treat their family member/friend with dignity and respect.

The comments received related in the main to the carers skills in their role, carers visiting service users being different across visits and carer visits being rushed;



*“Carers are on a rota basis, so are sometimes varied. On the whole, the care company try to send the same carers where possible. .”*

*“They have a chat and a song with her. Wears a hearing aid and they are aware and make adjustments. Give her a cuddle and she loves that. Ask her what she wants and explain what they are going to do to her e.g., Hoist.”*

*“My husband welcomes the visit of his carers – they are very kind and considerate and also give him jolly company while tending to his needs as they are always bright and cheerful.”*

*“The carers do not talk to my dad, if they do all it is to say is morning, they do not treat him or my home with respect, they aren't helpful at all, they rush straight in and straight out.”*

## Time – Service user responses (not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
The carers have enough time to support me in a way that makes me feel safe and comfortable	31	65%	14	29%	2	4%	0	0%	1	2%	0	0%	48
My carers stay at my visits for the length of time that they should	28	58%	8	17%	7	15%	0	0%	3	6%	2	4%	48
My care visits have been missed and the carer has not visited me when they should have	2	4%	2	4%	7	15%	11	23%	25	52%	1	2%	48

The findings above show that most service users (65%) always feel that carers have enough time to support to make them feel safe and comfortable. 58% of respondents felt that carers always stay for the length of time that they should and 52% felt that their visits from carers have never been missed.

The comments received in this section of the survey in the main related to the lateness of carers arriving at service user homes but the service user understanding the reasons why;



*“My carer stays the time allocated but sometimes can be late if their last call runs over but this only happens occasionally.”*

*“They give me as much time and help as they can. Unsure if they stay as long as they should but do everything, I ask them to do. Can't see the clock. I ring the office if they are really late and they explain. Lately they have been really good and on time.”*

## Family member/friend responses – (not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know/not sure		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
I feel the carers have enough time to support my family member/friend in a way that makes them feel safe and comfortable	13	52%	8	32%	3	12%	0	0%	1	4%	0	0%	25
I believe my family member/friend's carers stay at their visit for the length of time that they should	16	64%	2	8%	3	12%	1	4%	2	8%	1	4%	25
I believe my family member / friend's care visits have been missed and the carer has not visited them when they should have	2	8%	0	0%	2	8%	3	12%	16	64%	2	8%	25

The findings above show that just over half of respondents (52%) agree that carers always have the time to care and support their family member/friend in a way that makes them feel safe and comfortable. 64% agree that carers always visit for the appropriate length of time. 76% of family members/friends state that missed visits rarely or never happen, a further 8% state this always happens.

*“Generally, carers arrive within 30 minutes of the appointed time.”*



## Skills and training of carers – Service user responses

(not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
The carers have enough training to meet my care needs	29	61%	14	29%	0	0%	2	4%	1	2%	1	2%	1	2%	48
The carers know how to use the equipment in my home (hoists, electric bed, medication safe, cooker/microwave)	32	67%	9	19%	2	4%	0	0%	3	6%	1	2%	1	2%	48
I feel safe when the carers are using the equipment in my home (hoists, electric bed, medication safe, cooker/microwave)	38	80%	5	10%	1	2%	1	2%	1	2%	1	2%	1	2%	48
The carers have the correct skills to give me the support I need	35	73%	7	15%	1	2%	2	4%	1	2%	1	2%	1	2%	48

The findings above show that 61% felt their carers always have enough training to meet their care needs with a further 29% saying this was usually the case. 67% of respondents felt that the carers always know how to use the equipment in their home, with 90% stating that when using this equipment they always or usually feel safe. 73% of individuals feel that carers always have the correct skills to offer the support they need. The comments received included:



*"My carers are experienced and well trained."*

*"They do well with the equipment - they deal with different equipment in different houses."*

## Family member/friend responses – (not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
I feel the carers have enough training to meet my family member/friend's care needs	14	56%	7	28%	1	4%	0	0%	1	4%	2	8%	0	0%	25
I believe the carers know how to use the equipment in my family member/friend's home (hoists, electric bed, medication safe, cooker / microwave)	17	68%	3	12%	1	4%	0	0%	1	4%	2	8%	1	4%	25
I believe my family member/friend feels safe when the carers are using the equipment in their home (hoists, electric bed, medication safe, cooker / microwave)	18	72%	1	4%	2	8%	1	4%	1	4%	1	4%	1	4%	25
I feel my family member/friend's carers have the correct skills to give them the support they need	15	60%	5	20%	1	4%	1	4%	1	4%	2	8%	0	0%	25

The findings above show that around half of respondents (56%) feel that carers always have the training to meet their family member/friends needs. 80% of respondents always or usually feel safe when carers use equipment in their family member/friends home. Most respondents (60%) always feel carers have the correct skills to support their family member/friend, whereas 8% feel this is the case rarely or never. The comments received included:

*"Carers are well trained on equipment provided for my husband."*

*"Some carers do not have the required training; No knowledge of changing a catheter bag or no knowledge to fit hearing aids."*



## Contacting the care agency – service user responses

(not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
I find it easy to contact the care agency office if I need to	31	65%	5	10%	3	7%	2	4%	0	0%	5	10%	2	4%	48
If I need to contact the office the staff are friendly and helpful	29	61%	7	15%	1	2%	2	4%	1	2%	5	10%	3	6%	48
I know who to contact if I have a concern or a complaint about the service that I am receiving	31	65%	1	2%	2	4%	3	6%	1	2%	7	15%	3	6%	48

The findings above show that 75% of respondents always or usually find it easy to contact the care agency and 76% find the staff friendly and helpful when they do. The comments received included;



*“Office staff are really friendly ”*

*“I have nothing to complain about, but I could call the office and tell them if I needed to.”*

*“Sometimes can't get through and will try again later. Office staff don't always ring back when they say they are going to. ”*

## Family member/friend responses (not all respondents answered questions in this section)

Statement	Always		Usually		Sometimes		Rarely		Never		Don't know / not sure		Prefer not to say		Total
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
My family member/friend finds it easy to contact the care agency office if they need to	13	52%	4	16%	0	0%	0	0%	3	12%	4	16%	1	4%	25
I feel if my family member/friend needs to contact the office the staff are friendly and helpful	14	56%	3	12%	1	4%	1	4%	2	8%	3	12%	1	4%	25
My family member/friend knows who to contact if they have a concern or a complaint about the service that they are receiving	18	72%	2	8%	0	0%	0	0%	2	8%	2	8%	1	4%	25

The findings above show that 72% of respondents feel that their family member/friend always knows who to contact regarding any concerns or complaints and 56% always feel that staff are friendly and helpful when they make contact with them. The comments received included;

*“Contact to the care agency is done through myself or my 2 sisters, who also support our nana. Concerns and complaints are dealt with promptly. ”*

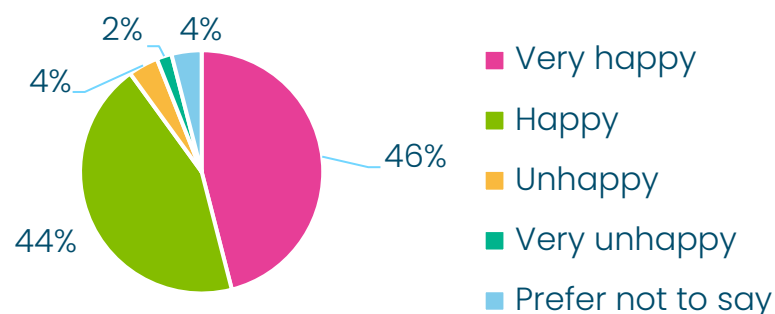
*“Many times we have called in an emergency - no one is there. He could be sitting to go to bed at midnight and we couldn't get in touch with them. If meds have been missed (controlled drugs) we get fobbed off by the care agency manager who says it will be sorted, but nothing is ever said. ”*



## Overall satisfaction levels – service user responses

Respondents were asked a series of questions aimed to discover their overall satisfaction levels. The results are shown below:

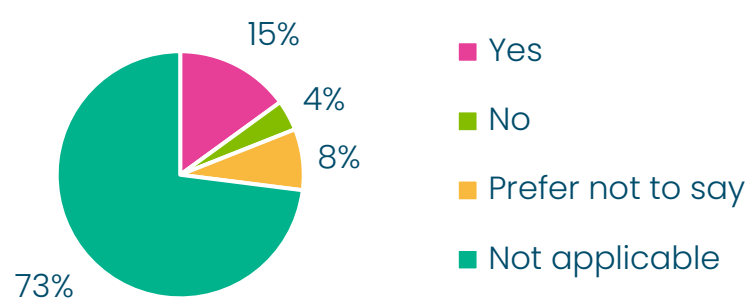
- **Overall, how happy or unhappy are you with the service you receive from your care agency?**



Most service users are either very happy (46%) or happy (44%) with the service they receive from their care agency.

*“The way they are with me, friendly, helpful and bend over backwards to make me happy. They will do anything to help me.”*

- **If you are not happy, have you ever told anyone?**

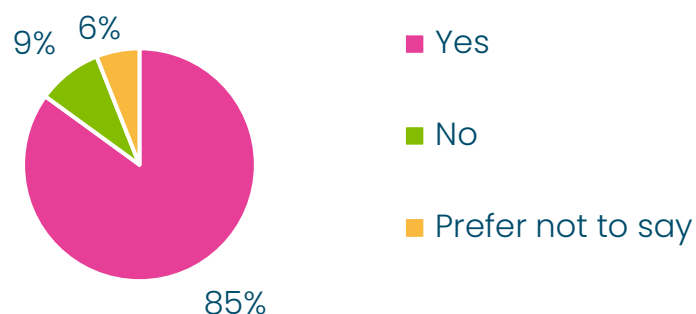


15% of respondents stated they are not happy with the service received from their care agency and had informed either their carers, the care agency or adult services about this.

When asked if they received a response to this feedback 29% stated they had no response to their feedback, 14% had received positive response and 57% never responded to this survey question.

4% of respondents replied to say they were unhappy with the service received from their care agency but had not informed anyone. When asked to explain why they hadn't informed anyone, none of the respondents left a comment to this question.

- **Would you recommend your care agency to a family member or friend?**



Most respondents (85%) would recommend their care agency to a family member or friend, whilst 9% would not.

*“Such good care and I understand that there are issues with staffing sometimes.”*

- **What makes a good care agency?**

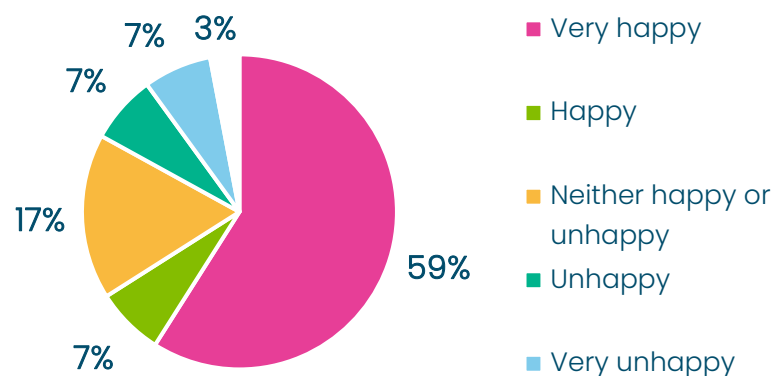
Several comments were received to this question. Of the feedback received the common themes that could be identified included an agency who listens and understands the care needed by its clients and employs carers who listen, are kind and caring, trustworthy, professional and arrive on time.

*“Someone that listens and does what you want for your care needs. Listening is really important. They need to understand your needs.”*

*“An agency who listens and understands the care needed by its clients.”*

## Overall satisfaction levels – Family member/friend responses

- Overall, how happy or unhappy are you with the service your family member/friend receives from their care agency?

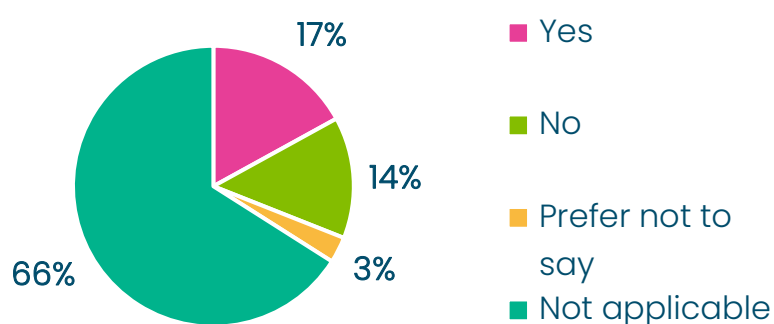


Responses show that most respondents 66% are very happy or happy with the service their family members/friends receiving from their care agency, a further 14% are unhappy or very unhappy.

*"The carers have established a good routine. They are friendly and professional."*

*"Nothing is ever perfect. My family members times got changed - took a while but got sorted in the end."*

- If you are not happy, have you ever told anyone?

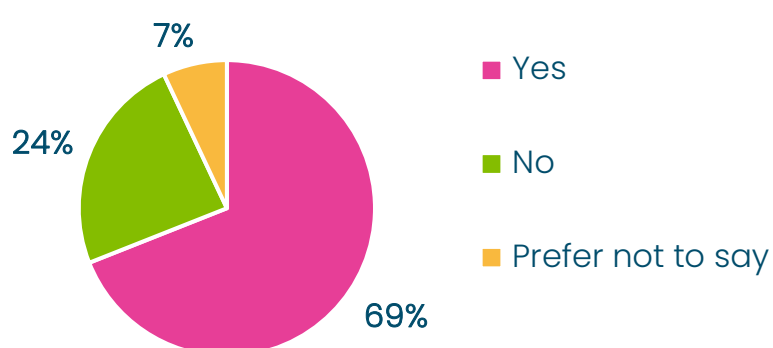


17% of survey respondents stated they are not happy with the service received from their care agency and had either informed the care agency and/or adult services.

When asked if they received a response to this feedback 75% stated nothing had changed and 25% stated the care agency responded with positive changes..

14% of survey respondents stated they hadn't informed anyone when they aren't happy. When asked why they hadn't informed anyone 50% replied stating they had a negative previous experience and 50% didn't respond to the question.

- Would you recommend your care agency to a family member or friend?



Responses shows that 69% of respondents would recommend the agency to a family or friend and 24% would not.

*"All lovely and professional; kind and nice to us both."*

*"In all honesty, the relationship with the company has been hard work. I've tried to be reasonable and flexible but still not an easy 'marriage'."*

- What makes a good care agency?

Several comments were received to this question. Of those who responded the most common themes to be identified included an agency that offers a consistent reliable service and are good at communicating and who employ staff who are good listeners, caring, kind and respectful.

*"Being there when need to be to help partner whether on phone or in person on calls. Treat partner and myself with respect and being respectful of our home."*

*"Good communicators, recruiting carers who actually care. Consistency and appropriate pay and rewards to staff. Ease of use for clients."*



## Conclusion

The aim of this evaluation was to find out what is working well in domiciliary care and what needs to be improved. Armed with this intelligence, the Sunderland City Council can use it to ensure that care agencies provide a service that enables people to have a good experience of care in their home.

The findings, based on feedback received, have shown those areas that are working well and with the highest levels of satisfaction and what people were least satisfied with and what needs improving.

A summary of these can be found below:

### What is working well

- **Staff attitudes and professionalism** – high levels of satisfaction were received from service users when they gave feedback on the personal attributes of carers. 79% stated carers always treat them with kindness and in a compassionate and caring way and 80% feel their carers always treat them with dignity and respect.
- **Carers know the service users well** – 88% of service users and 80% of family members/friends stated that the carers either always or usually know them well and how they like to be supported.

### What needs improving

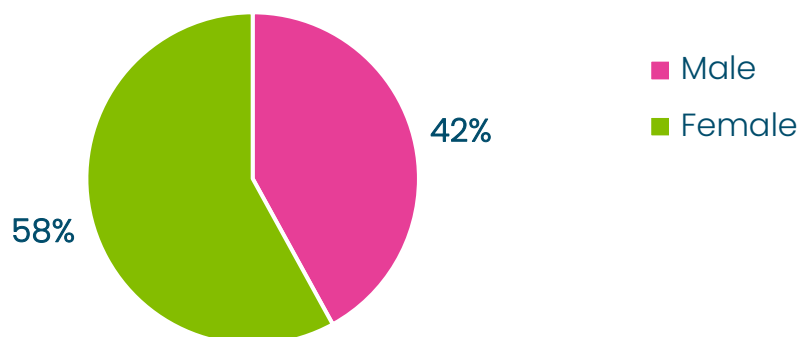
- **Time keeping of carer visits** – 53% of service users and 65% of family members/friends stated it is always important that visits by carers are on time, however when asked, if carers arrive for visits at the time planned 30% of service users and 22% of family members/friends state this either sometimes, rarely or never occurs.
- **Communication with care agencies** – when asked if staff are friendly and helpful when their family member/friend contacts the care agency 4% stated this is sometimes or rarely the case and 8% stated this is never the case.

Some service users and family members/friends were also dissatisfied when they contacted the care agency or Sunderland City Council to inform them that they weren't happy. Some stated they didn't always get a response or a resolution to the problem.

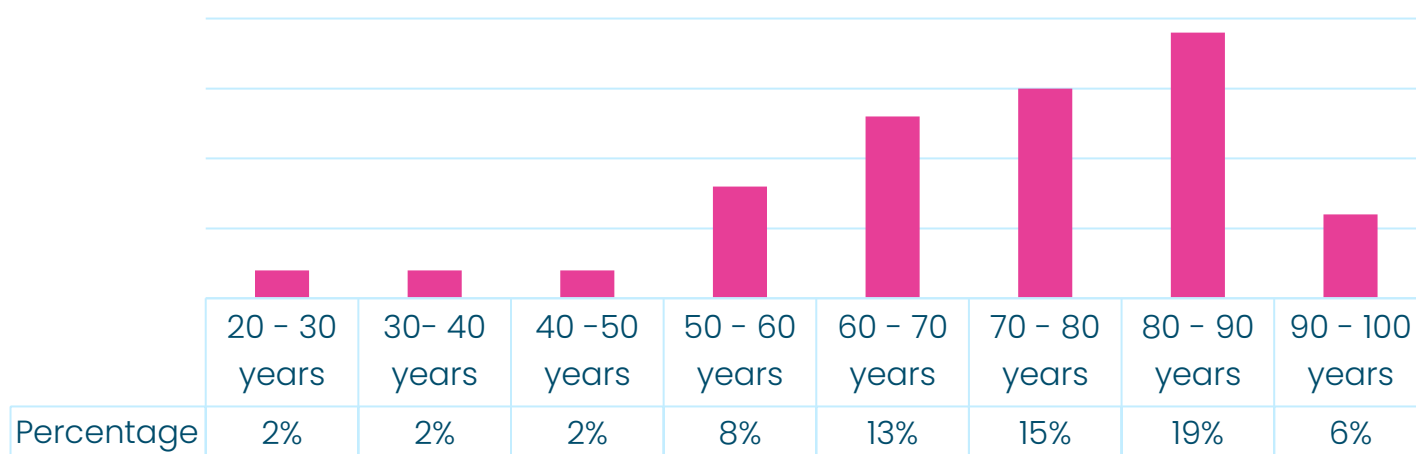
## Appendix 1 – A bit about you

Survey respondents were invited to complete a section on their demographics, not all respondents completed these questions. The results are shown below:

### What is your sex?



### How old are you?



### What is your ethnicity?

	Percentage
White (includes British, Northern Irish, Gypsy, Irish Traveller, Roma or any other white background)	96%
Mixed or Multiple ethnic groups (includes White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background)	2%
Asian or Asian British (Includes Indian, Pakistan, Bangladeshi, Chinese or any other Asian background)	2%

## Appendix 2 – current commissioned care agencies

These are the providers who were in the scope of this feedback exercise:

Able Community Care  
Allied Health Services Ltd Sunderland  
Blue Ribbon Community Care (Tyne and Wear)  
Bluebird Care  
Care at Home (Wearside) Limited  
Choice Care Services Limited  
Comfort Call - Sunderland  
Community Integrated Care (CIC)  
Diamond Care and Support  
Elegance Care and Support  
Helping Hands Sunderland  
Hetton Home Care Services  
A support provider who is providing PA support  
LS Care  
North Haven Care and Support Ltd  
Routes Health Care  
Signa Care Group  
Sterling Care Group Solutions  
Sunderland Community Support Service (Sunderland Care and Support)  
Sunderland Home Care Associates (20-20) Limited  
Highlea Care  
The Studio  
Thorncliffe Home Care  
Vestra Homecare Sunderland  
Wearside Care Ltd  
Westhome Care Services Limited  
YS Services Embracing Care

## Appendix 3 – Service user survey

### Care in the home - Service user survey

Healthwatch Sunderland provides an independent voice for people who use publicly funded health and social care services. Our role is to ensure that people's views are listened to and fed back to service providers and commissioners in order to improve services.

We are currently working with Sunderland City Council and we want to hear about your opinions and experiences of the home care service that you are currently receiving.

It is important to the Local Authority to hear what you think and by providing feedback through this survey they hope to find out from you:

- how you feel about your care and support service and what you value about it
- if and how you feel services could be better or different in the future
- what you think makes a good care and support service

The survey should only take 5-10 minutes to complete. The closing date for the survey is 5<sup>th</sup> December 2022.

Healthwatch Sunderland take your privacy seriously. The information you provide on this form will be stored electronically. Your comments will be shared with health and care providers and Healthwatch England, to help them improve services. Please note the information you provide will be kept confidential, except that anonymised quotes may be used. Any feedback you share with us will not have any negative impact on the care you will receive.

If you require support completing this survey please get in touch:

Healthwatch Sunderland, 53 St Luke's Terrace, Pallion, Sunderland, SR4 6NF

Tel: (0191) 514 7145

[www.healthwatchesunderland@pcp.uk.net](mailto:www.healthwatchesunderland@pcp.uk.net)

To see the survey results please sign up to our newsletter or follow us on social media.

Home Care Service – Service User Survey



<b>Name of care agency providing support:</b>	
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**Question 1: Visits from my carers** (please tick one response to each of the statements below and add your comments in the allocated box below)

Statement	Always	Usually	Sometimes	Rarely	Never	Don't know / not sure	Prefer not to say
I have a care and support plan put in place							
My care and support plan is regularly reviewed to ensure it is correct and up to date							
The care and support that I receive at each care visit is what has been agreed in my care and support plan							
It is important to me to know which carers will be visiting me							
I know which carers will be visiting me							
I am informed before my visit if there is going to be a change in who will be visiting me							
It is important to me that my carers arrive on time							
My carers arrive for my visit at the time that has been planned							
I am informed before my planned visits if my carers are going to be late							

**Please leave comments about the statements in Q1 below** (please give as much detail as possible)

Home Care Service – Service User Survey



**Question 2: Quality of care and treatment** (please tick one response to each of the statements below and add your comments in the allocated box below)

Statement	Always	Usually	Sometimes	Rarely	Never	Don't know / not sure	Prefer not to say
The carers who support me are the same carers							
The carers who support me know me well and how I like and need to be supported							
I feel that I am listened to and that my carers talk to me in a way that I understand							
The carers who support me involve me in how I would like my support to be provided							
The carers who support me treat me with kindness and in a compassionate and caring way							
The carers who support me treat me with dignity and respect							
The carers who support me help me to be independent							


**Please leave comments about the statements in Q2 below** (please give as much detail as possible)



Home Care Service – Service User Survey

**Question 3: Time** (please tick one response to each of the statements below and add your comments in the allocated box below)

Statement	Always	Usually	Sometimes	Rarely	Never	Don't know / not sure	Prefer not to say
The carers have enough time to support me in a way that makes me feel safe and comfortable							
My carers stay at my visits for the length of time that they should							
My care visits have been missed and the carer has not visited me when they should have							

 **Please leave comments about the statements in Q3 below** (please give as much detail as possible)



Home Care Service – Service User Survey

**Question 4: Skills and training of carers** (please tick one response to each of the statements below and add your comments in the allocated box below)

Statement	Always	Usually	Sometimes	Rarely	Never	Don't know / not sure	Prefer not to say
The carers have enough training to meet my care needs							
The carers know how to use the equipment in my home (hoists, electric bed, medication safe, cooker / microwave)							
I feel safe when the carers are using the equipment in my home (hoists, electric bed, medication safe, cooker / microwave)							
The carers have the correct skills to give me the support I need							

**Please leave comments about the statements in Q4 below** (please give as much detail as possible)



Home Care Service – Service User Survey

**Question 5: Contacting the care agency** (please tick one response to each of the statements below and add your comments in the allocated box below)

Statement	Always	<u>Usually</u>	Sometimes	Rarely	Never	Don't know / not sure	Prefer not to say
I find it easy to contact the care agency office if I need to							
If I need to contact the office the staff are friendly and helpful							
I know who to contact if I have a concern or a complaint about the service that I am receiving							

**Please leave comments about the statements in Q5 below** (please give as much detail as possible)



## Care in the home – Service user survey

**Question 6:** Overall, how ~~happy~~ or unhappy are you with the service you receive from your care agency?

- Very happy       Neither happy or unhappy       Very unhappy  
 Happy       Unhappy       Prefer not to say

Please explain why you have given the answer above

6.1 If you are not happy, have you ever told anyone?

- Yes       No       Prefer not to say       Not applicable

If yes, who did you tell?

If yes, what happened about it?

If you didn't tell anyone, why was this?

**Question 7:** Would you recommend your care agency to a family member or friend?

- Yes       No       Prefer not to say

Please explain why you have given the answer above

**Question 8:** Finally, in your opinion, what makes a good care agency?





Care in the home – Service user survey

## A bit about yourself

By telling us more information about yourself, you can help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to.

- What is your sex?

Male  Female  Prefer not to say

Other (please specify) .....

- How old are you? .....

- Do you have any physical or mental health conditions or illnesses lasting or expecting to last 12 months or more?

Yes  No  Prefer not to say

### What is your ethnicity?

White (includes British, Northern Irish, Gypsy, Irish Traveller, Roma or any other white background)

Mixed or Multiple ethnic groups (includes White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background)

Asian or Asian British (Includes Indian, Pakistani, Bangladeshi, Chinese or any other Asian background)

Black, Black British Caribbean, African or other Black background

Prefer not to say

Other (please specify) .....

Thank you for completing this survey. We value your time and feedback.

Please return in the SAE provided.

# healthwatch Sunderland

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