

# Domiciliary Care Services

Survey by Healthwatch Havering  
August - October 2017

- Survey of 23 users of domiciliary care services
- Not random - interviewees were selected by Adult Social Care with assistance from Housing staff
- 42 users originally selected but 19 not contactable or deceased
- Results not necessarily representative of all users but nonetheless a good indicator of levels of satisfaction
- Interviewees asked 23 questions: mainly Yes, No, answers

SWIFT ID number	Overall position	151894	113212	120155	4386	166164	253310	228139	229133	213214	3867	124853	226709	207991	201560	37854	136680	156854	11800	135192	247994	254816	Not numbered	Not numbered (Living with dementia)
Would your carer pick up on occasions when your room temperature needs adjusting or windows/curtains need opening or closing?																								
If your carer helps you to prepare a meal (If they do not, tick N/A) ..Is the food preparation area left clean?																								
Does your carer make sure that when they leave your home that you are left comfortable and have the things you need within reach?																								
If you want to make any changes to your support, e.g. not have a bath or change a time of meal, does your care agency help you to do this?																								
If your carer helps you to get up or go to bed (If they do not, tick N/A) ..Do you choose what time this happens?																								
If your carer helps you to have a bath or shower (If they do not, tick N/A) .. Do you choose what day or time this happens?																								
If your carer helps you to dress (If they do not, tick N/A) ..Do you choose what you wear?																								
Does your carer greet you and/or ask how you are when they arrive?																								
Do you hear and understand your carer clearly?																								
Do you feel that your carer hears and understands you?																								
If a new carer is visiting you for the first time, are you made aware of this in advance?																								
If a new carer is visiting you for the first time, do they introduce themselves when they arrive so you feel comfortable with them?																								
Do you feel like the carer respects your privacy when carrying out personal tasks?																								
If your carer helps you to prepare drinks (If they do not, tick N/A) ... Do you have access to drinks throughout the day after your carer leaves?																								
If your carer helps you to prepare a meal (If they do not, tick N/A) . Are you supported to choose what you want to eat?																								
If your carer helps you to prepare a meal or with food shopping (If they do not, tick N/A)...Do they help you ensure food is stored appropriately and is in date?																								
If you want to find out about social events and activities happening in your local area, does your carer or care agency help you to find this information out?																								
If your carer helps you to wash (If they do not, tick N/A) Are you are satisfied with the standard of care, e.g. are you left feeling clean and comfortable?																								
Do you feel safe in the company of your carer?																								
Does your carer ensure property is secure before leaving the property e.g. front and back door shut, key returned to key safe?																								
If you are feeling unwell when your carer arrives, do they ask you if you want anyone contacted?																								
If your carer helps you to go out in the community (If they do not, tick N/A) ...Does your carer give you their full attention while they are out with you?																								
Overall how would you rate the service that your carer provides?																								
		VG	VG	G	g/p	VG	G	G	G	G	VG	G	VG	-	G	-	G	G	VG	G	G	F	VG	N/A

## Typical responses (1):

[The client] said that the carers do what he wants them to do and if they do not understand him he uses his hands to express his needs.

[The client] has no issues with carers and thinks they are very good but believes the administration could be improved as he has been waiting 3 months (ever since he has been on the scheme) for an assessment so that the carer can accompany him to the bank or take him for a walk; he has phoned many times but appointments made and then cancelled. Not very happy with his morning slot of 9.30 - 10.30 as care occasionally turns up between 10.30 - 12.15, this is usually the time eg first thing in the morning when has his medication, eye drops, etc.

Erratic visits in the evenings - sometimes they come at 5.30pm and others at 7.30pm. [The client] has weekly support from his sister. If he does not understand what the carers say he asks them to talk slowly.

[The client] is very happy with the care he receives. Only concern is imminent closure of the complex, without sufficient suitable accommodation nearby.

## Typical responses (2):

[The client] is happy with her care package. If more help was offered, it would probably be rejected.

[The client] said her daughter and herself have asked many times for the night time carer to be changed. She says they do not listen to them, and in her words one of the carers was very cruel to her. She also told us, they did not tell her when a new carer would be attending. [The client] has sores on her bottom, she did have an air cushion that collapsed and has not been replaced.

[The client] has different carers. Floors were being cleaned. Always left clean and tidy. There were two carers at the residence and one was cleaning the floors.

[The client] said the carer washes the bathroom and kitchen floors and also does the shopping. Every carer who comes is very nice and kind and makes his bed as well as makes him tea and toast.

[The client] said she has 3 different carers in one week - one came from 11am-12noon. [The client] was waiting for a shower.

## Interviewers' observations (1): Thomas Sims Court -

[The client's] family told us the lift has been out of order for two weeks so the client is unable to get down the stairs without their help. The family said the lift is so old they have to wait for new parts to be delivered but we found the rest of the building to be very well decorated, bright and airy.

[The client] has lived at the complex for 30 years and says there have been many changes, some good, some bad. The client is very happy with the daytime carer but not the evening carer who puts the client to bed. The client and daughter have telephoned the care company to send an alternative carer but unfortunately, they do not listen. In the client's own words 'One of the carers is very cruel to me'. The client said she had sores on her bottom, did have an air cushion but unfortunately it collapsed and has not been replaced. This unfortunately does not help this client's situation.

[This client] has a left sided stroke and only has a carer for half an hour in the morning to help with personal care. This client finds it very difficult to cook meals and do any housework as he is left-handed. The client said he was happy with the care he received and could telephone the care company if he needed to change or cancel a visit.

The client is a very independent person and likes to come and go as

## Interviewers' observations (2): Brunswick Court, William Tansley Smith House and Ravenscourt Grove -

Generally, clients were happy with carers (apart from one client who said they could be lazy and do not tap in and out). However, these are the improvements:

- Better communication between office and clients
- Consistency with carers
- Evening times can be a bit all over the place
- Two out of three premises had no activities organised, but these premises were due to be closed
- However, William Tansley had very good resident participation and well led
- Two residents seen who had speech and sight impediments were not happy undertaking activities to help them

## Conclusions

- Most users satisfied with service on offer to them
- Most carers do what users want of them
- Administration can be less than adequate
- Not enough done to address expressions of dissatisfaction
- Some communication difficulties between users and carers
- Different services offered by different companies