



Homecare Outcomes

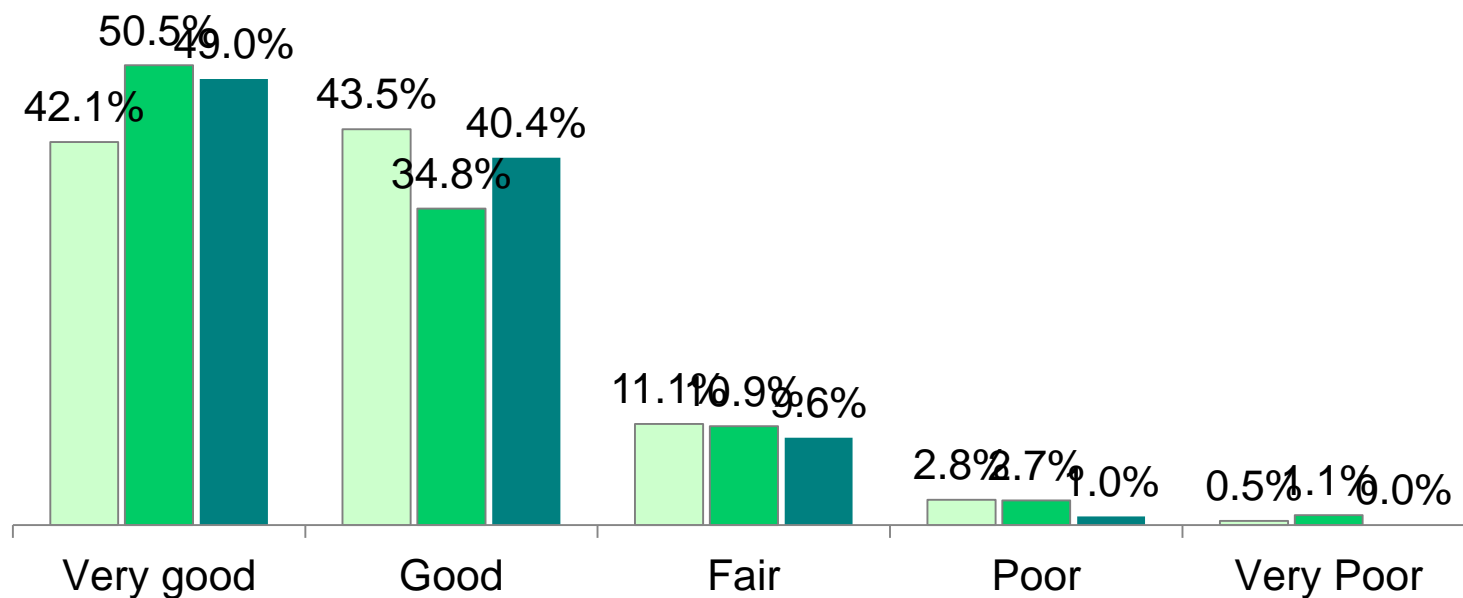
Ben Campbell

Outcomes

- We consulted with residents that use homecare & stakeholders to ensure design the outcome questions – what was important to them?
- We have been collecting this feedback for 3 years
- The Quality Outcome team ring each homecare user and go through the questions
- 104 responses to date (this will continue to 31/03/20)
- This includes low, medium and high care packages

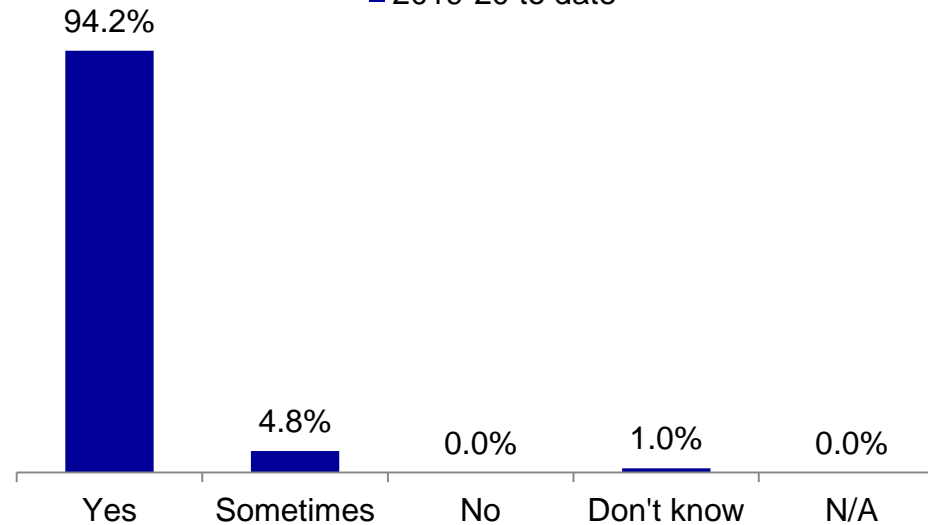
Overall how would you rate the service that your carer provides?

2017-18 2018-19 2019-20 to date



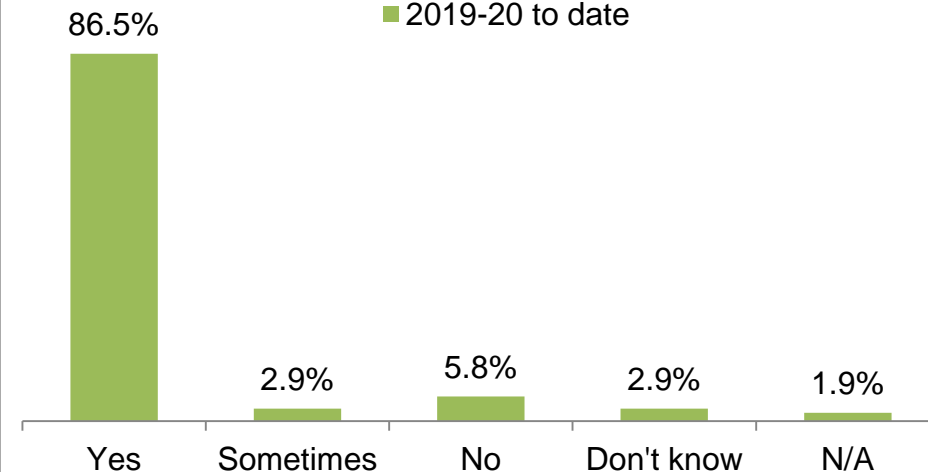
Does your carer greet you and/or ask how you are when they arrive?

■ 2019-20 to date

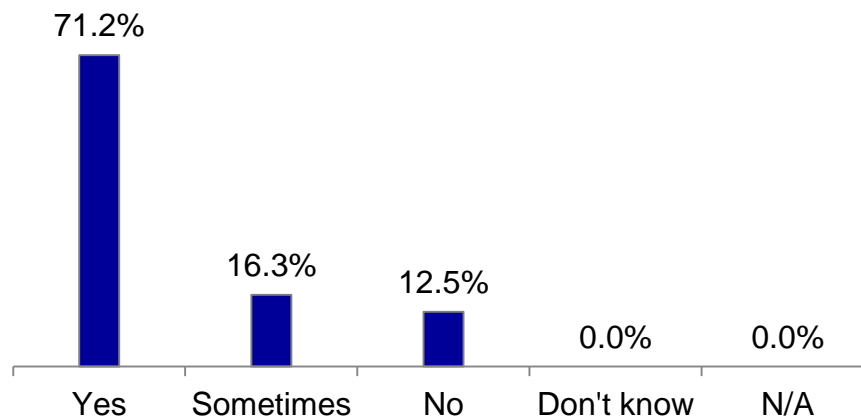


If a new carer is visiting you for the first time, do they introduce themselves when they arrive?

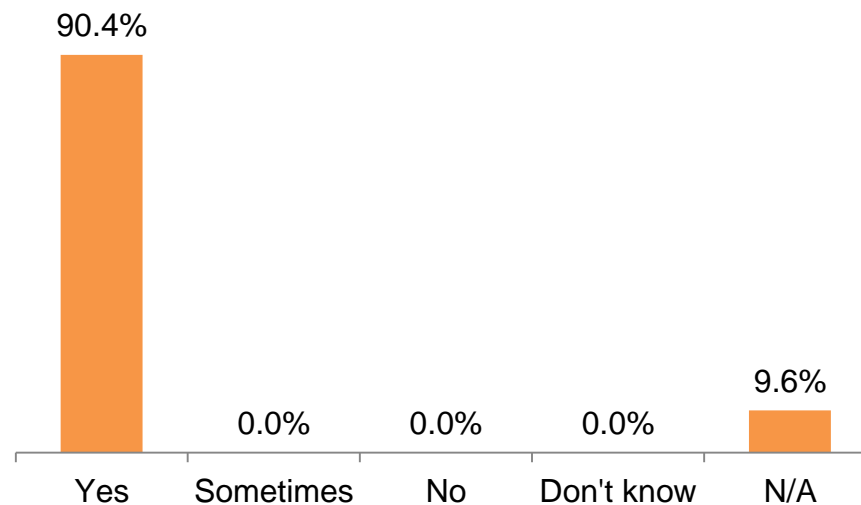
■ 2019-20 to date



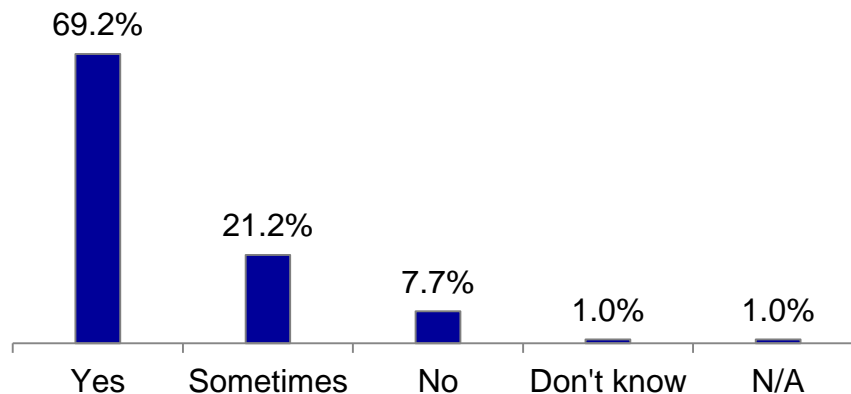
Do you have the same carer(s)?



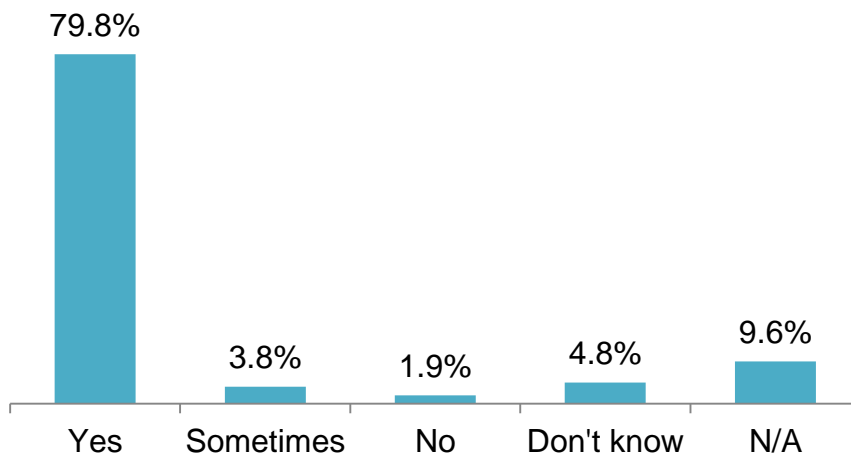
Do you feel like the carer respects your privacy when carrying out personal tasks?



Do you carers arrive on time at the agreed times?



If you want to make any changes to your support, does your care agency help you to do this?



We collect free text comments

- This is analysed under themes
- Mostly positive particularly with regard to care staff.
- Some negative comments about continuity of care staff and dealing with the office

Comments

'The girls are marvellous'

'carer from ____ is absolutely fantastic and has been providing support to ____ for 8 years and always goes over and beyond her duties'

'my regular carer is excellent and I get on really well with him, we discuss football and snooker which I like'

'Being able to trust them is the most important thing. I wouldn't put up with incompetence.'

'Male carer is absolutely brilliant, all the carers and support provided by Havering council has been top notch'

'Has different carers at weekends when timings vary and can be a bit hit and miss but this does not cause a problem.'

Going Forward

- We have introduced a minimum payment of 30 minutes regardless of the care visit duration – interested to see if this has a positive impact on homecare service
- Share general themes relating to each service provider (both positive and negative).
- Work with providers to support continuous improvement