

## London Borough of Haringey – Home Care Users Survey 2006

**Purpose of report:** to update the Well-being Chairs' Executive on the results of the Department of Health / PSSRU home care users survey for older people, which was distributed to all home care users aged 65 and over during the early part of 2006.

### 1. Introduction

Each year, the Department of Health requires Councils with Social Services Responsibilities (CSSRs) to survey a particular user group. In 2006, it is older home care users throughout the country who have been asked their views on various aspects of their home care provision.

The survey was sent out with an explanatory letter to 801 home care users in February 2006, and a follow-up letter was sent six weeks later. There was also assistance available for people who needed help filling in the questionnaire. In total, 292 people returned completed surveys and a further five people telephoned to say they could not complete the survey, but fed back their views on the survey. This means that 37% of users responded in some way to the survey.

The last time a survey of home care users was carried out was in 2003, though it should be noted that the 2003 survey covered older people and adults; therefore, it is difficult to compare the results of the two surveys meaningfully. However, it may be possible to produce some trends as to whether levels of satisfaction with Haringey's home care provision has increased, decreased or remained much the same.

There are also two performance indicators which come out of the 2006 survey – both are based on specific questions. They are:

- *D52: Users who said they were extremely or very satisfied with Social Services;*
- *D71 - Care workers and choice (i.e. the percentage of service users who report that their carers always do the things they want done).*

### 2. Performance on PAF indicators

PAF indicators D52 and D71 were based on questions 1 and 4 of the survey.

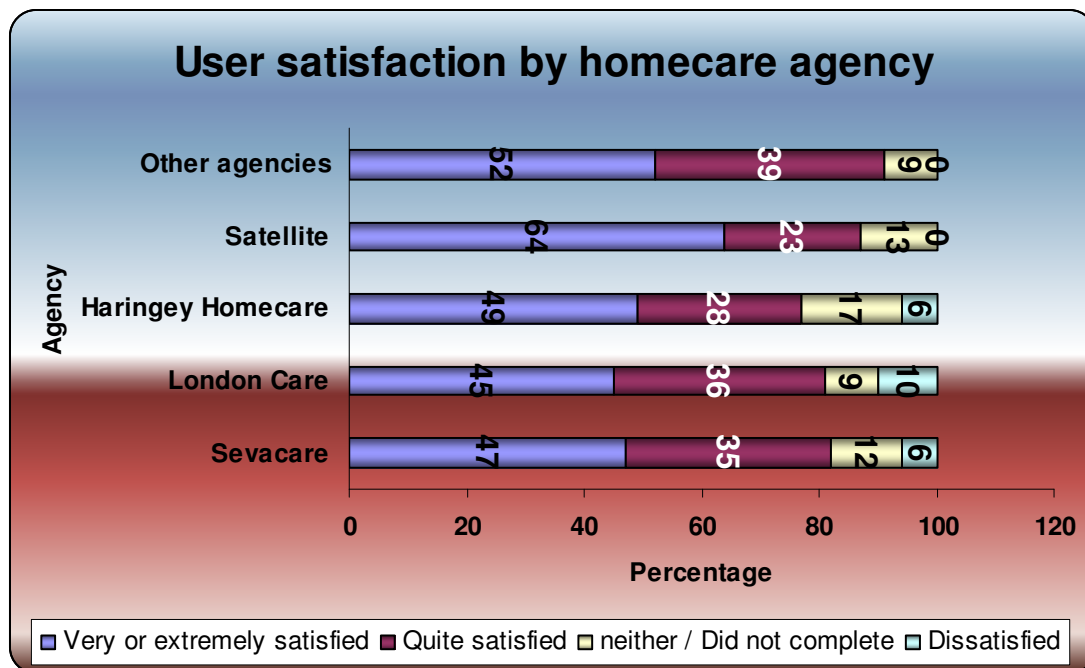
#### PAF D52

Question 1 asked “**Overall, how satisfied are you with the help from Social Services that you receive in your own home?**” PAF indicator D52

measures the percentage of people who stated that they were extremely or very satisfied. The results were as follows:

Response	Number	%
Extremely satisfied	54	19.2%
Very satisfied	87	31.0%
Quite satisfied	98	34.9%
Neither satisfied nor dissatisfied	25	8.9%
Quite dissatisfied	3	1.1%
Very dissatisfied	7	2.5%
Extremely dissatisfied	7	2.5%

Therefore, Haringey's performance on D52 is 50.2%. This puts us in the lowest DH performance banding (1 blob). This is in spite of having only 6.1% of home care users who were dissatisfied with the service they receive. However, satisfaction levels have improved on the 2002 survey results, which showed that only 43.9% of people were extremely or very satisfied. The following graph shows satisfaction levels by home care agency:



### PAF D71

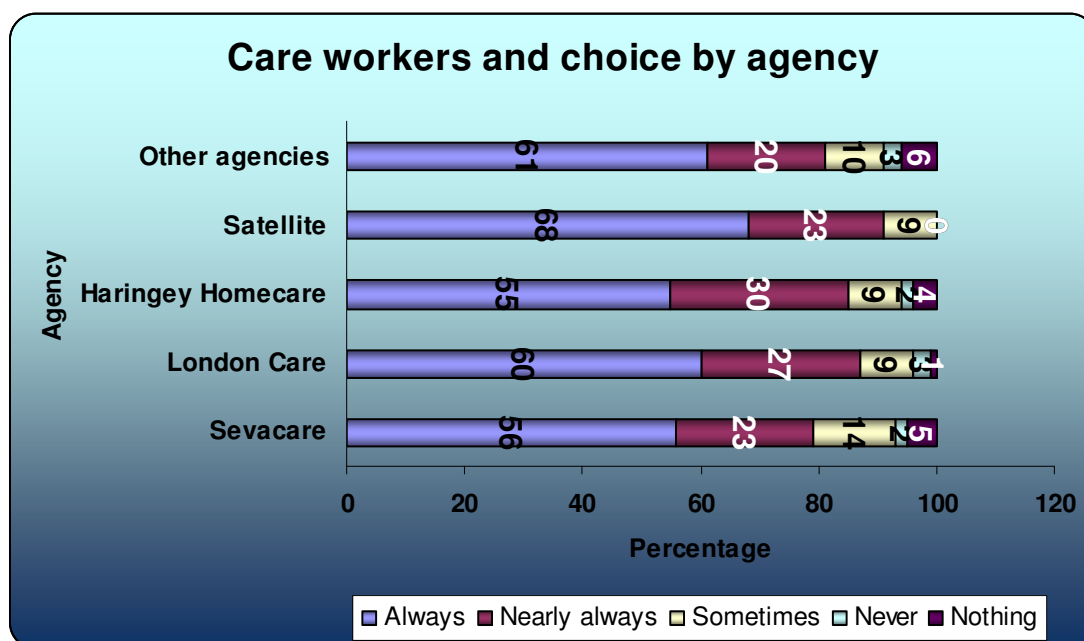
Question 4 asked “**Do your care worker do the things that you want done?**” PAF indicator D71 measures the percentage of people who said their carer always does what they want done. The results were as follows:

Response	Number	%
Always	170	60.3%
Nearly always	73	25.9%
Sometimes	32	11.3%
Never	7	2.5%

Total respondents

282 100.0%

Therefore, Haringey's performance on D71 is 60.3%. This gives us four blobs, and is less than 2% away from highest DH performance banding. The following graph shows how this question was answered by users of each agency.



These two graphs show that, in contrast to the 2002 survey when contracted agencies were shown to provide considerably less satisfaction for users than Haringey's internal home care, all agencies are broadly providing home care services which meet the needs of Haringey's residents. It should also be noted that Haringey Homecare carries out more complex, specialist and intensive home care services than the contracted agencies, and that this may have a bearing on the statistics.

**NB:** the outturns on these two performance indicators will remain constant throughout the year.

### 3. Performance on other key questions

- 78.4% of carers always or usually come at times which suit service users. This is up 2% from the 2002 survey.
- 63.6% of service users are always or usually kept informed of any changes in their care.
- 72.1% of service users felt that they could make a complaint about Social Services if they wanted to.
- 92.2% agree or strongly agree that they feel safe in their own home.
- 31.3% of service user had been told about Direct Payments by their social worker; 43.5% had not been told; and 25.2% did not know whether they had been told or not.
- 81.8% also received help from informal carers.

#### **4. Service user comments**

Questions 15 and 16 asked service users to write comments about what changes they would like to make to the services they receive, and any other comments they have about home care. What follows is a sample of both positive and negative comments written by service users:

**“If you could change one thing about your home care services, what would it be?”**

- Service is good but an extra 15 minutes would be good just for chat, stop that feeling of isolation.
- To know the carers' names I would be having during the week and to stop one of my weekend carers from coming at twenty to eight in the morning - it is much too early.
- Limit the number of care workers that visit my home to 2 or 3 workers.
- I would like to have the same carers coming in at the same time each day. At present they change every 3-4 days and I find this tiring and confusing because I have to keep explaining where clean clothes, toiletries etc are kept. Also I have to keep making new relationships.
- I would like the care worker to sometimes do a small amount of shopping, e.g. milk, eggs etc.
- That they could stay a bit longer and keep me company, and take me out for a walk when the weather is fine.
- Very happy as things are
- I would like somebody to do my cleaning once a week.
- [written by the user's wife] That the carer would take more time in washing my husband. The previous carer we had spent 0.5 hour each time with my husband. That is the correct time. This new one is in and out in 15 minutes. Rush, rush, rush.
- If my carer goes on holiday I am not told who I am going to get. I would like to be told by phone.
- Not pay for it!
- I would not change the way my care worker. I am very pleased with her, I have the same one always.
- To be spoken to as a human being.
- I would like the same care worker, or helper I most feel comfortable with. I am not sure changing is good or not because as one builds a good working relationship with a service worker. I feel this should be maintained.

**“Please write any other comments you would like to make about the home care you receive.”**

- I am very pleased with my home care, I appreciate all the kindness and attention I get as I have ticked on the opposite page.
- My home care could not be any more help than I have at each visit it is lovely to see a smiling face AM PM. Thank you.

- I am fairly happy with my regular carers but receive different levels of care from replacement carers.
- It's good that we now have a regular carer. However, when she is away the service falls down and we either don't get anyone to turn up or they arrive very late and usually are always complaining and don't do their duties very well.
- I am generally satisfied and the carers do improve my quality of life, however some could be more communicative, e.g. ask me what I would like for breakfast rather than assuming I want the usual cereal, also some more general conversation would be nice. I did have carers who make the bed very well, but the present ones are not so good.
- So far I am very satisfied and count myself lucky that I have such nice people coming in. They do it with a smile. It brightens my day meeting them and hearing of their families.
- Because there are a lot of calls and two carers allocated at a time, it can be chaotic with a difference in times when the first and second carer turns up. Also get a lot of different carers. They tend to moan about the job and each other a lot. Some are not too bad but much of the time I feel like a burden.
- I think I treat my carer with respect and think I am treated with respect in return.
- I am quite satisfied with home care but recently had to reduce hours because the fee went up and I couldn't afford it.
- We have had so many different carers that we have lost count. Many, completely untrained expecting the old lady to guide them or do it. It was intimidating for my mother to have to deal with so many different carers. Waiting for them to turn up was frustrating. We were on the telephone every day in the beginning. Sometimes we questioned the agency's ability to administrate and advocate. It has improved slowly and now for two months I can say that we have settled into a routine and we can, fingers crossed, rely on a set time - give or take. However, at the weekends we have a different carer every time.
- Very satisfied with my carer and hope to keep her permanently.
- They are very good and helpful. Without them I would not be able to manage on my own.
- If my Sunday carer came to me a little earlier, I could occasionally attend my church.
- Nothing is perfect but Haringey Council comes close to achieving this.

## 5. Profile of home care users

### Age and gender of all older home care users:

#### No. of eligible users from which sample was drawn

Males aged 65-74	69
Males aged 75-84	108
Males aged 85+	67
Females aged 65-74	113
Females aged 75-84	221
Females aged 85+	223

Total

801

**Ethnicity of respondents**

<b>Ethnic group</b>	<b>Number</b>	<b>%</b>
White	199	68.2%
Mixed	7	2.4%
Asian or Asian British	11	3.8%
Black or Black British	43	14.7%
Chinese	9	3.1%
Other	7	2.4%
Not stated	16	5.5%
Total respondents	292	100.0%

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**June 2006**