



ADULTS COMMISSIONING TEAM

Homecare Consultations

2016-2017 Customer Surveys

Summary Report

Home Care Quality Monitoring

HOME CARE CUSTOMER SURVEYS 2016/2017

Executive Summary

Introduction

Our annual home care customer consultation programme has now been established for 6 years. Every year most providers have their customers surveyed twice during the year with the aim of consulting a minimum of 25%. During 2016/17 the sample size actually averaged 32% of customers consulted per provider.

In the case of some providers who have 20 customers or less, we have consulted once a year and with as many of their customers as we can to provide as representative a view as possible.

In many cases, when customers are unable to participate, their relatives are consulted on their behalf. Most of the surveys were carried out by postal questionnaire and a limited number of telephone interviews.

In order to measure the individual providers' and the services overall performance, **Standard Quality Outcomes** targets have been set. These have been agreed with providers and set a mark as to what level of customer satisfaction is expected with the key aspects of their service.

Following each survey, the customer/representative responses are analysed and, a report is sent to the provider in preparation for a business meeting with a contract manager. Customers' responses are treated as confidential and remain anonymous, however, any issues raised by customers during the consultation process which are of concern (potential Safeguarding etc) are referred to the appropriate person/team and addressed with the provider as soon as possible.

This year's consultation

During the year, the Adults Commissioning Team have consulted with 168 customers and 211 customers' representatives, **representing a total of 379 customers** who received a homecare service.

The providers involved in the survey were:

Able Carers
Allott
CYC Overnight
Direct Carers
EJ Specialists
Home Instead
HSG Reablement
Heritage
HSG Homecare Support
Riccall
Support Solutions
St. Anne's Community Services

Surecare
Wetherby
York Helpers

Note: Due to the specialist nature of the services provided, we are unable to use the results for HSG Reablement in a comparison and have set these out in a separate report..

The reports attached to this summary are:

- A table setting out **the overall results** for the home care service against the targets set for the **Standard Quality Outcomes** for the service. This also includes, for comparison, the figures achieved for 2015/16.
- The detailed overall results for each question asked of the customers or representatives, with a comparison with the figures achieved for 2015/16.
- **Results Summary and what customers said**, a selection of quotes from customers and their representatives.

Keeping the Approach to Home Care Monitoring Under Review

- **The process** – Having reviewed our approach to home care consultation we will from April 2017 be consulting with providers' customers once a year instead of twice. The only change to this is if concerns/difficulties arise with a provider and it was felt a consultation would contribute to resolving these.

We shall also be placing the emphasis on telephone interviews rather than postal questionnaires. Although this will take up more time, we have found that the quality of information gathered in this way is much higher.

- **The Quality Assessment Framework** – This sets out **the standards for the service** and the criteria to meet them. The providers are expected to meet, or show that they are working towards these and this is what we measure performance against. This Framework and our methods and tools for measuring performance are kept under review. This is essential to our staying responsive to local and national developments in the service and to customer feed back.

HOME CARE 2016/17
PERFORMANCE AGAINST THE AGREED STANDARD OUTCOME
TARGETS

This table compares the survey results for 2016/17 with the targets agreed for each of the Standard outcomes. It also includes the results for 2015/16. **The figures in red are below target.**

Note: As in previous years the table only includes the results from the surveys of providers with over 20 customers and does not include the results for HSG Reablement..

| Standard | Outcome | Target | 2015/16 Results | 2016/17 Results |
|---------------------|--|--------|-----------------|-----------------|
| Fulfilment | Customers are satisfied with the overall quality of care. | 95% | 92% | 91% |
| Rights | Customers feel carers turn up regularly on time (within half an hour of agreed time) | 87% | 77% | 70% |
| Choice | Customers believe this is the time specified on their Support Plan | 85% | 92% | 77% |
| Rights | Customers feel they are informed about which carer is coming to see them. | 80% | 74% | 75% |
| Privacy/ dignity | Customers feel that new carers are aware of their needs and how they like things done. | 80% | 73% | 66% |
| Fulfilment | Carers complete tasks to the customers' satisfaction. | 90% | 92% | 89% |
| Rights | Customers feel listened to and respected. | 92% | 94% | 92% |
| Dignity | Customers do not feel rushed. | 88% | 84% | 78% |
| Rights | Customers feel they would be listened to if they complained. | 90% | 93% | 83% |
| Independence | Customers feel that the care & support they receive maximises their independence. | 85% | 90% | 93% |

SURVEY ANALYSIS

These are the questions we asked. The overall results are given together with the overall results for 2015/16 for comparison.

Q1: Would you say the Carers usually turn up at the time agreed on your Care Plan?

| Rights | 2015/16 | 2016/17 |
|--------------------------|----------------|----------------|
| Target – 87.0% | | |
| All of the time | 17% | 19% |
| Most of the time | 61% | 60% |
| Some of the time | 19% | 21% |
| None of the time | 4% | 2% |
| % of satisfied responses | 78% | 78% |

Q2: If your answer to Question 1 is ‘some of the time’ or ‘none of the time’, can you tell us if the carers are early or late, do they usually arrive within 30 minutes of the agreed time?

| Choice | 2015/16 | 2016/17 |
|----------------------|----------------|----------------|
| Target - 85% | | |
| Yes | 82% | 71% |
| No | 24% | 30% |
| % positive responses | 82% | 71% |

Q3: Would you say you know which carer is coming to see you?

Note: We changed the way we asked this question and therefore cannot make a direct comparison to the previous year’s results.

| Rights | 2016/17 |
|----------------------|----------------|
| Target – 80.0% | |
| Yes | 76% |
| No | 24% |
| % positive responses | 76% |

Q4: Do you usually have regular carers?

(Please note: This is the first time we have asked the question in this way about regular carers - with no standard target yet set.)

| | P2 2016/17 |
|----------------------|------------|
| Yes | 86% |
| No | 14% |
| % positive responses | 86% |

Q5: If you get a new carer, do you feel that they are aware of your needs and how you like things done?

| Privacy/Dignity Target – 80.0% | 2015/16 | 2016/17 |
|--|------------|------------|
| All of the time | 27% | 20% |
| Most of the time | 47% | 47% |
| Some of the time | 21% | 28% |
| None of the time | 7% | 6% |
| % of satisfied responses | 73% | 67% |

Q6: When the carers visit you, do they complete everything to your satisfaction?

| Fulfilment Target – 90.0% | 2015/16 | 2016/17 |
|-------------------------------------|------------|------------|
| All of the time | 51% | 43% |
| Most of the time | 41% | 46% |
| Some of the time | 7% | 11% |
| None of the time | 1% | 1% |
| % positive responses | 92% | 89% |

Q7: Do you feel that the care and support you receive help maximise your independence?

| Independence Target – 85.0% | 2015/16 | 2016/17 |
|---------------------------------------|----------------|----------------|
| Yes | 91% | 94% |
| No | 10% | 6% |
| % positive responses | 91% | 94% |

Q8: Do you feel that Carers listen to you and respect your wishes?

| Rights Target – 92.0% | 2015/16 | 2016/17 |
|---------------------------------|----------------|----------------|
| All of the time | 67% | 57% |
| Most of the time | 25% | 36% |
| Some of the time | 5% | 7% |
| None of the time | 2% | 1% |
| % positive responses | 94% | 93% |

Q9: Do you ever feel rushed when Carers are assisting you?

| Dignity Target – 88.0% | 2015/16 | 2016/17 |
|----------------------------------|----------------|----------------|
| No | 85% | 78% |
| Yes | 16% | 22% |
| % positive responses | 85% | 78% |

Q10: In the last three months, have you had cause to contact the provider with any concerns about your care?

It was explained to customers that this was not necessarily a formal complaint, but included anything that had caused them enough concern to contact the office to speak with someone.

(Please note: This is the first time we have asked the question in this way with no standard target yet set and no previous figures available for comparison).

| | 2016/17 |
|----------------------|----------------|
| No | 67% |
| Yes | 33% |
| % positive responses | 67% |

Q10a: If 'Yes', were you satisfied with the way it was dealt with?

| | 2016/17 |
|--------------------------|----------------|
| Yes | 46% |
| No | 54% |
| % of satisfied responses | 46% |

Q10b: If 'No', if you were unhappy with anything would you find it easy to complain about it?

(Please note: This is the first time we have asked the question in this way with no standard target yet set and no previous figures available for comparison).

Old question: *'Do you feel the service would listen to you if you did need to make a complaint?'*

The results from the previous quarters are included below for comparison.

| Rights | 2015/16 |
|--------------------------|----------------|
| Target – 90.0% | |
| No | 7% |
| Yes | 93% |
| % of satisfied responses | 93% |

The results from the changed question:

| | |
|----------------------|----------------|
| Rights | |
| Target – 90.0% | 2016/17 |
| Yes | 84% |
| No | 16% |
| % positive responses | 84% |

Q11: Have you any concerns about any other aspect of your care that we haven't discussed?

| | |
|----------------------|----------------|
| | 2016/17 |
| No | 86% |
| Yes | 14% |
| % positive responses | 86% |

Q12: How satisfied are you with the overall quality of care you are receiving at present?

| Fulfilment | 2015/16 | 2016/17 |
|---|----------------|----------------|
| Target – 95.0% | | |
| I am Extremely Satisfied | 19% | 22% |
| I am Very Satisfied | 45% | 41% |
| I am Quite Satisfied | 30% | 29% |
| I am Neither Satisfied nor Dissatisfied | 5% | 7% |
| I am Quite Dissatisfied | 2% | 2% |
| I am Very Dissatisfied | 0% | 1% |
| I am Extremely Dissatisfied | 1% | 0% |
| % positive responses | 93% | 91% |

Summary

Overall the service has met or surpassed just 20% of the targets agreed for each of the Standard Outcomes for 2016/17 as opposed to 50% in 2015/16. From the many comments we received it was obvious that customers and their relatives were on the whole happy with the care and there was a great deal of praise for the carers.

Where targets were met:

- 94% of customers said that they felt listened to and respected.
- Well above the target at 93%, the number of customers feeling that the care and support they received maximised their independence.
- Although the target of 95% was not quite met, customers' overall satisfaction with the quality of care received remains high at 91%.

The areas where customers or their representatives appeared to have issues with the service:

Those areas where the results came 10% and more below target were:

- **Customers feeling that carers turned up regularly on time**
Target: 87% Result 70%
- **Customers feeling that new carers were aware of their needs and how they liked things done**
Target: 80% Result: 66%
- **Customers not feeling rushed**
Target: 88% Result: 78%

Other areas where there was some shortfall in meeting the targets:

- **Customers saying that they believed that carers turned up at the time specified on their support plan**
Target: 85% Result: 77%
- **Customers feeling they are informed about which carer is coming to see them**
Target: 80% Result: 75%
- **Customers feeling that they would be listened to if they complained**
Target: 90% Result: 83%

