

## Health and Wellbeing Board

8 November 2017

Report of the Health and Wellbeing Board Healthwatch York Representative and the Corporate Director of Health, Housing and Adult Social Services.

### Healthwatch York Report – Home Care Services

#### Summary

1. This report asks Health and Wellbeing Board (HWBB) members to receive a new report from Healthwatch York about home care services attached at **Annex A** to this report.
2. Health and Wellbeing Board members are asked to respond to the recommendations within the report.

#### Background

3. Healthwatch York produces several reports a year arising from work undertaken as part of their annual work programme. These reports are presented to the Health and Wellbeing Board for consideration.
4. Home care services were voted one of the issues the public wanted Healthwatch York to look at in their work plan survey 2015/16. A number of people contacted Healthwatch York regarding their experiences of home care between 2015 and 2017. Conducting a survey allowed Healthwatch York to further understand how well supported those receiving home care services felt in their own homes.

#### Main/Key Issues to be Considered

5. There are a number of recommendations arising from the report and these are set out in the table below:

	<b>Recommendation</b>	<b>Recommended to</b>
1	Consider ways to improve communication regarding changes to care workers – inform individuals receiving care as far in advance as possible when there will be changes in care workers	City of York Council (CYC); Home Care providers; Care Quality Commission (CQC) Independent Care Group (ICG)
2	Consider ways to improve commitment from care workers/agencies to arrange and attend at times that suit the individual receiving home care	CYC Home Care Providers CQC ICG
3	Consider ways to improve the number of care workers arriving on time	CYC Home Care Providers CQC ICG
4	Better inform individual receiving home care about changes to their care	CYC Home Care Providers CQC ICG
5	Consider ways to improve continuity amongst care agencies in how easy it is for individuals to make changes to their planned care	CYC Home Care Providers CQC ICG
6	Make sure all individuals know what personalisation is and what it means for them and their care	CYC Home Care Providers CQC ICG
7	Consider re-running the survey in partnership with City of York Council at a mutually convenient time, to gain more insight into home care in York.	City of York Council; Healthwatch York

6. In relation to recommendation 7 in the table above City of York Council have provided the following response:

City of York Council already conduct a very similar survey on a bi-annual basis; moving to annual where the views of a minimum of 25% of home care service users/carers are sought. This is used to assess quality across all providers on an individual and service wide level. The survey has been in place for several years and is integral to how City of York Council monitors home care services. Individual results are shared with providers and used as part of the monitoring cycle of services they provide.

The last survey was undertaken in 2016/17 and City of York Council consulted with 379 customers/carers to produce the report (168 customers and 211 carers). A summary report of this survey is attached at **Annex B** to this report and a summary of customer comments at **Annex C**.

This is felt to be a more comprehensive sample of views in comparison to the 31 respondents to Healthwatch York's survey.

The next survey is due to take place in late 2017 or early 2018.

### **Consultation**

7. There has been no consultation needed to produce this accompanying report for the Board. Healthwatch York consults extensively to produce their reports.

### **Options**

8. This report is for information only and as such there are no specific options for members of the Board to consider. However, those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York by no later than the end of April 2018.
9. Additionally Health and Wellbeing Board are asked to:
  - acknowledge the engagement and consultation undertaken presently by the adult social care team and agree that the next survey includes input from Healthwatch York;
  - agree that all Healthwatch York and adult social care reports in relation to home care services are made publicly available;
  - continue to work collaboratively to ensure the retention of a high quality home care service across the city.

## **Analysis**

10. Health and Wellbeing Board are asked to support the principles of collaborative working as set out above to ensure that as wide a range of views in relation to home care services are collected via the bi-annual survey.

## **Strategic/Operational Plans**

11. The work from Healthwatch contributes towards a number of the themes, priorities and actions contained within the Joint Health and Wellbeing Strategy.

## **Implications**

12. There are no implications associated with the recommendations set out within this report. However there may be implications for partners in relation to the recommendations within the Healthwatch York report.

## **Risk Management**

13. There are no known risks associated with the recommendations in this report.

## **Recommendations**

14. Health and Wellbeing Board are asked to receive and comment on the report and those Health and Wellbeing Board organisations with recommendations against their organisation's name are asked to formally respond to Healthwatch York by no later than the end of April 2018.
15. Additionally Health and Wellbeing Board are asked to:
  - acknowledge the engagement and consultation undertaken presently by the adult social care team and agree that the next survey includes input from Healthwatch York;
  - agree that all Healthwatch York and adult social care reports in relation to home care services are made publicly available;
  - continue to work collaboratively to ensure the retention of a high quality home care service across the city.

Reason: To keep members of the Board up to date regarding the work of Healthwatch York.

### Contact Details

**Author:**

Tracy Wallis  
Health and Wellbeing  
Partnerships Co-ordinator  
Tel: 01904 551714

**Chief Officer Responsible for the report:**

Martin Farran  
Corporate Director of Health, Housing  
and Adult Social Services

Siân Balsom  
Manager  
Healthwatch York  
Tel: 01904 621133

**Report  
Approved**

**Date** 25.10.2017

**Specialist Implications Officer(s)** None

**Wards Affected:**

**All**

**For further information please contact the author of the report**

**Background Papers:**

None

**Annexes**

**Annex A** – Healthwatch York Report: Home Care Services

**Annex B** – City of York Council Home Care Survey Summary Report

**Annex C** – Summary of a Selection of Customer Comments

**Glossary**