



CITY OF  
**YORK**  
COUNCIL

# CUSTOMER VOICE REPORT FOR THE YORK REABLEMENT SERVICES

# Background of Engagement

The Reablement Service has provided care and support for 488 customers during 2022/2023. York Council have a statutory duty to provide Reablement Services for its residents under the Care Act 2014. The main principle of the Care Act 2014 is to help to improve people's independence and wellbeing and for care providers and carers to promote a person-centred approach to the care and support they provide.

This report is a summary of engagement work undertaken as part of the recommissioning of Reablement Services. This report summarises the views from customers who responded to the survey. The outcomes will be used to shape the new service being commissioned and will inform specifications, pathway development and key measures for the service and contracts to ensure they meet the needs of our customer by developing and improving service provision.

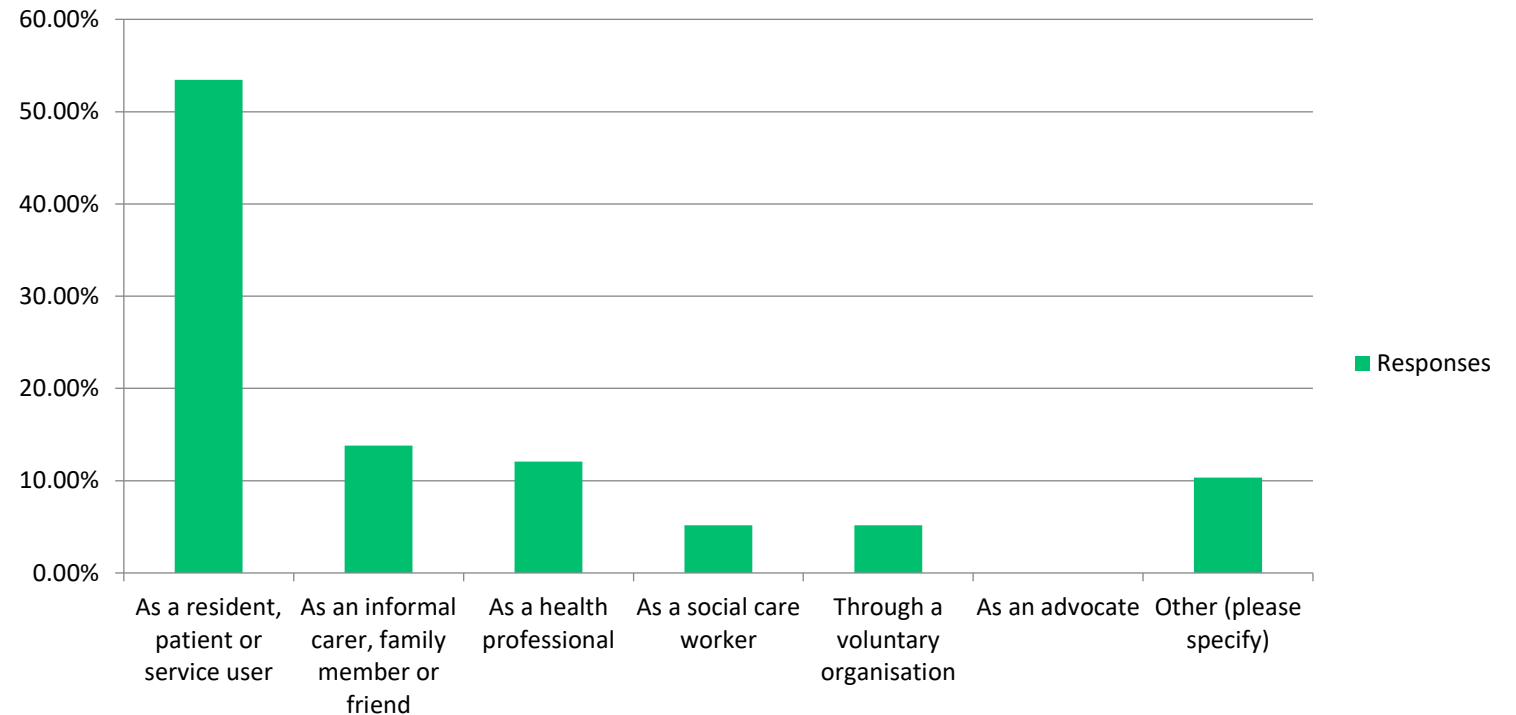
The aim of our engagement survey was to:

- Provide our customers with opportunities to influence and shape services for the future, based on their experiences, ideas and views.
- Highlight relevant examples of views and experiences (positive and negative)

Surveys were made available on the Council website and in paper form. Paper surveys were sent to the 488 people who experienced the service in 2022/2023. A wide range of networks and services in both Health, Social care and Voluntary Community Services and Carer network were sent the survey to circulate to customers whom may not of experienced the service but whom may have opinions on how they would like to receive the service if they need it in the future. Carers were also asked to provide their opinions and experiences to help shape the future service.

# Overall Response of Customer Survey

## How did you first come across the Reablement Service?



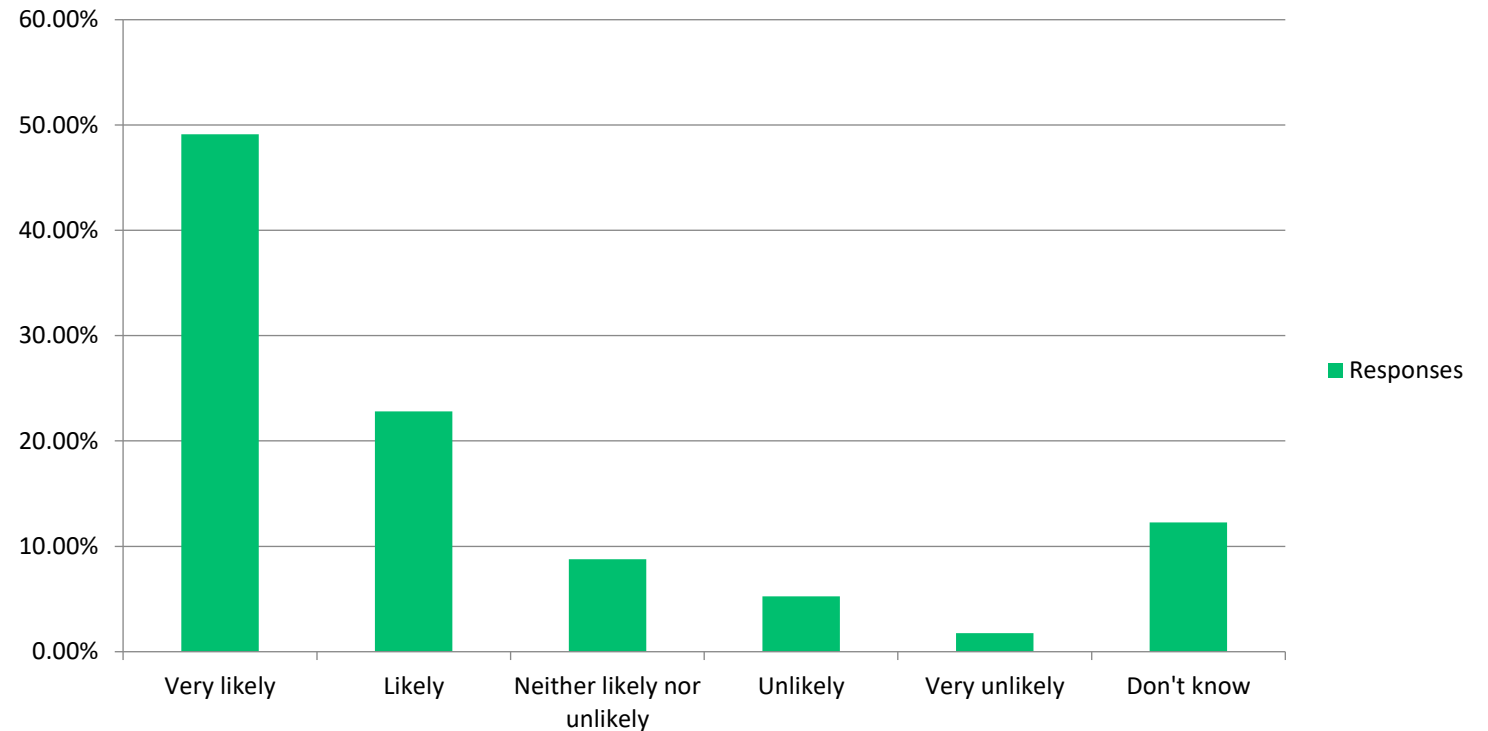
### *How did you first come across the Reablement Service?*

Of the responses:

- 54% were residents, patient or customers
- 14% were informal carers, family member or friend
- Of those that responded 45% had experienced the Reablement Service

# Overall Response of Customer Survey

**How likely are you to recommend our Reablement Service to friends and family if they need similar care or support?**



- Of the responses 50% are very likely to recommend the Reablement Services and 23% are likely
- A total of 73% that were likely to recommend services to their friends and family

Themes Analysed from Customer Feedback, this will enable them to shape future services

Professional surveys will also be analysed to shape the service

Information and guidance

Home First Visits

Staff

Communications & multiple Reablement's

About me. Strength Based/Circles of Care

Technology and Equipment

The majority of Customer comments are in the theme colours to show the links

Positive and ways to improve services feedback from customers about the Service and Staff provision. Thanks to all who provide Services to our customers. Thank you to all our customers and professionals who responded

# Question 1

“How would you rate the service you were offered by the reablement service?”

## Customer Feedback

The service and family kept me fed and safe.

The service was essential, it meant I could come home and be safe

Staff all kind and compassionate with my mum. very professional

Most carers were very good. All short of time for visit, made me feel pressured when very ill in fact morning was very stressful and actually cried when they left

Would be giving a higher level of assessment if more staff available plus shorter waiting time

I don't feel I could have got better without your help

The timing was a bit off as am an early riser, I did most things myself

Some difficulty if there was a change in personal

Carers are well trained, very helpful and flexible and arrive as expected.

Reablement is a perfect way for Customers to gain independence.

I am 68 and broke my leg, I live alone and the service helped me recover.

Good proactive working; client focussed; important; necessary

## Question 2

“Did you have opportunity to talk about things that you wanted to achieve(outcomes) at the start of reablement and do you feel that you managed to achieve them?”?

## Customer Feedback

No discussion with me about my own preferred outcomes

Everyone told me what I needed.

Communication was good, got everything sorted and it work just as we wanted.

Excellent communication from the staff

I saw Carer a lot of times she said lets work together to improve help together

Ensuring parents/carers are given information about how the services work across children and adult services

Police are unhelpful

Always felt in the morning visit were too busy for me, some were very good

Shortage of staff to respond is an issue

Preparing meals, medication, discussing

The discharge from hospital was too rushed so no time for discussion.

This was difficult as my husband constantly deteriorated and even with all the support offered to make him as comfortable as possible he passed away while still receiving the support.

There needs to be clear explanation and understanding of the term reablement at the very first point of introduction. That it is there to re-able and that the customer needs to have specific and achievable goals that are Reablement applicable. Otherwise you are setting the customer and the service up to fail unfortunately.

# Question 3

“Do you have any recommendations on how the service could be improved?”

## Customer Feedback

Significant Improvement in the self awareness and interpersonal skills/psychological understanding of staff. The provision of psychological support. If this was done in a group led by a psychologist

Notes left to be read and answered. hard when daughter communicates with carers and has no response

After initial care plan would be good if carer discusses plan with user as both would know what is expected of them

My Legs are vey weak due to having M/S for lone time, so am unable to stand only with gutter frame to walk

Bad Management. Carers should be given more time for a visit.

Increased staffing levels-trained staff

Very good when they came in, they were going to send a physiotherapy to do some exercise but that hasn't materialised- about 5 to 6 weeks ago.

Some difficulty if there was a change in personnel.

The reablement service website needs updating with more information. Leaflets should be provided to participants about what to expect and their entitlement.

As it turned out we had community response team for 2 and half weeks, transferred to HSG for 4 weeks then transferred to Allot Healthcare the day my husband passed away. It would have been better if we could have stayed with same team, but it was difficult to know that the end would come so quickly.

More funding, just not enough support available for needs staff do a brilliant job but do not have the time or resources to deliver the service needed

The wide range of visiting times does concern most patient , i feel the time bands need to be narrowed.

After being signed off after a few days. It maybe worth visiting after a couple of weeks to make sure patient is still able to manage at home

Better communication between services! A formal review towards the end of the 6 weeks reablement. Clear pathways to other services for access at the end of reablement.

Do you have written infNeeds to be led by a Therapist to carry out initial assessment and set SMART goals. This then needs to be clearly communicated to support staff - what the goals are, when the goals will be reviewed (2 weeks in, half way point for example) and when the period of re-ablement ends and how the goals / process will be evaluated.

Establishing this in the service isn't a quick thing, otherwise as mentioned you won't do the service justice and you will set up all involved to fail.

I think you also need to be clear with staff / customers across CYC and the NHS who isn't suitable for Reablement. You will dilute the service and how effective it can / should be if it ends up being a catch all for anyone needing care. As it's not about care, it's about re-abling people. If care is needed, this is clearly a very different thing.

Information that is given to people about reablement and the aim of it.



# Question 4

“Please provide any comments you would like to make?”

## Customer Feedback

Thanks for all the help.

Great staff, we appreciate all the help.

I was helped and looked after extremely well and would have no hesitation using the service again.

I depend on my wife for all meals and drinks my wife is my carer after morning washing and dressing A wonderful partner and wife

I felt really well supported in caring for my very frail 99 year old mum after her time in hospital

Thanks for your concern

Some of carers v. good. Some passed their stress to you. V.bad when you are v. ill before going into hospital again

Staff are frustrated at the lack of opportunity to expand their service

Excellent people doing a first class worthwhile job

Front line service priorities are unclear but communication could be better about what the service can provide and what help there is for the future. Links with social services med improvement so participant don't feel left adrift.

The reablement care was there but he was unable to take any steps forward.

The whole team were outstanding. I could not fault them. Really encouraging and supportive.

There is lots of Information but maybe it could be available at the point of need During Covid I was diagnosed with breast cancer and needed to get to Jimmy's in Leeds for treatment. I was told 'there used to be a bus' and in spite of being told that I was told to isolate I was forced to take a very busy bus which was really distressing. At Jimmys I found there was transport but it had to be booked. Luckily I avoided Covid

There is no follow up after being signed off which maybe useful for the elderly person

Costings can be prohibitive & CYC really needs to consider the future of care in the community, for all older people, & how services can interact to provide circles of support.

See above, It's not at all clear whether you need a referral to the service or if can just ring up and request help.

# Reablement Service Recommission

## Next Steps

- The presentation is the voice of the customer from the surveys received
- This engagement report will shape the newly commissioned service
- Specifications, pathway development, contracts and contract performance measures will be developed from the feedback received.
- Data from Professionals is being analysed and will also be used to shape the recommission of the Reablement Service.
- Key documentation will be developed with a group of stakeholders to ensure it reflects the needs of our population