

Help to live at home (home care) service user consultation

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Strategic Intelligence

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Executive summary

There were a total of 233 responses to the questionnaire, of which 17 were submitted online and 216 were completed paper copies.

- 64 per cent of respondents were females and 36 per cent were males.
- 52 per cent were aged 75 years or over, 24 per cent were aged 45-64 years, 18 per cent were 65-74 years and seven per cent were aged 25-44 years.
- The majority (83 per cent) of respondents identified themselves as English while 25 per cent as British.
- 99 per cent of respondents identified themselves as 'White' (98 per cent) or 'other White' (one per cent).

Key findings from the consultation:

Current care

- 'Personal care', 'minor adaptations to the home' and 'preparing meals at home' were the activities that respondents identified as being mainly provided by the council.
- The most common activities undertaken by family/friends were 'assistance with shopping' and 'domestic tasks'.
- The most important activities to the respondents or to the person that they care for was 'personal care', 'preparing meals at home' and 'managing medication'. 'Gardening and household maintenance' was selected as least important to respondents.
- The main activities funded by respondents were 'Aids and assistive technologies like Telecare' and 'gardening and household maintenance'.

Proposals for the future

- The majority of respondents agreed with the proposal that the council has to prioritise how it spends public money to make sure that those with the greatest need for social care are provided for.

- A large majority of respondents agreed with the proposal that people who have home care funded by the council will have their care selected for them from a list of council approved providers or they can choose their home care provider themselves by taking out a direct payment

What is important?

- 'Qualified providers', 'consistency of provision' and 'good communication' were very important for people who need home care.
- The majority of respondents agreed with asking home care providers to 'help them recover and be as independent as possible (reablement)', 'help them gain or regain the skills and confidence to manage daily living and personal care for themselves' and 'make sure that equipment and assistive technologies like Telecare are provided to help them return to independent living'.

Health

- A large majority of respondents' (89 per cent) day-to-day activities were limited a little or limited a lot because of a health problem or disability which has lasted, or is expected to last, at least 12 months. Among these mobility difficulties are the most common health problem.

Treating fairly

- Seventeen per cent of respondents declared that they had been treated differently (positively or negatively), when asked whether they were treated differently because who they are.

Introduction

Residents who live healthy, happy and independent lives within their local communities for as long as possible are likely to depend less on state care. Those who need some kind of help may receive support from friends and family, and/or pay for their own care and support. However, some people need to be supported through the council, so in line with best practice and adult social care principles, the services the council arranges for people need to be efficient of good quality and help people live more independently. In order to improve these services the council has sought the views of people who use services, their carers and families, as well as other stakeholders such as service providers and voluntary organisations. A survey was commissioned from Strategic Intelligence to help the council decide how to provide home care services from summer 2017. This report provides the key findings of the survey.

Following a programme of engagement, the council has consulted with people who use home care services, together with their carers and families, to find out how they think the council should provide home care services in the future. This report provides the key findings.

Methodology

A questionnaire was published on the Herefordshire Council website and people were invited to complete it online between 6 June 2016 and 28 August 2016. A printable version was also made available for people to download. Paper questionnaires were sent to all people in receipt of home care as 1st April 2016 (870 in total). Drop in sessions were held at Hereford, Ledbury, Leominster and Ross-on-Wye during the survey period to enable people to discuss the proposals and complete the questionnaire. During the consultation period a dedicated telephone advice and helpline was available.

This report presents the results of the responses to the questionnaire. The percentages are calculated using the number of respondents to each question unless otherwise specified for each question. Percentages are presented rounded to the nearest whole number in the tables; however the charts are based on unrounded percentages.

Respondents could select more than one answer to a particular question, therefore the percentages may add up to more than 100 per cent.

Where comments have been provided these were analysed to find common themes. The common themes are listed in Appendix A.

Results

Who responded:

- Four percent of the responses were from an organisation or a group.
- 75 per cent of individual respondents whom completed the survey currently receive home care funded by Herefordshire Council; 23 per cent as a family carer/informal carer of someone currently receiving home care and a further 10 per cent as someone currently receiving home care but NOT funded by Herefordshire Council.

The following section considers the responses to each of the main questions (Q1-Q6) in the consultation.

Q1. Please look at the following activities. Let us know if you or the person you care for currently receives any help with the following and if so, who mainly provides this help: (please tick one box per row)

Respondents indicated that the council (council funded) mainly provided help with 'personal care' (52 per cent of respondents), 'minor adaptations to the home' (40 per cent) and 'preparing meals at home' (28 per cent) - see table 1.

The most common activities that family/friends provided help with were 'assistance with shopping (49 per cent of respondents) and 'domestic tasks' (36 per cent). 'Aids and assistive technologies like telecare' and 'gardening and household maintenance' (31 per cent each) were mainly self funded. One in twenty respondents (five per cent) indicated that

their local community¹ mainly help with 'collecting prescriptions', of these the majority were delivered by local pharmacies.

Note that 43 respondents selected more than one main provider for the listed activities that they currently receive help with. All these responses were included in the free text comment analysis.

Other, please specify:

A majority of respondents mentioned activities already listed in question one (Q1). Among the other activities specified were help with 'paper work and finances', 'taking them out', 'attending hospital/doctors appointments' and help with garden/repairs/house work'. For these activities people receive additional support from a variety of sources.

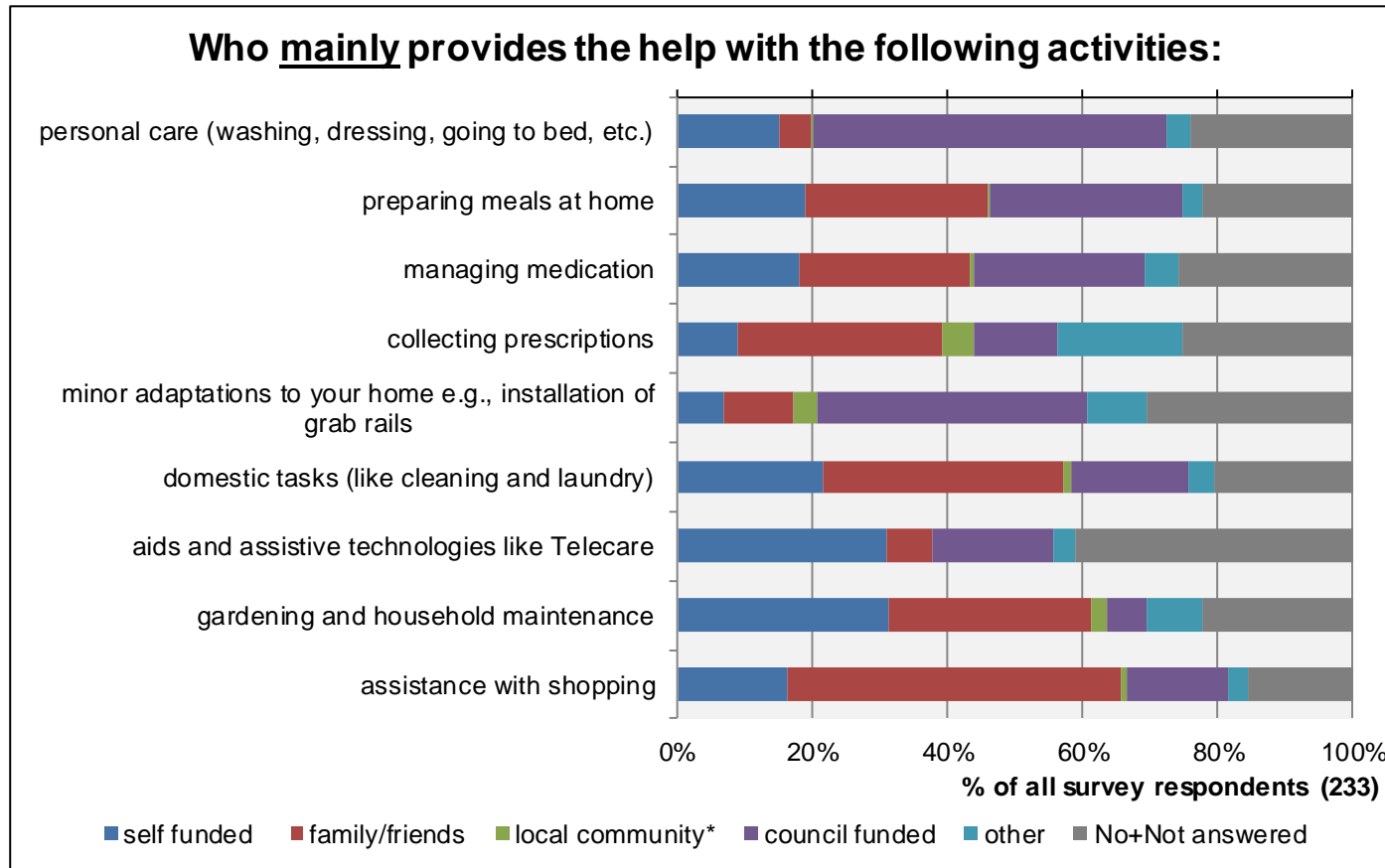
¹ Which includes churches/faith organisations, charities, interest groups, parish councils and good neighbour schemes

Table 1: Responses to Q1

| Help with | Yes, provided by | | | | | Not provided | Total respondents | Not answered | Base* (233) |
|--|------------------|-----------------|------------------|----------------|-------|--------------|-------------------|--------------|-------------|
| | Self funded | family/ friends | local community* | council funded | other | | | | |
| Personal care (washing, dressing, going to bed, etc.) | 35 | 11 | 1 | 122 | 8 | 27 | 204 | 29 | 100% |
| | 15% | 5% | 0% | 52% | 3% | 12% | 88% | 12% | |
| preparing meals at home | 44 | 63 | 1 | 66 | 7 | 27 | 208 | 25 | 100% |
| | 19% | 27% | 0% | 28% | 3% | 12% | 89% | 11% | |
| managing medication | 42 | 59 | 1 | 59 | 12 | 41 | 214 | 19 | 100% |
| | 18% | 25% | 0% | 25% | 5% | 18% | 92% | 8% | |
| collecting prescriptions | 21 | 70 | 11 | 29 | 43 | 31 | 205 | 28 | 100% |
| | 9% | 30% | 5% | 12% | 18% | 13% | 88% | 12% | |
| minor adaptations to your home e.g., installation of grab rails | 16 | 24 | 8 | 93 | 21 | 37 | 199 | 34 | 100% |
| | 7% | 10% | 3% | 40% | 9% | 16% | 85% | 15% | |
| domestic tasks (like cleaning and laundry) | 50 | 83 | 3 | 40 | 9 | 18 | 203 | 30 | 100% |
| | 21% | 36% | 1% | 17% | 4% | 8% | 87% | 13% | |
| aids and assistive technologies like Telecare | 72 | 16 | 0 | 42 | 7 | 58 | 195 | 38 | 100% |
| | 31% | 7% | 0% | 18% | 3% | 25% | 84% | 16% | |
| gardening and household maintenance | 73 | 70 | 5 | 14 | 19 | 27 | 208 | 25 | 100% |
| | 31% | 30% | 2% | 6% | 8% | 12% | 89% | 11% | |
| assistance with shopping | 38 | 115 | 2 | 35 | 7 | 22 | 219 | 14 | 100% |
| | 16% | 49% | 1% | 15% | 3% | 9% | 94% | 6% | |
| other | 8 | 15 | 1 | 5 | 2 | 13 | 44 | 189 | |

Base* = all survey respondents (233)

Chart 1: Proportion of respondents to Q1



Q2. People who have home care funded by the council will have their care selected for them from a list of council approved providers. Alternatively, they can choose their home care provider themselves by taking out a direct payment. (Help and advice is available to people who choose this option). Do you agree/disagree with this proposal?

A large majority of respondents (83 per cent) agreed with the above proposal.

Table 2: Responses to Q2

| | Number of respondents | Per cent of respondents |
|-------------------|------------------------------|--------------------------------|
| Agree | 177 | 83% |
| Disagree | 36 | 17% |
| Total respondents | 213 | 100% |
| Not answered | 20 | |

If you disagree, please tell us why?

Thirty six of the respondents disagreed with the proposal. Where reasons were cited these included 'people should have a choice', 'family should be involved in decisions' and 'keep the arrangement as it is'.

Q3. Please look at the following statements which explain what is important to people who need home care. If we have missed anything, please specify below?

"I am listened to so that the care provider understands what support I need to live in my home independently"

"I feel safe and secure"

"I am treated as an individual with respect and dignity"

"The needs identified in my care plan have been met"

"I have a say in what the care provider will do to help me and when they will visit"

"I agree what the care provider will do to help and support me and what I can best do for myself"

"I am connected to groups, organisations and activities within my local community where possible" "The care I need is provided quickly and consistently"

Thirty two respondents made a further comment about what was important in addition to those listed above. The most common response was that service providers should be suitably qualified, consistent with their provision and have good communication. Table 3 below details the additional comments made.

Table 3: What is important to people who need home care:

| Additional comments | Number of comments made |
|---|--------------------------------|
| Qualified/consistent carers/communication | 9 |
| Service not rushed | 3 |
| Good quality service | 2 |
| Support for informal carers | 2 |
| Dignity/independence | 2 |
| Kept informed about changed to service | 2 |
| Fair/reasonable level of funding | 2 |
| A holistic approach | 2 |
| Regular review of care package | 1 |
| Choice | 1 |
| Timely care and support | 1 |
| Finances/paperwork | 1 |
| Housework/cooking | 1 |
| Named social worker | 1 |
| Kept informed to make decisions | 1 |
| Effective continence care | 1 |

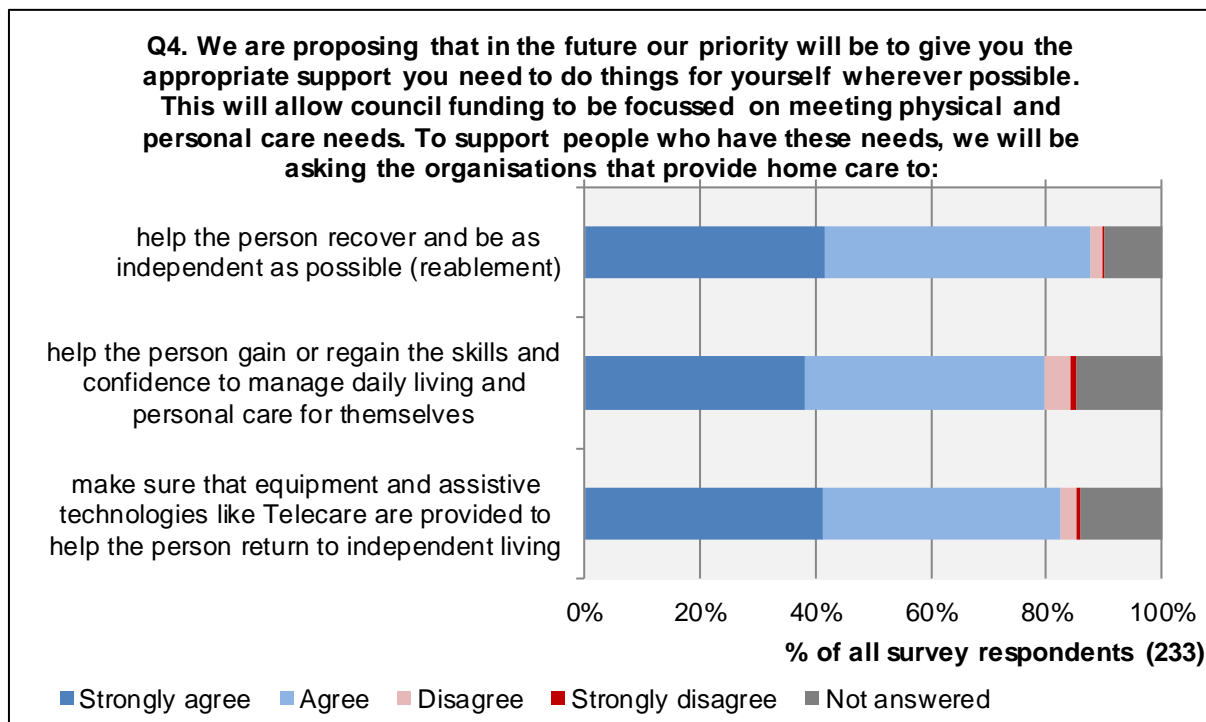
Q4. We are proposing that in the future our priority will be to give you the appropriate support you need to do things for yourself wherever possible. This will allow council funding to be focussed on meeting physical and personal care needs. To support people who have these needs, we will be asking the organisations that provide home care to:

The majority of respondents agreed (strongly agree or agree) that home care providers should ‘help them recover and be as independent as possible (reablement)’ (88 per cent), ‘help them gain or regain the skills and confidence to manage daily living and personal care for themselves’ (80 per cent) and ‘make sure that equipment and assistive technologies like telecare are provided to help them return to independent living’ (82 per cent). These responses indicate that there is significant support for council funding to be focused on meeting physical and personal care needs (table 4).

Table 4: Responses to Q4

| | Strongly agree | Agree | Disagree | Strongly disagree | Total resp. | Not ans. | Base* (233) |
|--|-----------------------|--------------|-----------------|--------------------------|--------------------|-----------------|--------------------|
| help the person recover and be as independent as possible (reablement) | 97 | 107 | 5 | 1 | 210 | 23 | 100% |
| | 42% | 46% | 2% | 0% | 90% | 10% | |
| help the person gain or regain the skills and confidence to manage daily living and personal care for themselves | 89 | 97 | 10 | 3 | 199 | 34 | 100% |
| | 38% | 42% | 4% | 1% | 85% | 15% | |
| make sure that equipment and assistive technologies like Telecare are provided to help the person return to independent living | 96 | 96 | 7 | 1 | 200 | 33 | 100% |
| | 41% | 41% | 3% | 0% | 86% | 14% | |

Chart 2: Proportion of respondents to Q4



Other, please specify below:

There were 27 comments made in response to the proposal. The most frequently cited observation was that ‘providers needed to understand people’s limitations when helping them to do things for themselves’. Other comments related to the care staff: ‘need qualified’, ‘timely access to care’, and ‘to be treated with dignity and respect’.

Q5. Reduced funding and growing demand means we have to prioritise how we spend public money to make sure that those with the greatest need for social care are provided for. Do you agree/disagree with this proposal?

The majority of respondents (87 per cent) agreed with the proposal that the council has to prioritise how it spends public money in order to ensure that those with the greatest need for social care are provided for, see table 5.

Table 5: Responses to Q5

| | Number of respondents | Per cent of respondents |
|-------------------|------------------------------|--------------------------------|
| Agree | 186 | 87% |
| Disagree | 27 | 13% |
| Total respondents | 213 | 100% |
| Not answered | 20 | |

If you disagree, please tell us why?

27 respondents disagreed with the proposal, of which 21 provided reasons why. The most common reason was that 'services should be available for all that have a need for support'. The other reasons included 'funds should be prioritised better'.

Q6. We would like to understand which of the following activities are most important to you or to the person you care for. Please use the boxes to rank them in order of importance from one to nine (one being the most important and nine being the least important).

This question asked respondents to assign a rank to nine activities in order of importance (1 = most important and 9 = least importance).

The majority of the respondents adhered to the instructions and assigned a single ranking from 1 to 9 for each activity. However there were some respondents who assigned more than one rank to a number of activities. These responses had the potential to skew the overall results, therefore to give an overall indication of relative preference between the options, the ranks assigned to each option by each respondent were given a weight (from 1 for least important to 9 for most important) which were then converted into an overall score out of 100 for each option – see chart 3.

Chart 3: Standardised scores of importance based on ranks assigned by respondents to Q6



There are clear messages from the ranking. These include: (see table 6)

- The most important activity for 68 per cent of the respondents or to the person that they care for was 'personal care (washing, dressing, going to bed, etc.)
- 'Preparing meals at home' (for 25 per cent) was the next most important activity.
- 'Gardening and household maintenance' was the least important activity for 27 per cent of respondents.

Other, please specify:

There were 19 comments made regarding other activities/services that are important to respondents. Among these, the most commonly cited were: 'addressing loneliness, organising social activities and trips', assistance with sorting out bills and correspondence' and 'support to make and attend appointments'.

Table 6: Percentages of respondents to Q6 that assigned a rank to each activity

(most common ranks for each option highlighted and notably large proportions in bold)

| Activity | Rank (1=most important and 9=least important) | | | | | | | | | Total respondents to Q6 (202) |
|---|---|------------|------------|-----|------------|------------|------------|------------|------------|-------------------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | |
| personal care (washing, dressing, going to bed, etc.) | 68% | 6% | 2% | 4% | 2% | 1% | 1% | 2% | 6% | 95% |
| preparing meals at home | 25% | 25% | 17% | 6% | 4% | 6% | 3% | 3% | 4% | 96% |
| managing medication | 26% | 18% | 16% | 7% | 9% | 3% | 3% | 7% | 6% | 95% |
| domestic tasks (like cleaning and laundry) | 14% | 8% | 12% | 9% | 14% | 13% | 9% | 9% | 5% | 94% |
| minor adaptations to your home e.g., installation of grab rails | 11% | 11% | 9% | 9% | 13% | 11% | 9% | 12% | 6% | 93% |
| aids and assistive technologies like Telecare | 13% | 5% | 10% | 10% | 8% | 10% | 13% | 10% | 9% | 89% |
| assistance with shopping | 19% | 3% | 4% | 9% | 9% | 6% | 12% | 14% | 13% | 91% |
| collecting prescriptions | 13% | 3% | 5% | 14% | 10% | 9% | 10% | 11% | 14% | 90% |
| gardening and household maintenance | 8% | 5% | 4% | 4% | 8% | 9% | 8% | 19% | 27% | 93% |

Appendix A: Common themes

Question 1

Please look at the following activities. Let us know if you or the person you care for currently receives any help with the following and if so, who mainly provides this help: Other (please specify below)

| Common themes: |
|--|
| Paperwork and finances |
| Being taken out |
| Being taken to doctors/hospital appointments |
| Attendance at day centre |
| Maintaining daily life |
| Emotional support |

Question 2

People who have home care funded by the council will have their care selected for them from a list of council approved providers.

Alternatively, they can choose their home care provider themselves by taking out a direct payment. Do you agree/disagree with this proposal? If you disagree, please tell us why?

| Common themes: |
|--|
| Service users should have a choice |
| Family should have the opportunity to be involved in choosing a provider |
| It should stay as it is |

Question 3

Please look at the following statements which explain what is important to people who need home care: If we have missed anything, please specify below:

| Common themes: |
|--|
| A good quality service |
| A regular review of care package |
| A choice on who delivers care |
| Timely care and support |
| Help with finances/paperwork |
| Help with housework/cooking |
| Qualified/consistent carers/good communication |
| Support for informal carers |
| A service that isn't rushed |
| A named social worker |
| To be treated with dignity/independence |
| Kept informed to make own decisions |

Common themes:

Kept informed about changes to the service

A fair/reasonable level of funding

Effective continence care

An holistic approach

Question 4

We are proposing that in the future our priority will be to give you the appropriate support you need to do things for yourself wherever possible. This will allow council funding to be focused on meeting physical and personal care needs.

To support people who have these needs, we will be asking the organisations that provide home care to: Other, please specify below:

Common themes:

Providers need to understand people's limitations

To be treated with dignity/respect

You need qualified people to help and deliver service

Timely access to care

An Integration of health and social care

Question 5

Reduced public funding and growing demand means we have to prioritise how we spend public money to make sure that those with the greatest need for social care are provided for. Do you agree/disagree with this proposal: If you disagree, please tell us why?

Common themes:

All those with a learning disability need support

The care should stay the same

Funds should be better prioritised

There should be a universal entitlement

All this is Political

Early Intervention is important

Question 6

We would like to understand which of the following activities are most important to you or the person you care for. Please use the boxes to rank them in order of importance from one to nine (one being the most important and nine being the least important). Other (please specify below):

| Common themes: |
|--|
| Sorting out bills and other correspondence |
| Help with making and attending appointments |
| Help with minor adaptations |
| Help with Transport |
| Support with dealing with loneliness, social interaction and trips out |
| Help with eating and drinking |
| Help with moving and handling |

Appendix B: The questionnaire

Help to live at home (home care) consultation 2016

Question 1

Please look at the following activities. Let us know if you or the person you care for currently receives any help with the following and if so, who mainly provides this help: (please tick one box per row)

| Help with | Yes, provided by | | | | | No |
|--|-----------------------|------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| | <i>self funded</i> | <i>family /friends</i> | <i>local community*</i> | <i>council funded</i> | <i>other</i> | |
| personal care (washing, dressing, going to bed, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| preparing meals at home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| managing medication | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| collecting prescriptions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| minor adaptations to your home e.g., installation of grab rails | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| domestic tasks (like cleaning and laundry) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| aids and assistive technologies like Telecare | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| gardening and household maintenance | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| assistance with shopping | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| other (please specify below) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

*including churches/faith organisations, charities, interest groups, parish councils and good neighbour schemes

Question 2

People who have home care funded by the council will have their care selected for them from a list of council approved providers.

Alternatively, they can choose their home care provider themselves by taking out a direct payment.

(Help and advice is available to people who choose this option)

Do you agree/disagree with this proposal?

Agree

Disagree

If you disagree, please tell us why?

Question 3

Please look at the following statements which explain what is important to people who need home care:

- "I am listened to so that the care provider understands what support I need to live in my home independently"
- "I feel safe and secure"
- "I am treated as an individual with respect and dignity"
- "The needs identified in my care plan have been met"
- "I have a say in what the care provider will do to help me and when they will visit"
- "I agree what the care provider will do to help and support me and what I can best do for myself"
- "I am connected to groups, organisations and activities within my local community where possible"
- "The care I need is provided quickly and consistently"

If we have missed anything, please specify below:

Question 4

We are proposing that in the future our priority will be to give you the appropriate support you need to do things for yourself wherever possible. This will allow council funding to be focussed on meeting physical and personal care needs.

To support people who have these needs, we will be asking the organisations that provide home care to:

| | <i>Strongly agree</i> | <i>Agree</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
|--|-----------------------|-----------------------|-----------------------|--------------------------|
| help the person recover and be as independent as possible (reablement) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| help the person gain or regain the skills and confidence to manage daily living and personal care for themselves | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| make sure that equipment and assistive technologies like Telecare are provided to help the person return to independent living | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other, please specify below:

Question 5

Reduced funding and growing demand means we have to prioritise how we spend public money to make sure that those with the greatest need for social care are provided for.

Do you agree/disagree with this proposal:

Agree

Disagree

If you disagree, please tell us why?

Question 6

We would like to understand which of the following activities are most important to you or to the person you care for. Please use the boxes to rank them in order of importance from one to nine (one being the most important and nine being the least important).

- | | |
|---|----------------------|
| personal care (washing, dressing, going to bed, etc.) | <input type="text"/> |
| preparing meals at home | <input type="text"/> |
| managing medication | <input type="text"/> |
| collecting prescriptions | <input type="text"/> |
| minor adaptations to your home e.g., installation of grab rails | <input type="text"/> |
| domestic tasks (like cleaning and laundry) | <input type="text"/> |
| aids and assistive technologies like Telecare | <input type="text"/> |
| gardening and household maintenance | <input type="text"/> |
| assistance with shopping | <input type="text"/> |

Other (please specify below)

About you

The following information helps us to ensure that our services are accessible to all. It will only be used for the purpose of statistical monitoring, treated as confidential and not used to identify you. You are under no obligation to complete any question in this section of the survey if you do not wish to.

Are you responding on behalf of an organisation or group, or as an individual?

- Organisation or group
 Individual

If you are responding on behalf of an organisation or group, please tell us the name of the organisation/group:

If you are responding as an individual please answer the following questions about yourself. (Tick all that apply)

- Someone currently receiving home care funded by Herefordshire Council
 Someone currently receiving home care but NOT funded by Herefordshire Council
 A family carer/informal carer of someone currently receiving home care
 A council employee
 A member of the general public
 Other (please specify below)

What is your gender?

- Male Female

What is your age band:

- 0-15 years 25-44 years 65-74 years
 16-24 years 45-64 years 75+ years

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes - limited a little Yes - limited a lot No

If yes, please specify (Tick all that apply)

- Deaf/hard of hearing
- Blind/partially sighted/sensitive to light
- Learning disability
- Mental health
- Progressive/chronic illness (e.g. MS, cancer)
- Mobility difficulties
- Other (please specify):

How would you describe your national identity? (Tick all that apply)

- English
- British
- Northern Irish
- Other (please specify)
- Scottish
- Welsh
- Irish

How would you describe your ethnic group? (Tick one box only)

- White British/English/Welsh/Scottish/Northern Irish
- Other White (please specify)

- Any other ethnic group (please specify)

Do you feel that you were treated differently (positively or negatively) because of who you are? (e.g. your age, gender, disability or ethnicity)

- Yes
- No

If yes, please specify:

Your post code

Thank you for completing the questionnaire

Once we have analysed the results, they will be published on our website:
www.herefordshire.gov.uk/helpathome