



Rutland
County Council

Domiciliary care feedback

2nd February 2016





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How the feedback was gathered

- Service users were contacted throughout October/ November 2016 to discuss what works well/ not so well/ improvement and changes. For any reviews that took place similar questions were asked and this feedback was relayed to the commissioning officer.
- Service user survey sent to all those whose care RCC commission, and placed in libraries and GP surgeries across Rutland. Open afternoon for service users to meet Members and officers to discuss the care they receive held on 13th January.
- Staff questionnaire for frontline workers: given to providers to distribute amongst staff: 38 responses from around 107 carers with the providers who have a contract with RCC. This questionnaire was also advertised alongside the service user questionnaire in order to reach more carers/ support workers working in Rutland.
- Provider event held on 1st December 2016 at Rutland County Council in which 8 providers who have care packages commissioned by Rutland attended.



Standard of Care

No issues or problems with the care given
Happy with the care and support received
Carers are polite and considerate
Get on well with the carers
Feel safe with the carers
Very good carers
Definitely happy with the care provided
Happy with the service received
Absolutely excellent, most genuinely caring people,
lovely people.
More than happy with service/care received.

- Some carers are not thorough enough
- Its upsetting when regular carers leave
- Wants continuity but doesn't always get it
- Some carers lack skills and confidence
- Some carers seem scared or not well trained
- Some days feels like the care is rushed

Communication

Keeps the service user involved in every
aspect of her care
The carers always talk to me about what
I would like and the support I need
I get on well with the carers
The carers are lovely (but leave so
quick)
The girls are really good

- Messages don't always get passed on to carers
- Can't always understand the carers
- Sometimes the attitude of carer is not good
- Communication could be better
- New carers do not know me or my routine
- Management do not tell me things: change of call times or carers



Concerns/ issues

I know how to make a complaint if I need to.

I know I can call the team directly to resolve an issue

If there was a problem carers would help sort this

Family are confident to support with this

Issue with one carer which was resolved straight away

- Feels there is no one else to go to
- Might not manage due to my health needs i.e. partially sighted and hard of hearing
- Don't always feel listened to when I tell them what the problem is.
- If the agency don't listen who do I go to?

Call times

Not too bad at present

The regular visits give me peace of mind

Very happy with when they come to see me

Times suit me

Times are ok and not too bad.

- Not consistent
- Causes distress when call times are different
- Times are altered which I am not happy about
- Always running late
- Gets confusing and causes issues when calls are changed
- Do not always let me know if times are changed
- Late, early or missed calls



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Service user improvements/ changes

Regular carers

- This allows (service user with Dementia) to get to know the carers
- I can then begin to trust the carers as they know me and my routine
- It can be very stressful when having to explain to new carers what support I need

Better training for carers

- Some carers do not seem well trained in basic life skills, such as cooking

Pay more petrol as some travel far

- Some carers travel quite far so it would be good to pay them more for travelling.

Give enough time to support

- Sometimes the care seems rushed
- The carers do not always stay for the full length of visit as they have to be somewhere else or have finished all the tasks.

Call times as scheduled

- If not let them know carers will be late
- If the carers are late they do not always know what my father has done already and what support he still needs
- It gives me reassurance knowing what time the carers are coming
- I'm not waiting around for someone
- Better communication from the provider if calls are earlier or later.

Call schedule

- So I know who is coming and when
- I feel safer knowing who is coming and at what time
- If gives me reassurance knowing my family member is receiving regular visits and in case I need to pass anything onto them



Concerns/ issues

- Do not always feel supported
- Insufficient induction
- Travel time required
- Regular service users to build rapport
- Understanding safeguarding and whistleblowing procedures- not all staff seem aware of these and are unsure if service users would understand them.
- Information provided to new service users- can seem very limited
- There are limited training opportunities in Rutland
- Not having enough time to care
- Call times change or are inconsistent
- Contract vs self employed: mixed views as to what is working and not working within each
- Unsociable hours: long days or limited time off due to shift work
- Out of hours: difficult to contact at times

Positive

- I Love my job
- Job satisfaction everyday
- Wouldn't change my career
- I enjoy visiting service users
- I am self-employed
- I have the hours I need to work
- Flexible employers

Improvements:

- To have a fixed rota
- Some prefer to have contracted hours
- Regular clients: improves consistency and build a relationship with service user
- Carers at assessments and first visits in order to meet the service user and understand their needs better.
- More training in Rutland
- To work in one area- reduces travel and time required in between visits.



Recruitment and retention of staff:

- Training cost and opportunities in Rutland
- Rate of pay: providers advised that the actual cost of care is around £20 per hour.
- Contract vs self-employed
- Career promotional opportunities in colleges and local areas, such as army camps
- Career progression
- Recruiting staff who can drive
- Shift work required which is not always attractive/suitable for potential candidates.
- Location of calls- Travel time required which in turn affects further capacity
- Difficulties recruiting suitable staff
- Meeting contractual hours for staff
- Personal circumstances change

Other areas:

- 1 system required for CQC, CCG and LA quality assurance:
- Recruitment event hosted by the Council: 8 providers willing to participate and will be charged for non- attendance
- Care incentives: care award event, ad bonus incentives across Rutland.

Positive feedback:

- Handovers with REACH work well and are valuable in meeting the service user and understanding their needs.
- Communication is easier and staff are more responsive
- Better rate of pay from Rutland and paid weekly
- Rutland have a more proactive approach.