



## Appendix A

### Service User feedback report

The questionnaire responses are collated for each specific provider but for the purpose of this analysis to look if there are any themes and trends, a random selection of providers' service user feedback has been used to inform this report.

The feedback has been broken down into service areas i.e. residential and CCASH (domiciliary care).

#### Residential

Both residential and nursing homes have been used which have approximately 390 residents we obtained a 32% rate on return of questionnaires.

Within the questionnaires are 10 specific questions around service delivery and the feedback to them shows that majority of residents & relatives agree that those actions/tasks are carried out.

We then aim to try and understand the quality of the service residents & relatives receive by asking:

#### **Q11: How could the service be improved?**

People have not consistently completed this question but of those that have the main theme is staffing numbers. This continues to be an issue we monitor on a regular basis either as part of the audit or if the intelligence we receive identifies a possible staffing issue. This is a difficult area to address given there are no specific regulations with regards to actual staffing ratio, it is about the provider identifying the dependency needs and staffing accordingly.

#### **Q12: Is there any aspect of the service that you are not happy with, please explain?**

People again don't consistently complete this question but of those that have the main themes are staffing, cleanliness and activities. As with the previous question staffing and a lack of activities continues to be a theme across most homes and the comments with regards cleanliness were specific to one home which we substantiated at the audit. That home is currently under close monitoring with an extensive improvement plan that includes specific infection control actions.

#### **Q13: Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole? Please tick the box next to the answer that best describes the quality of your life:**

Of the response 40% of people commented on this with 27% stating it was good or above, the rest felt it was satisfactory with 2 stating it was bad. Those 2 had previously responded about not having enough staff but no further comments were made to identify if this was due to quality of care or situation.

In general the majority of the feedback does show that people are generally happy with the service they receive and whilst there are some specific individual issues the only main theme throughout is the view that care homes need more staff. This could be attributed to the financial pressure homes are under but could also be the deployment but we find it tends to be peoples understanding of how those staff are deployed.



## **CCASH**

Both Strategic Lead (SLP) and Additional Service (ASP) providers have been used for this analysis which currently deliver approximately 926 packages and we obtained a 13% rate on return of questionnaires.

Within the questionnaires are 13 specific questions around service delivery and the feedback to them shows that majority agree that those actions/tasks are carried out.

We then aim to try and understand the quality of the service people are receiving by asking:

### **Q14: Overall satisfaction with the homecare provider's:**

#### **A: Office Management**

We ask people to select a rating ranging from poor to excellent, the results show that 88% felt it was satisfactory or above with 12% rating them as adequate or poor.

#### **B: Care Staff**

People are asked to select a rating ranging from poor to excellent, the results show that 93% felt it was satisfactory or above with 80% of those selecting good or excellent. Only 6% rated carers as adequate or poor.

### **Q15: If you can, please comment on the continuity you receive with regard to care staff:**

There was 77 responses to this question with less than 31% of those identifying that they don't always have continuity of staff, which is across all the providers. As part of domiciliary (CCASH) audits we carry out service user visits so that we can evidence documentation in peoples home. The aim of this is to look at continuity of staff, times and duration of calls as well as care plans and recordings. This does continue to be an issue for service users and providers alike as there is a struggle for providers to recruit domiciliary care staff which results in some packages having irregular staff.

### **Q16: Any Comments or Suggestions?**

On the whole the responses to this are positive but there are some similar comments about having the same carer and sometimes the skill, knowledge and level of care given by carers can vary. The skills and knowledge of carers are checked as part of the audit by looking at what training they receive, that it is up to date, supervisions, spot checks and competencies are regularly carried out.

In general the majority of the feedback does show that people are generally happy with the service they receive, especially with regards to the carers and whilst there are some specific individual issues the only main theme again is staffing.