

## **Domiciliary Care**

### **Rainbow care coffee morning – Visited on 14-7-18**

#### **Introduction**

Healthwatch Newham (HWN) visited the Rainbow Homecare coffee morning on 14 July 2018 to engage with service users to gain feedback on their home care experiences.

HWN staff and volunteers attended and spoke to 14 participants. Of these, 11 were residents receiving care and three were caring for a relative. All participants have been receiving the service for more than 6 months. All were receiving domiciliary (home) care from Rainbow Homecare.

#### **Findings**

##### **Support received**

- 6 participants had 3 to 5 support needs and all participants needed support with personal care followed by help preparing meals required by 9. 5 required help with shopping, 5 with cleaning and 4 with getting up and going to bed.
  
- 4 of the participants received visits from their care staff once a day, 5 twice a day, 2 three times a day, 3 four times a day.  
The majority of participants indicated that the times were suitable; however, 6 participants stated that they would appreciate more hours of support to cater for all their needs. Of these, 1 stated their support time was being reduced to 30 minutes not allowing for all their needs to be catered for. A second participant stated that the council informed them, by letter, about an increase in the hourly charge for their care and did not give them options for taking it forward. They raised the matter with the council as they cannot afford the increase but have not yet received a response.
  
- 7 participants felt involved in their care plans, while a further 6 did not.
  
- 8 participants said their care was being paid for by the council, 4 said they or their family were covering the cost and 2 people said they used their personal budget and the Enablement package post hospital stay respectively.

##### **Home care worker**

All participants reported having a regular care worker who arrives on time and stays the agreed time, treats them with respect, communicates with them during the visit and completes their daily tasks. The workers were never interrupted by the mobile phone, did not make them feel unsafe or had ever mistreated them.

All participants felt well informed of any changes to their home care worker well in advance. One did not agree with this but could not elaborate on their thought.

##### **Complaints**

7 participants were aware of the complaint procedure, 3 had made a complaint and 2 were happy with the outcome. One complained about their hours being reduced and as the hours were not increased, they were unhappy with the outcome.

## Participants' comments

### What is working well?

"Staff are very nice and give them care and support."

"Very happy with the care and service, they are respectful when caring after my mum."

"Friendly on time and do what's needed."

"They meet my needs."

"No, nothing to improve."

"The service is good."

### What they thought could be done better?

"Carers that don't speak the same language are a big barrier. They need to speak English or my native language."

"I'm happy with the care but I would need more hours of care."

"Review care plans to include outings once a week."

"Having more social gatherings and groups would be helpful."

"Would like more help with going out as I had a stroke."

"More hours would help."

"I would like a holiday."

"If the carer had more time to spend with you talking and keeping you company like they used to would be nice."

## Conclusion

Many service-users were very positive about the care they received. However, some had requests to be more involved in care plans and some commented that they would like more social gatherings and outings. Overall participants rated the service good and excellent.

## Recommendations

1. Rainbow Homecare to review how service-users are involved in their care-plans, including gathering feedback from service-users and put in place more communication and involvement where necessary.
2. Rainbow Homecare to ask residents about their views on outings and social gatherings, or if this is outside their remit, signpost to or liaise with other community organisations which can provide this.
3. Rainbow Homecare to support residents through changes and explain and communicate the changes in their support plans, whether these involve changes in charges and/or hours, to ensure service users remain confident in their ability to maintain their independence.

## About Healthwatch Newham

*Healthwatch Newham is part of a national network led by Healthwatch England, which was established through the Health and Social Care Act in 2012, to give service users of health and social care services a powerful voice both locally and nationally. We are the independent voice for people's views on Barnet services, both good and bad. We listen to local people and feedback patient experience and liaise with local commissioners and decision makers, in order to improve services.*

## **Provider response**