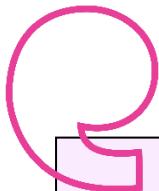


Homecare Check Annual Report 2024–25 SUMMARY

January 2026
Healthwatch Brighton and Hove

**Residents' experiences
of home care services contracted by
Brighton & Hove City Council.**





"Brighton & Hove City Council thanks Healthwatch and the Home Care Check Service for producing this report and for supporting efforts to improve home care and extra care services. Feedback from people using these services is essential in shaping quality and ensuring provision meets residents' needs.

The council continues to work with providers to make improvements based on individual feedback and wider themes identified across the city. While it is positive that most people are satisfied with their care, we remain committed to addressing areas for development and ensuring people have choice and control over how their outcomes are achieved."

Claire Rowland

**Commissioning and Performance Manager - Home Care and Extra Care -
Homes and Adult Social Care**

Experiences of being a volunteer on the homecare check service:

"Visiting people to talk about their experiences of the care they receive at home is a real eye-opener and it is also tremendously rewarding. It makes you aware of the many challenges people face and how care givers can really make a difference to their well-being. It also allows people to share any concerns they have, and you realise that even small changes in their care arrangements can make a big difference to them. Part of the work of a volunteer is feeding back such issues to care provider organisations, via the Healthwatch core team, who are then able to act upon these.

I think the other important aspect of volunteer home visits is the opportunity to engage more informally with people and enjoy a 'bit of a chat' with them. I have been enthralled by the many stories I have heard from people about the fascinating lives they have led!"

Conor Sheehan, Lay Assessor Volunteer



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Summary – An annual report of residents' experiences of home care services

On behalf of Brighton & Hove City Council, Healthwatch Brighton and Hove volunteers regularly interview residents who have homecare services provided by independent companies, but that are paid for – fully or partly – by the council.

Residents may be living in their own home, private or council rented accommodation, or private or council senior housing venues with extra care facilities on site. Throughout the report we refer to those receiving home care as Service Users or SU's.

The volunteers ask those receiving care about the quality of service they receive from their homecare provider. We report our findings to the council so they can share them with the care providers and assess the quality and safety of services being provided.

For this report, we have taken the interviews from 211 people receiving care from 9 different providers that were assessed between June 2024 to July 2025. Two of the providers were delivering services in Extra Care facilities – senior housing venues which have care staff on site – which is reflected in some of the responses and comments.

Summary of findings

Service users were very positive about their main carer workers and the relationship they have with them. There was variability in the responses across the 9 care providers reviewed in that whilst the majority of care workers were praised, there were many that were criticised for their attitude or lack of training.

Service users were less positive about the office staff, not always considering them helpful. Whilst many knew their care workers' supervisor, fewer felt they had the opportunity to talk to them about their care. Over a third of service users had made a complaint.

Whilst many were happy with the arrangements in place, considerably fewer felt their wishes were considered when changes were made. Over half said they were kept informed about changes in their care. Just over half said they received a rota.

About their care workers

- Service users said they were happy with the way their care workers treated them (91%, 92 people), and that they had a good working relationship with them (88%, 185 people).

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- They said their care workers arrived on time, and they did the tasks they were supposed to do (87%, 183 people).
- They reported that they often saw the same care workers, and that they spent their allocated time with them (86%, 182 people).
- They felt their care workers were competent and trained, and when a new carer visited, they wore a uniform and/or showed ID (84%, 178 people).

About the office Staff

- The majority of service users said they knew their care workers' supervisor and how to get in touch with them (79%, 166 people) and had the opportunity to talk to them frankly about their care or any concerns they may have (66%, 139 people).
- Just under two-thirds felt the office staff were helpful (65%, 136 people).
- Over a third had made a complaint (37%, 78 people), and of those that had, less than two-thirds said they were satisfied with how the complaint was handled (59%, 46 people).
- A minority had asked their homecare provider for help in finding information and advice about support, services, or benefits (7%, 14 people). Of these, the majority (79%, 11 people) were satisfied with the help they provided.

About the Service

- The majority of service users felt their care package met their needs, and the help they received from their service providers was useful (86%, 181 people).
- The majority felt the scheduled times suited them (79%, 167 people).
- Just under two-thirds agreed that their wishes are considered when the care provider made decisions about their care (69%, 146 people).
- Over half said the homecare provider kept them informed about changes in their care (56%, 119 people).
- Just over half said they received a rota of times and care workers (53%, 111 people).

Other

- Just under three-quarters said they knew what to do if they were unhappy with the service (74%, 156 people).

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- Just over two-thirds said they knew what to do if someone was being harmed (67%, 143 people).
- The majority of service users thought it was a good thing that the council uses their feedback to check how well homecare providers are doing (94%, 198 people).

Common themes

Although there can be a variability of service within and across providers, there are a number of common themes.

1. Care workers are greatly valued, but there can often be a considerable variation in opinion, often with the same provider. The regular core team is generally rated higher than those that cover evenings/weekends and staff holiday/absences (especially newer employees)
2. The relationship with the office team and managers is less positive, with fewer service users knowing who is in charge or who they can speak to about their care. This is reflected in how they feel about when their complaints are dealt with.
3. The majority of service users find the support they receive from their care provider is very useful and meets their needs. Though fewer feel that they are listened to when decisions are made about their care.
4. Many service users do not get a regular rota and are often not told when there are changes to their planned care, which can be very frustrating for them.
5. Some service users suggested that carers being trained to prepare food during the visit would be welcomed and in consideration of specific needs such as diabetes.

Thank you

Healthwatch Brighton and Hove would like to thank our volunteer Lay Assessors who gave their time to support this work. Without them, this would not be possible.

We would also like to thank the Homecare service users and their family and friends for giving us their time.



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For more information about Healthwatch Brighton and Hove and what we do, visit [**hwbh.co.uk**](http://hwbh.co.uk).