

Background

Our Homecare Check service (previously 'Lay Assessors Scheme') is run in partnership with the local council. Our volunteers regularly visit and interview local residents with home care services provided by independent companies, but paid for fully or partly, by the council. We report our findings to the council monthly so they can share them with the care providers and assess the quality and safety of services provided.



Since **September 2018**, our **23** volunteers interviewed **663** residents about their home care, from **14** different providers and produced **35** reports - with interview data and service user comments - highlighting the concerns of those receiving home care and giving them a chance to be heard.

In November 2022, we restarted the project that had been paused during the Covid pandemic. Since then our findings show that overall, the quality of service provided in our city is high. People value their carers, having regular familiar faces with time to build friendly relationships, and when visits are made at reliable fixed times in the day. When it comes to questions about the helpfulness of office staff, rota's being provided, and being kept informed of changes in their care the feedback varies greatly across providers.



Service User Quotes - Nov 22 to Oct 23

About Carers:

- *"Wife said that they provide some lovely people to care for her husband."*
- *"Have good life experience which contributes to the quality of care received."*
- *"They always ask how I am and listen and that really helps."*
- *"It's a mixed bag - some carers are good at housework - others are not."*

About Staff:

- *"Very flexible and helpful and go over and above to help."*
- *"If he has an early hospital appointment, he contacts the office to cancel the call but quite often the carer turns up. He blames poor communication."*
- *"Have made complaints but nothing changes."*

About the Service:

- *"Communication from provider, office and supervisor could be much better."*
- *"All works well within available resources but aware there are vacancies and sickness."*
- *"Without her care package she couldn't stay at home."*
- *"They are good on understanding his health needs and very conscious of his condition and he has confidence in them."*



[Watch a video explaining the Homecare Check Service](#)

Homecare Check Summary Report

From November 2022 to October 2023



14 Volunteers



220 Service User Interviews



124 home visits

100 by telephone



15% needed additional help to communicate due to sensory, learning or memory issues



About the...

85% felt care package met their needs.

63% thought their wishes were considered when decisions were made.



Referrals Made

4 safeguarding concerns raised

22 service review requests

31 support requests to GPs, befriending services, disability support charities, etc

About their Carers



95% were happy how their carers treated them

89% felt their carers were competent and trained



11 Homecare Providers



51% thought the office staff were very helpful

29% had made a complaint, and only 49% of those were satisfied with how it was handled.

Other concerns



22% raised concerns about feeling lonely or isolated, worried about food supplies, finances, debts or benefits, mental health and housing issues



91% thought it very useful their feedback was used to assess provider

Service User Age Ranges

