

Report on the Baseline Evaluation of North Somerset's Integrated Care Services

December 2013



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Background

Healthwatch North Somerset was asked to undertake a baseline survey of integrated health and social care services, using the Integrated Care Services (ICS) pilot area in Weston super Mare. This baseline survey will provide a snapshot of service user and carers views of the service as it stands, in advance of the ICS being rolled out across the North Somerset area.

Survey participants are people with a long term health condition or disability registered at GP practices in Weston Super Mare, or a carer of someone with the above.

Participants were recruited via several organisations known to be in contact with service users and carers within the pilot area- Age UK, North Somerset People First, Crossroads, North Somerset Community Partnership and the GP practices in the pilot area. Respondents fell into the categories of adults with learning disabilities, older people and/or carers.

360 hard copies of the survey (*see appendix 1*) were sent out between July and September 2013. Participants were offered the possibility of a Healthwatch team member helping them to complete the survey, and participants recruited via North Somerset People First were aided by a staff member.

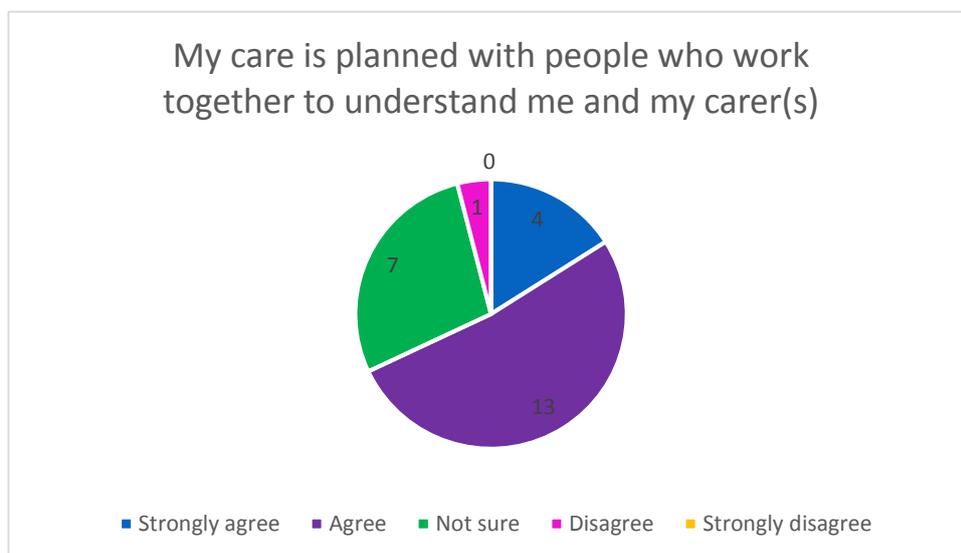
28 responses were received from service users and 13 from carers.

Survey results

Please note that the values given in the charts may not always equal the total number of respondents as not all respondents answered all questions.

Section 1: The questions asked in this section related to whether respondents felt that the care they had received was coordinated and whether they considered that they were involved in decision making around their care.

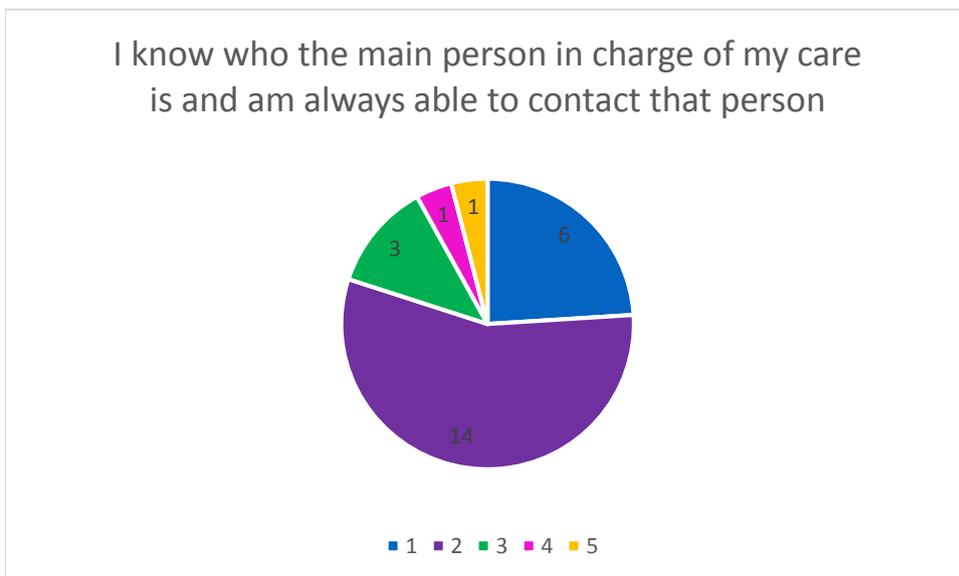
Question 1



Question 2

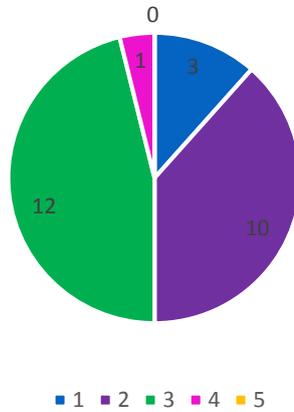


Question 3



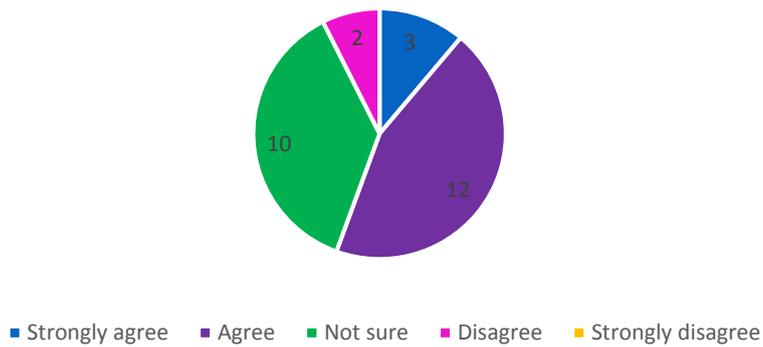
Question 4

All the people involved in my care talk to each other and work together as a team



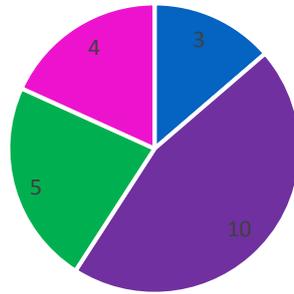
Question 5

My carer(s) and I are always informed about what is going on and involved in discussions about my care (as much as I want to be.)



Question 6

I was given appropriate and relevant information about other services and support available to me



■ Strongly agree ■ Agree ■ Not sure ■ Disagree ■ Strongly disagree

Question 7

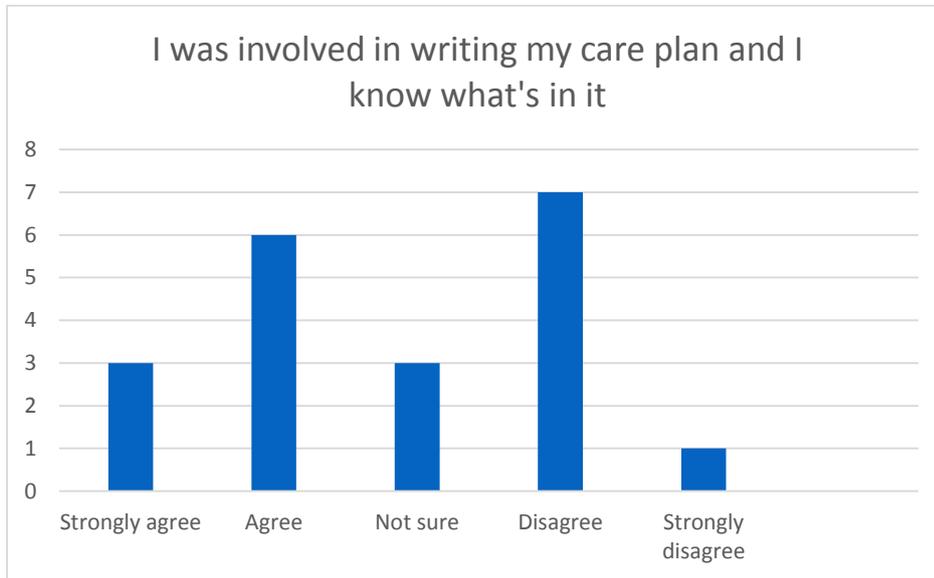
Did you have to “tell your story” more than once to different people? (ie, did each professional you came into contact with know your history or did you have to explain it again each time?).

The majority of respondents left this question unanswered. Of those who did respond:

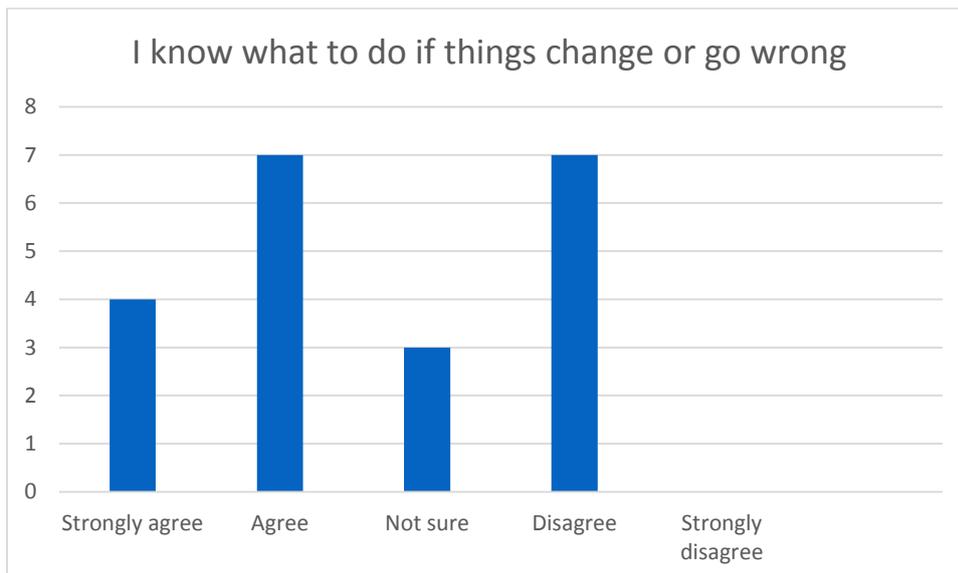
- 4 replied “yes”
- 4 replied “no”
- 1 replied “a few times” and
- 1 replied “not really”.

Section 2: Respondents were asked about their care plans

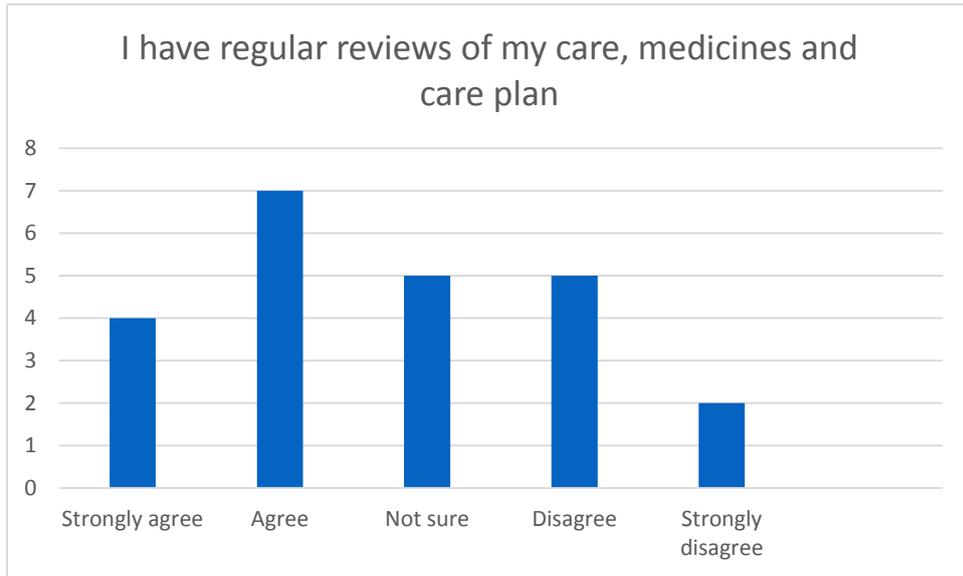
Question 1



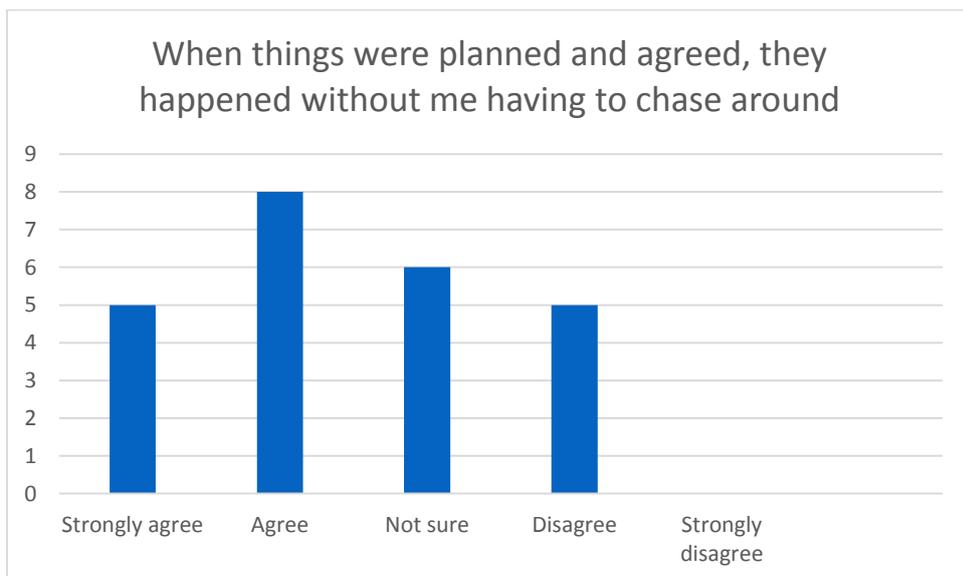
Question 2



Question 3

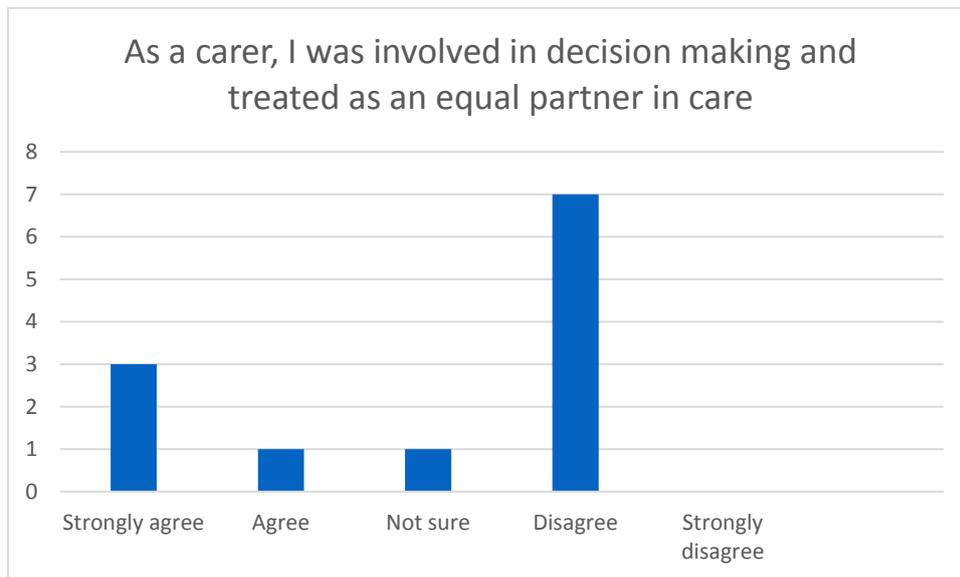


Question 4

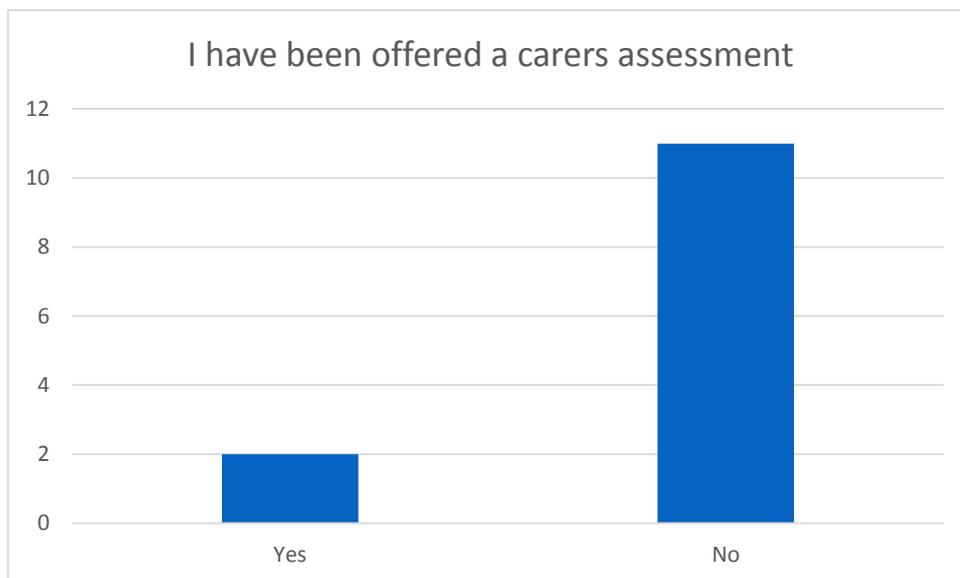


Section 3: The questions asked in this section applied specifically to carers

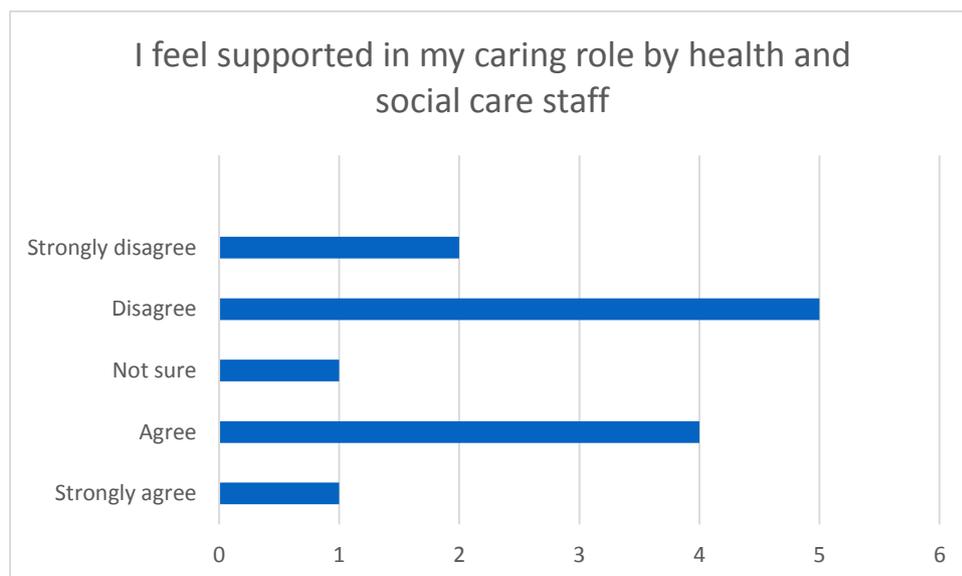
Question 1



Question 2



Question 3



Additional information

Participants were asked what works well for them and for positive points in regard to their care:

“Talking to me and keeping me up to date”

“The staff”

“They help me to do/plan the things I want to achieve”

“Feeling help is available”

“Someone is always there to listen/give advice”

“That I am well looked after 24 hours 7 days a week”

“All positive”

They were then asked what they feel does not work well and what is not so good:

“Lack of communication”

“At first leaving hospital, the various services were all over us- then nothing, no follow up at home”

“It took about 10 different phone calls to get a rail for the garden steps ordered. When the guy came, he was excellent, it’s getting to him that’s the problem”

Conclusions

Section 1:

Overall, approximately 75% of service users appear to be satisfied with the service they receive.

The responses that were less positive were mainly from those with learning difficulties which could suggest that this user group may feel less involved in decision making around their care.

Again, approximately half of the respondents agreed that they had been involved and that the team had all talked to each other.

Section 2:

Overall, approximately half of the respondents' felt that they are involved or in control of their care plan and know what to do if things change or go wrong.

Section 3:

Only 4 of the 12 carers who responded to the question felt that they were involved in decision making and treated as equal partners in care.

Only 2 of the 13 carers had been offered a carers assessment.

Slightly under 40% of the carers responding felt supported in their role by health and social care staff.

From this baseline survey, it appears that patients and service users are generally reasonably positive about the service they have hitherto received, a few issues (*see additional information, above*) notwithstanding.

However, the responses from carers is less positive, suggesting that whilst service users are receiving the care they need, carers are possibly being left out of the loop and this may lead to feeling disempowered.

The very small percentage of respondents who were offered a carer's assessment suggests that carers may not be receiving the support that they are entitled to.