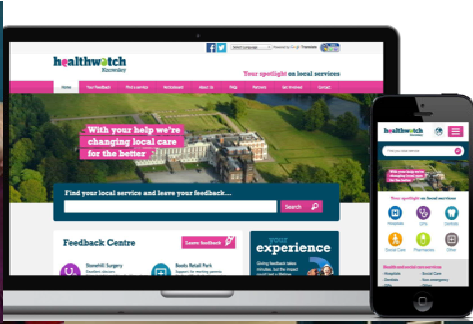
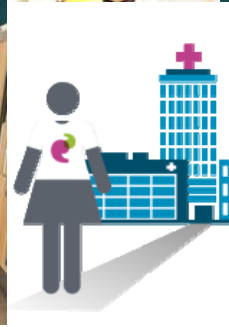


healthwatch

Knowsley



Healthwatch Knowsley

Domiciliary Care Survey

2016/17



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1. Introduction

Domiciliary care, sometimes called home care, is rapidly becoming a popular alternative to residential and nursing care. It enables those with varying care needs (through illness, long-term medical issues or old age) to remain in their own home indefinitely, or for a longer period of time than was previously possible.

Home care can be offered in a number of capacities and the intensity and frequency of visits will depend on individual circumstances and care needs. Some only need intensive domiciliary care for short periods of time, whilst others simply need low-level long-term care. The type of care package that each person needed is agreed following an assessment and should ensure that the support is individualised and appropriate to each person.

Domiciliary care can also be offered to young people, children and adults with temporary or permanent care needs and is not an exclusive service for the elderly alone.

The main advantage of homecare is that it is carried out in a person's own home, eliminating the need for them to spend large amounts of time in hospital and enabling them to stay in their own home indefinitely, if not for a longer period of time than would normally have been possible before domiciliary care was an option. This can however also be the greatest risk to ensuring that the care is provided in a safe and appropriate manner, as often the people who are in receipt of the care can be socially isolated and therefore do not feel able to complain if they are not happy with the service they are receiving.

As the move away from residential and nursing care continues, Healthwatch Knowsley and Knowsley Council will continue to try and amplify the voice of this group of service users and ensure that they receive the kind of service that we would all want to see.



2. Methodology

A randomised selection of people who are in receipt of domiciliary care were selected each month and Healthwatch Knowsley wrote to them inviting them to take part in a survey to understand the views of people receiving the service.

Provider	Number of Service Users Written To
1st Class Care	2
Able Support Limited	48
Alphacare Northwest	1
Alternative Futures Ltd	1
Apollo Care	1
Care & Respite Ss Ltd	3
Casa Knowsley	122
Community Integrated Care	16
Heron Care Limited	2
Homeinstead Senior Care	1
I Care (Gb) Limited	99
Making Space	6
Mencap	1
Pss - Prescott	2
Trafalgar Care	2
Victoria Community Care Ltd(N)	222
Total	529

The letters were then followed up with a phone call to support people to complete the survey. (Detailed analysis of the responses is included within this report).

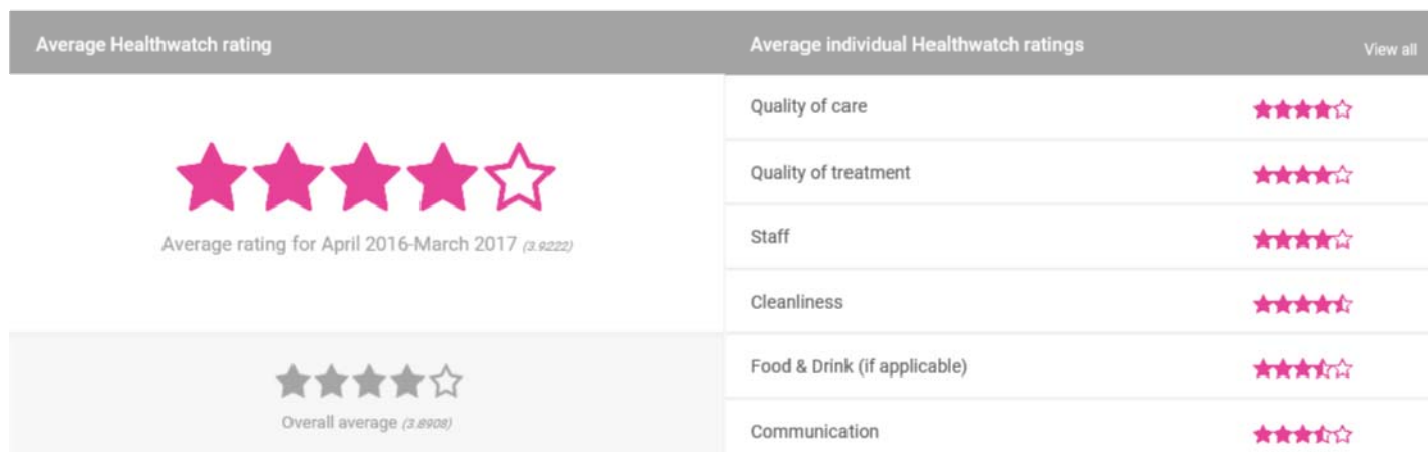
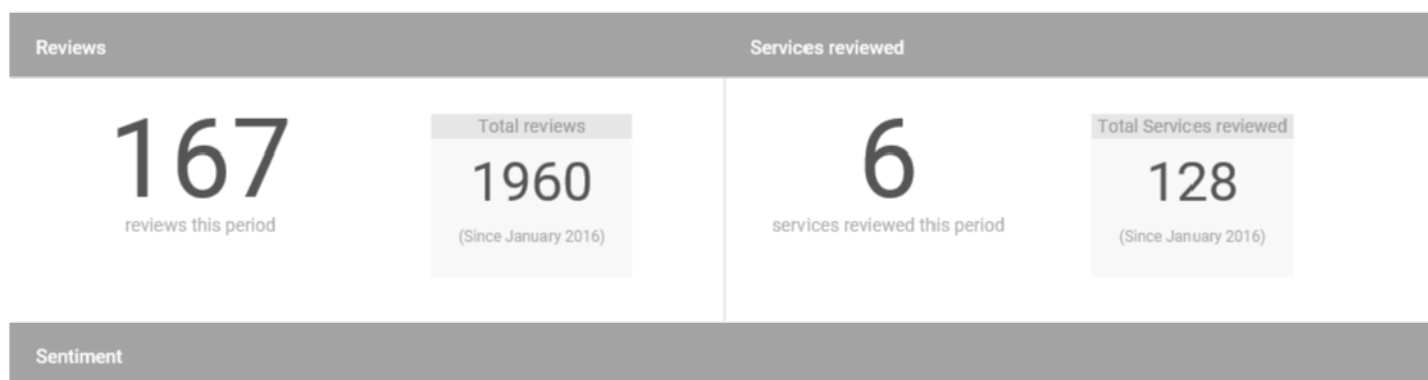
Provider	Number of responses received
1st Class Care	2
Able Support Limited	36
Care & Respite Ss Ltd	1
Casa Knowsley	63
Community Integrated Care	4
I Care (Gb) Limited	60
Pss - Prescott	1
Trafalgar Care	1
Victoria Community Care Ltd(N)	127
Total	295









3. Overall Responses

This analysis is produced by the Healthwatch Feedback Centre. Each response rates the service from 1(Terrible) to 5 (Excellent). Additionally there is a sentiment analysis that looks at the wording of each response and calculates how much of the response is positive, negative or neutral. This enables Healthwatch Knowsley to provide an overall score for each service within any given reporting period. The analysis below covers the calls that have been made between April 2016 and March 2017, together with any additional information we have received from service users of these providers during that reporting period(this equates to 167 reviews during this period).

Snapshot (April 2016-March 2017)



A breakdown of the reviews received and star ratings for individual domiciliary care providers is included below.

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
Victoria Community Care		72	★★★★☆	56%	15%	29%
I Care Limited		40	★★★★☆	68%	3%	30%
CASA Knowsley		31	★★★★☆	55%	10%	35%
Able Support Ltd		21	★★★★☆	76%	10%	14%
Apollo Care (East) Liverpool		2	★★★★☆	50%	50%	0%
Alphacare Northwest		1	★★★★★	100%	0%	0%

Some of the key themes are highlighted below, the top themes from reviews received are home support, staff and treatment and care. The graph below shows the ratio of positive and negative comments received overall for all domiciliary care providers.

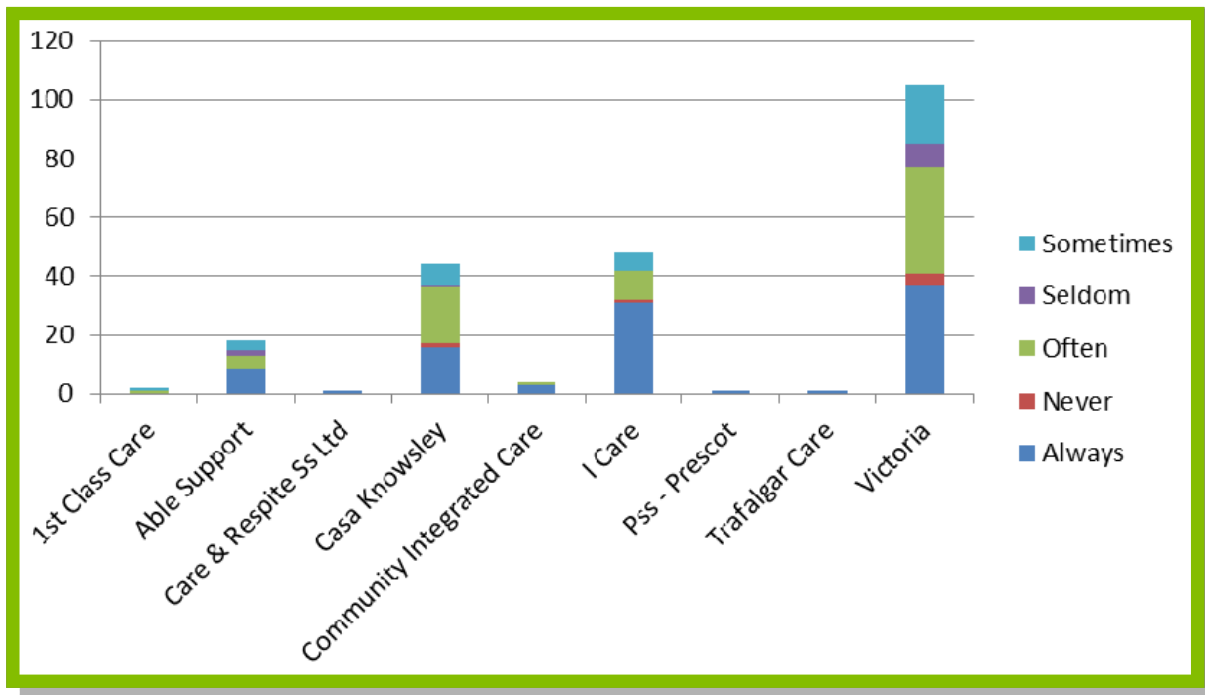
Themes Tagging



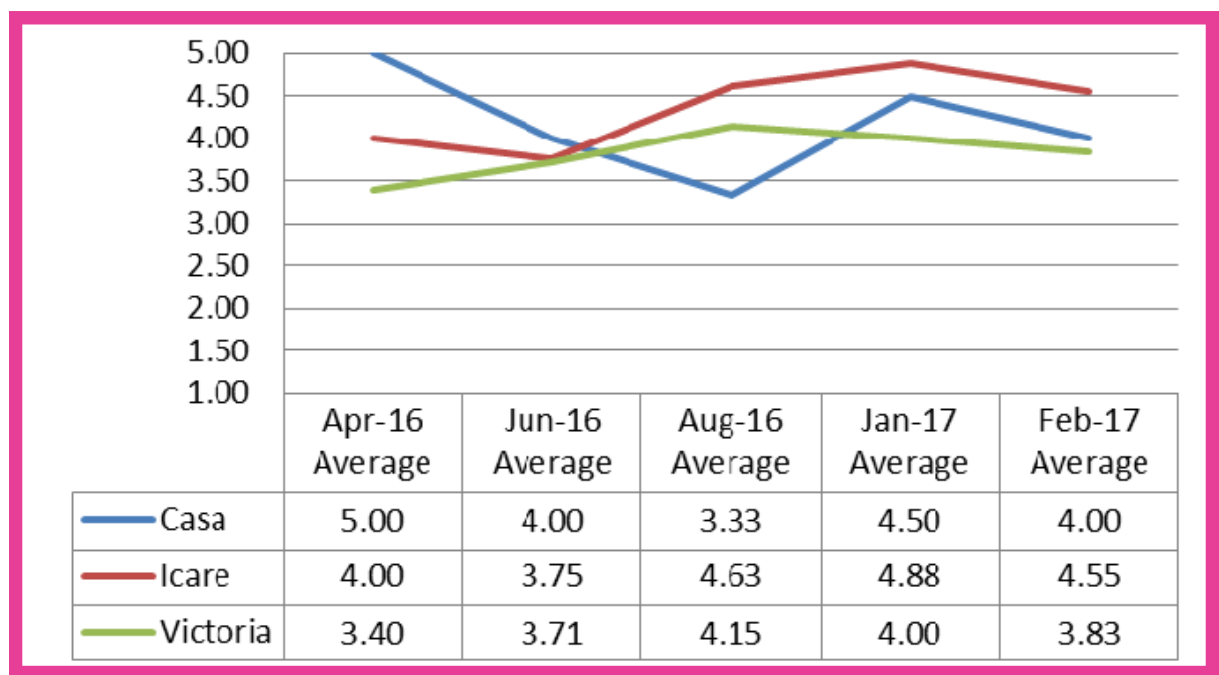


4. Survey Responses

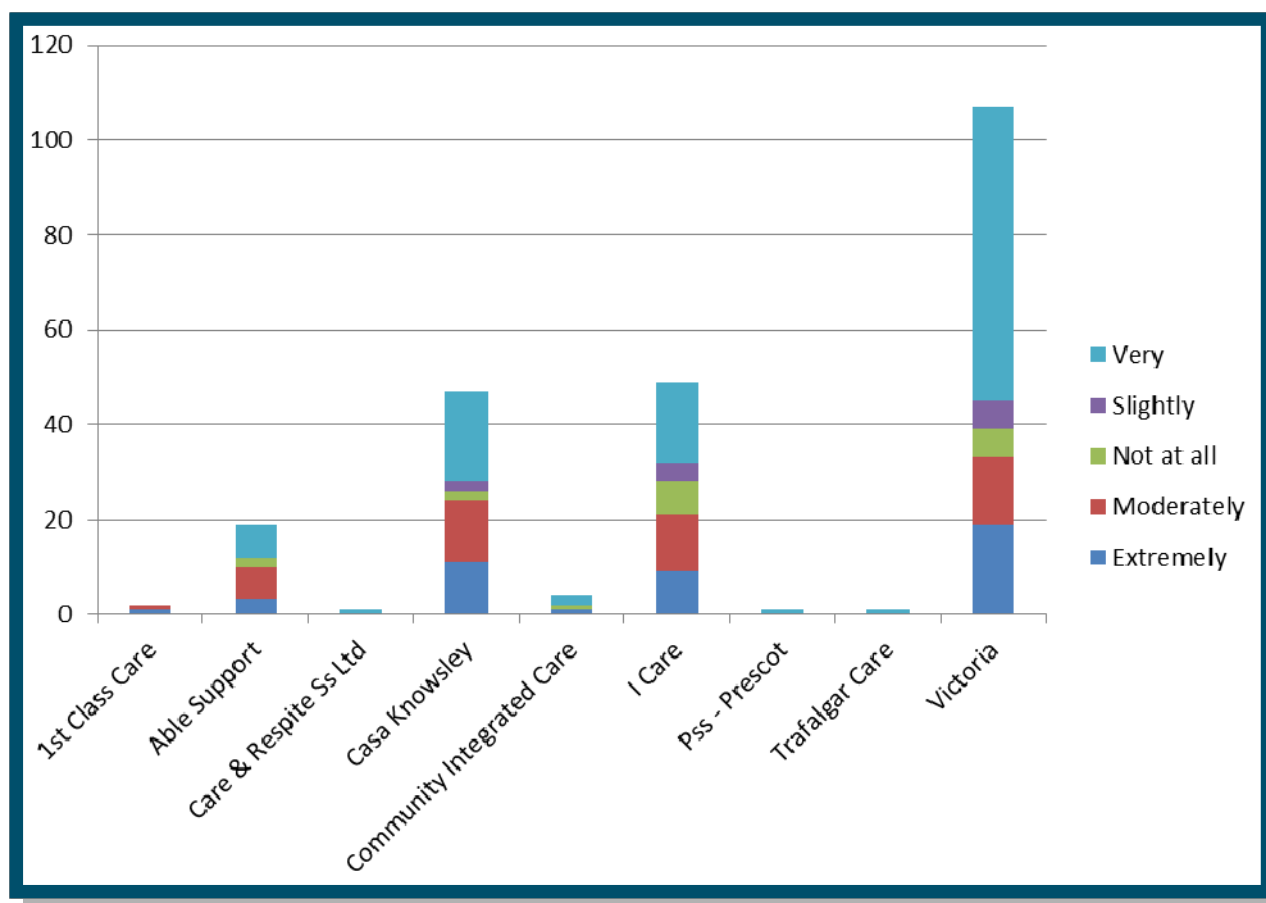
4.1 Do your care workers arrive with 15 minutes of the time they are meant to?



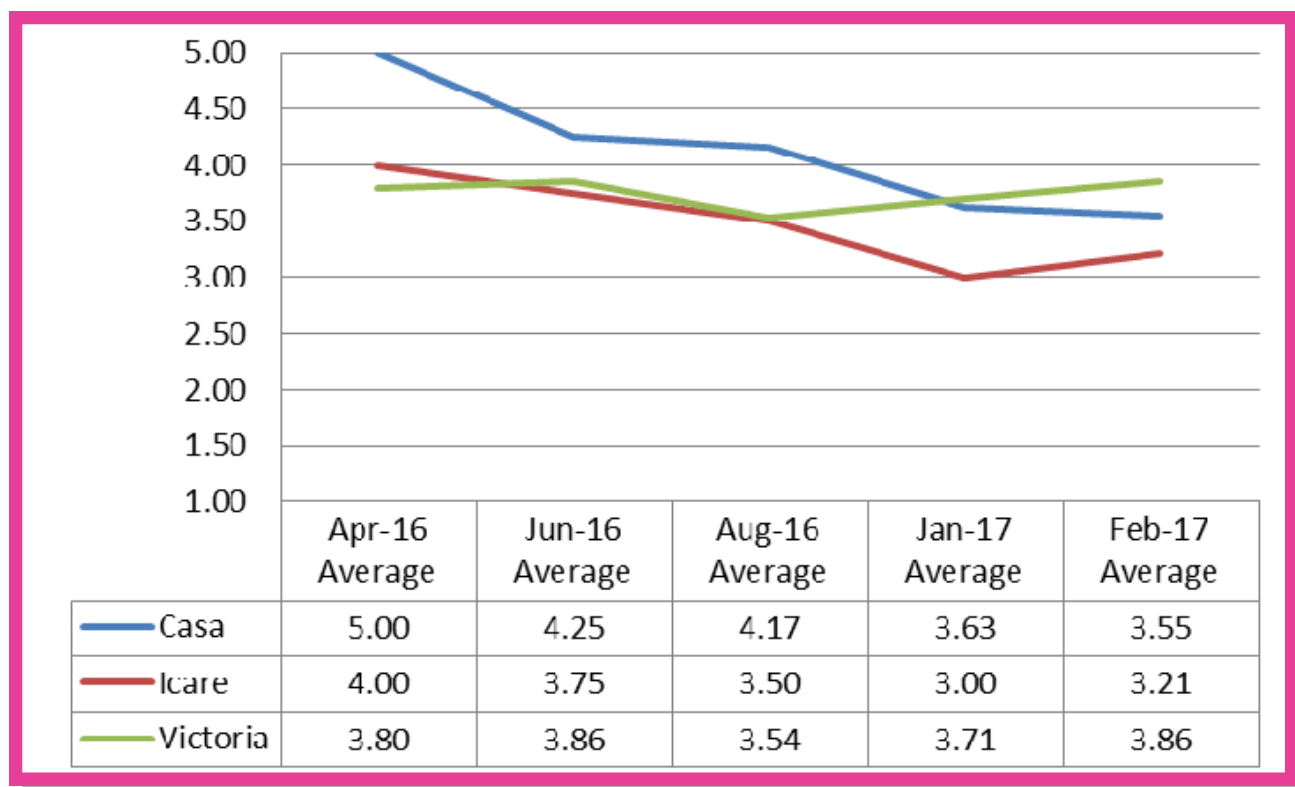
Throughout the course of the survey 76% of respondents told us that their care worker always or often turned up within 15 minutes of the time they are meant to, and only 8% of respondents said that this seldom or never happened. Looking at the three major providers we can see that the satisfaction levels fluctuated throughout the time period and each of these services is analysed in more detail in section five of this report. We can however see that satisfaction levels with Victoria are usually lower than the other providers, with Casa having experienced significant issues during the summer.



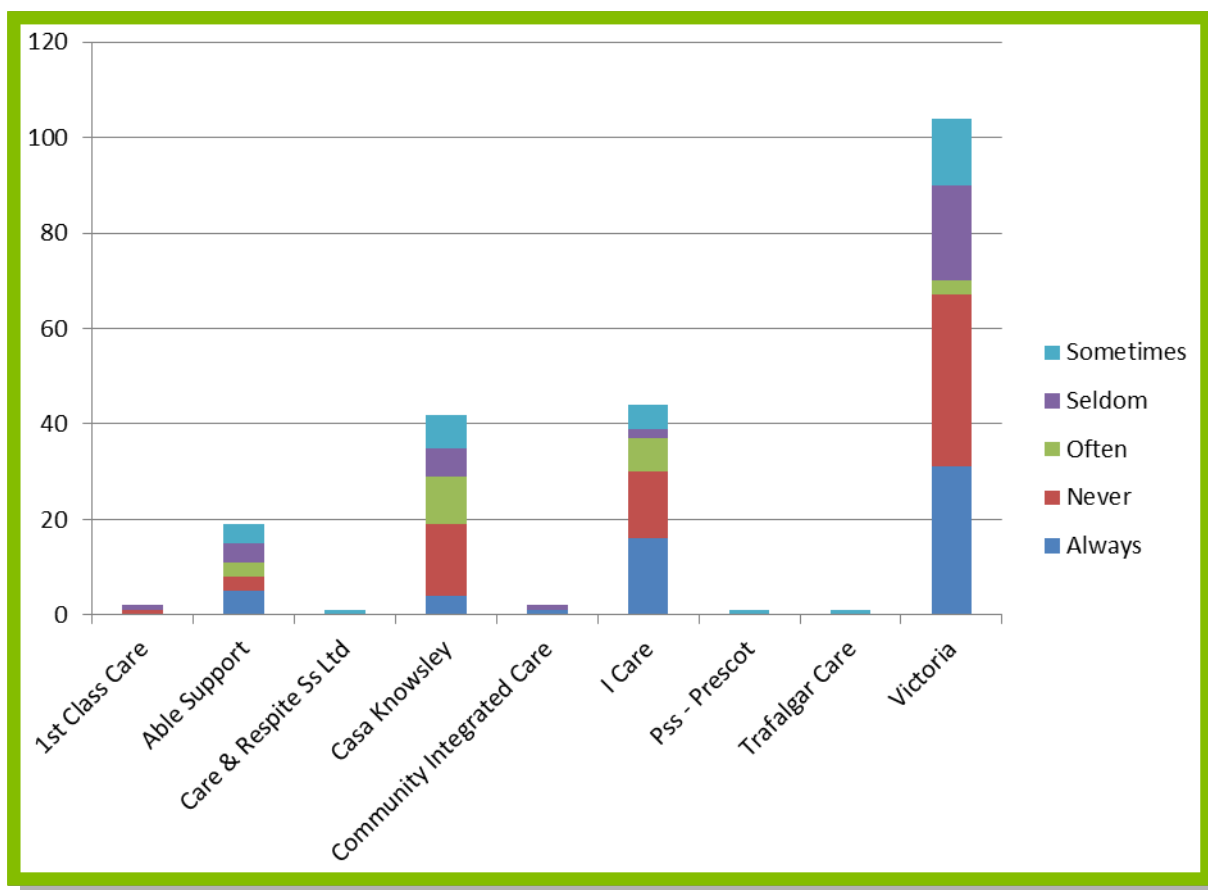
4.2 How important is it to you that your care worker arrives on time?



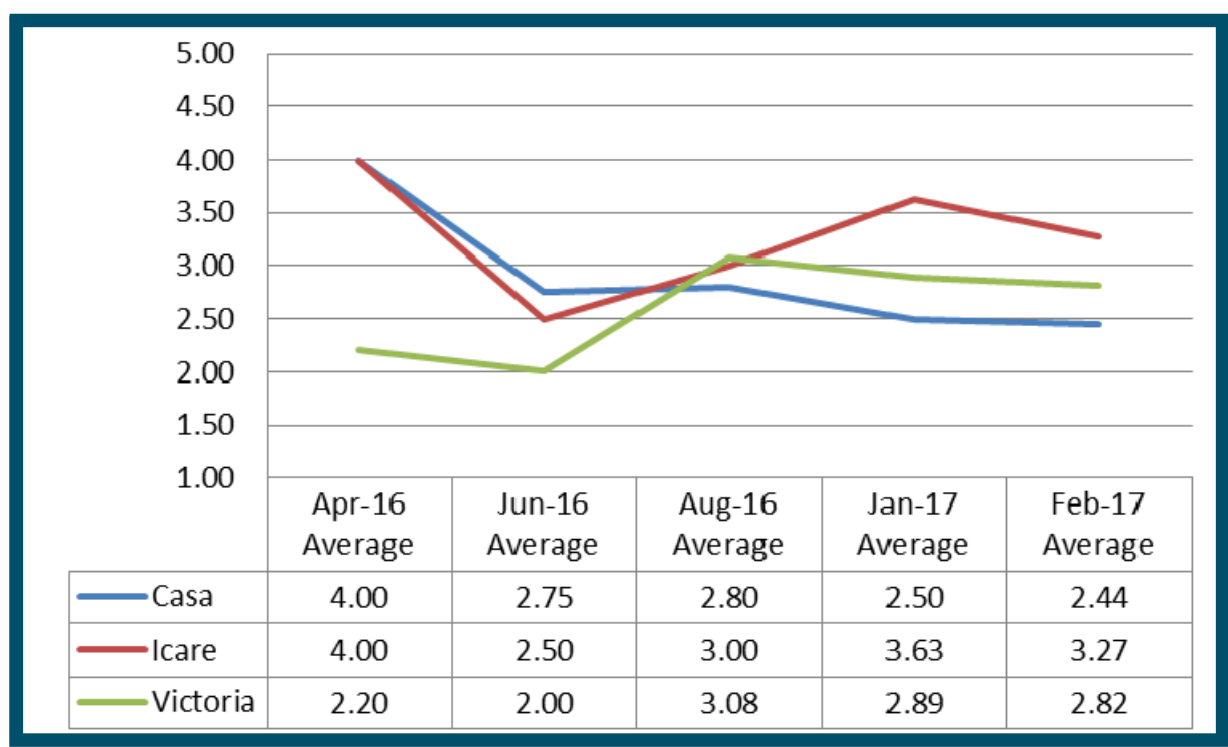
67% of respondents told us that they thought it was either extremely or very important to them that their care worker arrived on time, however it is interesting to note that for Casa and I Care the significance of this has reduced over the year.



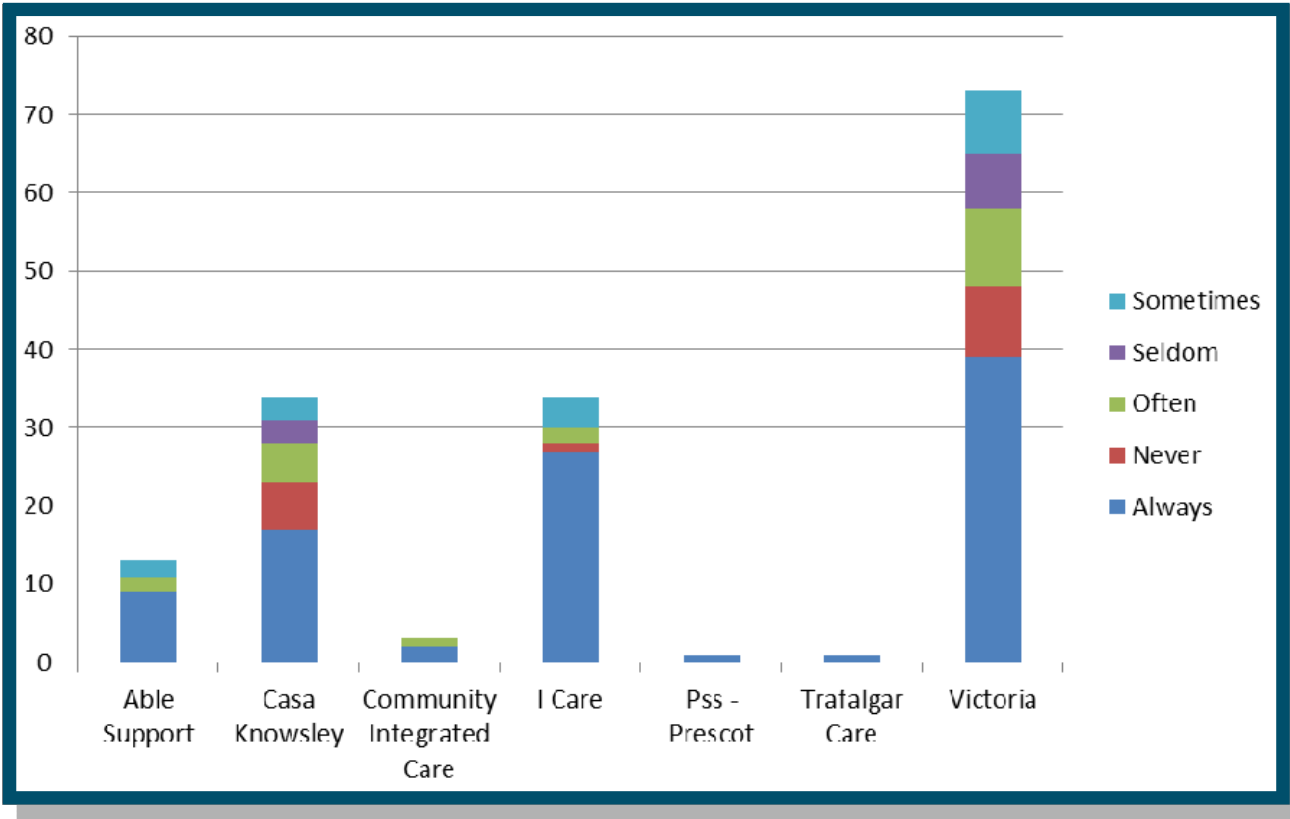
4.3 If your care worker is going to be late are you told in advance?



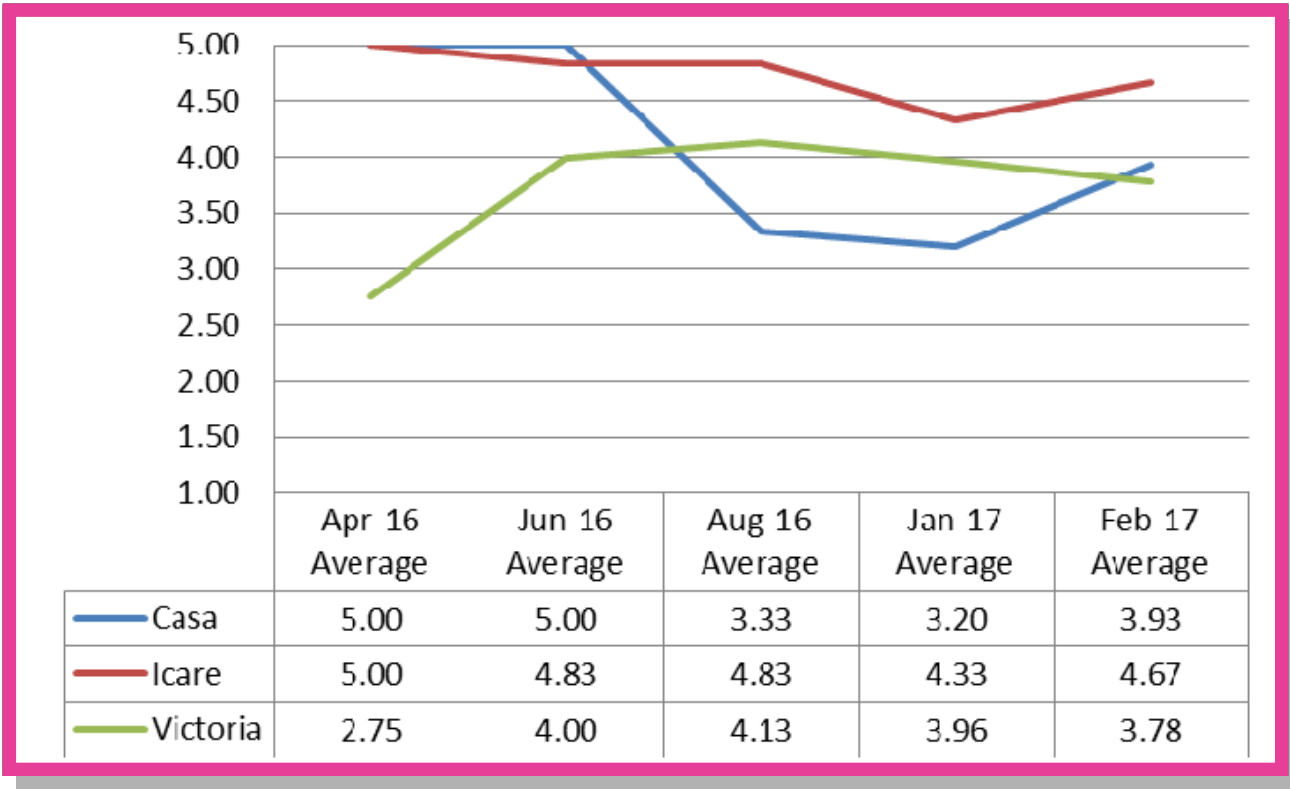
48% of respondents told us that they were never or seldom informed if their care worker was going to be late. This was a particular issue for Victoria Care in the last year, however their performance has improved during the course of the year, whilst Casa and I Care have deteriorated.



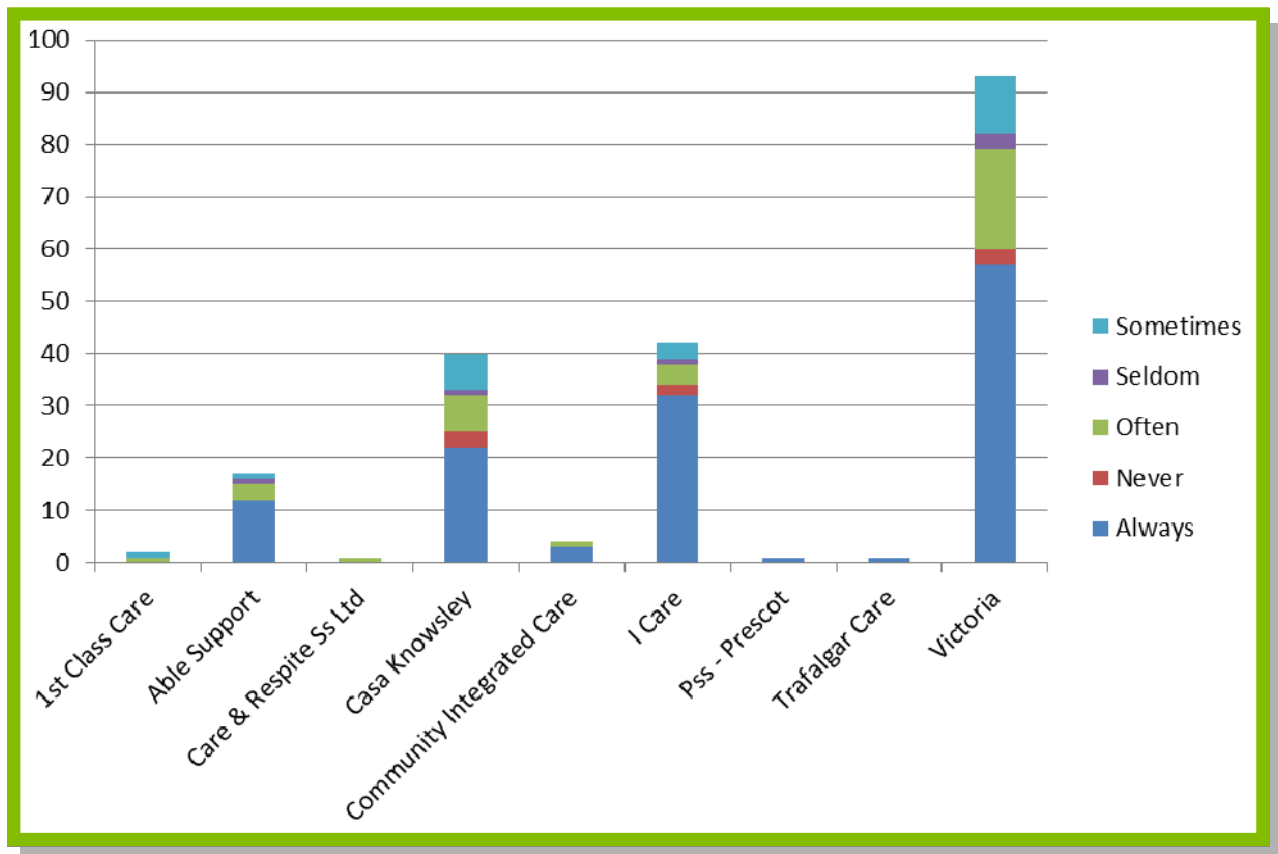
4.4 If you want a change in the time of your calls, does the provider make the change?



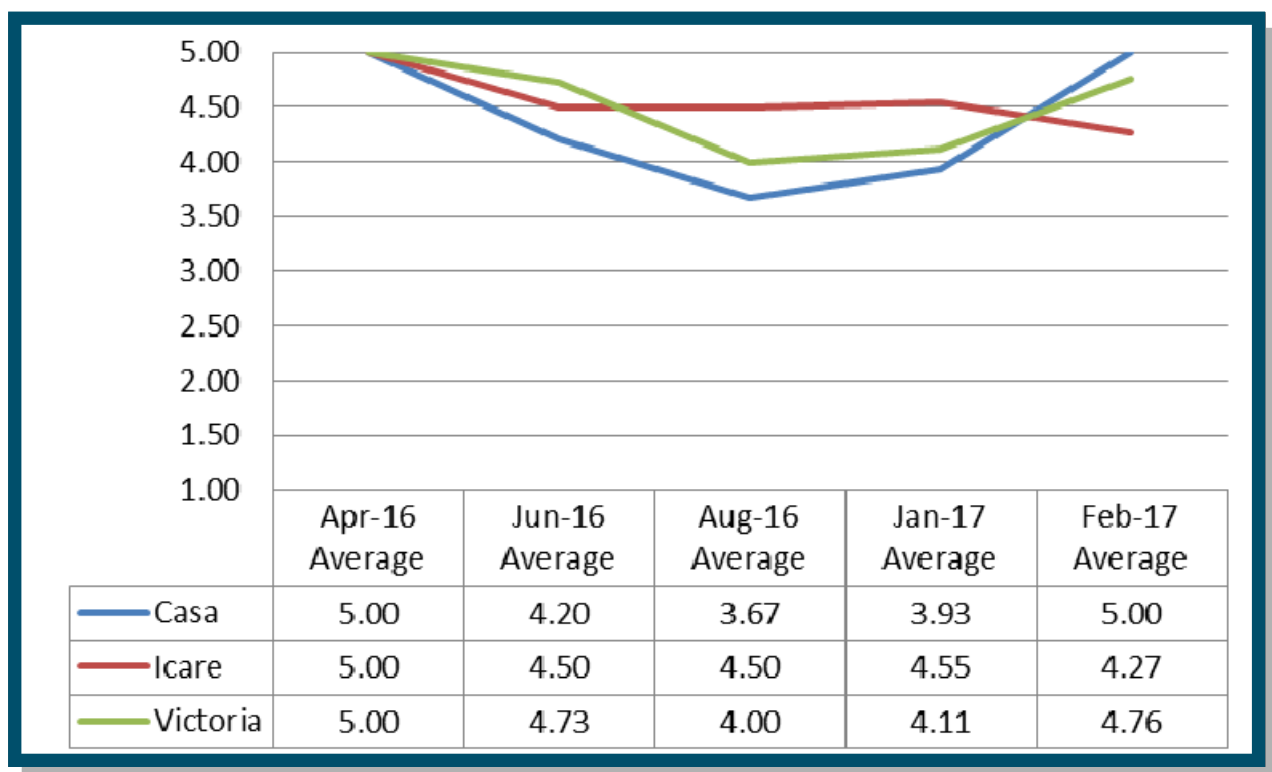
27% of respondents told us that they experience issues when asking the provider to make changes to the times of their call and this is an issue that has worsened over the year.



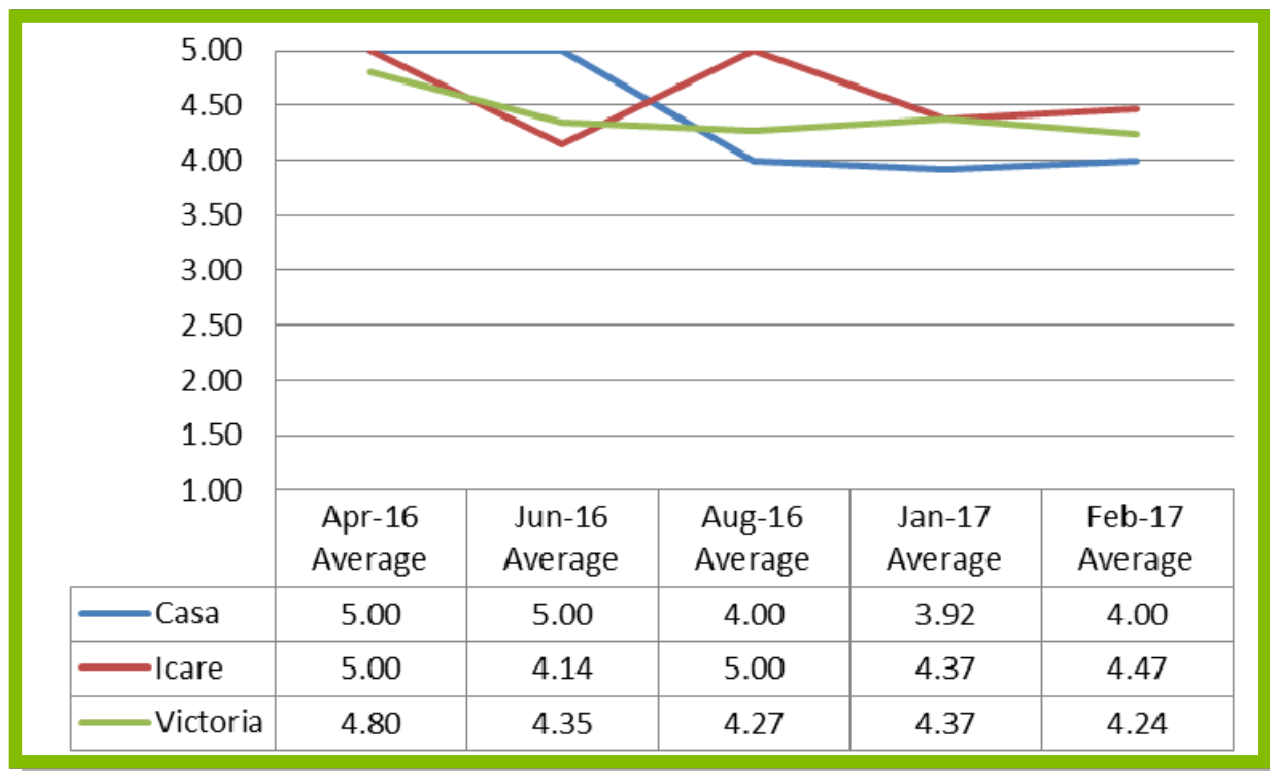
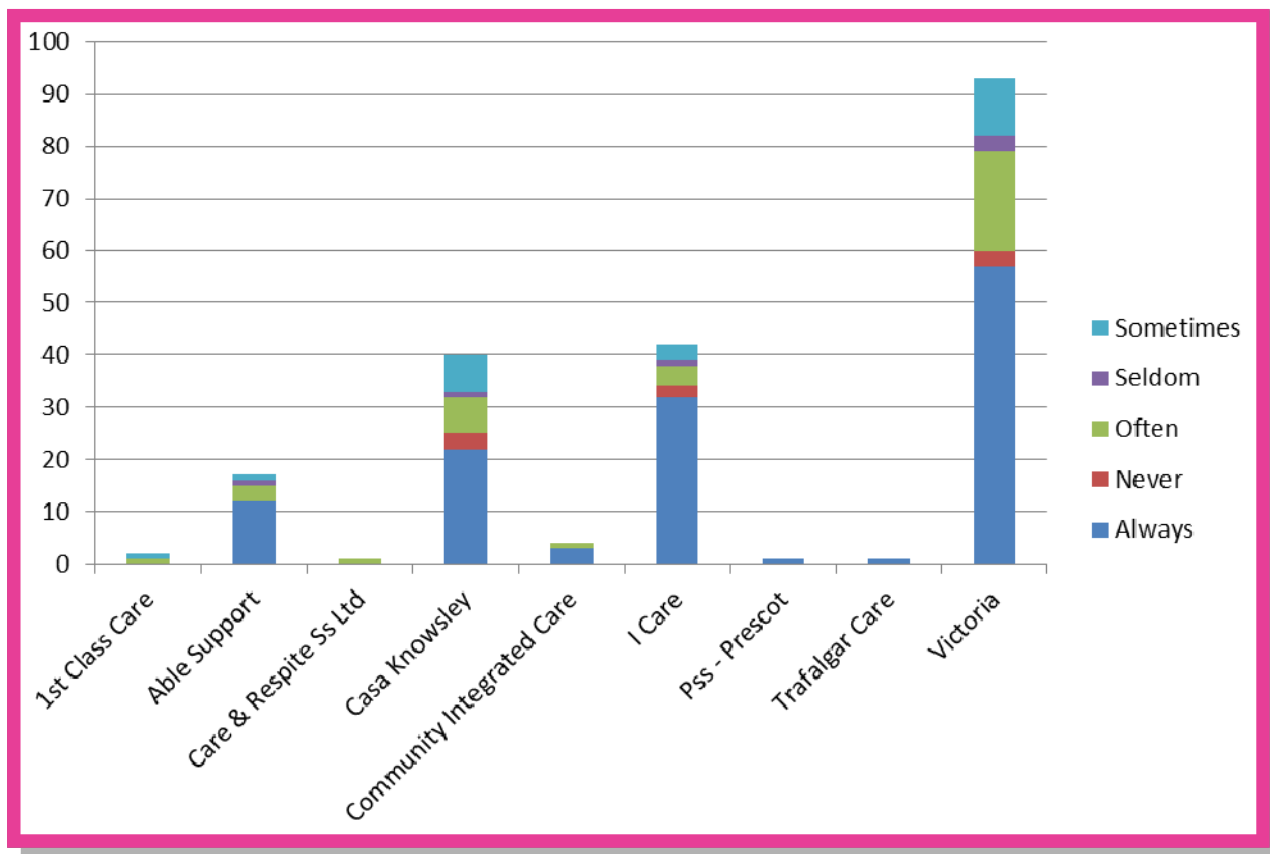
4.5 Do you know how long your carer should be spending with you on each visit?



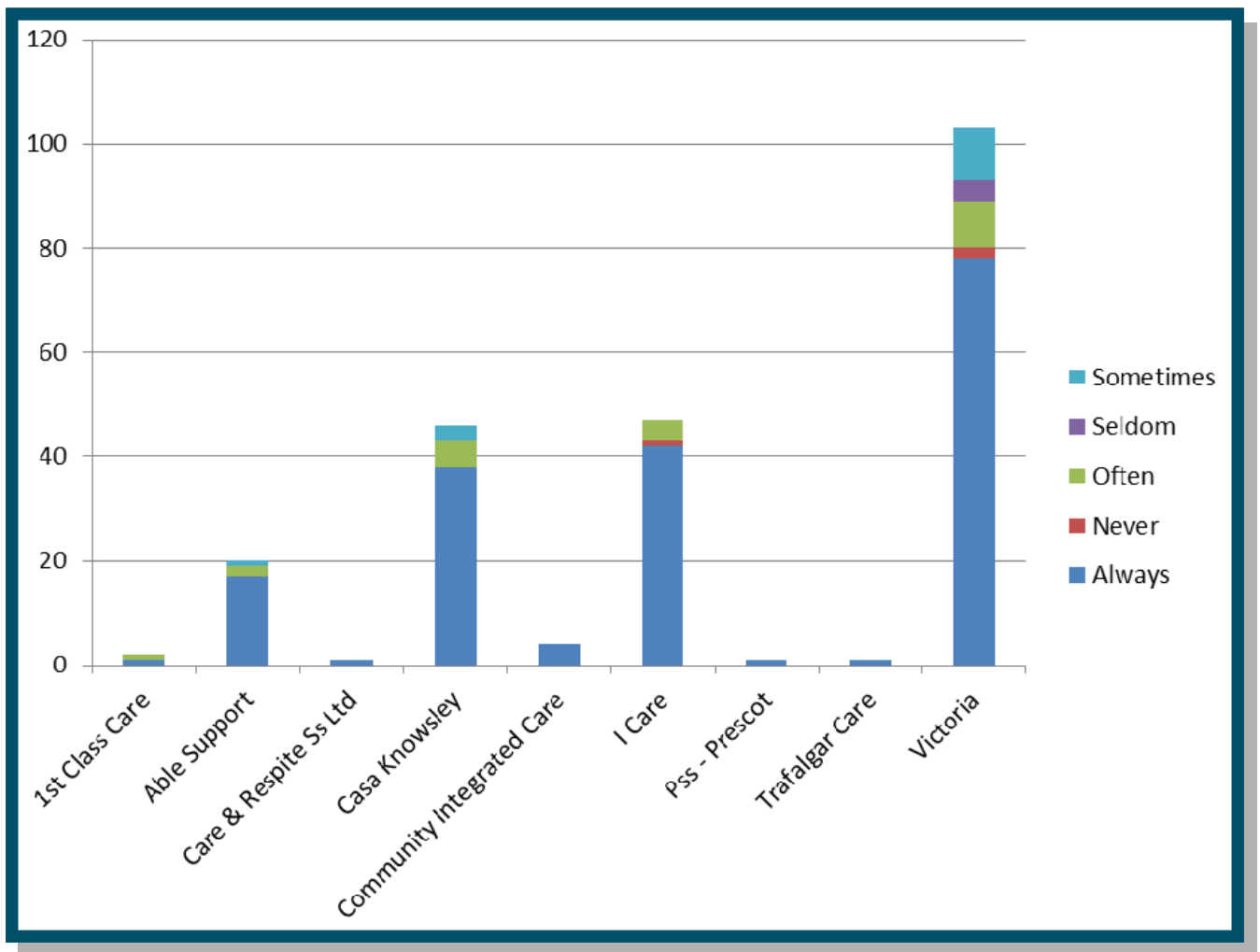
86% of people knew how long their care worker was meant to stay.



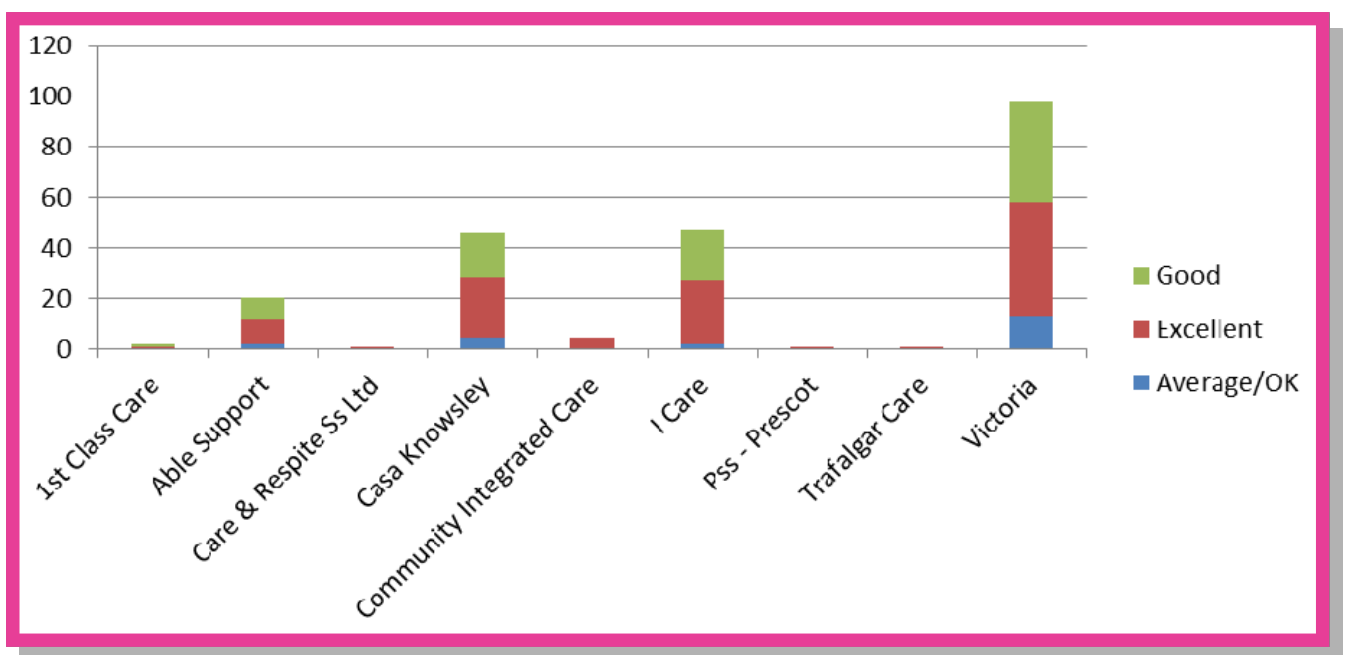
4.6 Do the care workers stay the amount of time they are meant to?



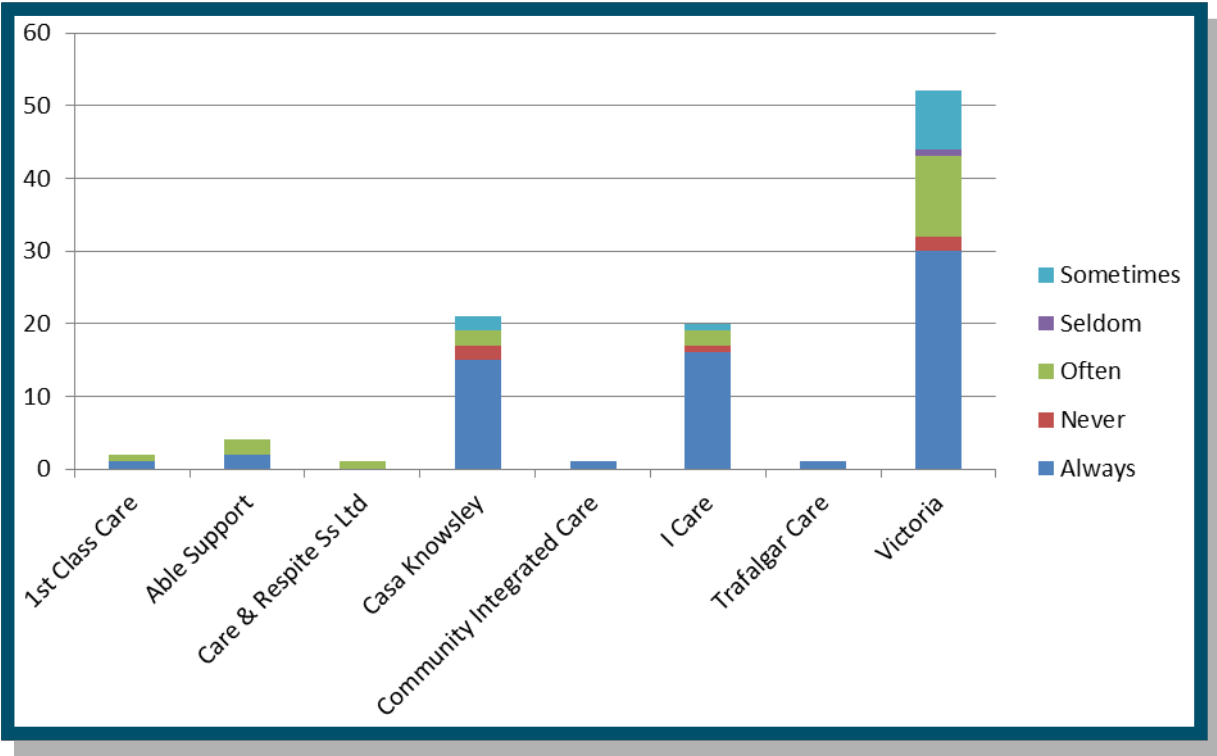
4.7 Do the care workers deliver all of the help that you need?



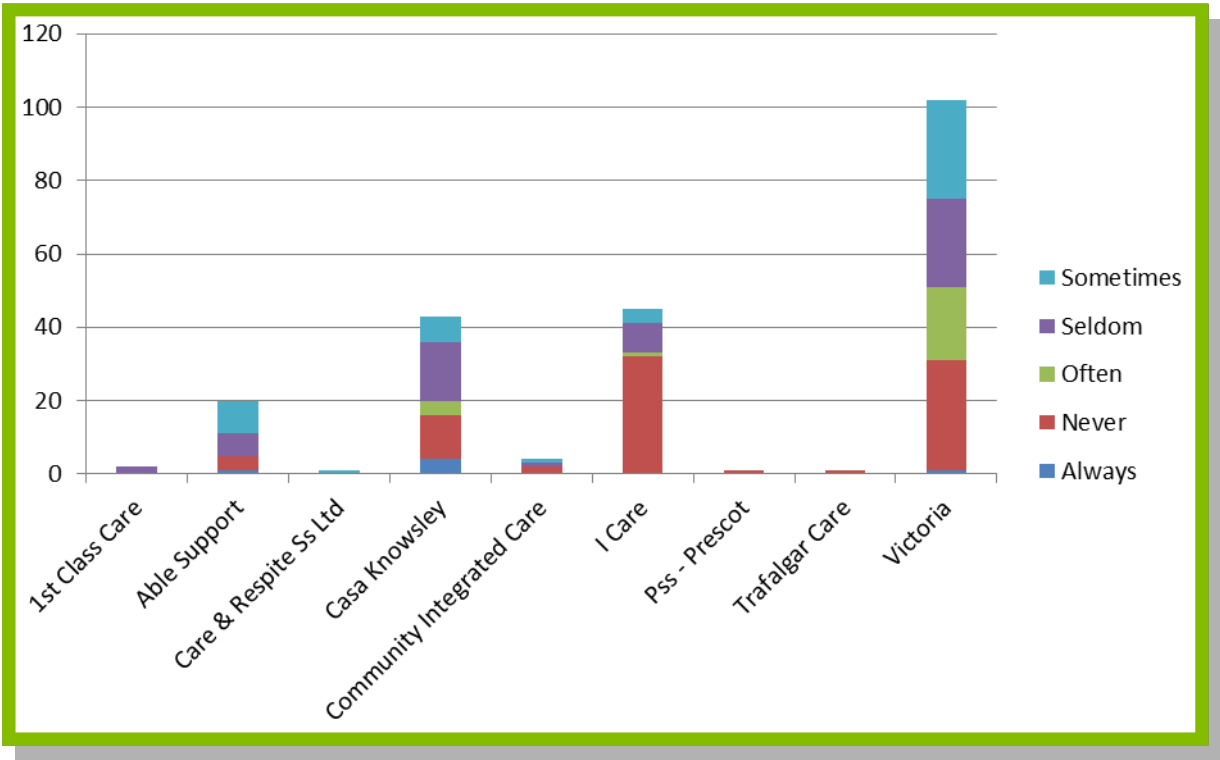
4.8 How would you rate the attitude of the care workers?



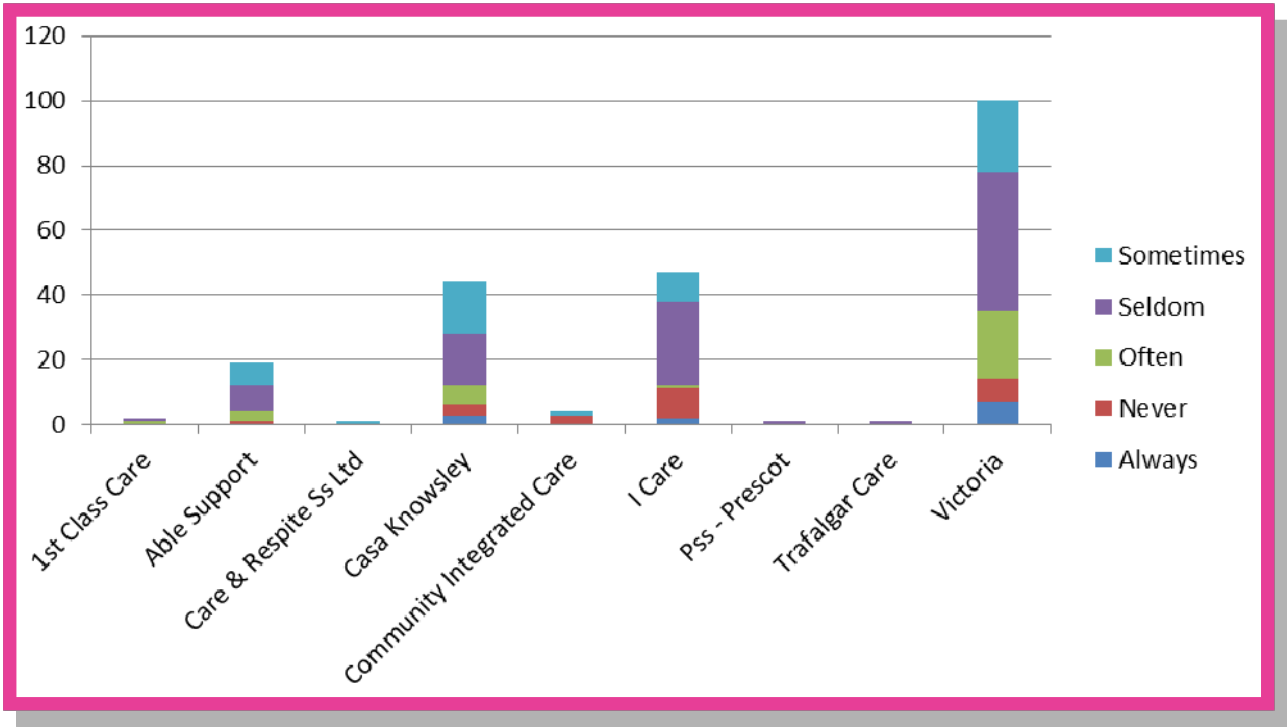
4.9 If your care workers prepare meals for you, do they offer you a choice of what to eat?



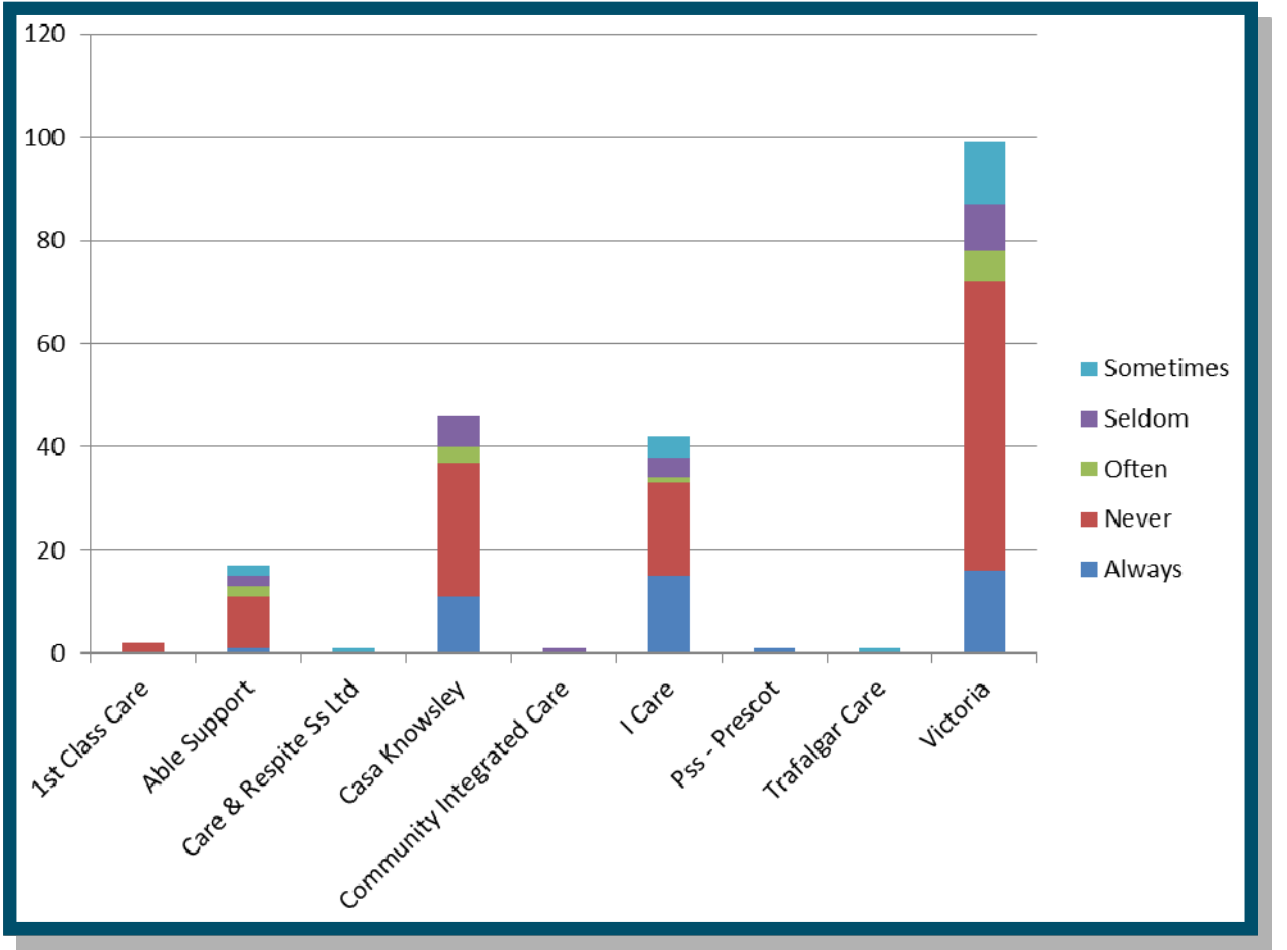
4.10 How often are staff interrupted by calls on their phone whilst delivering your care?



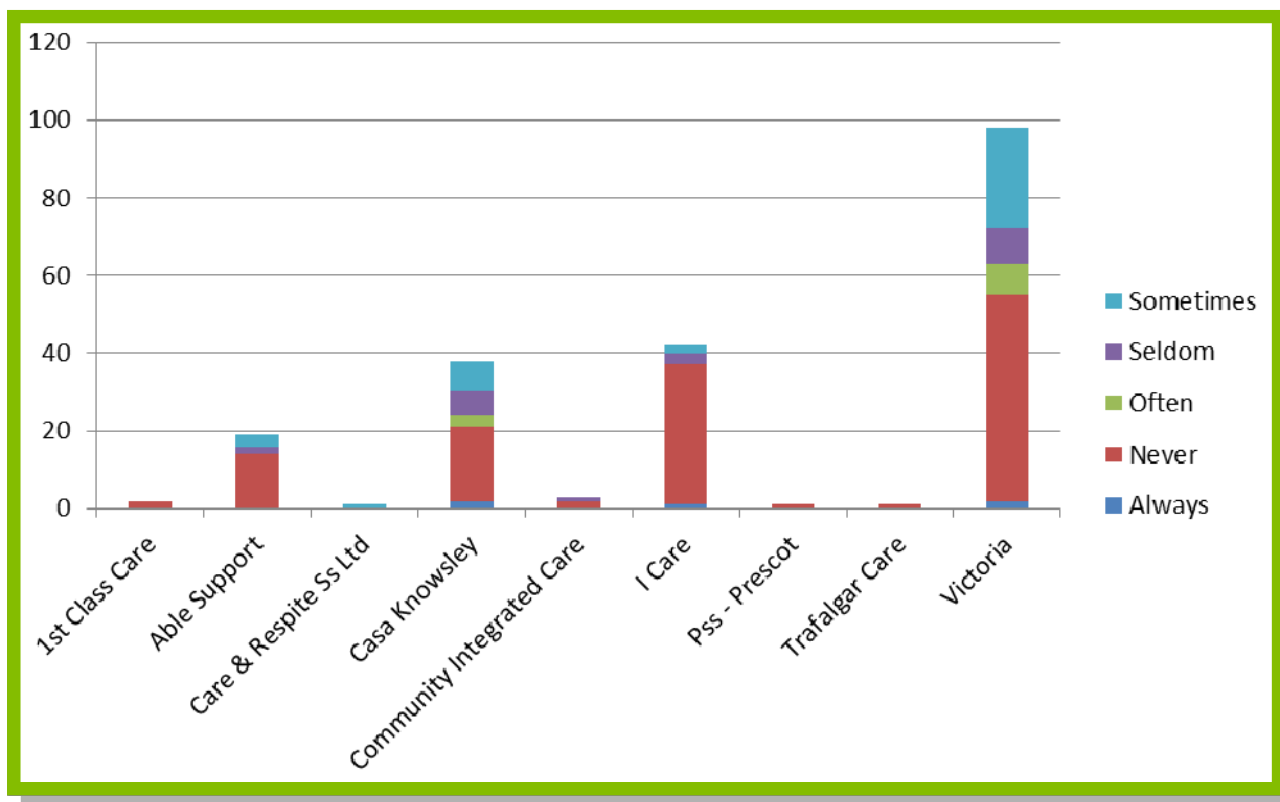
4.11 How often do you have your regular care workers changed for someone you don't know very well?



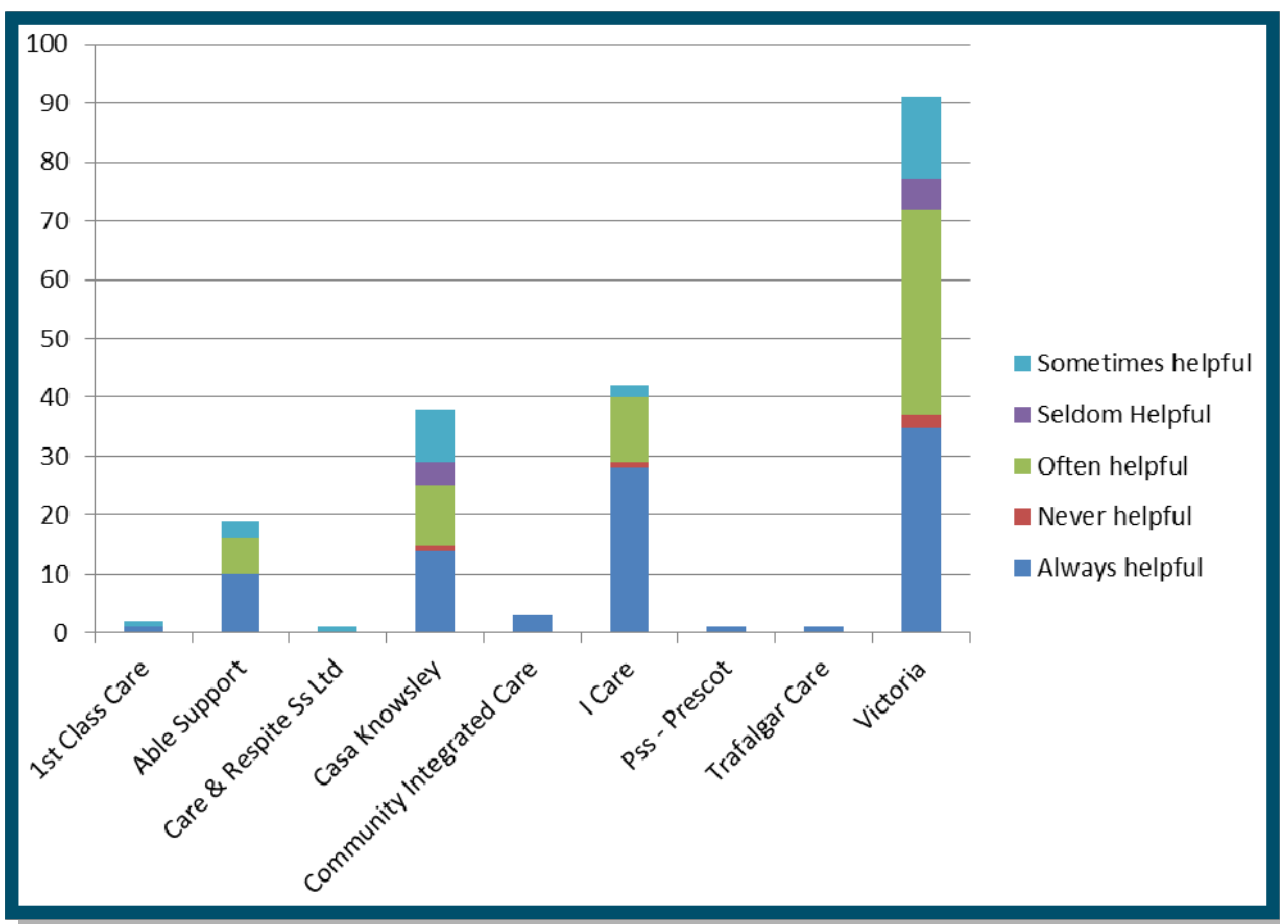
4.12 If your care worker changes, are you informed in advance?



4.13 If you need to call the office, do you have any problems making contact with them?





4.14 How helpful are the office staff?





5. Individual Agencies

5.1 AbleSupport Limited

Average Healthwatch rating		Average individual Healthwatch ratings	
 Average rating for April 2016-March 2017 (4.0478)		Quality of care	★★★★☆
		Quality of treatment	★★★★☆
		Staff	★★★★☆
		Communication	★★★★☆
		Safety	★★★★☆
		Appointment (Waiting times)	★★★★☆
 Overall average (3.8908)			
Do your care workers arrive within 15 minutes of the time they are meant to?		"Been coming very late at the moment - approx. 2 hours late - they are rushed off their feet - the latest they have been is 11.40am so mum is in bed until they come unless I am there then I can get her up or my Dad but he has a bad back."	
Always	8		
Often	5		
Seldom	2		
Sometimes	3		
Total	18		
How important is it to you that your care worker arrives on time?		"Everything is excellent if they could just come on time. Never been given any times - come at different times - At first there was a routine, now it has gone haywire and don't know when they are arriving I tell the carers what I want to eat"	
Extremely	3		
Moderately	7		
Not at all	2		
Very	7		
Total	19		
If your care worker is going to be late, are you told in advance?		"Girls are great"	
Always	5		
Never	3		
Often	3		
Seldom	4		
Sometimes	4		
Total	19		
		"Do change but know all the girls"	
		"Care workers don't change"	
		"Don't tell me but recognise all - so ok"	
		"Don't call the office - don't need to"	
		"** is happy with the care that he receives."	
		"Did not wish to answer the questions but said that he was happy with the service that he is receiving."	
		"For my needs they are very good"	

If you want a change in the time of your calls, does the provider make this change?	
Always	9
Often	2
Sometimes	2
Total	13
Do you know how long your carer should be spending with you on each visit?	
No	3
Yes	17
Total	20
Do the care workers stay the amount of time they are meant to?	
Always	12
Often	3
Seldom	1
Sometimes	1
Total	17
Do the care workers deliver all of the help that you need?	
Always	17
Often	2
Sometimes	1
Total	20
How would you rate the attitude of the care workers? (Prompt: friendly, treat you with respect, kind, professional etc.)	
Average/OK	2
Excellent	10
Good	8
Total	20
If your care workers prepare meals for you, do they offer you a choice of what to eat?	
Always	2
Often	2
Total	3

"I don't know what I would do without carers because I never had a family so I call the carers my daughters I never had and they come to see me twice a day. I suffered a stroke, I have arthritis and depression, they are my life line. I go to a club called "Breathe Easy", its once a month in New Town Hall. I went to the Stroke club once but I didn't know how often it was on. I don't go out very much but if I do I get a taxi to do my shopping. I have a niece that comes on a Wednesday sometimes but she lives in Northwich."

"I love the carers - everyone of them is lovely- am so happy with them, they will do anything for you - I couldn't be happier"

"I love the bones of ** - she is so nice - she is cheery, you feel a happy atmosphere when she comes into the room. Had the same carers for a long time"

"Happy with the service"

"Caring was good at the beginning then it went worse - contacted stroke association and care went ok for a while but feel that it slipping again. Were given a 5th call but this seems to be stopping - feel like there is pressure being put on my wife. EG- Dentist appointment - carers could not come out between 2 and 4pm and wife's dentist appointment was 3.30pm so no-one to dress her"

"Very grateful to carers - they are all brilliant. Excellent for me and my husband"

"Cannot fault the care but there are some issues at the minute so rating average."

"If I have an appointment, they arrange visits around me. If it wasn't for them I wouldn't be able to put on my support stockings."



How often are staff interrupted by calls on their phone whilst delivering your care?	
Always	1
Never	4
Seldom	6
Sometimes	9
Total	20
How often do you have your regular care workers changed for someone you don't know very well?	
Never	1
Often	3
Seldom	8
Sometimes	7
Total	19
If your care worker changes, are you informed in advance?	
Always	1
Never	10
Often	2
Seldom	2
Sometimes	2
Total	17
If you need to call the office, do you have any problems making contact with them?	
Never	14
Seldom	2
Sometimes	3
Total	19
How helpful are the office staff?	
Always helpful	10
Often helpful	6
Sometimes helpful	3
Total	19
How would you rate the service overall?	
Not Rated	16
Average/Okay	3
Good	6
Excellent	11
Total	36

“The care workers are fantastic, however, like any job, they are under pressure. If one of their patients are poorly and they have to contact other organisations then their whole day is out of sync. We have had issues with different care workers arriving that my wife was unfamiliar with so she would stay in bed because she had no confidence with them making transfers. We contacted the office and now she gets familiar faces most of the time.”

“We shouldn't get carers that we don't know. We should be informed when carers are going to be late. They agree to everything but can't supply it as they haven't got the staff.”

Question	Apr-16 Average	Jun-16 Average	Aug-16 Average	Jan-17 Average	Feb-17 Average
Do your care workers arrive within 15 minutes of the time they are meant to?	3.80	4.50	4.43	0.00	2.50
How important is it to you that your care worker arrives on time?	2.83	3.50	3.86	0.00	4.00
If your care worker is going to be late, are you told in advance?	2.83	3.00	4.00	0.00	1.50
If you want a change in the time of your calls, does the provider make this change?	4.25	5.00	4.40	0.00	5.00
Do you know how long your carer should be spending with you on each visit?	4.33	5.00	4.00	0.00	5.00
Do the care workers stay the amount of time they are meant to?	4.20	4.25	5.00	0.00	4.50
Do the care workers deliver all of the help that you need?	4.83	4.75	4.75	0.00	5.00
How would you rate the attitude of the care workers?	5.00	4.75	4.38	0.00	4.00
If your care workers prepare meals for you, do they offer you a choice of what to eat?		4.50	4.50	0.00	0.00
How often are staff interrupted by calls on their phone whilst delivering your care?	3.00	2.00	2.13	0.00	2.50
How often do you have your regular care workers changed for someone you don't know very well?	3.00	2.33	2.38	0.00	3.00
If your care worker changes, are you informed in advance?	1.67	1.00	2.71	0.00	1.00
If you need to call the office, do you have any problems making contact with them?	1.67	1.67	1.25	0.00	1.00
How helpful are the office staff?	3.00	3.00	3.00	0.00	3.00
How would you rate the service overall?	4.00	4.75	4.13	0.00	3.50

5.2 Casa Knowsley

Average Healthwatch rating	Average individual Healthwatch ratings	View all
 <p>Average rating for April 2016-March 2017 (3.8710)</p>	<p>Quality of care ★★★★★</p> <p>Quality of treatment ★★★★★</p> <p>Staff ★★★★★</p> <p>Food & Drink (if applicable) ★★★★★</p> <p>Communication ★★★★★</p> <p>Safety ★★★★★</p>	
 <p>Overall average (3.8908)</p>		

Do your care workers arrive within 15 minutes of the time they are meant to?

Always	16
Never	1
Often	19
Seldom	1
Sometimes	7
Total	44

“Have had some trouble - can be 20 mins to half an hour late”

“Morning calls arrive on time - afternoon calls can be late - up to 45 minutes late.”

“One carer arrives on time - others come at different times - can be up to an hour late”

“Sometimes they come late as they are really busy - have been 1.5 hours late a couple of times - Need to have morphine at 8am - If I don't have it at this time I get really bad back pain - They are due at 7.30am and have been coming at 9am”

“Tablets not given on time but resolved after I spoke to them”

“Majority are excellent - Some haven't got a clue what they are doing- Mum has recently received a friction burn - Spoke to Casa re this”

“All carers are really friendly”

“Carers have made a big difference to my health - as blood sugars were really high, they are still not right but they are much better”

“Carers are run off their feet - I think that this is wrong - Casa should not send them here, there and everywhere”

“Carers are nice - I don't demand anything”

How important is it to you that your care worker arrives on time?

Extremely	11
Moderately	13
Not at all	2
Slightly	2
Very	19
Total	47

If your care worker is going to be late, are you told in advance?



Always	4
Never	15
Often	10
Seldom	6
Sometimes	7
Total	42

If you want a change in the time of your calls, does the provider make this change?		"Carers are very good, do everything that they are supposed to do - just problems with them being late"	
Always	17		
Never	6		
Often	5		
Seldom	3		
Sometimes	3	"Every weekend there are changes as regular carers are off"	
Total	34		
Do you know how long your carer should be spending with you on each visit?			
No	7		"Office can't organise a pick up in Aintree"
Yes	39		
Total	46	"Carers are very good, do everything that they are supposed to do - just problems with them being late"	
Do the care workers stay the amount of time they are meant to?		"Sometimes they can be late"	
Always	22		
Never	3		
Often	7		
Seldom	1		
Sometimes	7	"Always interrupted whilst delivering care - It is Casa that call the care workers"	
Total	40		
Do the care workers deliver all of the help that you need?		"Care workers change often"	
Always	38		
Often	5		
Sometimes	3		
Total	46		
How would you rate the attitude of the care workers?		"Concerns are dealt with promptly and issues addressed"	
Average/OK	4		
Excellent	24		
Good	18		
Total	46		
If your care workers prepare meals for you, do they offer you a choice of what to eat?		"No set time for carers to arrive - meant to have 4 calls per day - 9/10 times come at 10am-11 and then back at 12, then back at 6pm and then 8pm - have complained 3/4 times and nothing has changed"	
Always	15		
Never	2		
Often	2		
Sometimes	2		
Total	21	"Asked carer how long office have asked to stay they say just go get stuff done and go - only stayed 20 minutes when she should have been there for 1 hour - Mum pays for this care so should be staying the full amount of time. Causes confusion as visits are on top of each other - tablets have had to be changed to suit the times that the carers arrive"	
If your care workers prepare meals for you, do they offer you a choice of what to eat?			
Always	15		"Carers themselves are great, there is just no structure - calls need to be split more"
Never	2		
Often	2		"Girls are excellent but structure is poor"
Sometimes	2		
Total	21		

How often are staff interrupted by calls on their phone whilst delivering your care?		How would you rate the service overall?	
Always	4	Average/Okay	13
Never	12	Excellent	13
Often	4	Good	19
Seldom	16	Poor	1
Sometimes	7	Very Poor	1
Total	43	Total	47
How often do you have your regular care workers changed for someone you don't know very well?		“The carers that I have got are good with me - I think the world of them. When I get regular carers, the service is excellent.”	
Always	3	“My carer is an angel. I would be lost without her”	
Never	3	“I can't say it's good and I can't say its bad - it is just average.”	
Often	6	“The last couple of months there have been a lot of changes which have affected my care - main one is that they have stopped meds call and said its no longer on your care plan - not always able to take meds myself - have to wait until someone is here to help me - son is there most of the time but there is the odd time that he is not. I need to sit up to be able to take my meds so there is the odd time that I cannot take them.”	
Seldom	16		
Sometimes	16		
Total	44		
If your care worker changes, are you informed in advance?		“Regular care workers are on time - when she is off can wait up to 3 hours - Fed up complaining - Been told that they have no staff - used to have carer for an hour and now it has been put down to 30 minutes not been given a reason why - but 30 minutes is quite sufficient”	
Always	11	“No set time - I know they will come - sometimes they come early, sometimes they come late”	
Never	25		
Often	3		
Seldom	6		
Total	45		
If you need to call the office, do you have any problems making contact with them?			
Always	2		
Never	19		
Often	3		
Seldom	6		
Sometimes	8		
Total	38		
How helpful are the office staff?			
Always helpful	14		
Never helpful	1		
Often helpful	10		
Seldom Helpful	4		
Sometimes helpful	9		
Total	38		

Question	Apr-16 Average	Jun-16 Average	Aug-16 Average	Jan-17 Average	Feb-17 Average
Do your care workers arrive within 15 minutes of the time they are meant to?	5.00	4.00	3.33	4.50	4.00
How important is it to you that your care worker arrives on time?	5.00	4.25	4.17	3.63	3.55
If your care worker is going to be late, are you told in advance?	4.00	2.75	2.80	2.50	2.44
If you want a change in the time of your calls, does the provider make this change?	5.00	5.00	3.33	3.20	3.93
Do you know how long your carer should be spending with you on each visit?	5.00	4.20	3.67	3.93	5.00
Do the care workers stay the amount of time they are meant to?	5.00	5.00	4.00	3.92	4.00
Do the care workers deliver all of the help that you need?	5.00	4.80	4.33	4.92	4.75
How would you rate the attitude of the care workers?	5.00	4.75	4.67	4.46	4.55
If your care workers prepare meals for you, do they offer you a choice of what to eat?	4.00	5.00	4.33	4.33	4.30
How often are staff interrupted by calls on their phone whilst delivering your care?	2.00	2.50	2.50	2.14	2.45
How often do you have your regular care workers changed for someone you don't know very well?	2.00	2.75	3.00	2.92	2.68
If your care worker changes, are you informed in advance?	5.00	2.80	2.00	2.36	2.05
If you need to call the office, do you have any problems making contact with them?	3.00	1.00	2.60	2.00	2.06
How helpful are the office staff?	3.00	3.00	2.80	2.83	2.81
How would you rate the service overall?	4.00	4.20	3.80	3.92	3.95

5.3 ICare



Average Healthwatch rating		Average individual Healthwatch ratings	View all
 <p>Average rating for April 2016-March 2017 (4.3250)</p>		Quality of care	★★★★★
		Quality of treatment	★★★★★
		Staff	★★★★★
		Food & Drink (if applicable)	★★★★★
		Communication	★★★★★
		Safety	★★★★★
 <p>Overall average (3.8908)</p>			
Do your care workers arrive within 15 minutes of the time they are meant to?		“All girls are very nice - all do a very good	
Always	31	“Carers are very good to me”	
Never	1		
Often	10	“Girls very good at their job. Prompt, polite and very helpful. Always take my needs as a priority and go out of their way for us. They are smart, well-groomed and follow all safety guides.”	
Sometimes	6		
Total	48		
How important is it to you that your care worker arrives on time?		“Saw carer in the morning - should have had a carer in the evening but no-one came - was left from 10.30am in the morning until 10am the next morning - Contacted the office re this - they said that they would get back to me but they never did. The carer said I wasn't on the list - I should get this care as I am paying for it.”	
Extremely	9		
Moderately	12		
Not at all	7		
Slightly	4		
Very	17		
Total	49		
If your care worker is going to be late, are you told in advance?		“Quite a few new carers at the minute - nice to see the same people”	
Always	16	“I get on with all the girls very well, they are really very helpful to me.”	
Never	14		
Often	7	“Don't know what time they are coming”	
Seldom	2		
Sometimes	5	“Depends on what needs doing - some days are worse than others”	
Total	44		
If you want a change in the time of your calls, does the provider make this change?		“Timings aren't spaced out well - give dinner at 1pm and are back to give tea at 4pm which is too early”	
Always	27	“Carers are very friendly and always ask if need anything else doing”	
Never	1		
Often	2		
Sometimes	4		
Total	34		

Do you know how long your carer should be spending with you on each visit?		"Sometimes they go a bit over. One does talk on her phone, all others don't"
No	7	"I am disgusted with the office as they have not got back to me"
Yes	41	
Total	48	"Sometimes they are late - can be up to 2 hours late sometimes - one carer left key inside so carers could not get in to see me."
Do the care workers stay the amount of time they are meant to?		"30 minute visit is 20 minutes as need to get to next job - 1 hour visit becomes 50 mins"
Always	32	"Don't need to know how long they should be staying - they are very good and always ask if they can do anything else"
Never	2	
Often	4	
Seldom	1	
Sometimes	3	
Total	42	"Some carers turn up late - sometimes just a couple of minutes late"
Do the care workers deliver all of the help that you need?		"Carers due to come out from 9am but have been arriving at 8am - still in bed at this time"
Always	42	"Not sure how long they should stay - they spend enough to do what they need to do - they are really good"
Never	1	
Often	4	"Happy with everyone - All very friendly and helpful."
Total	47	"I have never met such lovely people in my life - they are all considerate and I think they would go out of their way to help you"
How would you rate the attitude of the care workers? (Prompt: friendly, treat you with respect, kind, professional etc.)		"They do look after me, they are nice girls."
Average/OK	2	"Just one carer - left the key in the door twice and has left the door wide open"
Excellent	25	"Happy with the service"
Good	20	"Timings aren't spaced out well - give dinner at 1pm and are back to give tea at 4pm which is too early"
Total	47	Happy with carers - everything is alright
If your care workers prepare meals for you, do they offer you a choice of what to eat?		"Carers are very friendly and always ask if need anything else doing."
Always	16	
Never	1	
Often	2	
Sometimes	1	
Total	20	
How often are staff interrupted by calls on their phone whilst delivering your care?		
Never	32	
Often	1	
Seldom	8	
Sometimes	4	
Total	45	

How often do you have your regular care workers changed for someone you don't know very well?		"I never had to change times"	
Always	2	"Sometimes they do arrive on time and sometimes they don't"	
Never	9	"Don't mind them being a little bit late - like then early at tea time"	
Often	1	"Never called the office. Don't need to call the office"	
Seldom	26	"Doesn't matter to me when the carers arrive"	
Sometimes	9	"Happy with the service that I am receiving"	
Total	47	"Don't mind if someone else comes along"	
If your care worker changes, are you informed in advance?		"Get a rota so I know if someone new is coming"	
Always	15	"Carers have never been late"	
Never	18	"I choose own food"	
Often	1	"Just with one particular carer who is always on the phone"	
Seldom	4	"Tell them what would like for lunch"	
Sometimes	4	"Quite happy with the service"	
Total	42	"Sometimes carers are delayed"	
If you need to call the office, do you have any problems making contact with them?		"I pay for them and they are worth every penny I pay - I have no complaints"	
Always	1	"If regular carers are on holiday it can be disruptive"	
Never	36		
Seldom	3		
Sometimes	2		
Total	42		
How helpful are the office staff?			
Always helpful	28		
Never helpful	1		
Often helpful	11		
Sometimes helpful	2		
Total	42		
How would you rate the service overall?			
Average/Okay	2		
Excellent	26		
Good	17		
Poor	1		
Total	46		

Question	Apr-16 Average	Jun-16 Average	Aug-16 Average	Jan-17 Average	Feb-17 Average
Do your care workers arrive within 15 minutes of the time they are meant to?	4.00	3.75	4.63	4.88	4.55
How important is it to you that your care worker arrives on time?	4.00	3.75	3.50	3.00	3.21
If your care worker is going to be late, are you told in advance?	4.00	2.50	3.00	3.63	3.27
If you want a change in the time of your calls, does the provider make this change?	5.00	4.83	4.83	4.33	4.67
Do you know how long your carer should be spending with you on each visit?	5.00	4.50	4.50	4.55	4.27
Do the care workers stay the amount of time they are meant to?	5.00	4.14	5.00	4.37	4.47
Do the care workers deliver all of the help that you need?	5.00	5.00	5.00	4.89	4.67
How would you rate the attitude of the care workers?	4.00	4.43	4.29	4.55	4.71
If your care workers prepare meals for you, do they offer you a choice of what to eat?	4.00	5.00	5.00	4.75	4.45
How often are staff interrupted by calls on their phone whilst delivering your care?	0.00	1.25	1.14	1.66	1.47
How often do you have your regular care workers changed for someone you don't know very well?	3.00	2.50	2.86	1.67	2.18
If your care worker changes, are you informed in advance?	1.00	2.71	3.28	3.25	2.53
If you need to call the office, do you have any problems making contact with them?	1.00	1.00	1.00	1.50	1.35
How helpful are the office staff?	3.00	3.00	3.00	3.00	2.90
How would you rate the service overall?	4.00	4.29	4.29	4.67	4.50

5.4 Victoria Community Care

Average Healthwatch rating		Average individual Healthwatch ratings		View all
 <p>Average rating for April 2016-March 2017 (3.6944)</p>		Quality of care	★★★★☆	
		Quality of treatment	★★★★☆	
		Staff	★★★★☆	
		Cleanliness	★★★★☆	
		Food & Drink (if applicable)	★★★★☆	
		Communication	★★★★☆	
 <p>Overall average (3.8908)</p>				
Do your care workers arrive within 15 minutes of the time they are meant to?		<p>“Sometimes they don't turn up at all. Sometimes hours late or 2 come at a time. Often a Sunday morning they can be late - it is often that the messages have not passed from the office. Regular ones come on time and are great.”</p>		
Always	37			
Never	4			
Often	36			
Seldom	8			
Sometimes	20			
Total	105			
How important is it to you that your care worker arrives on time?		<p>“Supposed to come approx. 8.30am - sometimes ring up to let me know that care worker is late. Often 2.5 hours late so just ring up and cancel as have doctors/hospital appointments.”</p>		
Extremely	19			
Moderately	14			
Not at all	6			
Slightly	6			
Very	62			
Total	107			
If your care worker is going to be late, are you told in advance?		<p>“They can be up to 2 hours late - at breakfast and dinner”</p>		
Always	31			
Never	36			
Often	3			
Seldom	20			
Sometimes	14			
Total	104			
If you want a change in the time of your calls, does the provider make this change?		<p>“They don't commit or give a time that they are going to come out - rang up a few times re this - he just gets "shoved in" when there is a bit of time”</p>		
Always	39			
Never	9			
Often	10			
Seldom	7			
Sometimes	8			
Total	73			
		<p>“Victoria are a waste of space - carers coming at anytime - spoke to Victoria re this said they would do morning calls between 8am and 9am and this never happened - They don't do what is on my care plan - I have to do it myself - They don't do what they should - they just talk to me. My main carer is my sister in law - she does everything for me”</p>		

Do you know how long your carer should be spending with you on each visit?		“Asked for a call at 8am as had a physio course at hospital - this didn’t happen often - very irregular.”
No	14	
Yes	88	
Total	102	“Sometimes they just shout are you ok and go. Should ask whether want anything to eat and drink and make sure have taken tablets - they don't do this often, only the odd one or two. They say that they can't give tablets as haven't got a MARS sheet.”
Do the care workers stay the amount of time they are meant to?		
Always	57	
Never	3	
Often	19	
Seldom	3	“7-8 calls to phone per visit (Saturday and Sunday) - work related calls. On a Saturday and Sunday I never know who is coming. Not mentioned this as I mentioned it once and nothing happened. Nobody arrived - only time somebody came was when I had a fall - this was about 6 weeks ago and somebody came to see me about this but don't know who.”
Sometimes	11	
Total	93	
Do the care workers deliver all of the help that you need?		
Always	78	
Never	2	“Office staff sometimes don't speak to you - wait a few minutes and then hang up.”
Often	9	
Seldom	4	
Sometimes	10	
Total	103	
How would you rate the attitude of the care workers?		“Carers are excellent but not too sure about office staff - often don't pass messages on.”
Average/OK	13	
Excellent	45	“Carers are great - cannot fault them - should be paid more - they are fantastic”
Good	40	
Total	98	“Not bothered by times, they come and care for me - they are fantastic”
If your care workers prepare meals for you, do they offer you a choice of what to eat?		
Always	30	
Never	2	
Often	11	
Seldom	1	
Sometimes	8	
Total	52	
How often are staff interrupted by calls on their phone whilst delivering your care?		
Always	1	
Never	30	
Often	20	
Seldom	24	
Sometimes	27	
Total	102	

How often do you have your regular care workers changed for someone you don't know very well?		"Male carer comes most days, he is always friendly and courteous. Very professional."	
Always	7	"Very happy, they do a great job. They help with shopping and bring it back. Thank you so much everyone is so kind."	
Never	7		
Often	21	"Last night they didn't turn up at all - they should have arrived at 8pm but by 9pm we went to bed. Very upset about this. Bed was wet as my wife hadn't been changed from lunchtime - carer changed my wife in the morning - carer told me that this has been reported"	
Seldom	43		
Sometimes	22		
Total	100	"Often late - can be up to half an hour late"	
If your care worker changes, are you informed in advance?		"One carer is late - can be up to 2 hours late - I am a diabetic and I need to take insulin"	
Always	16	"If they have done everything that is needed, I wouldn't object to leaving early. If they have overlooked or rushed to get away then I would feel aggrieved."	
Never	56		
Often	6	"It varies never know what time they are going to come."	
Seldom	9		
Sometimes	12		
Total	99	"Sometimes can be 30-45 minutes late - have had to phone up and ask if carers are coming out"	
If you need to call the office, do you have any problems making contact with them?		"Sometimes they can be a couple of hour late."	
Always	2		
Never	53		
Often	8		
Seldom	9		
Sometimes	26		
Total	98		
How helpful are the office staff?			
Always helpful	35		
Never helpful	2		
Often helpful	35		
Seldom Helpful	5		
Sometimes helpful	14		
Total	91		
How would you rate the service overall?			
Average/Okay	17		
Excellent	31		
Good	44		
Poor	5		
Very Poor	5		
Total	102		

Question	Apr-16 Average	Jun-16 Average	Aug-16 Average	Jan-17 Average	Feb-17 Average
Do your care workers arrive within 15 minutes of the time they are meant to?	3.40	3.71	4.15	4.00	3.83
How important is it to you that your care worker arrives on time?	3.80	3.86	3.54	3.71	3.86
If your care worker is going to be late, are you told in advance?	2.20	2.00	3.08	2.89	2.82
If you want a change in the time of your calls, does the provider make this change?	2.75	4.00	4.13	3.96	3.78
Do you know how long your carer should be spending with you on each visit?	5.00	4.73	4.00	4.11	4.76
Do the care workers stay the amount of time they are meant to?	4.80	4.35	4.27	4.37	4.24
Do the care workers deliver all of the help that you need?	4.60	4.27	4.55	4.58	4.56
How would you rate the attitude of the care workers?	4.40	4.42	4.55	4.50	4.62
If your care workers prepare meals for you, do they offer you a choice of what to eat?	4.00	4.43	4.14	3.94	4.62
How often are staff interrupted by calls on their phone whilst delivering your care?	2.60	2.47	2.18	2.29	2.51
How often do you have your regular care workers changed for someone you don't know very well?	3.60	3.14	2.80	2.62	2.68
If your care worker changes, are you informed in advance?	1.00	1.61	3.27	2.00	2.32
If you need to call the office, do you have any problems making contact with them?	2.00	1.26	2.09	2.23	1.91
How helpful are the office staff?	2.75	2.92	2.90	2.94	2.87
How would you rate the service overall?	3.67	4.13	4.25	4.00	4.00



6. Additional Comments

6.1 Casa Knowsley

- One carer is brilliant.
- Times not good - 10.30-11.30 breakfast
- Don't have a set time
- Don't know how long they should be staying
- I am thankful for the service
- Odd days were they don't turn up at all
- I panic if I don't know who is arriving
- Office call them to do extra calls
- Complained recently as meds were wrong - so had to go through meds sheet myself
- Can never get through
- Say same thing all the time and nothing gets done
- Some do, some don't
- Nice to know when they are going to arrive
- Morning carer stays for full time, evening carers don't
- Not got a set time - they come to suit me - works well
- Most of them don't answer the phone if they are working
- Good relationship with the carers and the office
- No problems at all - very pleased
- Sometimes they stay longer
- Very nice, very polite, very obliging - couldn't fault them.
- Never late
- Never rang
- Don't change calls if ask
- I have to ring the office all the time, they never ring me. If I have new carers, I have to tell them what to do - they don't look at my care plan.
- Carers are coming out at different times - say I am on the list but I am not aware of it.
- Quite happy with the service - Carer is very good
- She should stay 30 minutes but the care I need doesn't take 30 minutes - If I needed 30 minutes I am sure she would stay - 10 mins of this is travelling time
- Weekend carers are not as good as regular carers
- I get different carers during the weekend
- I don't think the office staff all know what they are doing
- The other Sunday no-one came for my breakfast call - I did insist that I would not pay for it.
- By and large, I am reasonably happy
- Have had one carer for 15 years
- They change them but with quite a bit of moaning
- It is the office that always rings
- This can vary from week to week dependent on staff numbers
- Not always helpful depends on what you ring up for
- Sometimes they don't stay for the full time that they should
- Have been changing lately since they have been taking more people on
- Morning visits are important as Uncle needs stoma bag changing
- Can't answer as I am not there all of the time
- They do try - issue with morning visit being too late and the carer leaves at 11am and comes back at 12.30 to give lunch - not long had his breakfast - have contacted Casa who said that they will look into it.
- Uncle has taken to one particular carer and have asked Casa if she can be Derek's designated carer and this has more or less happened - Generally happy with the service.

- Always calls from the office
- Turned up 2 hours late - called the after hours service and asked why no-one had called - carer had been trying to call the office and the office did not answer - this is an issue.
- Often goes to answer machine so you can't get through.
- Regular carers are fantastic. Can't fault them, they have my mums best interest at heart. Very caring for my mum - it is the inexperienced girls that are the problem. Happy with the service but my wife gets agitated if carers not on time
- Carers have never been late
- regular ones always on time, no problem if 10 mins late but will ring up if they are too late
- Sometimes office get mixed up, some carers may come at different times but this is very rare.
- Am happy with service - can't fault carers
- If we have a stand in carer - they are not told about my husband's illness - that's not the carers fault, that is up to the company to explain
- Just been appointed a new carer - previous carer kept taking time off all the time
- Previously I would have to ring up when the carer had not arrived and they would say ""they are not coming in today"" so we were left with no carer.
- I am on list as time critical but morning call is never for the agreed time of an hour - can be just 40 mins
- Depends what carers come - a lot of the carers don't know how to put a conven on - he has to tell the carers exactly how to do it
- A couple are good but the rest are average
- Fri and Sat have whoever is on the list
- Should tell if someone different as Daughter has Autism
- Staff have all changed
- Service is not very good at all
- A lot of the time on the rota it says that no carer is allocated - Some of the time no-one comes out at all
- "The office staff never phone back when they say they will.
- I understand it is difficult, but my parents would like an early visit every day and as it is a service you actually pay for I would expect this at least 95% of the time. Weekends always a problem. Communication between staff and office not always good.

6.2 I Care

- They are nice girls
- Never been late
- I am quite happy with the carers
- Carers have never been late
- It would be a big process
- Carers are really good
- Put into changes I request in place within a week
- They are lovely
- Am very pleased with the care - It has helped me a lot.
- The girls are wonderful
- Two new girls started - they are lovely
- I can't fault the service at all - they are all lovely

6.3 Victoria Community Care

- Arrive anytime - can arrive up to 45 minutes late
- Can sometimes be late or earlier than planned - Can be up to 2 hours early
- Could be late - up to 3 or 4 hours late
- Could be late or did not show up at all
- 11.05pm - carer arrived should have been there at 9.30pm
- One time they should have been there at 4.30pm - rang at 6.30pm to let know that someone was on their way
- Doesn't matter - as me and my brother are there - was a worry before but it is ok now
- Most recent was 10.27pm for 8pm

medicine call

- Am able to make own food and drink currently, but will need extra care as due to have an operation.
- They often just come in, write in their book and go. Waste of time to contact the office, as they don't listen.
- They barely do what they need to do.
- Daughter
- Do what is on the plan but don't go the extra mile
- It is extremely important that the carers arrive on time due to medication.
- Occasionally the carer is not told of the time has been changed.
- The on call carers never provide the care - they never read the care plan.
- Regulars are excellent - on call carers are very poor.
- Usually it is the agency that call.
- I would like the same carers. I don't like the on call carers - they never provide the care that I need.
- I am answering this questionnaire on behalf of my mother. My concern is that there have been occasions where there has been, what I believe to be no care, usually on a Wednesday between 1.30pm and 2.30pm, There are no entries in the log book. However, I believe that this has improved but I still have concerns that the council is paying for a service that is not being delivered 100%.
- Hate having random carers who I don't know - I prefer my regular carers, I prefer a mature carer, hate the random carers only staying for 20 minutes when my call is 30 minutes. Daughter constantly calls co-ordinator to inform them of this but still occurs with the random carers.
- No more comments - I feel that the care I receive from all my carers have been very good
- Form sent back in post
- Regular care workers being changed is a very big problem with Dementia patients! We tell the office of any problems but actions are really responded to. Very poor communication. Care workers NEVER stay for the whole time - if they did more would be done.
- back in the post
- Form sent back in the post
- Should be informed when a new carer is coming
- Happy with carers
- Had to change times myself and then it went wrong - sent someone when my son had told them that I was at the hospital - she came into the house when no-one was in
- Stayed for full time on 15 minute call but not on the hour call
- 2 of the girls were excellent
- Service overall was very poor - need compression garments on legs - some girls did not know how to do them and then left- another girl really struggled to put them on. Went to see the training officer who did not know what compression garments were
- Some of your questions should allow for comment as for instance the care company do not provide meals for my parents, we pay for somebody to do this on a separate basis, the turning up on time is an issue and it never ceases to amaze me the care company are more like a taxi company rather than a company caring for the old. No notice if late, no cover for absent staff and coming at 10:30 pm rather than 8:30pm has all happened. It is a disgrace. Some of the carers are good and some are terrible.
- If call is more than 10 minutes later I cancel and am assured that I will not be charged for the call
- Because I am not billed directly although I pay the full cost of my calls. I do not know whether I have been charged via direct debits
- I have asked Victoria to resolve this (my request was in writing on their receipt survey of service user

satisfaction.

- Lack of communication - never told me that they were going to be late - this is all logged by KDC
- They did in the end due to pressure from above
- Some were incompetent - asked one to cook my tea and was told that he couldn't - Regular Carers ok - office is the problem
- Office used to call on landline to speak to the carers
- Carers would tell me if they are changing - there would be chaos when they came as I have anger issues
- Not happy with the service overall
- Lose a lot of hours and never get them back
- Marvellous
- My carers are excellent. No problems at all with my agency
- Office call staff when they are caring.
- Let me know earlier when there is a problem and if someone different is coming as it is really important that the carer knows Joan's care package.
- Carers are brilliant.
- Office staff don't always do what you ask.
- Only problem is weekends.
- have to ring up sometimes to find out if they are late
- Never changed times - they suit me
- I know what I want to eat
- Sometimes the office ring
- Generally it is bad at the weekend as a lot of carers don't work at the weekends, so you can wait around
- Good during the week but poor during the weekend
- Overall, I am happy with the service
- The attitude of the care worker makes the difference - he has a bond with my Dad. I am sure everyone he goes to has the same comment to make - he is very kind.
- Don't know what happens during a weekend - different carers / can be late and get agitated
- Happens during the weekend - But have the same carer Monday - Friday
- Sometimes they are late
- Not changed time of calls
- Don't know what carers are supposed to do - don't have a care plan - they just give medication
- Today, time was 9am and had to get an on call - carer arrived at 10.05am - Sometimes they can be 30 minutes late
- Some are excellent, and some are poor
- Weekends are poor - tend to be late - can be one hour late on a Sunday night - not all the time, just on occasions
- regulars are very good - others are not as good
- Line never got answered - apparently they never answered all day
- Some are helpful some are not - mostly the service is pretty good - don't let you know when the carers are going to be late - it would be a big help if they let you know
- Regular carers are very good - they keep the service going
- Don't have a set time
- Never changed the time of calls
- Carers are lovely
- Don't know what time they are supposed to arrive
- Carers don't change
- It is only ever the office that are calling them
- Don't like it when regular carers are changed and they should inform you
- Rang the office for 15 minutes and no answer so had to ring back - the carers have the same problem
- Don't always get support calls - they don't always get covered - have to ring the office to see what is going on and often just tell them to forget about it.
- No problem with the carers themselves - if there is a problem, I will ring the office and tell them not to send them again
- Don't mind new carers

- If you ring in the afternoon - no-one answers
- Very disconcerting in the morning - carer should arrive at 8am but arrives at 8.25am because she has been doing a 7am call - this happens a couple of times per week
- Very happy with the carers
- Timing is the most important - don't like late calls
- Sometimes seem to palm you off
- Carers are good - office average
- As I use catheters - Told carers can't do between 8am and 9am but could do 11am - social worker said it was ok - but not ok with me as need my catheter changing
- I do it all myself - they only have 15 minutes - they couldn't possibly do what they need to do - it is impossible
- The care workers are brilliant - it is just their bosses
- Don't have a regular care worker - they are different all of the time - would like to know why I have not got a regular care worker
- They have only ever rang me once - no-one comes to check what the carers have put in the book
- The carers are brilliant - they have too much work put on them.
- don't have a rota - some of them will argue with you
- carers not always told how long they should be spending caring
- Good workers are good - others who come in and go - some are professional and some are not
- some get more than others
- Every weekend - it is a nightmare as they don't know what they are coming to
- Need to have insulin injections so can have something to eat
- Not sure how long carers should stay
- Sometimes it is not the carers fault
- Only if on holiday - my usual carer hasn't been for about 1 week - so having other carers
- Only problem is when carer is off - you don't know who is coming. They are all lovely with me and stay with me.
- Carers have never been late - I am very lucky
- don't think they can change the times as needs to be 24 hours between morphine
- Happy with the service
- have asked for a change to the night calls - nothing has happened. Late call is 8pm and came at 6.45pm once - I had to send her away as it was too early.
- A couple are patronising - can talk down to you
- I hate it when they are late - sometimes they are early - the earlier the better within reason
- Should stay for 15 minutes but only stay for 5 but do everything on my care plan
- Sometimes they don't stay for the required time but that doesn't matter to you at the moment - they have completed everything on the care plan when they leave
- Sometimes I am disappointed but I am easy going so I accept it
- Should stay for 30 minutes but only stay for 15 minutes - they have done everything that they should have done
- Never want to change time - very happy with the carers
- They make change but it doesn't last long
- At least once on every call
- Only change when people are on holiday
- Am very pleased with the service - a lot better than some agencies
- Say they are very busy and don't stay the full time - leave dirty dishes - usually late on at night when they are rushing.
- Office staff are very pleasant on phone but doesn't mean you get what you have asked for.
- Lack of staff and a lot of walking in between visits and they are not paid

for this. Its not the carers fault - they have too much on.

- The girls who come are lovely.
- I just think carers need to engage more with the people they are visiting and spend the time they are supposed to as we are also paying towards it.
- Regular carer at present on a 2 days a week course so I do not have a regular carer for 2 days and I find it hard to cooperate with new faces and I am lazy in getting my shower etc. Dad encourages me to but not always do it.
- If anything out of the norm occurs regarding my sister, the carers always contact me, this is most assuring.
- Service is very good
- Some are very good - about to dismiss a carer - not compatible with me. Had a plethora of care workers coming in - don't know who is who, I think it is wrong.
- 2/3 are excellent, the rest are not.
- I like to know who is coming - a couple of girls in the office will let us know but some don't.
- *Think carers are excellent but concerned about the training that the carers get in moving and handling - when I asked carers what training they had - they had said that they have often only seen pictures of equipment and not used. One carer nearly dropped Alison when using the sling. So now I ask if they know how to use the sling and watch them. You do not hear any updates on training. Would appear that overall training is not continuous*
- fairly inflexible
- Regular ones do - no regulars can be late. One carer my mum doesn't like (have asked not to send her) - call should be at 5pm and she arrived at 4.40pm and was gone at 5.01pm and it should be a 30 minute call. Some carers only stay 13 minutes or 8 minutes - have raised this as my mum pays for her own care - This is not regular carers. The regular carers are fantastic.
- Regular carers stay - carers have been told by the agency that if they are done after 20 minutes they can go. My mum is paying for a 30 minute call - I have complained re this and asked for the time back but never get it.
- Regular carers do - care plan does not get implemented with non-regulars. Mum has lost a lot of weight so needs to be encouraged to eat - this is not implemented with the non regulars.
- Regulars are excellent
- Requested not to send a specific carer and they still sent her. Communication isn't good. Need to chase everything up with them.
- Regular carers good.
- Mum has Dementia and needs familiarity. Got "Time for me" vouchers off social services and have been told by the provider that they have not got the resources to look after mum while I use them.
- Excellent for the majority of the carers
- Very rarely informed if they change
- All the carers are excellent, some will go above and beyond - doesn't seem to be continuity.
- Mum has been having care for approx. 11 years.
- Carers need to be trained on mental issues such as Dementia as well as the practical training - should be a list informing carers of issues that cared for has. Sometimes they send people who don't have an understanding. Overall, it is a hard job, there are not a lot of people who could do it.
- Sometimes they don't turn up at all - have had a meeting in January so it seems to have improved a bit
- Had a meeting as some carers were only staying only 5 minutes - this has been ironed out
- We wouldn't be able to function without the carers
- Carers are brilliant - am happy with what I see
- Does everything that is on care plan

- Cannot fault the carers
- Think the service is good considering what they have to do
- Carer got someone to come in and cut Dad's hair - Which was good
- Mum gets choice for lunch but makes her own tea
- Carers are always changing
- Care package was put in place with the bare minimum - basic care needs - the care package that he has is useless.
- Weekends are terrible - office don't know where the staff are - could be up to an hour late - when he needed his pad changing. All over the place at tea time - meals are no longer on the care plan but were on the previous care plan
- Changed morning calls but not afternoon calls which I asked specifically for so things have been made worse
- Have asked for care plan to be updated but nothing has happened - they haven't even rang - twice medication has been left on the side in the kitchen - This has been written in the book
- Some are good, some are poor and one doesn't even take her coat off
- Never call you back
- Can get a bit anxious
- Carers are always polite
- Most of them are very good - some do nothing.
- - A lot of on calls - regular carer is fine - A lot of messing on a Sunday - new carers
- On calls don't have to stay for that time - a lot do but some don't
- Sometimes the office will say that they will do something and they don't
- No complaints - regular carers are good
- Loads of issues with Victoria - raised and managers don't get back to you. Incorrect times put on time sheet - carers said they were there until 11.50am - no one was there at 11.15am. One carer didn't know there was a key safe so Mum missed her breakfast as carer couldn't get in. 2 of the carers are ok. Last couple of weeks have been ok.
- Not happy with the level of cleanliness - they don't often clean the floor properly.
- Depend on the carer - can be an issue if Dad has hospital appointment
- One guy is a star
- Spoke to son who said that his mum is 91 years old and is deaf and her short term memory is poor. Her son said that it is inappropriate to call his mum as she will probably answer yes to all of the questions. He said that nothing changes no matter who you complain to. He didn't go into any detail but said that some aspects of the care is good but there are a lot of issues which are not addressed. He said that KMBC are unable to do anything to change the service.
- If they are late, she may have had her breakfast as son has done that and there is not a lot for them to do. Regular care workers are really good and won't go until they are done.
- Carers change a lot and Mum doesn't feel comfortable with them. Raised this with the office and they haven't done anything about it
- You can get through to them but it takes a while for the right person to get back to you
- 2 carers - excellent - very happy
- Never had to change times
- Called office when carer was 20 mins late - automated service to call a mobile number - got asked why calling as it was an emergency - arrived 30 minutes late
- Got told off for not telling staff that my daughter was in respite - when had already let them know
- Majority of carers are OK - the rest leave a lot to be desired.
- Since March 2016 - have had 7 safeguarding issues - never been resolved. Looking for another provider. Andrew Lavin has attended Safeguarding meetings. My daughter

has had a carer for 17 years and never had issues like this. Provider is horrendous.

- Sunday is a hit and miss as regular carer doesn't work
- They stay but don't feel that they need to
- Regular carer is fantastic - others can be poor or fantastic - recently, one carer didn't speak or smile
- Only when carer is on holiday - this can be a nightmare
- Thinking of getting rid of carers as cannot afford it - have never been so poor - has gone up to £48 per month
- Q11 - No carer available on Friday (3rd March) Office called and informed that there wasn't anyone available - Only happened once
- Nothing to complain about and if there was I would
- Spoke to wife
- Sometimes carer stays longer than they should - Andrea, she is really good
- Staff ignore phone calls from office when providing care
- Carer was due to arrive at 7pm and they did not arrive until 9pm. I rang the office and got no answer. All new carers this week as regular carer is on holiday. Have to tell the carers everything.
- Reported a carer as left tap running for 2 hours and was singing in my face - this got sorted out.
- There is one care worker who stays the full time and delivers the care I need
- They barely do what they need to.
- Some carers are good and some are not.
- Unhappy with the service - thinking of changing service as it's not good - some day's no-one turns up.
- If I cancel as have hospital appointment, they still turn up.
- Very trustworthy and helpful and polite and always on time.
- Wonderful people. Care workers are excellent. Very helpful when they come. Issues with the timing.



7. Healthwatch Knowsley

What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that people's experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

Our Values

- **Inclusive** - we put communities first, working with children, young people and adults
- **Influential** - we are responsive, setting the agenda and making change happen
- **Independent** - we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** - we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** - we work in partnership with health and social care organisations to keep the debate positive and we get things done



8. Healthwatch Knowsley Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



9. Contact us

Contact Details

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Website: **www.healthwatchknowsley.co.uk**

Or if you would like to share your experiences of Health and Social Care please visit our feedback centre at

www.healthwatchknowsley.co.uk or telephone a member of the team.



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