

**What do you think about the future of
community care, now, next year and
next decade?**



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Who are Healthwatch?

Healthwatch Swindon are an independent champion for people who use health and social care services. We're here to make sure that those running services, put people at the heart of care. As an independent statutory body, we have the power to make sure that NHS leaders and other decision makers listen to your feedback and use it to improve standards of care. We are here to listen and understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that people's worries and concerns about current services are addressed. We are totally independent and can provide you with impartial and independent signposting advice. We are part of a network of 150 local Healthwatch across England.

Who are First City?

First City are a Swindon-based provider of care services in the community. Since being awarded a contract by Swindon Borough Council in early 2018, they have been the lead provider of homecare in the town, delivering approximately 7,000 hours per week and subcontracting approximately 9,000 hours per week to subcontractor organisations who deliver on their behalf.

First City works in partnership with organisations and residents within Swindon to enhance the wellbeing of the people they support and to contribute towards the delivery of population health outcomes.

As lead provider, First City coordinates referrals and care packages for individuals in Swindon – this includes managing and facilitating the flow of patients from hospital to community settings so that people receive support in the right place and at the right time.

First City collaborates with other providers to look to evolve and improve community for the benefit of those that require it, their loved ones and all stakeholders across the social care system.

What is Community Care?

Community care services look to enable individuals who require care and support to live within their own homes and communities for as long as possible. This can take a number of forms including personal care, support with domestic tasks, recreational activities and technology-enabled care.

Community care is provided to adults of working age and the elderly with a range of different needs and requirements.

What did we do?

Working collaboratively, Healthwatch Swindon and First City developed and shared a questionnaire asking people's views. Healthwatch Swindon also took this out into the community attending various community cafes across Swindon. First City offered the questionnaire to those currently receiving care and to staff members. The Survey ran from late August to Mid-October 2023.



What did we find?

We received 128 responses to our survey and engaged with approximately 398 people discussing their health and care needs.

In addition to the survey, we discovered that a key area of importance for the LGBTQ+ community is a need for understanding and respect. With many experiencing isolation or their preferences not being taken into account when it comes to health and care.

This was also echoed amongst those with Learning Disabilities and from Asian communities.

 I feel like we do get treated and spoken to differently being Asian. 

Since the start of 2023, we have received 21 pieces of feedback around social care. With a common theme of feeling misunderstood and the need for better communication.

With some feeling forced into paying privately for personal care due to being unable to access community care through social care providers. All of which leaves the individual feeling isolated and disempowered about their choice of care.

Another example of poor communication is when an individual has been discharged from hospital. Whilst great efforts have been made to improve this at Great Western Hospital. It still leaves a level of uncertainty between who will provide what and when.

How do you want to feel at home?

It is clear that people want to feel safe and secure when cared for in their home, with a clean and comfortable environment. People also want to have control over their daily routine and to feel happy when at home.

1. How do YOU want to feel at home?It is important to you?Select your 3 most important			
Answer Choices		Response Percent	Response Total
1	To feel safe and secure in my home		89.76% 114
2	To have control over my daily routine at home		56.69% 72
3	To be able to entertain friends and family at home		18.11% 23
4	To have a clean and comfortable home environment		71.65% 91
5	To be able to access my local community from my home		16.54% 21
6	To feel happy when at home		52.76% 67
7	Other (please specify):		1.57% 2
		answered	127
		skipped	1

Other (please specify): (2)	
1	To be independent at home with the necessary aids to help me everyday
2	To be understood.

What do People expect from Services?

People want good communication from the service provider and good quality of service. Along with staff treating them with respect and kindness.

2. What do you expect from services?'Thinking about any service you may use from electricians to gardeners what is important to you?Select your 3 most important			
Answer Choices		Response Percent	Response Total
1	Communication – the service provider tells me when they will visit and what the service will look like		70.08% 89
2	Quality – The service provider completes a good job		74.02% 94
3	Information – I am kept up to date about what is going on with my service		39.37% 50
4	Competence – the service personnel are experts in their profession		46.46% 59
5	People – service staff treat me with respect and kindness		66.14% 84
6	Professional – staff are polite dressed appropriately		21.26% 27
		answered	127
		skipped	1

What do People Expect from Services?

People wanted to feel like their views are listened to and that the service provided is flexible based on the individual's lifestyle and allows them to stay as fit and healthy as possible.

3. What do you expect from support services? Support services could be defined as healthcare, therapy services or any other service that helps you physically or mentally. Select your 3 most important				
Answer Choices			Response Percent	Response Total
1	It is important that support services listen to my views		78.74%	100
2	It is important that support services use technology where appropriate		17.32%	22
3	It is important that support services are flexible based on me and my lifestyle		58.27%	74
4	It is important support services help me get better		37.80%	48
5	It is important support services help me to stop getting ill in the future		20.47%	26
6	It is important support services help me to connect with my community		13.39%	17
7	It is important support services help me stay fit and healthy		45.67%	58
8	It is important that support services involve my family and listen to their views		33.86%	43

What Is the Important to people when planning the type of care to be delivered?

People want to be involved in their support, enabling them to remain Independent and be treated with respect. People also want to feel in control of the support they are provided with.

4. Community care is regulated by the care quality commission. Providers of community care deliver personal care services in your home to help people remain living at home for as long as possible. Examples might include helping people to get into bed or use the toilet. Thinking about this what is important to you Select your 3 most important				
Answer Choices			Response Percent	Response Total
1	That I am involved in my support		56.00%	70
2	That I am in control of the care and/or support planning		43.20%	54
3	That I know who will help me		27.20%	34
4	That I know when and where my support will be provided		42.40%	53
5	That technology is used appropriately e.g., it may be somebody can call me to check I'm ok and come and visit me if I need help		10.40%	13
6	That my community care provider also helps me be fit and well		16.00%	20
7	That my community support provider connects me to other services I might need		26.40%	33
8	That my community support provider helps me maintain or grow social networks		4.80%	6
9	That my community provider helps me continue start attending community activities clubs and events		6.40%	8
10	That my community support provider will treat me with respect		49.60%	62
11	That my community support provider will enable me to remain as independent as possible		52.80%	66
			answered	125
			skipped	3

Key Findings

When looking at the findings, it is important to note key demographics (page 15):

- 57% of responders were between the ages of 25-49.
- 11% of responders were over the age of 65 (primarily the age group supported by First City)
- 83% of the responders were Female.

Whilst it was key that this was a survey completed by people of all ages and those that received care and those that didn't, the demographics above must be taken into account.

From our findings there is a strong theme of people wishing to have control over their care, something very important to First City as a care provider. Control over care can/will manifest itself in the following ways:

- Care should be personalised – it is not 'one size fits all'. Care must be tailored to an individual and be person-centred.
- The views and opinions of the individual must be central to the care and support.
- People do not want their routines dictated to them. Individuals should be empowered to live the daily lives they wish to live, with care & support delivered flexibly to meet their needs.

People wish to be communicated with effectively and treated with respect – two fundamental aspects of good quality care & support that will continue to be monitored.

Whilst this is of course on a case-by-case basis, the findings indicate that people do not require their care & support provider to assist with developing social networks and facilitating access to community activities. This indicates that people feel able to do this themselves. Where this is not the case, particularly for those – of all ages – where social isolation is a concern, this can continue to be considered.

The findings indicate that technology-enabled care is not a key concern for many. This is a growing area of the care sector and the availability of technology to provider and supplement existing care mechanisms (i.e. physical care visits to an individual in the community) may not be known as widely as would be deemed necessary. Therefore, the continued adoption and promotion of new tec-enabled care products must continue in order to raise awareness.

Recommendations

Healthwatch:

With First City being the lead provider of social care locally we would recommend that they build these views into their service planning and invite all other care providers to adopt the same approach

First City:

First City will use the results of this survey to inform its own ongoing service design and development. The results will be shared with Commissioning bodies in terms of system-wide service design across the spectrum of social care.

The results will inform how First City monitors its own performance in terms of the quality and effectiveness of the service it provides. Key questions will be asked to staff and those receiving care & support to ensure the desires expressed in the survey are being met.

First City will work with all of its provider partners in Swindon (who deliver care & support on First City's behalf) to ensure they are aware of the findings and can incorporate into service development and quality assurance.

First City wish to communicate with all individuals it supports effectively. How this can be better achieved will be an ongoing theme in partnership with all individuals and their specific needs and requirements.

Next Steps

This report will be shared on social media and websites, with the Local Authority and the NHS Integrated Care Board.

Appendix

Questionnaire

What do you think about the future of community care now, next year and next decade?

Healthwatch Swindon and First City Care Group are working together to understand what Social Care should look like in the future. We want to hear your views!

1. How do YOU want to feel at home?
It is important to you?

Select your 3 most important

- To feel safe and secure in my home
- To have control over my daily routine at home
- To be able to entertain friends and family at home
- To have a clean and comfortable home environment
- To be able to access my local community from my home
- To feel happy when at home
- Other (please specify):

2. What do you expect from services?

Thinking about any service you may use from electricians to gardeners what is important to you?

Select your 3 most important

- Communication – the service provider tells me when they will visit and what the service will look like
- Quality – The service provider completes a good job
- Information – I am kept up to date about what is going on with my service
- Competence – the service personnel are experts in their profession
- People – service staff treat me with respect and kindness
- Professional – staff are polite dressed appropriately

3. What do you expect from support services?

Support services could be defined as healthcare, therapy services or any other service that helps you physically or mentally

Select your 3 most important

- It is important that support services listen to my views
- It is important that support services use technology where appropriate
- It is important that support services are flexible based on me and my lifestyle
- It is important support services help me get better
- It is important support services help me to stop getting ill in the future
- It is important support services help me to connect with my community
- It is important support services help me stay fit and healthy
- It is important that support services involve my family and listen to their views

4. Community care is regulated by the care quality commission.

Providers of community care deliver personal care services in your home to help people remain living at home for as long as possible. Examples might include helping people to get into bed or use the toilet.

Thinking about this what is important to you

Select your 3 most important.

- That I am involved in my support
- That I am in control of the care and/or support planning
- That I know who will help me
- That I know when and where my support will be provided
- That technology is used appropriately e.g., it may be somebody can call me to check I'm ok and come and visit me if I need help
- That my community care provider also helps me be fit and well
- That my community support provider connects me to other services I might need
- That my community support provider helps me maintain or grow social networks
- That my community provider helps me continue start attending community activities clubs and events
- That my community support provider will treat me with respect
- That my community support provider will enable me to remain as independent as possible

5. Please tell us your age

- 13 to 15 years
- 16 - 17 years
- 18 - 24 years
- 25 - 49 years
- 50 - 64 years
- 65 to 79 years
- 80+ years
- Prefer not to say
- Not known

6. Please tell us your gender

- Woman
- Man
- Non-binary
- Prefer not to say
- Prefer to self-describe:

7. Please select your ethnicity

- Arab
 - Asian/Asian British: Bangladeshi
 - Asian/Asian British: Chinese
 - Asian/Asian British: Indian
 - Asian/Asian British: Pakistani
 - Asian/Asian British: Any other Asian/Asian British background
 - Black/Black British: African
 - Black/Black British: Caribbean
 - Black/Black British: Any other Black/Black British background
 - Mixed/multiple ethnic groups: Asian and White
 - Mixed/multiple ethnic groups: Black African and White
-

- Mixed/multiple ethnic groups: Black Caribbean and White
- Mixed/multiple ethnic groups: Any other Mixed/Multiple ethnic group background
- White: British/English/Northern Irish/Scottish/Welsh
- White: Irish
- White: Gypsy, Traveller or Irish Traveller
- White: Roma
- White: Any other White background
- Prefer not to say
- Other (please specify):

8. Do you consider yourself to be a carer?

- Yes
- No
- Prefer not to say

9. Do you have a disability or long-term health condition?

- Yes
- No
- Prefer not to say

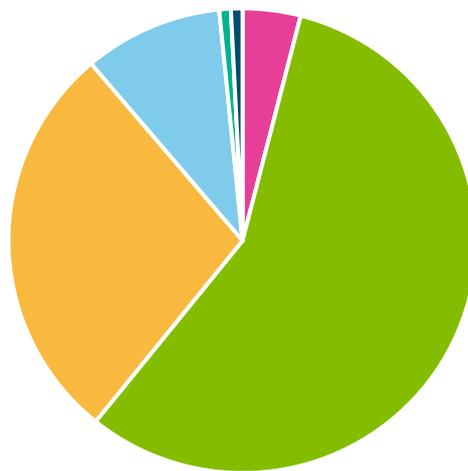
10. Which of the following disabilities or long-term health condition do you have?

- A physical or mobility impairment
- Deaf or hearing impaired
- Blind or sight impairment
- Learning disability
- Mental health condition
- Asthma, COPD or respiratory condition
- Cancer
- Cardiovascular condition
- Chronic kidney disease

- Dementia
- Epilepsy
- Diabetes
- High blood pressure
- Prefer not to say
- Other (please specify):

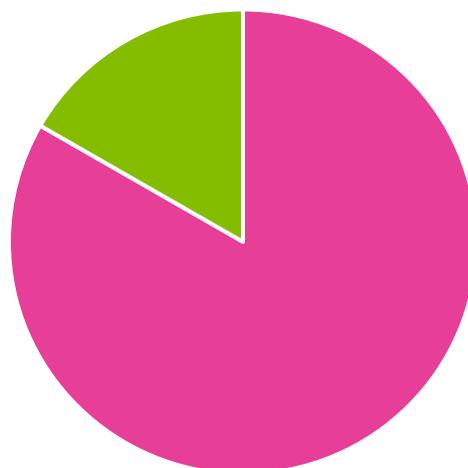
Demographic Results

Age



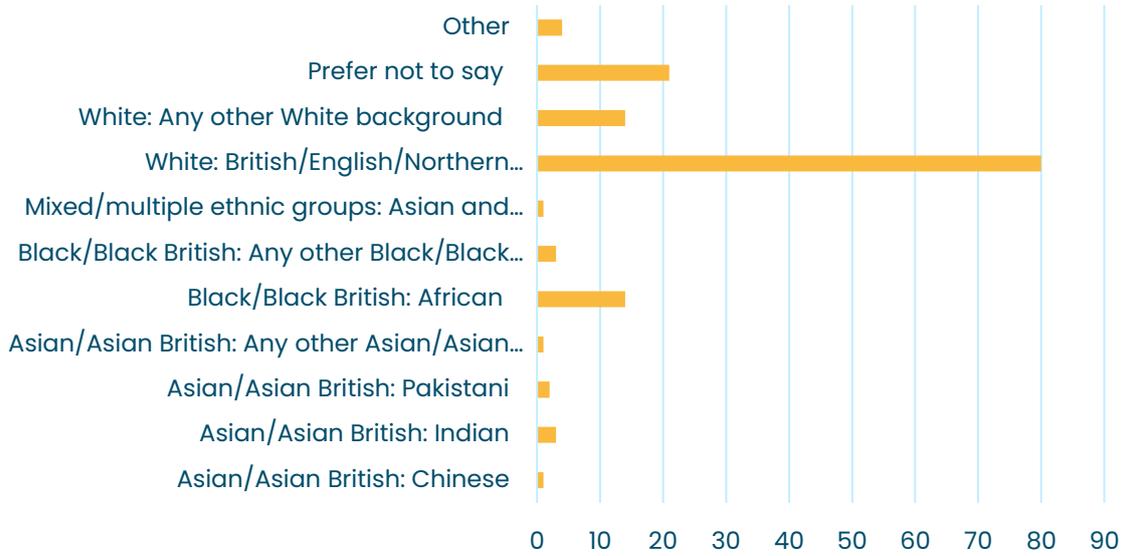
18 - 24
 25 - 49
 50 - 64
 65 - 79
 80+
 Prefer not to say

Gender



Woman
 Man

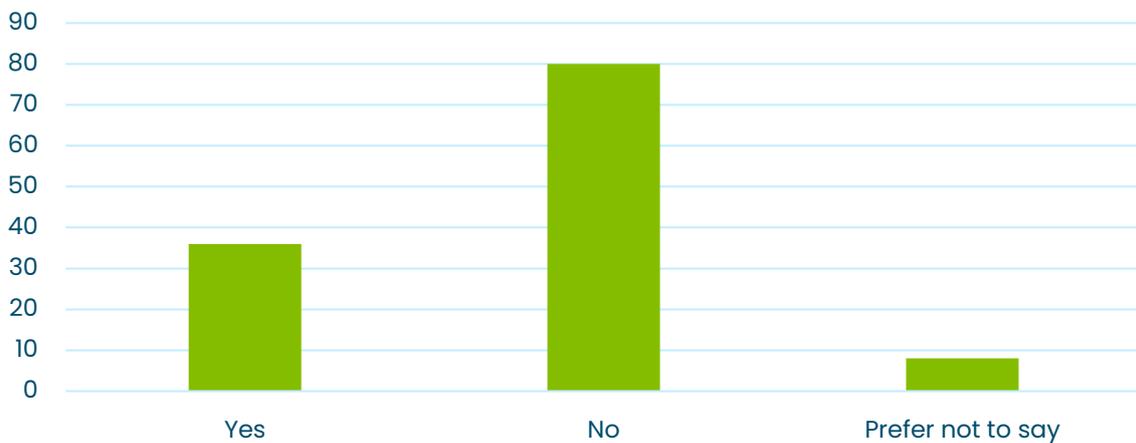
Ethnicity



Do you consider yourself to be a carer



Do you have a disability or long-term health condition



Which of the following disabilities or long-term health condition do you have?

Answer Choices		Response Percent	Response Total
1	A physical or mobility impairment	17.81%	13
2	Deaf or hearing impaired	2.74%	2
3	Blind or sight impairment	2.74%	2
4	Learning disability	5.48%	4
5	Mental health condition	10.96%	8
6	Asthma, COPD or respiratory condition	27.40%	20
7	Cancer	2.74%	2
8	Cardiovascular condition	4.11%	3
9	Chronic kidney disease	1.37%	1
10	Dementia	0.00%	0
11	Epilepsy	1.37%	1
12	Diabetes	12.33%	9
13	High blood pressure	15.07%	11
14	Prefer not to say	15.07%	11
15	Other (please specify):	36.99%	27
		answered	73
		skipped	55
Other (please specify):			
I do not have any medical conditions			
Migraine problem			
FND, scoliosis and FMS			
Fibromyalgia			
ADHD			
Dyslexia			
Autoimmune disease			
Fibromyalgia			
High cholesterol			
Coeliac osteoporosis of the spine			
IBD			



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