



## Appendix 'A'

Recommissioning Home Care for Older People and People with a Physical Disability in Lancashire

### **Feedback from Service User consultation**

December 2013

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# **Recommissioning Home Care 2013 – Service User Consultation**

## **Introduction**

This consultation was conducted by postal survey with 6017 service users who were elderly or had a physical disability and were currently receiving home care in Lancashire. Of the 6017 questionnaires sent out, 1756 were returned completed. This is a response rate of **29%**.

The letter and questionnaire set out proposals for changes to the homecare service that would take effect in 9 months time. Service users were asked to fill in a self completion questionnaire and return back in a pre-paid envelope. The letter is contained at the back of this report.

The main part of the report is contained in two sections. The first provides details of the questions posed, numbers and percentage breakdown of responses and the main themes which emerged from the many comments individuals made. The second section contains a detailed breakdown of the backgrounds of service users contacted and who responded.

**Section 1 - Summary of findings for the  
Home Care Review Service User questionnaire**

**1. Working with fewer providers**

*The County Council believes that we contract with too many home care providers and that by working with fewer we will get better quality at a fair price. This means we will go from over 129 home care providers to certainly less than 50 and possibly as few as 15. We believe this will still provide a good choice for individuals needing home care.*

**1a. Do you agree that the County Council should contract with fewer home care providers if that leads to better quality and value for money for the taxpayer and for people paying charges?**

	Number	%
<b>Yes</b>	1076	63%
<b>No</b>	229	13%
<b>Not sure</b>	407	24%
<b>Grand Total</b>	1712	100%
<b>No response</b>	44	

**1ai. Please provide any concerns or suggestions you may have**

**General themes from comments provided by respondents:**

- Respondents agreed that there are currently a large number of providers to monitor and that a reduced number would be better if it led to better quality and value and that the providers can cope with the extra workload
- Respondents felt that reducing the number was a good idea but not if it meant a decline of quality of service
- Respondents were concerned that a reduced number of providers would mean losing the provider they have at present who they are happy with
- Respondents felt that the idea was good but the change would be unsettling to them and their established routines – continuity of care is very important, individuals with personal and complex needs (including those living with dementia) need reliability and continuity of care workers who understand their needs
- Respondents were concerned that a reduced number of providers would involve a reduction in staff numbers and would impact on staff cover in emergencies and for sickness
- There were concerns that if providers were to be larger this would impact on the care given – it could get worse and standards may drop and not allow for flexibility

- Care for the service user is imperative and providers need to be regulated and proper training given – regular monitoring is important to ensure a good standard of care is being provided
- Respondents were concerned that fewer providers would mean not enough competition with smaller providers being forced out and a decline in quality and a loss in personal contact
- Respondents felt that as long as the changes did not affect the prices they pay then the reduced numbers of providers was a good idea

**1b. Do you support the proposals for Home Care Providers to have contracts for specific areas of the county to reduce travel time and costs for staff?**

	<b>Number</b>	<b>%</b>
<b>Yes</b>	1456	86%
<b>No</b>	62	4%
<b>Not sure</b>	172	10%
<b>Grand Total</b>	1690	100%
<b>No response</b>	66	

**1bi. Please provide any concerns or suggestions you may have**  
**General themes from comments provided by respondents:**

- Respondents felt that currently time is wasted on care workers having to go from one location to another and keeping to timetables and that anything that reduces travel time would be a great improvement
- Respondents felt that zoning would cause too much disruption to the people who rely on specific areas that they are used to
- Respondents felt that having contracts for specific areas would benefit service users from the time saved in less travel as currently a half hour visit may only consist of 10 minutes actual time spent with the service user and as long as there is adequate cover in all areas
- Respondents felt that it is important that the care workers live in the area where the service users they support are as this would improve time spent with the service user and greatly reduce travel time
- Respondents felt that, at present, rotas of care workers are not well thought out to take into account locations of service users and care workers covering unnecessary ground – waste of travel time and petrol

- Respondents said that they would like to see all care workers provided with a fuel allowance for mileage

## **2. Quality – Providing Better Home Care Services**

***All Home Care providers have to provide services that meet minimum standards but we know that many people want to see improvements to the quality of home care services. People using services often tell us that:***

- ***All home care workers should be well trained to do the job***
- ***Home care workers should arrive on time and stay for the agreed length of time at visits***
- ***People should have the same group of home care workers supporting them so that they know who will be coming to support them each day***
- ***Home Care workers should be flexible in what they do during visits and should be able to respond to the needs of the people they support if they change on a day to day basis***

**2a. Do you agree that these are the main areas where Home Care services in Lancashire need to improve?**

	<b>Number</b>	<b>%</b>
<b>Yes</b>	1533	91%
<b>No</b>	62	4%
<b>Not sure</b>	97	6%
<b>Grand Total</b>	1692	100%
<b>No response</b>	64	

**2ai. Please provide any concerns or suggestions you may have**

### **General themes from comments provided by respondents:**

- Respondents felt that training is essential in the following areas:  
Cooking  
Moving and handling  
Food hygiene  
Bed making  
Nutrition  
Using home aid equipment  
Personal care
- Respondents felt that training is essential in relation to the service users they support and their specific needs - e.g supporting people living with dementia.
- Respondents said that it would be better if the same care worker could be used for people with dementia as recognition through regular contact can be an important part of accepting support
- Those respondents needing personal care said they would like to have the same group of care workers and not just anyone and not have too many care workers
- Generally respondents were happy with the service they were receiving from their current provider

- Respondents felt arriving at the correct time, familiarity and flexibility are particularly important in care workers
- Respondents said care workers should have several weeks training not just accompanying senior staff. Training should cover a wide range of needs.

**2b. Do you have any other suggestions for improving home care services that you would like us to consider?**

	<b>Number</b>	<b>%</b>
<b>Yes</b>	481	36%
<b>No</b>	841	64%
<b>Grand Total</b>	1322	100%
<b>No response</b>	434	

**2bi. If yes, please provide your suggestions**

**General themes from comments provided by respondents:**

- Service users to be informed of a change of care worker in the event of sickness or absence and care worker to be informed of the service user's needs/situation prior to the visit
- Having fewer care workers and regular care workers who are used to the service users' needs – makes the job easier for the care worker and the service user
- Travelling time should not count in allocated caring time with service user
- A basic understanding of food preparation and cookery, also how to clean.
- A limit on age of care workers, experience and training. Young girls are put into care jobs - supporting the most vulnerable and elderly people and people who need specific care. The age gap is problematic if elderly service users are not able to relate to young care workers
- Service users with complex needs should have trained and experienced care workers as some service users cannot speak out for themselves when things go wrong and their health can end up badly deteriorating due to inappropriate care and understanding
- Being able to contact the provider directly instead of going through an answering service and having the mobile number of care workers if the provider supplies them with one
- Better pay for care workers doing personal and more complex care several times a day for fewer service users than those doing more social and domestic work for larger number of service users
- Regular monitoring of providers to ensure that providers are not failing in their commitment to the service users they support. Providers to meet standards –

e.g care workers appearance (uniform), hygiene of the care workers, arriving on time



### **3. Improving Conditions for Home Care workers**

*The Council aims to improve employment conditions for home care workers, and to make sure that if they want them, care workers have a guaranteed minimum number of working hours per week;*

*The Council will also work with providers that are awarded new contracts to try to improve pay levels for home care workers in the future.*

**3a. Do you agree with the County Council's intention to work with providers to improve employment conditions for home care workers?**

	<b>Number</b>	<b>%</b>
<b>Yes</b>	1550	94%
<b>No</b>	21	1%
<b>Not sure</b>	83	5%
<b>Grand Total</b>	1654	100%
<b>No response</b>	102	

**3ai. Please provide any concerns or suggestions you may have**

**General themes from comments provided by respondents:**

- Improvement in working conditions for care workers is good as they do an essential job in a poorly paid profession.
- Poor training and low pay does not encourage caring staff to stay for any length of time. A living wage would give care workers more incentives to provide better care. Guaranteed hours would ensure less staff turnover
- Providers should not be using zero hours contracts – care workers are trying to earn a salary and are not getting proper hours
- Who will ultimately pay for these changes?
- Will this have financial implications for the service user?

**3b. Do you agree that improving employment conditions will encourage people to work as home care workers and improve the quality of care?**

	<b>Number</b>	<b>%</b>
<b>Yes</b>	1430	85%
<b>No</b>	70	4%
<b>Not sure</b>	180	11%
<b>Grand Total</b>	1680	100%
<b>No response</b>	76	

### **3bi. Please provide any concerns or suggestions you may have**

#### **General themes from comments provided by respondents:**

- Respondents felt that better pay, possible fuel allowance and better working conditions for care workers would help in increasing staffing levels
- Very low wages do not always encourage the right calibre of permanent staff. Everyone needs pride, appreciation and empathy towards the service users that they support. Care workers need to know they are valued and good work recognised/acknowledged
- Younger people do not necessarily have the life skills re: meals/cooking. Not all service users want processed frozen meals
- Improving employment conditions encourages better quality people coming into the industry. Pay, conditions and good training should attract and retain good qualified staff
- It will encourage more people to work as care workers because of the extra pay etc but it will have to be done in conjunction with closer monitoring of how the care is delivered by the providers or nothing will change.

#### **4. Other comments**

**Do you have any other comments or suggestions that you would like to make about Home Care in Lancashire?**

**General themes from comments provided by respondents:**

- Respondents were happy with the care they are currently receiving and do not want to lose that
- Respondents felt that if these changes were to happen, continuity of care was essential. Respondents did not feel comfortable with big changes
- Providers must be checked to see who is providing a good service and who is providing a bad service and those that exploit their staff before these changes take place
- Monitoring checks need to be made to ensure people are getting the time that they pay for
- There needs to be better communication between the organisers of care and service users to ensure service users know in advance who their care worker is and their time of arrival to reduce anxiety
- Care workers are invaluable and crucial. They should be better paid, better trained, given a basic expense allowance for use of their own vehicles and given guaranteed weekly hours. The work they do is comparable with district nurses but their pay and conditions are nothing like what district nurses get

**5. Did someone help you to complete this questionnaire?**

	<b>Number</b>	<b>%</b>
<b>Yes</b>	1085	64%
<b>No</b>	620	36%
<b>Grand Total</b>	1705	100%
<b>No response</b>	51	

**5a. If yes, who helped you complete this questionnaire?**

	<b>Number</b>	<b>%</b>
<b>A Care worker</b>	74	7%
<b>A family member</b>	897	84%
<b>A friend</b>	87	8%
<b>A Social care or Health professional</b>	15	1%
<b>Grand Total</b>	1073	100%
<b>No response</b>	12	

## Section 2 – Background Information on Respondents

### *A breakdown of the service users who were contacted*

**Table 1 - Financial client category**

	<b>Number</b>	<b>%</b>
<b>Elderly</b>	4822	80%
<b>Physically Disabled</b>	1195	20%
<b>Grand Total</b>	6017	100%

**Table 2 - Gender**

	<b>Number</b>	<b>%</b>
<b>Female</b>	4090	68%
<b>Male</b>	1927	32%
<b>Grand Total</b>	6017	100%

**Table 3 - Age**

	<b>Number</b>	<b>%</b>
<b>A- 18 - 24</b>	15	0%
<b>B - 25 - 34</b>	46	1%
<b>C - 35 - 44</b>	120	2%
<b>D - 45 - 54</b>	270	4%
<b>E - 55 - 64</b>	446	7%
<b>F - 65 - 74</b>	923	15%
<b>G - 75 - 84</b>	1902	32%
<b>H - 85+</b>	2295	38%
<b>Grand Total</b>	6017	100%

**Table 4 - Ethnicity**

	<b>Number</b>	<b>%</b>
<b>Asian or Asian British</b>	150	2%
<b>Black or Black British</b>	16	0%
<b>Chinese or other ethnic</b>	9	0%
<b>Mixed</b>	13	0%
<b>White</b>	5797	96%
<b>Not stated</b>	32	1%
<b>Grand Total</b>	6017	100%

**Table 5 – Area**

	<b>Number</b>	<b>%</b>
<b>NORTH LANCASHIRE</b>	1886	31%
<b>CENTRAL LANCASHIRE</b>	2267	38%
<b>EAST LANCASHIRE</b>	1864	31%
<b>Grand Total</b>	6017	100%

**Table 6 - District**

	<b>Number</b>	<b>%</b>
<b>LANCASTER DISTRICT</b>	773	13%
<b>FYLDE DISTRICT</b>	404	7%
<b>WYRE DISTRICT</b>	709	12%
<b>PRESTON DISTRICT</b>	675	11%
<b>SOUTH RIBBLE DISTRICT</b>	509	8%
<b>CHORLEY DISTRICT</b>	511	8%
<b>WEST LANCASHIRE DISTRICT</b>	572	10%
<b>HYNDBURN DISTRICT</b>	397	7%
<b>RIBBLE VALLEY DISTRICT</b>	195	3%
<b>BURNLEY DISTRICT</b>	472	8%
<b>PENDLE DISTRICT</b>	478	8%
<b>ROSSENDALE DISTRICT</b>	322	5%
<b>Grand Total</b>	6017	100%

Of the 6017 questionnaires sent out, 1756 were returned completed. This is a response rate of **29%**.

**Table 7 – Response rate by area**

	<b>Number</b>	<b>Questionnaires received</b>	<b>Response rate</b>
<b>NORTH LANCASHIRE</b>	1886	607	32%
<b>CENTRAL LANCASHIRE</b>	2267	632	28%
<b>EAST LANCASHIRE</b>	1864	517	28%
<b>Grand Total</b>	6017	1756	29%

**Table 8 – Response rate by district**

	<b>Questionnaires sent</b>	<b>Questionnaires received</b>	<b>Response rate</b>
<b>LANCASTER DISTRICT</b>	773	253	33%
<b>FYLDE DISTRICT</b>	404	130	32%
<b>WYRE DISTRICT</b>	709	224	32%
<b>PRESTON DISTRICT</b>	675	177	26%
<b>SOUTH RIBBLE DISTRICT</b>	509	170	33%
<b>CHORLEY DISTRICT</b>	511	150	29%
<b>WEST LANCASHIRE DISTRICT</b>	572	135	24%
<b>HYNDBURN DISTRICT</b>	397	108	27%
<b>RIBBLE VALLEY DISTRICT</b>	195	56	29%
<b>BURNLEY DISTRICT</b>	472	128	27%
<b>PENDLE DISTRICT</b>	478	135	28%
<b>ROSSENDALE DISTRICT</b>	322	90	28%
<b>Grand Total</b>	6017	1756	29%

***A breakdown of the service users who responded and returned a completed questionnaire is as follows:***

**Table 9 – Respondent financial client category**

	<b>Number</b>	<b>%</b>
<b>Elderly</b>	1430	81%
<b>Physically Disabled</b>	326	19%
<b>Grand Total</b>	1756	100%

**Table 10 – Respondent gender**

	<b>Number</b>	<b>%</b>
<b>Female</b>	1201	68%
<b>Male</b>	555	32%
<b>Grand Total</b>	1756	100%

**Table 11 – Respondent age**

	<b>Number</b>	<b>%</b>
<b>A- 18 - 24</b>	3	0%
<b>B - 25 - 34</b>	6	0%
<b>C - 35 - 44</b>	30	2%
<b>D - 45 - 54</b>	68	4%
<b>E - 55 - 64</b>	118	7%
<b>F - 65 - 74</b>	295	17%
<b>G - 75 - 84</b>	520	30%
<b>H - 85+</b>	716	41%
<b>Grand Total</b>	1756	100%

**Table 12 – Respondent ethnicity**

	<b>Number</b>	<b>%</b>
<b>Asian or Asian British</b>	20	1%
<b>Black or Black British</b>	1	0.1%
<b>Mixed</b>	6	0.3%
<b>White</b>	1720	98%
<b>Chinese or other ethnic</b>	1	0.1%
<b>Not Stated</b>	8	0.5%
<b>Grand Total</b>	1756	100%



**Table 13 – Respondent area**

	<b>Number</b>	<b>%</b>
<b>NORTH LANCASHIRE</b>	607	35%
<b>CENTRAL LANCASHIRE</b>	632	36%
<b>EAST LANCASHIRE</b>	517	29%
<b>Grand Total</b>	1756	100%

**Table 14 – Respondent district**

	<b>Number</b>	<b>%</b>
<b>LANCASTER DISTRICT</b>	253	14%
<b>FYLDE DISTRICT</b>	130	7%
<b>WYRE DISTRICT</b>	224	13%
<b>PRESTON DISTRICT</b>	177	10%
<b>SOUTH RIBBLE DISTRICT</b>	170	10%
<b>CHORLEY DISTRICT</b>	150	9%
<b>WEST LANCASHIRE DISTRICT</b>	135	8%
<b>HYNDBURN DISTRICT</b>	108	6%
<b>RIBBLE VALLEY DISTRICT</b>	56	3%
<b>BURNLEY DISTRICT</b>	128	7%
<b>PENDLE DISTRICT</b>	135	8%
<b>ROSSENDALE DISTRICT</b>	90	5%
<b>Grand Total</b>	1756	100%

## ***Letter sent to Service Users Accompanying the Questionnaire***

### **Home Care Services in Lancashire**

Dear

I am writing to tell you about some changes planned for the home care services which Lancashire County Council arranges for older people or people with a physical disability living at home.

Our records show that you currently receive home care, which is why you are one of more than 5000 people receiving this letter and questionnaire. The changes described below will begin in about a year's time, from September 2014 onwards, and we will write to you again nearer the time to give you more details.

It is important to say that nothing is going to happen to your current arrangements for home care within the next few months, so please don't worry that anything will change overnight. However, we are talking to the people who manage the home care services you receive about the changes we would like to make, as they need time to get themselves and their staff ready.

So now is the best time for us to write to you to explain what we are thinking of doing, and to make sure you can give us your views.

#### **What is planned?**

Over the next nine months we will change the contracts we have with the providers of home care services in Lancashire. This is something that the law says we must do every few years. When this happens we consider what improvements we can make to the current services. The main changes we want to make this time are as follows

- We will contract with fewer home care providers;
- Not all providers will work in all areas of Lancashire
- Improve employment conditions and training opportunities for staff and make sure that if they want them, they have a guaranteed minimum number of working hours per week;
- We will aim to make sure pay levels rise during the period of the new contracts from Minimum Wage Levels (£6.31 per hour) towards a 'Living Wage' (£7.65 per hour)
- We will set clearer and higher standards and check the quality of home care services more closely, to make sure what matters most to people who use services is monitored and improved where needed.

#### **Why are we making these changes?**

Home care is a vital service for many thousands of people in Lancashire, many of whom also receive support from their families and the NHS. We want to make sure these services are not only of a high standard but are also affordable for people who pay towards their costs.

We believe that we contract with too many home care providers and that reducing the number of organisations will help us to get better quality at a fair price. But we will still have the same number of people to support and will need at least the same number of home care workers.

From previous surveys we also know many people feel that pay and conditions for home care workers should be improved. Having contracts with a smaller number of home care

providers will mean we can work with them better to make improvements. We believe this will mean greater rewards for staff and will encourage them to work as home care workers for longer.

Working with fewer home care providers also means we can check more regularly to see how good their services are and then make sure they make any improvements where needed.

### **When will this happen?**

We need to do a lot of work with the home care providers before any changes are made, especially those changes that will directly affect the people who use the services and the staff who provide them. We will write again to keep you up to date with what is happening at key points throughout 2014.

### **How to have your say**

We realise you may have concerns about the changes, and we want to reassure you that you will be able to discuss your options with our staff over the next year. This will include thinking about whether you wish to use a Direct Payment to have more control over your care and support.

However, for now we want to give you a chance to give us your views about the proposals and let us know what matters to you the most. We have enclosed a short questionnaire and we would be very pleased if you could fill it in and post it back to us by 5<sup>th</sup> December 2013.

### **What to do if you have queries**

If you, or your friend or relative, have questions you would like to ask about the survey, or if you would like the questionnaire in large print then please ring our Care Connect Service on 0845 0530009 Monday to Friday.

### **Confidentiality**

Your answers will be treated as confidential: they will not be passed on to your social worker, care and support worker or anyone providing you with services. You will not be personally identified and your answers will not affect the services you receive.

The code found on the bottom left on this form is used only to make sure that when you return the questionnaire we do not send you another one. However, if you say on the questionnaire that you are being hurt or harmed by anybody or your safety or health is at risk then we will use this code to identify you so that someone (but not your care and support worker) will contact you initially to talk about it. This is the only circumstance under which this code will be used to identify you.

Yours sincerely

**Steve Gross**

**Executive Director of Adult Services, Health and Well Being**