

# Postal Surveys for Capital Homecare 2023

## Care 4 Quality Ltd

www.care4quality.co.uk



HEMOCARE SERVICE

### Capital Homecare (UK) Limited

● Overall: Requires improvement

77A Woolwich New Road, London, SE18 6ED (020) 8854 8665

Provided and run by: Capital Homecare (UK) Limited

### Overview

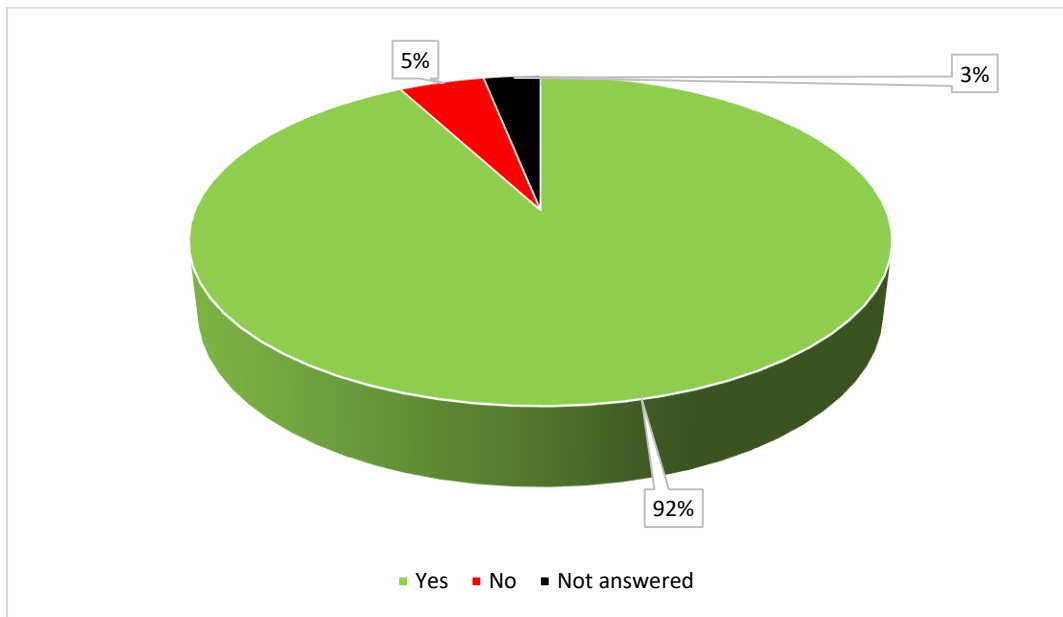
Latest inspection: 9 August 2021 Report published: 2 October 2021

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Requires improvement ●
Well-led	Requires improvement ●

**64 postal surveys received and analysed**

*Three types of quality assurance surveys were carried out by Capital Homecare: telephone surveys, postal surveys, and face to face surveys. The raw data for these were passed to Care 4 Quality who collated and analyzed the results. The results of the postal surveys are in this document and there is also a separate report which records the overarching themes across the three types of quality assurance surveys used. **Please note that not all surveys contained the covid-19 related questions.***

### 1. Does the time of the call suit you?

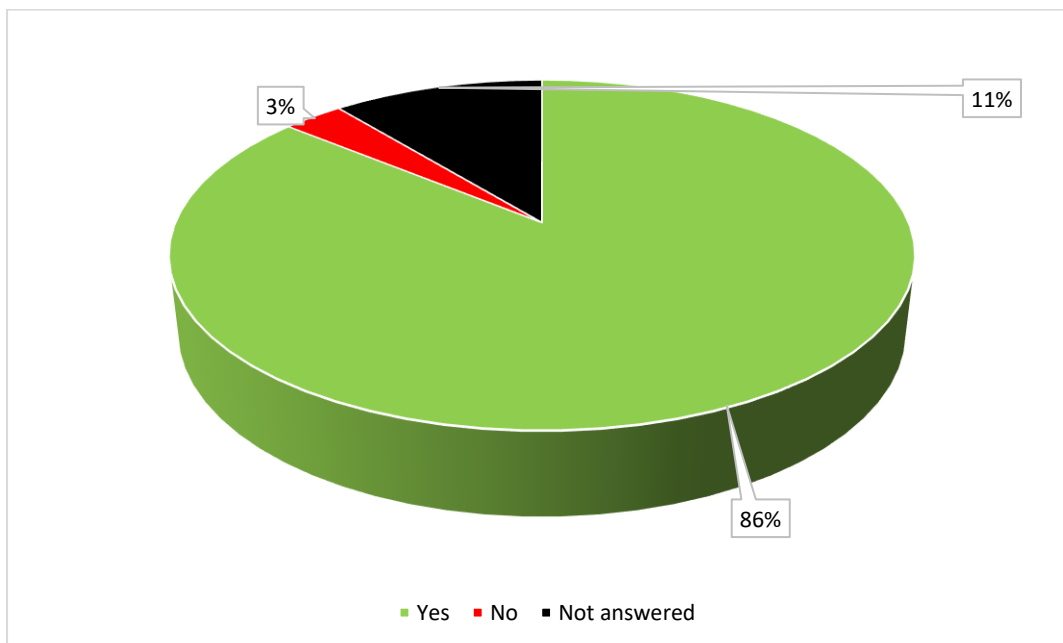


Yes: 59

No: 3

Not Answered: 2

### 2. Does the care support worker always arrive at this time?

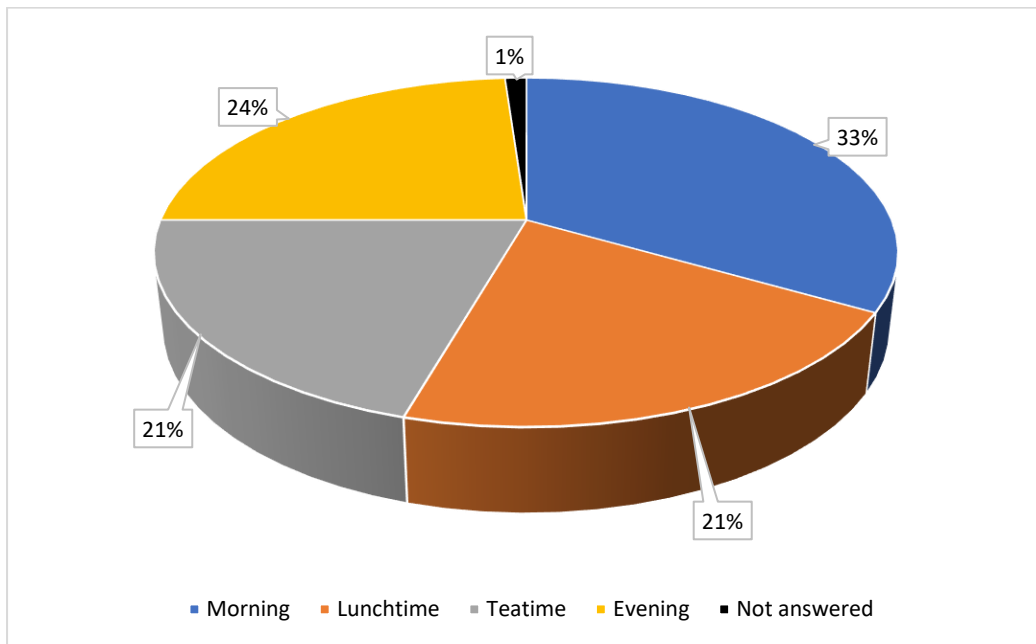


Yes: 55

No: 2

Not answered: 7

### 3. How many calls do you receive a day?



Morning: 60

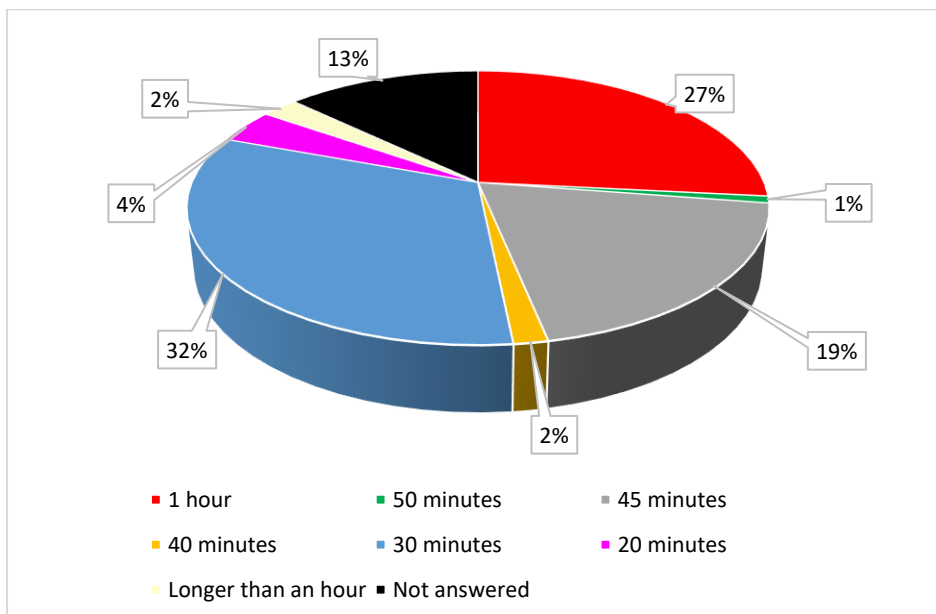
Lunch: 38

Teatime: 37

Evening: 43

Not Answered: 2

### 4. How long are your calls?



1 hour: 33

50 minutes: 1

45 minutes: 24

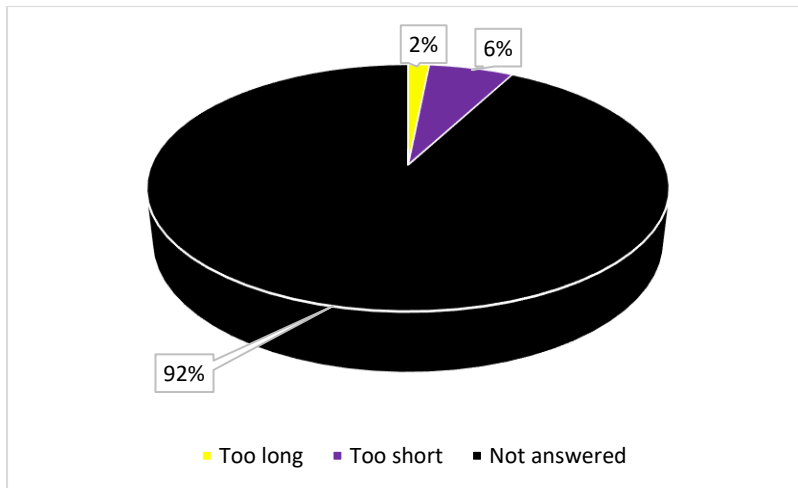
40 minutes: 2

30 minutes: 40  
 20 minutes: 5  
 Longer Than an Hour: 3  
 Not Answered: 16

**Additional Comments**

Escorting 8 hours per week on a Saturday

**5. Do you feel your calls are too long or too short?**



Too long: 1  
 Too short: 4  
 Not answered or N/A: 59

**Additional Comments**

My calls are perfect

My calls are just appropriate for my child

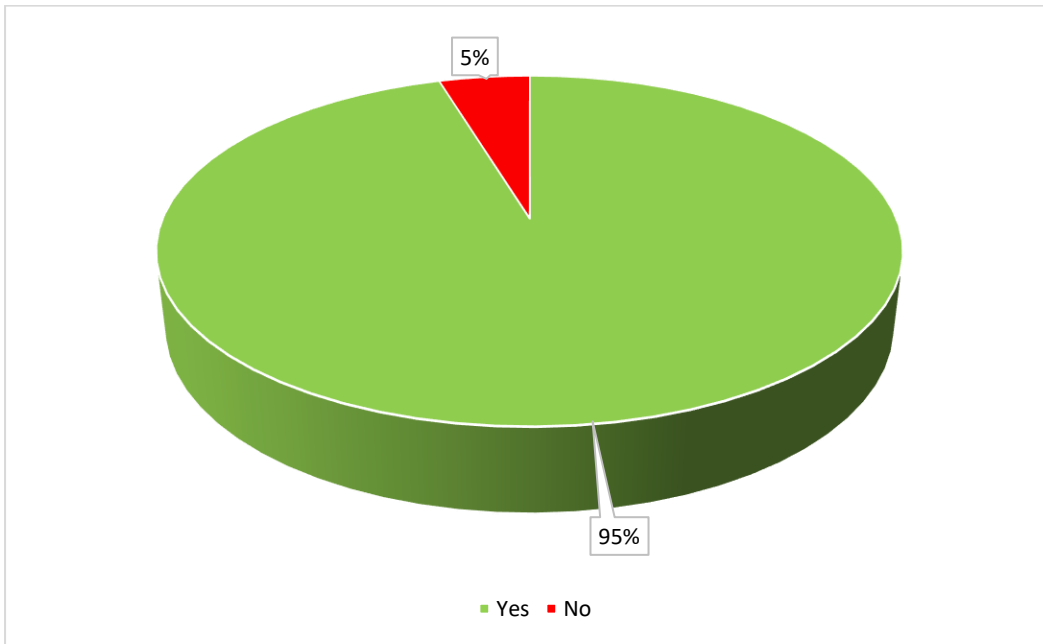
Excellent service

It's difficult for the carer to complete everything in this time

Social services promised to increase the morning call to 2 hours but this hasn't happened. Please follow up

Care support workers feel the morning call is too short. Mr Peter wets the bed so sometimes is taking very long and carer doesn't have enough time to feed him. He also takes long to eat

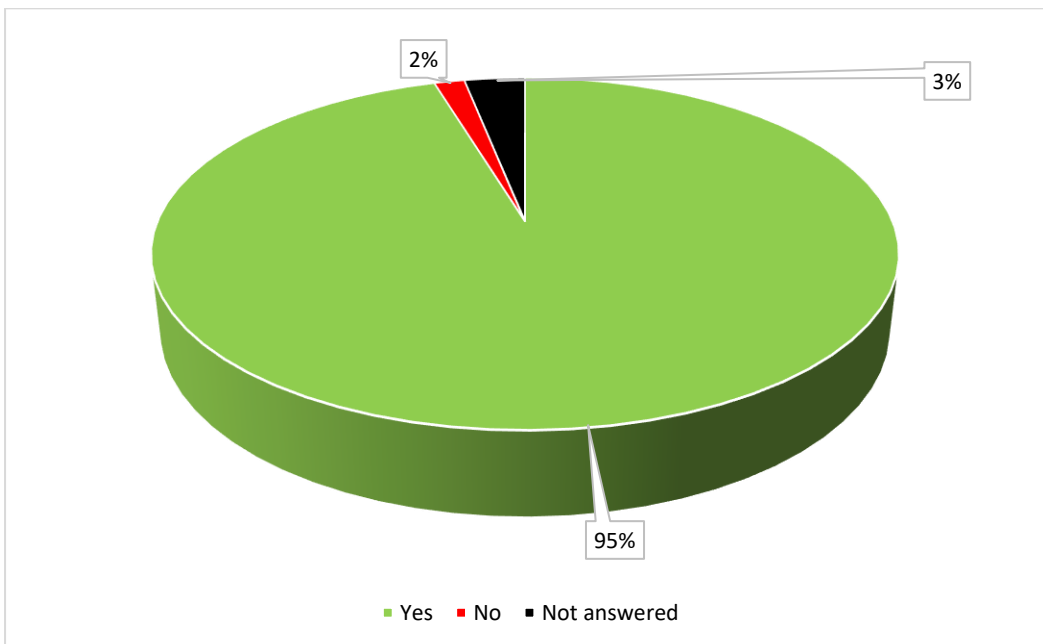
**6. Does the care support worker stay for the allotted time for each call?**



Yes: 61

No: 3

**7. If they leave early or arrive late, do they make up the time?**

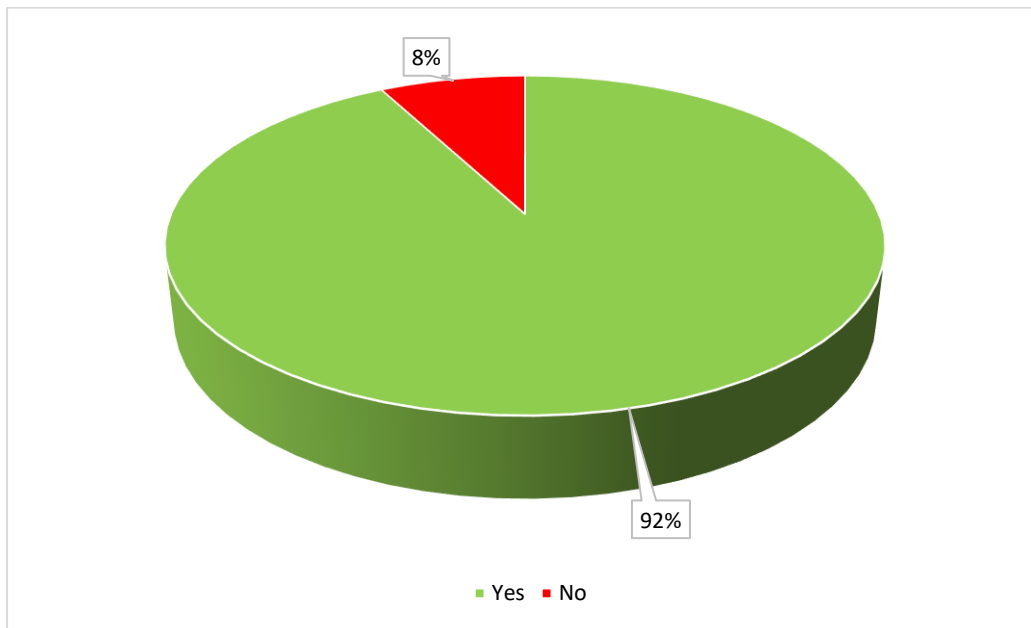


Yes: 61

No: 1

Not Answered: 2

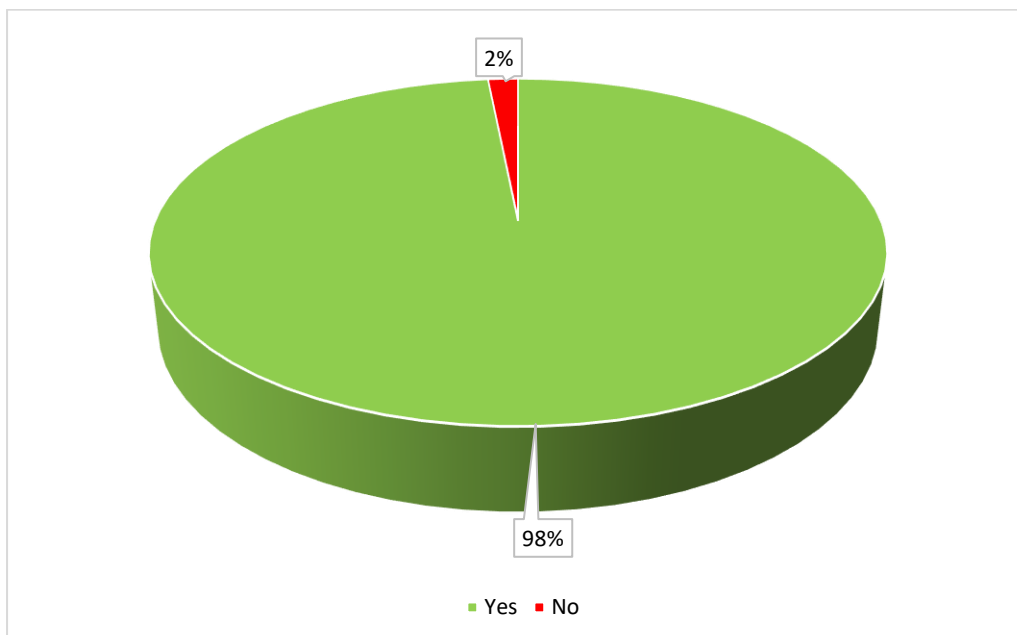
### 8. Do you know how to make a complaint?



Yes: 59

No: 5

### 9. Does the service you receive meet your needs?



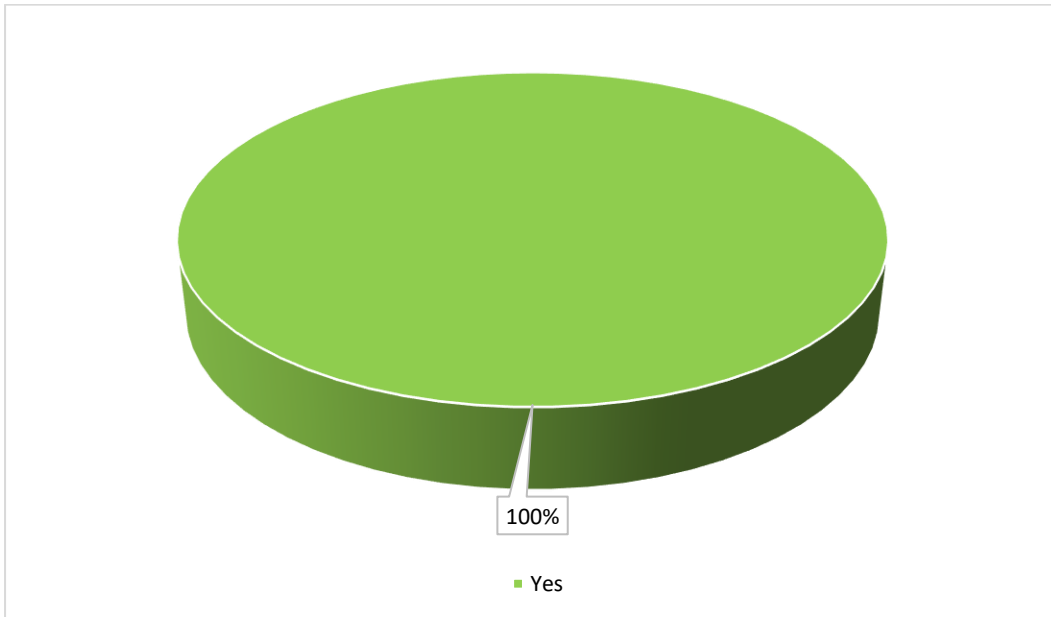
Yes: 63

No: 1

Additional Comments
Very happy with my carer
Excellent service
The family are here to support

They are okay, they could improve

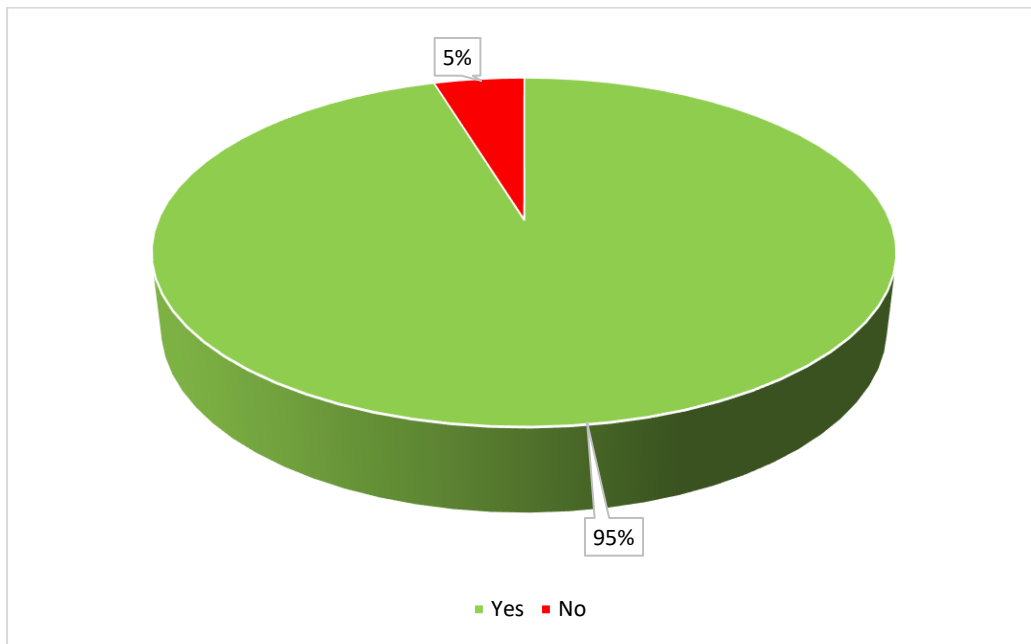
### 10. Are you happy with the care support worker?



Yes: 64

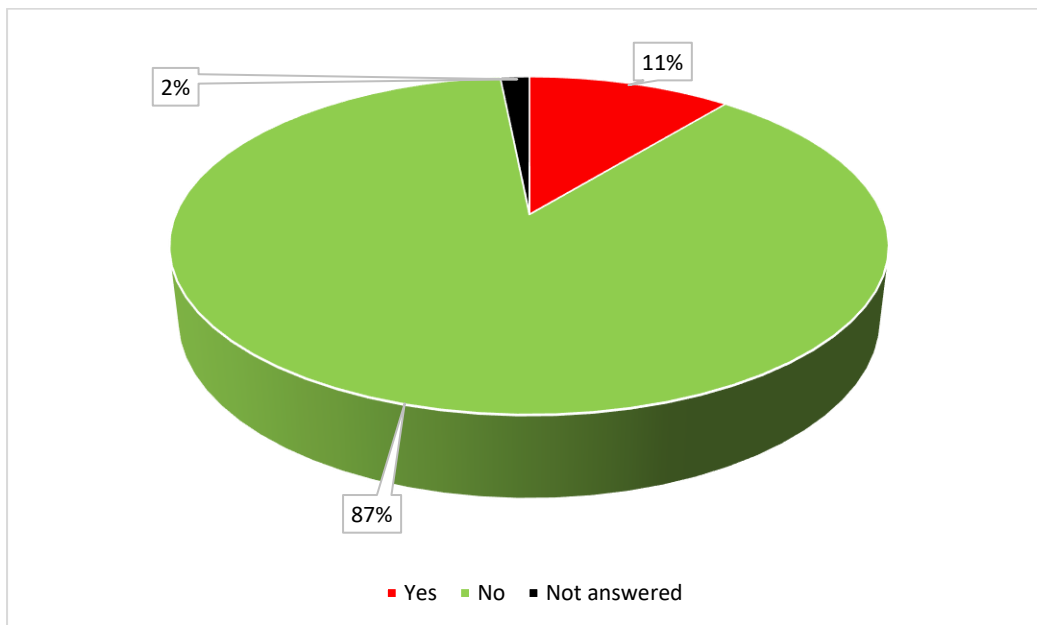
Additional Comments
Very happy.
Very happy with carer
Very happy with my carer
Excellent service
They look after me very well
She is ok
Nazareth is very good with Sheila as she suffers from mental health and motivates her when needed
Very happy with them because I got used to it
I'm happy and not happy with them. They're okay but room for improvement
We are very happy. He looks after dad very well

**11. Are you aware you can ring the office and ask for a change of CSW?**



Yes: 61  
No: 3

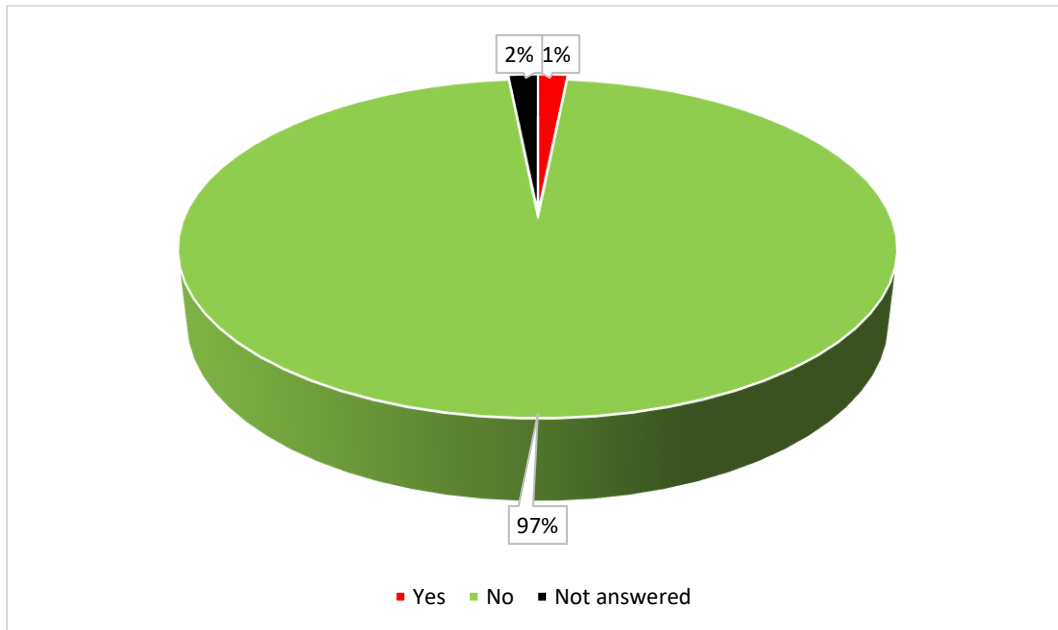
**12. Do the CSWs charge their mobile phones in your property?**



Yes: 7  
No: 56  
Not Answered: 1



### 13. Do your CSWs use your telephone for their own personal use?

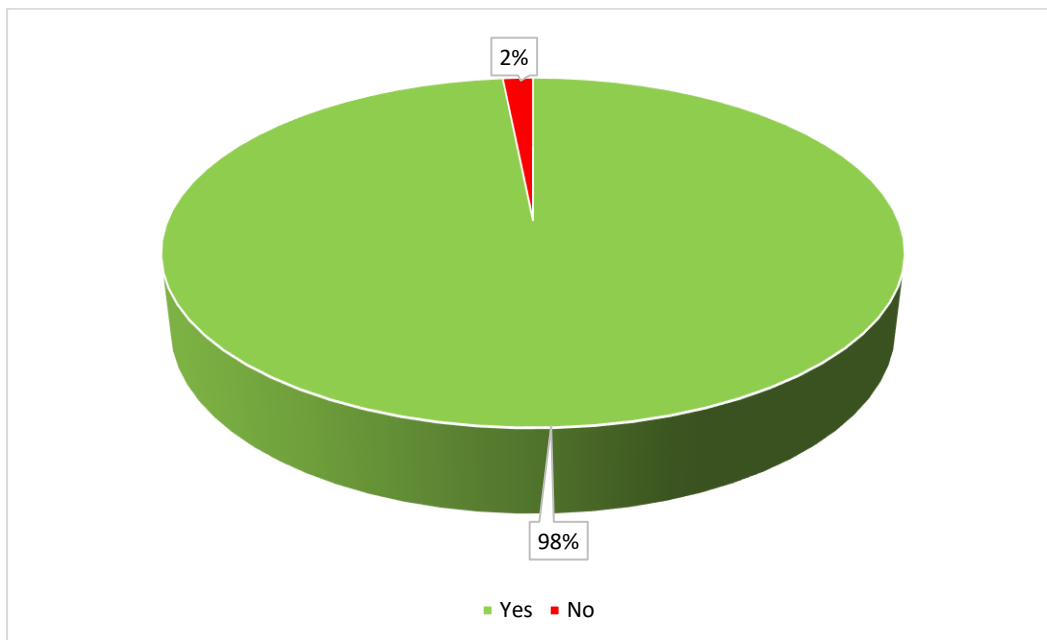


Yes: 1

No: 62

Not Answered: 1

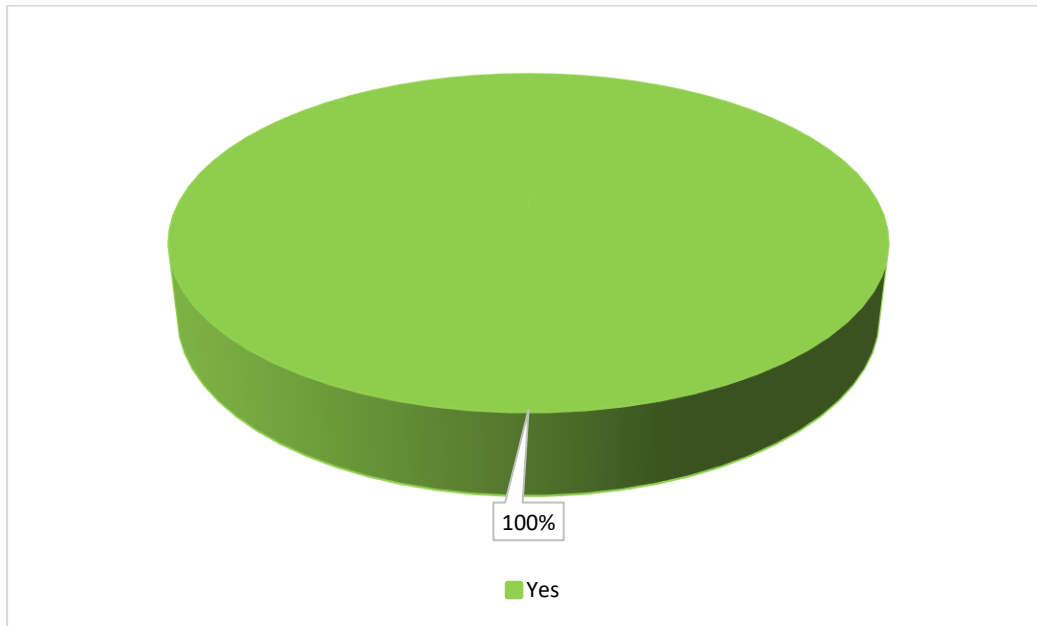
### 14. Are you happy with the way the CSW looks after you?



Yes: 63

No: 1

### 15. Do they listen to you?

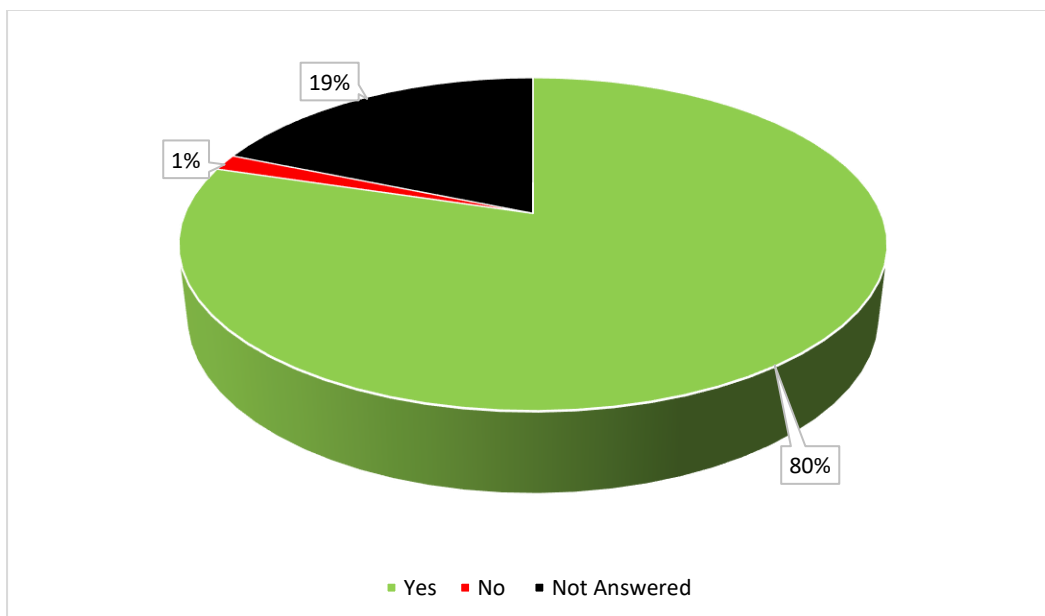


Yes: 64

Numbers 17, 18, 19, 21, 26, 27, 29 and 35 go up to question 15 and then carries on from question 25. Numbers 30, 31, 32, and 43 go from question 15 and then starts again from 24d onwards.

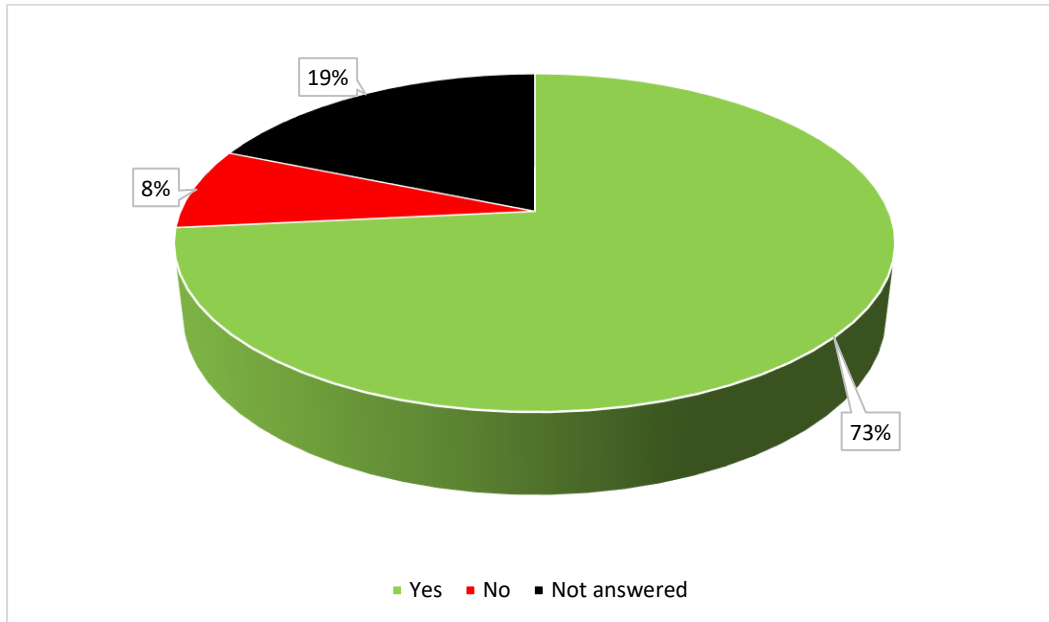
Additional Comments
Treats me with respect all the time
Excellent service
Yes, they listen to me very well
Zenab is kind and very reliable
Great ladies! Pleasant, honest and reliable

### 16. Are you happy with the service we provide?



Yes: 51  
No: 1  
Not Answered: 12

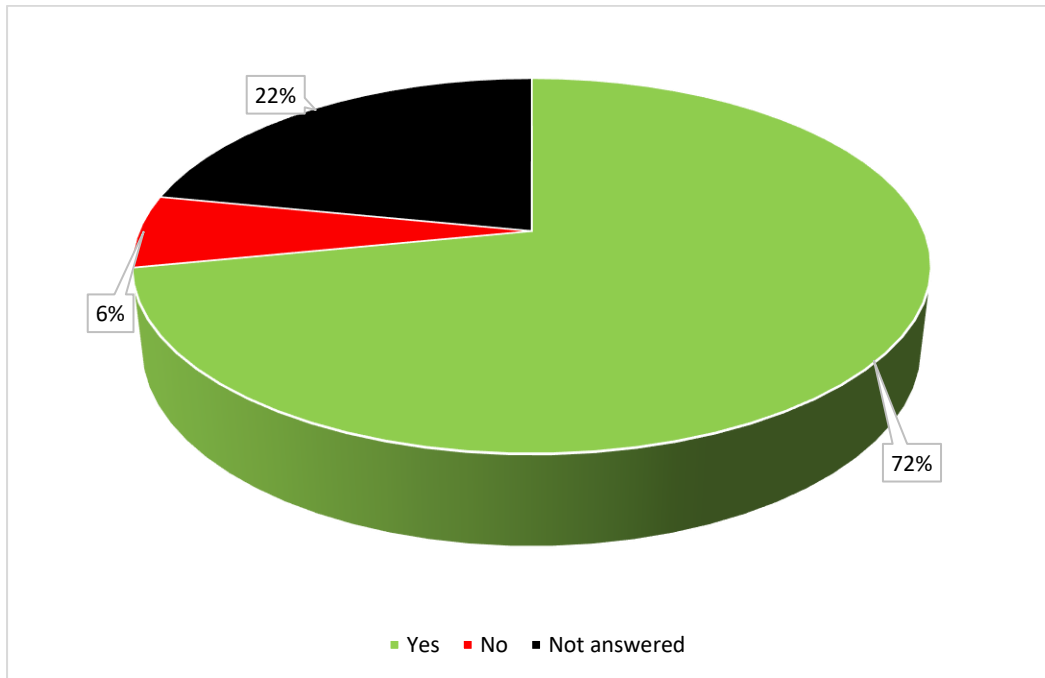
### 17. Do we keep you informed?



Yes: 47  
No: 5  
Not Answered: 12

Additional Comments
The service is very good
When carers change, I'm not told in advance
Please let me know. A postal information pack or newsletter would help and any services you provide
The carers rush, they need to be more patient
Communication from the agency requires improvement

**18. Do you know how to get in contact with the office staff during out of office hours?**

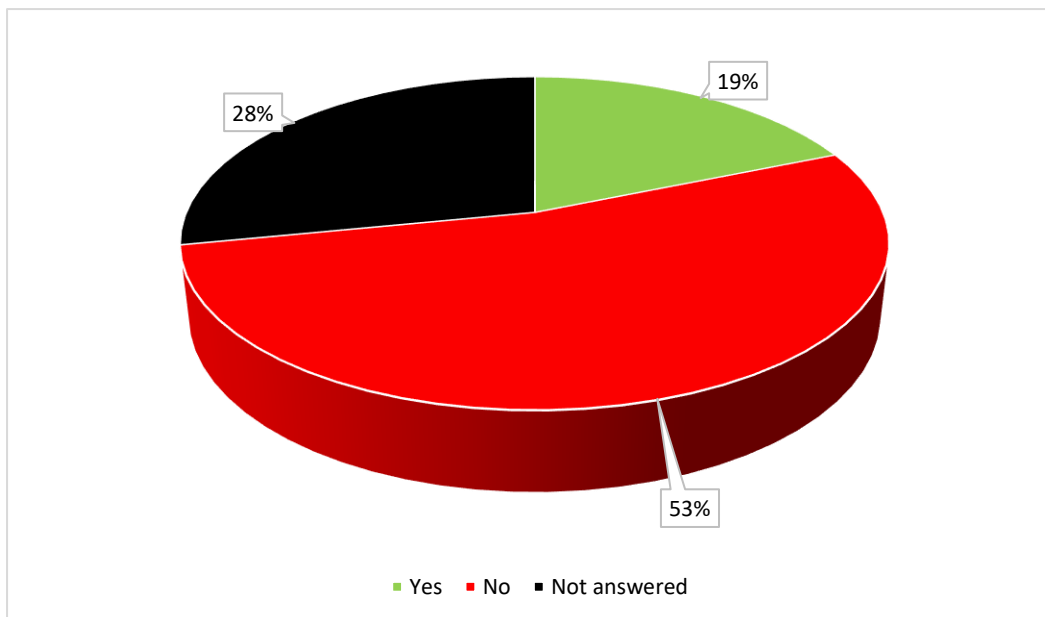


Yes: 46

No: 4

Not Answered: 14

**19. Do you have any comments you would like to give about the service you receive?**



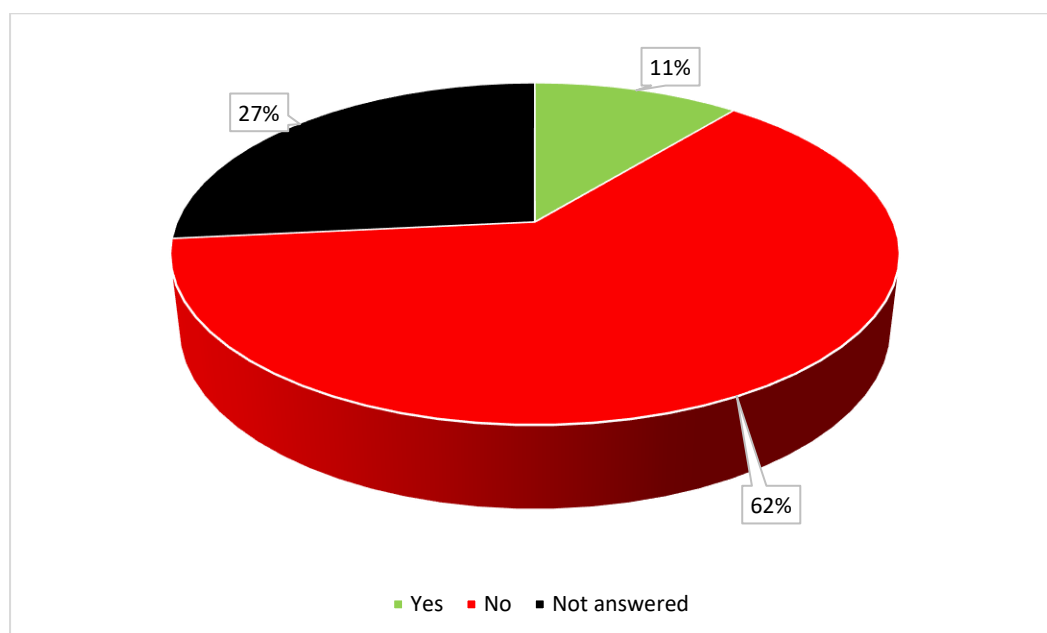
Yes: 12

No: 34

Not Answered: 18

Comments
Excellent service – He is very helpful and very courteous
Really happy with the service. Wouldn't change a thing
I am very happy with the service
Very happy
Very good service
Now
I'm generally very pleased
Refer to above
The service is satisfactory at present
My carers take good care of me
I would like to add a dinner call as my Dad needs help feeding him all 3 meals. Right now, we receive breakfast and lunch
We would like to review the tasks on the care plan
Only 1 CSW on a weekend sometimes when showering. There should be 2 CSWs. Make sure Janet goes to bed no earlier than 8pm please

## 20. Is there anything you feel we can do better?



Yes: 7

No: 40

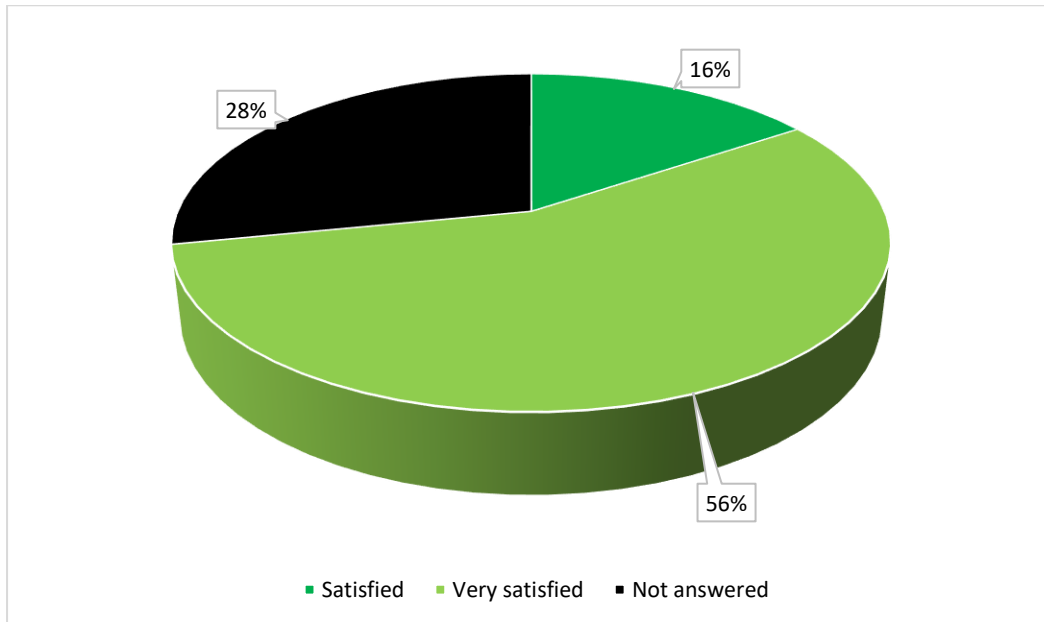
Not Answered: 17

Comments
Better communication with agency
Keep up the good work
<b>Number 37's comments aren't clear</b>
To contact social services to add more hours
More information of the service you provide and better handling of financial questions
I am very happy with my care workers

Everything running smooth

The carers need to be more patient and stay the full amount of time. Communication re; carer absence and holidays

## 21. How would you describe your general level of satisfaction with the service(s) that you receive?



1 - Not satisfied:

3/4 - Satisfied: 10

5 - Very satisfied: 36

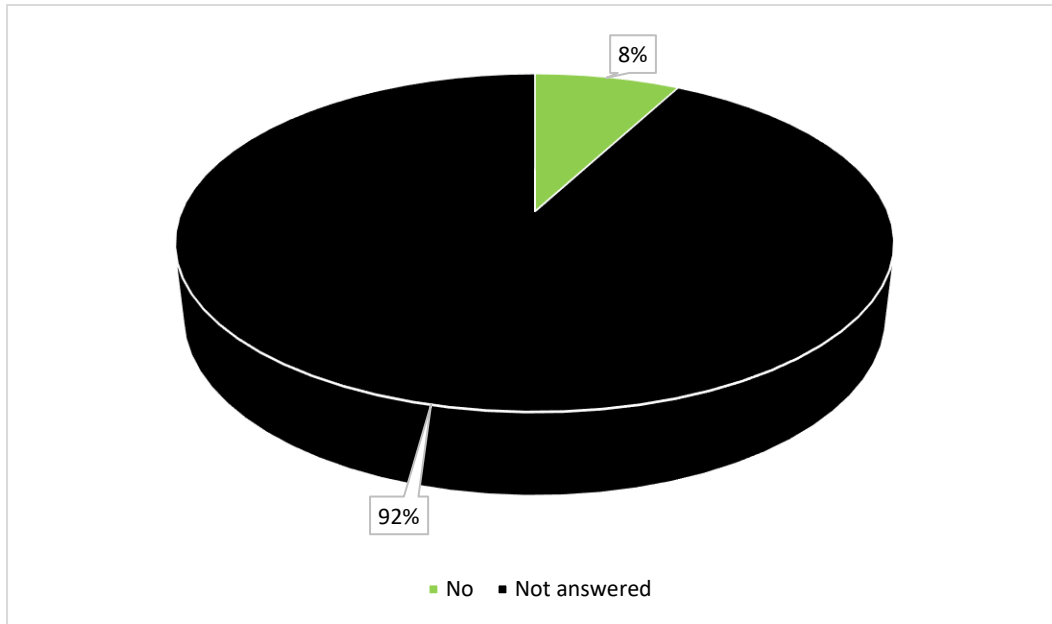
Not Answered: 18

Numbers 2 – 16, 23, 28, 33, 34, 36, 39 – 42, 44 – 47, 50 -58, 60 - 64 only go up to question 21.

Number 21 goes from questions 1 - 15 to 24d - 27.

Number 35 goes from questions 1 – 15 with a missing page and then goes from questions 25 -27.

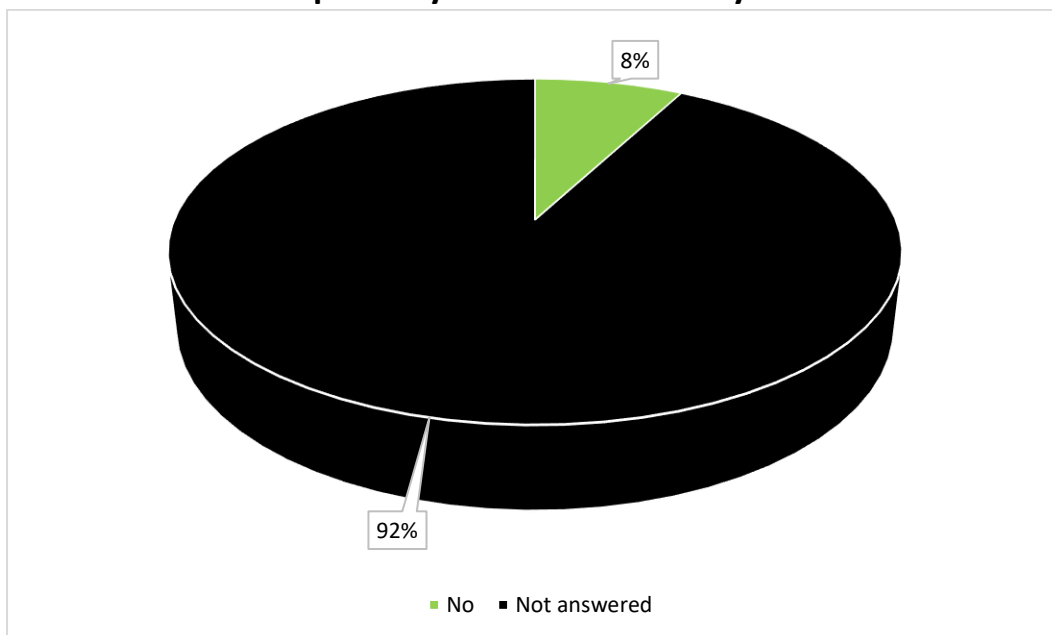
## 22. Have you or any member of your household had or contracted Covid-19?



No: 5

Not Answered: 59

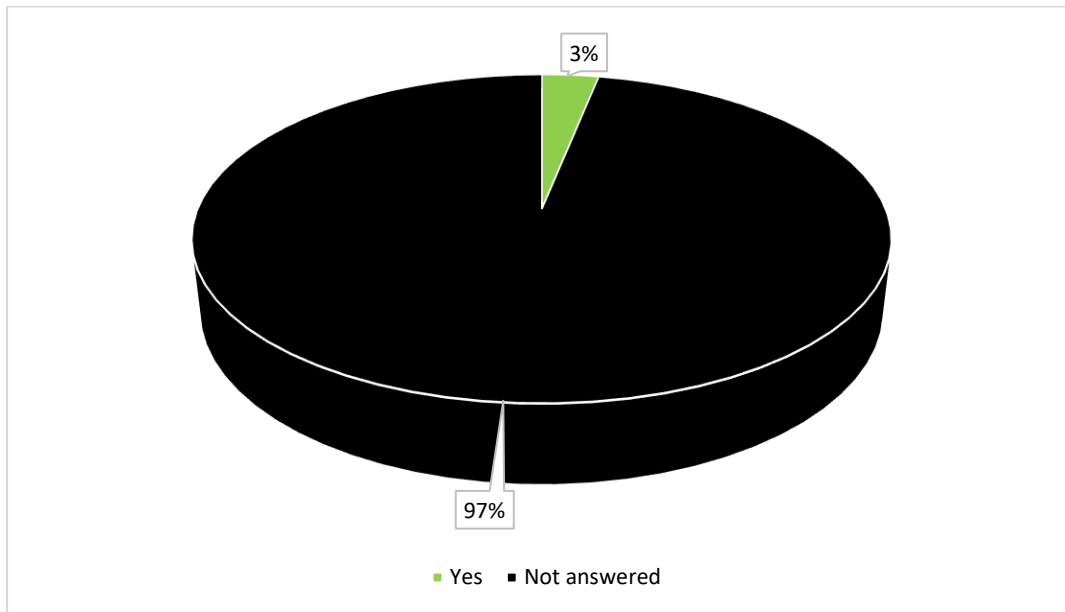
## 23. Has Covid-19 impacted your service delivery?



No: 5

Not Answered: 59

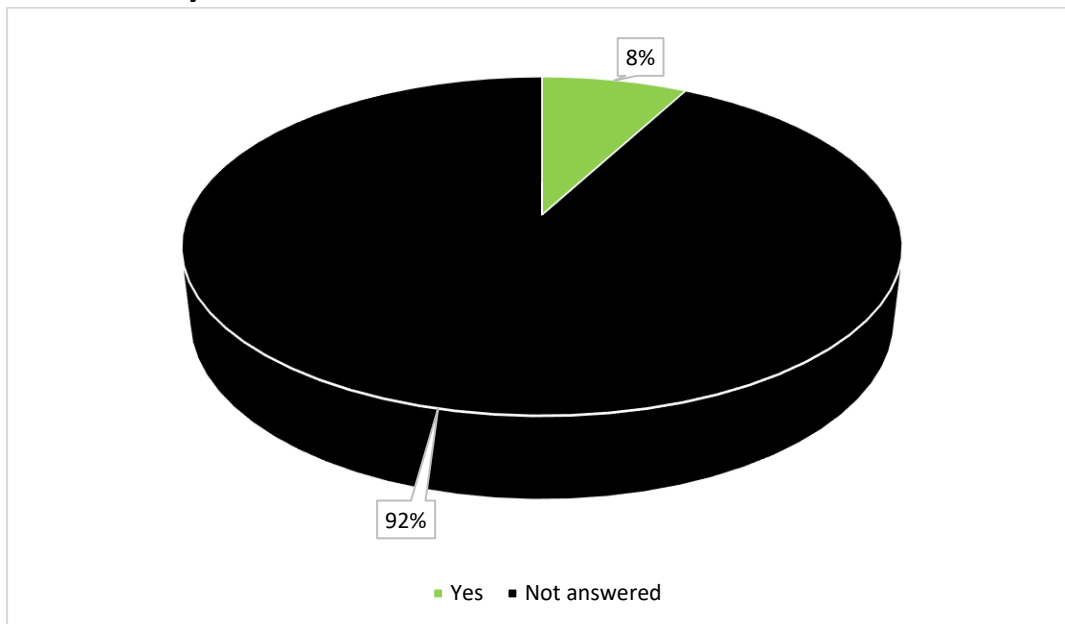
**24. Does your care worker(s) follow PHE/NHS use of PPE guidelines when delivering your care?**



Yes: 2

Not Answered: 62

**24a. Do they wear a face mask?**

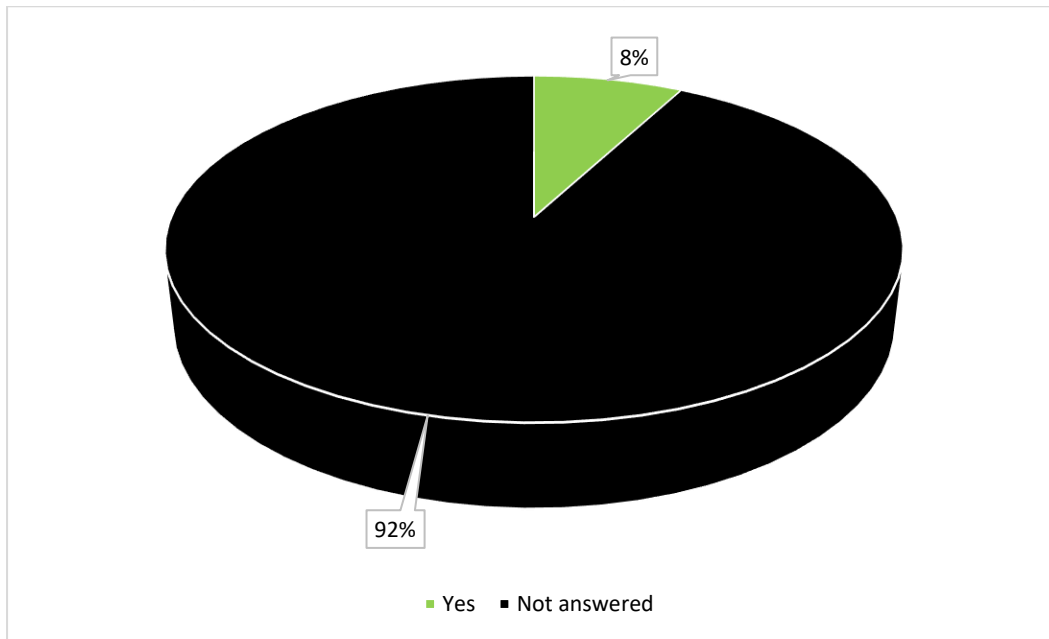


Yes: 5

Not Answered: 59



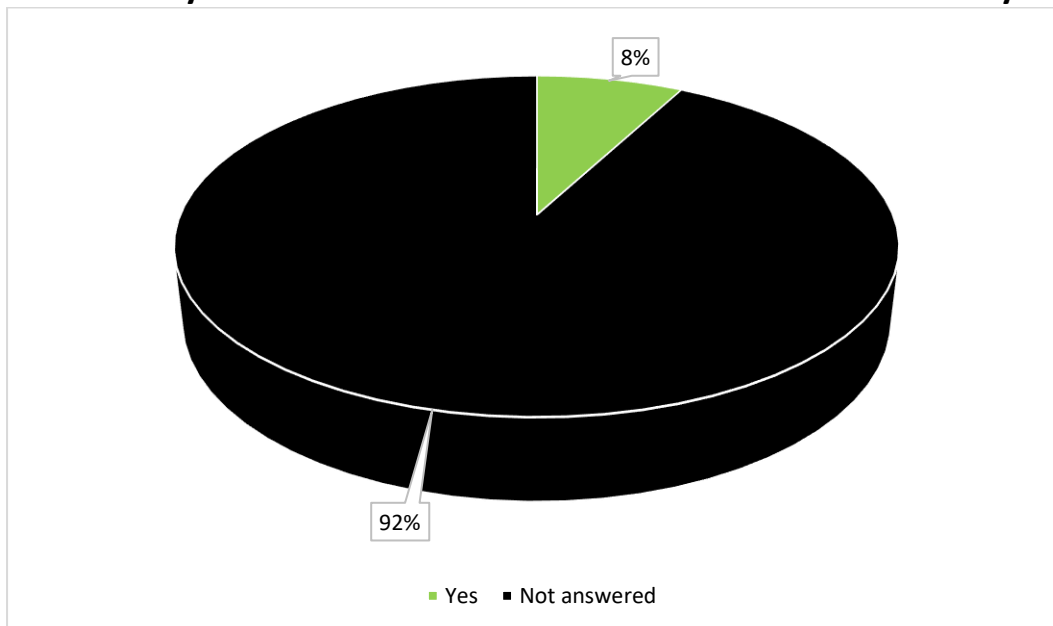
**24b. Do they wash their hands with soap before and after service delivery?**



Yes: 5

Not Answered: 59

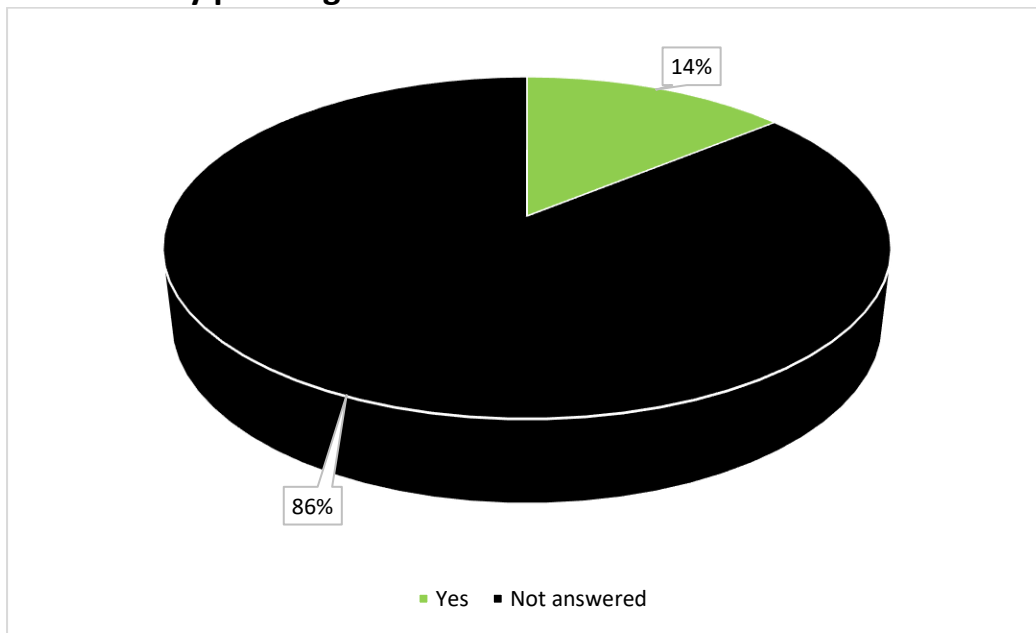
**24c. Do they use hand sanitisers before and after service delivery?**



Yes: 5

Not Answered: 59

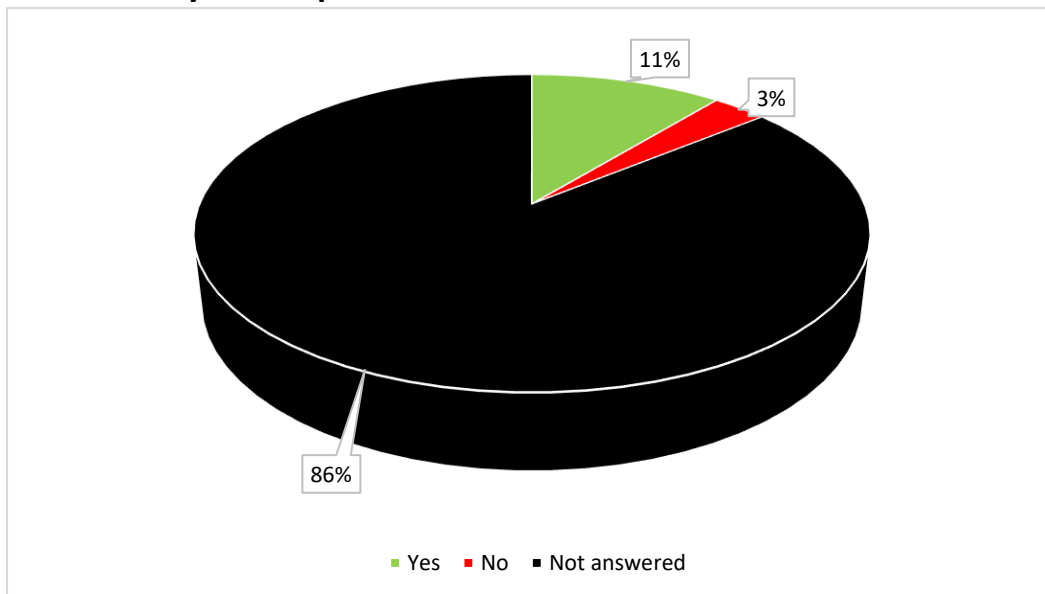
**24d. Do they put on gloves?**



Yes: 9

Not Answered: 55

**24e. Do they wear aprons?**

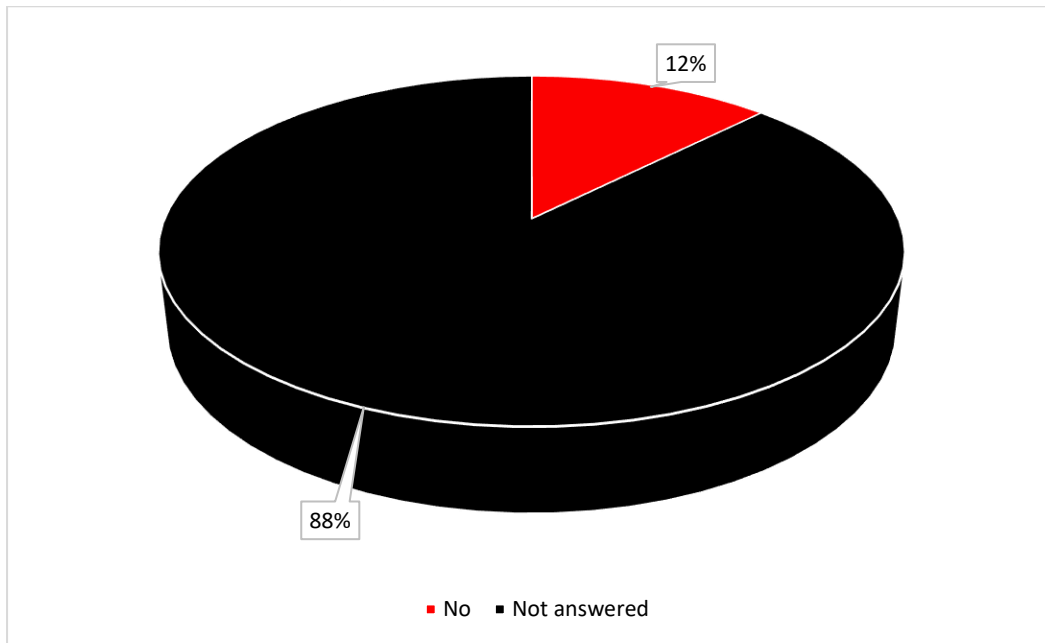


Yes: 7

No: 2

Not Answered: 55

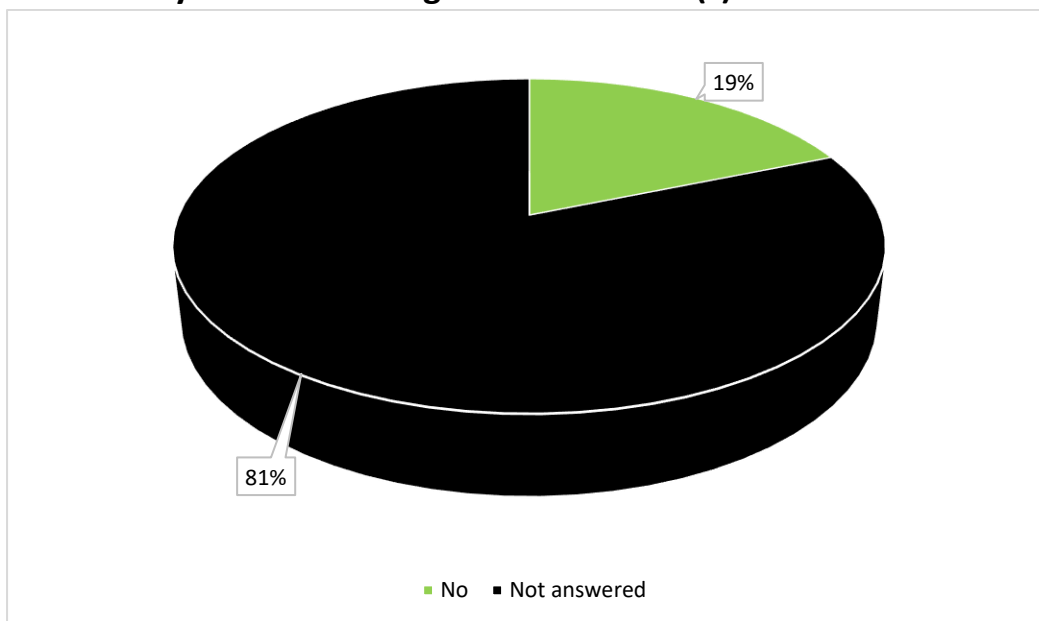
**24f. Do they put on eye protection goggles?**



No: 8

Not answered: 56

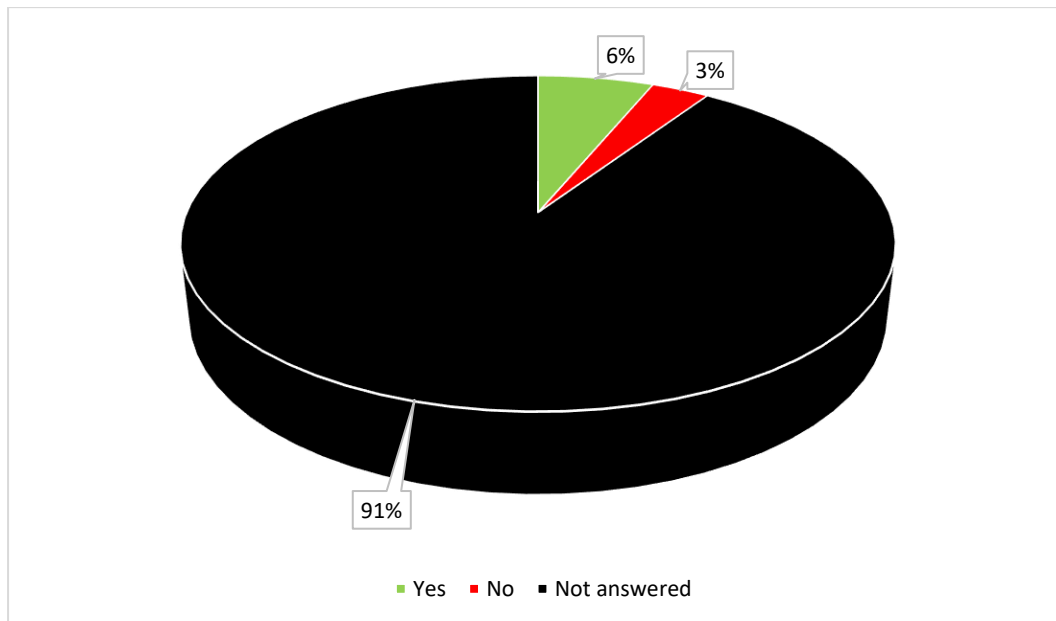
**25. Did you have a change of care worker(s) due to Covid-19?**



No: 12

Not Answered: 52

**26. How would you like to commend and rate the performance of your care workers during these unusual times?**



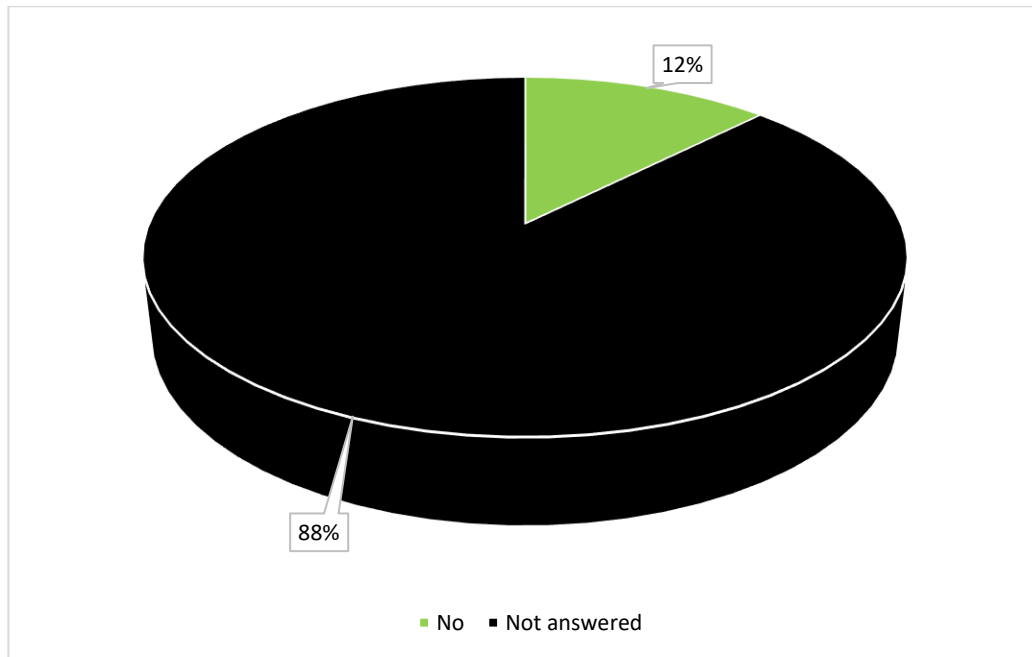
Yes: 4

No: 2

Not Answered: 58

Comments
Excellent service!
Very good and also made sure the client was wearing correct PPE inside and when travelling
Care workers have been aware of safety measures to keep us all safe
My son's carer was helpful during this unusual time. She makes sure that my son's not left in the house. She takes him to the park to play football and exercise
Very good 10/10

**27. Did you experience any difficulty in getting through to the office during this crisis?**



No: 8

Not Answered: 56

Comments
We are very happy with the care workers

**End of Report**