

Quality Assurance Themes for Capital Homecare 2023

Care 4 Quality Ltd

www.care4quality.co.uk



HEMOCARE SERVICE

Capital Homecare (UK) Limited

● Overall: Requires improvement

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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 ● |

Capital Homecare distributed four varieties of quality assurance questionnaires to service users throughout 2021 and 2022. These were: telephone surveys, postal surveys and face to face surveys. The individual results for each of these surveys can be found in each individual survey type's analysis report. This document looks to cover themes that arose across the different survey types (with occasional information added from spot check and evaluation form analysis). Results are widely similar to in previous years showing consistency over time.

1. Consistency of Care Worker

When asked if they always received the same care worker all respondents in the telephone survey answered yes. In the slightly more detailed question in the face to face survey 69% SUs answered that they always get the same care worker(s) and 28% answered that they occasionally get a different care worker who comes in to provide cover. No respondents selected the answer “I am constantly getting different care worker(s) coming in”. *This shows consistency of Care Worker is high.*

2. Care Workers Listen to the Service User

When asked if the Care Worker listens to them, all SUs answered yes. This finding was further supported by spot checks carried out by Capital Homecare where all observations found this to be correct in practise. *This shows Care Workers listen to Service Users.*

3. Service Users are kept informed

When asked if they are kept informed of changes to their service 86% of respondents across two surveys said that they are. When asked more specifically about whether they are informed of lateness or last minutes changes to their service, 90% responded with “always” or “usually”. 5% responded with “rarely” or “never”. *This shows communication with Service Users is good.*

4. Dignity and Respect

When asked if they are treated with dignity and respect all Service Users responded with yes. When asked in more detail 94% of respondents stated they were always treated with dignity and respect with no respondents answering that they are rarely or never treated with dignity and respect. This finding was further supported by spot checks carried out by Capital Homecare where all observations found this to be true in practice. *This shows Service Users are treated with dignity and respect.*

5. Service that is Sensitive to Personal Needs

When asked if the service meets their needs 98% of service users answered yes. When asked if the service received is sensitive to their personal needs (which was clarified to state “language, cultural and religious needs”) all service users also responded yes. When asked in more detail over 96% of respondents stated their service was always or usually sensitive to their personal needs. *This shows Service Users feel their service is responsive to their personal needs.*

6. Care Workers have the Skills and Ability to deliver the care needed

When asked if they felt the care workers have the skills and ability to deliver the care they need all respondents answered yes. When asked in more detail 96% of respondents stated they were either very satisfied or quite satisfied with the care workers skills and ability at delivering the care they needed. *This shows Service Users feel their Care Workers have the skills and ability to deliver the care they need.*

7. Service Users are Happy and Satisfied with the Service they Receive

When asked across all three surveys if they were happy with the service they receive, nearly all respondents who answered this question stated they are happy overall. There was only one person who answered no to this question out of 266 responses. *This shows Service Users are happy and satisfied overall with the service they receive.*

8. Service User Suggestions for Improvements

When asked this most service users answered no or skipped the questions. Where responses were

received there were no recurring themes or patterns, save for four of the twelve responses mentioning better communication around changes and two mentioning time keeping. *This shows overall Service Users have few and disparate suggestions for improvement.*

9. Suitability of Time of Calls

When asked if the time of the call suits them, 99% of Service Users stated that it did. *This shows that Service Users feel the time of their call(s) is suitable.*

10. Care Worker is Punctual

When asked if the Care Worker always arrives on time or if the Care Worker is punctual 93% of Service Users stated that they did/were with only 2 'No's out of 180 responses. When asked in more detail 98% stated that their Care Worker either always or usually arrived at the agreed time. This finding was further supported by spot checks carried out by Capital Homecare where 63% of calls recorded were early or on time. *This shows that punctuality of Care Workers is generally good.*

11. Care Worker stays on the call for the allotted time

When asked if the Care Worker stays for the allotted time on each call 95% of Service Users said they did. When asked in more detail 80% of Service Users stated that the Care Worker never or rarely spent less time with them than they were supposed to and 9% said they spent more than they were supposed to. *This shows that Care Workers are spending the correct amount of time with the Service Users.*

12. Knowing How to Make Complaints

When asked if they knew how to make a complaint 92% of Service Users stated they did. When asked in more detail 97% said they knew how to make a complaint and felt they could if they wanted to. Additionally, when asked if they were aware, they could ring the office and ask for a change of Care Worker 95% were. *This shows that Service Users are aware of how to make complaints and feel they could do so if needed.*

13. Telephone use

When asked if their Care Worker ever used their telephone for their own personal use only one person responded yes. When asked if their Care Worker ever charged their mobile in their property there were 7 (out of 63) yes responses. *This shows that overwhelmingly there is no use of Service User's telephones for personal reasons however some minor issues with a small number of Care Workers have been identified.*

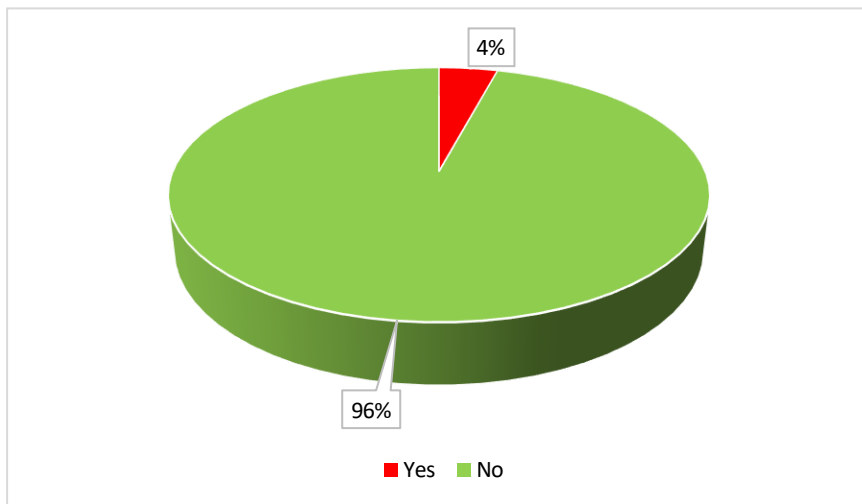
14. Out of Office Hours Contact

When Service Users were asked if they knew how to get in touch with the office staff outside of office hours 81% of responses stated that they did, with 10 respondents stating no across 166 responses. *This shows that service users mostly know how to contact office staff outside of office hours, should the need arise however it may be useful to send reminders out to SUs.*

Covid-19 Questions

The following questions relating to Covid-19 were asked of a selection of Service Users within the Surveys. The following is the combined figures for all responses given. Many times responses were not given and these figures have not been included within the pie charts.

CV1. Have you or any member of your household had or contracted Covid-19?

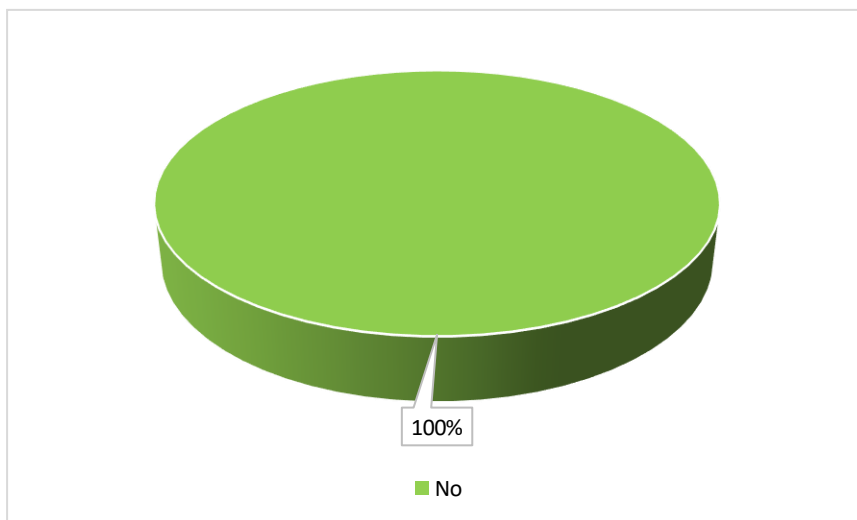


Yes: 4

No: 92

Not Answered: 107

CV2. Has Covid-19 impacted your service delivery?

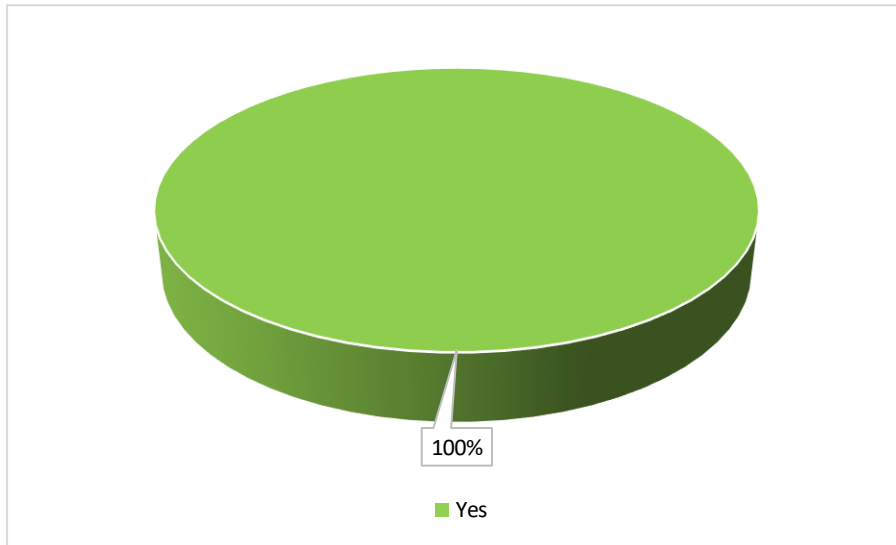


No: 95

Not Answered: 108

No respondents answered yes

CV3. Does your care worker(s) follow PHS/NHS use of PPE guidelines when delivering care?

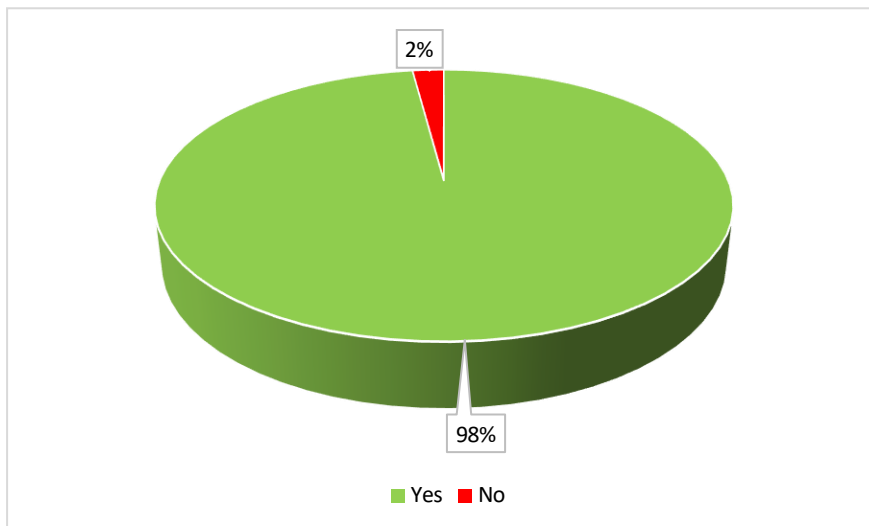


Yes: 60

Not Answered: 143

No respondents answered no

CV4. Do they wear a face mask?

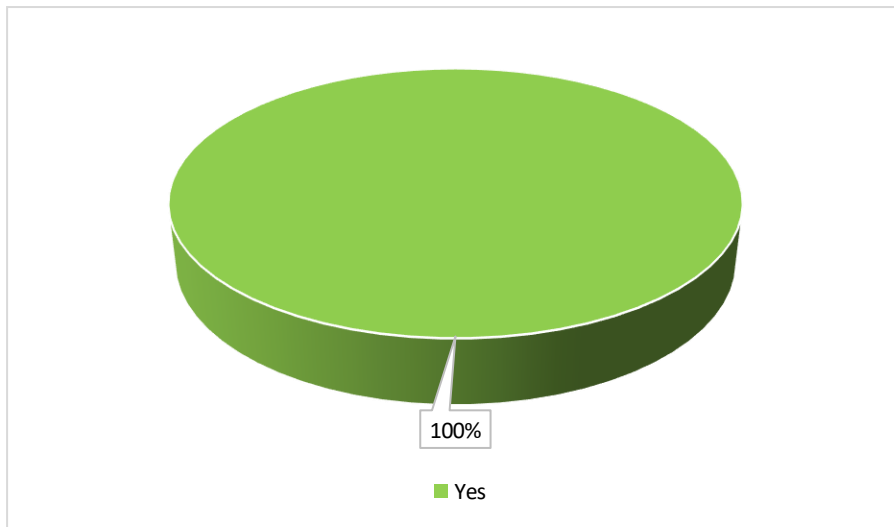


Yes: 94

No: 2

Not Answered: 107

CV4. Do they wash their hands with soap before and after service delivery?

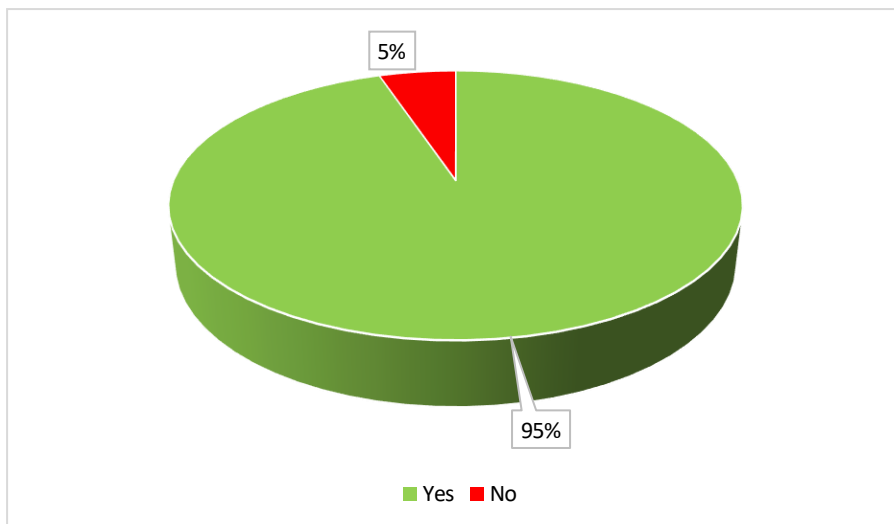


Yes: 97

Not Answered: 106

No respondents answered no

CV5. Do they use hand sanitisers before and after service delivery?

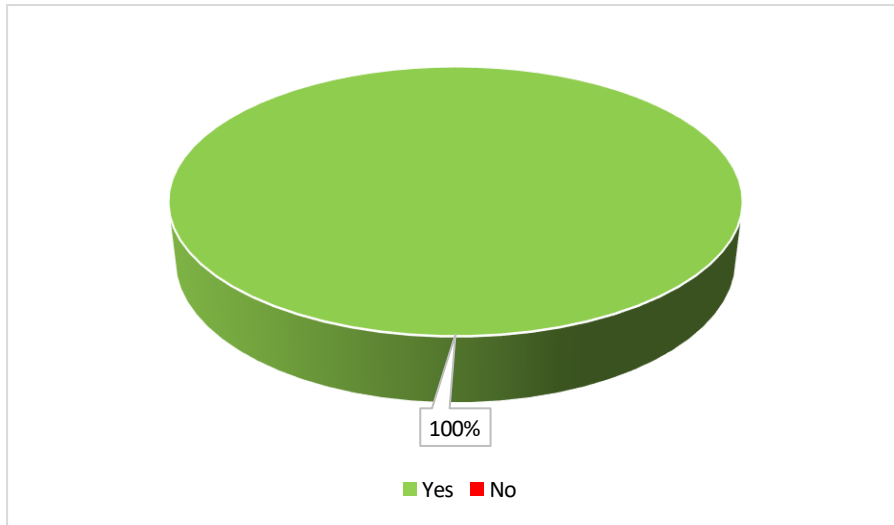


Yes: 92

No: 5

Not Answered: 106

CV6. Do they put on gloves?

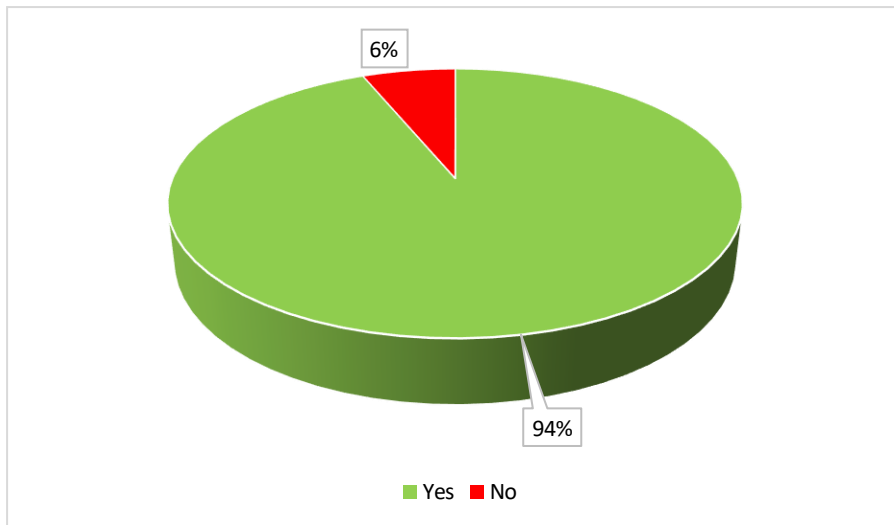


Yes: 97

Not Answered: 102

No respondents answered no

CV7. Do they wear aprons?

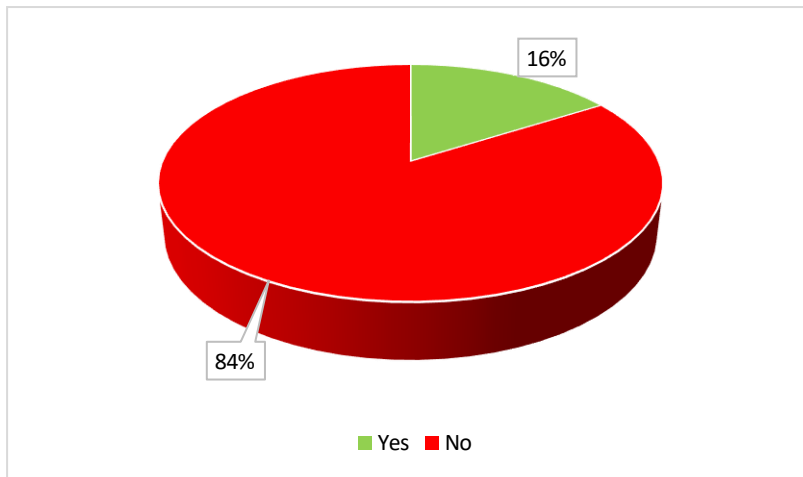


Yes: 60

No: 4

Not Answered: 102

CV8. Do they put on eye protection goggles?

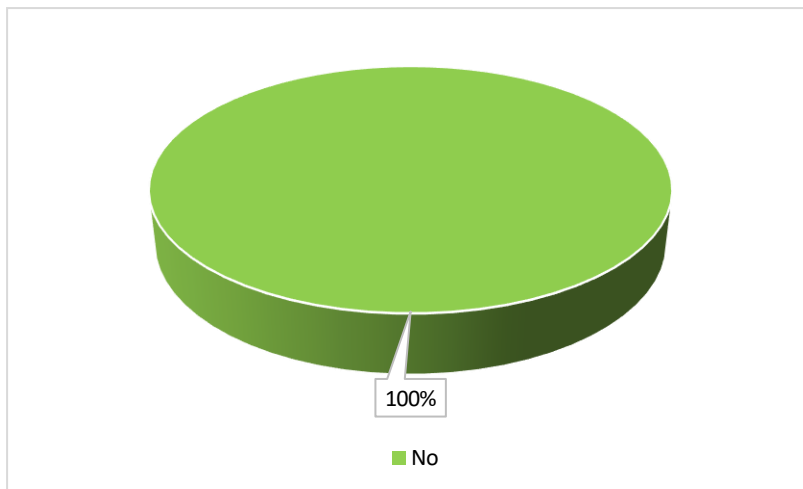


Yes: 16

No: 84

Not Answered: 103

CV9. Did you have a change of care worker(s) due to Covid-19?



No: 122

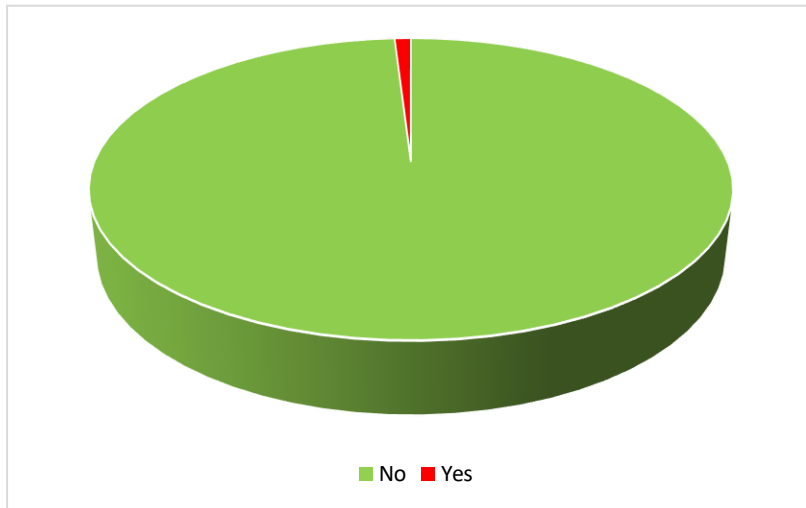
Not Answered: 99

No respondents answered yes

CV10. How would you like to commend and rate the performance of your care workers during these unusual times?

Many comments were received and all were very positive and praising the service. These can be found in each of the survey analysis documents.

CV 11. Did you experience any difficulty in getting through to the office during this crisis?



Yes: 1

No: 102

Not Answered: 118

End of Report