



Leicester City Council Scrutiny Review

'Domiciliary Care'

Service User Consultation Outcome Briefing

Quality Assurance Framework

Scrutiny Briefing

Background

In the Autumn of 2013 Adult Social Care, Contracts and Assurance Service implemented a Quality Assurance Framework (QAF) that requires all domiciliary care contracted providers to undergo an annual assessment of contract compliance linked to ensuring that the outcomes of people who receives those services are at the forefront of the assessment.

The QAF process starts with a self-assessment tool which requires the Provider to submit data / evidence in relation to 6 standards, being;

- Business Management
- Personalised Care Treatment and Support
- Safeguarding and Safety
- Employment and Staffing Practices
- Quality and Management
- Voice Choice and Control

Part of the quality assurance framework (QAF) and, as an outcome of reviewing the Human Rights Commission Report (2013), there is an emphasis on direct contact with those people who receive domiciliary care services. In order to achieve this a telephone survey is undertaken with service users for who we have a recorded telephone number. This telephone survey is time based which means only a limited number of service users can be contacted per individual QAF process. In addition to this the Provider is given a Service User questionnaire which they are asked to pass on to all Service Users together with a stamped addressed envelope for the return of the questionnaire. The questionnaire is produced in two different formats to be inclusive for those people who require easy read and / or pictorial versions.

Officers from the Contracts and Assurance Service then receives and reviews all of the documentation and will undertake a visit with the Provider to verify the information and assess contractual compliance. In areas of non-compliance the Provider is issued with an action plan and given clear timescales for the completion of those actions.

Service User Engagement

Whilst the QAF process for individual Providers is an annual assessment due to resources available in January 2014 there was capacity within the Contracts and Assurance Service to undertake a QAF telephone survey to over 600 service users who are currently receiving services from 11 contracted providers. Officers were each given the survey questions and a list of Service Users to contact, taken from the CareFirst database.

The service user survey asks 11 questions that relate to how they feel about the service they receive and includes questions that relate to the six standards detailed above.

Service users from the following 11 domiciliary care providers were contacted:

Always There, Amicare, Care UK, Carewatch Leicester, Direct Health, Domiciliary Care Services, Help at Home, Housing 21, Mears Care Ltd, Sevacare UK Ltd, Westminster Homecare.

During this survey 688 service users were contacted and invited to participate. The survey questions are detailed in table 1. below.

Table 1. Collated Service User Survey results

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Summary of Telephone Survey - Autumn 2013 to early 2014 (continued)

		No	Sometimes	Most of Times	Always	Total responses
Q1	Do you feel listened to and that what you have to say is important and acted upon?	23	11	53	589	676
		3%	2%	8%	87%	100%
Q2	Do you feel that you can speak up and have choice and control over day to day decision?	24	10	57	556	647
		4%	2%	9%	86%	100%
Q3	Do you feel supported to keep good relationships with you family, friends, staff and other people?	21	19	55	572	667
		3%	3%	8%	86%	100%
Q4	Do you feel supported to do the things that are important to you?	26	14	53	580	673
		4%	2%	8%	86%	100%
Q5	Are your care needs, wishes, preferences and personal goals recorded in your personal plan?	31	15	46	557	649
		5%	2%	7%	86%	100%
Q6	Do you think that where you live is as comfortable and homely as possible?	22	9	55	590	676
		3%	1%	8%	87%	100%
Q7	Do you feel safe, free from fear of abuse, falling or other physical harm?	19	11	50	598	678
		3%	2%	7%	88%	100%
Q8	Are you getting enough food and drink, is it what you like and can you eat when it suits you?	17	9	45	601	672
		3%	1%	7%	89%	100%
Q9	Do you feel that staff are respectful and treat you with dignity and care?	20	18	54	586	678
		3%	3%	8%	86%	100%
Q10	Do you feel confident and know what to do if you are unhappy about the service you receive?	26	10	57	583	676
		4%	1%	8%	86%	100%
Q11	Does the Service and its staff make you feel important, confident and happy?	17	13	49	600	679
		3%	2%	7%	88%	100%

The responses show that for each question between 86% and 89% of responses were “Always” compared with only 3% to 5% responding “No”. The mid-range showed a variance between 1% and 3% for “sometimes” and between 7% and 9% for “Most of Times”.

Whilst percentages are quoted above it is recognised that these relate to individual people and even though percentage wise it appears that Service User satisfaction is high this information has to be used to drive up quality for all Service Users. It was necessary for Officers to recommend that some Service Users contact their Social Workers over specific issues relating to the services that they receive.

Next Steps

The Contracts and Assurance Service has this information broken down by Provider and this information will be fed into the each individual QAF assessment together with the returned service user questionnaires.

Where elements have been identified as a concern these are being picked up with Providers in the regular meetings that are held and through the monthly performance data checks.

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