

THE SCOTTISH BORDERS HOUSING WITH CARE SERVICE



Survey results - 2016

Introduction

Hanover introduced a Housing with Care service into our Galashiels, Jedburgh and Innerleithen sheltered housing developments in November 2014.

We employ and manage Care Assistants to provide personal care to residents at these developments who need the service.

We carried out this survey to assess the service after it had been in operation for over a year.

We compiled the questions to:

- determine the quality of the service; and
- find out views on how we could improve or develop it.

We also obtained views not only of the service users, but others affected by the service; including:

- residents who did not receive care;
- relatives of those who received care; and
- professional staff who worked with our care service.



*Above: Queens Court, Jedburgh
Below: Mercer Court, Innerleithen*



Front cover: Glenfield Court, Galashiels

Service users: Residents who receive care

In November 2015 and February 2016, we conducted questionnaires with 20 tenants at our housing developments in Innerleithen, Galashiels and Jedburgh who receive a care service from us.

Summary

Those receiving care were extremely pleased with and enthusiastic about the service.

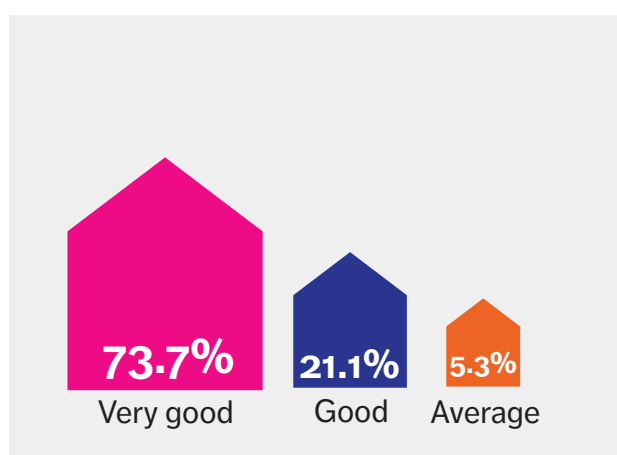
They repeatedly praised the calibre of care staff, and where service users had previously received care from other providers they invariably compared Hanover in more favourable terms.

Highlights

In response to the question: “What do you think about Hanover’s care service?”, typical responses were:

- “I’m very pleased with what we’ve got now. [The care staff] help me; they’re very, very good. You don’t have to tell them anything.”
- “Thrilled to bits. [The care staff] beat everyone I’ve had so far, they are obliging, so genuine and friendly.”
- “The carers are brilliant and have made a big difference to me.”

These comments were again reflected in responses to the question: “How would you assess the overall performance of the service?”



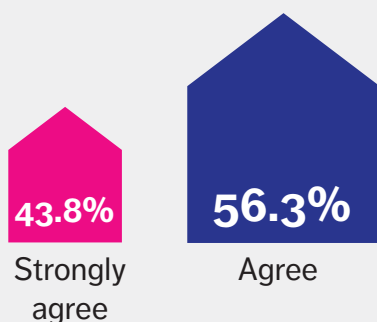
No resident who received care assessed the overall performance as poor.

The service user questionnaire was more detailed than for the other survey participants and covered all parts of the service, including detailed questions on the care they received, and on how we managed the service.

Residents who receive care (cont.)

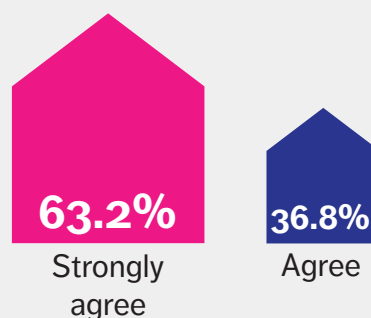
When it came to the practical aspects of the service, a small number disagreed with some of the following statements, but no-one strongly disagreed:

"Staff follow the routine of care identified in my personal plan."

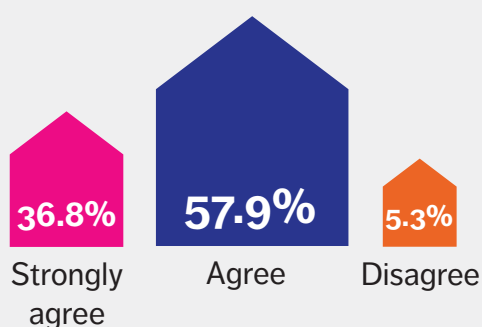


We also asked questions around the more personal dimensions of care, and no-one disagreed with the following statements:

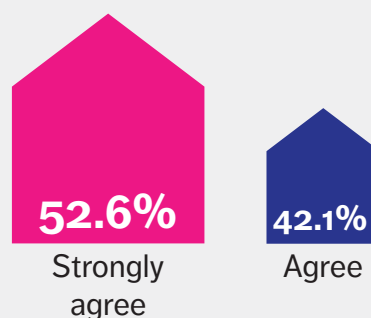
"Staff respect me, my values and beliefs."



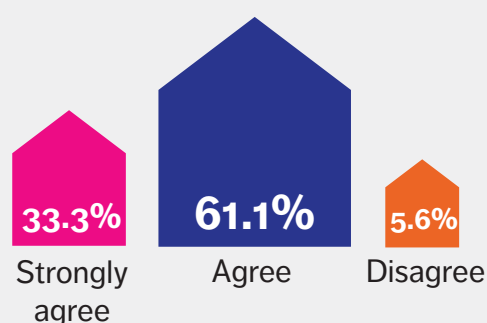
"The care is provided on the day and at the time specified."



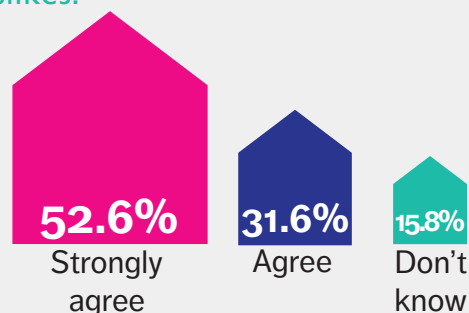
"Staff respect my rights and privacy."



"Regular members of staff attend."



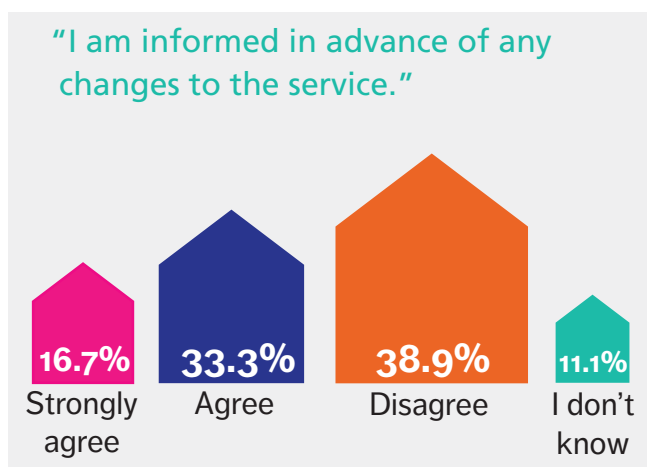
"Staff take into account my likes and dislikes."



One area where there may be room for improvement is around communication.

21.1% of the participants did not believe they were given enough information about the service.

In relation to changes to the service the following responses also suggested a need for better communication.



Having care staff on the development was unanimously popular with the participants. Comments included:

- "It's much better and gives you more confidence having somebody there."
- "I think it's wonderful... you're a different person with them around - they cheer you up. They're rather special."

To understand key aspects of the service for individuals - and to see if we could improve the service in any way - we asked two open questions:

1 "What are the most important aspects of your care service?"

The repeated themes were of:

- seeing the same staff;
- feeling secure; and
- feeling reassured and having someone to speak to.

Comments included:

- "Having the same staff and having flexibility. I feel more secure knowing they are on site."
- "The care staff see that I've got everything at hand. Also, the company they provide, as I can get low and lonely."

2 "What could be improved about your care service and do you have any suggestions as to how it could be achieved?"

The main suggestions for improvement included:

- being taken out more (for example for short walks);
- having night care cover; and
- having longer time slots, for example for lunch.

Gratitude for the service and praise for the staff were repeated throughout the responses:

- "I think it's wonderful. I really do... and I couldn't live without it."
- "The service is fantastic. The care assistants really go out of their way."

Residents who do not receive care

In November 2015 and February 2016, we conducted questionnaires with 13 tenants living in our Innerleithen, Galashiels and Jedburgh housing developments. who did not receive a care service from us.

Summary

Respondents generally perceived the service in a very positive light, but a small number had strong views against the service.

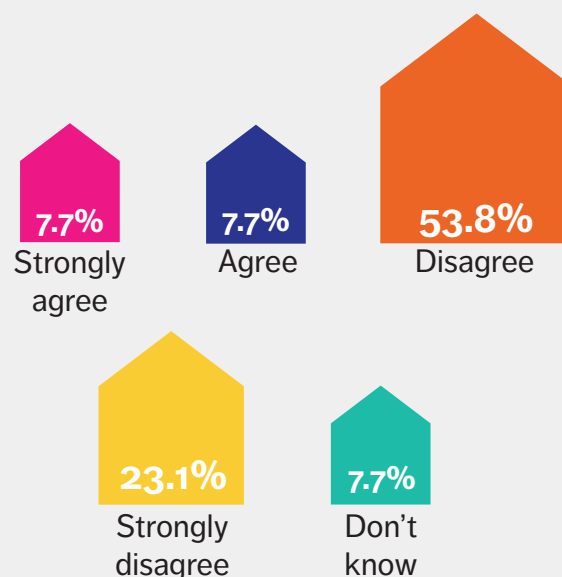
Highlights

Everyone knew that Hanover provided a care service at their development.

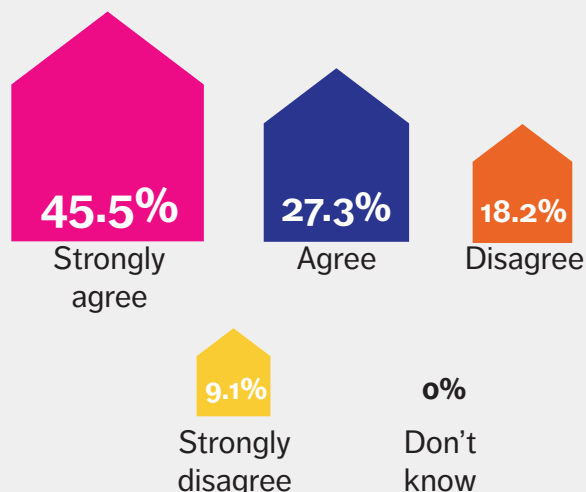
We gave respondents four statements about the presence of care staff at the development, to gauge whether they perceived the service positively or negatively, and whether those who did not receive care had any relationship with the care staff.

These were the responses:

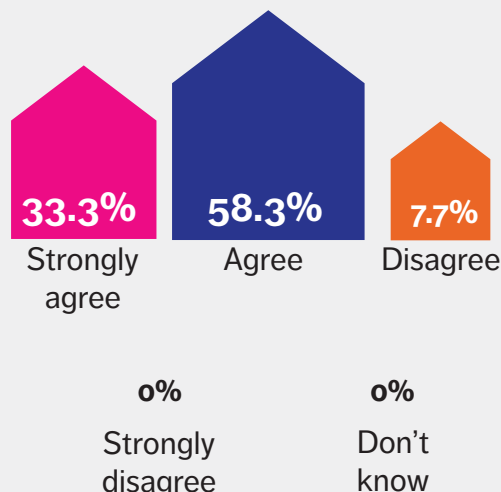
"The presence of Hanover care staff has had an adverse change to the feel of the development."



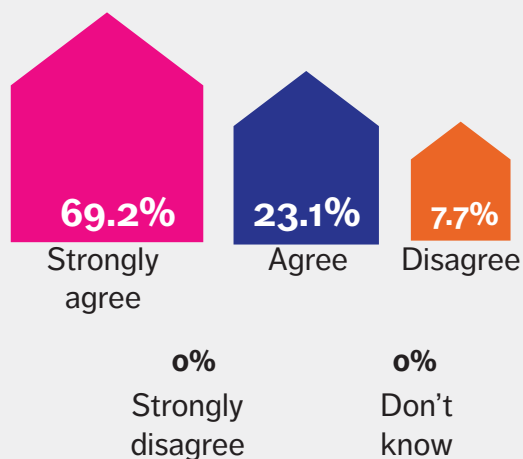
"The presence of Hanover care staff on the development makes me feel secure."



"I know the names of Hanover's care staff."



"I speak to the Hanover care staff."



- "It's fine for people who need it... it would bother me if flats were kept only for those who needed care."

We also asked who residents would choose to be their care provider if they needed care in the future. 8 out of 13 participants replied Hanover.

The main reason given was because they knew the staff and service.

In response to the open question:

"What are your thoughts about having care staff on the development?", these were typical responses:

- "I think it's brilliant. There are good carers in here. I've been there when they've been helping my sister."
- "At first, I thought it would be like an old folks' home. Carers are all lovely. It's a good thing now that we've got used to it."
- "I think it's a great idea because if I took ill, I'd like to be coming back to carers I knew. We've got lovely staff here."

Less favourable responses included:

- "The place has changed, it's no longer sheltered housing but now housing with care but we signed up to independent living."



Above: Some of Hanover's care team

Service users: relatives

In May and June 2016, we sent emails and letters to 15 relatives of service users, giving them the option of completing an online or paper survey. We received responses were from 10.

Summary

Respondents were very favourable about the service their relative received.

Highlights

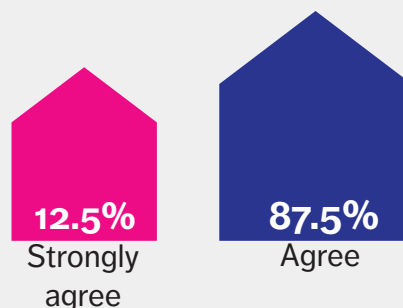
In response to the question: "What do you think about Hanover's care service?", typical responses were:

- "It has allowed my relative to stay in her own home, in spite of great frailty."
- "Excellent service - much improved on [the] previous service."
- "Most of the staff are exceptionally caring, considerate and friendly."

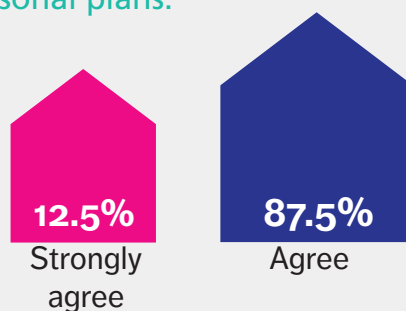
We wanted to find out if respondents thought their relatives received a quality service, and whether they had sufficient involvement in shaping their relative's care.

No respondent disagreed or strongly disagreed with the following statements:

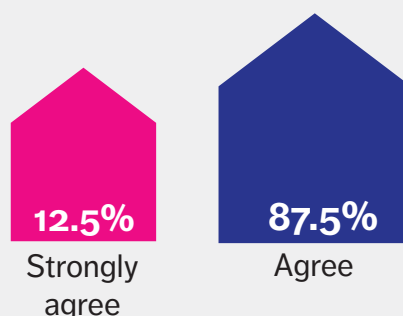
"Your relative is given sufficient information about the care service."



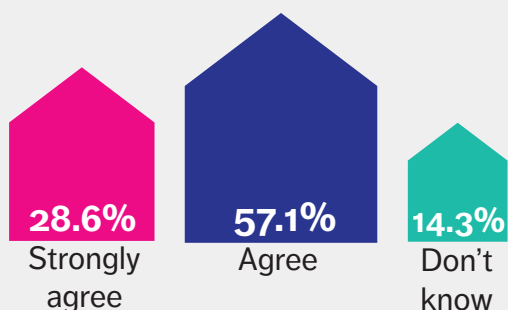
"You are given the opportunity to be involved in the creation or review of personal plans."



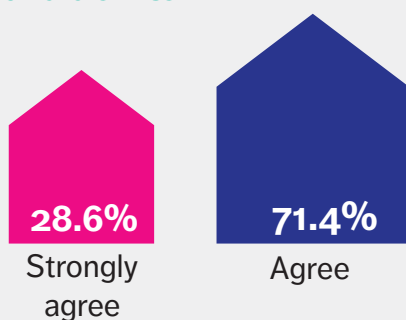
"Staff follow the routine of care identified in the personal plan."



"Staff respect your relative, their values and their beliefs."



"Staff take into account your relatives likes and dislikes."



We asked how the service compared with others the respondents' relatives had previously received, and the open responses were unequivocally positive:

- "Great improvement in the standard of care. Dependable service."
- "The care is more regular and they are willing to help with more things that are important for client well being."

We were keen to know if the service provided relatives with support and, if so, in what ways.

No-one said the service did not support them, and those who commented explained how the service supported them:

- "It means that I can do more with my own life as there are carers present for longer periods which eases pressure on both sides."
- "[They] keep me involved with my mum's needs."

71.4% believed the service performance was very good, and 28.6% said it was good. No-one believed it to be average or poor.



Above: Moving and handling training

Stakeholders - health care and social work professionals

In May and June 2016, we sent emails and letters to nine social workers and health care professionals, with the option of completing an online or paper survey. All of them responded. The stakeholders all had regular contact with the Borders Housing with Care service.

Summary

The respondents were unanimously favourable about their experiences of the service.

No-one disagreed or strongly disagreed with any of the statement questions.

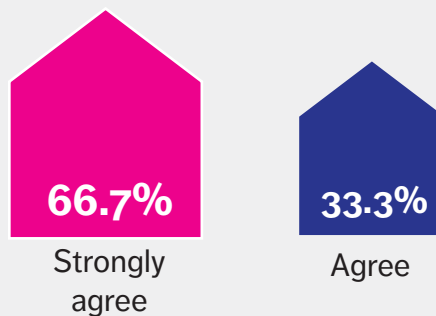
Highlights

As with all other participants, we asked: "What do you think about Hanover's care service?". Typical responses were:

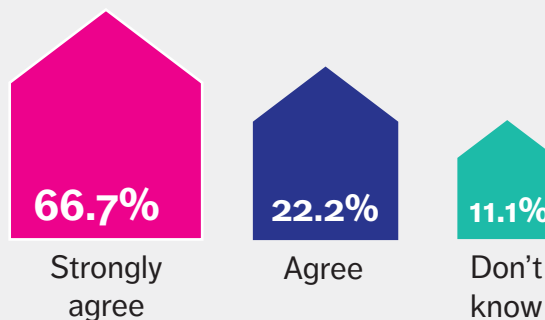
- "Well managed service. Flexible and have understanding of service users and their individual needs."
- "Excellent. Queens Court is very effective in keeping people at home with joint working from social work. It also makes resident transition from hospital easier."
- "I think this is a fantastic service which allows continuous, flexible, tailored care to be provided by staff who remain constant."

The first set of statements focussed on whether participants thought we provided clients with a quality service, for example:

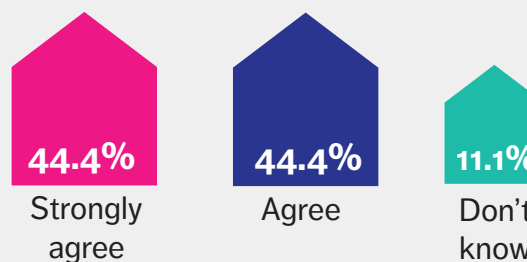
"Service users receive continuity of care and support."



"The service can adapt quickly to the changing needs of service users."

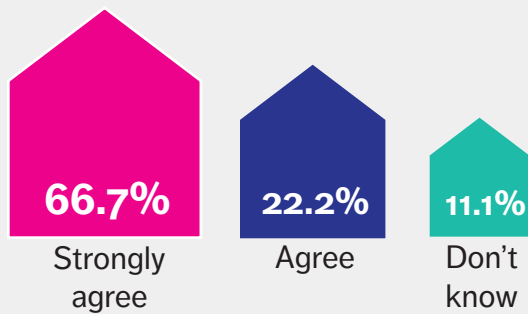


"Service users' views are taken into account."

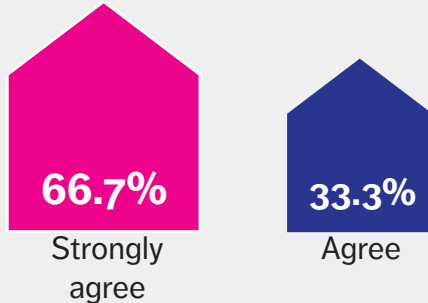


The second set of statements focussed on how the care service supported the work of health care and social work professionals.

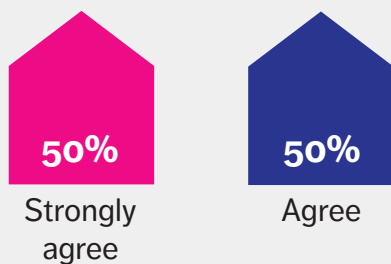
"The service responds to care package requests at short notice."



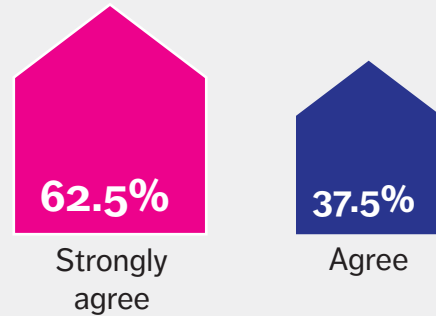
"I can contact the service easily."



"My professional opinion is sought when necessary."



"Hanover's care service supports my work."



Finally, we asked for suggestions for improvements or other services that respondents could find helpful.

In terms of improvements, the general view was that an increased care service would have benefits, for example:

- providing 24-hour care; and
- having a full complement of staff at all times.

In terms of other services, the main suggestion was to provide increased social activities and events.

Half of the participants reiterated the value they placed on the service, with comments like:

- "It's an invaluable service which works well as communication between care staff and social work is good."
- "I have found Hanover staff very approachable and helpful... they are excellent communicators - we are always informed of changes and difficulties."

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