

Project Plan

This template is designed for use by the staff, board, partners and VOICE Network of Healthwatch Surrey. It is an electronic form and should be completed 'online'.

The details provided will be used to complete an initial evaluation by the Healthwatch Surrey Board before any further work is undertaken in support of the project by the Healthwatch Surrey Team.

For more information and support in completing this document, please contact theteam@healthwatchesurrey.co.uk or 01483 533 043.

Project Sponsor:

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Organisation(s):

Name:	HWSy, Action for Carers, Age UK, Surrey Coalition of Disabled People, Sight for Surrey
Website:	www.healthwatchesurrey.co.uk

The problem:

Statement of the problem: *the why?*

There is an opportunity to better understand the extent to which people are satisfied with this service.

How do we know this is a priority for the people of Surrey? Addressing:

- What have the people of Surrey said about the issue?
- What evidence is available to support this?

The Equality & Human Rights Commission has found that although many older people receive care at home which respects and enhances their human rights, this is by no means a universal experience. It uncovered areas of real concern in the treatment of some older people and significant shortcomings in the way that care is commissioned by local authorities.¹

According to the Q1 Insight Report, Care at Home is the 4th most frequently mentioned service. This would seem to be considerably high given the low intensity of this service in comparison

¹ [Close to home: An inquiry into older people and human rights in home care, EHRC](#)

to others that we monitor e.g. Outpatients, Accident & Emergency and Cancer Services. This report also identifies the service as having the 7th highest proportion of negative sentiments (49%) for services mentioned more than once a week.

This is a group of particularly vulnerable people who could also be considered to be a seldom-heard group given the barriers that exist to getting their voice heard.

The Priorities Recommendation Group has ranked this as the 2nd highest priority for local people, based on the proposals put forward so far.

What evidence already exists on Consumer Voices (including regional and national) on this problem and what other related work is (or might be) ongoing or foreseeable: Addressing:

- What is already known about experiences & views on this problem?
- What steps have been taken to find out about related work in progress?
- What do we know about this related work?

We have met with the Senior Management Team for Adult Services at Surrey County Council and the lead commissioner for Home Based Care services. They identified an annual survey that is conducted by the council with a sample of its Service Users.

The current survey covers a sample of people that receive services (376 of 4,800) and the response rate is 27% (108 responses in 2014).

It does not detail the specific quality indicators that users of the service report against. An average is taken across indicators, some of which are different in nature, possibly obscuring important feedback.

There is the possibility that people completing the survey would not consider the commissioner to be 'independent' and therefore the likelihood of a response and nature of response could be effected, particularly for those concerned about less favorable treatment.

The survey is based on 'I' statements which do not reflect the evidence about what older people most value about this type of service, as reported by the Social Care Institute for Excellence (SCIE)², which are:

- Older people want to remain in their own homes
- Older people want to have a good quality of life
- Older people want to develop good relationships with their carers
- Older people want to receive high-quality, personalised care

The project:

What is the *unique contribution that Healthwatch can bring* in relation to this work?

Refer to Appendix 1 - Assets of Healthwatch Surrey

The independence of HWSy and its ability to collaborate with partners to engage with people in the most effective ways will enable otherwise reluctant Service Users to participate in shaping and challenging the services they access.

² [What older people want from Care at Home services, SCIE](#)

Objectives: *the what?*

- Conduct a survey of all Service Users in receipt of a Surrey County Council commissioned Home Based Care services, except those sampled in this year's survey by the councils own survey;
- Evaluating the extent to which the service helps people to achieve the things most important to them (based on SCIE research and consultation with stakeholders);
- Establishing a more accurate and independent evidence base on the experiences of people accessing these services;
- Gather individual stories/experiences;
- Secure interest in further engagement opportunities, particularly from those that are isolated / seldom heard

Methodology: *the how?*

** Elements of this to be developed in partnership with Surrey County Council*

HWSy to design, print and envelope surveys and pass to Surrey County Council to distribute;

HWSy, Action for Carers, Age UK, Surrey Coalition of Disabled People, Sight for Surrey to work together to identify ways of overcoming communication and participation barriers;

Limited number of questions in order to increase response rates and encourage people to spend time sharing their story / experience;

We will ask people to provide responses to the following statements:

- I receive practical support from friends, neighbours or family members
(Yes/No)
- I feel well supported to continue living in my own home
(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- I have a good quality of life
(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- I am able to develop good relationships with my Care Workers
(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- I consider my home care service to be high quality and personalised to me
(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- I have choice about the care agency and care worker providing my care and about what they do
(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)
- I have a concern about an aspect of the care I receive from my care worker(s) and/or agency
(Yes/No)
- [for Carers responding] I have suffered with physical and/or mental health problems as a result of my caring responsibilities
(Yes/No)

We will ask for the first four digits of the individuals postcode

We will provide an opportunity for people to comment against each question

We will provide an opportunity for people to share an experience

We will provide opportunity to remain anonymous

We will provide opportunity to get feedback and participate in future HWSy activity
We will establish a Project Group that will meet (initially) fortnightly during the project, led by a Project Manager
We will create a more detailed project plan following initial meetings of the Project Group

Project management: *how and when?*

TBC

Deliverables: *what will the outcomes be?*

- Report documenting the response to questions
- Case studies providing insight into experiences related to responses
- Opportunity to directly engage with vulnerable and/or seldom heard people in future

Resources: *who and what is required to achieve these outcomes?*

Project Manager – 5 working days
Engagement Officer – 10 working days
Research Officer – 10 working days
Communications Officer – 5 working days
Volunteer Coordinator – 2 working days
Volunteers – 3 working days

The team:

Please provide details of non-Healthwatch Staff that will be involved in the project including a summary of relevant experience and any potential conflict of interest.

To be completed by Healthwatch Surrey

Date received:

27/8/2015

Equalities impact:

We do not consider there to be any detrimental impact on groups with protected characteristics.

Strategic context:

Links to HWBB Strategy and JSNA

The project will support the Surrey Health and Wellbeing Boards priority to improve older adults' health and wellbeing as over 85's are particularly intensive users of this service. We also know that this community is one of particular interest to the local health economy as it will be doubling by 2033 (Joint Strategic Needs Assessment Summary).

HWSy Priorities

Not aligned with existing priorities.

Surrey-wide impact

High probability of Surrey-wide impact

General

Surrey County Council are about to undertake a review of their commissioning arrangements for Home Based Care and have welcomed our interest in this area, saying '*additional customer insight would be extremely valuable*', which suggests this an area where we can be particularly influential.

Recommendations:

We recommend this is committed to the Forward Plan and progressed with immediate effect