

# SOCIAL CAR

CARE

IN THE

LONDON BOROUGH Or

**LEWISHAM** 





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### Social Care in the London Borough of Lewisham

### 1. Summary

Healthwatch Lewisham carried out a research project across the borough of Lewisham looking into the social care needs and experiences of the population. The project focused on accessibility issues, social care assessments, care package provision and quality of care.

The project formed a wider piece of work incorporating research undertaken as part of the Healthier Communities Select Committee review of health and adult social care integration. To ensure a comprehensive view of the wider public, two additional engagement methods were used:

- Open call through our website and e-bulletin, through the form of an online survey.
- Targeted focus groups with residents with long term conditions, as well as those with learning disabilities, mental health challenges and the elderly.

The focus groups were organised in partnership with local organisations including: Carers Lewisham, Lewisham Speaking Up, Lee Green Community Centre, Sydenham Garden, Lewisham Disability Coalition and 60 Up. The participants of the groups were asked to share their experience of social care services in Lewisham.

This report highlights the key themes and responses from the engagement, including current experience of social care services, and opinions and suggestions for improved local services.

### 2. Strategic Drivers

The Care Act 2014 laid out a new revised role of the local councils in provision of social care and wellbeing of local residents. The act highlights the importance of prevention and the outcome focused approach. <sup>1</sup>

The Care Act also sets a list of responsibilities, such as ensuring that people are treated with dignity and respect and as equals. Providers also need to make sure the care is provided in accordance with the individual's needs, and that the assessment takes into account people's preference. <sup>2</sup>

According to the Market Position Statement, Lewisham Council and the NHS Lewisham Clinical Commissioning Group predict the population to grow, particularly in the over 65 age group. Currently there is a growing demand for residential and nursing provision for older people. However there is scope to develop services that would support people to live independently at

<sup>&</sup>lt;sup>1</sup> https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets

<sup>&</sup>lt;sup>2</sup> http://www.cqc.org.uk/guidance-providers/regulations-enforcement/

home. The evidence also suggests there is a 'considerate unmet need' around carers' provision in the borough.  $^{\rm 3}$ 

### 3. Engagement Methodology

Healthwatch Lewisham used a mixed methodology including:

- An online survey
- Focus groups including Healthier Communities Select Committee engagement

Healthwatch Lewisham organised six focus groups to engage communities across Lewisham. Engagement sessions enabled meaningful interaction with individuals and groups to gather both positive and negative experiences. Our engagement involved detailed conversations and listening. A variety of backgrounds and diverse groups were engaged including older people, carers, and people who are disabled, as well as those with learning difficulties.

To support the face to face engagement Healthwatch Lewisham published an online survey which was promoted through our e-bulletin, social media channels and our network of third sector organisations.

A total of 114 people were engaged. Participants were asked to complete an evaluation form, including sharing their demographic information, the analysis of which can be found in section 7 of this report.

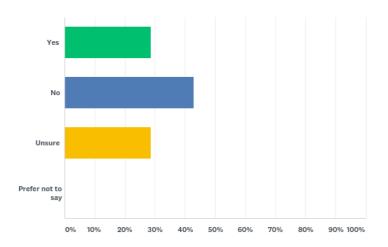
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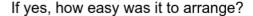
<sup>&</sup>lt;sup>3</sup> Market Position Statement, a Lewisham Council and the NHS Lewisham Clinical Commissioning Group

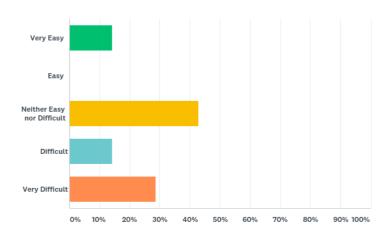
### 4. Survey Findings

Analysis tells us 66% of respondents received reassessments in the last eighteen months, however 43% were unhappy with the outcome and a quarter of the respondents felt they weren't adequately involved in the assessment process. This suggests more work should be done to incorporate patient preference during the assessment process and to increase the involvement of patients in their care.

### Were you happy with the outcome?







Findings indicate that the processes and the communication between the service user's carers and the social care system requires improvement. Almost 43% of respondents found arranging reassessments "very difficult" or "difficult" with only 14% stating it was easy. Over 55% of respondents felt they didn't receive sufficient information and explanation around their care and support options. In addition over 77% did not know or were unsure of the contact details if things didn't go well.

Reassuringly, 66% of people surveyed were happy with the quality of the service received. Some of the positive feedback included an individual's experience of undergoing a carers assessment, a social care package supporting a young person with mental health issues, and caring attitudes of the care workers. Some of the negative comments mention difficulties in arranging weekend visits and lack of provision of household help.

Over 50% of the respondents felt they were treated with dignity and respect, however over 20% provided a negative answer and a further 20% were not sure. This suggests improvements are needed to ensure the majority of those in receipt of social care feel they are treated with dignity and respect in line with the social care requirements in the Care Act.

### 5. Key Themes

The examples detailed below represent the key themes identified across all the focus groups and the detailed conversations with participants.

Analysis of the feedback from all six focus groups suggests the following common themes across all participants engaged:

#### Support provided by carers and care workers

Support provided by carers and key workers was appreciated and valued, especially by people with learning difficulties and those with mental health issues. Unpaid carers played a key role in ensuring the health and wellbeing of people receiving social care support.

#### Activities

Being able to engage in a variety of activities in day centres is a key issue expressed by people with learning difficulties. However, there is a need for more variety both in and outside day centres. Care workers play an important role in ensuring people with learning difficulties have access to activities.

#### Quality of homecare support

Satisfaction levels with social care services were often determined by the quality of service provided by care workers who support people in their homes. The views were mixed, with some people reporting they have excellent care workers, whereas others complained about the quality of the service, citing issues such as rudeness of staff, lack of caring attitudes, punctuality, disrespectful tone and treatment, and a lack of sensitivity around mental issues.

#### Access

Access to social care services was reported as an issue. People experienced difficulties in contacting services, such as being kept on hold for a long time on the phone, as well as not hearing back from services following initial contact.

#### Assessments

It was felt that those in receipt of social care and their carers require a more meaningful input into the assessment, and in some instances felt they were provided with less care than required.

#### Consistency and continuity

Consistency and continuity of the care worker was an important aspect of service satisfaction. Familiarity with the care worker ensures a sense of safety, security and empowerment for the person in receipt of care.

#### Pressure on unpaid carers

The findings suggest many carers are under pressure and often experience stress. There was a fear that this could result in carers experiencing a deterioration of both their mental and

physical health. Some of the suggested solutions are increased access to respite break, increased provision of social care, and involving them in the care process.

### 6. Focus Groups

Two focus groups were held and planned around local people's availability and time commitments. The feedback from the individual focus groups are summarised below:

#### **Carers Lewisham**

Carers Lewisham supports carers in the London Borough of Lewisham aged five upwards. They provide a range of services including advice, information, emotional support, breaks, and opportunities to meet other carers. Healthwatch Lewisham visited the organisation on several occasions to obtain feedback from a range of service users.

Participants in this group highlighted the stress and pressure they are under as carers. Many worried this may impact negatively on their own health and wellbeing, in particular their mental health. Respite breaks were mentioned as an issue with some carers feeling they should have easier access to them. One carer reported having only one break in three years.

Those who were happy with their carer pointed out that consistency of the care worker is of vital importance. Eleanor Healthcare Group were praised for their caring staff and their procedures in case of absence. If a regular carer was not available they would call a client to inform them of the change in personnel. This ensured carers and those in receipt of care felt informed and empowered.

The majority of participants commented on the quality of the care provided by the care workers, which had a big impact on how the service was perceived. Relationship with the care worker, sticking to the care plan and allocated time for the patient were mentioned as crucial in delivering a quality service.

Those who voiced reservations in relation to the quality of service provided by care workers highlighted a number of issues. A common complaint was that care workers were providing less time than originally agreed in the care plan and as a result not all tasks were being completed. Lack of punctuality was also a big concern. Group members reported commute time as the main reason given for lateness by care workers and suggested care agencies should be aware of the usual level of traffic when planning their rota. "They should come at 10am in the morning. Please be on time. Don't tell me there is traffic" said one male participant.

Many carers expressed the need for more support at home, for example with personal care, domestic chores and cleaning. The limited level of support available was also mentioned as a concern. One participant who was in receipt of a social care package complained about the amount of time allocated to him. He expressed his concern saying "They have half an hour to look after me. What can they do in this time?" The group suggested that domestic support should be at least an hour a week to make it meaningful. The group also pointed out the need for support with shopping and transport.

The majority of the group raised concerns around the difficulty in contacting social services. This included long waiting times when calling and the lack of a named contact.

#### Lee Green Community Centre

Lee Green Community Centre was established to revitalise the local area. There is a variety of activities available in the centre, including a drop-in for adults with learning support needs called the *Get Together Club*. The majority of people attending the group live in supported living housing and are assisted during the session by a care worker.

The feedback gathered during the session suggests that the group were really happy with the services and support received from social care services. Most individuals were very happy with the staff and support they receive at their home and mentioned the positive impact of socialising opportunities and activities they attend. A female participant mentioned that she is in a relationship and was grateful for the support she has received from her care worker to maintain it.

The group highlighted the importance of staff being friendly and caring. Furthermore, consistency of the staff and familiarity was mentioned as playing a key role.

One person with learning difficulties who lived independently shared her negative experience of social care services. She explained how she had felt "rushed" by a carer who was helping her with personal care. She was also disappointed with the level of support and felt she needs more provision. For example, she would like to go swimming or to a gym, but doesn't qualify for a carer to help her with this. If she goes herself she is told she can't use the services on her own and is turned away. The lack of support created a barrier for her and made her feel 'not safe' when out and about. Another issue she raised was in relation to the availability of transport.

#### 60 Up

60 Up is a not-for-profit Community Interest Company based in the London Borough of Lewisham, that seeks to provide social, cultural, educational and health activities aimed at keeping older adults active and engaged in their local community, and addressing the need for healthy lifestyle choices.

Overall the group expressed concerns about a lack of adequate quality and quantity of social care provision. They felt services provide a minimum level of support often overlooking important needs such as helping their clients to take medication.

The group also highlighted the importance of the consistency and continuity of the care workers. Establishing a good rapport and communication between an individual and the care worker was also key. It was mentioned that improving those aspects of care would make people feel comfortable and relaxed and value the services received. The group also believed this would help people in receipt of social care feel dignified and in control.

It was suggested social care services should take the carer into more consideration when drawing a care plan; however this should be done in a mutual way, respecting the carer and treating them as equals. The importance of the language used and carer involvement in the social care process was also raised.

### Lewisham Speaking Up

Lewisham Speaking Up is a charity supporting people with learning disabilities aiming to empower them and enable their voices to be heard.

Our findings suggest that being able to socialise and take part in a variety of activities provided by day centres and other mainstream activities, such as bowling or dancing, were key to maintaining people's health and wellbeing. In addition, the group agreed that more varied provision of activities is required. Members of the group reported that trying to access activities outside day centres was difficult. The reason for those difficulties was seen as the cost and availability of support workers to accompany them.

The group stressed the importance of care workers and the help they provide including support with using public transport, going on holidays, reading letters and managing their money. Support with visiting their GP practice is also appreciated; however people with learning disabilities felt it was vital that the NHS staff refer directly to them rather than their care worker. Most people felt that it is important for care workers to show an interest in them as a person and take the time to ask how they are and provide informal help and advice around daily life and administration. One person explained how after talking to them about their day, their carer had been able to warn him not to give his money to people who ask for it on the street. Another person said that their care worker helped them with the paperwork around their benefits.

The group particularly appreciated consistency of support workers and expressed concern if this wasn't happening. Care workers were also valued for good time keeping, friendliness and helpfulness. The group was concerned about difficulties in contacting social services especially when using the telephone.

#### Sydenham Garden

Sydenham Garden is an organisation supporting people with mental and physical ill health to recover through use of gardening, activities and the outdoors.

The engagement findings suggest there is an appreciation of the support provided by social care workers. Respite break provision for the carers was mentioned as key.

People who suffer from mental health problems valued help and advice with general tasks such as understanding and managing household bills. People explained that this sort of early support can help prevent problems spiralling out of control and their mental health being negatively affected by stress. It was also noted that people value community support such as social workers, community nurses, and care coordinators. Finally, people valued the support provided by third sector organisations which helped to maintain their wellbeing and reduced isolation. The group highlighted Sydenham Garden, Stepping Stones and the Samaritans as organisations that had a beneficial impact on their lives.

#### **Lewisham Disability Coalition**

Lewisham Disability Coalition is an organisation that promotes equality for disabled people.

Findings from the engagement with members of the Disability Coalition suggest that this group experience difficulties in accessing social care services. Many reported difficulty in making an initial enquiry or request, with limited responses from the service. Others complained about

difficulties in being able to contact social care services on the phone, with some reporting long waiting times which is both costly and frustrating.

The group also expressed dissatisfaction with the level of social care support they received. Many claim they were told they were not eligible for additional support following their assessment; however personally felt that they needed more. Those who received enablement support felt that they would have benefited from a longer duration of service. It was suggested that the care provision should be discussed and agreed with the patient at the outset, giving an opportunity to provide justification for additional care provision.

The way the assessments were carried out was also a common complaint. There was a feeling that people were judged as able when they could only just manage to complete a task for themselves, often trying extra hard as they felt pressure from being looked at and assessed. A group was concerned that the lack of adequate support may put pressure on carers, including, in some instances, children or young family members.

The group also expressed concern about the lack of a caring approach and being treated without dignity and respect during assessments. When sharing their experience the group used words such as "punishment", "undignified" and "degrading" to describe the way they felt they were treated.

Pressure on carers and related stress issues were highlighted by the group. Respite care for carers was mentioned as vital in preventing carers from becoming service users and supporting them to sustain their physical and mental wellbeing.

### 7. Overall Themes

#### Access

It is key that people are able to contact social care services when they need to by means that are accessible for them such as telephone call, text, email, etc.

Having to wait on the phone for long periods when calling social services was raised as a barrier and should be addressed.

People would welcome a prompt response after they make contact with social care services.

Social activities are valued by people with learning disabilities. There is a need for an increased variety in activity provision.

#### Communication

Language used by social care staff, especially care workers, is important for patients and carers. It is vital to use clear language that is free of jargon.

Being treated with dignity and respect is a key aspect of providing good care.

It is important to provide accessible information and communication methods, such as phone calls for those who do not use the internet.

Clear explanation of eligibility for social care services is required.

People appreciate it when their different care options available are clearly explained to them.

### Quality of care

It is essential for front line staff to be kind, caring, friendly and sensitive to cultural, equality and diversity issues.

Consistency of the care workers is vital along with good continuation procedures in case of absence.

Punctuality is an important part of providing good social care. Planning of the care worker rota should consider traffic levels and commute times.

Ensuring the care plan is adhered to; for example, completing required tasks and spending allocated time fully with the client.

Care workers are valued and appreciated. However, the quality of the provision is inconsistent and, in some instances, requires improvement.

#### Carers

Provision of a respite break is valued by carers. It helps to maintain their good health and wellbeing.

Many carers reported being under a lot of pressure and stress. It was felt that the mental health of carers should be considered by social care services.

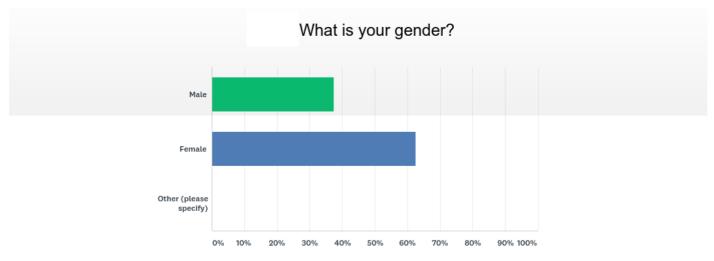
It is important for carers to have a meaningful input into the assessment process for the person they support.

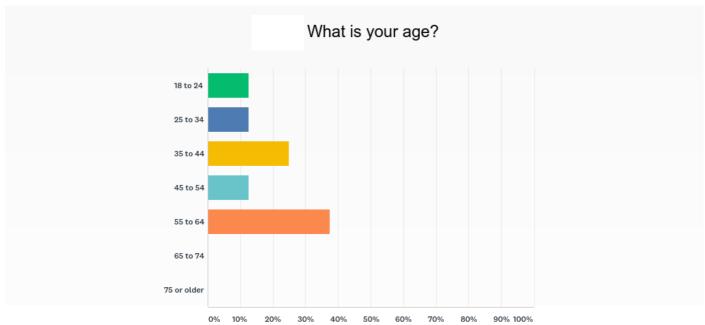
### 8. Recommendations

Based on our engagement, Healthwatch Lewisham suggests the following recommendations for local social care provision:

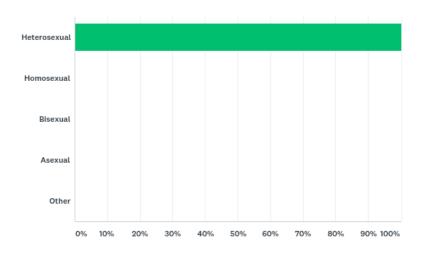
- Service users' and carers' experiences and suggestions to be incorporated into the care planning process and throughout their care.
- Clear information and explanation of care options to be made available, as well as eligibility criteria.
- Once a care plan is issued, service users would benefit from detailed information regarding their care providers. Clear contact details should be provided to ensure service users can communicate any relevant changes in circumstance to their care providers.
- Comprehensive training for frontline staff, with a specific focus on treating people with dignity and care.
- Clear timelines and sufficient time frames to be scheduled for home visits to ensure service users' needs are met.
- Streamline telephone access to social care services and reduced waiting times would improve people's experience.
- Where possible regular respite breaks to be provided for carers to ensure their own health and emotional wellbeing is supported.
- Clear protocol to inform service users of any change in care provision or care worker absence as well as subsequent cover arrangements.
- Clear information to be provided to service users around how to raise concerns and/or complaints about their care.

### 9. Demographic Information

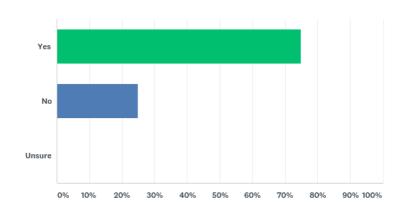




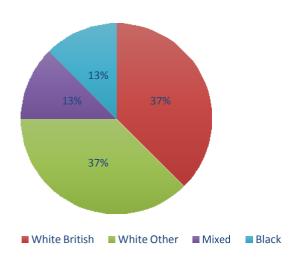
### What is your sexual orientation?



### Do you consider yourself to have a disability?



### What is your ethnicity?



### 10. About Healthwatch Lewisham

Healthwatch Lewisham is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012. The dual role of local Healthwatch is to champion the rights of users of health and social care services and to hold the system to account for how well it engages with the public.

The remit of Healthwatch Lewisham, as an independent health and social care organisation, is to be the voice of local people and ensure that health and social care services are safe, effective and designed to meet the needs of patients, social care users and carers.

Healthwatch Lewisham gives children, young people, and adults in Lewisham a stronger voice to influence and challenge how health and social care services are purchased, provided and reviewed within the borough.

#### Healthwatch Lewisham's core functions are:

- 1. Gathering the views and experiences of service users, carers, and the wider community,
- 2. Making peoples' views known,
- 3. Involving locals in the commissioning process for health and social care services, and process for their continual scrutiny,
- 4. Referring providers of concern to Healthwatch England, or the CQC, to investigate,
- 5. Providing information about which services are available to access and signposting,
- 6. Collecting views and experiences and communicating them to Healthwatch England,
- 7. Work with the Health and Wellbeing board in Lewisham on the Joint Strategic Needs Assessment and Joint Health and Wellbeing strategy (which will influence the commissioning process).



### 11. Acknowledgements

Healthwatch Lewisham would like to thank all the participants that took part and shared their experiences and stories with us. We would also like to thank the following organisations and networks that supported us in engaging the people of the London Borough of Lewisham:

#### Carers Lewisham

Waldram Place, Forest Hill London SE23 2LB

Tel: 020 8699 8686

Email: info@carerslewisham.org.uk

### Lewisham Speaking Up

Albany Centre & Theatre
Douglas Way
London SE8 4AG

Tel: 020 8691 7198

Email: info@lsup.org.uk

### Lee Green Community Centre

Leyland Rd, Lee, London SE12 8RG

Tel: 07432 799186

Email: lgrnlives01@gmail.com

### Sydenham Garden

28A Wynell Rd, Forest Hill, London SE23 2LW

Tel: 020 8291 1650

### Lewisham Disability Coalition

111 Randlesdown Rd London SE6 3HB Tel:

020 8697 0100

Email: info@ldcadvice.co.uk

### € 60 Up

Honor Oak Community Centre 50 Turnham Road London SE4 2JD 020 3667 3704 info@60up.org.uk



## healthwatch Lewisham

### **Appendices**

i. Questionnaire

### Social Care in the London Borough of Lewisham

This survey looks at social care provision in the London Borough of Lewisham. The information given will be used by Healthwatch Lewisham in order to obtain an understanding of the public's experiences of local social care services.

The survey is anonymous and should take no more than 5 minutes to complete. This survey can be filled in by service users or carers on their behalf.

- 1. In which borough do you live?
- 2. Please state the first line of your postcode, e.g. BR1, SE20 etc:
- 2. Are you the ...?
  - Service user
  - Unpaid carer
  - Carer Family member/friend
- 3. Are you in receipt of social care?
  - Yes
  - No
  - Unsure
  - Prefer not to say
- 4. Have you received a social care assessment or reassessment in the last 18 months?
  - Yes
  - No
  - Unsure
  - Prefer not to say
- 5. If yes, how easy was it to arrange? If no, please go to Q9.
  - Very easy
  - Easy
  - Neither easy or difficult
  - Difficult
  - Very difficult

6. Hov	6. How soon after your initial assessment did your care package take affect?						
	28 days or less						
	28 days - 2 months						
	2 months plus						

#### 7. Were you happy with the outcome?

- Yes
- □ No
- Unsure
- Prefer not to say

# 8. Do you feel you, your family member, or preferred carer were adequately involved in the process?

- Yes
- No
- Unsure
- Prefer not to say

If possible, please explain why:

# 9. Do you believe you received sufficient information and explanation around your care and support options?

- Yes
- No
- Unsure
- Prefer not to sav

#### 10. What type of social care support do you receive?

- Equipment and home adaptions
- Help in your home (e.g. nursing and health care)
- Personal care (e.g. washing or dressing)
- Housekeeping or domestic work
- Cooking or preparing meals
- Day centre
- Residential care
- Support to take part in educational, leisure and social activities
- Support for carers
- Short term respite
- Other

### 10. How long have you being receiving social care?

- □ 0-6 months
- 6-12 months
- 12-18 months
- 18-24 months

24 months +	
24 months +	

11. Do you feel you are treated wi	ith respect and dignity by those who are involved in your care? If
possible, please can you give exam	nples of good care?

- Yes
- No
- Unsure

Exam	ρl	e	•

- 12. Are you happy with the level and quality of care you receive?
  - Yes
  - □ No
- 13. Could you please tell us about a situation a) where you were happy with the support you received and b) a situation where your support could have been improved?
- 14. If you wanted to make a complaint, would you know who to contact?
  - Yes
  - No
  - Unsure
- 15. Safeguarding means protecting people's health, well-being and human rights, and enabling them to live free from harm, abuse and neglect. Would you know who to contact if you had safeguarding concerns?
  - Yes
  - □ No
  - Unsure
- 16. If in receipt of home visits or domiciliary care, please rate the following areas of your care from 1-5. 1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good & 5 = Excellent

Area	1	2	3	4	5	Unsure
Punctuality of staff						
Frequency of visits						
Choice of care						
Staff attitude and behaviour						

If you have any further comments or information regarding local health provision outside of GP opening hours, please include them below:

### **Demographic Information**

What is your gender?							
Male □	Female	□ Pr	efer not to	say $\square$			
What is your a	ge?						
18-24 🗆 25	5-34 □	35-44 □	45-54 □	55-64 □	65-74 🗆	75 or older $\square$	
How would you best describe your ethnicity?							
What is your so	exual oric	entation?					
<b>What is your s</b> Heterosexual [		entation? omosexual □	Bi	sexual $\square$	Asexual [	〕 Other □	
-	∃ Н	omosexual $\square$			Asexual [	] Other □	

Thank you for sharing your experience.

### ii. Response from Adult Social Care, London Borough of Lewisham

Community House South Street Bromley Kent BR1 1RH

0208 315 1916

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

### Report & Recommendation Response Form

Report sent to	Joan Hutton
Date sent	07/12/2017
Details of report	A research project across the borough of Lewisham looking into the social care needs and experiences of the population. The project focused on accessibility issues, social care assessments, care package provision and quality of care.
	Response (If there is a nil response please provide an explanation for this within the statutory 20 days)
Date of response provided	22 January, as per discussions as to the statutory 20 working days and the impact of the Christmas period.
General response	We welcome this report and are grateful to Healthwatch and the service users who took the time to participate in this research. We are already working on a number of the areas highlighted within the report to hopefully introduce improvements, particularly in information sharing with service users and their families.
	Our focus on outcomes and quality assurance should lead to continued improvements in service user experience in the areas highlighted. In response to this feedback, we are going to accelerate the work we are doing on the provision of information to service users (about their package of care and relevant contact details) as well as ensure that the concerns raised in this report feed directly into the wider systems improvement work that is also underway.

1. Service users' and carers' experiences and suggestions to be incorporated into the care planning process and throughout their care.

Service users' and carers' experiences should be taken into account as a matter of course as part of the assessment and care plan that is undertaken by the social worker. This approach is in line with the Care Act and within the parameters set out about eligibility. We expect this of all of our social workers when carrying out an assessment. We will continue to monitor this and identify if we need to provide learning and development to improve our standards of practice in this area.

As part of work we are doing to redesign our service to make it more focused on outcomes and improve service user experiences, we are strengthening our Quality Assurance focus with the creation of a new, dedicated, team. As a priority the new team will be carrying out audits focused on assessment and care planning.

2. Clear information and explanation of care options to be made available, as well as eligibility criteria.

The Council's website has comprehensive information about eligibility and care options. Information and advice about care options and eligibility is also available from our Social Care Access and Information Team (SCAIT) by phone and email. However, further to the general information available, care options and eligibility should be explained and discussed as part of the assessment carried out by a social worker. As per our response to question one: in addition to ongoing training and support of our social work staff, our quality assurance team will be carrying out audits focused on assessment and care planning and identifying areas for improvement.

3. Once a care plan is issued, service users would benefit from detailed information regarding their care providers. Clear contact details should be provided to ensure service users can communicate any relevant changes in circumstance to their care providers.

We are currently looking at this and how we can better ensure all service users are left with clear information about their care package, care providers and all necessary and appropriate contact details for care providers and social workers. We are doing this as part of a wider piece of work to improve our systems and performance and forms as we want to ensure that appropriate information is provided that is easy to access and understand.

4. Comprehensive training for frontline staff, with a specific focus on treating people with dignity and care.

We expect all of our and the staff we commission to provide care to people to treat people with dignity and care at all times. There is training available to Council staff as well as to the external providers that focuses on this important area of our work.

We welcome feedback if this is not the experience of individuals that are in receipt of services and provide detailed

information on how to make a complaint or on how to tell us of a concern. 5. Clear timelines and The outcomes or areas of support that a person requires is agreed as part of the care plan. We expect care providers to sufficient time frames schedule sufficient time for staff to carry out all of their to be scheduled for assigned duties each day, including allocating sufficient time home visits to ensure between visits. Service users should be encouraged to raise service users' needs specific concerns with us and/or the appropriate care provider are met. directly so that we are aware of exactly what the issues are and can take action to address them. 6. Streamline telephone We are trying to provide information and advice online to enable people can to access information in other ways rather access to social care than the telephone when appropriate. It is possible to email services and reduced the SCAIT team directly and those emails are actioned on a waiting times would daily basis. improve people's experience. To reduce telephone waiting times and improve people's experience of our phone services, we have also introduced the facility to request a call back within our SCAIT service. We are looking at ways we can further refine the management of contacts via the telephone through adding other agencies who can be contacted directly from the one phone number. Service users should also have the direct contact details of their social worker/care provider to enable them to contact the most appropriate person directly, ensuring appropriate contact information is provided clearly and routinely to all service users and they are able to contact the appropriate person directly. As outlined in response to recommendation 3: this is something we are currently working on improving so that all service users have easy access to all of the relevant contact details they might need. 7. Where possible regular The need for respite breaks to support carers is looked at as part of a care assessment and is considered on a case by case respite breaks to be basis and is provided according to need. provided for carers to ensure their own health and emotional wellbeing is supported. 8. Clear protocol to We expect this information to be provided to service users by care providers as a matter of course, and expectations of care inform service users of providers around this are set out when they are commissioned any change in care to provide services. We welcome the examples of good practice provision or care shared with us around this and we encourage providers to worker absence as well disseminate this with other providers to improve practice and

as subsequent cover arrangements.	service user experience. We will review the effectiveness of this as part of our new Quality assurance team's focus.
<ol> <li>Clear information to be provided to service users around how to raise concerns and/or complaints about their care.</li> </ol>	This information should be provided to all service users as part of the information they receive around their package of care and relevant contact details. The Council Website will also always provide up to date information about how to complain about social care services <a href="https://www.lewisham.gov.uk/mayorandcouncil/Complaints-and-feedback/Feedback-about-care-services/Pages/Adult-Social-care-complaints-procedure.aspx">https://www.lewisham.gov.uk/mayorandcouncil/Complaints-and-feedback/Feedback-about-care-services/Pages/Adult-Social-care-complaints-procedure.aspx</a>
Signed	Joan Hutton
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December 2017



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