**Adult Social Care**

**‘So What?...’**

Customer Feedback Report

**Period covered: February- April 2019**

This report is an analysis of the feedback received from people who received and returned the customer feedback form since the form was launched at the start of this year.

**Aims and objectives**

Adult Social Care want to obtain feedback from the people we are working with in order to get their opinions and feelings about the service we provided to that we can use their comments to improve the service going forward. The goal is to improve services for people and their families by sharing good practice and improving areas identified as being of concern to them.

**Methodology**

Service user feedback forms in paper format and prepaid return envelopes are sent out by practitioners. Guidance has been issued to practitioners advising that a good time to do this is at review or when a practitioner is considering closing or deallocating a case. People can also complete the form on line and this information is fed directly into Survey Monkey. Results are collated by the central Business Support Team. By the 23rd April 2019, we had received 65 responses from people over this period, with a further 12 awaiting uploading. ­­

**Analysis of feedback**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Closed Questions | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| 1 | When you first contacted us, Adult Social Care responded in an appropriate and timely way? | 60% | 35% | 5% | 0%  | 0% |  |
| 2 | When we visited you, you were visited in a timely way? | 68% | 27% | 5% | 0% | 0% |  |
| 3 | The person who visited me introduced themselves and explained their role and the reason for their involvement? | 80% | 20% | 0% | 0% | 0% |  |
| 4 | The people who are important to me (e.g. Friends, family and/or advocates) were involved as appropriate? | 70% | 23% | 5% | 2% | 0% |  |
| 5 | I was listened to? | 80% | 16% | 3% | 0% | 0% |  |
| 6 | The person kept in touch with me well (e.g. Returned calls/e-mails etc in a timely way)? | 68% | 25% | 5% | 2% | 0% |  |
| 7 | Any paperwork I received was accurate? | 64% | 29% | 7% | 0% | 0% |  |
| 8 | I was included in any meetings I had about my support? | 61% | 29% | 9% | 2% | 0% |  |
| 9 | I received sufficient information to make any decisions I needed to make? | 68% | 27% | 4% | 1% | 0% |  |
| 10 | I was treated with dignity and respect? | 83% | 13% | 3% | 0% | 0% |  |
| 11 | I was involved in the development of my support plan?  | 65% | 31% | 3% | 0% | 0% |  |
| 12 | I was encouraged to think about how I might meet my own needs with the help of those close to me and how I might access resources in my own community to meet my needs? | 56% | 35% | 8% | 2% | 0% |  |
| 13 | The support provided met my needs? | 78% | 22% | 0% | 0% | 0% |  |
| 14 | My wellbeing has improved as a result of the support that was offered? | 77% | 20% | 3% | 0% | 0% |  |
| 15 | I feel more confident as a result of the support that was offered? | 57% | 33% | 7% | 3% | 0% |  |
| 16 | I was fully included in my review and my opinions and views were listened to? | 72% | 24% | 5% | 0% | 0% |  |
| 17 | I am happy with the way my support was ended? | 74% | 18% | 14% | 0% | 4% |  |
| 18 | Overall, how satisfied were you with our service? | 75% | 21% | 2% | 2% | 0% |  |

**Sometimes respondents make comments in response to the questions and the responses are summarised below:**

1. **When you first contacted us, Adult Social Care responded in an appropriate and timely way?**

There were lots of positive comments from the 65 people who left a comment. Comments included:

*“Social Worker arrived timely and was very pleasant”*

*“A professional group of people who went out of their way to give us support and assistance when it was urgently needed”*

However some comments were more negative:

*“All I can say about this matter is you must be having a laugh! I wanted a walk in shower and got a wooden seat to sit on. God knows when I will get my bath rail. The lady that came to assess me didn’t have a clue as to what was wrong with me. She was writing it all down on the back of a paper. My doctor….was not happy about it either. My illness is getting worse. My next fall will be down to you. Not a happy chappy at all”*

*“Waited 3/4months for a home visit”*

Some people had some helpful suggestions:

*“Everything would be much easier for families if, at the beginning, you provided a typed list of 1.Your contacts 2.Care. homes and telephone numbers 3. Respite care and telephone numbers 4. Carers information e.g. Benefits, tax, carers support etc. 5. Live in care agencies 6. Emergency carer. As in everything is done ad hoc a handbook with this would be helpful in fact I had to source respite and live in care myself, not everyone has a computer or knowledge of the area. Also finance – keeping sending bills that have already been paid. We are however very happy and thankful for the care provided by All Seasons on your behalf and the current Social Worker ‘Jo’ has been as helpful as she can be within her boundaries and is much appreciated”*

Some of the above actions will be implemented through the impending launch of our Client and Citizen portal.

1. **When we visited you, you were visited in a timely way?**

Of the 65 people who returned responses 6 left comments, all of the people who commented were very positive and appeared to have been visited in a timely way:

*“I would just like to say I am much better for the help and support from your OT that visited me – thank you very much”*

 *“Social Worker arrived on time or slightly early.”*

*“Very pleasant and friendly manner. Explained all that was on offer or where to go for further purchase”*

*“From first calling by telephone to having a home visit I felt was a bit of a long wait, however I do understand how busy OT;s are”*

*“We were visited by Claire (OT) and she rapidly identified our needs and put appropriate plans into action”*

*“Very punctual”*

1. **The person who visited me introduced themselves and explained their role and the reason for their involvement?**

All of the people who left a comment were very positive:

*“Explained who she was and what support I would receive”*

*“Very nice person”*

 *“Peter SW and Juliette OT – Both excellent”*

*“On entering introduced by name and showed ID and I found details accurate and felt at home”*

*“She was most helpful”*

*“Everything was done in a very friendly manner. I was listened to and feel that I really mattered”*

1. **The people who are important to me (e.g. Friends, family and/or advocates) were involved as appropriate?**

Most people who replied knew what would happen; some comments:

 *“Family were involved al all meetings”*

*“They involved my wife at all points”*

*“Now fully aware of all contacts”*

*“My son who was there at the time was impressed”*

However, it is not clear we have always involved everyone we should.

*“Received support organised by ASC. Family not involved”*

*“There is only my daughter and myself and she wasn’t involved in the process at all”*

1. **I was listened to?**

4 people left responses and most were very happy and said they were always listened to:

 *“My Social Worker always listens to me and takes my concerns seriously”*

*“I did not feel at any stage that I was not listened to or hurried”*

*“Was very patient and understanding”*

*“Too many leading questions and assumptions did not allow me to express my needs well”*

1. **The person kept in touch with me well (e.g. Returned calls/e-mails etc in a timely way)?**

*“I don’t have a phone but I am able to contact my Social Worker and she comes and visit me”*

*“P kept D informed when he couldn’t get hold of D he contacted a family member”*

*“The person involved did keep in touch, she was very helpful”*

*“C kept in regular touch and visited promptly each time our needs changed and provided more advice”*

1. **Any paperwork I received was accurate?**

There were 8 responses to this question. Most were positive:

*“All explained and accurate*”

“*Excellent movement and handling reports – which was important for our carer and regularly updated as needs changed”*

Some people said that they had not received any paperwork despite the Care Act clearly stating we should send copies of assessments, support plans and reviews as well as letters outlining any eligible needs.

*“None received”*

*I didn’t receive any paperwork’*

One person was still waiting for some paperwork

 *“Meeting on the 6th February 2019, still awaiting written report. Don’t know expected timescale”*

1. **I was included in any meetings I had about my support?**

5 people commented.3 people said that they did not have any meetings.

 *“I only had meetings with Kim. I don’t know whether there were others”*

*“Social Worker and myself arranged my support with Creative Support and Richmond Fellowship”*

1. **I received sufficient information to make any decisions I needed to make?**

There were 2 comments to this question and all were positive:

*“Total information received and totally confident on any actions I have to take.”*

1. **I was treated with dignity and respect?**

5 comments – all were positive.

*“Social Worker respects my needs and understands what support I need”*

*“Everything was excellent. Can’t speak highly enough”*

*My daughter who has Downs Syndrome and dementia (and myself) were always treated with dignity and respect.*

1. **I was involved in the development of my support plan?**

29 people thought that they had a support plan. There were no negative comments

*“It was meticulous and meets my current needs”*

1. **I was encouraged to think about how I might meet my own needs with the help of those close to me and how I might access resources in my own community to meet my needs?**

*“I am independent in a lot of ways but I understand that I need support from RF. If I need help I have people* can speak to”

1. **The support provided met my needs?**

There were 4 comments. Some positive:

*“Peter assisted to secure a new property which totally meets D’s needs”*

Others less so

 *“A falls monitor was recommended but as the report has not come through yet this recommendation has yet to be acted on and my mum has fallen out of bed since and was found on the floor on the 3rd March 2019”*

 *“No initiative was taken to advise me how to improve my life with limited vision”*

1. **My wellbeing has improved as a result of the support that was offered?**

*“I would agree I feel a lot better”*

*“Immensely Improved”*

Some people seemed more negative although it is not clear whether there was anything ASC could have done to improve their situation.

 *“I have suffered 2 minor strokes since my last appointment and my mobility has suffered”*

 *“I have had to go privately and get my legs cleaned and stockings on morning and taken off nightly which I am finding that there is an improvement in my legs, prevention of my legs breakdown and having ulcers”*

1. **I feel more confident as a result of the support that was offered?**

There were 3 comments and all were positive

 *“100%”*

 *“A lot more confident, able to access community better”*

 *“It has given me confidence, I was feeling quite down before the visit”*

1. **I was fully included in my review and my opinions and views were listened to?**

Only 21 people out of the 65 responded to this question. 2 people commented and both seemed unsure if they had had a review.

 *“Still to take place”*

 *“Not sure if I have had reviews, had meeting about support provider, will have review in future”*

OT’s sometimes do telephone reviews so it is possible that some reviews took place without the customer being aware.

1. **I am happy with the way my support was ended?**

*“Support still ongoing”*

*“I can’t remember having a review”*

1. **Overall, how satisfied were you with our service?**

2 People commented and both comments were positive

 *“Totally satisfied and supplied with a contact number if I have any problems”*

 *“The service from OT was excellent”*

**Responses to open questions**

In order that we can gain a greater insight into what service users think of this service, we asked 2 open questions so people could contribute to the questionnaire by adding their comments, 39 people commented**:**

**Please tell us what we did well?**

The main themes were how brilliant our staff were and in particular that staff listened well and provided good information and advice. Customers were also very happy with some of the services that have been provided, especially in relation to some of the OT equipment which has obviously had a significant impact.

Some comments were:

*“Everything was done perfectly, information and advice were excellent.”*

*“Gillian couldn’t have been more helpful, she has been there for my mother from the start and is at the end of a phone any time we need her. Myself and my mother can’t praise her enough”*

*“Kim listened to me, made recommendations and discussed them with me. I never felt that she was pushing me in any direction I didn’t want to go. As a result of Kim’s actions (wet room installation) my life has changed for the better.”*

*“Fantastic Social Worker – understands my needs and support, arrived timely and make me able to understand”*

*“The officer that attended explained everything very clear, and was patient and understanding and interested in my life”*

*“Carol has done well with my brother and me, don’t know what I would have done without her”*

*“Kept in touch and listened to our problems and tried to assist us to deal with them”*

*“You did everything well – Im very grateful for your help and support. Thank You”*

*“That you did come and assess me and that you do have caring staff and very sympathetic and conscientious workers…”*

*“Explained everything thoroughly, attitude was brilliant and listened with interest to everything I had to say”*

*“1. Introduction 2.Explanation of reason for meeting 3. Full explanation/help, what is available. Totally satisfied and left feeing not alone”*

*“You did everything. I wished I had contacted you sooner, all is much easier for me. Thank you”*

**Please tell us anything we can improve?**

There were 21 comments. 7 could not think of anything that could be improved. Of those that suggested improvements the overwhelming theme was around delays in the system.

*“Took a long time to see an OT after numerous phone calls. More support to get things moving but good mow in place”*

*“Get written reports out quicker than 6 weeks to nursing home and family, so that nursing home can follow up recommendations. Social Workers/OT’s having the opportunity to verbally recommend improvements to the nursing home on the day of the meeting so they can be acted on ASAP”*

*“Waiting time for visit”*

*“The wait between the referral and first visit from someone”*

*“We waited some months for Bellcare to start, due to a lack of resources”*

Other comments were around increased funding for the service and some advice for the service as a whole.

*“Remember not all old people are computer literate”*

*“Both Social Service and NHS need to work together under one umbrella, so as to give out appropriate care. You could improve on not having so many different carers coming to visit, during my time I had so many different carers. It was very confusing and I did not feel that it was appropriate, especially as a lot of carers have to travel out of their areas….You need to plan better then maybe your costs will allow for more care and not to need to refuse social care and say that it is nursing care required as my need I class as preventative care not nursing. If I could have managed I would have done myself”*

*“Please be a bit more insightful about my needs, my house set up. Take initiative to really listen and observe so that you can advise appropriately”*

**Summary of positive feedback**

* **Brilliant staff**
* **People felt listened to and that they received good advice and information**
* **Excellent services delivered**

**Areas of Concern / Ideas for improvements**

* **Delays**
* **Reviews taking place and family not always involved**
* **People being aware they have had a review and support plan**
* **Clearer information especially written information being sent out by teams**

**Conclusion**

We launched the customer survey at the start of this year. The first of the results was uploaded on the 4th February 2019.

The inputting is currently being done by the LSCB team but the Central Business Support Team will be picking this up due to the increase in volume.

The overall results of these 65 surveys are on the whole very positive. Whilst this would suggest that customers are very satisfied with the service they have received, it is possible that staff are giving the survey out to customers who they know have had a positive experience.

I have asked for some data to understand whether this was the case, how many questionnaires were given to customers and how many opportunities there were for us to gain feedback. The information requested was since 4th February 2019;

* How many surveys we sent out during this time period (information provided 26/04/19 – 105 forms given out according to casenotes
* How many cases were closed during this period
* How many reviews we completed

**Future Actions**

Questionnaire forms will continue to be sent out to customers.

5 customers have asked for feedback and I will be contacting them to discuss their comments

I will produce a quarterly report and share the findings and headlines with the teams and their managers, information from this report will be discussed at leadership, will be used to inform the QPR presentation and will be fed into the Lessons Learned group.

**Service Manager/Karen Bell**

**25th April 2019**