

Care on Call Stakeholder Survey June 2010

Surveys are regularly carried out with service users to get their comments and views about the service provided by Care on Call, also how they think we could improve things too. In June 2010 Care on Call carried out a survey with its service with local stakeholders to see what they knew about the service and to get their ideas about the support it could provide to their own particular client group. Also to ask their views about what how Care on Call could improve its service and how it contributes to the city's approach to supporting older people at home.

Here are the results from the survey.

196 Stakeholders were sent the survey form.

Stakeholders consisted of Social Workers, Neighbourhood development managers, Councillors, Community Assessment officers, Senior managers in housing, social services, Rapid Response team, Adult Protection team, Day Centre Managers and Occupational Therapists.

57 forms were returned (29%)

How have you come into contact with Care on Call?

The majority of stakeholders came into contact with Care on Call due to the nature of their work and through partnership working. Some had family members who use Care on Call. One had provided Care on Call wardens with training.

Question 1 - Awareness of the Service as it is now

	Yes	No
Did you know that Care on Call:		
Provides a 24 hour alarm monitoring service (we never Close)	56	1
Provides a 24 hour physical response where needed (warden responding)	56	1
Provides a weekly visiting service	51	6
Provides a service to anyone over 18 who classes themselves as vulnerable	44	13
Uses innovative lifting cushions, to assist people who have fallen (and are not injured) to get up.	44	13
Offers advice on falls prevention, bogus callers, and refers customers for smoke alarms	47	10
makes a charge for services	56	1
Has a variety of Telecare sensors available such as fall detectors, smoke detectors, bed exit sensors, door contacts etc free of charge	51	6

Question 2 - Opinions of the service

How would you rate the following ?

	Excellent	Satisfactory	Poor	Not known
Accessibility of the service	40	13	1	2
Service quality	38	15	1	2
Ability of the service to maintain independent living	42	13	0	1
Value for money	37	15	1	3
The professionalism and knowledge of Care on Call staff	37	13	1	5

One stakeholder did not complete this part of the questionnaire.

How does Care on Call help your organisation or service in achieving positive outcomes for your client group?

The majority of stakeholders stated that Care on Call helped to support service users to maintain independent living at home and increased their confidence to do so.

The service also provides reassurance to service users that help is on hand if required.

One stakeholder commented it helped to achieve the Supporting People indicator N1142 in reducing admissions into care.

The provision of Telecare equipment helped to reduce carer stress and allows clients to return home safely and resume their lives.

Care on Call provides a valuable out of ours service to highly vulnerable people. Another commented it was a very cost effective service.

One stakeholder commented 'Care on Call offers a life line to adults living in the community, especially in their own homes, it gives family that live at distance or locally peace of mind, especially over night, it gives satisfaction knowing that if service users fall all they need to do is press the button.

Care on Call can be linked to telecare which is additional form of networking offering more specialist equipment, this helps in assessing a persons needs, especially where concerns are raised by professionals/family.

Care on call is a 24 hour support network and has been very useful for service users I have worked alongside.'

Care on Call offers reassurance and peace mind to carers and family members.

Do you think the service could be improved?

36 said no

21 said yes

If answered Yes – what improvements would you like to see?

- reduce waiting times for installations of base unit and pendant
- Informing us when installation has taken place
- Staff awareness training
- Advertise services
- Provide carbon monoxide alarms where appropriate
- offer emergency care – aware of CQC registration though
- funding structure should be changed include funding from all agencies who benefit from outcomes ie PCT CHSC
- offer telephone contact to remind clients to take medication
- all services should review their delivery to see if improvements are needed
- personalisation should be taken into account as part of internal reviews
- Provision of more telecare products
- Would like to see a key bank of all Care on Call customers kept by the wardens for emergency calls.

- Unsure, as they provide a rapid response already. Unless they move into a more specialist area which they would need training for.
- I believe the service has improved tremendously over the years.
- Care on Call to be involved in social care meeting in order to provide vital information in order to contribute to an influence decision making as they hold vital and significant information.
- Not specifically but I find that the service is open to listen to new ideas so if I recognise issues in the future I will discuss these with the service
- As with any service the people we serve life style, dependence levels and technology itself are constantly changing. Therefore we must constantly evaluate our services to ensure that they are efficient and 'fit for purpose'

Question 3 - The Future

What would you like to see Care on Call doing in the future (Tick any that apply)	
Carrying on providing the services provided now	47
Provide additional services (please give examples below)	14
Telemedicine	23
Other (please state)	3

Comments made in the section marked 'Provide additional services' & 'other' included:

- Offer a telephone contact to remind clients to take medication.
- Provision of care type services through personalisation agenda – because of flexibility of service 24 hours
- Let social workers/caos, families know when not given a pendent and reason.
- I can see the range of provision linked to Care on Call will extend in the future
- To offer services to clients that live on their own that might only require this service on short term basis eg whilst recovering from an operation
- My service is always looking for packing /unpacking service and Care on Call could possibly provide this as they are already a friendly fact who the customers trusts.
- Provide expansion of telecare – GPS tracking/monitoring
- Calling at my scheme when I'm off at meetings, holidays etc.
- Specialise towards working with those with dementia to keep them at home longer and more safely
- Service washes as limited number of laundrettes now available
- Care on Call needs to be responsive to new needs/ideas as they arise – which usually it does
- I feel that we should include the service, when appropriate into adult safeguarding and offer them training if they haven't had it/update the staff.

Conclusion

The results of the survey show on the whole that Care on Call provides an excellent service that contributes to the Stakeholders service objectives in achieving positive outcomes for their client group.

70% said that the accessibility of the service was excellent

66% said that the service quality was excellent

73% said that the ability of the service to maintain independent living was excellent

65% said that the value for money was excellent

65% said that the professionalism and knowledge of Care on Call staff was excellent

82% said that they would like Care on Call to carry on providing the services it does now

25% said they would like additional services (as shown above)

40% said they would like Care on Call to provide Telemedicine

The comments made by the stakeholders will be reviewed and any new improvements that are feasible will be taken on board and implemented to improve the service and partnership working.