Item No. 10

Meeting Date **Wednesday 15th November 2023**

Glasgow City
Integration Joint Board
Public Engagement Committee

Report By: **Gordon Bryan, Head of Care Services**

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Glasgow City HSCP Care Services – Service User Engagement 2023

Purpose of Report:	To advise the Board of the results of the 2023 Home Care Service User Consultation Questionnaire.

Background/Engagement:	The Home Care Service User Questionnaire is issued annually to all service users receiving a home care service at as part of the Stakeholder Engagement process. In February 2023, 4477 questionnaires were issued. By the closing date in April 2023, 967 questionnaires (22%) had been returned. The results are collated by operational sector: North East, North West and South. Selected results are published in the Glasgow City HSCP Annual Performance Report. 2022/23 is available now and will be included in the Service User Newsletter, January 2024. Areas for Improvement will be identified from the results.

Governance Route:	The matters contained within this paper have been previously considered by the following group(s) as part of its development. HSCP Senior Management Team ☐ Council Corporate Management Team ☐ Health Board Corporate Management Team ☐ Council Committee ☐ Update requested by IJB ☐ Other ☐ Not Applicable ☒

Recommendations:	The IJB Public Engagement Committee is asked to: a) Note the content of the report and the outcome of the 2023 Home Care Stakeholder Engagement Service User Questionnaire for the three sectors.

Relevance to Integration Joint Board Strategic Plan:
Glasgow City HSCP Strategic Plan, Section 9 – Partnership Working and Involving Others. The care at home service supports all GC HSCP Strategic Plan priorities but especially Priority 3 – Supporting people within their communities.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Outcomes 2, 3 and 4.
Personnel:	There are no direct personnel implications.
Carers:	There are no implications for carers.
Provider Organisations:	There are no implications for provider organisations.
Equalities:	Not applicable.
Fairer Scotland Compliance:	Not applicable.
Financial:	There are no financial implications.
Legal:	There are no legal implications
Economic Impact:	There is no economic impact.
Sustainability:	There are no economic, social and environmental impacts.
Sustainable Procurement and Article 19:	Not applicable.
Risk Implications:	There are no identified risk implications.
Implications for Glasgow City Council:	There are no identified implications.
Implications for NHS Greater Glasgow & Clyde:	There are no identified implications.

1. Purpose

1.1 To advise the Board of the results of the 2023 Home Care Service User Consultation Questionnaire**.**

2. Background

2.1. Glasgow City HSCP Care Services Service User Questionnaire is issued annually to all service users receiving a home care service as part of the Stakeholder Engagement process.

2.2. Glasgow City HSCP Care Services has a regulatory duty to liaise and invite Service Users who receive a service, families and or friends of Service Users, staff, other professionals, and external stakeholders to provide feedback in a variety of ways. The information will be used as part of the Service Development Plans (SDP) where feedback will be used to create and drive improvement in the service and will evidence to the Care Inspectorate that Glasgow City HSCP Care Services have “listened to” and “learned from” our stakeholders.

Feedback across the service is collected in variety of ways including:

- Written surveys
- Electronic smart surveys
- Telephone conversations
- Focus groups
- Reflective one-page profiles
- Feedback suggestion box
- Feedback suggestion email address
- Review feedback
- Text message surveys
- Compliments/Complaint

2.3 The Care Inspectorate has published guidance in the latest Quality Framework which includes information on the quality improvement that is expected from care services and how feedback from the individuals Glasgow City HSCP Care Services support, their families/friends, other visiting professionals, staff, and external stakeholders should be captured regularly, and the information used to ensure improvement within the care service.

2.4 The questionnaire was created using The Health and Social Care Standards and Principles (2022). Glasgow City HSCP Care Services used the standards to ensure that the service provided meets the regulatory duty whilst also “ensuring that every person is treated with respect and dignity and the human rights we’re all entitled to are upheld.”

The questionnaire captured the 5 Health and Social Care Principles and 31 standards:

Principle	Standard
I am treated with dignity and respect	1: 1.1, 1.2, 1.3, 1.4, 1.6
Compassion'	3: 3.6, 3.7, 3.8, 3.9.
'Be Included' / 'Wellbeing'	1: 1.19, 1.12, 1.15, 1.21. 1.23, 1.28 2: 2.17, 2.26
'Be Included'	1: 1.19, 1.12, 1.15, 1.23. 2: 2.9,2.11, 2.17 4: 4.6,4.7,4.8,4.9
'Responsive Care and Support'	1: 1.12, 1.14, 1.19 2: 2.17, 3: 3.11, 3.14,3.15,3.16, 4: 4.11, 4.15, 4.21,

2.5 When Glasgow City HSCP Care Services conducted the 2022 Service User Consultation the average return rate was 19% across the three sectors. The aim for the 2023 Consultation was to review the questionnaire to encourage and enable an increase in participation.

2022	NORTH EAST	NORTH WEST	SOUTH	CITY WIDE TOTALS
Questionnaires Issued	1362	1350	1858	4570
Questionnaires Returned	299	243	347	889
Return Rate	21%	18%	19%	19%

2.6 In March 2023, Glasgow City HSCP Care Services issued 4781 questionnaires across the City to service users receiving a Home Care Service. The questionnaire comprised of 20 questions, a section for family and or friends to provide their details so they could receive a more tailored questionnaire, a section asking if the service user would like to participate in future forums and finally a section for any other comments/feedback on how Glasgow City HSCP Care Services can improve the service.

2.7 Glasgow City HSCP Care Services asked a range of questions that included our core values, questions that support Care Inspectorate Inspections and questions that would provide feedback on how Glasgow City HSCP Care Services are doing in meeting the Health and Social Care Standards.

2.8 The results for 2023/24 will be published in the Glasgow City HSCP Annual Performance Report in June 2024 (2022/2023 available) and will be included in a Service Newsletter to provide an update for all service users, including the overall returns and areas identified for improvement. The next planned Newsletter is January 2024.

3 2023/24 Annual Survey

3.1 To date Glasgow City HSCP Care Services have received 969 questionnaires for the three sector areas. 1% improvement on the return rate from 2022. The overall number of surveys issued and returned was higher for 2023 than 2022 and a 3% increase was recorded for the North West Sector and South responses saw a drop of 1%.

2023	NORTH EAST	NORTH WEST	SOUTH	CITY WIDE TOTALS
Questionnaires Issued	1472	1401	1908	4781
Questionnaires Returned	329	293	347	969
Return Rate	22%	21%	18%	20%

SOUTH

- I am treated with dignity and respect - **97.07%** Agree
- I am involved in decisions about my support (Personal Support Plan/ Service Review) and if I want my family or friends to be included, they can be – **84.34%**
- If I am unwell, staff can recognise this and support me to get the right help. – **88.66%**
- I am supported to be as independent as possible by my home carers – **90.97%**
- I feel having a Home Care Service has contributed to my quality of life – **92.22%**
- My home carers know me well and they know what is important to me – **88.18%**
- I feel more confident at home because of my care service – **91.59%**

Overall, **91.4%** service users said they were satisfied with the service.

NORTH EAST

- I am treated with dignity and respect – **96.89%** Agree
- I am involved in decisions about my support (Personal Support Plan/ Service Review) and if I want my family or friends to be included, they can be – **87.07%**
- If I am unwell, staff can recognise this and support me to get the right help. – **92.99%**
- I am supported to be as independent as possible by my home carers – **93.41%**
- I feel having a Home Care Service has contributed to my quality of life – **93.1%**
- My home carers know me well and they know what is important to me – **90.19%**
- I feel more confident at home because of my care service – **93.75%**

Overall, **94.65%** service users said they were satisfied with the service.

NORTH WEST

- I am treated with dignity and respect – **95.84%** Agree
- I am involved in decisions about my support (Personal Support Plan/ Service Review) and if I want my family or friends to be included, they can be – **80.37%**
- If I am unwell, staff can recognise this and support me to get the right help. – **86.82%**
- I am supported to be as independent as possible by my home carers – **87.5%**

- I feel having a Home Care Service has contributed to my quality of life – **91.85%**
- My home carers know me well and they know what is important to me – **88.57%**
- I feel more confident at home because of my care service – **91.13%**

Overall, **94.08%** service users said they were satisfied with the service.

3.2 Some of the comments received about the service highlight the importance and role the service provides to the people of Glasgow that Care Services support:

"We simply couldn't survive as a family without her care plan. It is the only reason she can still live independently without safety concerns"

"Having my carers visit helps me to live independently and also helps with my emotional state."

"I believe my mum is looked after the best way she can be, and her quality of life is as good as it can be"

"Carers always encourage me to do what I can for myself but assist when I need them"

"I couldn't live on my own without the home care service"

"As a family we would struggle to support my mum but with carers, this has allowed me to support her without being overwhelmed."

3.3 Glasgow City HSCP Care Services used the feedback from The Care Inspectorate to review our complaints process. This led to a short life working group where individuals across the service participated to ensure that our process was made easier to use with clear timeframes, roles and responsibilities and learning and development opportunities being reviewed and used to improve the service.

3.4 Only **7%** of respondents **did not** feel that when they phone the service, they received a prompt response to their enquiry. Glasgow City HSCP Care Services have listened and will review and improve on this area. Currently due to the size and scale of the service there is an operational call handling team who receive the call before it is directed to the relevant individual or department which can add time into the process. The service is also providing feedback and changing communications to service users. An illustrated summary of the feedback from the questionnaire will be included in the Winter edition of the Service User Newsletter and will include information for service users about the way in which the service receives enquiries and how these are then cascaded to the appropriate people or teams. The service has been piloting the use of a QR Code for service users and their families and or friends to encourage and enable more feedback throughout the year. The service is currently reviewing and adapting all documentation to meet the organisations accessibility guidance to ensure that all service users are involved and able to access communication sent directly to service users. There is planning for 2024 where the service will be arranging forums with those service users who indicated they would like to participate in the future development of the service.

3.5 Question 11 asked, “My home carers have enough time to support me in the way I prefer” – **73%** of respondents agreed. Care Services want to improve on this, so additional information has been provided in relation to the service user review process. The service review provides an opportunity to discuss and ensure that service users are receiving the right support with the right things and that there is adequate time for this to be provided.

4 Next Steps

4.1 It is important that as a service there is continual review in relation to engagement with service users and other stakeholders to ensure that the service is maximising every opportunity to gather feedback using a variety of methods.

4.2 There is a Governance and Quality Assurance group whose role is to support the ongoing work to engage with service users and other stakeholders to better understand the needs of those within the service and how the service can develop, grow and innovate.

4.3 There is Glasgow City HSCP Care Services improvement plan, this contains the individual comments and overall feedback from the questionnaire including recommendations and actions for the service to take to address any identified improvements.

4.4 The service recognises that there is additional work to be done around the use of paper-based surveys. Although this has been the method of gathering feedback across the service for a number of years, it can limit the number of service users who are able to complete this for a number of reasons including a health condition, have little to no family support and/or may have a cognitive impairment, diagnosed dementia.

4.5 The service has developed a complaints dashboard which gives a greater oversight over complaint trends and common themes which helps the team to identify any training needs and improvement which can be incorporated into the Improvement Plan

4.6 In 2024/2025, the service is developing a blended approach to gathering feedback including focus groups, web based SMART survey, paper-based surveys and updating our service review document to capture ongoing feedback.

5 Recommendations

5.1 The IJB Public Engagement Committee is asked to:

a) Note the content of the report and the outcome of the 2023 Home Care Stakeholder Engagement Service User Questionnaire for the three sectors.