



Healthwatch Sefton  
Sefton CVS. 3<sup>rd</sup> Floor. Suite 3B. North Wing  
Burlington House  
Crosby Road North.  
Waterloo  
L22 0LG

**DATE**

Dear **INSERT TITLE AND NAME**

**Re: Share your feedback on the home care service you receive.**

Healthwatch Sefton is an independent not for profit organisation which is funded to make sure the views of users of local health and social care services are heard. We listen to what people like about services and what they feel could also be improved.

We are keen to find out what you think of the Home Care (also known as Domiciliary Care) service you receive and would like to contact you to have a short conversation to capture your views.

As part of this work a member of the Healthwatch team will be telephoning you to ask if you would be willing to participate in this survey as you are either receiving this type of service or have recently received it. If you are happy to take part, we will then ask you some questions about the care you are receiving / have received.

If the time we call is not convenient for you, then we would be happy to arrange a more suitable time to call you. **All information you share will be kept private and confidential**; the only exception would be if there were concerns about your safety or you wanted an issue you have to be followed up.

We have enclosed a copy of the questions we may talk through so you can consider them in advance of the telephone call.

You have been chosen at random to participate in this survey and are under no obligation to talk to us, however we would like your views on how the services you receive could be improved in the future.

Once we have received peoples views on services we will then produce an anonymised report and share it with Sefton Council.

If you have any questions, you can call us on 0800 206 1304 and speak to Mandy for more information.

Yours sincerely

Diane Blair  
Manager  
Healthwatch Sefton