

Healthwatch Knowsley / Sefton

Domiciliary Care - Telephone Discussion Prompts

Introduction:

Please talk through the following when undertaking a telephone call with domiciliary care service users.

- Thank you for agreeing to take part in this survey
- Healthwatch is an independent organisation whose primary role is to hear from service users on their experience of health or social care services.
- Are you happy for your views to be shared with Sefton/Knowsley Council so that they can help improve services or provide positive feedback to your domiciliary care staff?
- All the feedback will be anonymised and anything you share will be treated as confidential.
- Why are we doing this piece of work? To hear your views and make sure we can help improve services for everyone.

Question	Additional Conversation Prompts	Response
1. Before we begin on the Domiciliary Care Questions - would you like to say a bit about how you have found the lockdown we have experienced with the pandemic?	How has your own wellbeing been impacted? Have you faced any new challenges on a daily basis? Where have you had your most support from? Has your support package changed in anyway?	

	<p>Have you been able to stay in touch with family and loved ones?</p> <p>Have you managed to access your shopping?</p>	
<p>2. Do you feel you have been kept in the loop on what has been going on with your care during the pandemic?</p>	<p>Communication such as shielding letters or changes with your hospital /GP appointments?</p> <p>Has it been easy speaking to staff members who have been wearing face masks? How has that made you feel?</p> <p>Have staff members obviously been using hand gel?</p>	
<p>3. What are the 5 most important things to you when it comes to your care?</p>		
<p>4. Does the care you receive help you to achieve the things you want to do in your day?</p>		
<p>5. Do you think the care you receive helps you to be independent in your own home?</p>		
<p>6. Do your care workers normally arrive on time or within 15 minutes of the time they are meant to?</p>	<p>Do your carers arrive on time for your morning call or are you waiting to for example get to the toilet or have your breakfast?</p>	

<p>7. How important is it to you that your care worker arrives on time? Is the time of the call at a suitable time for you?</p>	<p>How do you feel about the times of your current calls?</p> <p>Did you pick this time?</p> <p>Are you expected to go to bed too early or have your meals at time that are unsuitable for you?</p>	
<p>8. If your care worker is going to be late for any reason, are you told in advance?</p>	<p>Can you remember a time that the carer was late - how did that make you feel?</p>	
<p>9. Have you ever asked to have a change in the time of your calls? If so, did the provider make this change?</p>	<p>Did you feel listened to and were the times easy to change?</p>	
<p>10. Do you know how long your carer should be spending with you on each visit?</p>	<p>How long is your call for?</p> <p>Do you have a copy of the care plan with the times of your calls?</p>	
<p>11. Do the care workers stay the amount of time they are meant to?</p> <p>Response:</p>	<p>If no - does this happen often and is the reason they have to leave stated?</p>	

	<p>If they don't know how long each visit should be, ask them if their care needs are met and if care workers rush through their calls?</p>	
<p>12. Do the care workers deliver all of the help that you need?</p>	<p>Do you know the care you should be receiving?</p> <p>Where you involved in the discussions to agree the service?</p> <p>Is there anything additional you would like to have from the service?</p>	
<p>13. How would you rate the attitude of the care workers? (Prompt: friendly, treat you with respect, kind, professional etc)</p>	<p>Attitude of the office staff?</p> <p>Main Care?</p> <p>Weekend staff?</p> <p>Staff who cover when normal carer on leave or not available?</p>	
<p>14. If your care workers prepare meals for you, do they offer you a choice of what to eat?</p>	<p>Do you feel listened to and able to change the choice of food?</p>	
<p>15. How often are staff interrupted by calls on their phone whilst delivering your care?</p>	<p>How does that feel to you?</p> <p>Does this mean you are receiving less time within your care?</p>	

<p>16. Do you normally receive care from the same care workers? How many different people do you normally receive care from?</p>	<p>How often do you have your regular care workers changed for someone you don't know very well?</p> <p>Do you feel like you're able to build a relationship with the people that deliver your care?</p> <p>Do you think the same level of care is received? And is the care plan followed?</p> <p>Does the new member of staff introduce themselves?</p>	
<p>17. If your care worker changes, are you informed in advance?</p>	<p>Do you have the person's name in advance? (concerns regarding bogus callers)</p>	
<p>18. If you need to call the office, do you have any problems making contact with them?</p>	<p>Do you get through on the phone first time?</p> <p>Is your call returned if you have to leave a message?</p>	
<p>19. How helpful are the office staff?</p>	<p>Do you finish the call feeling listened to?</p>	

20. How do you rate your overall experience of this service?

- ★
- ★★
- ★★★
- ★★★★
- ★★★★★

21. How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Is there anything else you would like to share with us?

If there was a service user reference group where you could feedback more on your care, would you be interested?

