

Harrow Council: QA feedback 2010/11

By key client group



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1. Introduction

This report contains the findings of QA activities 2009/10 – 2010/11.

It aims to provide an analysis of the feedback of QA activity from our key client groups along with any action taken.

Evaluating feedback from our QA system by key client group will enable us to develop targeted improvements for delivery in our Adults Services Plan for 2011-14.



2. Older people

Context:

Harrow's population for 2009 is currently estimated at 215,000 people but is expected to reach 229, 937 people by 2016.

At around 4600, the over 65s are a significantly large group of service users in Harrow.

People over 65 years of age, represent 13.6% of Harrow's population. This is marginally higher than the average rate of 11% for London.

In Harrow, 22% of all households are occupied by a pensioner and 43% of these are living alone. Due to longer life expectancy there is an increasing number of older people who develop a range of complex health problems, which also increases the demand for health and social care and for support with daily living tasks.

The main services used by older people in Harrow are day centres (72%), PA/carers (39) home help (27%) transport (45%) that¹

Summary:

Overall, the survey scores were relatively high with client satisfaction peaking in care workers treatment of clients.

Older people are increasingly feeling they have choice and control over the support they receive. There is demonstrable satisfaction with our day centres amongst older people in Harrow, in particular with quality of our staff.

One of the main areas identified for improvement is keeping clients informed of changes to their home care. Care agency admin needs to be greatly improved particularly communication between the care agency and clients.

Arrangements have been put in place to ensure that any returned surveys indicating negative feedback will raise an alert and will be followed up by Service Managers

In comparison to other groups²:

- Older people rated themselves as less happy than other groups in terms of keeping healthy & well, and having choice and control over their lives.
- Older people viewed personal dignity and respect as particularly important to achieve, and were more likely to want to change their physical health.
- They were more likely than other groups to be paying for day centre places, to be paying for personal assistants, and to be using council-funded people to help at home.
- Older people reported almost no knowledge of personal budgets and were least likely to report wanting to change their support as a result of a personal budget, although they were most likely to report wanting to use personal budgets to change the support they received at home.

¹ Demos survey about personal budgets

² Demos survey about personal budgets

QA activity:

| QA activity: CQC Assessment of Performance Report | Report |
|---|---------------|
| CQC noted that the council routinely monitor contracted services and take robust action when necessary to ensure improvements. | |
| Outcomes: <ul style="list-style-type: none">• Contracts Team worked with two major domiciliary care providers to improve ratings from poor to good.• An increase in the percentage of people receiving care from providers rated good or excellent. | |

| QA activity: Developing culturally specific services | Supported housing home care |
|---|------------------------------------|
| To support the needs of Harrow's diverse community, a culturally specific home care service was identified for development at Ewart House, sheltered housing project. | |
| Outcomes: <ul style="list-style-type: none">• As part of the specification for homecare support a culturally specific homecare requirement was inbuilt where needed. | |

| QA activity: Commissioner meetings with Care Management Teams | Findings |
|---|-----------------|
| Quarterly meetings established between Service Manager Strategic Commissioning and Care Management teams with the aim to identify gaps in provision and need to stimulate the market or commission new services. Meetings took place in April 2010 and March 2011. The September and December meetings were cancelled due to team reorganisation. Dates for 2011/12 are in the process of being arranged. | |
| Outcomes: | |

This has shown to be a good opportunity to meet with service and team managers to identify gaps in provision. The meetings are now more structured and the following gaps have been identified:

- Respite/short breaks – issue identified with access to respite at Bedford House. Draft respite care guidance was developed including banding guidelines for social workers and care managers so that they know how much respite care they may request at Panel, based on the client’s level of need.
- Dementia Care – need for additional provision for people with dementia including extra care (with a dementia focus). Also identified a shortage in respite provision for people with dementia. We have been working with one of our providers (block contract) to change the use of beds from older people residential to additional dementia provision.
- Dementia day care – current provision full; need for additional capacity.

Actions:

During 2011/12 actions include:

- Meetings to be set up with Long term and Personalisation teams
- Dementia provision – along with NHS Harrow to be in line with Dementia Strategy.

| QA activity: Tenants satisfaction survey | Results |
|---|---|
| | <p>As part of its ongoing commitment to seek the views of its residents, in August 2010, Housing Services commissioned BMG Research (BMG) to carry out a postal survey amongst its customers.</p> <p>The overall objective of the survey was to gain levels of customer satisfaction with Housing Services in key service areas.</p> <p>A total of 925 (638 General Needs and 287 Sheltered Housing) tenants returned a questionnaire</p> |

Outcomes:

Ease of access (Sheltered tenants only)
 All sheltered tenants were asked to rate how good or poor access is to various areas of the building. The vast majority of sheltered tenants rate access to the building, inside the building and to their home as good (96% in all cases). General Needs and Sheltered Tenants Customer Satisfaction Survey 2010

Most important services (Sheltered tenants only)
 Unsurprisingly, tenants indicated that repairs and maintenance (62%) is most important to them, followed by the warden (61%). Around a third indicated that dealing with ASB (35%), keeping tenants informed (34%) and the overall quality of the home (32%) is most important.

Support provided to vulnerable tenants (Sheltered tenants only)
 Sheltered tenants only were asked to rate their satisfaction or dissatisfaction with the 'support provided to vulnerable tenants'. Three quarters (74%) of sheltered tenants are satisfied, while just 6% are dissatisfied. A fifth (20%) are either ambivalent (11%) or have no opinion (9%).

The Warden (Sheltered tenants only)
 Sheltered tenants were asked an additional set of questions about the warden in their scheme.

Overall satisfaction with the warden (Sheltered tenants only)
 The vast majority (87%) of tenants are satisfied with their warden, with two thirds (67%) who are very satisfied. Conversely just one in twenty (5%) are dissatisfied. A small proportion of tenants are ambivalent (4%) and just 3% have no opinion / don't know.

| | |
|---|---|
| QA activity: Survey | Adult Community Care User Survey (ACCU) (Also relevant to other user groups) |
| This survey is sent to new customers following receipt of a service at six weeks. | |
| Outcome: Some clients also said that they had not received a Care Plan. | |

We have found in the past that some service users have been sent care plans but have not realised that this is what we are referring to in the survey.

Action:

Arrangements have been put in place to ensure that any returned surveys indicating that a care plan had not been received will raise an alert , that will be followed up by Service Managers.

Outcome:

89% of respondents said that the Social worker who had visited them arrived within 15 minutes of the appointed time. 82% Social Workers always identified themselves (10% did not need to as they were known to the client), and 98% of appointments were made at a suitable time for the client.

Action:

Names of these clients have been passed on to Care teams for follow up. A major project is also taking place within Adults Services to improve our information and advice.

Outcome:

30% of clients were unhappy with the long waiting times – predominantly equipment, major adaptations and OT services. A few clients however, commented that they were pleased with services once these were in place.

Action:

The long waiting time for equipment to be delivered has been addressed and improvements made through the change of service provider and regular monitoring meetings.

A Lean Review of the process for major adaptations has been completed and changes made to streamline the process and so reduce the time to wait for major adaptation works to start. OT assessments are completed within 28 days of referral.

Outcomes:

- 83% felt their health and wellbeing needs are being addressed. (11% of respondents did not complete this question).
- 67% of those who responded said their quality of life had been made better. (21% of respondents did not complete this question)
- 82% of respondents are satisfied with services received.
- 24% clients said they did not know how to contact their Care workers, or found it difficult to get in touch.

Action:

Names of these clients have been passed on to Care teams for follow up. A major project is also taking place within Adults Services to improve our information and advice.

We have created a new case note type on Framework-i that we'll be able to report from in future. This will prevent us sending out surveys to people who have clearly asked us not to.

**QA activity: Surveys
DH survey**

Feeling safe feedback

(Also relevant to other user groups)

All local authorities with social services responsibilities were required to undertake a statutory user survey.

Early 2011 a questionnaire was posted to a random sample of around 700 service users.

The survey asked users about their quality of life and their experiences of services they receive. All service user groups including people who live in residential and nursing care, were surveyed.

Outcomes:

- The DH Statutory Survey found 93% of people said they felt safe (DH survey does not specifically ask clients how their social care support makes them feel safer (though it will from 2011-12).

- Harrow ranked above average when compared with other London boroughs.

Action:

In response to any concerns raised through surveys and at consultation events - The Safeguarding Annual Report for 2010/2011 highlighted that as part of the prevention strategy further work on community safety in partnership with other agencies would be a priority action.

The ACCU survey (our internal Performance Team survey of reviewed clients) due to be relaunched and will ask more about safety.

Details of those saying they felt unsafe were passed to the relevant Service Managers.

| QA activity: | AGE UK Domiciliary care survey |
|---|--------------------------------|
| <p>Age UK carry out a regular survey of users who receive a domiciliary care service and is independently undertaken twice a year regarding Mears and Care UK providers.</p> | |
| <p>Outcomes:</p> <ul style="list-style-type: none"> • 100% of service users reported that their specific cultural, religious and dietary needs were always or usually met. • 27% of service users reported positively that the services they received from Care UK had improved. <p>Below is the comparison of some of the questions over the past three reports. Responses given in order of early 2010, late 2010 and early 2011. The responses show improvements across all areas.</p> <ol style="list-style-type: none"> 1. Are you informed beforehand if your care worker is going to be more than 30 minutes late? | |

Mears early 10 24.6%, late 10 42.1%,

2. Are you informed if a different care worker from the usual is sent?

Mears 16.9%, 26.3%,

3. Does your care worker stay as long as they are supposed to?

Always/Usually: Care UK 86%, 85.71%, 86.35% Mears 94.4%, 91.44%. 100%

Action:

- Areas for improvement include consistent communication to inform service user if the care worker is going to be late and informing the service user if the care worker will be different to the usual person who visits.
- Providers have an improvement plan for key areas where standards need to be improved and delivery of these key areas are reviewed and monitored at quarterly partnership board meetings.

Activity: Changes to CRILL

Home Care agencies

Changes to legislation have meant that the CRILL system has become defunct.

Outcomes:

- In the absence of the CQC CRILL system Harrow has developed its own Home Care QA.

Actions:

- In developing this local system the views of the Contracts, Safeguarding and Care Management Teams have been sought.

| QA activity: Review of Service | Community Equipment Store |
|--|---------------------------|
| <p>The in-house Community Equipment Stores was operating in the high 70% range on this indicator. In order to further improve performance the service was outsourced to Medequip.</p> | |
| <p>Outcomes: Two months after handover the service was showing an improvement and operating at 95% on the same indicator. We found having reviewed the way the service was operated and implementing changes, offered service users an improved service.</p> <p>Action: Regular service monitoring is in place to ensure standard is maintained.</p> | |

| QA activity: Dignity Toolkit | Home Care |
|--|-----------|
| <p style="text-align: center;">WHAT IS A DIGNITY CHALLENGE TOOLKIT?</p> | |
| <p>Outcomes: The Dignity Challenge toolkit highlighted safeguarding good practice guidance which the Contracts Team used to integrate into monitoring practice.</p> <p>Action: The Contracts Team mainstreamed the 10 dignity challenges into the Home Care monitoring arrangements.</p> | |

| QA activity: Survey | Adult Community Care User Survey (ACCU) |
|--|---|
| This survey is sent to new customers following receipt of a service at six weeks. | |
| <p>Outcomes:</p> <ul style="list-style-type: none"> Feedback included agency carers not arriving on time or not completing tasks satisfactorily and care agency administration staff were also said to be indifferent and unhelpful. <p>Actions:</p> <p>Comments have been passed to the Contracts team for follow up action and improvements have been highlighted in the Age UK survey findings. The 6 monthly Age UK survey questionnaires have been adapted to include users of the Reablement service.</p> | |

| QA activity: Complaints | Report |
|--|--------|
| Learning and improvements derived from complaints includes the following: | |
| <p>Outcomes:</p> <p>A care agency agreed to implement cultural awareness training</p> | |

| QA activity: Challenge use of providers | External Provision |
|---|--------------------|
| WLA, Age UK and LInK organisations challenged use of some residential and nursing home provision. | |
| <p>Outcomes:</p> <p>Contracts Team undertook reviews in response to feedback.</p> | |

| QA activity: Challenge use of providers | External Provision |
|--|--------------------|
| WLA challenged the prices the council were paying for some care provision. | |
| <p>Outcomes:</p> <ul style="list-style-type: none"> • Following a review of charges we are now paying ‘ best price’ balanced against QA standard for care and this has resulted in efficiencies. | |

| QA activity: Compliments | Report |
|---|--------|
| <p>We aim to learn through both our complaints and compliments processes to find ways to improve our services.</p> <p>Learning reports are produced on a quarterly basis - processes and practices are then reviewed by senior managers.</p> <p>There have been 51 formal compliments this year.</p> | |
| <p>Outcomes:</p> <p>There have been nine compliments for Millman’s Day centre for older people - with service users complimenting on ‘love, support and encouragement’ and how ‘wonderful and attentive’ the staff were.</p> <p>Action:</p> <p>Feedback has been cascaded to staff through team meeting</p> | |

| | |
|---|---------------|
| QA activity: User Choice and control Survey (2010) | Survey |
| TO ADD | |
| Outcomes: <ul style="list-style-type: none">• Increase form 88% (2009) to 93% (2010) feel that they are given more choice and control• 83.7% feel they have the information you need to make informed decisions about their care and support (User Involvement survey) | |

3. Adults with Learning disabilities

Context:

Based on national estimates there will be approximately 4800 people in Harrow, with a learning disability of whom 1100 will have a severe learning disability (LD).

The majority of people with learning disabilities are under 65 years of age, with only 10% above 65 years of age. During 2009/10, around 426 adults with learning disabilities received community based services.

In 2009 Mori reported that 90% of adults with learning disabilities adults in harrow used at least one service - 65% cited day centres. In 2009/10 the main services used by adults with learning disabilities in Harrow were, education a training (61%) day centres and leisure services (56%) and transport (27%)³

In comparison to other groups⁴:

Adults with learning disabilities have quite a different profile from other groups in that there are fewer traditional “care” services in use, with leisure and education and training featuring more highly.

Summary:

The results from our QA activity largely continue to show that adults with learning disabilities regard the services they receive very highly and most feel that staff who deliver the services they use treat them well.

We have made improvements to our day centres with the provision of more and better activities. The most commonly mentioned area for improvement remains the provision of activities in day centres. Feedback has shown the need for us to stimulate the market to provide additional arts and drama type activities.

³ Demos survey about personal budgets

⁴ Demos survey about personal budgets

Our nursing and residential homes have all showed improvements in recent CQC inspections. Following work with adults in using our services QA has demonstrated that there has been 18% percentage point increase those knowing what to do if they are unhappy with any aspects of the services they receive from the council

QA activity:

| QA activity: Survey | MORI Safeguarding Outcomes for Users of Adult Social Care services in Harrow Survey |
|--|--|
| <p>MORI conducted a survey on adult social care concerning people with a learning disability in June 2010. The aim of the research was to measure users' satisfaction with the services provided by the Council, assess the impact of the services received and their outcomes, and identify areas for improvement.</p> | |
| <p>Outcomes:</p> <p>The results of the survey continue to show adults with learning disabilities regard the services they receive very highly.</p> <p>Most adults with learning disabilities (85%) feel safe in their day-to-day life, and the proportion of those who do not has halved since the previous survey (from 7% to 3%).</p> <p>Action:</p> <ul style="list-style-type: none"> • Safeguarding continues to be a priority for team managers • Regular updates from safeguarding team • Service users become members of safeguarding board | |

QA activity: Survey**MORI General Outcomes for Users of Adult Social Care Services in Harrow Survey**

MORI conducted a survey on adult social care concerning people with a learning disability in June 2010. The aim of the research was to measure users' satisfaction with the services provided by the Council, assess the impact of the services received and their outcomes, and identify areas for improvement.

Outcomes:

The results of the survey continue to show adults with learning disabilities regard the services they receive very highly.

- 62% said they were asked what they think about services improving from the previous survey when 56% said they were asked their views about the services they received.
- 68% say that the help and support they receive makes their life better, a 6 point increase since 2009.
- 71% said they felt listened to when expressing their views on the services they receive.
- 74% said they knew what to do if they were not happy about something, which is a rise from 66% in the 2009 survey.

Action:

- Continue to publish 'news and views' newsletter
- Involve adults with learning disabilities in the development of the Adult Service Plan 2011-14

QA activity: Survey**Demos personal budgets survey**

Harrow became the first major sample in the In-Control and Lancaster University study of 390 PB holders.

The research focused upon the following key areas:

- What people want to change about their lives
- What help people need to make the change
- What do people know about personal budgets
- What help would people need if they held a personal budget
- To what extent would people change their current support if they held a personal budget

Outcomes

- 60 % said that they gained more control over their money
- 62% said that it was easier to plan the support they wanted
- 63% said they got the support they wanted

Action:

The outcomes from the research can be used to identify gaps in information available to potential personal budget holders, types of support that might not exist or be in short supply that need market stimulation and future demand and trend information in order to plan how to manage the future of existing service provision.

The outcome of this survey has been included within the Learning Disability Commissioning Plan. This includes the need to stimulate the market to provide additional arts and drama type activities.

| QA activity: Complaints | Report |
|---|--------|
| <p>The new adult's complaints regulations came into force on 1st April, 2009. We aim to learn through our complaints process to find ways to improve our services.</p> <p>Learning reports are produced on a quarterly basis - processes and practices are then reviewed by senior managers.</p> | |
| <p>Outcomes:</p> <p>Learning and improvements derived from complaints which impact upon adults with learning disabilities includes:</p> <ul style="list-style-type: none"> • An in-depth review of autistic/Asperger provision resulted in approval for a revised joined-up care pathway and clear criteria identifying which organisation leads. | |

| QA activity: CQC inspections | Residential and nursing homes |
|--|-------------------------------|
| <p>Several of the Council's in-house residential homes for people with a learning disability or mental health difficulty were inspected by CQC in 2010/11.</p> <p>A strong focus of the inspections was outcomes for users including safeguarding and dignity.</p> | |

Outcomes:

- All the homes showed some improvements and
- All received a good inspection result.
- Kenton Road received no requirements or recommendations for improvement

QA activity: Byron Park and Vaughan NRC user feedback**Change of café provider**

Service users were unsatisfied with the café service and undertook internal surveys to see what changes members wanted and to canvas some new ideas for future usage.

Outcomes/ Action:

- Byron Park

Following the survey it was decided to run the service in house. Interviews took place for a new cook and a revised service where members could use the kitchen facilities to introduce cooking sessions and more flexible use of the kitchen space.

- Vaughan Centre

It was decided to give the contract to Mencap to run the café and a new menu agreed by users has been introduced.

| QA activity: Kenmore NRC user feedback | Activities outside of the NRC |
|---|-------------------------------|
| <p>Service users are regularly invited comment on the services provided to them. Feedback is then used to improvements to services.</p> | |
| <p>Outcome:</p> <p>Service users said that they would like the opportunity to go outside of the centre more often.</p> <p>Action:</p> <p>A mini bus has now been acquired for the centre to use on a permanent basis.</p> | |

4. Adults with Physical disabilities

Context:

In 2010/11 862 (415 in 2007) adults were receiving community based services for people with physical disabilities and sensory impairment, as compared to nearly 4376 (2000 in 2007) in those aged 65 years and over.

In 2009/10 the main services used by adults with physical disabilities in Harrow were, education a training (%) day centres (61%) and transport (43%)⁵ home care (21%)

In comparison to other groups⁶:

Summary:

| QA activity: Complaints | Report |
|--|--------|
| <p>The new adult's complaints regulations came into force on 1st April, 2009. We aim to learn through our complaints process to find ways to improve our services.</p> <p>Learning reports are produced on a quarterly basis - processes and practices are then reviewed by senior managers.</p> | |

⁵ Demos survey about personal budgets

⁶ Demos survey about personal budgets

Outcomes:

learning and improvements derived from complaints that impact upon adults with physical disabilities includes:

- The Ombudsman highlighted the following good practice model of Physical Disabilities management where care is to be reduced: a) meet with the service user/family b) reduce it in staggered way c) build in a review – fed back to staff in the Director's newsletter

Also see Older People section for information about the ACCU survey

5. Mental Health

Context:

Nationally, one in six adults are likely to be experiencing a mental health problem that will require medical, psychiatric or other therapeutic intervention. Around 40% of older people who visit a GP are thought to have a mental health problem.

In 2010/11 over 800 people in Harrow at anytime during the year were receiving a community based service.

The main services used by adults with mental health problems (53%), day centres (57%), leisure activities (31%), education and training, residential care & help at home (19%).

Summary:

Staff training programmes have been reviewed for 2011/12 and we have successfully redesigned our systems and processes so that they focus on mental capacity.

2010/11 has seen a sharp increase in the amount of mental health service users with personal budget.

We have been working with CNWL to develop ways of capturing customer information and involving service users in improving our service models so that we increase support recovery and social inclusion

Quality Activity:

| QA activity: Audit | Mental capacity act audit |
|---|---------------------------|
| An independent audit of Mental Capacity Act implementation was commissioned (March 2011). | |

Outcomes:

The findings mirrored the national picture (Care Quality Commission research) i.e. low number of formal mental capacity assessments in relevant cases and lack of confidence in using the legislative framework.

Action:

Local training programme has been reviewed and some aspects will be delivered differently in 2011/12 e.g. more experiential learning opportunities. There have also been some changes made to the Council's Framework-i system so that the processes start with a focus on mental capacity.

QA activity: Annual Report**LINKs**

Harrow Local Involvement Network (LINK) is a network of local people, organisations and groups from across the London Borough of Harrow with the aim of improving the health and well-being of patients, carers, public and service users.

The LINK Mental Health Action Group Lead sits as an invitee on Harrow Mental Health Modernisation Board established by Central & North West London NHS Foundation Trust (CNWL). The Trust has been engaged on implementing service line management in order to enhance the provision of mental health care and this Board oversees the work of topic specific sub-groups redesigning the services for Harrow patients.

The LINK has been able to attend and contribute to all the consultation meetings called by CNWL to address the service line issues.

Outcomes:

- Service users and carers have been able to influence the specification for the new model of mental health day services.
- Robust and effective communication with service users.

Actions:

Meetings with CNWL continue and service users and carers are working on the implementation of new services model.

QA activity: Rethink Feedback**Supporting People**

Concerns raised by Rethink and other organisations concerning the quality of support provided in three Supporting People-funded supported housing schemes have resulted in the following :

Outcomes:

- Support at schemes re-tendered (2010) following feedback from service users & carers that support provision provided by CNWL needed market testing for VFM & quality.
- Richmond Fellowship taken over contract (April 2011) - contract meetings set to monitor service provision during transition.
- Housing-related support services delivered in properties - monitored regularly using QA Framework (since 2004).

QA activity: Self Directed Support Performance**CNWL/Mental Health**

Performance in 10/11 demonstrated a significant improvement particularly with Self Directed Support.

Outcomes:

10 people in 09/10 received this service, compared to 175 in 10/11.

Action:

Continue work with CNWL to improve performance, deliver a balanced budget and develop ways of capturing information on customer experience to improve services.

A review of mental health day service provision is underway that will include the development of a draft service model to deliver services to support recovery and increase social inclusion. Service users, carers and voluntary sector are involved in developing the new model.

6. Carers

Context:

There are estimated to be around 30000 Carers in Harrow. In 2010/11 650 of them received a service from harrow council

The main services used by carers in harrow are information and advice (76%), one off direct payment (51%) carers break vouchers (42%)⁷

Summary:

On the whole our QA has demonstrated that Carers are now better informed of what services and support are available to them to support them in their caring role through the promotion of the “carers pack” at carer events across the community- Although older carers have highlighted areas that they would like more support with. These areas are being address in next years’ service planning.

We have also been successful in responding to feedback around employment for carers with our carer’s employment information supporting carers to find work. Furthermore with the increase in carers assessments taking place there has also been a reduction in carers not receiving a service.

| QA activity: Feedback | Carers of people with a learning disability |
|--|---|
| The council held an event for older carers of people with learning disabilities in October. | |
| Outcomes: Feedback highlighted that that more information is needed to help older carers plan for the future e.g. on Wills and Trusts. | |

⁷ Demos survey about personal budgets

Action:

To address this need a link to relevant information from the carers website will be developed and Mencap will respond by organising specialist events.

QA activity: Feedback**Carers Drop in Sessions and employment**

The council runs drop in sessions for carers on a monthly basis

Drop in sessions are for carers to meet other carers, receive information and advice and give feedback about carers needs and services.

Carers said they wanted to explore issues around employment and to address this request the emphasis of the monthly carer drop in sessions has changed to respond to carer priorities and issues, including employment.

In response to feedback an employment survey was sent to 2000 carers

Outcomes:

- 200 people replied and 67 responded to say that they would like support to find work
- NI135 (% of carers assessed/reviewed and receiving a service) target was exceeded

Action:

- A carer's employment information pack was produced.
- The way data confirming how many carers are employed and not employed was reviewed and amended.

| QA activity: Feedback | Carers Focus Group |
|---|--------------------|
| A focus group was held for carers to gain feedback about website information | |
| <p>Outcomes:</p> <p>The focus group indicated that the Harrow website was difficult to navigate, information was too wordy and more information about services and events is needed.</p> <p>Actions:</p> <ul style="list-style-type: none"> • Navigation structure of the website is being reviewed as part of Information and Advice Strategy • Links to a portal containing a wide scope of carers information will be hosted on the council website • A carers events calendar will be created • Development work with Shop4Support to make improvements is in place | |

| QA activity: QA feedback form | Carers |
|--|--------|
| The carers pack sent to all carers contains a QA feedback section. Approximately 1000 were distributed and 100 returned | |
| <p>Outcomes:</p> <ul style="list-style-type: none"> • 65% of carers who completed the form felt satisfied with the services they receive from Harrow Council • 72 % of carers who completed the form found the information they received from Harrow Council helpful • 71 % of carers who completed the form felt they had been treated with dignity and respect <p>Action:</p> | |

- Identify what ways Harrow can further improve on the services and support they provide for carers by promoting regular carer feedback events where carers will be able to speak directly with officers who are able to forward their ideas / suggestions
- Annual contact to be maintained with carers of persons receiving a reviewable service and updated carers packs forwarded to ensure that carers are kept up to date with what is happening in the local community and also aware of what support is available for carers.
- Introduce personalisation for carers to ensure they have more choice and control in relation to the services that they access following their carer assessment
- Continue with road show events in partnership with other voluntary organisations who support carers, to promote consistent working relationships with our partner agencies. These events give an opportunity to meet directly with carers known to Harrow Council in addition to identifying hidden carers in the local community who may not be aware of support available for carers.

| QA activity: Feedback | Carers Assessments |
|--|--------------------|
| <p>Feedback from carers found that not all carers were being offered carers assessment.</p> <p>Following this feedback :</p> <ul style="list-style-type: none"> • A drive to offer an assessment was initiated. • Carers are now encouraged to request advice and an assessment at the same time that the cared for person is receiving an assessment. • Care Management Teams have been alerted to carry out carers assessments. | |
| <p>Outcomes:</p> | |

In order to receive a service an assessment needs to be carried out. The percentage of carers assessed/reviewed and receiving a service was 52% in 2009/10.

In 2010/11 we exceeded our target and achieved 53%, which was the highest in London.

Action:

- Carer's assessments and user assessments continue to be offered and carried out at the same time
- Carer statutory guidance has been re-circulated to Care Management Teams.

QA activity: Personal Budget Pilot

Carers

In preparation for the introduction of PBs for carers a pilot was planned for implementation in April 2011. As part of this process 40 carers were identified.

An assessment questionnaire was developed based upon good practice from other LAs. Carers were then asked to for feedback.

Outcomes:

- Nearly all of the carers would recommend getting a personal budget to other carers.
- The majority of carers thought that the explanation of carers' personal budgets that they received was either Very Good, Good or Satisfactory
- The majority of carers surveyed either were not told about or did not remember being told about shop4support. Those that had used the portal thought that it was good.
- Over 70% of carers said that getting a personal budget had had an impact on the choice and control in their lives.

Action:

- Further integrate carers services with shop4support
- A staff training programme is being delivered in partnership with Incontrol (shop4support)

| QA activity: Commissioner meetings with Care Management Teams | Findings |
|--|----------|
| Quarterly meetings established between Service Manager Strategic Commissioning and Care Management teams | |
| <p>Outcomes:</p> <p>The following gaps have been identified:</p> <ul style="list-style-type: none"> • Shortage of Shared Lives carers who are able to care for people with additional needs e.g. epilepsy. In addition shared lives carers who are Gujerati/Somali speakers. <p>Actions:</p> <p>During 2011/12 actions include:</p> <ul style="list-style-type: none"> • Shared Lives – Commissioners to work with Shared Lives service regarding gaps in provision and need for addition provision as identified by care management teams | |