

Face to Face Service User Surveys for Capital Homecare 2023

Care 4 Quality Ltd

www.care4quality.co.uk



HOME CARE SERVICE

Capital Homecare (UK) Limited

Overall: Requires improvement

77A Woolwich New Road, London, SE18 6ED (020) 8854 8665

Provided and run by: Capital Homecare (UK) Limited

Overview

Latest inspection: 9 August 2021

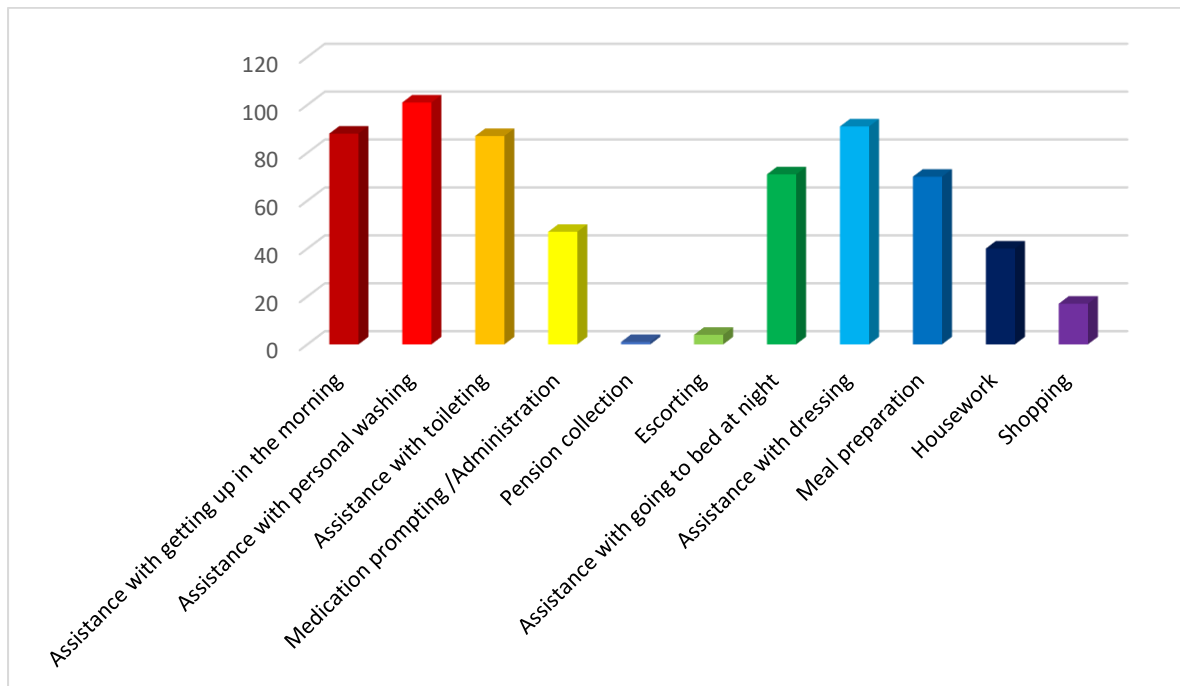
Report published: 2 October 2021

Safe	Good
Effective	Good
Caring	Good
Responsive	Requires improvement
Well-led	Requires improvement

102 face-to-face surveys received and analysed

*Three types of quality assurance surveys were carried out by Capital homecare: telephone surveys, postal surveys, and face-to-face surveys. The raw data for these were passed to Care 4 Quality who collated and analyzed the results. The results for the face to face survey are in this document and there is also a separate report which records the overarching themes across the three types of quality assurance surveys used. **Please note that not all surveys contained the covid-19 related questions.***

1. What type of services are you currently receiving from Capital Homecare UK?



Assistance with getting up in the morning: 88

Assistance with personal washing: 101

Assistance with toileting: 87

Medication prompting /Administration: 47

Pension collection: 1

Escorting: 4

Assistance with going to bed at night: 71

Assistance with dressing: 91

Meal preparation: 70

Housework: 40

Shopping: 17

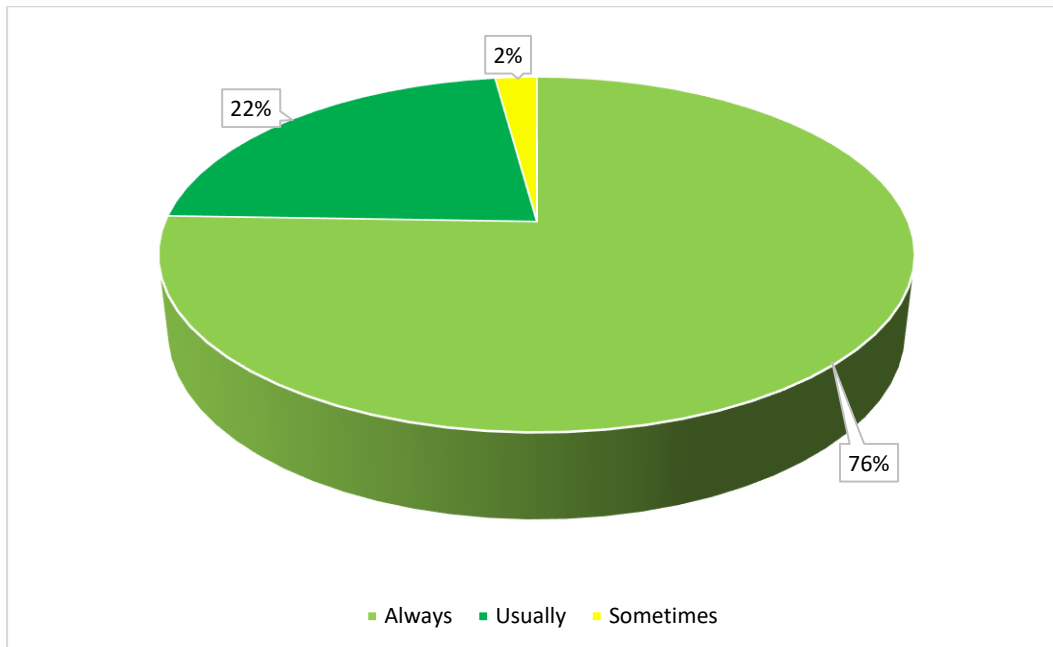
Not answered:

Other (see below):

additional comments
Paperwork support – support opening bills and letters and paying over the phone.
POC is 3 times a week to assist with the above ticked.
N/A (this comment given 14 times)
Maryam reported that she's independent in her daily living activities. However, when I conducted the questionnaire, that was contradictory.
Pamela likes to do as many tasks as independently as possible. The carer ensures that all tasks are done appropriately and to an acceptable standard.
Meal preparation from time to time in my absence.
Due to lack of mobility, reduced cognition and fragility, Ms Martins receives support with personal care, dressing, creaming and transfers. Family supports with the rest of the daily living activities.

Sometimes the carers arrive before the other. Mornings, one carer arrives much earlier than the other one and occasionally during the tea call – lateness – out preparing the breakfast properly – sticking to a specific timing.

2a. Do your care worker(s) arrive at the agreed time?

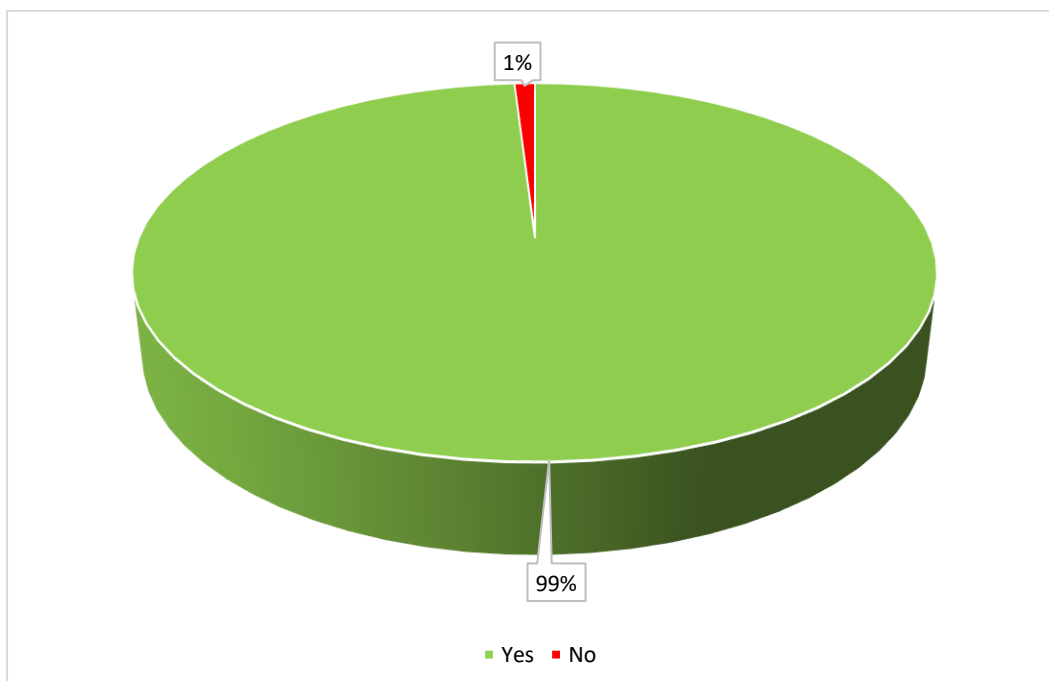


Always: 79

Usually: 21

Sometimes: 2

2b. Do the times that your care worker(s) arrive suit you?



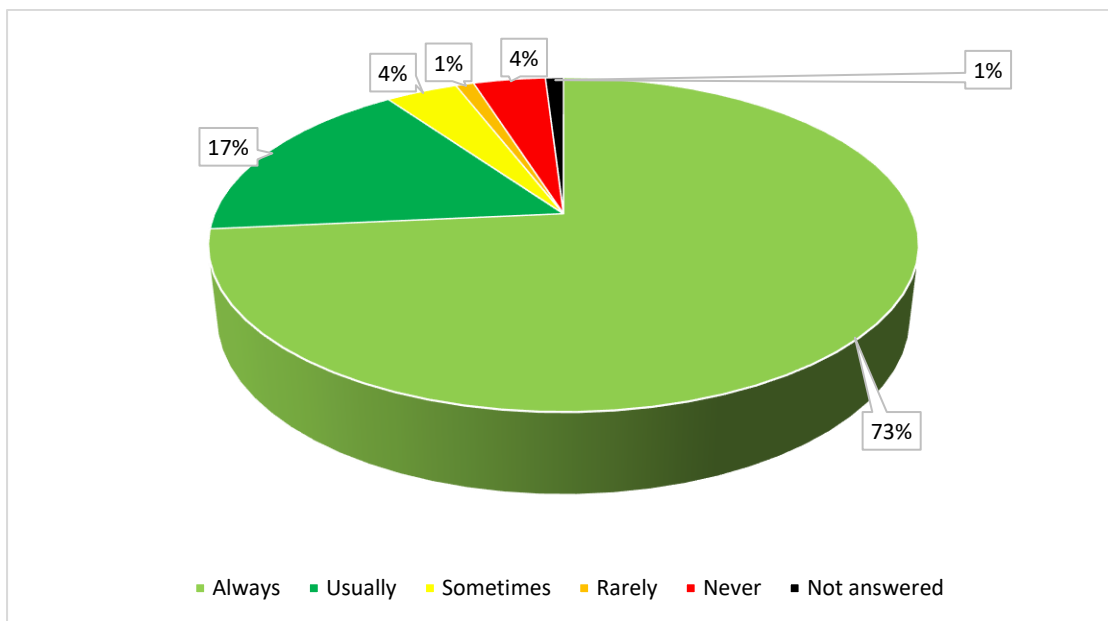
Yes: 101

No: 1

Number 52 didn't have Q3

Additional Comments
Yes, apart from the last call.

3a. Do your care workers inform you if they're going to be late?



Always: 75

Usually: 17

Sometimes: 4

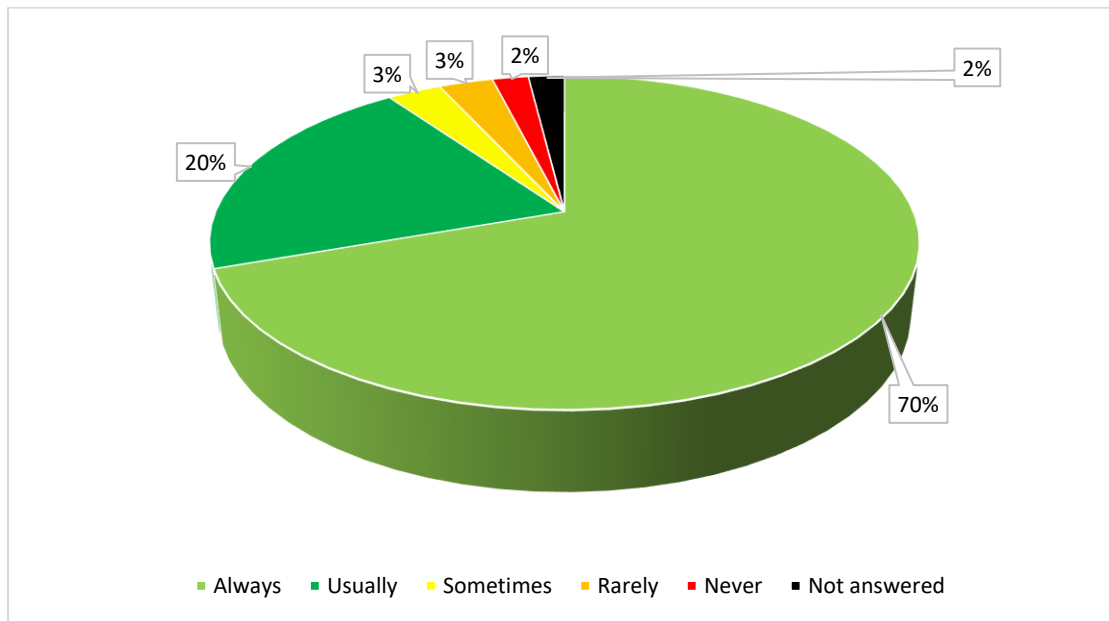
Rarely: 1

Never: 4

Not Answered: 1

Additional Comments
My daughter is informed.

3b. Are you informed if there is to be a last-minute change to your services?



Always: 71

Usually: 21

Sometimes: 3

Rarely: 3

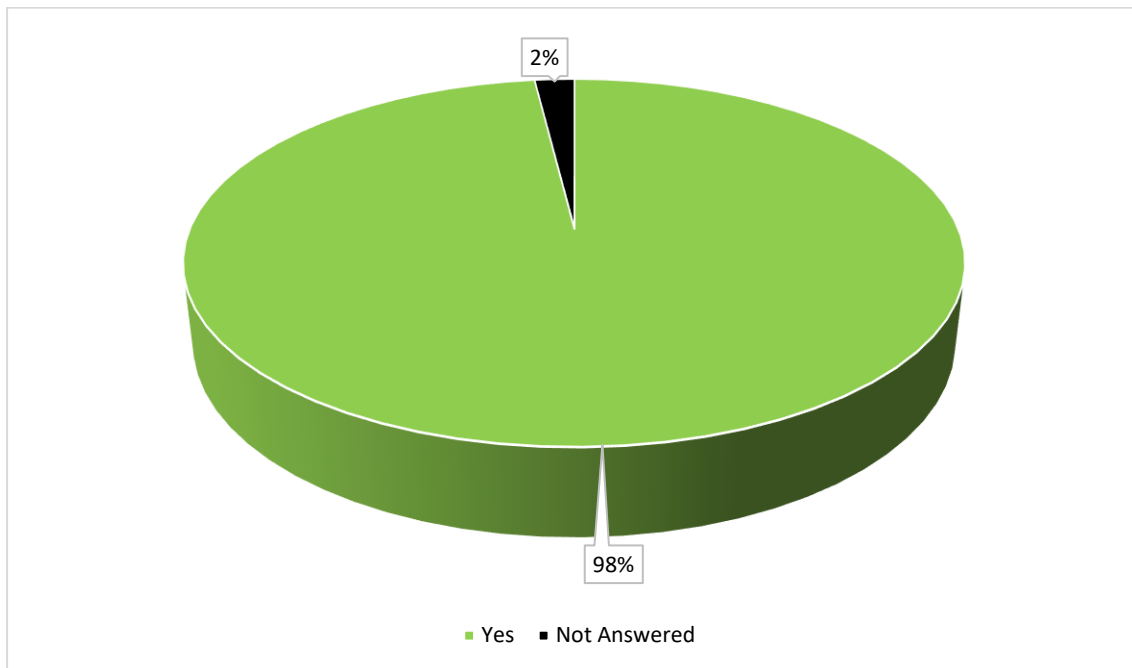
Never: 2

Not Answered: 2

Additional Comments

(Alongside 'never' answer) This is due to the issue I have with Capital. There is no communication between the office and their clients.

4. Do your care worker(s) know what they are required to do for you?



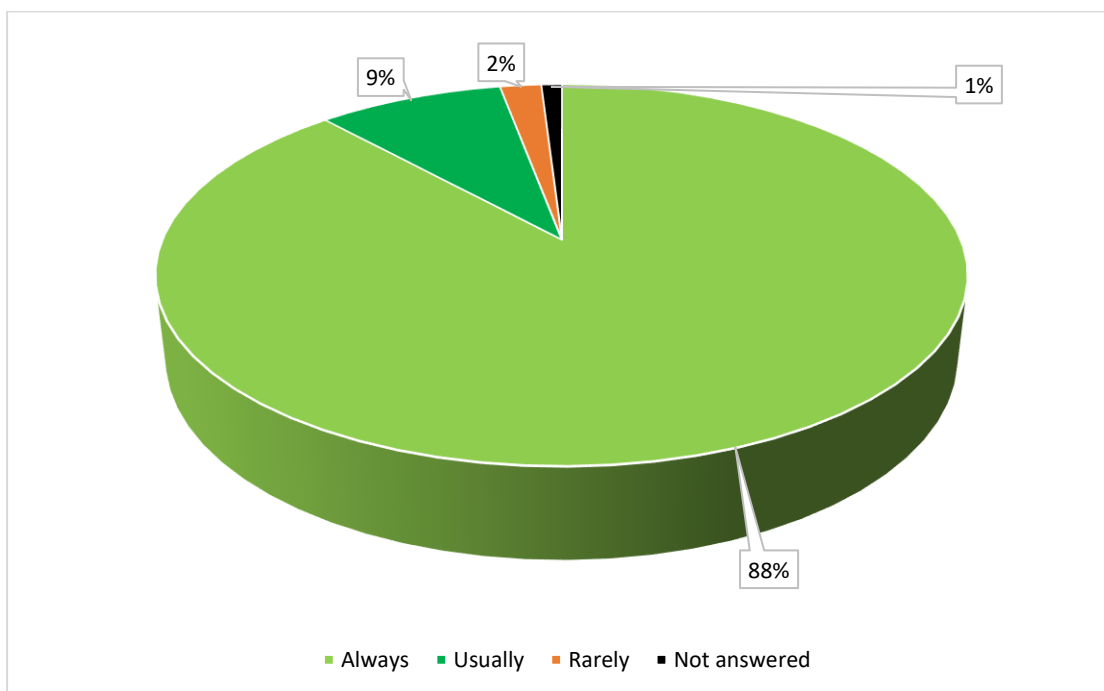
Yes: 100

Not Answered: 2

Additional Comments

Like my own daughter.

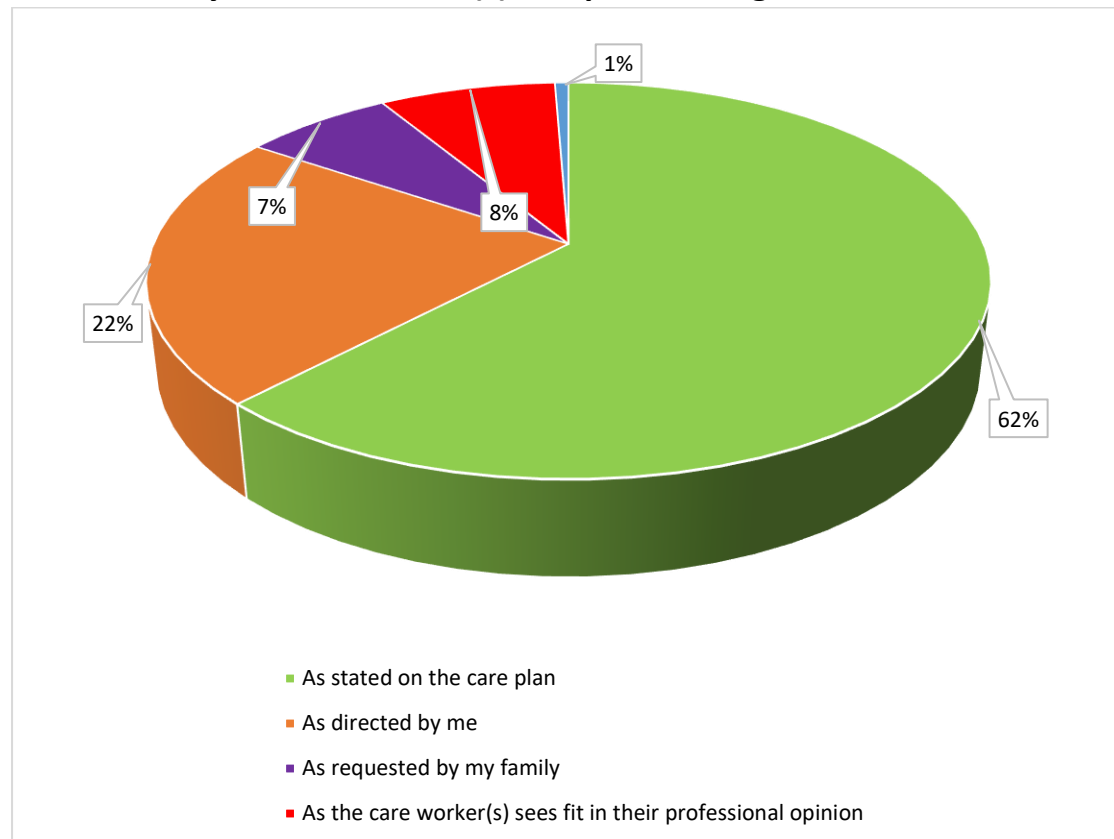
5a. Do your care worker(s) ask you what you want them to do for you?



Always: 90
 Usually: 9
 Rarely: 2
 Not Answered: 1

Additional Comments
They know what they are supposed to be doing but if they are not sure they will ask.

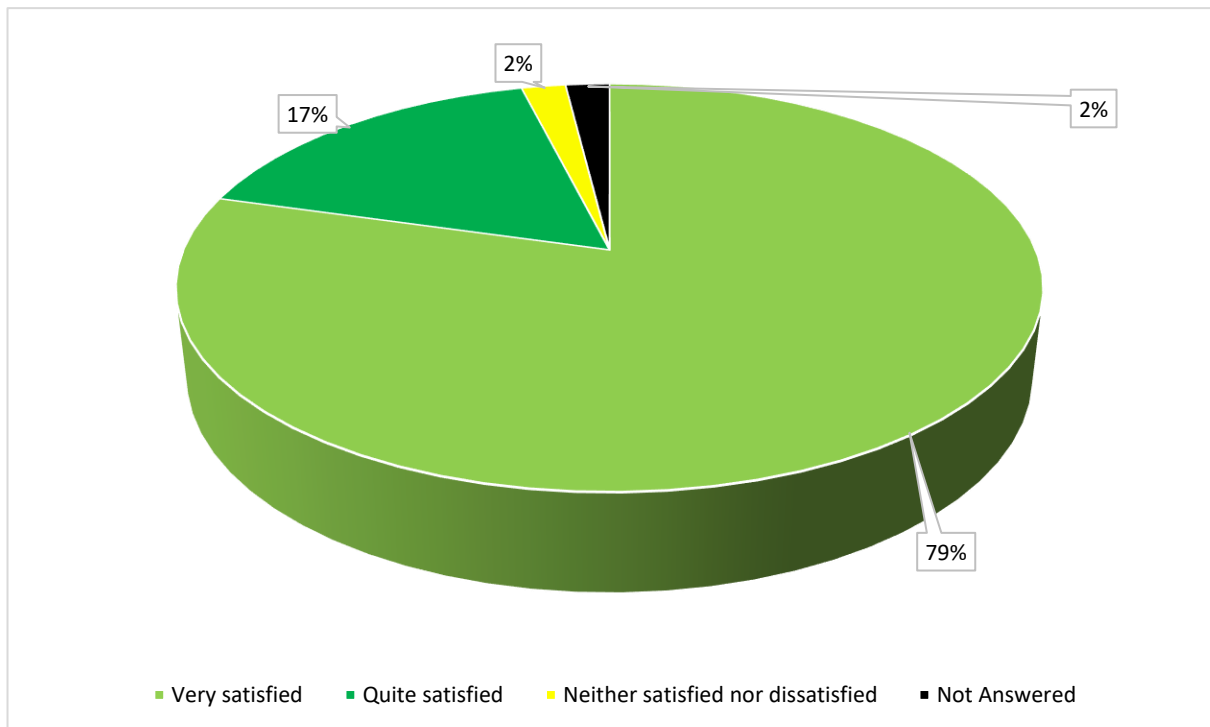
5b. How do your care worker(s) complete the agreed tasks?



As stated on the care plan: 100
 As directed by me: 36
 As requested by my family: 11
 As the care worker(s) sees fit in their professional opinion: 13
 Not answered: 1

Additional Comments
Christine is nonverbal now.

6. Are you satisfied with your care workers' skills and abilities in delivering the care that you need?



Very Satisfied: 81

Quite Satisfied: 17

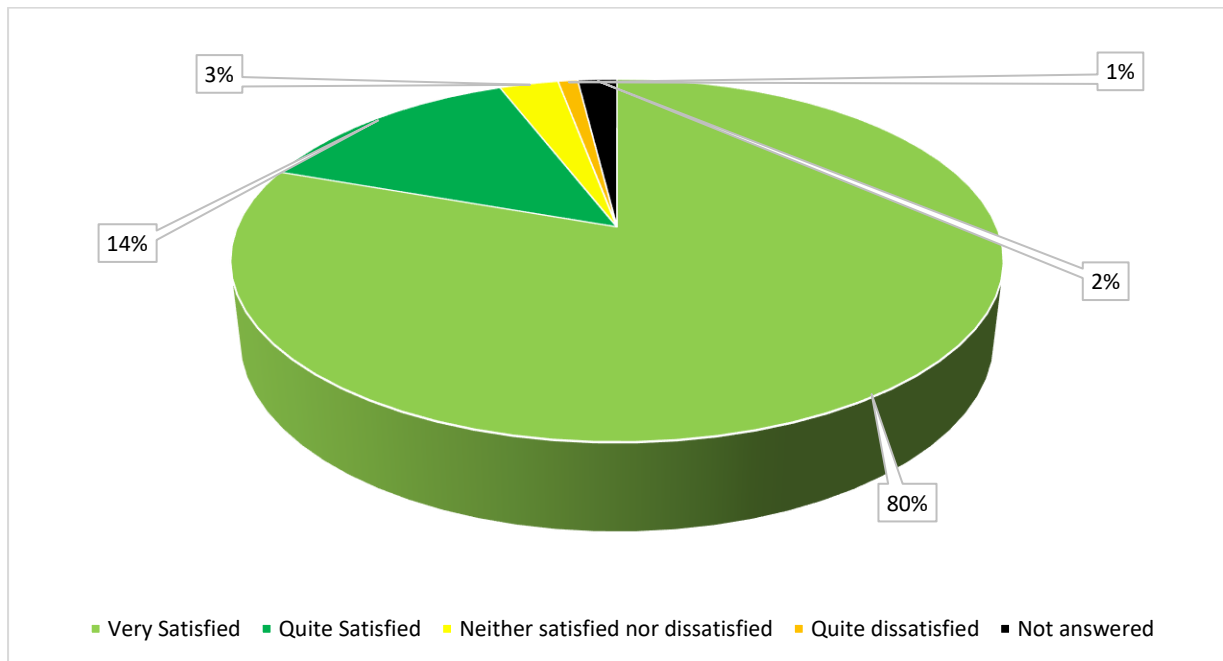
Neither Satisfied nor Dissatisfied: 2

Not Answered: 2

Additional Comments

They're very good at their job.

7a. How satisfied are you with the consistency of the care that you receive?



Very Satisfied: 82

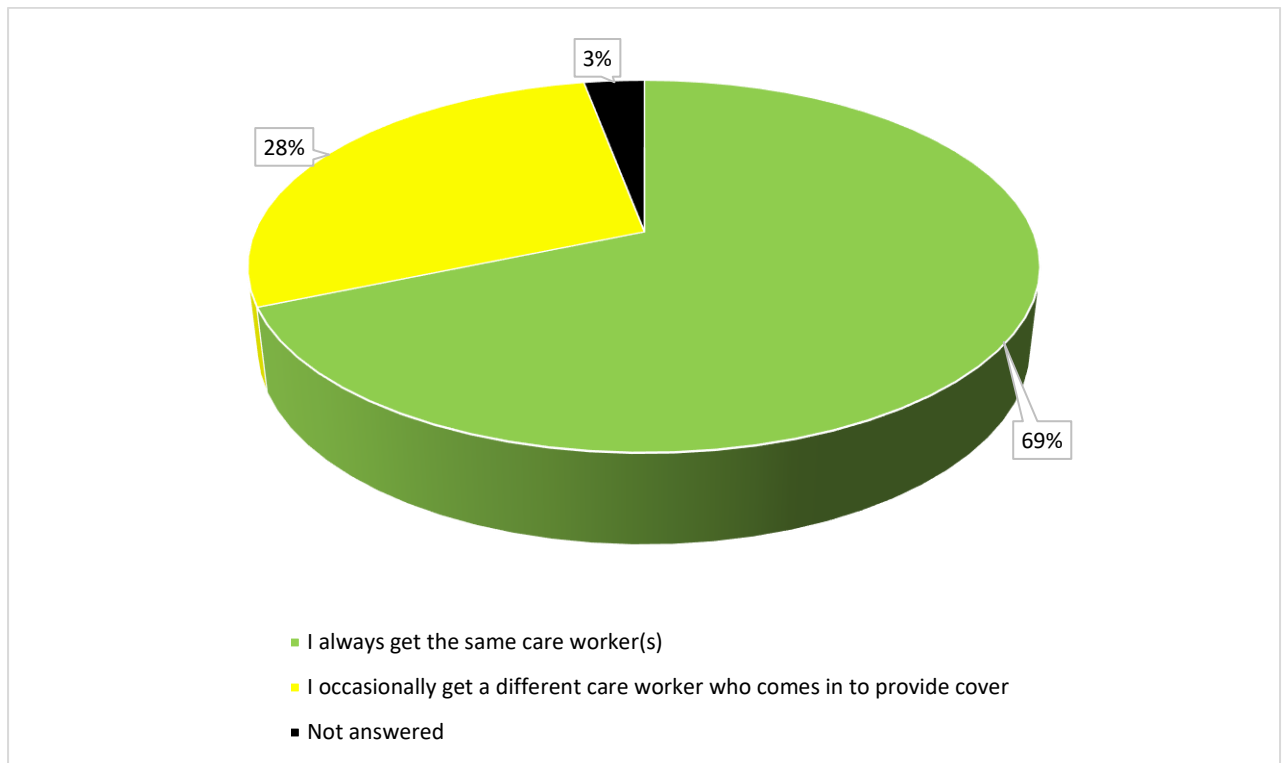
Quite Satisfied: 14

Neither Satisfied nor Dissatisfied: 3

Quite Dissatisfied: 1

Not Answered: 2

7b. Do the same care worker(s) visit you or do you keep having new care workers?



I always get the same care worker(s): 70

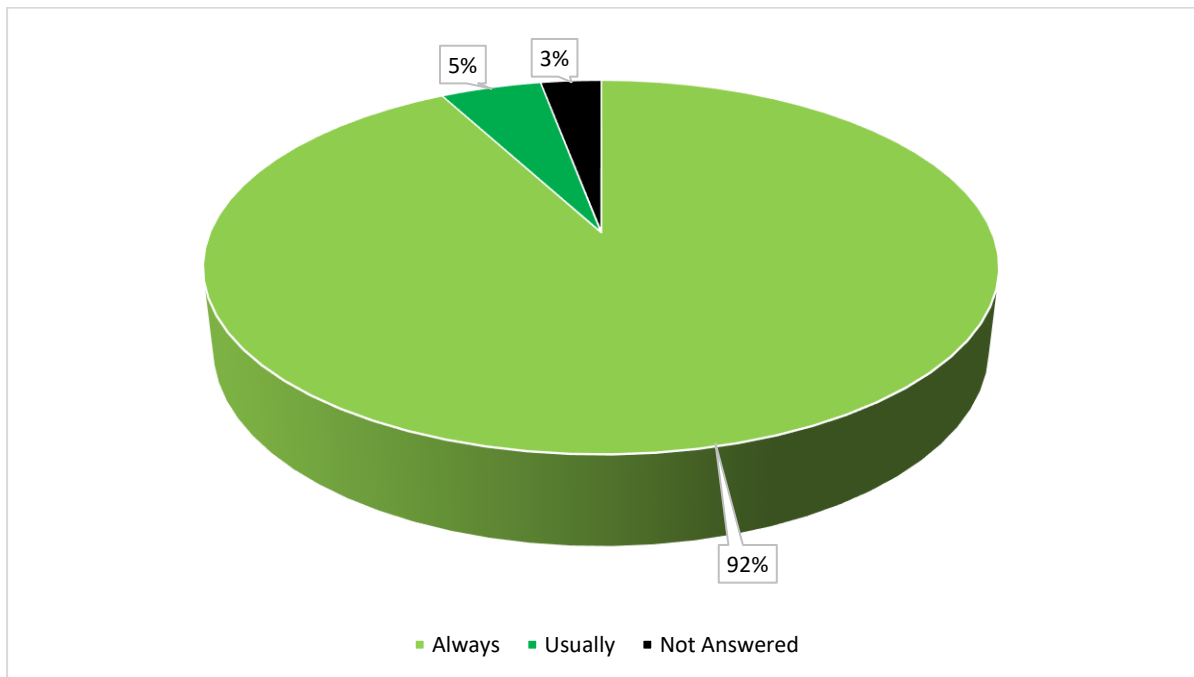
I occasionally get a different care worker who comes in to provide cover: 29

Not answered: 3

Additional Comments

Occasionally I have a different carer if the main carer is sick or on annual leave.

8. Do your care worker(s) treat you with respect and dignity?



Always: 94

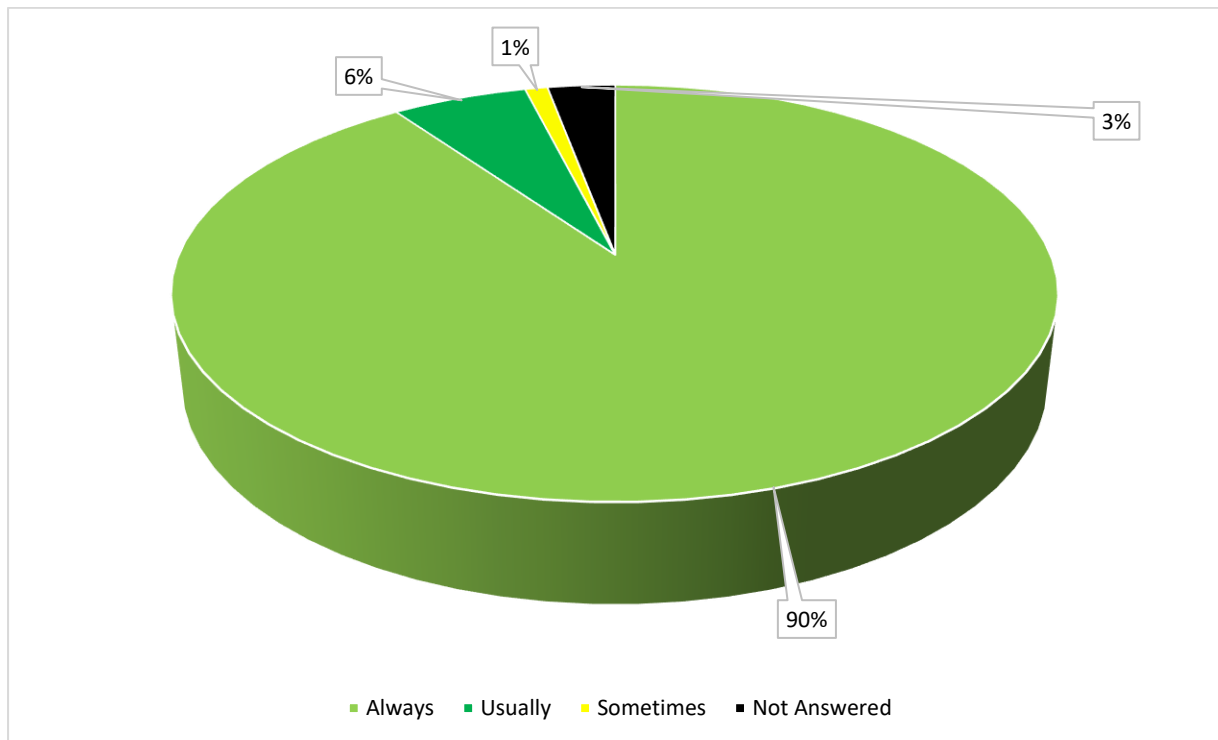
Usually: 5

Not answered: 3

Numbers 36 and 90 didn't have questions 8 – 12.

Additional Comments
They're very good to my mother

9. Do you think that the services you receive are sensitive to your personal needs?



Always: 92

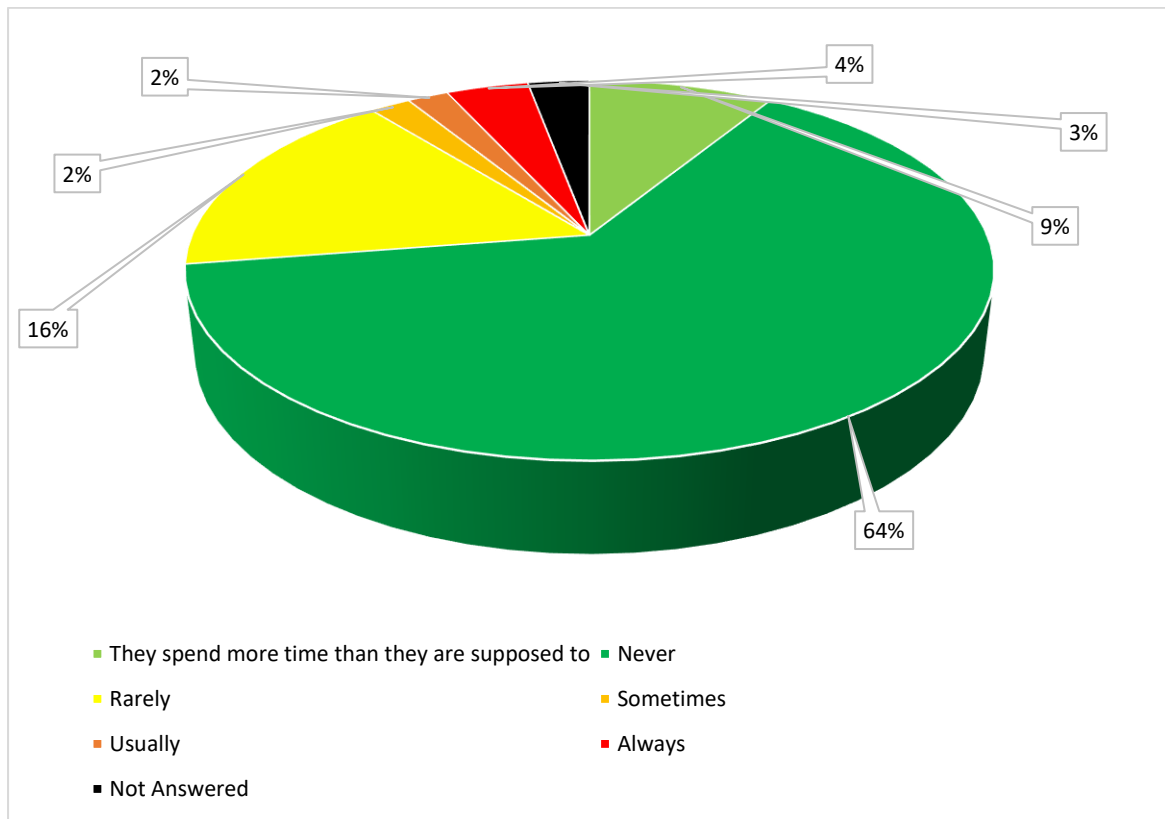
Usually: 6

Sometimes: 1

Not answered: 3

Additional Comments
This is because your company cannot understand why Dexter only prefers male carers, but I am always asked or told that we should accept female carers as there is no male cover

10a. Do your care worker(s) spend less time with you than they are supposed to?



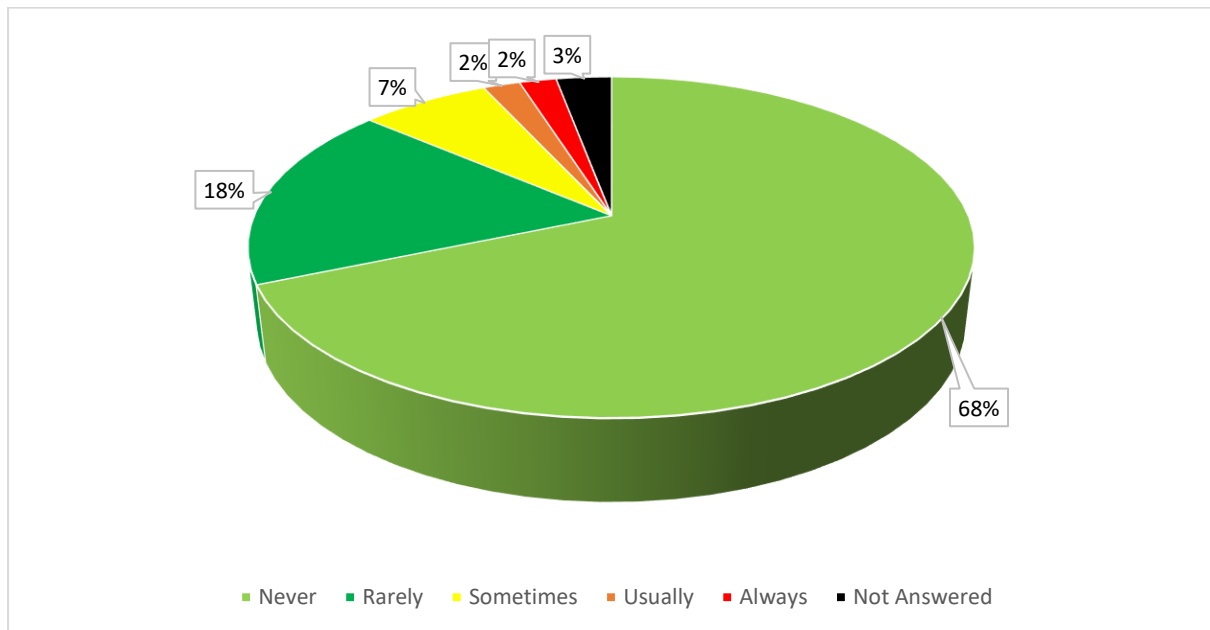
Always: 4
 Usually: 2
 Sometimes: 2
 Rarely: 17
 Never: 65
 They spend more time than they are supposed to: 9
 Not answered: 3

Additional Comments:

Sometimes appropriate, sometimes not in regard to time spent

They always do their covered time

10b. Are your care worker(s) ever in a hurry?



Never: 70

Rarely: 18

Sometimes: 7

Usually: 2

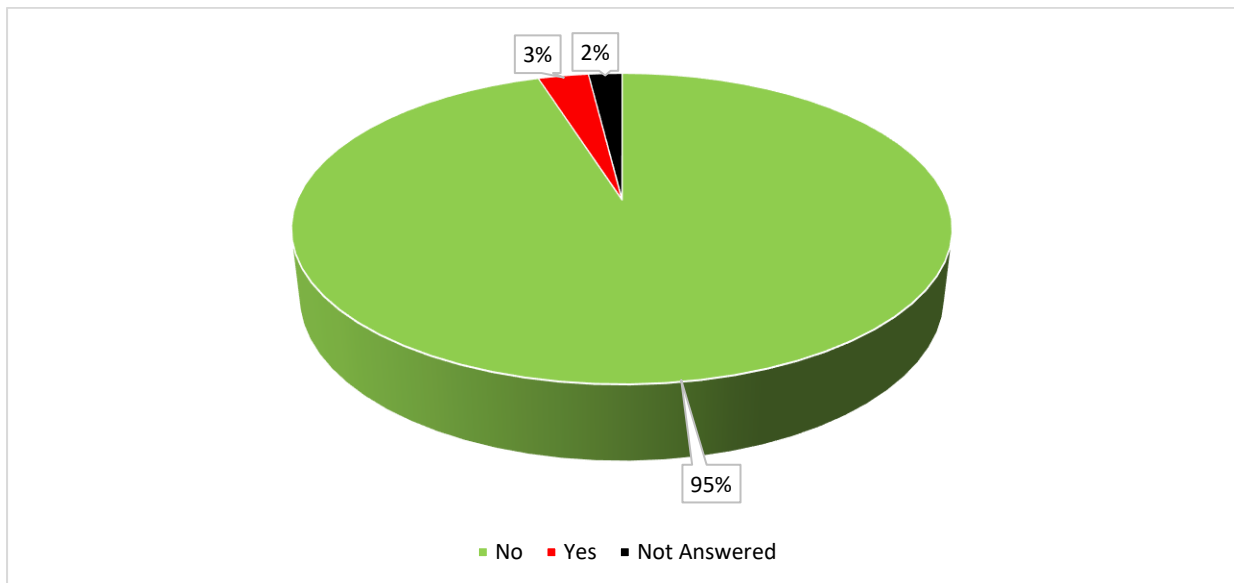
Always: 2

Not Answered: 3

Additional Comments

They need to improve their timings.

11. Have your care worker(s) ever used your telephone for their own personal use?

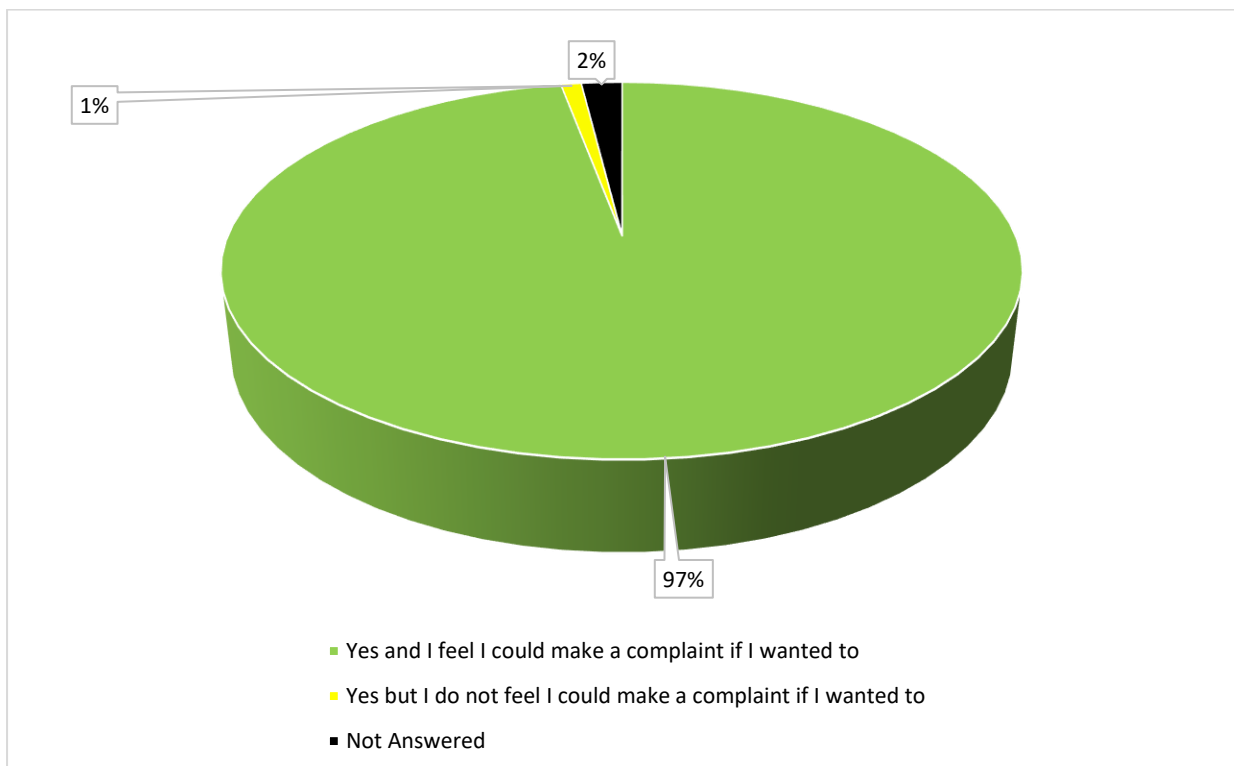


No: 97

Yes: 3

Not Answered: 2

12. Do you know how to make a about the services that you receive or your care worker(s)?

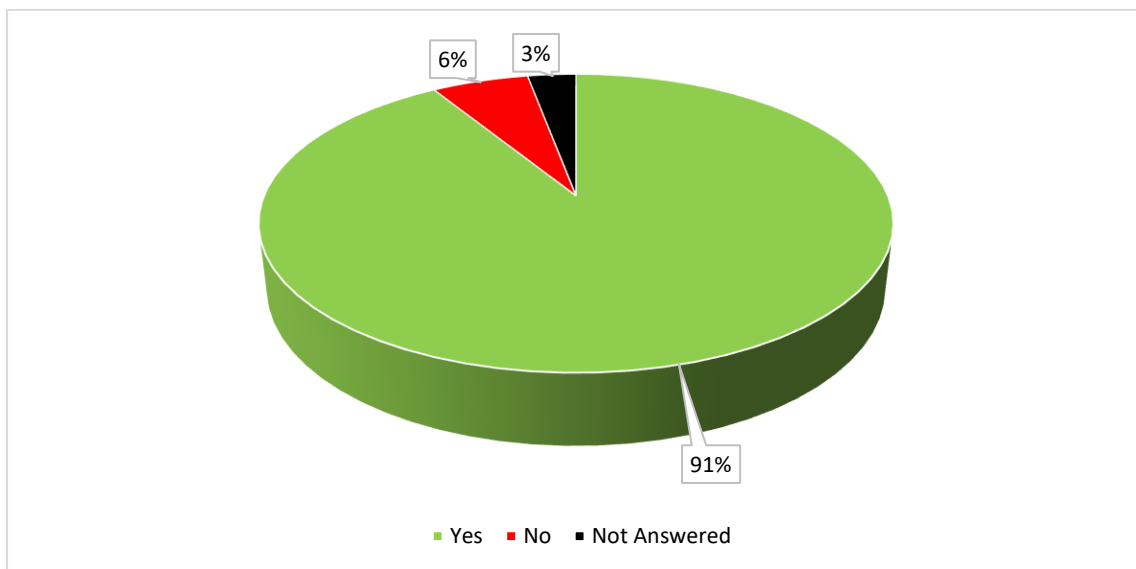


Yes, and I feel I could make a complaint if I wanted to: 99
 Yes, but I do not feel I could make a complaint if I wanted to: 1
 Not Answered: 2

Comments
Daughter does this
Family (this answer given twice)
My daughter does this on my behalf.

Number 50 doesn't have page Q13 – Q16. Number 76 didn't have Q13-20.

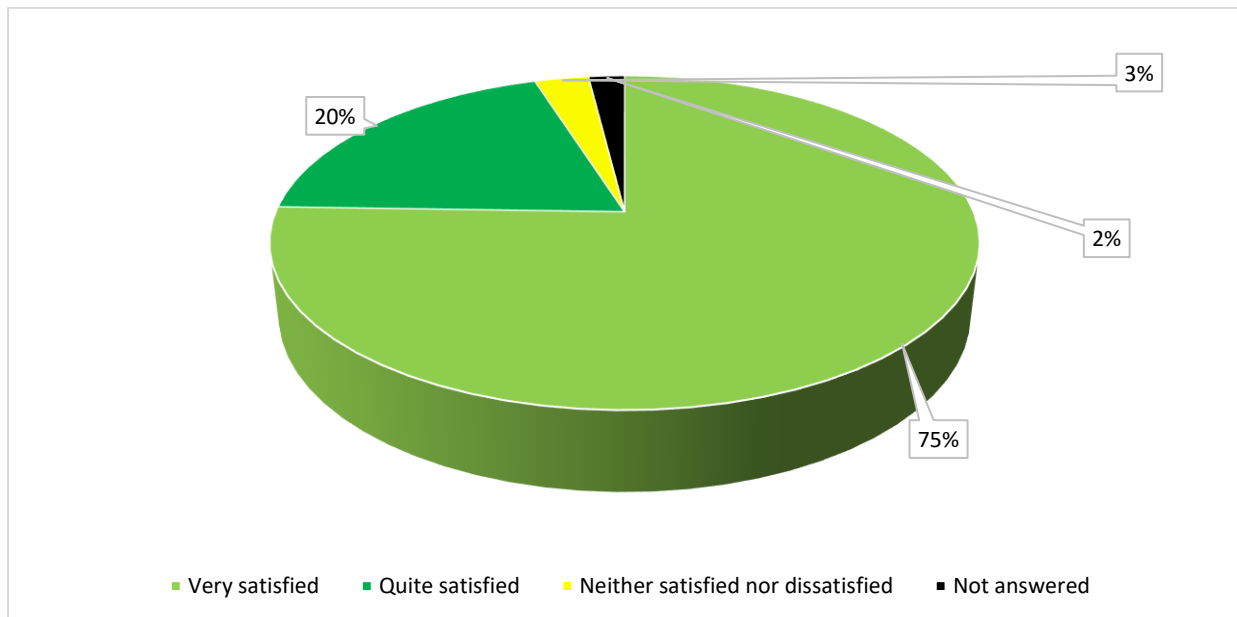
13. Do you know how to get in contact with the office staff during out-of-office hours?



Yes: 93
 No: 6
 Not Answered: 3

Additional Comments
Explained to ring the number on the folder and book
My daughter does
My daughter
My family does this on my behalf
Grandson is responsible

14. How would you describe your general level of satisfaction with the service(s) that you receive?



Very Satisfied: 77

Quite Satisfied: 20

Neither Satisfied nor Dissatisfied: 3

Not Answered: 2

15. Do you have any comments that you would like to make about the services(s) that you receive?

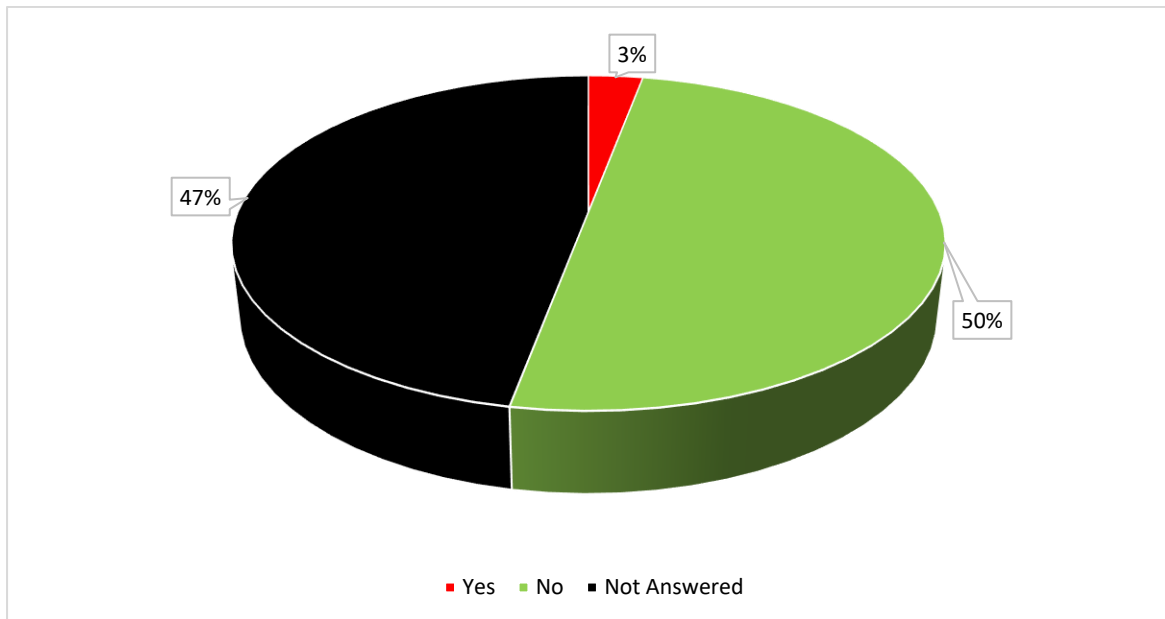
Additional Comments
I have no problems; I am happy with how the service is currently running
Very happy with Abdiwali
Zamzim the CSW is like a daughter to Ms Brown, said Ms Brown
Happy with the care package and the CSW Ade
Currently, Moclupé is happy with her carers and would like carers who speak her language for more interaction
Currently, Marie is satisfied with the service she's received and the care package generally
No complaints about the service, I am happy with everything as it is
I am very happy with my POC and my carer
Generally happy with the service. Would like better communication regarding changes to the service, such as change of CSWs or change in time.
Very happy with the carers.
I am happy with the service and get along with my carer well
I am very happy about the service I receive. My carers take very good care of me
The care I receive has been more consistent. There is still some room for improvement
I am happy with my care workers and the service recently from capital
It's been a long service and the carer Sadia and Mary are good together. Smooth service
I am very happy with the current service and I do not have any complaints
Very happy with my current carer. He has very good communication with me

I am very happy with the care service provided to me
Jennifer said that she's extremely fortunate to have Ruqiyo as her carer
I am very happy with the service I receive
Me and Halina are like family now. I trust her a lot. Just the person I needed after the trauma I've been through
Nasra is reliable and very helpful in times of crisis – that's appreciated. I am very happy with the service I'm getting; the carers are respectful and they look after me very well. We get along really well and I don't have any complaints.
I would like to apologize for the inconvenience caused. I like Deeqa and she looks after me "wholeheartedly"
My mother is not verbal, carer initiates and does what's best for my mother and as per the care plan. I am very happy with the service my mother receives
Quite satisfied with the service I receive. I can be impatient at times and the carer always reassures and calms me down
The care workers, especially Nurto and Ruqiyo are very kind. Regularly buy what I need without a shopping call
N/A (this answer given 16 times)
Both carers Milk, Nurto and Hank are amazing. Can't fault them
I like my carers; they are kind and reliable
It is an excellent service provided by very kind and caring staff
Very friendly, helpful and caring carers
I am very happy with Halina. I struggle when a cover carer is sent in
I am quite happy with Mohammad, and we get along well.
Happy with the service received
Fadumo provides me with support both mentally and physically. She does not assume; she asks me what assistance I require each visit
The carers are very good with their duties but the office does not communicate with their clients. They just abandon the carer. No spot checks or annual half-year visits from the company
I get along with my carer, but the times she attends do not suit me mostly. She's been a bit distant and not chatty
I am very happy with the service I receive from Ayan, we sometimes have our indifferences but there is never conflict between us
Tracey said that she needs more time
We are satisfied with the service provided by the carers now, it was not smooth at the beginning but we all adapted and the service is smooth
I have no issues. My carer Ade is reliable and trustworthy. She supports me both physically and emotionally, and I am grateful
No (this answer given 3 times)
Very happy and content with my carers
The carer is very helpful and does more for me
Very happy with my carer
They are fantastic
Very happy with my service
I am very happy with the service and my carer
Very happy with care workers
Excellent service
My carers rush a bit and do not clean up messes on the floor properly but I get along with them
I am happy with the carer that takes care of my son. He really trusts her
Timekeeping, make sure carers arrive together. Ensure breakfast is sorted out and prepared for clients

16. Do you have any ideas or suggestions about how the service(s) that you receive could be improved?

Additional Comments
More communication from the office with my daughter Tina for updates would be good.
Ideally, the 2 nd visit to be from 19:00 would be great
Would like to go to day center more frequently for exercise
None/No (this answer given 17 times)
Still upset about what had happened between her and Nasra, a previous carer
N/A (this answer given 21 times)
Better communication from both the office and carers
Timings carers are coming to be more consistent
Always be informed with enough time when a cover carer is coming or any visits
If Nasra could use her own initiative to feed Millicent the variety of food available, rather than repeated meals when other things are provided
I am very happy with the service as it is
N/A - Very satisfied with the way things are now
NO concerns expressed it's all working fine
What is happening now and as always is brilliant. Can't ask for more. Satisfied service my mother receives
Wish that the carers spoke in English at all times
Job-sharing idea would be ideal for both me and Halina
Not really. It's not bad
Yes, it will be wise for the company to always know when their carers are going to be off so that the care can be replaced, not wait until the last minute for the client to inform the office
Discussed the option of changing the care. Josephine has agreed to this, and the preferred carer will start as soon as possible
When I am having a change of carer, I would like to be informed by the office. Nobody told me that my initial carer Faduma was not coming back
I would like to be assisted to be able to access the community
Timekeeping could be improved. We understand that there are some unforeseen circumstances
Would like to be informed of any changes

17. Have you or any member of your household had or contracted Covid-19?



Yes: 3

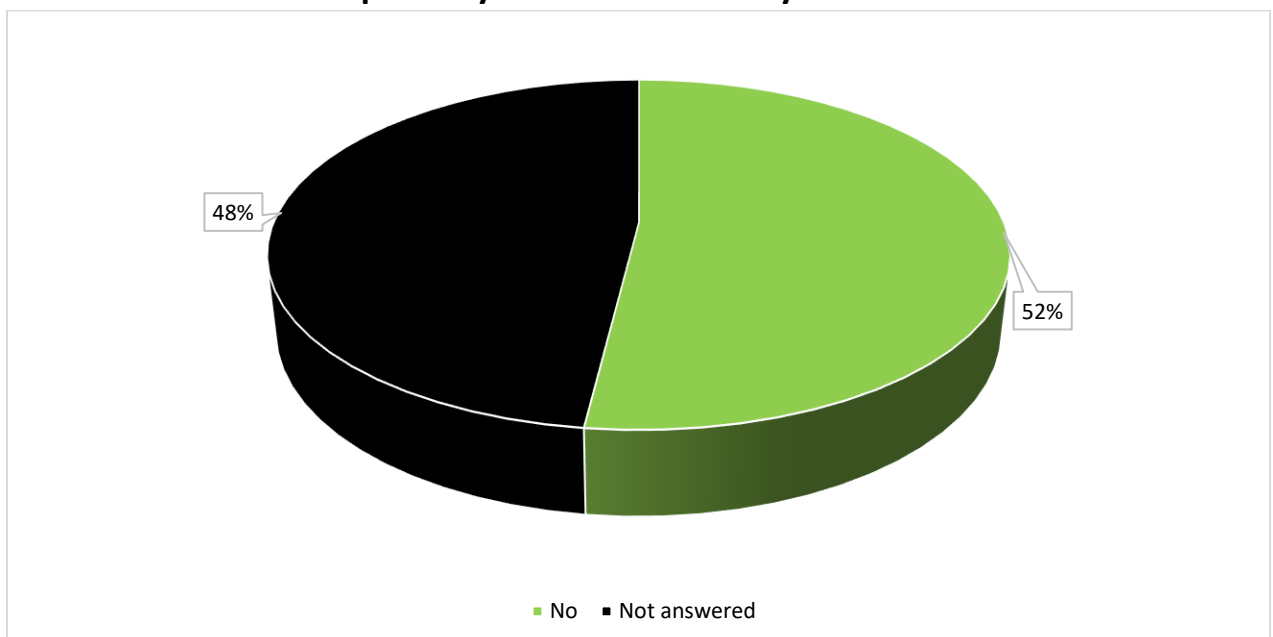
No: 51

Not answered: 48

Comments:

Additional Comments
A family member contacted vims in July 2021
N/A (this answer given 17 times)
Beginning of April 2022

18. Has Covid-19 impacted your service delivery?

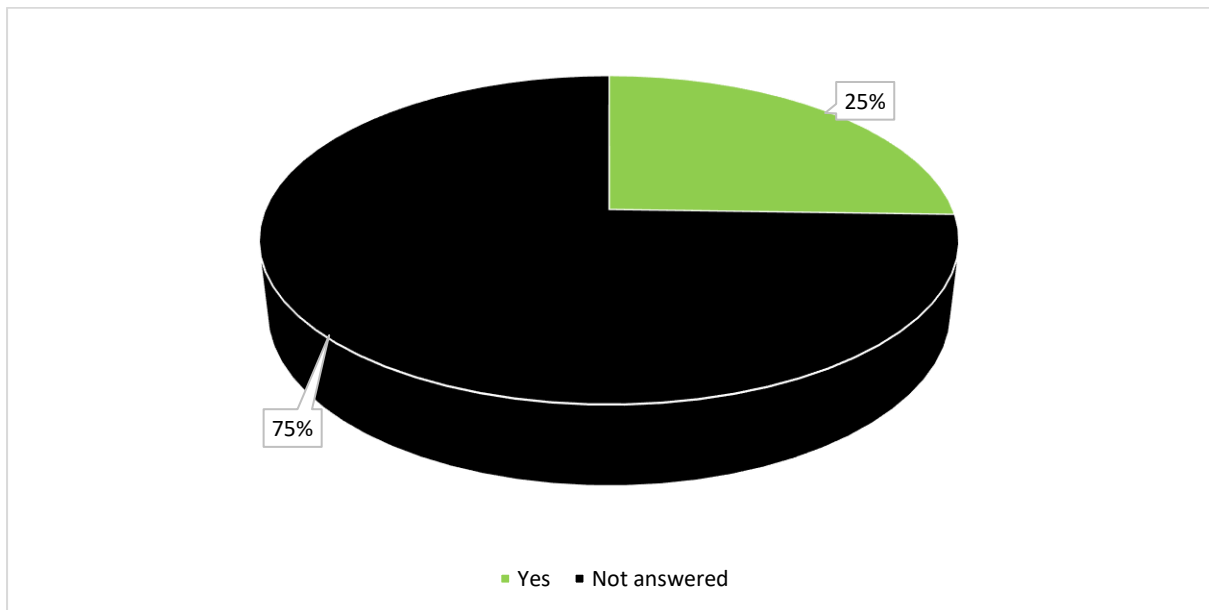


No: 53

Not Answered: 49

Additional Comments
N/A (this answer given 19 times)

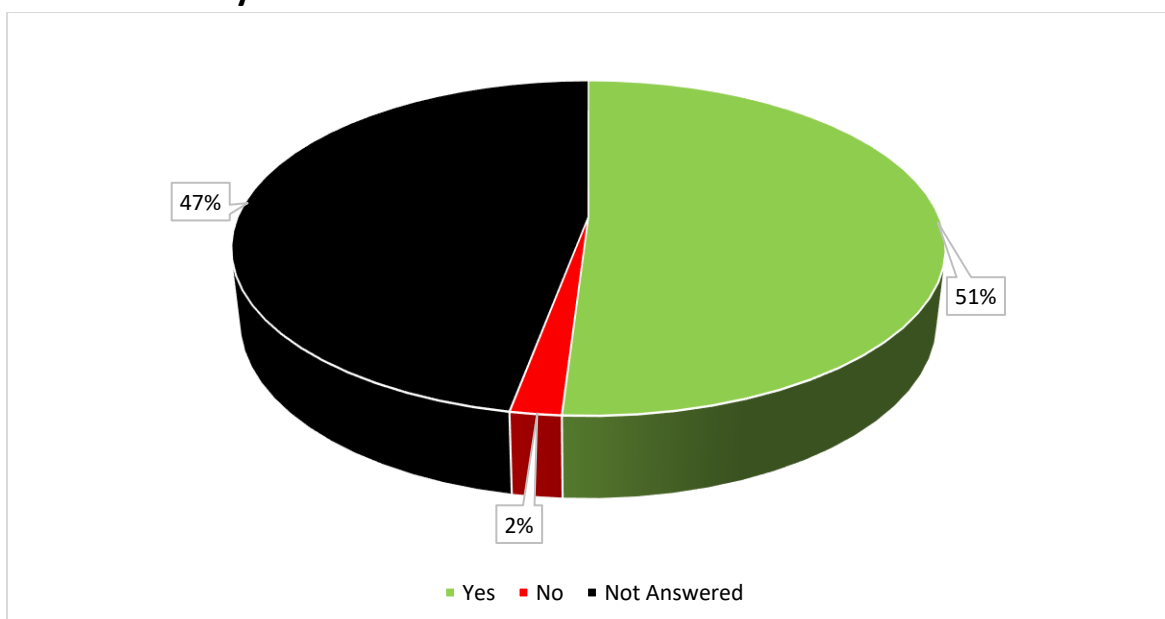
19. Does your care worker(s) follow PHS/NHS use of PPE guidelines when delivering care?



Yes: 26

Not Answered: 76

20a. Do they wear a face mask?



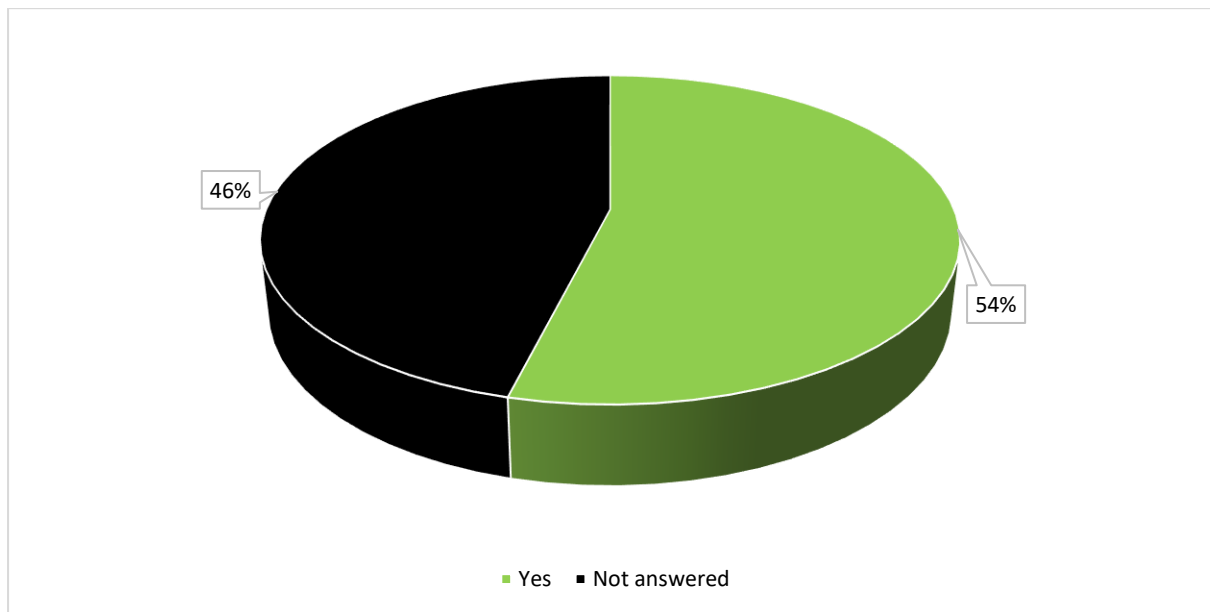
Yes: 52

No: 2

Not Answered: 48

Additional Comments
Not indoors.

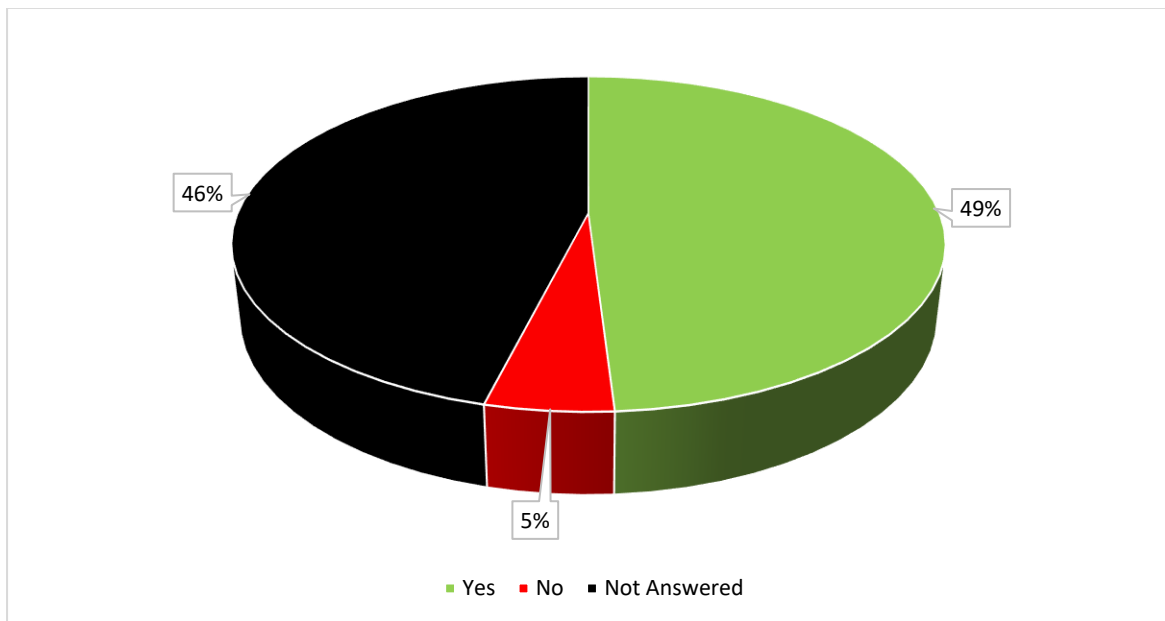
20b. Do they wash their hands with soap before and after service delivery?



Yes: 55

Not answered: 47

20c. Do they use hand sanitisers before and after service delivery?

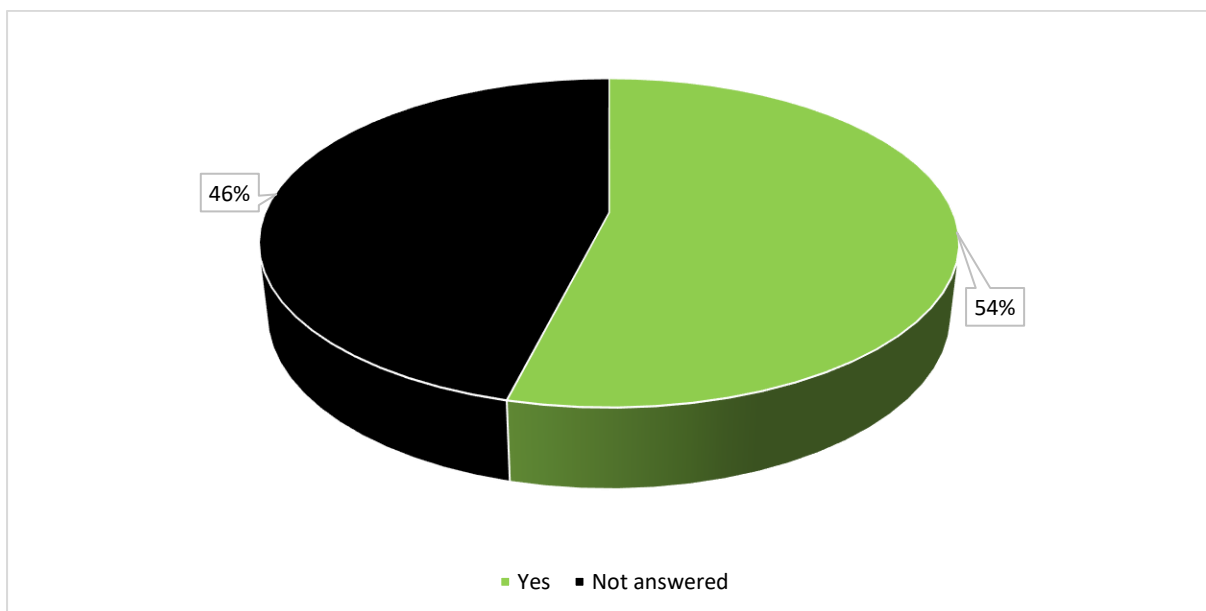


Yes: 50

No: 5

Not answered: 47

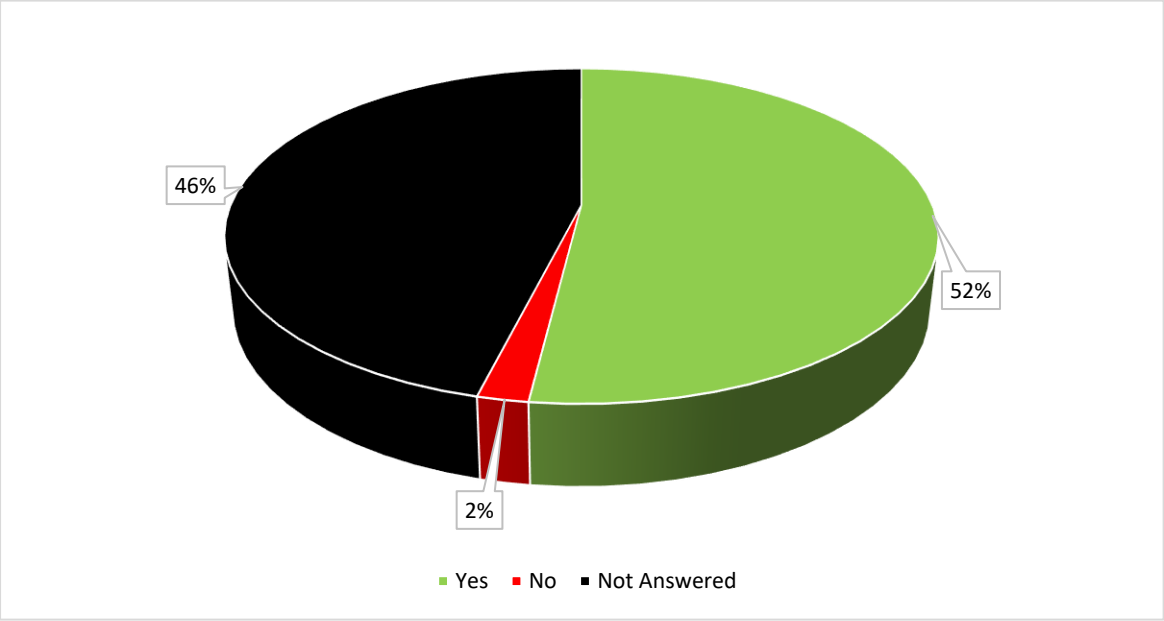
20d. Do they put on gloves?



Yes: 55

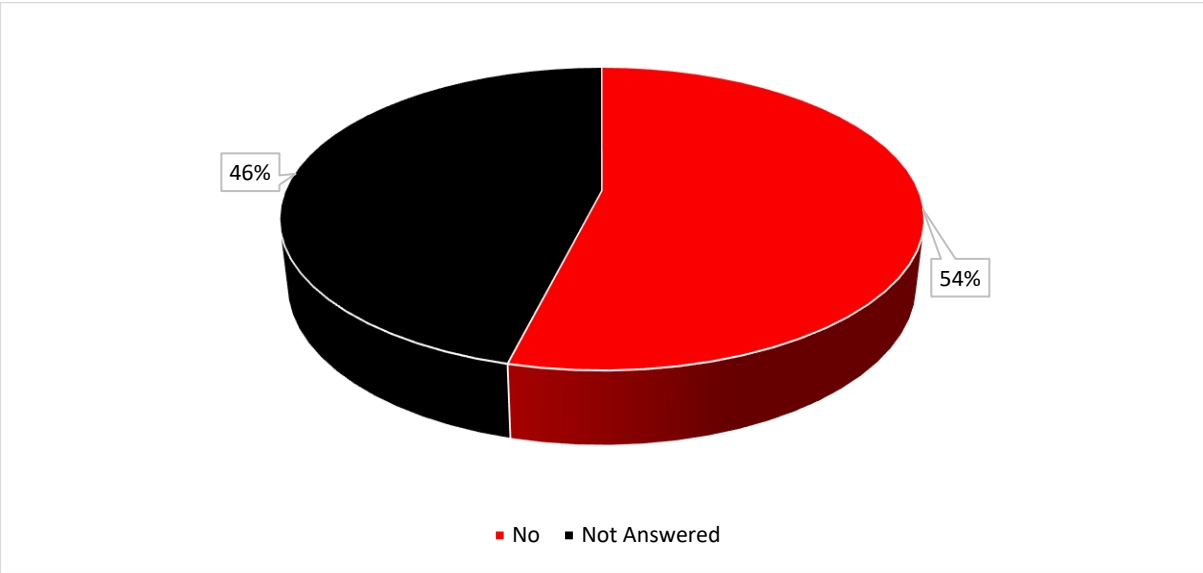
Not Answered: 47

20e. Do they wear aprons?



Yes: 53
No: 2
Not Answered: 47

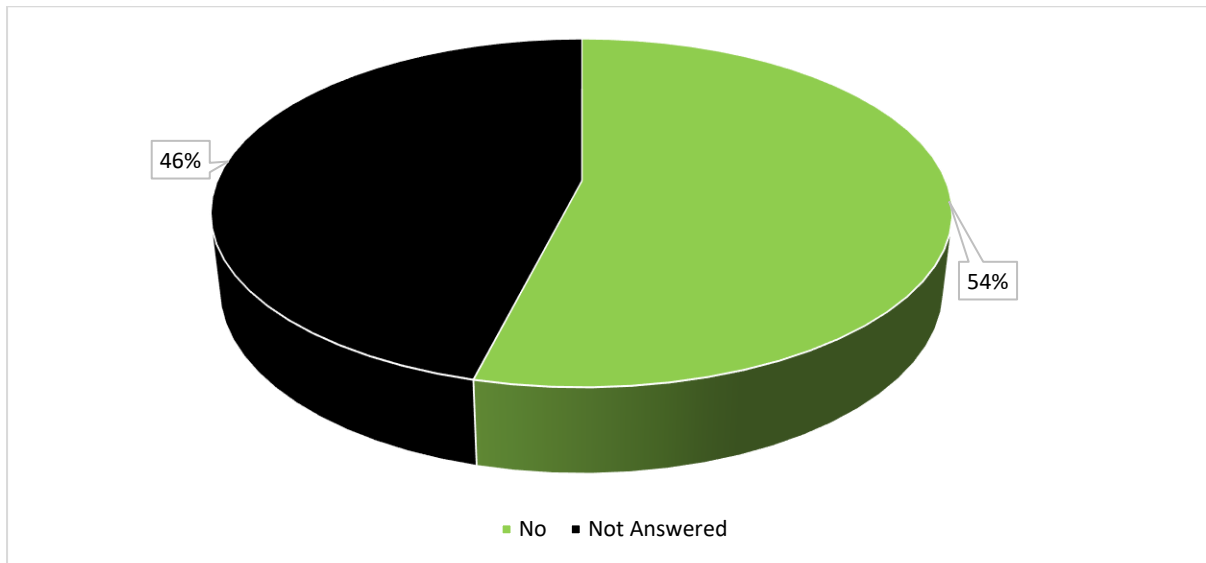
20f. Do they put on eye protection goggles?



No: 55
Not Answered: 47

Additional Comments
They don't have any

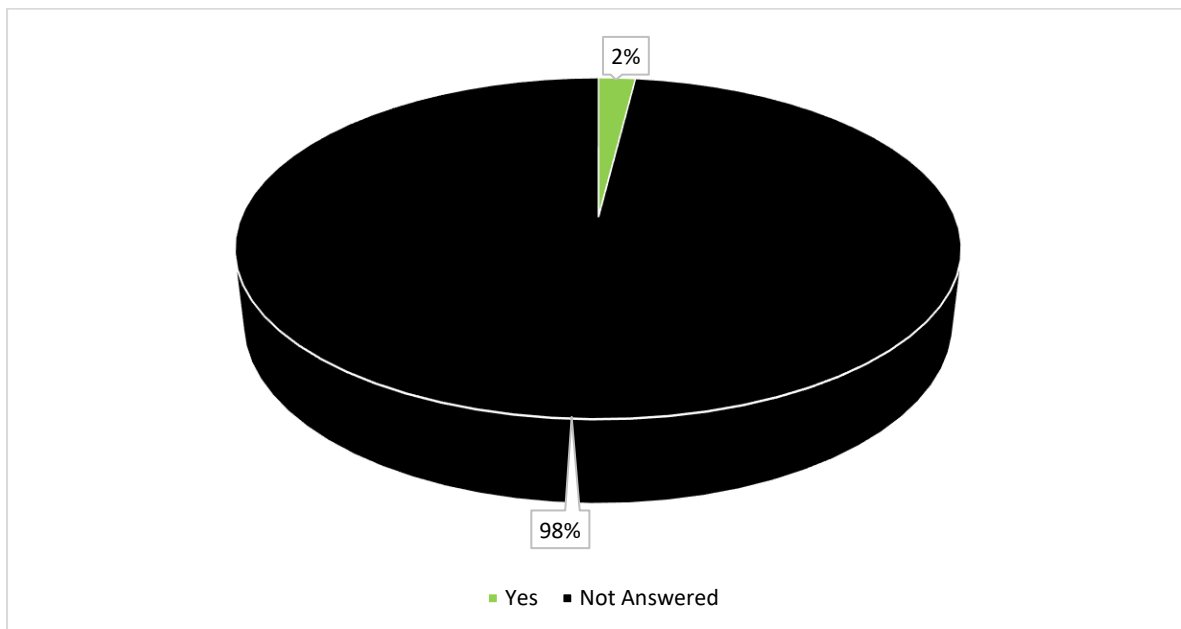
21. Did you have a change of care worker(s) due to Covid-19?



No: 55

Not answered: 47

22. How would you like to commend and rate the performance of your care workers during these unusual times?



Yes: 2

Not Answered: 100

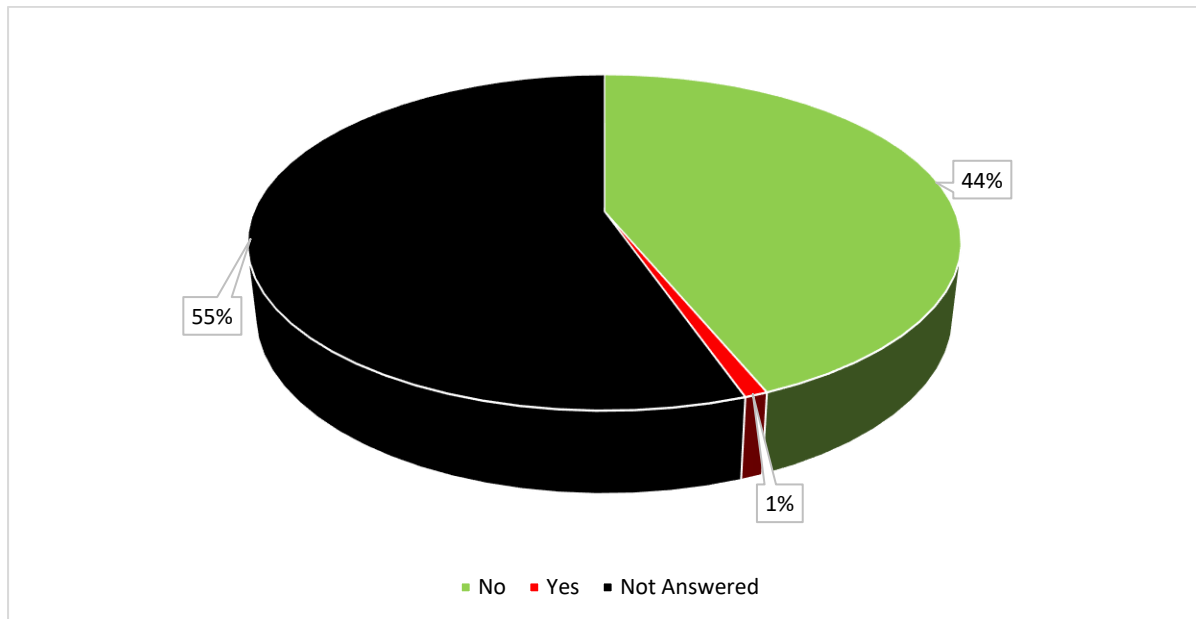
Comments

I had a change of carer, but it was not due to Covid. My carer has been helpful and supportive

My carer has been very helpful and supportive

My carer has been safe and good
Happy with the service Mr White receives
Excellent service given
I am happy with the service I receive
I am very happy with their performance. Very good service received from Fadumo
Good carers
Exceptional
Very professional and supportive
Had a change of carer but reason not known. Would like to be better informed of changes like this
They have been amazing. My carer has been amazing
My carers are beyond amazing
My carers have been okay, they sort me well
My carers have been very good to me. I have no complaints.
Satisfied with the service received
My carer has been very professional and supportive
My new carer has been very good, we get along well and I have no complaints
I am happy with the care provided by care workers during this time
More than happy I am. Nasra has been a good carer and very safe
My carer has been very good to me
My carers have been very good
I receive a very good service from Deeqa only. Very good
Excellent service is provided always
Consistent and satisfactory service received
Satisfactory service received
Good (this answer given twice)
Excellent care. Kind caring and professional
Excellent
Satisfactory service received from Halina. Excellent carer
Received consistent service throughout the pandemic
Excellent service provided by Fadumo.
They were "perfect". They followed all the guidelines. They protected themselves and the clients and family. They were extremely careful in everything that they did. I cannot praise them enough!
once the carer attends the agreed times, service delivery is quite smooth. i had a change of carer about 2 months into my service, i get along well with my new carer and i have no problems.
very good care workers. my care worker goes above and beyond for me -
10/10 (this answer given 3 times)
Very good care workers
Excellent care worker
Very good carers
Satisfactory
Satisfactory service at all times

23. Did you experience any difficulty in getting through to the office during this crisis?



Yes: 1

No: 39

Not answered: 62

Additional Comments
No (this answer given 6 times)
My daughter communicates with the office on my behalf (this answer given 3 times)
N/A (this answer given 17 times)
I have not needed to contact the office (this answer given 9 times)
Service has been very smooth
There were some difficulties in getting PPE from the office. When I call, my queries were not dealt with properly and I would have loved it to be

End of Report