healthwatch Croydon

Trends Analysis Report

Experience of Domiciliary Care

ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of Domiciliary Care services.

The Coding
Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Croydon Patient Experience Panel.

The Care Pathway
Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).
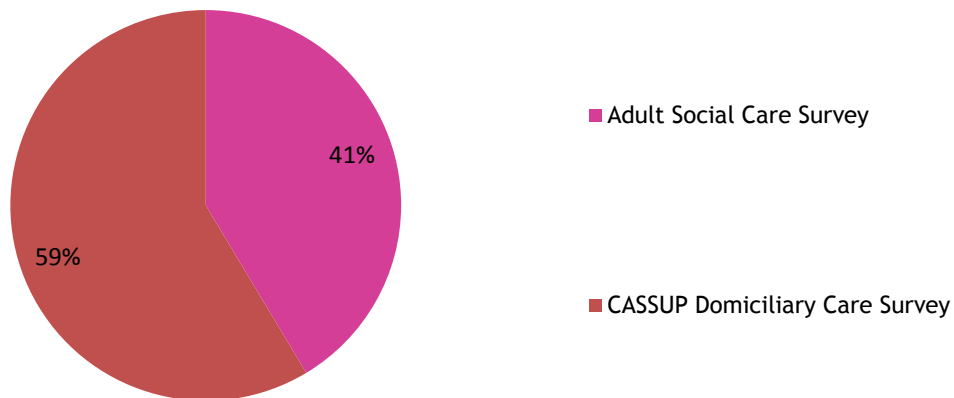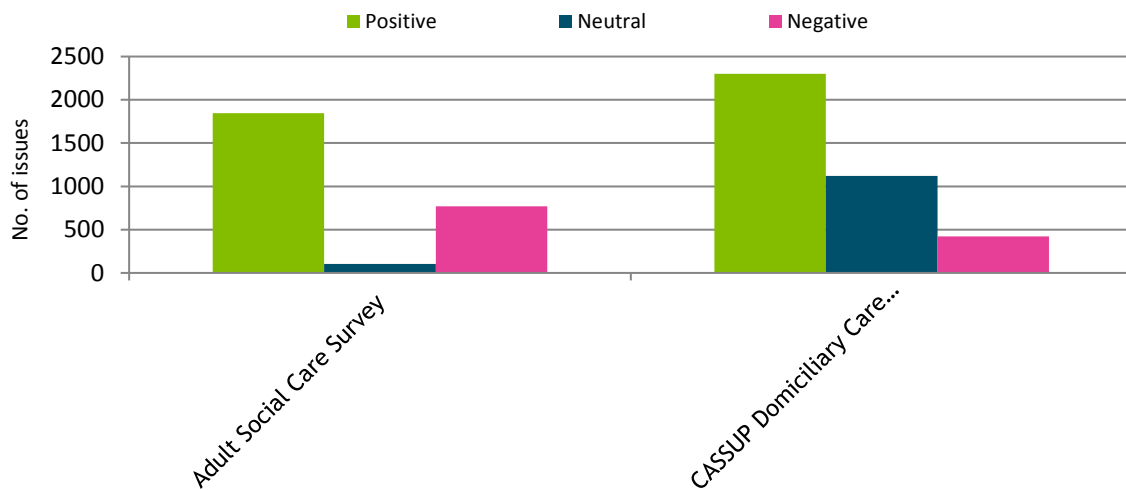
SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 6562 issues during the period below:

1.1: Reporting Period: **From:**   01/07/2014
                               To: 31/10/2015

This report identifies the data origin (Section 1.2), the top trends (Section 2) and analyses each stage of the Care Pathway (Section 3).

1.2: Data Origin

The Data in this Report
59% of the data originates from the (locally commissioned) CASSUP Domiciliary Care Survey, with the remainder from the (nationally commissioned) Personal Social Services Adult Social Care Survey.
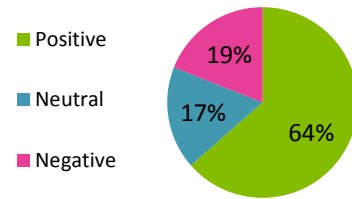
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

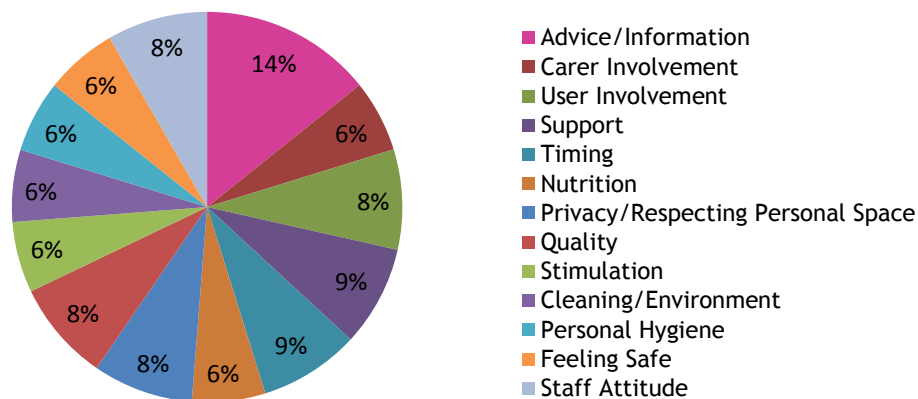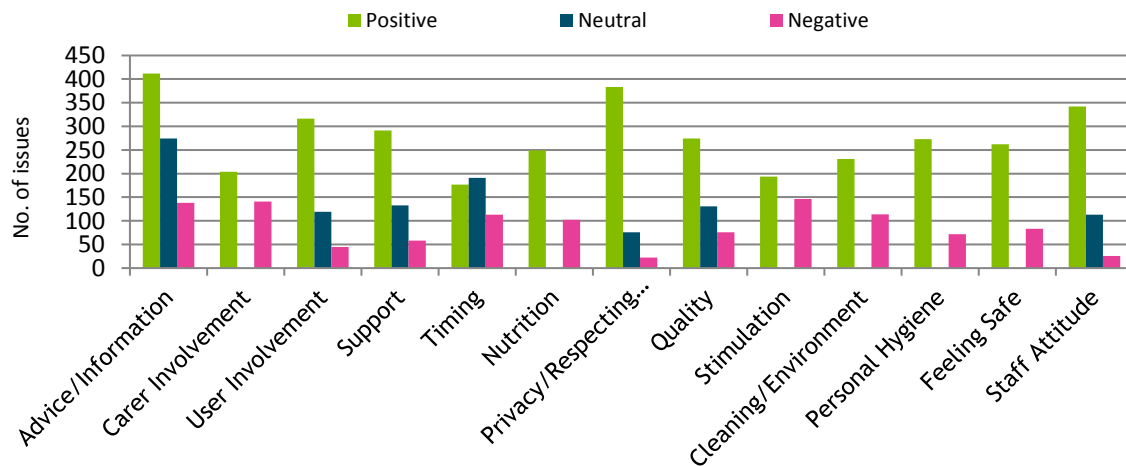   Report Date: 10/12/2015

2.1.1 Sentiment:

According to the issues, the overall sentiment as a whole is 64% positive.

2.1.2 Top Trends

Trends to Watch:
A number of clear positive trends have been identified, including privacy/respecting personal space, staff attitude, user involvement and support.
Service users have also felt supported to feel safe, eat, and wash, but feel less supported with cleaning.
Sentiment on stimulation is mixed, suggesting more could be done to enrich people's lives.
Timing is also mixed, so punctuality is an issue.
Although sentiment on advice/information is positive overall, there is also much neutral/negative sentiment, suggesting scope for improvement.

3