

<p>Health & Social Care Work Programme 2016-17 Domain: Social Care Services Priority 1: Home Care Project Plan Aim: C (To gather evidence to support a better understanding of home care provision)</p>	
<p>1.1 Survey/questionnaire</p>	<p>Survey pack produced including a covering letter, leaflet about Healthwatch Kingston, questionnaire and a pre-paid envelope.</p> <p>We have attempted to distribute surveys to the home care agencies (as notified by RBK) with the following results:</p> <p>Alpenbest (commissioned service) - our survey timescale conflicts with their pre-christmas in-house survey. We have, however, suggested that we can use the results of their survey in our report.</p> <p>Caremark (spot purchase) - provided with 115 packs</p> <p>Carewatch (spot purchase) - provided with 10 packs</p> <p>Clarendon (spot purchase) - no contact from provider despite numerous attempts.</p> <p>Divine Motions (spot purchase) - provided with 85 packs</p> <p>Helmar (spot purchase) - provided with 25 packs</p> <p>Supreme (commissioned service) - our survey timescale conflicts with their pre-christmas in-house survey. We have, however, suggested that we can use the results of their survey in our report.</p> <p>The deadline for sending back the questionnaire was 30th November 2016. At the time of writing we</p>

	<p>have received 38 completed forms out of 235 distributed (a 16% return rate).</p> <p>Online survey In order to extend our reach we have posted the questionnaire on our website. A deadline for completion will be the 31 December 2016. We have notified all our stakeholders via mail chimp and contacted the following on an individual basis to help us promote the online survey through their networks:</p> <ul style="list-style-type: none"> ● RBK Social Care Teams ● Kingston Carers Network (KCN) ● Kingston Centre for Independent Living (KCIL) ● Kingston Voluntary Action (KVA) ● Staywell
<p>1.2 Focus Group</p>	<p>Attempts to set up a focus group have been unsuccessful, although we did involve two home care service users in the design of the questionnaire.</p>
<p>1.3 Social media/local press publicity</p>	<p>A press release about our home care survey was distributed to our media contacts on 11 November 2016. At the time of writing it has been published in the Surrey Comet (dated 15 November) although reference to home care was confused with care homes. A clarification email has been sent to the journalist responsible for writing the article.</p>
<p>1.4 Enter & View visits to care homes</p>	<p>Visits to two or three care homes will be arranged for January.</p>
<p>1.5 Outreach to day care services and sheltered accommodation schemes</p>	<p>The following outreach sessions have taken place:</p> <ul style="list-style-type: none"> ● Bradbury Centre on 28th November (distributed 10 survey packs and spoke to 10 people) ● Raleigh Centre on 29th November(distributed 10 survey packs and spoke to 20 people) <p>Further outreach sessions have been arranged as follows:</p>

	<ul style="list-style-type: none">● Bradbury Centre (discussion group) on 14 December 2016● Raleigh Centre (Saturday Club) on 14 January 2017 <p>Arrangements are being made to visit two or three sheltered housing schemes.</p>
1.6 Role of Kingston Coordinated Care Programme	<p>The transformation of home care is one of several KCC projects. We will use the establishment of the KCC Advisory Group to ensure the commissioning of a new model of home care is a co-produced process. The first meeting of the advisory group (hosted by Healthwatch) took place on 16 November 2016. The notes of that meeting can be found at: http://www.healthwatchkingstonuponhames.org.uk/task-group</p> <p>An opportunity has been provided for Advisory Group members to help develop a Home Care App to enable people supporting someone to live independently in their home to securely communicate with each other.</p> <p>In order to better understand the customer journey we have requested from a KCC Design Team member 2 - 3 anonymised home care case studies. At the time of writing no information has been provided. A reminder was sent on 29 November 2016.</p> <p>We will be attending a soft market testing event on 7 December 2016 to learn more about RBK's commissioning intentions around supporting people to live at home.</p> <p>The latest KCC progress report and next steps were presented at the Health and Wellbeing Board on 15 November 2016. The paper (including an update on the transformation of home care) can be found at: https://moderngov.kingston.gov.uk/ieListDocuments.aspx?CId=488&MId=7973&Ver=4</p>

Other developments:

Your Healthcare

As part of our home care project we would like to learn more about Your Healthcare's reablement service. Ideally we would like to understand how the service works in Kingston and what outcomes the service achieves for service users. We have also requested that a Healthwatch staff member should be given the opportunity to shadow a reablement worker for a day to understand more about the environments in which they work and the nature of their relationships with service users. Consequently a meeting has been arranged with Diane Chalmers (Transformation Report) for 13 December 2016. Information about the reablement service can be found at:

<http://www.yourhealthcare.org/services/integrated-care/>

Staywell

As part of our home care project we would like to learn more about Staywells' Help At Home service. Ideally we would like to talk to some service users and the staff team. Information about the Heal At Home Service can be found at:

<http://www.staywellservices.org.uk/help/practical-help-at-home/helphome/>