

HOME CARE QUALITY ASSURANCE REPORT 2016

ANALYSIS OF RESPONSES

APRIL 2016 TO DECEMBER 2016

Seren Homecare, Seren Support and Seren Supported Living are the trading names of Seren Support Services Ltd (company number 07842022)

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Executive Summary

Seren Support Services Ltd deliver home care and domiciliary care services by contracting with Local Authorities and undertakes privately funded contracts to elderly clients living in their own home, supported living services to adults with a physical or learning disabilities and direct payment funded services.

We currently employ 117 staff within the business, of which 104 are care and support staff who work on a shift basis providing 1900 hours of care per week across all client groups of the business.

We have an office team of 13 consisting of 3 Home Care Supervisors and 10 office management staff who oversee the daily operations of our service.

The Seren Support Services Ltd Quality Assurance Survey will be used to continue our commitment to service development and quality monitoring.

Between April 2016 and December 2016, a total of 75 questionnaires were sent to our clients, of which 39 were completed and returned, a response rate of 52%.

Introduction

The Home Care Quality Assurance report was sent out to explore the views of people who are receiving a service from Seren Support Services Ltd.

The findings will be used to inform continuing service development and improve the service we provide to people in receipt of a home care or domiciliary care service from us.

The delivery of our service is complex and diverse, the people we provide a service to have a large range of care and support needs and the majority are aged over 65 years of age.

Methodology

This was a postal questionnaire sent to 75 clients we provide a home care or domiciliary care service to, to gather their views and experience of the service they receive over the last 9 months. Freepost envelopes were supplied for the return of the surveys or clients had the opportunity to hand the survey to one of the Home Care Supervisors in their area.

The survey incorporated multiple-choice questions and free text boxes to allow individuals to comment, in their own words on the service they receive from us. The service focussed on satisfaction, quality of service and outcomes for people we provide a home care service to. The questionnaire was devised over 13 easy to understand questions, which we felt, were relevant to the support we provide, with a targeted approach to gather responses in certain areas of our service delivery.

There were 39 responses received, giving a response rate of 52%. The below percentages have been calculated against the response rate of 39 questionnaires being returned.

The survey results we believe were extremely positive, and show a high level of satisfaction from the people who use our services.

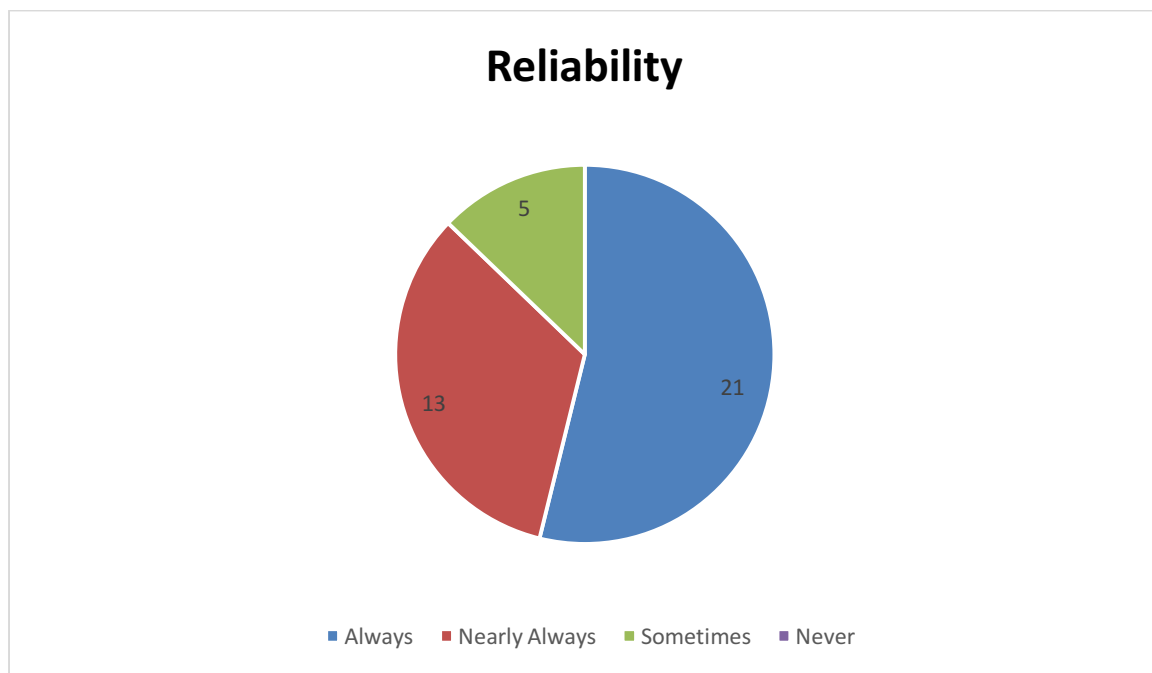
Questionnaire Results

Question 1: Are your needs being met as described in your care plan?



The majority of respondents answered yes, delivering a 95% response to their needs being met in accordance with their care plan. 1 person answered no, and 1 person did not answer this question.

Question 2: Does your Home Care Worker / Carer arrive at a time that suits you?

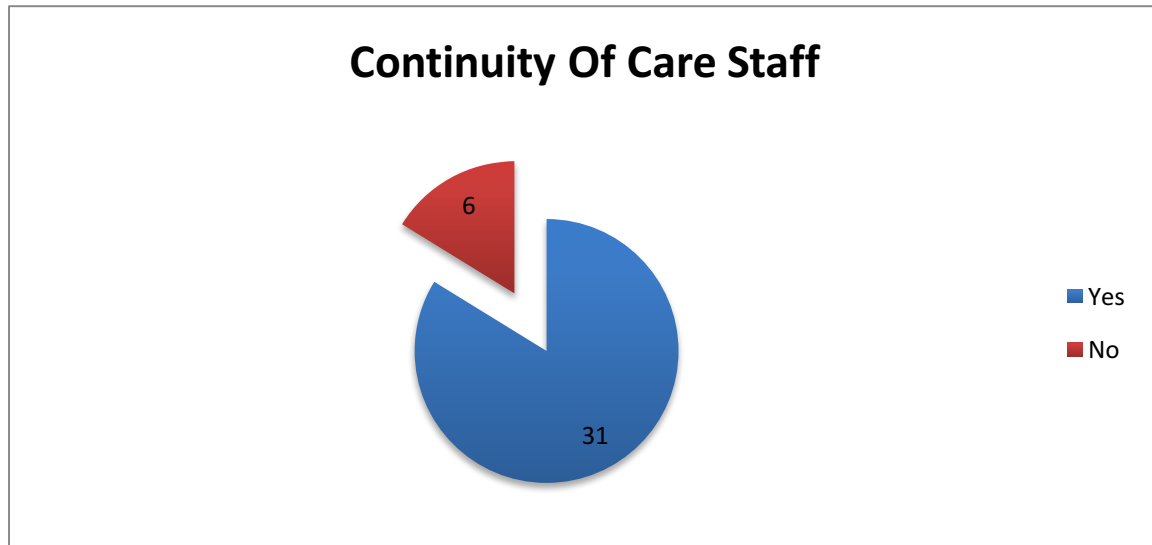


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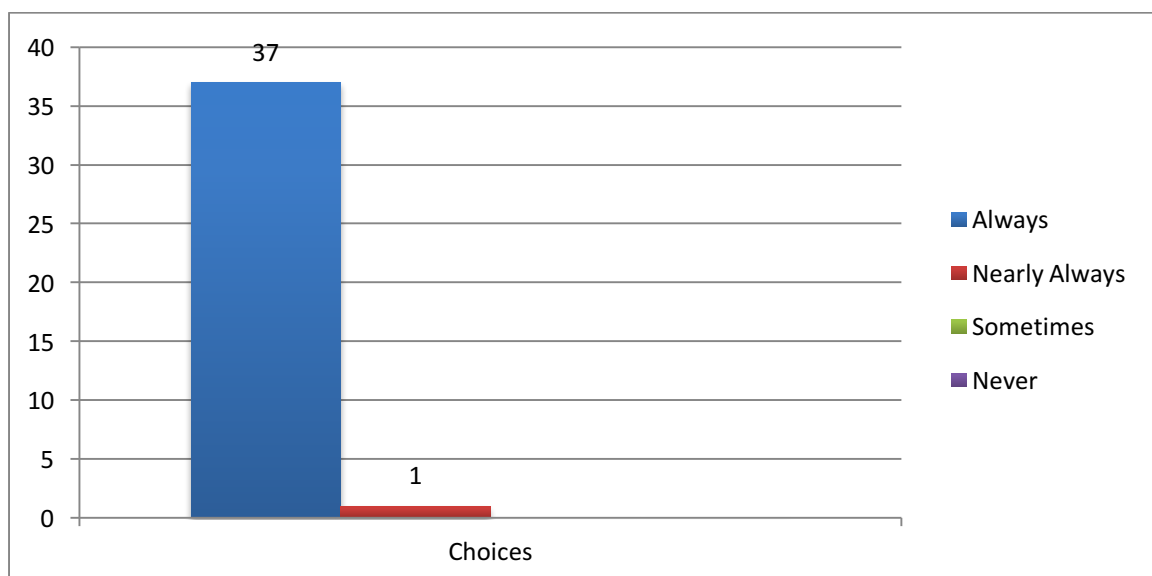
The majority of respondents answered always, a score of 54% of clients agreeing that our care staff arrives at a time that is suitable to them. 13 people answered nearly always and 5 said sometimes.

Question 3: Do you regularly see the same team of Support Workers / Carers?



31 people said that they receive continuity of care and see the same carers on a regular basis, a score of 80%.

Question 4: Does your Home Care Worker / Carer allow you to make choices?

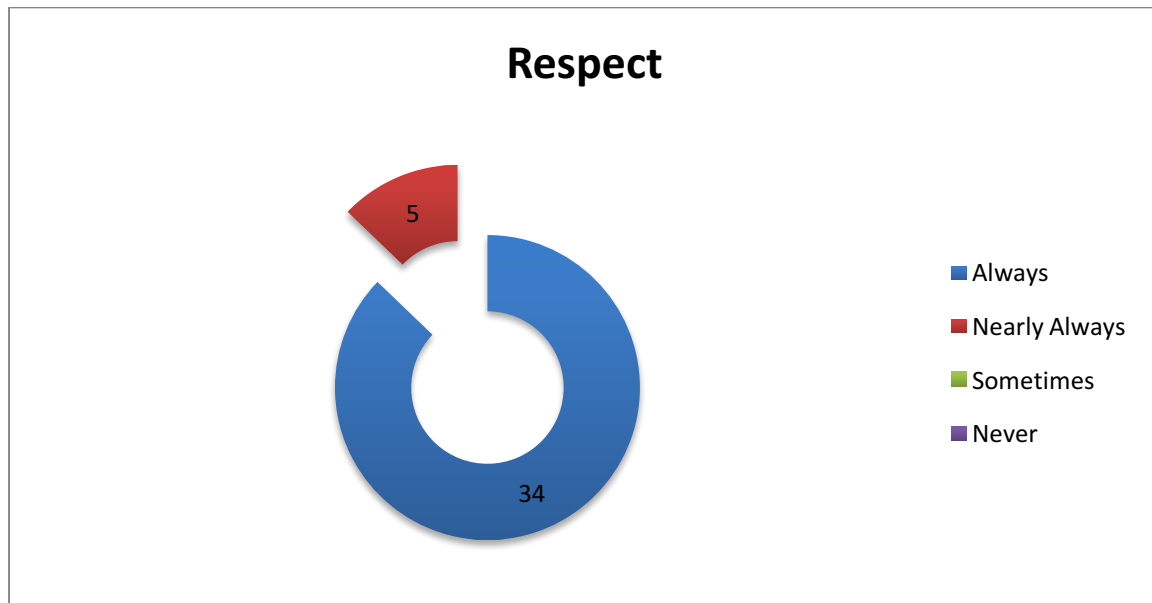


Out of the 39 responses we received, 37 people said that they felt the carer allowed them to make choices surrounding the care they received, a positive score of 95%. 1 Person answered nearly always and 2 people chose not to answer this question.

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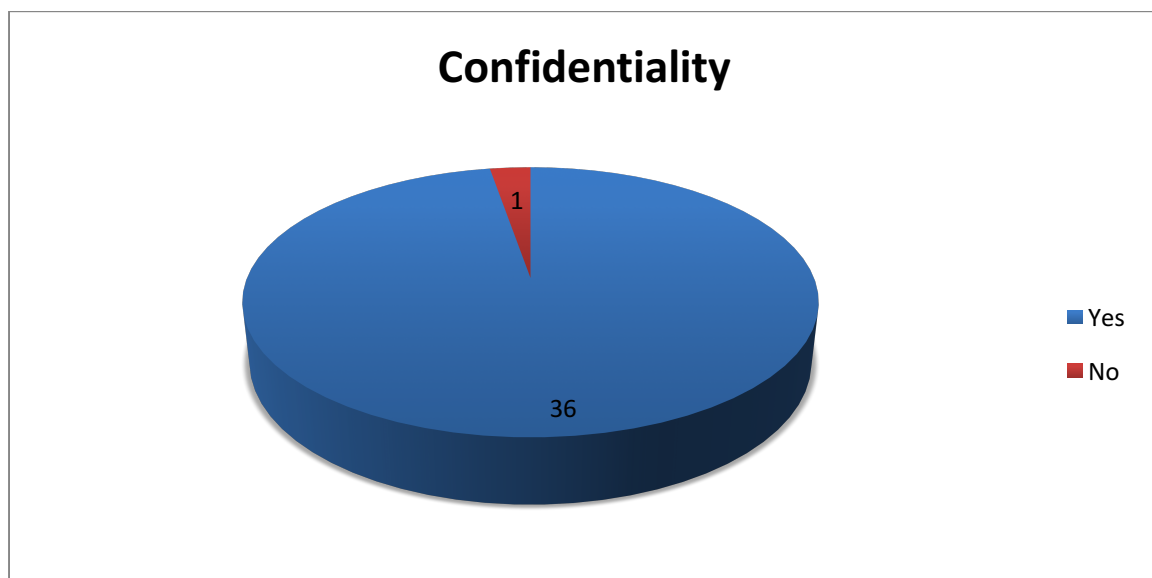
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Question 5: Does your Home Care Support Worker / Carer treat you with respect?



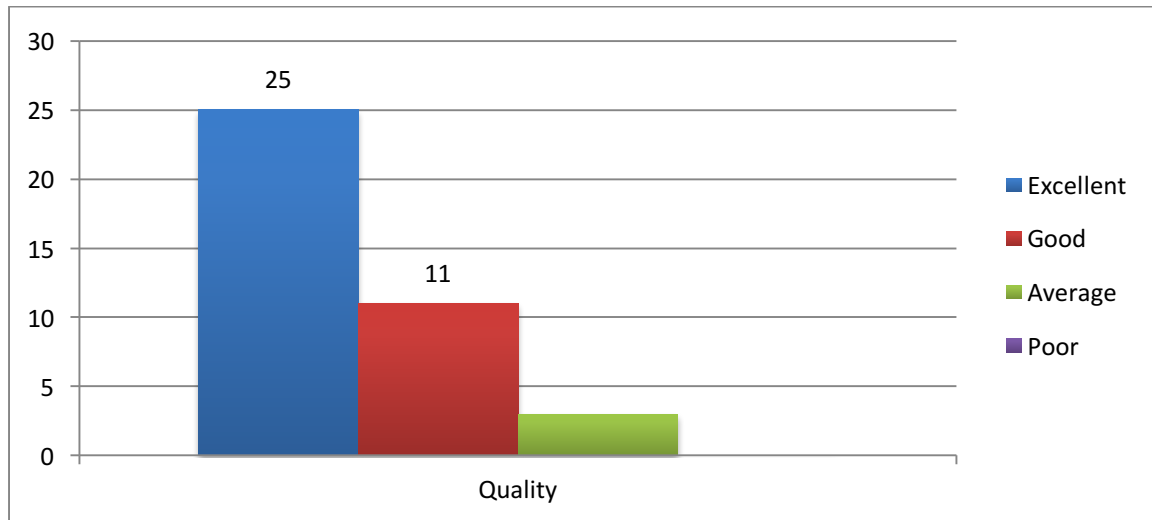
87% of people agreed that the carers treat them with respect. 5 people answered this question by saying nearly always.

Question 6: Are you confident that the Home Care Support Worker / Carer keeps personal information about you confidential?



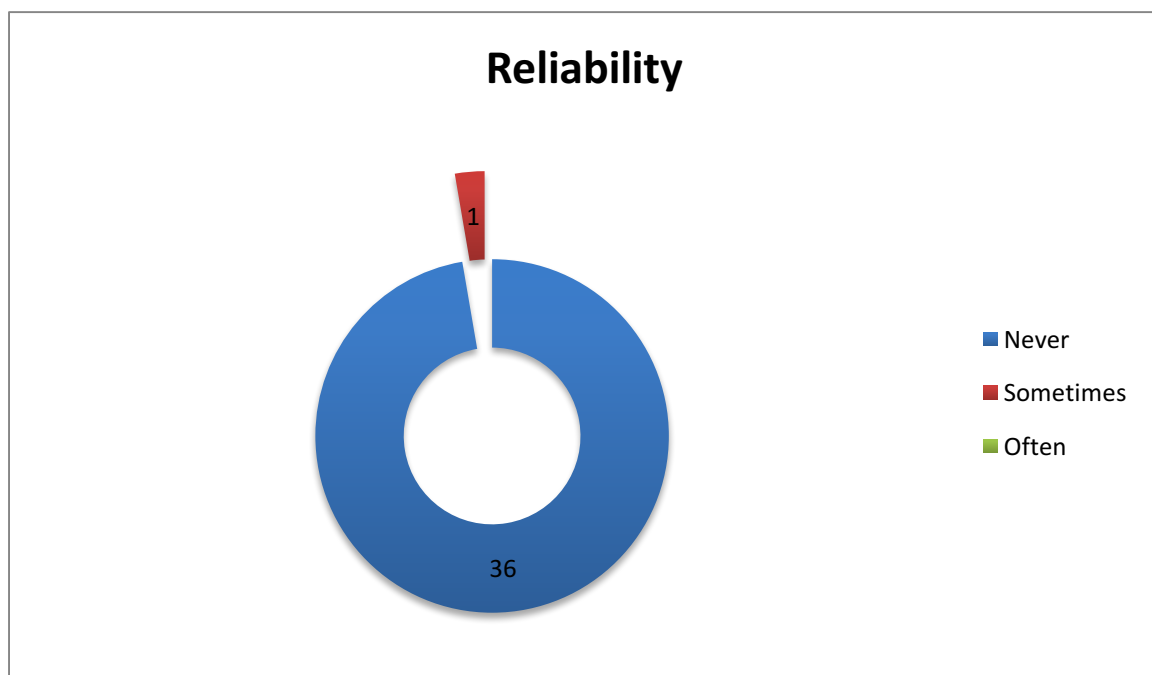
92% of people surveyed agreed that they are confident that care staff maintains confidentiality surrounding personal information. 1 person answered no to this question and 2 people chose not to answer.

Question 7: How would you rate the quality of the service that you receive from us?



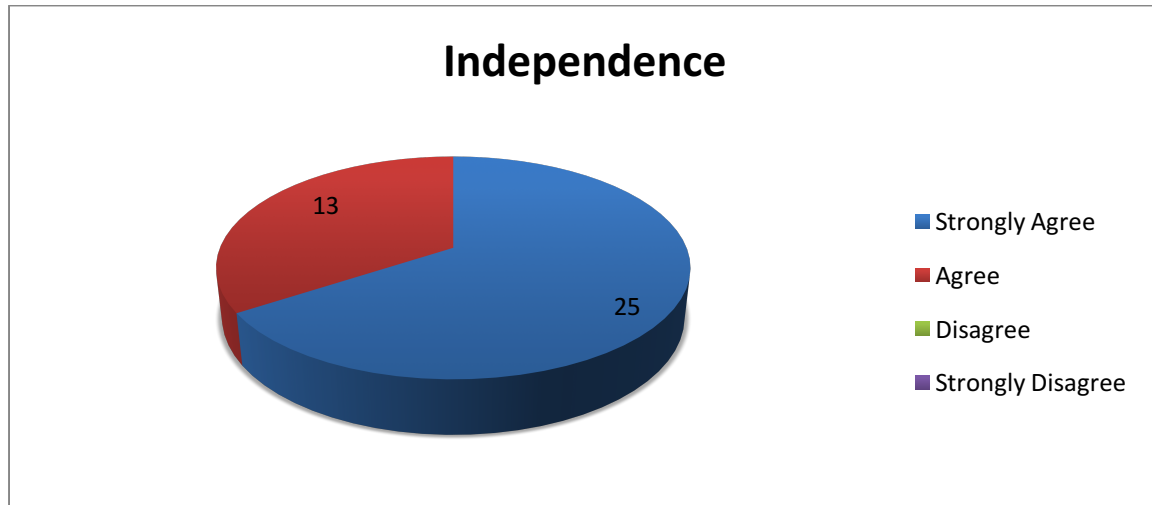
Overall we received a positive response to this question, with 36 people rating our service as either excellent or good. 3 people rated our service as average, with no poor ratings.

Question 8: Do you Home Care Worker / Carer ever miss a visit?



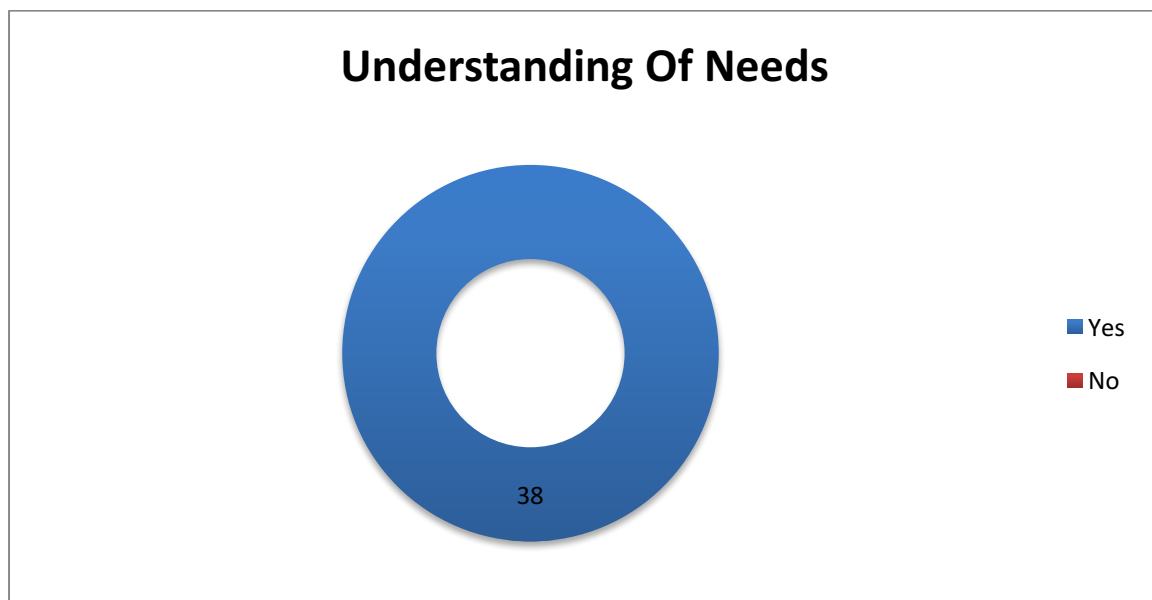
92% of people surveyed stated that their carer had never missed a scheduled visit. 1 person had answered with sometimes.

Question 9: Does the support you receive from Seren Support Services allow you to be more independent?



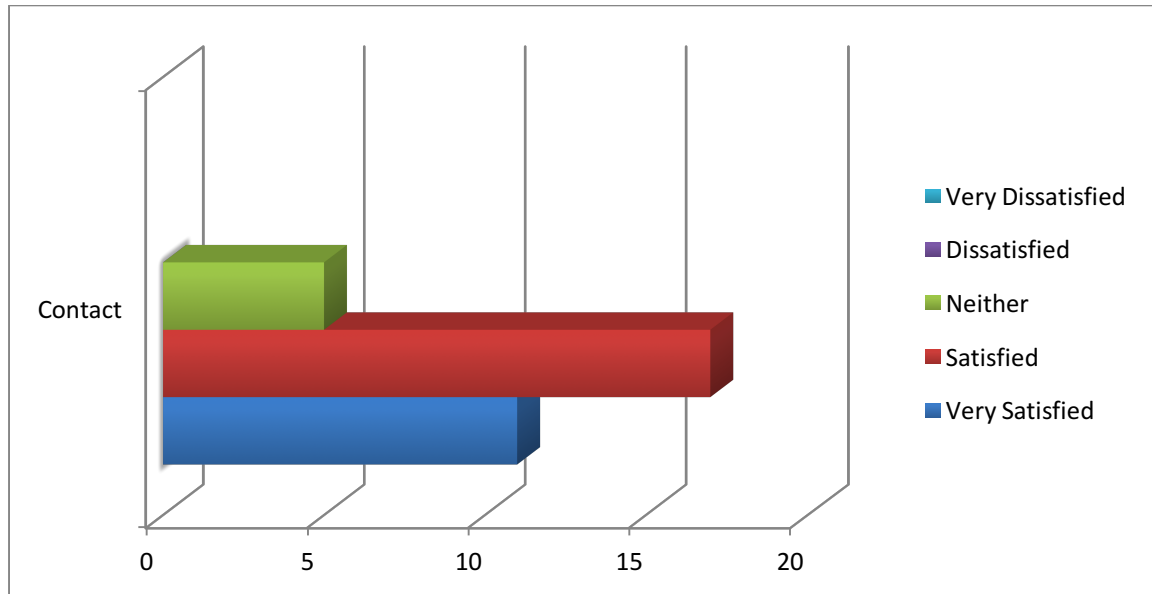
64% of people surveyed commented that the service they receive from us allows them to remain as independent as possible. A further 33% agreed the same. This question returned no negative responses.

Question 10: Do you feel that the Home Care Worker / Carer understands and supports your needs?



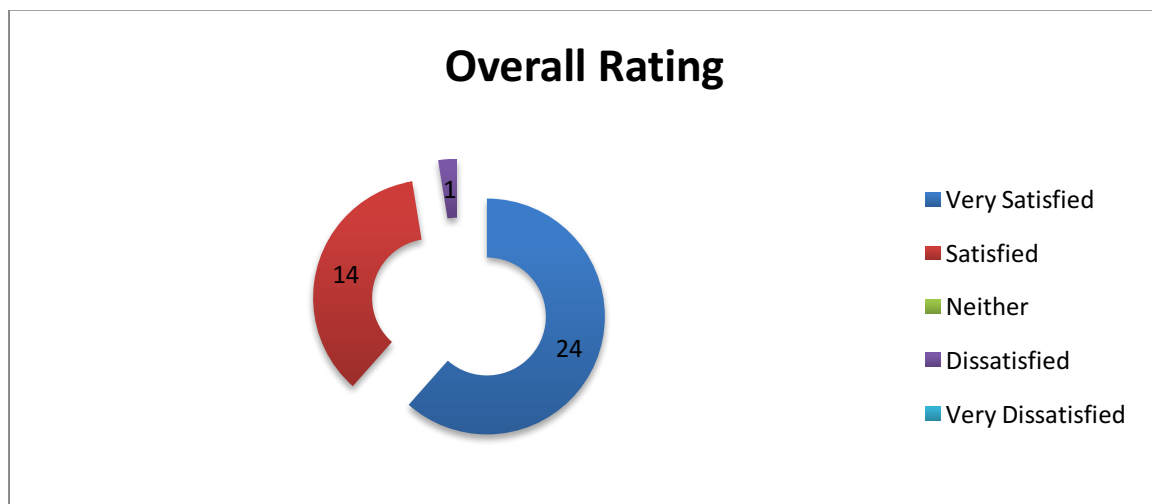
98% of people asked said that they feel the care staff understand and support their needs. 1 person surveyed did not give an answer to this question.

Question 11: If you have ever had to contact our office or our out of hours support, how would you rate the service you received?



Out of 39 people surveyed, 72% of these said they were either very satisfied or satisfied with the contact they have received from our office or out of office support. 5 people reported that they were neither satisfied or dissatisfied.

Question 12: Overall, how satisfied are you with the care and support you receive from Seren Support Services?



62% overall were very satisfied with the service they receive from us. 36% were satisfied and 1 person answered dissatisfied, giving a 2% score.

Annual Summary

Updates over the last 9 months

The last year has seen the business to continue its growth at a steady pace, increasing our client numbers to over 150 across the county. We have expanded our service into new areas and developed our community teams to fulfil the capacity of our service.

We have continued our positive working relationships with the local authority commissioning team and other community resource teams within the Neath area, sharing knowledge and experiences, which we feel is vital to our progression as a care provider in the Neath Port Talbot area.

Our continued aims are:

- Ensure that our service consistently reflect the needs of the individuals who use and access our services
- To actively encourage the people who use our services to part of the decision-making process surrounding their care and support
- To maximise the health and well-being of the people who use our services
- Provide a service that demonstrates value for money, but never substituting cost over quality
- To recruit and retain a diverse, skilled and experienced work force
- To audit our service internally on a regular basis to ensure compliance to regulations to protect the people who use our services

Notable Developments

Management re-structure

2016 was a positive year for our business in the respect that we re-structured our office and management team to accommodate newly appointed members of staff to the team. Talented people are vital to the success of our business and we continually look for dedicated and passionate people to join the Seren family.

In 2016 we made changes to the Senior Support Worker role, to develop these posts into taking on additional responsibilities in line with their skills and experience. The business currently employs 3 Home Care Supervisors who have designated responsibility over certain operational areas of the business.

The 3 Home Care Supervisors are mentored and supported by an office manager who they work closely with on a weekly basis to ensure the company and service continues to meet goals and objectives.

Our management structure consists of the following posts:

- Registered Manager
- Managing Director

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- Operations Manager
- Resource and Planning Manager
- Intake Manager
- Quality Assurance Manager
- Service Development Manager
- Employee Relations Manager
- Training and Development Manager
- Supported Living Scheme Manager

Recruitment and Retention

We continue to be creative in our approach to recruitment and access Social Media and Networking approaches to target the market in our aims to recruit and retain quality members of staff.

We focus on the importance of the quality of staffing and will always make decisions based on what we believe is right for the business and the people who use our services in our efforts in recruitment and retention.

Training

We will continue to develop and skill our workforce to ensure as a business, we provide care staff that are suitably trained to meet the demands and needs of the people who use our services.

All staff that are recruited within a care / support role will receive induction training which is mandatory to our recruitment and employment process. Our induction training is a minimum of 3 full days, ranging to 5 days depending on the training needs of the individual.

We will allow an exception to this if, staff join us from another company and have recently received the required training and can produce evidence to this training.

In August 2016, we were accredited by the Neath Port Talbot Local Authority Training Department to deliver the 2-day Care Worker Medication course as part of our own in house training programme. This training is quality assured by the Training and Development team and the accreditation of this has been incredibly positive for us as a business in our commitment to staff development.

Our induction training consists of the following, and is delivered by a qualified and experienced trainer:

- POVA

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- Health and Safety
- Infection Control
- First Aid
- Food Hygiene
- Fire Safety
- Medication Awareness
- Dementia Awareness

Additional Training is provided, depending on the role of the care worker

- Manual Handling (safe transferring of people)
- 2 day Local Authority Medication Awareness and Competency Course
- Positive Behaviour Management
- Epilepsy Awareness – Buccal Midazolam Training
- Eating and Drinking Training

CSSIW Inspection

We received our CSSIW Baseline inspection on the 14th December 2016. We have received initial feedback which is positive. We are waiting for the publication of the report from the CSSIW.