



## Quality Assurance Report Quarter 3 & 4 (2022)

## Contents

|  |   |
|--|---|
| Registered Managers Note .....                         | 2 |
| Reablement & Outreach Service.....                     | 3 |
| Questions Asked.....                                   | 3 |
| Results Quarter 3 and 4 Jul-Sep/ Oct-Dec) .....        | 6 |
| Comments individuals made relating to question 9 ..... | 9 |

## Registered Managers Note

Dear all,

Another six months has flown by, and I am pleased to see another good result from our feedback questionnaires. It is always disappointing thought to see how many people don't give us feedback as this report is based on the feedback from only 6.1% of the people who have used our service.

In order to address this, in September 2022 it was set as an annual appraisal target for all support workers to remind people to fill in the feedback when their package of care is closing, or they are collecting the file. Let's hope this has worked and we see more responses in our next report for the early two quarters of 2023.

Once again however, we see some positive results for the service. There is some evidence seen that we are supporting more people at home to avoid hospital admission and of the people we do support, more are saying they do not need more support once our service has closed, and 2% more people are satisfied with the service they received which see another positive result of 93% being satisfied with what we do. As always, we see some great accolades for our members of staff and that is seen in what people say about them.

We still receive criticism about call times and how we communicate with people when things change. We really must be very clear with people on assessment that call times are not guaranteed as it is not always practical to call people at the times calls change.

I can also see the impact of 'winter pressures' at the hospital in the Quarter 4 results where more people are discharge to the care of family of through the new care bridging service before their re-ablement package of care starts.

Overall, we seem to be achieving good outcomes for people, well at least the small amount who respond to our feedback.

Martin Garbett  
Registered Manager – Community Reablement & Outreach

## Reablement & Outreach Service

Reablement works differently from traditional home care as it aims to work alongside individuals to do as much as they can for themselves through learning or re-learning necessary skills for daily life activities and building confidence. It offers support designed specifically for the individual and considers what is important for them.

We do this through promoting independence by supporting the person to follow their goal plans to assist in improving outcomes and restoring the individual's abilities thus improving their perceived quality of life. Reablement is also about ensuring that individuals have the right equipment that might help with the day to day living skills in an un-pressurised and supportive way.

A person may start their Reablement journey through a discharge from hospital into a Reablement Bed at either the Adelaide or Gouldings, start from home or a combination of the two.

During a person's time on Reablement they will be met by a Reablement Leader who will assess the person's needs and put in place support plan to assist with regaining their independence. This is done through Support worker visits and following and work on the agreed Reablement Goals that have been identified by the individual and Reablement Leaders.

The support provided will normally be between 1 and 42 days depending on personal circumstances and goal plan of which there is no cost to the individual as the cost is borne by Health and Social care unless long term support has been identified.

## Questions Asked

The questionnaire has been designed around seeing how the service is complying within the Care Quality Commission (CQC) Fundamental Standards.

CQC are an independent regulator of Health and Adult Social Care in England. CQC make sure that health and social care services provide people with safe, effective, compassionate, high quality care. They are responsible for monitoring and regulating the services that we provide and that as a provider we meet the required standards and that we are also continually working towards achieving improvements and better service provision.

The fundamental Standards use 5 key questions these are used by CQC when undertaking their inspections of the quality and safety of service.

They are:

- Is the service **Safe**
- Is the service **Effective**
- Is the service **Caring**
- Is the service **Responsive** to people's needs
- Is the service **Well-led**

These values are also embedded into everything that we do with the Community Outreach and Reablement Service and form part of the Isle of Wight Council's aims and objectives.

For more information about these standards visit [www.cqc.org.uk](http://www.cqc.org.uk)

Receiving vital feedback from those the service has supported enables the service to continue to build on its successes and acknowledge its weaknesses so that it can continue to strive to be an outstanding service for those who are being supported now and for those in the future.

Results in this report is from feedback received in Quarter 3 2022 (Jul-Sep) and comparing the feedback from Quarter 4 of 2022 (Oct-Dec).

During the period of July – December 2022 a total of 25 (6.1%) people who received a service completed the service feedback questionnaire.

The following are the questions we put to individuals about their personal experiences during their time being supported by the service.

#### **Question 1**

Did you understand what Reablement was about?

- *Yes, I fully understood*
- *I only part understood*
- *No, I did not understand*
- *Not sure / No Comment*

#### **Question 2**

Did your reablement commence following a discharge from hospital?

Yes

No

*People were asked to skip to question 4 if they answered No to Question 2*

#### **Question 3**

When did someone from Outreach come to assess you? Was it

- *Less than 24hrs after discharge from hospital*
- *24hrs after discharge from hospital*
- *2 days after discharge from hospital*
- *3 or more days after discharge from hospital*
- *Not Sure/No Comment*

#### **Question 4a**

Were you informed of the approx. times of your visits?

- *Yes, I was informed*
- *No, I wasn't informed*

#### **Question 4b**

If your visit times were changed, were you kept informed of this?

- *Yes, I was kept informed*
- *No, I wasn't informed*
- *My times didn't change*

#### **Question 5**

The Outreach Staff have...

- *Spend time supporting me to do things myself*
- *Made me more confident and aware of what my capabilities are*
- *Supported me in a polite, friendly and professional manner*
- *Respected my privacy and dignity*
- *Listened to me and supported me to express my needs and wants*

People were invited to answer each statement above with one of the following responses

- *Strongly agree*
- *Agree*

- *Not Sure*
- *Disagree*
- *Strongly Disagree*

#### **Question 6**

Do you feel the amount of time on Reablement was?

- *Long Enough / Just Right*
- *Too short, could have done with being longer*
- *Too long, could have done with being shorter*
- *Not sure / No comment*

There is also a comments box below this question inviting those who answered Too Long or Too Short to give their reasons why they feel this was the case.

#### **Question 7**

How has Reablement helped you?

- *Having more control over my daily life*
- *Helping others care for me*
- *Feeling Safe*
- *Keeping in touch with the community*
- *Preparing meals and drinks for myself*
- *Dealing with my personal care needs myself*
- *Getting around the house*
- *Not sure / No Comment*
- *Other (Please specify)*

This question people are invited to tick as many that apply to them

#### **Question 8**

Has receiving Reablement changed the amount of support you need from others?

- *I need less support from others*
- *I need more support from others*
- *I need the same amount of support as before*
- *I do not need any support from others*
- *Not sure / No comment*

#### **Question 9**

Overall, how satisfied are you with the Reablement Service

I am very satisfied with the service

I am satisfied with the service

I am unsatisfied with the service

I am very unsatisfied with the service

I am not sure / No comment

There is a box below this question inviting people to submit their views and feelings of anything that they were unhappy about with the service.

*There is also wording to remind people they have a right to make a formal complaint and that if they are unhappy with anything that the council's complaints procedure is provided within the service folder.*

### Question 10

How do you think the service can be improved further?

This question a box to allow people to write what things they feel the service can do to improve things further. This section has also been used by many who complete the form to feedback their feelings of their personal experience and leaving compliments or constructive criticism.

## Results Quarter 3 and 4 Jul-Sep/ Oct-Dec)

| Question 1                                    |           |           |
|---|-----------|-----------|
| Did you understand what Reablement was about? | Quarter 3 | Quarter 4 |
| <i>Yes, I fully understood</i>                | 73%       | 79%       |
| <i>I only part understood</i>                 | 18%       | 14%       |
| <i>No, I did not understand</i>               | 0%        | 0%        |
| <i>Not sure / No Comment</i>                  | 9%        | 2%        |

*Those that said they fully understood what Reablement is about has seen an increase of 6%. There is drop of 7% of those who were not sure or didn't comment.*

| Question 2  |           |     |     |
|---|-----------|-----|-----|
| Did your reablement commence following a discharge from hospital? | Yes       | No  |     |
|   | Quarter 3 | 73% | 27% |
|   | Quarter 4 | 64% | 36% |

*Quarter 3 and 4 combined saw 68% of those who completed the questionnaire were discharged from hospital*

| Question 3  |           |           |
|---|-----------|-----------|
| When did someone from Outreach come to assess you? Was it | Quarter 3 | Quarter 4 |
| <i>Less than 24hrs after discharge from hospital</i>      | 36%       | 14%       |
| <i>24hrs after discharge from hospital</i>                | 0%        | 36%       |
| <i>2 days after discharge from hospital</i>               | 9%        | 0%        |
| <i>3 or more days after discharge from hospital</i>       | 18%       | 7%        |
| <i>Not sure / No Comment</i>                              | 36%       | 43%       |
| <i>N/A (Not a Hospital Discharge)</i>                     | 0%        | 0%        |

*Of those who received an assessment less than 24hrs after leaving hospital has seen a drop of 22%. However, there has been an increase of 14% of those who were assessed within 24hrs of their discharge.*

| Question 4a  |          |              |
|--|----------|--------------|
| Were you informed of the approx. times of your visits? | Informed | Not Informed |
| Quarter 3  | 91%      | 9%           |
| Quarter 4  | 86%      | 14%          |

*Q4 sees a slight increase of people not being informed of their visit times at assessment compared to Q3.*

| Question 4b   |           |           |
|---|-----------|-----------|
| If your visit times were changed, were you kept informed of this? | Quarter 3 | Quarter 4 |
| <i>Yes, clients said they were kept informed</i>                  | 45%       | 43%       |
| <i>No, clients said they were not informed</i>                    | 18%       | 29%       |
| <i>Clients said their visits times didn't change</i>              | 36%       | 29%       |

*IN Q4 those who say there were not kept informed of changes to visit times has increased of 9% compared to the Q3*

| Question 5  |                |       |          |          |                   |
|---|----------------|-------|----------|----------|-------------------|
| The Outreach Staff have....                         |                |       |          |          |                   |
| <i>Spend time supporting me to do things myself</i> | Strongly Agree | Agree | Not Sure | Disagree | Strongly Disagree |
| Quarter 3   | 64%            | 27%   | 9%       | 0%       | 0%                |
| Quarter 4   | 36%            | 43%   | 14%      | 0%       | 7%                |

| <i>Made me more confident and aware of what my capabilities are</i> | Strongly Agree | Agree | Not Sure | Disagree | Strongly Disagree |
|---|----------------|-------|----------|----------|-------------------|
| Quarter 3   | 64%            | 27%   | 9%       | 0%       | 0%                |
| Quarter 4   | 36%            | 43%   | 7%       | 7%       | 7%                |

| <i>Supported me in a polite, friendly, and professional manner</i> | Strongly Agree | Agree | Not Sure | Disagree | Strongly Disagree |
|--|----------------|-------|----------|----------|-------------------|
| Quarter 3  | 82%            | 9%    | 9%       | 0%       | 0%                |
| Quarter 4  | 71%            | 14%   | 14%      | 0%       | 0%                |

| <i>Respected my privacy and dignity</i> | Strongly Agree | Agree | Not Sure | Disagree | Strongly Disagree |
|---|----------------|-------|----------|----------|-------------------|
| Quarter 3                               | 82%            | 9%    | 9%       | 0%       | 0%                |
| Quarter 4                               | 71%            | 7%    | 21%      | 0%       | 0%                |

| <i>Listened to me and supported me to express my needs and wants</i> | Strongly Agree | Agree | Not Sure | Disagree | Strongly Disagree |
|--|----------------|-------|----------|----------|-------------------|
| Quarter 3  | 73%            | 18%   | 9%       | 0%       | 0%                |
| Quarter 4  | 64%            | 14%   | 14%      | 7%       | 0%                |

| Question 6   |           |           |
|--|-----------|-----------|
| Whether people felt they had enough time on Reablement | Quarter 3 | Quarter 4 |
| <i>Long enough / Just Right</i>                        | 100%      | 71%       |
| <i>Too short, could have done with a bit longer</i>    | 0%        | 29%       |
| <i>Too long, could have done with being shorter</i>    | 0%        | 0%        |
| <i>Not Sure / No Comment</i>                           | 0%        | 0%        |

*In Q3 all those who completed the questionnaire agreed their time spent being support was about right. However, in Q4 this has dropped with 29% saying they could have done with being supported longer.*

Comments people made relating to question 6

*'Financial reasons had to stop'*

*'Nursing needs (service no longer appropriate)'*

*'Could have done a week or 2 in care home before returning home'*

*'Did not realise that a stay at the Gouldings would impact length of Reablement at home'*

| Question 7   |           |           |
|--|-----------|-----------|
| How Reablement has helped people                             | Quarter 3 | Quarter 4 |
| <i>Having more control over their daily lives</i>            | 45%       | 43%       |
| <i>Helping others care for them</i>                          | 27%       | 14%       |
| <i>Feeling Safe</i>  | 45%       | 43%       |
| <i>Keeping in touch with the community</i>                   | 0%        | 29%       |
| <i>Preparing meals and drinks for themselves</i>             | 27%       | 57%       |
| <i>Dealing with their personal care needs for themselves</i> | 64%       | 57%       |
| <i>Getting around the house</i>                              | 27%       | 50%       |
| <i>Not Sure / No Comment</i>                                 | 0%        | 7%        |
| <i>Other</i>   | 18%       | 0%        |

*This is a multiple answer question whereby individuals can select more than 1 reason where Reablement has helped them*  
Those who answered 'Other' to question 7 added:

*'Domestic Chores'*

*'Changing neck brace'*

| Question 8  |           |           |
|---|-----------|-----------|
| Has receiving Reablement changed the amount of support people need from others? | Quarter 3 | Quarter 4 |
| <i>Less support is needed from others</i>                                       | 73%       | 57%       |
| <i>More Support is needed from others</i>                                       | 0%        | 0%        |
| <i>Same as before – no change</i>   | 27%       | 21%       |
| <i>No support needed from others</i>  | 0%        | 7%        |
| <i>Not Sure / No Comment</i>  | 0%        | 14%       |

*Comparing Q3 & Q4 those who feel they needed less support has dropped by 16%, however more importantly an increase of 7% who felt they didn't need any support at all after leaving the service.*

| Question 9   |           |           |
|--|-----------|-----------|
| Overall, how satisfied are people with the service | Quarter 3 | Quarter 4 |
| <i>Very Satisfied</i> 😊                            | 91%       | 79%       |
| <i>Satisfied</i> 😊                                 | 0%        | 14%       |
| <i>Unsatisfied</i> 😠                               | 9%        | 0%        |
| <i>Very Unsatisfied</i> 😡                          | 0%        | 0%        |
| <i>Not Sure / No Comment</i> 😞                     | 0%        | 7%        |

*Although Q4 shows a decrease of 12% of people who say they are very satisfied with the service compared to the previous quarter, those who are satisfied has seen a 14% increase. This means those satisfied or very satisfied was a combined 93% meaning a slight increase of 2% positive satisfaction (a reduction of 7% on the 9% who were unsatisfied in the previous quarter)*



## Comments individuals made relating to question 9

you back or helps with any complaints. They broke plates, wasted food, put stuff in dishwasher and ruined it that shouldn't be in there. I've phoned so many times and no one gets back and didn't care. I didn't eat when they sent people who can't

The service was 1st Class!

Much appreciate all the help from lovely carers.

I very much appreciated the attitude of your Team. The respectful and caring way I was treated was much appreciated

We would like to thank all the carers that have called. I considerate & helpful. No complaints what so ever. Thank you again.

The service you have provided excellent, all the people visiting were very kind. I have met lots of lovely people and thank you.

Time of calls would be appreciated and consistency of call times.

Pleased with Outreach, Staff polite and understanding. Shame Outreach have to finish, has enjoyed staff's company.

All Individuals are invited at the end of the questionnaire to give comments on how we can improve the service for others in the future, and here is what they had to say....

*'I cannot see how the service afforded to me could be improved. All the staff were so very friendly, caring and utterly professional at all times. Thank you all so much!'*

*'Wonderful could not fault any of my care and all super in every respect a very friendly team'*

*'I think it's wonderful. The Service needs more funding'*

*'Unsure how, they have all been fantastic,'*