



**All Ireland Homecare
Annual Report
2017**

Introduction

As part of our ongoing commitment to the quality and improvement of our service and as a requirement of the RQIA, we have compiled our annual report for 2016/17.

To compile this report we sought to find the thoughts and opinions of service users actively receiving a package of care from All Ireland Homecare, their family, staff and trust representatives. We gathered this information using a survey format sent via post and email.

Response rates varied from each sample with the biggest response coming from our team of staff. Sadly, no care commissioners responded to our survey.

Service Users and their representatives

In April 2017 we sent postal surveys to all 81 active service users at their home address, with a stamped address envelope. We received a total of 30 replies- a response rate of just over 37%. All respondents had the right to remain anonymous but none chose to do so with all providing their name on the returned surveys.

We found that a large majority, 94%, of these service users or their representatives were either 'very happy' or 'happy' overall. This is something we are immensely proud of as Service Users are at the centre of our organisation.

Some service users did not answer every question on the survey and this has been indicated on the analysis.

The full findings of Service User Annual Survey responses now follow;

Sample of Comments received

'I was consulted about all aspects of my care'- Service user

'A great team'- Service user

'Efficient and professional service'- Service user's daughter

'I left planning to care manager'- Service user

Analysis

As you can see, a huge majority of service users felt either involved or very involved in the planning of their services. Those who felt that they were 'not involved' stated that they had left the planning with their social worker or care manager.

All Ireland Homecare only have limited scope to develop a package of care due to the main planning taking place at Trust level. We do our best to accommodate any alterations or adaptations that may arise once package commences.

Sample of Comments received

'It's a two was system that is working very well. They keep me right'- Service user's daughter.

'The team are accessible and open to suggestions'- Service user's wife

'As a customer and I am delighted'- Service user's son.

Analysis

We were delighted with some of the lovely comments received from service users and their family. It appears that up to 80% of service users feel that had either 'some' or 'full' control of their service. Sadly, the 10% who stated that they had 'no control,' did not make any indication as to why they felt this.

We strive to ensure our service users feel in control of their package of care and will continue to develop our service with a Person-Centred approach.

Sample of Comments received

'Your staff are respectful of privacy and confidentiality'- Service users daughter.

'Couldn't fault them'- service user's daughter.

Analysis

We were delighted to find that 100% of our service users felt that their privacy and confidentiality is respected.

All Ireland Homecare pride ourselves on respect of our service user's confidentiality. Our staff are fully trained in this respect and we are pleased to see this reflected in this report.

Sample of Comments received

No comments made for this question.

Analysis

We are proud to find that over 90% of our service users feel that their dignity is upheld by our staff. Sadly, 7% of respondents did not answer this question and no indication was made as to why.

Both our management team and care staff are expected to ensure that dignity is upheld at all costs. We want our service users to feel comfortable at all times.

Sample of Comments received

'Very respectful, make conversation etc'- service user's wife

Analysis

As we can see, 3% of respondents did not answer this question with no reasons stated. The remaining responses indicate that our team of staff continue to treat our service users with courtesy and respect.

All Ireland Homecare are very proud of these findings.

Sample of Comments received

'N/A' - Service user

'Not applicable, as are most of the questions'- Service user

'Not necessary'- Service user

Analysis

All three comments received are from the 17% of service users who receive shopping calls only. They don't feel that they can comment on their physical comfort as there is no interaction of this sort.

Thankfully, we can see that all other respondents feel they are generally left comfortable by staff.

Sample of Comments received

'N/A as I only get ironing and shopping'- Service user

Analysis

Sadly, 10% of respondents did not answer this question but only one stated any reason as to why. We are pleased to see that an overwhelming 87% of service users feel that staff work at a manage pace for them, with the other 3% saying 'sometimes'.

We feel that working at a manageable pace for the service user's helps to maintain their dignity and make each individual feel more comfortable.

Sample of Comments received

'Have some insight into the behaviour of brain injury'- service user's wife
'They are very knowledgeable'- service user's son
'more training in being adaptive to the changes in mobility of elderly patient which may vary on daily basis'- service user's daughter

Analysis

As we can see, 80% of respondents feel that staff are provided with adequate training to provide services. 10% of respondents did not answer and unfortunately we have no indication as to why.

We at All Ireland pride ourselves on our extensive training courses. We currently provide all staff with 17 courses before providing any services and these are updated yearly or as required. If we feel that a member of staff needs any further updates or refresher training these are provided on an ad hoc basis also.

All new employees receive a minimum of two shadowing sessions before commencing service also.

Sample of Comments received

'As far as possible'- Service user
' X informs care workers when he can complete a task independently'- Scribed by Assistant care manager on service user's behalf
'This doesn't apply as he can do very little for himself'- service user's wife
'Not necessary'- Service user

Analysis

Sadly 13% of respondents did not answer this question and again with no indication as to why. The 7% of those who said 'not at all' suggest that this is not applicable to them as they are either fully independent or receive basic packages such as cleaning or laundry.

The remaining 80% felt that they were encouraged to do as much as they could for themselves where possible.

Sample of Comments received

'Always include me in the care'- service user

'I couldn't ask for better'- service user

'Yes there are no problems and they do have a key if required'- service user's son

Analysis

We were delighted to find that 97% of all respondents trusted their team of care workers. This is so important in the success of a care package. The remaining 3% did not answer the question.

We as a company are very proud of this result.

Sample of Comments received

No comments made for this question.

Analysis

Sadly again, 10% of respondents did not answer this question with no indication as to why. The remaining 90% felt that their possessions were treated with care. No comments were received but the findings are very encouraging.

We strive to ensure our care staff understand that they must respect the service user's home as much as they individual themselves.

Sample of Comments received

'I'm very happy- usually the three who come to me- Ciara, Clare and Laura'- Service user

'Would like to know who is coming'- Service user's husband

'Not too many that I can't get to know them'- service user's wife

'Different personalities bring different qualities to my care programme'- service user's daughter

'Very happy'- service user

Analysis

Over 60% of service users who responded suggested that they are happy with the level of care workers who tend to them. We have recently undergone a successful recruitment drive that will ensure the continuity levels in all areas.

10% of respondents did not answer this question.

We hope that the small 5% of those who were 'not happy' will improve in the coming weeks.

Sample of Comments received

'You do get used to your usual carer, which is nice'- service user
'Yes they generally keep me informed'- service user's son
'Care workers will say who would be on the next day'- service user's husband

Analysis

As you can see, we received a very mixed response to this question. When commencing a service, we ask service user's if they wish to be informed as to who is coming. Many do not feel that this is important and chose not to be informed.

Over 65% of all respondents suggest that they are informed as to who is coming 'Sometimes' at the very least. Again, 10% did not answer at all.

Sample of Comments received

'Rarely happens that they are late'- service user's wife
'No real problems'- service user's son
'Have been very fortunate that this has never occurred but feel confident that we would be informed if this were to happen'- service user's daughter
'They are very seldom late maybe 10mins but are always apologetic but we understand that other patients might be ill etc'- service user's daughter
'All workers very punctual'- service user

Analysis

Again, a very mixed response was received here. As you can see from the comments above, many felt that staff are rarely late so this is not an issue. We will endeavour to ensure all service user's are informed if care staff are running more than 15mins late.

Sample of Comments received

'Don't have a lot of contact'- service user's daughter
'No problems'- service user's son
'Have had no need to contact'- service user's wife

Analysis

A member of the office team always meet with a service user or their family member when commencing a package. If a package is going well and requires little input from management, service users will have contact a minimum of once every 3 months in the form of a home visit.

Sample of Comments received

'We had a home visit explaining all to do with care provided, carers etc'- service user's daughter

'I would phone'- service user's husband

'I hope this does not arise'- service user's son

Analysis

We are happy to see that almost all respondents would know how to make a complaint if they needed to do so. It is explained clearly in our Client Guide which all service users are provided with once commencing services. They are also with contact numbers for the RQIA and all other relevant bodies if they wish to take a complaint further.

Sample of Comments received

'I again don't want to go down this route'- service user's son

'I have no reason to do so'- service user

'Yes, I would expect my complaint to be taken seriously'- service user's wife

'A complaint with the service (washing) in the past and was dealt with promptly and sorted..'- service user husband

Analysis

We are delighted to see that almost all service users would feel comfortable to make a complaint. We hope that is due the professional relationships we build with them and their families.

Sadly, 7% of respondents would not feel comfortable. This is something we will look at and hopefully resolve any concerns.

The comments received suggest that respondents have no grounds to make a complaint but we can also see that a past complaint was dealt with promptly.

Sample of Comments received

'Thank you so much. We are all delighted to have this wonderful service'- service user's daughter

'They are the best care company we have had'- service user's son

'Having been with a different care provider for the past four years we were concerned about the move to a new company. All worries were erased as the kind care and attention shown to mum has been first class. I would like to thank everyone for making this a very easy transition. A very professional company'- service user's daughter

'Staff are lovely and have made a considerable difference to my dad's life. If it wasn't for the team I would doubt he could live on his own'- service user's daughter

'We are very happy with all the carers and my elderly father has taken to them extremely well. They are very patient and understanding with him'- service user's daughter

Analysis

All Ireland homecare are thrilled with the kind comments made by respondents of this survey. A huge 94% of service user's and their families are Happy or Very Happy with the service provided.

Although we strive for perfection, we are under no illusion that improvement can always be made so we respect the 6% of respondents who stated honestly that they are either Satisfied or Unhappy. We will work closely with these service users to try and resolve any issues they may have.

Staff Annual Survey

In May 2017 we handed out surveys to all 26 active care staff with stamp addressed envelopes for returning. Staff also had the option of remaining anonymous but again none of which chose to do so.

We received 11 replies- a response rate of just over 42%. Overall, staff appear to be 'happy' with their employment.

Some staff members did not answer every question on the survey and this has been indicated on the analysis.

The full findings of our Staff Annual Survey 2016/17 now follow;

Sample of Comments received

'Anytime I phone they have been very supportive'

'Everyone has off days or busy periods. However, office staff are generally helpful and pleasant'

Analysis

Our management team strive to build strong, working relationships with all of our staff. We hope that they are confident in approaching us for any issues or concerns.

As can be seen above, 100% of respondents generally find the team approachable and supportive. We are delighted with this result.

Sample of Comments received

'Would be very surprised if they didn't'

Analysis

All Ireland Homecare maintain the highest levels of confidentiality, in line with the most up to date data protection and RQIA standards. We deal with all staff issues confidentially and their information is stored accordingly.

Thankfully we can see that this is reflected by the staff responses. Sadly, 9% did not respond to this question with no indication as to why.

Sample of Comments received

'Could benefit from bank staff for holidays and sickness'

Analysis

In the few months prior to this survey being distributed, we had faced some tough weeks with staffing levels due to absence and recruitment. We feel this has impacted the responses of this survey question.

Over 45% of respondents feel that we are adequately staffed. Hopefully the 18% of respondents will now have seen a great improvement with increased recruitment and lower absenteeism.

Sample of Comments received

No comments made for this question.

Sample of Comments received

No comments made for this question.

Analysis

As we can see, 100% of respondents generally feel that the on call service responds efficiently and in a timely manner.

The on call service is held by our senior care assistants and we are glad to see that their colleagues feel supported by them.

Sample of Comments received

No comments made for this question.

Analysis

All respondents know how to raise a complaint with the agency. This is explained to them at induction stage and is contained in the induction manual which they receive a copy of.

Sample of Comments received

No comments made for this question.

Analysis

Again, 100% of respondents generally felt comfortable enough to raise a complaint.

As explained, we as an office team strive to build strong relationships with all staff members in the hope that they can come to us with anything. We are delighted that this appears to be the case.

Sample of Comments received

'Yes because you will generally learn more out on the job'

'I would like updates on moving and handling etc throughout the year instead of just yearly'

'...The real training is 'on the job' with other colleagues'

Analysis

At All Ireland Homecare, training is one of the most important elements of staff development. We are happy to see that almost all respondents feel that they are adequately trained. We are unsure as to why 9% did not respond to this question.

Sample of Comments received

'I am only learning myself but sometimes I am not sure but the people I am with have helped me a lot and I hope that I am improving'

'Not everyone's perfect. I feel training for senior is adequate and any issues that I have or queries the office are helpful'

'Confident enough however it is a learning experience'

Analysis

All Ireland Homecare want our staff to feel competent and confident in their ability to provide a service. We offer refresher training to all staff if they feel they need an update prior to their scheduled yearly refresher.

We are pleased to see that some of the more inexperienced staff feel that they are continuing to learn a lot on the job. We can also see from the comments that they feel happy to ask the office if unsure about something.

Sample of Comments received

'Is a person who raises concerns about wrong doing in the workplace'

'Reporting to management bad practices'

'Raising a concern about a service user or staff member wrong doing, or family/friends wrong doing towards service user'

Analysis

Due to the nature of the job role, it is very important that all staff understand their role in raising as whistleblowing allegation. We are pleased to see that almost all know what this term means. The remaining 9% did not answer the question with no indication as to why.

Sample of Comments received

'I would report it to the office'

'Report to the office or the senior on call'

'Listen and report on to office management'

Analysis

Again, 9% of staff did not answer this question with no indication as to why. The remaining 91% said that they would know what to do if they suspected abuse. The comments received suggest that this is the case and show the knowledge they have.

Sample of Comments received

No comments made for this question.

Analysis

At All Ireland Homecare we would hope that our staff feel comfortable enough 'blow the whistle' as we know it is quite daunting. Over 80% of all respondents would generally feel comfortable to do so. A further 9% would only feel comfortable sometimes and the remaining 9% did not answer.

Sample of Comments received

Analysis

We received a mixed bag of responses to this question. Over 60% of respondents are at least 'happy' with their employment.

We hope the 27% who said that it 'could be better' will have seen an improvement recently due to the increased recruitment and pay rise. We have definitely witnessed raised moral within the team of late.

Sample of Comments received

'Sometimes the clients would comment on the number of different staff coming into them...'

'Service users would like more consistency'

Analysis

Over 80% of respondents feel that services are happy, with 9% stating that it 'could be better'. From the comments received, it appears that the issues are all surrounding continuity. Again, with the increased recruitment service users should have seen an improvement in the continuity of their care.

Sadly, the remaining 9% did not answer the question with no indication as to why.

Trust Representative Annual Survey

In June 2017, we emailed a Trust Representative Annual Survey to 10 care commissioners, a mixture of representatives from the Belfast Trust and South Eastern Trust. Sadly, none of these individuals responded to our request.

We personally feel that we have built a strong, professional rapport with social workers, Care Managers, OT etc from both active trusts currently commissioning packages of care through All Ireland Homecare.

Overall findings

We at All Ireland Homecare are delighted with the findings from our first annual survey. We can see that both our service users and employees are generally happy. In our first year, we have grown in both the Belfast and South Eastern Trusts, developing strong working relationships with health care professionals, service users and their representatives.

The comments received from our service users and their representatives are highly complementary of the care team and our overall service. Service users are at the heart of our organisation and we are delighted that they feel comfortable, respected and well looked after.

As our team of staff grow, we hope that we can maintain an approachable, relaxed relationship with them all.

Overall, we as a company are extremely happy with the response and hope we can continue to develop and grow.

Actions required

- Maintain regular contact with service users and ensure they are clear as to how to make a complaint if an issue were to arise
- Keep service users informed of any lateness
- Improve continuity across all areas
- Try to increase staff confidence in their ability through feedback and supervision