

**REPORT TO:** Health Policy & Performance Board

**DATE:** 26<sup>th</sup> November 2019

**REPORTING OFFICER:** Strategic Director, People

**PORTFOLIO:** Children, Education and Social Care

**SUBJECT:** Healthwatch Halton – Domiciliary Care Services in Halton

**WARD(S):** Borough-wide

**1.0 PURPOSE OF THE REPORT**

1.1 To present the Board with the outcomes from Healthwatch Halton’s recent survey on Domiciliary Care Services in Halton.

**2.0 RECOMMENDATION: That the Board:**

i) **Note the contents of this report and associated Healthwatch report (see attached).**

**3.0 SUPPORTING INFORMATION**

3.1 In 2016, Healthwatch Halton undertook a project to gather the views of people using Home Care Services (Domiciliary Care) in Halton. Over 140 people took part and gave their experiences of Home Care Services in Halton. The report concluded that the vast majority of service users were satisfied with their care but there were some issues that needed to be addressed and as such the report made a number of recommendations.

3.2 At the time this report was published Halton Borough Council (HBC) announced a review of provision of Domiciliary Care services across the Borough and following the review recommissioned home care services with the contract being awarded to one main provider.

3.3 Subsequently HBC were interested in how the new provider was performing against issues the previous report had raised and as such Healthwatch Halton undertook an evaluation of the new service provision.

3.4 The report presented to you is the outcome of this evaluation. The evaluation addressed a number of areas including service user involvement in decision making, communication and satisfaction with the care being received.

3.5 The report outlines a snapshot of the thoughts and views of people receiving home care services and highlights areas for consideration. Results highlight that there is a great deal of good care taking place across Halton and most people had positive

things to say about their care but there are areas that need improvements; see page 29/30 of the report for a list of the recommendations and observations.

#### **4.0 POLICY IMPLICATIONS**

4.1 None associated with this report.

#### **5.0 OTHER/FINANCIAL IMPLICATIONS**

5.1 None associated with this report.

#### **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### **6.1 Children & Young People in Halton**

None identified.

##### **6.2 Employment, Learning & Skills in Halton**

None identified.

##### **6.3 A Healthy Halton**

This report is associated with this priority.

##### **6.4 A Safer Halton**

None identified.

##### **6.5 Halton's Urban Renewal**

None identified.

#### **7.0 RISK ANALYSIS**

7.1 None associated with this report.

#### **8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 None associated with this report.

#### **9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

9.1 None under the meaning of the Act.