

# WEST COAST HOME CARE

## CONSUMER SURVEY REPORT

MARCH 2010

### **BACKGROUND AND PROCESS**

*In March 2010, 40 clients randomly selected were telephoned by WCHC Care Managers to invite them to consider participating in a consumer survey around services they received through WCHC.*

*Clients were advised that the survey was voluntary.*

*Clients who indicated a willingness to participate were advised that they would be contacted within a week and given the name of the person who would be contacting them.*

*In total 40 clients responded to the survey, including five clients attending 'Memory Lane'.*

*Clients surveyed were from Pt Lincoln and rural areas and were aged from 66 – 98 years.*

**Survey Facilitator: Marie Pope**

**QUESTION 1**            How long have you been receiving services from WCHC?

Less than a year	4
1 year	2
2 years	9
3 years	6
More than 3 years	19

**NOTE:** The majority of clients surveyed had been receiving services for more than three years and it was beneficial to speak to a percentage who had been with WCHC for a year or less.

**QUESTION 2:**            How did you hear about WCHC Services?

Friends and Relatives	10
Media	3
GP	9
Other Agencies	9
Other	5
Don't recall	4

**NOTE:** As a result of the survey I was able to ascertain that WCHC services have been well promoted within the community. Friends and relatives and other agencies within the community provide the most referrals. Rural area GP's and staff members appear to be well informed of services and refer clients to WCHC.

**QUESTION 3:** On the initial contact did you receive clear information about the services provided by the WCHC?

Yes 40  
Not sure

**NOTE:** There was a clear indication that at the initial contact clients received clear information from Care Managers around the provision of services at the initial interview. Several mentioned receiving information folders and pamphlets.

NB: Client Information Folders contain information around services offered by WCHC and contact details of staff as well as:

- Mission Statement
- Types of Services
- Consumer Rights and Responsibilities
- Responsibility of Clients
- What to do if you have a complaint
- Privacy Policy

**QUESTION 4:** How long did you have to wait between your initial contact and a follow up visit or call?

1-3 days	5
4-7 days	11
>1<2 weeks	12
>2<3 weeks	1
Other	11

**NOTE:** Several clients had difficulty identifying the time period, however, the comment, *'I don't recall, but it was very quick,'* was a frequent response. 11 Clients were unable to identify a timeframe.

**QUESTION 5:** How long did you have to wait between the visit and the services being put into place?

1-3 days	5
4-7 days	10
>1<2 weeks	12
>2<3 weeks	1
Other	11

**NOTE:** Clients surveyed were very happy with the timeframe. Families were able to organize services to commence following discharge from hospital.

**QUESTION 6:** Were you happy with the time you had to wait?

Yes	40
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**NOTE:** All clients surveyed indicated that they were happy with the time they had to wait.

**QUESTION 7:** Are you satisfied with the services received?

Yes	39
Some	1

**NOTE:** Positive responses were given to this question. Clients indicated that on occasion they had changes in contractors for various reasons, eg change of employment or moving from the area, but generally clients were happy with any changes. Comments around contractors included:

- They are 'like family' and are honest and caring
- It is important to me to have a contractor that is compatible with my middle aged son who has an intellectual disability and WCHC have been sensitive to my needs and WCHC have done this.
- My contractor is 'a little gem'
- We don't know what we would do without assistance from our contractor – it allows us to maintain our independence and stay in our home
- She is so honest and would do anything for me
- She goes above and beyond what is expected of her

**QUESTION 8:** Have your circumstances changed since you first received services from WCHC? If so, did WCHC change your services to meet your needs?

**NOTE:** Clients indicated that they appreciated having regular contact with Care Managers, especially home visits. During this time clients felt that they felt comfortable discussing their needs and that Care Managers were sensitive to their needs and would increase services as required. The survey demonstrated that clients have good relationships with Care Managers and that they felt they would be confident asking for extra assistance if the need arose.

**QUESTION 9:** List the 3 most important services that you receive to maintain you at home.

<i>Service</i>	<i>Most Important</i>	<i>2<sup>nd</sup> Most Important</i>	<i>3<sup>rd</sup> Most Important</i>
Domestic Assistance	30	1	
Personal Care	4	4	
Gardening	1	2	
Shopping		5	2
Security		1	1
Respite Care	1		
Meals	1	1	1
Home Maintenance	1	2	
Laundry			
Transport		1	2

**NOTE:** Domestic assistance is the service most required and most valued by clients. Clients accessed a range of services that enabled them to maintain their independence. One client volunteered that having her stockings put on each morning enabled her to attend to her daily needs independently.

**QUESTION 10:** Are you happy with your contractors?

Totally	38
Partially	2

**NOTE:** The majority of clients were very happy with their contractors. Several clients mentioned that they appreciated their contractors being locals who 'know them in the street'. Clients indicated that their contractors are an integral part of the fabric of their lives and they appreciate their contribution very much as it impacts on their ability to maintain independence in their lives.

Several clients indicated that the contractors were flexible and able to change their times to accommodate any appointments they had.

The survey demonstrated that on occasion, some clients initially experienced some difficulty in 'acceptance' that they needed assistance to maintain their independence and quality of life, but now embraced having a contractor come into their home.

One client indicated that her contractor was leaving shortly and she would be sorry to lose her but she felt sure that WCHC would find another contractor she would be happy with.

**QUESTION 11:** Are they reliable?

Totally	40
Sometimes	

**QUESTION 12:** If you had a complaint, would you talk to someone about it?

Definitely 39

Maybe 1

**QUESTION 13:** Would you have some reservations about making a complaint?

Yes 4

No 36

**QUESTION 14:** Who would you make a complaint to?

WCHC 38

Contractor 2

Friend/Relative

**NOTE:** Clients generally indicated that they couldn't imagine having to make a complaint but if the occasion were to arise they would communicate with the Coordinator. Two clients indicated that if they had a concern they would discuss it with the contractor.

**QUESTION 15:** What does WCHC do well?

**NOTE:** Clients made very positive comments around the services provided by WCHC. They appreciated having a locally based service and felt that as a result WCHC had a sound understanding of the needs of local clients and were able to personalize their needs.

**QUESTION 16:** What could they do better?

**NOTE:** The majority of clients indicated that they thought the service WCHC provided was wonderful and that they couldn't do anything better. Three clients thought that they would like to have a 'spring-clean' done occasionally and that they would like to access more gardening assistance.

**QUESTION 17:** Are you a carer?

5

**QUESTION 18:** Do you feel your needs are supported through WCHC?

**NOTE:** Five clients surveyed, identified as carers, felt that WCHC supported their needs.

## **SUMMARY**

Through the survey it is apparent that WCHC have promoted their services well throughout the area.

Clients surveyed ranged in age from 67 to 98 years and resided in Pt Lincoln and rural areas.

Clients responded positively to the survey and many referred to the fact that they had been contacted by Care Managers and were expecting my call.

Many clients commented on the professional, caring, sensitive attitude of WCHC Care Managers and staff members and found them to be approachable and that they communicated well. Clients appreciated the regular contact especially the home visits and were confident that they were able to discuss their needs and the possibility of increasing services should the need arise.

One younger client stated that she didn't think she would ever need any assistance but due to ill health the necessity arose for her to access services. The client indicated that when the WCHC Coordinator came to visit, she was sensitive, understanding and very non judgmental, and this was very much appreciated by the client.

Clients generally felt that their contractors were reliable and that they carried out their tasks willingly and in a caring manner. Clients appreciated the flexibility of contractors who accommodated clients should appointments arise.

A minority of clients had experienced some concerns with contractors in the past but following discussions with Care Managers the contractor had been changed.

One client expressed a concern around her contractor and felt that, 'although she is friendly and willing enough', in her opinion more training may be needed to equip the contractor to be able to perform cleaning tasks in a more satisfactory manner.

One client identified that her contractor didn't attend to tasks that were high eg dusting light fittings or dusting on top of high shelves. The client didn't have a clear understanding of OH&S requirements.

Clients genuinely valued the services of WCHC and appreciated the fact that in many cases it enabled the client to maintain their independent lifestyle and quality of life.

WCHC and the services they provide are highly regarded amongst clients.

## **MEMORY LANE**

As a part of the survey, I was able to have a discussion with five clients attending Memory Lane Café held at WCHC.

The group consisted of:

3 gentlemen caring for their partners diagnosed with Dementia

1 gentleman whose partner had been permanently placed in residential care.

1 lady whose late husband had a diagnosis of Dementia.

These clients had been attending the group for a period of up to two years and had initially heard of the Memory Lane Café through friends/relatives, other agencies and a GP.

Initially, when they attended the group they were given clear information around WCHC, and were provided with pamphlets and brochures to read.

Clients all indicated that they found attending the group of great benefit as they felt well supported in a safe and caring environment with others caring for loved ones diagnosed with Dementia.

Clients felt that they were able to share day to day concerns around their caring role and that they would be treated with respect, sensitivity and in confidence. The gentlemen all found that they appreciated being in a mixed group setting and that they appreciated having a female perceptive.

The provision of information through videos, handouts and a range of Guest Speakers including Care Managers from other Agencies assisted the clients in gaining a broader understanding of Dementia.