



**BETTER CARE HIGHER STANDARDS**

**ANNUAL USERS AND CARERS REPORT**

**2002-2003**



DRAFT



October 2003

# Better Care Higher Standards

## Annual Users & Carers Experience Report – 2002-2003

### Executive Summary

- I. This is the third joint Annual Better Care Higher Standards (BCHS) report, for people with long term care needs.
- II. It again reaffirms the commitment to Better Care Higher Standards by Strategic Housing, Social Care and local Health bodies.
- III. It reports user and carer experiences across around 32 key areas of service delivery covering the three sectors of service provision.
- IV. To capture data for social care service users, 241 questionnaires were sent out in February 2003 and 124 were returned - a 51% response rate - (252 & 162 (64%) in 2001-2)
- V. Housing, the Acute Trust and the PCT have individual systems to collect and report performance data.
- VI. This year's data has been compared with data from 2001-2 wherever comparative data exists. Within Social Care there is comparative data for seventeen Standards. All show improved performance, with some quite significantly improved; e.g. provision of information shows a doubling of measured performance year on year. This local performance data needs to be read in conjunction with nationally reported performance using central Department of Health data, and demonstrates that data drawn from different samples can give rise to varying results for identical performance areas.
- VII. Housing performance against its numerical standard for decisions on Disabled Facilities Grants shows it has maintained performance at 100% within the target time of 4 months.
- VIII. Performance in acute health trusts has been sustained at the high level reported last year. Positive experience was reported against all standards by between 78 and 95% of patients (72-100% 2001-2).
- IX. The PCT are currently establishing an annual patient survey that will come into effect next year. The survey will include the collection of data for BCHS purposes. Therefore for this year only no data is being report for the PCT against their BCHS targets.

### User and Carer Experience Monitoring

In past years the DoH's Personal Social Service User Annual Survey was used to collect social care Better Care Higher Standards performance data. This year it changed its focus to elderly home care. To collect the Better Care data a separate survey is now conducted. The other partners to the Better Care Charter (the PCT, Acute Trust and Housing) use their own method to measure their performance annually. This report therefore, as in previous years, presents individual sets of data where provided from the respective partners. The headline results are covered in the following sections, with the full results set out where appropriate in annexes.

# 1 Social Care User Survey

## Headline Results

- i. 241 questionnaires were sent out in February 2003 and 124 were returned - a 51% response rate - (252 & 162 (64%) in 2001-2). The sample consisted of all new adult clients who received an initial assessment and subsequent service between October and December 2002.
- ii. There were seventeen performance questions and two additional information questions contained in the questionnaire. Headline results are now reported briefly here. The full results are contained in Annex 1. We follow the DoH methodology of discounting 'blank' and 'not applicable' responses in calculating performance figures.
- iii. 111 of 122 (91%) respondents considered that they received help from social services quickly after a decision was made (74% 2001-2)
- iv. 108 of 119 (91%) respondents thought that the help they received from social services was excellent or good (73% 2001-2) with another 5 people thinking the help they received was fair (total thus 95% excellent to fair for 2002-3; 87% 2001-2)
- v. 72 of 123 people were given all, and another 44 given some of the help or services they thought they needed. This amounts to 116 of 123 in total (94%) (88% in 2000-1)
- vi. 52 of 69 (75%) people needing equipment for daily living received necessary equipment within three weeks (63% 2001-2)
- vii. Last year we identified particular concern over three results. These were copy of care plan (29%), initial reviews (43%), and provision of complaints information (18%). We have improved performance in all these areas, which now stand at 32%, 46% and 40% respectively. This is only an interim position, since we are working to improve performance yet further, especially in the provision of care plans, over the remainder of 2003-4.
- viii. In summary, an improvement in performance for every social care standard is a significant achievement for staff. The performance for some standards has now reached a very high level and the task will be to sustain performance over the coming year. However the Directorate is not complacent and there is room for improvement in a number of standards. Moreover and data collected through different mechanisms for national performance tables can give different pictures of performance. Therefore it is possible to read different assessment of performance in Herefordshire from different sources of data. However there is targeted work currently being directed towards a number of key Performance Indicators over the rest of the year, aimed at improving performance in next year's national annual PI report .

## 2 Housing User Survey

This is the third year that data has been collected and reported on the key Housing Charter Standard for the time lapse between the receipt of a full application for a Disabled Facilities Grant and its approval. The Office of the Deputy Prime Minister rules allows a maximum of six months to provide a written decision. Herefordshire works to a local standard of 4 months.

Between May 2002 and April 2003 100% full applications received were processed within 4 months (100% 2001-2) . Actual times taken were in fact 100% completed with 3 weeks (with an approximate average per written application of 2.1 weeks) Actual performance for the year averaged a highly commendable 1.8 weeks and reflects the very high standard of service provided in Herefordshire.

A target of seven days for visits to discuss community alarms was included in the 2001-2 Charter. However as reported last year, the target worked to is actually 10 days, to reflect and utilise existing data systems. Using the information available for this standard (i.e. 10 days) it shows that the standard was met in 83% of cases (60% 2001-2). This represents a significant improvement in performance year on year.

### **3 Acute Health Care – leaving hospital**

The Patient Advice and Liaison Officer questioned 20 patients in total: 10 patients from a cross section of wards, including both elective and emergency admissions, about their experience against the Charter Standards applying to leaving hospital. A further 10 patients completed questionnaires whilst in the discharge lounge waiting to go home. The patients were randomly chosen and included 'simple' discharges and more complex discharges when the Discharge Liaison Team had also been involved. In summary, the performance ranged from 95% to 78%, which represents good to excellent performance. (The full results can be found at Annex 2).

## **Action Plans**

### **Social Care**

The new Charter, issued earlier this year, has been updated where necessary to reflect changed local and national priorities across Health, Housing and Social Care. The Charter is designed to run for a period of 3 years, thus avoiding the need for a new charter to be developed every year. Many of the standards in the previous charter have remained in tact, and thus provide comparative data to enable performance monitoring. However it is recognised that Government will be introducing new target Performance Indicators over the coming years (e.g. times for assessments as well as provision of equipment and care packages). Thus whilst the Charter itself will not be extensively rewritten each year, individual standards will change, or the Charter Standards will have to be added to.

### **Housing**

The transfer of the Council's housing stock was completed in 2002. The nature of the Charter's standards relating to housing have thus changed, with the Strategic Housing Authority setting standards that are mainly delivered by housing providers.

### **Acute Health Care**

The Standards to which Hereford Hospitals Trust will be working to in the new Charter are continued from 2001-2. A new Patient Advice and Liaison service officer is now in post. The undertaking of the annual collection of Better Care performance data is now established as part of that officer's work.

## **Principles of Standards Setting**

The Principles have been continued from previous years, thus the following final section is mainly reproduced from last year's report.

The Principles that follow were first established three years ago, but continue to be the principles used in deciding appropriate Charter standards. In practice, we are moving to a position where the standards become 'settled' and do not change year to year. There is however some fine-tuning still to do, but we anticipate that many of the 2003-5 standards will be

carried over from year to year. Inevitably, the standards will never become absolutely fixed, since new policy requirements will bring new issues that we will wish to monitor. The Principles for standard setting are:-

- The Standards should focus on the issues that are most important for the user and carer, as recommended by the Better Care steering group in previous years. However new Standards required by central Government will require occasional amendments or additions.
- Where possible they should be measurable using routinely collected data, through existing information systems.
- Where data is not routinely collected, standards should be sampled through annual surveys to measure user and carer experiences. Surveys of users and carer views will exploit existing survey vehicles whenever possible, such as the PSS User survey, PALS survey work and patient surveys.
- Where possible, standards will be based on existing working processes and protocols, to facilitate training and ensure Charter standards are integrated into key working practices.

These Principles ensure that they have real value for users and carers, as well as helping successful implementation by front line staff. Using these principles will also ensure that the authorities can monitor their performance effectively.

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**PSS USER SURVEY 2002-3 RESULTS**

**Annex 1**

(Sent = 241; Returned = 124)

***Compulsory Questions***

	Yes	No	Not applicable	Don't know	(blank)	Grand Total	2002/3	2001/2 %
1) Did Social Services staff take note of any important matters relating to your race, culture or religion?	23	30	59	8		120	37.70%	31.50%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
2) Did you get the help quickly after a decision was made to provide services?	111	8	3			122	90.98%	74.00%

***Finding out about Social Services and other local services***

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
3) Before you started getting services, did you see, or have any information (e.g.. A leaflet or poster) about the sorts of services that social services could provide?	53	62	5			120	44.17%	24.20%

	Yes	No	Not applicable	Don't know	(blank)	Grand Total	2002/03 %	2001/2 %
4) Did we provide information on how to get in touch with organisations in your area that give independent advice or advocacy services?	63	42		15		120	52.50%	46.60%

	Yes	No	Not applicable	Don't know	(blank)	Grand Total	2002/03 %	2001/2 %
5) If requested did we provide information or advice on how to contact other services or organisations?	68	20	21	9		118	70.10%	54.80%

**Assessing your needs**

	Yes, all	Yes, some	None	Don't know	Not Applicable	(blank)	Grand Total	2002/03 %	2001/2 %
6) Were you given the help or services that you thought you needed?	72	44	6	1			123	94.31%	88.00%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
7) Did we ask for your written consent during your assessment to share some of the information you provided?	34	49	31			114	29.82%	16%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
8) Did we give you a typed copy, or other version, of your assessment?	46	56	12			114	40.35%	31.30%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
9) Did we provide you with a clear statement of what you were expected to pay once your financial position was known?	57	37	17			111	51.35%	45.20%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
10) After you agreed and signed your care plan did we give you a copy?	35	51	22			108	32.41%	29.30%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
11) Since receiving help, have you been asked how things are working out or whether you would like anything changed?	52	54	6			112	46.43%	43.20%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
12) If applicable to your situation did we tell you about provisions of services through Direct Payments?	30	23	17	45		115	42.86%	26.20%



**Equipment and Services**

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
13) Did we provide all items of equipment for daily living agreed as necessary, within three weeks of your assessment being completed?	52	8	9	49		118	75.36%	62.80%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
14) If you live, or are going to live, in a care home have we ensured your care plan identifies any extra services that you or your family have to pay for?	3	6	3	106		118	25.00%	9.10%

**Complaints**

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/2 %
15) Were you told how to complain about the services if you wanted to?	35	47	5	30		117	40.23%	18.20%

	Yes	No	Don't know	Not applicable	(blank)	Grand Total	2002/03 %	2001/02 %
16) If you have made a complaint, did it get dealt with to your satisfaction?	7	8	2	88		105	41.18%	36.40%

**Summary**

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Very poor</b>	<b>Grand Total</b>	<b>2002/03 %</b>	<b>2001/2 %</b>
<b>17) Overall, what do you think of the help you received from Social Services?</b>	61	47	5	1	5	119	<b>90.76% ex&amp;good 94.96% ex/gd/fair</b>	73.3% ex&good 87.3% ex/gd/fair

**Ethnicity**

	<b>White</b>	<b>Mixed</b>	<b>Asian or Asian British</b>	<b>Black or Black British</b>	<b>Chinese</b>	<b>Any other ethnic group</b>	<b>Grand Total</b>
<b>To which of these groups do you consider you belong?</b>	116						<b>116</b>

100.00%

**Filling in the form**

	<b>No</b>	<b>My Social Worker</b>	<b>A relative</b>	<b>A neighbour</b>	<b>A friend</b>	<b>Other</b>	<b>Grand Total</b>
<b>Was this form completed on your behalf? If yes, who completed your form?</b>	44	4	26	0	3	6	<b>83</b>
	53.01%	4.82%	31.33%	0.00%	3.61%	7.23%	92.77%

NOTE: N/As & Blanks not used to calculate percentages

**Hereford Hospitals Trust Better Care Higher Standards Survey Results**

Number Surveyed - 20

Question	WARD										Total	
	L1	T1	Le1	Le2	M1	L2	M2	T2	F1	W1		
Involvement in decisions	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	10
Medicines Explained	✓□	✓□	✓□	✓□	✓□	NO	✓□	✓□	✓□	✓□	✓□	9
Care after hospital discussed	✓□	✓□	✓□	✓□	✓□	✓□	NO	✓□	✓□	✓□	✓□	9
Discussed home situation	✓□	✓□	✓□	✓□	NO	✓□	✓□	✓□	✓□	✓□	✓□	9
Equipment arranged	✓□	✓□	N/A	✓□	N/A	✓□	✓□	✓□	N/A	✓□	✓□	7
Referral to Social Worker	✓□	✓□	N/A	✓□	N/A	✓□	N/A	✓□	N/A	✓□	✓□	6

Question	DISCHARGE LOUNGE										Total	
	DL1	DL2	DL3	DL4	DL5	DL6	DL7	DL8	DL9	DL10		
Involvement in decisions	✓□	✓□	✓□	✓□	✓□	✓□	✓□	N/A	✓□	✓□	✓□	9
Medicines Explained	✓□	✓□	✓□	✓□	✓□	✓□	✓□	N/A	✓□	N/A	✓□	8
Care after hospital discussed	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	10
Discussed home situation	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	✓□	10
Equipment arranged	N/A	✓□	✓□	✓□	NO	✓□	✓□	N/A	✓□	NO	✓□	6
Referral to Social Worker	N/A	NO	✓□	✓□	NO	✓□	✓□	N/A	✓□	NO	✓□	5

**Summary Totals**

Question	Wards	Discharge Lounge	No. Surveyed	Total	% positive
Involvement in decisions	10	10	20	19	95
Medicines Explained	9	8	19	18	94.7
Care after hospital discussed	9	10	20	19	95.0
Discussed home situation	9	10	20	19	95.0
Equipment arranged *	7	6	15	13	86.7
Referral to Social Worker *	6	5	14	11	78.0

\* Where applicable