

**VOLUNTEERS  
&  
METHODOLOGY**

## **WE NEED YOU!**

### **VOLUNTARY HOMECARE LAY INSPECTORS NEEDED**

Could you help us to carry out inspections of domiciliary personal care services in Lewisham and Southwark?

#### **WHY IS THIS IMPORTANT?**

Domiciliary care is carried out in a person's home. Very few people who receive it get a visit to find out what they think about the service they receive

We think more people should be asked. This will help to ensure that people get the service they need and want.

#### **What's in it for me?**

- Knowing that you are making a difference
- Helping to ensure that people receive an effective and responsive service that is safe and caring

#### **What help and support will I get?**

We will provide you with training in:-

- How to carry out the inspection visit
- Engaging with service users, communication & observation skills
- Safeguarding, professional boundaries, confidentiality & lone working

#### **We will also offer you**

- Support & assistance in writing up reports
- Out of pocket expenses
- A forum where lay inspectors meet to share experiences & ideas

#### **What commitment do I have to give?**

- Attending 4 or 5 half day training sessions
- 2 or 3 days a month for 6 months

#### **What skills & experience do I have to have?**

You don't have to have any. We will give you all the information & training you'll need. If you have some work experience of health & social care, that would be a bonus. You may have a family member, friend or neighbour who gets domiciliary care. We will welcome everybody who would like to help us with this project.

If you are interested, please contact Joan, Home Care Quality Check Co-ordinator on 020 7358 4076 or via email on [Joan.Thomas@ageuklands.org.uk](mailto:Joan.Thomas@ageuklands.org.uk) or [homecarequalitycheck@ageuklands.org.uk](mailto:homecarequalitycheck@ageuklands.org.uk)

## **Volunteers and methodology**

Volunteers were recruited through contact with relevant local organisations, via mail outs, emails, phone calls and visits. An A4 version of the leaflet above was sent out.

The total number of Volunteer Lay Inspectors varied at different times, with a core group of 4 or 5. The maximum amount of Volunteers the project had at one time was 10. Volunteers had different amounts of available time and also had different motivations for volunteering. Some had time on their hands between jobs, some wanted to “do something meaningful” and some wanted some work like experience.

Volunteer Lay Inspectors had different amounts of available time and also had different motivations for volunteering. Some had time on their hands between jobs, some wanted to “do something meaningful” and some wanted some work like experience. Some said they had felt so empowered and motivated from their time in the Homecare Quality Check Project and especially by the training they received that it increased their confidence in finding paid work; a plus for those Volunteers but not so for the project.

Before carrying out inspections, Volunteer Lay Inspectors were required to attend a full training programme to ensure they were equipped with the necessary knowledge, skills and practice to carry out their role.

Training took place at Volunteer Lay Inspectors forums which took place on a monthly basis. Such a comprehensive training programme was necessary to enable Volunteer Lay Inspectors to carry out inspections on their own.

The role of Volunteer Lay Inspectors was to interview service users to identify issues and trends and not to deal with their problems. The project was given contact details from the Council for the service, Riverside to deal with such problems. However, Riverside lost its contract in April 2015 which meant that no specific department was able to deal with individual problems.

Where appropriate, referrals were made directly to Age UK’s own SAIL service for SAIL navigators to follow up with Social Workers and/or service providers there were times when the Co-ordinator was directly involved in liaison with Social Services which took up far too much of her very limited time.

## **Training**

As well as the half day Volunteer Induction course that all Age UK's volunteers have to attend, Volunteer Lay Inspectors also had to attend the following training.

### **Assessments, support planning & reviews**

- Assessments – what are they and what should be covered
- Planning – putting needs into action, the care & support plan and the schedule of tasks
- Review – to see how well things have gone, whether needs have increased or decreased and whether anything needs changing
- Who should be involved in all the stages

### **Safeguarding from abuse, confidentiality and professional boundaries**

- Definitions of abuse
- Types / indicators of abuse
- Recognising abuse
- Why people become abusers
- Why people might not report abuse
- Mental capacity
- Confidentiality
- Responding to incidents or allegations of abuse
- Useful contacts
- Professional boundaries
- Whistleblowing

### **Developing communication skills in carrying out lay inspections**

- Quality assurance issues - how inspections of care are carried out by the Care Quality Commission and the role of the Council
- Effective communication, including the importance of non verbal communication and your own active listening skills
- The barriers to effective communication in the elderly and how to try to overcome them
- The importance of open ended questioning with skills practice in pairs
- Using the report template used to record your findings

## **Dementia awareness**

- What is dementia
- The different types of dementia
- Incidence of dementia
- Risk factors
- Diagnosis and treatments
- Pseudo dementias
- Effects of dementia
- Dealing with dementia

## **Person centred care**

- The personalisation agenda
- What is personalised care
- The effects of personalised care and the effects of non personalised care
- Some simple tools in person centred care eg, 1 page profiles, circles of support, what works & what doesn't, good day & bad day, important to & important for.

All training sessions were designed and delivered in house by the Co-ordinator who has a long and extensive background in social care training.

Before carrying out inspections on their own, all volunteers would have to accompany the Co-ordinator on an inspection visit as a shadowing exercise. It was only when Volunteers felt comfortable and confident enough to carry out an inspection visit on their own that they did so.

## **What we looked at in the Homecare Quality Check visits**

Findings from inspection visits were recorded on a template based on the headings of the new CQC inspection model. This was to ensure as much consistency as possible in our methodology and to more easily identify any trends or issues.

An aide memoire was included in the template to remind Volunteer Lay Inspectors of the areas they should try to cover in the visit. Information was not necessarily recovered under each area.

Volunteer Lay Inspectors could complete the report by hand or electronically.

The 5 key areas we looked at were

1. Are they safe?
2. Are they effective?
3. Are they caring?
4. Are they responsive to people's needs
5. Are they well-led?

### **1. How safe do you feel?**

Under this heading, we looked at

- Safety & suitability of living environment
- Safety of equipment / assistive technology
- Safeguarding issues
- Appropriate risk taking

### **2. Is the service effective?**

Under this heading, we looked at

- Assessment, care & support planning, schedule of tasks
- Change of care worker, change in time, other time issues
- Nutrition, hydration & medication
- What's not covered in the care package
- Person centred care

### **3. Is the service caring?**

Under this heading we looked at

- Allocated times and rushing, other time issues
- Kindness, courtesy, dignity, respect & compassion
- Social interaction

#### **4. Is the service responsive**

Under this heading, we looked at

- Reviews
- Service user role in reviews
- Multi – agency working / sharing of information
- Person centred care

#### **5. Is the service well led**

Under this heading, we looked at

- Complaints
- Customer satisfaction consultation
- Trained & competent staff
- How well led and managed is the care agency

## Homecare Quality Check Report Template

Name of client.....

Address.....

Tel no(s).....

Email.....

Name(s) of lay inspectors: .....

Others present.....

Consent given to participate in project	Y
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### **Introduction & background to service**

- *Can you tell me about how the service started and when – what were the circumstances of it starting?*
- *What's the name of your care agency? Did you choose it and were you given any choice?*
- *Did you have a re-ablement service beforehand? Tell me about this*
- *Who funds your care? Do you pay something towards it? How much? Do you think it's value for money?*



## Are they safe?

### **Safety & suitability of living environment**

*Maintenance, cleanliness, hygiene, temperature etc- SU's views and your own observations. Is cleaning included in the care package? Can you get to the front door safely? Do you have a keysafe? Do you want one? How comfortable & safe do you feel in your own home and also about the care worker being in your home?*

### **Safety of equipment / assistive technology / medication**

*What equipment do you have e.g. bath chair lift, raised toilet seat, grab rails, wheelchair, SMART pendant alarm ( is this worn at all times) How useful is this equipment to you?*

### **Safeguarding issues**

*Do you feel you've ever been neglected by care staff / that they haven't responded to your needs e.g. incontinence ( check file)*

### **Appropriate positive risk taking**

*What sort of things do you do for yourself? How does the care worker help you do things for yourself or encourage you to do things for yourself? Do they do everything for you instead? Do family members encourage you to do anything for yourself?*

**Overall, how would you rate your safety? ( 1 = poor, 10 = excellent)**

**What would make the score better?**

## Is the service effective?

### **Assessment / care & support planning / care package / schedule of tasks**

*When was the original assessment carried out & who did it / was involved? Is this in the file? Is there a schedule of tasks in the file spelling out exactly what the care worker has to do? Is the SU aware of what's in the schedule? Does the care package take into account cultural & diversity issues e.g. language support & food?*

### **Change of care worker / change in times. Other issues re. Time**

*Who is your care worker(s)? Do you always get the same one(s)? Tell me about any changes. What happens re sickness & holidays? Does the care agency let you know beforehand? Is your care delivered at the same time every day? What happens when the worker is late? Are you happy with the time the service is delivered? Would a change of times suit you better? Why? What do you do when you have to go out e.g. hospital appointments etc.?*

### **Nutrition & hydration. Medication**

*Tell me what you feel about the food & drink situation. Does the care worker cook for you? Something hot or a sandwich? How do they encourage you to eat & what happens if you don't feel like eating or stop eating? Tell me about your medication. Who is responsible for this? Are you receiving your medicines as prescribed? Is this in a dossette box?*

### **What's not covered in the care package**

*Have you ever asked the care worker to do something that's not covered in your plan? Did they do it? Do you think that they would?*

**Overall, how would you rate the effectiveness of the service ( 1 = poor, 10 = excellent)  
What would make the score better?**

## Are they caring

### **Allocated time given. Rushing. Any other issues re. time**

*How long is the care worker here for? Is this enough? Do they stay for the allotted time? What if you want them to go before the time is up? Do you sign their timesheets? Check whether time sheets reflect real times rather than pre-printed times.*

### **Kindness & courtesy**

*Are the carers kind, polite and warm towards you? How are they kind & polite? Have they ever been rude to you? What happened?*

### **Dignity, respect & compassion**

*Do you feel they respect your dignity? (especially in terms of personal care) Tell me more*

### **Social interaction**

*Do the carers chat with you while they're here? Do you like this? Would you like more chat? What do they talk about?*

**Overall, how would you rate how caring the service is? ( 1 = poor, 10 = excellent)  
What would make the score better**

## Are they responsive?

### **Reviews**

*How often do you get a review? Do you know what a review is – has that been explained to you in full? When was the last one? Who was involved? How was the care agency involved? Following a review, has the care delivered changed to address any changes? What would you do if your needs changed (either increase or decrease) Who would you contact?*

### **Service user role in reviews**

*How does the review ask for your views? Do you feel that your views are listened to?*

### **Multi-agency working. Sharing of information**

*What other services or people are involved in your care? How well do they communicate with one another? How do you think this could be improved?*

### **Person centred care**

*How much do you think your care package is tailored to your own specific needs? Does it take into account your likes & dislikes, what's important to and for you, what makes a good / bad day?*

**Overall, how would you rate the responsiveness of the service ( 1 = poor, 10 = excellent)  
What would make the score better?**

## Are they well led?

### **Complaints**

*Was it explained to you how to make a complaint and who to complain to? (Is there a complaints procedure in the file? Have you ever made a complaint & how was it dealt with? What did you complain about? Were you satisfied & what changes happened afterwards. Have you ever felt like complaining but not done so? Why didn't you complain?*

### **Consultation about customer satisfaction**

*Has anyone from the care agency or Social Services ever asked you before this what you think about your Homecare? How did they do this & did you respond – postal survey, telephone questionnaire. What are your feelings about this? What are your feelings about this face to face interview?*

### **Trained & competent staff**

*How competent and able do you feel your care workers are? Why is this? What would make them more competent? Do they ever talk to you about the training they get?*

### **Comments about the care agency**

*What can you tell us about how well managed and led the care agency is?*

**Overall, how would you rate how well led the service is? ( 1 = poor, 10 = excellent)  
What would make the score better?**

**Other (social care)** -Is there anything else the SU wants to talk about that hasn't been discussed?

**Most important things in Homecare**

**Other (health)** - Are there any issues or problems with health providers e.g. GP, hospital, OT, physios, district nurse etc. you'd like to tell us about. Would you like to speak to someone from Healthwatch about this?

**Additional comments by lay inspector**

**Details of any referrals made / details passed on etc**

Date of inspection.....

Date report completed.....

### Homecare Pre- inspection checklist

<b>Pre - visit</b>	<b>Comments</b>	<b>Tick</b>
Have you rung up the person to remind them / check whether the arranged visit can go ahead?		<input type="checkbox"/>
Have you checked on access and travel arrangements? ( What bus to catch, Oyster card, petrol, parking , access & entry into their flat etc.)		<input type="checkbox"/>
Is your phone charged up?		<input type="checkbox"/>
Have you got a full inspection pack?		<input type="checkbox"/>
Have you got the telephone number of the person you're going to visit ( in case you have to phone them because you're lost or you're late)		<input type="checkbox"/>
<b>During visit</b>		<b>Tick</b>
Have you told them about what the project is all about & its purpose? ( to inform the future of and improve Homecare )		<input type="checkbox"/>
Have you told them their input will be anonymous? ( unless referred on)		<input type="checkbox"/>
Have you given them the project information sheet to keep?		<input type="checkbox"/>
Have you obtained consent from them to participate/continue?(verbal will do as long as you record this )		<input type="checkbox"/>
Have you asked them what the most important things are to them in the Homecare they receive?		<input type="checkbox"/>
Have you considered whether a SAIL form should be completed?		<input type="checkbox"/>
<b>Post- visit</b>		
Have you recorded your findings on the report template and given it to the Co-ordinator within 2 weeks of your visit ( including SAIL form if relevant)		<input type="checkbox"/>



Lewisham  
& Southwark

**ageUK**

# HOMECARE QUALITY CHECK PROJECT

**Do you, someone you know  
or someone you care for  
receive Homecare?**

**If so, we want to hear about it**

## **WHY IS THIS IMPORTANT?**

Few people receiving Homecare ever get a visit to ask them what they think about it.

We think more people should be asked and we want to hear what you think about your Homecare.

If you would like to take part, please contact  
Joan Thomas

Homecare Quality Check Co-ordinator to arrange a visit  
Phone: 020 7358 4076

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**Esmée  
Fairbairn**  
FOUNDATION

*email:*

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