

## HOME CARE VISITS BY MEMBERS

CLIENT:	COMMENTS:
Person A	<p>Person A has been in receipt of service for four years and praised the carers.</p> <p>Person A explained that the carers always arrived on time and in most cases a few minutes early. They left on time. The half an hour in the morning is sometimes not enough due to the tasks and the medication administered. Someone has always attended. The same carers are in attendance and Person A said that they are all wonderful and was extremely happy with the service.</p> <p>The elected Member stated that she was very satisfied with the service provided and that the carer was extremely competent and very pleasant.</p>
Person B	<p>Person B has been in receipt of service for 12 months following a fall and a stay in hospital.</p> <p>Person B praised the carers politeness and stated that the carers always turn up and timeliness is good. Only delayed on two occasions and they rang ahead each time. Otherwise, they arrive on time and don't leave early. Person B said "I don't know how they get everything done in the time they are here", and was very complimentary.</p> <p>The carers go four times a day and are very reliable. The service user also has a "lifeline" which they have used. Person B is nervous about the possibility of the service stopping because of budget cuts but was reassured by the visiting Member that the emphasis was on keeping people independent and in their own home and that the Council is trying to keep front line services going.</p> <p>The visiting Member commented that the home carer was friendly and polite.</p>
Person C	<p>Person C has advanced dementia and was bedridden and unable to speak. The</p>

	<p>conversation took place with the spouse who is also Person C's carer.</p> <p>Person C has had services for 14 years and has a number of visits a day.</p> <p>Person C's spouse highly rated the service and the politeness of the care workers. The care worker that was present at the visit had a good rapport with the spouse and has been attending to Person C for a considerable number of years.</p> <p>Timeliness good with only a few times when they were late – one occasion the home carer was 20 mins late. The spouse felt that the time allocated to visits was adequate and any more would be too much. There was never a time when no-one turned up and the same care workers attend in the same time slots.</p>
Person D	<p>Person D had been left disabled in middle years and is now confined to a wheelchair. Person D is able to live alone very independently with the help of our service.</p> <p>I was greeted warmly by Person C and the home carer and both welcomed the idea of home care visits.</p> <p>Person C was happy with the provision, apart from 2 issues:</p> <ul style="list-style-type: none"> <li>• Wants to continue receiving care from people Person D is used to</li> <li>• The 15 minute visits were insufficient time to deal with the problems that occurred</li> </ul>
Person E	<p>Person E stated that they were very happy with their care and carers and rated them highly.</p> <p>There was a continuity of carers and there seemed to be a family-like rapport with the carer and awareness of the care needed to be given and the carers were working with Person E to provide it.</p> <p>The care worker did say that Person E needs a little longer to attend to the needs and some prompting with the mid-day meal.</p>