



**Care at Home  
Pilot Feedback  
Report**

**healthwatch**  
Kingston upon Hull

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# Background

## Our Vision, Mission and Values

### **Our vision**

Equitable Health and Care services that meet the needs of every person within our communities.

### **Our mission**

To give every person in the community opportunity to have their voices heard and empower them to play an active role in shaping services in their community.

### **Our values are**

- We are proud to be independent, and not afraid to speak up and challenge decisions that do not meet the needs of our communities.
- We operate a culture of transparency and openness, ensuring we are accountable to the communities in which we serve.
- Our work is evidence based – led by public voice and need.
- We are collaborative, working with organisations that share our vision of equitable health and care services that meet the need of every person within our communities.

## About Healthwatch

We are the independent champion for people who use health and social care services. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to make sure that people's voices are heard by those who commission (pay for) services and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

In summary Healthwatch is here to:

- Help people find out about local care
- Listen to what people think of services
- Help improve the quality of services by letting those running services and the government know what people want from care
- Encourage people running services to involve people in changes to care.

## **Every local authority area in England has its own local Healthwatch.**

### **Disclaimer**

All the views, opinions and statements made in this report are those of the people who gave consent to be contacted by Healthwatch Hull following the Care at Home Pilot Review.

Any quotes within this report are written verbatim to fully capture the meaning, tone and emotion of the person sharing their experiences.

# Introduction

Healthwatch Kingston Upon Hull were approached to carry out this piece of work by the Integrated Neighbourhood Team (INT) Implementation Group, following our attendance at this meeting.

The Care at Home pilot took place at 2 PCNs within Hull, Marmot and HASP. The Care at Home reviews consist of a representative from social care and a representative from primary care to carry out a review for a person.

## Aims

The aim of this piece of work is to understand the experiences of people who have received a Care at Home review, what worked well, what didn't work well and what could be improved. This information will then help to shape the approach for a wider roll out of Care at Home reviews across Hull through Primary Care Networks (PCNs).

## Approach

Healthwatch Hull were provided with the details of people who had received a Care at Home review and had provided consent to the PCN to be contacted by Healthwatch Hull about their experience of the review. Five people provided consent to be contacted by us. Four people were from HASP PCN and **one** person from MARMOT PCN. People who had provided consent were asked by the PCN about what the communication preferences were and if they had any communication needs which Healthwatch Hull needed to be aware of. We contacted people who had been provided consent by phone and explained who we are and why we are calling then asked questions around the Care at Home review.

# Findings

The questions we asked people about the reviews are detailed below along with the answers that were provided. These questions were sent to the INT Implementation Group prior to being finalised to ensure the questions we asked would provide the information required for the roll out of the Care at Home reviews across the PCNs within Hull. The below questions have been agreed by the INT Implementation Group and Healthwatch Hull.

## What was your overall experience of the review?

1. *"I thought it was a good one, it was good it really was. They should be proud that they're doing their job properly."*
2. *"Yeah perfect."*
3. *"I was there and overall it went well and it was well handled. The social worker was very effective. It was all very professional."*
4. *"It was alright, I would give it a 10 out of 10."*

## Did you understand what was happening during the review?

1. *"Yes I did understand."*
2. *"Yes."*
3. *"Yes and I think my mum did and she participated. She was given time to participate and say what she wanted to."*
4. *"Yes."*

## What worked well around having both a primary care and social care representative?

1. *"They gave me a lot of encouragement. They told me to keep going to my church after I lost my friend in December. They explained everything the way it should be explained. They spoke well."*
2. *"Theres been no issues and everything has worked well. Whoever speaks to Vivien has to say things over and over again and they did, so that makes it better for her. Every appointment we've had has been good."*
3. *"Social worker was quite good at pinning people down and getting actions implemented, so stuff wasn't left vague. She would follow up and give a time frame for each person to do their job."*
4. *"Its handy having 2 people there, I have my opinions and they have there's so it's better than just having 1 person to go over different opinions. Everything was good."*

## What didn't work well around having both a primary care and social representative?

1. *"No I can't think of anything."*
2. *"Nothing."*
3. *"I don't think there's anything. Some of the actions agreed haven't turned out as anticipated but everything has been done."*
4. *"Nothing"*

## Is there anything that could have been improved?

1. "No."
2. "No."
3. "I'm not sure if there was a write up handed out afterwards, like meeting minutes, but overtime you forget where to go and who you have spoken to."
4. "No."

## How did having the review make you feel?

1. "It felt good. It calmed me down."
2. "It was piece of mind for her."
3. "My mum was quite positive afterwards because there were things she wanted doing and all actions have been done now."
4. "Makes me feel like a person. I feel like a dummy watching the world go by in this window but they make you feel more human by talking to you."

## Are you confident any issues raised will be acted on?

1. "Yes I think so."
2. "Yeah there wasn't any but I believe they would act on them."
3. "Yes there was a list. Mum wanted some actions doing and things changed and they have been."
4. "Oh yes definitely."

# Conclusion

The Care at Home pilot reviews conducted within the Marmot and HASP PCNs in Hull have provided valuable insights into the experiences of individuals receiving these assessments. The overall response from participants was highly positive, with individuals appreciating the professionalism, clarity, and support provided by both primary care and social care representatives.

Five people consented to be contacted as part of this evaluation; however, only four could be reached. Additionally, for two out of the four individuals, their relatives answered the phone as they were the key contact for the person receiving care.

Key findings indicate that the dual-representative approach worked effectively, with participants feeling encouraged, well-informed, and supported throughout the process. Many highlighted the benefit of having both primary and social care perspectives in the reviews, as it allowed for a more comprehensive evaluation of their needs and facilitated better follow-up actions.

Notably, there were no significant concerns raised regarding the process, and the majority of participants did not suggest any major areas for improvement. However, one participant mentioned the potential value of receiving written documentation of the review to aid recall of key actions and discussions over time.

The feedback collected strongly supports the continuation and wider implementation of the Care at Home reviews across Hull. The positive experiences reported suggest that this initiative is a beneficial and effective approach in enhancing the quality of care provided to individuals in their home environments. Moving forward, integrating structured follow-up documentation and ensuring that all agreed actions are consistently implemented may further enhance the effectiveness and impact of this initiative.



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