

# Housebound Survey

A Report by Healthwatch Ealing, January 2022

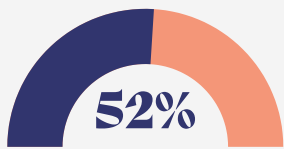


**192** completely or partially Housebound individuals took part in our survey on how Homecare services supported them during the pandemic.

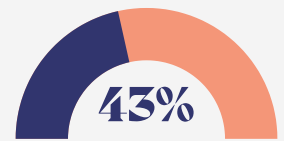


Social care

## Access to Social Care

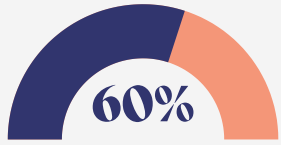


97 out of 187 individuals who received their social care support from Ealing Council rated the quality of care as 'Excellent' or 'Good'.

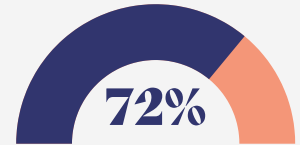


78 out of 182 individuals received the required adaptations/equipment from Ealing Council.

## Access to Information

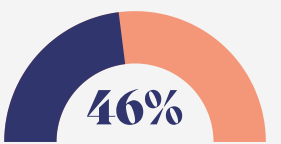


111 out of 186 individuals were aware of all the ways to contact their home care provider.

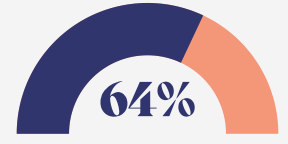


128 out of 178 individuals have experienced difficulties in accessing information during the pandemic.

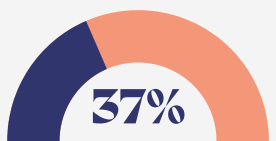
## Social Care Staff



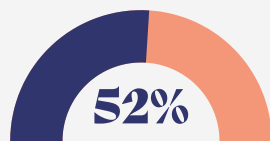
85 out of 187 individuals indicated that their carers completed tasks to a high standard.



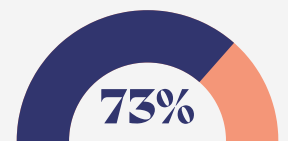
121 out of 188 individuals rated their carers attitude & behavior as 'Excellent or 'Good'.



66 out of 178 individuals experienced a language barrier between them and their carers.



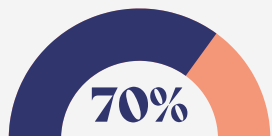
63 out of 160 individuals believed that interactions with their carers helped to prevent them from feeling lonely and socially isolated during the pandemic.



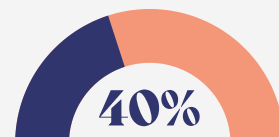
135 out of 184 individuals felt that their carers were attentive to their individual needs and preferred ways of doing things.



## Digital Access to Care



127 out of 182 individuals believed the reliance on digital technology has affected their ability to access health & social care needs.



73 out of 180 individuals believed their access to information about their home care support was impacted by the reliance on digital technology.



## Access to Healthcare

District/ Community Nursing care received the highest number (n.65) of positive responses to care received home visit by health care services.



159 out of 182 individuals were able to get their prescribed medicine from Pharmacies when needed.

GP Home visits received the highest number (n.38) of negative responses.

Individuals indicated that they found it difficult to book a GP home visit.



COVID19

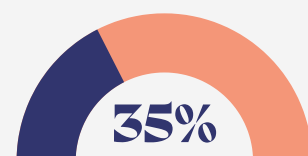
## COVID-19 and their Vaccinations



127 out of 155 individuals indicated that they were 'Very happy' or 'Happy' with the information around how to book the COVID-19 vaccinations.



126 out of 157 individuals indicated that they were 'Very happy' or 'Happy' with the information about the safety of the COVID-19 vaccinations.



52 out of 149 individuals indicated that they were 'Very Unhappy' or 'Unhappy' with the information on the potential side effects of COVID-19 vaccine.

## Recommendations:

- Ensure that all Housebound individuals receive a comprehensive Social Care Assessment.
- Review mandatory training and development to ensure that all regular and substitute carers complete their responsibilities to the same high standard.
- Combine training with supervision to address inconsistencies in quality and duration of care visits.
- Make sure that communication between care providers, carers, and Housebound individuals is transparent, informative, and utilizes digital and non-digital channels.
- Provide clear instructions on how to access information and care, including a designated point of access.
- Exercise an integrative person-centered approach to care that accounts for the best methods of health & social care access for individuals.
- Conduct Annual Survey of Social Care Service User Experiences.
- Statutory partners to work with community organisations to provide supplementary support where possible, including mental wellbeing support and access to digital devices and skills training.



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