**New report reveals people’s experiences of Salford’s home care services**

A new [report](https://www.healthwatchsalford.co.uk/report/2022-08-24/report-home-care-2022) by Healthwatch Salford reveals the experiences of people who receive care in their own home.

As the city’s health and social care champion, we worked with partners including Salford Care Organisation and Salford City Council to invite the 1260 people currently using the service – which is delivered by a number of home care agencies – to complete the survey.

We received a total of 180 responses, and found:

* 15-minute visits are adequate for some and not adequate for others. Of the people who responded to the survey, almost half are not satisfied with the length of these visits.
* Nearly half of respondents said that the care workers do not turn up at the expected time. Unpredictable timings of visits had a negative impact on medication, and also on toileting/personal care, amongst other areas, and there was a negative impact of care workers not turning up at all.
* Nearly a third of people who responded were not comfortable raising concerns. In many cases, respondents ticked a box indicating that they were happy or unsure on an issue but then went on to make a negative comment, which suggests a reluctance to give their true opinion. The idea that any complaint would affect the care provided was articulated as a concern in some survey responses.
* Nearly half of people surveyed found office staff unresponsive and unhelpful.
* Feedback showed that some agencies have higher levels of satisfaction than others, and that the care being delivered by some agencies was below average.

All findings are listed in the report and have been turned into a series of recommendations to drive up quality.

The Adult Social Care team, who is responsible for the service, has already started taking action – all of which can be found in the [report.](https://www.healthwatchsalford.co.uk/report/2022-08-24/report-home-care-2022)

Salford Adult Social Care responded to the report, saying: “Salford Care Organisation and Salford City Council welcome the report and accept its recommendations.

“We are committed to working together and with our home care providers to make the recommended changes and improve the services and outcomes for people, families and carers who receive home care in Salford”

Sam Cook, Chief Officer of Healthwatch Salford, said: “As the local champion for health and social care, I’m pleased Healthwatch Salford were able to complete this project and capture meaningful feedback.

“The response from Salford Adult Social Care is positive and shows a real appetite to embrace the feedback received. The introduction of The Living Wage Foundation rate for all care workers in adult social care was brilliant news and it’s great to hear that staff retention with home care providers will also be looked into further.

“I just want to take the opportunity to thank everyone who took the time to provide us with feedback alongside their caring responsibilities.”

[Download the report here](https://www.healthwatchsalford.co.uk/report/2022-08-24/report-home-care-2022)

Have you got something to share about a Salford health and social care service? You can have your say, too! [**Get in touch.**](https://www.healthwatchsalford.co.uk/contact-us)