

# Your Experiences of Help with Daily Living<sup>1</sup> – Project Summary

Version 1.3

31.01.2018

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## Overview

The aim of this project is to improve the quality of home care in Sheffield through highlighting good practice and making recommendations for improvement to those responsible for commissioning and delivering home care services in Sheffield.

In March 2017, Healthwatch Sheffield produced a report on home care<sup>2</sup>. This project was informed by a survey and a service user summit. A year on, we are following up this work with a series of in depth discussions with people who have lived experience of home care in Sheffield.

We will be talking to service users, their family, friends and unpaid carers about their experiences of home care through telephone interviews and focus groups. This will take place over February and the beginning of March (details on the following page).

We are partnering with a number of different organisations including: Stroke Association, Sheffield Mind, Alzheimer's Society, Age UK, Disability Sheffield and Sheffield Carers Centre for this project.

## Outcomes

Healthwatch Sheffield will produce a report in April for commissioners of home care services, and home care providers, detailing the experiences of those who have used home care in Sheffield in the last year. We will also make recommendations for commissioners and providers based on the experiences of services users and carers. The organisations we are working with will also receive printed copies of the report to distribute to interested individuals.

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<sup>1</sup> Help with daily living (also known as home care or domiciliary care) can include: help getting out of bed in the morning, help with washing and dressing, support with toileting, preparing meals and drinks or help with eating and drinking.

<sup>2</sup> <https://www.healthwatchsheffield.co.uk/wp-content/uploads/2015/12/Care-at-Home-Briefing-FINAL.pdf>

## Opportunities to participate

There will be four opportunities for people to share their experiences with us:

<p><b>Phone interviews</b> <b>(Monday 12<sup>th</sup> February to Friday 2<sup>nd</sup> March)</b></p> <ul style="list-style-type: none"><li>• Service users, or carers, who have experienced home care in the last year, are able to arrange a phone interview. The interviews will take place between Monday 12<sup>th</sup> February and Friday 2<sup>nd</sup> March</li></ul>	<p><b>General focus group</b> <b>'Tea and Tell'</b> <b>(Monday 5<sup>th</sup> March 2pm to 4pm)</b></p> <ul style="list-style-type: none"><li>• A focus group for any service users, or carers, who have experienced home care in the last year</li><li>• Individuals can book to come to this focus group by contacting Healthwatch Sheffield directly on 0114 253 66 88 or emailing <a href="mailto:info@healthwatchsheffield.co.uk">info@healthwatchsheffield.co.uk</a></li><li>• The group will be held at The Circle, 33 Rockingham Lane, Sheffield S1 4FW Monday 5<sup>th</sup> March 2pm – 4pm</li><li>• There will be light refreshment including tea and cake</li><li>• The maximum number of participants is 30</li></ul>
<p><b>Focus group in partnership with Alzheimer's UK</b> <b>(Thursday 8<sup>th</sup> March 2pm to 4pm)</b></p> <ul style="list-style-type: none"><li>• A focus group for service users, or carers, who have experienced home care in the last year</li><li>• This group is primarily for those who have, or carer for someone with, dementia.</li><li>• Recruitment for this event will be conducted by Alzheimer's UK and through SHINDIG</li><li>• Individuals can also book to come to this focus group by contacting Healthwatch Sheffield directly on 0114 253 66 88 or emailing <a href="mailto:info@healthwatchsheffield.co.uk">info@healthwatchsheffield.co.uk</a></li><li>• The group will be held at Quaker Meeting House, 10 St James' Street, Sheffield S1 2EW Thursday 8<sup>th</sup> March 2pm to 4pm</li><li>• There will be light refreshment including tea and cake</li><li>• The maximum number of participants is 20</li></ul>	<p><b>Focus group in partnership with Sheffield Carers Centre</b> <b>(Friday 9<sup>th</sup> March 12.15pm to 1.30pm)</b></p> <ul style="list-style-type: none"><li>• A focus group for service users, or carers, who have experienced home care in the last year.</li><li>• This group is primarily for those who are unpaid carers and those they care for.</li><li>• Recruitment for this event will be conducted primarily by Sheffield Carers Centre</li><li>• The event will be taking place after the monthly Carers Café</li><li>• There will be no need to book to attend this event but if an individual would like more information they can contact Healthwatch Sheffield directly on 0114 253 66 88 or emailing <a href="mailto:info@healthwatchsheffield.co.uk">info@healthwatchsheffield.co.uk</a></li><li>• The group will be held at Victoria Hall Methodist Church, Norfolk Street, Sheffield S1 2JB Friday 9<sup>th</sup> March 12.15pm</li></ul>

to 1.30pm

- There will be light refreshment including tea and sandwiches
- The maximum number of participants is 20