



**easy  
read**

# **What do you think about your Home Based Care Service?**



**SURREY**  
COUNTY COUNCIL

# Introduction



Surrey County Council and the NHS want to know what people think about home based care services in Surrey.



Please tell us what you think by answering the questions in this questionnaire.



We need your answers by Sunday 25 October 2020.



## Home based care

Home based care is support for people who live in their own homes.



Home based care services help people to stay healthy and carry on living in their own community.



Home based care workers are provided by a care company or agency.



## What is happening?

Surrey County Council and the NHS have a contract with the agencies that provide home based care in Surrey.



The current contract ends on 30 September 2021.



A new contract will start on 1 October 2021.



If you use a home based care service, it will carry on as normal. It will not be affected by the new contract.



## Worries about your own care

If you have any problems with your own care, please do not write them in this questionnaire.



You should contact the company who provides your care about any problems.



If your care service is causing you harm, you should contact the Multi Agency Safeguarding Hub (MASH):

Phone: **0300 470 9100**



For any other issues, contact your social care team. Or, if you are not sure of that number, please contact the Information and Advice line:

Phone: **0300 200 1005**

Text: **07527 182 861**

# What do you think?



Please answer these questions if your home based care is paid for by:

- Surrey County Council
- the NHS, or
- yourself.

**Question 1:** Please tick the box that best describes you. I am...



☐ Someone who uses a home based care service



☐ A carer of someone who uses a home based care service



☐ A family member of someone who uses a home based care service

☐ Something else - please say what



**Question 2:** Who pays for your home based care service?

☐

Surrey County Council

☐

NHS

☐

I pay for it using my own money

☐

I pay for it using a direct payment or personal health budget

☐

I don't know

**Question 3:** Are you satisfied or dissatisfied with the care you are getting?

☐

Very satisfied

☐

Satisfied

☐

Neither satisfied or dissatisfied

☐

Dissatisfied

☐

Very dissatisfied



**Question 4:** If you could change one thing about your home based service, what would it be?



**Question 5:** Do you know how to give your views about your home based care service?



☐ Yes



☐ No - please tell us why not



**Question 6:** If you are worried about your care, do you know who to talk to?



☐ Yes



☐ No. What happens now if you are worried about your care?





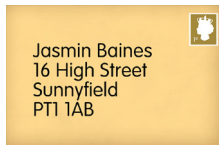
**Question 7:** How does your home care agency keep in touch with you?



☐ Phone



☐ Email



☐ Post



☐ With an **app**. An **app** is a computer programme on your phone, computer or tablet to help you do something



☐ Through home visits



☐ I do not keep in touch with my home care agency

☐ Other - please say what



**Question 8:** Do you get information from your home care agency in a way that is good for your needs? For example, in Easy Read or large print.



☐ Yes



☐ No

☐ This doesn't apply to me



Do you have any comments about this?



**Question 9:** Has the home care agency ever asked you how you would like information about your care to be provided?

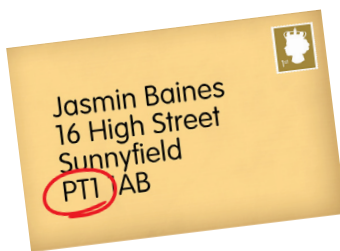


☐ Yes



☐ No

☐ I'm not sure



**Question 10:** What is the first part of your postcode?

# Thank you



Thank you for your answers. Please send your answers back to us in the envelope that is provided.



Or send to:  
**Surrey County Council**  
**County Hall**  
**Room G34**  
**Penrhyn Road**  
**Kingston upon Thames**  
**KT1 2DN**



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