



## **Views on home based care services prior to re-tendering contract for Adults Social Care & Continuing Health Care services**

**The council is seeking your views on Home Based Care support services provided in Surrey. This questionnaire is completely anonymous, and we cannot identify you from your responses.**

**Completing this questionnaire will not affect the care you receive in any way.**

**What is home based care?**

**Home based care is delivered by domiciliary care companies / agencies that provide personal care (and sometimes other support) to people living in their own homes, whatever form this may take, which is regulated by the Care Quality Commission (CQC).**

**Support that is provided away from the home, often referred to as 'outreach' or 'floating support' is not covered by this questionnaire.**

**Surrey County Council (SCC) and the NHS in Surrey currently work with around 170 care companies. Most home based care companies work with older adults, including adults with dementia. Some home based care companies work with younger disabled adults, and people with autism and mental health conditions.**

**Packages of care are provided to meet the assessed needs of individuals as detailed in a care support plan. The provision of home based care in Surrey is essential to maintain an individual's health, wellbeing and independence within their own community.**

**What is happening?**

**Surrey County Council and the NHS in Surrey currently have a contract with care agencies to provide home based care across Surrey to residents who have been assessed as needing this type of support as part of their support plan. The current contract is ending on 30 September 2021 and a new contract will continue without service interruption from October 1 2021.**

**Filling out the questionnaire**

**If you have any concerns with your own care, please do not write these in this questionnaire.**

**To report specific concerns to do with your own care (e.g. abuse or neglect) contact the Multi Agency Safeguarding Hub (MASH):**

**Telephone: 0300 470 9100 (9am - 5pm, Monday to Friday)**

**For any other concerns with your own care, contact your local social care team. If you do not know how to contact your social care team, please contact Adult Social Care:**

**Telephone: 0300 200 1005 (9am - 5pm, Mon to Fri)**

**SMS: 07527 182 861 (for the deaf or hard of hearing)**

**We are interested in your views about home based care services whether the care is paid for by SCC, the NHS or by yourself.**

**1. Which of the following categories best describe the capacity in which you are filling in this questionnaire:**

**A user of home based care services;**

**A carer for someone who uses home based care services;**

**A family member of someone who uses home based care services;**

**Something else;**

**INSERT ANSWER:**

**2. Please advise who pays for the home based care services provided (for analysis purposes only)**

**Surrey County Council – adult social care team;**

**NHS – Continuing Healthcare team;**

**Myself – own funds;**

**Myself – Direct Payment or health personal budget;**

**Don't know;**

**INSERT ANSWER:**

**3. Overall how satisfied or dis-satisfied are you the quality of the care you are receiving from your home based care agency?**

**Very satisfied;**

**Satisfied;**

**Neither satisfied or dis-satisfied;**

**Dis-satisfied;**

**Very dis-satisfied;**

**INSERT ANSWER:**

**4. Thinking about the care you receive, if you could change one thing about the service that you receive from your home based care agency what would it be**

**Please state answer in 150 words or less**

**5. Do you know how to provide feedback on the home care service you receive?**

**Yes or No; please state answer**

**If No; please tell us why not:**

**6. If you have concerns about your care do you know who to talk to?**

**Yes or No; please state answer:**

**If No; please tell us why not:**

**7. How does your home care agency keep in contact with you?**

**Telephone/Mobile;**

**Email;**

**Post;**

**With an App;**

**Through home visits;**

**I do not keep in contact with my home care agency;**

**Other; please state**

**8. Do you receive information from the home based care agency in a way that is suited to your needs (e.g. You have specific communication needs that are the result of disability, impairment or sensory loss.)?**

**Yes or No; please state answer**

**If No; please tell us why not:**

**9. Has the home care agency ever asked you how you would like information about your care and support communicated to you?**

**Yes or No; please state answer**

**If No; please tell us why not:**

**10. Finally - what is the first part of your home postcode (e.g. first part followed by first number RH6 6) (for analysis purposes only)**

**Thank you for completing this form.**

**Please submit your responses by Sunday 25 October 2020.**

**You can submit the following ways:**

**Online on [Surrey Says](#)**

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

**Or by email to: [homebasedcare@surreycc.gov.uk](mailto:homebasedcare@surreycc.gov.uk)**