

Care at Home 2017

Our full report and recommendations are now available on our website at www.healthwatchhampshire.co.uk

Our survey was open for six weeks and sent to over 6000 people in receipt of care at home services in Hampshire. 887 responses have been collected and analysed. (the survey closed 16th December 2016)



63% respondents were female, 35% were male. 60% respondents were over 75 years old, 35% were over 85. 86% respondents considered themselves to have a disability.

Respondents reported that they felt their carers were understanding, helpful and friendly. Over 80% said they were 'satisfied' or 'very satisfied' with the help they receive from their care workers



The main concerns reported were concerning turnover of carers, and timings of visits. Poor communication between providers and service users was also a commonly reported theme.

Almost half of respondents receive extra support from friends, family or neighbours. 70% of those that receive extra support do not receive any respite care to give their carers a break.



52% of respondents didn't know about information and advice services available to them and 70% didn't feel adequately involved in the selection of their care provider. Our full report is now available