

# The views and experiences of care homes: The relatives and friends perspective

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# Introduction to Healthwatch

Healthwatch Hampshire is the independent consumer champion for health and social care in England. Healthwatch's function is to engage with local people to seek their views about locally delivered services, signpost service users to relevant information and to influence the design of local health and social care provision. Healthwatch Hampshire is part of a network of local healthwatches across 152 local authority areas that launched in April 2013, to ensure that local voices are heard and enable them to influence the delivery and design of services.

## A summary of what we have done, found out and concluded.

This piece of research aimed to better understand the views and experiences of care homes from the perspective of relatives and friends of care home residents. All individuals are from the county of Hampshire and research project used a questionnaire methodology.

The participants (n=62, 14 males, 41 females, 6 preferred not to say and 1 didn't comment), they all completed the online or paper questionnaire and chose whether to sign up to be entered into the prize draw of £50 worth of shopping vouchers.

It was found that in most cases the participants agreed that the staff listened to their personal views and the views of their relative or friend. Many of the participants agreed that the staff were appropriately skilled to care for their relative or friend but stated that they didn't have enough time and this was evident in the qualitative responses.

During our visit to two care homes we spoke with 4 residents and 3 staff members. The residents told us that the staff were caring and listened to them but two of the residents stated that they were good but were very rushed and there weren't enough of them. The staff members stated that they enjoyed their job role but could be less task orientated as they felt under pressure. One staff member stated that handovers take too long and trying to balance the job role and paperwork was difficult.

It was concluded that although the findings were useful, they were not generalisable of the population and therefore strong conclusions cannot be made, although the findings were useful in supporting other aspects of Healthwatch Hampshire's work including the Enter and View projects. This was due to the challenge of identifying the target population.



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## Acknowledgments

Healthwatch Hampshire would like to express great appreciation to the individuals who took time out of their day to fill in our questionnaire and to those who helped promote the questionnaire especially through our wider audience; Hampshire County Council's Older People's Wellbeing Team for allowing us to present the research project, the care homes who placed the questionnaire within their homes and Winchester Radio for promoting the questionnaire through their social media account. Healthwatch Hampshire would also like to thank the two care homes involved in the Enter and View report and the staff and residents who took time out of their day to talk to us.



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