



AGENDA PAPERS MARKED 'TO FOLLOW' FOR HEALTH SCRUTINY COMMITTEE

Date: Thursday, 24 January 2019

Time: 6.30 p.m.

**Place: Committee Room 2 and 3, Trafford Town Hall, Talbot Road, Stretford,
M32 0TH**

A G E N D A	PART I	Pages
3. MINUTES		To Follow
To receive and, if so determined, to agree as a correct record the Minutes of the meeting held on 12 December 2018.		
11. HEALTH WATCH TRAFFORD		1 - 80
To receive the latest reports from HealthWatch Trafford.		

JIM TAYLOR
Interim Chief Executive

Membership of the Committee

Councillors R. Chilton (Chair), S. Taylor (Vice-Chair), S.K. Anstee, J. Bennett, J. E. Brophy, Mrs. A. Bruer-Morris, A. Duffield, Mrs. L. Evans, Mrs. D.L. Haddad, S. Longden, J. Slater, D. Acton (ex-Officio) and D. Western (ex-Officio).

Further Information

For help, advice and information about this meeting please contact:

Alexander Murray,
Tel: 0161 912 4250
Email: alexander.murray@trafford.gov.uk

This agenda was issued on **Wednesday, 16 January 2019** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH

WEBCASTING

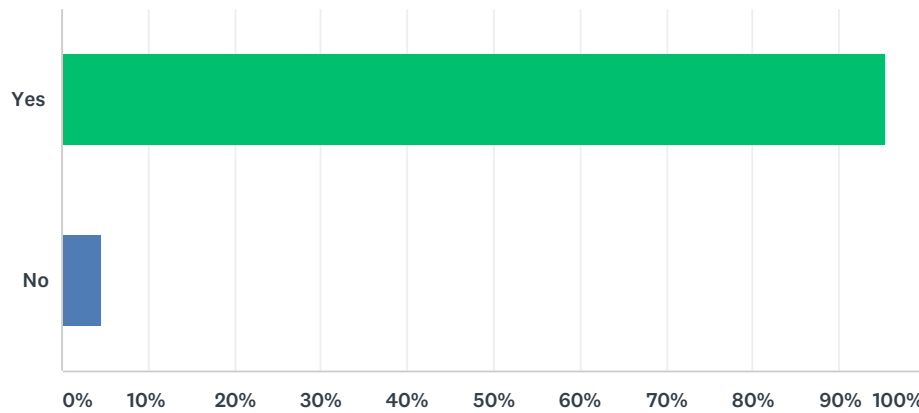
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Q1 Were you informed about your relatives need to be transferred to Ascot House for rehabilitation?

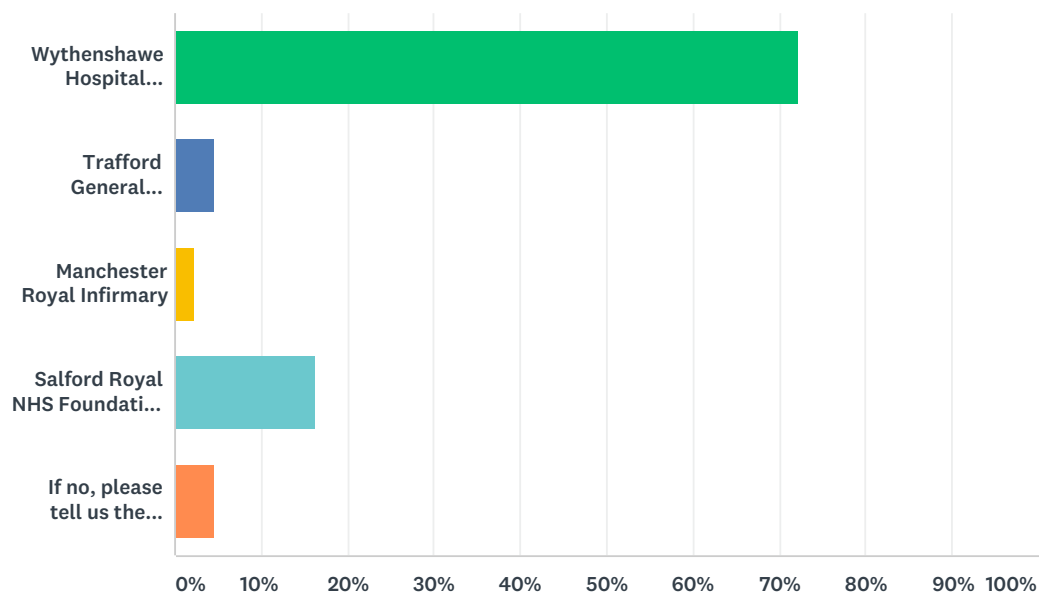
Answered: 44 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		95.45%	42
No		4.55%	2
TOTAL			44

Q2 Was your relative referred to intermediate care from hospital? If so, which one?

Answered: 43 Skipped: 1



ANSWER CHOICES		RESPONSES	
Wythenshawe Hospital (University Hospital South Manchester)		72.09%	31
Trafford General Hospital		4.65%	2
Manchester Royal Infirmary		2.33%	1
Salford Royal NHS Foundation Trust		16.28%	7
If no, please tell us the referrer		4.65%	2
TOTAL			43

#	IF NO, PLEASE TELL US THE REFERRER	DATE
1	Private physio	7/17/2018 10:03 AM
2	Home	9/28/2017 11:34 AM

Q3 How long did your relative wait from agreement to a referral, to getting a place?

Answered: 40 Skipped: 4

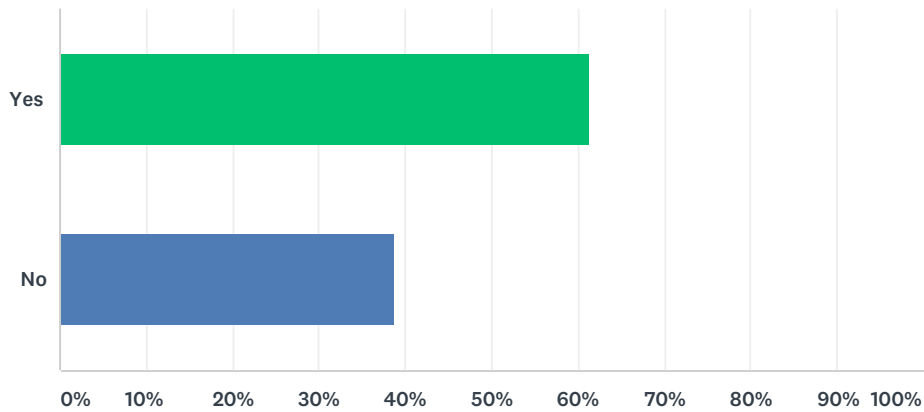
#	RESPONSES	DATE
1	1 week	12/18/2018 11:49 AM
2	1 week	12/18/2018 11:44 AM
3	2 days	12/18/2018 11:37 AM
4	less than 24 hours	12/18/2018 11:34 AM
5	1 week	12/18/2018 11:31 AM
6	1 week	12/18/2018 11:24 AM
7	3 days	12/18/2018 11:22 AM
8	2 days	12/18/2018 11:18 AM
9	2-3 days	12/18/2018 11:16 AM
10	2 weeks	12/18/2018 11:11 AM
11	approx 1 week	12/18/2018 11:01 AM
12	approx 1 week	12/18/2018 10:54 AM
13	Not sure as I was on holiday and other members of the family sorted everything	12/18/2018 10:50 AM
14	Not a clue!	12/18/2018 10:45 AM
15	1 week	12/18/2018 10:35 AM
16	Possibly 2 weeks / not sure	10/4/2018 10:04 AM
17	1 week	10/4/2018 9:33 AM
18	2 days from agreement to discharge. He was discussed for several days prior to dad being medically fit for discharge.	10/4/2018 9:15 AM
19	Just came to her day before and told her she would be going next day.	10/4/2018 8:51 AM
20	One week	9/17/2018 11:05 AM
21	Few days	9/17/2018 10:41 AM
22	Very short span of time.	9/17/2018 10:30 AM
23	Mum was told within 2 weeks of admission that she would be going to Ascot House but unfortunately she suffered a cardiac arrest and then spent some time in CCU after being transferred to a cardiac ward. She had an interim period when we didn't know what was happening. Then we were informed she would eventually go to Ascot House when a bed was available.	9/17/2018 10:16 AM
24	not known	7/17/2018 12:25 PM
25	5 days	7/17/2018 12:08 PM
26	4 days	7/17/2018 12:02 PM
27	1 week	7/17/2018 11:58 AM
28	1 week	7/17/2018 10:30 AM
29	Roughly 1 week	7/17/2018 10:22 AM
30	a week from Salford Royal. Then sent to Wythenshawe Hosp 10 days afterwards and back to Ascot House 8 days after that	7/17/2018 10:18 AM
31	Approx 5 days	7/17/2018 10:10 AM
32	A few days	7/17/2018 10:03 AM
33	1 day	7/17/2018 9:52 AM

Bed Based Intermediate Care - Relative questionnaire

34	not stated	7/17/2018 9:44 AM
35	Approx 2 weeks. Very short notice when transferred.	7/17/2018 9:37 AM
36	3 weeks	5/22/2018 10:24 AM
37	no waiting time	5/22/2018 10:09 AM
38	approx 1 week	5/22/2018 10:04 AM
39	3 days	9/28/2017 11:45 AM
40	4 weeks approximately	9/28/2017 11:34 AM

Q4 Are you aware that a Care Plan exists for your relative? [Q edited]

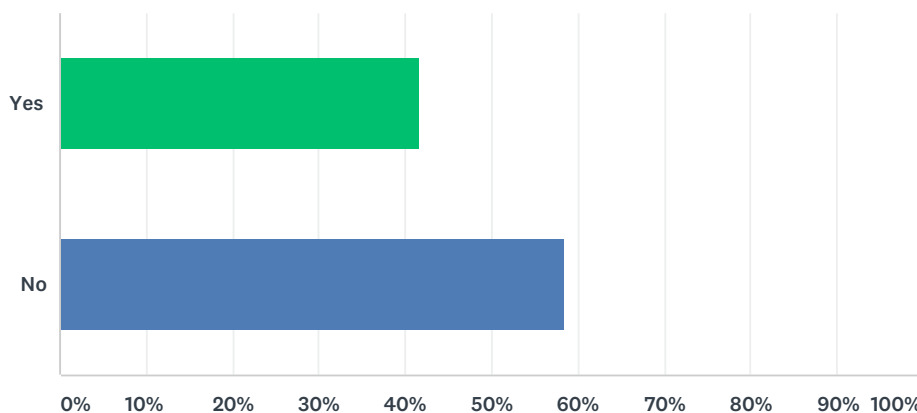
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	61.36%	27
No	38.64%	17
TOTAL		44

Q5 (If Yes to Q4) Have you been involved with the care plan for your relative? [Q edited]

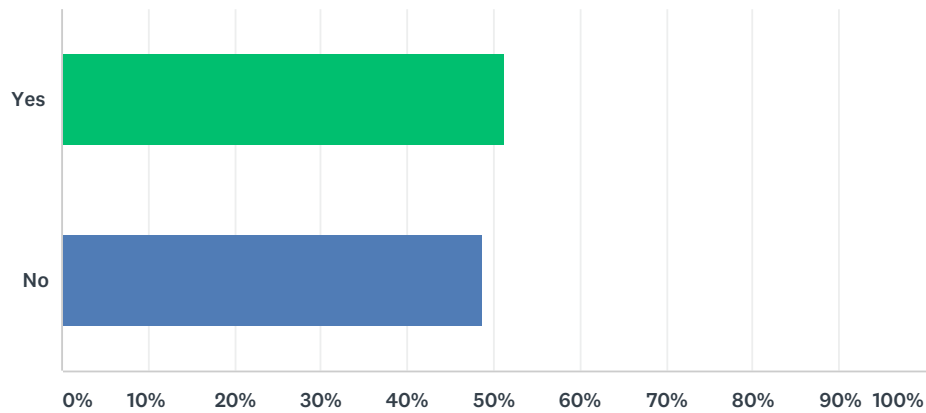
Answered: 36 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	41.67%	15
No	58.33%	21
TOTAL		36

Q6 Do staff talk to you regularly about your relative's progress with their care plan?

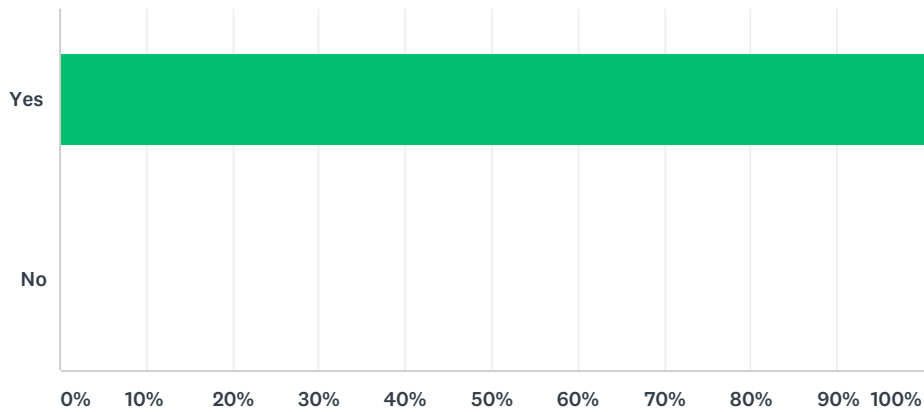
Answered: 43 Skipped: 1



ANSWER CHOICES		RESPONSES
Yes		51.16% 22
No		48.84% 21
TOTAL		43

Q7 Do you feel that your relative is receiving appropriate care?

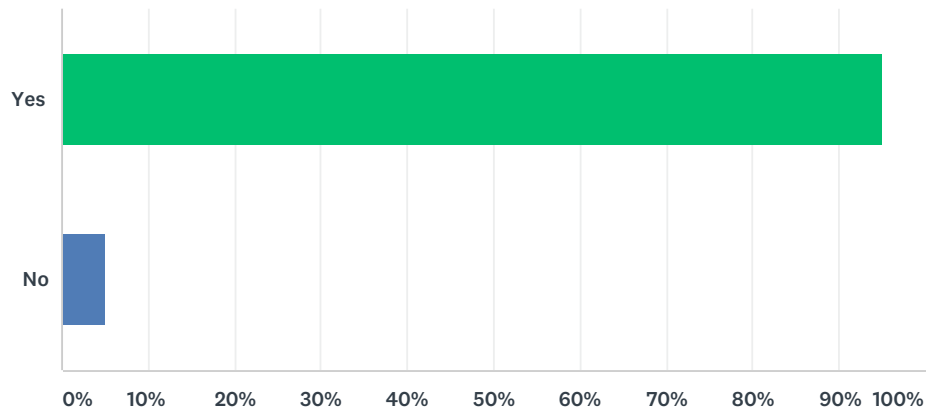
Answered: 43 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		100.00%	43
No		0.00%	0
TOTAL			43

Q8 Do you feel that you are listened to and any concern addressed?

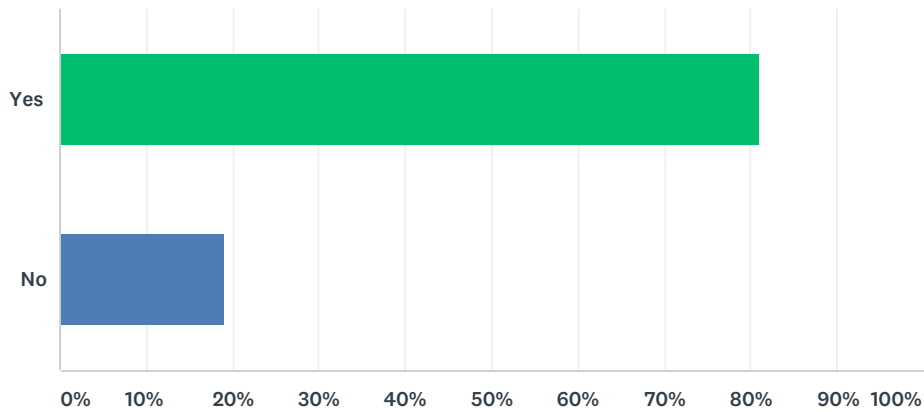
Answered: 40 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	95.00%	38
No	5.00%	2
TOTAL		40

Q9 Are you fully aware of the support your relative is receiving?

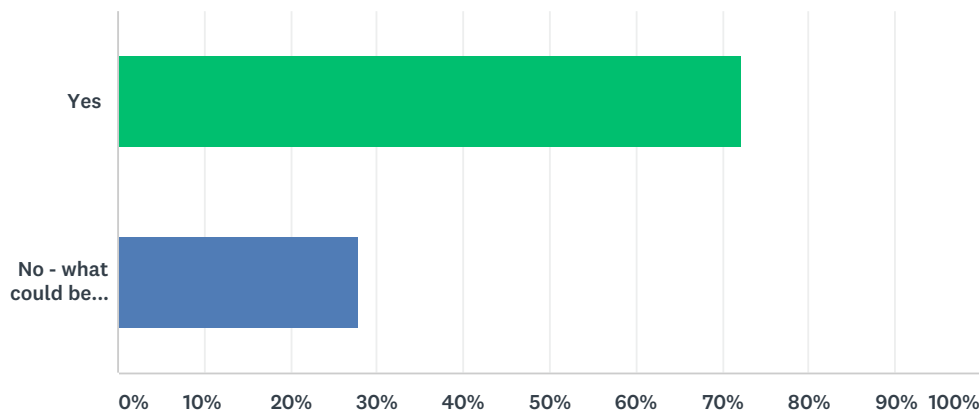
Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	80.95%	34
No	19.05%	8
TOTAL		42

Q10 Do you think your relative has plenty to occupy them whilst at Ascot House? If not, what could be improved?

Answered: 43 Skipped: 1

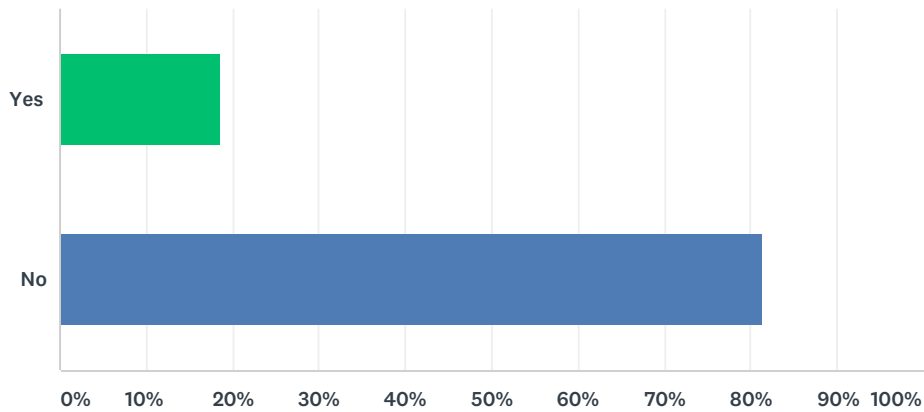


ANSWER CHOICES	RESPONSES	
Yes	72.09%	31
No - what could be improved?	27.91%	12
TOTAL		43

#	NO - WHAT COULD BE IMPROVED?	DATE
1	12/18/2018 11:28 AM
2	My Mum is quite reserved and needs encouragement to join in when appropriate	12/18/2018 11:16 AM
3	More verbal encouragement to become involved with group activities - like crafts and board games etc	12/18/2018 11:11 AM
4	Unfortunately Mum's age restricts her	12/18/2018 10:50 AM
5	Difficult to answer as my mother is aged 94	12/18/2018 10:45 AM
6	poor lighting is not good for someone with poor eyesight, a bright good table light in the room could be very helpful.	10/4/2018 9:05 AM
7	She indicated she does not do enough physiotherapy. TV is also not a viable option re: time.	9/17/2018 10:30 AM
8	7/17/2018 12:25 PM
9	Not the fault of Ascot House. Mum seems quite happy in her room. She watched TV at times	7/17/2018 10:30 AM
10	I'm taking in magazines and newspapers	7/17/2018 10:10 AM
11	...	7/17/2018 9:37 AM
12	The staff are kind and engage with my relative and others, but perhaps more activities could be provided other than TV	9/28/2017 11:34 AM

Q11 Do you think your relative is lonely in Ascot House?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	18.60%	8
No	81.40%	35
TOTAL		43

Q12 How long has your relative been in Ascot House? Is this within the expected time or longer? If longer, what are the reasons for this?

Answered: 42 Skipped: 2

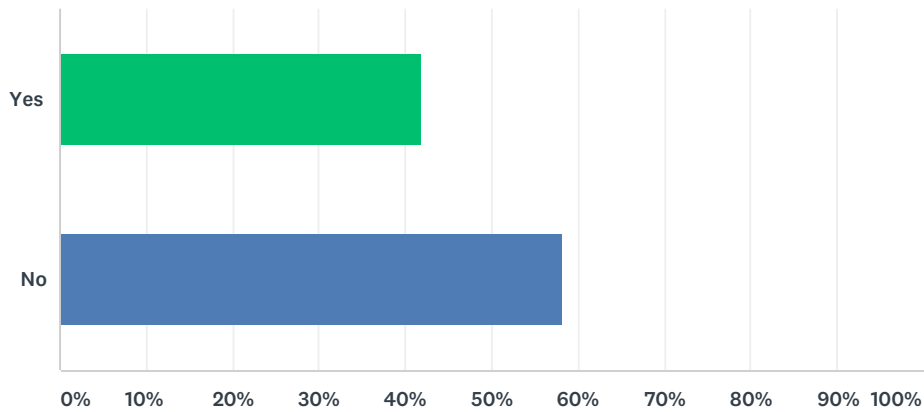
#	RESPONSES	DATE
1	Slightly longer due to medical intervention which was necessary	12/18/2018 11:49 AM
2	3 weeks	12/18/2018 11:44 AM
3	6 days	12/18/2018 11:34 AM
4	4 weeks. We were unsure how long it would take. We have not got to the stage about being involved with discharge at the moment	12/18/2018 11:31 AM
5	3 weeks	12/18/2018 11:28 AM
6	5 days	12/18/2018 11:24 AM
7	3-4 weeks Yes within expected time	12/18/2018 11:22 AM
8	3 weeks. Yes within expected time	12/18/2018 11:18 AM
9	2 days	12/18/2018 11:16 AM
10	2 weeks	12/18/2018 11:11 AM
11	In care for 8 weeks. Needs longer as it is Mum's best interests	12/18/2018 11:01 AM
12	3 weeks	12/18/2018 10:54 AM
13	Just over a week	12/18/2018 10:50 AM
14	2 weeks. There is no target	12/18/2018 10:45 AM
15	Three weeks in Ascot House	12/18/2018 10:35 AM
16	5/6 weeks no progress	10/4/2018 10:04 AM
17	12 days	10/4/2018 9:33 AM
18	So far 1 and half weeks, i expect him to be here for further 1-2 weeks.	10/4/2018 9:15 AM
19	1 week expected up to 3 weeks now.	10/4/2018 9:05 AM
20	one week	10/4/2018 8:51 AM
21	Five weeks	9/17/2018 11:05 AM
22	4 weeks. Expected time.	9/17/2018 10:41 AM
23	About the expected time.	9/17/2018 10:30 AM
24	4 weeks - we had not been given an expected time of admission. The process of discharge is quote slow due to the availability of carers but Mum is very happy to stay at Ascot House.	9/17/2018 10:16 AM
25	3 weeks	7/17/2018 12:25 PM
26	2 weeks	7/17/2018 12:08 PM
27	5 weeks	7/17/2018 12:02 PM
28	(Not stated how long.) Within expected time	7/17/2018 11:58 AM
29	My Nana has been here for about 6 weeks	7/17/2018 11:54 AM
30	2 weeks	7/17/2018 10:30 AM
31	Three and a half weeks. Longer than expected due to osteoporosis	7/17/2018 10:22 AM
32	2 weeks	7/17/2018 10:18 AM
33	Only admitted yesterday.	7/17/2018 10:10 AM
34	Since 21st June	7/17/2018 10:03 AM
35	1 week and in expected time.	7/17/2018 9:52 AM
36	19 days to date. Within the expected time.	7/17/2018 9:44 AM

Bed Based Intermediate Care - Relative questionnaire

37	4 weeks	7/17/2018 9:37 AM
38	2 weeks	5/22/2018 10:24 AM
39	1 week at present due to hip breakage	5/22/2018 10:09 AM
40	approx 5 weeks. Longer than expected but that was due to partner illness which was unexpected.	5/22/2018 10:04 AM
41	5 weeks timing was decided by Ascot House Staff. I was prepared to have him home whenever the decision was made.	9/28/2017 11:45 AM
42	Within expected time. Been there one and a half weeks. Expected time 3-4 weeks.	9/28/2017 11:34 AM

Q13 Have you been involved in the discharge plan for your relative?

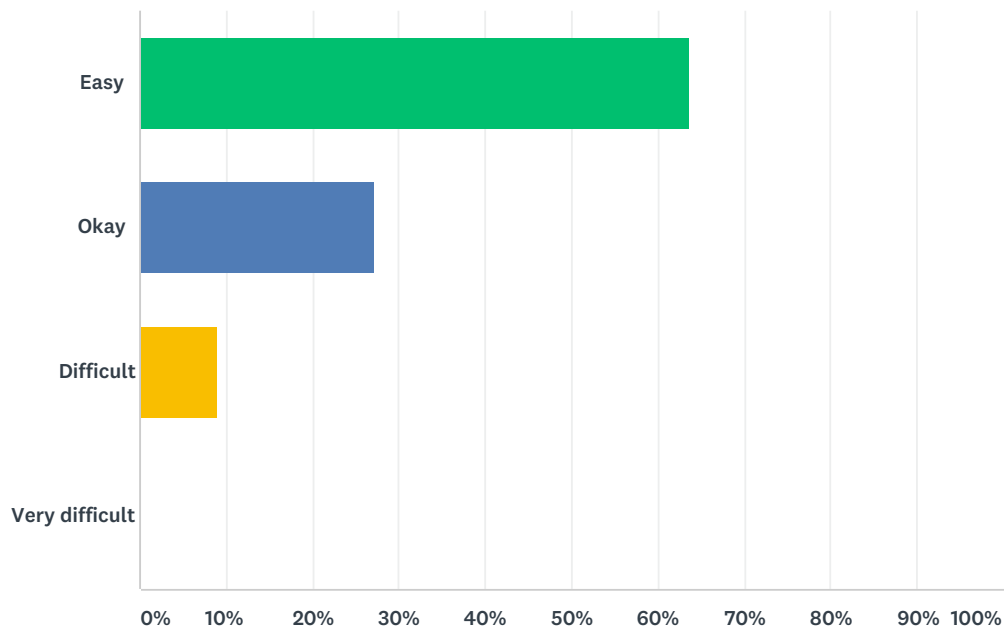
Answered: 43 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		41.86%	18
No		58.14%	25
TOTAL			43

Q14 How easy is it for you to get to Ascot House?

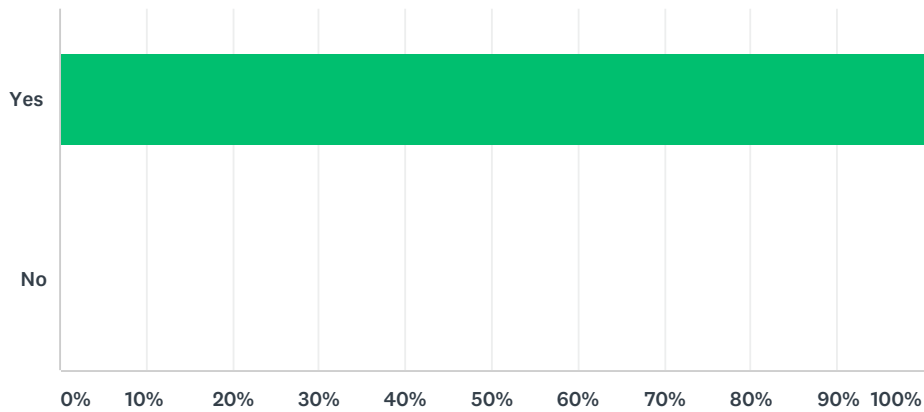
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Easy	63.64%	28
Okay	27.27%	12
Difficult	9.09%	4
Very difficult	0.00%	0
TOTAL		44

Q15 Is your relative treated with kindness and compassion?

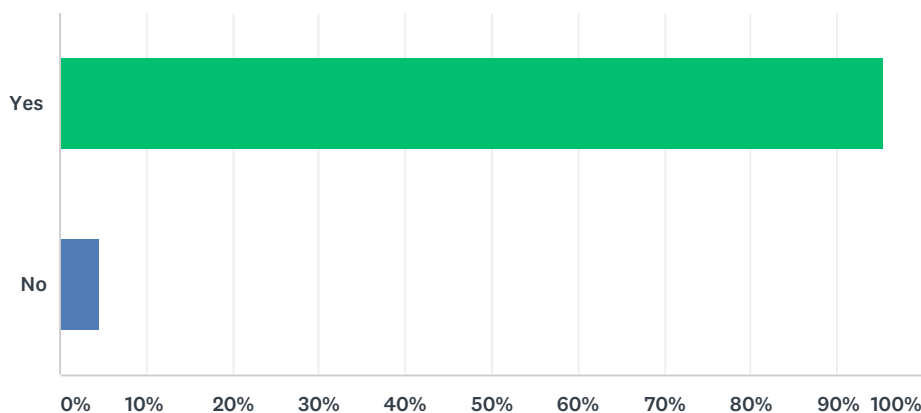
Answered: 44 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		100.00%	44
No		0.00%	0
TOTAL			44

Q16 Do you feel the treatment/care provided to your relative in Ascot House has been of benefit to them?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	95.35%	41
No	4.65%	2
TOTAL		43

Q17 Is there anything that your relative is particularly happy or unhappy about?

Answered: 33 Skipped: 11

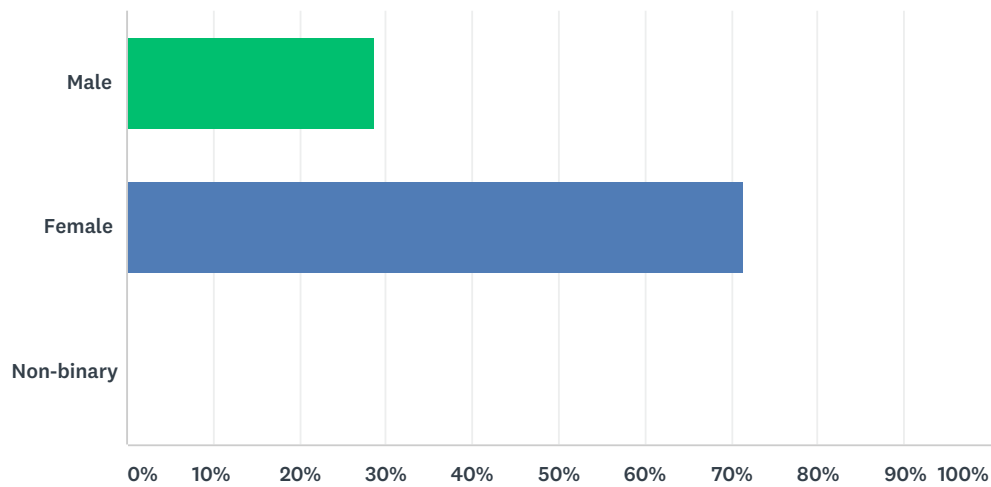
#	RESPONSES	DATE
1	Have a feeling the loneliness she experiences may be self induced	12/18/2018 11:49 AM
2	Careworker sometimes takes control of TV and puts on channel they want to watch	12/18/2018 11:44 AM
3	Would benefit from a more secure and safer additional car park especially during winter months as returning to the car can be daunting when alone.	12/18/2018 11:37 AM
4	Very happy with the care provided. Food has been very enjoyable. Friendly and approachable staff	12/18/2018 11:34 AM
5	Mum has been content and has gained more independence and regained some appetite	12/18/2018 11:31 AM
6	We only know how things are going if we ask. The staff do not volunteer information	12/18/2018 11:22 AM
7	Happy with staff and food	12/18/2018 11:18 AM
8	1. My mother required persdoanl washing and care after a bout of sickness. The nurse who attended her was male. I do not think that my mother was offered a choice of male or female to attend to her needs and as a result, she felt embarrassed to be cleaned intimately by a man. It clearly upset her and she continued to tell me about it on my nightly visit. I do not think it is appropriate for a younger male carer to be attending a 90 year old woman. 2. I do not feel that the staff are particularly well read up on the dietary needs of their patients, as sometimes inappropriate food is offered on occasions. 3. The staff on the whole are very vocal and encourage conversation and chatter. They all have a good sense of humour	12/18/2018 11:11 AM
9	We are very happy with the way Ascot House is run. All the staff are very good towards Mum.	12/18/2018 11:01 AM
10	Happy about everything - food, care, etc	12/18/2018 10:54 AM
11	She seems brighter, but a little up and down	12/18/2018 10:50 AM
12	My mother appears content	12/18/2018 10:45 AM
13	Unsure - not enough discussion on future plans. My mother claims she is neglected in Ascot House. I believe she enjoys good care. My only concern is that we don't really know what is going on and what is planned for my mother's future. Regular meeting with the management aand social workers would be helpful to understand what is wrong with my mother and what future plans we need to make.	12/18/2018 10:35 AM
14	She is 93 with Dementia. 1. is geared towards people who have utter no idea what day of the week is. Personally as her son- Ascot house is just as very top of the care facility .This questioner hardly projects the bigger picture. There are so many traps trying to source and finance its care home for incapable patient. Liasing between Trafford and possible care homes - until you knew there questionaires like this are meaningless. !0 Elmore Case, Houses care CW4 7HW Just getting trafford to be sensible would be remarkable. Power of Attorney given over to Trafford personally trafford lost it. second one is online copy via social worker mail send to brother on south coast to me at house chapel. Postage delay from Trafford 10 days. Interim period for £2500 for failure to discuss information which they were given in advance of their deadline. Members very adlessy ie contribution for care facilities. No contact name on correspondence. mail sent to vacant premise not to those with P>O>A Today discuss to trafford L.A not acot. Different members for care offside trafford. etc.	10/4/2018 10:04 AM
15	My dad was referred following a collapse at home. His progress while in Ascot House has been fantastic.All involved in his care are extremely polite, friendly and professional.	10/4/2018 9:15 AM
16	Is not very impressed with the meals. as visitors are not allowed to be there at meal times i am not in a position to agree or disagree.Washing -good that is done for you, but as her clothes seem to be gradually disappearing for washing and not coming back it would be easier to do it myself. I am not suggesting they are being stolen. Physio good	10/4/2018 9:05 AM
17	The staff provided excellent care, the physios and occupational therapist have increased my mobility and increased my confidence and hopefully it will increase my mobility on home and keep me safe. The food has enabled me to regain my appetite.	9/17/2018 11:05 AM
18	Very happy with kindness of staff.	9/17/2018 10:41 AM

Bed Based Intermediate Care - Relative questionnaire

19	[Comment on Q11: Answered Yes and No to 'Do you think your relative is lonely in Ascot House' and commented 'Elderly make friends but staff could approach them more while in the room'] [Comment on Q15: Answered Yes and No, commented 'As mentioned, physiotherapy is not sufficient'] There is no difference to her mobility, in fact it is getting worse. But she's happy with care as she is easy to please that way.	9/17/2018 10:30 AM
20	[Comment from Q10: Due to her age she was happy to be involved in any activities but also happy to rest as on occasion she felt very tired] My Mum has really enjoyed her time at Ascot House. She says that all the staff without exception are kind and helpful and noting is too much trouble for them. She has made use of the podiatrist and the hairdresser. She enjoys the privacy of her own bedroom but also the company at meal times - she has made some good friends. Mum has enjoyed her baths but the bathroom closest to her room has been out of service throughout her stay. However her stay has been a very pleasant experience for her.	9/17/2018 10:16 AM
21	I don't think so. The HCAs don't really know what to tell us about Mum's treatment & care. A GP has called me to discuss Mum's condition and she has been sent back to hospital 3 times, the last 2 times I am not sure why. I don't see much evidence of a care plan I'm afraid.	7/17/2018 12:25 PM
22	I feel my relative is receiving very good care. I can see the improvements in her on every visit. All the staff are very friendly and they are looking after my Mum really well. Thank you very much to all the staff involved with my Mum's rehabilitation	7/17/2018 12:08 PM
23	Staff are good - very attentive	7/17/2018 12:02 PM
24	Addit info from Q 11 - Its possible she is lonely but she seems alright. Addit info from Q16 - Help is always available At the moment she seems happy with the help available. She's quite a shy person. Hopefully she'll integrate more given time.	7/17/2018 10:30 AM
25	Addit info for Q3 - Salford Royal Hosp - 16/5/18 Ascot House - 23/5/18 Wythenshawe Hosp - 5/6/18 Ascot House - 13/6/18	7/17/2018 10:18 AM
26	Addit info from Q6 - Difficult to answer as our relative only arrived yesterday. The food seems excellent and the staff are very attentive. This is an excellent facility and much needed for interim care to enable my relative to get their strength back to enable them to return home in due course.	7/17/2018 10:10 AM
27	Parking is difficult. Food is good. Physio is good. Company is good. Staff very good.	7/17/2018 10:03 AM
28	Not to my knowledge. She is not a person to put up with something she is unhappy about. She will let people know and the same applies when she's happy.	7/17/2018 9:44 AM
29	Additional info from Q9 - From what Mum tells us, or if we approach staff to ask, but the staff are not good at liaising with family. Additional info from Q13 - Communication from O.T. only. This was because she needed to ask to do home visit. Additional info from Q15 - Mum reports staff do not sit and talk to them. They sit at the table and put us in front of TV. Staff generally pleasant Visiting times restrictive for the family. Staff do not sit and talk to you outside of doing their tasks. Only TV. No other activity to stimulate the mind. Structured mealtimes good. Portion sizes too big. Positive placement as achieved. Mobility good to be able to return home. Bed not comfortable. Mum had grazed leg on the bed.	7/17/2018 9:37 AM
30	no	5/22/2018 10:09 AM
31	Really happy with all the staff and the way they have treated her. She has been really well looked after. All staff have been outstanding in everything.	5/22/2018 10:04 AM
32	Carers who have a strong foreign accent is uncomfortable for someone with a hearing problem	9/28/2017 11:45 AM
33	He is happy with his treatment by staff. He would prefer male carers to deliver personal care - my relative is male.	9/28/2017 11:34 AM

Q18 Which gender are you / do you prefer to be recognised as?

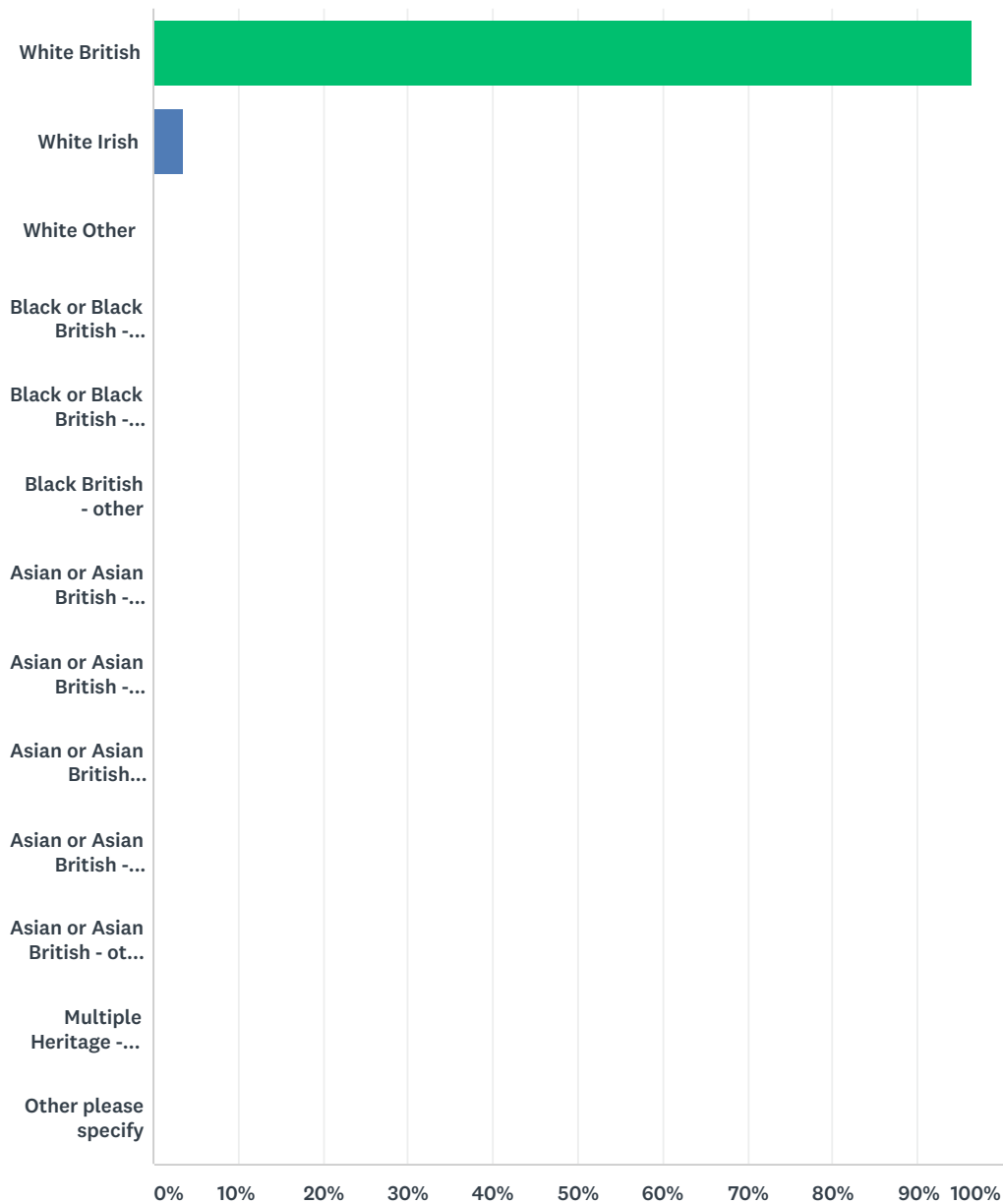
Answered: 28 Skipped: 16



ANSWER CHOICES		RESPONSES	
Male		28.57%	8
Female		71.43%	20
Non-binary		0.00%	0
TOTAL			28

Q19 Which ethnicity do you feel most closely describes you?

Answered: 28 Skipped: 16



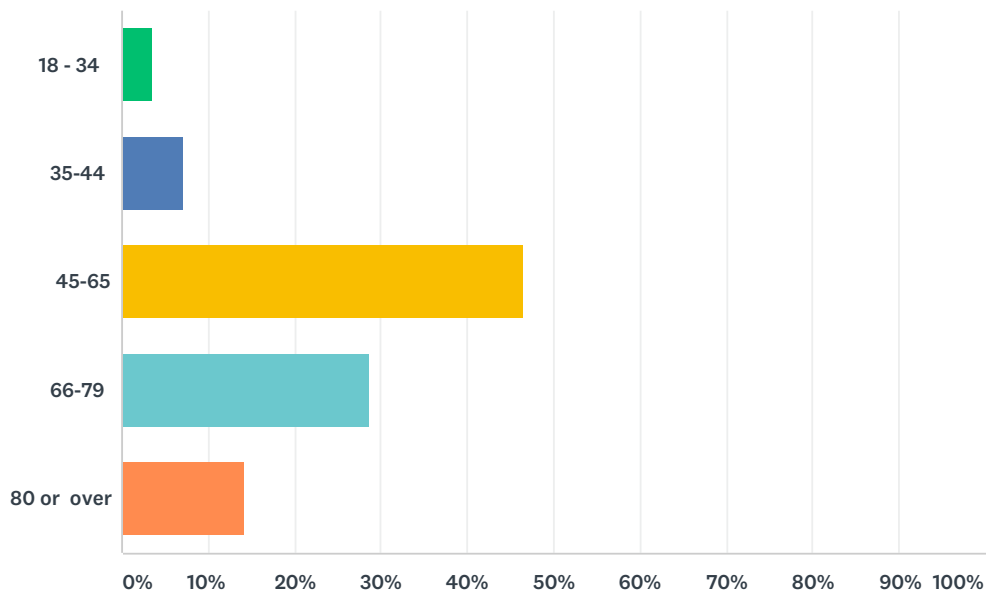
ANSWER CHOICES	RESPONSES	
White British	96.43%	27
White Irish	3.57%	1
White Other	0.00%	0
Black or Black British - African	0.00%	0
Black or Black British - Caribbean	0.00%	0
Black British - other	0.00%	0
Asian or Asian British - Indian	0.00%	0
Asian or Asian British - Pakistani	0.00%	0
Asian or Asian British Bangladeshi	0.00%	0

Bed Based Intermediate Care - Relative questionnaire

Asian or Asian British - Chinese	0.00%	0
Asian or Asian British - other	0.00%	0
Multiple Heritage - mixed race	0.00%	0
Other please specify	0.00%	0
TOTAL		28

Q20 Age group :

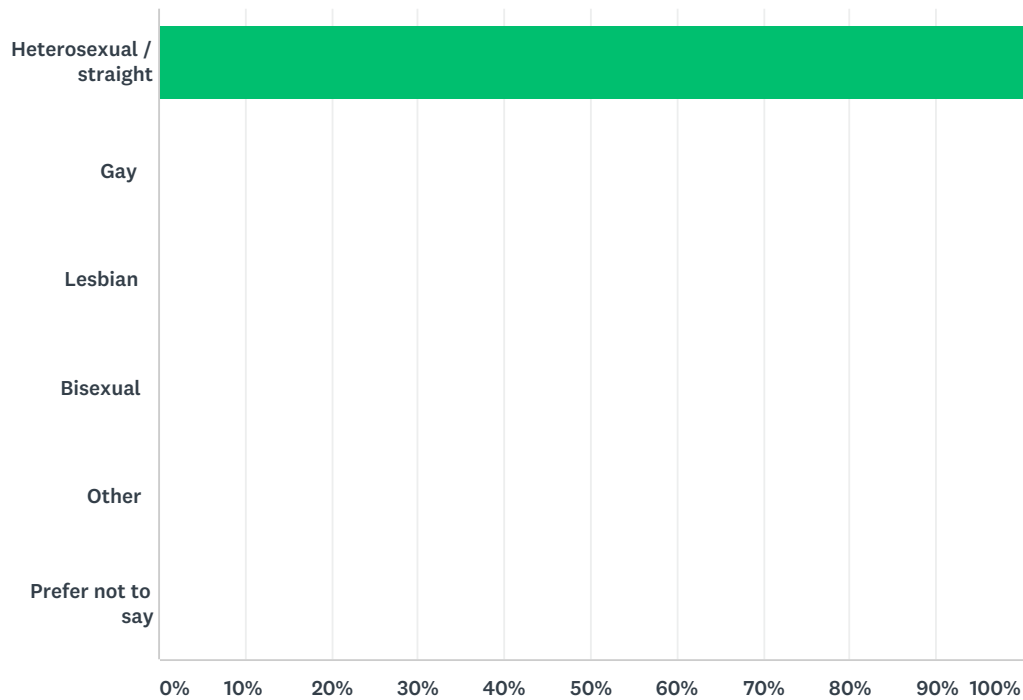
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
18 - 34	3.57%	1
35-44	7.14%	2
45-65	46.43%	13
66-79	28.57%	8
80 or over	14.29%	4
TOTAL		28

Q21 Sexual Orientation:

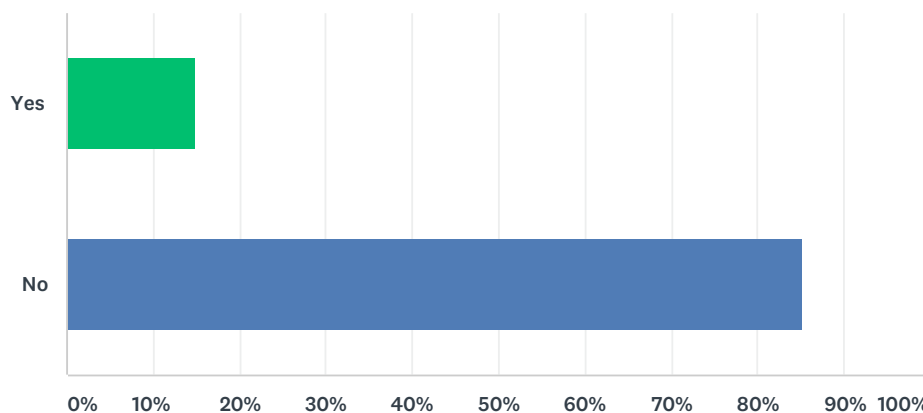
Answered: 26 Skipped: 18



ANSWER CHOICES	RESPONSES	
Heterosexual / straight	100.00%	26
Gay	0.00%	0
Lesbian	0.00%	0
Bisexual	0.00%	0
Other	0.00%	0
Prefer not to say	0.00%	0
TOTAL		26

Q22 Do you identify as a disabled person? Do you consider yourself to have disability?

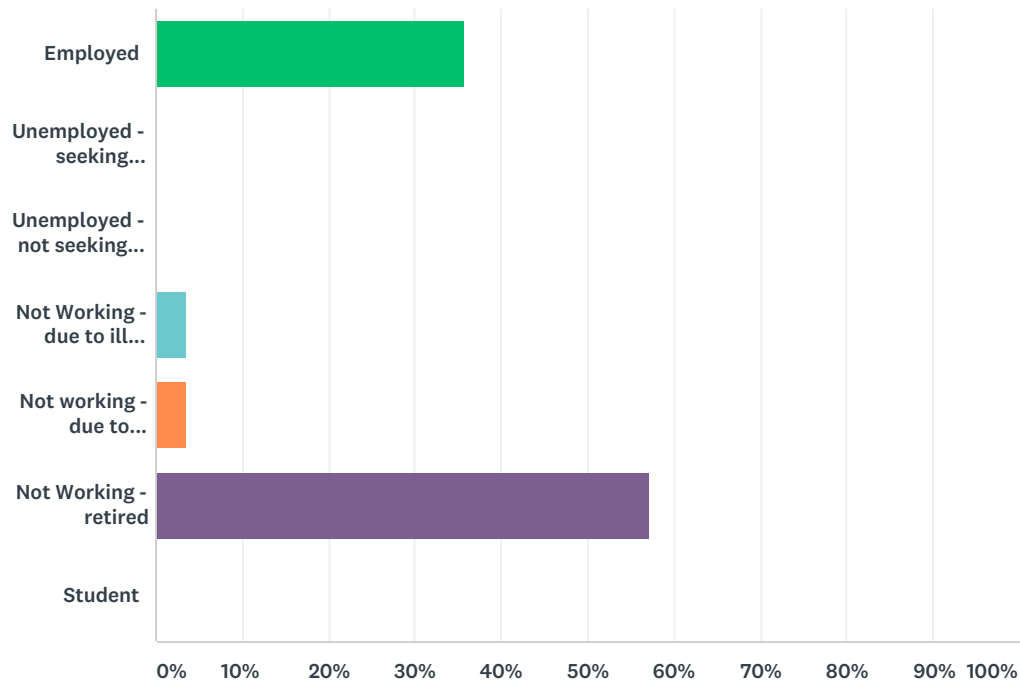
Answered: 27 Skipped: 17



ANSWER CHOICES		RESPONSES	
Yes		14.81%	4
No		85.19%	23
TOTAL			27

Q23 What is your current employment status?

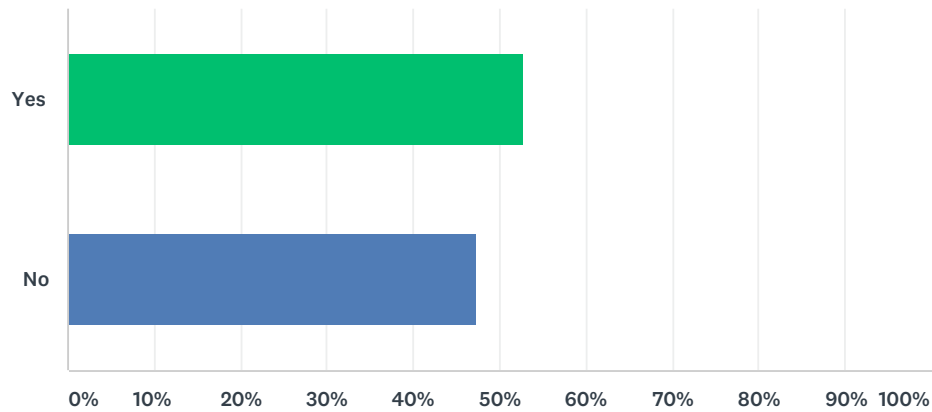
Answered: 28 Skipped: 16



ANSWER CHOICES	RESPONSES	
Employed	35.71%	10
Unemployed - seeking employment	0.00%	0
Unemployed - not seeking employment	0.00%	0
Not Working - due to ill health	3.57%	1
Not working - due to disability	3.57%	1
Not Working - retired	57.14%	16
Student	0.00%	0
TOTAL		28

Q24 Are you carer?

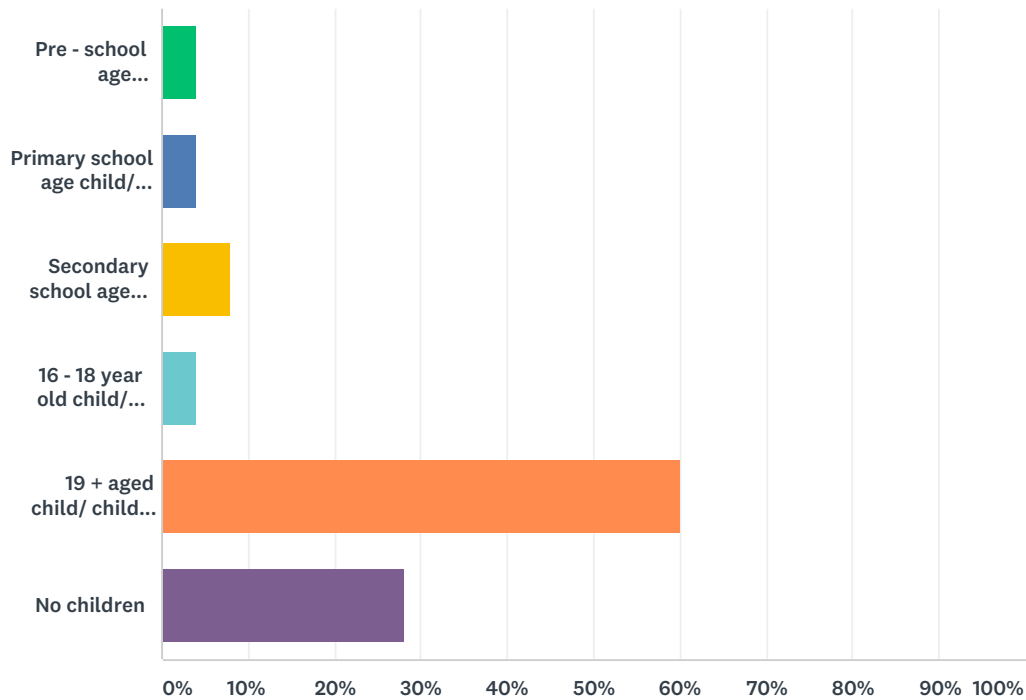
Answered: 19 Skipped: 25



ANSWER CHOICES	RESPONSES	
Yes	52.63%	10
No	47.37%	9
TOTAL		19

Q25 Do you have children? [tick all the apply]

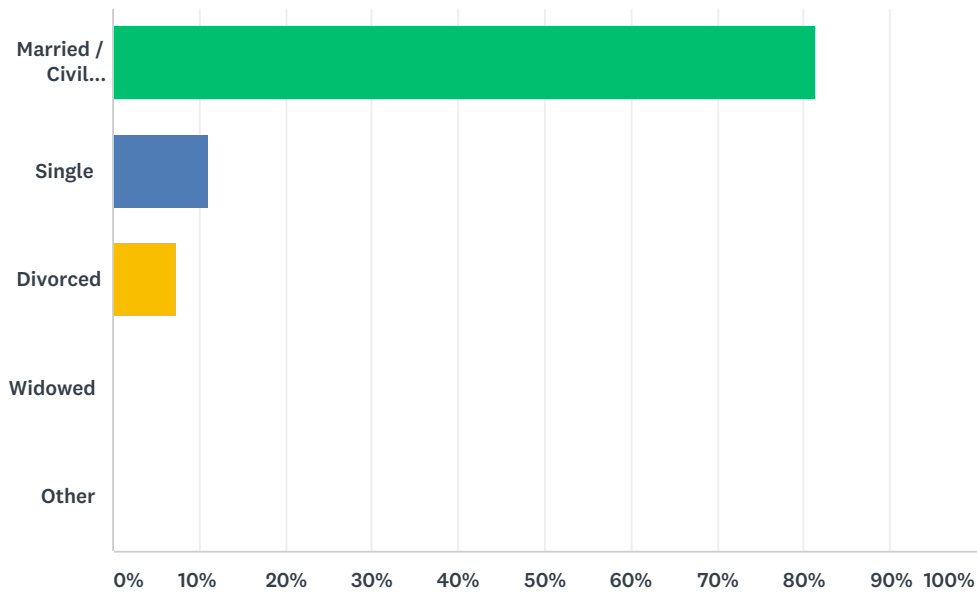
Answered: 25 Skipped: 19



ANSWER CHOICES	RESPONSES	
Pre - school age child/children	4.00%	1
Primary school age child/ children	4.00%	1
Secondary school age child/ children	8.00%	2
16 - 18 year old child/ children	4.00%	1
19 + aged child/ children	60.00%	15
No children	28.00%	7
Total Respondents: 25		

Q26 What is your marital status?

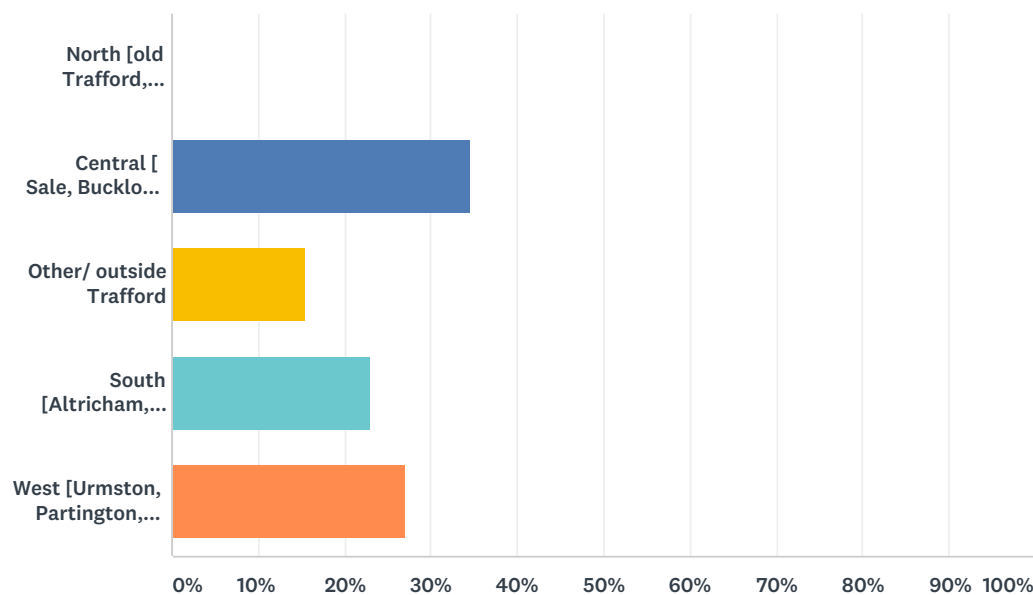
Answered: 27 Skipped: 17



ANSWER CHOICES	RESPONSES	
Married / Civil partnership	81.48%	22
Single	11.11%	3
Divorced	7.41%	2
Widowed	0.00%	0
Other	0.00%	0
TOTAL		27

Q27 In which area/ locality do you live ?

Answered: 26 Skipped: 18



ANSWER CHOICES	RESPONSES	
North [old Trafford, Stretford, Gorse Hill, Longford and clifford]	0.00%	0
Central [Sale, Bucklow st Martin's, Aston upon Mersey, Brooklands, Priory, Sale Moor and st Mary's]	34.62%	9
Other/ outside Trafford	15.38%	4
South [Altricham, Bowden, Broadheath, Hale Barns, Hale Central, Timperly and Village]	23.08%	6
West [Urmston, Partington, Bucklow st Martin's, Davyhulme East, Davyhulme west and Flixton]	26.92%	7
TOTAL		26

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The care home information report

The Trafford Healthwatch 100
report on experiences of
information on finding a care
home in Trafford



March to May 2018

Published December 2018



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Special thanks to the Healthwatch Trafford volunteers that contributed to the creation of this report:

Aleksandra Gorczynska for graphic design, Ralph Bilsborrow for qualitative analysis, Kevin Costello for quantitative analysis and Peter Longmire for organisational and administrative support.



Introduction

This report has been produced by Healthwatch Trafford. The Healthwatch network consists of 152 Healthwatch organisations across each of the local authority areas in England. It also has a national body called Healthwatch England based in London. We are all independent organisations who aim to help people get the best out of their local health and social care services; whether it's improving them today or helping to shape them for tomorrow.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care in Trafford. As a statutory watchdog, our role is to ensure that local decision makers put the experiences of people at the heart of their care so that those who buy (commissioners) and provide our services (NHS Trusts, GPs, the voluntary sector and independent providers) can benefit from what Trafford people tell us.

We have produced several reports in the past covering many elements of health and social care in Trafford. These can be found on our website at <https://healthwatchtrafford.co.uk/our-reports/> or by contacting us directly using the details on the back cover.





Executive summary

Over the years that Healthwatch Trafford has been in existence, one of the subjects that we have been asked for information about numerous times is information on care homes. We decided we would carry out a survey to find out what people that live, work and use services in Trafford think of the provision of information about care homes in the area.

To do this, we used our Trafford Healthwatch 100* programme, which consists of people in Trafford that have signed up for regular surveys about health and social care in the area. We created a survey for this group on care home information, and made it available online via our website, social media and email.

What we have found is there are a lot of people that do not know where to go to find information. Only 39.2% of respondents said that they knew where to go to find information on finding a care home, with people 38 years old and younger as well as males being much more likely not to know.

There is a big gap in knowledge as far as funding streams are concerned, with 50% saying they did not know what NHS continuing healthcare and NHS funded nursing care are.

We are aware that online there are some very good resources to help people get information to lead them through the process, but there is currently very little signposting from the likes of Trafford Council to these resources. There is also a real shortage and difficulty in finding this information for those people that are not online.

Comments people made highlighted a number of problems with the availability of information, including the lack of information about care home vacancies in the area, as well as the costs associated with them. There is also a lack of clarity around what funding people are entitled to from both the local authority and the NHS and what the rules and conditions around the funding are.

After analysis of the findings, we have formulated six recommendations to address what we have found.

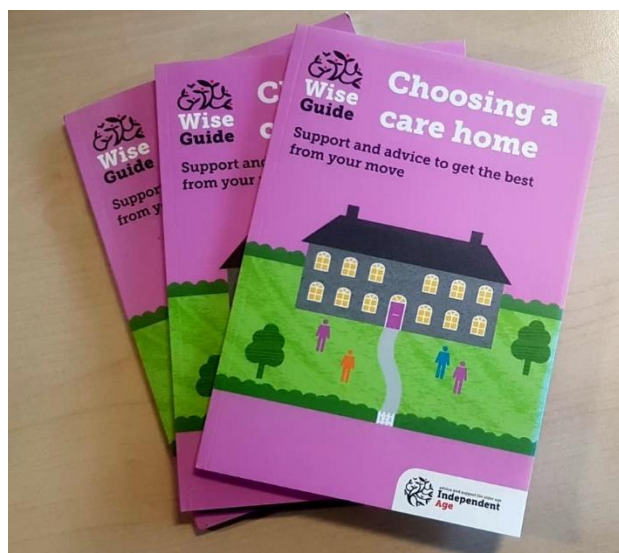


Figure 1. Independent age produces some very useful guides and information on finding a care home and what to consider

**For more information about the Trafford Healthwatch 100 project, please visit <https://healthwatchtrafford.co.uk/the100/>.*



Recommendations

1. There should be a central point for information about local care homes which should be kept updated and publicly available - with locations of homes, type and vacancies available. This should be the responsibility of the Local Authority, as it should have the most accurate and up-to-date information already. This should be online, but be able to be referred to or printed for those that have no access to the internet.
2. Information about potential funding for places in care homes, including Local Authority contributions and the financial assessment, continuing healthcare and NHS funded nursing care as well as the rules and conditions to getting them should be made clear. This should include what the conditions of eligibility are, how to claim them and what the awards are.
3. Local organisations should promote the existing publications that are freely available that can help guide people through the process (such as those from Independent Age¹, Age UK² and Which?³). In particular, these could be recommended or signposted from the Local Authority assessment team, who can use it to help guide people from the process.
4. Care homes should make the fees they charge clear and upfront, so people know what to expect. As most people will access the care homes' own website to find information about it, this should carry information on all the fees that they charge. Some already do this, but most do not, and some do not even have their own websites.
5. Better information provided on the differences in care homes available and different options of types of accommodation should be more widely available from all agencies that provide information, particularly the Local Authority regarding the homes that it places residents in (E.g. extra care facilities, homes specialising in certain types of care etc.).

¹ <https://www.independentage.org/information/support-care/care-homes>

² <https://www.ageuk.org.uk/information-advice/care/arranging-care/care-homes/help-finding-care-home/>

³ <https://www.which.co.uk/after-life-care/housing-options/care-homes?gclid=CKvozZTB8sECFafHtAodqTEA4g>



Background

Finding information about care homes in Trafford is a subject that has been brought to the attention of Healthwatch Trafford repeatedly over the last few years.

It is an issue that we have kept an eye on and we decided to run one of our Trafford Healthwatch 100 surveys on the subject to gauge people's experiences and feelings. The Trafford Healthwatch 100 is a programme of regular surveys that we run, made up of quick-to-complete questionnaires on differing subjects that can be completed by anyone. These are sent out by email to a growing database of people that have signed up to receive them. These surveys are available online and publicised via our website and social media. They provide us with information that we can use to decide on



whether to investigate further or if there is any action needed. Our recent report on blood testing clinics in the area is a case in point*.

In this case, we ran the Healthwatch 100 survey on care home information online.

This report is the result of this survey.

**You can find our phlebotomy services report, and all our other reports, at <https://healthwatchtrafford.co.uk/our-reports/>.*



Methodology

Data collection

The data was collected online using a SurveyMonkey survey, which was open for the months of March to May 2018. It was publicised and promoted via social media, the Healthwatch Trafford website and by email to the Trafford Healthwatch 100 contacts.

The survey was not targeted at any particular group within Trafford.

Analysis of data

The results of questions 13 to 19 were broken down to look at them through the demographics of age, if people are a carer or not, if they have children, if they identify as disabled or not, their employment status, ethnicity, which gender they identify as, which Trafford locality they live in, marital status and sexual orientation. This gave us feedback to consider the impact of each of these demographics.

Statistics that have been deemed significant to us have been reported on in the 'Findings' section. This takes into account the number of responses for each question and if we feel it is suitable to point out or make a judgement upon.



Points to note

Further analysis of the statistical data collected may raise further points. There are more areas of analysis that we have not been able to conduct in the timescale of producing the report. We are willing to share the dataset with any organisation with whom we deem has a legitimate interest in the information. All responses data will be anonymised before being made available so that no personal data will be shared.

Those that answered as 'outside Trafford' in the survey were either not residents of Trafford or were not registered with a Trafford GP but were using services in Trafford.

Bias

As the survey aimed to understand the general public in Trafford's experience of finding information on care homes, ideally the demographic mix of respondents would reflect that of Trafford on the whole. Inevitably, though, there are certain groups within this population who are more likely to respond to

- A Healthwatch 100 survey generally.
- A survey concerning care homes specifically.

These groups will therefore be overrepresented in the survey's results; and the rest of the population, underrepresented. This is known as selection bias.

Disproportionately many of the respondents were aged 45-65; just over half of respondents (57%) belonged to this age group, although they represent only approximately a quarter of the Trafford population⁴. Consequently, the results of the survey will be biased towards them. Conversely, disproportionately few respondents (13%) were aged 18-44, so the results will be biased against that age group.

We also observed that more than double the number of women than men in each age group responded to the survey (38:16 overall) which will bias the survey towards women. 1 respondent did not specify either gender.

Approximately 87% of the respondents identified as white British, whereas only approximately 80% of the Trafford population areⁱ. This means that the survey results are biased towards people of white British ethnicity.

Limitation of responses

Although 55 responses is reasonable for a representative statistical study, there were extremely few or no responses within certain demographics. This has made it difficult to draw conclusions regarding the care home information experience amongst these particular demographics within the Trafford population.

⁴ <http://www.infotrafford.org.uk/lab/portfolio/area-profiles-demographics>



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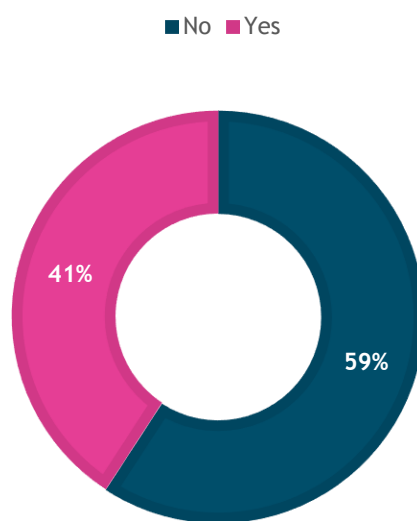
Results data

A full breakdown of results and demographics can be found at:

<https://healthwatchtrafford.co.uk/wp-content/uploads/2018/11/Care-homes-survey-results.pdf>

Below are the answers to the non-demographic questions.

Question 13 - Have you had to find a care home for a relative or friend?

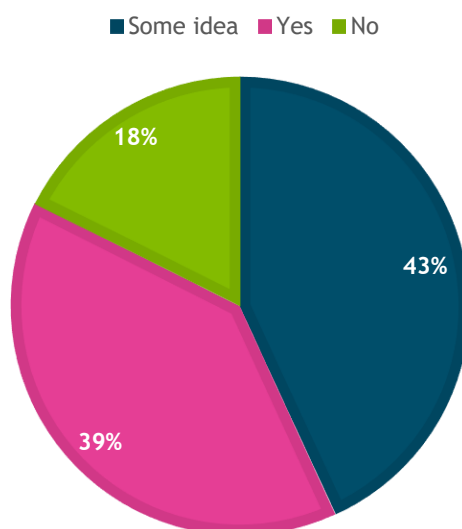


% of

Response to Question	Response Count	Responders	Surveyees
No	29	59.2	52.7
Yes	20	40.8	36.4
Skipped Question	6	12.2	10.9



Question 14 - Would you know where to go for information on finding a care home?

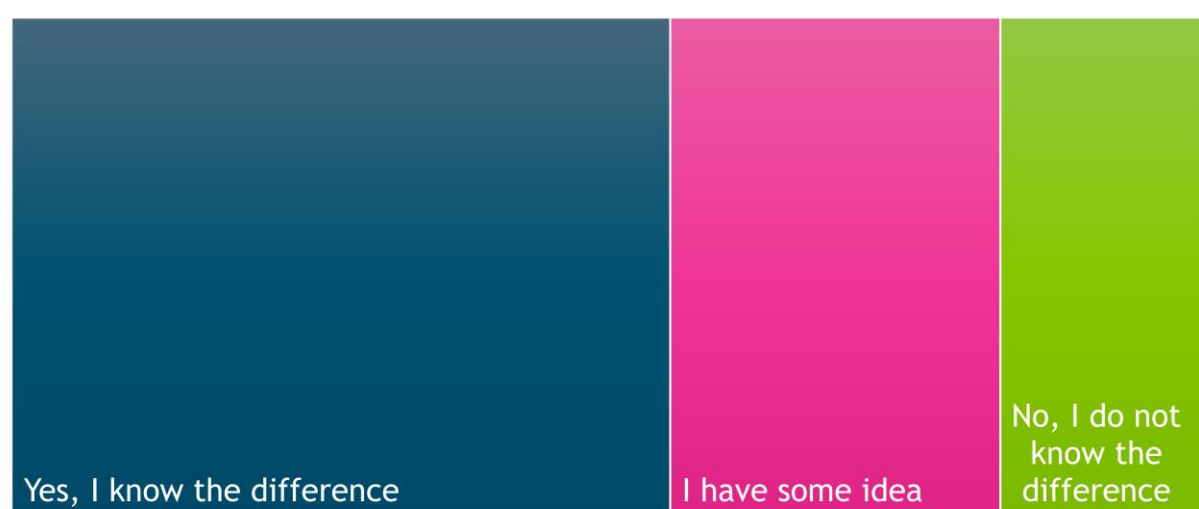


% of

Response to Question	Response Count	Responders	Surveyees
Some idea	22	43.1	40.0
Yes	20	39.2	36.4
No	9	17.6	16.4
Skipped Question	4	7.8	7.3



Question 15 - Do you know the difference between a care home, a nursing home and an extra care facility?

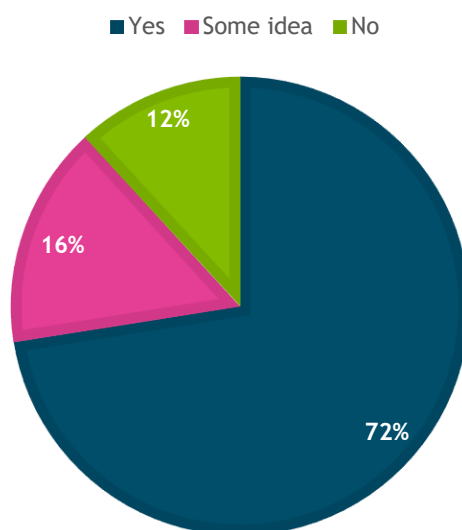


% of

Response to Question	Response Count	Responders	Surveyees
Yes, I know the difference	28	54.9	50.9
I have some idea	14	27.5	25.5
No, I do not know the difference	9	17.6	16.4
Skipped Question	4	7.8	7.3



Question 16- Do you understand what a care needs assessment is?

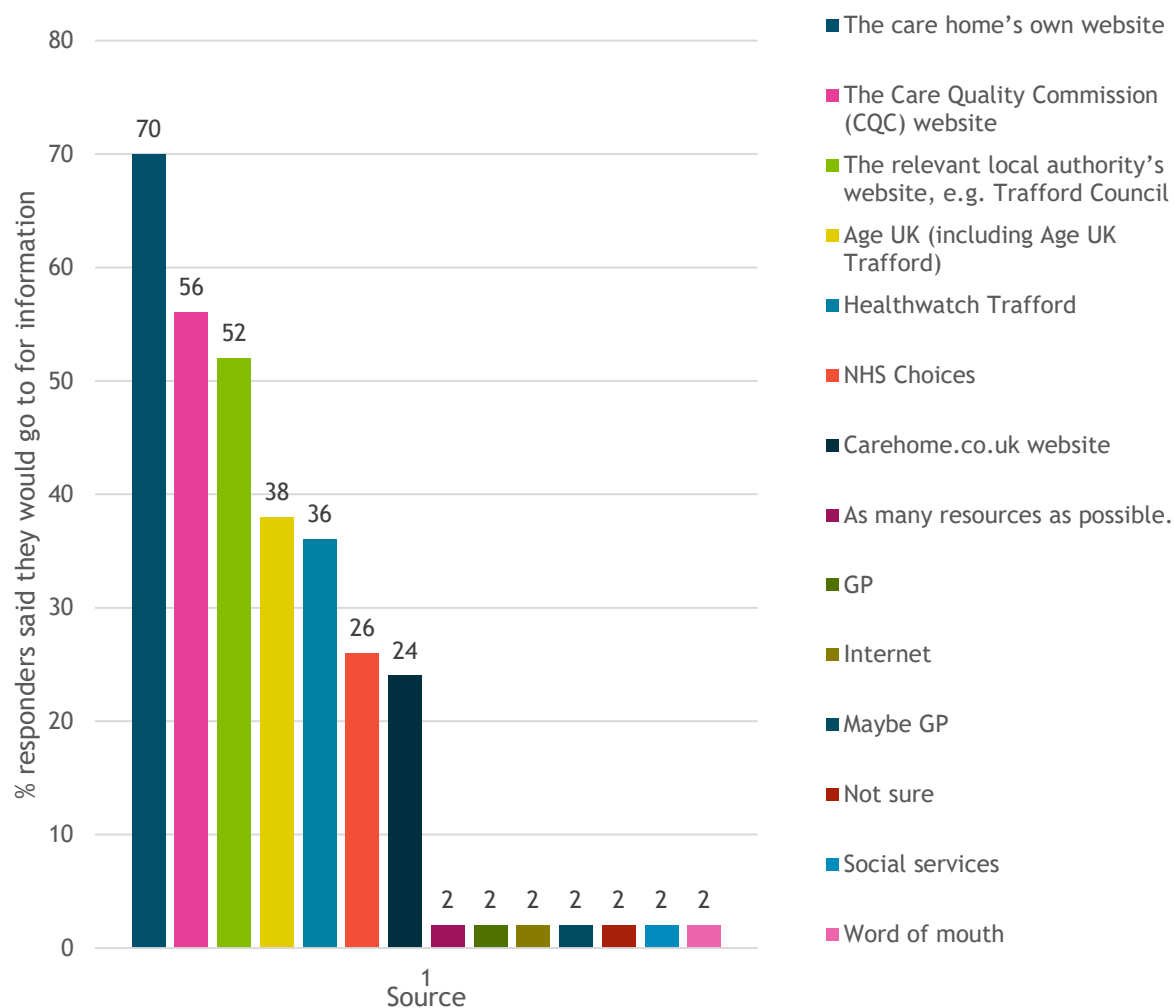


% of

Response to Question	Response Count	Responders	Surveyees
Yes	37	72.5	67.3
Some idea	8	15.7	14.5
No	6	11.8	10.9
Skipped Question	4	7.8	7.3



Question 17 - Where would you go to for information on a specific care home?



% of

Response to Question	Response Count	Responders	Surveyees
The care home's own website	35	70	63.6
The Care Quality Commission (CQC) website	28	56	50.9
The relevant local authority's website, e.g. Trafford Council	26	52	47.3

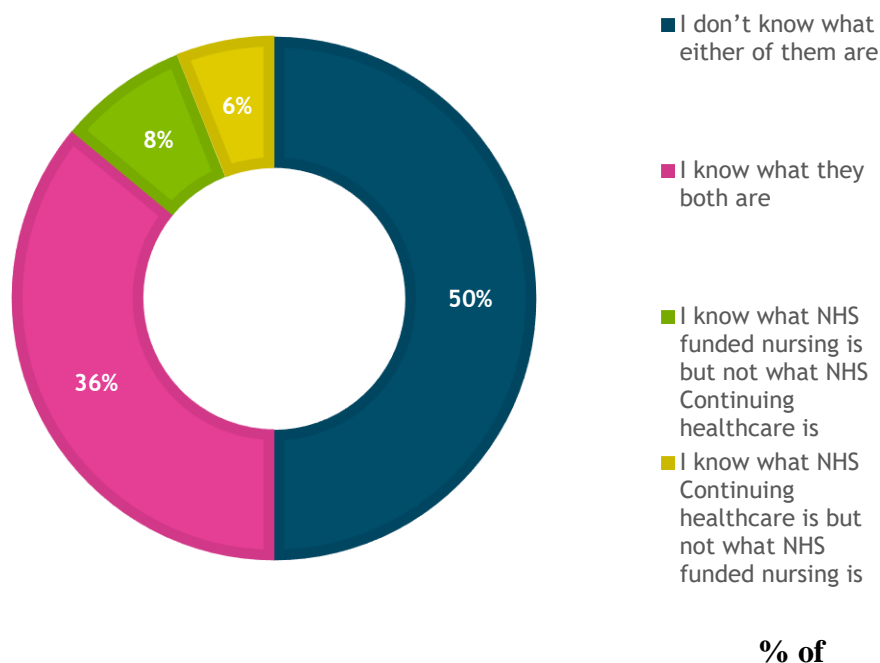


% of

Response to Question	Response Count	Responders	Surveyees
Age UK (including Age UK Trafford)	19	38	34.5
Healthwatch Trafford	18	36	32.7
NHS Choices	13	26	23.6
Carehome.co.uk website	12	24	21.8
Skipped Question	5	10	9.1
As many resources as possible.	1	2	1.8
GP	1	2	1.8
Internet	1	2	1.8
Maybe GP	1	2	1.8
Not sure	1	2	1.8
Social services	1	2	1.8
Word of mouth	1	2	1.8



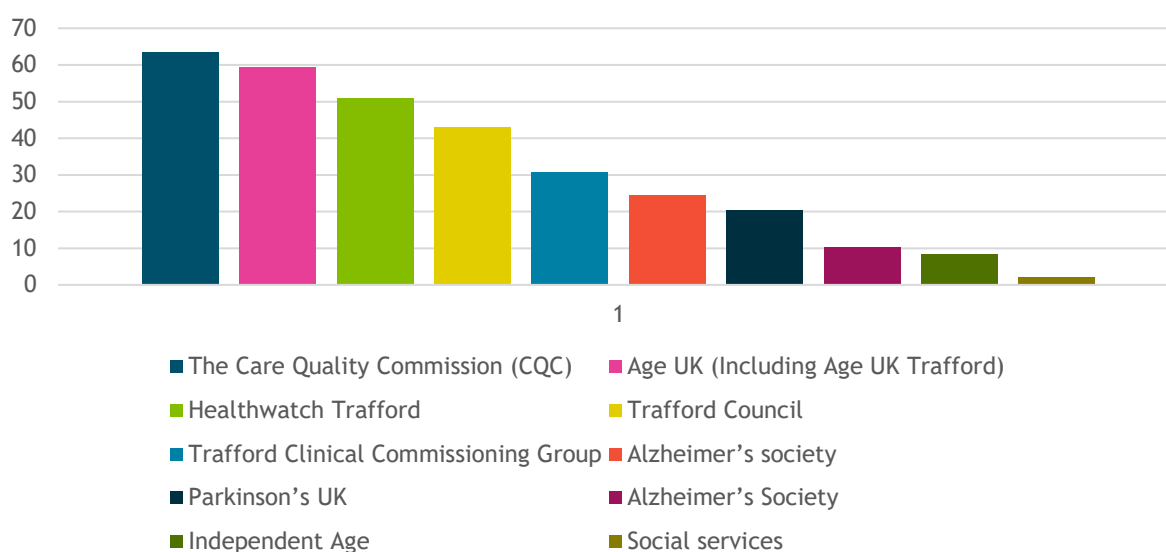
Question 18- Do you know what NHS Continuing Healthcare or NHS funded nursing care is?



Response to Question	Response Count	Responders	Surveyees
I don't know what either of them are	25	50	45.5
I know what they both are	18	36	32.7
Skipped Question	5	10	9.1
I know what NHS funded nursing is but not what NHS Continuing healthcare is	4	8	7.3
I know what NHS Continuing healthcare is but not what NHS funded nursing is	3	6	5.5



Question 19 - Which of the following organisations would you trust to provide helpful information about finding a care home?



% of

Response to Question	Response Count	Responders	Surveyees
The Care Quality Commission (CQC)	31	63.3	56.4
Age UK (Including Age UK Trafford)	29	59.2	52.7
Healthwatch Trafford	25	51.0	45.5
Trafford Council	21	42.9	38.2
Trafford Clinical Commissioning Group	15	30.6	27.3
Alzheimer's society	12	24.5	21.8
Parkinson's UK	10	20.4	18.2
Skipped Question	6	12.2	10.9



% of

Response to Question	Response Count	Responders	Surveyees
Alzheimer's Society	5	10.2	9.1
Independent Age	4	8.2	7.3
?	1	2.0	1.8
never heard of Independent Age	1	2.0	1.8
Social services	1	2.0	1.8

Question 20 - Is there anything else you would like to tell us about finding a care home?



All comments are verbatim, unless details have been removed or changed to protect anonymity.

Comment:

not at present

*Top up is very relevant for relatives

*Visiting the home & talking to Staff beforehand

*I would like a leaflet suggesting appropriate questions/things to look out for when considering my options

Recently had to move parent from care home due to closure. Only given 4 weeks' notice and they have complex needs. Social worker helpful although found new home ourselves. Confusing as we got letters telling us where they were to go not saying we had a choice and this place was in Wythenshawe miles from their 84 yr old spouse. No consideration for thier needs was given. We found a home ourselves ear where we live but was frightening to receive the letter telling us not asking us whether we wanted them in that place. We are first contact as spouse gets flustered and upset

The fees are extortionate. There needs to be a fundamental change of political attitude to social care.



The state MUST provide social care for all

Realistic costs and liabilities are essential. Not often available beforehand and very necessary to understand how much it might cost to obtain a decent quality of life for a relative.

I would appreciate information on care homes that accommodate couples.

It would be really useful if a central database of nursing, care homes, extra care facilities was maintained (by the Local Authority and CCG) with a description of each service and a 'live' record of vacancies. This would make it easier for relatives/carers/service users to make an informed choice.

It is a difficult process with little or no information available

I think that both current residents and their family should be asked to complete questionnaire then the findings be put on public record just like hospital care and GP surgery. Any person using care facilities even respite or day care survey should be issued and collated please don't use age UK as a brand you would think they are best placed but my Father In-law was ripped off by an insurance company who age UK approved as an oap age friendly company.

There should be care homes for people with dementia.

All care homes should be linked to a nearby primary school for intergenerational activities

The costs are a minefield and the nicer they are the more they cost this should not be the case. Old people should not be forced to live in old and scruffy rooms because of cost

I think there should be a central easily accessed list of homes available in the area with the ratings and staff ratio available to the community

Discussions regarding fees is important.

May need to do at some point soon and in all honesty would not know where to start. A worry and concern

I really have no idea where to start. My parents are starting to get older and I have no idea what I'll do when they need additional help.

Never having had to find a care home I can add nothing.

I am going for respite in [Name removed] Care home which I found on line and studied them a long time and visited them before I decided. I go in on [Date removed] until [Date removed] cannot give a full judgement until then but willing to give my opinion afterwards

Without a social worker the process is extremely difficult and very stressful. She found a place for my husband and was trying to get continuing funding but he died before it was completed

The whole thing was extremely stressful

Many of the nursing homes we looked at were terrible and very expensive



It is very important to prepare a person for choices, funds etc, as unexpected events may find it difficult for a person to make decisions about care, if they don't have any family

I did plenty of unplanned visits before choosing a care home for my grandma - my mum and I both cried when leaving one as it was so awful - thankfully this is now closed down

It is complicated and stressful

Care home places cost more than the local authority funding available to an individual.

No

Taking the time to visit homes unannounced show how they operate and although you could call at inopportune time how they react shows you more of their attitude.

It would be very useful to have an on line directory with all current Care/Nursing/Asst Living Homes in Trafford, their CQC status, cost of home & any top up required, vacancies, Person to Contact, address & anything else relevant. On line because it can easily be updated regularly keeping it relevant & one unique address so that anyone, at any time, can view the details.

I would like to know limits on cost, availability, and out of area funding. I would like to know about faith led care homes.

It was limiting to find one that covers dementia & Alzheimers

There should be more support with emotional needs as it is a stressful time and a bullet point step by step guide to help with the process including sorting out the finances

Bureaucracy and red tape sometimes too much for some families

Find one for patient's specific needs

Extra cost does not make any sense, its very expensive.

Answered 26

Skipped 17



Findings

Basic demographic observations

Age group

The highest proportion of respondents were from the 45 - 65 age group at 56.4%, followed by the 66-79 group at 21.8%. In total 87% of respondents were 45 years old or older.

It can be assumed that this is the age where people are likely to have the responsibility to look at arranging care for an ageing parent, family member or partner, so it is unsurprising where the bulk of respondents fit.

Carer

22.2% of respondents identified as carers.

Children

The largest group of respondents had children aged 19 or older (46.2%). This would probably be reflecting the age profile of the majority of respondents.

25% had school age children, which is equal to the number that had no children.

Disability

21.2% of respondents identified as being disabled.

Employment status

The 51.9% of respondents that were employed were the largest group, followed by 40.4% that were retired. This would likely reflect the age profile of respondents above.

Ethnicity

The vast majority of respondents identified as White British. The next largest group was Black or Black British - African at 5.6%.

Gender

70.4% of respondents identified as female.

Locality

The most represented locality amongst respondents was the West of Trafford with 40.7%, Followed by Central with 29.6%. Only one respondent was from outside Trafford.



Marital status

Most respondents were married or in a civil partnership (65.2%).

Sexual orientation

90.6% identified as Heterosexual/Straight. 5.7% responded as Bisexual, Gay or Lesbian.

Care home information questions

Question 13 - Have you had to find a care home for a relative or friend?

Overall, only 40.8% of respondents had direct experience of finding a care home.

A higher proportion of females that responded had had to find a care home for a relative or friend than males (42.4% vs 33.3%). This could reflect the traditionally held assumptions that females tend to take on responsibility for looking after elderly parents; however the variation between males and females is not huge.

A higher proportion of people in the Central (50%) and South (44.4%) said that they had needed to find a care home for a friend or relative. In the North of the borough it was much lower (16.7%). This could be seen as a consequence of the differences in age profiles in the boroughs, where the North is on average considerably younger than the South - “In Bowdon and Hale Barns wards almost 1 in 4 (24.4%) of the total population is aged 65 and over, whereas in Clifford and Gorse Hill wards, in the North, the proportion is much lower at around 1 in 10 (ONS, mid-2016 ward level estimates)” - Trafford Joint Strategic Needs Assessment⁵

Question 14 - Would you know where to go for information on finding a care home?

82.3% of people that responded said they either know where to go for info on finding a care home (39.2%) or had some idea (43.1%), leaving 17.6% that did not know where to go.

Older people generally said they either knew where to go for information or had some idea (45-65 year olds - 86.6%, 66-79 year olds - 88.8%), whereas 50% of those aged 18-38 did not know where to go and the other 50% only had some idea.

Perhaps unsurprisingly, the percentage of respondents that would know where to go or have some idea was highest amongst those with children that were 19+ years old, followed by those with secondary school aged children (83.3%) which could reflect the age profile above. Those with pre-school or primary school aged children were least likely to know where to go (50% & 42.9% respectively).

Those that identified as being retired were most likely to know where to go for information or have some idea (94.4%). Those identified as being employed were most likely to not know where to go for information (25.9%)

⁵ <http://www.traffordjsna.org.uk/Life-course/Age-well.aspx>



Female respondents were more likely than males to know where to go for information or to have some idea (87.5% vs 73.3%).

Interestingly, those identifying as being married were least likely to know where to go to find information, with 21.4% saying they don't know. Single people were most likely to know where to go (42.9%).

Being a carer or not and disability status didn't seem to have much bearing on the percentage of respondents that knew where to go for information or not.

Question 15 - Do you know the difference between a care home, a nursing home and an extra care facility?

54.9% of respondents have said that they know the difference, with 27.5% saying they have some idea. 17.6% say they don't know the difference.

Here we see those respondents aged from 45-65 and 66-79 years old had the most knowledge on this subject, with 63.3% and 66.7% saying they knew the difference. Those aged 18 to 34 either did not know the difference (50%) or had some idea (50%), with none saying they did know the difference.

Again, potentially tallying with this is the fact that those with 19+ year old children were most likely to respond that they knew the difference (65.2%). And those that were retired were the most likely group to know the difference (61.1%).

Males were more likely to not know the difference (26.7%) or have only some idea (33.3%). 60% of females said yes, they did know.

Question 16 - Do you understand what a care needs assessment is?

Overall 72.5% said they knew what a care needs assessment is.

Those in the 35-44 age group were most likely to know what a care needs assessment is (83.3%). The least likely were those aged 18-34 with 75% saying they didn't understand what it is.

People with 19+ year old children were by far the most likely group to understand what a care needs assessment is, with 91.3% saying they did. Those with pre-school aged children were the most likely to not understand what one is (50%), followed by those with primary school aged children and those with no children (28.6% and 30% respectively).

Those in employment were least likely to understand what a care needs assessment is with 18.5% saying they didn't.

Females (50%) were much more likely to understand what a care needs assessment is than males (53.3%).

Question 17 - Where would you go for information on a specific care home?

Amongst almost all ages (with exception to the 35-44 age group) the most popular choice to find information on a specific care home was to visit care homes' own websites. For the 35-44 age group, the more popular choice was Age UK.



The CQC website was the next most popular, identified by all bar the 18-34 group.

NHS Choices was identified more by the younger age groups but declined amongst the older ones.

It is interesting to note, given the importance of the choice of a care home, that only one person responded that they would look at as many resources as possible.

Those identifying as carers were significantly more likely to go to a care home's own website for information than those that did not identify as carers (90.9% vs 63.2%). However, of those not identifying as carers 34.2% said they would go to NHS Choices, whereas none of the respondents that identified as a carer said they would use it.

Looking at the answers from the point of view of those that identified as being disabled, 100% said they would use the local authority / council website, compared to just 40.5% of those not identifying as disabled. Those with a disability were also much more likely to use NHS Choices than those that were not (50% vs 18.9%).

Respondents that were retired were more likely to go to the CQC website (64.7%) or the local authority / council website (76.5%) than those that are employed (51.9% and 29.6% respectively).

There is some variation by locality, particularly with respect to those that identified the local authority / council website as a place to go for information (66.7% in the West of the borough, compared to 33.3% in the North and 38.5% in the South).

Females were more likely to go to more sources of information than males, however interestingly with regards to Healthwatch Trafford, males were much more likely to identify it as a place they would go to for information than females would (64.3% vs 22.9%).

We notice throughout many of the categorisations, older people were more likely to identify Healthwatch Trafford as a source of information they would go to than younger people. This is reflected by the figures of those that are retired vs those that are employed (52.9% vs 22.2%).

Question 18 - Do you know what continuing Healthcare or NHS funded nursing care is?

Overall the understanding of the two was relatively low, with 50% of respondents not knowing what they were. Only 36% said they knew what both were. 42% understood what NHS Continuing Healthcare is, 44% understood what NHS funded nursing is.

Knowledge of what both are was only between the ages of 35 and 79. 100% of those both 80 and over and those 18 -34 years of age that responded that they did not know what either of them were.

Worryingly, knowledge varied quite a bit between those that identified as disabled and those that do not. Only 20% of those that did said they knew what both were, compared to 43.2% of those that did not identify as disabled.

There was more knowledge of the two amongst females than males (40% vs 28.6%).



Question 19 - Which of the following organisations would you trust to provide helpful information about finding a care home?

Overall the CQC, followed by Age UK and then Healthwatch Trafford were the three most trusted organisations with more than 50% of respondents identifying them (63.3%, 59.2% and 51% respectively). Social services were the least trusted, identified by only 2% of responders.

Trafford Council were more trusted as the age profile increased, from a low of 25% amongst 18-34 year olds, up to a high of 66.7% amongst those aged 66 or over.

Males were much more likely to trust Healthwatch Trafford than females (78.6% vs 41.2%).

Question 20 - Is there anything else you would like to tell us about finding a care home?

Arranging care for yourself, a relative or a friend is complicated. To consider what type of care is appropriate, how much it will cost, whether any financial support is available and where to find reliable information about possible locations, then visiting favoured options is complex and takes time. These are all reflected in the open-ended comments respondents have made to this survey.

The two main themes of the comments related to the cost of care (35% of respondents commented) and lack of knowledge of how to go about finding appropriate care (also 35% of respondents commented) In relation to the comments concerning costs these related in particular to:

How expensive care costs are

The fees are extortionate. There needs to be a fundamental change of political attitude to social care.

Many of the nursing homes we looked at were terrible and very expensive

Whether any financial support is available

*"Top up is very relevant for relatives. *Visit the home & talk to staff beforehand."*

"Care home places cost more than the local authority funding available to an individual."

"I would like to know limits on cost, availability, and out of area funding....."

What is included in basic costs and what other elements are charged in addition

Realistic costs and liabilities are essential. Not often available beforehand and very necessary to understand how much it might cost to obtain a decent quality of life for a relative.

"The costs are a minefield and the nicer they are the more they cost. This should not be the case...."



The other main theme of the comments related to lack of knowledge of how to go about finding appropriate care:

Preferences for a central source of information

"It would be really useful if a central database of nursing, care homes, extra care facilities was maintained (by the Local Authority and CCG) with a description of each service and a 'live' record of vacancies..... "

"It would be very useful to have an on line directory with all current Care/Nursing/ Asst Living Homes in Trafford, their CQC status, cost of home & any top up required, vacancies, Person to Contact, address & anything else relevant..... "

"I think there should be a central easily accessed list of homes available in the area with the ratings and staff ratio available to the community..... "

"I think that both current residents and their family should be asked to complete a questionnaire then the findings be put on public record just like hospital care and GP surgery..... "

"......I would like a leaflet suggesting appropriate questions/things to look out for when considering my options "

Comments expressing their general lack of knowledge

"I would appreciate information on care homes that accommodate couples. "

"I may need to do at some point soon and in all honesty I wouldn't know where to start. A worry and concern."

"I really have no idea where to start. My parents are starting to get older and I have no idea what I'll do when they need additional help."

"It is a difficult process with little or no information available."

Three people made comments - possibly related to a need to make arrangements very quickly or unexpectedly - emphasising how stressful they had found the experience:

"Recently had to move mum from care home due to closure. Only given 4 weeks notice and she has complex needs. Social worker was helpful although we found the new home ourselves. It was confusing as we got letters telling us where mum was to go not saying we had a choice, and this place was in Wythenshawe - miles from her 84 yr old husband. No consideration for his needs was given. We found a home ourselves near where we live but it was frightening to receive the letter telling us - not asking us whether we wanted mum in that place. We are first contact as dad gets flustered and upset."

"Without a social worker the process is extremely difficult and very stressful. She found a place for my husband and was trying to get continuing funding but he died before it was completed. The whole thing was extremely stressful..... "



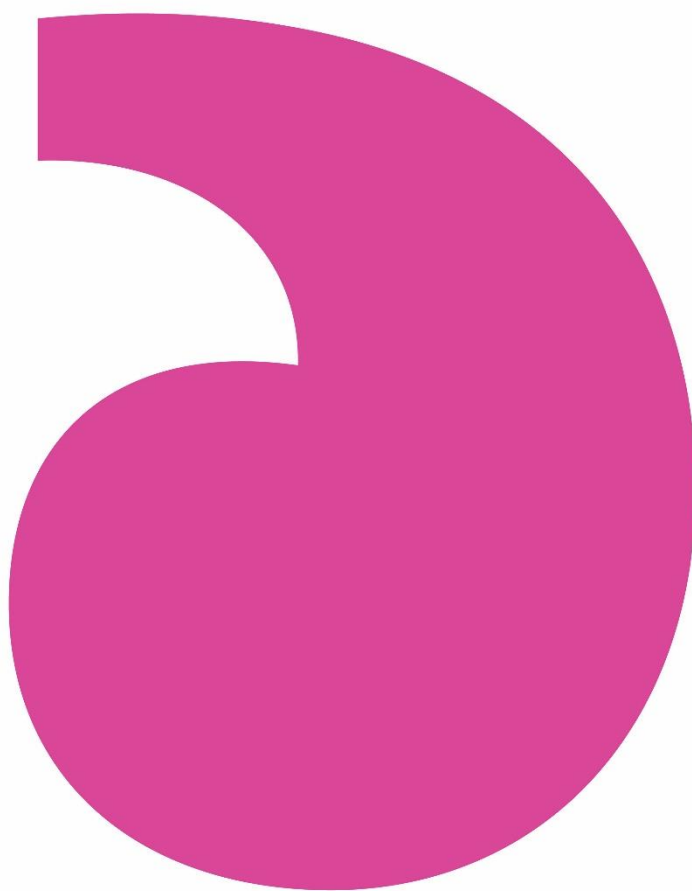
"It is complicated and stressful."

Finally, there were a number of other, comments with other, unrelated themes:

*"I would appreciate information on care homes **that accommodate couples.**"*

*"..... I would like to know about **faith led care homes.**"*

*"There should be care homes for **people with dementia.** All care homes should be linked to a nearby primary school for intergenerational activities."*





Appendix 1.

The Trafford Healthwatch 100 - Care home information

Welcome to the Trafford Healthwatch 100

#healthwatch100

This is a project called the Trafford Healthwatch 100*. The aim is to get as many local people as possible to sign up and give their views on various topics to do with health and social care. We are doing this to capture as much information from people that use (or could use) services in the area so that we can use it to direct our work to the issues that matter. We want to improve the services in Trafford for the people that use them, but to enable us to do that we need to hear from them.

These surveys will be quick to fill in and relatively simple, so you will never have to spend a long time filling them in.

The information collected will always be anonymised so you won't be identifiable by your answers, meaning you can be completely open and honest. The demographic and contact information is used only by Healthwatch Trafford to send out surveys to the right people and to make sure that our information is as representative of the people in the borough as possible. Your details will never be passed on or supplied to any other organisation and we will only ever use it for the purposes of the Trafford Healthwatch 100 project. You can unsubscribe at any time and we will remove all details upon request.

By giving us your details, we can send you the next appropriate survey when it is available, and you can ensure your experiences and views matter.

Thank you for participating in our survey. Your feedback really is important and will help us make health and social care in Trafford better.

* The Trafford Healthwatch 100 is not limited to 100 people



The Trafford Healthwatch 100 - Care home information

About you

To take part in the Trafford Healthwatch 100, we need to know a little bit about you. You will only have to fill this information in once.

You don't have to answer any questions you feel uncomfortable with but the more information you give the more helpful it will be for us. All surveys after this page will be anonymised so you cannot be identified by your answers.

1. What is your email address?

* 2. What name would you like us to know you by?

3. Which gender are you / do you prefer to be recognised as?

☐ Male

☐ Female

☐ Non-binary

4. Which ethnicity do you feel most closely describes you?

☐ White British

☐ White Irish

☐ White other

☐ Black or Black British - African

☐ Black or Black British - Caribbean

☐ Black British - Other

☐ Asian or Asian British - Indian

☐ Asian or Asian British - Pakistani

☐ Asian or Asian British - Bangladeshi

☐ Asian or Asian British - Chinese

☐ Asian or Asian British - Other

☐ Multiple heritage - mixed race

☐ Other (please specify) _____

5. Age group

☐ 17 or under

☐ 18 - 34

☐ 35 - 44

☐ 45 - 65

☐ 66 -79

☐ 80 or over



6. Sexual Orientation

- | | | |
|--|--------------------------------|--|
| <input type="checkbox"/> Heterosexual / Straight | <input type="checkbox"/> Gay | <input type="checkbox"/> Lesbian |
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Other | <input type="checkbox"/> Prefer not to say |

7. Do you identify as being disabled person? Do you consider yourself to have a disability?

- ☐ Yes
- ☐ No

8. What is your current employment status?

- | | |
|---|---|
| <input type="checkbox"/> Employed | <input type="checkbox"/> Not working - retired |
| <input type="checkbox"/> Not working - not seeking employment | <input type="checkbox"/> Not working - seeking employment |
| <input type="checkbox"/> Not working - due to disability | <input type="checkbox"/> Not working - due to ill health |
| <input type="checkbox"/> In full time education/Student | |

9. Are you a carer?

- ☐ Yes
- ☐ No

10. Do you have children? (tick all that are appropriate)

- ☐ Pre-school age child/children
- ☐ Primary school age child/children
- ☐ Secondary school age child/children
- ☐ 16-18 year old child/children
- ☐ 19+ aged child/children
- ☐ No children



11. What is your marital status?

☐ Married / Civil partnership

☐ Single

☐ Divorced / Widowed

☐ Prefer not to say

12. In which area/locality do you live?

☐ North - Old Trafford, Stretford, Gorse Hill, Longford and Clifford

☐ Central - Sale, Bucklow St Martin's, Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's

☐ South - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village

☐ West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West and Flixton

☐ Other / outside Trafford



The Trafford Healthwatch 100 - Care home information

All about getting information about care homes

13. Have you had to find a care home for a relative or friend?

☐ Yes

☐ No

14. Would you know where to go for information on finding a care home?

☐ Yes

☐ No

☐ Some idea

15. Do you know the difference between a care home, a nursing home and an extra care facility?

☐ Yes, I know the difference

☐ No, I do not know the difference

☐ I have some idea

16. Do you understand what a care needs assessment is?

☐ Yes

☐ No

☐ Some idea

17. Where would you go to for information on a specific care home?

☐ The care home's own website

☐ The Care Quality Commission (CQC) website

☐ Healthwatch Trafford

☐ Age UK (including Age UK Trafford)

☐ NHS Choices

☐ The relevant local authority's website, e.g. Trafford Council

☐ Carehome.co.uk website

☐ Other (please specify) _____



18. Do you know what NHS Continuing Healthcare or NHS funded nursing care is?

- ☐ I know what they both are
- ☐ I know what NHS Continuing healthcare is but not what NHS funded nursing is
- ☐ I know what NHS funded nursing is but not what NHS Continuing healthcare is
- ☐ I don't know what either of them are

19. Which of the following organisations would you trust to provide helpful information about finding a care home?

- ☐ Trafford Council
- ☐ Trafford Clinical Commissioning Group
- ☐ Age UK (Including Age UK Trafford)
- ☐ The Care Quality Commission (CQC)
- ☐ Healthwatch Trafford
- ☐ Independent Age
- ☐ Alzheimer's Society
- ☐ Parkinsons UK
- ☐ Other (please specify)



The Trafford Healthwatch 100 - Care home information

Anything to add?

20. Is there anything else you would like to tell us about finding a care home?



The Trafford Healthwatch 100 - Care home information

Thank you for taking part in the Trafford Healthwatch 100!

We will let you know when the next survey appropriate to you is available.



Appendix 2 - Demographic results

Overall results: Demographics

Age group.

Age group.

% of

Response to Question	Response Count	Responders	Surveyees
45 - 65	31	57.4	56.4
66 - 79	12	22.2	21.8
18 - 34	4	7.4	7.3
80 or over	4	7.4	7.3
35 - 44	3	5.6	5.5
Skipped Question	1	1.9	1.8



Are you a carer?

Are you a carer?

% of

Response to Question	Response Count	Responders	Surveyees
No	42	77.8	76.4
Yes	12	22.2	21.8
Skipped Question	1	1.9	1.8



Do you have children? (tick all that are appropriate)?

Do you have children? (tick all that are appropriate)?

% of

Response to Question	Response Count	Responders	Surveyees
19+ aged child/children	24	46.2	43.6
No children	13	25.0	23.6
Primary school age child/children	7	13.5	12.7
Secondary school age child/children	6	11.5	10.9
0	4	7.7	7.3
Pre-school age child/children	4	7.7	7.3
Skipped Question	3	5.8	5.5
16-18 year old child/children	2	3.8	3.6



Do you identify as being disabled person? Do you consider yourself to have a disability?

Do you identify as being disabled person? Do you consider yourself to have a disability?

% of

Response to Question	Response Count	Responders	Surveyees
No	41	78.8	74.5
Yes	11	21.2	20.0
Skipped Question	3	5.8	5.5

What is your current employment status?

What is your current employment status?

% of

Response to Question	Response Count	Responders	Surveyees
Employed	27	51.9	49.1
Not working - retired	21	40.4	38.2
Skipped Question	3	5.8	5.5
Not working - due to disability	2	3.8	3.6
Not working - due to ill health	2	3.8	3.6



Which ethnicity do you feel most closely describes you?

Which ethnicity do you feel most closely describes you?

% of

Response to Question	Response Count	Responders	Surveyees
White British	47	87.0	85.5
Black or Black British - African	3	5.6	5.5
Other (please specify)	2	3.7	3.6
Asian or Asian British - Bangladeshi	1	1.9	1.8
White Irish	1	1.9	1.8
Skipped Question	1	1.9	1.8

Which gender are you / do you prefer to be recognised as?

Which gender are you / do you prefer to be recognised as?

% of

Response to Question	Response Count	Responders	Surveyees
Female	38	70.4	69.1
Male	16	29.6	29.1
Skipped Question	1	1.9	1.8



In which area/locality do you live?

In which area/locality do you live?

Response to Question	Response Count	% of	
		Responders	Surveyees
West - Urmston, Partington, Bucklow St Martin's, Davyhulme East, Davyhulme West and Flixton	22	40.7	40.0
Central - Sale, Bucklow St Martin's, Ashton upon Mersey, Brooklands, Priory, Sale Moor and St Mary's	16	29.6	29.1
South - Altrincham, Bowden, Broadheath, Hale Barns, Hale Central, Timperley and Village	9	16.7	16.4
North - Old Trafford, Stretford, Gorse Hill, Longford and Clifford	6	11.1	10.9
Other / outside Trafford	1	1.9	1.8
Skipped Question	1	1.9	1.8



What is your marital status?

What is your marital status?

% of

Response to Question	Response Count	Responders	Surveyees
Married / Civil partnership	30	65.2	54.5
Skipped Question	9	19.6	16.4
Single	8	17.4	14.5
Divorced / Widowed	6	13.0	10.9
Other (please specify)	1	2.2	1.8
Question unavailable	1	2.2	1.8



Sexual Orientation

Sexual Orientation

% of

Response to Question	Response Count	Responders	Surveyees
Heterosexual / Straight	48	90.6	87.3
Prefer not to say	2	3.8	3.6
Skipped Question	2	3.8	3.6
Bisexual	1	1.9	1.8
Gay	1	1.9	1.8
Lesbian	1	1.9	1.8





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