

INFORMATION  
ANALYSIS  
DIRECTORATE



# Home Care Experience Survey 2018



Department of  
**Health**

An Roinn Sláinte

Máinnystrie O Poustie

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# Home Care Experience Survey

## 2018

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IAD is responsible for compiling, processing, analysing, interpreting and disseminating a wide range of statistics covering health and social care. The statisticians within IAD are out-posted from the Northern Ireland Statistics & Research Agency (NISRA) and our statistics are produced in accordance with the principles and protocols set out in the UK Code of Practice for Official Statistics.

<https://www.health-ni.gov.uk/topics/doh-statistics-and-research>

## Key Findings

### Overall rating of home care service

- More than nine in ten (94%) respondents rated the home care service they received as either 'very good' (59%) or 'good' (35%), compared with 86% in 2009.

### Service delivery

- Of those that responded, 85% reported that they were happy with the times of all their home care visits.
- When asked if the hours they were assessed as needing were enough, 86% of respondents answered 'yes', compared with 72% in 2009.
- Just over a fifth (21%) of respondents said they always see the same care worker(s) and a further 74% said they see the same care worker(s) most of the time.
- Almost all respondents (97%) who had been provided with and read their care support plan said that they were receiving all the home care services that it specified.

### Your home care plan

- One in five (19%) recipients reported that they had been in receipt of a home care package for less than a year, while 11% have been in receipt of care for 10 years or more.
- Almost all service users (96%) indicated that they (or a friend or relative) were involved in decisions about the services they receive, when their home care was being planned.
- More than nine in ten (93%) recipients indicated that someone from the Trust had explained to them what their care worker(s) were supposed to do for them.
- Around nine in ten respondents (88%) said they had been given a copy of their care support plan that outlined the home care services they receive.

### About you

- More than half (53%) of home care recipients live alone.
- More than half (54%) of respondents indicated that they are not able to prepare food. There were also high proportions reporting that they were unable to get up and down stairs/steps (48%), or to wash themselves (30%).
- When asked about how their overall general health had been in the last 12 months, over two-fifths (44%) of respondents said 'not good', with just over one in ten (12%) saying their health had been good.
- Nine in ten respondents considered themselves to have a disability.

## Service provision & user views

- The vast majority of respondents (99%) felt their care worker(s) were competent.
- Four-fifths (81%) of respondents indicated that they feel more independent as a result of the help they get from their care worker(s).
- The majority of respondents (95%) said they trusted their care worker(s).
- Almost all respondents (98%) said they valued the home care service they get, with similar responses across all age groups.

## Introduction

### Background

Patient experience is a recognised component of high quality care. The Northern Ireland Quality 2020 strategy defines quality under 3 main themes: safety, effectiveness, and patient and client focus. This focus on the patient/client and their experience of care is to ensure that the health service is always centred on the needs of the patient. Identification of these needs is therefore of the utmost importance. Patient experience is also recognised as an outcome indicator under the 2016-21 Programme for Government<sup>1</sup> and the Outcomes Delivery Plan for 2018/19<sup>2</sup>.

The Department of Health in Northern Ireland, working in conjunction with the HSC Trusts, carried out the Home Care Experience Survey in 2018, nine years on from the previous (and first) Home Care Experience Survey carried out in 2009<sup>3</sup>. This survey also follows on from the Inpatient Patient Experience Survey (IPES) carried out in 2017<sup>4</sup>. The 2018 Home Care Experience questionnaire was modified slightly from 2009 to ensure appropriate monitoring of healthcare experience quality indicators as defined through the 2016-21 Programme for Government, and to incorporate a small number of changes suggested through consultation with HSC Trusts and their patient groups. It is anticipated that this survey will be followed by further patient experience surveys carried out across HSC services. The aim is to gain a greater understanding of the aspects of care that are of most importance to service users, to act on their feedback to improve the quality of health and social care.

This report presents high level results and it is anticipated that it will be followed by a secondary publication which will include more in-depth analysis.

### Methodology

The Home Care Experience Survey was conducted as a postal survey where a questionnaire was posted to all persons identified as being in receipt of home care in Northern Ireland during the last week of November 2018. The following table outlines the number of questionnaires that were issued for each HSC Trust, the number of questionnaires returned and the corresponding response rates.

HSC Trust	No. of questionnaires issued	No. of questionnaires received	Response rate (%)
Belfast	4,482	1,490	33
Northern	4,999	2,109	42
South Eastern	5,690	2,126	37
Southern	5,031	1,723	34
Western	2,985	1,439	48
<b>NI Total</b>	<b>23,187</b>	<b>8,887</b>	<b>38</b>

This publication along with a copy of the questionnaire and more detailed tables can be accessed on the DoH website at the following address: <https://www.health-ni.gov.uk/topics/doh-statistics-and-research/doh-commissioned-surveys>.

<sup>1</sup> <https://www.northernireland.gov.uk/programme-government>

<sup>2</sup> <https://www.executiveoffice-ni.gov.uk/publications/outcomes-delivery-plan-201819>

<sup>3</sup> <https://www.health-ni.gov.uk/publications/survey-home-care-service-users-northern-ireland-2009>

<sup>4</sup> <https://www.health-ni.gov.uk/articles/inpatient-patient-experience-survey>

## Notes for User

- **Rounded Figures:** Percentages have been rounded to whole numbers and as a consequence some percentages may not sum to 100, and 0% may reflect rounding down of values under 0.5%.
- **Weighting:** In respect of results and analysis it was concluded that weighting was not necessary as an assessment of the age breakdown of recipients was similar to the age breakdown of respondents.
- **Terms:** The terms ‘users’ and ‘respondents’ have been used interchangeably throughout this report to denote the home care service users that were surveyed and/or provided response to questions.
- **Home care<sup>5</sup>:** Also known as domiciliary care, is care given to support people in their own homes and it encompasses a range of services put in place to enable this to happen. It includes personal care and the associated domestic services that are necessary to ensure an acceptable level of health, hygiene, dignity, safety and ease of people in their home.
- **Service providers:** When domiciliary care is recommended as the form of care most suitable for a person, their HSC Trust organises the delivery of this care. They either arrange for a statutory provider (those operated by HSC Trusts) to provide care or contract an independent provider (voluntary or private organisation) to do so. In all cases, the provider will arrange for a care worker(s) to visit the person in their own home to help them with the necessary activities.
- **Comparisons with 2009:** Care should be taken when making direct comparisons with the 2009 survey results due to methodological differences. Further information is provided under the section titled ‘Sampling frameworks’ below.

## Sampling frameworks

The sampling frameworks for this survey and the previous survey conducted in 2008 were compiled differently. In 2008, each service provider registered with the Regulation and Quality Improvement Authority (RQIA) was asked to provide a list of those clients for whom they were actively providing services. As the requirement to register with the RQIA was coming into effect, only an estimated 91% of providers was covered. Additionally, from the provided names and addresses, a sample of 9,999 clients were selected to receive a survey form.

For the 2018 survey, each HSC Trust was asked to provide a list of the names and addresses of every client on their IT system who had been assessed as needing home care and who was on receipt of it during a designated week (in November 2018). All recipients of home care were sent a paper questionnaire. A check for clients who were recently deceased was applied and the cleaned dataset containing the contact details was sent directly from the HSC Trust to the designated printers for addressing the questionnaires after all the necessary Data Access Agreements and GDPR compliance checks were in place. This population framework construction should be more complete than the 2008 survey.

With the above in mind, care should be taken when making direct comparisons between the two surveys.

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<sup>5</sup> Further information on the numbers of clients receiving domiciliary care, visits, contact hours and intensive domiciliary care provision is available at: <https://www.health-ni.gov.uk/publications/domiciliary-care-services-adults-northern-ireland-2018>

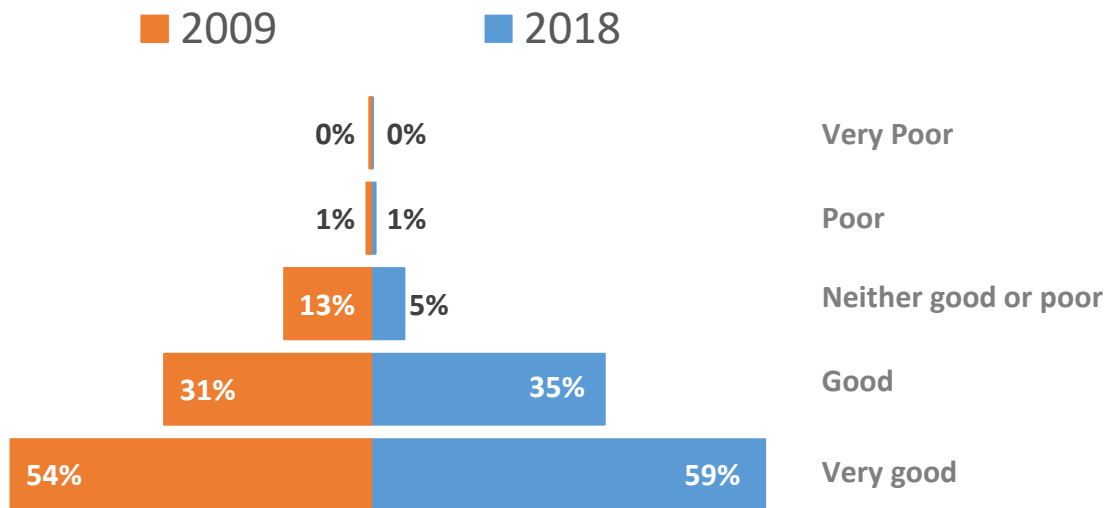
## Overall Rating of Home Care Service

More than nine in ten (94%) respondents rated the home care service they received as either 'very good' (59%) or 'good' (35%), compared with 86% in the 2009 survey.



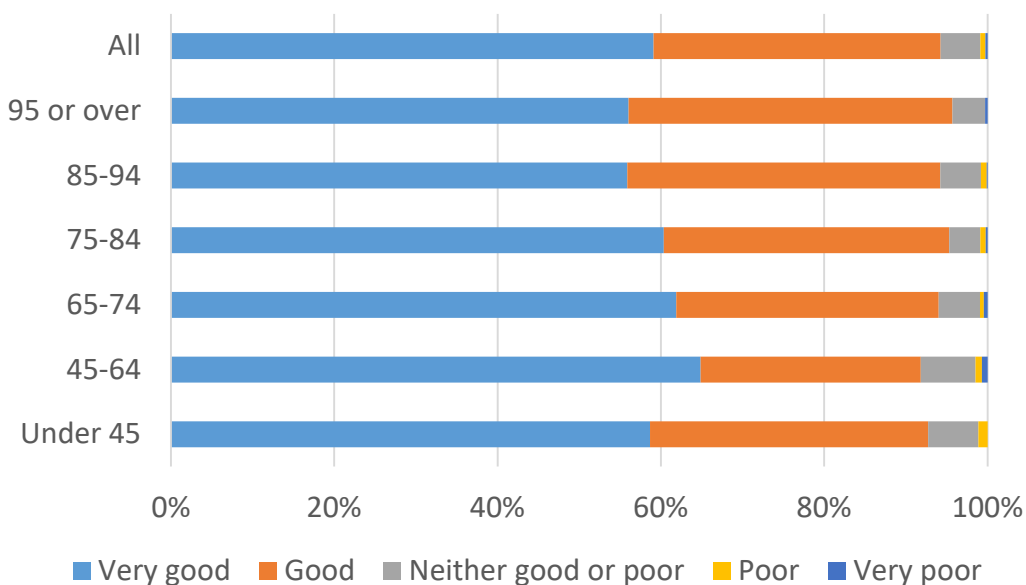
Rated service as  
**'very good' or 'good'**

**Figure 1. Respondents rating of their home care service, compared with 2009**



The proportion of respondents that rated their home care as either 'good' or 'very good' was highest among those aged 95 or over (96%) and lowest among those aged 45-64 years (92%).

**Figure 2. Respondents rating of their home care service, by Age**



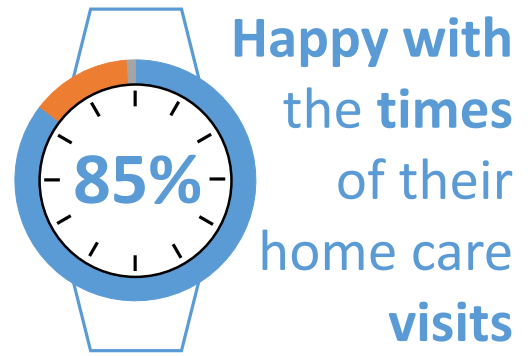


## Service Delivery

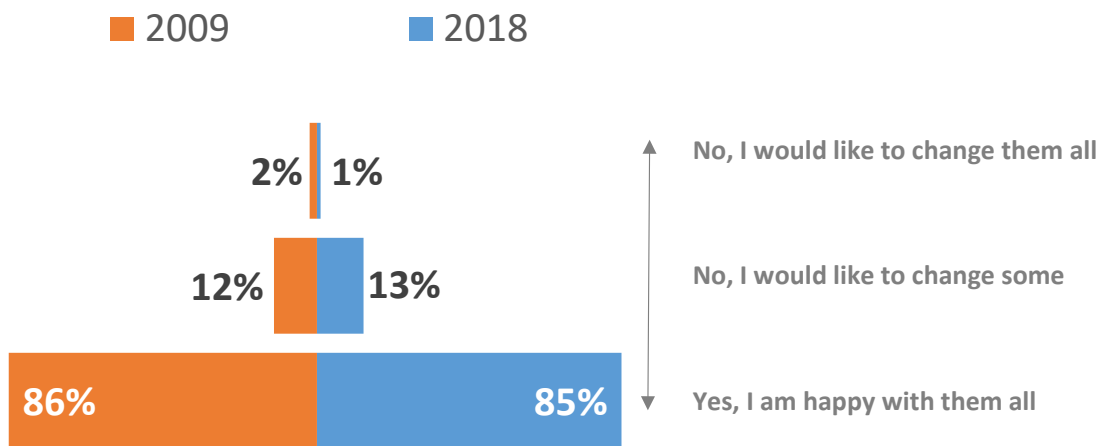
Users were asked a number of questions regarding their current home care package and how satisfied they were with the delivery of their plan, communication on changes to their plan, and timing of visits and hours of service provided.

Of those that responded, 85% reported that they were happy with the times of all their home care visits, similar to the proportion in 2009 (86%).

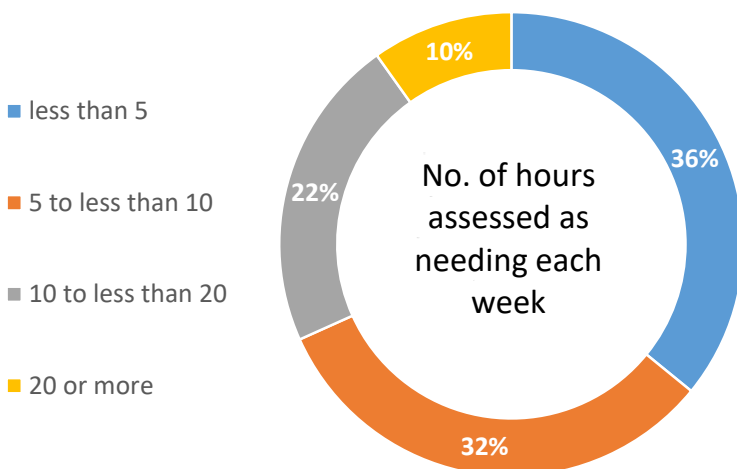
The proportion of respondents indicating that they were happy with all of their times was similar across all age groups.



**Figure 3. Respondent's satisfaction with the times of their home care visits**



**Figure 4. No. of hours assessed as needing each week**

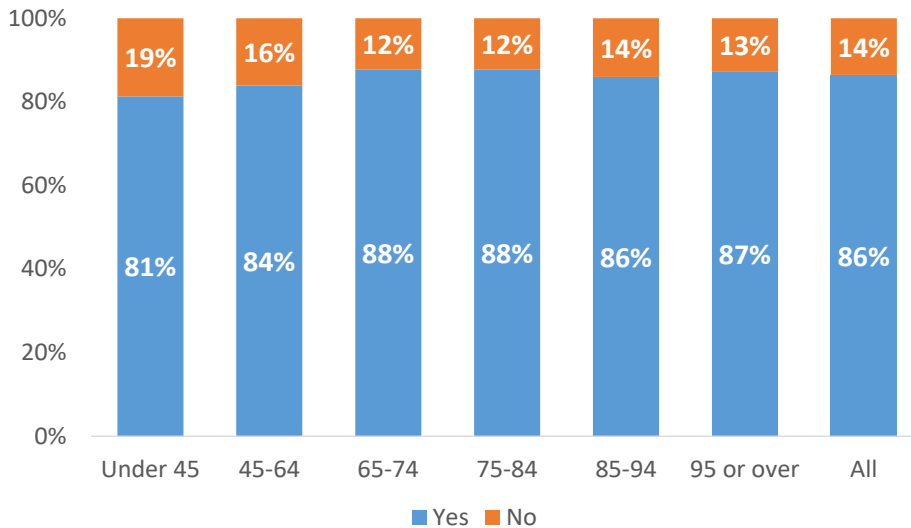


Users were asked to indicate the number of hours of home care that they were assessed as needing each week. Over a third (36%) indicated that they were assessed as needing less than 5 hours, a decrease on the proportion reported in 2009 (41%).

Similar to 2009, one in ten respondents required 20 hours or more of home care.

More than nine in ten (92%) respondents assessed as needing 20 hours or more care each week consider themselves to have a disability, compared with 87% of respondents assessed as needing less than five hours.

**Figure 5. Respondent's satisfaction with the number of hours they are assessed as needing**



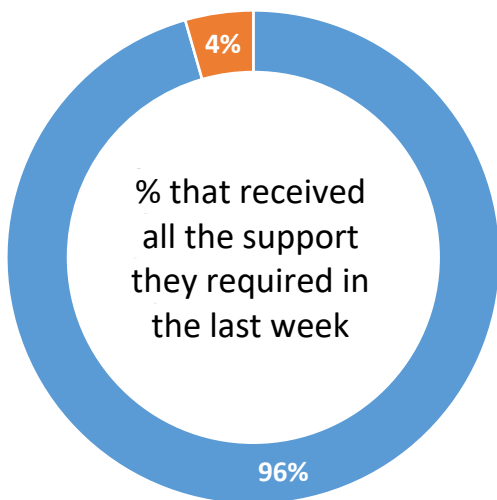
When asked if the hours they were assessed as needing were enough, 87% of respondents answered 'yes', compared with 72% in 2009.

Of those that stated they required more hours, a fifth wanted an additional 1 hour or less, 30% indicated an additional one to two hours, 29% indicated an additional

two to four hours, and just over a fifth (22%) stated they felt four hours or more were required.

Respondents under the age of 45 were more likely than their older counterparts to be dissatisfied with the number of hours that they were assessed as needing.

**Figure 6. Percentage of respondents satisfied that they received the support they required in the last week**



The majority (96%) of home care recipients answered 'yes' to the question 'Over the last 7 days, did all the care workers assist you with the support you required as outlined in your support / care plan?'.

Younger respondents were more likely than their older counterparts to state that they did not receive all the assistance they required (7% of under 45s compared with 3% of those aged 95+ years).

- Yes I got all the assistance I required
- No I did not get all the assistance I required

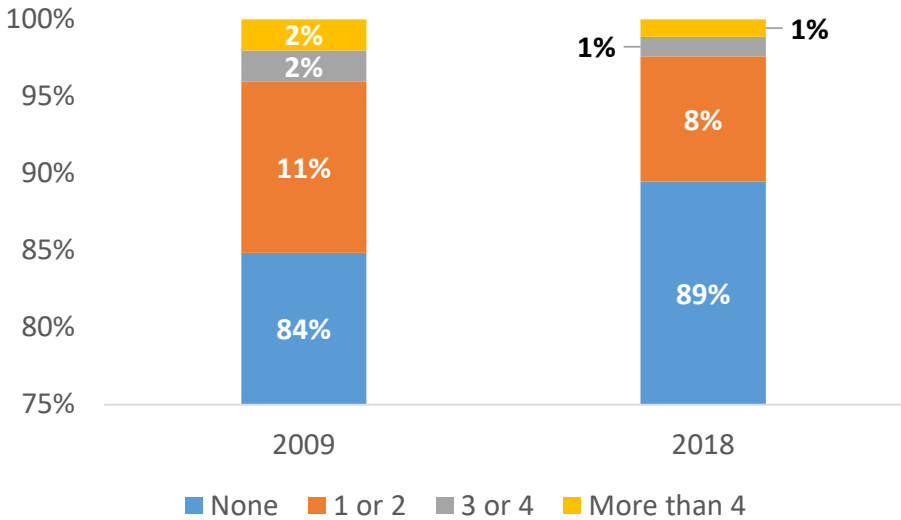
A fifth (21%) of respondents said they always see the same care worker(s) and a further 74% said they see the same care worker(s) most of the time, compared with 39% and 58% respectively in 2009.



**95% of respondents said they see the same care worker(s) all or most of the time**

Home care recipients were asked about the number of occasions in the last 4 weeks in which they were not visited by a care worker when they were supposed to be. Nine-tenths (89%) of respondents indicated that there were no occasions and 8% indicated that this occurred 1 or 2 times. This represents an improvement from the 2009 survey where 11% indicated that they were not visited on 1 or 2 occasions, and only 84% reported that there were no occasions.

**Figure 7. Number of occasions in last 4 weeks recipients were not visited by a care worker when they were supposed to be**

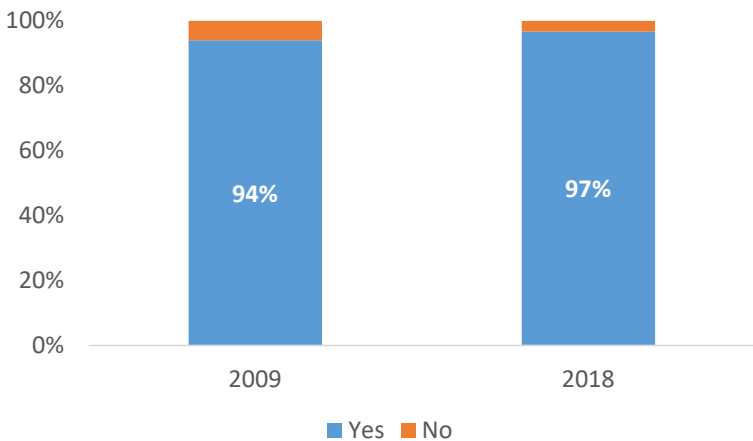


Decrease in the  
number of occasions  
that care workers did  
not attend as per plan

Recipients were also asked if they were told in advance about any changes in their home care services. Of those that could recall (70% of all respondents), a third said that they were always told, with a further third saying they were never told in advance about changes to their services. The remaining 34% of respondents said that they were sometimes told in advance.

Almost all respondents (97%) who had been provided with and read their care support plan (69% of respondents) said that they were receiving all the home care services that it said they would. This represents an increase on the proportion reported in 2009 (94%).

**Figure 8. Percentage that received all the home care services outlined in their plan**

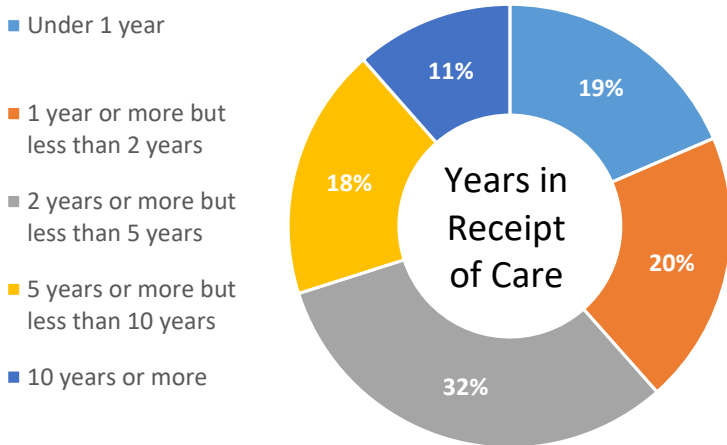


The majority (97%) of home care recipients received all services outlined in their plan

## Your Home Care Plan

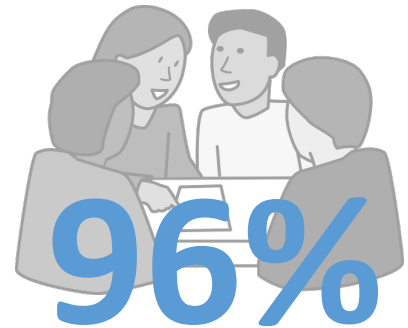
Users were asked a number of questions regarding the process of planning their current home care package, the type of package they receive and how long they have been in receipt of a home care package.

**Figure 9. Length of time respondents have been in receipt of home care**



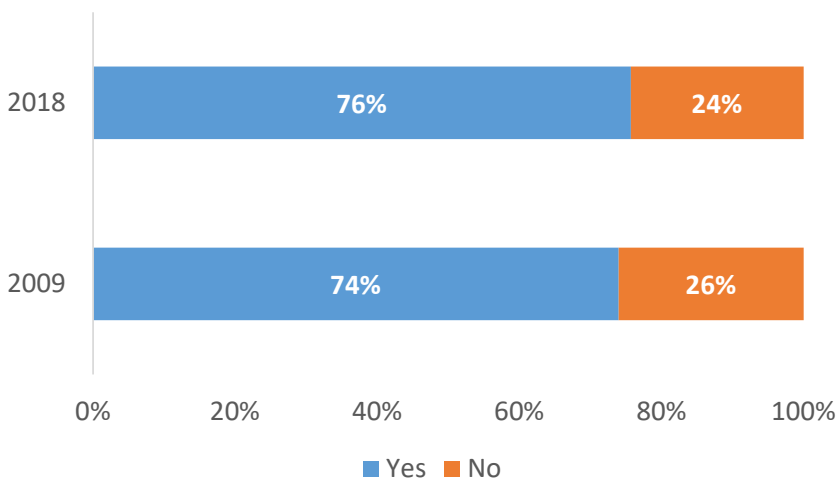
One in five (19%) recipients reported that they had been in receipt of a home care package for less than a year, while a further one in ten (11%) have been in receipt of care for 10 years or more.

Of those respondents that could remember, almost all (96%) indicated that they (or a friend or relative) were involved in decisions about the services they receive when their home care was being planned. The remainder (4%) indicated that no one other than Trust staff were involved in the process.



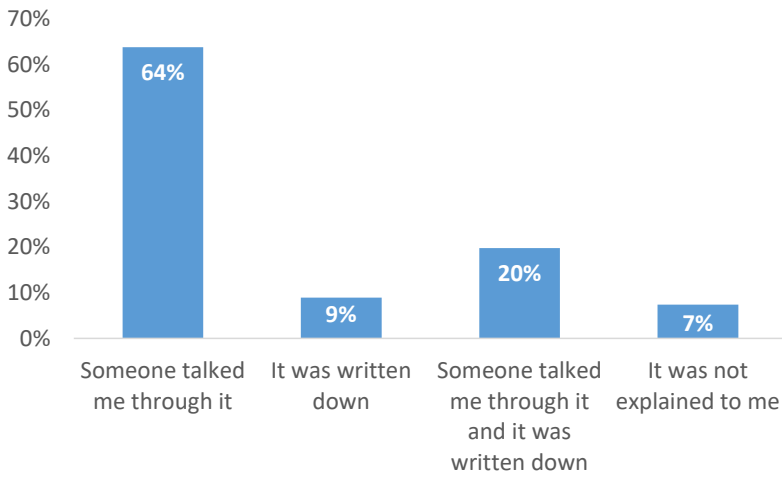
**96%**  
indicated that they, or a friend or relative, were **involved in decisions** about the services they would receive

**Figure 10. Percentage that were asked what times would be most convenient to them**



Three-quarters of recipients (76%) said that they were asked what times would be most convenient to them when their care package was being planned. This compares with 74% in 2009.

**Figure 10. Did anyone from the Trust explain to you what your care workers would do for you?**



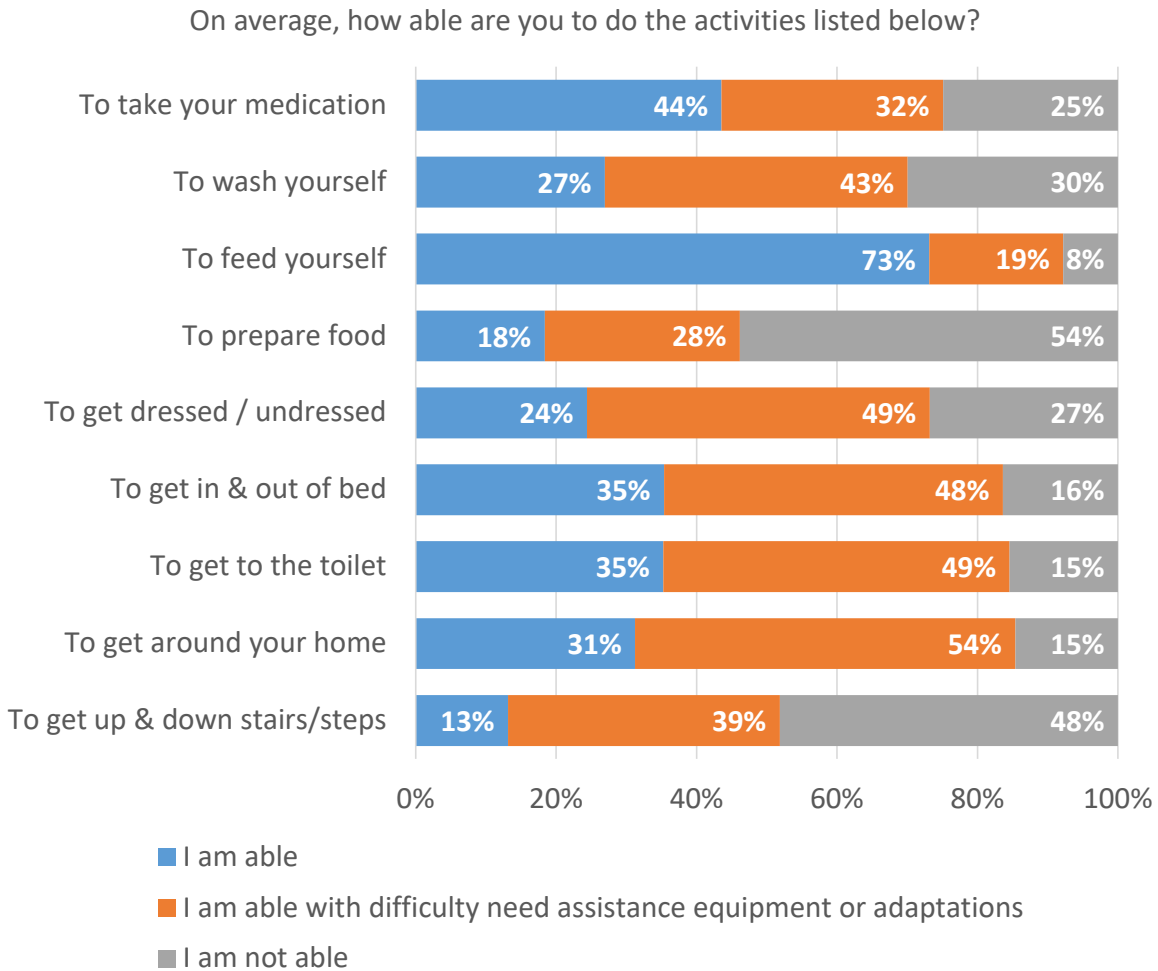
Less than a tenth (7%) of recipients stated that it had not been explained what their care workers would do for them. This was a marked decrease from the proportion reported in the 2009 survey (19%).

Around half (52%) of respondents indicated that they were aware that other options to Trust arranged home care such as Direct Payments or Managed Budgets were available.

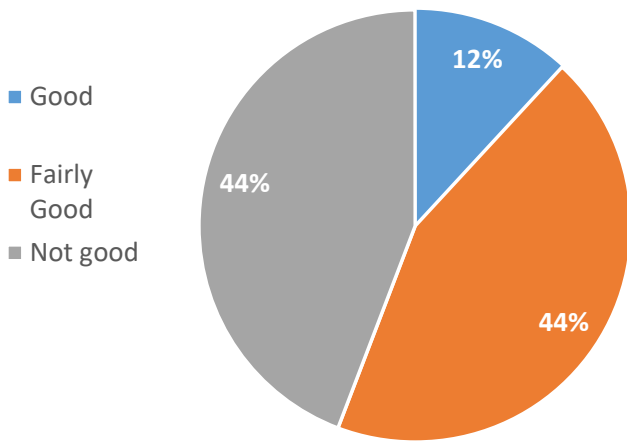
## About You

Users were asked how able, on average, they were to perform a range of activities. More than half (54%) of respondents indicated that they are not able to prepare food. There was also high proportions reporting that they are not able to get up and down stairs/steps (48%), or to wash themselves (30%).

**Figure 13. Respondents' ability to carry out routine activities**

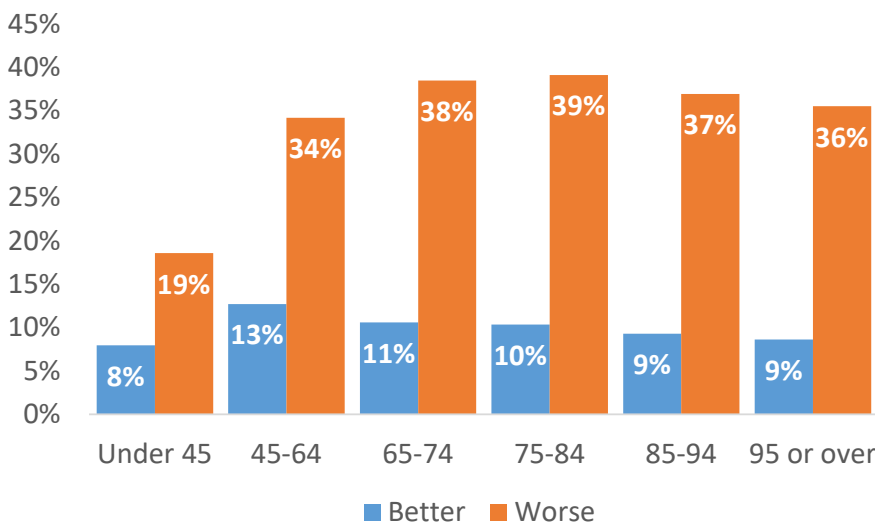


**Figure 14. Home care recipients' perception of general health**



When asked about how their overall general health had been in the last 12 months, over two-fifths (44%) of respondents said 'not good', with just one in ten (12%) saying their health had been good. Nine in ten respondents considered themselves to have a disability.

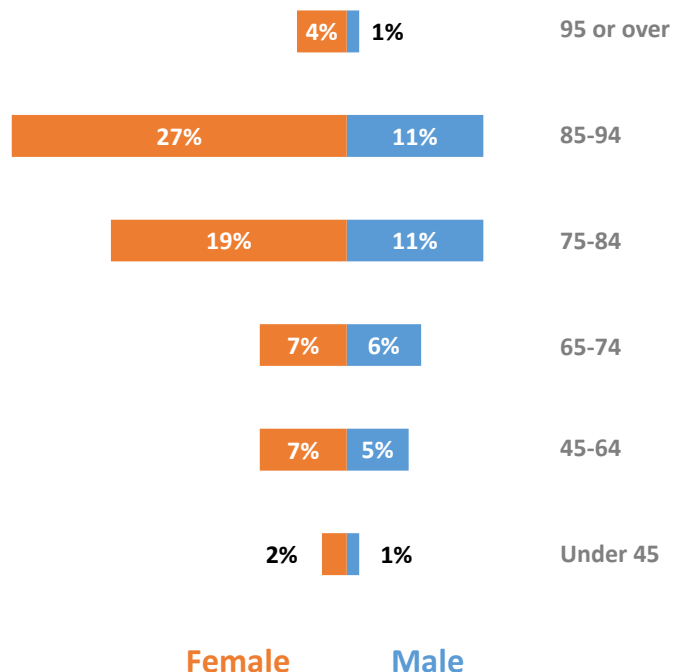
**Figure 15. Home care recipients current health compared with last year, by age**



Recipients were also asked about how their health now compared with the same time last year; around two-fifths (37%) reported that it was now worse, with just one in ten (10%) reporting that it was now better. Recipients aged 45 to 64 years were more likely to say their health was now better (13%) than other age groups.

More than half (53%) of respondents stated that they live alone. Older respondents were more likely to live alone than their younger counterparts (68% of those aged 95 or over compared with 10% of those aged under 45 years).

**Figure 16. Profile of Respondents by Age and Sex (% of total)**

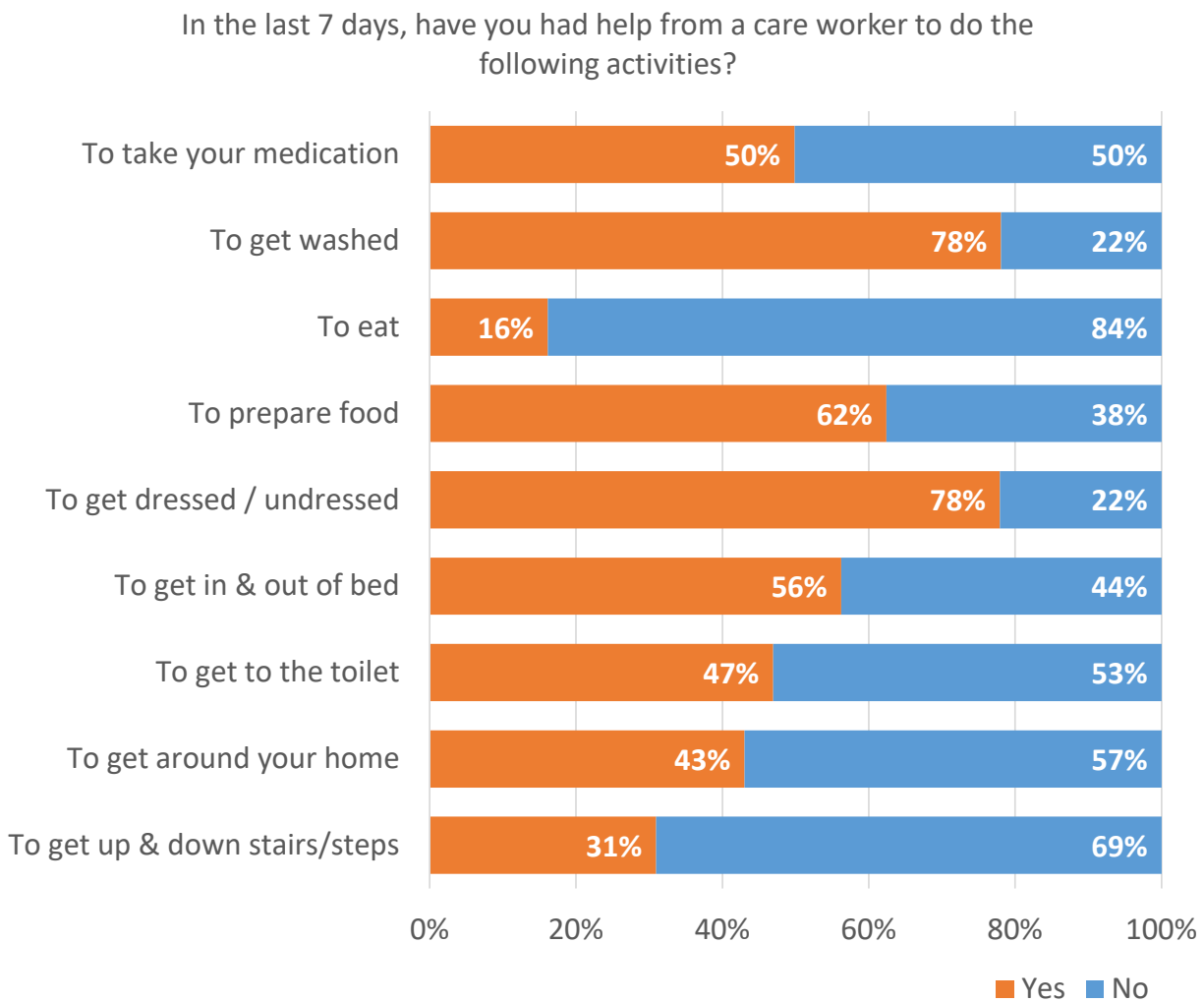


**More than half (53%) of home care recipients live alone**

## Service Provision & User Views

Service users were asked whether they received help from care workers in the last 7 days to do a range of activities. Almost four-fifths (78%) of respondents indicated that they received help to get washed, with the same proportion also receiving help to get dressed/undressed. There were also high proportions reporting that they received help to prepare food, get in and out of bed, and to take their medication.

**Figure 17. Services received by respondents**



Over a **third** (35%) of respondents have had a **minor adaptation** made to their home which was paid for by the Trust

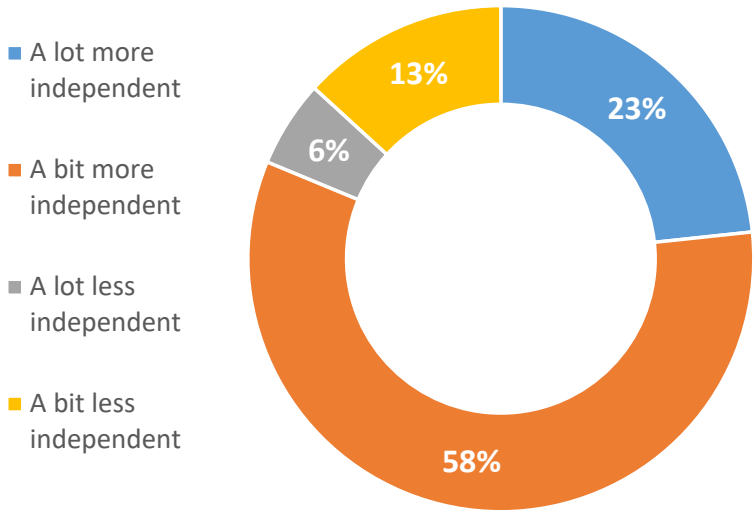


A **quarter** (24%) of respondents have had a **major adaptation** made to their home which was paid for by the Trust



When asked if they could manage without the help they get from their care worker(s), nine in ten (90%) answered 'No, not at all', 5 percentage points higher than the proportion in 2009 (85%). Almost one in ten (8%) indicated that they could manage but with difficulty, and the remaining 2% indicated that they could manage without much difficulty.

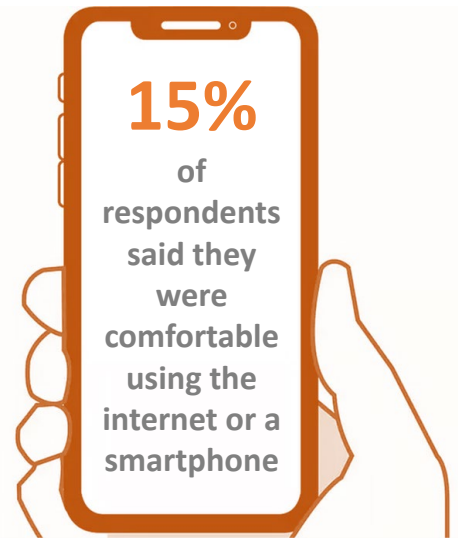
**Figure 13. Impact that help from care worker(s) has had on recipients' independence**



Four-fifths (81%) of respondents indicated that they feel more independent as a result of the help they get from their care worker(s), compared with 77% in 2009.

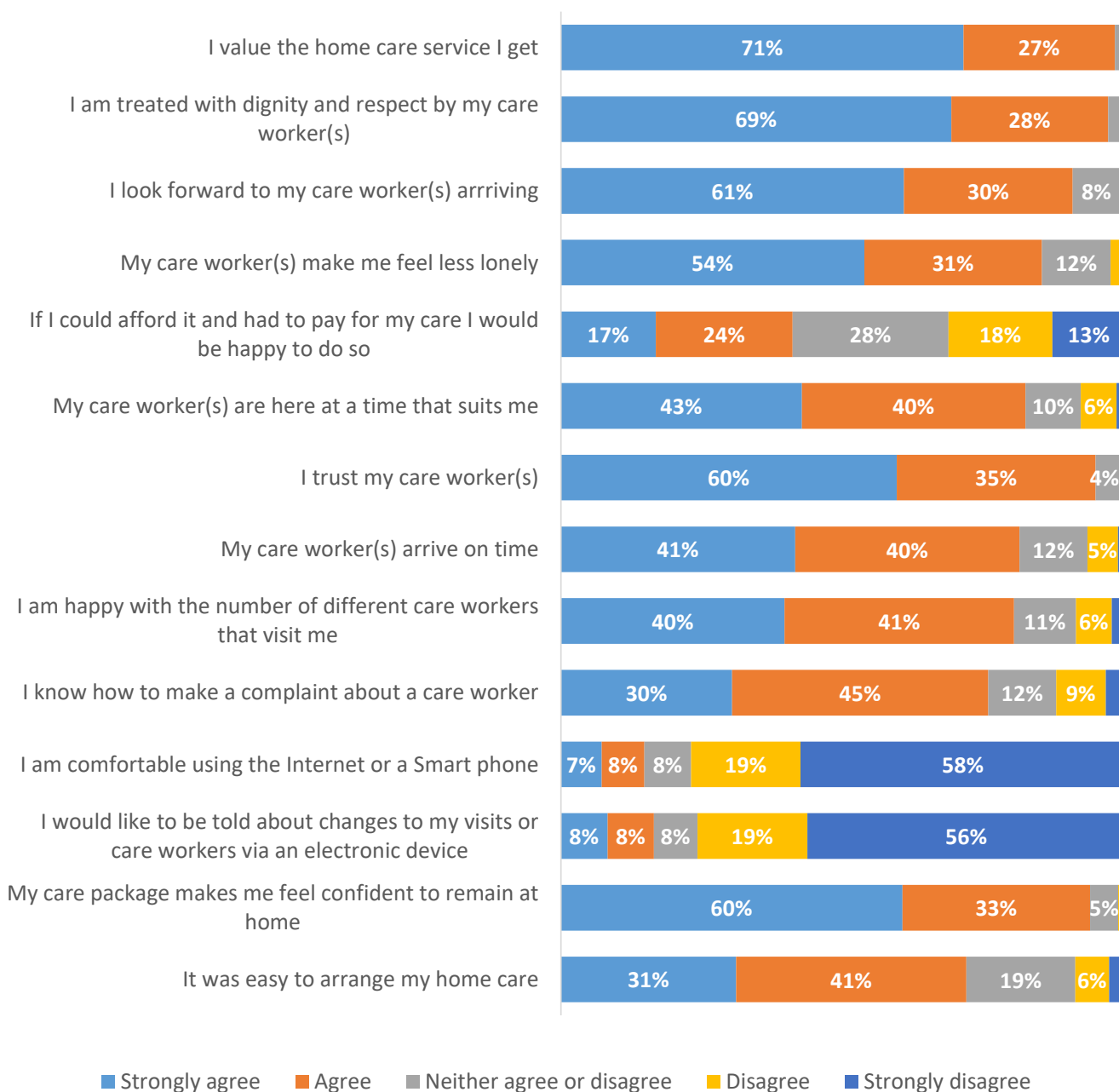
The vast majority of respondents (99%) indicated that they felt their care worker(s) were competent at their job, of which three-quarters (76%) felt they were very competent.

**99%**  
Felt their care workers were competent



Recipients were asked how much they agree or disagree with a number of statements relating to their care worker(s) and the home care service overall:

**Figure 14. User views on care worker(s) and the home care service**



Almost all (98%) respondents said that they value the home care service they get, with similar responses across all age groups.

The majority (95%) of respondents said they trusted their care worker(s). This was similar across all age groups however, those aged 95+ were slightly less likely to say they trusted their care worker(s) (91%).

Four-fifths of respondents (80%) were happy with the number of different care workers that visited them with little variation in response across age groups, with the exception of those aged under 45 where just two-thirds (65%) indicated they were happy.

## Analysis by Health & Social Care Trust

This section presents an overview of the findings for each of the 5 Health & Social Care (HSC) Trusts. The tables below present the demographic breakdown of respondents in each of the HSC Trusts.

An examination of the results by HSC Trust will allow for more meaningful analysis at a local level. Trust staff will be able to understand more about the experiences of their service users and this feedback can be used to form the basis of action plans dedicated to improving users' experience and the quality of care delivered. While this report provides an overview of findings, each Trust will have the opportunity to undertake a more detailed analysis of the data to enable localised priorities to be identified.

### Gender Breakdown:

	Male	Female
Belfast Trust	34%	66%
Northern Trust	35%	65%
South Eastern Trust	35%	65%
Southern Trust	36%	64%
Western Trust	34%	66%
Total NI	35%	65%

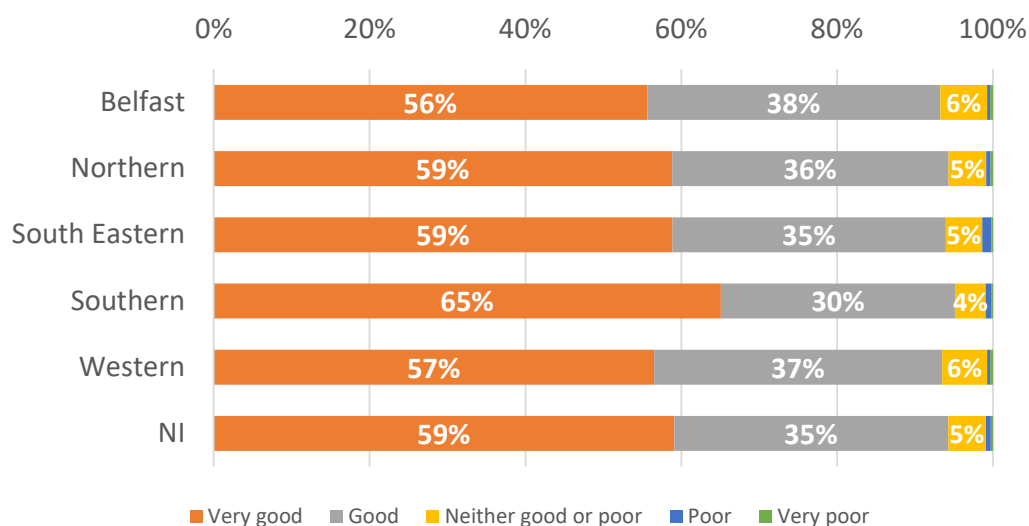
### Age Breakdown:

	Under 45	45-64	65-74	75-84	85-94	95 or over
Belfast Trust	2%	12%	13%	27%	41%	6%
Northern Trust	2%	10%	13%	32%	38%	5%
South Eastern Trust	5%	11%	15%	28%	36%	5%
Southern Trust	4%	13%	13%	32%	33%	5%
Western Trust	2%	11%	13%	27%	41%	6%
Total NI	3%	12%	13%	29%	37%	5%

### Overall Rating

Respondents' overall rating was similar across all Trusts, ranging from 93% of respondents in the Belfast Trust rating the home care service they received as either 'very good' or 'good', to 95% in the Southern Trust.

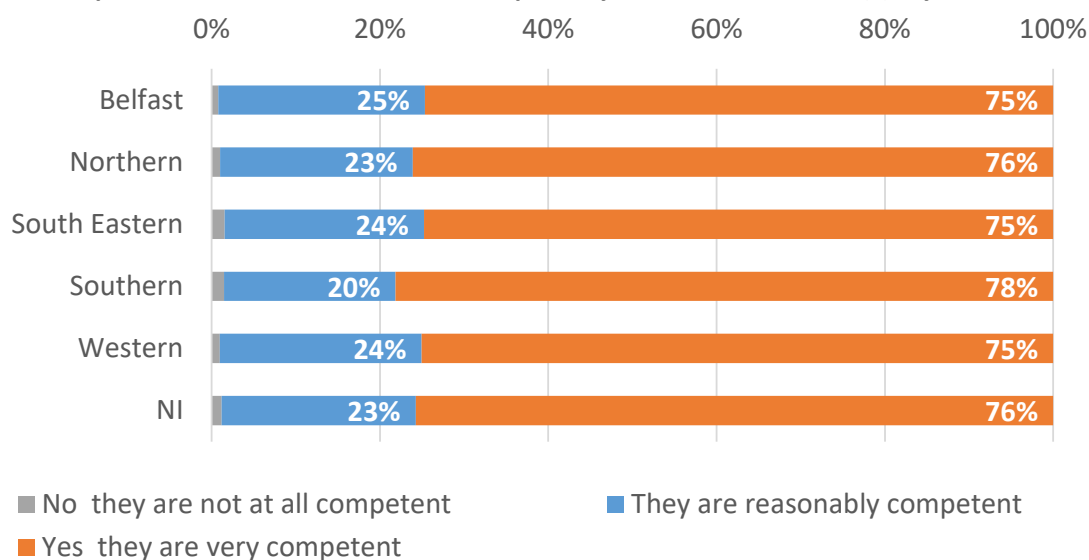
Figure 15. Respondents rating of their home care service, by HSC Trust



## Staff competency

The percentage of respondents that felt their care workers were competent at their job was the same across all Trusts (99%). The proportion reporting that they feel staff are ‘very competent’ at their job was also similar, ranging from 75% in the Western, South Eastern and Belfast Trusts, to 78% in the Southern Trust.

**Figure 16. Respondents view on the level of competency of their care worker(s), by HSC Trust**



## Responses that were similar across all Trusts

Within each Trust, 99% either ‘strongly agreed’ or ‘agreed’ with the statement ‘*I am treated with dignity and respect by my care worker(s)*’. The Southern Trust had a slightly higher proportion stating that they ‘strongly agreed’ however, at 71% compared with 69% in all other Trusts. It should be noted that percentages have been rounded to whole numbers and as such, 0% does not necessarily indicate 0 cases.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
Belfast Trust	69%	28%	2%	1%	0%
Northern Trust	69%	28%	3%	1%	0%
South Eastern Trust	69%	29%	2%	1%	0%
Southern Trust	71%	26%	0%	0%	0%
Western Trust	69%	28%	2%	1%	0%
Total NI	69%	28%	2%	1%	0%

Of those that knew and could remember, 95% of respondents answered ‘yes, I got all the assistance I required’ to the question ‘*Over the last 7 days, did all the care workers assist you with the support you required as outlined in your support / care plan?*’ in each Trust, with the exception of Southern where the proportion was slightly higher at 97%.

	Yes, I got all the assistance I required	No, I did not get all the assistance I required
Belfast Trust	95%	5%
Northern Trust	95%	5%
South Eastern Trust	95%	5%
Southern Trust	97%	3%
Western Trust	95%	5%
Total NI	96%	4%

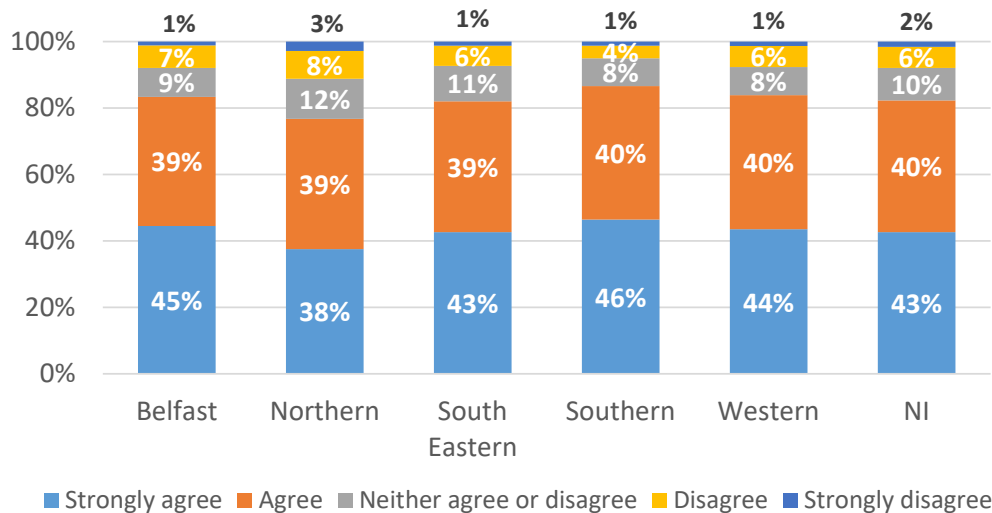
Of those that read their care support plan, responses were similar when asked 'Do you receive all the home care services that your care support plan said you would?'

	Yes, I got all the assistance I required	No, I did not get all the assistance I required
Belfast Trust	95%	5%
Northern Trust	95%	5%
South Eastern Trust	95%	5%
Southern Trust	97%	3%
Western Trust	95%	5%
Total NI	96%	4%

### Responses that notably differed across one or more Trusts

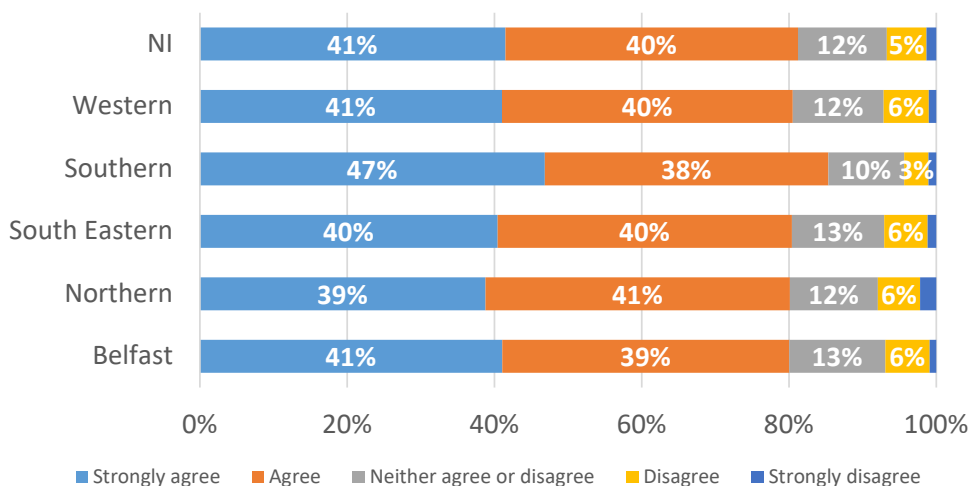
The proportion of respondents that either 'strongly agreed' or 'agreed' with the statement 'my care worker(s) are here at a time that suits me' ranged from 87% in the Southern Trust to 77% in the Northern Trust.

Figure 17. Agreement with statement 'my care worker(s) are here at a time that suits me', by HSC Trust



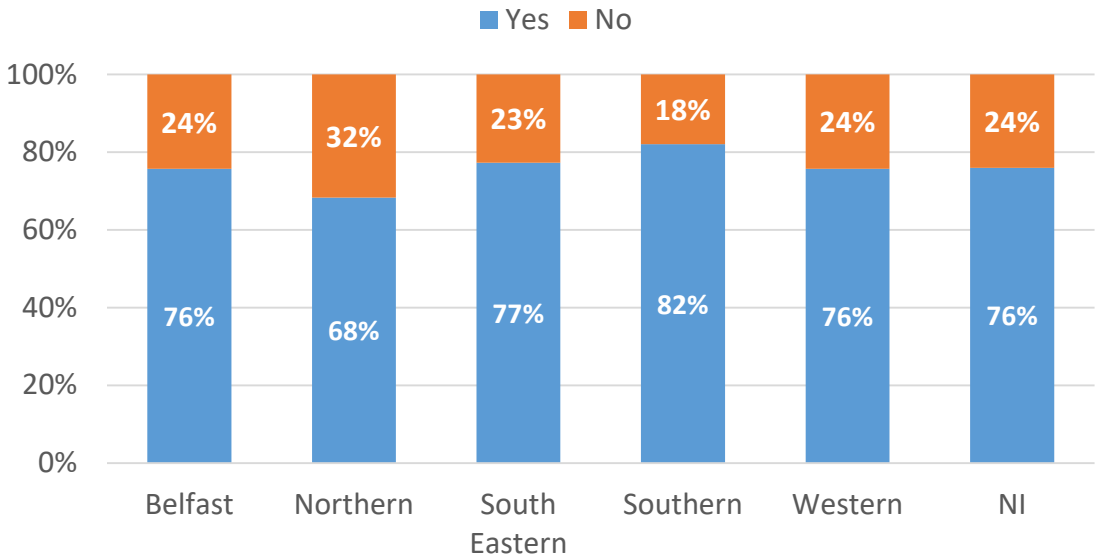
Respondents in the Southern Trust were also more likely to agree or strongly agree with the statement 'my care worker(s) arrive on time'.

Figure 18. Agreement with statement 'my care worker(s) arrive on time', by HSC Trust



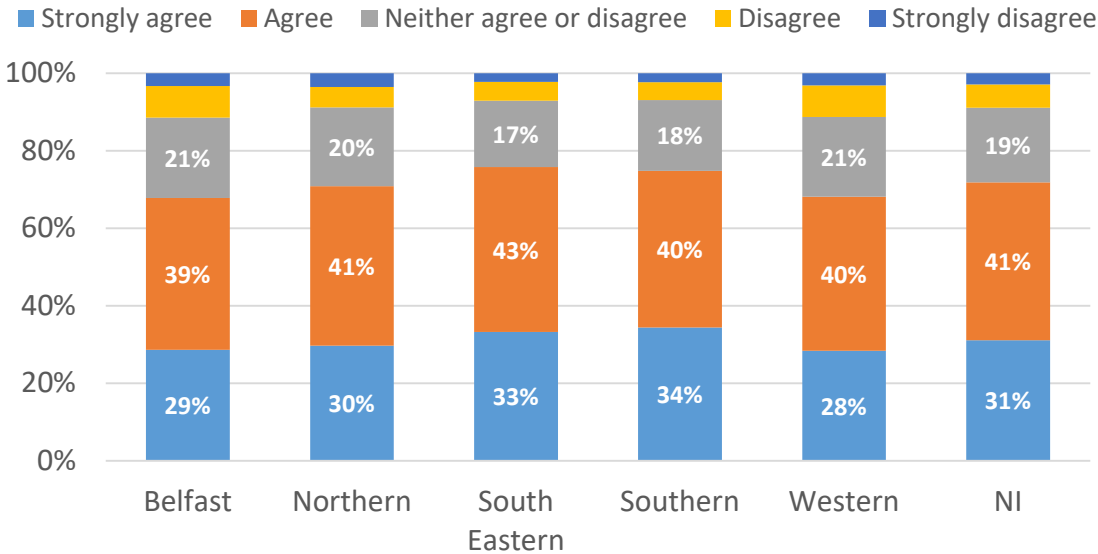
There was a notable degree of variation across Trusts in the proportion that reported being asked what times would be most convenient to them when their home care visits were being planned. The proportion that said they had been asked was highest in the Southern Trust (82%) and lowest in the Northern Trust (68%).

**Figure 19. Percentage reporting they had been asked about visit times that suited them, by HSC Trust**



There was also a notable degree of variation in responses across Trusts in relation to agreement with the statement 'it was easy to arrange my home care'. The Belfast and Western Trusts had the lowest proportion of respondents agreeing or strongly agreeing with the statement, at just over two-thirds (68%). Proportions were markedly higher in the Southern (75%) and South Eastern (76%) Trusts, while the percentage in the Northern Trust was 71%.

**Figure 20. Agreement with statement 'it was easy to arrange my home care', by HSC Trust**



## Comparative results between 2009 and 2018 Surveys

Further comparisons are made below between results from the 2009 and 2018 Home Care Experience Surveys. Care should be taken when making direct comparisons with the 2009 survey results due to methodological differences. Further information is provided under the section titled 'Sampling frameworks' on page 7.

### Repeated questions

The following tables relate to those questions where wording and answer options in both the 2009 and 2018 surveys were exactly the same, or similar enough for results to be interpreted the same.

<b>On average, how able are you to do the activities listed below?</b>				
<b>Survey Year</b>	<b>Activity</b>	<b>I am able</b>	<b>I am able with difficulty</b>	<b>I am not able</b>
2009	To get up & down stairs/steps	12%	40%	48%
2018		13%	39%	48%
2009	To get around your home	30%	55%	16%
2018		31%	54%	15%
2009	To get to the toilet	36%	48%	16%
2018		35%	49%	15%
2009	To get in & out of bed	34%	47%	18%
2018		35%	48%	16%
2009	To get dressed / undressed	27%	46%	28%
2018		24%	49%	27%
2009	To prepare food	14%	28%	57%
2018		18%	28%	54%
2009	To feed yourself	72%	21%	7%
2018		73%	19%	8%
2009	To wash yourself	26%	42%	32%
2018		27%	43%	30%

<b>In the last 7 days, have you had help from a care worker to do the following activities?</b>				
<b>Survey Year</b>	<b>Activity</b>	<b>Yes</b>	<b>No</b>	
2009	To get up & down stairs/steps	20%	80%	
2018		31%	69%	
2009	To get around your home	34%	66%	
2018		43%	57%	
2009	To get to the toilet	38%	62%	
2018		47%	53%	
2009	To get in & out of bed	49%	51%	
2018		56%	44%	
2009	To get dressed / undressed	66%	34%	
2018		78%	22%	
2009	To prepare food	59%	41%	
2018		62%	38%	
2009	To feed yourself	15%	85%	
2018		16%	84%	
2009	To wash yourself	63%	37%	
2018		78%	22%	

Is there anything you would like your care worker(s) to do for you that they do not do at present?		
Survey Year	Yes	No
2009	30%	70%
2018	17%	83%

Please indicate the number of hours of home care that you are assessed as needing each week <sup>6</sup>		
Survey Year		
2009	I need less than 5 hours	41%
2018		36%
2009	I need 5 hours to less than 10 hours	29%
2018		32%
2009	I need 10 hours to less than 20 hours	20%
2018		22%
2009	I need 20 hours or more	10%
2018		10%

Thinking of the number of hours that you are assessed as needing, do you think this is enough for you?		
Survey Year	Yes	No
2009	72%	28%
2018	87%	13%

On how many occasions in the last 4 weeks have you not been visited by a care worker when you were supposed to be? <sup>7</sup>		
Survey Year		
2009	None	84%
2018		89%
2009	1 or 2	11%
2018		8%
2009	3 or 4	2%
2018		1%
2009	More than 4	2%
2018		1%

Thinking about the last 12 months, do you recall being told in advance about any changes in your home care services? <sup>8</sup>		
Survey Year		
2009	Always	44%
2018		33%
2009	Sometimes	35%
2018		34%
2009	Never	21%
2018		33%

<sup>6</sup> 2009 question read as 'How many hours of home care are you supposed to receive from your care worker(s) in a week (7 days)?'

<sup>7</sup> 2009 question read as 'On how many occasions in the last 4 weeks have you not been visited by a care worker when you had been scheduled to?'

<sup>8</sup> 2009 question read as 'Thinking about the last 12 months, have you been told in advance about changes in your home care services (e.g. your visit will be late or you will have a different care worker)?'



When your home care visits were being planned, were you asked what times would be most convenient for you?		
Survey Year	Yes	No
2009	74%	26%
2018	76%	24%

Do you receive all the home care services that your care support plan said you would? <sup>9</sup>		
Survey Year	Yes	No
2009	94%	6%
2018	97%	3%

Do you feel you could manage without the help you get from your care worker(s)? <sup>10</sup>		
Survey Year		
2009	Yes, without much difficulty	2%
2018		2%
2009	Yes, with difficulty	13%
2018		8%
2009	No, not at all	85%
2018		90%

Overall, how would you rate the home care service you receive?		
Survey Year		
2009	Very good	54%
2018		59%
2009	Good	31%
2018		35%
2009	Neither good or poor <sup>11</sup>	13%
2018		5%
2009	Poor	1%
2018		1%
2009	Very poor	0%
2018		0%

How would you say your overall health has been over the last 12 months?		
Survey Year		
2009	Good	7%
2018		12%
2009	Fairly good	44%
2018		44%
2009	Not good	48%
2018		44%

<sup>9</sup> 2009 question read as 'Do you receive all the home care services that your written guide said you would?'

<sup>10</sup> 2009 question read as 'Could you manage without the help you get from your care worker(s)?'

<sup>11</sup> 2009 answer option read as 'Fair'.

Compared with this time last year, would you say your overall health is now better, much the same, or worse?		
Survey Year		
2009	Better	7%
2018		10%
2009	Much the same	51%
2018		53%
2009	Worse	42%
2018		37%

Would you consider yourself to have a disability?		
Survey Year	Yes	No
2009	91%	9%
2018	89%	11%

### Similar Questions

The following tables include those questions that address the same topic but due to differences in the wording of questions or response options, results may not be directly comparable.

2009: Do you always see the same care worker(s)?	
Yes, I always see the same care worker worker(s)	39%
No, but I nearly always see the same care worker(s)	58%
No, I hardly ever see the same care worker(s)	3%
No, I never see the same care worker(s)	0%
2018: Do you always see the same care worker(s)?	
I always see the same care worker(s)	21%
I see the same care worker(s) most of the time	74%
I rarely ever see the same care worker(s)	5%
I never see the same care worker(s)	1%

2009: When your home care was being planned were you (or a friend or relative) involved in decisions about the services you would receive?	
Yes	84%
No	16%
2018: When your home care was being planned, other than the Trust staff, do you recall who was involved in decisions about the services you would receive?	
Myself only	17%
Myself and a friend or relative	70%
Just a friend or relative	8%
No one	4%

**2009: Did anyone from the organisation that provides your home care explain to you what your care workers are supposed to do for you?**

Yes	81%
No	19%

**2018: Did anyone from the Trust explain to you what your care workers would do for you?**

Yes, someone talked me through it	64%
Yes, it was written down	9%
Yes, someone talked me through it and it was written down	20%
No, it was not explained to me	7%

**2009: Has the help you get from your care worker(s) made you more or less independent than you were?**

Yes, a lot more	29%
Yes, a bit more	48%
No, not at all	23%

**2018: Has the help you get from your care worker(s) made you more or less independent than you were?**

A lot more independent	23%
A bit more independent	58%
A lot less independent	6%
A bit less independent	13%

## Other Health & Social Care Experience Survey Reports

### Inpatient Patient Experience Surveys

Reports presenting results from the 2014 and 2017 inpatient patient experience surveys which were carried out to gain a better understanding of the aspects of care that are of most importance to patients, to act on patients' feedback, and to improve the quality of health and social care.

<https://www.health-ni.gov.uk/articles/inpatient-patient-experience-survey>

### Survey of home care service users Northern Ireland 2009

A report on the 2009 survey of home care service users, covering key demographics and focusing on what help they received, how the service was delivered and what users thought of the service they received

<https://www.health-ni.gov.uk/publications/survey-home-care-service-users-northern-ireland-2009>

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