



Trends Analysis Report

Social Care Services

ABOUT THIS REPORT

Healthwatch Waltham Forest has analysed the experience of local Social Care Services.

The Coding

Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Waltham Forest Patient Experience Panel.

The Care Pathway

Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).

Disclaimer

The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

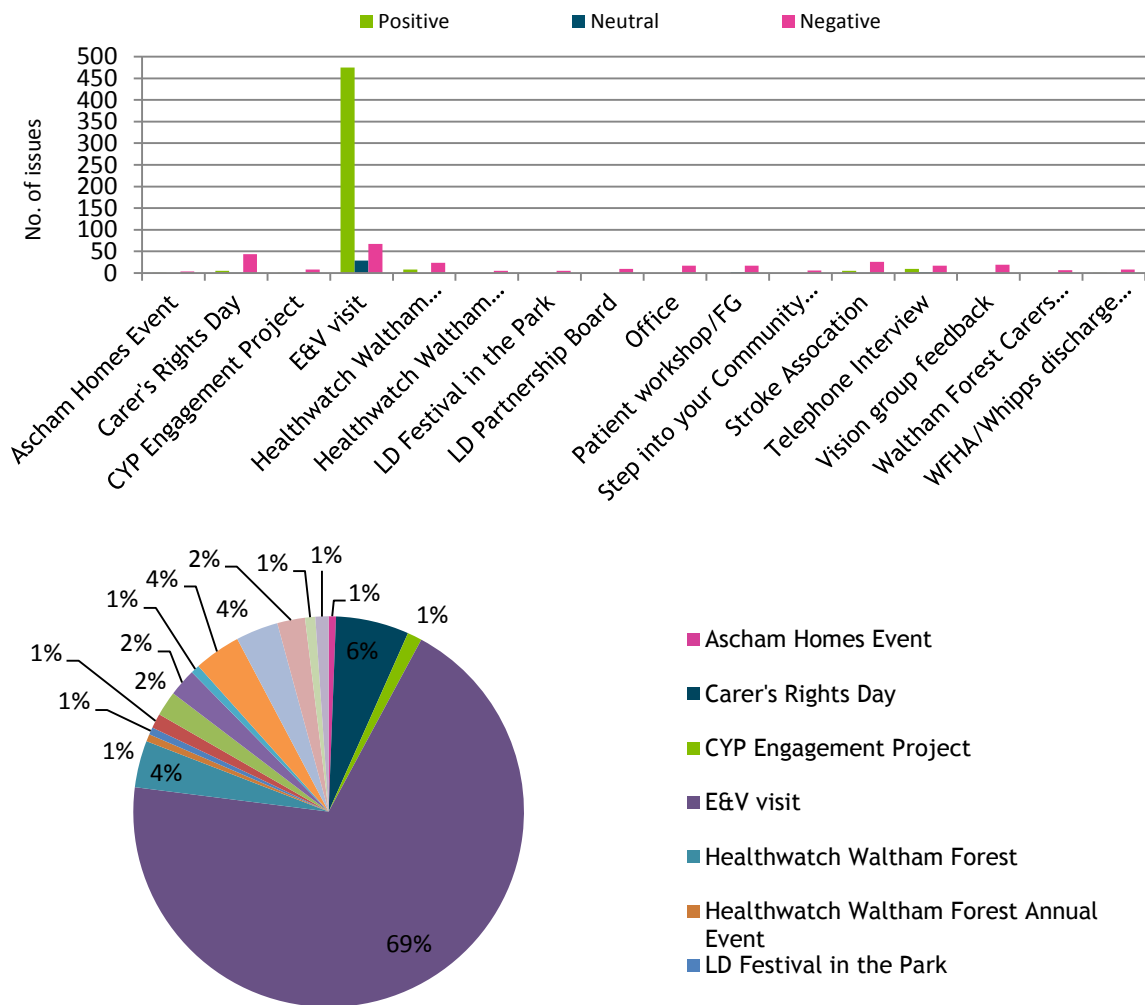
SECTION 1: REPORT CONTENT

Healthwatch Waltham Forest has identified 902 issues during the period below:

1.1: Reporting Period: From: 01/04/2014
To: 31/03/2015

This report identifies the data origin (Section 1.2) and the top trends (Section 2).

1.2: Data Origin



The Data in this Report

Around two thirds of comments originate from Enter and View visits, with the remainder from other Healthwatch Waltham Forest activity.

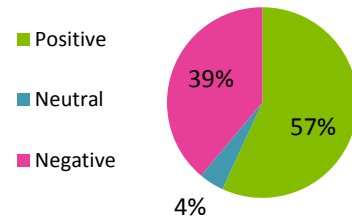
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 11/08/2015

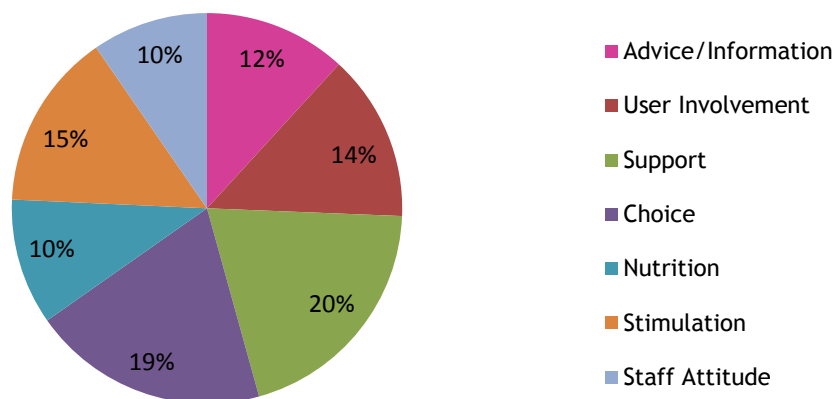
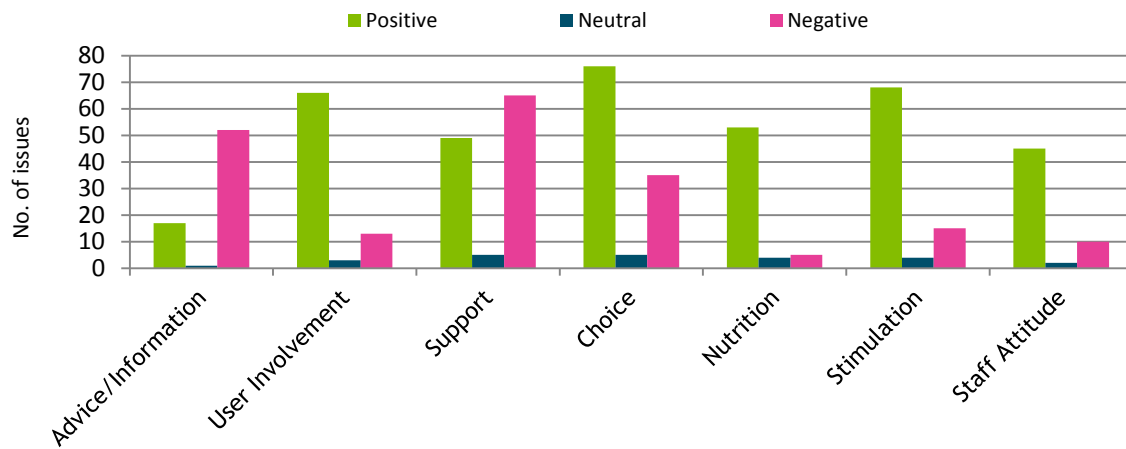
SECTION 2.1: TOP OVERALL TRENDS

2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 57% positive.



2.1.2 Top Trends

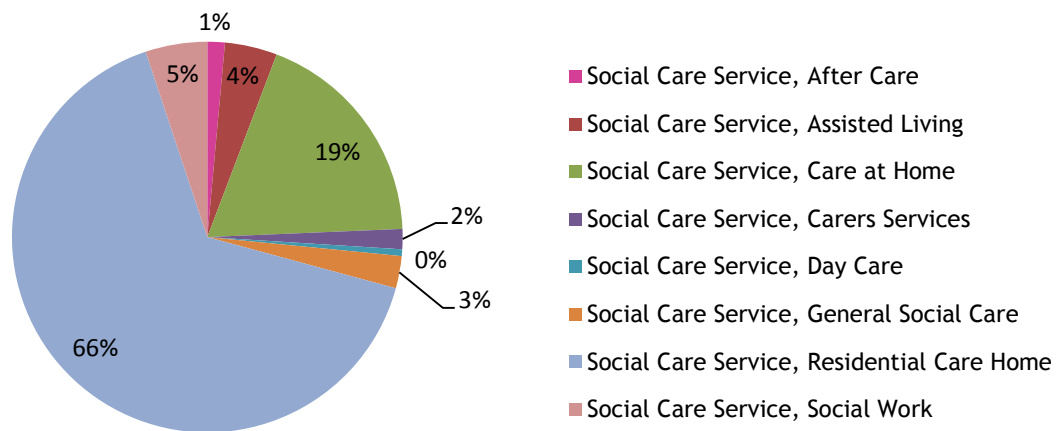
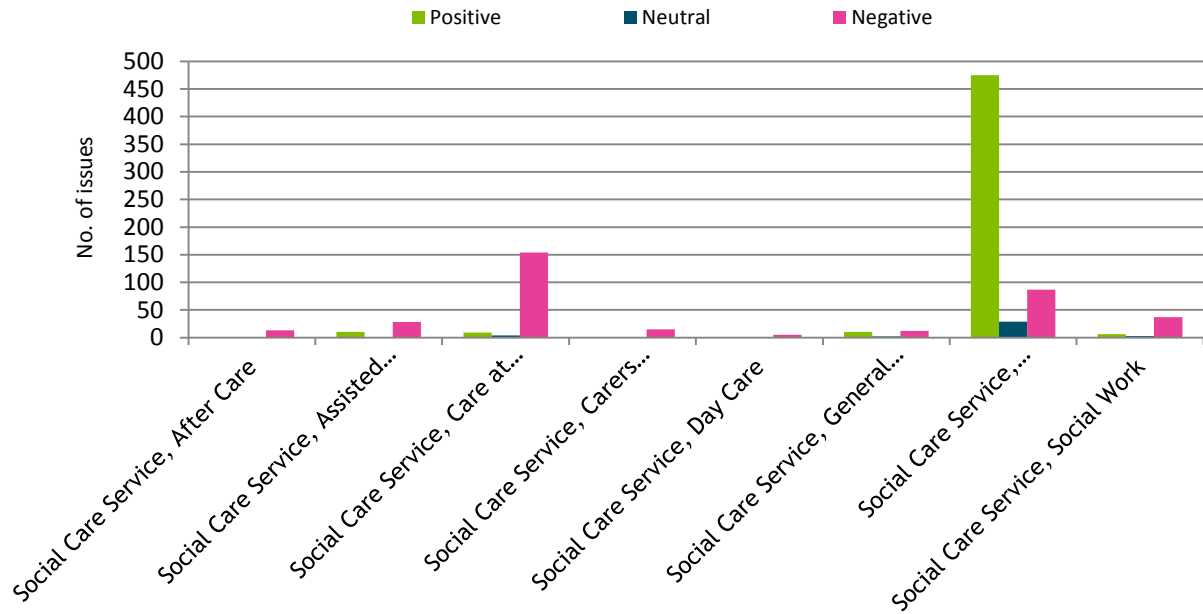


Trends to Watch:

Comments suggest there are clear positive trends on Choice, Stimulation, User Involvement, Nutrition and Staff Attitude, with care home residents in particular feeling involved in their care. Sentiment about Support is marginally negative overall according to comments, and broadly so on access to Advice/Information - these issues apply largely to Care at Home (Domiciliary Care), Social Work and other Adult Social Services.

SECTION 2.2: TOP OVERALL SERVICE TYPE

2.3.1 Top Service Type

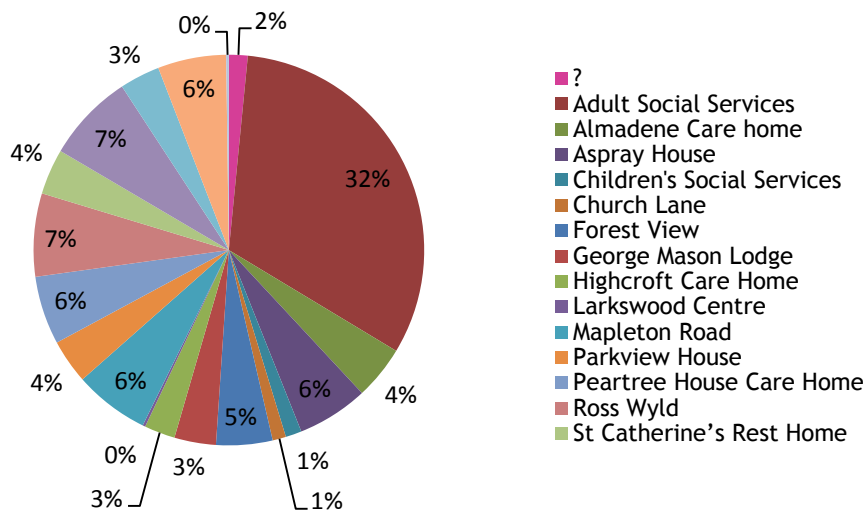
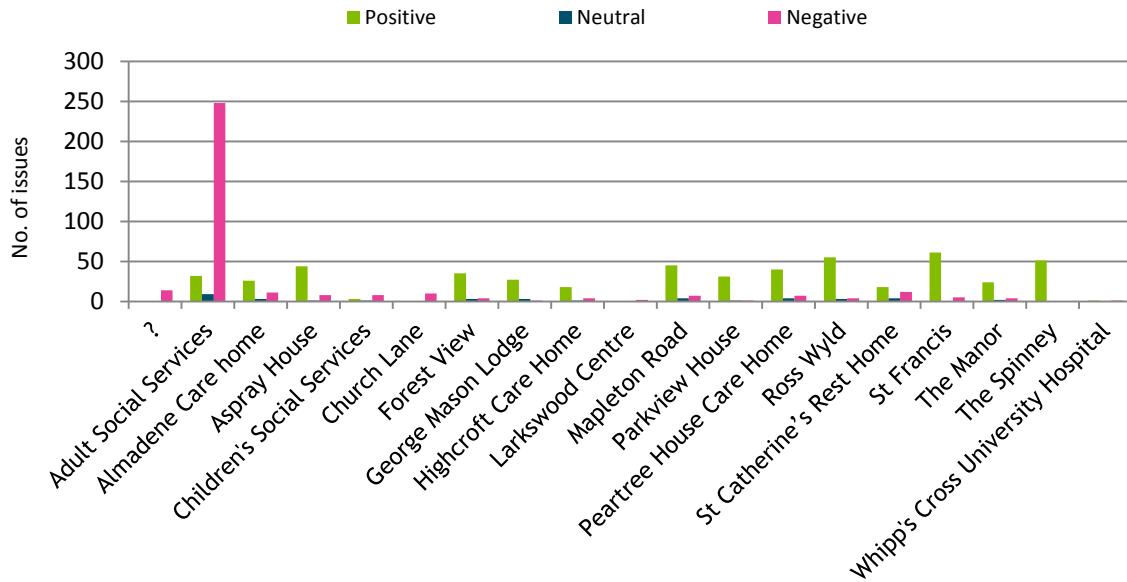


Trends to Watch:

The majority of comments are about Residential Care Homes, where we conducted Enter and View visits, with sentiment clearly positive. Comments about other Adult Social Care services, including Care at Home (Domiciliary Care) and Social Work are clearly negative overall.

SECTION 2.3: TOP OVERALL SERVICES

2.3.1 Top Services



A breakdown of services.

