

Hi Rhona

As a relative of an elderly person in receipt of this service I would like to comment on the difficulties we are encountering.

This lady has a number of medical conditions is 93years old and lives alone. (80 miles away from me) The home care service that was set up for her on discharge from hospital was not adhered to. This was reported to the appropriate authority.

However this did not bring any real change. It would appear that Social Services still paid for the agreed package even if it was not delivered.

Excuses were mainly about time constraints and the volume of work (i.e. the number of clients) staff had to attend to every day.

Lack of understanding about how long it can take to assist a person who is old and slow to get up and wash and receive breakfast.

This time can be coupled with tidying up, washing essentials including basic kitchen and bathroom hygiene.

When the allocated time runs out tasks remain incomplete.

How is it possible to provide a nutritional meal following a 5 week stay in hospital if there is no food in the house?

Another concern is highlighted by only allowing 30 minutes to prepare and serve a meal.

This time is further broken down into 10 minute slots. 10 mins to travel to home, 10 mins to heat and serve food and clear up and 10 mins to travel to the next job.

How can nutritional meals be served when in reality only microwave meals or convenience foods are used?

This type of food is not recommended for people who have heart and stroke problems.

Shopping is complex because it must be done locally making goods expensive and reducing the variety available.

Group shopping adds to the length of time for the task.

As the nearest supermarket is less a mile away a request is made for the bus fare to be paid to travel there.

If the shopping is heavy a request is made for a taxi fare for the return journey back with the shopping.

Pension collection is also difficult because of the length of wait in the Post Office and of course money is needed to pay for the shopping.

I appreciate that all these tasks are not available under free personal care.

However shopping and cleaning are included in her package and she contributes to these services.

She pays for these duties twice because there is not enough time allocated to complete the tasks and private arrangements needed to be made.

**It is important therefore that her Attendance Allowance is not cancelled to pay for her free personal care which is only part of her essential package of care.**

The saddest aspect of home care is not enough time for the carer to speak to the person they are caring for and no continuity of care with a variety of different people calling daily.

I feel that more robust arrangements need to be in place to monitor and evaluate practice.

I hope that in the future free personal can become more person centred and effective in helping vulnerable people remain safe and happy in their own homes.

Yours Sincerely

**INDIVIDUAL MEMBER OF THE PUBLIC A**