

# Service user consultation

## Summary of Healthwatch County Durham Findings

Healthwatch County Durham assisted Durham County Council in the review of the care home provision for service users with a learning disability. It was agreed that the team would carry out service user consultation. Currently there are 44 homes in the County providing care and support to approximately 132 service users with a learning disability. The HWCD team agreed to carry out consultation in eight care homes in the county, utilising a questionnaire jointly agreed between adult social care commissioners and HWCD, ultimately the team spoke with 34 service users which represents a 26% sample of people accessing support in the county. Therefore this data has to be taken in the context that it does not necessarily represent the views of the whole client group and the responses are restricted to the questionnaire.

Throughout January and February 2017 individual interviews were undertaken with service users in the eight identified care homes. Their views were recorded and formed the evidential basis for the report.

Information was also gathered from the managers and staff of the care homes and independent living schemes HWCD visited.

Overall we identified the following key points,

- Service users were pleased to have the opportunity to give their views
- Service users appeared to be happy where they lived and the support they received
- Some service users told us they had not had a choice about where they lived, however everyone appeared to be happy in their current home.
- Service users appeared to like most of the activities they undertake.
- Service users appeared to be satisfied with the support they are given to stay healthy.

Whilst visiting schemes and talking to service users and staff, Healthwatch were told about lots of interesting and rewarding activities taking place and we believe there are opportunities for providers to work together and share good practice especially around the activities that can be accessed and the choices service users have.

