

Meeting of South Ayrshire Health and Social Care Partnership	Integration Joint Board
Held on:	14th February 2024
Agenda Item:	7
Title:	Care Opinion – July 2023 – January 2024
Summary:	
This report has been prepared to provide Integration Joint Board with an update on the activity, feedback and commentary detailed on Care Opinion by members of the public.	
Author:	Sheila Tyeson, Senior Manager Planning and Performance
Recommendations:	
<p>It is recommended that the Integration Joint Board</p> <ul style="list-style-type: none"> i. Note the content of this report. ii. Consider any further commentary on Care Opinion 	
Route to meeting:	
Previously reported to IJB in Feb 2023.	
Implications:	
Financial	<input type="checkbox"/>
HR	<input type="checkbox"/>
Legal	<input type="checkbox"/>
Equalities	<input type="checkbox"/>
Sustainability	<input type="checkbox"/>
Policy	<input type="checkbox"/>
ICT	<input type="checkbox"/>

CARE OPINION FEEDBACK – JULY 2023 – JAN 2024

1. PURPOSE OF REPORT

- 1.1 This report has been prepared to provide the Integration Joint Board with an update on the activity, feedback and commentary detailed on Care Opinion by members of the public.

2. RECOMMENDATION

2.1 It is recommended that the Integration Joint Board

- I. **Note the content of this report.**
- II. **Consider any further commentary on Care Opinion**

3. BACKGROUND INFORMATION

- 3.1 Care Opinion is an online portal in which members of the public can upload comments, complaints or enquiries known as 'stories' with specific regards to services they have had contact with and is widely used by public services and service providers. In addition to self-submission, Care Opinion will also upload information which has been received either by call to their service or by leaflet.
- 3.2 This is a subscription service, which has national coverage. Depending on the level of subscription organisations can gather feedback on services within their geographical area, related to services they either provide directly or commission from external providers.
- 3.3 Care Opinion is a public facing website, and the stories are visible unless there has been reason to remove individual commentary which has been submitted. Care Opinion manage this process and has set criteria/rationale to removing any comment therefore where a service may have received a negative or critical statement, this would remain in the public eye, unless it has been deemed inappropriate.
- 3.4 Moderators within Care Opinion along with administrators within the Health and Social Care Partnership (HSCP) manage the comments and feedback which is overseen by managers and the feedback available is a valuable source for service development and improvement.
- 3.5 The HSCP has been subscribing to Care Opinion since August 2021, which was initially a 12-month subscription. This has been continued by way of annual increments. South Ayrshire Health and Social Care are subscribed to receive feedback on in house services only.

4. REPORT

- 4.1 Care Opinion is a widely used, subscription service which is available to all health and care providers. This service offers subscribers a valuable source of feedback from service users, carers or other individuals who are advocating for service users on their behalf, to report (full report available as **Appendix 1**) on their care service experiences as detailed:

Author	%age (number of)
A parent/guardian	4 (1)
A relative	25 (6)
A service user	29 (7)
A staff member posting for carer/relative	13 (3)
A staff member posting for a patient/service user	25 (6)
The service user/patient	1 (1)

- 4.2 During the period August 2023 – January 2024 SAHSCP was mentioned on 24 occasions (and a total of 70 stories since first subscribed to) as detailed:

August	2
September	0
October	1
November	10
December	3
January	8

- 4.3 There are three main routes to engage with Care Opinion; Online directly, by telephone or by leaflet. The main route is directly online as noted below.

Source	%age (number of)
Leaflet	29 (7)
Phone	4 (1)
Website	67 (16)

- 4.4 As was reported in February last year, the care is mainly positive and as a public facing resource this can be viewed and considered by others who may have an interest in a specific service provision.

- 4.5 Moderators (Care opinion) have rated the criticality of the stories as noted below:

Not critical	88% (21)
Minimally critical	8% (2)
Moderately critical	4% (1)

N.B. critically scores are assigned by moderators (not the public) to stories to support our alerting service. They are assigned per story not per service, so may reflect criticism of services other than your own. These are provided purely for information, with these caveats in mind.

- 4.6 When feedback is submitted to the portal the system will alert the subscriber and if further commentary or a response is needed, this will be actioned.

These include specific comments as examples below:

Story	Service
Excellent Care and equipment	Care at Home/Care at Home Ayr North, Community health and care services/Reablement team and University

	Hospital Ayr/Trauma and orthopaedics
The kindness is wonderful	South Lodge Care Home
She is met with an enormous smile	Care at Home/Ayr North team.
They carried out the care and attention with professionalism	Care at Home/Ayr South team.
The staff always treat me with dignity and respect	Overmills Day Services
I am in safe hands	Ayr North Care at Home team.

- 4.7 The reports available to the HSCP, include all of the data as detailed above and offer also a theme analysis on the stories. These are grouped into “What’s good”; “What could be improved”; and “Feelings”. The summary presents the frequency of specific words captured in the stories submitted as detailed below;

Whats good	What could be improved	Feelings
Staff (6 times mentioned)	Answer phone (1)	Happy (6)
Carers (5)	Proactive (1)	Supported (6)
Choice (5)	Short staffed (1)	Thank you (5)
Friendly (4)	Understaffed (1)	Comfortable (2)
Safe (4)	Waiting (1)	Settled (2)
Excellent care (4)		Safe (4)

- 4.8 Overall, Care Opinion provides the HSCP with an evidence based source of feedback which can be used as part of the service improvement plan when taken in context. It is dependent on the author providing an identifying ‘tag’ for the system to pull through the information to the right service.
- 4.9 There are a number of stories which are tagged to a service but occasionally do not give indication to how this has been rated for example “My family’s experience at Hillcrest” which a reader would not know if it was positive or not, however it could be assumed that an author would have provided more detail, or raised the matter through another route had it been an unsatisfactory experience.
- 4.10 Care Opinion will continue to be used as a source of service delivery feedback and further updates will be provided in due course. The services will continue to promote Care Opinion, along with other relevant routes, and encourage service users to be proactive in providing feedback to inform the service improvement agenda.

5. STRATEGIC CONTEXT

- We make a positive impact beyond the services we deliver
- We are transparent and listen to you

6. IMPLICATIONS

6.1 Financial Implications

6.1.1 No financial implications.

6.2 Human Resource Implications

6.2.1 No Human Resource implications

6.3 Legal Implications

6.3.1 No legal implications.



6.4 Equalities implications

6.4.1 No equality implications

6.5 Sustainability implications

6.5.1 No sustainability implications.

6.6 Clinical/professional assessment

6.6.1 N/A

7. CONSULTATION AND PARTNERSHIP WORKING

N/A

8. RISK ASSESSMENT

N/A

REPORT AUTHOR AND PERSON TO CONTACT

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See below available as separate document:

Appendix 1 – Care Opinion Summary

BACKGROUND PAPERS

06.02.2024