

UNISON home care survey 2017

(Feb – April 2017, 1,000 responses)

1 - Are you ever given just 15 minutes or less to do more than a welfare check or administer medication to someone you care for?

Yes – 63%

No – 37%

2 - Do you feel you get enough time to do your job without being rushed and without compromising the dignity or well-being of the people you look after?

Yes – 25%

No – 75%

3 - If you don't get enough time to provide dignified care what are the people you visit regularly missing out on? (Please tick all that apply)

Time to be washed, bathed or showered – 30%

Time for a chat – 89%

Time to help them eat and drink – 53%

Time for personal care tasks to be properly completed e.g. stoma care – 29%

Time to be taken to the toilet – 30%

Time to notice a change (deterioration) in their health – 52%

Time to prepare a meal for them – 35%

4 - Have you ever not had enough time to care for the following people?

I've not had enough time for someone with dementia – 80%

I've not had enough time for someone who has difficulty communicating – 77%

I've not had enough time someone who has had a stroke – 71%

I've not had enough time for someone who is deaf – 63%

I've not had enough time for someone who is blind – 63%

I've not had enough time for someone who is partially sighted – 65%

I've not had enough time for someone aged over 90 years old – 76%

5 - Why do you feel you don't have enough time to deliver proper care to the people you look after? (please tick all that apply)

The person's care plan has not allocated them with enough time – 67%

Your rota is too full and means you have to rush or leave visits earlier than you would like – 67%

You only get paid for a certain amount of time – 48%

You have not been provided with the necessary training to deal with the person's condition – 14%

Your employer puts pressure on you to rush your visits or leave them early – 36%

6 - Do you regularly look after the same people so they become familiar with you, or are you regularly given new people to care for?

I regularly care for the same people – 71%

I am regularly given new people to care for – 29%

7 - When you are allocated a new person, are you given a formal introduction so they can get to know you before you start caring for them?

Yes – 18%

No – 82%

8 - When you begin caring for a new person have they always been told they will be getting a new care worker?

Yes – 22%

No – 78%

9 - When you started working for your employer did someone supervise you during your induction to help you get used to your job?

Yes – 72%

No – 28%

10 - Did your induction cover safeguarding, risk assessments and health and safety issues?

Yes – 77%

No – 23%

11- Have you received specialised training to care for people with:

Dementia - Yes 70% - No 30%

Diabetes – Yes 34% - No 66%

Mental Health problems – Yes 39% - No 61%

Neurological problems – Yes 21% - No 79%

Physical and learning disabilities – Yes 36% - No 64%

Sensory loss – Yes 32% - No 68%

Someone who isn't getting any nutrition in their diet – Yes 43% - No 57%

A person who isn't drinking enough – Yes 46% - No 54%

Someone with skin sores, infections or tears – Yes 53% - No 47%

12 - Have you ever been given support by your employer when someone that you look after has died?

Yes – 20%

No – 80%

13 - Is it easy to tell from your payslip whether you are being paid for all the hours you're working?

Yes – 37%

No – 63%

14- Do you think you are paid for all the hours you work, including the time it takes you to travel between the houses of the people you care for? Or only for the contact time when you are with them?

I am only paid for contact time – 63%

I am paid for contact time and my travel time – 37%

15 - If you work outside of Greater London is your standard hourly rate of pay more than £8.45 an hour?

Yes – 29%

No – 71%

16 - If you work within Greater London is your standard hourly rate of pay more than £9.75 an hour?

Yes – 9%

No – 91%

17 - Are you on a zero hours contract or do you have guaranteed hours of work?

I am on a zero hours contract – 52%

I have guaranteed hours of work – 48%