

Appendix 7 - Parent Carer Consultation – Overview Questionnaires Responses

There were 13 respondents to the Home & Community Support Parent Carer questionnaire; despite broad publication, this included:

- PCC Social Media
- CCC Social Media
- ICB Social Media
- PCC SENCO Forum
- PCC SENCO Newsletter
- CCC SEND Newsletter
- CCC SCIP (Special needs Community Information Point) Newsletter
- Healthwatch

The majority of the parent carers who responded were based in Peterborough.

1. Do you live in Peterborough or Cambridgeshire?

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● Peterborough	9
● Cambridgeshire	3
● Neither	0



Half of the respondents had children/young people who had received Home & Community Support previously; of those who had experience, there was a balanced number in terms of their child/young person having received support in the home or out in the community, or both.

Most rated the service provider as average; in terms of their own perspective, and the perspective of their child/young person. Having said this, positive comments regarding Home & Community Support included:

- They listened
- Respite for me
- Different face for my daughter
- New ideas
- Consistency

Areas to improve included:

- Need for easier to access services
- More consistency of carers

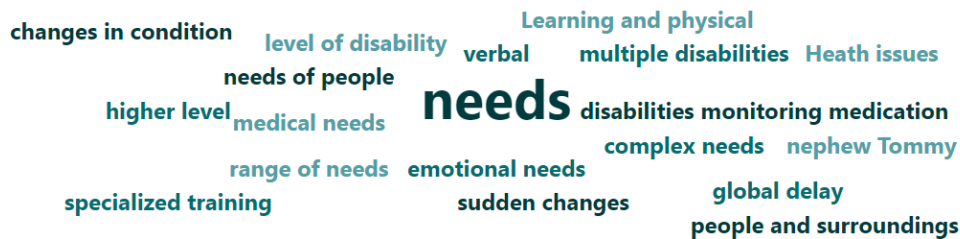
Parent carers were asked if support/care workers providing support to children/young people required a different skill set for community support/home care. The responses were as follows.



Those who felt that a different skill set was required cited different training and tailoring support to each individual child/young person. The parent carers who responded did not have a definitive view regarding whether support at home/support in the community should be paid at different hourly rates.

There was however broad agreement within the responses that the complexity of care and support provided should be reflected within hourly rates. These complex needs were described as:

- Multiple disabilities/range of needs
- Where specialised training is required
- Sudden changes in condition/presentation
- Limited risk awareness
- Complex health issues
- Complex emotional needs



Parent carers were asked what the priorities are for Home & Community Support. These included:

- Worker skills
- Individualised support
- Consistency of worker/core staff team

The elements prioritised for care within the home, Home Care, included:

- Working well with parent carers
- Building rapport with child/young person
- Maintaining dignity

The elements prioritised for community support included:

- Building the confidence of children & young people
- Focusing on Preparing for Adulthood
- Socialising/facilitating time with friends/other children & young people
- Getting involved in the local community

Finally, of those that took completed the questionnaire,

- 3 were interested in attending a Focus Group
- 2 were interested in reviewing a Home & Community Support specification
- 2 were interested in contributing to Method Statement Questions