

# Is the quality of home care for older people in England improving? Evidence from a survey of publicly-funded service

Francesco D'Amico, Juliette Malley  
and Jose'-Luis Fernandez

**PSSRU**

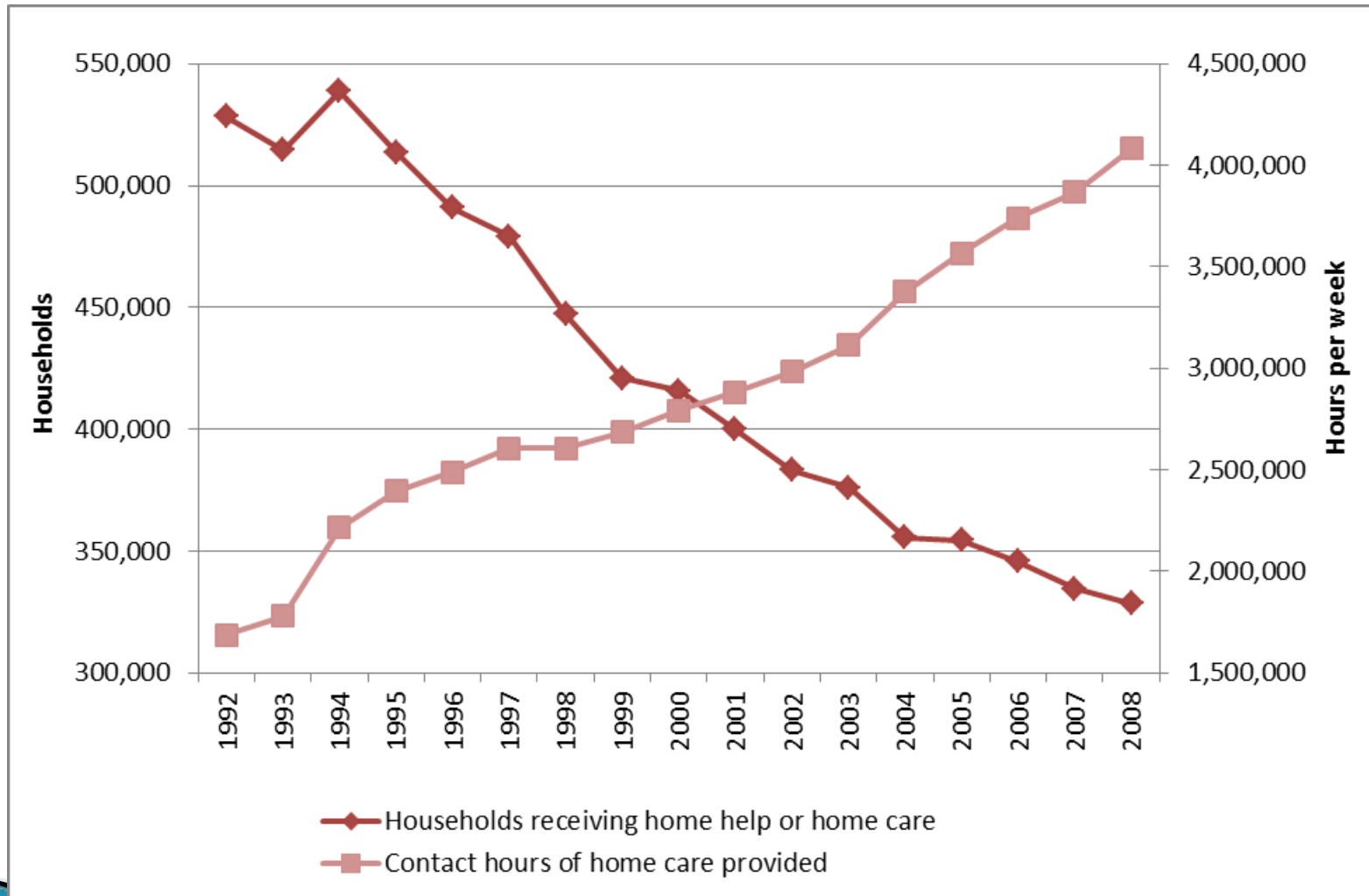
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Personal Social Services Research Unit

# Background

- ▶ Home care are the services delivered in a person's home to support them with personal tasks, including bathing, dressing and feeding. Sometimes it includes also domestic tasks, such as cleaning.
- ▶ Significant changes occurred in the recent decades in England by the legislation:
  - LAs **purchasing** and **provider** functions have been split, stimulating competition among providers in a quasi-market framework
  - LAs increased rapidly the purchases of services from **independent providers** (the rate of in-house provision decreased from 98% in 1992 to 13% in 2011)
  - **Domiciliary assistance** provision was increased in order to promote independency and reduce the expenditure (thus reducing placement in care homes)


# Home care trends



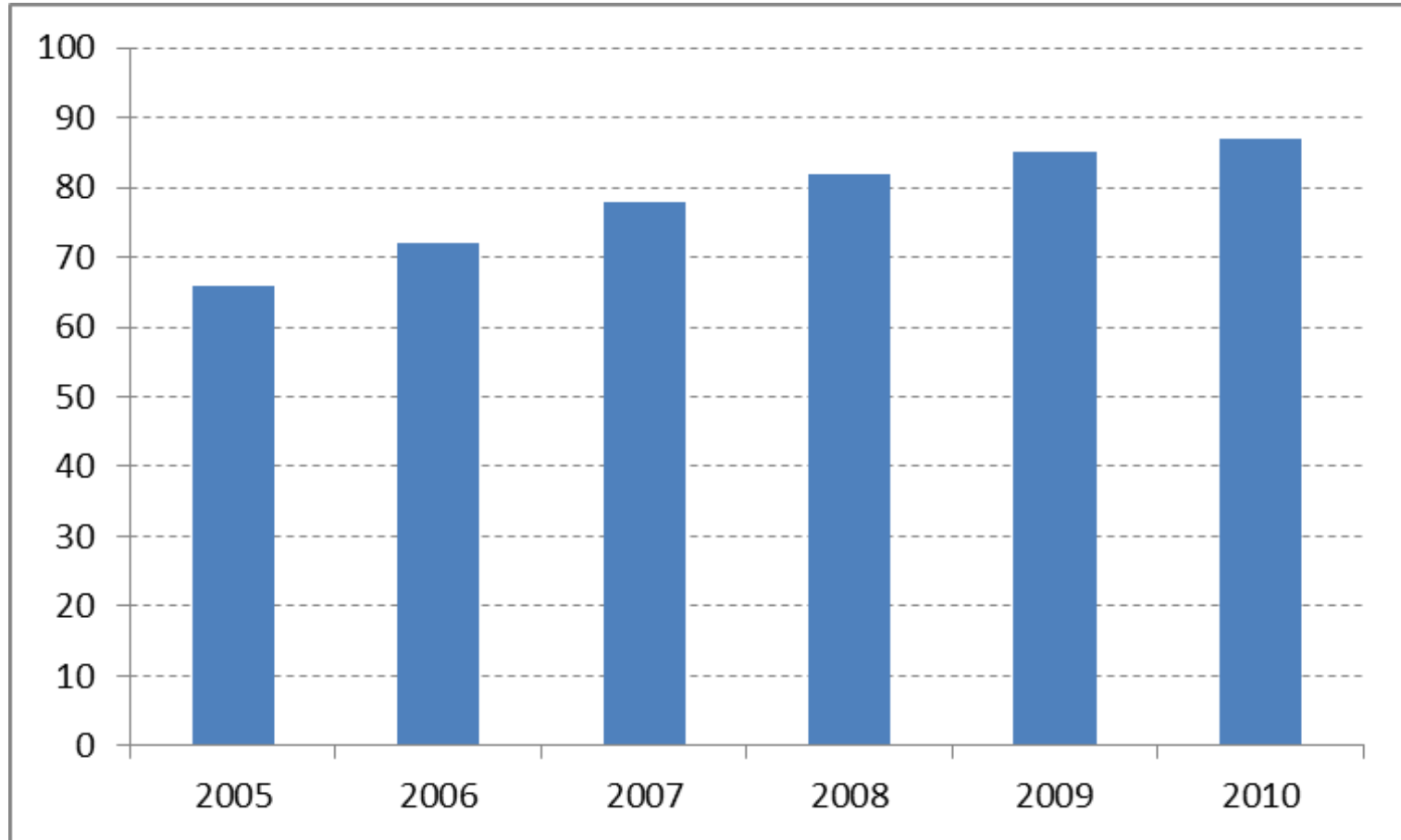
# Controlling for quality

- ▶ The changes occurred in home-care make even more important to control for quality:
  - Concentration of resources on the most severely disabled, means home care providers are serving increasingly **vulnerable people**, who can be exposed to financial, emotional or physical abuse.
  - Such risks are also connected with the particular environments, such as the person's home, where staff cannot easily be **monitored**.
  - Care managers, agents on behalf of the service user, often choose the care provider. However, as they are LA employees, they might be under pressure to balance **users' interest** and **social care budget**. This reduces the influence of the service user.


# Reforms targeting quality

- ▶ **Supply-side reforms** (*Quasi-market, Competition*)
  - ▶ **Demand-side reforms** (*Direct payments, Personal budgets*)
  - ▶ **National Minimum Standard** regulation
  - ▶ **Regular inspections** (less frequent if positively assessed)
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# National Minimum Standards



# User Experience Survey


- Since 2003 DH promote a home care UES. **User-reported satisfaction** with home care services
  - Data collected every **three years** (NHS-IC)
  - **General satisfaction indicator plus additional quality indicators** (e.g. carers' rush, overall treatment, seeing the same carer...)
  - Data also include **socio-demographics** and information about **self-perceived health**
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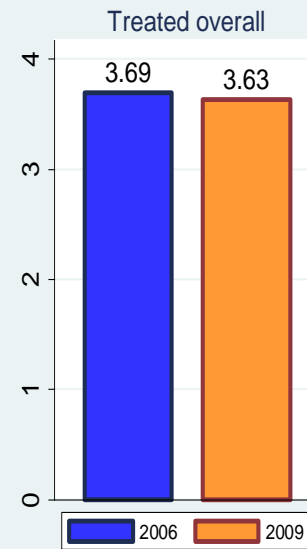
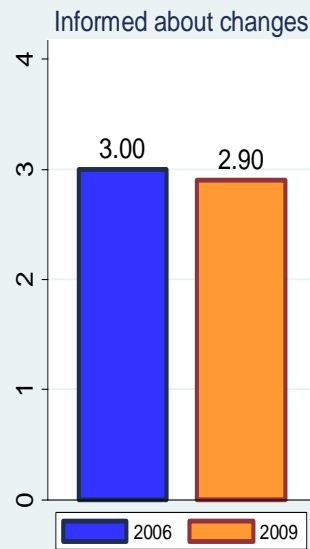
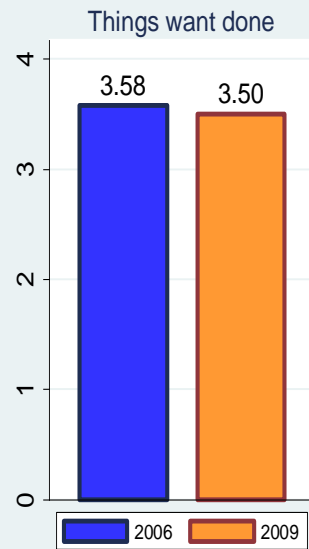
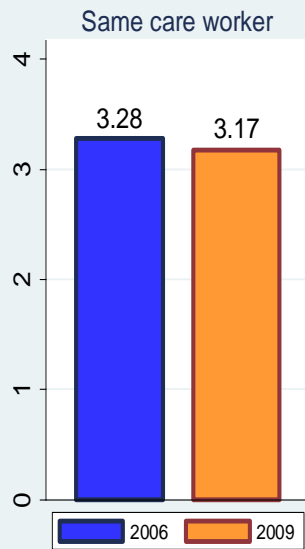
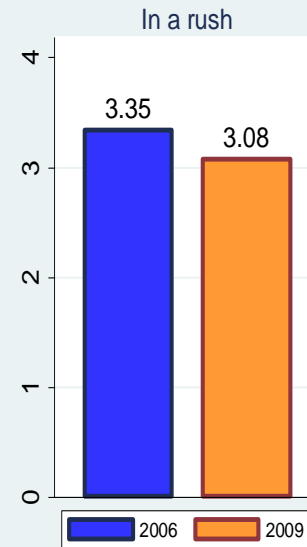
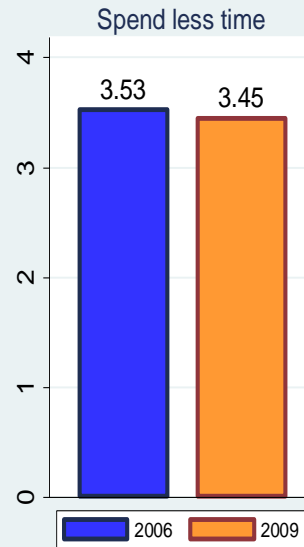
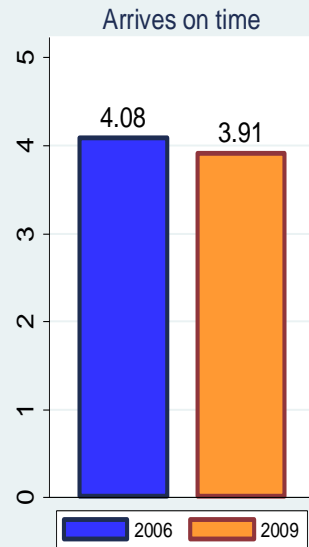
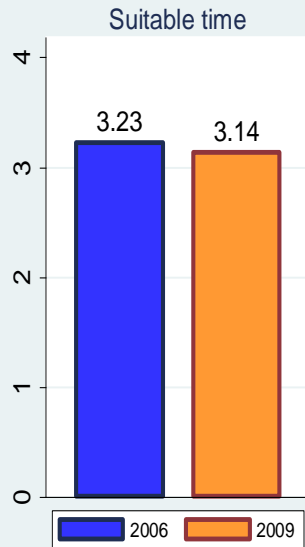
# Our data

- ▶ **Extended version with non-mandatory questions about needs (ADLs), characteristics of users and users' perceptions of service quality**
  - ▶ **Waves used: 2006 and 2009**
  - ▶ **Number of observations per wave: 25,000**
  - ▶ **Number of local authorities: 40-50**
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# Quality indicators

- ▶ Carers arrive at a **suitable time**
  - ▶ Carers **arrive on time**
  - ▶ Carers **spend less time** than supposed to
  - ▶ Carers are **in a rush**
  - ▶ Users can always see the **same care worker**
  - ▶ Carers perform things users **want to be done**
  - ▶ Users are **informed about changes** in care
  - ▶ Users are **overall satisfied** about the treatment
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# Methods

- ▶ **Ordered Probits** for each of the quality indicators (QIs)
- ▶ Each regression include the following covariates:
  - Age, gender, ethnicity
  - Self-perceived health
  - Needs
  - Unpaid care
  - Help in completion
  - Year

# Descriptive Statistics

Variable	Obs.	Mean	Std. Dev.	Min	Max
Age: 65-74	50222	0.155	0.362	0	1
Age: 75-84	50222	0.398	0.489	0	1
Age: 85 and over	50222	0.447	0.497	0	1
Gender: male	50192	0.264	0.441	0	1
Ethnicity: white	49226	0.962	0.192	0	1
Needs index (ADLs)	41647	2.214	1.660	0	5
Self-perceived health: very bad	47914	0.047	0.212	0	1
Self-perceived health: bad	47914	0.157	0.364	0	1
Self-perceived health: fair	47914	0.550	0.498	0	1
Self-perceived health: good	47914	0.206	0.405	0	1
Self-perceived health: very good	47914	0.040	0.195	0	1
Informal care received	46884	0.844	0.362	0	1
Informal care received from inside the household	46884	0.268	0.443	0	1
Informal care received from outside the household	46884	0.631	0.483	0	1
Received help in completing the questionnaire	48298	0.620	0.485	0	1
Year 2006	50528	0.571	0.495	0	1
Year 2009	50528	0.429	0.495	0	1

# Estimates' results

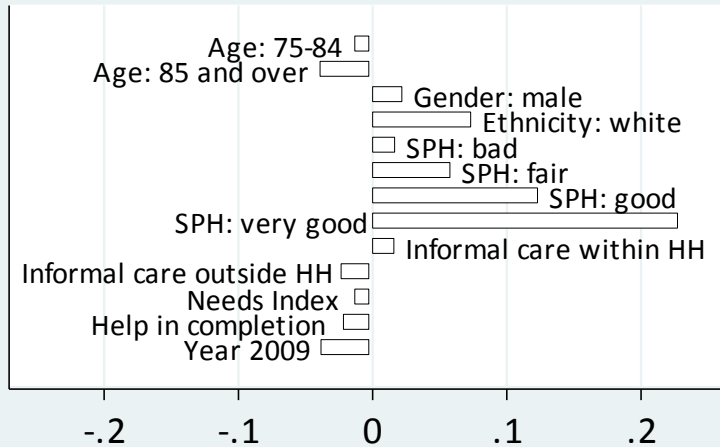
	Suitable time	Arrives on time	Spend less time	Rush
Age 75-84	-0.036	-0.03*	-0.025	-0.01
Age 85+	-0.106***	-0.092***	-0.094***	-0.065***
Male	0.066***	0.045***	0.016	0.051***
White	0.214***	0.144***	0.165***	0.155***
Self-perceived health: bad	0.052	0.039	0.039	0.025
Self-perceived health: fair	0.164***	0.121***	0.172***	0.178***
Self-perceived health: good	0.330***	0.237***	0.274***	0.316***
Self-perceived health: very good	0.589***	0.421***	0.420***	0.528***
Informal care (within the household)	0.051**	0.067***	0.108***	0.226***
Informal care (outside the household)	-0.063***	-0.029	-0.049**	-0.019
Needs index (ADLs)	-0.036***	-0.014***	-0.041***	-0.055***
Received help in completion	-0.058***	-0.081***	-0.170***	-0.098***
Year=2008	<b>-0.104***</b>	<b>-0.197***</b>	<b>-0.145***</b>	<b>-0.359***</b>
LA dummies	Yes	Yes	Yes	Yes
Obs.	50528	50528	50528	50528

# Estimates' results

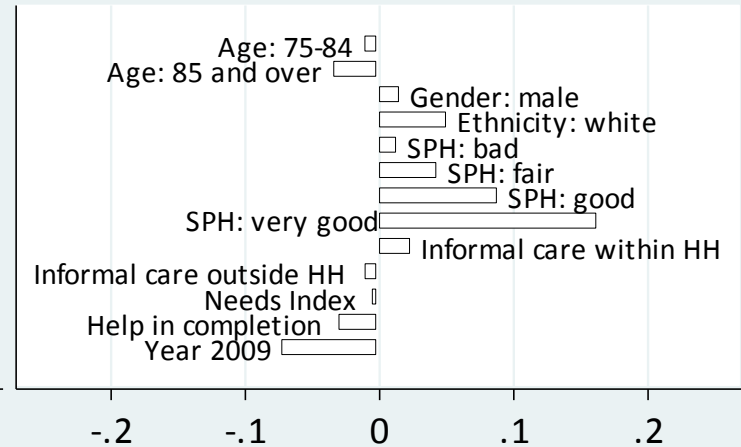
	Same care worker	Things want done	Informed about changes	Treated overall
Age 75-84	-0.061***	-0.035*	0.004	0
Age 85+	-0.124***	-0.090***	-0.046**	-0.055**
Male	0.029*	0.076***	0.059***	0.025
White	0.067	0.288***	0.116***	0.347***
Self-perceived health: bad	0.02	-0.029	0.021	0.017
Self-perceived health: fair	0.081**	0.154***	0.137***	0.158***
Self-perceived health: good	0.167***	0.326***	0.234***	0.317***
Self-perceived health: very good	0.344***	0.514***	0.451***	0.586***
Informal care (within the household)	0.062***	0.208***	0.088***	0.183***
Informal care (outside the household)	-0.094***	-0.013	-0.007	0.018
Needs index (ADLs)	-0.041***	-0.044***	-0.040***	-0.076***
Received help in completion	-0.176***	-0.192***	-0.105***	-0.175***
Year=2008	<b>-0.202***</b>	<b>-0.137***</b>	<b>-0.086**</b>	<b>-0.143***</b>
LA dummies	Yes	Yes	Yes	Yes
Obs.	50528	50528	50528	50528

# Marginal effects (1)

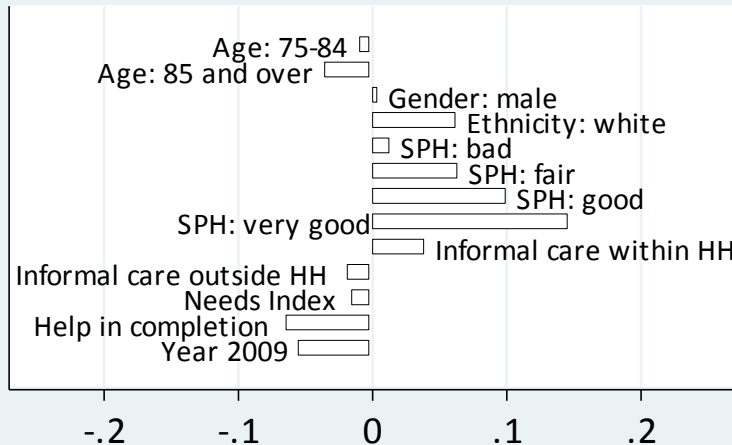
Suitable time



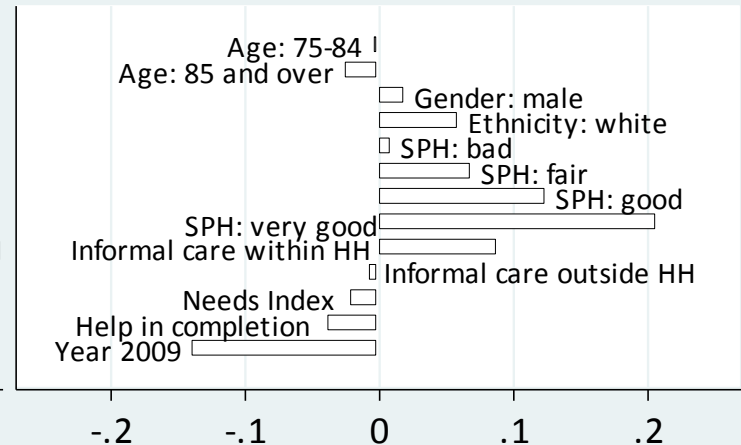
Arrives on time



Spend less time

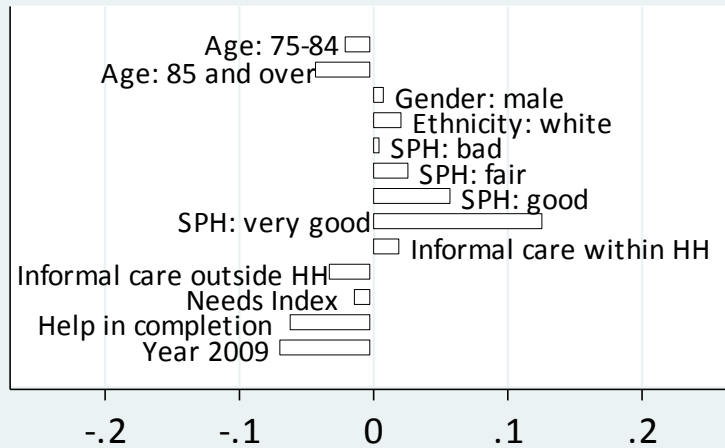


In a rush

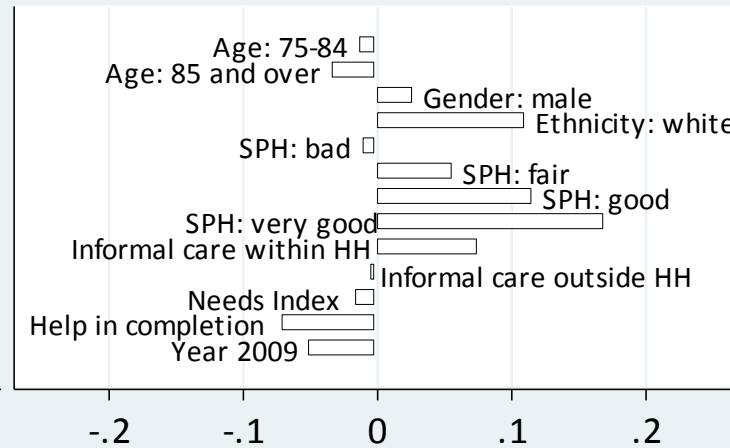


# Marginal Effects (2)

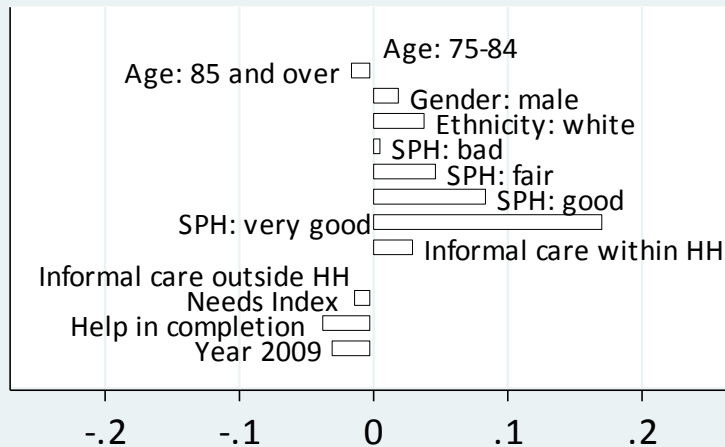
Same care worker



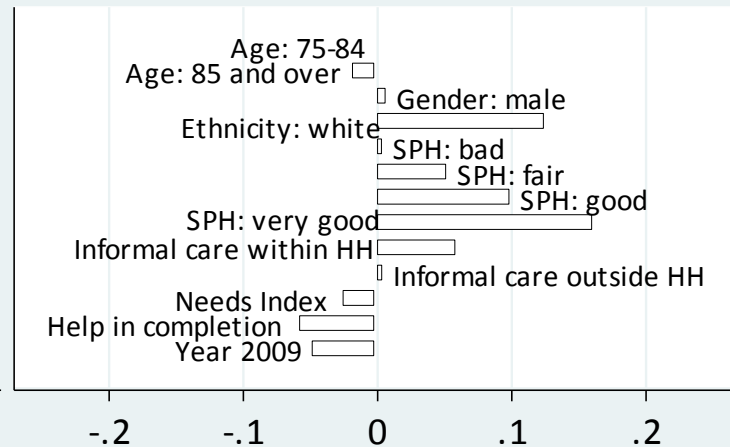
Things want done



Informed about changes



Happy about overall treatment





# Evidences from the study

- ▶ General satisfaction with home-care services has **declined** between 2006 and 2009
  - ▶ Such decline occurred also for the single QIs (carers' **rush** and **arriving on time** showing the bigger reductions)
  - ▶ Individuals with **more needs** are **less happy** with the services. People with **better self-perceived health** are on average **more satisfied**
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